Steps for Requesting an Increase in Plate Limit (Both Dealer and Interim Plates)

A dealer may make a request to the Auto Dealer Services Division to increase their approved plate limit for one or more license plate types online. This request itself does not result in plates being mailed to the dealer, but instead, once approved, allows the dealer to complete the Steps for Requesting One or More Additional Dealer Plates because they now have plates available to them. To request a plate limit increase, 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 user role of General Plates does not have access.
- Not have a license status of expired, suspended, revoked, or out of business.
- Note: This process applies to both dealer plates and interim (paper) plates.

1. Login to Online Account: [https://dealers.sos.in.gov/](https://dealers.sos.in.gov/)

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

Email Address

Password
Forgot your password?

Password

Sign In

Don't have an account? Sign up now

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

   a. If linked to more than one dealer, select the dealer for which you wish to request a plate limit increase from the dropdown menu at the top of screen.

2. Click on **Self Service**.
   a. Another menu will open to the right.

3. Click on **Additional Plate**.
a. Must have appropriate user role (Primary, Administrator, Finance/Sales, General Office and General Plates and Office). **Note:** The user role of General Plates does not have access.

b. An Information Page will appear. This page contains instructions for requesting a plate limit increase.

c. 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 Renewal Application page

d. To request a plate limit increase, complete the **middle section** of the page called Plate Limit Increase.
b. In the Plate Type drop down menu, select the plate type for which the dealer would like to request an increase in limit.
c. Once the dealer has selected a Plate Limit Type, select the “Yes” radio button under Dealer Plates Requested?

d. Enter the number the dealer would like to have added to their current plate limit for the selected plate type.
   i. For example, if a dealer has a Motorcycle Plate Limit of 5, but would like to have a plate limit of 20, the dealer must enter 15 in the “How Many Dealer Plates?” field.

b. If the dealer also wants to request an increase in their interim (paper) plate limit, they must select the “Yes” radio button under Interim Plates Requested?, then enter the number of interim plates they would like to have added to their current interim plate limit.
   i. For example, if a dealer wants to request an increase in their motor vehicle interim plate limit from 100 to 150, the dealer must enter 50 in the How Many Interim Plates? field.

c. Note: A dealer is not required to submit both a request for increase in plate limit for both dealer plates and interim (paper) plates. The dealer can request one or the other, or both. To request one or the other, the dealer must complete only the fields related to dealer plates or interim plates.

d. Once the dealer has completed their desired request, they must click the Add button.
e. Once the dealer has added the plate limit increases they wish to request, the dealer must complete all fields in the Affirmation section at the bottom of the page.

f. After completing the above steps, the user can select the following buttons:
   i. **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.
   ii. **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.
   iii. **Save and Continue** = Save the data entered so far and proceed to the Documents page.

5. **Documents page**
   a. For this particular transaction, a dealer is not required to upload any documents; however, they may upload a document under the Other Documents section if desired.
      i. The size limit for each uploaded document is 5MB.
      ii. To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
      iii. The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
b. After uploading all of their documents, the user can select from the following buttons:
   i. **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.
   ii. **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.
   iii. **Submit** = The data entered is saved and submitted to the Auto Dealer Services Division.

6. Next steps
   a. Once submitted, the transaction will appear in the **Recent Transactions** widget, the invoice to pay for the requested plates will appear in the **Invoice** widget on the dealer’s Online Dashboard.
      i. Note: It could take up to 30 minutes for the transaction to appear.
   b. The Division will review the request, and will make the final determination as to the appropriate plate limit. The approved plate limit may be less than what the dealer requested.
   c. Once approved, the dealer will see the status of the Plate Limit Increase change to Approved. At that time, the dealer can go back into the Additional Plate page and request additional dealer plates.
   d. If there are any issues with the request, the dealer will be contacted by the Division.
   e. A dealer can track the progress of any transaction from their Online Dashboard by locating the transaction in the **Recent Transactions** widget.
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<tr>
<th>DEALER #</th>
<th>DEALER NAME</th>
<th>TRANSACTION TYPE</th>
<th>STATUS</th>
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