



State of South Carolina

Department of Motor Vehicles

3/19/2024

Dear SC Dealer:

As you're aware, the South Carolina Department of Motor Vehicles, Office of Inspector General (OIG): Business 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.* The OIG: Business 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 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. How-to videos (coming soon) will cover more 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
BLU	Business License Unit
BL/AU	Business License/Audit Unit
EDRP	Electronic Dealer Renewal Project
OIG	Office of Inspector General
HQ	Headquarters

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 Greater Convenience , renew from anywhere | 2 Cost Savings including time and productivity |
| 3 Pre-population of standard information | 4 Elimination of duplicated work |
| 5 Customized Checklist of items needed | 6 E-verification of insurance and background reports |
| 7 Preview of active plates and total sales volume | 8 Opportunity to provide feedback |

1. Renew at the convenience of any location at any time of the day - no waiting. **Please note:** should you renew outside of SCDMV business hours, assistance will not be available until the next business day.
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. The renewal application will walk you through the required steps tailored to your license type.
6. Electronically verify your insurance and national criminal background report.
7. Renew and/or purchase plates with the ability to view your active plates, SC sales volume, and the number of plates available for purchase, along with the opportunity to enter or upload additional sales volume (out-of-state or dealer-to-dealer).
8. Engage in telling us about your experience so that we may continually improve the efficiency and effectiveness of the system.

WHAT TO EXPECT

GENERAL EXPECTATION

As with any project that develops over time, 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. Excluding Wholesale Auction, all dealer licenses issued on or after 1/1/2024 will have a validity period of 3 years and a cost of \$150. *Wholesale Auction* dealers will continue to renew their dealer license annually for a cost of \$50. The fee to renew or purchase a new plate remains at \$20 per plate.
- b. The national background criminal report will still be required to purchase and complete before finalizing your renewal application but via e-verification through the Premier Biotech system when renewing online.
- c. Dealer-to-dealer and out-of-state sales volume may still be required to obtain new plates. However, you will be able to upload this file or enter manually.

2. WHAT'S BEING ELIMINATED?

- a. Printing of and manually filling in documents will no longer be required.
 - i. At this time, the only printing necessary will be a summary of your renewal application as well as your receipt.
- b. Effective October 15, 2024, SCDMV branch offices will no longer accept renewal applications. October 14, 2024 is the last day branch offices will accept renewal applications.

3. WHAT'S NEW?

- a. As of July 2022, the agency transitioned from issuing plates in the branch offices (BO) to on-demand. This ensures a seamless changeover for the upcoming Electronic Dealer Renewal Project (EDRP) implementation.
 - 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)** 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 October 14, 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 October 15, 2024, dealer licenses, dealer plates, registration cards, and decals will no longer be issued from local SCDMV branch offices. These items will be issued through the HQ: Business License Unit and/or our vendor companies via the electronic renewal system and mailed to the physical or special mailing address on file.
- 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 1.7% + \$1 service fee for transactions that are paid using a debit or credit card. For example, you're requesting to renew a 3-year dealer's license (\$150) and an annual renewal of 9 plates (\$20 x 9) for \$330.00. The total cost, including an online payment service fee of 1.7% of \$330.00 + \$1, is \$336.61.
 - 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 following systems: ALIR (for insurance) and Premier Biotech (for background reports).
- e. A few documents may be required for uploading (i.e., proof of new bond or continuation certificate, 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 and testing opportunities.
2. This project will be rolled out in three phases:
 - a. **Pilot Phase I Dates: June 13 - July 31, 2024.**
 - i. **Who participates in Phase I?**
 1. **Only** dealers who were pre-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 June and September to:
 - a. Test the new system before it is available to all dealers.
 - b. Officially renew their license.
 - c. Report any feedback of problems found or enhancements opportunities.
 - iii. **What is expected of the Pilot dealers?**
 1. Review the training materials which will include how-to and troubleshooting videos (to be distributed in May 2024).
 2. Renew by 7/31/2024 to allow time for the SCDMV to review and address any issues reported and enhancement opportunities.
 3. Report any issues found during the renewal process.
 4. Respond to a post-renewal renewal survey with any additional feedback.
 - iv. **What is expected of the non-Phase I dealers during this pilot period?**
 1. Continue to execute the normal process of renewing their license and plates (if applicable) by going to an SCDMV branch office until October 14, 2024.
 2. Non-pilot dealers may also view the how-to and troubleshooting videos once released and ask any questions and/or communicate concerns.
 - v. **When will Phase I of the pilot end?**
 1. The pilot phase ends 11:59 pm on July 31, 2024.
 - b. **Pilot Phase II will begin on Thursday, August 1, 2024.**
 - i. **Who participates in Phase II of the Pilot?**
 1. **All** dealers eligible for renewal can renew electronically starting August 1, 2024, or manually by mail or at a SCDMV branch office until October 14, 2024. **Please note: (1)** A dealer license that expired more than 90 days ago cannot be renewed electronically. **(2)** Transporter permits will continue to be renewed manually via the HQ: BLU Office.
 - ii. **What does Phase II accomplish?**
 1. All dealers may view the how-to and troubleshooting videos and ask any questions and/or communicate concerns.
 2. The electronic system is released and available to all dealers renewing between August 1 – October 14, 2024, but is not required.
 3. It serves as a phase-in period for dealers who are eligible to renew prior to the full rollout on October 15, 2024. Eligible dealers who opt not to renew electronically can continue the traditional form of renewing manually, until their next renewal period, following the full rollout on October 15, 2024.
 4. Dealers renewing during this phase will officially renew their license for the next 3-year licensing period (*1-year for wholesale auction dealers*).
 - iii. **What is expected of ALL non-pilot dealers?**
 1. Dealers not renewing electronically prior to October 15, 2024, can renew manually by mail or a SCDMV branch office. All dealers are required to use the electronic system starting October 15, 2024.
 - iv. **What happens after the pilot phases?**
 1. Beginning October 15, 2024, and forward, the OIG: Business License Unit 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 June to October 2024?**
 - 1. Multiple testing and training opportunities will be available for dealers who did not fall within the Pilot months to renew their license.
 - a. Testing can 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 materials.
- c. **Phase III (Transition to Online Only) will begin on Tuesday, October 15, 2024.**
 - i. **What does Phase III accomplish?**
 - 1. This phase accomplishes:
 - a. The completion of the EDRP.
 - b. The official transition from a manual process to electronic/online. Eligible renewals will no longer be accepted at local branch offices nor via mail to the HQ: Business License Unit. All eligible 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, new enhancements to the system are likely 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

