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1. Franchised Dealers

1.1 Franchise License

A person or business entity requires both a Franchise License and a General Distinguishing Number (GDN or P-number) to buy, sell, service, or exchange new motor vehicles, motorcycles, or towable RVs (including travel trailers, but not including utility trailers/semitrailers).

Note: An Independent Trailer/Semi-Trailer GDN dealer may build and sell new trailers and semi-trailers without a franchise license.

Dealerships must comply with certain requirements (having adequate signage, appropriate dealership office and display spaces). Throughout the application process, applicants must answer questions regarding these requirements and may be required to provide an explanation or documentation for the answer given (such as uploading a copy of a driver license of each owner, the SOS filing certificate). See Chapter 2, Licensing Requirements.

1.2 GDN License

As a franchise applicant, you must also apply for a GDN license for each category of vehicle you will sell, new or used. The application process includes requesting the required GDN or allowing you to use an existing GDN if it is in the same category and has the same business name.

You may select and pay for multiple GDN categories on this application. Check the category for each GDN license type you are requesting. The fee is $700 for each category selected.

The GDN license must match the category of new vehicles being sold. For example, a franchised dealer selling motorcycles under a franchise agreement with a manufacturer must also have a motorcycle GDN license.

The GDN License types are:

- **Motor Vehicle**: The term motor vehicle refers to cars, trucks, vans, buses, all-terrain vehicles (ATVs), recreational off-road vehicles (ROVs), motor homes (RVs), ambulances, and fire-fighting vehicles (fire trucks).

- **Motorcycle**: The term motorcycle refers to the traditional two or three wheeled vehicles. It also includes motor scooters, all-terrain vehicles (ATVs), and recreational off-road vehicles (ROVs).
• Utility Trailer/Semi-Trailer: The term trailer refers to a vehicle without motor power that is designed and used to carry its load on its own structure or a pulling unit drawn by a motor vehicle by a tongue affixed to the front axle (such as a camper trailer, double-bottom trailer, farm trailer, house-moving dolly, house trailer, rental trailer, token trailer, and utility trailer). The term semi-trailer refers to a vehicle designed and used with a motor vehicle to carry its load as part of the weight of the vehicle and its load rests on or is carried by another vehicle. This is different with a trailer where the load rests on or is carried wholly on its own structure.

• Mobility Motor Vehicle: The term mobility motor vehicle refers to a motor vehicle designed and equipped to transport a person with a disability. The vehicle must have a permanently lowered floor or raised ceiling, and includes a wheelchair lift, ramp, or system to secure a wheelchair while driving.

• Wholesale Dealer: The term wholesale dealer refers to selling a quantity of vehicles to another business instead of the general retail public. Wholesale dealers can sell only to other licensed dealers, that buys or sells used motor vehicles, motorcycles, and travel trailers or new and used trailers/semi-trailers to other dealers licensed to sell that type of vehicle from a permanent location.

• Wholesale Auction: The term wholesale auction refers to selling a quantity of vehicles by bid to another business instead of the general retail public. This license is required to hold an auction, not attend one.

• Non-motorized Travel Trailer: The term non-motorized travel trailer refers to a trailer designed without motor power for living quarters and for carrying people or property that is designed and used as a recreational vehicle for the purpose of recreational, camping, travel, or seasonal use. The following are examples of non-motorized travel trailers, a house trailer-type vehicle or a camper trailer.

Note: TxDMV does not license mobile homes. Inquiries should be directed to the Texas Department of Housing and Community Affairs.


### 1.3 Agreement

A franchised dealer is under an agreement with:

• A manufacturer, who builds or assembles the line-makes, or
• A distributor, who provides them from the manufacturer (common with vehicles made overseas).

An applicant for a franchised dealer license is required to upload a copy of the evidence of franchise form or the sales and service agreement with the manufacturer or distributor when they submit their application as proof of a franchise relationship between your dealership and the manufacturer or distributor.

The manufacturer or distributor must be licensed for the line-make requested by the franchised dealer in the state of Texas before the franchised dealer can receive vehicle inventory from them and sell their products in Texas. The line-makes on the franchised dealer information must match the line-makes listed on the licensed manufacturer or distributor license.

The manufacturer or distributor license will indicate all of the franchised dealers they conduct business with and the line-makes they have given the dealers permission to sell or service.

1.4 Location

1.4.1 Showrooms at Licensed Locations

• Franchised dealers who sell or sell and service new vehicles must have a separate franchised dealer license for each building where new vehicle sales are conducted, referred to as their showroom.

• A franchised dealer license is issued for a specific showroom (location). This license is not transferrable to another person or another business entity.

• A separate franchise license is required for each separate showroom.

• Multiple vehicle line-makes may be sold in the same showroom, so long as each line-make is listed on the franchise license.

• Showrooms may be side-by-side at the same address, but each building requires a separate franchised dealer license.

• You may operate multiple franchise showrooms (new vehicle sales) within the same city limits with a single GDN. The dealer may use one GDN license number for all subsequent applications if it is in the same category and has the same business name. If you wish to have additional locations for used (non-franchise) vehicle sales (in the same city), state these in your application.
If a dealer showroom moves to a new location, the dealer is required to submit a new franchised dealer license application and must have permission from the manufacturer or distributor to move. (Attach an Evidence of Relocation (EOR) form or a copy of the amended dealer agreement with the application.)

A new franchise location or a franchise location that is relocating more than two miles may be subject to protest. All existing dealers of the proposed line that are within 15 miles of the location or within the same county may be eligible to protest. A map of the location along with any dealers that may be eligible to protest will be displayed during the application process.

Service only facilities do not require a showroom however they do require a franchise license.

1.4.2 Vehicles Sold and Serviced

Franchised dealers are licensed to sell or service certain line-makes and types of vehicles (referred as the type code). For example, a dealer can sell Ford Light Trucks as the line-make with LT as the type code or Honda Passenger Autos as the line-make with AA as the type code.

![Figure 1: Vehicle Type Codes]

Note: The model of the line-make (such as an F-150 or Altima) is not required.

A franchised dealer may not sell, offer to sell, or perform warranty service on any line-makes for which they are not licensed.

The franchised dealer location may provide either Sales-and-Service, Sales-Only, or Service-Only.
1.4.2.1 Sales-and-Service

The sales and service franchised dealer license allows a person or business entity to buy, sell, or exchange new vehicles to the general public or other franchised dealers licensed to sell the same vehicle line-make as well as perform warranty service.

1.4.2.2 Sales-Only

The sales only franchised dealer license allows a person or business entity to buy, sell, or exchange new vehicles to the general public or other franchised dealers licensed to sell the same vehicle line-make.

1.4.2.3 Service-Only

The service only license allows a person or business entity to perform warranty service on new motor vehicle line-makes of a sales and service franchised dealership at a location separate from the sales and service facility. If a GDN license is linked to the service location they may conduct used vehicle sales at the same location.

A service-only facility is a location occupied and operated by a franchised dealer that is a completely separate, a non-contiguous site, from the franchised dealer new vehicle sales and service or sales only location, where the franchised dealer will perform warranty repair services.

- TxDMV does not license facilities that perform only non-warranty repairs.
- Sales of new vehicles do not occur at a service-only facility.
- The facility requires a separate, service-only franchise license. The fee is $200.
- The dealer may not obtain a service-only facility license to service a particular line-make of new motor vehicles, unless the dealer is also franchised and licensed to sell that line-make.
- If a third-party performs warranty service, please note this in your application.

Note: A service only franchised dealer license can be issued only to a dealership that has at least one sales and service or sales only franchised dealer licensed location in Texas as well. A service only application can also be submitted in conjunction with a sales and service or sales only application at another location.

