

Steps for Correcting a Deficient Application or Request Online

A dealer may upload documents online to complete a deficient application or request. A deficient application or request results from a dealer failing to supply all required documents or information, or incorrect or incomplete documents or information. A dealer will receive notification from the Auto Dealer Services Division when an application or request is Deficient. The related transaction will also have a status of “Deficient” in the **Recent Transactions** widget (see screenshot at end of document).

- If the dealer is subscribed to receive online notifications, they will also receive a dashboard alert and email when an application or request is missing information.

For example, if a dealer submitted a license renewal application, but either failed to provide proof of current insurance, or provided insufficient coverage, the dealer can login to their online account and upload the correct document via the Deficient Document Upload transaction. To complete this transaction, the user must meet the following conditions:

- Have an Access Indiana account.
- Be linked to the online dealer account.
- Have one of the following user roles: Primary User, Administrator, Finance/Sales, General Office, or General Plates and Office. **Note:** The General Plates user role does not have access.
 - o Because of the role requirement, which is set after a license is granted, brand new dealers that have not yet received their initial license cannot complete this process online (for example, if they submitted their application for their license but it is “deficient”). They must mail, email, or fax the documents to the Division.
- License Status cannot be “Revoked” or “Out of Business.”

STEP 1: LOG IN

AUTO DEALER SERVICES DIVISION ALL SERVICES IN.gov

IN Dealer: Your one-stop source for your license. LOGIN Login Help

WELCOME TO INDIANA DEALER LICENSING

IN.gov Access Indiana - Portal About Getting Started Available Services FAQ & Help

—access— INDIANA

Welcome to Access Indiana

The State of Indiana's Single Sign-On Portal
Conduct business with ease and security

To use Dealer Portal you must have an Access Indiana account.

Don't have an account?

Sign Up for Access Indiana

To use Dealer Portal you must have an Access Indiana account.

Sign In with Access Indiana
[Don't have an Access Indiana account?](#)

Email

Continue

Cancel and Return to Dealer Portal

Support & Chat

- If you do not already have an account, select “Sign Up for Access Indiana” to create one
- If you already have a log-in for INBiz, you can use that same log-in information here

STEP 2: SELECT "ONLINE SERVICES"

The screenshot shows a user dashboard titled "MY DASHBOARD". On the left is a vertical navigation menu with icons and labels: "MY DASHBOARD", "ONLINE SERVICES", "MY PROFILE", "FIND MY DEALER LICENSES", "FORMS", "CONTACT US", and "LICENSE APPLICATION". A red arrow points from the text "STEP 2: SELECT 'ONLINE SERVICES'" to the "ONLINE SERVICES" menu item. The main content area is divided into four sections: "ALERTS AND ANNOUNCEMENTS", "NOTIFICATIONS", "INVOICES", and "RECENT TRANSACTIONS". Each section has a "View All" button. The "NOTIFICATIONS" section contains a table with columns for "SUBJECT", "GENERATED DATE", and "ACTION".

TYPE	SUBJECT	GENERATED DATE
NO RECORDS TO VIEW.		

SUBJECT	GENERATED DATE	ACTION
ATTORNEY GENERAL MEMO RE SELF-REPORTING PROGRAM	9/27/2019	
ATTORNEY GENERAL SELF-REPORTING PROGRAM	9/27/2019	
[REDACTED] - RENEWAL LICENSE - 11/1/2019	9/17/2019	
DEALER TRAINING 2019	9/4/2019	
DEALER DIGEST- AUGUST 2019	8/14/2019	

INVOICE #	DATE	DEALER #	DEALER NAME	WORKORDER #	PAYMENT STATUS
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DEALER #	DEALER NAME	TRANSACTION TYPE	STATUS	WORK ORDER #	DATE
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STEP 3: SELECT DEALER LICENSE

ONLINE SERVICES

MY DASHBOARD

ONLINE SERVICES

MY PROFILE

FIND MY DEALER LICENSES

FORMS

LICENSE

Dealer Name: Dealer #:

