# LICENSE EXPRESS FOR VEHICLE BUSINESSES

## E-Services Account User Guide

Department of Licensing
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WASHINGTON STATE DEPARTMENT OF LICENSING

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# Vehicle Business Accounts

Department of Licensing provides you with online services, via License eXpress for Business, for the following vehicle account types:

- Contracted Plate Search
- E-Permits
- Fleet Access
- Insurance Destroyed Reporting
- Wrecker Destroyed Reporting
- Abandoned Vehicle Reporting

# Getting Started

All License eXpress (LX) for Business users will must to register for their own LX for Business account. If you already have an LX business account, you can add new services to your existing account. Each business is allowed one account administrator, as many managers as needed, and as many employees as needed.

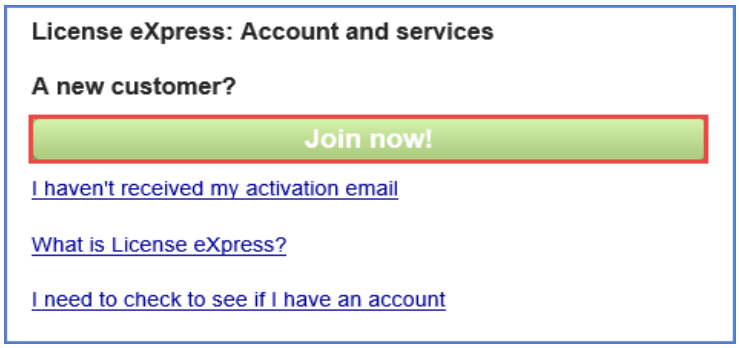
## User Roles

| Administrator | Managers | Employees |
|---|---|---|
| Usually the contract manager or business owner | Several managers allowed per business | Several employees allowed per business |
| Only 1 administrator allowed per business | Generates manager and employee access codes | Performs account functions |
| Generates manager and employee access codes | Changes manager and employee access | |
| Changes manager and employee access | Removes manger and employee access | |
| Removes manager and employee access | Performs account functions | |
| Performs account functions | | |

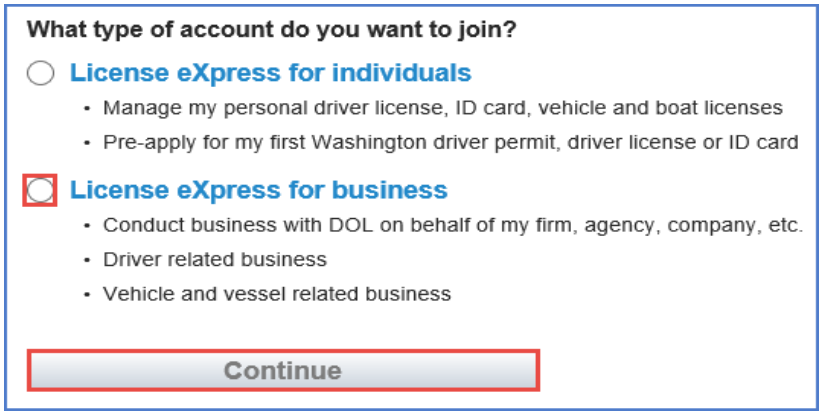
## Register for a License eXpress for Business Account

If you do not already have a LX for business account, use the following directions to register for a new account. Make sure to use an accurate email address and write down your user name and password.

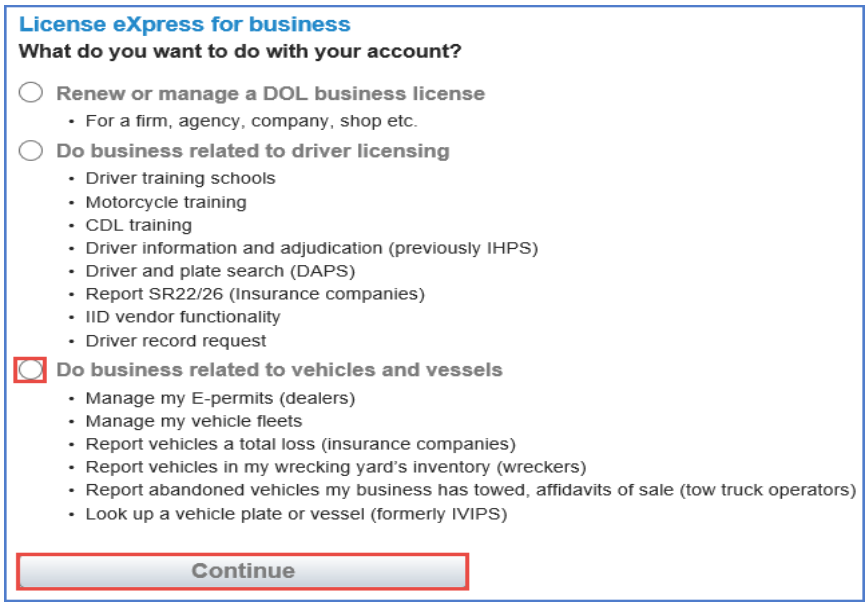
1. Go to this website: secure.dol.wa.gov
2. Click the **Join now!** button.



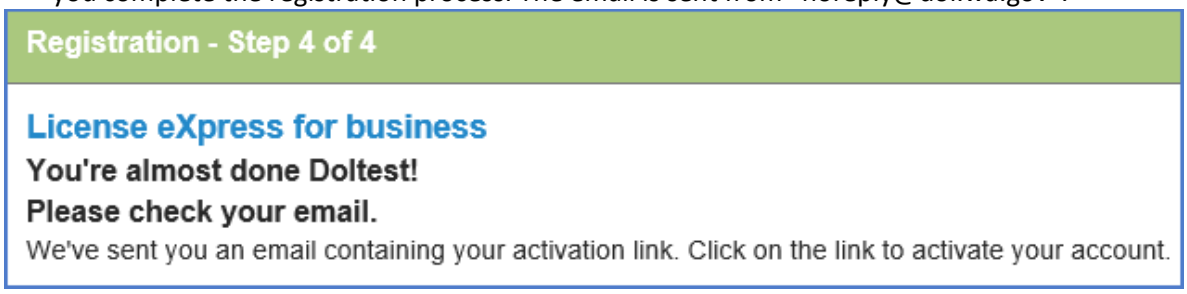

3. Click the **License eXpress for business** button and click **Continue.**



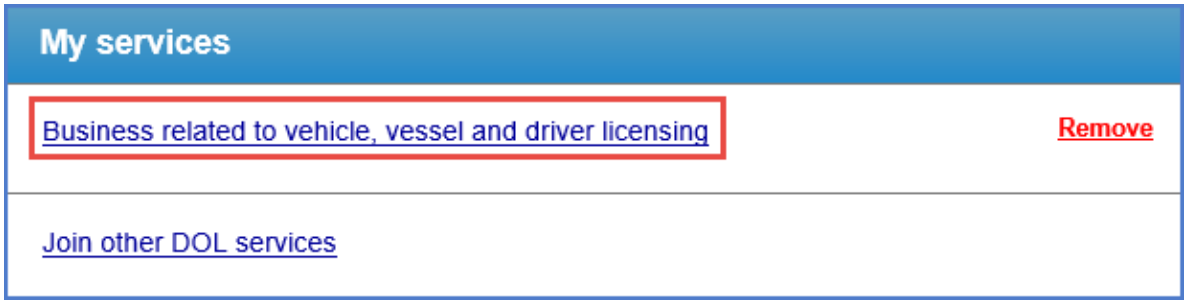

4. Select **Do business related to vehicles and vessels** and click **Continue**.



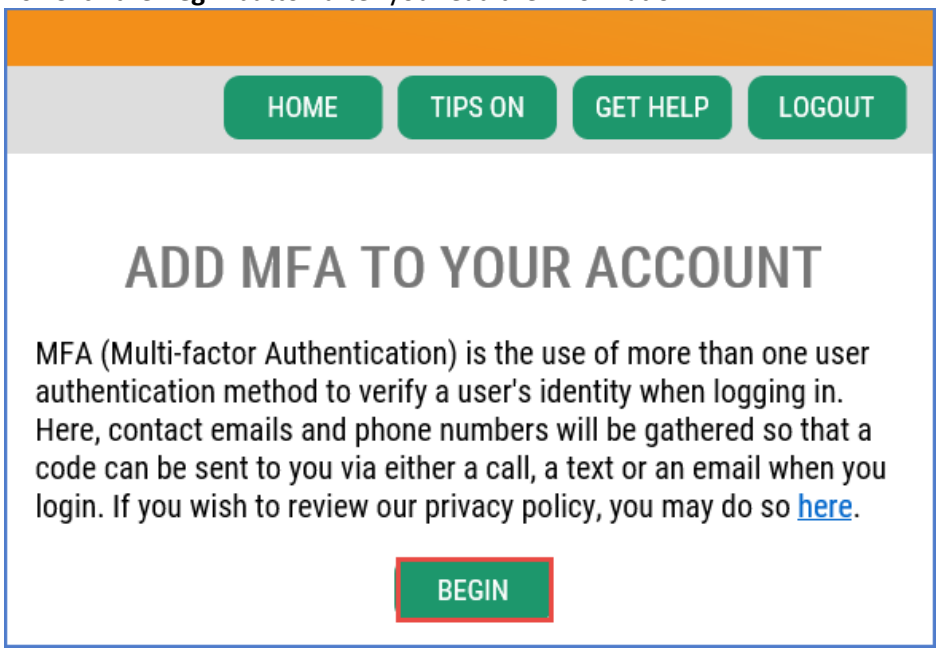
5. Enter a **First name**, **Last name**, and click **Continue**.
6. Enter a **Username**, **Email** address, **Confirm email** address, and click **Continue**.
7. Enter a **Password**, **Confirm password**, and click **Register me**.
8. Check your email account and click the **activation** hyperlink to continue the registration process. You will be routed to Secure Access Washington (SAW) to complete the Multi-Factor Identification (MFA) process before you complete the registration process. The email is sent from "noreply@dol.wa.gov".




9. Click the **Business related to vehicle, vessel, and driver licensing** hyperlink.

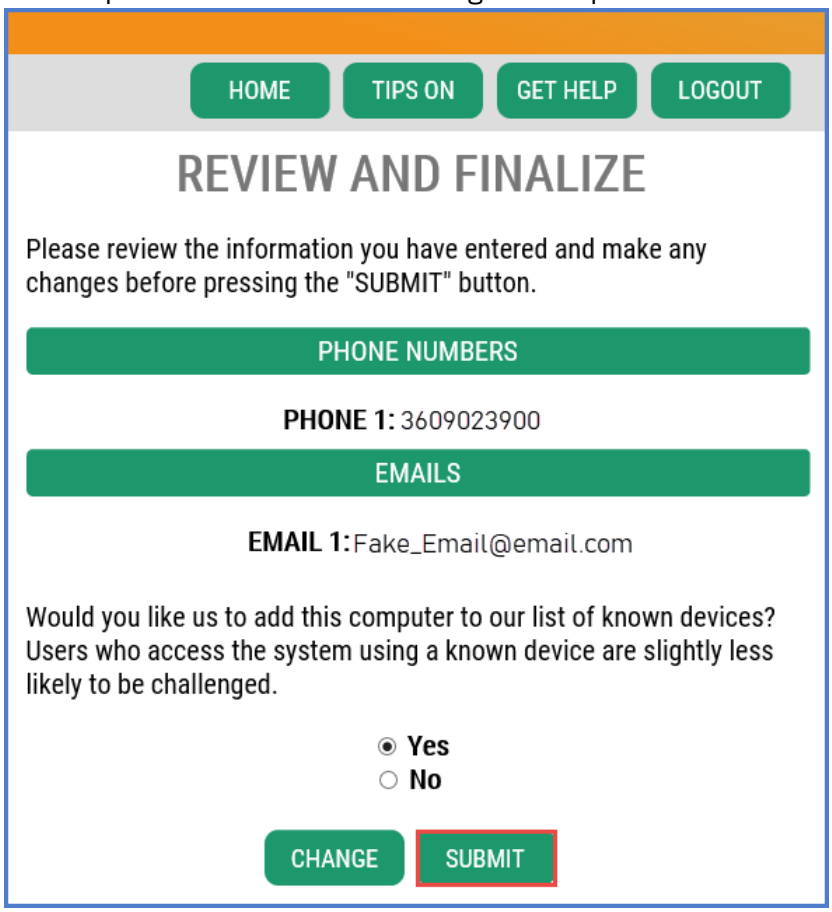



10. Click the **Begin** button after you read the information.

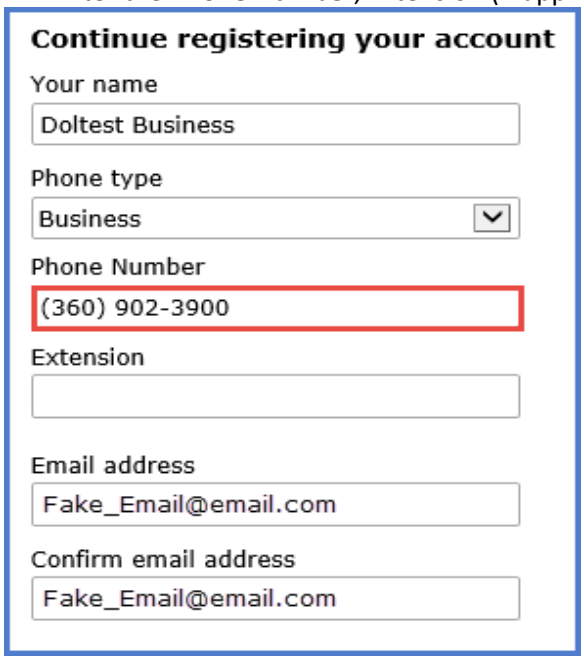



11. Enter a **Primary email** address, enter an **Optional email** address (if applicable) and click **Next**.
12. Enter a 10 Digit **Primary Phone** number, enter **Optional Phone** (if applicable) and click **Next**.

13. Review the Phone numbers, Email, and click **Submit** when you are ready to proceed. The MFA process is complete. Now continue the LX registration process.



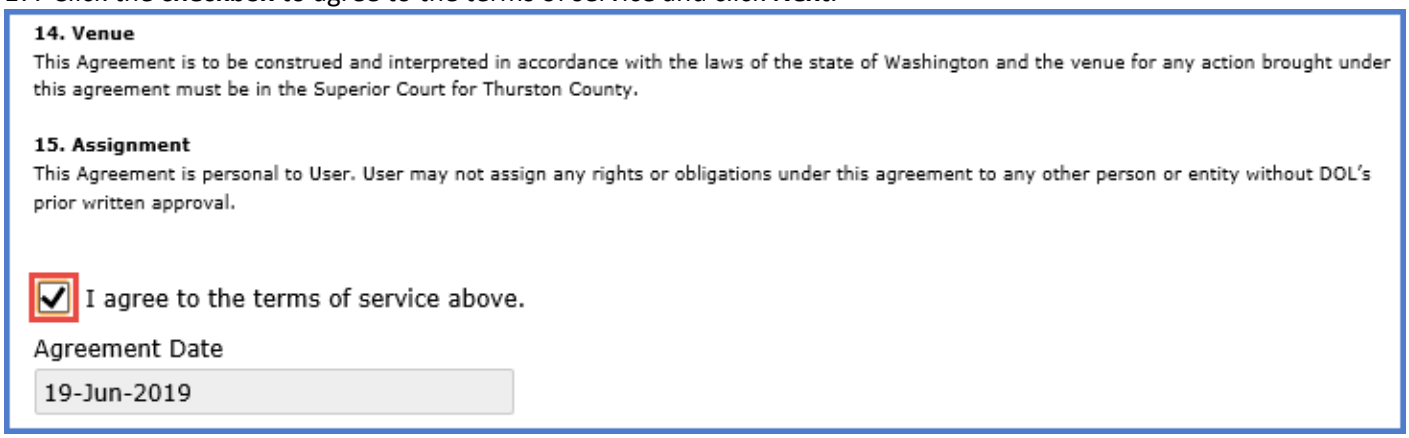

14. Enter the **Phone Number**, Extension (if applicable) and click **Next**.




15. Enter **Street address**, **City**, **Zip code** and click **Next**.

16. Select the **button** to verify the address and click **Next**.

17. Click the **checkbox** to agree to the terms of service and click **Next**.




18. Review the summary page information and click **Submit** when you are ready to proceed.

19. .Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully registered for your License eXpress for Business account

# Contracted Plate Search (CPS)

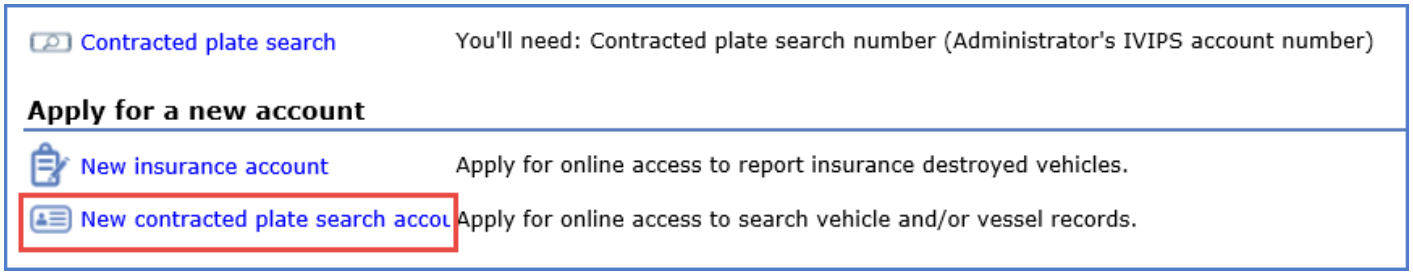
## Apply for a Contracted Plate Search Account

If you are a new Contracted Plate Search (CPS) account user, and already have a finalized contract with the Department of Licensing (DOL), then you can use this process to apply for account access. The person who applies for the CPS account is the account administrator (usually the contract manager). The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **Request access to vehicle services** hyperlink.

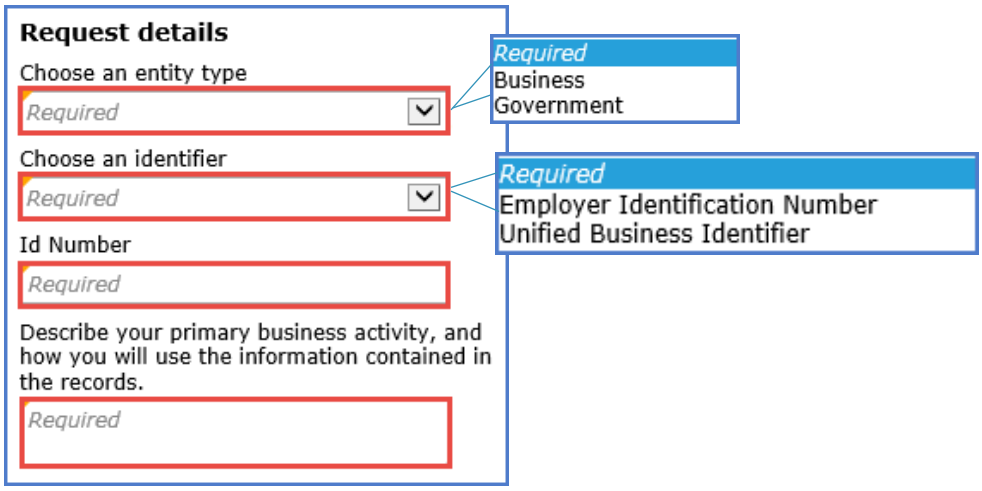
3. Click the **New contracted plate search account** hyperlink at the very bottom of the screen.



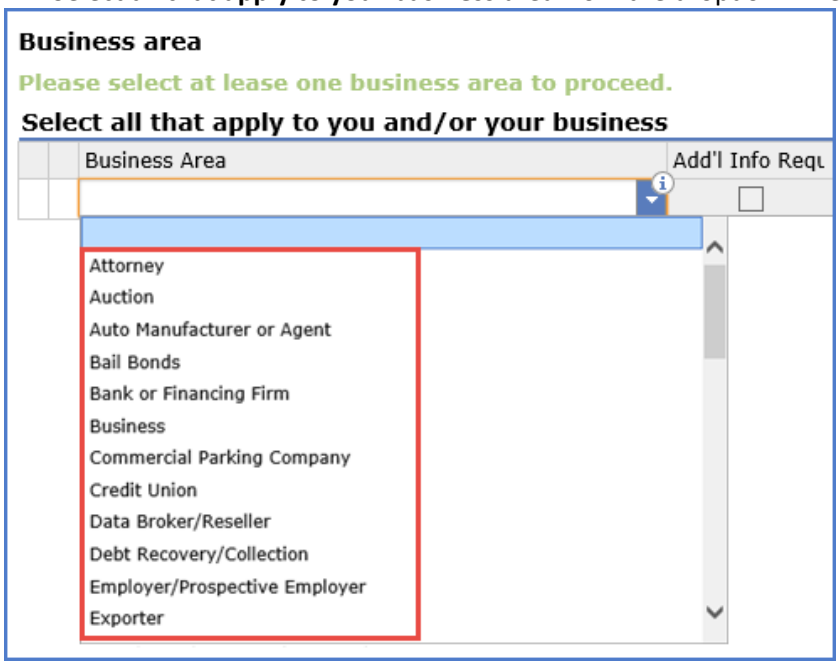

4. Make sure you have the required information (UBI, TIN or EIN #, Account ID, Contractor's contact information, your organizations information. You may also need copies of various document such as professional licenses, contracts, and business license) and click **Next**.

5. Enter your **Company/Agency Name**, enter **Contract Contact/Manager**, enter **Phone Number**, enter **Email Address**, and click **Next**.

6. Select **Entity type**, select **Identifier**, enter the **Id Number**, describe your primary business activity and enter how you will use the information contained in the records, and click **Next**.




7. Select **all that apply to your business** area from the dropdown menu and click **Next**.



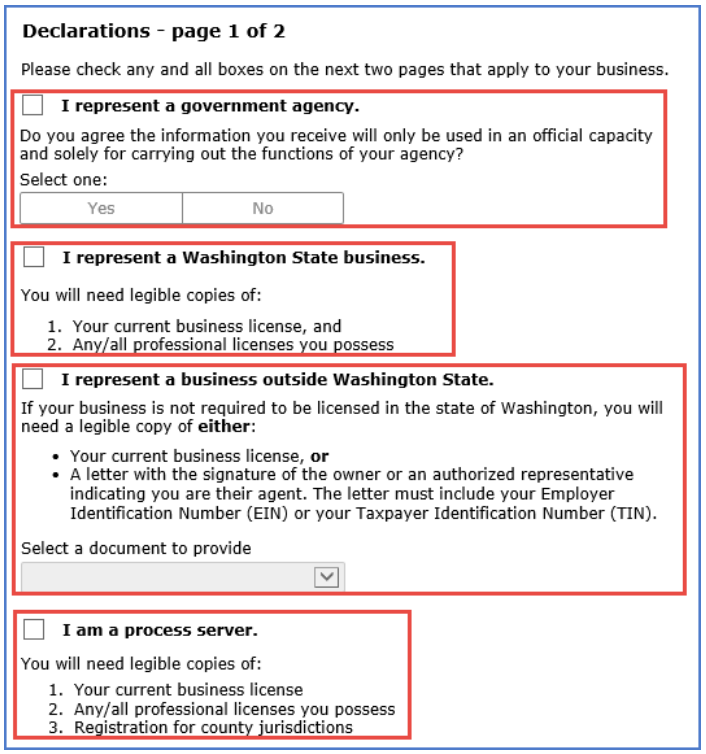
8. Enter **Country**, enter **Street address**, enter **City**, enter **Zip code**, and click **Next**.

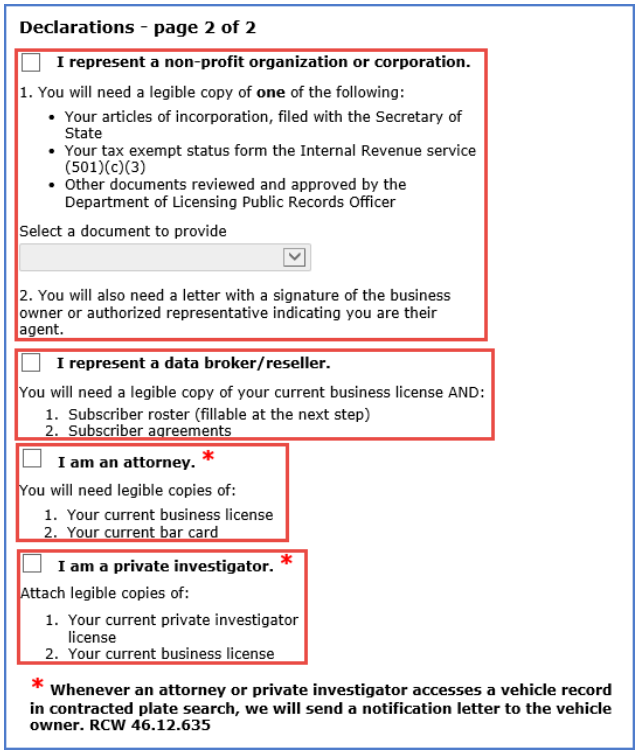
9. Select the **button** to verify the address and click **Next**.

