



State of South Carolina

Department of Motor Vehicles

March 1, 2023

Dear SC Dealer:

As you're aware, the South Carolina Department of Motor Vehicles, Office of Inspector General (OIG): Dealer License Unit is undergoing the **Electronic Dealer License Renewal Project (EDRP)**. *Thank you for partnering with us in this journey of making your and the Agency's operations more productive and efficient.* As we soon approach the development phase, the OIG: Dealer License Unit would also like to thank you for your feedback on the market research survey distributed February 5, 2020; it was highly insightful and beneficial in constructing this electronic system. To ensure you are aware of the new implementations, please carefully read and review all enclosed content.

PLEASE NOTE: The below information is not intended to give you the full details of this new implementation. It is only purposed to communicate a high-level overview of what is to come. Your training in the coming months will cover all details. Also, as we are partnering with thirteen different stakeholders on this project, a date on the timeline or a particular development of the project could possibly be modified. If this is the case, you will be notified of these updates in advance so you can prepare accordingly. In the meantime, the below developments and schedule and will be followed.

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ACRONYM LEGEND

BO	Branch Office
DLU	Dealer License Unit
EDRP	Electronic Dealer Renewal Project
OIG	Office of Inspector General
HQ	Headquarter

HIGHLIGHTS OF NEW IMPLEMENTATION

PURPOSE OF THIS PROJECT

The purpose of the EDRP is to:

1. Streamline the dealer license renewal process
2. Enhance the customer's experience
3. Minimize current challenges and
4. Save you time

WHAT DOES THIS PROJECT AIM TO DELIVER?

This project aims to deliver the following attributes:



1. Renew at the convenience of any location at any time of the day - no waiting
2. No requirement to drive to a DMV branch office to renew and less paperwork to produce
3. Standard dealership information within our DMV database will pre-populate of you, requiring minimal entries; no manual writing necessary
4. Elimination of call-backs after renewal to request additional paperwork
5. A checklist, tailored to your license type, will be generated to prepare you for your application before you renew
6. Electronically verify your insurance and national criminal background report without any uploading
7. Renew and/or purchase plates while viewing your plate history, SC sales volume, and the number of plates available for purchase
8. Engage in telling us about your experience so that we may continually improve the efficiency and effectiveness of the system

BRIEF Q&A

1. **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 EDRP 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.

2. **Q: (a) Which license types are eligible for electronic renewal? (b) Which license types aren't eligible for renewal?**

A:

- a. The following license types are eligible for electronic renewal:
 - i. Dealer (Retail)

