



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 & Audit Unit 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: DL&AU 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 (save in png, jpg, or pdf)
If adding an out-of-state resident (as a corporate officer, sales manager, or employee)	Front copy of DL (save in png, jpg, or pdf)
If received a new Sales Tax ID #	Copy of Retail License (save in png, jpg, or pdf)
If prefer to upload your listing of sales	Listing of sales of dealer-to-dealer and out-of-state sales (save in png, jpg, or pdf)

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:

- Renewal + Address Change
- Renewal + Ownership Change
- Renewal + Dealership Name Change
- 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.

- User is completing the transaction in real-time and needing to click "Previous"
- User is completing the transaction in real-time, comes to the end of the application for their summary screen, and clicks "Edit"
- User decides to stop the transaction (or cancel) and return to finish where they left off
- 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 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 Applya 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’ Applya Report(s) are either pending completion or has not been completed at all.

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

A: Yes, the HQ: DL&AU 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 immediately:**

- 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.
- 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 July 11, 2023. 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.

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 [Renew Dealer License](#) webpage. Please ensure you register for a training date on the [Renew Dealer License](#) webpage.

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

A: The SCDMV team is currently deliberating on an easy but effective method for external parties testing the system. Once a solution is reached, this Q&A document will be updated with the confirmed solution. Testing will tentatively take place between March and October 2023.

25. Q: How should I prepare for this new implementation?

A: Prepare for the EDRP through the following ways:

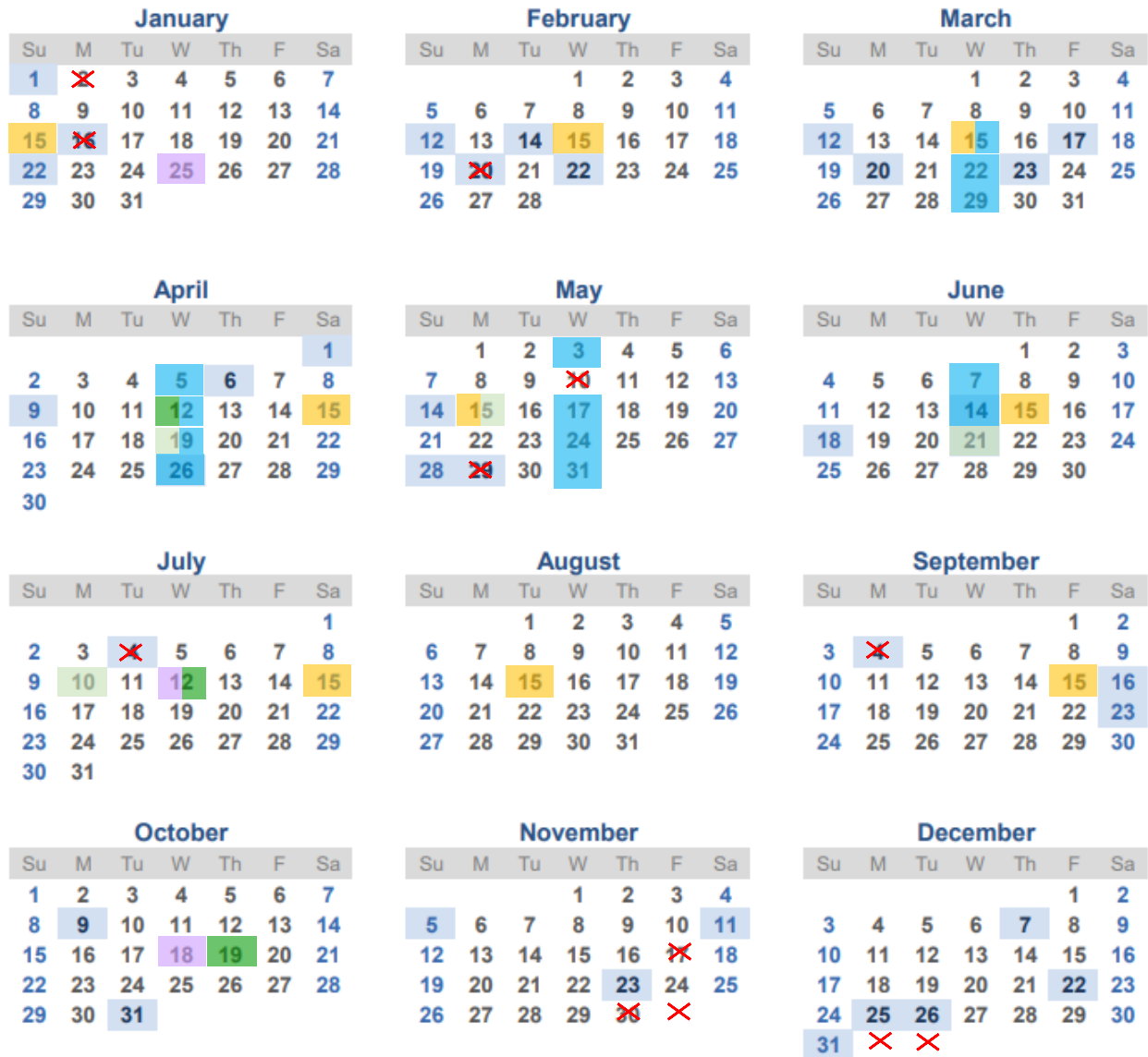
- a. Ensure to read and save all material sent to your email.
 - i. Our aim is not to flood your emails, but to make your transition as seamless as possible through pertinent information/updates.
- b. Stay abreast of all updates via utilization of the below resources:
 - i. [Renewing a Dealer License](#) 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 fifteenth of every month reminding 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 in 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 copy of the front 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.

