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1. Converter Licenses

A person or business entity must have a converter license to assemble, install or affix a body, cab or special equipment to a chassis prior to the retail sale of a vehicle, or to substantially add to, subtract from or modify a previously assembled or manufactured motor vehicle unless the resulting vehicle is a motor home, ambulance or fire-fighting vehicle.

Converter license holder cannot sell converted new motor vehicles directly to the retail public, including cities and municipalities. Only a franchised dealer for the underlying chassis of the converted vehicle may sell the vehicle to retail customers.

A converter may also hold a manufacturer license or a GDN License, but not both.

A converter may also hold a manufacturer license or a franchise dealer license, but not both.

The converter is not required to purchase the motor vehicle it will convert from a Texas franchised dealer. However, once the conversion is complete, the vehicle can only be sold to the end-user by a franchised and licensed Texas motor vehicle dealer for the underlying chassis line-make. The franchised dealer must invoice the end-user for the entire purchase price of the vehicle, including the conversion package, obtain payment for the entire purchase price, and perform the titling work on the complete vehicle. How the converter is paid for the conversion package and conversion work is between the converter and the franchised dealer.

Substantial modifications performed on vehicles that have already been the subject of a retail sale are considered after-market conversions and are not subject to regulation by Texas Department of Motor Vehicles.

If a person makes substantial modifications to a new motor vehicle and the resulting product is an ambulance, fire-fighting vehicle, or motorhome, as those terms are defined in Chapter 2301 of the Texas Occupations Code, then the person must obtain a manufacturer license, not a converter license. However, if even one of the conversions produced does not meet the exact definition of ambulance, fire-fighting vehicle, or motorhome, then a converter license, as well as a manufacturer license, is required.

Converters are not required to be physically located in Texas. Even if the converter is located in another state, as long as new motor vehicles they convert are sold in Texas, the converter must have a converter license issued by Texas Department of Motor Vehicles.
1.1 License Term and Fees

Converter licenses are generally issued for terms of two years.

The fee for a converter license is $750.

You can use a credit card or electronic check (eCheck) to pay your fees in eLICENSING. In addition to the application fees, different convenience processing fees are charged when paying by credit or debit card or when paying by electronic check (eCheck) transactions. These fees are based on the amount of purchase and are displayed on the Payment page in eLICENSING.

1.2 Basic Converter License Information

1.2.1 Converter License Plates

Metal Converter License Plates may be used only by the converter or the converter's employees on unregistered vehicles to:

- Demonstrate the vehicle, or cause the vehicle to be demonstrated, to a prospective buyer who is a franchised motor vehicle dealer or an employee of a franchised motor vehicle dealer.
- Convey the vehicle or cause the vehicle to be conveyed from one of the converter's places of business in this state:
  a. To another of the converter's places of business in this state.
  b. From the converter's place of business to a place where the vehicle is to be assembled, repaired, reconditioned, modified or serviced.
  c. From the state line or a location in this state where the vehicle is unloaded to the converter's place of business.
  d. From the converter's place of business to a place of business of a franchised motor vehicle dealer.
  e. To road test the vehicle.

Converter Plates may be displayed only on the type of vehicle that the converter is engaged in the business of assembling or modifying. Converter's Plates are attached to the rear license plate holder of vehicles. These plates expire on the same day as the converter's license.

When an unregistered new motor vehicle is sold to a converter, the selling dealer must remove the dealer's temporary tag. The selling dealer may attach a buyer's temporary
tag to that vehicle or the purchasing converter may display a converter's temporary tag that vehicle.

A converter must maintain a record of each Converter Plate issued to that converter that contains:

- Assigned metal plate number
- Year and make of the vehicle to which the metal plate is affixed
- Vehicle identification number (VIN)
- Name of the person in control of the vehicle

The converter business record must be available at the converter’s location during normal working hours for review by a representative of TxDMV. Converter metal plates that cannot be accounted for will be voided in the dealer’s record and reported as missing to TxDMV within three days of the date that the discovery is made. After a plate is reported as missing it is no longer valid.

A converter may issue converter temporary tags only. Dealers and converters are required by law to have Internet access at their place of business to connect to the temporary tag database.

### 1.2.2 Converter License Numbers

In eLICENSING, converter license numbers are numeric strings without any letter designations.

### 1.3 Gathering Appropriate Information for the Converter License Application

You must have the following information available to complete your lessor license applications:

- The filing number with the Texas Secretary of State when the business entity registered (SOS number), if located in Texas.
- The employer identification number (EIN) of the business or the owner’s social security number
- The license numbers the individuals or business entity may possess or have possessed in the past
- Files containing scanned copies of official documents, including the:
  - Assumed Name Certificate
• Driver licenses (or passport, official identification cards, etc.)
• Certificate of Incorporation, Registration, or Formation filed with the Texas Secretary of State or the state in which you were incorporated.
• Sample copy of the Vehicle Lease Contract provided to customers.
• A copy of each signed agreement between you and a lease facilitator.
• A statement disclosing fees paid to any lease facilitator. This is a document the lessee signs acknowledging that they are aware that the lessor may pay the lease facilitator a fee for establishing the lease on their behalf.

Additionally, if anyone associated with the organization (any officer, partner, trustee, or in other representative capacity) has ever been arrested, been convicted, received deferred adjudication, or been court martialed, or has any of these actions currently pending, you must be able to fill out certain information (as shown below) for each person and each offense.

You must also supply copies of court papers that support the adjudication, dismissal, or decision made in each criminal matter.
2. Applying for a Converter License

The Converter License application has several web pages that require applicants to type in information and make selections. Depending on the information entered and the selections made, the applicant will be required to upload files containing the related documents when prompted or on the Attachments Page.

Important: All of the requirements to obtain the salvage dealer license must be kept in place for the entire term of the license.

2.1 Getting Started

Before you can begin, you must be registered in eLICENSING with an organization account and at least one user account who is referred to as the eLICENSING Administrator. For registration and account information, refer to the eLICENSING Quick Start Guide, available at TxDMV Dealers.

Note: If you or your company are existing TxDMV license holders and you are the eLICENSING Administrator, you may already be registered. If you are already registered, you should have received 3 emails with your user name, password, and link to the eLICENSING login page.

To get started, follow these steps:

1. Access eLICENSING using the link sent to you by email from TxDMV with your eLICENSING login credentials.

   Note: You can also go to the TxDMV Dealers page and click to access eLICENSING.

2. On the Security Warning pop-up, click I ACCEPT.

![Security Warning Pop-up](image_url)
3. On the Login page:
4. Type in your User Name.
5. Type in your Password.
6. Click LOGIN.

![Login Page](image)

**Figure 3: Login Page**

7. On the Welcome page, displayed after logging into the account, locate the Apply for a New License area and click the APPLY button.

![Welcome Page](image)

**Figure 4: Welcome, Apply for a New License**

8. On the License Type page, locate the Converter License area and click its SELECT button.

![License Type Page](image)

**Figure 5: Select License Type**
9. On the *Organizations* page, select the organization name used to register the company or this license holder and then click **SAVE AND NEXT**.

![Select Organization](image)

**Figure 6: Select Organization**

### 2.2 Contact Information

On the *Contacts* page, you will identify the people that MVD can contact for information about your license status, and daily operations.

![Contact Information](image)

**Figure 7: Contact Information**

For **Application Contact**, eLICENSING automatically enters the information for the person who is logged in and who initiates the new application. The application contact is the person TxDMV can speak with regarding application details.

**Note:** You have the ability to change the contact through the Manage my Account area of eLICENSING. See Chapter 4, Working with Your eLICENSING Account.

1. For **License Contact**, type in the name, email address, and phone number for the license contact. The license contact is the person TxDMV can speak with about the licensing file and daily operations of the business. This person can also speak about the status of the application.

**Note:** The license contact may be a different person than the application contact who is handling the application details through the approval of the license.
2. For eTAG Contact, click the same as to automatically fill in contact information or type in completely new information for the person who will be the eTAG contact person for this license.

**Note:** The eTAG system is separate from eLICENSING, but the login credentials are generated in this step. More information about eTAG, as well as the login for the eTAG Database, can be found on our website at [TxDMV eTAG](#).

3. Click **SAVE AND NEXT**.

### 2.3 Application Reason

You are required to select a reason for this application from the following options:

- Apply for new license
- Entity change
- Previous license was not renewed

**Note:** If you have a previous/current license, enter the license number as requested.

#### 2.3.1 Apply for New License Reason

On the *Application Reason* page:
1. From the dropdown, select **Apply for New License**.

![Figure 8: Apply for New License Reason](#)

Click **SAVE AND NEXT**.

#### 2.3.2 Entity Change Reason

If the organization is a sole proprietorship and then incorporates or takes on a partner, you can use the entity change reason to apply for a new license.

On the *Application Reason* page:
1. From the dropdown, select **Entity Change**.
2. Type the existing license number into the license association field.

If you do not know this information:

a. In the **License Association** area on the **Application Reason** page, click **SEARCH**.

b. On the **License Search** pop-up, you can fill in the known information and click **SEARCH**.

c. From the search results, carefully copy the License Number, close the pop-up, and paste it into the field on the **Application Reason** page.

3. Click **SAVE AND NEXT**.

### 2.3.3 Previous License Not Renewed Reason

On the **Application Reason** page:

1. From the dropdown, select **Previous License Not Renewed**.

2. Type the existing license number into the license association field.

If you do not know this information:
a. In the **License Association** area on the **Application Reason** page, click **SEARCH**.

b. On the **License Search** pop-up, you can fill in the known information and click **SEARCH**.

c. From the search results, carefully copy the License Number, close the pop-up, and paste it into the field on the **Application Reason** page.

3. Click **SAVE AND NEXT**.

### 2.4 Application Details

The Application Details are spread across several pages.

#### 2.4.1 Business Information

1. In the **License Information** section on the **Applications Detail** page:

   ![Figure 13: License Information](image)

   a. For **Business Website** (optional), enter the web address (URL) of the business website.

   b. For **Business Phone Number**, type the business phone number where calls will be answered.

   **Note:** If the converter license holder shares their primary location with:

   - Multiple other converter license holders, each license holder must have a separate telephone number and listing.

   - Another business they own (same business name or DBA), the dealer can use the same telephone number and listing.

   - Another business they do not own or has a separate DBA, the converter license holder must have a separate telephone number and listing.

   c. For **Business Email Address**, type the email address at which the business will receive emails.

   d. For **Business Fax** (optional), type the business fax number.
e. For Secretary of State Filing Number, type in the filing number issued by the Secretary of State when the business was established.

If you do not know this information:

a. Go to the bottom of the page, click PREVIOUS and then click SAVE AND EXIT to save all information entered so far.

b. After retrieving this information, return to the Welcome page, locate the My Pending Applications section, and click VIEW.

c. On the My Accounts page, locate this application in the list and click it.

2. Click SAVE AND NEXT.

2.4.2 Physical Address ("The Licensed Location")

1. On the next section of the Application Details page, type in the physical address information for the business.

![Physical Address Information](image)

Figure 14: Physical Address Information

a. For Address Line 1, type in the street number and name where the conversion shop will be located.

b. For Address Line 2 (optional) type in the additional street information, such as the suite number.

c. For City, type in the name of the city.

d. For State, select the name of the state from the dropdown.

e. For Zip, type in the five number ZIP code (or, the nine numbers of the extended code).

f. For County, select the name of the county from the dropdown.

g. For Country, leave USA or select the appropriate option from the dropdown.
After entering the address, click **VALIDATE ADDRESS** to be sure the address entered is recognized by the United States Postal Service (USPS) or capable of receiving US mail. Select the correct address option and click **SAVE**.

