



Title License Express for  
Vehicle Businesses E-  
Services Account User  
Guide,

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## Getting Started

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

- [Plate Search](#)
- [E-Permits](#)
- [Fleet Access](#)
- [Insurance Destroyed Reporting](#)
- [Wrecker Destroyed Reporting](#)
- [Abandoned Vehicle Reporting](#)

All License eXpress (LX) for Business users must 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

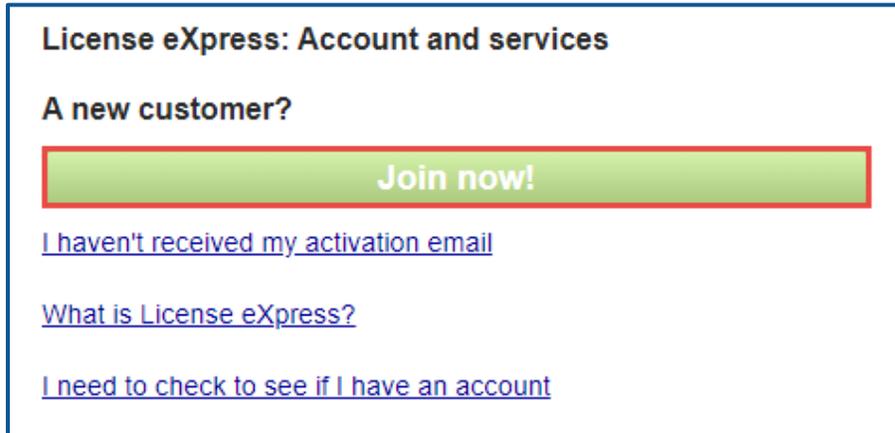
Administrator	Managers	Employees
Usually, the contract manager or business owner	Several managers allowed per business	Several employees allowed per business
Only 1 administrator allowed per business	Generates manager and employee access codes	Performs account functions
Generates manager and employee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

**Note:** Employee access codes expire 8 hours after they are created. Please check the date and time stamp on the original access code email to make sure the code you received from your Administrator or Manager is not expired. The Administrator can generate a new code if necessary.

## Register for a License eXpress for Business Account

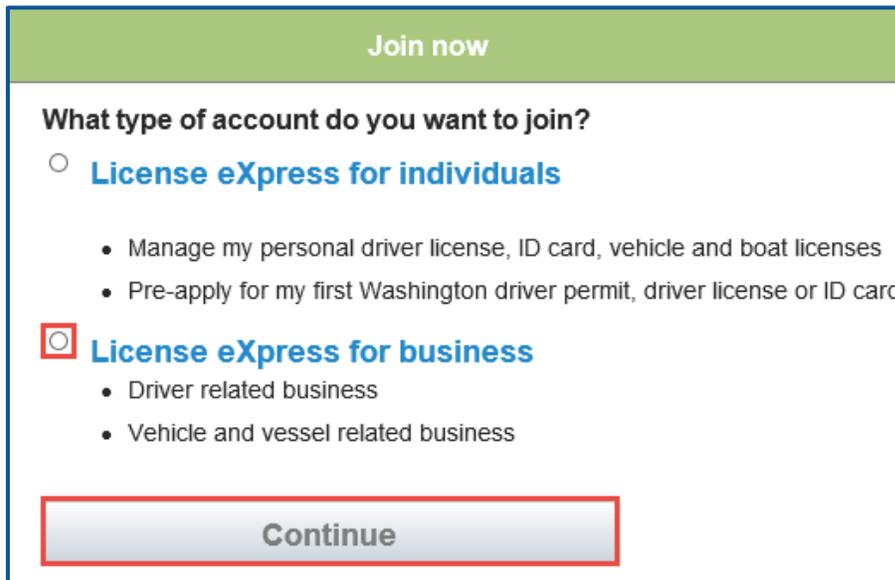
Use the following directions to register for a new a LX for business account if you do not already have one. Make sure to use an accurate email address and write down your username and password.