1.5 Franchise License Term

Franchised dealer licenses are issued for terms of two years. If the franchise applicant has an existing GDN, their license term will align with the term of the existing GDN.
1.6 Franchise License Fees and Plate Fees
You must pay the license, plate, and processing fees in the eLICENSING system.

1.6.1 New Franchised Dealer License Fees
The fee for a franchised dealer license is $350.
The fee for a service-only franchised license is $200.
Each GDN license is $700 per license category ($0 for a service-only location).

1.6.2 Franchised Dealer License Plate Fees
The fee per metal dealer plate is $90.
The number of metal dealer plates allowed for a new applicant depends on the type of
GDN license category being applied for. Motor vehicle or motorcycle franchised
dealerships can request up to 5 plates, while travel trailer franchised dealerships can
request 2 plates. Refer to 43 Tex. Admin. Code § 215.139(b)(1) for more information.

1.7 Forms of Payment Accepted in eLICENSING
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 purchases and are
displayed on the payment page in eLICENSING.

1.8 Franchised Dealer License Numbers
Franchise license numbers are number and letter strings that start with the letters A
through F depending on the number of vehicles sold (for example, A123456, B123456,
C123456 and so on).

Note: New franchise license number begins with the letter A, except service-only
facilities. Each time the license is renewed the letter may change based on the
number of vehicles sold in the previous year. The letters used are A, B, C, D, E, and
F. Service-only facility will have a license number starting with the letter S.

1.9 Manufacturer or Distributor Ownership
Although manufacturers or distributors cannot own permanent interest in a dealership,
they may temporarily own an interest in dealer development purposes. The dealer development candidate will meet the requirements for a development dealership if the candidate:

- Is part of a group that has historically been underrepresented in the manufacturer’s or distributor’s body of dealers or who is otherwise qualified but lacks the resources to purchase a dealership outright.
- Is in a bona fide relationship with the manufacturer or distributor.
- Has made a significant investment in the dealership that may be subject to loss.
- Has an ownership interest in the dealership.
- Operates the dealership under a plan to acquire full ownership of the dealership within a reasonable time and under reasonable terms and conditions.

A manufacturer or distributor may own an interest in a franchised dealership, or otherwise control a dealership, for a period not to exceed 12 months from the date the manufacturer or distributor acquires the dealership if the person from whom the manufacturer or distributor acquired the dealership was a franchised dealer and the dealership is for sale by the manufacturer or distributor at a reasonable price and on reasonable terms and conditions. Refer to Tex. Occ. Code § 2301.476 and 43 Tex. Admin. Code § 215.113.
2. Licensing Requirements

Dealerships must comply with requirements such as having adequate signage and appropriate dealership office and display spaces. If not a sole proprietorship or general partnership, the business must be registered with the Texas Secretary of State and you must have an SOS number.

The Franchise Dealer license application has several web pages that require you to type in information and make selections. Depending on the information entered and the selections made, you are required to upload files containing the related documents when prompted or on the Attachments Page.

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

If you must exit the application process before completing the application, you can save all of the information entered so far and then return later to pick up where you left off. See Chapter 4, Accessing Your Saved Applications for more information.

2.1 Proof of Owner Identities Requirement

Proof of identification will be required for each owner, officer, or general partner listed. Acceptable identification includes a copy of a current:

- State issued driver license or identification card (from any state)
- U.S. passport
- U.S. Armed Forces Identification
- Texas concealed handgun license

2.2 Motor Vehicle Surety Bond Requirement

A bond is not required for franchised dealers.

2.3 SOS Certificate of Business Filing Requirement

Dealers (other than Sole Proprietors and General Partnerships) must have a Certificate of Formation or Registration that they filed with the Texas Secretary of State when they registered or formed their business entity. You must have access to a copy of this certificate to upload it.

Depending on the type of business entity or when the certificate was issued, the
certificate may also be referred to as:

- Certificate of Organization
- Certificate of Incorporation
- Certificate of Partnership

If the business entity was formed out of state, upload a copy of the Certificate of Authority issued by the Texas Secretary of State.

### 2.4 Temporary Tags (eTAG) for Buyers Requirement

Texas law requires dealers to issue one temporary buyer's tag to a person who buys a vehicle.

- Dealers must have access to temporary tags (eTAG) so they can issue them to initial buyers and supplemental buyers for each type of vehicle they are licensed to sell.

   Note: If internet access to eTAG is unavailable make sure you have printed Internet Down Tags.

- Dealers must place a temporary buyer's tag on any new or used vehicle sold to a retail purchaser. Each tag must contain a unique number from the temporary tag database.

- GDN dealers may issue dealer temporary tags, buyer's temporary tags, and Internet Down temporary tags for each type of vehicle the dealer is licensed to sell.

- Each dealer/licensee must have their own account in the eTAG database for obtaining the temporary tag number.

- More information about eTAG, as well as the login for the eTAG, can be found on the Texas Department of Motor Vehicles website at TxDMV.gov.

- The rules for use of temporary tags, or eTAG, are found in 43 TAC Chapter 215, Subchapter E.

### 2.5 Dealership Office Requirements

Dealers are required to lease or own the property listed as the physical address (or licensed location) of their dealership and must follow certain requirements.

Proof of occupancy is not always required but may be requested during the application process. If the licensed location is:
• Owned by the business owner, the proof of occupancy is a copy of the property deed. If the property owner name does not match the legal business name, a lease is required.

• Being leased from a property owner, the proof of occupancy is a copy of the lease document between the property owner (lessor) and the owner of the dealership (lessee). The lease must show:
  • Name and signature of the lessor;
  • Name and signature of the lessee (in the business name, not the DBA);
  • Physical address of the leased property; and
  • The lease term, which cannot expire before the license.

• Being sublet by the lessee to another dealership, the proof of occupancy is a copy of the sublease and written permission from the lessors.

2.5.1 Sharing Space with Other Dealers

Dealers may share office space with other dealers with the following restrictions:

• No more than four retail dealers can be located in the same business structure.

An application will not be approved if Texas Motor Vehicle Department records show the maximum number of dealers are already at the location. A manufacturer may have prohibitions about sharing space particularly with regard to lines that are in direct competition with them, so it may be advisable to verify the location with your manufacturer before signing any agreements.

2.5.2 Office Structure

Dealers must have an office structure located in a building with connecting exterior walls on all sides and must comply with applicable zoning ordinances and deed restrictions.

The office may be in a portable-type structure or trailer only if the structure meets the listed requirements and is not readily moveable (that is, it cannot have wheels). The undercarriage should be skirted, which means that framing has been placed around the bottom of the structure where the wheels have been removed (called a skirt).

The office cannot be located within an apartment, house, hotel, motel, or rooming house. If the office is located at a private residence, it must be completely separate from the actual residence and must meet the zoning requirements from that city/county.
2.5.3 Office Equipment

At a minimum, the dealership business office must include a desk with at least two chairs. It must have a working telephone and Internet access.

If a dealer shares their location with another business, the dealer must have their own office area and office equipment. For example, if a dealer shares their dealership location with a gas station, the dealer cannot use the gas station’s office equipment to conduct dealership business and have a designated area of their own.

2.6 Display Area Requirement

The dealer display area must have the following requirements:

- Located in a building or outside at the dealer’s physical address.
- Large enough to hold at least five spaces for the types of vehicles sold (for example, a dealer selling 18-wheeler trucks must have display area big enough to hold at least five 18-wheelers).
- Lighted sufficiently so that customers can inspect the vehicles.
- The display area cannot be located on a right-of-way unless the dealer has written permission from the city, county, or state.

A Manufacturer may have specific display area requirements so it may be advisable to confirm the location with the manufacturer before signing any agreements.