### 2.4.3 Assumed Names/DBA

On the next section of the *Application Details* page, enter the assumed name under which you will conduct business, if any. After entering the first Assumed Name, you can click **+ADD ANOTHER DBA** to enter the next one.

![Figure 15: Doing Business as Details Page](image)

The term **assumed name** is a name the business uses to operate in addition to the legal business name. This is also referred to as a DBA, which stands for "doing business as."

The assumed name entered must exactly match the DBA as registered with the appropriate filing authority. The eLICENSING system will verify that the assumed name entered for LPs, LLPs, LLCs, and Corporations is registered with the Secretary of State.

If the business is a sole proprietorship or a general partnership that conducts business under an assumed name, you will provide proof of the Assumed Name Certificate by uploading (on the *Attachments* page) a file-stamped copy of the assumed name certificate filed with the office of the county clerk in the county where the dealership will be located.

For other business entities, you will provide proof of Assumed Name Certificates by uploading (on the *Attachments* page) a file-stamped copy of the assumed name certificate filed with the Texas Secretary of State.

### 2.4.4 Mailing Address

On the last section of the page, you must identify the address where the US Postal Service can deliver mail.

**Note:** If the mailing address is out of state, any metal dealer license plates will be mailed to the physical address in Texas or an alternate in-state mailing address, if one is provided.
1. To either:
   - Use the same address as entered above for the physical address, click the **Same as Physical** checkbox to have the system automatically fill in the information.
   - Type in a different address:

![Mailing Address](image)

**Figure 16: Mailing Address**

a. For **Address Line 1**, type in the street number and name where mail can be delivered.

b. For **Address Line 2** (optional), type in any additional information, such as the suite number.

c. For **City**, type in the name of the city.

d. For **State**, select the name of the state from the dropdown.

e. For **Zip**, type in the five number ZIP code (or the nine numbers of the extended code).

f. For **County**, select the name of the county from the dropdown.

g. For **Country**, select the name of the country from the dropdown.

h. Click **Validate Address** to be sure the address entered is recognized by United States Postal Service (USPS) and capable of receiving US mail.

2. Click **SAVE AND NEXT**.

### 2.4.5 Dealer Plates

On the **Dealer Plates** page, you can choose to order metal dealer plates and specify the number ordered.

The fee per metal dealer plate is $40.
1. For **Do you want to order metal dealer plates**, select:
   
   - **No**, click **SAVE AND NEXT** to continue.
   - **Yes**, enter the number of plates in the **Quantity Requested** field and then click **SAVE AND NEXT** to continue.

### 2.4.6 Conversion Packages

On the *Conversion Packages* page, you can search for and select the conversion packages that your business will work with.

1. On the *Conversion Packages* page, click **NEW CONVERSION PACKAGE**.

![Conversion Packages](image)

Figure 18: Conversion Packages

On the *Conversion Package Details* page:

![Conversion Package Details](image)

Figure 19: Conversion Package Details Page

1. **For Conversion Package Name**, type in the name of package available.
2. **For Conversion Description**, type in a description of the package.
3. Click **ADD**.
4. Repeat these steps for each package being offered.
5. Click **SAVE AND NEXT**.
2.4.7 New Line-Makes

On the *New Line-Makes* page, you can search for and select the line-makes of the manufacturers or distributors whose vehicles that your business will work with.

1. If you are not purchasing your lines from another dealer or relocating your current dealership type in the name of the manufacturer or distributor and click **SEARCH**.

![Figure 20: Search for New Line-Makes](image)

2. On the *Account and Line-Make Details* pop-up, scroll through the list and click **SELECT** for the appropriate line-make.

![Figure 21: Account and Line-Make Details](image)

3. In the *Line-Makes Details* section, select the checkbox of the manufacturer or distributor the dealership wants to use:

4. For *Line-Make Actions*, click appropriate option from the dropdown.

![Figure 22: Line-Make Actions](image)

5. For *Action Type*, click appropriate option from the dropdown.
Figure 23: Action Type

6. Click **SAVE** to close the pop-up.

**Note:** To add another manufacturer or distributor, repeat the steps above.

7. Review your selections and verify the appropriate information displays in the **Selected Line-Makes** section.

8. Click **SAVE AND NEXT**.

### 2.5 Ownership Information

The **Ownership** information is spread across several pages.

#### 2.5.1 Individual Ownership

1. On the **Ownership** page, click **+ADD OWNER** under the **Individual Ownership** section.

Figure 24: Individual Ownership Information

On the **Individual Ownership** pop-up:

Figure 25: Individual Ownership Details
Sole Proprietorship

1. For **First Name** and **Last Name**, type in the legal name of the proprietor.
2. For **Title**, select the job title the proprietor prefers from the dropdown.
3. For **Email**, type in the email address where the proprietor receives and responds to email messages.
4. For **SSN**, type in the nine number social security number issued to the proprietor.
5. For **Date of Birth**, type in the mm/dd/yyyy (or select it from the calendar).
6. For **Driver License State**, select the appropriate state from the dropdown.
7. For **Driver License Number**, type in the letters and numbers of the driver license.
8. For **Driver License Expiration Date**, type in the mm/dd/yyyy (or select it from the calendar).

**Note:** A copy of the driver license is requested on the *Attachments* page, later in the application process.

9. For **Ownership %**, type in 100%.
10. Click **ADD** and continue to the **Ownership Questions** section on the page.

General partnership

1. Click **+ADD OWNER**.
   For the first partner, type in the information as described in steps a-h from the **Sole Proprietorship** section.
2. For **Ownership %**, type in the appropriate amount.
3. Click **ADD**.
4. Click **+ADD OWNER** again (under the **Individual Ownership** section).
   For the additional partners, type in the information and repeat steps a-h from the **Sole Proprietorship** section.
5. For **Ownership %**, type in the appropriate amount to make the total 100%.
6. Click **+ADD** and continue to the **Ownership Questions** section on the page.
2.5.2 Business Ownership

If a business entity (LP, LLP, LLC, or Corporations) owns the business, you must enter the legal business details and disclose whether the business is a non-profit or publicly traded entity.

Only direct ownership of the business entity is required. If direct ownership is held by another business entity, you do not need to list that other business entity’s ownership.

1. On the Ownership page, click +ADD BUSINESS under the Business Ownership section.

2. On the Business Ownership pop-up:

   a. For Business Name, type in the legal name of the business entity.
   b. For Business EIN, type in the employee identification number issued by the government for the business.
   c. For Ownership %, type in the percentage that this company owns.
   d. For Is It Non-Profit, select the appropriate option.
   e. For Is It Publicly Traded, select the appropriate option.
   f. Click ADD.

To add another business entity, repeat step 1 and 2 above.

2.5.3 Management

If the business is a corporate entity that is owned by another corporate entity or if the
entity is publicly traded in the stock market, you must complete information in the business management section.

1. On the Ownership page, click **NEW MANAGEMENT/REPRESENTATIVE** under the Management Ownership section.

![Figure 28: New Management/Representative](image)

On the Management Details pop-up:

![Figure 29: Management Ownership Details](image)

a. For **First Name** and **Last Name**, type in the legal name of the manager or corporation officer.

b. For **Title**, select the job title of this management person from the dropdown.

c. For **Email**, type in the email address where the management person receives and responds to email messages.

d. For **SSN**, type in the nine number social security number issued to the management person.

e. For **Driver License State**, select the state where the license was issued.

f. For **Driver License Number**, type in the numbers for the license.

g. For **Driver License Expiration Date**, type in the mm/dd/yyyy (or select it from the calendar) when the license will expire.

3. Click **Add** to continue with the Ownership Questions section.
2.5.4 Ownership Questions

On the lower half of the Ownership page, answer a series of questions about past or present criminal history of anyone listed as an owner, officer, director, partner, trustee, or other person acting in a representative capacity for you or the license holder.

A warning displays to alert you that submitting an application containing false, misleading, or incomplete information may be grounds for denial or license cancellation, revocation, or suspension, and that a person who knowingly makes a false statement in connection with applying for or renewing a license may be subject to criminal prosecution.

If you answer:

- **No**, click **SAVE AND NEXT** to continue to the Questions page.
- **Yes**, to any of the questions, the Criminal History page displays.

2.5.5 Criminal History

If the Criminal History page displays, supply information about each offense and for each owner listed.
1. For each name shown, click **VIEW/ADD CRIMINAL HISTORIES** for the name shown that has a criminal history.

![Owners List](image)

**Figure 31: View/Add Criminal Histories**

Click **ADD CRIMINAL HISTORY**.

![Add Criminal History](image)

**Figure 32: Add Criminal History**

On the **Criminal History Details** pop-up:

![Offense and Charge Details](image)

**Figure 33: Offense and Charge Details**

a. In **State the Exact Crime Section**, type in a short description of the charges/crime committed.

b. For **Date of Offense**, type in the mm/dd/yyyy (or select it from the calendar) when the crime occurred.

c. For **Date of Conviction/Deferred Adjudication**, type in the mm/dd/yyyy (or select it from the calendar).

d. For **Is person currently on parole or probation**, select the appropriate response.

e. For **County**, type in the name of the county in which the offense occurred.
f. For **State**, select the name of the state in which the offense occurred.

g. For **Court**, type in the type of court in which the offense was adjudicated.

h. For **Sentence or Action Imposed by court**, type in a brief description of the court decision.

i. For **Describe the events**, type in a brief explanation of the incident leading up to the arrest for the offense.

j. Click **APPLY**.

k. After the pop-up closes, repeat the steps above for each criminal offense on the **Criminal History** page.

   **Note:** On the **Attachments** page displayed later, you will be required to upload documents related to the offense and charge.

   Click **SAVE AND NEXT**.

### 2.6 Additional Questions

You must answer a series of questions about military service, ownership, previous licensing, and the premises of your business. All questions require a “Yes” or “No” answer.

If you do not know the answer or have to leave the application to find it:

1. Go to the bottom of the page and click **Previous** and then click **Save and Exit** on the **Ownership Details** page to save all information entered to date.

2. After retrieving this information, display the Welcome page, locate the **My Applications** section, and click **View**.

3. On the **My Accounts** page, locate this application in the list and click it.

4. On the **Ownership Details** page, click **SAVE AND NEXT** to display the **Question** page again.

#### 2.6.1 Military Service Questions

You are required to answer the question about your military service or if you are a spouse of a military service member to determine if you are eligible for expedited processing of the application.

If your response is Yes, additional questions display to determine if you currently have a license, which may mean the licensing fee will be waived.
If you select:

- **No**, continue to the next question.
- **Yes**, several more questions display and if you answer **Yes** to either condition, type in the **License Number** of the current license.

**Note:** On the *Attachments* page displayed later, you will be required to upload supporting documentation (such as active duty orders for you or your spouse or DD-214) to confirm their status with either their Texas license number or a copy of their current license from the other jurisdiction.

### 2.6.2 Previous License Question

You are required to answer the question about if you (or any partners, LLC member or manager, director, officer or owner, not including stock holders of a publicly traded company) have ever been issued a license to act in any capacity in Texas by the TxDMV (which includes the TxDMV Board, department agency, or a predecessor).
If you select:

- **No**, continue to the next question.
- **Yes**, type in the number of licenses received and then for the first license:
  a. For the **Business Name**, type in the name of the business that is licensed.
  b. For the **License Type**, type in the appropriate type.
  c. For the **License #**, type in the number issued for the license.
  d. For **Last Effective Date**, type in the mm/dd/yyyy (or select it from the calendar) when the license expired or will expire.
  e. Click **ADD**.
  f. Repeat the steps above for each license.