2023



*The below timeline details the color-coded dates above.

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
EVENTS BEFORE PILOT (4/12/2023)				
Friday	7/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Monday	8/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
Thursday	9/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Saturday	10/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Monday	10/31/2022	Last day for dealers to sign up for training sessions	Marketing	All Dealers
Tuesday	11/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Thursday	12/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Sunday	1/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	1/25/2023	Training Material Dispersed to All Dealers (pilot and non-pilot) Pilot dealers have 2 months, 2 weeks to review training material before Pilot go live (4/12/23) Non-Pilot dealers have 5 months, 2 weeks to review training material before Full Rollout (7/12/23)	Training Material	All Dealers
Any Day	March – October 2023	Testing of System (for all dealers, particularly dealers not renewing in real-time)	Dealers Testing the System	All Dealers
Wednesday	2/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
PREPARATION EVENTS FOR PILOT (4/12/2023)				
Wednesday	3/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	3/15/2023	Virtual Training Session 1 (8 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	3/22/2023	Virtual Training Session 2 (8 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	3/29/2023	Virtual Training Session 3 (11 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	4/5/2023	Virtual Training Session 4 (Make-up/Refresher Training for Pilot Dealers) (April – July Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	4/12/2023	Phase 6: Pilot Implementation (4/12/23 - 7/12/23)	Pilot Go Live	All 35 Pilot Dtrs
Wednesday	4/12/2023	Virtual Training Session 5 (non-pilot July dealers)	Training	Non-Pilot Dealers
Saturday	4/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	4/19/2023	April Pilot Dealers Renew Electronically (to provide sufficient time to report any issues April pilot dealers find when testing)	Pilot	Dealers renewing in April
EVENTS BETWEEN PILOT (4/12/2023) & FULL ROLLOUT (7/12/23)				

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
Wednesday	4/19/2023	Virtual Training Session 6 (August dealers)	Training	Non-Pilot Dealers
Wednesday	4/26/2023	Virtual Training Session 7 (September dealers)	Training	Non-Pilot Dealers
Wednesday	5/3/2023	Virtual Training Session 8 (October dealers)	Training	Non-Pilot Dealers
Monday	5/15/2023	May Pilot Dealers Renew Electronically (to provide sufficient time to report any issues May pilot dealers find when testing)	Pilot	Dealers renewing in May
Monday	5/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	5/17/2023	Virtual Training Session 9 (November dealers)	Training	Non-Pilot Dealers
Wednesday	5/24/2023	Virtual Training Session 10 (December dealers)	Training	Non-Pilot Dealers
PREPARATION EVENTS FOR FULL ROLLOUT (7/12/2023)				
Wednesday	5/31/2023	Virtual Training Session 11 (January & February dealers)	Training	Non-Pilot Dealers
Wednesday	6/7/2023	Virtual Training Session 12 (March & April dealers)	Training	Non-Pilot Dealers
Wednesday	6/14/2023	Virtual Training Session 13 (non-pilot May & June dealers)	Training	Non-Pilot Dealers
Thursday	6/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Thursday	6/21/2023	June Pilot Dealers Renew Electronically (to provide sufficient time to report any issues June pilot dealers find when testing)	Pilot	Dealers renewing in June
Monday	7/10/2023	July Pilot Dealers Renew Electronically (to provide sufficient time to report any issues July pilot dealers find when testing)	Pilot	Dealers renewing in July
Tuesday	7/11/2023	Last day ALL BOs accept renewal applications	All Dealers	All Dealers
Wednesday	7/12/2023	Phase 2: Full Rollout Implementation (7/12-10/12/23)	Full Rollout Go Live	All July – October Dealers
Wednesday	7/12/2023	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 but have the option to renew electronically or by mail</i>)	Non-online Users	Non-Pilot Dealers
Wednesday	7/12/2023	Send Survey to Pilot Dealers (for feedback)	Survey	Pilot Dealers
POST-FULL ROLLOUT				
Saturday	7/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Tuesday	8/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Friday	9/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	10/11/2023	Last day to send Mail-in Applications to HQ (for renewals)	Non-online Users	Non-Pilot Dealers
Wednesday	10/11/2023	Send Survey to Non-Pilot Dealers (for feedback)	Non-Pilot Dealers Survey	Non-Pilot Dealers

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
Thursday	10/12/2023	Phase 3: Transition to Online Renewal ONLY (3 months from Full Rollout – 7/12/23)	Manual to Online Transition	All Dealers

CONTACT

Should you have any questions concerning the EDRP, please use the below contact.

Phone	(803) 896-2611
Email	electronicdealerrenewalquestions@scdmv.net
Contact	DL&AU HQ Staff or your Assigned Dealer Agent