- ii. Wholesale only
 - iii. Wholesale Auction
 - iv. Recreational Vehicle
 - v. Motorcycle Only
 - vi. Motorcycle Wholesale
 - b. The only license type not eligible for electronic renewal is a Transporter. Transporter permits will continue to be renewed manually via the HQ: DLU Office.
3. **Q: Under what application conditions am I not able to renew online?**
- A:**
- a. Dealers renewing in conjunction with one of the below cannot renew online. The dealer must continue to submit the renewal application and other supporting documents via mail to the HQ, DLU if applying for a:
 - i. Renewal + Address Change
 - ii. Renewal + Ownership Change
 - iii. Renewal + Dealership Name Change
 - iv. Renewal + Category (License Type) Change
4. **Q: Under what license status conditions am I not able to renew online?**
- A:**
- a. A dealer cannot renew under the following license statuses: Expired (over 90 days), Suspended, Canceled, Pending, Revoked, and Rejected.
5. **Q: Will I be required to purchase and complete my National Criminal Background Report before I renew my license?**
- A:**
- a. Yes, the current process of you purchasing and completing your national criminal background report will remain as is and still required before renewing your license online. **Note:** please allow between 2-10 days to receive your background report.
 - b. **Note:** If choose to proceed to renew online and come to the background section of the renewal process, you will not be allowed to proceed with your renewal if one or all the owners' report(s) are either pending completion or has not been completed at all.
6. **Q: What items will be shipped in the mail when I renew my license online?**
- A:**
- a. The following items will be shipped to you upon completing your renewal application:
 - i. Dealer's license (*prepare for a delivery turnaround of 7-15 business days*)
 - ii. Decal(s) & registration card(s) (if renewing plates) (*prepare for a delivery turnaround of 7-15 days*)
 - iii. New plate(s) and registration card(s) (if purchasing new plates per sufficient sales volume) (*prepare for a delivery turnaround of 7-15 business days*)
7. **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 will be sent to you once a month, keeping you abreast of updates and highlighting features of the new system.
- c. Take advantage of participating in the testing period and training sessions so you are well equipped to renew your license. Your questions about the new system may also be clarified and answered during these sessions.
- 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 Agent 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 DLU.
 - i. One of the project's features includes security protocols that ensures that all users' information is correct and secured. The new online process will allow authorized users to renew a dealer license on behalf of the dealership, so each user must authenticate themselves via a PIN verification system. It is strongly recommended that every dealership obtain a business email mailbox, as the PIN will be emailed to whatever email address in on file with the SCDMV.
 - ii. Having accurate contact and employee information for your dealership is essential as it dictates who is authorized to renew your dealership's license. Anyone not listed in the SCDMV system as an owner, corporate officer, sales manager, or employee will not have authorization to renew.
 - iii. To update your dealership's contact information or employee list, you may email a completed letter of request on business letterhead to dealerdocuments@scdmv.net or fax it 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.
 - a. If the individual resides out of state, include a front copy of their driver's license.
 - iv. To add or remove an owner, please contact Dealer License Unit at (803) 896-2611 or dealerdocuments@scdmv.net to inquire which documents are needed.

To review all Q&A, [click here](#) or go to www.scdmvonline.com → hover your cursor over “Business Customers” → select “Renewing a Dealer License”.

WHAT TO EXPECT

GENERAL EXPECTATION

As with any project that develops overtime, so it is with this new system. Please prepare for there to be possible modifications along the way, due to unforeseen circumstances and/or feedback communicated by you (regarding an issue found during testing or enhancement). Thank you in advance for your partnership and patience!

1. WHAT'S STAYING THE SAME?

- a. All dealers will continue to renew annually with a dealer's license payment of \$50 and purchase new or renew existing plates with a fee of \$20 each.
- b. The national background criminal report will still be required to purchase and complete

before beginning your renewal application.

- c. Dealer-to-dealer and out-of-state sales volume will still be required to obtain new plates. However, you will be able to upload this file.

2. WHAT'S BEING ELIMINATED?

- a. Printing of and manually filling in documents will no longer be required.
 - i. The only printing necessary, if desire to, will be your receipt and application documents at the end of the transaction.
- b. Effective June 12, 2024, SCDMV branch offices will no longer accept renewal applications. June 11, 2024 is the last day branch offices will accept renewal applications.

3. WHAT'S NEW?

- a. The agency is currently transitioning from issuing plates in the branch offices to issuing plates on-demand. This process will ensure a seamless changeover for the upcoming EDRP implementation. **Effective July 12, 2022:**
 - i. **(For Renewing Existing Plates)** Each decal and registration card for an existing dealer plate will be mailed to your address on file upon renewal.
 - ii. **(For Purchasing New Plates)** If you are requesting new dealer plates at renewal or as a first-time dealer, the branch office will issue the appropriate number of plates on hand. However, if your quantity of plates is more than the inventory in the SCDMV branch office, your additional plates will be mailed to your address on file.
 - iii. **Note:** Although your dealer decals, registration cards, and new plates will be mailed to you through our vendor companies, your license will continue to be printed in the branch office until June 11, 2024. Please prepare for 7-15 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.
- b. Beginning Phase 2 (June 12, 2024) dealer's license(s), dealer plate(s), registration cards, and decal(s) will no longer be issued from local SCDMV branch offices. These items will be issued through the HQ: DLU Office and/or our vendor companies via the electronic renewal system and mailed to the physical or special mailing address on file. *Should we find any issues with the system that will prevent you from renewing during this phase, we will notify you in advance of the temporary process for obtaining your products.*
- c. Payment of your online renewal transaction will be processed by the secured third-party vendor (NIC Services, LLC).
 - i. **Note:** All online payments incur a \$1 + 1.7% service fee for transactions that are paid using a debit or credit card.
 - ii. This is not an SCDMV fee. This service fee is for the processing of debit and credit cards.
 - iii. The electronic system will accept Visa, Mastercard, Discover, and American Express.
- d. Your insurance and national criminal background report will be verified electronically through the ALIR system (for insurance) and the Premier Biotech system (for background reports).
- e. A few documents will be required for uploading (i.e., additional new employees' driver's license, sales volume, retail sales tax license (if applicable), and insurance (if applicable)).