1. Go to this website: [secure.dol.wa.gov](https://secure.dol.wa.gov).
2. Click the **Join now!** button.



The screenshot shows the 'License eXpress: Account and services' page. It features a green 'Join now!' button highlighted with a red border. Below the button are three blue links: 'I haven't received my activation email', 'What is License eXpress?', and 'I need to check to see if I have an account'.

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



The screenshot shows the 'Join now' page with a green header. The main heading is 'What type of account do you want to join?'. There are two radio button options: 'License eXpress for individuals' (unselected) and 'License eXpress for business' (selected). Under 'License eXpress for individuals', there are two bullet points: 'Manage my personal driver license, ID card, vehicle and boat licenses' and 'Pre-apply for my first Washington driver permit, driver license or ID card'. Under 'License eXpress for business', there are two bullet points: 'Driver related business' and 'Vehicle and vessel related business'. A grey 'Continue' button is highlighted with a red border at the bottom.

4. Enter a First name, Last name, and click **Continue**.

5. Enter a Username, Email address, Confirm email address, and click **Continue**.

Vehicle, vessel, and driver related business - Step 2 of 4

**License eXpress for business**  
Lxuser, please continue setting up your account.

[I want to use my existing SecureAccess WA account.](#)

Username  
  
No spaces, 4 or more characters

Email

Confirm email

**Continue**

6. Enter a Password, Confirm password, and click **Register me**.
7. 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".

Registration - Step 4 of 4

**License eXpress for business**  
You're almost done Lxuser!  
Please check your email.  
We've sent you an email containing your activation link. Click on the link to activate your account.

8. Enter the Username, password, and click **Login** to continue the registration process.

License eXpress: Account and services

Thank you LxUser, you have successfully activated your account. Please login to manage your account.

Username

Password

Login

[I forgot my username](#)  
[I forgot my password](#)

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

My services

[Business related to vehicle, vessel and driver licensing](#) [Remove](#)

[Join other DOL services](#)

10. Click the button to choose the method you would like to receive your verification code.

SecureAccess Washington [Help](#) [Spanish](#)

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

## Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

### Choose Method

How would you like to receive your verification code?

 **\*\*\*zaz@dol.wa.gov**  
Receive the code in an email and enter it on the next screen.

11. Enter the verification code and click **Submit**.

The screenshot shows the 'Enter Code' step of the MFA process. At the top, a progress bar indicates four steps: 1. Choose Method, 2. Enter Code (highlighted), 3. Remember Device, and 4. Access Service. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, the sub-heading is 'Enter Code'. A message reads: 'Please enter the code sent to \*\*\*ame@fakemail.com'. A text input field contains the number '4272' and is highlighted with a red border. To the right of the input field is a green 'Submit' button, also highlighted with a red border. Below the input field are links for 'Resend Code' and 'Choose another method'. The top left corner features the 'SecureAccess Washington' logo, and the top right corner has 'Help' and 'Spanish' buttons.

12. Click the **Yes, Remember my device** checkbox, if applicable, enter a Name and click **Submit**.

The screenshot shows the 'Remember Device' step of the MFA process. The progress bar at the top indicates four steps: 1. Choose Method, 2. Enter Code, 3. Remember Device (highlighted), and 4. Access Service. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, the sub-heading is 'Remember Device?'. A message reads: 'Choose to remember this device to reduce how often you are required to enter a verification code. If the device you are using is shared or public, we recommend you do not remember this device.' There are two radio button options: 'Yes, remember my device' (which is selected and highlighted with a red border) and 'No, I don't want to remember this device'. Below the options is a text input field labeled 'Name:' with the placeholder '(Numbers and letters only)', which is highlighted with a red border. A green 'Submit' button is located below the input field. The top left corner features the 'SecureAccess Washington' logo, and the top right corner has 'Help' and 'Spanish' buttons.

13. Verify Your name and Phone type is correct. Enter the Phone Number and Extension, if applicable. Verify the Email address is correct and Confirm email address. Click the **Next** button to proceed.

