

ELECTRONIC DEALER RENEWAL

Q&A

Disclaimer: This document will continue to be updated with new questions or changes due to new developments as the project progresses. Please frequent this document to stay abreast of new updates.

ACRONYM LEGEND	
BO	Branch Office
BLU	Business License Unit
BL/AU	Business License/Audit Unit
EDRP	Electronic Dealer Renewal Project
OIG	Office of Inspector General
HQ	Headquarters

1. Q: What is the Electronic Dealer Renewal (EDRP) project about?

A: The EDRP is an initiative of the SCDMV's Business License Unit (BLU) designed to streamline the dealer license renewal process, enhance the customer's experience, minimize current challenges, and save you time.

2. Q: Did dealerships have a say in the development of this project?

A: Yes, a market research survey was emailed to all dealers on February 5, 2020, to obtain feedback on your overall thoughts of the electronic renewal project and requests you'd like to see implemented. Out of 388 responses, a collective 72.68% (288 persons) responded "Extremely likely" and "Moderately likely" to being likely to renew online with an understanding that new plates could possibly be mailed within 5-10 business days.

3. Q: When will I be able to renew online?

A: Due to the Electronic Renewal Application being a public-facing transaction, you will be able to renew your license at any time (weekdays and weekends).

- a. **Note:** Should you renew outside of SCDMV business working hours, assistance will not be available until the next business day.

4. Q: Which license types are eligible for electronic renewal?

A: The following license types are eligible for electronic renewal:

- a. Dealer (Retail)
- b. Wholesale only
- c. Wholesale Auction
- d. Recreational Vehicle
- e. Motorcycle Only
- f. Motorcycle Wholesale

5. Q: Which license types aren't eligible for electronic renewal?

A: The only license type ineligible for electronic renewal is a Transporter. Transporter Permits will continue to be renewed manually via the HQ: BLU Office.

6. Q: Will I be required to purchase my National Criminal Report before I renew my license?

A: Yes, if applicable, the current process of you purchasing and completing a national criminal report (for any individual who owns or controls 10% or more of the business) through [Premier Biotech](#) will continue and is required before renewing your license online.

Additional Notes:

- Please allow between 2-10 days to receive your background report.
- Background reports will be e-verified during the online renewal application. If the report for one or more owners cannot be e-verified (i.e., because it is still pending, or a report was not found) you will not be able to complete the online renewal application at that time. You may return to the application later to try the e-verification again. Your application will be available to complete for 30 calendar days. You may contact the **Premier Biotech** service provider at 855-718-6917 or Merchantservices@premierbiotech.com to inquire about your report(s).

7. Q: What items will I be required to upload?

A: The following items will be required for uploading:

CONDITION	WHAT TO UPLOAD
If adding a SC resident (as a corporate officer, sales manager, or employee) that is not in the SCDMV Database	Front copy of DL (Accepted formats: .png, .jpg, or .pdf)
If adding an out-of-state resident (as a corporate officer, sales manager, or employee)	Front copy of DL (Accepted formats: .png, .jpg, or .pdf)
If received a new Sales Tax ID #	Copy of Retail License (Accepted formats: .png, .jpg, or .pdf)
If prefer to upload your listing of sales	Listing of sales of dealer-to-dealer and out-of-state sales (Accepted formats: .png, .jpg, or .pdf)
If uploading your insurance due to insurance not being able to be e-verified through ALIR	Proof of Insurance/Certificate of Liability Insurance (Accepted formats: .png, .jpg, or .pdf)
If you need to provide proof of a new bond or if a continuation certificate has not already been provided to the BLU within the last 12 months	New Bond or Continuation Certificate (Accepted formats: .png, .jpg, or .pdf)

8. Q: Under what application and/or license conditions am I not able to renew online?

A: If any of the following is applicable, the dealer must continue to submit the renewal application and other supporting documents via mail to the HQ BLU.

Dealers renewing in conjunction with one of the below cannot renew online.