TRAINING & IMPLEMENTATION EXECUTION

1. Please carefully follow the below timeline for your training.
2. This project will be rolled out in three phases:
 - a. **Phase 1 (Pilot) will begin on Wednesday, March 20, 2024.**
 - i. **Who participates in Phase 1?**
 1. **Only** 35 dealers who requested to be a part of or were selected will

participate in the pilot program.

ii. What does the Phase 1 Pilot accomplish?

1. The Pilot period allows a sample population of dealers whose license expires between March and June to:
 - a. Test the new system before it is available to all dealers
 - b. Officially renew their license for the next licensing year of business
 - c. Ensure the system works properly
 - d. Report any feedback of problems found or enhancements they'd like to see

iii. What is expected of the Pilot dealers?

1. All pilot dealers are expected to review the training material distributed on January 19, 2024 (2 months and 1 day to review before the Pilot).
2. Pilot dealers will attend a one-hour virtual training session to ask questions and/or communicate concerns, per reviewing the training material sent on January 19, 2024.
3. Pilot dealers will renew on a specific date (to ensure any issues or enhancements reported can be fixed and possibly implemented in time, before the SCDMV's next code release).
4. Pilot dealers will report any issues found during the renewal process.

iv. What is expected of the non-Pilot dealers during the pilot period?

1. Non-pilot dealers renewing within one of the months between March 20, 2024 and June 11, 2024 will continue to execute the normal process of renewing their license and plates (if applicable) by going to the SCDMV branch office until June 11, 2024.
2. Non-pilot dealers also can attend a one-hour training session to ask any questions and/or communicate concerns, per reviewing the training material sent on January 19, 2024 before their renewal month.

v. When will the pilot phase end?

1. The pilot phase ends 11:59 pm on June 11, 2024.

b. Phase 2 (Full Rollout) will begin on Wednesday, June 12, 2024.

i. Who participates in Phase 2?

1. All non-pilot dealers renewing between the months of June 12, 2024 and October 14, 2024 can renew electronically.

ii. What does Phase 2 Full Rollout accomplish?

1. The Full Rollout is the official date the electronic system is released and available to all dealers renewing between June 12, 2024 – October 14, 2024.
2. It serves as a phase-in period for dealers who opt not to renew online per the phase-in timeframe and to continue the traditional form of renewing manually.
 - a. If the dealer opts not to renew electronically and prefers to renew manually, the renewal application must be **mailed in** along with all documents and payment to the DLU HQ Office.
 - i. **Effective June 12, 2024**, renewal applications will no longer be accepted at local branch offices.
 - ii. This will minimize the duplication of work and provide better controls for consistency.
 - b. The DLU will continue to accept mail-in renewal applications from non-pilot dealers beginning June 12, 2024 until October 14, 2024.
3. Dealers renewing during this phase will officially renew their license for the next licensing year of business.

iii. What is expected of ALL non-pilot dealers?