10. Click the **checkbox** if your mailing address is the same as the physical address and click **Next**. Or, if the mailing address is different enter the **Street address**, **City**, **Zip code** and click **Next**.

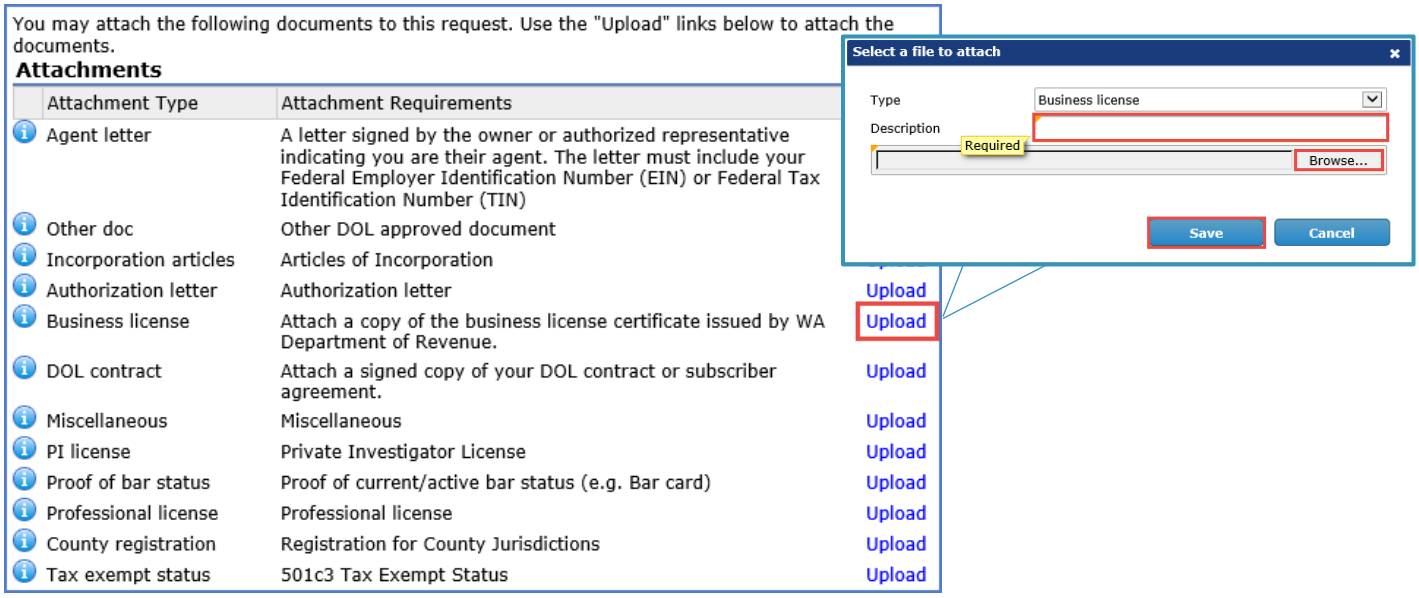
11. Check any and all **boxes** that apply to your business Declarations page 1 of 2 and click **Next**.

12. Check any and all **boxes** that apply to your business Declarations page 2 of 2 and click **Next**.




13. Click the **Upload** hyperlink, enter a **Description**, **Browse** for the file to attach, and **Save**. Complete this process for all applicable documents and click **Next**.

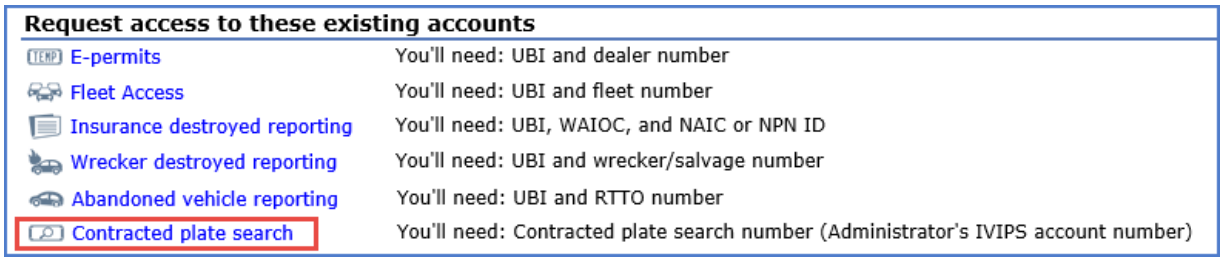


14. Review the information on the summary page. Click **Submit** when you are ready to proceed.
15. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully applied for a Contracted Plate Search account.

## Request Administrator Access-CPS Account

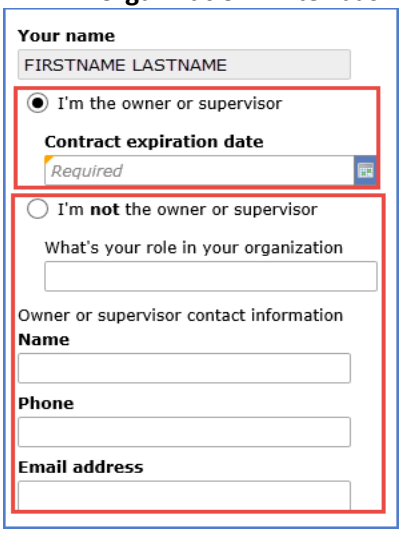
When Department of Licensing notifies you that your contract is approved, request administrator access by using the following process. You will need your Contracted Plate Search account number, provided by DOL, to request access your account. The system allows only one administrator per business.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **Contracted plate search** hyperlink.

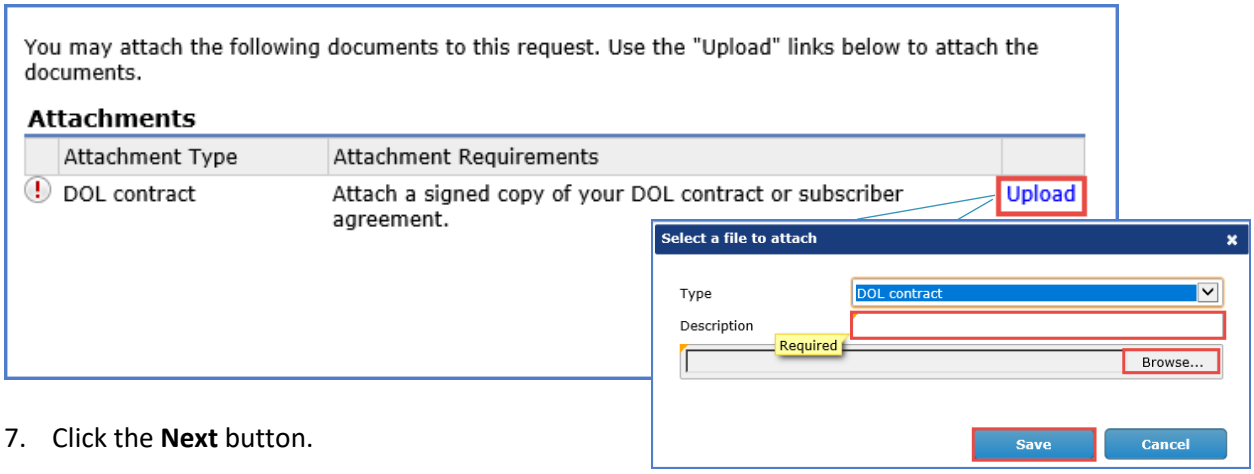



4. Select **Administrator** from the dropdown menu, enter your **Contracted Plate Search #**, and click **Next**.

5. Select the appropriate business role options, complete the applicable fields and click **Next**.
   a. Select **I'm the owner or supervisor** if you are the business owner. This will take away the required fields below the Owner Contact Information section. Enter the **Contract expiration date**.
   b. Select **I'm not the owner or supervisor** if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **Name**, **Phone**, and **Email address**.



6. Click the **Upload** hyperlink, enter a **Description**, click **Browse** to find the file, and click **Save**.




7. Click the **Next** button.
8. Review the summary page information. Click **Submit** when you are ready to proceed.
9. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully registered for a Contracted Plate Search account. You will receive an email once DOL approves your access request.

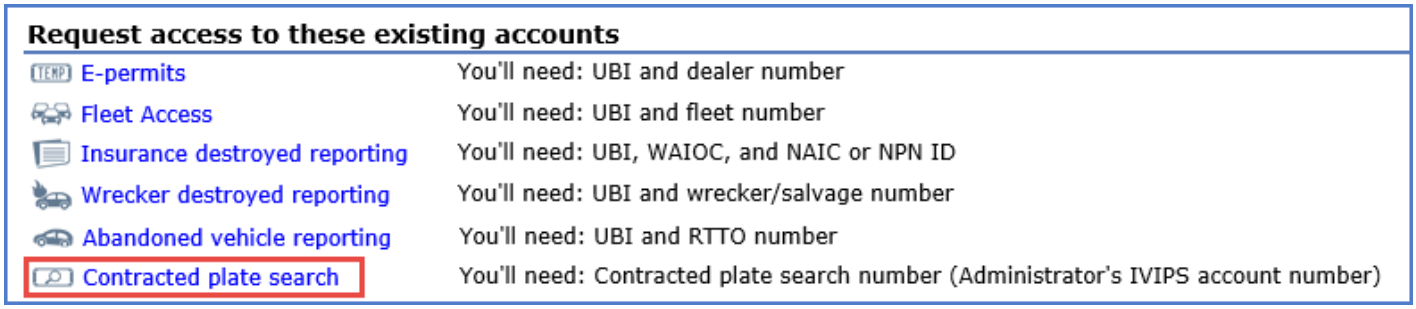
## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

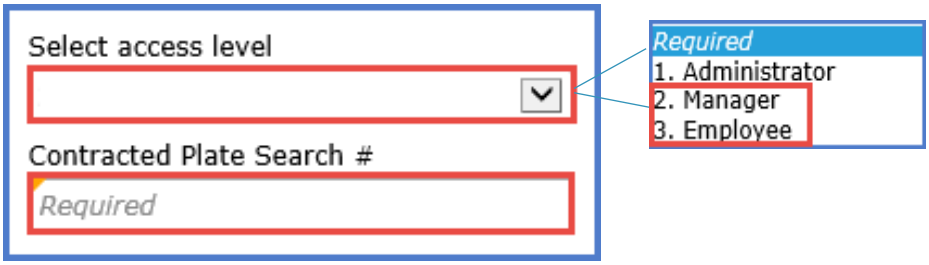
## Request Employee or Manager Access- CPS Account

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

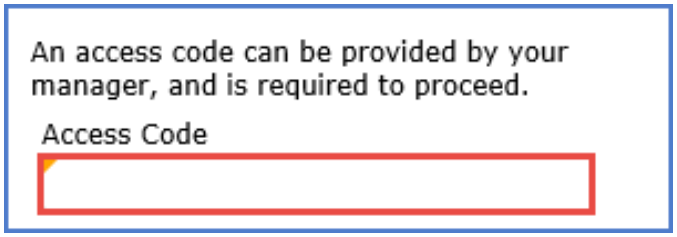
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **Contracted Plate Search** hyperlink.



4. Select **Employee** or **Manager** from the access level dropdown, enter the **Contracted Plate Search #**, and click **Next**.




5. Enter the Access Code provided to you by the account administrator or manager and click **Next**.




6. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

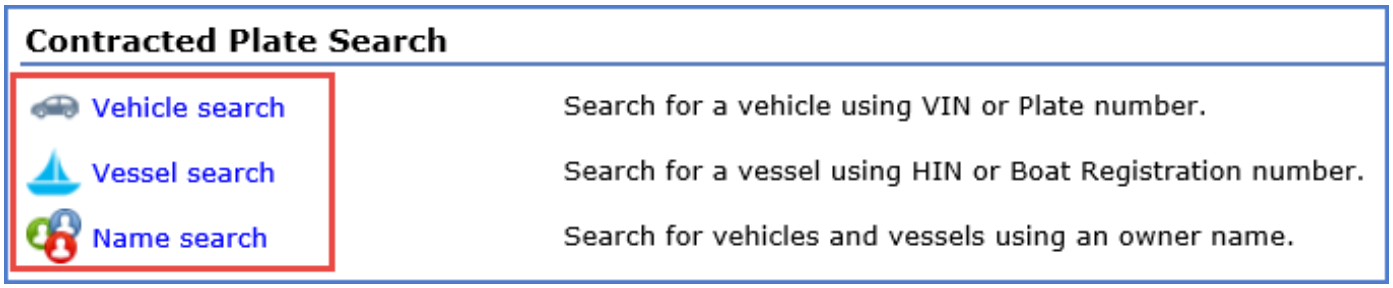
7. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the Contracted Plate Search account!

## Search for a Vehicle or Vessel- CPS Account

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

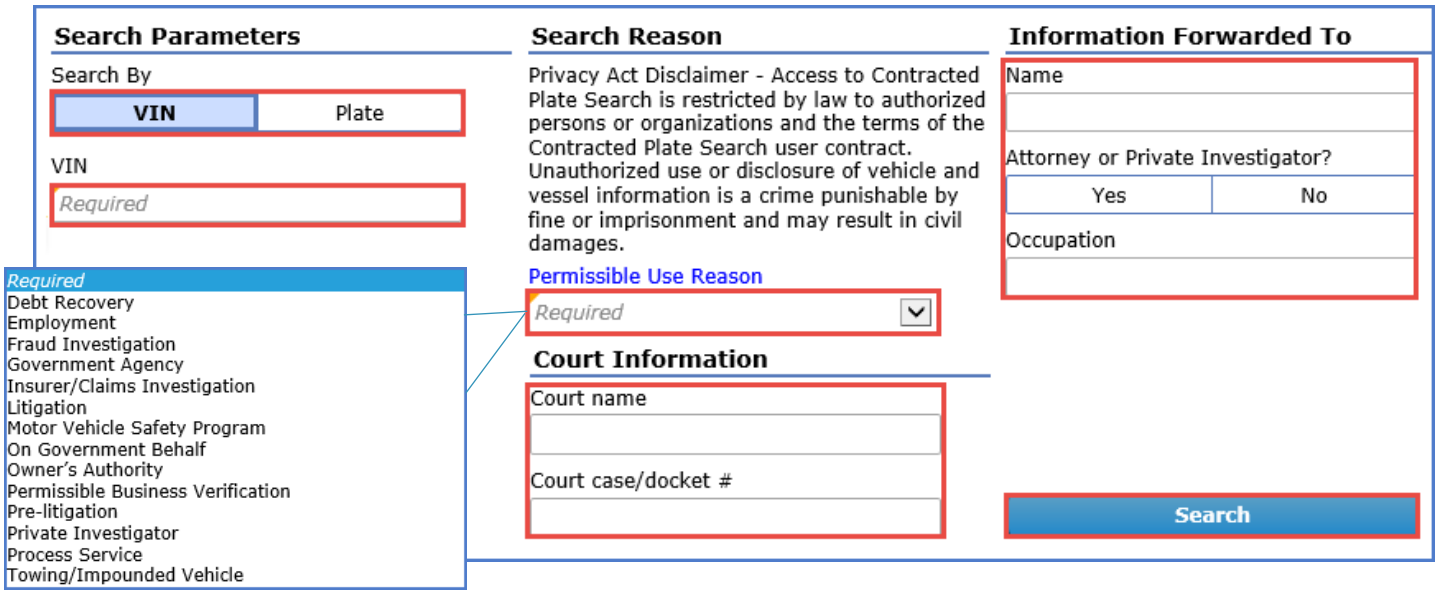
2. Click the **Contracted Plate Search** hyperlink.

3. Click the **Vehicle Search**, **Vessel Search,** or **Name Search** hyperlink for the type of search you will complete. Depending on your business type and the terms of your contract, you may not have access to the Name Search function.

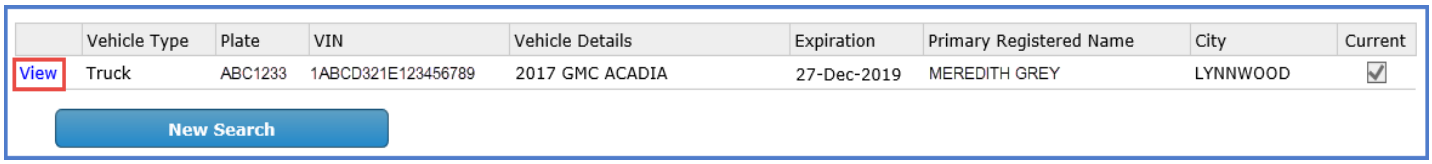


## To Complete a Vehicle Search

4. Select **VIN** or **Plate**, enter **VIN** or **Plate** number, select **Permissible Use Reason** from the dropdown menu, enter **Court Information** if applicable, complete **Information Forwarded To** section if applicable, and click **Search**.




5. Click the **View** hyperlink on your search results to view all information related to the vehicle.

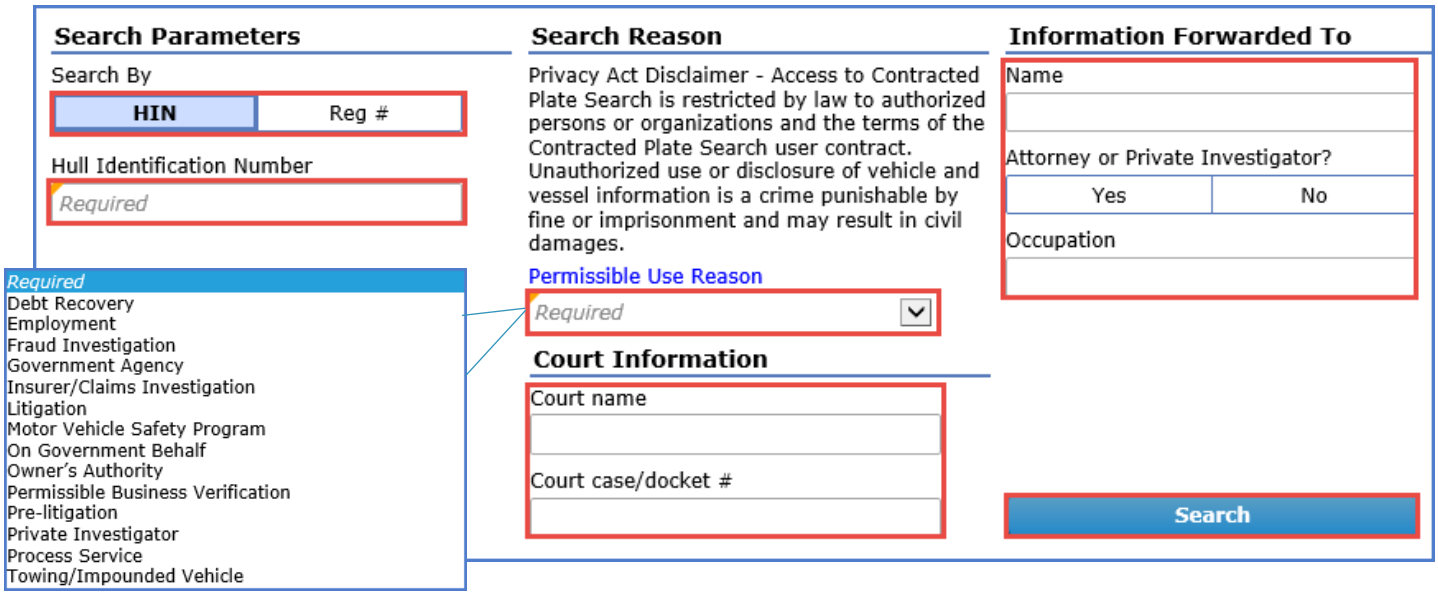



6. Click **Print Certified View** to print all information related to the vehicle. Alternatively, click **Close** to return to your search results.

7. Click the **New Search** button to start a new vehicle search.

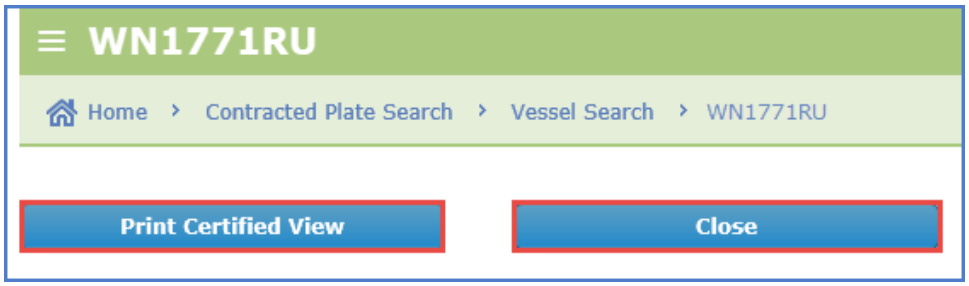
## To Complete a Vessel Search

4. Select **HIN** or **Reg #**, enter **HIN** or **Registration** number, select **Permissible Use Reason** from the dropdown menu, enter **Court Information** if applicable, complete **Information Forwarded To** section if applicable, and click **Search**.




5. Click the **View** hyperlink on your search results to view all information related to the vessel.

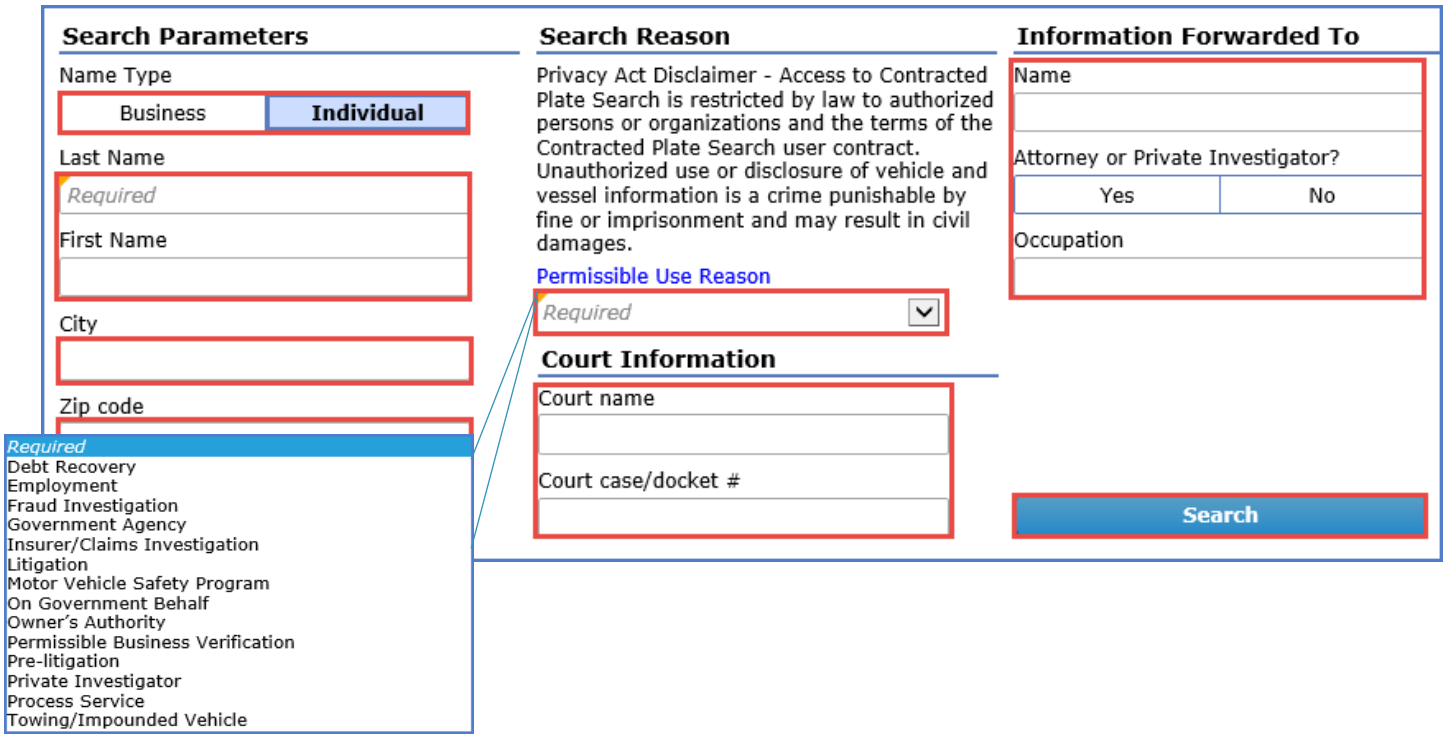
6. Click **Print Certified View** to print all information related to the vehicle. Alternatively, click **Close** to return to your search results.



