



DEALER DIGEST

Volume 5



IN THIS ISSUE

New System FAQ's

Outreach

BMV Feature

Changes to License
Applications and Renewals

Dealer Designee Plates

**+ HOW TO EXPEDITE YOUR
LICENSE RENEWAL**

New System FAQ's

Q: How do I add a new user to my online dealer account?

A: After the primary user has registered, an employee may then link to the online dealer account by following these steps:

1. Visit <https://dealers.sos.in.gov> and click Login at the top of the screen.
2. Enter the email address and password for their own Access Indiana/Azure account.
 - a. Note: This is not the same as the subscriber account previously used to access Plates on Demand. If they already have an Access Indiana account for INBiz, or another state agency, they should use that same login information.
 - b. If they do not have an Access Indiana/Azure account, they will need to create a free account by clicking on the "Sign up Now" link at the bottom of the screen and complete the process.
3. Once their Access Indiana account has been created, they will be directed to the Find My Dealer Licenses page.
4. Enter the Dealer License Number, then click Submit. The PIN is no longer needed after the primary user has registered.

Once steps 1-4 have been completed by the employee, the Primary User or Administrator must log in and assign a user role to the employee. To do this, the Primary User or Administrator must click on "Online Services," followed by "Manage Users."

Click on the Edit button to the right of the employee. Click on "Role Assignment" at the top of the pop-up window. From there, you can assign the appropriate user role to the employee. Click Save.



Q: How do I remove an employee's access to my online dealer account after they leave?

A: If an employee is no longer employed by your dealership, you should remove their access to your online account. The Primary User or Administrator must log in and click on "Online Services," followed by "Manage Users." On the Manage Users screen, uncheck the "Linked" checkbox next to the employee's name. You can also click on the Edit button next to their name and remove their user role. Click Save.

Q: How do I subscribe to receive online notifications about my license?

A: The Primary User and Administrator user roles can assign subscriptions to themselves and other users, as appropriate. To do this, the Primary User or Administrator must log in and click on "Online Services," followed by "Manage Users." Click the Edit button next to the user's name. Then, click on "Subscription Assignment" at the top of the pop-up window. Add the Online Subscription Group by clicking on it, then clicking on the (>) button to move it over to the Assigned Subscriptions column. Then click Save. A detailed explanation of each user role can be found on our website at: <http://in.gov/sos/dealer/4461.htm>.

Q: How do I print an interim license plate?

A: While logged into the system, click on “Online Services,” then “Plates on Demand.” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

At the top of the page, you will see your limits, credits, and the number of plates you have issued since your last renewal date. To print a plate, you must have a number greater than zero (0) in the “Available Credit to Print More Online Interim Plates” field. Click the “Generate Plate” tab in the middle of the page. You will first need to select which plate type you wish to print (if you have access to both Motor Vehicle and Motorcycle plates), and enter a valid VIN. Once you have ensured the proper VIN was entered, you will continue to the page to enter the customer and vehicle information needed to print the plate. Once complete, you can click Generate Plate. The plate does not automatically pop-up. There will be a pop-up bar at the very bottom of the screen asking if you want to Open, Save, or Cancel. Click Open and the plate PDF will appear. You can then print the plate.



If you need more information, please view the Plates on Demand pre-recorded webinar and/or review the slides from our website. This webinar provides step-by-step instructions for generating a plate. It can be found under the “Dealer Alerts” section in the middle of the main page of our website: <http://in.gov/sos/dealer/index.htm>. A Spanish version is also available.

Q: How do I reprint a previously generated interim license plate?

A: While logged into the system, click on “Online Services,” then “Plates on Demand.” If you are linked to more than one dealer license, you must first select the dealer name from the drop-down menu at the top of the page.

On the bottom-half of the screen, you will see your Recent Plates grid. Depending on the magnification and size of your screen, you may not be able to see the icons next to each previously generated plate. Scroll all the way to the bottom of the screen. You will see a scroll bar at the bottom of the plates grid. Use that to scroll all the way to the right. This will expose the icons to the right of each previously generated plate. Next to the plate you wish to reprint, click on the printer icon. There will be a pop-up bar at the very bottom of the screen asking if you want to Open, Save, or Cancel. Click Open and the plate PDF will appear. You can then print the plate.



