

ELECTRONIC DEALER RENEWAL

Q&A

Disclaimer: As inquiries are submitted throughout the coming months, this Q&A document will be filled with those questions and answers. Also, as we are partnering with thirteen different stakeholders on this project, a particular development of the project could possibly be modified that changes an answer below. If this is the case, you will be notified of these updates in advance so you can prepare accordingly. Please frequent this document to stay abreast of new updates.

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

A: The EDRP is an initiative of the SCDMV's Dealer License Unit (DLU) 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 not eligible for electronic renewal is a Transporter. Transporter Permits will continue to be renewed manually via the HQ: DLU Office.

6. 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 <i>(save in png, jpg, or pdf)</i> |
| If adding an out-of-state resident (as a corporate officer, sales manager, or employee) | Front copy of DL <i>(save in png, jpg, or pdf)</i> |
| If received a new Sales Tax ID # | Copy of Retail License <i>(save in png, jpg, or pdf)</i> |
| If prefer to upload your listing of sales | Listing of sales of dealer-to-dealer and out-of-state sales <i>(save in png, jpg, or pdf)</i> |
| If uploading your insurance due to insurance not being able to be eVerified through ALIR | Proof of Insurance/Certificate of Liability Insurance <i>(save in png, jpg, or pdf)</i> |

7. Q: Under what application conditions am I not able to renew online?

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, DL&AU if applying for a:

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

8. 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.

9. 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.

10. 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
- d. The session timed out from the screen sitting idle for 20 minutes.
- e. User has a pending application due to a “Positive” flag indicated on the national background report, which will require management approval

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

11. 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

12. Q: Will I be required to purchase my National Criminal Background report before I renew my license?

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.

- a. **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 have not been completed at all.

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

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

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: It is currently undetermined if the three-year renewal will be implemented by the full rollout of this project.

- a. The three-year renewal is currently being presented to legislation and a verdict has not been reached.
- b. Once a verdict is reached, notification will be updated in this Q&A document.
- c. In the meantime of legislation passing the three-year renewal, the annual renewal will continue in operation.

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

A: 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.

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

A: Yes. All online payments incur a \$1 + 1.7% service fee for transactions that are paid using a debit or credit card.

- 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: Am I able to see a high-level flow of the renewal process?

A: Yes, a tentative flow of the electronic renewal process will be updated in the coming months. Note: As this project is in the development phase, any event in the flowchart is subject to change. This Q&A document will be updated to reflect any changes.

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

A: Yes. 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:**

- 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)** 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, via the vendor company.
- 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 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.

19. 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. Decal(s) & registration card(s) (if renewing plates)
 - c. New plate(s) and registration card(s) (if purchasing new plates per sufficient sales volume)

20. Q: What is the turnaround time to receive my license, decal(s) and registration card(s), and/or new plate(s) 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 license, decal(s) and registration card(s), and/or new plate(s). **Again, it is highly encouraged that you renew before your expiration date and do not wait until the last minute.**

21. 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: DLU.

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

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

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

A: Yes, training will be provided to all dealers. The training dates can be viewed on the [Renewing a Dealer License](#) webpage. Please ensure you register for a training date on the [Renewing a Dealer License](#) webpage.

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

A: You will be able to test the new system virtually, via an emailed link. Testing will tentatively take place between February and October 2024.

25. 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 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 is 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.

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

A: 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 |

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|--|--------------------|---|---|-----------------------------------|
| 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 |

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|--------------------------|--------------------|--|------------------------------------|-------------------|
| 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 |
| 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@scdmv.net
electronicdealerrenewalquestions@scdmv.net
Contact DL&AU HQ Staff or your assigned Compliance Auditor (formerly known as Dealer Agent)