2.6.1 Sharing a Display Area

Space must be reserved specifically for the dealer’s inventory and cannot be shared or intermingled with another business or dealer’s display area, a public parking area, or a driveway to the dealership business office.

If the display area is shared with another dealership or business, the display area must be separated from the parking area of any other dealer or business by a material object or barricade that cannot be readily moved by an individual. Temporary barricades are not acceptable.

A manufacturer may have restrictions about sharing space particularly with regard to lines that are in direct competition with them so it may be advisable to verify the proposed location with your manufacturer before signing any agreements.
2.6.2 Display Area for Dealer with a Salvage Dealer License

If the dealer also holds a salvage dealer license, each salvage vehicle must be clearly marked with a sign indicating it is a salvage vehicle (for example, by putting a sign in the window of the salvage vehicle).

Note: This does not apply to a salvage pool operator because they are only licensed to sell salvage vehicles at auction.

2.7 Signage Requirement

Retail dealers must clearly display a permanent sign with their business name or DBA in letters at least 6 inches in height. The sign may omit the entity type identifiers, such as Inc., LLC, LP, etc.

A temporary sign or banner may be used if the dealer can show proof that a permanent sign that meets the requirements has been ordered.

2.8 Hours of Operation Requirement

Dealers must maintain certain operating hours and post the business hours of operation at the main office entrance. Dealers may choose their own open work hours within the 24-hour period of a day (for example, 5 p.m. to 9 p.m.), however:

- Retail dealers are required to be open at least 4 consecutive hours a day and 4 days each week.
- Wholesale dealers are required to be open at least 2 consecutive hours a day and 2 days each week.

2.8.1 Blue Law for Saturday and Sunday Operations

A dealer cannot sell vehicles on both Saturday and Sunday. A dealer may choose only one of those days to be open. Refer to Texas Transportation Code §§ 728.001 and Texas Transportation Code 728.002 for more information.

The Blue Law does not apply to the travel trailer and trailer/semi-trailer license categories – they can sell all 7 days each week. If the dealer has licenses to sell both motor vehicles and travel trailers, they can sell the travel trailers every day but they can only sell motor vehicles on either Saturday or Sunday.

2.8.2 Mandatory Assistance During Certain Hours

Regardless of business hours, the dealer’s telephone must be answered from 8 a.m. to
5 p.m. weekdays by a bona fide employee, answering service, or answering machine.

2.8.3 Away From the Office

The owner or a bona fide employee must be at the dealership office during the posted business hours.

If the owner or a bona fide employee is not available to conduct business during the dealer's posted business hours, due to special circumstances or emergencies, a separate sign must be posted indicating the date and time the dealer will resume operations.

Note: A dealer is not required to notify the agency of changes to hours of operation.
3. Applying for a Franchise License

The franchised dealer application has several web pages that require applicants to type in information and make selections. Depending on the information entered and the selections made, you may be required to upload files containing the related documents when prompted to on the Attachments page.

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

3.1 Gathering Appropriate Information for the License

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

- The filing number with the Texas Secretary of State when the business entity registered (SOS number)
- The employer identification number (EIN) of the business or the owner social security number
- The numbers of previous franchise license the individuals or business entity may possess or have possessed in the past
- Files containing scanned copies of official documents containing 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
- Map: You will be asked to pin-point your location on a map generated by the system.
- Sales and Service Agreement / Evidence of Franchise:
  - The Evidence of Franchise (Form LF13), PART A; page 1 should be submitted at the time the franchised new motor vehicle dealer license application (Form LF101) is filed. The form will be submitted as scanned document on the Required Attachments page.

Note: The Evidence of Franchise form can be found on the Texas Department of Motor Vehicles website at TxDMV.gov/forms.
• Upon submission of Evidence of Franchise Form Part A (Form LF131), executed by the appropriate manufacturer or distributor, TxDMV may begin or continue application processing, including issuance of any required notification of opportunity or right to protest the proposed licensing action.

• Submission of the Evidence of Franchise Form Part A to the TxDMV does not establish the existence of a franchise agreement by or between the applicant dealer and the manufacturer or distributor.

• Once the manufacturer or distributor and the dealer execute the franchise agreement(s), then the applicant dealer must submit a photocopy of one of the following three items representing to the agency that the manufacturer or distributor and the applicant dealer have entered into a franchise agreement:
  
  • The Evidence of Franchise, PART B (Form LF131, page 2);
  
  Note: The PART B form will be submitted to TxDMV by mail, fax, or email.
  
  • The executed franchise agreement in its entirety; or
  
  • The executed franchise agreement excerpts required by 43 Tex. Admin. Code §215.110, including those pages of the franchise agreement(s) which reflect:
    
    • The complete legal business name of the franchised dealer;
    
    • The complete legal business name of all parties to the franchise agreement(s);
    
    • Authorized signatures of all parties;
    
    • Authorized dealership location(s);
    
    • Each line-make of motor vehicle listed in the application; and
    
    • Vehicle type code(s) to be sold and/or serviced.
    
  • The franchise agreement, the excerpt pages, or Form LF131 PART B may be submitted along with the application for franchised dealer license, if the parties' franchise agreement is complete and has been executed.

• The Evidence of Franchise Form, PART B, can be submitted simultaneously or after PART A, but not before.

• Submission of one of the three items: i.e., the franchise agreement, the excerpt pages, or the Evidence of Franchise (Form LF131 Part B) represents to TxDMV that the manufacturer or distributor and the applicant dealer have
entered into a franchise agreement. If the dealer applicant has met all other application and licensing requirements, then upon submission of one of the three items, the TxDMV may immediately issue the franchised dealer license. When TxDMV issues the license, the applicant becomes a franchised dealer.

- Board rule (43 Tex. Admin. Code §215.110) allows submission of Evidence of Franchise, PARTs A & B (Form LF131) to temporarily meet the requirement of submission of the franchise agreement. The franchised dealer is required to submit to the TxDMV a photocopy of the pages of the executed (i.e., dated & signed) franchise agreement(s). The franchised dealer may submit the entire franchise agreement. In the alternative, the franchised dealer may submit current, dated, copies of those pages of the sales and service agreement or franchise agreement that reflect:
  - The complete legal business name of the franchised dealer;
  - The complete legal business name of all parties to the franchise agreement(s);
  - Authorized signatures of all parties;
  - Authorized dealership location(s);
  - Each line-make of motor vehicle listed in the application; and
  - Vehicle type codes(s) to be sold and/or serviced.

- Evidence of Relocation (Form LF621):
  - Attach the Evidence of Relocation form as provided on the TxDMV website, under dealer forms.
  - The form must be signed by a licensed manufacturer’s or distributor’s representative. It may NOT be signed by the dealer.
  - You will not be licensed for a particular line-make, unless you provide an executed sales and service agreement or Evidence of Franchise/Relocation form listing the correct line-make(s) name and vehicle type code(s) signed by a licensed manufacturer/distributor representative.

If anyone associated with the dealership (any officer, partner, trustee, or 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 upload copies of court papers that back up the adjudication, dismissal, or decision made in each criminal matter.

### 3.2 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 via email from TxDMV with your eLICENSING login credentials.

   Note: You can also go to the TxDMV Dealers page and click ![link](https://example.com) to display the eLICENSING login page.

2. On the Security Warning pop-up, click I ACCEPT.
3. On the *Login* page, type in your **Username**.

4. Type in your **Password**.

5. Click **LOGIN**.

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

7. On the *License Types* page, locate the **Franchise Dealer License** area and click **SELECT**.
8. On the Organizations page, select the organization name used to register in eLICENSING from the dropdown and then click SAVE AND NEXT.