Plates on Demand

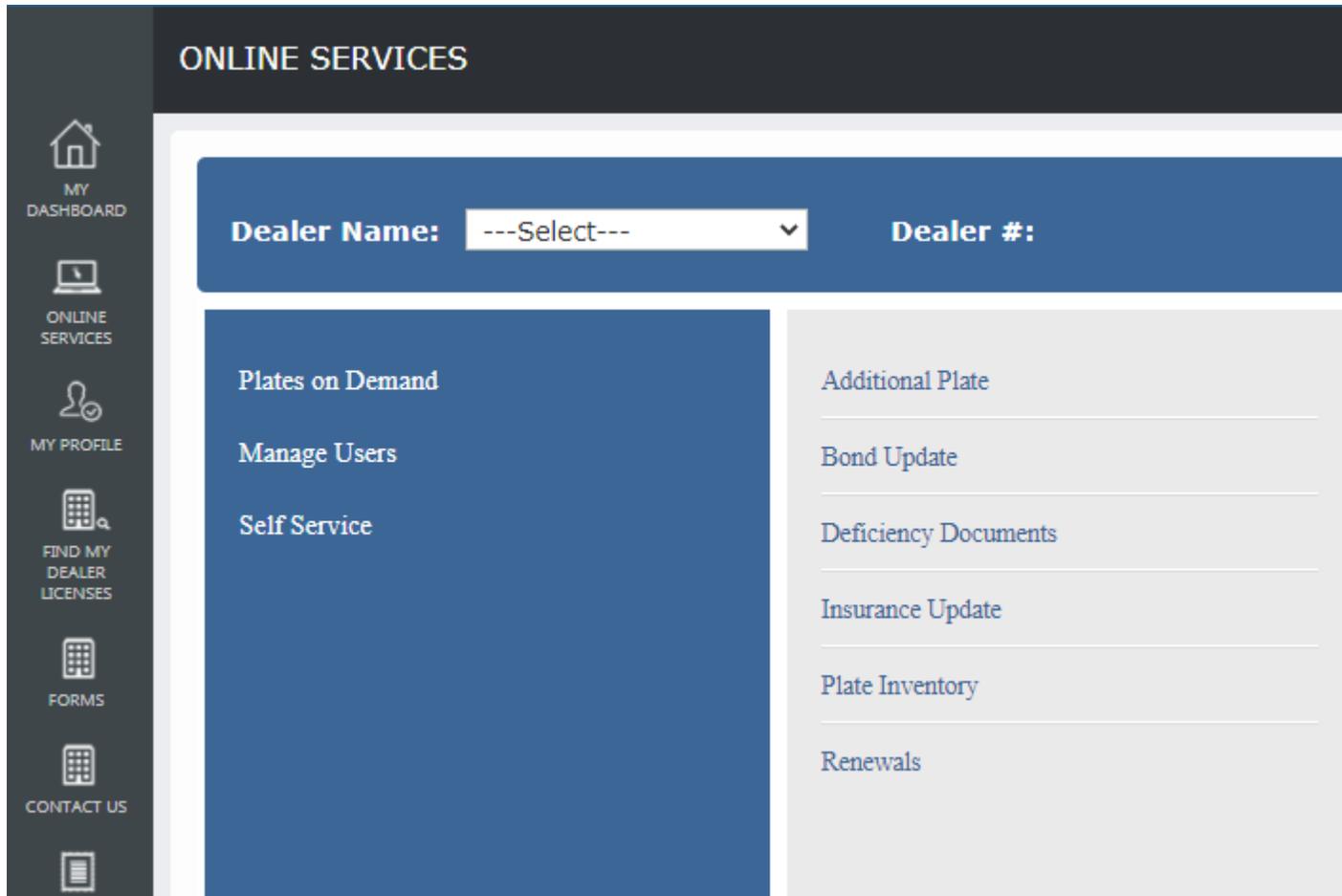
Manage Users

Self Service

Hey there! How can I help you today?