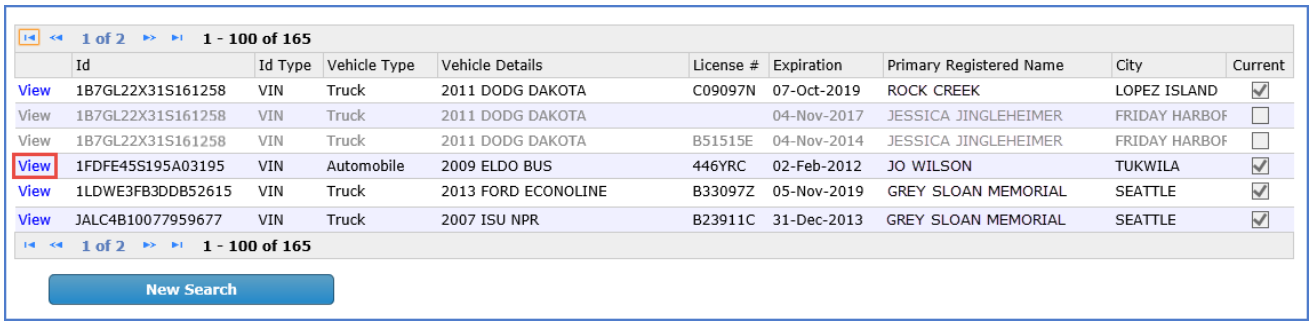

7. Click the **New Search** button to start a new vessel search.

## To Complete a Name Search

4. Select **Business** or **Individual**, enter **Name** information, enter **City**, enter **Zip** code, select **Permissible Use Reason** from the dropdown menu, enter **Court Information** if applicable, complete **Information Forwarded To** section if applicable, and click **Search**.




5. Click the **View** hyperlink on your search results to view all information related to the individual or business.




6. Click **Print Certified View** to print all information related to the vehicle. Alternatively, click **Close** to return to your search results.

7. Click the **New Search** button to start a new name search.

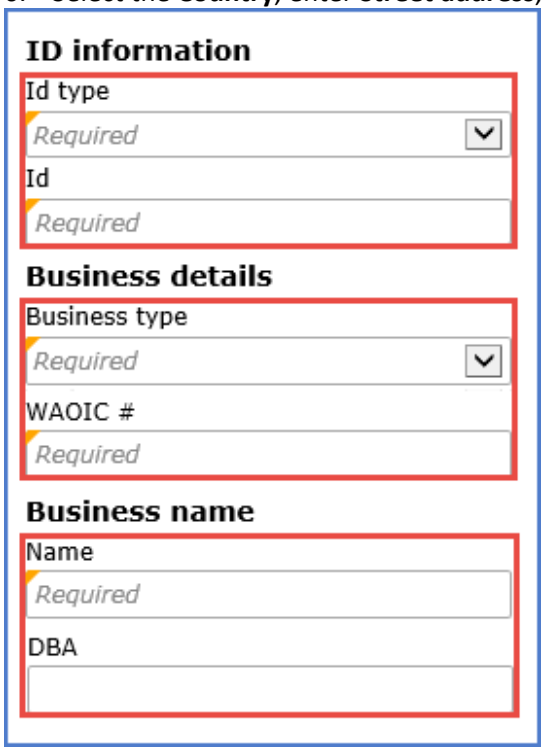
# Insurance Destroyed Reporting Account

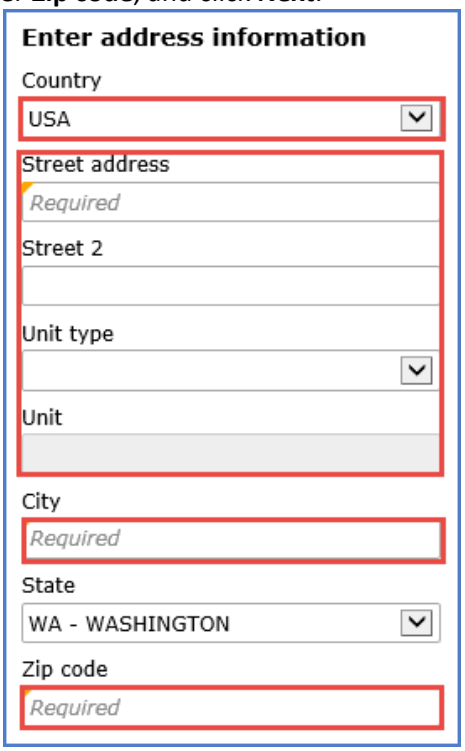
## Apply for Insurance Destroyed Reporting Account

If this is the first time you will use your UBI for destroyed vehicle insurance reporting, use this process to apply for account access. The person who applies for the Insurance Destroyed Reporting account is the account administrator. The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business

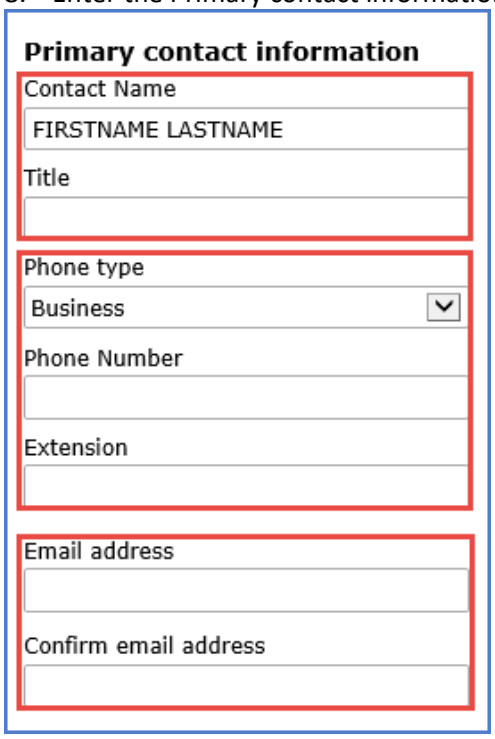
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **New insurance account** hyperlink at the very bottom of the screen.

4. Make sure you have the required information (UBI, TIN or FEIN #, WAOIC number, NPN or NAIC #, Contact information, Insurance company information, copy of WA OIC license certificate, and copy of your driver license) and click **Next**.
5. Select the **ID type**, enter the **ID number**, select the **Business type**, enter **WAOIC #**, enter **Business name**, enter **Doing Business As (DBA) name** if applicable, and click **Next**.
6. Select the **Country**, enter **Street address**, enter **City**, enter **Zip code**, and click **Next**.

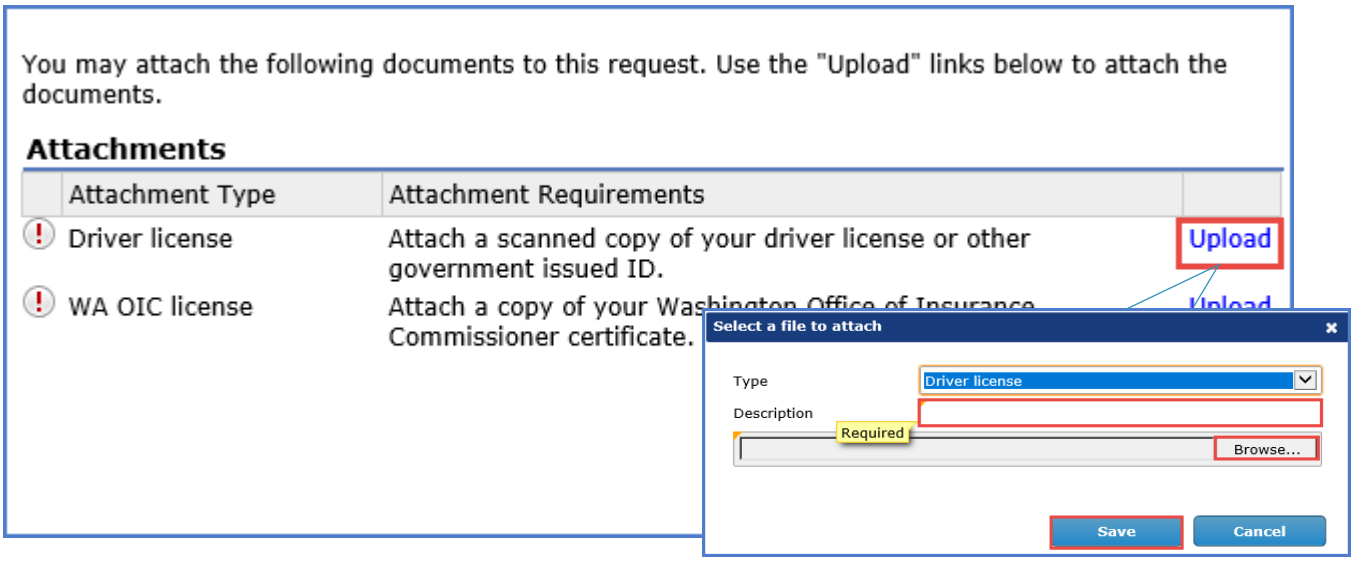


7. Select the **button** to verify the address and click **Next**.
8. Enter the Primary contact information and click **Next**.




9. Click the **Upload** hyperlink, enter a **Description**, **Browse** for the file to attach, and **Save**. Complete this process for all applicable documents and click **Next**.

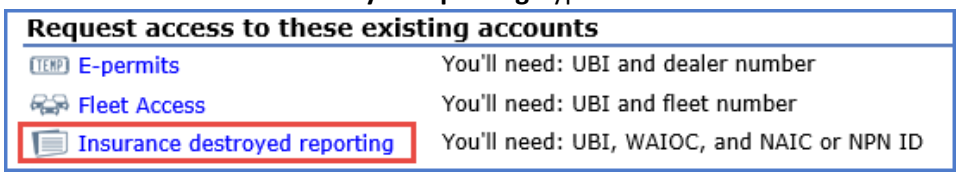



10. Review the information on the summary page. Click **Submit** when you are ready to proceed.
11. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully applied for an Insurance Destroyed Reporting account

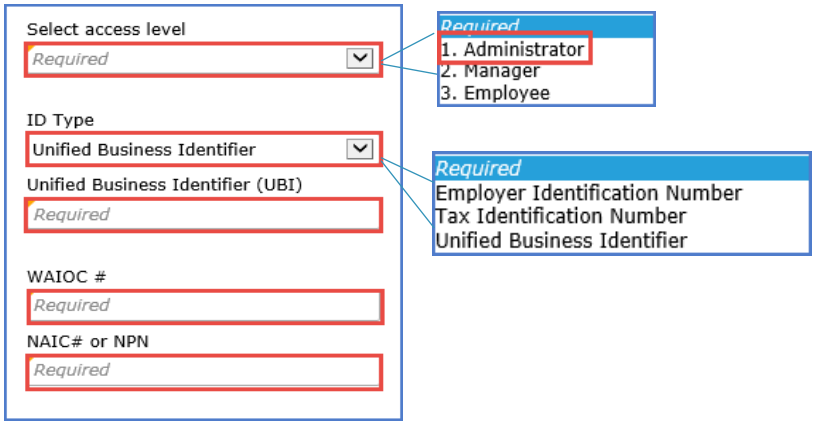
## Request Administrator Access -Insurance Destroyed Account

The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business

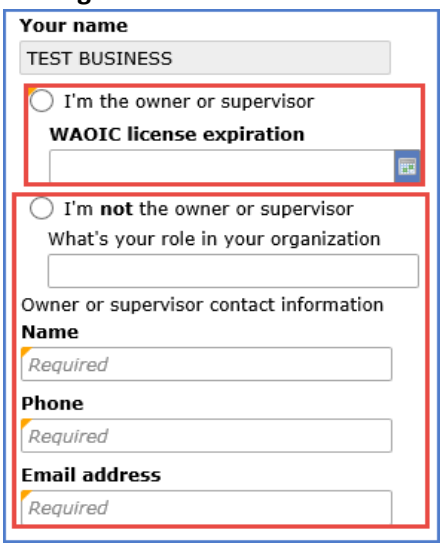
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **Insurance destroyed reporting** hyperlink.



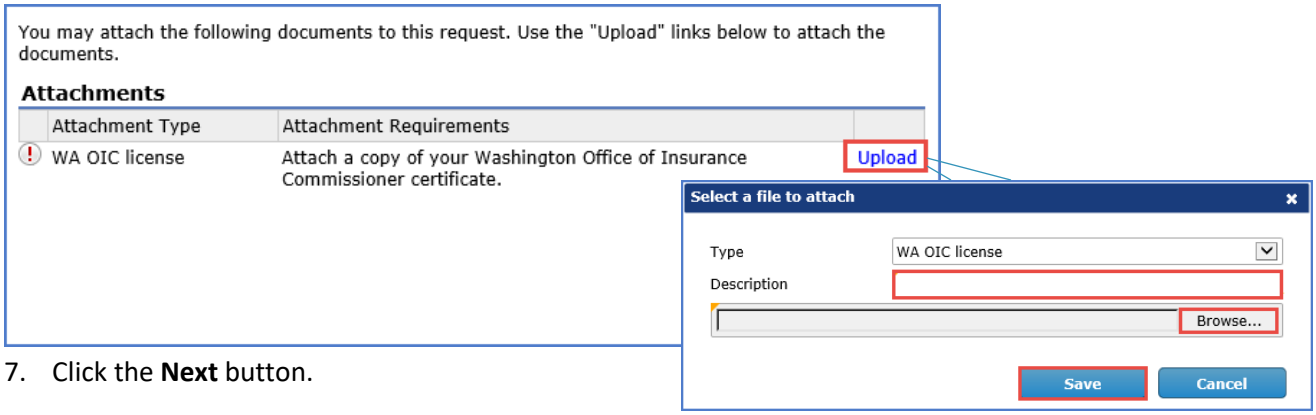

4. Select **Administrator** from the access level dropdown, select **ID Type**, enter the **ID number**, enter the **WAIOC #**, enter the **NAIC #** or **NPN**, and click **Next**.




5. Select the appropriate business role options, complete the applicable fields and click **Next**.
   a. Select **I'm the owner or supervisor** if you are the business owner. This will take away the required fields below the Owner Contact Information section. Enter the **WAOIC license expiration** date.
   b. Select **I'm not the owner or supervisor** if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **Name**, **Phone**, and **Email address**.



6. Click the **Upload** hyperlink, enter a **Description**, **Browse** for the file to attach, and click **Save**.




7. Click the **Next** button.

8. Review the summary page information. Click **Submit** when you are ready to proceed.

## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

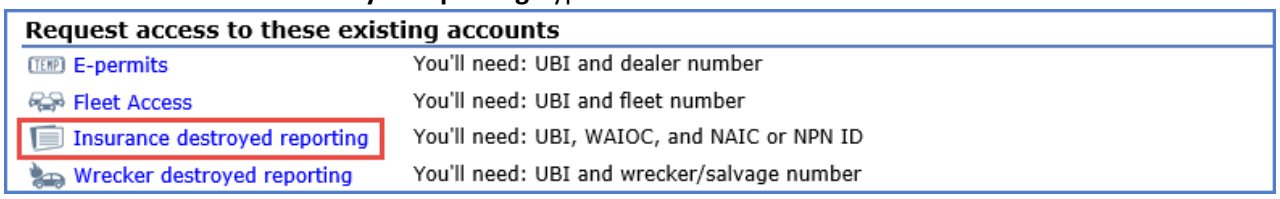
## Request Employee or Manager Access- Insurance Destroyed Account

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

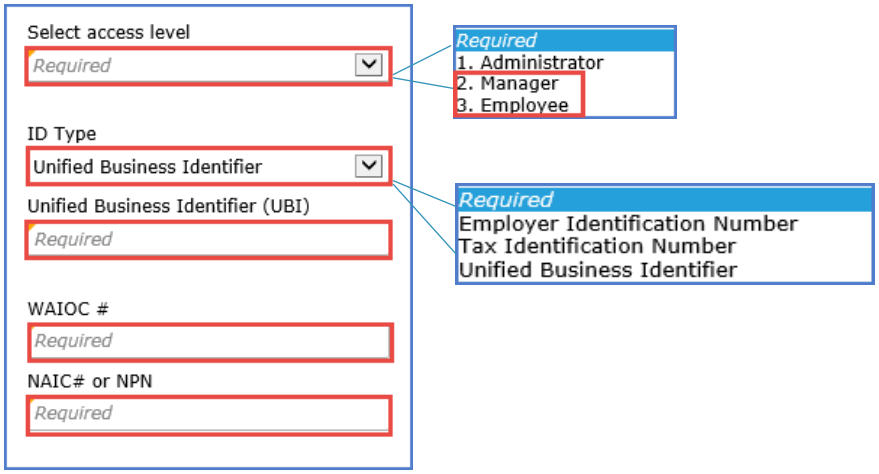
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **Request access to vehicle services** hyperlink.

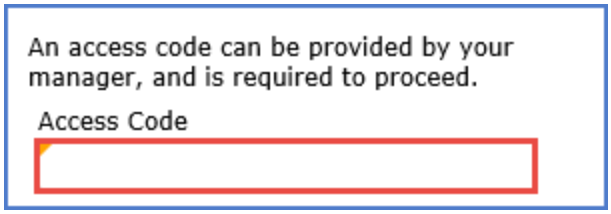
3. Click the **Insurance destroyed reporting** hyperlink.




4. Select **Employee** or **Manager** from the access level dropdown, select **ID Type**, enter the **ID number**, enter the **WAIOC #**, enter the **NAIC #** or **NPN**, and click **Next**.



5. Enter the **Access Code** provided to you by the account administrator or manager and click **Next**.



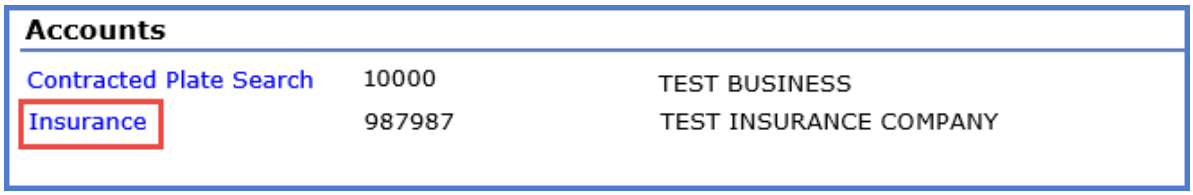

6. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

7. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the Insurance Destroyed Reporting account!

## Submit an Insurance Loss -Insurance Destroyed Account

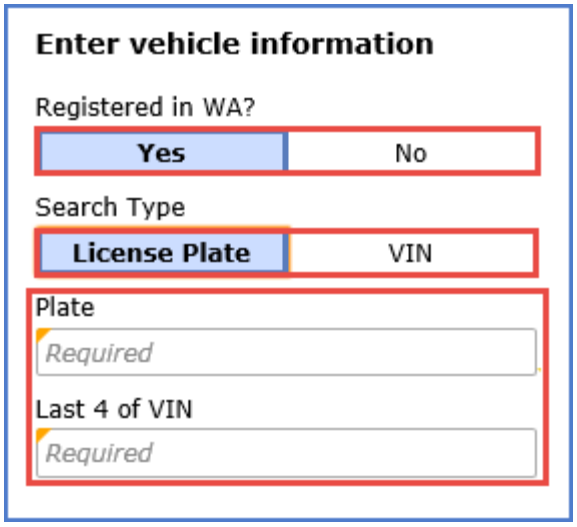
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

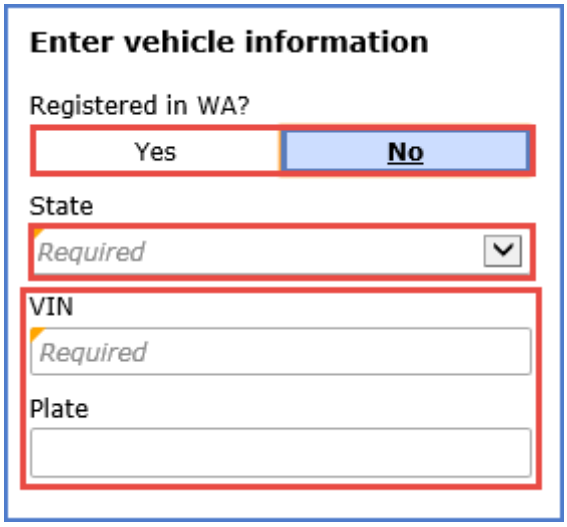
2. Click the **Insurance** hyperlink.




3. Click the **Insurance loss** hyperlink.

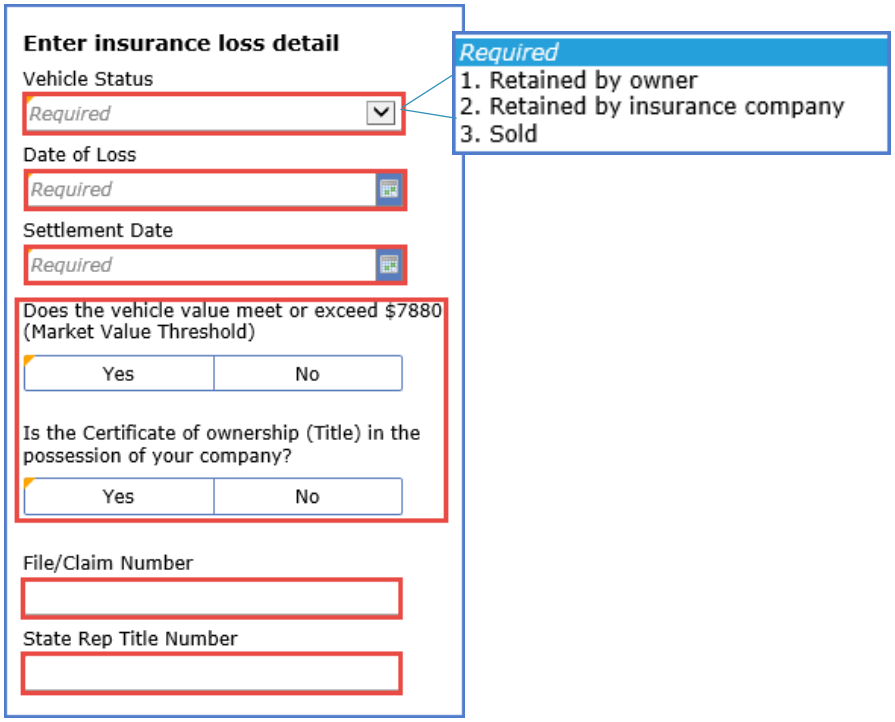
4. Click **Yes** or **No** for Registered in WA question (if No is selected you will need to select the State, enter the VIN and plate). Click the **License Plate** or **VIN** button, enter the **License Plate** number (and last 4 of VIN number) or **VIN** number and click **Next**.



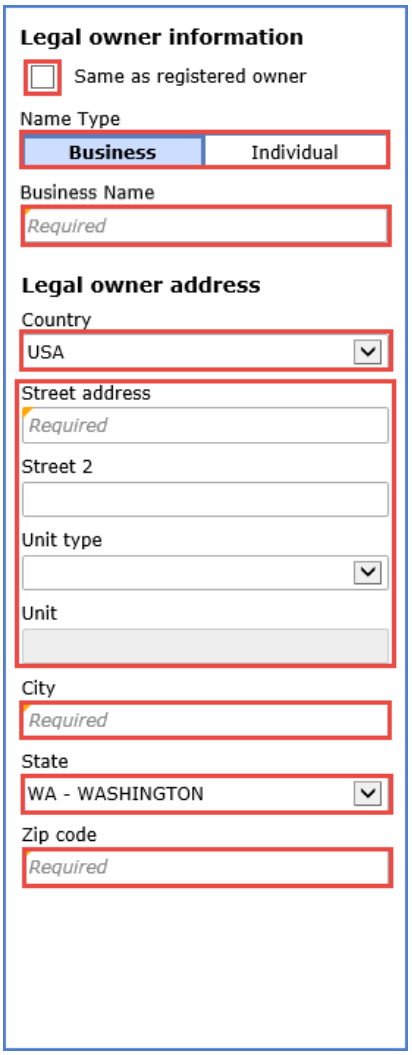

5. Verify the vehicle information and click **Next**.

6. Select the **Vehicle Status** from the dropdown menu, enter the **Date of loss**, enter the **Settlement Date**, answer **Yes** or **No** to the questions, enter **File/Claim Number**, enter **State Rep Title Number**, and click **Next**.




