Steps for Correcting a Deficient Application or Request Online

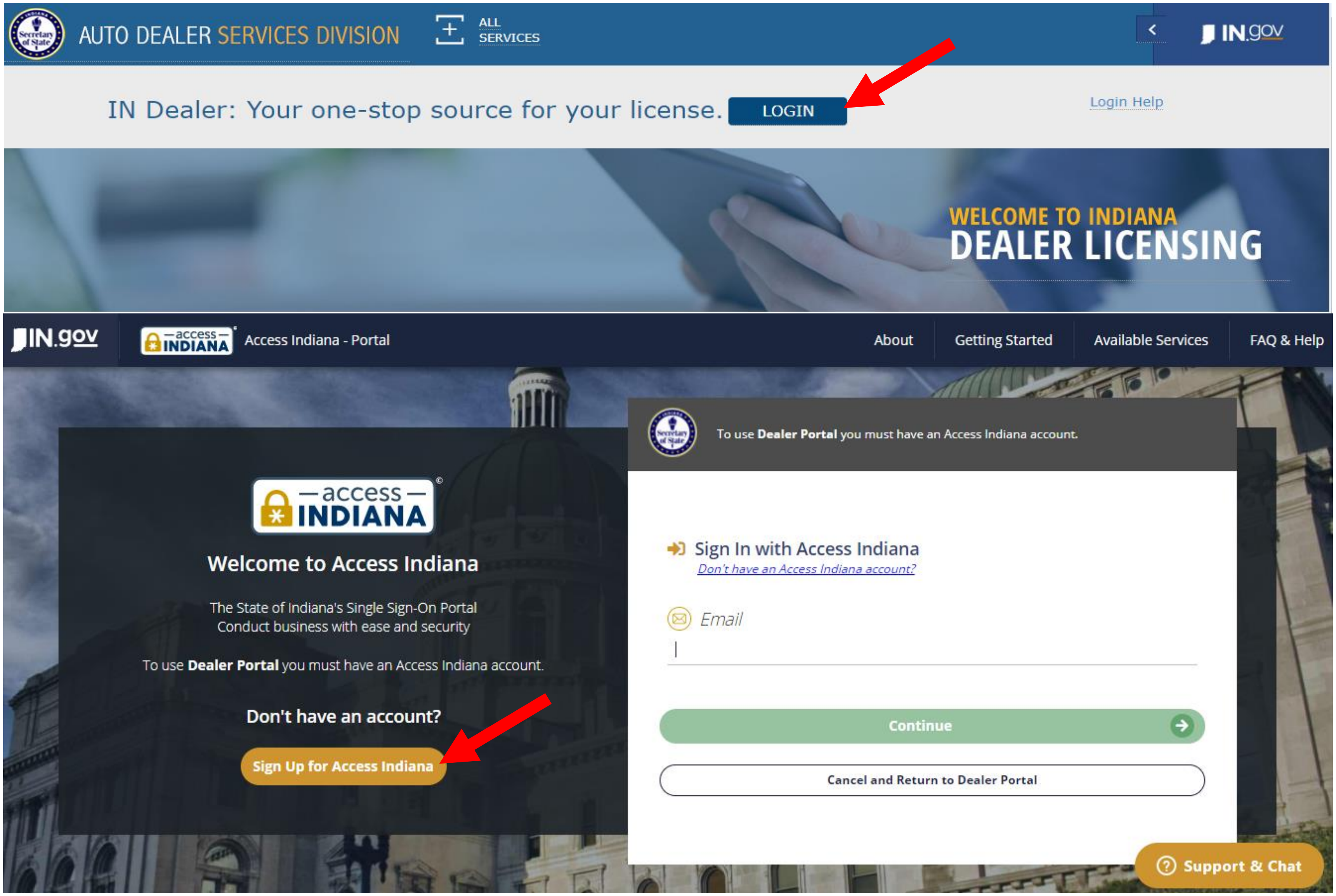
A dealer may upload documents online to complete a deficient application or request. A deficient application or request results from a dealer failing to supply all required documents or information, or incorrect or incomplete documents or information. A dealer will receive notification from the Auto Dealer Services Division when an application or request is Deficient. The related transaction will also have a status of “Deficient” in the **Recent Transactions** widget (see screenshot at end of document).