- a. Renewal + Address Change
- b. Renewal + Ownership Change
- c. Renewal + Dealership Name Change
- d. Renewal + Category (License Type) Change

A dealer cannot renew online under the following license statuses.

- a. Expired (over 90 days)
- b. Suspended
- c. Canceled
- d. Pending
- e. Revoked
- f. Rejected

Please note that this is not a complete list of all conditions that could prevent you from renewing online. If you're unable to complete the online renewal, the system will display a message containing further information. Please contact the BLU with questions.

9. Q: Will this process save me time?

A: While this answer is subjective to the individual renewing, yes, saving you time is one of the primary goals of this project.

10. Q: Is there a time out limit on the public transaction?

A: Yes, there is a default twenty-minute time out limit for any window of a web browser sitting idle with no activity.

**11. Q: (a) Am I able to save my application and return to complete it if I don't finish in one sitting?
(b) If so, how long will my application be available for completion?**

A(a): Yes, all data will be saved for your online application. Below are various conditions for why data may need to be saved.

- a. User is completing the transaction in real-time and needing to click "Previous".
- b. User is completing the transaction in real-time, comes to the end of the application for their summary screen, and clicks "Edit."
- c. User decides to stop the transaction (or cancel) and return to finish where they left off (using a "Save My Work" feature).
- d. The session timed out from the screen sitting idle for 20 minutes.
- e. User has a pending application i.e., due to a "Positive" flag indicated on the national background report, which will require management approval.

A(b): Typically, your application will be available to complete for 30 calendar days.

12. Q: What existing data in the SCDMV Database will be pre-populated during my online renewal?

A: The below data will pre-populate for your renewal application. Items that have an asterisk (*) means this piece of data may be editable online.

- a. Dealership name
- b. Physical/bona fide dealership address
- c. *Special mailing address
- d. *Contact Name
- e. *Telephone
- f. *Email address
- g. *Fax #
- h. *Sales Tax ID #
- i. *Insurance
- j. Name of Owner(s)
- k. *Name of Corporate Officer(s) (if a corporate-owned entity)
- l. *Name of Sales Managers
- m. *Name of Employee(s)
- n. License Type
- o. License Status
- p. License Issued Date
- q. Franchise Make(s)
- r. Expiration Date
- s. *Bond information (if received within the last 12 months)
- t. Current dealer plate numbers (if applicable)

13. Q: Will SCDMV staff be available to assist with any challenges I may experience?

A: Yes, the HQ: BLU staff as well as your assigned Dealer Auditor will be available to assist with any questions or challenges you have with the system.

- a. **Note:** Should you renew outside of SCDMV business working hours, assistance will not be available until the next business day.

14. Q: The market research survey I received in February 2020 inquired of my preference for a one-year renewal or a three-year renewal. Will the three-year renewal be implemented?

A: Dealer licensing laws changed effective January 1, 2024. *Excluding Wholesale Auction dealers*, beginning January 1, 2024, dealer licenses are issued with a validity period of three-years. If your dealer license is due for renewal in 2024, you will renew for a three-year license. The price of a dealer license is now \$150 every three years instead of \$50 every year.

Wholesale Auction dealer licenses remain unchanged, if you are renewing your license in 2024, the validity period will be one-year and the cost of the license is \$50 every year.

15. Q: Will there be future enhancements to this project?

A: Yes, enhancements to the system are likely as we learn of any issues and as we continue to develop better ways to enhance your customer experience. You will be notified of significant changes in advance.

16. Q: Are there any additional fees associated with renewing my license online?

A: Yes. All online payments incur a 1.7% + \$1 service fee for transactions that are paid using a debit or credit card. For example, you're renewing a 3-year dealer's license (\$150) and an annual renewal of 9 plates (\$20 x 9) for \$330.00. The total cost, including an online payment service fee of 1.7% of \$330.00 + \$1, is \$336.61.

- a. This is not an SCDMV fee. This service fee is for the processing of debit and credit cards.
- b. Payment of your online renewal transaction will be processed by the secured third-party vendor, NIC Services, LLC.