Q: Where can I find instructions for setting up my online dealer account, assigning user roles, and subscriptions?

A: Visit our website, <http://in.gov/sos/dealer/>, and click on “Online Dealer Account Info” on the left-side of the screen under “Dealers.” You can visit the page directly by clicking on this link: <http://in.gov/sos/dealer/4461.htm>.

Q: I received my renewal form, but how do I pay for my plates?

A: On your renewal form, select which plates you wish to renew. Return your completed renewal form and license renewal fee (check or money order) back to our office. We will process the renewal form and send back an invoice based on the number/type of plates you selected to renew. Your license will be renewed as soon as the renewal form and fee were processed (if the form was complete). Your plates will then be renewed once the invoice has been paid.

Q: I am receiving an Access Denied message when trying to access Plates on Demand. What does that mean?

A: First, make sure you completed the initial linking process by creating an Access Indiana/Azure account, then linking to your account by using your dealer license number. If you have already done this, make sure your account’s Primary User or Administrator has assigned you a user role that allows you to access Plates on Demand (see above).

Note: In order for any user to access Plates on Demand, the very first registrant had to link to the account by using both the dealer license number and PIN. If the PIN was not used by the initial registrant, the primary owner must contact our office to reset the account.

If you have confirmed that you completed the registration process and have an appropriate user role, it could be that your license status is something other than Valid or Probation. A license in any other status (such as Expired, Suspended, Revoked) will not have access to Plates on Demand. If you have questions about your license status, please contact our office at (317) 234-7190 or Dealers@sos.in.gov.

Auto Dealer Services Division Outreach



The Auto Dealer Services Division offers an array of outreach opportunities to dealers. Whether you are a new dealer coming into the business and would like your staff to be introduced to the state regulations or an established dealer that would like to offer your employees a brush up on current state codes, our division can help. We can go over topics like what to expect in an audit, what should be in your deal jackets, or what all can you do on your website. If you have specific topics, we can direct the training to fit your group.

To get information on training, contact:

Rhonda Miller - Outreach Coordinator and Field Examiner
Auto Dealer Services Division
Indiana Secretary of State, Connie Lawson
302 W Washington Street, Rm E-108
Indianapolis, IN 46204
317-460-6433
rhmillersos@sos.in.gov

BMV FEATURE

*– special notice to dealers
who sell off-road vehicles*

In accordance with IC 9-18.1-14-11, beginning July 1, 2017, all individuals less than 18 years of age who are operating or riding an off-road vehicle will be required to wear a helmet that meets the standards established by the United States Department of Transportation under 49 CFR 571.218 as in effect on January 1, 1979. Off-road vehicles include but are not limited to ATVs, UTVs, side-by-side vehicles, and dirt bikes. A person who is:

- The owner of an ORV;
- In possession of an ORV; or
- Entitled to the possession of an ORV, whether by reason of legal title, lease, license, rental agreement, lease with option to purchase, contract of conditional sale, or otherwise; may not knowingly authorize or permit an individual less than 18 years of age to operate the ORV without wearing a helmet that meets the standards established by United States Department of Transportation.

**Questions can be directed to the Department of
Natural Resources Law Enforcement Division.**

Capt. William T. Browne
Indiana Conservation Officers - Public Relations

317-232-0658 (office); WBrowne@dnr.IN.gov



Changes to License Applications

License applications must be signed by a dealer owner or dealer manager

Each dealer owner and dealer manager has to complete a criminal background check.

