



# DEALER DIGEST

Volume 9

Understanding Dealer Portal User Roles

**ATTENTION!**  
Phishing Attempt

**SYSTEM OVERVIEW**  
All of the things dealers can do online!



Auto Dealer Division – Outreach  
Motor Vehicle Advisory Board

✦ A Message from the Indiana Department of Revenue

## *A Message from the Indiana Department of Revenue*

As of July 1, 2014, ALL vehicles sold in Indiana became subject to Indiana sales tax, even if the purchaser intends to register, license, and title the motor vehicle for use in another state.

If the customer takes possession of the vehicle in Indiana, the seller must collect sales tax at the rate of the state in which the vehicle will be registered (if not Indiana). The amount of sales tax collected by an Indiana dealer cannot be more than 7 percent (or the current Indiana sales tax rate), regardless of the destination state's sales tax rate.

Vehicle or trailer sales may be exempt from Indiana sales tax if the transaction meets interstate commerce guidelines. To qualify for the exemption:

- The vehicle must be physically delivered by the selling dealer to a delivery point outside Indiana;
- The terms of the method of delivery must be indicated on the invoice; and,
- The dealer must maintain documentation to substantiate interstate sale.

If the purchaser claims a sales tax exemption, the dealer must complete Form ST-108E, Certificate of Gross Retail or Use Tax Exemption. The ST-108E form must be signed by the purchaser and cite the reason code for an exemption. A copy of the ST-108E should be retained by the dealer for documentation.

Form ST-105D, Dealer-to-Dealer Resale Certificate of Sales Tax Exemption, should be used to document sales tax exemptions for dealer-to-dealer transactions for the purpose of resale.

All Indiana motor vehicle dealers collecting state sales tax must use ST-103CAR, Sales Tax Vouchers and/or Electronic Funds Transfer Credit Recap, to file Indiana sales tax. This return can be filed through INTax or another approved filing method. Any local taxes collected must be paid to the appropriate state locality.

The DOR has several resources available on the website at [www.in.gov/dor](http://www.in.gov/dor). Information for dealers of vehicles, aircraft, watercraft, and mobile homes including tax forms, exemptions, and more are available on the DOR's dealer information webpage. An FAQ section is also available. Email updates are available via subscription for Tax Information Bulletins. Bulletins of specific interest to auto dealers include #28L: Leases of Motor Vehicles & Trailers, #28S: Sales of Motor Vehicles and Trailers, and #84: Sales Tax Collection on Sales of Motor Vehicles.

If you have additional questions or concerns regarding motor vehicle sales tax, you may contact DOR by email or phone.

# Understanding User Roles in the Dealer Portal



## 1. PRIMARY USER

If you are the primary user, you do not need to assign yourself any other roles – the primary user role has all the permissions that the other roles do and then some! This means the primary user can:

- Assign user roles to others
- Remove permissions from users
- Complete a license renewal application
- Report a dealer license plate as lost or stolen
- Request a replacement dealer license plate
- Print interim license plates
- Order and pay for credits for interim license plates
- Request an increase in plate limit (dealer and interim)
- Request additional dealer plates
- Pay invoices

The primary user will have overall control of the dashboard. The primary user should be the person that is overall responsible for the operation of the business and one that is not likely to change (e.g. the owner).

## 2. ADMINISTRATOR



This role has all the functions of the primary user. The only exception is that the administrator cannot edit the primary user's roles. More than one person can be assigned the administrator role if the primary user chooses.

- Assign user roles to others
- Remove permissions from users (except the primary user)
- Complete a license renewal application
- Report a dealer license plate as lost or stolen
- Request a replacement dealer license plate
- Print interim license plates
- Order and pay for credits for interim license plates
- Request an increase in plate limit (dealer and interim)
- Request additional dealer plates
- Pay invoices



## 3. FINANCE/SALES

This role is limited to the following functions:

- Print interim license plates
- Order and pay for credits for interim license plates
- Request an increase in plate limit (dealer and interim)
- Request additional dealer plates
- Pay invoices

## 4. GENERAL PLATES



This role is limited to printing interim license plates.  
No other functions are available.