17. Q: Will the current operations for obtaining my license, decal(s) and registration card(s), and/or new plate(s) be impacted?

A: Yes. Effective July 12, 2022, the agency transitioned from issuing plates in the branch offices to issuing plates on-demand. This process ensures a seamless changeover for the upcoming EDRP implementation.

- a. **(For Renewing Existing Plates)** Each decal and registration card for an existing dealer plate will be mailed to your address on file upon renewal.
- b. **(For Purchasing New Plates)** Your additional plates will be mailed to your address on file, via our vendor.
- c. **Note:** Although your dealer decal(s), registration card(s), and new plate(s) will be mailed to you through our vendor companies, your license will continue to be printed in the branch office until **October 14, 2024**. Please prepare for 7-15 business days to receive your decals, registration cards, and/or new plates. **It is highly encouraged that you renew before your expiration date and do not wait until the last minute.**

18. Q: What items will be shipped in the mail when I renew my license online?

A: The following items will be shipped to you upon completing your renewal application:

- a. Dealer's license
- b. New plates (if purchasing per sufficient sales volume)
- c. Decal and registration card for each active plate (renewed or new), if applicable.

19. Q: What is the turnaround time to receive my dealer's license along with any plates, decals, and registration cards in the mail?

A: Although you may receive your products sooner, please prepare for a 7-15 business day turnaround time for receiving your new dealer's license, decal(s), and registration card(s), and/or new plate(s). **It is highly encouraged that you renew before your expiration date and do not wait until the last minute.**

20. Q: What happens if I don't renew my license within 90 days?

A: If your license is not renewed within 90 days, you will be required to start over as a first-time dealership and submit all required paperwork as an initial dealer to the HQ: BLU.

21. Q: Am I able to conduct business after being expired?

A: No, you are not permitted to conduct business once your license has expired.

22. Q: Will training be provided to me before I renew my license:

A: Yes, access to how-to and troubleshooting videos will be available on the SCDMV website. We will notify all dealers once the videos have been released as well as any future updated or new videos. Additionally, the BLU and your assigned Dealer Auditor will be available to help answer any questions you may have (during normal SCDMV business hours).

Please note, if you previously signed up to attend virtual training sessions, the how-to and troubleshooting videos will take the place of these sessions. Please disregard any invitations that may still be on your calendars, we attempted to cancel these, but they may not have been removed for non-SCDMV attendees.

23. Q: How and when will I be able to test the new system?

A: During Phase II of the pilot, if you're eligible to renew online, you will have an opportunity to use the new system before its mandatory rollout on October 15, 2024.

24. Q: How should I prepare for this new implementation?

- A:** Prepare for the EDRP through the following ways:
- a. Ensure to read and save all material sent to your email.
 - i. Our aim is not to flood your emails, but to make your transition as seamless as possible through pertinent information/updates.
 - b. Stay abreast of all updates via utilization of the below resources:
 - i. [Renewing a Dealer License](#) webpage via the SCDMV official website, www.scdmvonline.com (hover cursor over "Business Customers" → "Renewing a Dealer License")
 - ii. The [Dealer Connection](#) via the SCDMV website (hover cursor over "Business Customers" → "Communications")
 - iii. Monthly Dealer Renewal Distribution Email (which is sent to every dealer on the first of every month, reminding you that it's time to renew and informing of the documents that are needed to renew)
 - iv. Constant Contact emails which may be sent to you once a month, keeping you abreast of updates and highlighting features of the new system.
 - c. Take advantage of viewing the how-to videos and other materials so you are well equipped to renew your license. Your questions about the new system may be clarified and answered using these tools.
 - d. If you don't have a computer/mobile device or a business email mailbox set up and are not sure how to do either, ensure to ask your Dealer Auditor or someone you know for assistance in setting up these items.
 - e. Prepare to renew in a timely manner to receive all products on time and resist waiting until the last minute.
 - f. In preparation for this implementation, it is highly encouraged that dealers maintain updated special mailing addresses (if applicable), phone numbers, and email addresses with the BLU.
 - g. The online process will allow authorized users to renew a dealer license on behalf of the dealership. For security purposes, users must authenticate themselves via a PIN verification system; a PIN will be delivered to the primary contact's email address on file with the SCDMV.
 - i. Please continue to update your contact information and employee list on a regular basis with the agency's Business License Unit. Anyone not listed in the SCDMV system as an owner, corporate officer, sales manager, or employee will not have authorization to renew.
 - ii. **Adding or Removing an Owner:** Please contact the Business License Unit at (803) 896-2611 or dealerdocuments@scdmv.net to inquire which documents are needed.

