

# Steps for Reporting a Dealer Plate as Lost, Stolen, or Mutilated & Requesting a Replacement Plate

To report a dealer plate as lost, stolen, or mutilated, 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: Administrator or Primary User.
- License Status cannot be “Revoked,” “Expired,” 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"

**MY DASHBOARD** 0 **LOGOUT**

**ALERTS AND ANNOUNCEMENTS** View All

TYPE	SUBJECT	GENERATED DATE
NO RECORDS TO VIEW.		

**NOTIFICATIONS** View All

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

**INVOICES** View All

INVOICE #	DATE	DEALER #	DEALER NAME	WORKORDER #	PAYMENT STATUS
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**RECENT TRANSACTIONS** View All

DEALER #	DEALER NAME	TRANSACTION TYPE	STATUS	WORK ORDER #	DATE
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**MY DASHBOARD** sidebar menu items:  
MY DASHBOARD  
ONLINE SERVICES  
MY PROFILE  
FIND MY DEALER LICENSES  
FORMS  
CONTACT US  
LICENSE APPLICATION

# STEP 3: SELECT DEALER LICENSE

**ONLINE SERVICES**

MY DASHBOARD

ONLINE SERVICES

MY PROFILE

FIND MY DEALER LICENSES

FORMS

LICENSE

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Hey there! How can I help you today?

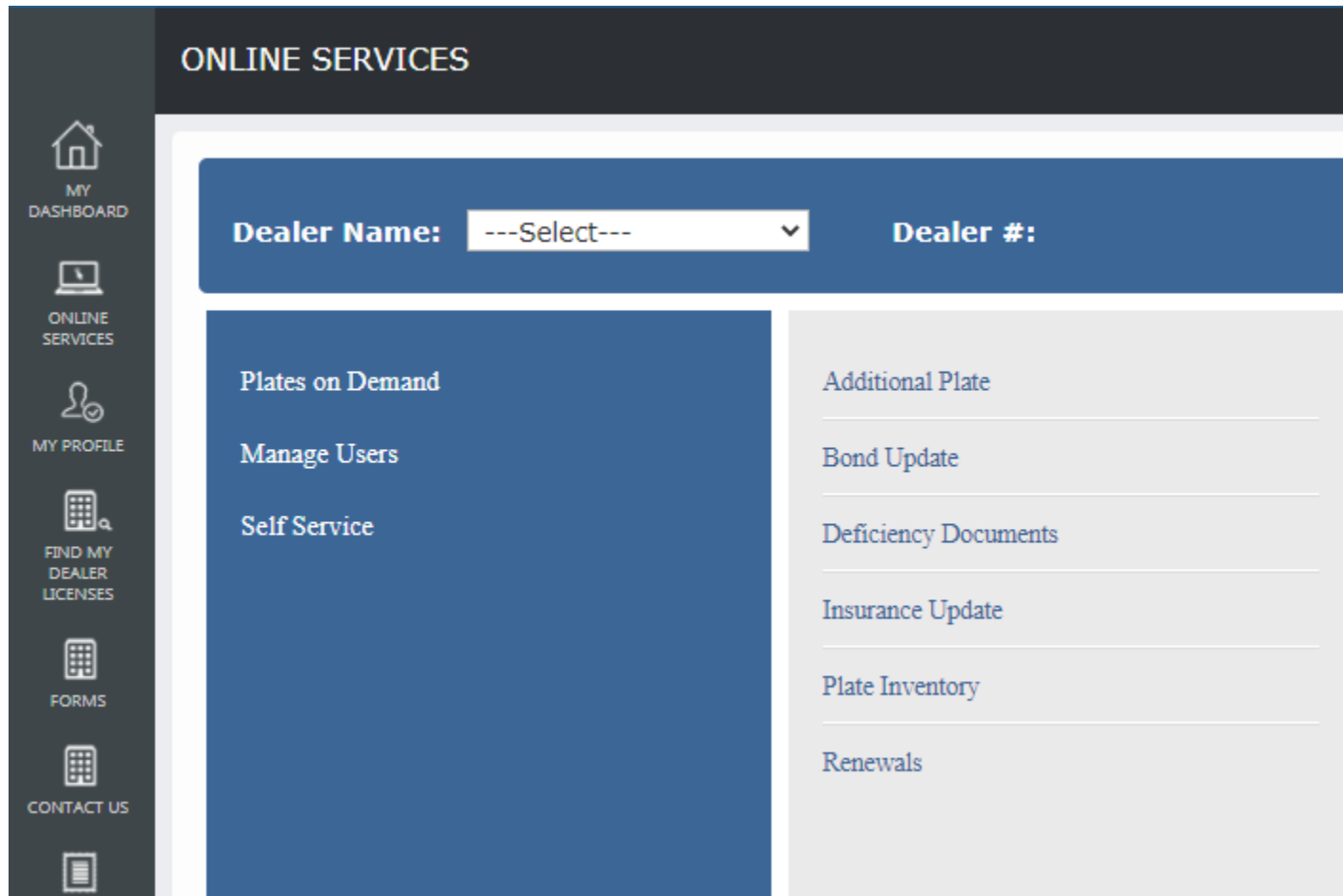
**Dealer Name:** ---Select--- **Dealer #:**