7. Select **Business** or **Individual**, enter **Name** information, enter **Address information**, and click **Next**.

8. Select the **button** to verify the address and click **Next**.
9. Click the **Same as registered owner** checkbox or select **Business** or **Name** button, enter **Name** information, enter **Address** information, and click **Next**.



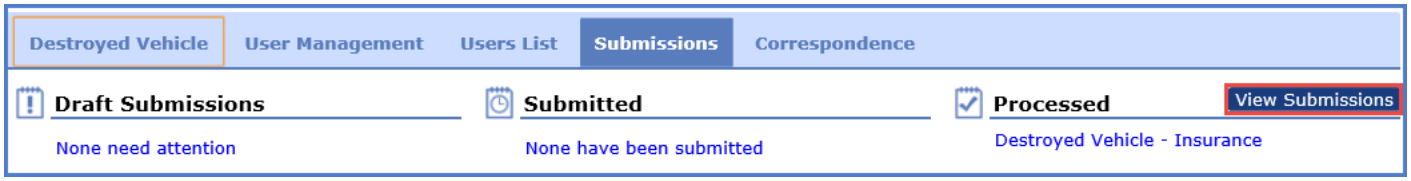

10. Review the summary page information. Click **Submit** when you are ready to proceed.
11. Click **Print** to print the total loss claim settlement report or click **Continue** to return to your Insurance account.

## Reprint Total Loss Settlement Report -Insurance Destroyed Account

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Insurance** hyperlink.

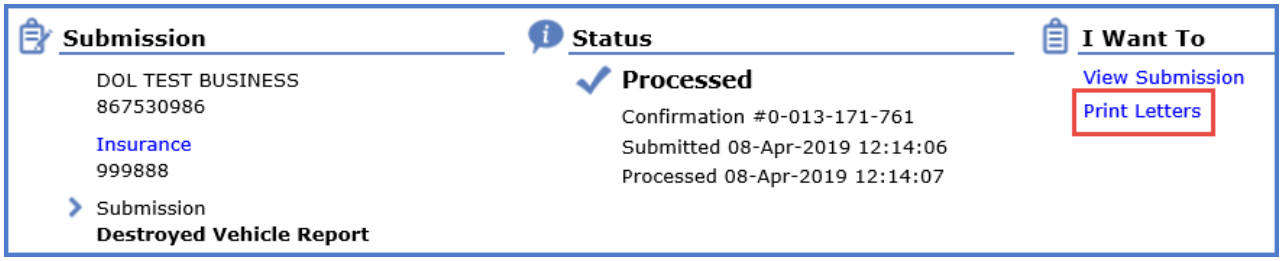
3. Click the **Submissions** tab.

4. Click the **View Submission** button.




5. Click the appropriate **Destroyed Vehicle- Insurance** hyperlink to view the submission.

6. Click the **Print Letters** hyperlink. A PDF will open in a separate window or tab for you to print.




7. Close the new window or tab to return to your submissions. Click the **Home** hyperlink to return to your homepage.

# E-Permits

The E-permit system automates the dealer temporary permit process and allows Washington licensed dealers to issue permits electronically. The business will need to assign one person as the account administrator.

## E-Permit or Paper permit

Add an E-permit via License eXpress for Business, using your E-permit account, after they are purchased from your local vehicle licensing office. Go to your local vehicle licensing office to purchase E-permits, the same way you purchase paper dealer temporary permits.

1. Give the licensing agent your dealer number and location code. Be sure to **provide your dealership's correct location code** so the E-permitting system will know to which dealership location to credit the E-permits purchased.
2. Request the number of E-permits you need at each location, if applicable (no limit).
3. Pay $15 for each E-permit.
4. Get your receipt from the licensing agent.

**You must use the E-permit system, unless**:

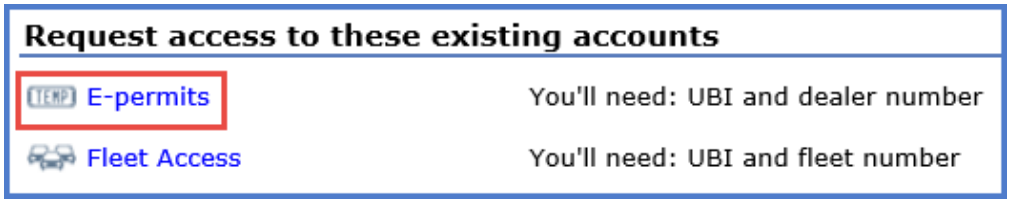
- The E-permits system is down.
- You are at an off-site sale location where you do not have access to the Internet.
- A hardware failure at your dealer location prevents access to data. Not having supplies, such as paper and ink cartridges, does not constitute a hardware failure.
- Your Internet service provider or phone line is down.

In any of these cases, you may issue hard-copy permits. You must enter the information from the hard-copy permit into the E-permits system within 24 hours of issuance or hardware/software resolution, or within 24 hours of returning to the office, if the hard copy was issued off-site.

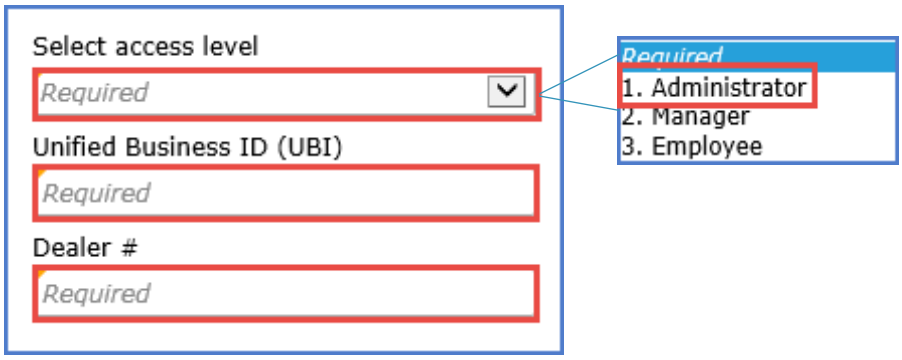
## Request Administrator Access -E-Permits Account

The person who applies for the E-permits account is the account administrator. The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **E-permits** hyperlink.

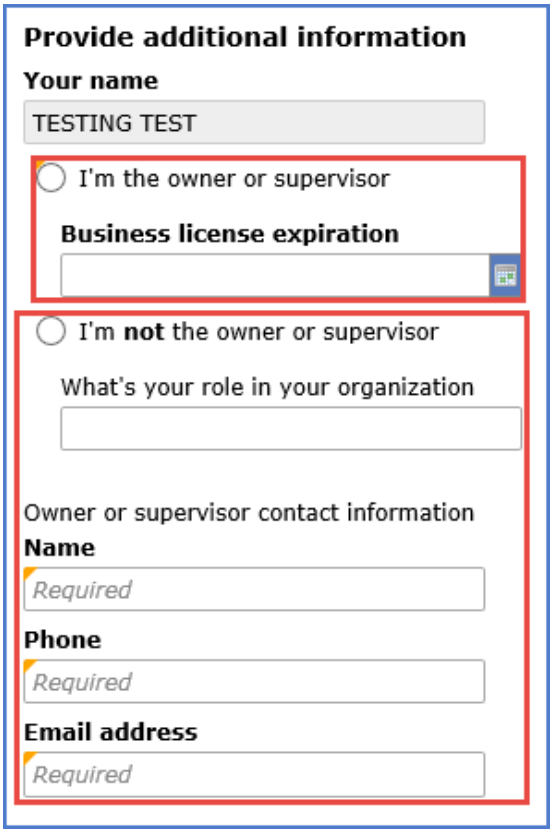


4. Select **Administrator** from the dropdown menu, enter your **UBI #**, enter the **Dealer #**, and click **Next**.

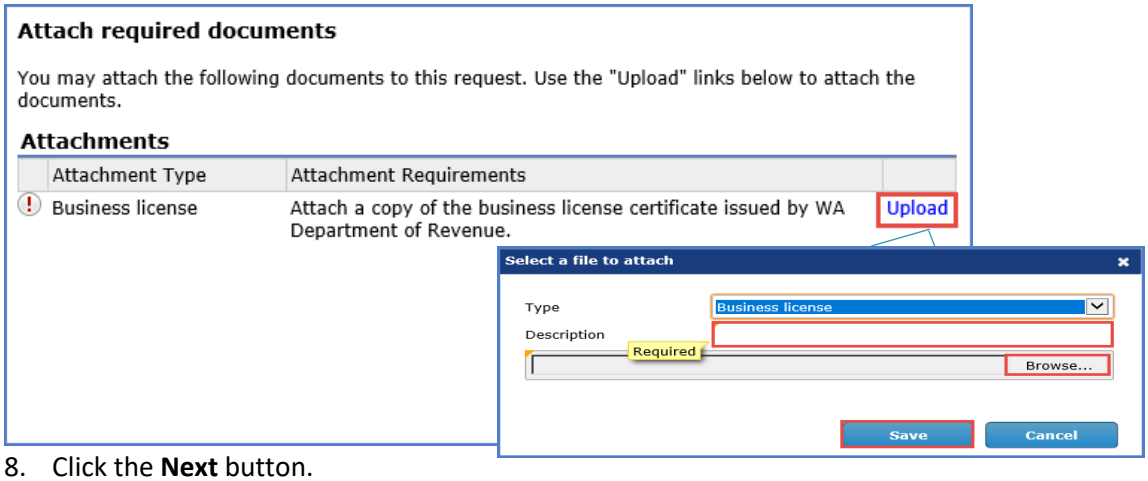



5. Click the **Next** button to continue past the location(s) section.

6. Select the appropriate business role options, complete the applicable fields and click **Next**.
   a. Select the **I'm the owner or supervisor** button if you are the business owner. This will take away the required fields below the Owner Contact Information section. Enter the **Business license expiration** date.
   b. Select the **I'm not the owner or supervisor** radio button if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **name**, **phone**, and **email address**.



7. Click the **Upload** hyperlink to attach a copy of your Business license certificate. Enter a **Description**; click **Browse** to find the file, and click **Save**.




8. Click the **Next** button.

9. Review the information on the summary page. Click **Submit** when you are ready to proceed.

10. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully registered for an E-permit account!

## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

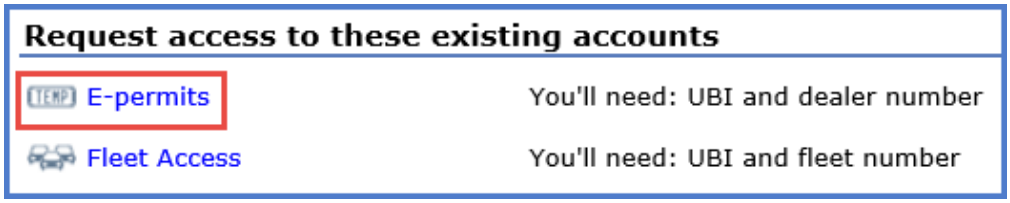
## Request Employee or Manager Access- E-Permit Account

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

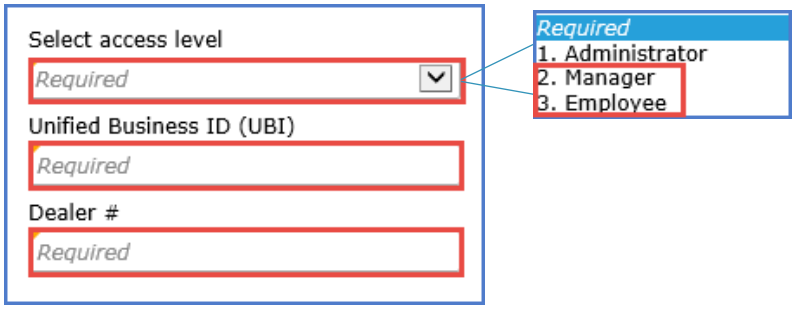
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **Request access to vehicle services** hyperlink.

3. Click the **E-permits** hyperlink.

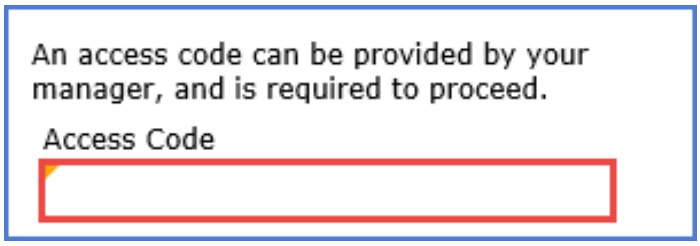



4. Select **Employee** or **Manager** from the dropdown menu, enter your **UBI #**, enter the **Dealer #**, and click **Next**.



5. Click the **Next** button to continue past the location(s) section.

6. Enter the Access Code provided to you by the account administrator or manager and click **Next**.




7. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

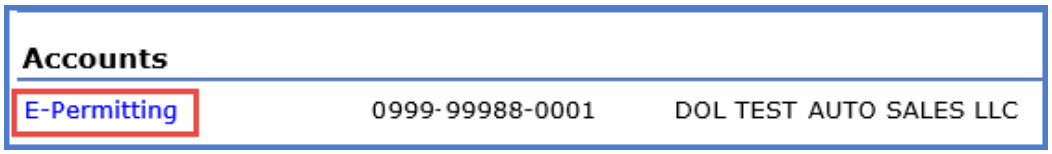
8. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the E-Permit account!

## Add a New E-permit or Paper Permit - E-Permits Account

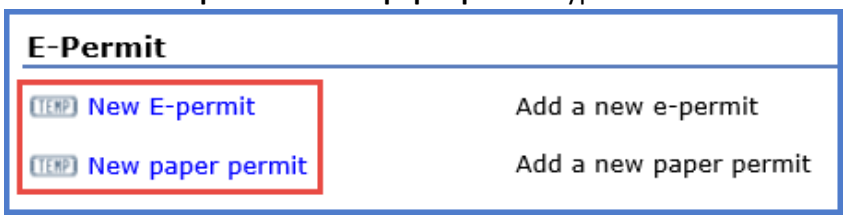
The steps for issuing an E-permit and logging a paper permit are very similar. The difference is that E-permits print at the end of the process. If your internal system at the dealership has the capability to export an XML file, you can import the file during this process. If your system does not have the capability to export an XML file, you can add the information manually.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **E-permitting** hyperlink.




3. Click **New E-permit** or **New paper permit** hyperlink.



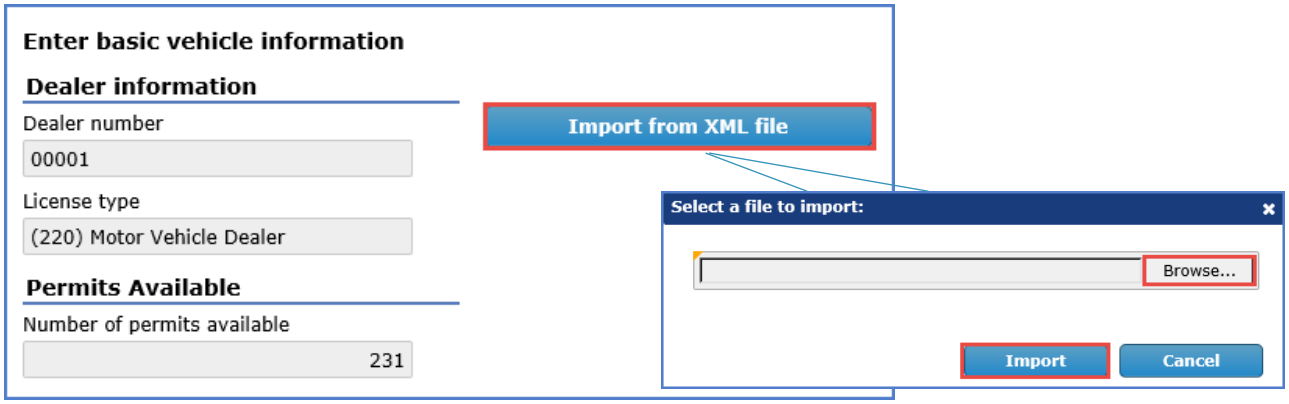

4. Use one of the following process to update the Vehicle Identification screen:

### Import from XML File

a. Click the **Import from XML file** button

b. Click **Browse** to search for your file to upload and click **Import**.

c. Click the **Next** button and continue to step 5 below




## Manually Enter Information- No XML File

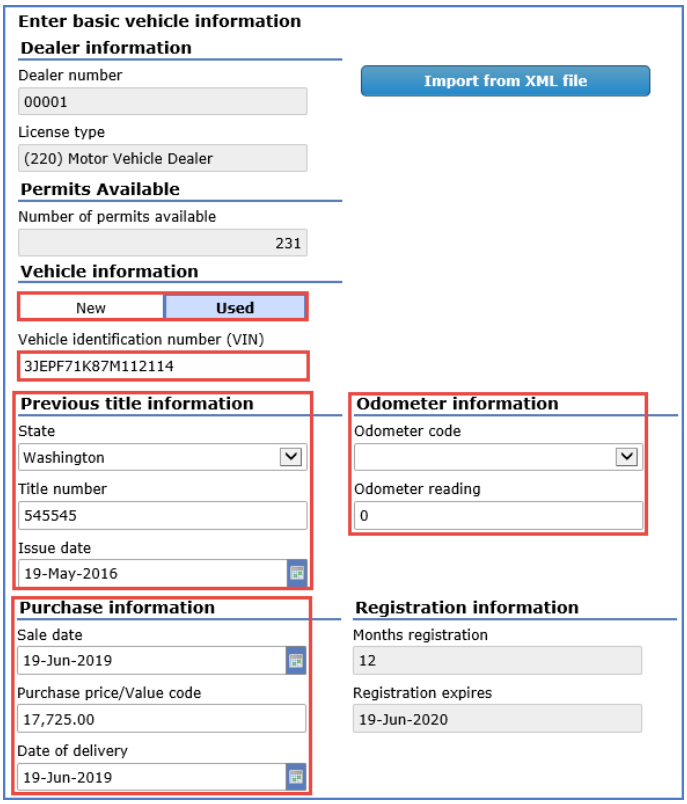
a. Select **New** or **Used,** and enter the **Vehicle Identification Number** (VIN) in the Vehicle Information fields. Enter the permit number under the Permit Number heading, if this is a paper permit. This section will not appear on the page for issuing an E-permit.

b. Enter **Previous Title Information** in appropriate fields.

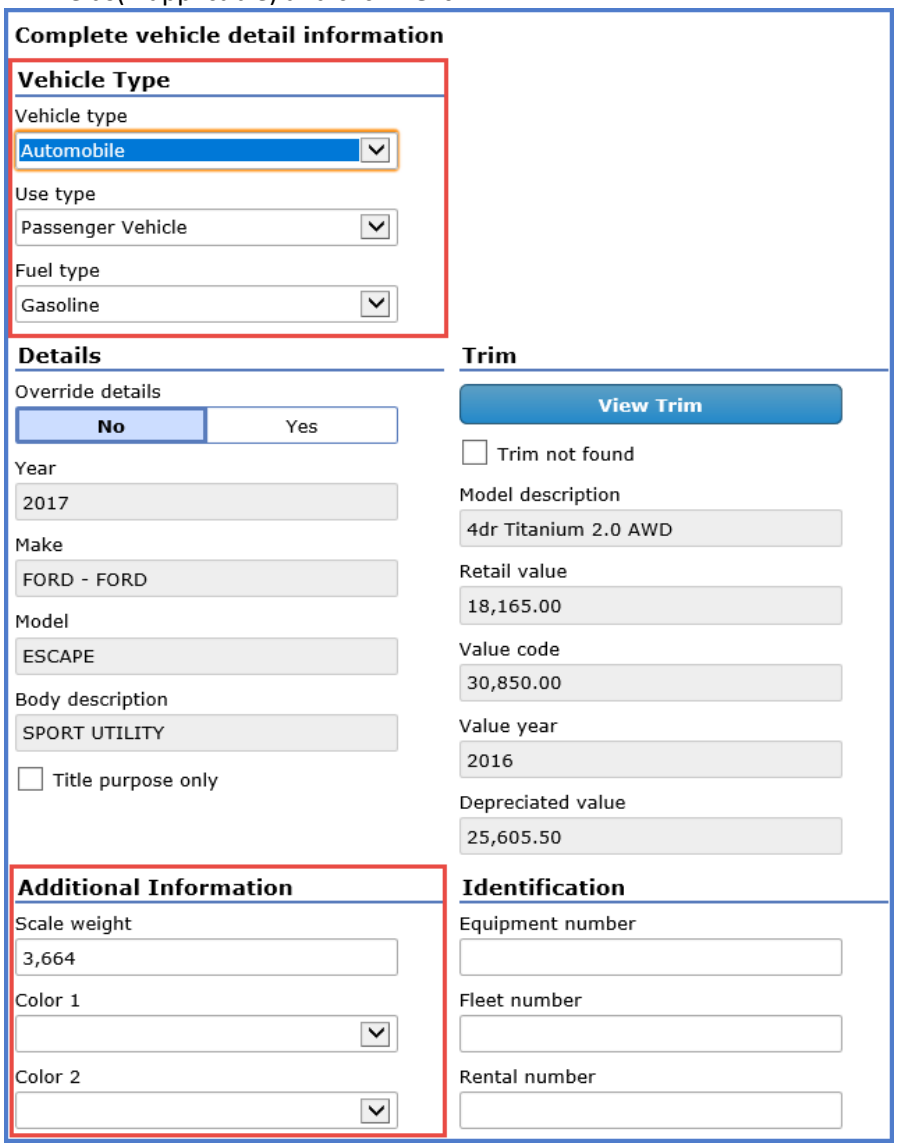
c. Enter **Odometer Information** in appropriate fields.

d. Enter the **Purchase Information** in the appropriate fields. The Registration expires field will automatically populate after you enter the sale date.

e. Click the **Next** button.