### 2.6.3 Previous Denied, Suspended, or Revoked License Question

You are required to answer a question about if you (or any partners, LLC member or manager, director, officer or owner, not including stock holders of a publicly traded company) ever previously applied for or received any license or other authorization that was denied, suspended, or revoked by a regulatory authority.
If you select:

- **No**, continue to the next question.
- **Yes**, type in the number of licenses received and then for the first license:
  a. For **Business Name**, type in the name of the business licensed.
  b. For **License #**, type in the number issued for the license.
  c. For **Reason For Denial/Suspended/Revoke**, type in an appropriate response.
  d. For **Last Effective Date**, type in the mm/dd/yyyy when the license expired.
  e. For **License Status**, select the appropriate option from the dropdown.
  f. Click **ADD**.
  g. Repeat the steps above for each license.

### 2.6.4 Same Proposed Location

You are required to answer a question about whether you (or any partners, LLC member or manager, director, officer or owner, not including stock holders of a publicly traded company) or any relative of the applicant ever applied for a license at the same proposed location that is the same as this application.
If you select:

- **No**, continue to the next question.
- **Yes**, explain this occurrence in the Additional Details area that displays below the question. Once done continue on to the next question.

### 2.6.5 Financial Resources

You are required answer a question confirming your financial resources, business integrity, and experience for serving franchised dealers.

If you select:

- **No**, the licensing specialist reviewing your application may contact you about your answer.
- **Yes**, click SAVE AND NEXT.

### 2.7 Required Attachments

On the Required Attachments page, you are required to upload files containing scanned copies of certain documents. Although the exact files requested depend on the answers and selections made during the application process, Proof of Owner Identity, Assumed Name Certificates, Sales and Service Agreement/Evidence of Franchise statements are typically requested. If any criminal history has been reported, the resolution, adjudication or court papers may also be requested.

Be sure the files to upload are on your personal computer or a shared network resource you can access.
2.7.1 Uploading Attachments

To upload each file:

1. For each file required on the Required Attachments page, click CHOOSE FILE.

![Figure 39: Choose File for Required Attachments Uploads]

2. On the Open pop-up
3. Navigate to the file.
4. Select the file and click Open.

![Figure 40: Browse for File]

5. When the name of the file displays on the appropriate Attachments page area, scroll to the bottom of the page and click UPLOAD.

**Note:** The name of the file displays to the far right of the uploaded file field. To upload a different file, click UNDO or the red trash can.

2.7.2 Assumed Name Certificate

You may be required to upload a file containing the scanned copy of the Assumed Name Certificate issued by the county clerk in the county where the business was formed.
2.7.3 Proof of Owner Identity

You may be required to upload files containing the scanned copies of driver licenses, passports (U.S. or foreign), official state or government issued picture identification cards, or U.S. Armed Forces Identification cards for the owners, officers, and other people listed in the application.

2.7.4 Certificate of Incorporation

If the ownership is other than sole proprietor or general partnership, you are required to upload a file containing a scanned copy of the Certificate of Incorporation filed with the Texas Secretary of State.

2.7.5 Criminal Court Papers

If you responded Yes to the Ownership or other Questions about criminal history, you are required to upload a file containing the scanned court document about the offense and adjudication details.
2.7.6 Brochures and Product Specifications

You are required to upload files containing the scanned copies of the brochures and product specifications, of the conversion parts you have listed in the application.

2.7.7 Other Attachments

You can add other files to explain other circumstances pertinent to the application.

1. Click **ADD MORE ATTACHMENTS**.

2. For **Attachment Type**, type in a short phrase that identifies the content of the file before selecting and uploading it.

2.7.8 Problems with Your Application

If the application has issues that need to be resolved, the **Problems with Your Application** page displays.
Problems with Your Application

Please review the following possible issues we have identified. You may resolve the issue(s) prior to submitting your application, or continue with your application. Applications submitted with possible issues may experience delays in processing.

Possible Issues

⚠️ The mailing or physical address entered could not be verified, and must be validated before this application can be approved. Please upload either a letter from the United States Postal Service (USPS) or your city/county 911 Address system verifying your location. 123 MAIN ST, AUSTIN, Texas, 78653, Travis.

Figure 48: Problems with Your Application

- **REVISIT** to return to the issue and make the correction, and then click **SAVE AND NEXT** as many times as it takes to return to this page.
- **NEXT** to skip making fixes at this time and display the **Summary** page. In many instances, the problems may cause the application approval to be delayed.

2.8 **Summary**

1. Scroll through the **Summary** page and review the entries and selections you have made.

![Summary of Application Information]

Figure 49: Summary of Application Information

2. At the bottom of the page, choose one of the following:

- **PRINT** to send the summary to print on your local printer.
- **PREVIOUS** to return to the page where adjustments need to be made.
- **SAVE AND EXIT** to store all the information without submitting the application.
- **SAVE AND NEXT** to continue to the next page.
2.9 Signature

After saving the summary, you will be prompted for your social security number and driver license information in order to electronically verify who you are and then are enabled to electronically agree to the Certification of Responsibility and submit your signature for this application.

If you cannot provide this information (for example, your driver license is from a state other than Texas, you do not currently hold a driver license and use alternate identification, or you prefer to submit a manual signature), then you need only provide your first and last name and then print the Certification of Responsibility and sign it. See section 2.10.2, for instructions.

2.9.1 Electronically Signing the Application

1. On the eSign page displayed:

   a. For First Name, type it in exactly as it appears on your driver license.
   b. For Last Name, type it in exactly as it appears on your driver license.
   c. For SSN, type in the numbers of your social security number.
   d. From the Driver License Issuing State dropdown, select Texas.
   e. For Date of Birth, type in the mm/dd/yyyy (or select it from the calendar).
   f. For Driver License Number, type in the numbers.
   g. If the Audit Number field displays, type in the numbers that display on the side of your license (or along the bottom).
   h. Click SAVE AND NEXT.

2. On the Certification of Responsibility page:
If the system cannot verify your information, continue to section about printing and signing the Certification of Responsibility in section 2.9.2.

![Certification of Responsibility](image)

**Figure 51: Electronic Certification of Responsibility**

3. Carefully read the terms and conditions for the license.

- The applicant or an authorized agent hereby certifies that statements made on this application and on attachments and documents submitted are true, complete, and correct.

- Applicant acknowledges that the department may deny an application for a license or revoke or cancel a license if the applicant submits false or misleading information, makes a false statement, or refuses or fails to provide information requested by the department.


- Applicant agrees to allow the Department to examine during working hours the ownership papers for each registered or unregistered vehicle in the applicant’s possession or control.

- Applicant agrees to notify the TxDMV of a material change (including but not limited to a change in criminal history) within a reasonable time.

- Applicant swears they are not at this time delinquent in any court-ordered obligation to pay child support.

- Applicant has complied with all applicable state laws and municipal ordinances.

[Agree]

---

Motor Vehicle Division

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• Applicant swears they are not at this time delinquent in any court-ordered obligation to pay child support.

• Applicant has complied with all applicable state laws and municipal ordinances.

4. Click **I Agree**.

5. Scroll down to the **Sign Here** field and type in your full legal name.

6. Click **Finish & Submit Electronically** on the top of the screen.

7. On the **Thank You** page of the popup, click **CLOSE**.

8. Back on the **Certification of Responsibility** page, click **SAVE AND NEXT**.

9. On the **Please ensure you have read the terms and conditions** popup, you can click **OK** to go back and read the certificate again or click **PROCEED TO PAYMENT** link to start the payment process.

**Note:** If you click **CANCEL** on the **Certification of Responsibility** page, the system will save all of the information in the application. Later when you return to submit payment for the application, you will select the pending application from the **My Applications** option on the home page.

### 2.9.2 Manual Signature Submission

1. On the **eSign** page:
a. For **First Name**, type it in exactly as it appears on your driver license/ID.
b. For **Last Name**, type it in exactly as it appears on your driver license/ID.
c. From the **Driver License Issuing State** dropdown, select Other.

2. Click **SAVE AND NEXT**.
3. Click **CERTIFICATION OF RESPONSIBILITY PDF** link.

4. On the PDF file, click the **PRINTER** icon (in the upper right) to send the PDF to your local printer.
5. Carefully read the document and sign it.
6. To upload and attach the signed certification document to this Converter Dealer license application:
   
a. Scan the document to a file and save it.
   
b. Back on the eLICENSING page, click **CHOOSE FILE**.
   
c. In the *Open* Windows dialog box, navigate to the file, select it and then click **Open**.
   
d. When the name of the file displays on the **Attachments** page area, scroll to the bottom of the page and click **UPLOAD**.
7. Click **SAVE AND NEXT**.

8. On the pop-up, click **PROCEED TO PAYMENT** link.

![Proceed to Payment](image)

**Figure 58: Proceed to Payment**

### 2.10 Payments and Application Submission

You can either pay the fees associated with this application, all applications you are waiting to submit, or select to work on another license application and then combine the payments into one transaction.

To return to the *Welcome* page and work through another application to submit, click **ADD APPLICATION**.

To make a payment:

1. On the *Payment Summary* page:

   ![Payment Summary](image)
   
   **Figure 59: Payment Summary**

2. Click the checkbox of the application or click **Select All**.

   **Note:** After an application is selected, the subtotal section updates with the amount due.

3. On the bottom of the page, for **Method of Payment**, select the appropriate option.

   - **Credit Card**
   - **ACH/eCheck**

   ![Method of Payment](image)
   
   **Figure 60: Method of Payment**
4. Click **PROCEED TO PAY**.

**Pay by Credit Card**

1. To pay by **Credit Card**, in the **Customer Information** section on the **Payment** page (to pay by eCheck, skip to ACH/eCheck):

![Credit Card Customer Information](image)

**Figure 61: Credit Card Customer Information**

   a. For **First Name**, type in your first name as it appears on the credit card.
   b. For **Last Name**, type in your last name as it appears on the credit card.
   c. For **Address**, type in the street number and name of the street used to bill the credit card.
   d. For **Address 2** (optional), type in the additional street information, such as the suite number.
   e. For **City**, type in the name of the city.
   f. For **State**, select the name of the state from the dropdown.
   g. For **ZIP/Postal Code**, type in the five number ZIP code (or, the nine numbers of the extended code).
   h. For **Phone**, type in the phone number associated with the credit card holder.
   i. Click **Next**.

2. In the **Payment Info** section:
a. For **Credit Card Number**, type in the numbers on the card.
b. For **Expiration Month**, select the appropriate month from the dropdown.
c. For **Expiration Year**, select the appropriate year from the dropdown.
d. For **Security Code**, type in the 3-digit number from the back of the card.
e. For **Name on Card**, type in the full name printed on the card.
f. Click **NEXT**.

3. In the **Verification** section, click **I'm not a robot**.

4. In the **Verification** pop-up, select all the images that the verification is asking for, then click **Verify**.
5. Click **Submit Payment**.

To pay by **ACH/eCheck**

1. To pay fees with an ACH/eCheck, in the **Customer Information** section on the **Payment** page:
   
   a. Select the check box if the payment is being funded by a foreign source. Otherwise, click **NEXT**.

   ![Figure 65: Foreign Source Payment](image)

   **Payment Type**
   
   - Electronic Check

2. On the **Customer Information** page:
a. For **First Name**, type in your first name as it appears on the account.
b. For **Last Name**, type in your last name as it appears on the account.
c. For **Address**, type in the number and name of the street used to bill the account.
d. For **Address 2** (optional), type in the additional street information, such as the suite number.
e. For **City**, type in the name of the city.
f. For **State**, select the name of the state from the dropdown.
g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).
h. For **Phone**, type in the phone number associated with the account holder.
i. Click **NEXT**.

