

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 a Microsoft Azure/Access Indiana account.
- Be linked to the online dealer account.
- Have one of the following user roles assigned to you: Primary, Administrator, Finance/Sales, General Office and General Plates and Office. **Note:** The General Plates user role does not have access.
 - 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.
- Not have a license status of revoked or out of business.

1. **Login** to Online Account: <https://dealers.sos.in.gov/>



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

LOGIN



License Application

Login to submit a License Application

Login Above



Online Services

Allows licensed dealers to complete online transactions.

Login Above



Dealer Search

Click here to search for dealers.

Dealer Search

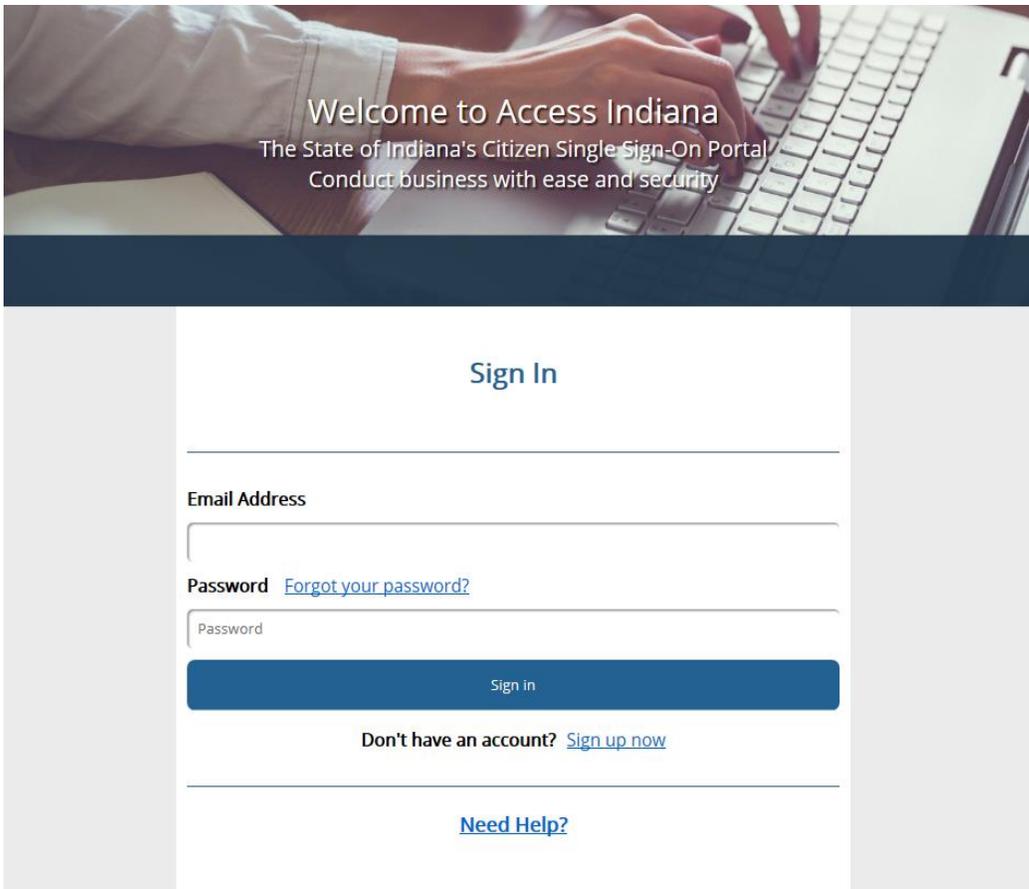


File a Complaint

Click here to file a complaint about a dealer.

File a Complaint

- Enter the user's Access Indiana/Microsoft Azure account information and Click **Sign in**.