SCDMV ELECTRONIC DEALER RENEWAL PROJECT (EDRP)

SPECIFIC-TO-DEALERS TIMELINE

(Rev. 3/19/2024)

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	RESPONSIBLE PARTY
CURRENT MILESTONES PRIOR TO PILOT PHASE I				
Monday	4/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 April Dealers	Automatic Email
Wednesday	5/1/2024	Revised Timeline & EDRP Docs to All Stakeholders Public Site	EDRP	OIG BA
Wednesday	5/1/2024	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	2024 May Dealers	Automatic Email
Friday	5/24/2024	Begin providing dealers with access to the EDRP How-To Videos in preparation of the upcoming pilot. <u>Important Dates:</u> <i>Pilot Phase I begins 6/13/2024</i> <i>Pilot Phase II begins 8/1/2024</i> <i>Electronic Renewals required starting 10/15/2024</i>	Training Materials	OIG BA
MILESTONES BETWEEN PILOT PHASES I & II				
Saturday	6/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Jun Dealers	Automatic Email
Thursday	6/13/2024 <i>(thru 7/31/2024)</i>	Pilot Phase I Begins Test & Live online renewal links delivered to dealers pre-selected to participate in the Pilot Phase I	Pilot Phase I Go Live	Pilot Phase I Participants
Friday	6/28/2024	Survey Email #1 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 6/13 through 6/27/2024.	Pilot Phase I Dealers	OIG BA
Monday	7/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Jul Dealers	Automatic Email
Wednesday	7/17/2024	Survey Email #2 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 6/28 and 7/16/2024.	Pilot Phase I Dealers	OIG BA
Wednesday	7/31/2024	Pilot Phase I ends	Pilot Phase I Participants	All other Pilot Phase I Participants
MILESTONES BETWEEN PILOT PHASE II & GO LIVE				
Thursday	8/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Aug Dealers	Automatic Email
Thursday	8/1/2024 <i>(thru 10/14/2024)</i>	Pilot Phase II Begins - All dealers eligible to renew can do so online, at a branch or by mail. - Test links can be provided upon request to dealers who would like to try the online renewal process prior to submitting it live.	Pilot Phase II Go Live	Pilot Phase II Participants
Thursday	8/1/2024	Survey Email #3 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 7/17 and 7/31/2024.	Pilot Phase I Dealers	OIG BA
Wednesday	8/14/2024	Survey Email #4 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 8/1 and 8/13/2024.	Pilot Phase II Dealers	OIG BA
Sunday	9/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Sep Dealers	Automatic Email
Monday	9/2/2024	Survey Email #5 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 8/14 and 8/31/2024.	Pilot Phase II Dealers	OIG BA
Wednesday	9/18/2024	Survey Email #6 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 9/1 and 9/17/2024.	Pilot Phase II Dealers	OIG BA
Tuesday	10/1/2024	Dealer Renewal Monthly Email (w/ EDRP Docs)	2024 Oct Dealers	Automatic Email
Wednesday	10/2/2024	Survey Email #7 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 9/18 and 10/1/2024.	Pilot Phase II Dealers	OIG BA
Monday	10/14/2024	- Last day Branch Offices accept dealer applications; mail-in renewals postmarked after this date will not be accepted. - Pilot Phase II Ends - Survey Email #8 – Request for feedback from Dealers who completed an Electronic Dealer Renewal between 10/2 and 10/13/2024	All Dealers	All Dealers
Tuesday	10/15/2024	Phase III: Transition to Online Renewal ONLY – EDRP GO LIVE	Dealers' Manual to Online Transition	OIG Business License Unit All Dealers

Should you have any questions regarding this project, please use the contact information below.

CONTACT	
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