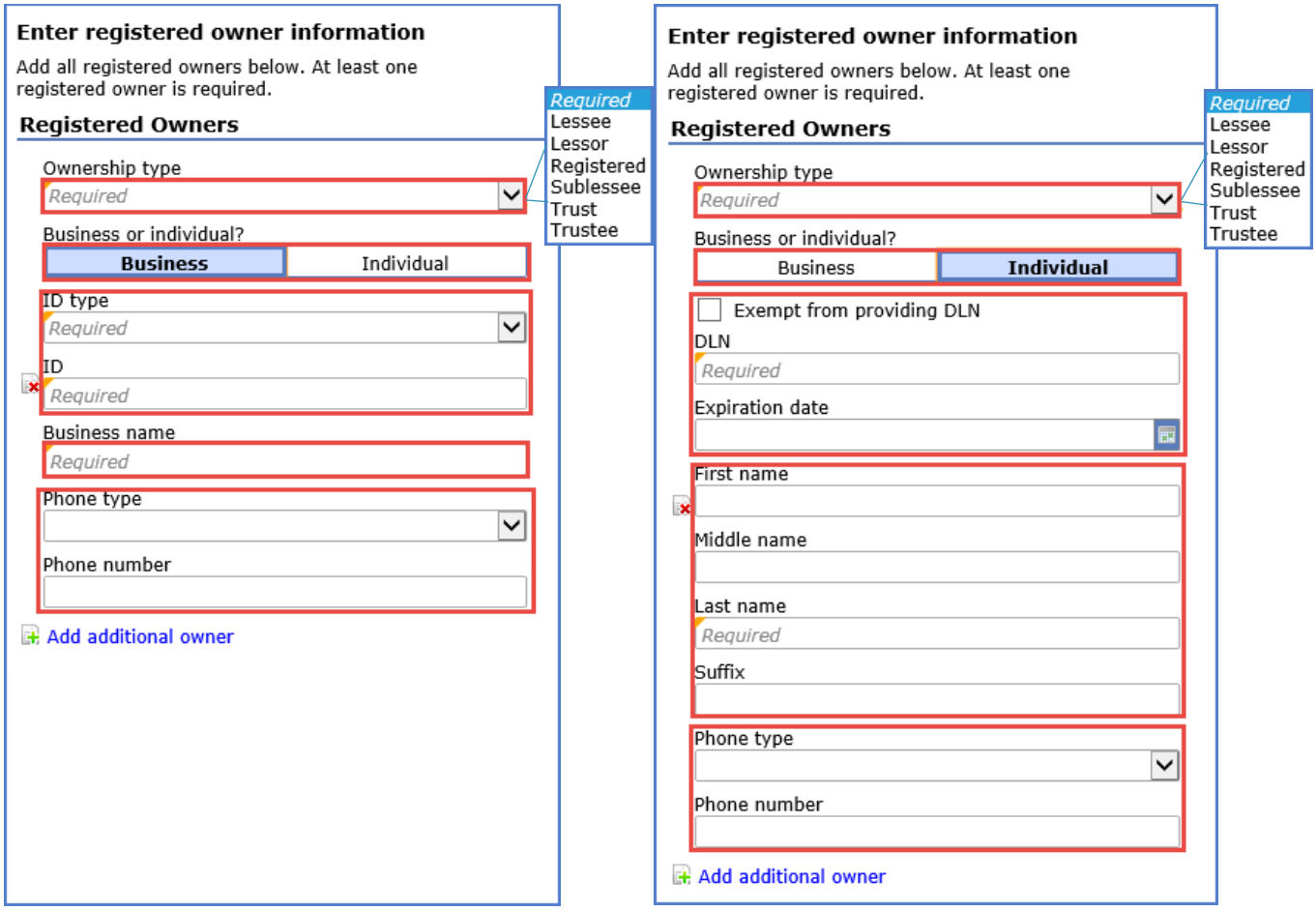


5. Select **Vehicle type**, **Use type**, and **Fuel Type** from the dropdown menus in the Vehicle Type section or follow the Cannot Find Vehicle During E-Permit Process. The Details and Trim section will be pre-filled, grayed out, and cannot be edited unless you click Yes to Override details. Enter **Additional Information** in appropriate fields(if applicable) and click **Next**

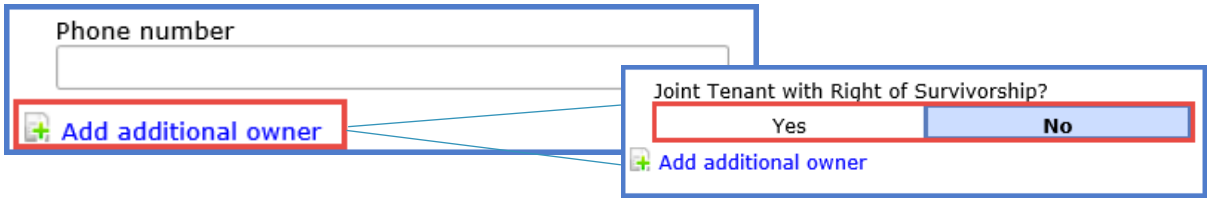



6. Click the **Add additional owner** hyperlink. Select an Ownership type from the dropdown menu, select one of the following ownership types and complete the required fields:
    a. Select Business, enter ID type, enter ID, enter the business name, phone type and number (if applicable), click Add additional owner hyperlink (if applicable)

b. Select **Individual**, click **Exempt from providing DLN** checkbox or enter the **Driver License Number** (DLN), enter **Expiration date.** enter **First name** if applicable, enter **Middle name** if applicable, enter **Last name**, select **Phone type**, and enter **Phone number.**

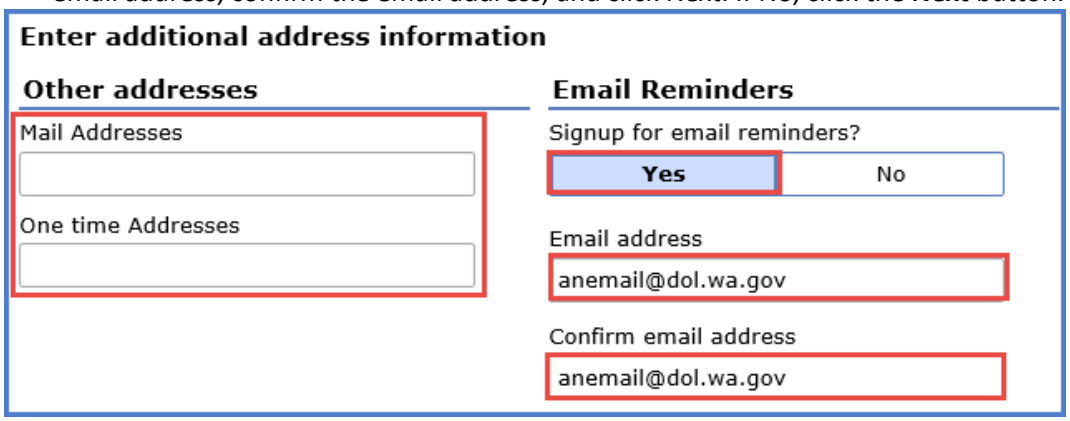



7. Click the **Add additional Owner** hyperlink (if applicable). Enter additional owner information. Click **Yes** or **No** button for Joint Tenants with Rights of Survivorship and click **Next**.

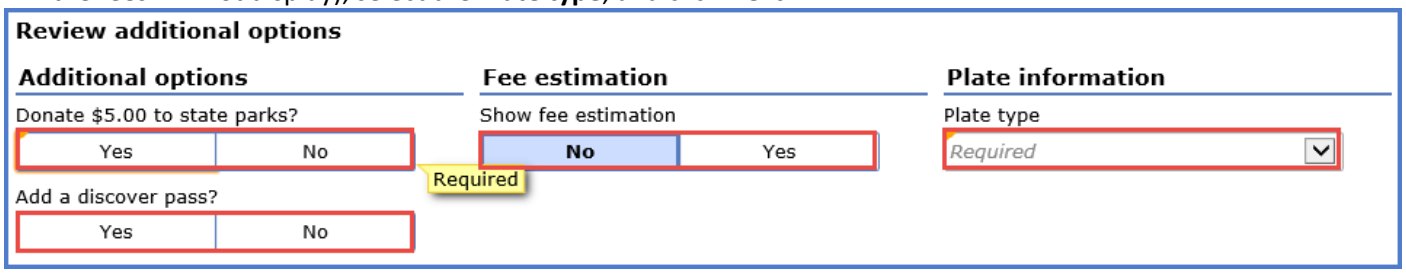



8. Enter the **Registered owner address** information and click **Next.**
9. Select the **button** to verify the address and click **Next**.

10. Enter **Other address** information (if applicable), and select **Yes** or **No** for email reminders. If yes, enter the email address, confirm the email address, and click Next. If No, click the **Next** button.




11. On the Legal Owners screen, do one of the following options:
    a. If the **registered owner is also the legal owner**, click the **Next** button.
    b. If the **registered owner is not the legal owner**, click the **Add additional owner** hyperlink, complete required fields, and click **Next**.
12. Click **Yes** or **No** on the Additional options section, click **Yes** or **No** for Fee estimation section (if you select No, the fees will not display), select the **Plate type**, and click **Next**.



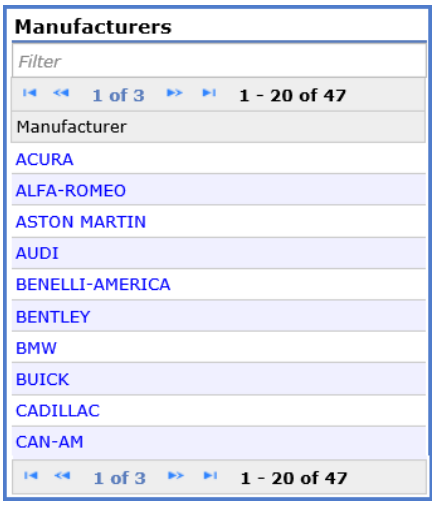

13. Click **Next** on the Fee estimation details screen, if applicable.
14. Review the information on the summary page. Click **Submit** when you are ready to proceed.
15. Click the **Print** button to print the Vehicle Title Application, Vehicle Dealer Temporary Permit, and Temporary Registration. The PDF document will open in a separate window or tab (you might have to allow pop ups). Click the **Continue** button to return to your E-permitting account.

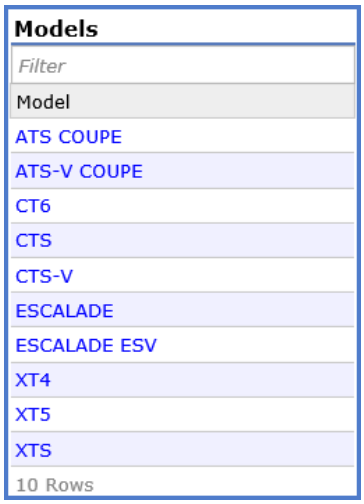
## Cannot Find Vehicle During E-Permit Process - E-Permits Account

When you are adding an E-permit to a New or Used vehicle that does not already exist in the Department of Licensing's system, you will need to manually select the year, manufacturer, and model. If you are unable to find the vehicle from the provided options, select **Cannot Find Vehicle** and follow the steps outlined below.

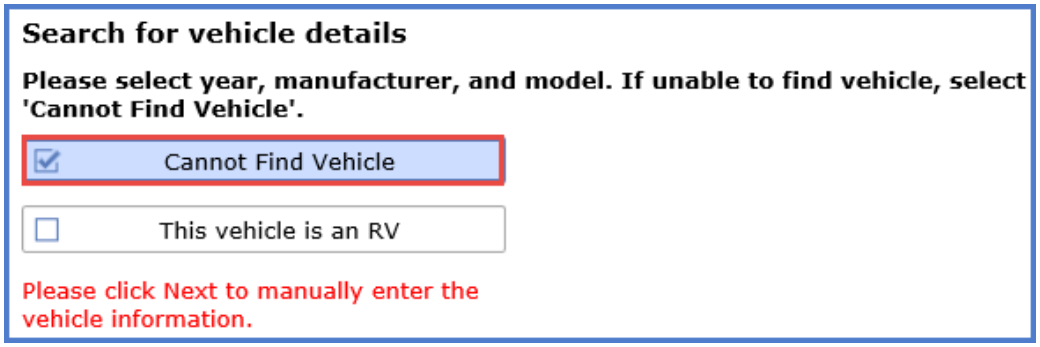
1. Follow **steps 1 through 6** in the previous section Add a New E-permit or Paper Permit

2. Select the **Year**, **Manufacturer**(Make), and **Model.**



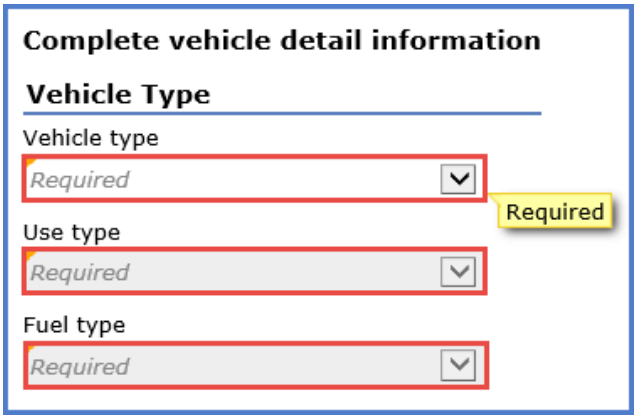




3. Check the **Cannot Find Vehicle** checkbox, if you are unable to find the correct vehicle, and click **Next**.

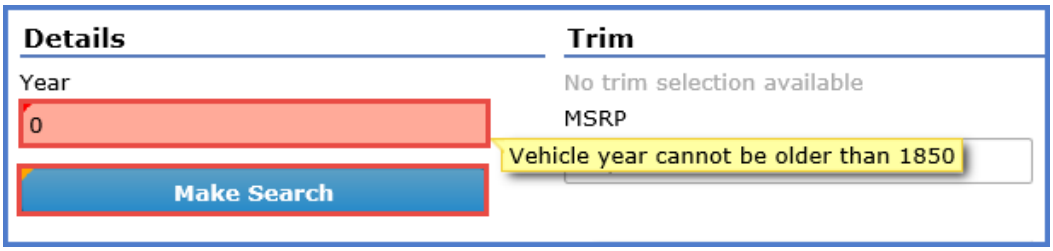



4. Enter the following information on the Vehicle Details screen:

   a. Select the **Vehicle Type**, **Use Type**, and **Fuel Type** from the dropdown menus in the Vehicle Type section.



b. Enter the **Year** and click the **Make Search** button.




c. Enter the **Make** and click the **Search** button. Click the appropriate **make** hyperlink for the type.

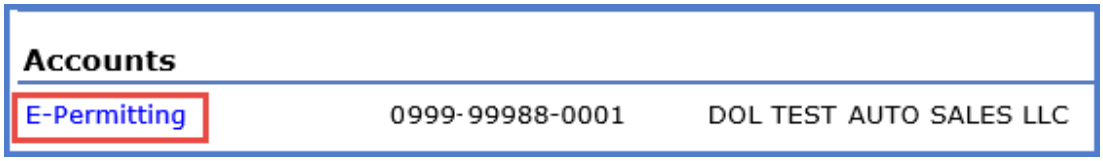
d. Enter the **Model**, select the **Body Style**, enter **MSRP**, enter **Scale Weight**, select **Color**(s), enter **Identification numbers** (if applicable), and click **Next**.

5. **Continue from step 5** in the Add a New E-permit or Paper Permit -E-Permits Account section above.

## Reprint an E-Permit - E-Permits Account

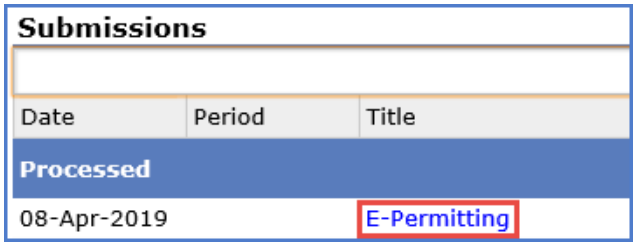
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **E-permitting** hyperlink.

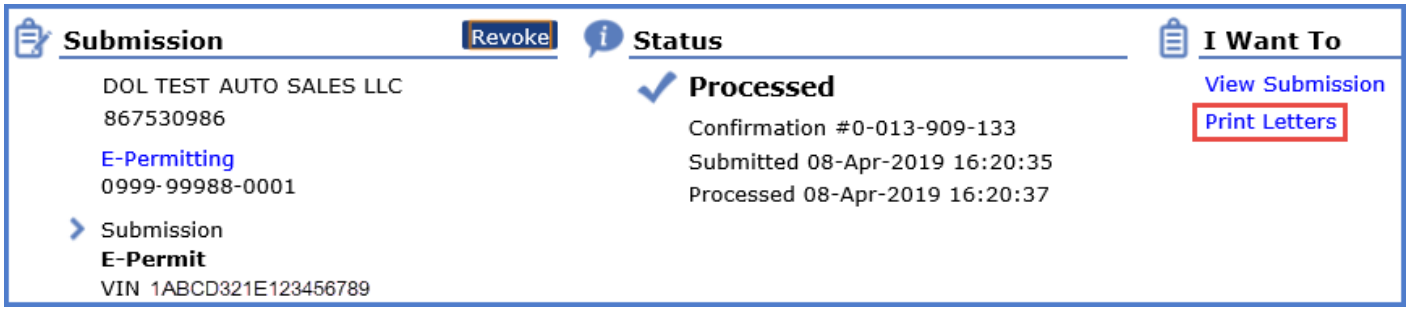



3. Click the **Submission** tab and click the **View Submission** button.

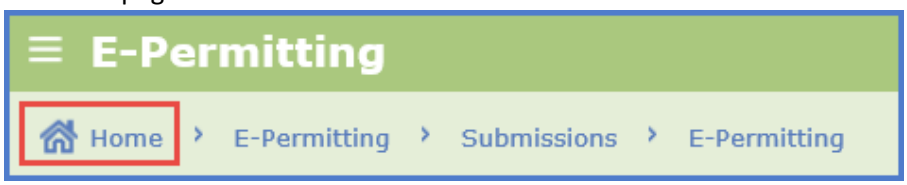
4. Click the **E-Permitting** hyperlink for the E-permit you would like to reprint.




5. Click the **Print Letters** hyperlink, a PDF will open in a separate window or tab. Print the document.




6. Close the new window or tab to return to your submissions. Click the **Home** hyperlink to return to your homepage.

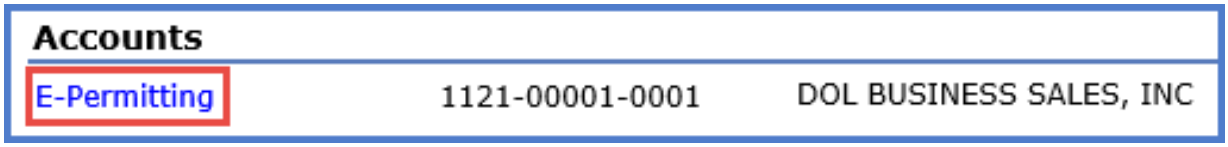



## Revoke an E-Permit- E-Permits Account

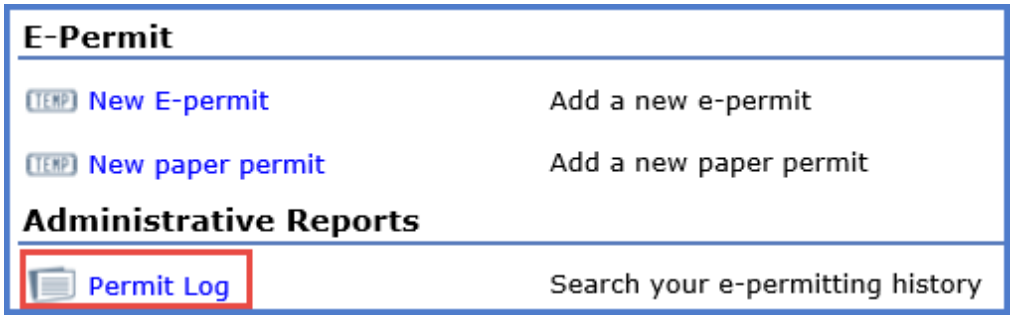
Revoking an E-permit is a permanent action and it cannot be reversed. Use the following steps to revoke an E-permit.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **E-permitting** hyperlink.



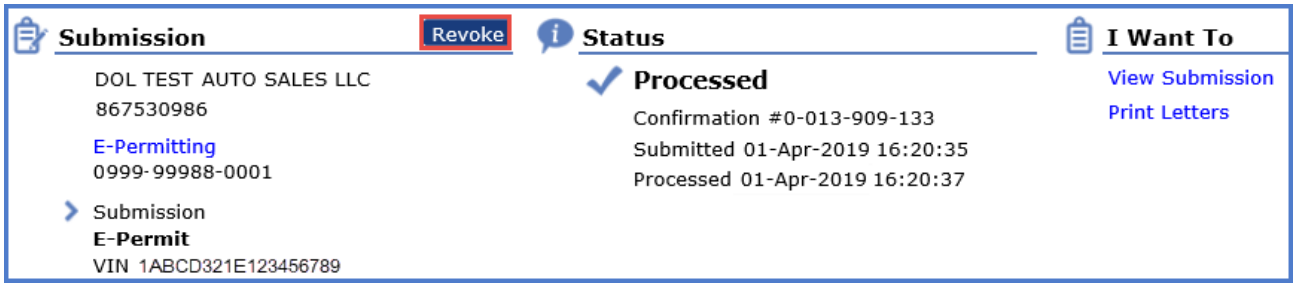

3. Click the **Permit Log** hyperlink.



4. Enter the **From** and **To** date range for the applicable permit and click the **Search** button. Your search results will display.

5. Click the **Permit Number** hyperlink you need to revoke.

6. Click the **Revoke** button.




7. Click the **Submit** button to revoke the E-permit.

8. Click **Print** to print the transaction confirmation or click **Continue** to return to your E-permitting account.

## Fleet Accounts

A Fleet Account makes it easier for you to manage the registrations of several vehicles. A Regular fleet is 5 to 49 vehicles. A Permanent fleet is 50 or more vehicles.

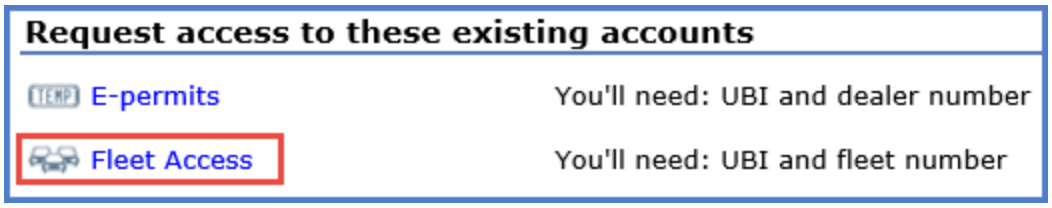
## Request Administrator Access-Fleet Access Account

The person who applies for the Fleet Access account is the account administrator. The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business.

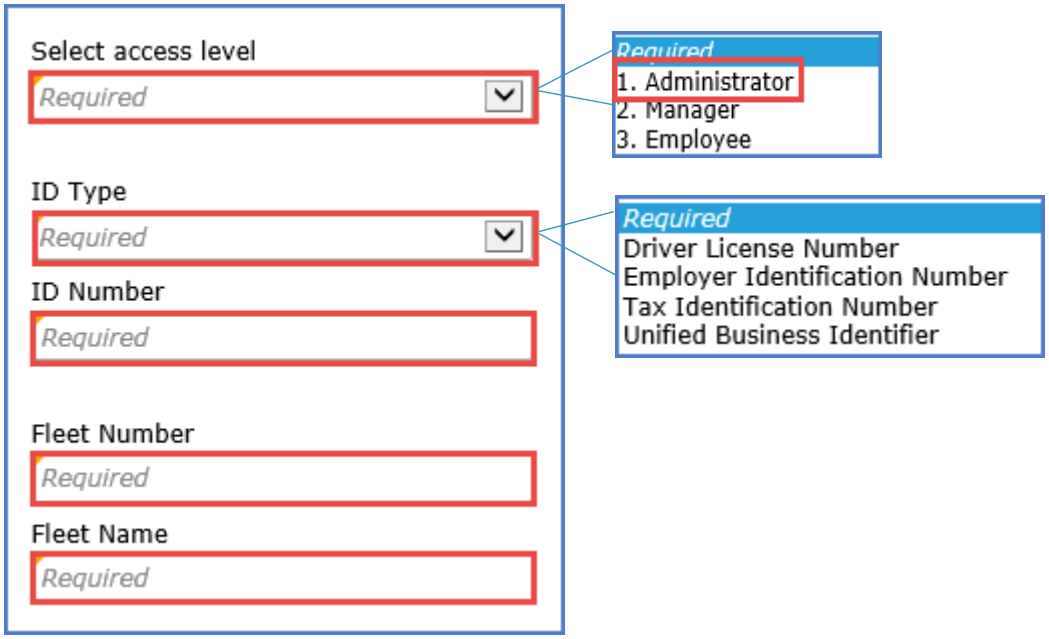
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click **Request access to vehicle services** hyperlink.

3. Click the **Fleet Access** hyperlink.



4. Select **Administrator** from the access level from the dropdown, select the **ID type**, enter the **ID number**, enter the **Fleet number**, enter the **Fleet name**, and click **Next**.




5. Enter **Your name**. select the appropriate business role options, complete the applicable fields and click **Next**.
    a. Select the **I'm the owner or supervisor** button if you are the business owner. This will take away the required fields below the Owner Contact Information section. Enter the **Business license expiration** date.
    b. Select the **I'm not the owner or supervisor** radio button if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **name**, **phone**, and **email address**.

6. Review the summary page for accuracy. Click Submit when you are ready to proceed.

7. Click the Print button to print a confirmation of your transactions or click Continue to go to your homescreen.

## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

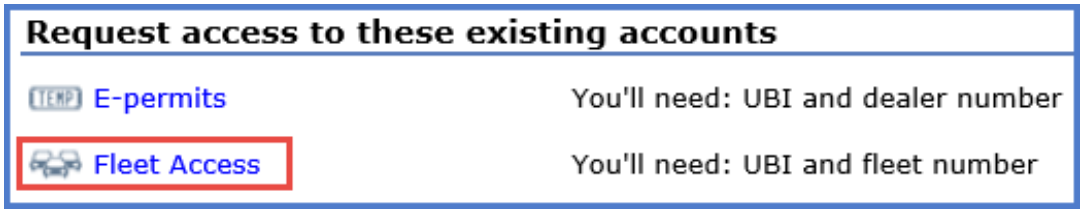
## Request Employee or Manager Access- Fleet Account

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

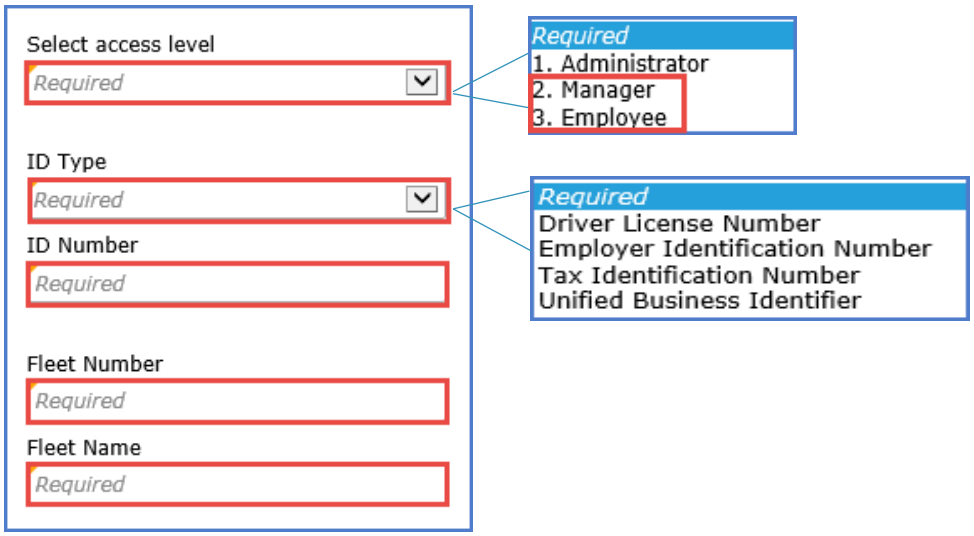
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click **Request access to vehicle services** hyperlink.