Plates on Demand

Manage Users

Self Service

# STEP 4: SELECT “SELF SERVICE” AND SELECT “PLATE INVENTORY”\*



\*Only users with the following roles will be able to proceed: Primary User or Administrator

# STEP 5: REVIEW INSTRUCTIONS AND KEY INFO

PLATE INVENTORY - INFORMATION 0 LOGOUT

Dealer Name:  Dealer #:

**PLEASE READ BEFORE YOU CONTINUE**

On this page, you will be able to update the status of a currently assigned plate to Lost, Stolen, or Mutilated, if applicable. At that time, you may also request a replacement plate if one or more plates is lost, stolen, or mutilated. If the plate was lost or stolen, you will be required to upload the required law enforcement certification before you can submit the request (State Form 55616 or State Form 56137 (if it is an M-plate)). These forms are located on our website at: <https://secure.in.gov/sos/dealer/2383.htm>

A separate certification is required for each plate to be replaced. If one or more plates are mutilated, you must return the damaged plate(s) to the Auto Dealer Services Division at the following address **before** a replacement plate request will be approved:

Auto Dealer Services Division  
Indiana Secretary of State  
302 W. Washington Street E-111  
Indianapolis, IN 46204

Please note that you will be invoiced for the cost of the plates you request to be replaced **after** the request has been approved by the Auto Dealer Services Division.

At the bottom of the Information Page, there is a **Cancel** button and a **Continue** button.

**Cancel** = Takes user back to My Dashboard

**Continue** = Takes user to the Plates Inventory page

# STEP 5: UPDATE PLATE STATUS AND REQUEST REPLACEMENT/DUPLICATE, IF DESIRED

PLATE INVENTORY - DEALER PLATES 0 LOGOUT

Dealer Name:  Dealer #:

DEALER PLATES

PLATE NUMBER	PLATE TYPE	EXPIRES	PLATE STATUS	EXISTING REQUEST	STATUS UPDATE	NEW REQUEST
<input type="text"/>	MOTOR VEHICLE DEALER USED (B-PLATES)	09/01/2021	LOST	REPLACE DEALER LICENSE PLATE AND REGISTRATION	-SELECT-	-SELECT-
<input type="text"/>	MOTOR VEHICLE DEALER USED (B-PLATES)	09/01/2021	ASSIGNED		LOST	REPLACE DEALER LICEN:
<input type="text"/>	MOTOR VEHICLE DEALER USED (B-PLATES)	09/01/2021	ASSIGNED		-SELECT-	-SELECT-
<input type="text"/>	MOTOR VEHICLE DEALER USED (B-PLATES)	09/01/2021	ASSIGNED		-SELECT-	-SELECT-

Only dealer plates with the following statuses will appear online: Assigned, Lost, Stolen, Mutilated, and Suspended. Please note you will be unable to request a replacement for a suspended plate online.

You may request replacement plates only for plates that are lost, stolen, or mutilated.