![Figure 7: Select Organization]

### 3.3 Contact Information

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

![Figure 8: Contact Information]

1. 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 talk with regarding application details.

Note: You have the ability to change the contact through the Manage my Account area of eLICENSING. See Chapter 5, Working with Your eLICENSING Account.

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

3. For **eTAG Contact**, click checkbox 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.

4. Click **SAVE AND NEXT**.

### 3.4 Application Reason

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

- Apply for New License
- Buy/Sell
- Buy/Sell Relocation
- Relocation
- Entity Change
- Replacement Dealership
- Previous License Not Renewed

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

#### 3.4.1 Apply for New License Reason

On the **Application Reason** page:

1. From the dropdown, select **Apply for New License**.
2. For **Is the dealership under construction**, select:
   - **No**, click **SAVE AND NEXT**.
   - **Yes**,
     a. Enter the **Estimated Date of Completion**, type in the mm/dd/yyyy (or select it from the calendar).
     b. For **Is the contact information provided earlier temporary or permanent**, select the appropriate option.

3. Click **SAVE AND NEXT**.

### 3.4.2 Buy/Sell Reason

On the **Application Reason** page:

4. From the dropdown, select **Buy/Sell**.

5. Enter the **Expected buy/sell close date**, type in the mm/dd/yyyy (or select it from the calendar).

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

   ![License Association](image)

   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.

7. Click **SAVE AND NEXT**.

### 3.4.3 Buy/Sell Relocation Reason

On the *Application Reason* page:

1. From the dropdown, select **Buy/Sell Relocation**.

![Figure 12: Buy/Sell Relocation Reason](image)

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

![Figure 13: License Association](image)

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**.

### 3.4.4 Relocation Reason

On the *Application Reason* page:

1. From the dropdown, select **Relocation**.
2. For **Is the dealership under construction**, select:
   - **No**, continue to the next step.
   - **Yes**,
     a. Enter the **Estimated Open Date**, type in the mm/dd/yyyy (or select it from the calendar).
     b. For **Is the contact information provided earlier temporary or permanent**, select the appropriate option.

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

   ![License Association](image)

   **Figure 15: License Association**

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.

4. Click **SAVE AND NEXT**.

### 3.4.5 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**.

![Figure 16: Entity Change Reason](image)

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

![Figure 17: License Association](image)

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**.

### 3.4.6 Replacement Dealership Reason

On the **Application Reason** page:

1. From the dropdown, select **Replacement Dealership**.

![Figure 18: Replacement Dealership Reason](image)

2. **Is the dealership under construction**, select:
   - No, continue to the next step.
   - Yes,
     - a. Enter the **Estimated Open Date**, type the mm/dd/yyyy (or select it from
b. For **Is the contact information provided earlier temporary or permanent**, select the appropriate option.

3. You are required to answer questions about the Dealers intent to replace the prior dealership.

![License Association](image)

**Figure 19: Dealers Intent to Replace Dealership Question**

a. Has the manufacturer of the lines to be sold given notice to MVD and its other dealers in the area within 60 days following the closing of the prior dealership that it intends to replace the prior dealership (Attach copies of notification letters and of completed certified receipt cards)?

- **No**, this is not a replacement dealership and may be subject to protest.
- **Yes**, continue to the next question.

b. Is the application filed with MVD within one year following the closing of the prior dealership?

- **No**, this is not a replacement dealership and may be subject to protest.
- **Yes**, continue to the next question and type the mm/dd/yyyy (or select it from the calendar).

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

![License Association](image)

**Figure 20: License Association**

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.

5. Click **SAVE AND NEXT**.

### 3.4.7 Previous License Not Renewed Reason

On the *Application Reason* page:

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

![Figure 21: Previous License Not Renewed Reason](image)

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**.

### 3.5 Application Details

The Application Details information is spread across several web pages.

#### 3.5.1 Business Information

1. In the **License Information** section on the *Application Details* page:
Figure 22: License Information

a. For Business Website (optional), enter the web address (URL) of the business website that the public may view.

b. For Business Phone, enter the business phone number at which phone calls will be answered.

Note: If a dealer shares their dealership location with:

- Multiple dealers, each dealer 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 dealer must have a separate telephone number and listing.

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

d. For Business Fax (optional), enter the business fax number.

e. For SOS Filing Number, type in the filing number issued by the Secretary of State when the business was established.

f. For Dealer Principal, type in the full name of the dealer principal.

g. For General Manager (optional), type in the full name of the general manager.

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, display the Welcome page, locate the My Applications section, and click VIEW.

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

2. Click SAVE AND NEXT.
3.5.2 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](image)

   **Figure 23: Physical Address**

   a. For **Address Line 1**, type in the street number and name where the business 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.

2. 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**.

3.5.3 Assumed Name/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.
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.

### 3.5.4 Mailing Address

On the last section of the page, you must identify the address at which 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:
Figure 25: 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 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.

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

2. Click **SAVE AND NEXT**.

### 3.5.5 Location Information

You are required answer a question about **Is this location for service only?**

Figure 26: Location Information

1. If you select:
   - **Yes**, a message appears letting you know to apply for an GDN separately.
If you also want to apply for an Independent GDN license please create a new application.

Figure 27: Service Only Location

a. Click SAVE AND NEXT and Skip to section 3.5.8 New Line-Makes.

- No, you must have the appropriate GDN license for each vehicle type you plan to sell. Choose the appropriate option.

Figure 28: Apply For a New GDN License

2. **Apply for new GDN license(s)**, click the checkbox of the appropriate GDN Type(s) in the list that displays.

Figure 29: New GDN License Types

3. For **Do you want to add supplemental location**, select the appropriate answer.

Figure 30: Add Supplemental Location

- YES, click SAVE AND NEXT to continue to section 3.5.6 Supplemental Locations.

- No, click SAVE AND NEXT to continue to section 3.5.7 Dealer Plates.

4. **Use existing GDN license(s)**, click the appropriate license(s) from the list that displays.
5. Click **Save and Next** to continue.

6. **Both**, click the appropriate GDN types and license(s) in the list that displays.

7. For **Do you want to add supplemental location**, select the appropriate answer.

   - **YES**, click **SAVE AND NEXT** to continue to section 3.5.6 Supplemental Locations.
   - **No**, click **SAVE AND NEXT** to continue to section 3.5.7 Dealer Plates.

### 3.5.6 Supplemental Locations

If you selected yes on the previous screen, this page will appear. If you do not have any supplemental locations, continue to section 3.5.7 Dealer Plates.

You can select to include additional locations if the supplemental locations are located within the same city and of the same GDN license category as this application (refer to 43 Tex. Admin. Code § 215.135).

If an additional location is in (or will be in) a different city or is for a different license category, the dealer must submit a new application for a separate GDN. (No bond is
required if an entity will have a franchise license anywhere in Texas.)

Note: Franchised dealers may have multiple GDNs, as long as they also have the GDN necessary for the new vehicles (vehicle type code) they will be selling.

1. To add another location, click **+ADD LOCATION**.

![Figure 34: Add Supplemental Location Information](image)

2. On the pop-up, add the business information, location contact details, and DBA for the Supplemental Location:

3. In the **Buisness Details** section:

   a. For **Business name**, enter the business name of the main license this is supplemental to.
   b. Select the **Activity** for your business purposes.
   c. For **Type of Occupancy**, state if you own or lease the property.
   d. For **Address Line 1**, type in the street number and name where the business will be located.
   e. For **Address Line 2** (optional), type in any additional street information, such as the suite number.
   f. For **City**, type in the name of the city.
g. For **State**, select the name of the state from the dropdown.

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

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

j. For **Country**, leave USA or select the appropriate option from the dropdown.

