

# eLICENSE RENEWAL TABLE OF CONTENTS

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# LICENSE RENEWAL

## General Information

Welcome to eDealer Services eLicense Renewal. This service was created to enable Arizona licensed dealers to renew dealer licenses/plates, cancel plates, issue a plate certificate and pay all associated fees electronically.

The service is easy to use. By renewing dealer licenses/plates electronically, the processing time will be significantly reduced. Printing the plate certificate allows the dealer to receive their registration document immediately.

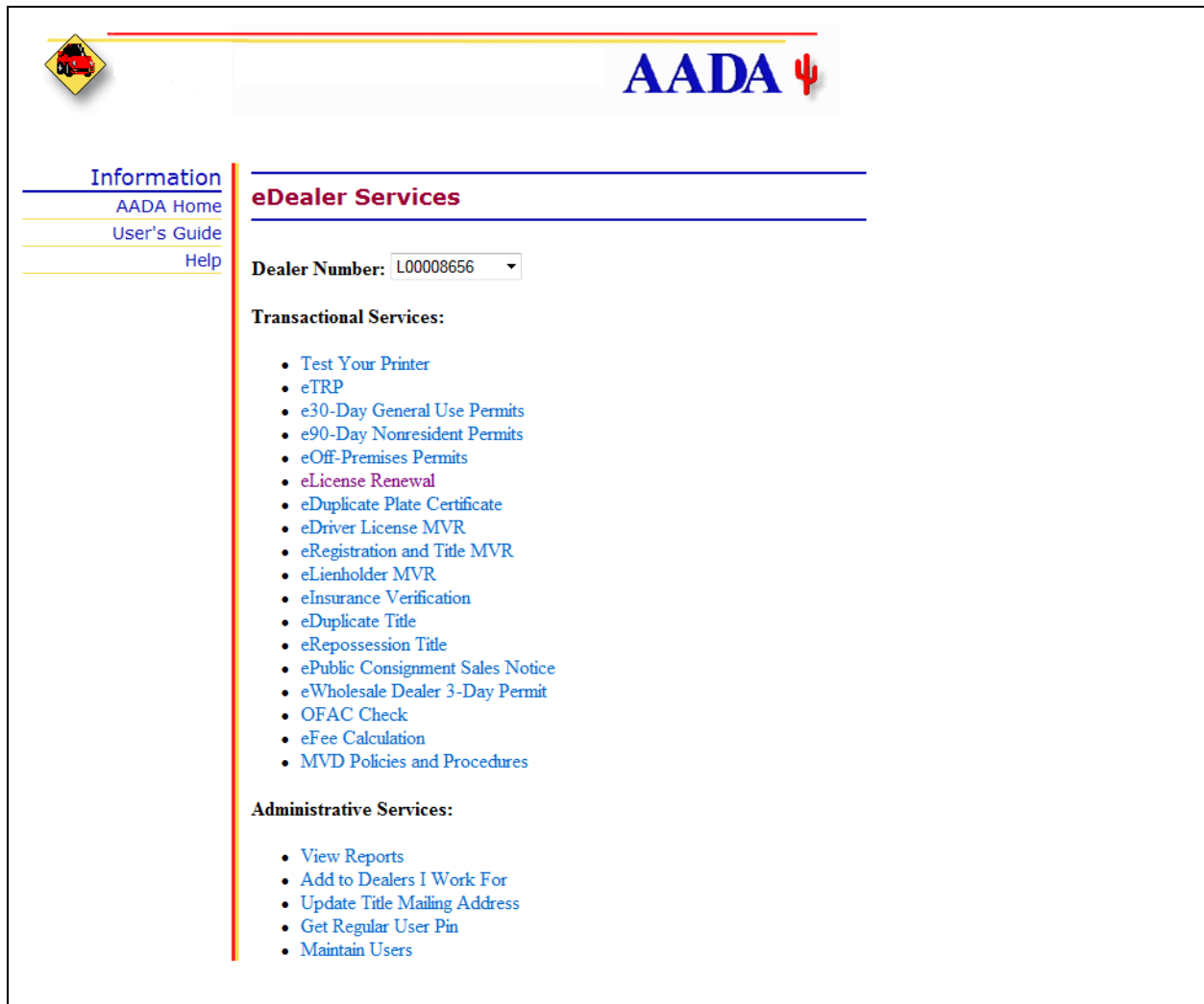
All you will need to use this convenient eDealer Renewal service is:



- Internet Explorer – the most current version (or equivalent web browser)
  - a. A free download is available at [www.microsoft.com/windows](http://www.microsoft.com/windows)
  - b. No other software is needed
- Dealer License Number
- Dealer's Transaction Privilege Tax License Number
- Actual number of vehicles sold in previous 12 months
- List of plates to cancel

The online process is available 24 hours a day, 7 days a week, allowing all dealers to renew electronically.