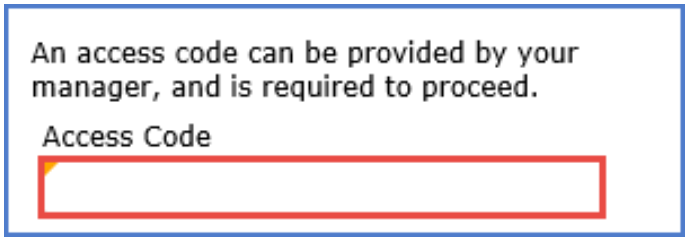
3. Click the **Fleet Access** hyperlink.




4. Select **Employee** or **Manager** from the access level from the dropdown, select the **ID type**, enter the **ID number**, enter the **Fleet number**, enter the **Fleet name**, and click **Next**.




5. Enter the **Access Code** provided to you by the account administrator or manager and click **Next**.




6. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

7. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the E-Permit account!

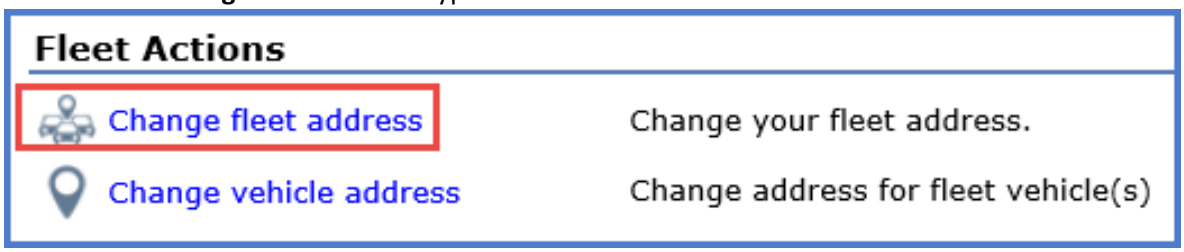
## Change Fleet Address- Fleet Account

Use the following process if you need to change the fleet address. Changing the fleet address will update the mailing address for all vehicles in your fleet. If you need to change the registered address for select vehicles in the fleet, follow the process to Change Address for Fleet Vehicle.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **Vehicle Fleet** hyperlink.

3. Click the **Change fleet address** hyperlink.

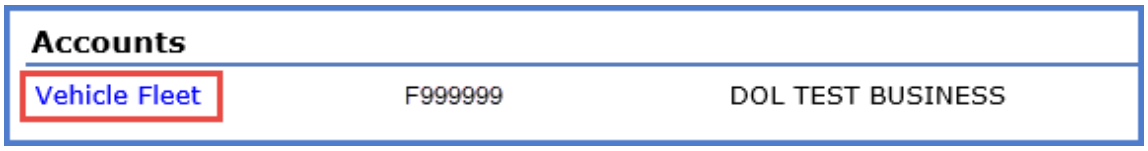



4. Read information on the What you'll need screen and click **Next.**
5. Enter the **Country**, enter **Street address**, enter **City**, enter **State**, enter **Zip code**, and click **Next**.
6. Select the button to confirm the address and click **Next**.
7. Review the summary page for accuracy. Click **Submit** when you are ready to proceed.
8. Click **Print** to print your transaction confirmation or click **Continue** to go to your Vehicle Fleet account.

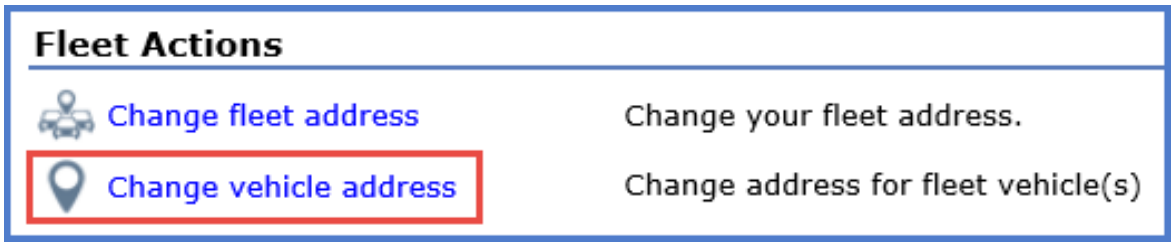
## Change Address for Fleet Vehicle- Fleet Account

Use the following process if you need to change the registered address for select vehicles in the fleet.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Vehicle Fleet** hyperlink.




3. Click the **Change vehicle address** hyperlink.



4. Click the **checkbox** for the vehicles in the fleet that need their address changed and click the **Next** button. Alternatively, you can click the **Select All** hyperlink to change them all to one address.

Select the vehicles you would like to change from the list below

Select All  Clear All

| Equipment# | Plate | VIN | Current Address | Change |
|---|---|---|---|---|
| 100 | A23457B | 1WCCD23E45FG61121 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 102 | PEJ4514 | 1ANG123E45FG69876 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 103 | B253456B | 1JEPD23E45FG61887 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 106 | A12345B | 3XYZT13J05D161497 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 115 | A31682B | WWJD983F45FG11890 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 116 | A10514B | 1ABCD23E45FG67890 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 117 | DCB3214 | 5TACD23N45FG61616 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |
| 118 | C23457B | 1KACD23E45FG67807 | 123 S MAIN ST SEATTLE WA 98688-1234 | ☐ |

5. Click the appropriate **button** to answer the question and click **Next**.

**Is your business address in Washington state?**

- ◉ Yes.
- ○ Yes, but I'm not required to provide it:
  - I'm exempt from paying vehicle excise tax, and/or
  - My vehicle(s) are exempt from vehicle excise tax.
- ○ No, my business doesn't have a Washington location.

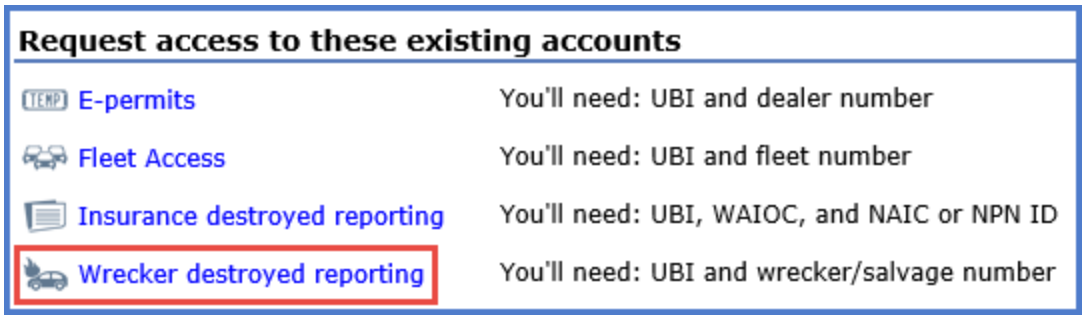
6. Enter the new **Street address**, enter **City**, enter **Zip code**, and click **Next**.
7. Select the **button** to confirm the address and click **Next**.
8. Review the summary page for accuracy. Click **Submit** when you are ready to proceed.
9. Click **Print** to print your transaction confirmation or click **Continue** to go to your Vehicle Fleet account.

# Wrecker Destroyed Reporting Account

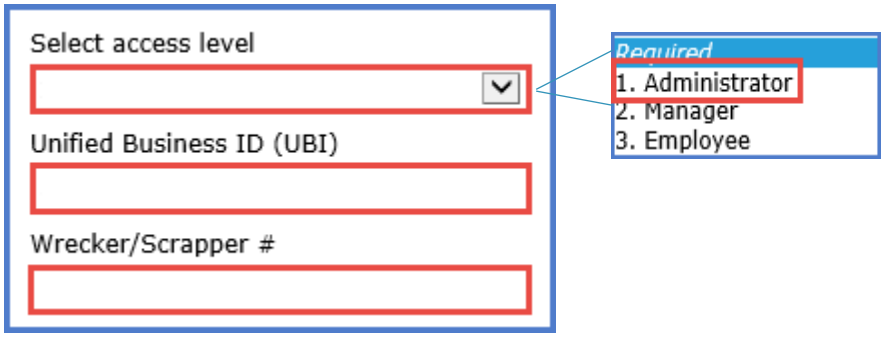
## Request Administrator Access- Wrecker Destroyed Reporting Access

The person who applies for the Wrecker Destroyed Reporting account is the account administrator. The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink
3. Click the **Wrecker destroyed reporting** hyperlink.

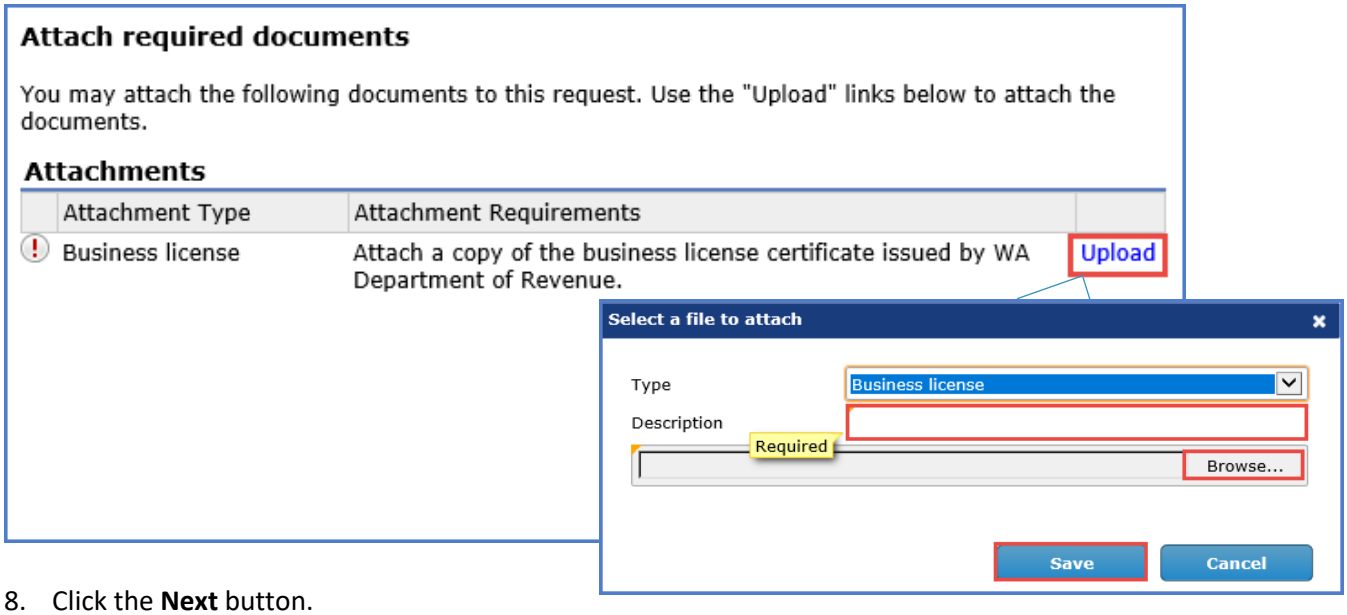



4. Select **Administrator** from the access level dropdown, enter **Unified Business ID (UBI)**, enter **Wrecker/Scrapper #**, and click **Next**.




5. Click the **Next** button to continue past the location(s) section.
6. Select the appropriate business role options, complete the applicable fields and click **Next**.
   a. Select the **I'm the owner or supervisor** button if you are the business owner. This will take away the required fields below the Owner Contact Information section. Enter the **Business license expiration** date.
   b. Select the **I'm not the owner or supervisor** radio button if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **name**, **phone**, and **email address**.

7. Click the **Upload** hyperlink to attach a copy of your Business license certificate. Enter a **Description**; click **Browse** to find the file, and click **Save**.




8. Click the **Next** button.
9. Review the information on the summary page. Click **Submit** when you are ready to proceed.
10. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully registered for Wrecker destroyed account!

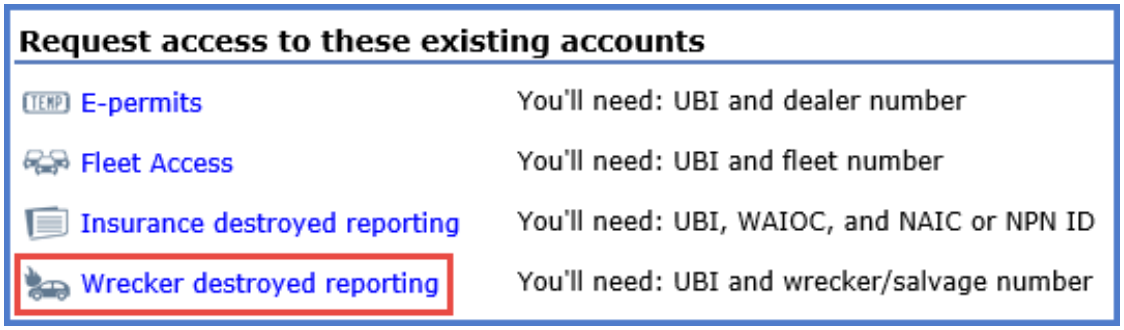
## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

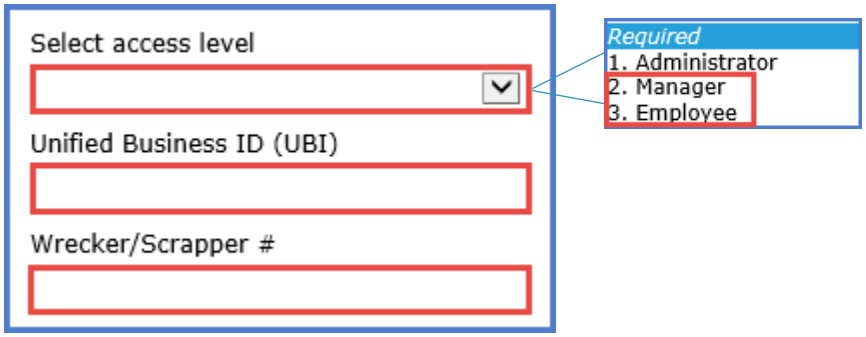
## Request Employee or Manager Access- Wrecker Destroyed Reporting Access

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink
3. Click the **Wrecker destroyed reporting** hyperlink.

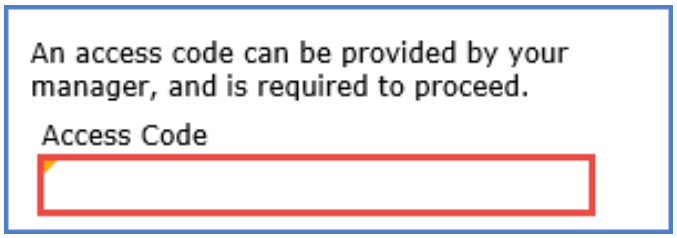


4. Select **Employee** or **Manager** from the access level dropdown, enter **Unified Business ID (UBI)**, enter **Wrecker/Scrapper #**, and click **Next**.




5. Click the **Next** button to continue past the location(s) section.

6. Enter the **Access Code** provided to you by the account administrator or manager and click **Next**.




7. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

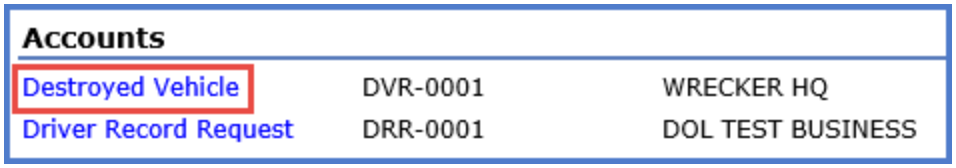
8. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the Wrecker Destroyed Reporting account!

## Report Wrecker Destroyed Vehicle- Wrecker Destroyed Reporting Account

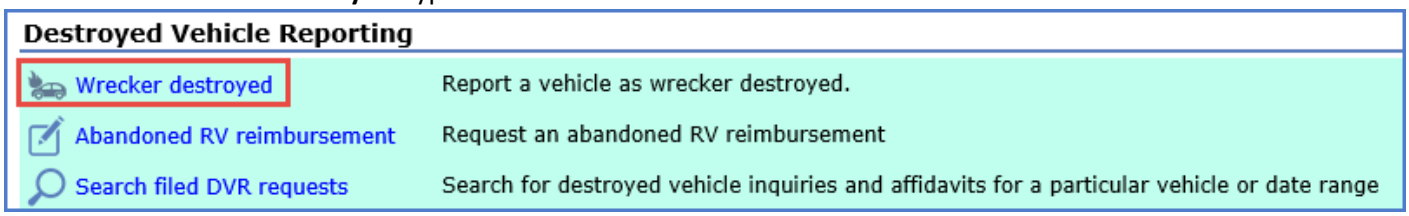
To report a vehicle as wrecker destroyed, follow the steps below.

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

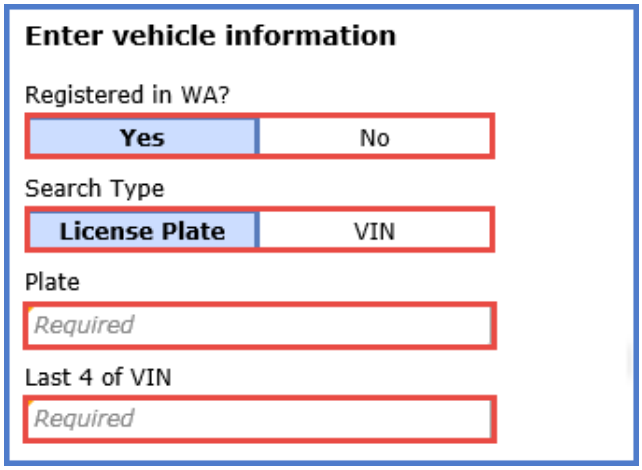
2. Click the **Destroyed Vehicle** hyperlink.




3. Click the **Wrecker destroyed** hyperlink.



4. Select **Yes** or **No** for Registered in WA question, select **License Plate** or **VIN** for the search type, enter **Plate VIN** information, and click **Next**.




5. Verify the vehicle information and click the **Next** button.

6. Enter the following destroyed vehicle detail information and click the **Next** button.
   a. **Stock Number**
   b. **Yard Number**
   c. **Aquired From**
   d. **Supporting document**
   e. **Date Aquired/Purchased**
   f. **Does the vehicle value meet or exceed $7930 (Market Value threshold)**

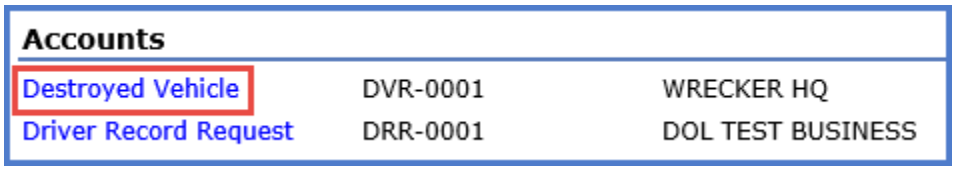
7. Review the information on the summary screen. Click **Submit** when you are ready to proceed.

8. Click **Print** to print the transactions confirmation or click **Continue** to return to your Wrecker Destroyed Reporting account. Click **Add another** to report another vehicle as destroyed.

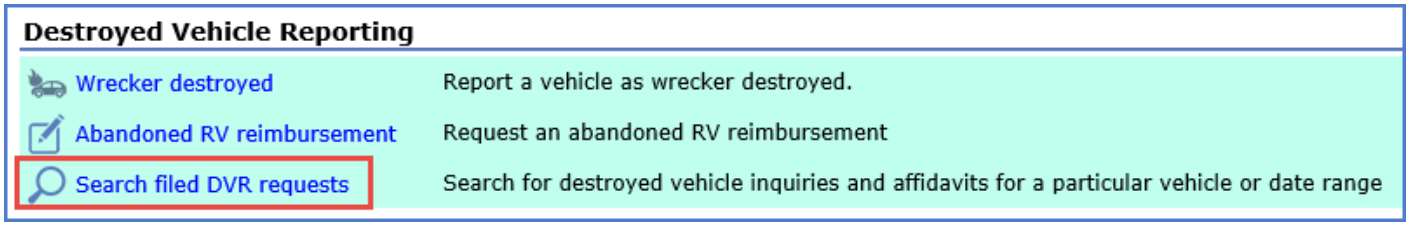
## Search Filed DVR Requests- Wrecker Destroyed Reporting Account

To report a vehicle as wrecker destroyed, follow the steps below.

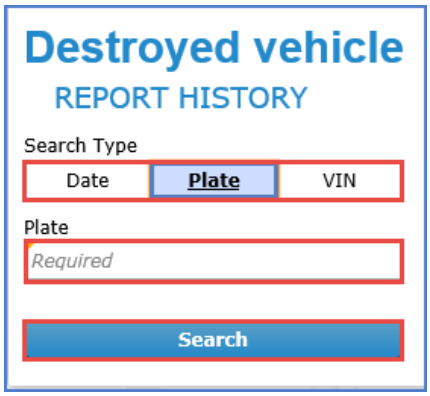
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Destroyed Vehicle** hyperlink.

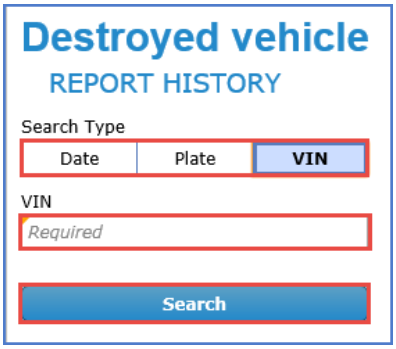



3. Click the **Wrecker destroyed** hyperlink.

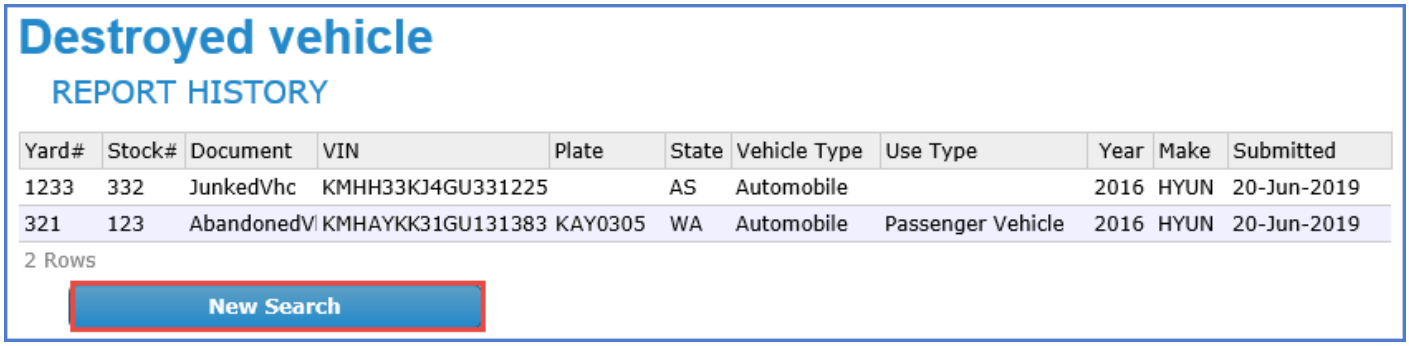



4. Select **Date**, **VIN**, or **Plate** for the Search type, enter the search criteria, and click **Search**.




5. The search results display below. Click the **New Search** button to start a new search.

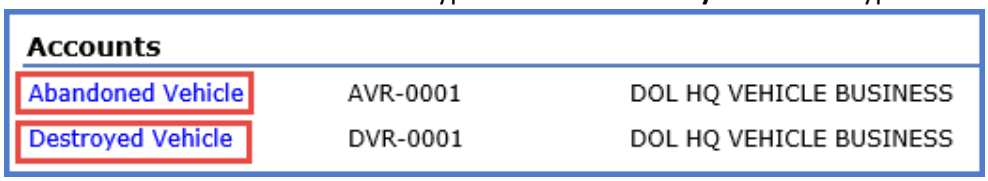


## Abandoned RV Reimbursement

Registered Tow Truck Operators (RTTOs) and Wreckers have the functionality in their account to request an abandoned RV reimbursement. Please refer the WAC 308-61 before starting this process.