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

l. For **Business Email**, enter the email address at which the business will receive emails.

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

Note: If the addresses cannot be verified, you will receive a *Possible Issues* pop-up. Click **Continue Anyway** to keep moving forward with the application process or click **CLOSE AND CORRECT** to revisit the addresses sections on the Application Details page.

4. In the **Location Contact Details** section:

![Figure 36: Location Contact Details](image)

   a. For **Contact First Name**, type the first name of the contact for this location.

   b. For **Contact Middle Name** (optional), type the middle name of the contact for this location.

   c. For **Contact Last Name**, type the last name of the contact for this location.

   d. For **Contact Email**, type the email address at which contact for this location will receive and respond to email messages.

   e. For **Contact Phone**, type the phone number at which the contact for this location will receive and respond to calls.

5. In the **Doing Business As** section:
For **Doing Business As**, enter the assumed name under which the company also operates under (if any).

6. Click **SAVE** to continue.

   Note: To add additional DBAs, click **+ADD ANOTHER DBA** for each assumed name.

7. Back on the **Additional Business Locations** page, click **SAVE AND NEXT** to continue.

### 3.5.7 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 $90.

1. For **Do you want to order metal dealer plates**, select:
   - **No**, click **SAVE AND NEXT**.
   - **Yes**, enter the number of plates in the **Quantity Requested** field and then click **SAVE AND NEXT** to continue.
Note: You may order plates for each of the requested GDNs at the same time.

### 3.5.8 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 the dealership 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 40: Search for New Line-Makes](image)

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

![Figure 41: 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 42: Line-Make Actions](image)

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

![Figure 43: Action Type](image)
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**.

### 3.5.9 Location Map

1. On the *Map of Dealership Location* page, verify the map generated displays the correct location of the proposed new dealership. You can adjust the pinpoint on the map. It will be necessary for you to zoom in on the map to accurately pin-point your location.

   Locations that will appear on the map: your proposed location, previous locations for any type of relocation, and dealerships that may have standing to protest the application.

   eLICENSING will use the map to determine if existing franchised dealers in the area are eligible to protest.

![Map of Dealership Location](image-url)

*Figure 44: Map of Dealership Location*
2. Click **SAVE AND NEXT**.

### 3.6 Ownership Information

The ownership information is spread across several pages.

#### 3.6.1 Individual Ownership

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

   ![Individual Ownership Information](image)

   **Figure 45: Individual Ownership Information**

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

   ![Individual Ownership Details](image)

   **Figure 46: 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 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.

**3.6.2 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:

<table>
<thead>
<tr>
<th>* Business Name</th>
<th>* Business EIN</th>
<th>* Ownership %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is It Non Profit?</td>
<td>Is It Publicly Traded?</td>
<td></td>
</tr>
</tbody>
</table>

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

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

### 3.6.3 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.

2. On the Management Details popup:
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.

### 3.6.4 Ownership Questions

On the lower half of the **Ownership** page, answer a series of questions about the 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.
Figure 51: Ownership Questions

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.

### 3.6.5 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](chart.png)

**Figure 52: View/Add Criminal Histories**

2. Click **ADD CRIMINAL HISTORY**.

![Add Criminal History](chart2.png)

**Figure 53: Add Criminal History**

3. On the **Criminal History Details** pop-up:
Figure 54: Offense and Charge Details

a. In the **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 from the dropdown 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.
4. Click **SAVE AND NEXT**.

### 3.7 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.

#### 3.7.1 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.

### 3.7.2 Previous Licenses 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).
Figure 56: Previous Held Licenses

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.

3.7.3 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/Revoked**, type in an appropriate response.
  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. For **License Status**, select the appropriate option from the dropdown.
  f. Click **ADD**.
  g. Repeat the steps above for each license.

### 3.7.4 Same Proposed Location Question

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.
3.7.5 Signage Questions

You are required to answer a question about whether the dealership has a permanent sign with the business name or DBA in letters at least 6 inches in height that is clearly visible to the public.

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.

3.7.6 Posted Business Hours Question

You are required to answer a question about whether you have appropriate business hours posted that meet all TxDMV licensing requirements.
Business hours for each day of the week must be posted at the main entrance of the office. The owner or an employee of the dealership must be at the location during the posted business hours. In the event the owner or an employee is not available to conduct business during the posted business hours, a separate sign must be posted indicating the date and time the owner or employee will resume operations.

Figure 61: Business Hours Posted Question

If you select:

- **Yes**, continue to the next question.
- **No**, the Possible Issues pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click CONTINUE ANYWAY, to proceed to the Required Attachments page.

Figure 62: Possible Business Hours Issue Pop-up

### 3.7.7 Lease/Ownership of Dealership Property Question

You are required to answer a question about whether the dealership has a lease or ownership document for the property that they can submit to demonstrate that the dealership meets all TxDMV licensing requirements, including a term of one year if leased.

Figure 63: Lease/Ownership of Dealership Property

If you select:

- **Yes**, continue to the next question.
- **No**, the Possible Issues pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click CONTINUE ANYWAY, to proceed to the Required Attachments page.
3.7.8 Property Compliance Question

You are required to answer a question about if the proposed place of business complies with the applicable state and local government occupancy laws, ordinances, and deed restrictions.

* Does the applicant’s proposed place of business comply with all applicable state and local government occupancy laws, ordinances, and deed restrictions?

If you select:

- **Yes**, continue to the next question.
- **No**, the Possible Issues pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click **CONTINUE ANYWAY**, to proceed to the **Required Attachments** page.

3.7.9 Proof of Occupancy Question

You are required to answer a question about whether you have obtained all mandatory certificates of occupancy or similar authority to operate a business at the proposed location.

* Has the applicant obtained all mandatory certificate(s) of occupancy or similar authority to operate a business at the proposed location?

If you select:
• **Yes**, continue to the next question.

• **No**, the *Possible Issues* pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click *CONTINUE ANYWAY*, to proceed to the *Required Attachments* page.

![Figure 68: Possible Proof of Occupancy Issues](image)

### 3.7.10 Place of Business Structure Question

You are required to answer a question about whether the proposed place of business is located within a residence, apartment house, motel, or rooming house (which is prohibited).

![Figure 69: Place of Business Structure](image)

If you select:

• **No**, continue to the next question.

• **Yes**, the *Possible Issues* pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click *CONTINUE ANYWAY*, to proceed to the *Required Attachments* page.

![Figure 70: Possible Business Structure Issues Pop-up](image)

### 3.7.11 Previous Texas Occupations Code Violations Question

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) have ever been found to have violated the Texas Occupations Code,
Chapter 2301 (formerly the Texas Motor Vehicle Commission Code) or Texas Transportation Code, Chapter 503.

![Figure 71: Occupations Code Violations](image)

If you select:

- **No**, continue to the next question.
- **Yes**, provide the Enforcement action details in the *Additional Details* area that displays.

### 3.7.12 Business Office Question

You are required to answer a question about whether the proposed dealership location has an office area with a desk, at least 2 chairs, a phone with a listed number, and access to the Internet.

The office area and equipment cannot be shared with another business.

![Figure 72: Business Office Question](image)

If you select:

- **No**, continue to the next question.
- **Yes**, the *Possible Issues* pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click **CONTINUE ANYWAY**, to proceed to the *Required Attachments* page.

![Figure 73: Possible Dealership Office Issues Pop-up](image)
3.7.13 Manufacturer/Distributor Common Ownership Question

You are required to answer a question about whether the motor vehicle manufacturer or distributor, or any person or entity who is owned, controlled by, or under common control with a motor vehicle manufacturer, own an interest in, operate, or control this dealership.