The following instructions will serve as a guide through the entire Dealer eLicense Renewal process.

## eDealer Services Home Page



 **AADA** 

**Information**  
[AADA Home](#)  
[User's Guide](#)  
[Help](#)

**eDealer Services**

Dealer Number:

**Transactional Services:**

- [Test Your Printer](#)
- [eTRP](#)
- [e30-Day General Use Permits](#)
- [e90-Day Nonresident Permits](#)
- [eOff-Premises Permits](#)
- [eLicense Renewal](#)
- [eDuplicate Plate Certificate](#)
- [eDriver License MVR](#)
- [eRegistration and Title MVR](#)
- [eLienholder MVR](#)
- [eInsurance Verification](#)
- [eDuplicate Title](#)
- [eRepossession Title](#)
- [ePublic Consignment Sales Notice](#)
- [eWholesale Dealer 3-Day Permit](#)
- [OFAC Check](#)
- [eFee Calculation](#)
- [MVD Policies and Procedures](#)

**Administrative Services:**

- [View Reports](#)
- [Add to Dealers I Work For](#)
- [Update Title Mailing Address](#)
- [Get Regular User Pin](#)
- [Maintain Users](#)

The eDealer Services Home page contains three sections:

The sections are:

1. Dealer Number
2. Transactional Services
3. Administrative Services

**Note:** Not all Users will see every options displayed above on the home page. What displays will depend upon the access level granted to the User within the website.

## eDealer Services Home Page (continued)

The eDealer Services Home Page defined:

### **Dealer Number**

The first section contains the dealer number. If a processor works for multiple dealers, he/she will need to use the drop down box to select the dealer number for the subsequent requests.

### **Transactional Services**

The second section allows the User to select the desired service transaction, e.g. **“eDuplicate Plate Certificate”**, by clicking on the link to begin the Duplicate Plate Certificate process.

### **Administrative Services**

The third section allows the User to select the desired administrative functions for the dealer, e.g. **“View Reports”** and **“Maintain Users.”**

## Renewing a Dealer License when Not Qualified for Dealer Plates

The following steps are to process a **Dealer Renewal**.

1. From the **eDealer Services Home Page** click the **eLicense Renewal** link to proceed.

### Confirm Dealer

2. The Dealership's information will appear on the screen. **Verify** the dealer information is correct.
3. Answer the question, "**Is this the correct dealer?**"
  - If "**yes**", click the "**Yes, Continue**" button to proceed
  - If "**no**", click the "**No, Go Back**" button to return to the **eDealer Services Home Page**

### Update Dealer Contact Information

4. A group of questions will display on the screen labeled A – E. Answer each question by clicking on the appropriate radio button in front of the desired answer.
5. Click "**Continue**" once all the questions are answered to proceed.

### Enter Dealer Contact Information

This screen will only display the fields that the User is required to update and/or the User asked to update.

6. Update any information that has changed in the field(s) provided. If no information has changed, leave the field(s) blank
7. Click the "**Continue**" button to proceed.

### Confirm Dealer Information

8. Verify the dealer information displayed is correct. If **incorrect**, click the "**Go Back**" button to correct the information.

**Note:** The (\*) in front of a particular field indicates no changes were made to the information.

### Enter and Certify Dealer Transaction Privilege Tax License

9. Type the Dealership's Transaction Privilege Tax License Number (nn-nnnnnn).
10. Read the certification statement, **when you agree**, Click the **check box**.
11. Click "**Continue**" to proceed.

### Update/Confirm Dealer Information

12. Answer the questions, "**Is this info correct?**" by clicking either the "**Yes**" or "**No**" radio buttons. If any of the information is incorrect, it could cause a delay in the renewal process. Each field must have a radio button selected in order to continue with the renewal process. If you need assistance, please contact the Dealer Licensing Unit at (602) 712-7571.
13. Click "**Continue**" once all the questions are answered to proceed.

### View Fee Breakdown

14. Verify the information displayed is correct. If **not**, click the "**Cancel**" Button to return to the **eDealer Services Home Page**.
15. Click the "**Continue**" button to proceed.

## **View Confirmation**

The confirmation page will appear on the screen.

16. Click the “**Print Confirmation**” button to print the confirmation page. A print out should be retained with the dealership’s records to show the transaction was processed.

**Note:** This is the only opportunity to view and print the confirmation. You cannot return to the “**View Confirmation**” screen once you have exited.

