



DEALER DIGEST

Volume 4



NEW LICENSING SYSTEM

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New Licensing System Launching May 15, 2017

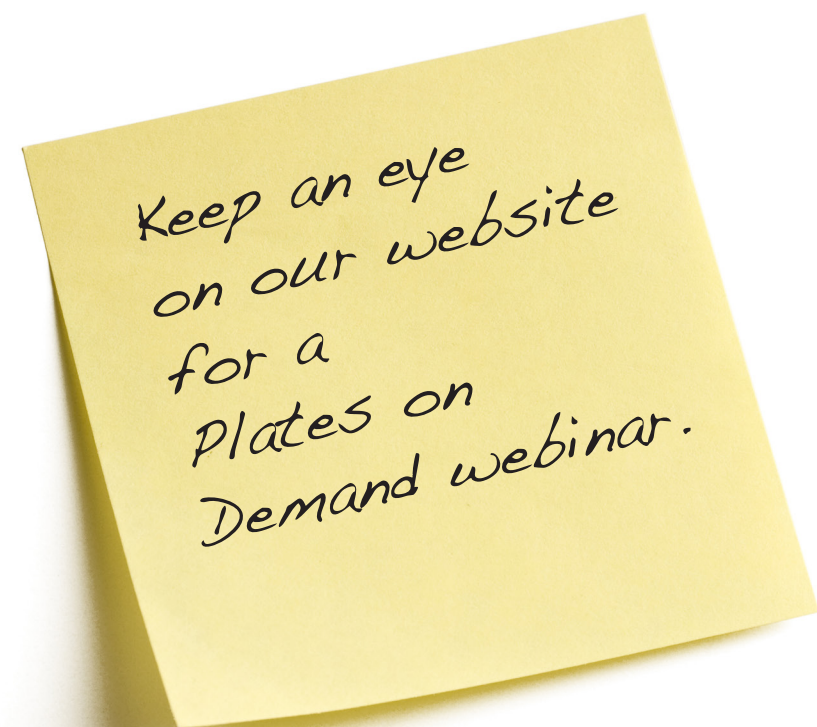
Phase 1 will include a replacement Plates on Demand system, online dealer alerts about your dealer license status that will be sent to your new online account dashboard once you subscribe to receive them, and a new online complaint form.



Please review the following information for instructions about setting up your new online account and accessing the new Plates on Demand system. Please note that access to Plates on Demand will not change before May 15, 2017. Also included in Phase 1 is the ability for each employee that will be accessing Plates on Demand to have their own account and user role.

Step-by-step instructions for setting up your new online account are available in the Dealer Alert called "Instructions for Setting up Online Dealer Account" on our homepage (<http://www.in.gov/sos/dealer/index.htm>). The document is called Dealer Getting Started. There is also a document describing each of the available user roles for your staff and frequently asked questions.

There is also a recorded webinar that walks through the account set up process in detail, including the assignment of user roles and subscribing to online alerts, under the Dealer Alert called "Online Dealer Account Registration Webinar."



New System FAQ's

Q: I previously created a Microsoft Azure/Access Indiana account for INBiz. Do I need to create a new account?

A: No. Please login at <https://dealers.sos.in.gov> using the same account information you created to access INBiz.

Q: I was able to link to my online dealer record, but I am unable to manage users or assign user roles. What do I need to do?