2. Once logged in, click **Online Services** from the menu on the left side of the screen.

MY DASHBOARD

ONLINE SERVICES

MY PROFILE

FIND MY DEALER LICENSES

FORMS

CONTACT US

LICENSE APPLICATION

ALERTS AND ANNOUNCEMENTS [View All](#)

TYPE	SUBJECT	GENERATED DATE
ALERT	[REDACTED] - BOND EXPIRATION SUSPENSION	4/13/2018
ALERT	[REDACTED] - BOND EXPIRATION - 5/19/2018	4/10/2018
ALERT	[REDACTED] - INSURANCE EXPIRATION SUSPENSION	4/1/2018
ALERT	[REDACTED] - LICENSE EXPIRED	4/1/2018
ALERT	[REDACTED] - BOND CANCELLATION SUSPENSION	3/2/2018

NOTIFICATIONS [View All](#)

SUBJECT	GENERATED DATE	ACTION
[REDACTED] - RENEWAL LICENSE - 5/1/2018	4/16/2018	[Icon]
[REDACTED] - BOND EXPIRATION SUSPENSION	4/13/2018	[Icon]
[REDACTED] - RENEWAL LICENSE - 4/21/2018	4/6/2018	[Icon]
[REDACTED] - INSURANCE EXPIRATION SUSPENSION	4/1/2018	[Icon]
[REDACTED] - RENEWAL LICENSE - 5/1/2018	4/1/2018	[Icon]

CURRENT LICENSES [View All](#)

DEALER #	DEALER NAME	LICENSE TYPE	STATUS	RENEWAL DATE
[REDACTED]	[REDACTED]	DEALER USED	SUSPENDED	4/21/2018
[REDACTED]	[REDACTED]	DEALER NEW	VALID	5/1/2019
[REDACTED]	[REDACTED]	DEALER NEW	VALID	5/1/2019
[REDACTED]	[REDACTED]	DEALER NEW	VALID	5/1/2019
[REDACTED]	[REDACTED]	DEALER NEW	VALID	5/1/2019

RECENT TRANSACTIONS [View All](#)

DEALER #	DEALER NAME	TRANSACTION TYPE	STATUS	WORK ORDER #	DATE
[REDACTED]	[REDACTED]	INTERIM PLATE MOTOR VEHICLE	APPROVED	2018123352-001	4/2/2018
[REDACTED]	[REDACTED]	ADDITIONAL DEALER PLATES	IN FULFILLMENT	2018123336-001	3/12/2018
[REDACTED]	[REDACTED]	ADDITIONAL DEALER PLATES	IN FULFILLMENT	2018123322-003	3/11/2018
[REDACTED]	[REDACTED]	ADDITIONAL DEALER PLATES	IN FULFILLMENT	2018123322-002	3/11/2018
[REDACTED]	[REDACTED]	INITIAL DEALER PLATES	IN FULFILLMENT	2018123322-001	3/11/2018

DRAFT TRANSACTIONS [View All](#)

RECENT PAYMENTS [View All](#)

LAST	RECEIPT #	VPS CONFIRMATION	PAYMENT TYPE	AMOUNT	DATE	STATUS
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- a. If linked to more than one dealer, select the dealer for which you wish to complete a deficient application from the dropdown menu at the top of screen.

ONLINE SERVICES

MY DASHBOARD

ONLINE SERVICES

MY PROFILE

FIND MY DEALER LICENSES

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CONTACT US

LICENSE APPLICATION

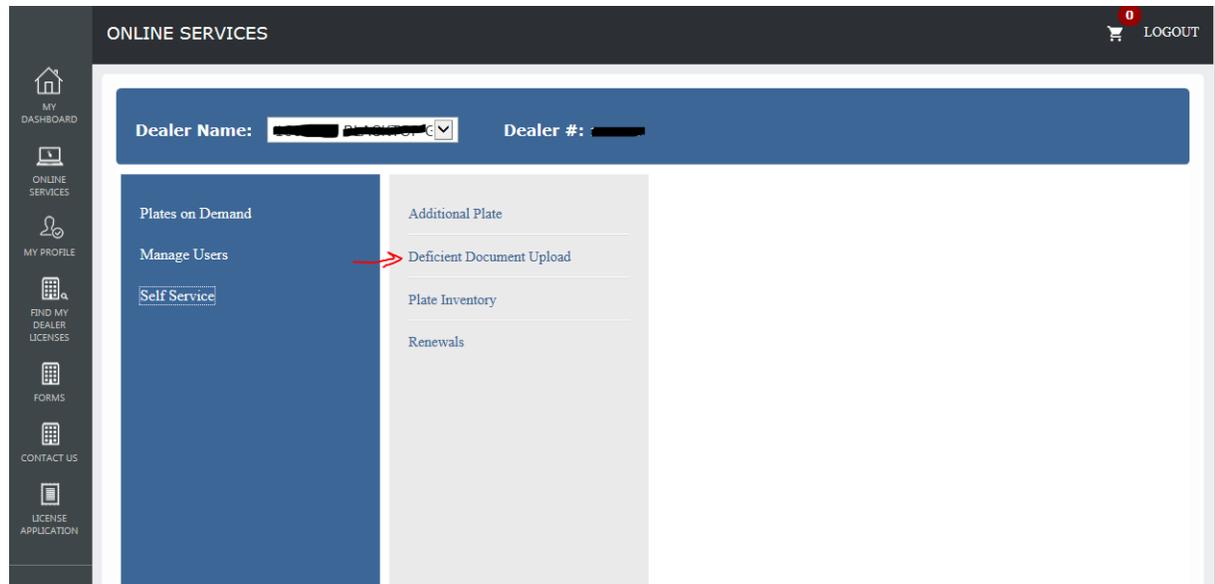
Dealer Name: Dealer #:

Plates on Demand

Manage Users

Self Service

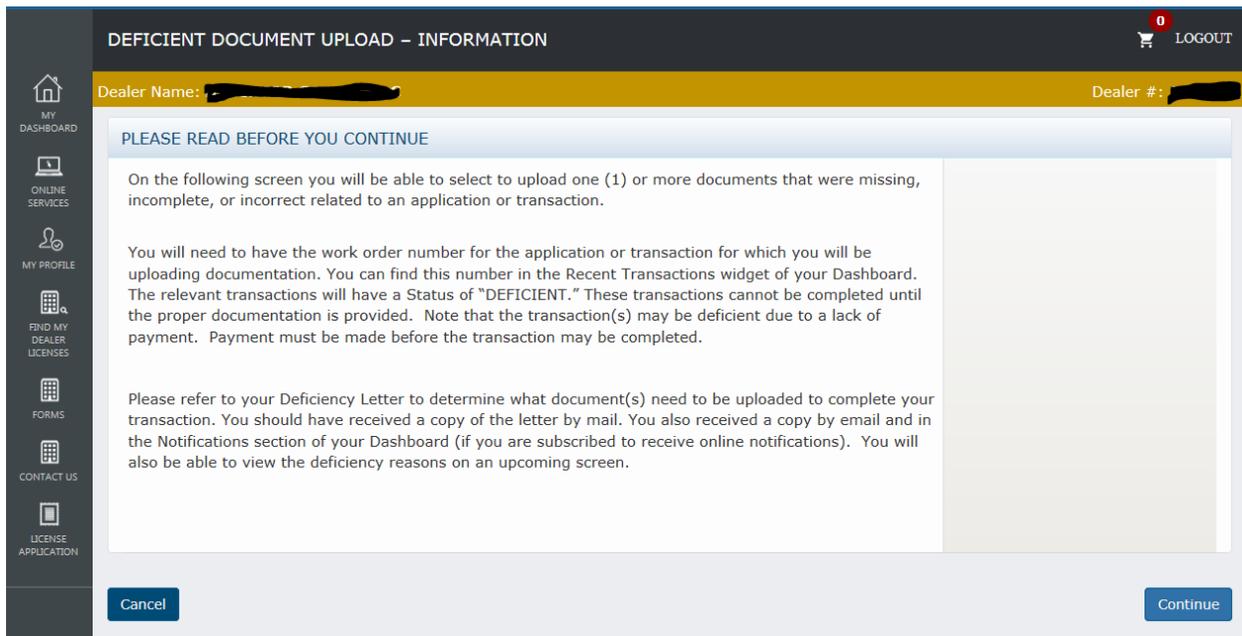
2. Click on/hover over **Self Service**.
 - a. Another menu will open to the right.



b.

3. Click on **Deficient Document Upload**.

- a. Must have appropriate user role (Primary, Administrator, Finance/Sales, General Office and General Plates and Office). **Note:** The General Plates user role does not have access.
- b. An Information Page will appear. This page contains instructions for completing a deficient application or request.
- c. Until all missing documents and information are provided, an application or request cannot be approved. This include payment of a required fee, if applicable.



- d. At the bottom of the **Information Page**, there is a **Cancel** button and a **Continue** button.
 - i. **Cancel** = Takes user back to their Dashboard
 - ii. **Continue** = Takes user to the Deficient Transactions page

4. Deficient Transactions page

- a. Each transaction that is deficient, if any, will be listed with the following information: Work Order Number, Transaction Type, and Transaction Status.
- b. To upload documents related to a listed transaction, select the **Upload Documents** button to the right.
 - i. Note: Each listed transaction must be completed separately.