3. On the **Payment Info** page:

- Figure 67: Checking Account Information
a. Enter the **Name on the Account**.
b. Enter the **Routing Number**.
c. Enter the **Account Number**.
d. Re-enter the **Account Number**.
e. Select whether the account is a **Checking** or **Savings** account.

4. Click **NEXT**.

5. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check the **Yes** box to authorize.

6. In the **Verification** section, click **I'm not a robot**.

7. In the **Verification** pop-up, select all the images that the verification is asking for, then click **Verify**.
8. Click **SUBMIT PAYMENT**.

9. After the *Please Wait* pop-up closes verify **Payment Successful** displays on the *Payment Summary* page and click **NEXT**.

10. On the *Application Submitted* page, click **GO TO HOME** to return to the eLICENSING home page or click your name in the upper right corner to display the dropdown and click **Log out**.
3. Accessing Your Saved License Applications

If you have started an application (such as a new license, a renewal, or an amendment application), but have not finished it or were waiting to submit it, you can access it from a list of saved applications. The application will open to the last page you have completed. You can use the PREVIOUS to return to another page if necessary.

Note: If you only need to pay the application fees, use the Make a Payment instructions, available in Chapter 9, Making Payments.

1. After logging in and displaying the Welcome page, click VIEW on the My Applications area.

2. From the list of saved applications, click the name of the application you want to work with.

3. On the open page of the application:
   a. Complete the information and click SAVE AND NEXT on each page until you submit the application.
   b. Click PREVIOUS to return to a specific page to add or verify information.
4. Working with Your Account

You can view the information submitted for your account when it was registered (like the organization name) and the user accounts created for it. You can also add members of your staff personnel, as well as authorized attorneys, as new account users if you are the eLICENSING administrator.

4.1 Viewing Account and User Information

You can view your account to display the type of business associated with it and the account users.

1. After logging in the Welcome page displays, click MANAGE on the Manage your Accounts area.

![Welcome, Manage Your Account Page](image)

2. On the My Accounts page, view the details submitted when the account was registered with TxDMV, click the name of the account.

![View the Account Details From Registration](image)

3. The Account Details page will open.
4. To view the authorized users for your account, click **VIEW & CREATE CONTACTS**.

![Figure 76: Account Information Page](image)

5. To view the details about a user, click **Contact First Name**.

![Figure 77: View Authorized Users](image)

6. The **Contacts Details** page will open.

![Figure 78: My Contact List](image)

### 4.2 Adding New Account Users

If you are the eLICENSING Administrator, you can create new users in your account and assign them to the Dealer role or Authorized Attorney role, which dictates how they can access and use the eLICENSING system.

1. After logging in and displaying the Welcome page, click **MANAGE** on the Manage My Account area.
2. On the *My Accounts* page, click **VIEW & CREATE CONTACTS**.

![Figure 80: Welcome, Manage your Account](image)

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Business Type</th>
<th>View Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONVERTER BUSINESS</td>
<td>Sole Proprietor</td>
<td><strong>VIEW &amp; CREATE CONTACTS</strong></td>
</tr>
</tbody>
</table>

![Figure 81: View and Create Contacts](image)

3. On the *My Contacts* page, click **ASSOCIATE NEW USER**.

![Figure 82: Associate New User](image)

4. On the *Create User* page:

![Figure 83: Create New User](image)

   a. For **First Name** and **Last Name**, type in the appropriate information.
b. For Email, type in the email address where this user can receive email messages.

c. For Phone, type in the phone number where this user can be contacted.

d. For User Role, select Dealer (for a member of the staff).

e. Carefully read the liability statement and then click SUBMIT.

5. On the My Accounts page, be sure the new user name, role, email, and phone number display correctly in the list.

### 4.3 Adding an Account to Your Organization

1. After logging in and displaying the Welcome page, click MANAGE on the Manage your Account area.

![Figure 84: Welcome, Manage Your Account]

On the My Accounts page, click CREATE BUSINESS ENTITY.

![Figure 85: Click Create Business Entity]

On the Create Account page, fill in the information and click SUBMIT.
On the *My Accounts* page, be sure the new account name displays in the list.
5. Working with Licenses and Plates

You can view the licenses associated with your account and print them if necessary. You can also view the plates associated with your account and order new plates and windshield stickers.

5.1 Viewing and Printing Your Licenses

1. After logging in and displaying the Welcome page, click VIEW on the My Licenses and Plates area.

2. On the Organizations page, click the dropdown and select your organization.

3. Click the License Number of the license account you want to view.

   Note: If you are a franchised dealer you should always select your franchise license number not your P number.

4. On the License Detail page, review the information.
5. To print a copy of the license, click **VIEW PRINTABLE LICENSE**.

6. On the *Attachments* page, click on the name of the license to view the associated plates.

7. To print the license, send the PDF file displayed to your printer.

8. Click **GO TO HOME**.

### 5.2 Viewing Your Plates

1. After logging in and displaying the *Welcome* page, click **VIEW** on the *My Licenses and Plates* area.
2. On the *Organizations* page, click the dropdown and select your organization.

3. From the list of licenses displayed, click appropriate license number.

4. On the *License Detail* page, click **VIEW PLATES**.

5. On the *Current Plates* page, review the information.
5.3 Ordering New License Plates and Stickers

To order new plates, you must submit an application. During the application process, you will be asked about the amount of sales for the past 12 months for you to be able to purchase additional plates and must upload and attach a file containing proof of the sales.

5.3.1 Applying for the New Plates

1. After logging in and displaying the Welcome page, click APPLY on the Plates and Stickers area.

2. On the Organizations page, click the dropdown and select your organization.

3. On the Licenses page, select the appropriate license for the plate application and click SAVE AND NEXT.
4. On the *Contact Information* page, type in a new contact if necessary and then click **SAVE AND NEXT**.

5. On the *Select the Application Reason* page, select **Purchase additional plates**.

6. Select the license you want to purchase additional plates.

7. On the *Purchase Additional Plates* page:
Figure 104: Purchase Additional Plates

a. For **Quantity Requested**, type the number of plates to order.

b. For **Quantity of Vehicles Sold**, type in the number of motor vehicles sold by this dealership the previous year.

c. Click **SAVE AND NEXT**.

8. On the **License Contact** page, verify the information and click **SAVE AND NEXT**.

9. If the **Possible Issues** popup displays:

   - Click **CLOSE AND CORRECT** to make the correction, then click **SAVE AND NEXT** as many times as it takes to return to this page.
   - To skip making fixes at this time, click **CONTINUE ANYWAY**.

10. On the **Attachments** page, click **CHOOSE FILE**.

Figure 105: Problems with Your Application

11. On the **Open** pop-up navigate to the file (on the computer or a shared network resource).

12. Select the file and click **Open**.
When the name of the file displays on the appropriate *Attachments* page area, scroll to the bottom of the page and click **UPLOAD**.

14. If the *Problems with Your Application* page displays:

![Possible Issues with Your Application](image)

Figure 108: Possible Issues with Your Application

- **REVISIT** to return to the issue and make the correction, and then click **SAVE AND NEXT** as many times as it takes to return to this page.
- **NEXT** to skip making fixes at this time and display the *Summary* page. In many instances, the problems may cause the application approval to be delayed.

### 5.3.2 Cancel Active Plates

Return damaged, canceled or no longer needed plates to your Regional Service Center or to TxDMV headquarters. For instructions on how to return plates, go to TxDMV Dealer and enter “Plate Return” in the search box.

1. After logging in and displaying the *Welcome* page, click **APPLY** on the *Plates and Stickers* area.
2. On the *Organizations* page, click the dropdown and select your organization.

3. On the *Licenses* page, select the appropriate license for the plate application and click **SAVE AND NEXT**.

4. On the *Contact Information* page, type in a new contacts information if necessary and then click **SAVE AND NEXT**.

5. On the *Select the Application Reason* page, select **Cancel active plates**.
6. Select the license for this plate application. Click **SAVE AND NEXT**.

7. Select the **Cancel Reason** for each plate you are canceling.

- Damaged
- Lost
- No Longer Needed
- Stolen

8. Click **SAVE AND NEXT**.

9. On the **Contact Information** page, make any changes that apply and click **SAVE AND NEXT**.

10. If the **Possible Issues** popup displays:
Figure 116: Problems with Your Application

- Click **CLOSE AND CORRECT** to make the correction, then click **SAVE AND NEXT** as many times as it takes to return to this page.

- To skip making fixes at this time, click **CONTINUE ANYWAY**.

11. If the *Problems with Your Application* page displays:

<table>
<thead>
<tr>
<th>Problems with Your Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please review the following possible issues we have identified. You may resolve the issue(s) prior to submitting your application, or continue with your application. Applications submitted with possible issues may experience delays in processing.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Possible Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>The mailing or physical address entered could not be verified, and must be validated before this application can be approved. Please upload either a letter from the United States Postal Service (USPS) or your city/county 911 Address system verifying your location. 123 Main St, Austin, Texas, 78654, Travis, 78654.</td>
</tr>
</tbody>
</table>

**Figure 117: Possible Issues with Your Application**

a. **REVISIT** to return to the issue and make the correction, and then click **SAVE AND NEXT** as many times as it takes to return to this page.

b. **NEXT** to skip making fixes at this time and display the *Summary* page. In many instances, the problems may cause the application approval to be delayed.

5.3.3 Request New Plates

1. After logging in and displaying the *Welcome* page, click **APPLY** on the *Plates and Stickers* area.
2. On the Organizations page, click the dropdown and select your organization.

3. On the Licenses page, select the appropriate application reason for the plate application and click SAVE AND NEXT.

4. Select the active license for this plate application.

5. Select the previous application with a plate order which you have never received plates/sticker for. Click SAVE AND NEXT.
6. On the *Contact Information* page, make any changes that apply and click **SAVE AND NEXT**.

7. If the *Possible Issues* popup displays:

   - Click **CLOSE AND CORRECT** to make the correction, then click **SAVE AND NEXT** as many times as it takes to return to this page.
   - To skip making fixes at this time, click **CONTINUE ANYWAY**.

### 5.3.4 Problems with Your Application

If the application has issues that need to be resolved, the *Problems with Your Application* page displays:

a. **REVISIT** to return to the issue and make the correction, and then click **SAVE AND NEXT** as many times as it takes to return to this page.

b. **NEXT** to skip making fixes at this time and display the *Summary* page. In many instances, the problems may cause the application approval to be delayed.

### 5.4 Summary

1. Scroll through the Summary and review the entries and selections you have made.
2. At the bottom of the page, choose one of the following:
   - PRINT to send the summary to print on your local printer.
   - PREVIOUS to return to the page where adjustments need to be made.
   - SAVE AND EXIT to store all of the information without submitting the application.
   - SAVE AND NEXT to continue to the next page.

5.5 Signature

After saving the summary, you will be prompted for your social security number and driver license information in order to electronically verify who you are. You will then be able to electronically agree to the Certification of Responsibility and submit your signature for this application.

If you cannot provide this information (for example, your driver license is from a state other than Texas, you do not currently hold a driver license and use alternate identification, or you prefer to submit a manual signature), then you need only provide your first and last name and then print the Certification of Responsibility and sign it. See section 5.5.2, for instructions.

5.5.1 Electronically Signing the Application

   1. On the eSign page displayed:
a. For **First Name**, type it in exactly as it appears on your driver license/ID.
b. For **Last Name**, type it in exactly as it appears on your driver license/ID.
c. For **SSN**, type in the numbers of your social security number.
d. From the **Driver License Issuing State** dropdown, select Texas.
e. For **Date of Birth**, type in the mm/dd/yyyy (or select it from the calendar).
f. For **Driver License Number**, type in the numbers.
g. If the **Audit Number** field displays, type in the numbers that display on the side of your license (or along the bottom).
h. Click **SAVE AND NEXT**.