17. Click the “**Back to eDealer Services Home**”

## Renewing a Dealer License when qualified for Dealer Plates

1. From the **eDealer Services Home Page** click the **eLicense Renewal** link to proceed.

### Confirm Dealer

2. The Dealership's information will appear on the screen. **Verify** the dealer information is correct.
3. Answer the question, "**Is this the correct dealer?**"
  - If "**yes**", click the "**Yes, Continue**" button to proceed
  - If "**no**", click the "**No, Go Back**" button to return to the **Dealer Services Home Page**

### Update Dealer Contact Information

4. A group of questions will display on the screen labeled A – E. Answer each question by clicking on the appropriate radio button in front of the desired answer.
5. Click "**Continue**" once all the questions are answered to proceed.

### Enter Dealer Contact Information

This screen will only display the fields that the User is required to update and/or the User asked to update.

6. Update any information that has changed in the field(s) provided. If no information has changed, leave the field(s) blank
7. Click the "**Continue**" button to proceed.

### Confirm Dealer Contact Information

8. Verify the dealer information displayed is correct. If **incorrect**, click the "**Go Back**" button to correct the information.

**Note:** The (\*) in front of a particular field indicates no changes were made to the information.

### Enter and Certify Dealer Transaction Privilege Tax License

9. Type the Dealership's Transaction Privilege Tax License Number.



10. Read the certification statement, **when you agree**, Click the **check box**.

11. Click "**Continue**" to proceed.

#### Update/Confirm Dealer Information

12. Answer the questions, "**Is this info correct?**" by clicking either the "**Yes**" or "**No**" radio buttons. If any of the information is incorrect, it could cause a delay in the renewal process. Each field must have a radio button selected in order to continue with the renewal process. If you need assistance, please contact the Dealer Licensing Unit at (602) 712-7571.

13. Click "**Continue**" once all the questions are answered to proceed.

#### Enter Total Number of Vehicles Sold

14. Type the actual number of vehicles sold for the period of time displayed on screen.

15. Read the certification statement, **when you agree**, Click the **check box**.

16. Click "**Continue**" to proceed.

#### View Plates

17. Depending on the Dealer license type, the number of reported sales and the number of plates issued to the dealership; the applicable View and Cancel Plate screens will display.

- a) If the Dealership is **required to Cancel Plates**, the Select Plates to Cancel Screen will display, with instructions on the number of plates that must be deleted. The screen contains a check list of all current plates for the Dealership.
  - Click the check box next to the Plate to be cancelled.
  - Click the Continue button to proceed to the payment and confirmation screens
  
- b) If the Dealership is **eligible for additional plates**, the Qualified for More Plates screen displays with the number of additional plates that can be ordered.
  - Click the download link if needing to request additional plate (this is not an online request process).
  - Click the Continue button

18. When the dealer is **not required** to Cancel plates or does not qualify for additional plates, a screen displays listing all plates associated with the dealer.
19. Click the “**Print Plates List**” button to print a complete list of the dealership’s plate inventory. A print out of the plate list should be retained in the dealership’s records for future use.
20. Answer the question, “**Do you wish to cancel plate?**”
  - If “no”, click the “**No, Pay Fee**” button to proceed to the payment screen
  - If “yes”, click the “**Yes, Cancel Plates**” button to proceed to the **Select Plates to Cancel** screen

#### Select Plates to Cancel Screen

- Click the box next to each plate you wish to cancel. This will place a check mark in the box indicating the plate is to be canceled.
- Click the “**Continue**” button to proceed, or click the “**Back**” button to return to the **View Plates** screen.

#### Cancel Plates Confirmation

- A list of Dealer plates pending cancellation will appear, along with a question asking, “Are you sure you want to cancel these Plates?”
- Click the “Yes, Continue” button to proceed with the cancelation of the desired plates, or if there is a mistake or plate correction needed, click the “No, Back” button to return to the Select Plates to Cancel screen.

## View Fee Breakdown

21. A screen will appear displaying all fees associated with the license/plate renewal. Verify the information displayed is correct. If not, click the “Cancel” button to return to the eDealer Services Home Page.
22. Click the “Continue” button to proceed.

## View and Print Plate Certificate

The system will now populate the **eDealer License Renewal Plate Certificate** page for your review. The list of plates will appear separated by plate types, e.g. Motor Vehicle Dealer Plate Numbers will show a list of motor vehicle dealer plates and Dealer Transporter Plate Numbers will show a list of transporter dealer plates.

**Note:** This Plate Certificate serves as the registration for all plates renewed during the license renewal process. MVD will **NOT** mail any separate registrations.

23. Click the “**Print Plate Certificate**” button to print the eDealer License Renewal Plate Certificate associated with your license.
24. Click the “**Continue**” button to proceed.

## View Confirmation

The confirmation page will appear on the screen.

25. Click the “**Print Confirmation**” button to print the confirmation page. A print out should be retained with the dealership’s records to show the transaction was processed.

**Note:** This is the only opportunity to view and print the confirmation. You cannot return to the “**View Confirmation**” page once you have exited.

26. Click the “**Back to eDealer Services Home**” page to return to the Dealer Services Home page.