- iii. **Updating Your Contact Information or Employee List:** Please submit a completed letter of request on business letterhead via email to dealerdocuments@scdmv.net or by fax to (803) 896-8172. In the letter of request, include the following information:
 - 1. A request to add/remove the individual(s) who are authorized to make changes or updates to your dealer license.
 - 2. The individual(s) full name, driver's license number, address, and date of birth.
 - 3. If the individual resides out of state, include a copy of the front of their driver's license.

25. Q: What is the timeline for this project?

A: Please prepare for the activities outlined on the next page. This timeline has been tailored to only include activities that pertain to you as a dealer.

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	RESPONSIBLE PARTY
CURRENT MILESTONES PRIOR TO PILOT PHASE I				
Monday	4/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 April Dealers	Automatic Email
Wednesday	5/1/2024	Revised Timeline & EDRP Docs to All Stakeholders Public Site	EDRP	OIG BA
Wednesday	5/1/2024	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 May Dealers	Automatic Email
Friday	5/24/2024	Begin providing dealers with access to the EDRP How-To Videos in preparation of the upcoming pilot. <u>Important Dates:</u> Pilot Phase I begins 6/13/2024 Pilot Phase II begins 9/3/2024 Electronic Renewals required starting 10/15/2024	Training Materials	OIG BA
MILESTONES BETWEEN PILOT PHASES I & II				
Saturday	6/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Jun Dealers	Automatic Email
Thursday	6/13/2024 (thru 7/31/2024)	Pilot Phase I Begins Test & Live online renewal links delivered to dealers pre-selected to participate in the Pilot Phase I	Pilot Phase I Go Live	Pilot Phase I Participants
Monday	7/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Jul Dealers	Automatic Email
MILESTONES BETWEEN PILOT PHASE II & GO LIVE				
Thursday	8/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Aug Dealers	Automatic Email
Tuesday	9/3/2024 (thru 10/14/2024)	Pilot Phase II Begins - All dealers eligible to renew can do so online, at a branch or by mail. - Test links can be provided upon request to dealers who would like to try the online renewal process prior to submitting it live.	Pilot Phase II Go Live	Pilot Phase II Participants
Sunday	9/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Sep Dealers	Automatic Email
Wednesday	9/18/2024	Survey Email – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 9/3 and 9/17/2024.	Pilot Phase II Dealers	OIG BA
Tuesday	10/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Oct Dealers	Automatic Email
Wednesday	10/2/2024	Survey Email – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 9/18 and 10/1/2024.	Pilot Phase II Dealers	OIG BA
Monday	10/14/2024	- Last day Branch Offices accept dealer applications; mail-in renewals postmarked after this date will not be accepted. - Pilot Phase II Ends - Survey Email – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 10/2 and 10/13/2024	All Dealers	All Dealers
Tuesday	10/15/2024	Phase III: Transition to Online Renewal ONLY – EDRP GO LIVE	Dealers' Manual to Online Transition	OIG Business License Unit All Dealers

Should you have any questions regarding this project, please use the contact information below.

CONTACT	
Phone:	(803) 896-2611
Email:	onlinedealerhelp@scdmv.net
Contact:	BL&AU HQ Staff or your assigned Dealer Auditor