Once a plate's status is marked Lost, Stolen, or Mutilated, you cannot use this online service to alter its status. You must contact the Auto Dealer Services Division to change it. Those statuses may be updated only if they were changed in error.

**Cancel** = A warning message will appear alerting the dealer that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.

**Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the "DRAFTS" section.

**Save and Continue** = Save the data entered so far and proceed to the Affirmation page.

# ADDITIONAL INFORMATION ABOUT THE PLATE INVENTORY PAGE

- If the dealer has plates that have a status of Assigned, Lost, Stolen, Mutilated, or Suspended, they will appear on this screen. If the user has plates in any other status (such as expired, invalid, or revoked), they will not be visible on this screen. If a user needs to take action on a plate not listed on this screen, the user must contact the Auto Dealer Services Division and provide the plate number.
- If you have a pending request related to one of the listed plates, it will appear under the Existing Request column next to the affected plate. While that request is pending, you will not be able to take any new action related to that plate.
- Select the dropdown menu under the Status Update column next to the plate you wish to update. Select either lost, stolen, or mutilated, as applicable. If you are wanting to replace the plate, select the dropdown menu under the New Request column to indicate what you are requesting. You can request a replacement plate and registration card (or a duplicate if it is an M-plate).
  - Note: A user may request a replacement plate only if the plate is lost, stolen, or mutilated.
  - Note: If a plate's status is already marked Lost, Stolen, or Mutilated, a user is unable to change that status. If a plate has an incorrect status, the user must contact the Auto Dealer Services Division. Also, if a plate has a status of Assigned Cannot Renew or Suspended, it cannot be updated from this screen.



# STEP 6: COMPLETE THE AFFIRMATION AND CONTINUE

PLATE INVENTORY - AFFIRMATION 0 LOGOUT

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

**AFFIRMATION**

I hereby certify, under the penalty of perjury, that I am authorized to make this application and that the answers and information contained in this application are true and correct.

\* Application prepared by:

\* Title:

**Cancel** = A warning message will appear alerting the dealer that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.

**Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the "DRAFTS" section.

**Save and Continue** = Save the data entered so far and proceed to the Documents page.

# STEP 6: UPLOAD THE REQUIRED DOCUMENTS AND SUBMIT

PLATE INVENTORY - DOCUMENTS 0 LOGOUT

Dealer Name: XXXXXXXXXX Dealer #: XXXXXXXXXX

### REQUIRED DOCUMENTS

DOCUMENT TYPE	DOCUMENT	ACTIONS
PLATE <span style="background-color: black; color: black;">XXXXXX</span> LAW ENFORCEMENT CERTIFICATION	<input type="text" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>
PLATE <span style="background-color: black; color: black;">XXXXXX</span> LAW ENFORCEMENT CERTIFICATION	<input type="text" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>

If you requested one or more plates to be replaced because they were Lost or Stolen, you must upload a copy of the law enforcement certification for each plate in order to submit the request.

**If you have requested a replacement for a mutilated plate, please note a replacement will not be issued until the mutilated plate has been returned to our office.**

### OTHER DOCUMENTS

<input type="text" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>
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If you have additional documents to upload, you may do so here.