If you select:

- **No**, continue to the next question.
- **Yes**, explain the details in the Additional Details area that displays.

3.7.14 Display Area Question

You are required to answer a question about whether the dealership has adequate display area to display at least five vehicles as required (not required for wholesale dealers).

If you select:

- **No**, click SAVE AND NEXT.
- **Yes**, the Possible Issues pop-up will display and the application will not be approved until you can provide proof that this situation is corrected. Click CONTINUE ANYWAY, to proceed to the Required Attachments page.
3.7.15 Warranty Service Questions

On the Questions page, you are required to answer a question about whether the dealership will perform warranty service at the same location.

If you select:

- **No**, the system displays the next question about a separate service only location.
- **Yes**, click **SAVE AND NEXT** to continue to the Required Attachments page.

3.7.15.1 Warranty Service at a Separate Location

You are required to answer a question about service performed at a separate service only location.

If you select:

- **Yes**, the system displays a message that an application for a service-only location will need to be submitted in order for the application to be approved.
- **No**, the system displays the next question about using a third-party contractor to perform warranty services.

3.7.15.2 Third-Party Contracted to Perform Warranty Service

You are required to answer a question about if all warranty service will be performed by a third-party contracted to perform warranty service.
If you select:

- **No**, the system displays a warning to answer the questions correctly.
- **Yes**, in the **Additional Details**, type in the name and address of the business or names of the third-party subcontractors performing the warranty service work and then click **SAVE AND NEXT**.

### 3.8 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.

#### 3.8.1 Uploading Attachments

To upload each file:

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

2. On the **Open** pop-up

3. Navigate to the file.
4. Select the file and click **Open**.

![Browse for File](image)

**Figure 81: 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.

### 3.8.2 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.

![Assumed Name Certificate](image)

**Figure 82: Assumed Name Certificate Upload**

### 3.8.3 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.
3.8.4 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.

3.8.5 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.

3.8.6 Sales and Service Agreement/Evidence of Franchise

You are required to upload a copy of the executed franchise agreements between the dealership and the manufacturer/distributor of the line-makes they will be carrying.

The final agreement must include:

- Complete legal business name of the franchised dealer
- Complete legal business names of all parties to the franchise agreements
- Authorized signatures of the parties
- Authorized dealership locations
• Line-make of each motor vehicle type listed in the application
• Vehicle type codes to be sold and/or serviced

If the franchise agreement is not yet complete, the applicant may scan and upload a completed Evidence of Franchise, Part A form available on the TxDMV.gov website. This will allow TxDMV to begin or continue application processing, including issuance of any required notification of opportunity or right to protest the proposed licensing action.

Note: A Letter of Intent will NOT satisfy any of the above requirements.

3.8.7 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.

3.8.8 Problems with Your Application

If the application has issues that need to be resolved, the Problems with Your Application page displays.
Figure 89: 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.

### 3.9 Summary

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

![Figure 90: Summary of Application Information](image)

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.
3.10 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 3.10.2, for instructions.

3.10.1 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 3.10.2.

![Figure 92: Electronic Certification of Responsibility](image)

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.

4. Click I Agree.

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

![Figure 93: Electronic Signature](image)

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

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 certification again or click PROCEED TO PAYMENT link to start the payment process.

![Figure 94: Proceed to Payment](image)

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.

### 3.10.2 Manual Signature Submission

1. On the eSign page:
Figure 95: 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.

Figure 97: Certification of Responsibility Manually Print

6. To upload and attach the signed certification document to this Franchise Dealer license application:
a. Scan the document to a file and save it to your local computer (or a shared network resource).

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 the **PROCEED TO PAYMENT** link.

![Browse for File](image)

**Figure 98: Browse for File**

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 to submit, click **ADD APPLICATION**.

To make a payment:

1. On the *Payment Summary* page:
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

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):
   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:

   ![Credit Card Information](image)

   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.

![Verification Image](image)

5. 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:
   a. Select the check box if the payment is being funded by a foreign source. Otherwise, click NEXT.

![Foreign Source Payment](image)

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:

   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** 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* popup closes, verify **Payment Successful** displays on the *Payment Summary* page and click **NEXT**.

```
<table>
<thead>
<tr>
<th>Payment Status</th>
<th>Payment Successful</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You should receive an email with your Application Summary and receipt for payment after the application and payment is received by TxDMV. If you have not received this email at your contact email address within 2 hours of submission, please check the status of your payment under the <em>Make a Payment</em> menu option.</td>
</tr>
</tbody>
</table>
```

Figure 112: Payment Status

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**.
4. 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 11, Making Payments.

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

![Welcome, My Applications](image1)

2. From the list of saved applications, click the Application Name you want to work with.

![My Pending Applications](image2)

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.
5. 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.

5.1 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.

![Figure 115: 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.

![Figure 116: View the Account Details from Registration](image)

3. The Account Details page will open.

![Figure 117: The Account Information Page](image)

4. To view the authorized users for your account, click VIEW & CREATE
CONTACTS.

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Business Type</th>
<th>View Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRANCHISE DEALER, LLC</td>
<td>Limited Liability Company</td>
<td>(VIEW &amp; CREATE CONTACTS)</td>
</tr>
</tbody>
</table>

Figure 118: View Authorized Users

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

- Figure 119: My Contacts List

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

- Figure 120: The Account Contact Details Page

5.2 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 your Account** area.

- Figure 121: Welcome, Manage Your Account

2. On the **My Accounts** page, click **VIEW & CREATE CONTACTS**.
3. On the My Contacts page, click **ASSOCIATE NEW USER**.

4. On the Create User page:

   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.
5.3 Adding an Account to Your Organization

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

   ![Figure 125: Welcome, Manage My Account](image)

2. On the My Accounts page, click CREATE BUSINESS ENTITY.

   ![Figure 126: Click Create Business Entity](image)

3. On the Create Account page, fill in the information and click Submit.

   ![Figure 127: Create Account](image)

4. On the My Accounts page, be sure the new account name displays in the list.
6. 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.

6.1 Viewing and Printing Your Licenses

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

![Welcome, My Licenses and Plates](image)

Figure 128: Welcome, My Licenses and Plates

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

![Select Organization](image)

Figure 129: Select Organization

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

![Select the License Number to View Account Information](image)

Figure 130: Select the License Number to View Account Information

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**.

### 6.2 Viewing Your Plates

1. After logging in and displaying the *Welcome* page, click **VIEW** on the *My Licenses and Plates* area.
Figure 134: Welcome, My Licenses and Plates

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

Figure 135: Select Organization.

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

Figure 136: Select the License Number

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

Figure 137: View Plates

5. On the Current Plates page, review the information.

Figure 138: Current Plates
6. Click **GO TO HOME**.

### 6.3 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.

#### 6.3.1 Applying for the New Plates

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

![Figure 139: Welcome, Plates and Stickers](image)

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

![Figure 140: Select Organization](image)

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

![Figure 141: Select License](image)

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 for.

7. On the **Purchase Additional Plates** page:
   
   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 147: Proof of Sales Attachment

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.

   Figure 148: Browse for File

13. 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 149: 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.

### 6.3.2 Cancel Active Plates

Return damaged, canceled or no longer needed plates to your TxDMV Regional Service Center or to the 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.

![Welcome, Plates and Stickers](image)

**Figure 150: Welcome, Plates and Stickers**

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

![Select Organization](image)

**Figure 151: Select Organization**

3. On the *Licenses* page, select the appropriate license for the plate application and
4. On the Contact Information page, type in a new contact 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.
Figure 156: Select the Cancel Reason

- 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 157: 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:

   Figure 158: 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.