A red arrow points to the dropdown menu in the "Dealer Name" field.

STEP 4: SELECT “SELF SERVICE” AND SELECT “DEFICIENCY DOCUMENTS”*



*Only users with the following roles will be able to proceed: Primary, Administrator, Finance/Sales, General Office, or General Plates and Office

STEP 5: REVIEW INSTRUCTIONS AND KEY INFO

DEFICIENT DOCUMENT UPLOAD – INFORMATION 0 LOGOUT

Dealer Name: [REDACTED] Dealer #: [REDACTED]

PLEASE READ BEFORE YOU CONTINUE

On the following screen you will be able to upload documents that were missing, incomplete, or incorrect related to an application or transaction.

Please refer to your Deficiency Letter to determine what document(s) need to be uploaded to complete your transaction. You should have received a copy of the letter by mail. You also received a copy by email and in the Notifications section of your Dashboard (if you are subscribed to receive online notifications).

You will need to have the work order number for the application or transaction for which you will be uploading documentation. You can find this number under the "Recent Transaction" widget within your Dashboard. The relevant transaction(s) will have a status of "Deficiency Letter" or "Final Deficiency Letter."

Your transaction cannot be completed until all deficiencies have been addressed. A failure to make all necessary corrections within 90 days of the date the first deficiency notice was issued will result in the abandonment of your request. The deadline to complete all deficiencies should have been included on the Deficiency Letter.

Cancel Continue

STEP 6: FIND THE DEFICIENT WORK ORDER YOU WISH TO UPDATE AND SELECT "UPLOAD DOCUMENTS"

DEFICIENT DOCUMENT UPLOAD – DEFICIENT TRANSACTIONS 0 LOGOUT

Dealer Name: [REDACTED] Dealer #: [REDACTED]

DEFICIENT TRANSACTIONS

WORKORDER #	TRANSACTION TYPE	TRANSACTION STATUS	ACTION
[REDACTED]-001	INSURANCE UPDATE	DEFICIENCY LETTER	Upload Documents
[REDACTED]-001	REPLACEMENT PLATES	DEFICIENCY LETTER	Upload Documents

[Cancel](#)

STEP 7: ADD THE REQUIRED DOCUMENTS, SELECT "UPLOAD," AND THEN "SUBMIT"

DEFICIENT DOCUMENT UPLOAD – DOCUMENTS 0 LOGOUT

Dealer Name: Dealer #

DEFICIENCY REASONS

DEFICIENCY REASON	COMMENTS
NO RECORDS TO VIEW.	

The items listed in this section were either missing, incorrect, or incomplete. In order to process your transaction, you must satisfy each item listed.

DOCUMENT TYPE

DOCUMENT TYPE	DOCUMENT	ACTIONS
CERTIFICATE OF INSURANCE	<input type="text" value="Choose File No file chosen"/>	<input type="button" value="Upload"/>

Please upload **only** the document(s) listed in your deficiency letter and in the "Deficiency Reasons" section of this page by uploading them in the "Deficient Document(s)" section.

You might have other Deficiency Reasons listed here that must also be corrected in order for your transaction to be completed.

OTHER DOCUMENTS

<input type="text" value="Choose File No file chosen"/>		<input type="button" value="Upload"/>
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DOCUMENT TYPE

DOCUMENT TYPE	DOCUMENT	ACTIONS
NO RECORDS TO VIEW.		

If you have other documents not listed in the "Required Documents" section that you wish to upload, please upload them in the "Other Documents" section.

ADDITIONAL INFORMATION ABOUT THE DEFICIENT DOCUMENT UPLOAD PAGE

DEFICIENCY REASON

At the top of this page, the user will see each of the reasons the related transaction is considered deficient. Some of these reasons may be related to missing or incorrect documents and some may be related to missing or incorrect information from the application itself (including payment, if applicable). Payment must be made directly to the Division by check or money order, or by paying the invoice online from the **Invoices** widget on your Dashboard.