2. On the **Certification of Responsibility** page:
3. Carefully read the terms and conditions for the license.
4. Click **I Agree**.
5. Scroll down to the **Sign Here** field and type in your full legal name.

![Electronic Sign Here Pop-up](image)

**Figure 127: Electronic Sign Here Pop-up**

6. Click **Finish & Submit Electronically**.
7. On the **Thank You** page of the pop-up, click **CLOSE**.
8. Back on the **Certification of Responsibility** page, click **SAVE AND NEXT**.
9. On the **Please ensure you have read the terms and conditions** pop-up, you can click **OK** to go back and read the certificate again or click the **PROCEED TO PAYMENT** link to start the payment process.

![Proceed to Payment](image)

**Figure 128: Proceed to Payment**

### 5.5.2 Manual Signature Submission

1. On the **eSign** page:
a. For First Name, type it in as it appears on your driver license/ID.

b. For Last Name, type it in exactly as it appears on your driver license/ID.

c. From the Driver License Issuing State dropdown, select Other.

c. Click SAVE AND NEXT.

2. Click CERTIFICATION OF RESPONSIBILITY PDF link.

3. On the PDF file, click the Printer icon (in the upper right) to send the PDF to your local printer.

4. Carefully read the document and sign and date it.
Figure 131: Certification of Responsibility Manually Print

5. To upload and attach the signed document to this application:
   a. Scan the document to a file and save it.
   b. Back on the eLICENSING page, click CHOOSE FILE.
   c. In the Open dialog box, navigate to the file, select it and then click Open.
   d. When the name of the file displays on the appropriate Attachments page area, scroll to the bottom of the page and click UPLOAD.

   **Note:** The name of the file displays to the far right of the of the uploaded file field. To upload a different file, you can click UNDO or the red trash can.

6. Click SAVE AND NEXT.

7. On the pop-up, click PROCEED TO PAYMENT link.

Figure 132: Proceed to Payment

5.6 Payments and Application Submission

You can either pay the fees associated with this application, all applications you are waiting to submit, or select to work on another license application and then combine the
payments into one transaction.

To return to the Welcome page and work through another application to submit, click ADD APPLICATION.

To make a payment:

1. On the Payment Summary page:

   ![Payment Summary](image)
   
   **Figure 133: Payment Summary**

   2. Click the checkbox of the application or click Select All.

      **Note:** After an application is selected for payment, the subtotal section updates with the amount due.

   3. On the bottom of the page, for Method of Payment, select the appropriate option.

      - Credit Card
      - ACH/eCheck

   ![Select Method of Payment Type](image)
   
   **Figure 134: Select Method of Payment Type**

   4. Click PROCEED TO PAY.

To Pay by Credit Card

1. To pay by Credit Card, in the Customer Information section on the Payment page (to pay by eCheck, skip to ACH/eCheck):
For **First Name**, type in your first name as it appears on the credit card.

b. For **Last Name**, type in your last name as it appears on the credit card.

c. For **Address**, type in the number and name of the street used to bill the credit card.

d. For **Address 2** (optional), type in the additional street information such as the suite or building number.

e. For **City**, type in the name of the city.

f. For **State**, select the name of the state from the dropdown.

g. For **ZIP/Postal Code**, type in the five-number ZIP code (or, the nine numbers of the extended code).

h. For **Phone**, type in the phone number associated with the credit card holder.

2. Click **Next**.

3. In the **Payment Info** section:
a. For **Credit Card Number**, type in the numbers from the credit card.
b. For **Expiration Month**, select the appropriate month from the dropdown.
c. For **Expiration Year**, select the appropriate year from the dropdown.
d. For **Security Code**, type in the 3-digit number from the back of the card.
e. For **Name on Card**, type in the full name printed on the card.
f. Click **Next**.

4. In the **Verification** section, click **I'm not a robot**.

5. In the **Verification** pop-up, select all the images that the verification is asking for, then click **Verify**.
6. Click **Submit Payment.**

**To Pay by ACH/eCheck**

1. To pay fees with a ACH/eCheck, in the **Customer Information** section on the *Payment* page:

2. Select the check box if the payment is being funded by a foreign source. Otherwise, click **NEXT.**

3. On the **Customer Information** page:
Figure 140: eCheck Customer Information

a. For **First Name**, type in your first name as it appears on the account.
b. For **Last Name**, type in your last name as it appears on the account.
c. For **Address**, type in the street number and name of the street.
d. For **Address 2** (optional), type in the additional street information, such as the suite number.
e. For **City**, type in the name of the city.
f. For **State**, select the name of the state from the dropdown.
g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).
h. For **Phone**, type in the phone number associated with the account holder.

4. Click **NEXT**.

5. On the **Payment Info** page:
a. Enter the Name on the Account.
b. Enter the Routing Number.
c. Enter the Account Number.
d. Re-enter the Account Number.
e. Select whether the account is a Checking or Savings account.

6. Click NEXT.

7. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check the Yes checkbox to authorize.

8. In the Verification section, click I’m not a robot.
9. In the Verification pop-up, select all the images that the verification is asking for, then click Verify.

![Verification Image](image)

**Figure 144: Verification Image**

10. Click **SUBMIT PAYMENT**.

11. After the *Please Wait* pop-up closes and the *Payment Summary* page displays, verify that the Payment Status is **Payment Successful** and click **NEXT**.

![Payment Status Page](image)

**Figure 145: Payment Status Page**

12. On the *Application Submitted* page, click **GO TO HOME** to return to the *eLICENSING* home page or click your name in the upper right corner to display the dropdown and click **Log Out**.
6. **Amending an Converter Dealers License**

You can apply to amend your license if you need to:

- Change your business name if you convert from one entity to another or make an update the name.
- Change ownership and management information.
- Change the 911 Address if the city or county changes the address of the office/dealership location.
- Manage locations and DBAs.
- Manage line makes of vehicles converted.
- Manage conversion packages.

**Note:** To make changes to general license information, such as the license contact, refer to Chapter 7, Changing General Licensing Information.

### 6.1 Amendment Fee

The fee to amend a license is $25.

You can pay amendment fees via credit card or eCheck.

In addition to the application fees, different convenience processing fees are charged when paying by credit or debit card or when paying by electronic check (eCheck) transactions. These fees are based on the amount of purchase and are displayed on the **Payment** page in eLICENSING.

### 6.2 Gathering Information for This Amendment Application

You may be required to upload attachments to the application. You will need to scan the documents into files and save them to your local computer or a shared resource you can access. Depending on the reason for your amendment, you may need files containing scanned copies of the:

- DBA certificates that have changed.
- Certificate of Conversion filed with the Texas Secretary of State.
- Amended Corporate papers filed with the Texas Secretary of State.
• Certificate of Filing issued by the Texas Secretary of State.
• Photo IDs for any new owners.

6.3 Applying for the Amendment to a License

After logging in and displaying the Welcome page, click APPLY on the Amend a License area.

6.3.1 Organizations List of Accounts

On the Organizations page, click the dropdown and select your organization and click SAVE AND NEXT.

6.3.2 Select License

On the Licenses page, select the license and click SAVE AND NEXT.
6.3.3 Contact Information

On the Contact Information page, make any changes that apply and click SAVE AND NEXT.

![Contact Information](image)

6.3.4 Amend Reason

On Amend Reason page:

![Select Amendment Reason](image)

- To Change Business Name, select Change Business Name.
- To Change Ownership and Management, select Change Ownership and Management.
- For Address and DBA Changes, select Address and DBA Changes.
- For 911 Address Changes, select 911 Address Changes.
- To Manage Line-Make, select Manage Line-Make.
- To Manage Conversion Package, select Change Manage Conversion Package.

Change Business Name

1. For Effective Date, type the mm/dd/yyyy (or click the calendar and select the date) on which the amendment goes into effect.
2. Click **SAVE AND NEXT**.

3. On the *Business Information* page, make your change and click **SAVE AND NEXT**.

![Type of Business: Limited Liability Company | EIN: ****1234 | Business Name: Franchise Dealer, LLC | Secretary of State Filing Number: 12345678](image1)

*Figure 151: Update Business Information*

**Change Ownership and Management**

1. For **Effective Date**, type the mm/dd/yyyy (or click calendar and select the date) on which the amendment goes into effect.

2. Click **SAVE AND NEXT**.

3. On the *Ownership* page, locate the correct area and click **+ADD OWNER**, **+ADD BUSINESS**, or **+NEW MANAGEMENT/REPRESENTATIVE**.

![Individual Ownership](image2)

*Figure 152: Update Ownership Information*

4. Make your changes.

5. Scroll to the *Ownership Questions* section and answer the questions.
Ownership Questions

This is important:

• Submitting an application containing false, misleading, or incomplete information may be grounds for denial or license cancellation, revocation, or suspension.

• A person who knowingly makes a false statement in connection with applying for or renewing a license may be subject to criminal prosecution.

If you are in doubt as to how to respond to these questions, full and honest disclosure is highly recommended.

6. Click **SAVE AND NEXT**.

If the *Criminal History* page displays, **VIEW/ADD CRIMINAL HISTORIES** for the person listed that has a criminal history. Then, to add criminal history information, click **ADD CRIMINAL HISTORY**.

1. On the *Criminal History* details pop-up:

   a. For **State the Exact Crime Section**, type in a short description of the charges, conviction, or deferred adjunction reason.

   b. For **Date of Offense**, type in the mm/dd/yyyy (or select it from the calendar) when the crime occurred.
c. For **Date of Conviction/Deferred Adjudication**, type in the mm/dd/yyyy (or select it from the calendar).

d. For **Is the person currently on parole or probation**, select Yes or No.

e. For **County**, type in the name of the county in which the offense occurred.

f. For **State**, select the name of the state from the dropdown where the offense occurred.

g. For **Court**, type in the type of court in which the offense was adjudicated.

h. For **Sentence or Action Imposed by court**, type in a brief description of the court decision.

i. For **Describe the events**, type in a brief explanation of the incident leading up to the arrest for the offense.

2. Click **APPLY**.

3. After the pop-up closes, repeat the steps above for each entry in the table on the **Criminal History** page.

4. When you are finished, click **SAVE AND NEXT**.

   **Note:** On the Attachments page displayed later, you will be required to upload documents related to the offenses and charges.

---

**Address or DBA Changes**

1. For **Effective Date**, type the mm/dd/yyyy (or select it from the calendar) on which the amendment goes into effect.

2. Click **SAVE AND NEXT**.

3. On the **Address and DBA Changes** page, click **EDIT** for the appropriate location.

![Manage Locations](image)

**Figure 155: Manage Location and DBA**
Note: If you have an existing DBA and you are making changes to an existing location, you will need to edit the address under the Requested Changes Section to add the DBA. If you have a new DBA or need to remove a DBA, select edit next to the appropriate location.

4. On the business address pop-up, make your changes and click SAVE.

![Business Address Change Pop-up](image)

**Figure 156: Business Address Change Pop-up**

911 Address Change

1. For Effective Date, type the mm/dd/yyyy (or select it from the calendar) on which the amendment goes into effect.

2. Click SAVE AND NEXT.

3. On the 911 Address Change page, click EDIT from the Actions column of the item to change.

![Address Change](image)

**Figure 157: Address Change**

4. On the Business Address pop-up, make your changes.
5. Click **VALIDATE ADDRESS**. Select the correct address option and click **SAVE**.

6. On the *911 Address Change* page, verify that the corrected address displays in the *Requested Changes* section and click **SAVE AND NEXT**.