### 6.3.3 Request New Plates

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

![Figure 159: Welcome, Plates and Stickers](image)

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

![Figure 160: Select Organization](image)

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

![Figure 161: Select the Application Reason](image)

4. Select the active license for this plate application.
5. Select the previous application with a plate order of which you have never received plates/stickers. 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**.

### 6.3.4 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.
6.4 Summary

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

![Figure 165: Summary of Application](image)

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.

6.5 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 6.5.2, for instructions.
6.5.1 Electronically Signing the Application

1. On the eSign page displayed:

   ![Figure 166: Electronic Signing Information Page](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 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:

   ![Figure 167: Certification of Responsibility](image)

   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 168: 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 169: Proceed to Payment**

### 6.5.2 Manual Signature Submission

1. On the **eSign** page:

![Manual eSign Page](image)

**Figure 170: Manual 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.
From the **Driver License Issuing State** dropdown, select Other.

Click **SAVE AND NEXT**.

2. Click **CERTIFICATION OF RESPONSIBILITY PDF** link.

![Certification of Responsibility PDF Link](image)

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.

![Certification of Responsibility Manually Print](image)

5. To upload and attach the signed certification 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** pop-up, 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.
6.6 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:

   - 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.

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

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 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 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:

Figure 177: 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 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**.

![Verification](image)

Figure 178: Verification “I'm not a robot”

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

![Verification Image](image)

Figure 179: Verification Image

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 181: eCheck Customer Information](image)

- 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 Info** page:
Figure 182: Checking Account Information

1. Enter the **Name on the Account**.
2. Enter the **Routing Number**.
3. Enter the **Account Number**.
4. Re-enter the **Account Number**.
5. 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.

Figure 183: Terms and Conditions

8. In the **Verification** section, click **I’m not a robot**.

Figure 184: Verification “I’m not a robot”

9. In the **Verification** pop-up, select all the images that the verification is asking for, then click **Verify**.
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**.

```
<table>
<thead>
<tr>
<th>Payment Status :</th>
<th>Payment Successful</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should receive an email with your Application Summary and receipt for payment after the application and payment is received by TxDMV. If you have not received this email at your contact email address within 2 hours of submission, please check the status of your payment under the &quot;Make a Payment&quot; menu option.</td>
<td></td>
</tr>
</tbody>
</table>
```

**Figure 186: 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**.
7. Amending an Franchise 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 to 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.
- Add a GDN of another type or delete a GDN as long as you maintain the GDN required for your new vehicles.
- Add new line-makes.
- Change Dealer Principal or General Manager.

Note: To make changes to general license information, such as the license contact, refer to Chapter 8, Changing General Licensing Information.

7.1 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.

7.2 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.
• EOF or Sales and Service Agreement for new lines.

7.3 Applying for the Amendment to a License

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

7.3.1 Organizations List of Accounts

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

7.3.2 Select License

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

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

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

![Figure 190: Contact Information](image)

7.3.4 Amend Reason

On the Amend Reason page:

![Figure 191: Select Amendment Reason](image)

- To Change Business Name, select Change Business Name.
- To Change Ownership and Management, select Change Ownership and Management.
- To Manage GDN License Association, select Manage GDN License Association.
- 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 Change General Manager or Dealer Principal, select Change General Manager or Dealer Principal.

Change Business Name
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 **Business Information** page, make your change and click **SAVE AND NEXT**.

![Figure 192: Update Business Information](image)

**Change Ownership and Management**

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

![Figure 193: Update Ownership Information](image)

4. Make your changes.

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

---

**Manage GDN License Association**

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 **Add new GDN license to current Franchise license** page, select the appropriate option from the dropdown.

   ![Add new GDN licenses to current Franchise licenses](image)

   **Figure 196: Select Application Reason**

4. If you select:
• Yes, choose the existing GDN license you want to use.

![Figure 197: Choose an Existing GDN License](image)

• No, select the GDN type to add to the franchise application.

![Figure 198: Select GDN Type](image)

5. On the Manage **GDN License Association** page, you have the option to remove associated GDN.

6. To **Remove Associated GDN License**, click **Delete**.

![Figure 199: Delete the Associated GDN License](image)

7. Click **SAVE AND NEXT**.

**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.

![Figure 200: Manage Location and DBA](image1)

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.

![Figure 201: Business Address Change Pop-up](image2)

### 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.
Figure 202: Address Change

4. On the Business Address pop-up, make your changes and click SAVE.

Figure 203: Business Address Change Pop-up

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.

Figure 204: 911 Address Change Verification

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* popup, scroll through the list and click **SELECT** of the appropriate option.

5. In the **Line-Makes Details** section of the popup:
   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 popup.
   e. To add another manufacturer or distributor, repeat the steps above.

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 209: 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.

**Change General Manager or Dealer Principal**

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 *Manage Dealer Principal & General Manager* page:
a. Enter the name of the position you want to change.

![Manage Dealer Principal & General Manager](image)

Figure 210: Manage Dealer Principal and General Manager

4. Click **SAVE AND NEXT**.

### 7.3.5 Questions

Respond to the following questions presented.

![Questions](image)

Figure 211: Military Questions

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.

5. Click **SAVE AND NEXT**.

### 7.3.6 Required Attachments

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

- Sales and Service Agreement(s).
- 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.
• Certificate of Incorporation, Registration, or Formation filed with the Texas Secretary of State.
• Driver licenses (or passport, official identification cards, etc.) 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 Certificate of Filing Issued File](image)

**Figure 212: Choose Certificate of Filing Issued File**

2. On the **Open** pop-up:

3. Navigate to the file.

4. Select the file and click **Open**.

![Browse for a File](image)

**Figure 213: Browse for a 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 replacement file, click UNDO or the red trash can.

### 7.3.7 Other Attachments

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

1. Click **ADD MORE ATTACHMENTS**.

![Figure 214: Add Other Attachments](image)

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

![Figure 215: Upload Other Attachments](image)

3. Click **Upload**.

4. Click **SAVE AND NEXT**.

### 7.3.8 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.

### 7.3.9 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.

![Figure 217: Options for Summary Complete Actions](image)

### 7.3.10 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.

**7.3.10.1 Electronic Signature Submission**

1. On the *eSign* 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).

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.

![Figure 220: Electronic Signature Page](image)

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**.

### 7.3.10.2 Manual Signature Submission

1. On the **eSign** page displayed:

   ![Figure 221: Manual eSign 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. From the **Driver License Issuing State** dropdown, select Other.
   
   d. Click **SAVE AND NEXT**.

2. Click **CERTIFICATION OF RESPONSIBILITY PDF** link.

   ![Figure 222: Certification of Responsibility PDF](image)
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 pop-up, 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, click **UNDO** or the red trash can.

10. Click **SAVE AND NEXT**.

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

![Figure 223: Proceed to Payment](image)

### 7.3.11 Payments and Application Submission

You can either pay the fees associated with this application, pay all applications (if you have multiple), or work on another license application and then combine the payments into one transaction later.

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:
   
   a. Click the checkbox of the application or click **Select All**.

![Figure 224: Select Application for Payment](image)
2. On the bottom of the page, for Method of Payment, select the appropriate option.
   - Credit Card
   - ACH/eCheck

   ![Figure 225: 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 to ACH/eCheck):

   ![Figure 226: Customer Information]

   a. For First Name, type in your first name as it appears on the credit card used.
   b. For Last Name, type in your last name as it appears on the credit card used.
   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 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 227: 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 3-digit number from the back of the card.
   e. For **Name on Card**, type in the name as it appears on the credit card.
   f. Click **Next**.