DOCUMENT TYPE

In the second section on this page, a list of **all** documents that are required for the related transaction will be listed as available to be uploaded. **Only** the document(s) identified at the top of the page under Deficiency Reasons will need to be uploaded. The user **DOES NOT** need to upload any other listed document.

- The dealer needs to upload only the missing documents that are listed at the top. If necessary, the dealer can use the “Other Documents” section, described below.

OTHER DOCUMENTS

The last section of this page is for any other documents or information the dealer would like to upload for the related transaction that was not listed in the previous section.

DOCUMENT UPLOAD REQUIREMENTS

- **At least one (1)** document must be uploaded to continue.
- The size limit for each uploaded document is 5MB.
- To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
- The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
- Once the dealer has uploaded all of the missing documents, the dealer can select to **CANCEL** or **SUBMIT**.
 - **CANCEL** = The user is taken back to their Dashboard. No uploaded information will be saved.
 - **SUBMIT** = Upon clicking “SUBMIT,” the new information will be submitted to the Division and a confirmation pop-up message will appear.

WHAT TO EXPECT NEXT...

- 1) Once submitted, the related transaction's status will update from "Deficient" to "Received-Online." A Division clerk will then review the updated documentation. The user should watch the "Recent Transactions" section on the dashboard to track the transaction's progress.
 - Note: It could take up to 30 minutes for the transaction to appear/update.
- 2) The Division will review the request and will make the final determination as to whether the application or request is complete. If the Division determines the application or request is still incomplete, the transaction's status will once again be updated to "Deficient" and the reason(s) will be provided to the dealer. The process detailed in this document can then begin again.
- 3) Once approved, the dealer will see the status of the related transaction change to **APPROVED** in the "Recent Transactions" section.
- 4) If there are any issues with the request, the dealer will be contacted by the Division.
- 5) As a reminder, the dealer can track the progress of any transaction from their Online Dashboard by locating the transaction in the "Recent Transactions" section.

The screenshot shows a user dashboard with a sidebar on the left containing navigation icons for: MY DASHBOARD, ONLINE SERVICES, MY PROFILE, FIND MY DEALER LICENSES, FORMS, CONTACT US, and LICENSE APPLICATION. The main content area is titled 'MY DASHBOARD' and features a notification bell icon with '0' and a 'LOGOUT' button. The dashboard is divided into four sections: 'ALERTS AND ANNOUNCEMENTS' (no records), 'NOTIFICATIONS' (two deficiency letters), 'INVOICES' (two invoices), and 'RECENT TRANSACTIONS' (four transactions). A red arrow points to the 'RECENT TRANSACTIONS' section header.

ALERTS AND ANNOUNCEMENTS						NOTIFICATIONS		
TYPE	SUBJECT	GENERATED DATE				SUBJECT	GENERATED DATE	ACTION
NO RECORDS TO VIEW.						[REDACTED] - DEFICIENCY LETTER - INSURANCE UPDATE - REF:2020236778	12/23/2020	[Icon]
						[REDACTED] - DEFICIENCY LETTER - REPLACEMENT PLATES - REF:2020236779	12/23/2020	[Icon]

INVOICES						RECENT TRANSACTIONS					
INVOICE #	DATE	DEALER #	DEALER NAME	WORKORDER #	PAYMENT STATUS	DEALER #	DEALER NAME	TRANSACTION TYPE	STATUS	WORK ORDER #	DATE
900000091060	11/12/2020	[REDACTED]	[REDACTED]	2020236775	PAYMENT DUE	[REDACTED]	[REDACTED]	REPLACEMENT PLATES	DEFICIENT	2020236779-001	11/12/2020
							[REDACTED]	INSURANCE UPDATE	DEFICIENT	2020236778-001	11/12/2020
900000091057	11/12/2020	[REDACTED]	[REDACTED]	2020236772	PAYMENT DUE	[REDACTED]	[REDACTED]	BOND UPDATE	RECEIVED	2020236777-001	11/12/2020
							[REDACTED]	PLATE LIMIT INCREASE	RECEIVED	2020236776-001	11/12/2020