Manage Line-Make

1. For **Effective Date**, type the mm/dd/yyyy (or select it from the calendar) on which the amendment goes into effect.

2. Click **SAVE AND NEXT**.

3. On the *Line-Makes* page, to add **New Line-Makes** type in the name of the manufacturer or distributor (or the first few letters) and click **SEARCH**.
4. On the Account and Line-Make Details pop-up, scroll through the list and click SELECT of the appropriate option.

5. In the Line-Makes Details section of the pop-up:
   a. Select the checkbox of the manufacturer or distributor of a manufacturer or distributor the dealership wants to use:
   b. For Line-Make Actions, click appropriate option.
   c. For Action Type, click appropriate option.
d. When finished, you can click SAVE to close the pop-up.
e. To add another manufacturer or distributor, repeat the above steps.

6. Review your selections and verify the appropriate information displays in the Selected Line-Makes section.

7. Click SAVE AND NEXT to continue.

8. Review the Map of Dealership Location.

![Map of Dealership Location](image)

**Figure 164: Dealership Location Map**

- On the Map of Dealership Location page, verify the map displays the correct location of the proposed new line makes location.
- You can adjust the pinpoint on the map.
- eLICENSING will use the map to determine if existing franchised dealers in the area are eligible to protest.

9. Click SAVE AND NEXT.
Manage Conversion Package

1. For **Effective Date**, type the mm/dd/yyyy (or click calendar and select the date) on which the amendment goes into effect.

2. Click **SAVE AND NEXT**.

3. On the *Conversion Packages* page, click **+New Conversion Package**.

![Conversion Packages](image)

**Figure 165: Conversion Package**

4. On the *Conversion Package* pop-up:

![Conversion Package Details](image)

**Figure 166: Conversion Package Details**

- a. For **Conversion Package Name**, type in the type of package available.
- b. For **Conversion Description**, type in a brief explanation of the conversion package.
- c. Click **ADD**.

5. After the pop-up closes, repeat the steps above for each conversion package being offered.

6. When you are finished, click **SAVE AND NEXT**.

7. To Remove Conversion Packages, click **DELETE**.
8. Click **SAVE AND NEXT**.

### 6.3.5 Questions

Respond to the following questions presented.

![Military Questions](image)

If you select:

- **No**, continue to the next question.
- **Yes**, several more questions display and if you answer Yes to either condition, type in the **License Number** of the current license.

**Note**: On the Attachments page displayed later, you will be required to upload supporting documentation (such as active duty orders or DD-214) to confirm the status as well as either your Texas license number or a copy of the current license from the other jurisdiction.

1. Click **SAVE AND NEXT**.

### 6.3.6 Required Attachments

Depending on the amendment reason, different attachments may be requested.

- DBA certificates that have changed.
- Certificate of Conversion filed with the Texas Secretary of State.
- Amended Corporate papers filed with the Texas Secretary of State.
- Certificate of Filing issued by the Texas Secretary of State.
- Assumed Name Certificates.
- Driver licenses (or passport, official ID) for new owners or management staff.
- Criminal history of anyone associated with the dealership (officer, partner, trustee, or other representative capacity) that has ever been arrested, been convicted, received deferred adjudication, or been court martialed, or has any of these actions currently pending.
- Copies of court papers that back up the adjudication, dismissal, or decision made in each criminal matter.

1. For each file listed on the page, click **CHOOSE FILE**.

   ![Choose File](image1)
   
   **Figure 169: Choose File to Upload**

2. On the **Open** pop-up:
   a. Navigate to the file.
   b. Select the file and click **Open**.

   ![Browse for a File](image2)
   
   **Figure 170: Browse for a File**

   c. When the name of the file displays on the appropriate **Attachments** page area, scroll to the bottom of the page and click **UPLOAD**.
Note: The name of the file displays to the far right of the of the uploaded file field. To upload a replacement file, click UNDO or the red trash can.

6.3.7 Other Attachments

For files not required, but that you want to submit to explain elements of your application:

1. Click +ADD MORE ATTACHMENTS.

![Figure 171: Add Other Attachments]

2. For Attachment Type, type in a short phrase that identifies the content of the file before selecting and uploading it.

![Figure 172: Upload Other Attachments]

3. Click Upload.

4. Click SAVE AND NEXT.

6.3.8 Problems with Your Application

If the application has issues that need to be resolved, the Problems with Your Application page displays:

- REVISIT to return to the issue and make the correction, and then click SAVE AND NEXT as many times as it takes to return to this page.

- NEXT to skip making fixes at this time and display the Summary page. In many instances, the problems may cause the application approval to be delayed.

6.3.9 Summary

1. When the Summary page displays, review the information.
2. At the bottom of the page, choose one of the following:
   a. PRINT to send the summary to print on your local printer.
   b. PREVIOUS to return to the page where corrections need to be made.
   c. SAVE AND EXIT to store all of the information without submitting the application.
   d. SAVE AND NEXT to continue to the next page.

6.3.10 Signature

If you are not going to be making a payment immediately, you can save and exit the application on the Summary page. Otherwise, you can submit your signature and continue to the Payments section.

If you have a valid Texas driver license, you can electronically sign the application, which includes a Certification of Responsibility that you must agree to.

If you do not have a Texas driver license or your license cannot be verified by the system, you must download a file containing the Certification of Responsibility that you must agree to and manually sign. Then you must scan the file and upload it.

6.3.10.1 Electronic Signature Submission

   1. On the eSign page:
If you would like to e-sign this application, and you have a valid Texas driver license, fill out all the fields below and choose "Save and Next." If you would prefer to provide a physical signature, or you have a driver license from another state, provide your first and last name, and select "Other" for issuing state. You will be prompted to print, sign, and upload a Certification of Responsibility.

<table>
<thead>
<tr>
<th>* First Name</th>
<th>* Last Name</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Driver License Issuing State</td>
<td></td>
<td></td>
</tr>
<tr>
<td>–None--</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Driver License Number</td>
<td></td>
</tr>
</tbody>
</table>

Figure 175: eSign Information

a. For **First Name**, type it in exactly as it appears on your driver license.
b. For **Last Name**, type it in exactly as it appears on your driver license.
c. For **SSN**, type in the numbers of your social security number.
d. From the **Driver License Issuing State**, select Texas from the dropdown.
e. For **Date of Birth**, type in the mm/dd/yyyy (or select it from the calendar) that appears on your driver license.
f. For **Driver License Number**, type in the numbers.

g. If the **Audit Number** field displays, type in the numbers that display on the side of your license (or along the bottom).

h. Click **SAVE AND NEXT**.

2. On the **Certification of Responsibility** page:

   **Certification of Responsibility**

   - The applicant or an authorized agent hereby certifies that statements made on this application and on attachments and documents submitted are true, complete, and correct.
   - Applicant acknowledges that the department may deny an application for a license or revoke or cancel a license if the applicant submits false or misleading information, makes a false statement, or refuses or fails to provide information requested by the department.
   - Applicant agrees to allow the Department to examine during working hours the ownership papers for each registered or unregistered vehicle in the applicant's possession or control.
   - Applicant agrees to notify the TxDMV of a material change (including but not limited to a change in criminal history) within a reasonable time.
   - Applicant swears they are not at this time delinquent in any court-ordered obligation to pay child support.
   - Applicant has complied with all applicable state laws and municipal ordinances.

Figure 176: Certification of Responsibility
3. Carefully read the terms and conditions for the license.
4. Click I Agree.
5. Scroll down to the Sign Here field and type in your full legal name.

![Electronic Signature Page](image)

Figure 177: Electronic Signature Page

6. Scroll back up to the top of the pop-up and click Finish & Submit Electronically.
7. On the Thank You pop-up, click CLOSE.
8. Back on the Certification of Responsibility page, click SAVE AND NEXT.

### 6.3.10.2 Manual Signature Submission

1. On the eSign page displayed:

![Manual eSign Information](image)

Figure 178: Manual eSign Information

a. For First Name, type it in as it appears on your driver license/ ID.
b. For Last Name, type it in as it appears on your driver license/ ID.
c. From the Driver License Issuing State, dropdown, select Other.
d. Click SAVE AND NEXT.
2. Click **CERTIFICATION OF RESPONSIBILITY PDF** link.

![Certification of Responsibility](image)

Figure 179: Certification of Responsibility

3. On the PDF file, click **Printer** icon (in the upper right) to send the PDF to your local printer.

4. Carefully read the document and sign and date it.

5. To upload and attach the signed document to this application:

6. Scan the document to a file and save it.

7. Back on the eLICENSING page, click **CHOOSE FILE**.

8. In the *Open Windows* dialog box, navigate to the file, select it and then click **Open**.

9. When the name of the file displays on the appropriate **Attachments** page area, scroll to the bottom of the page and click **UPLOAD**.

   **Note:** The name of the file displays to the far right of the of the uploaded file field. To upload a different file, you can click the **UNDO** button or the red trash can.

10. Click **SAVE AND NEXT**.

11. On the pop-up, click **PROCEED TO PAYMENT** link.

![Proceed to Payment](image)

Figure 180: Proceed to Payment

### 6.3.11 Payments and Application Submission

You can either pay the fees associated with this application, all applications you are waiting to submit, or select to work on another license application and then combine the payments into one transaction.

To return to the *Welcome* page and work through another application, click **ADD APPLICATION**.

To make a payment:
1. On the *Payment Summary* page:
   a. Click the checkbox of the application you want to pay or click **Select All**.

   ![Application for Payment](image1.png)

   *Figure 181: Application for Payment*

2. On the bottom of the page, for **Method of Payment**, select the appropriate option.
   - **Credit Card**
   - **ACH/eCheck**

   ![Method of Payment](image2.png)

   *Figure 182: Select Method of Payment*

3. Click **PROCEED TO PAY**.

**To Pay by Credit Card**

1. To pay by Credit Card, in the **Customer Information** section on the *Payment* page (to pay by eCheck, skip ACH/eCheck):

   ![Credit Card Customer Information](image3.png)

   *Figure 183: Credit Card Customer Information*

   a. For **First Name**, type in your first name as it appears on the credit card.
   b. For **Last Name**, type in your last name as it appears on the credit card.
c. For **Address**, type in the number and name of the street used to bill the credit card.

d. For **Address 2** (optional), type in additional street information, such as the suite number.

e. For **City**, type in the name of the city.

f. For **State**, select the name of the state from the dropdown.

g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).

h. For **Phone**, type in the phone number associated with the credit card holder.

2. Click **Next**.

3. In the **Payment Info** section:

   ![Credit Card Information](image)

   **Figure 184: Credit Card Information**

   a. For **Credit Card Number**, type in the numbers from the credit card.

   b. For **Expiration Month**, select the appropriate month from the dropdown.

   c. For **Expiration Year**, select the appropriate year from the dropdown.

   d. For **Security Code**, type in the number to the left of the signature line on the back of the card.

   e. For **Name**, type in the name as it appears on the credit card.

   f. Click **Next**.

4. In the **Verification** section, enter the characters from the image displayed.
5. Click **Submit Payment**.

6. After the *Please Wait* pop-up closes, be sure the **Payment Status** on the **Payment Summary** page displays as **Payment Successful**.

7. Click **NEXT**.

**To Pay by ACH/eCheck**

1. To pay fees with an **ACH/eCheck**, in the **Customer Information** section on the **Payment** page:
   - Select the check box if the payment is being funded by a foreign source. Otherwise, click **NEXT**.

2. On the **Customer Information** page:
Figure 188: eCheck Customer Information

a. For **First Name**, type in your first name as it appears on the account.
b. For **Last Name**, type in your last name as it appears on the account.
c. For **Address**, type in the number and name of the street for the account.
d. For **Address 2** (optional), type in the additional street information, such as the suite number.
e. For **City**, type in the name of the city.
f. For **State**, select the name of the state from the dropdown.
g. For **ZIP/Postal Code**, type in the five-number ZIP code (or the nine numbers of the extended code).
h. For **Phone**, type in the phone number associated with the account holder.