1. Dealers will have a grace period of 4 months and 2 days to use either the online or mail-in option before all dealers are required to use the electronic system on October 15, 2024.
- iv. **What happens after the Full Rollout?**
 1. Beginning October 15, 2024 and forward, the OIG: DLU will transition its renewal system from two phase-in options to electronic renewals only.
- v. **What about the dealers who didn't have the opportunity to officially renew online between the months of March to October 2024?**
 1. Multiple testing and training opportunities will be available for dealers who did not fall within the Pilot and Full Rollout months to renew their license.
 - a. Testing will be conducted remotely, via a supplied testing link.
 - b. Testing will mimic the official electronic renewal application; however, the test renewal will not affect actual production (real-time) data. In other words, your license will not show renewed, as it is test data and not real data.
 2. Dealers who fall in this category will also have the same resources at their disposal as the pilot and full rollout dealers such as training material and multiple training sessions.
- c. **Phase 3 (Transition to Online Only) will begin on Tuesday, October 15, 2024.**
 - i. **What does Phase 3 accomplish?**
 1. This phase accomplishes:
 - a. The completion of the EDRP.
 - b. The official transition from a manual process to an electronic process. Renewals will no longer be accepted at local branch offices nor via mail to the HQ: DLU Office. All renewals must be completed online.
 - c. The beginning of more accurate processing for dealer renewals.
 - ii. **Will there be possible enhancements to the new system in the future?**
 1. Yes, there will more than likely be new enhancements to the system as we learn of any issues and as we continue to develop better ways to enhance your customer experience. You will be notified of these changes in advance.

TIMELINE OF ACTIVITIES

Please prepare for the following activities. This timeline has been tailored to only include activities that pertain to you as a dealer.

SCDMV ELECTRONIC DEALER RENEWAL PROJECT (EDRP)

SPECIFIC-TO-DEALERS TIMELINE

(Rev. 3/1/2023)

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	RESPONSIBLE PARTY
EVENTS BEFORE PILOT (3/20/2024)				
Wednesday	3/1/23	Send Revised Timeline & EDRP Docs to All Stakeholders & Post on Website	EDRP	OIG BA
Wednesday	3/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 March Dealers	Automatic Email
Saturday	4/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 April Dealers	Automatic Email
Monday	5/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 May Dealers	Automatic Email
Thursday	6/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 June Dealers	Automatic Email
Saturday	7/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 July Dealers	Automatic Email
Tuesday	8/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 August Dealers	Automatic Email
Friday	9/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 September Dealers	Automatic Email
Sunday	10/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	October Dealers	Automatic Email
Wednesday	11/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 November Dealers	Automatic Email
Friday	12/1/23	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2023 December Dealers	Automatic Email
Wednesday	12/13/23	Last day for all dealers to sign up for training sessions	Training Sign-up	Dealers
Monday	1/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 January Dealers	Automatic Email
PREPARATION EVENTS FOR PILOT (3/20/2024)				
Friday	1/19/24	Training Material Dispersed to All Dealers (pilot and non-pilot) <i>Pilot dealers have 2 months and 1 day to review training before Pilot (3/20/24)</i> <i>Non-Pilot dealers have 4 months, 24 days to review before Full Rollout (6/12/24)</i>	Training Material	OIG BA
Thursday	2/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 February Dealers	Automatic Email
Any Day	February – October 2024	Testing of System (for all dealers, particularly dealers not a part of the pilot and not renewing in real-time)	Dealers Testing the System	All Dealers
PILOT (3/20/2024)				
Wednesday	2/21/24	Virtual Training Session 1 for March Dealers (8 Pilot Dealers @ 9-10 am)	Training Session for March Pilot Dealers	OIG BA