# Important Notes about User Roles



## 5. GENERAL OFFICE

This role is limited to the following functions:

- Request an increase in plate limit (dealer and interim)
- Request additional dealer plates
- Pay invoices

- Assigning the primary user more than one role can cause issues that may result in the system telling the primary user that their access to interim plates is denied. If you're a primary user, that's the only role you need for that dealership!

- The primary user can be changed using the Amendment to Owner, Officer, or Partner Application (State Form 55954).

- Any user authorized by the Primary Owner or Administrator can be subscribed to receive subscriptions (e.g. insurance expiration notifications, system changes, etc.).

-Subscriptions are set on the Manage Users page by selecting the "Subscription Management" tab.

- Primary User is the only role that cannot be assigned to multiple people.

## 6. GENERAL PLATES AND OFFICE



This role is limited to the following functions:

- Print interim license plates
- Request additional dealer plates
- Request an increase in plate limit (dealer and interim)
- Pay invoices

## PHISHING ATTEMPT

In May, many of you received an email that appeared to be from our office but was actually a phishing attempt. The contents of this email are below.

From: Indiana Dealer Licensing via DocuSign  
<noreply@sos.in.gov>

Sent: Saturday, May 19, 2018 12:52 PM

Subject: Please Review

Indiana Auto Dealer Services Division has shared a document with you on DocuSign

Documents received are removed from our system on its expiry date.

Thank you!

The DocuSign Team.

Our IT department was able to trace the source of the email, but suspects that the source identified was just used as a mask to make the email appear more legitimate. At this time, we do not have any additional information on who may have sent the email or how dealer email addresses were obtained.

We will provide additional updates as they become available. In the meantime, our IT department has advised that you change your password. Our office is always available if you have questions about whether an email or its attachment are legitimate. We know that phishing attempts get more sophisticated every day and it can be difficult to distinguish them from legitimate emails. Please email [dealers@sos.in.gov](mailto:dealers@sos.in.gov) with questions or if you'd like to be connected with our IT department.



**BEWARE**

**Phishing  
Emails**

# ***SYSTEM OVERVIEW***

Since our new system first debuted in May 2017, we have worked to add online services on a rolling basis. A little over a year out, here are all of the things dealers can now do online:

## **DEALER LICENSES**

- Complete a license application
- Complete a license renewal
- Upload any application deficiencies
- Upload bond and insurance updates
- Print a temporary license to use while your new license is being printed and mailed

## **DEALER LICENSE PLATES**

- See a full dealer license plate inventory
- Report a dealer license plate as lost or stolen
- Request a replacement dealer license plate
- Order and pay for interim license plate credits
- Request an increase in plate limit (both dealer and interim)
- Request additional dealer plates

## **OTHER**

- Track the progress of transactions as our office processes them
- Pay for dealer plates and other invoices
- See alerts and notifications from our office
- Search a real-time list of our licensees

Help with setting up your account, adding employees as users, or completing any of the above is available at 317-576-2568 or on our website.





## 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**  
317-460-6433  
rhmillersos@sos.in.gov

# Motor Vehicle Advisory Board

The Motor Vehicle Advisory Board met on June 7, 2018. The board had a heavy agenda, including discussion of:

- Possible improvements to Indiana's current recall notification procedures
- How dealers utilize transport operator plates
- Need for clarification as to when the 31-day clock starts for title delivery
- Opportunities for dealer training by the Secretary of State's office and the types of training materials the Secretary of State's office could work on developing for the future

Additionally, Fritz Kruetzinger was elected Vice Chair of the board. The position of board Secretary remains open. The board has three appointments pending with the Governor's office and we look forward to welcoming our new members at our next meeting.

The next Motor Vehicle Advisory Board meeting is set for September 12, 2018 at 11:45 a.m. Additional details including the location of the meeting will be available on our website closer to the meeting date.



# **DEALER** DIGEST

## Contact us!

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