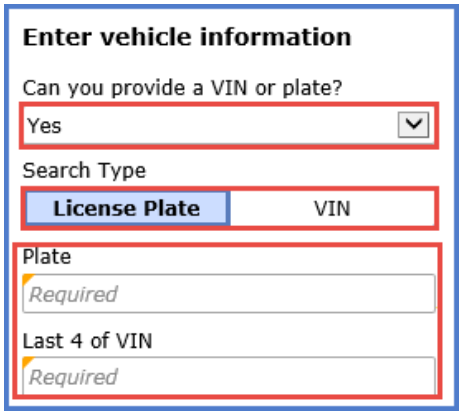
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Select the **Abandoned Vehicle** hyperlink or the **Destroyed Vehicle** hyperlink.

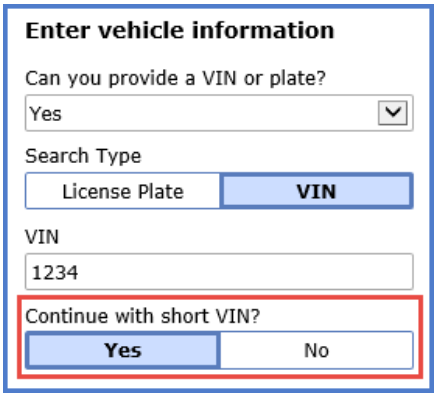



3. Click the hyperlink **Abandoned RV reimbursement** hyperlink.

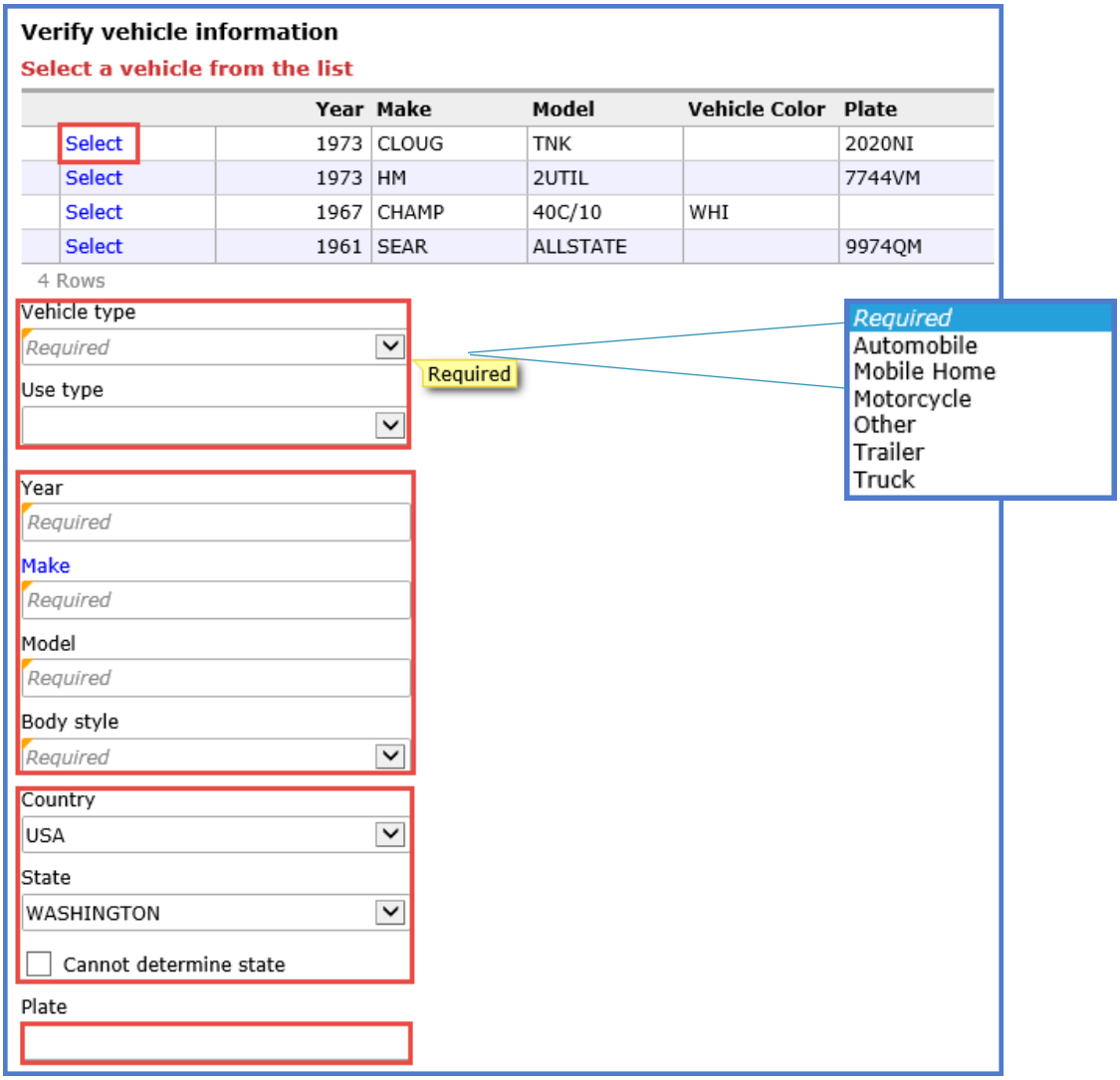
4. Select **Yes** or **No** from the dropdown menu, select **License Plate** or **VIN** for the search type, enter the License **Plate** and **Last 4 of VIN** or enter the full **VIN** number, and click **Next**.




5. When entering a short VIN, continue with a short VIN process below. Otherwise, go to step number 6.
   a. Click **Yes** or **No** when providing a short VIN, to confirm you will **continue with the short VIN**.

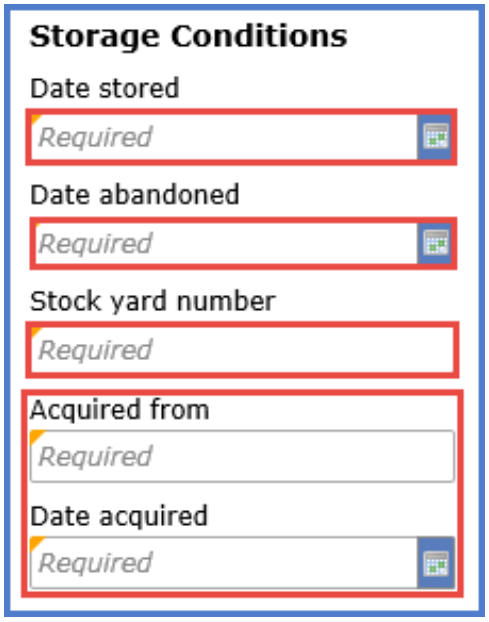


b. Select the correct vehicle from the list or enter vehicle information if it is not displayed above. Click the **Next** button when you are ready to proceed.

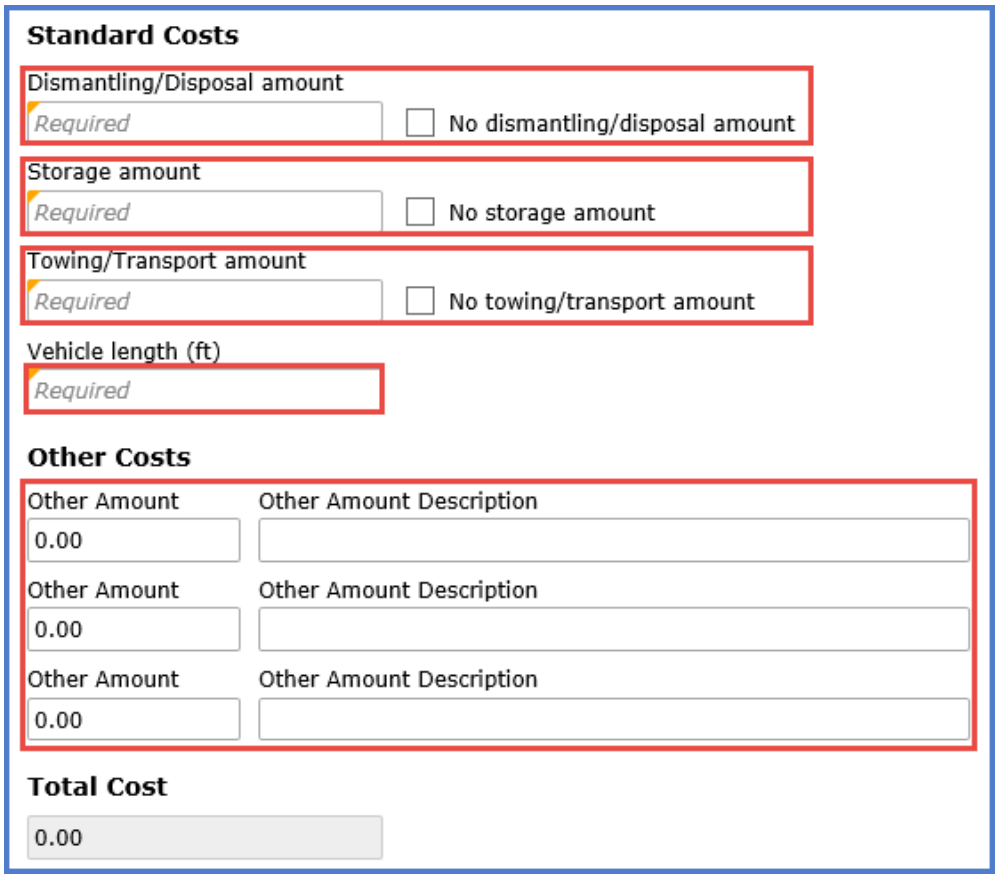



6. Enter your **Phone number**, enter **Fax number** if applicable, enter **Email**, **Confirm email**, and click **Next**.

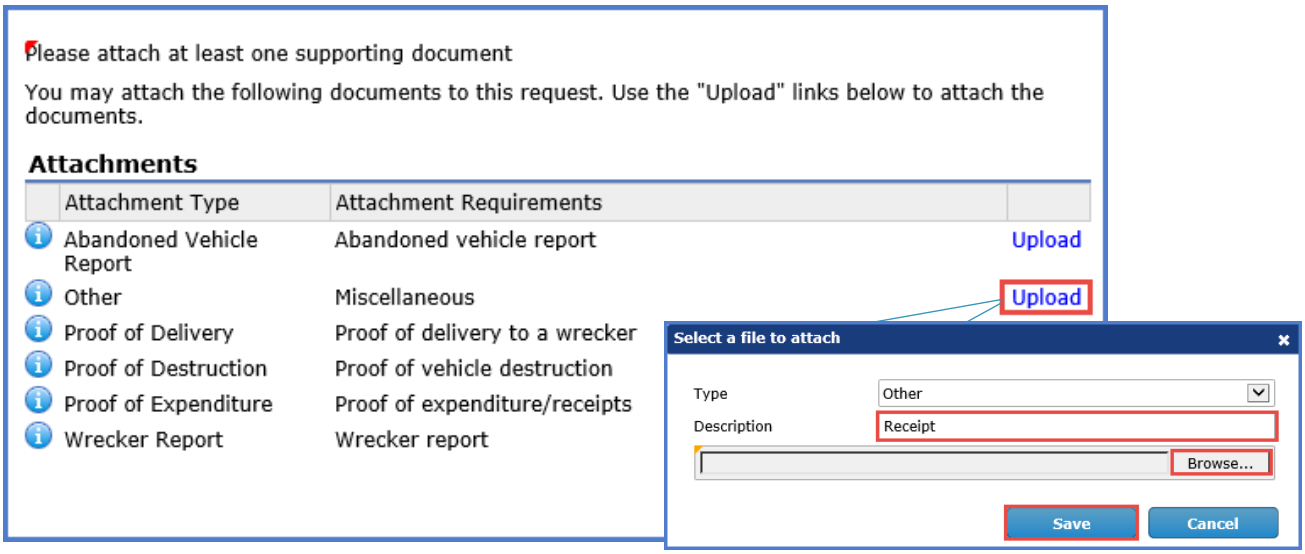
7. Enter the **Date stored**, enter **Data abandoned**, enter **Stock yard number**, enter **Acquired from**, enter **Date acquired**, and click **Next**.




8. Enter **Dismantling/Disposal amount** or click the checkbox for **No amount**, enter **Storage amount** or click the checkbox for **No amount**. Enter **Towing/Transport amount** or click the checkbox for **No amount**, enter the **Vehicle length**, enter any **Other Amounts** and **Other Amount Descriptions** that are applicable to the reimbursement, and click **Next**.



9. Click the **Upload** hyperlink to attach a copy of your supporting document(s). Enter a **Description**; click **Browse** to find the file, and click **Save**. Complete this process for **all supporting documents** related to this RV reimbursement and click **Next**. Without valid proof, your request could be denied.




10. Select **Yes** or **No** to the Acknowledgment questions, click the **checkbox** to certify under penalty of perjury, and click **Next**.

11. Review the summary page information. Click **Submit** when you are ready to proceed.

12. Click **Print** to print your transaction confirmation. Click **Continue** to return to your account.

# Abandoned Vehicle Reporting

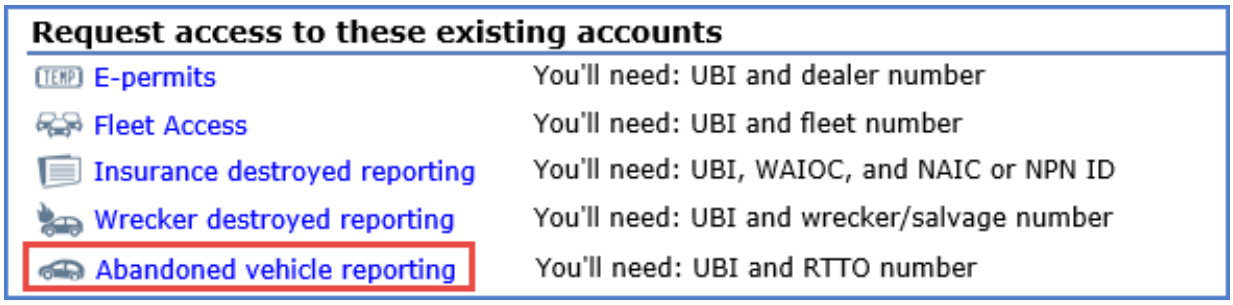
## Request Administrator Access- Abandoned Vehicle Reporting

The person who applies for the Abandoned Vehicle Reporting account is the account administrator. The administrator is responsible for generating access codes for their managers or employees and managing users who have access to the account. The system allows only one administrator per business.

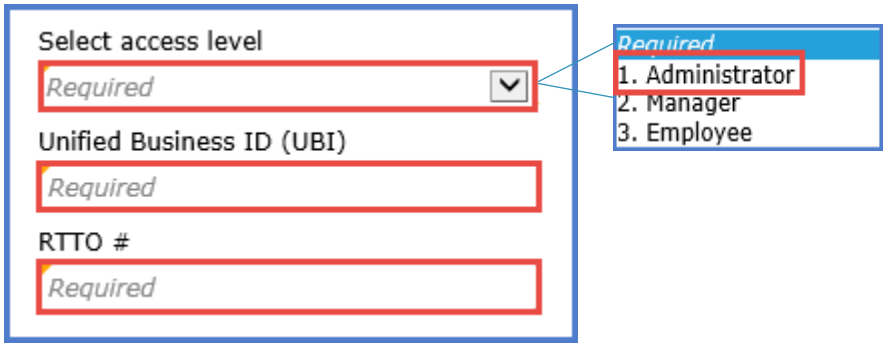
1. Login to your License eXpress for Business account (secure.dol.wa.gov)

2. Click the **Request access to vehicle services** hyperlink.

3. Click the **Abandoned vehicle reporting** hyperlink.



4. Select Administrator from the **access** level from the dropdown, enter the **Unified business ID (UBI)** number, enter the **RTTO #**, and click **Next**.



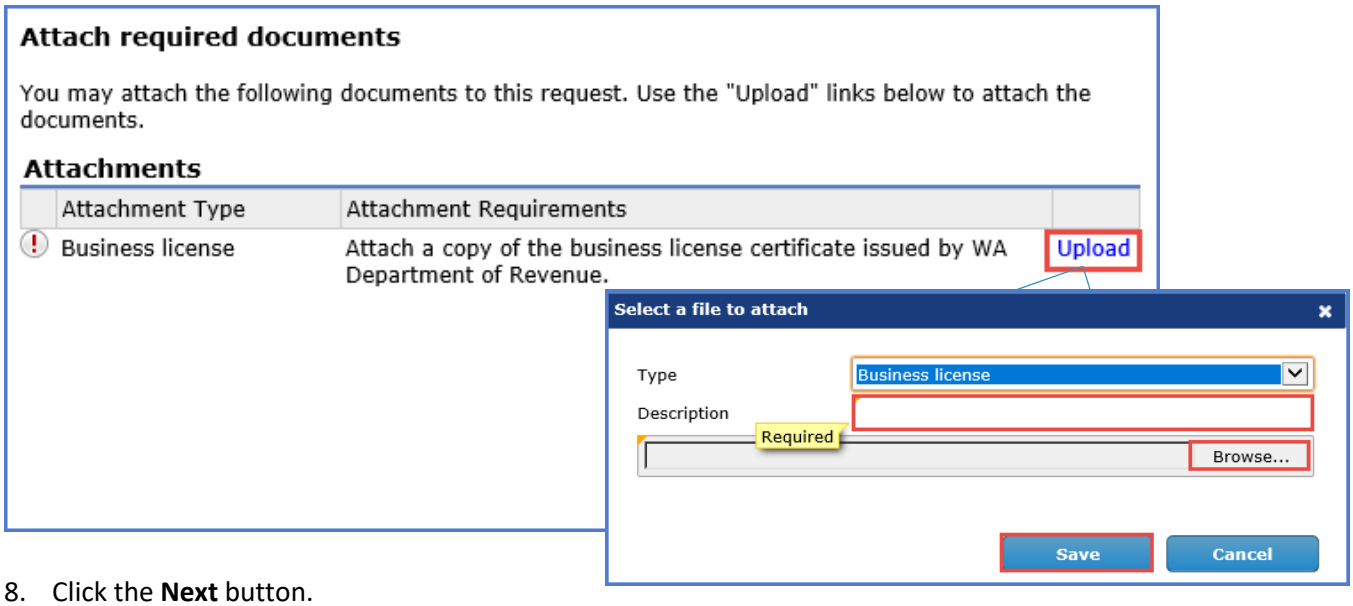

5. Review your locations and click the **Next** button.

6. Select the appropriate business role options, complete the applicable fields, and click the Next button:

    a. Select the **I'm the owner or supervisor** radio button if you are the business owner and enter the **Business license expiration** date. This will take away the required fields below the Owner Contact Information section.

    b. Select the **I'm not the owner or supervisor** radio button if you are not the owner. Enter **Your role within the organization.** Enter business owner or supervisor **name**, **phone**, and **email address**.

7. Click the **Upload** hyperlink to attach a copy of your Business license certificate. Enter a **Description**; click **Browse** to find the file, and click **Save**.




8. Click the **Next** button.

9. Review the information on the summary page. Click **Submit** when you are ready to proceed.

10. Click **Print** to print the transaction confirmation or click **Continue** to go to your homepage. You have successfully registered for Abandoned Vehicle Reporting account!

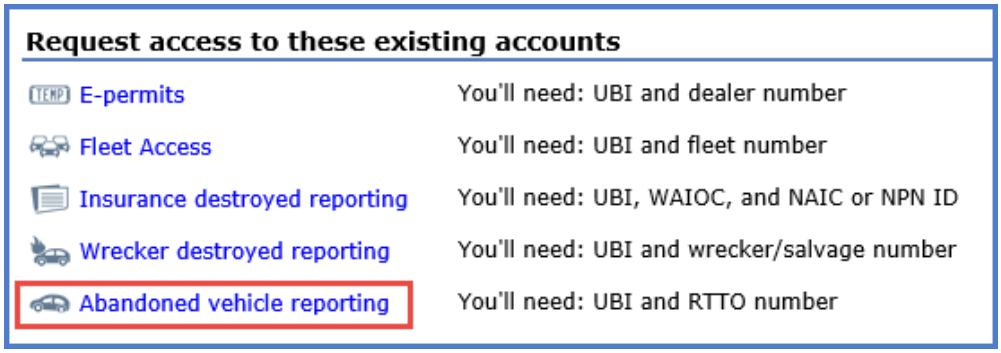
## Manage Users Functions

Click this hyperlink to go to the Manage Users Functions section. This section applies to app business account types.

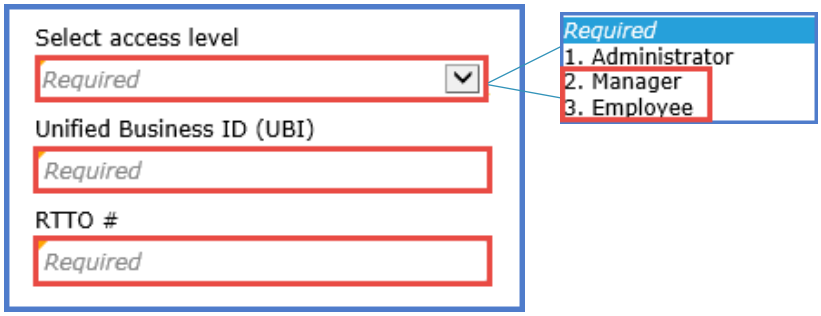
## Request Employee or Manager Access- Abandoned Vehicle Reporting

The access code provided to you by the account administrator or manager will **expire after 24 hours**. Please check the date/time stamp on the original access code email to make sure your code is not expired.

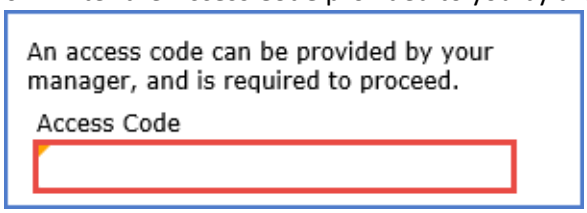
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Request access to vehicle services** hyperlink.
3. Click the **Abandoned vehicle reporting** hyperlink.




4. Select **Employee** or **Manager** from the **access** level from the dropdown, enter the **Unified business ID (UBI)** number, enter the **RTTO #**, and click **Next**.




5. Review your locations and click the **Next** button.
6. Enter the **Access Code** provided to you by the account administrator or manager and click **Next**.

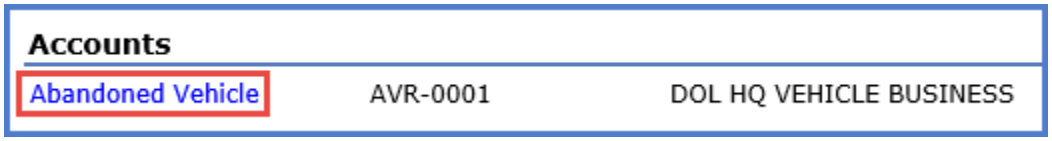



7. Review the information on the summary screen. Click **Submit** when you are ready to proceed.
8. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the account homepage. You now have access to the Abandoned Vehicle Reporting account!

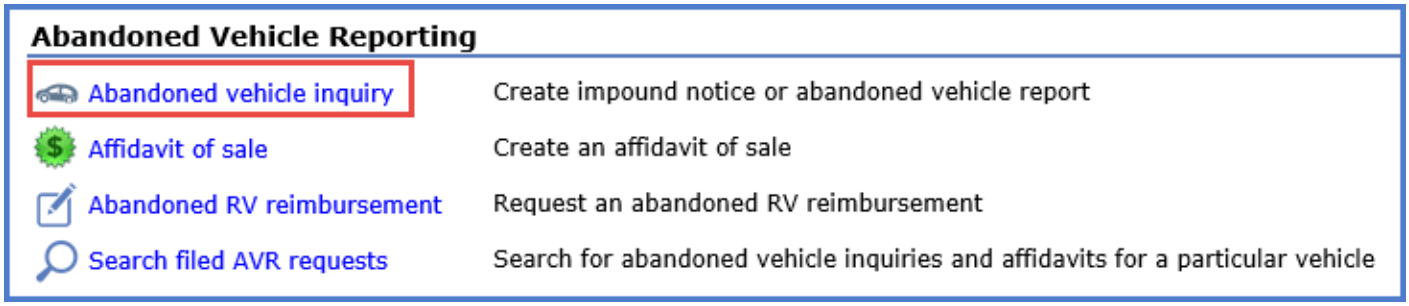
## Add an Impound Notice- Abandoned Vehicle Reporting

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

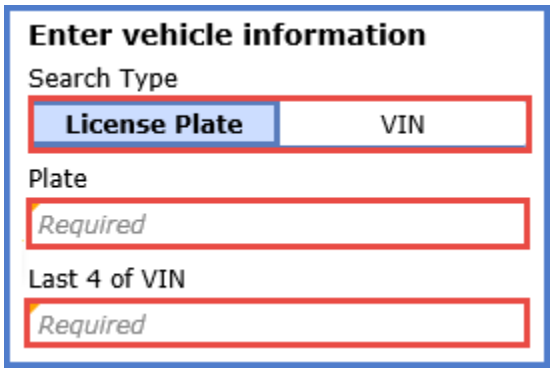
2. Click the **Abandoned Vehicle** hyperlink.