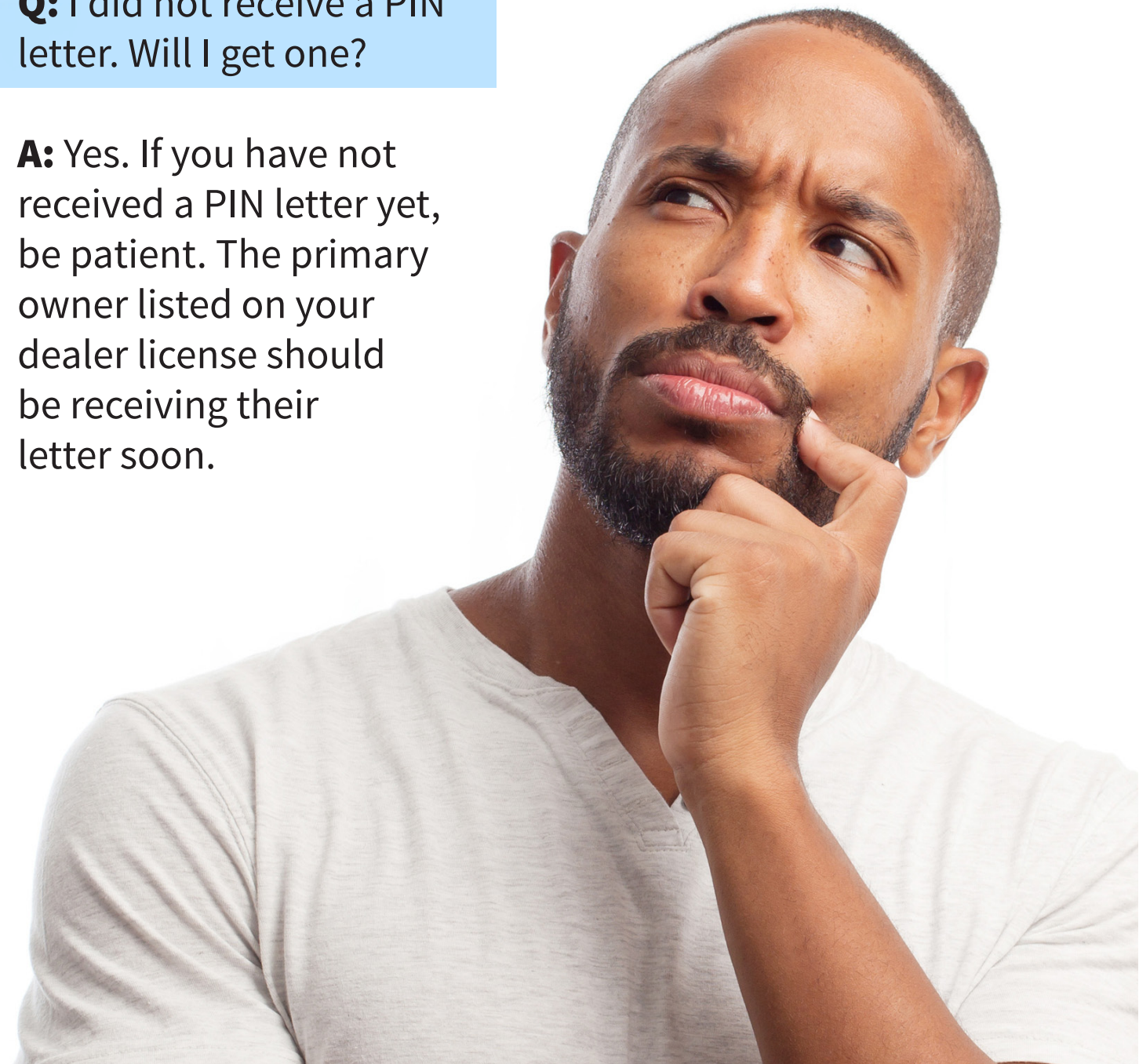
A: The primary user (the primary owner on the license) should be the first person to register using the PIN provided in the letter. Once the primary user has registered, any employ at <https://dealers.sos.in.gov> ee that will have an account in the new system must go through the entire registration process individually, including creating a Microsoft Azure/Access Indiana account. Once that is complete, the primary user can go to Online Services, then Manage Users to assign the linked employees a user role. If the primary user will not be managing the day-to-day user role access, the primary user may assign the role of Administrator to the proper person. The Administrator can then handle user role maintenance going forward.

Q: If I already have a Plates on Demand account, do I have to register for this?

A: Yes. You must create a new online account in order to access the new Plates on Demand system beginning May 15, 2017. At that time, the current Plates on Demand system will be unavailable.

Q: I did not receive a PIN letter. Will I get one?

