



## Frequently Asked Questions - eTAG/webDEALER

Question	Response
If a dealer has an eTAG account but not a webDEALER account, will both icons show upon logging into the system?	Yes, both icons will be presented after logging into the system. However, you will not be able to access webDEALER if you do not have an account.
Is webDEALER going to take the place of eTAG?	eTAG and webDEALER are merging into the same application, however they have two different functions. eTAG is used to print tags for dealers and webDEALER is used to process title applications.
Will all dealers that currently have access to the eTAG system automatically have access to webDEALER?	No, to gain access to the webDEALER system you should contact your county tax office.
What User ID is used to log into the integrated eTAG and webDEALER system?	The dealer will access the integrated eTAG and webDEALER system by entering their current eTAG user name and password.
Can a dealer have one login for multiple dealership P numbers?	Yes
Are separate permissions needed to access the eTAG and webDEALER systems?	Yes, eTAG and webDEALER are currently permission gated. The dealer user has the option to have access to eTAG, webDEALER, or to both systems. To set up access for webDEALER, the dealer should contact their county Tax-Assessor Collector.
In the new system, is it required that all dealers use webDEALER?	No, using webDEALER is left to the discretion of the dealer. Dealers are not required to use the webDEALER system. However, dealers interested in using webDEALER should contact their county Tax-Assessor Collector.
Will dealers need to make new internet down tags in the new eTAG system if they currently have internet down tags on hand?	Internet down tags that were printed from the old system are still active for a year from the tag's creation date and are valid in the new system.



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When an internet down tag is issued in place of a buyer tag will the dealer need to assign the tag to a motor vehicle in the new eTAG system?	Yes, when an internet down tag is used it must be assigned in the eTAG system when the system becomes available.
What is the fee for out-of-state buyer tags?	An out-of-state buyer's tag fee is \$5.00.
Will a dealer still be able to pay for out-of-state buyer tags at the county tax office?	Dealers will be able to pay for out-of-state buyer tags at their local county tax office, online by credit or debit card, or through webDEALER if they are a registered webDEALER user.
How does a dealer indicate that a buyer tag is for an out-of-state customer?	When creating the buyer tag the dealer will indicate that the vehicle will be titled and registered out of state on the Sales Information page.
Is there a payment tab in the eTAG system to pay for out-of-state buyer tags?	Yes, in order to pay for an out-of-state buyer tag the dealer will choose the Payments Tab on the homepage and click on the Payments Due option on the drop-down menu.