



DIEGO MORALES
SECRETARY OF STATE

STATE OF INDIANA AUTO DEALER SERVICES DIVISION

PLATES ON DEMAND OUTAGE POLICY

The Secretary, through the Auto Dealer Services Division (“Division”) and its Co-directors, administers and enforces Indiana Code 9-32, Title 75 of the Indiana Administrative Code, and the policies and procedures of the Division pursuant to IC 4-5-1-11 and IC 4-5-1-12.

Pursuant to IC 9-32-6-11, a Dealer may provide one (1) interim license plate to a consumer at the time of sale. Interim license plates are provided by Dealers using “plates on demand,” (“POD”) an online service.

This policy is being issued to address actions Dealers may take when access to POD is lost because of a system service outage.

Relevant Law

IC 9-32-1-3

IC 9-32-6-11

IC 932-6-7

75 IAC 6-3-2(b)(5)

Policy Statement

For purposes of this policy, a “POD outage” is defined as a total inability for any dealer to access the POD service through the Dealer Portal. In order for the terms of the policy to apply, the Division must declare a total POD system outage. Such declaration shall be made in writing, at a minimum, on the Division’s website (<https://www.in.gov/sos/dealer/>), and in a mass email communication to all dealers at the email address on file with the Division. The Division may additionally post such a notice to any channel of communication, such as social media, that it determines appropriate given the circumstances of the outage.

It shall be the policy of the Division that in the event of a POD outage, a Dealer may, at its discretion, take the following steps in order to issue a retail purchaser an interim license plate:

1. Provide a dealer license plate to the purchaser.
2. Record the number of the dealer plate issued to the purchaser on a document to be maintained within the deal jacket.
 - a. Maintenance of this document shall be in accordance with the retention requirements of all other documents included in the deal jacket.

After the POD outage ends, as determined in writing in the same manner as a POD outage is declared, a dealer may no longer provide dealer plates to any purchasers. If a dealer issued a dealer plate to a purchaser during the POD outage, the dealer shall:

1. Within three (3) calendar days after POD operations are restored, arrange for the purchaser to return the dealer plate within seven (7) calendar days.
2. Issue the purchaser an interim license plate upon return of the dealer plate.
3. Record the date the dealer plate was returned to the dealer in the deal jacket on the same document the dealer recorded which dealer plate was issued.

A Dealer will not be considered to have misused a dealer or interim license plate if the dealer or interim plate is used in compliance with this policy statement.

If a purchaser cannot return to the dealer within the specified time frame, the dealer may issue an interim plate to a purchaser and send the interim plate to the purchaser in whatever manner the dealer determines to be appropriate. The dealer **must** notify the Division within fourteen (14) calendar days of the sale that they have been unable to retrieve their dealer plate. Failure to notify the Division may result in a finding that the dealer plate has been misused.

Approved by:

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11/03/25
Date

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Revision History

1. November 3, 2025