4. Click **Next**.
5. On the **Payment Information** page:
Enter the **Name on the Account**.

b. Enter the **Routing Number**.

c. Enter the **Account Number**.

d. Re-enter the **Account Number**.

e. Select whether the account is a **Checking** or **Savings** account.

6. Click **NEXT**.

7. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check the **Yes** checkbox to authorize.

8. Enter the characters from the verification image.
9. Click **Submit Payment**.

10. After the *Please Wait* pop-up closes and the *Payment Summary* page displays again, verify that the *Payment Status* is *Payment Successful* and click **NEXT**.

11. On the *Application Submitted* page, click **GO TO HOME** to return to the *eLICENSING* home page or click your name in the upper right corner to display the dropdown and click **Log Out**.
7. Changing General License Information

You can change general license information, such as the contact person that TxDMV may speak with about your license details.

There is no fee to make these changes.

1. After logging in and displaying the Welcome page, click APPLY on the Change General License Info area.

2. On the Organizations page, click the dropdown and select your organization.

3. On the Licenses page, click the appropriate license for which information has changed.

4. On the Apply Changes page:
Click into the field to edit and make the changes.

b. Click **SAVE AND SUBMIT**.

5. On the *Submitted* page, click **CLOSE** to exit and display the *Welcome* page.
8. Renewing Licenses

You should receive a renewal notice in your email in advance of the expiration date of your license. The application to renew your license follows a process similar to the original application.

Instead of renewing, the system may prompt you that you should file a new application if you have changed locations or added additional locations with the same city as the main physical location or changed business structure or ownership since the last application or renewal.

8.1 Renewal Fees

The fee to renew a license on time is $750.

If the renewal is late, the fee is $750 plus $375 if renewed after the first 30 days and $375 more if renewed after 60 days. In addition there will be a $100 fee for each Representative if renewed after the first 30 days and $200 if renewed after 60 days.

The Plate/Sticker renewal fee is $40.

If your license has been expired for more than a year, you are required to file an application for a new license.

8.2 Gathering Information

To complete this application, you will need access to:

- Facts of the criminal history of anyone associated with the dealership (officer, partner, trustee, or other representative capacity) that has ever been arrested, been convicted, received deferred adjudication, or been court martialed, or has any of these actions currently pending, to fill out certain information for each offense.

- Files containing the following information scanned in:
  - Assumed Name Certificates.
  - Certificate of Incorporation, Registration, or Formation filed with the Texas Secretary of State.
  - Driver licenses (or passport, official identification cards, and so on) for new owners or management staff.
- Court papers that back up the adjudication, dismissal, or decision made in each criminal matter (if applicable).

### 8.3 Renewal Application

After logging in and displaying the *Welcome* page, click **APPLY** on the **Renew a License** area.

![Welcome, Renew a License](image)

**Figure 198: Welcome, Renew a License**

#### 8.3.1 Accounts

1. On the *Organizations* page, click dropdown and select your organization.

![Organizations](image)

**Figure 199: Select Your Organization**

2. Click **SAVE AND NEXT**.

#### 8.3.2 Select License

1. On the *Licenses* page, select the license to renew. Only the licenses eligible for renewal are displayed.

![Select License](image)

**Figure 200: Select License to Renew**

2. Click the **SAVE AND NEXT**.
8.3.3 Contact Information

1. On the Contact Information page, make any changes needed to the person listed who can be contacted about this renewal application.

![Application Contact](image)

Figure 201: Update Application Contact Information

2. Click SAVE AND NEXT.

8.3.4 License Information

1. On the top of the License Contact Information page, verify that the information is correct or make any changes necessary.

![License Contact Information](image)

Figure 202: Verify Contact Information is Correct

2. In the Business section of the page, verify that the information is correct or make any changes necessary.

![Business](image)

Figure 203: Verify Business Information is Correct

3. In the Mailing Address section of the page, verify that the information is correct or make any changes necessary.
Figure 204: Verify Mailing Address Information is Correct

4. Click **SAVE AND NEXT**.

5. Select the plates you wish to **Cancel** or **Renew**.

Figure 205: Select Plates to Renew or Cancel

6. Click **SAVE AND NEXT**.

7. On the **Purchase Additional Plates** page, for **Do you want to order metal dealer plates**, select:

   - **No**, click **SAVE AND NEXT**.
   - **Yes**, a. In the **Quantity Requested** field, enter the number of plates needed.

Figure 206: Purchase Additional Plates Page

Figure 207: Number of Plates Requested
b. Click **SAVE AND NEXT**.

8.3.5 **Ownership**

1. On the **Ownership** page:
   a. Verify that the information listed is correct.

![Individual Ownership](image1)

*Figure 208: Review Ownership Information*

b. In the **Ownership Questions** section:

![Ownership Questions](image2)

*Figure 209: Ownership Questions*

If you answer:

- **No**, click **SAVE AND NEXT**.
- **Yes** to any of the questions, the **Criminal History** page displays:

On the **Criminal History** page displayed, click **VIEW/ADD Criminal Histories** for the first name. Then click **ADD CRIMINAL HISTORY**.

![Owners List](image3)

*Figure 210: View Owners Criminal History*
On the *Criminal History Details* popup:

![Figure 211: Criminal History Details](image)

- In the first field in the **State the Exact Crime** section, type in a short description of the charges/crime committed.
- For **Date of Offense**, type in the mm/dd/yyyy (or select it from the calendar) when the crime occurred.
- For **Date of Conviction/Deferred Adjudication**, type in the mm/dd/yyyy (or select it from the calendar).
- For **Is person currently on parole or probation**, select Yes or No.
- For **County**, type in the name of the county in which the offense occurred.
- For **State**, select the state from the dropdown in which the offense occurred.
- For **Court**, type in the type of court in which the offense was adjudicated.
- For **Sentence or Action Imposed by court**, type in a brief description of the court decision.
- For **Describe the events**, type in a brief explanation of the incident leading up to the arrest for the offense.

Click **UPDATE**.

After the pop-up closes, repeat the steps above for each entry in the table on the *Criminal History* page or click the **SAVE AND NEXT**.

**Note:** On the *Attachments* page displayed later, you will be required to upload documents related to the offenses and charges for each criminal offense.
8.3.6 Questions

You must answer a series of questions about military service and compliance with licensing requirements. A yes or no answer is required for each question. If you answer that you are not in compliance with the requirement, the item will display on the Possible Issues pop-up and the application may not be approved until you can provide proof that this requirement is satisfied.

If you do not know the answer or have to leave the application to find it:

1. Go to the bottom of the page and click PREVIOUS and then click SAVE AND EXIT on the Ownership Details page to save all information entered to date.

2. After retrieving this information, display the Welcome page, locate the My Applications section, and click its VIEW.

3. On the My Accounts page, locate this application in the list and click it.

4. On the Ownership Details page displayed, click SAVE AND NEXT to display the Questions page again.

![Questions](image)

Figure 212: Military Service Questions

5. Respond to each question.

6. Click SAVE AND NEXT.

8.3.7 Attachments

You may be required to upload the following information:

- Certificate of Filing from the Secretary of State.
Files containing scanned copies of court papers that support the adjudication, dismissal, or decision made in each criminal matter.

Facts of the criminal history of anyone associated with the business (owner, officer, member, partner, trustee or in other representative capacity) that has ever been arrested, been convicted, received deferred adjudication, or been court martialed.

Proof of ID for any owner/management changes.

Assumed Name Certificates.

For each file requested on the Required Attachments page, click CHOOSE FILE.

7. On the Open Window pop-up:

8. Navigate to the file.

9. Select the file and click Open.

10. When the name of the file displays on the appropriate Attachments page area, scroll to the bottom of the page and click UPLOAD.

For Attachments Not Required

1. Click **ADD MORE ATTACHMENTS** (at the bottom of the page).
For **Attachment Type**, type in a short phrase that identifies the content of the file before selecting and uploading it.

Choose the file.

Click **SAVE AND NEXT**.

If the *Problems with Your Application* page displays:

- **REVISIT** to return to the issue and make the correction, and then click **SAVE AND NEXT** as many times as it takes to return to this page.
- **NEXT** to skip making fixes at this time and display the *Summary* page. In many instances, the problems may cause the application approval to be delayed.

### 8.3.8 Summary

1. When the Summary page displays, scroll down the page and review your entries and selections.
2. Click SAVE AND NEXT on the bottom of the page.

8.3.9 Signature

If you are not going to be making a payment immediately, you can save and exit the application on the Summary page. Otherwise, you can submit your signature and continue to the Payments section.

If you have a valid Texas driver license, you can electronically sign the application, which includes a Certification of Responsibility that you must agree to.

If you do not have a Texas driver license or your license cannot be verified by the system, you must download a file containing the Certification of Responsibility that you must agree to and a place to sign it. Then you must scan the file and upload it.

8.3.9.1 Electronically Signing the Application

1. On the eSign page displayed:

   a. For First Name, type it in exactly as it appears on your driver license.
   b. For Last Name, type it in exactly as it appears on your driver license.
   c. For SSN, type in the numbers of your social security number.
   d. From the Driver License Issuing State dropdown, select Texas.
   e. For Date of Birth, type in the mm/dd/yyyy (or select it from the calendar).
   f. For Driver License Number, type in the numbers.
   g. If the Audit Number field displays, type in the numbers that display on the side of your license (or along the bottom).
2. Click **SAVE AND NEXT**.

3. On the **Certificate of Responsibility** page:

   **Note:** If the system cannot verify your information, continue with the section about printing and signing the Certification of Responsibility in section 8.3.9.2.

   ![Certification of Responsibility](image)

   **Figure 219: Certification of Responsibility**

4. Carefully read the terms and conditions for the license.

5. Click **I Agree** option.

6. Scroll down to the **Sign Here** field and type in your full legal name.

   ![Electronic Signature](image)

   **Figure 220: Electronic Signature**

7. Click **Finish & Submit Electronically**.
8. On the Thank You page of the pop-up, click CLOSE.
10. On the Please ensure you have the terms and conditions pop-up, click the PROCEED TO PAYMENT link to start the payment process.

![Figure 221: Proceed to Payment](image)

11. Continue to the Payments and Application Submission, section 8.3.10.

### 8.3.9.2 Manually Signing the Application

1. On the eSign page displayed:

   ![Figure 222: eSign Customer Information](image)

   a. For First Name, type it in exactly as it appears on your driver license/ID.
   b. For Last Name, type it in exactly as it appears on your driver license/ID.
   c. For Driver License Issuing State select Other.

2. Click SAVE AND NEXT.
3. Click CERTIFICATION OF RESPONSIBILITY PDF link.

![Figure 223: Print Certification of Responsibility PDF](image)
On the PDF file, click the Printer icon (in the upper right) to send the PDF to your local printer.

4. Carefully read the document and sign and date it.

![Certification of Responsibility](image)

**Figure 224: Printed Certification of Responsibility PDF**

5. To upload and attach the signed document to this plate application:
   a. Scan the document to a file and save it.
   b. Back on the eLICENSING page, click **CHOOSE FILE**.
   c. In the *Open* Windows dialog box, navigate to the file, select it and then click **Open**.
   d. When the name of the file displays on the appropriate **Attachments** page area, scroll to the bottom of the page and click **UPLOAD**.

**Note:** The name of the file displays to the far right of the **of the uploaded file field.**

To upload a different file, you can click the **Undo** button or the red trash can.