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

![Verification](image)

   **Figure 228: Verification “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**.

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

   ![Figure 229: Verification Page](image)

   **Figure 229: Verification Page**

   **Figure 230: Payment Successful Status**

8. Click **NEXT**.

To Pay by ACH/eCheck

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 231: Foreign Source Payment](image)

   **Figure 231: Foreign Source Payment**

3. On the **Customer Information** page:
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 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** box to authorize.

![Figure 234: Terms and Conditions Page](image)

8. In the **Verification** section, click **I’m not a robot**.

![Figure 235: Verification “I'm not a robot”](image)

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

11. 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**.

![Figure 236: Verification Page](image)

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**.

![Figure 237: Payment Status](image)
8. Changing General License Information

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

There are no fees for these changes.

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

![Welcome, Change General License Information](image)

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

![Select Organization from Dropdown](image)

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

![Select Licenses](image)

4. On the Apply Changes page:
Figure 241: Edit License Contact Information Page

a. 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.

Figure 242: Change General License Information Submitted
9. 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 last application or renewal.

Note: If you have multiple franchise licenses that share a P number it is only necessary to select to renew the GDN and plates on one of the franchise renewals. On all subsequent franchise renewals when you reach the GDN renewal page select “Already Renewed with Another Franchise License” from the dropdown and the system will bypass the plate renewal and order screens.

9.1 Renewal Fees

The fee to renew a license on time is $350 - $1,500 (depending on sales) plus $400 for each GDN. The fee to renew a service-only facility is $200 (without a showroom).

The Plate/Sticker renewal fee is $90.

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

9.2 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).

9.3 Renewal Application

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

![Image](image-url)

Figure 243: Welcome, Renew a License

9.3.1 Accounts

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

![Image](image-url)

Figure 244: Select Your Organization

2. Click SAVE AND NEXT.

9.3.2 Select License

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

![Image](image-url)

Figure 245: Select License for Renewal

2. Click SAVE AND NEXT.
9.3.3 Contact Information

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

![License Contact Information Table](image)

*Figure 246: Update Application Contact Information*

2. Click SAVE AND NEXT.

9.3.4 License Information

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

![License Contact Information Table](image)

*Figure 247: Verify Contact Information is Correct*

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

![License Information Table](image)

*Figure 248: 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 249: Verify Mailing Address Information is Correct

4. Click **SAVE AND NEXT**.

5. Indicate your **Business Sales** from the previous calendar year.

Figure 250: Total Number of Vehicles Sold Last Calendar Year

6. Click **SAVE AND NEXT**.

7. Select the GDNs you wish to renew.

Figure 251: Select GDNs for Renewal

8. Click **SAVE AND NEXT**.

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

Figure 252: Select Plates to Renew or Cancel

10. Click **SAVE AND NEXT**.
11. On the *Purchase Additional Plates* page, for **Do you want to order metal dealer plates** select:

<table>
<thead>
<tr>
<th>Purchase Additional Plates</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Do you want to order metal dealer plates?</td>
</tr>
</tbody>
</table>

Note: If during your license period any plate becomes lost, stolen, damaged, or no longer needed, it must be promptly canceled. You may cancel a plate from the eLICENSING home page by selecting Plates and Stickers and follow the prompts.

**Figure 253: Purchase Additional Plates Page**

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

**Figure 254: Number of Plates Requested**

  b. Click **SAVE AND NEXT**.

### 9.3.5 Ownership

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

**Figure 255: Review Ownership Information**

  b. In the **Ownership Questions** section:
If you answer:

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

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

2. On the Criminal History Details popup:
   
   - 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).

d. For **Is 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 state from the dropdown 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.

3. Click **UPDATE**.

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

### 9.3.6 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.
5. Respond to each question.

6. Click **SAVE AND NEXT**.

### 9.3.7 Attachments

You may be required to upload the following information:

- Sales and Service Agreement(s).
- Assumed Name Certificates issued by the Secretary of State.
- The Certificate of Incorporation, Registration, Formation, or Partnership filed with the Texas Secretary of State (Corporations, LP, LLP, or LLC only).
- Files containing scanned copies of court papers that support the adjudication, dismissal, or decision made in each criminal matter.

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

2. On the **Open** Window pop-up:
   - Navigate to the file.
   - Select the file and click **Open**.
5. 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).

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

3. Choose the file.

4. 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.
9.3.8 Summary

1. When the Summary page displays, scroll down the page and review your entries and selections.

![Figure 264: Summary of Application](image)

2. Click SAVE AND NEXT on the bottom of the page.

9.3.9 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.

9.3.9.1 Electronically Signing the Application

1. On the eSign page displayed:
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.

![Image of eSign interface]

**Figure 265: Electronically Sign the Document**

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 **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 9.3.9.2.

   ![Certification of Responsibility]

   **Figure 266: 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.

![Figure 267: Electronic Signature]

7. Click Finish & Submit Electronically.

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

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

10. On the Please ensure you have read the terms and conditions pop-up, click the PROCEED TO PAYMENT link to start the payment process.

![Figure 268: Proceed to Payment]

11. Continue to the Payments and Application Submission, section 9.3.10.

9.3.9.2 Manually Signing the Application

1. On the eSign page displayed:

![Figure 269: eSign Customer 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. For **Driver License Issuing State** select Other.

2. Click **SAVE AND NEXT**.

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

![Figure 270: Print Certification of Responsibility PDF](image)

a. 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 271: Printed Certification of Responsibility PDF](image)

5. To upload and attach the signed document to this Franchise 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 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 272: Proceed to Payment](image)

### 9.3.10 Payment 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**.

   ![Figure 273: Applications for Payment](image)

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

   ![Figure 274: Select Method of Payment](image)

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):

   ![Credit Card Customer Information](image)

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

2. Click **Next**.

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

7. After the *Please Wait* popup closes, be sure the **Payment Status** on the *Payment Summary* page displays as **Payment Successful**.

8. 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**.
3. On the **Customer Information** page:

   ![Figure 281: 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 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 280: Foreign Source Payment](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. 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**.
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**.

12. Click **NEXT**.

13. You will receive a confirmation that your application was submitted successfully.
10. 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.

10.1 Application to Close a License

10.1.1 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)

Figure 287: Welcome, Close a License Page

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

![Select Your Organization](image)

Figure 288: Select Your Organization

3. On the Licenses page, select the license to close and click SAVE AND NEXT.

![Select License to Close](image)

Figure 289: Select License to Close

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:
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 294: Summary of Application

### 10.2 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.

#### 10.2.1 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** 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 10.2.2.

   ![Certification of Responsibility](image)

   **Figure 296: Electronic Certification of Responsibility**

   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.

   ![Electronic Signature Page](image)

   **Figure 297: Electronic Signature Page**
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.

10.2.2 Printing and Manually 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. From the Driver License Issuing State dropdown, select Other.

2. Click SAVE AND NEXT.

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

### 10.3 Closure Application Confirmation Statement

After you have successfully submitted your application to close your license, you will receive a notice from eLICENSING.

You must return any plates, temporary tags, stickers, and plate receipts within 10 days to the TxDMV headquarters.

Click **CLOSE** to return to the **Welcome** page

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**Figure 300:** Manually Sign the Certification of Responsibility

**Figure 301:** Notice that the Application was Submitted

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11. 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.

![Welcome, Make a Payment](image)

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

![Select Organization](image)

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

![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.

![Applications for Payment](image)

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

![Select Method of Payment](image)

**Figure 306: Select Method of Payment**

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).

![Credit Card Customer Information](image)

**Figure 307: 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 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 308: 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 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, click **I'm not a robot**.

   ![Verification](image)

   **Figure 309: Verification “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**.

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

8. 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**.
2. On the Customer Information page:

![Customer Information Form]

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

3. Click **NEXT**.

4. 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.

5. Click **NEXT**.

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

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

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

13. Click **CLOSE**.