- If the dealer is subscribed to receive online notifications, they will also receive a dashboard alert and email when an application or request is missing information.

For example, if a dealer submitted a license renewal application, but either failed to provide proof of current insurance, or provided insufficient coverage, the dealer can login to their online account and upload the correct document via the Deficient Document Upload transaction. To complete this transaction, the user must meet the following conditions:

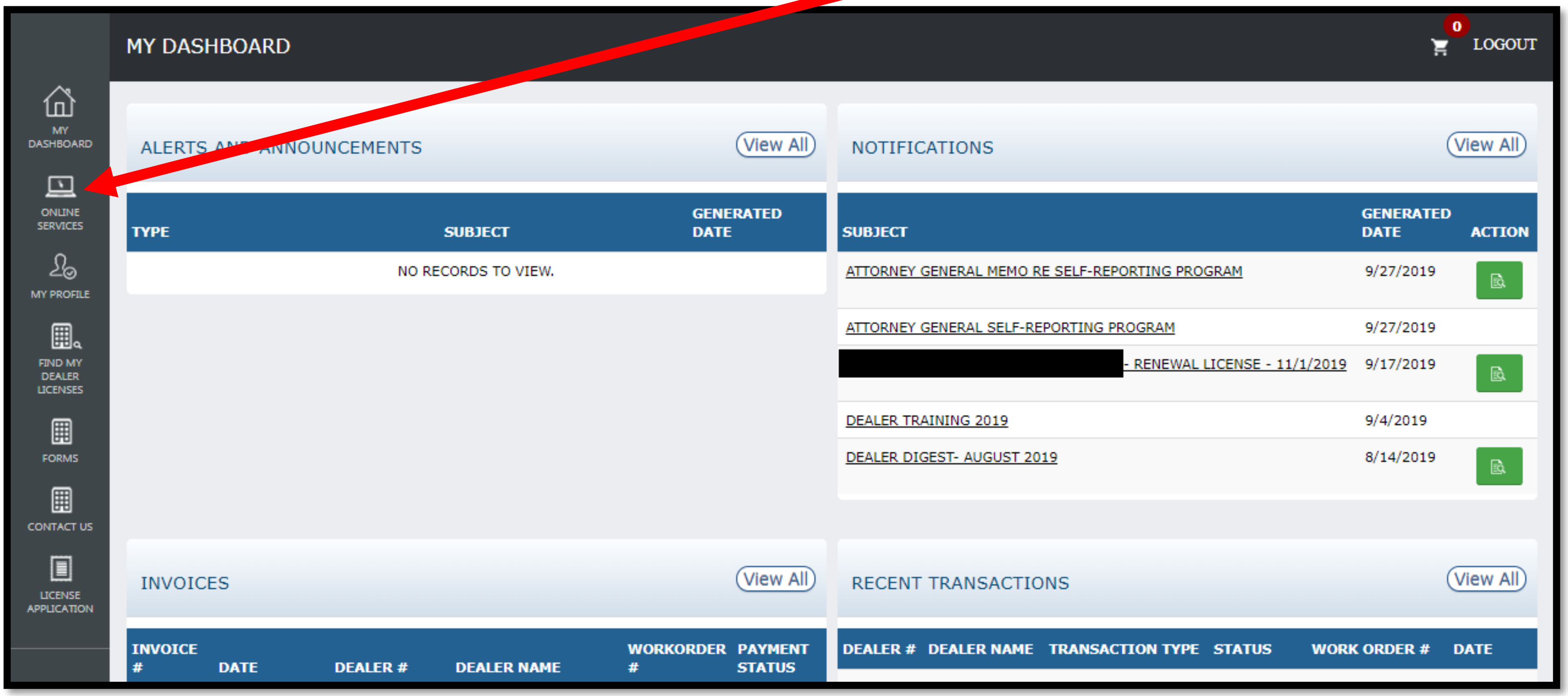
- Have an Access Indiana account.
- Be linked to the online dealer account.
- Have one of the following user roles: Primary User, Administrator, Finance/Sales, General Office, or General Plates and Office. **Note:** The General Plates user role does not have access.
    - Because of the role requirement, which is set after a license is granted, brand new dealers that have not yet received their initial license cannot complete this process online (for example, if they submitted their application for their license but it is “deficient”). They must mail, email, or fax the documents to the Division.
- License Status cannot be “Revoked” or “Out of Business.”