A: Yes. If you have not received a PIN letter yet, be patient. The primary owner listed on your dealer license should be receiving their letter soon.



Interim Plate Limits

One recent update you may have missed is that as part of the implementation of our new licensing system, interim plate limits will reset at the beginning of a dealer's license year. Currently, interim plate limits are reset at the beginning of each calendar year. As a result, effective May 15, 2017, you will also notice that the number of interim plates issued will change to reflect the plates you have issued since your last renewal, rather than since January 1, 2017. For this reason, you may notice that your available interim plate counts decrease significantly. Dealers can request an increased interim plate limit using State Form 56140 available on our website.

Consumer Complaints

As of April 3, 2017, the Division has received 136 consumer complaints in 2017. At this time in 2016, the Division had received 162 consumer complaints. As a reminder, dealers are also welcome to file complaints – especially with regard to suspected unlicensed dealer activities – and can do so anonymously. The form to submit a complaint is available on our website. Beginning May 15, 2017, you will notice an improved online complaint form.

BMV Feature

Beginning April 21st, 2017, all BMV title transactions are eligible for speed title service regardless of the title brand or type of vehicle being titled. Along with all other vehicle types, off-road vehicles, snowmobiles and watercraft will be eligible for speed title service. Electing for speed title service ensures that the title application will be processed in a period of time that is substantially shorter than the normal processing period. The fee for speed title service will continue to be \$25 per title. All title application packets available on myBMV.com have been updated to reflect this change.



Auto Dealer Division – Outreach

The Auto Dealer Services Division offers an array of outreach opportunities to dealers. Whether you are a new dealer coming into the business and would like your staff to be introduced to the state regulations or an established dealer that would like to offer your employees a brush up on current state codes, our division can help. We can go over topics like what to expect in an audit, what should be in your deal jackets, or what all can you do on your website. If you have specific topics, we can direct the training to fit your group.

To get information on training, contact:

Rhonda Miller - Outreach Coordinator and Field Examiner

Auto Dealer Services Division
Indiana Secretary of State, Connie Lawson
302 W Washington Street, Rm E-108
Indianapolis, IN 46204
317-460-6433
rhmillersos@sos.in.gov

UPDATES

Legislative

The highlight of the Division's bill is the creation of a consumer restitution fund. We anticipate that this fund will primarily be used to aid consumers who have obtained judgments against dealers who have closed or abandoned their businesses and cannot be located. The \$25,000 bond each dealer is required to maintain will still be the primary source for payment of unpaid judgements, but in larger cases, the \$25,000 is often not enough.

Rulemaking

On September 25, 2016, the Division published Notices of Intent for three of its administrative rules – 75 IAC 3 (salvage), 75 IAC 5 (watercraft) and 75 IAC 6 (auto dealers). The focus of this particular rulemaking effort is to repeal outdated rules, some of which are left over from when Dealer Services was housed within the BMV. We are also making some modifications to location/established place of business requirements. We will be holding public hearings for these rules the afternoon of June 5, 2017. Dealers are, of course, welcome to attend. Please contact our office for details or look for our notice to be published in the Indianapolis Star on May 3rd.

Convenience Fees

This is a courtesy reminder from the BMV that the convenience fee disclosure required by Ind. Code § 9-14.2-3-3 (effective July 1, 2016) applies only to dealers that utilize full or partial service providers. Questions about convenience fee disclosure should be directed to bmvpsb@bmv.in.gov.

Bond and Insurance

Your bond and insurance expiration dates are not required to match your dealer license expiration date. Having the license, insurance, and bond expiration dates to all fall on the same date may simplify things in that you only have to track one date instead of three, but it is by no means mandatory.

Dealer Designee Plates

Effective July 1, 2017, dealer designee plates will be issued by the Dealer Division instead of the Bureau of Motor Vehicles. Our office is working to ensure the transition is as seamless as possible, but it is possible that unforeseen issues may arise. Please contact our office if you experience any complications. Beginning July 1, 2017 our website should contain all forms and information you will need.



DEALER DIGEST

Contact us!

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