6. Click the **SAVE AND NEXT**.

7. On the pop-up, click **PROCEED TO PAYMENT** link.
8.3.10 Payments and Application Submission

You can either pay the fees associated with this application, all applications you are waiting to submit, or select to work on another license application and then combine the payments into one transaction.

To return to the Welcome page and work through another application, click ADD APPLICATION.

To pay the fees and submit this application:

1. On the Payment Summary page:
   a. Click the checkbox of the application you want to pay or click Select All.

2. On the bottom of the page, for Method of Payment, select the appropriate option.
   - Credit Card
   - ACH/eCheck

3. Click PROCEED TO PAY.

Credit Card Payment

1. To pay fees with a Credit Card, in the Customer Information section on the Payment page (to pay by eCheck, go ACH/eCheck Payment Section):
For **First Name**, type in your first name as it appears on the credit card.

b. For **Last Name**, type in your last name as it appears on the credit card.

c. For **Address**, type in the number and name of the street used to bill the credit card.

d. For **Address 2** (optional), type in additional information like the suite number.

e. For **City**, type in the name of the city.

f. For **State**, select the name of the state from the dropdown.

g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).

h. For **Phone**, type in the phone number associated with the credit card holder.

2. Click the **Next** button.

3. In the **Payment Info** section:
a. For **Credit Card Number**, type in the numbers from the credit card.
b. For **Expiration Month**, select the appropriate month from the dropdown.
c. For **Expiration Year**, select the appropriate year from the dropdown.
d. For **Security Code**, type in the number on the back of the card.
e. For **Name**, type in the name as it appears on the credit card.
f. Click **Next**.

4. In the **Verification** section, enter the characters from the image displayed.

5. Click **Submit Payment**.

6. After the *Please Wait* pop-up closes, be sure the **Payment Status** on the **Payment Summary** page displays as **Payment Successful**.
7. Click NEXT.

ACH/eCheck Payment

1. To pay fees with an ACH/eCheck, in the Customer Information section on the Payment page:

2. Select the check box if the payment is being funded by a foreign source. Otherwise, click NEXT.

![Figure 232: Foreign Source Payment](image)

3. On the Customer Information page:

   ![Figure 233: eCheck Customer Information](image)

   a. For First Name, type in your first name as it appears on the account used.
   
b. For Last Name, type in your last name as it appears on the account used.
   
c. For Address, type in the number and name of the street used for the account.
d. For **Address 2** (optional), type in the additional street information, such as the suite number.

e. For **City**, type in the name of the city.

f. For **State**, select the name of the state from the dropdown.

g. For **ZIP/Postal Code**, type in the five-number Zip code (or the nine numbers of the extended code).

h. For **Phone**, type in the phone number associated with the account holder.

4. Click **NEXT**.

5. On the *Payment Info* page:

![Figure 234: ACH/eCheck Payment Information](image)

   a. Enter the **Name on the Account**.
   
   b. Enter the **Routing Number**.
   
   c. Enter the **Account Number**.
   
   d. Re-enter the **Account Number**.
   
   e. Select whether the account is a **Checking** or **Savings** account.

6. Click **NEXT**.

7. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check the **Yes** box to authorize.
8. Enter the characters from the verification image.

9. Click SUBMIT PAYMENT.

10. After the Please Wait pop-up closes and the Payment Summary page displays, verify that the Payment Status is Payment Successful.

11. Click NEXT.

12. You will receive a confirmation that your application was submitted successfully.
9. Closing a License

You can apply to close a license for various reasons. You can close it voluntarily, for example if it is no longer needed, you relocated outside of the city in which the dealership was opened, the motor vehicle surety bond is cancelled, or if you file for bankruptcy.

There is no fee to close a license.

9.1 Application to Close a License

9.1.1 Steps to Close Your License

1. After logging in and displaying the Welcome page, click APPLY on the Close a License area.

![Welcome, Close a License Page](image)

2. On the Organizations page, select your organization from the dropdown and click SAVE AND NEXT.

![Select Your Organization](image)

3. On the Licenses page, select the license to close and click SAVE AND NEXT.
4. On the Contact Information page, confirm the information is correct and click SAVE AND NEXT.

5. On the License Information page, confirm the information is correct and click SAVE AND NEXT.

6. On the Closure Explanation page:

   a. For Reason, select the appropriate option from the dropdown.
b. For Effective Date, type in the appropriate date mm/dd/yyyy (or select it from the calendar).

c. Click SAVE AND NEXT.

7. On the Attachments page:

   ![Figure 245: Upload a Statement About Closure](attachment_image)

   a. Locate and upload the statement about your closure (optional).
   
   b. Click SAVE AND NEXT.

8. On the Summary page, confirm that the information is correct. Then click SAVE AND NEXT at the bottom of the page.

   ![Figure 246: Summary of Application](summary_image)

### 9.2 Signing the License Closure Application

If you have a valid Texas driver license, you can electronically sign the application, which includes a Certification of Responsibility that you must agree to.

If you do not have a Texas driver license or your license cannot be verified by the system, you must download a file containing the Certification of Responsibility that you must agree to and manually sign. Then you must scan the file and upload it.
9.2.1 Electronically Signing the Application

1. On the eSign page displayed:

![Electronic Signature Page]

   Figure 247: Electronic Signature Page

   a. For **First Name**, type it in exactly as it appears on your driver license.
   
   b. For **Last Name**, type it in exactly as it appears on your driver license.
   
   c. For **SSN**, type in the numbers of your social security number.
   
   d. From the **Driver License Issuing State** select Texas from the dropdown.
   
   e. For **Date of Birth**, type in the mm/dd/yyyy (or select it from the calendar) that appears on your driver license.
   
   f. For **Driver License Number**, type in the numbers.
   
   g. If the **Audit Number** field displays, type in the numbers that display on the side of your license (or along the bottom).

2. Click **SAVE AND NEXT**.

3. On the **Certification of Responsibility** page:

   **Note:** If the system cannot verify your information, continue with the section about printing and signing the Certification of Responsibility in section 9.2.2.
a. Carefully read the terms and conditions.
b. Click I Agree.
c. Scroll down to the Sign Here field and type in your full legal name.
d. Scroll back up to the top of the pop-up and click Finish & Submit Electronically.

4. On the Thank You page pop-up, click CLOSE.

9.2.2 Printing and Manually Signing the Application

1. On the eSign page displayed:
Figure 250: Electronic Signature Information

a. For **First Name**, type it in exactly as it appears on your driver license/ID.
b. For **Last Name**, type it in exactly as it appears on your driver license/ID.
c. From the **Driver License Issuing State** dropdown, select Other.

2. Click **SAVE AND NEXT**.

3. Click the **CERTIFICATION OF RESPONSIBILITY PDF** link.

Figure 251: Certification of Responsibility Link

a. On the PDF file, click the **Printer** icon to send the PDF to your local printer.

4. Carefully read the Certification of Responsibility document, then sign and date it.
Figure 252: Manually Sign the Certification of Responsibility

5. To upload and attach the signed document to this closure application:
   a. Scan the document and save it.
   b. On the eLICENSING page, click CHOOSE FILE.
   c. In the Open Windows dialog box, navigate to the file, select it and then click Open.
   d. When the name of the file displays on the appropriate Attachments page area, scroll to the bottom of the page and click UPLOAD.

   Note: The name of the file displays to the far right of the uploaded file field. To upload a different file, you can click UNDO or the red trash can.

6. Click SUBMIT.

9.3 Closure Application Confirmation Statement

After you have successfully submitted your application to close your license, you will receive a notice from eLICENSING. Click CLOSE to return to the Welcome page.
Your application has been submitted. A confirmation email has been sent to your email Franchise.Dealer@mailinator.com.

You must return any plates, temporary tags, and plate receipts within 10 days to the TxDMV headquarters, 4600 Jackson Av, Austin, Texas 78731 or to your Regional Service Center.

Items may be mailed or dropped off. For instructions on how to return plates, go to www.txdmv.gov and enter "Plate Return" in the search box or call 1.888.368.4689 for additional information.

Figure 253: Notice that the Application was Submitted
10. Making Payments

You can make payments separately from within a new license application or renewal and if you have other fees and penalties issued to your organization.

1. After logging in and displaying the Welcome page, click PAY on the Make a Payment area.

![Figure 254: Welcome, Make a Payment](image)

2. On the Organizations page, click the dropdown and select your organization.

![Figure 255: Select Organization](image)

3. On the Payment Summary page, select the appropriate item and click PAY NOW.

![Figure 256: Payment Summary Page](image)

4. On the top portion of the Payment Summary page, click the application checkbox you want to pay or click Select All.
5. On the bottom portion of the page, for **Method of Payment**, select the appropriate option.
   - Credit Card
   - ACH/eCheck

6. Click **PROCEED TO PAY**.

**Credit Card Payment**

1. To pay fees with a Credit Card, in the **Customer Information** section on the **Payment** page (to pay with an eCheck, go to ACH/eCheck Payment section).
Figure 259: Credit Card Customer Information

1. For **First Name**, type in your first name as it appears on the credit card.
2. For **Last Name**, type in your last name as it appears on the credit card.
3. For **Address**, type in the number and name of the street used to bill the credit card.
4. For **Address 2** (optional), type in additional information such as the suite number.
5. For **City**, type in the name of the city.
6. For **State**, select the name of the state from the dropdown.
7. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).
8. For **Phone**, type in the phone number associated with the credit card holder.

2. Click **Next**.

3. In the **Payment Info** section:
a. For **Credit Card Number**, type in the numbers from the credit card.

b. For **Expiration Month**, select the appropriate month from the dropdown.

c. For **Expiration Year**, select the appropriate year from the dropdown.

d. For **Security Code**, type in the number on the back of the card.

e. For **Name**, type in the name as it appears on the credit card.

f. Click **Next**.

4. In the **Verification** section, enter the characters from the image displayed.

5. Click **Submit Payment**.

6. After the *Please Wait* pop-up closes, be sure the **Payment Status** on the *Payment Summary* page displays as **Payment Successful**.
7. Click **NEXT**.

**ACH/eCheck Payment**

To pay fees with an ACH/eCheck, in the **Customer Information** section on the **Payment** page:

1. Select the check box if the payment is being funded by a foreign source. Otherwise, click **NEXT**.

![Figure 263: Payment by Foreign Source](image)

2. On the **Customer Information** page:

![Figure 264: eCheck Customer Information](image)

   a. For **First Name**, type in your first name as it appears on the account used.
   
   b. For **Last Name**, type in your last name as it appears on the account used.
   
   c. For **Address**, type in the number and name of the street used for the account.
   
   d. For **Address 2** (optional), type in the additional street information, such as the suite number.
e. For **City**, type in the name of the city.

f. For **State**, select the name of the state from the dropdown.

g. For **ZIP/Postal Code**, type in the five-number Zip code (or the nine numbers of the extended code).

h. For **Phone**, type in the phone number associated with the account.

3. Click **NEXT**.

4. On the **Payment Info** page:

![Figure 265: ACH/eCheck Payment Information](image)

- a. Enter the **Name on the Account**.
- b. Enter the **Routing Number**.
- c. Enter the **Account Number**.
- d. Re-enter the **Account Number**.
- e. Select whether the account is a **Checking** or **Savings** account.

5. Click **NEXT**.

6. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check the **Yes** box to authorize.
7. Enter the characters from the verification image.

8. Click **SUBMIT PAYMENT**.

9. After the *Please Wait* pop-up closes and the *Payment Summary* page displays, verify that the *Payment Status* is **Payment Successful**.

10. Click **NEXT**.

11. You will receive a confirmation that your application was submitted successfully.

12. Click **CLOSE**.