STEP 1: LOG IN

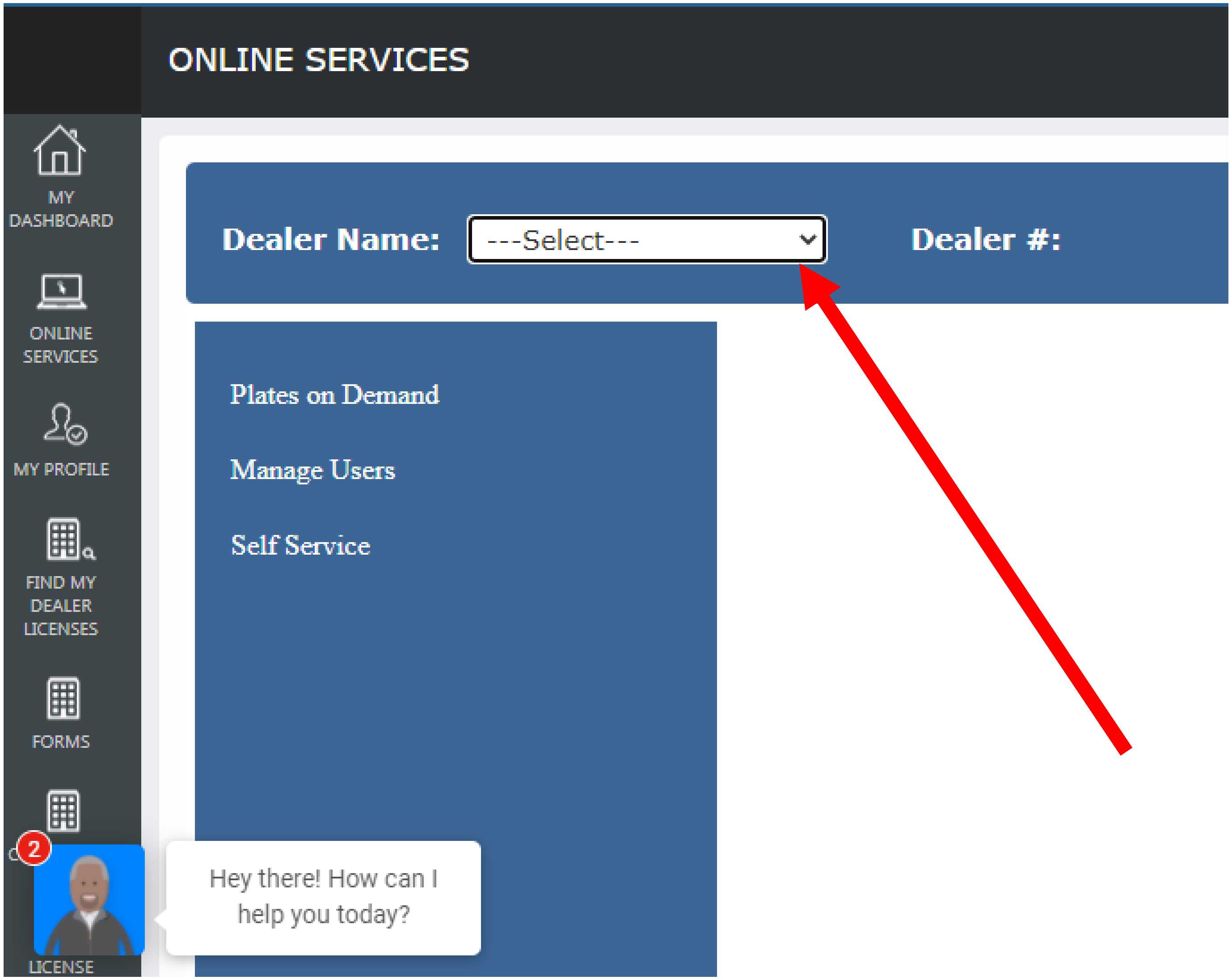


- If you do not already have an account, select “Sign Up for Access Indiana” to create one
- If you already have a log-in for INBiz, you can use that same log-in information here