3. Click the **Abandoned Vehicle inquiry** hyperlink.



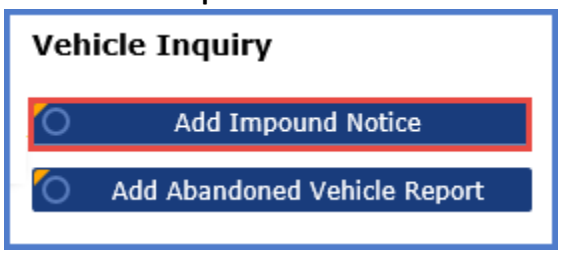

4. Click the **License Plate** or **VIN** button, enter the **License Plate** number (and last 4 of VIN number) or **VIN** number and click **Next**.



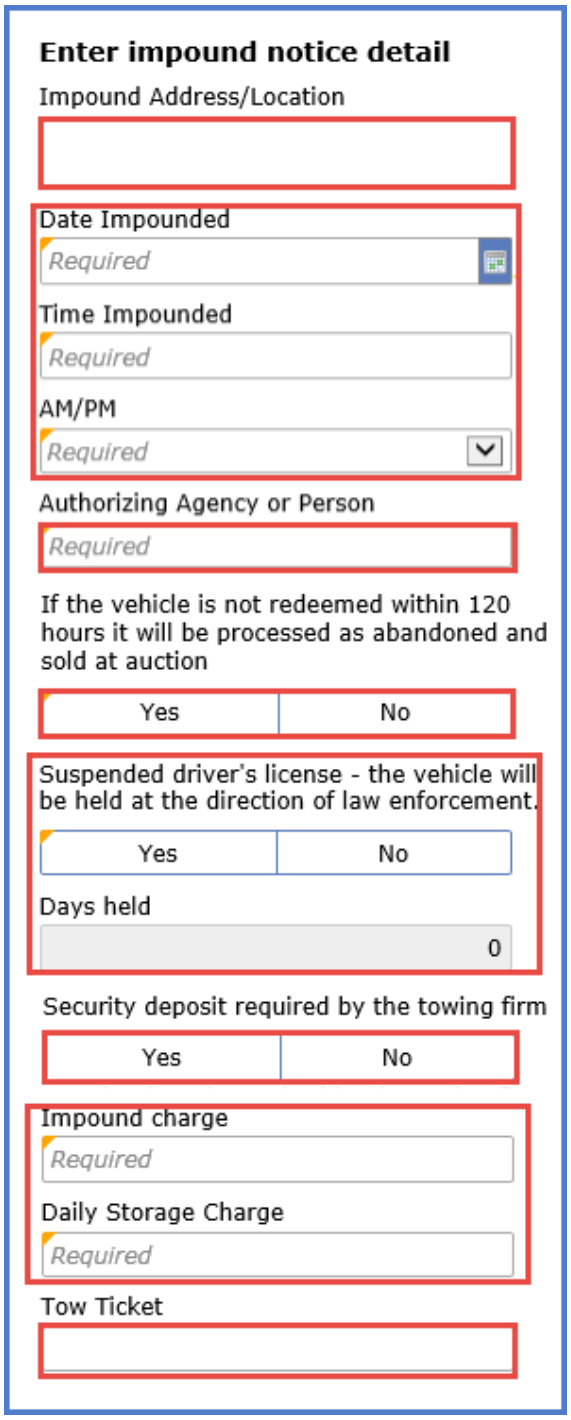

5. Verify the vehicle information and click **Next**.

6. Review the vehicles information, click **Print Report Details** to print the information displayed, and click **Next** to continue.

7. Click **Add Impound Notice** and click **Next**.



8. Enter **Impound Address/Location**, enter **Date** and **Time**, enter **Authorizing Agency or Person**, click **Yes** or **No** to answer the questions, enter **Impound Charge**, enter **Daily Storage Charge**, enter **Tow ticket**, and click **Next**.



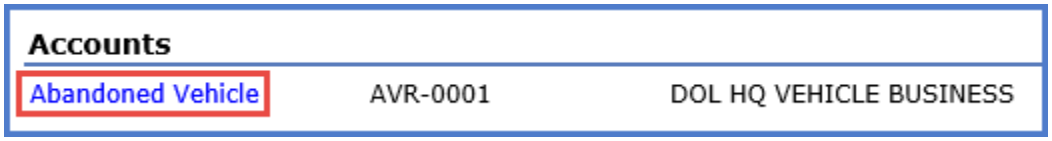

9. Review the summary page information. Click **Submit** when you are ready to proceed.

10. Click **Print** to print the **Vehicle Impound Notice**. Click **Continue** to return to your Abandoned Vehicle account.

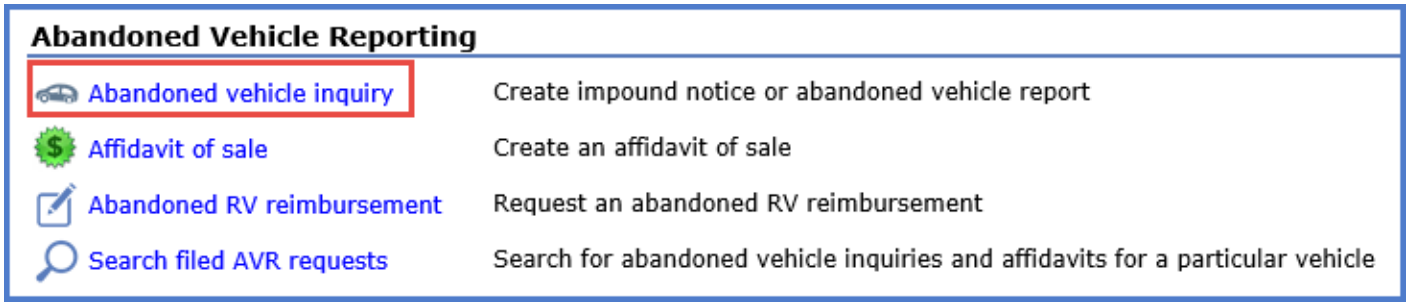
## Add an Abandoned Vehicle Report

11. Login to your License eXpress for Business account (secure.dol.wa.gov)

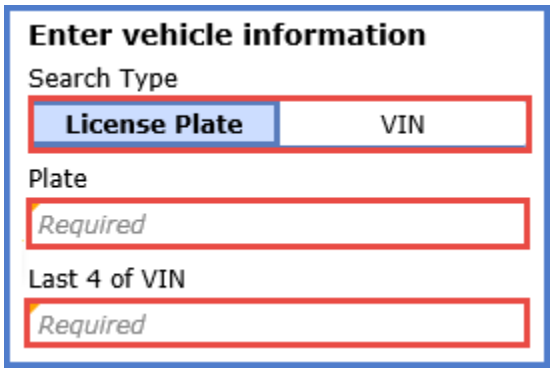
12. Click the **Abandoned Vehicle** hyperlink.




13. Click the **Abandoned Vehicle inquiry** hyperlink.



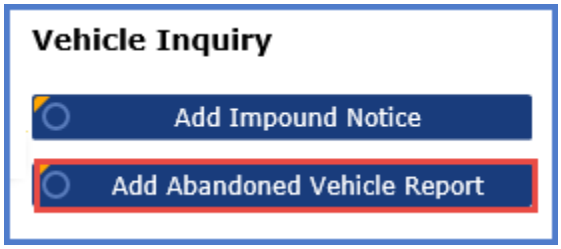

14. Click the **License Plate** or **VIN** button, enter the **License Plate** number (and last 4 of VIN number) or **VIN** number and click **Next**.



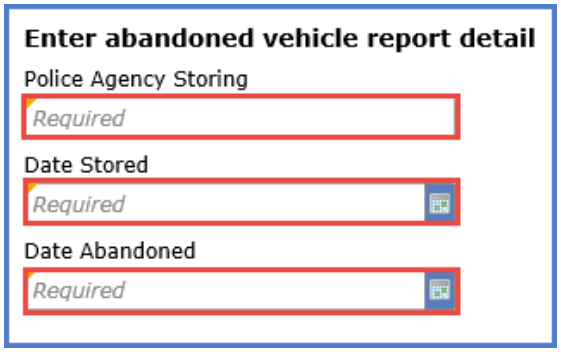

15. Verify the vehicle information and click **Next**.

16. Review the vehicle information, click **Print Report Details** to print the information displayed if applicable, and click **Next** to continue.

17. Click **Add Abandoned Vehicle Report** and click **Next**.



18. Enter **Policy Agency Storing**, enter **Date Stored**, enter **Date Abandoned**, and click **Next**.



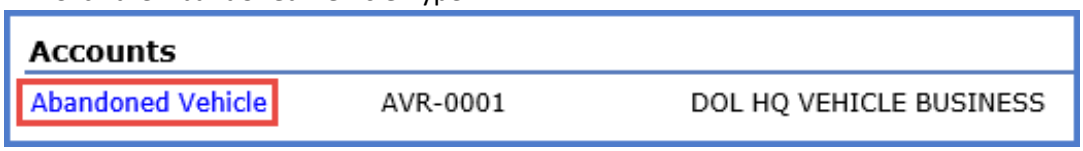

19. Review the summary page information. Click **Submit** when you are ready to proceed.

20. Click **Print** to print the Abandoned Vehicle Affidavit of Sale. Click **Continue** to return to your abandoned vehicle account.

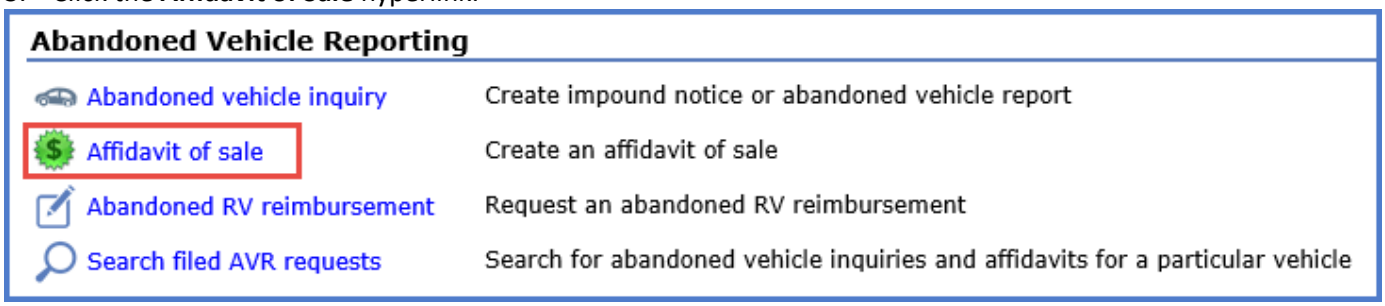
## Create an Affidavit of Sale-

1. Login to your License eXpress for Business account (secure.dol.wa.gov)

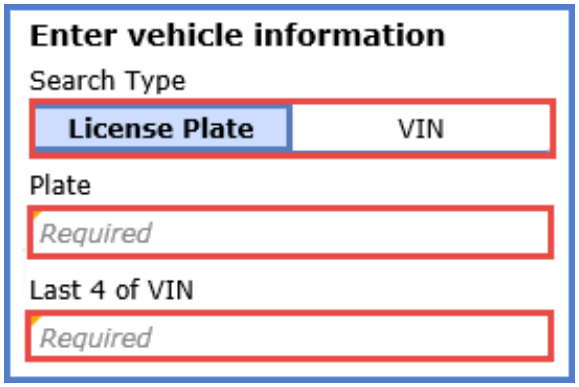
2. Click the **Abandoned Vehicle** hyperlink.



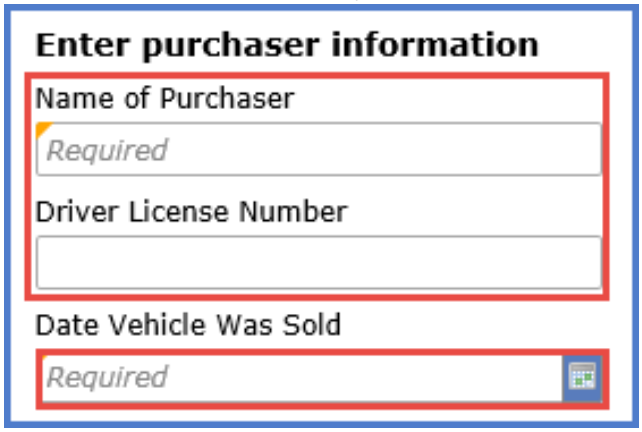

3. Click the **Affidavit of Sale** hyperlink.




4. Click the **License Plate** or **VIN** button, enter the **License Plate** number (and last 4 of VIN number) or **VIN** number and click **Next**.



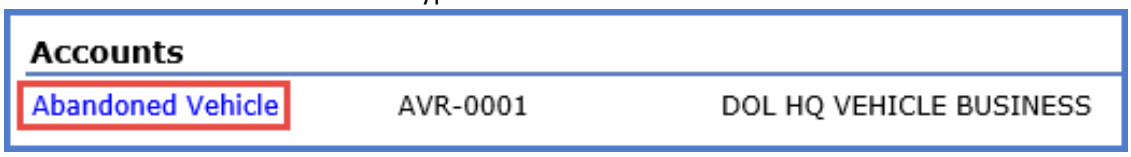
5. Verify the vehicle information and click **Next**.
6. Enter **Name of Purchaser**, enter **Driver License Number**, and click **Next**.



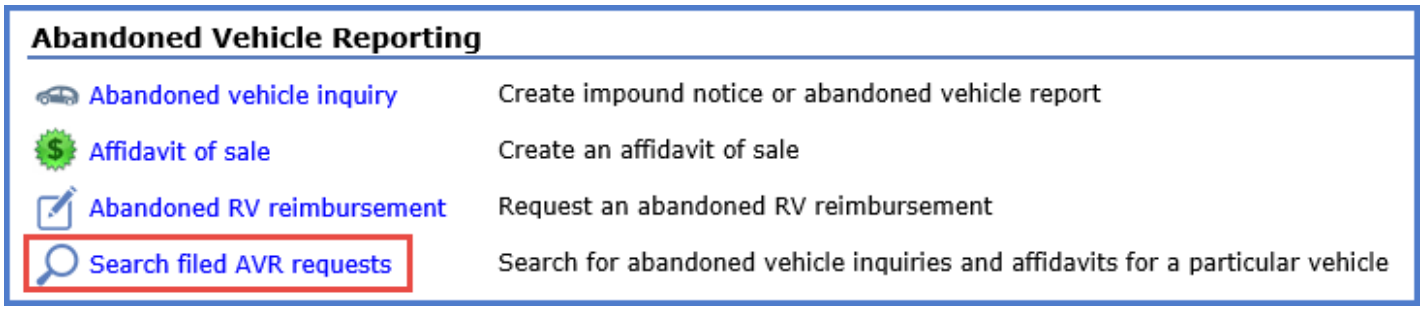

7. Enter **Purchaser Address** information and click Next.
8. Click the **button** to verify the address and click **Next**.
9. Review the summary page information. Click **Submit** when you are ready to proceed.
10. Click **Print** to print the Abandoned Vehicle Affidavit of Sale. Click **Continue** to return to your Abandoned Vehicle account.

## Search Filed AVR Requests

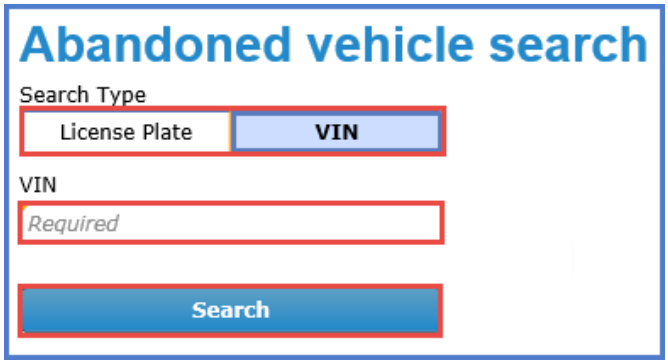
1. Login to your License eXpress for Business account (secure.dol.wa.gov)
2. Click the **Abandoned Vehicle** hyperlink.



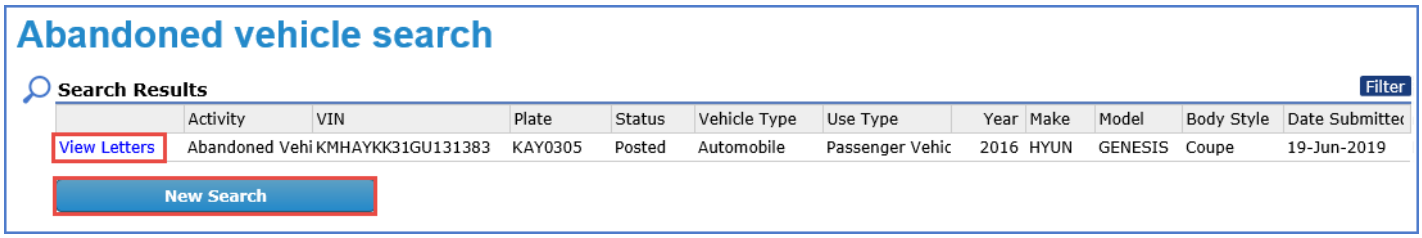

3. Click the **Search filed AVR requests** hyperlink.



4. Select Plate or VIN, enter Plate number or Vin, and click **Search.**




5. The search results display below. Click the **View Letters** hyperlink to see the Abandoned Vehicle Affidavit of Sale. Click the **New Search** button to start a new search.

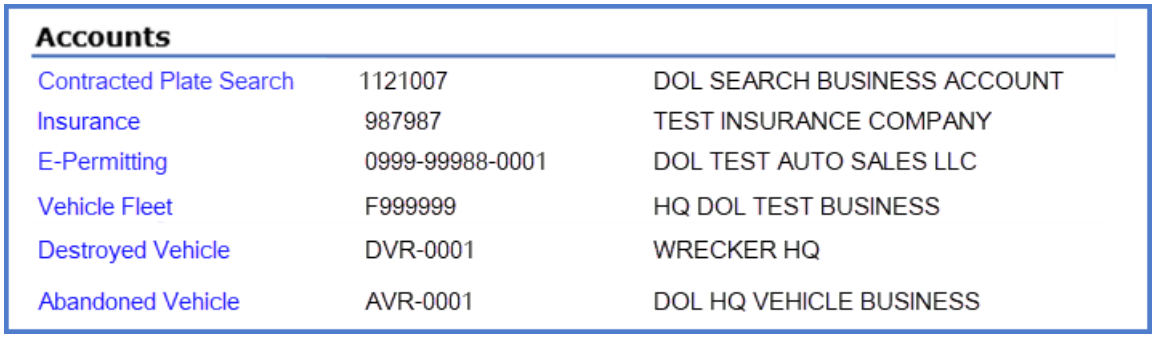



# All Account Type Processes

## Manage Users Functions

This section explains how to generate an access code for new managers or employees, how to change their access, and how to remove access.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the appropriate **Account** hyperlink for the account you need to manage.



## Generate Access Code for Manager or Employee

3. Click the **User Management** tab.
4. Click the **Create new user access code** hyperlink.

5. Select the user **Access Level** from the dropdown menu and click **Submit**.

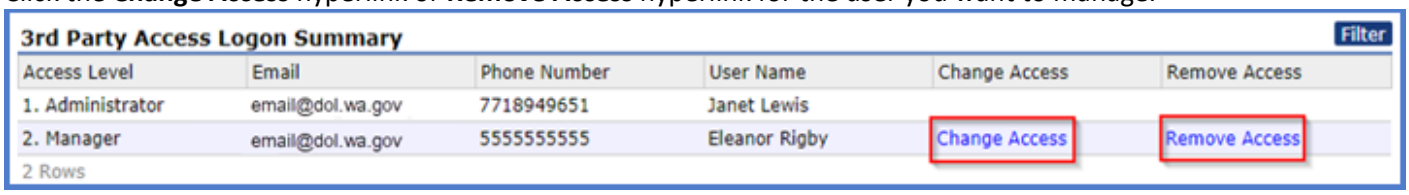
   ***Note**: A Manager performs actions and manages users. An Employee performs actions but cannot manage users.*

6. License eXpress automatically sends you an email with the access code, which you can then send to an employee or manager. The employee/manager accesses the DRR account using this access code.

   ***Note**: Access codes expire after 24 hours.*

## Manage Users Access

7. Click the **Users List** tab.
8. Click the **Change Access** hyperlink or **Remove Access** hyperlink for the user you want to manage.

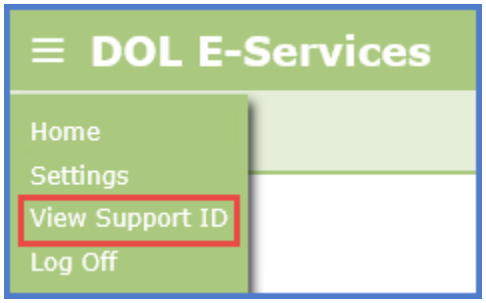



## Support ID

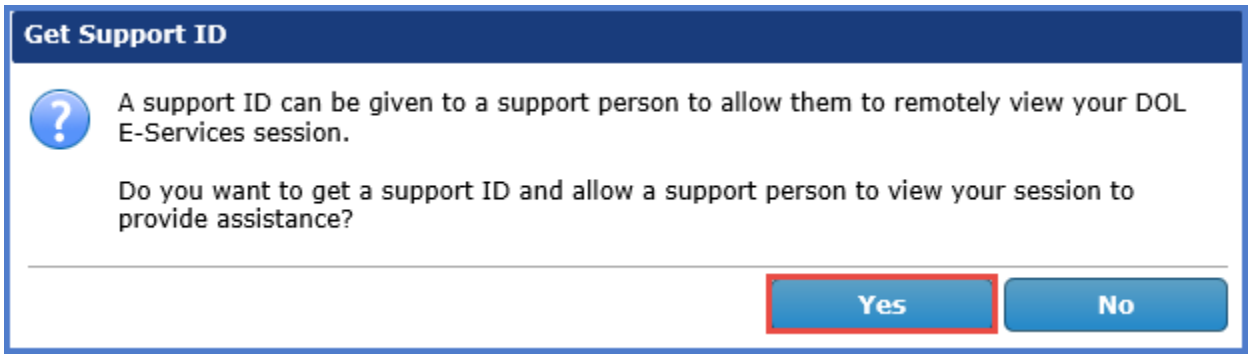
If you are having trouble completing a submission in your business account, call or email the Department of Licensing so we can help you with this issue, 360-664-9698 or DRIVEShelp@dol.wa.gov. If we ask you for your Support ID, you can retrieve it from your account. It is important to capture this number immediately after you come across an issue. If possible, do not log out of your account until we help you resolve the issue. Each time you log out of E-services, the support ID number changes.

1. Click the **Menu** icon. You can access the menu icon from any screen in your E-services account.

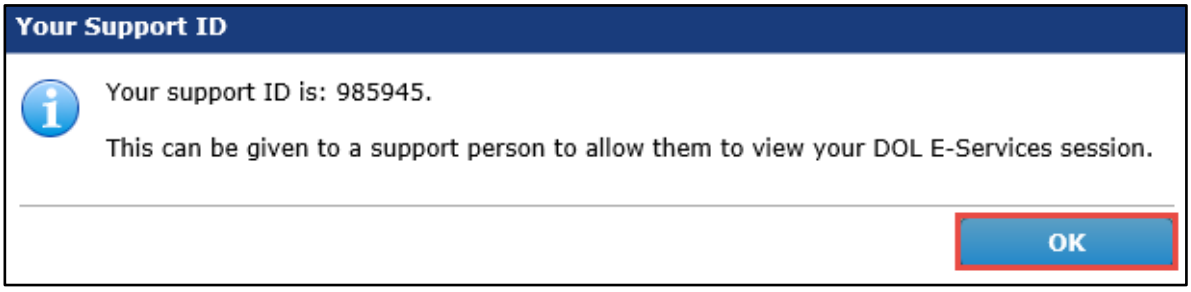
2. Click the **View Support ID** hyperlink from the dropdown menu.




3. Click the **Yes** button in the dialog box.




4. Capture the Support ID number displayed. Click the **OK** button to close the dialog box.




5. Provide the Support ID number when you call or email DOL for assistance.