Dealer owner is defined by Ind. Code 9-32-2-9.9 as follows:

- For a licensed or applicant dealer, other than a manufacturer, that is a corporation
 - Each officer, director, and shareholder having a ten percent (10%) or greater ownership interest in the corporation.
 - If no officer, director, or shareholder has a ten percent (10%) or greater ownership interest in the corporation, one (1) or more officers, directors, or shareholders designated in writing by the board of directors.
- If the licensed or applicant dealer, other than a manufacturer, is a sole proprietorship, the proprietor.
- If the licensed or applicant dealer, other than a manufacturer, is a partnership, each partner.
- If the licensed or applicant dealer, other than a manufacturer, is a limited liability company, each member of the company.
- For a licensed or applicant manufacturer, one (1) or more officers, directors, or shareholders designated in writing by the manufacturer

Dealer manager is defined by Ind. Code 9-32-9-9.7 as follows:

- an individual who works at the established place of business of a dealer and who is responsible for and is in charge of the day to day operations, including the management, direction, and control of the dealership.

Changes to License Renewals

License renewals must be signed by a dealer owner or dealer manager

Your renewal invoice is now for the license only. When submitting your renewal, please submit only the license renewal fee.

-You are now asked on the invoice to mark the plates that you would like to renew. After you have submitted your renewal, you will then receive a separate invoice for the license plates that are being renewed.

-It is our intent that this process will allow dealer licenses to be renewed more quickly by preventing the renewal of the license itself from being delayed by license plate issues (e.g. the lost/stolen plate replacement process).

-This process will also reduce the likelihood that the check you submit for license plates will be incorrect. Previously, if your order for the upcoming license year was different than what it had been the previous license year, you had to try to figure out the math on your own. An error likely meant a delay in the renewal of your license/plates. This issue should now be resolved.

You are no longer able to report plates as lost/stolen/mutilated via your renewal form. Please use the designated processes and state forms (under “License Plates” at this address: <http://www.in.gov/sos/dealer/2383.htm>) to report lost/stolen/mutilated plates and request replacements or duplicates.

Terminology change! On the renewal form, we now ask you to report the previous year’s sales instead of units. Please continue to report the number of motor vehicles or watercraft you sold as you have done in previous years. We apologize for any confusion.

6 EASY THINGS YOU CAN DO TO EXPEDITE YOUR LICENSE RENEWAL

1. Timely update your contact information with our office, including dealer name and/or address.
2. Include current, valid bond AND insurance.
3. Ensure the bond form is signed by the dealer owner/agent.
4. Leave no field blank, unless it does not apply to your license type.
5. Submit the completed renewal form as early as possible. This is especially important now that you will not receive your plate renewal invoice until after your license renewal form has been submitted. So you need to allow extra time to receive and pay your plate invoice before your expiration date.



6. Did you fax or email in your renewal? Be sure to mail or hand-deliver a check or money order (with the dealer number on it!) to our office. We can't process your renewal without it!

Dealer Designee Plates

Administration of Dealer Designee license plates has been transferred to the Secretary of State from the BMV. Any designee license plate that you requested and were granted by the BMV before July 1, 2017 will continue to be valid until its expiration.

Important information about Dealer Designee license plates:

- A dealer designee license plate may only be assigned by a dealer with a valid license under IC 9-32.
- A dealer designee license plate cannot be assigned for more than one hundred eighty (180) days. At the secretary's discretion, a ninety (90) day extension may be granted upon written request.
- The motor vehicle or watercraft on which the dealer designee license plate is displayed must be a motor vehicle or watercraft from the assigning dealer's inventory of which the assigning dealer has granted the designee use.

To request dealer designee license plates: complete and submit State Form 56304.

To assign a dealer designee license plate: complete and submit State Form 56287

The above forms are available on our website at <http://in.gov/sos/dealer/2383.htm>.



DEALER DIGEST

Contact us!

Indiana Secretary of State
Auto Dealer Services Division
302 W. Washington St.
Room E-018
Indianapolis, IN 46204
(317)234-7190
dealers@sos.in.gov

Find us on Social Media

Twitter: [@SecretaryLawson](https://twitter.com/SecretaryLawson)
Facebook: [@sosconnielawson](https://www.facebook.com/sosconnielawson)
Instagram: [secretary_lawson](https://www.instagram.com/secretary_lawson)