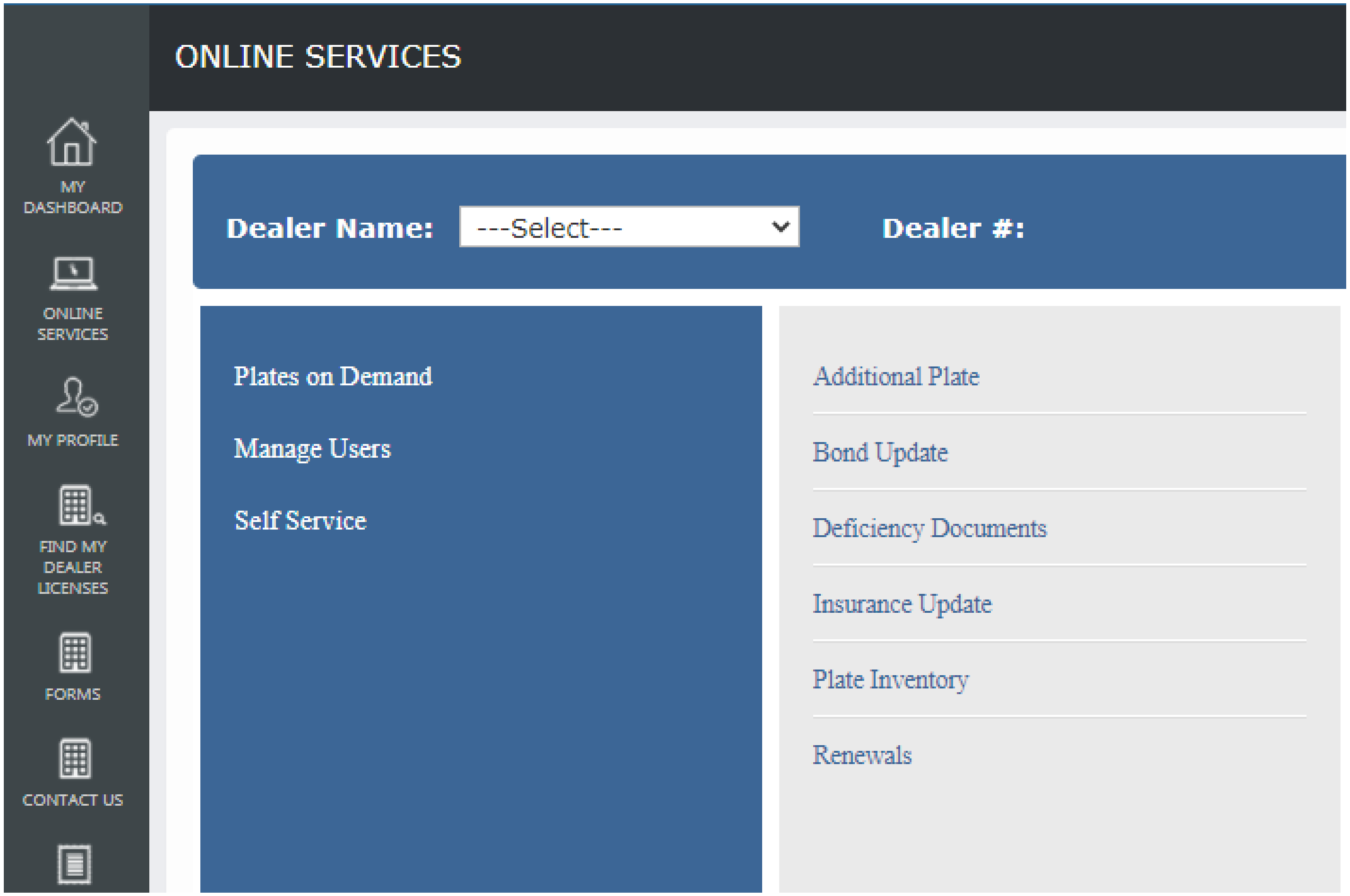
STEP 2: SELECT "ONLINE SERVICES"