DEFICIENT DOCUMENT UPLOAD – DEFICIENT TRANSACTIONS

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

DEFICIENT TRANSACTIONS

WORKORDER #	TRANSACTION TYPE	TRANSACTION STATUS	ACTION
2018131323-001	CHANGE OF DEALER NAME	FIRST DEFICIENCY LETTER	Upload Documents

Cancel

5. Deficient Document Upload page

- a. Deficiency Reasons
 - i. 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.
- b. Deficient Document(s)
 - i. 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.
 1. For example, in the screenshot below, “Application Form,” “Photo,” and “Retail Merchant Certificate” are listed, but per the reasons at the top of the screen, the application form, photos, and retail merchant certificate are not being requested (because they were previously provided in this example). 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.
- b. Other Documents

- i. 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 Deficient Document(s) section.
- c. Document upload requirements
 - i. **At least one (1)** document must be uploaded to continue.
 - ii. The size limit for each uploaded document is 5MB.
 - iii. To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
 - iv. The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
- d. Once the dealer has uploaded all of the missing documents, the dealer can select to **Cancel** or **Submit**.
 - i. **Cancel** = The user is taken back to their Dashboard. No uploaded information will be saved.
 - ii. **Submit** = In order to submit, the user must have uploaded at least one (1) document. Upon clicking Submit, the new information will be submitted to the Division and a confirmation pop-up message will appear.

LOGOUT

Dealer Name: XXXXXXXXXX Dealer #: XXXXXXXXXX

- MY DASHBOARD
- ONLINE SERVICES
- MY PROFILE
- FIND MY DEALER LICENSES
- FORMS
- CONTACT US
- LICENSE APPLICATION

DEFICIENCY REASONS

DEFICIENCY REASON	COMMENTS
DID NOT SPECIFY EFFECTIVE DATE.	The items listed in this section were either missing, incorrect, or incomplete. In order to process your transaction, you must satisfy each item listed.
DID NOT SUBMIT SUPPORTING DOCUMENT SHOWING THE NAME CHANGE - INSURANCE.	
DID NOT SUBMIT SUPPORTING DOCUMENT SHOWING THE NAME CHANGE - BOND.	

DEFICIENT DOCUMENT(S)

DOCUMENT TYPE	DOCUMENT	ACTIONS
APPLICATION FORM	<input type="text" value="Browse..."/>	Upload
INSURANCE CERTIFICATE	<input type="text" value="Browse..."/>	Upload
PHOTO	<input type="text" value="Browse..."/>	Upload
RETAIL MERCHANT CERTIFICATE	<input type="text" value="Browse..."/>	Upload
SURETY BOND	<input type="text" value="Browse..."/>	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

Upload

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.

Cancel
Submit

6. Next steps

- a. 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 widget to track the transaction's progress.
 - i. Note: It could take up to 30 minutes for the transaction to appear/update.
- b. 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) provided to the dealer. The process detailed in this document can then begin again.
- c. Once approved, the dealer will see the status of the related transaction change to **Approved** in the **Recent Transactions** widget.
- d. If there are any issues with the request, the dealer will be contacted by the Division.
- e. As a reminder, the dealer can track the progress of any transaction from their Online Dashboard by locating the transaction in the **Recent Transactions** widget.

RECENT TRANSACTIONS View All					
DEALER #	DEALER NAME	TRANSACTION TYPE	STATUS	WORK ORDER #	DATE
[REDACTED]	[REDACTED]	CHANGE OF DEALER NAME	DEFICIENT	2018131323-001	4/27/2018
[REDACTED]	[REDACTED]	PLATE LIMIT INCREASE	RECEIVED	2018131322-001	4/27/2018
[REDACTED]	[REDACTED]	ADDITIONAL WATERCRAFT PLATES	PENDING PAYMENT	2018130670-001	4/11/2018
[REDACTED]	[REDACTED]	LICENSE RENEWAL WATERCRAFT NEW	COMPLETED	2018130665-001	4/11/2018
[REDACTED]	[REDACTED]	INITIAL DEALER PLATES	PENDING PAYMENT	2018129195-001	3/28/2018