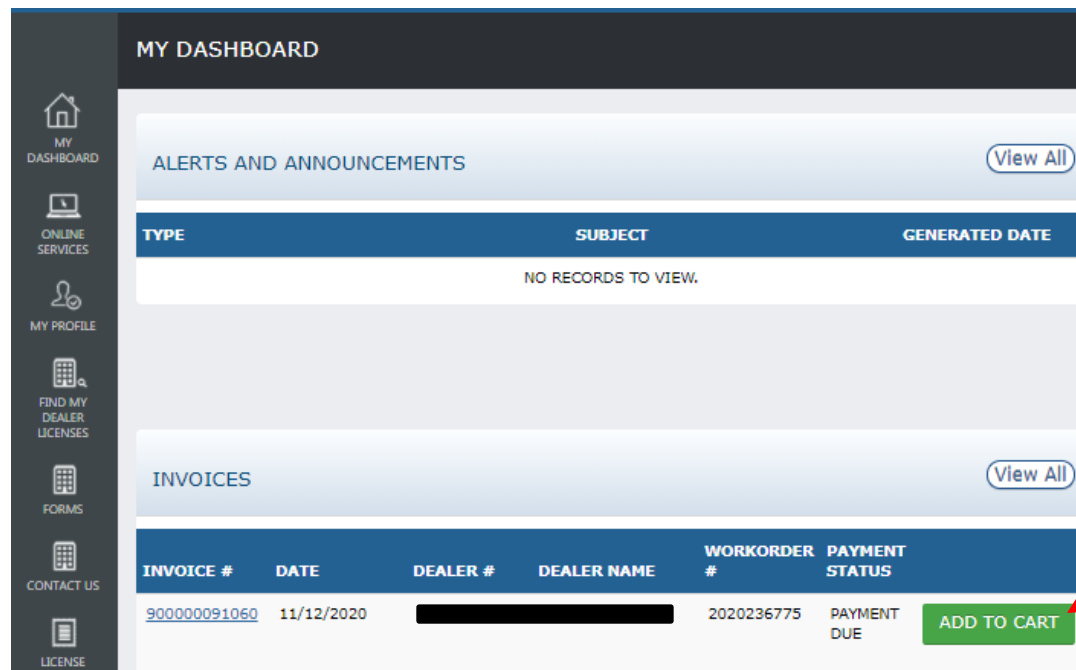
DOCUMENT TYPE	DOCUMENT	ACTIONS
NO RECORDS TO VIEW.		

# ADDITIONAL INFORMATION ABOUT THE DOCUMENTS PAGE

- The user will be required to upload a completed law enforcement certification (State Form 55616 or if the plate is an M-plate use State Form 56137) before submitting a request for a replacement plate **if** their plate was lost or stolen.
  - A separate form must be uploaded for each replacement plate being requested.
  - If you are not requesting a replacement plate due to the plate being lost or stolen, you will not be required to upload a document.
- If the user is requesting a replacement plate because their plate is mutilated, the user is required to return the mutilated plate to the Auto Dealer Services Division **before** the replacement plate request will be approved.
- 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.
- The user will also be able to upload other documents pertinent to their transaction, if applicable.
- After uploading all of their documents, the user can select from the following buttons:
  - **Cancel** = A warning message will appear alerting the user that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.
  - **Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the Drafts widget.
  - **Submit** = The data entered is saved and submitted to the Auto Dealer Services Division.

## WHAT TO EXPECT NEXT...

- If the user requested a change in plate status (lost, stolen, or mutilated), that plate's status will automatically be updated at the time the user clicked the Submit button referenced above.
- If the user has requested a replacement plate, the Division will review the request once it is received. If the required documentation was submitted for replacing a lost or stolen plate, the clerk will approve the transaction.
  - If the user requested a replacement plate due to their plate being mutilated, the clerk will not approve the request until the mutilated plate is received by our office.
- Once the clerk approves the request, the system will generate an invoice for the requested replacement plate(s). The invoice will appear in the **"INVOICES"** section of My Dashboard and payment may be submitted online via credit/debit card or guaranteed e-check.
  - To pay online, simply add the invoice item to the Shopping Cart.
  - You can also mail a check to the Division (make certain you include the invoice number so your payment is applied to the correct outstanding invoice).
- Once payment is received, your request for replacement plate(s) will be submitted to our fulfillment vendor to be printed and mailed to your business location.



The screenshot displays the 'MY DASHBOARD' interface. On the left is a vertical navigation menu with 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 contains two sections: 'ALERTS AND ANNOUNCEMENTS' (with a 'View All' button) and 'INVOICES' (with a 'View All' button). The 'INVOICES' section contains a table with the following data:

INVOICE #	DATE	DEALER #	DEALER NAME	WORKORDER #	PAYMENT STATUS	
<a href="#">900000091060</a>	11/12/2020	[REDACTED]	[REDACTED]	2020236775	PAYMENT DUE	<a href="#">ADD TO CART</a>

A red arrow points to the 'ADD TO CART' button in the final row of the table.