STEP 3: SELECT DEALER LICENSE

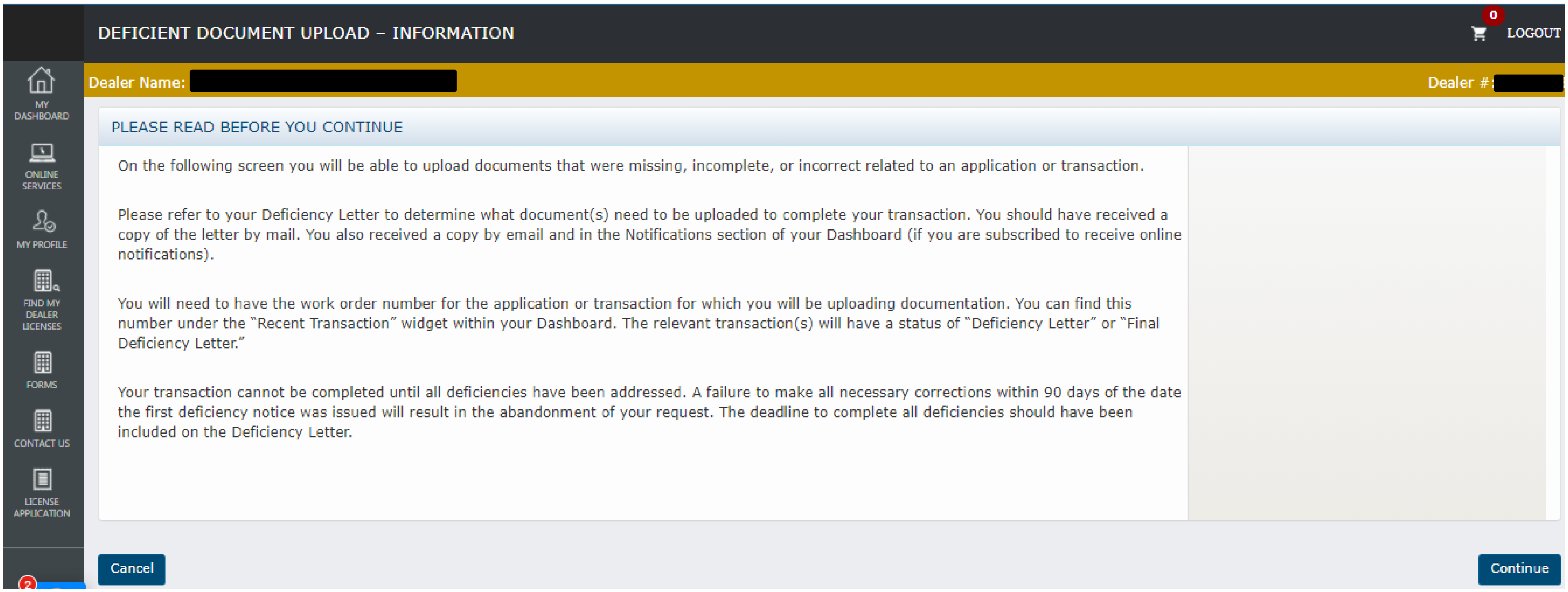


STEP 4: SELECT “SELF SERVICE” AND SELECT “DEFICIENCY DOCUMENTS”*

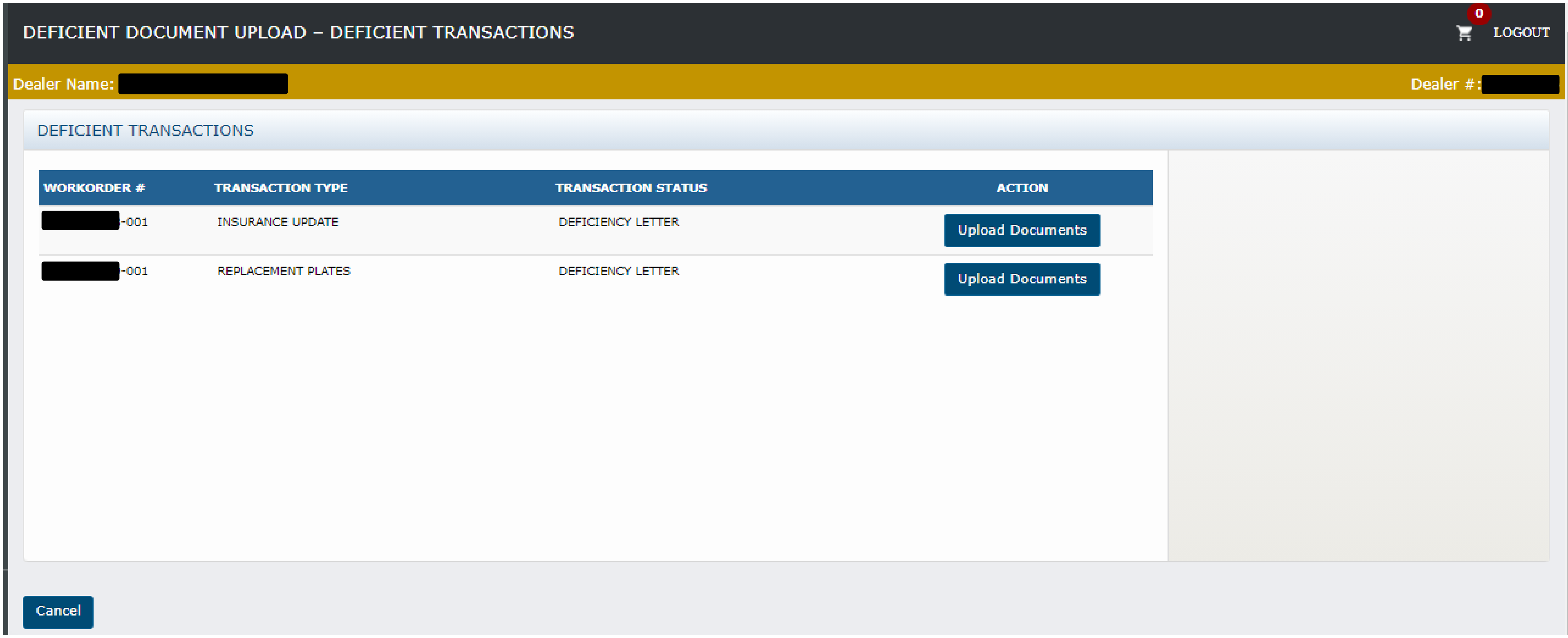