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	RESPONSIBLE PARTY
Wednesday	2/28/24	Virtual Training Session 2 for April Dealers (8 Pilot Dealers @ 9-10 am)	Training Session for April Pilot Dealers	OIG BA
Friday	3/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 March Dealers	Automatic Email
Wednesday	3/6/24	Virtual Training Session 3 for May – June Dealers (11 Pilot Dealers @ 9-10 am)	Training Session for May - June Pilot Dealers	OIG BA
Wednesday	3/13/24	Virtual Training Session 4 (Make-up/Refresher Training for Pilot March – June Dealers) (Any Pilot Dealer @ 9-10 am)	Training Session for March – June Pilot Dealers	OIG BA
Wednesday	3/20/24 – 6/11/24	Pilot Implementation (3/20/24 – 6/11/24) 2 months, 22 days	Pilot Go Live	All 35 Pilot Dealers
Wednesday	3/20/24	Virtual Training Session 5 (July dealers)	Dealer Training	OIG BA
EVENTS BETWEEN PILOT (3/20/2024) & FULL ROLLOUT (6/12/2024)				
Wednesday	3/27/24	Virtual Training Session 6 (August dealers)	Dealer Training	OIG BU
Wednesday	3/27/24	March Pilot Dealers Renew Online (to give time to submit a ticket on any issues found)	Pilot	Dealers renewing in March
Monday	4/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 April Dealers	Automatic Email
Wednesday	4/3/24	Virtual Training Session 7 (September dealers)	Dealer Training	OIG BU
Wednesday	4/10/24	Virtual Training Session 8 (October dealers)	Dealer Training	OIG BU
Wednesday	4/17/24	Virtual Training Session 9 (November dealers)	Training	BU
Monday	4/22/24	April Pilot Dealers Renew Online (to give time to submit a ticket on any issues found)	Pilot	Dealers renewing in April
Wednesday	4/24/24	Virtual Training Session 10 (December dealers)	Dealer Training	OIG BU
Monday	5/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 May Dealers	Automatic Email
Wednesday	5/1/24	Virtual Training Session 11 (January & February dealers)	Dealer Training	OIG BU
Wednesday	5/8/24	Virtual Training Session 12 (non-pilot March & April dealers)	Dealer Training	OIG BU
FULL ROLLOUT (6/12/2024)				
Wednesday	5/15/24	Virtual Training Session 13 (non-pilot May & June dealers)	Dealer Training	OIG BU
Monday	5/20/24	May Pilot Dealers Renew Online (to give time to submit a ticket on any issues found)	Pilot	Dealers renewing in May
Saturday	6/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 June Dealers	Automatic Email
Monday	6/10/24	June Pilot Dealers Renew Online (to give time to submit a ticket on any issues found)	Pilot	Dealers renewing in June
Tuesday	6/11/24	Last day ALL BOs accept renewal applications	Branch Offices	
Wednesday	6/12/24 – 10/14/24	Phase 2: Full Rollout Implementation (6/12/24 – 10/14/24) 4 months, 2 days	Full Rollout Go Live	All June - October Dealers
Wednesday	6/12/24 – 10/14/24	Renewal Phase-in Method Begins (<i>Mail-in applications to HQ (for renewal) will begin; dealers will no longer be able to renew at a BO</i>)	Non-online Users	OIG BU
Wednesday	6/12/24	Send Survey to Pilot Dealers (for feedback)	Survey	OIG BA

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	RESPONSIBLE PARTY
POST-FULL ROLLOUT				
Monday	7/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 July Dealers	Automatic Email
Thursday	8/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Sunday	9/1/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 September Dealers	Automatic Email
Tuesday	10/01/24	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 October Dealers	Automatic Email
Monday	10/14/24	Last day to send Mail-in Applications to HQ (for renewals)	Non-online Users	OIG BU
Monday	10/14/24	Send Survey to Non-Pilot Dealers (for feedback)	Non-Pilot Dealers Survey	OIG BA
Tuesday	10/15/2024	Phase 3: Transition to Online Renewal ONLY (4 months from Full Rollout – 6/12/24)	Manual to Online Transition	OIG BU

CONTACT

Should you have any questions concerning the EDRP, please use the below contact.

Phone (803) 896-2611
Email dealerdocuments@scdvm.net
electronicdealerrenewalquestions@scdmv.net
Contact DLU HQ Staff or your assigned Compliance Auditor (formerly known as Dealer Agent)