*Only users with the following roles will be able to proceed: Primary, Administrator, Finance/Sales, General Office, or General Plates and Office

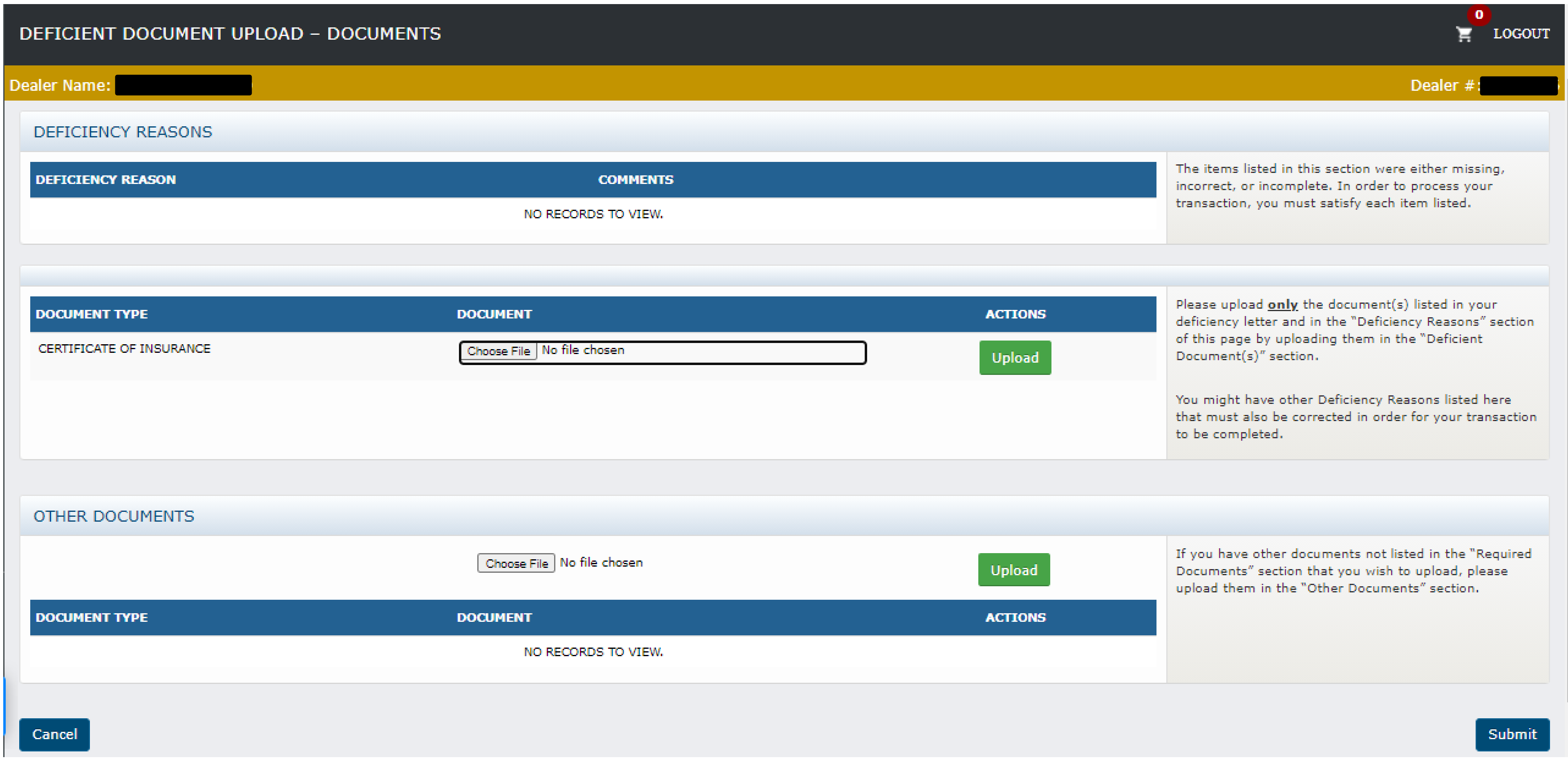
STEP 5: REVIEW INSTRUCTIONS AND KEY INFO



STEP 6: FIND THE DEFICIENT WORK ORDER YOU WISH TO UPDATE AND SELECT “UPLOAD DOCUMENTS”



STEP 7: ADD THE REQUIRED DOCUMENTS, SELECT “UPLOAD,” AND THEN “SUBMIT”



ADDITIONAL INFORMATION ABOUT THE DEFICIENCT DOCUMENT UPLOAD PAGE

DEFICIENCY REASON

At the top of this page, the user will see each of the reasons the related transaction is considered deficient. Some of these reasons may be related to missing or incorrect documents and some may be related to missing or incorrect information from the application itself (including payment, if applicable). Payment must be made directly to the Division by check or money order, or by paying the invoice online from the **Invoices** widget on your Dashboard.

DOCUMENT TYPE

In the second section on this page, a list of **all** documents that are required for the related transaction will be listed as available to be uploaded. **Only** the document(s) identified at the top of the page under Deficiency Reasons will need to be uploaded. The user **DOES NOT** need to upload any other listed document.

- ➢ The dealer needs to upload only the missing documents that are listed at the top. If necessary, the dealer can use the “Other Documents” section, described below.

OTHER DOCUMENTS

The last section of this page is for any other documents or information the dealer would like to upload for the related transaction that was not listed in the previous section.

DOCUMENT UPLOAD REQUIREMENTS

- **At least one (1)** document must be uploaded to continue.
- The size limit for each uploaded document is 5MB.
- To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
- The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
- Once the dealer has uploaded all of the missing documents, the dealer can select to **CANCEL** or **SUBMIT**.
  - ➢ **CANCEL** = The user is taken back to their Dashboard. No uploaded information will be saved.
  - ➢ **SUBMIT** = Upon clicking “SUBMIT,” the new information will be submitted to the Division and a confirmation pop-up message will appear.

WHAT TO EXPECT NEXT…

1) Once submitted, the related transaction's status will update from "Deficient" to "Received-Online." A Division clerk will then review the updated documentation. The user should watch the "Recent Transactions" section on the dashboard to track the transaction's progress.
    - Note: It could take up to 30 minutes for the transaction to appear/update.
2) The Division will review the request and will make the final determination as to whether the application or request is complete. If the Division determines the application or request is still incomplete, the transaction's status will once again be updated to "Deficient" and the reason(s) will be provided to the dealer. The process detailed in this document can then begin again.
3) Once approved, the dealer will see the status of the related transaction change to **APPROVED** in the "**Recent Transactions"** section.
4) If there are any issues with the request, the dealer will be contacted by the Division.
5) As a reminder, the dealer can track the progress of any transaction from their Online Dashboard by locating the transaction in the "**Recent Transactions"** section.