New online account

Profile

Contact information

Continue registering your account

Your name  
Olive Tree

Phone type  
Business

Phone Number \*  
Required

Extension

Email address  
NONAME@FAKEMAIL.COM

Confirm email address  
NONAME@FAKEMAIL.COM

14. Complete the required address fields and click **Next**.
15. Select the appropriate button to verify the address, if applicable, and click **Next**.
16. Click the **I agree to terms of service above** checkbox and click **Next**.

14. Venue  
This Agreement is to be construed and interpreted in accordance with the laws of the state of Washington and the venue for any action brought under this agreement must be in the Superior Court for Thurston County.

15. Assignment  
This Agreement is personal to User. User may not assign any rights or obligations under this agreement to any other person or entity without DOL's prior written approval.

I agree to the terms of service above. \*

Required

Agreement Date  
10-Jun-2021

17. Review the summary and click **Submit** to proceed or **Previous** to make changes.
18. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the Add an Account page. You have successfully registered for your License eXpress for Business account!

*You have successfully registered for your License eXpress for Business account!*

## Manage Users Functions

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

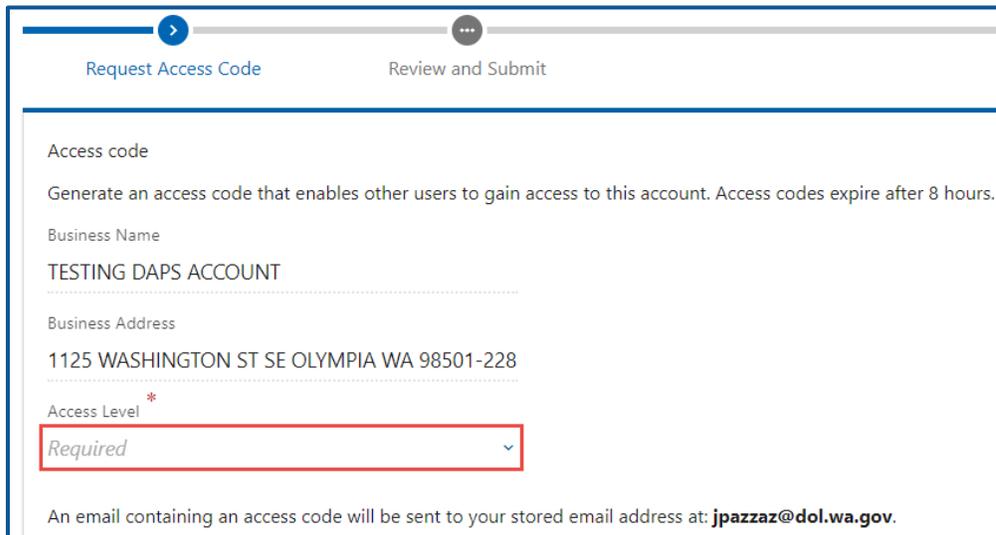
### Generate Access Code for Managers and Employees

1. Login to License eXpress for Business [secure.dol.wa.gov](https://secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Create new user access code** hyperlink.



4. Select the appropriate option from the Access Level dropdown menu and click **Next**.

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

A screenshot of a web form titled 'Request Access Code'. The form is part of a two-step process, with 'Review and Submit' being the next step. The form contains the following fields: 'Access code' (with a note: 'Generate an access code that enables other users to gain access to this account. Access codes expire after 8 hours.'), 'Business Name' (with the value 'TESTING DAPS ACCOUNT'), 'Business Address' (with the value '1125 WASHINGTON ST SE OLYMPIA WA 98501-228'), and 'Access Level' (a dropdown menu with 'Required' selected). The 'Access Level' dropdown is highlighted with a red rectangular box. At the bottom of the form, there is a note: 'An email containing an access code will be sent to your stored email address at: [jpazzaz@dol.wa.gov](mailto:jpazzaz@dol.wa.gov)'.

5. Review the request and click **Submit**.
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 Correctional Facility account using this access code. You will also need to provide the employee/manager with the State or Federal ID and Correctional Facility ID account number.

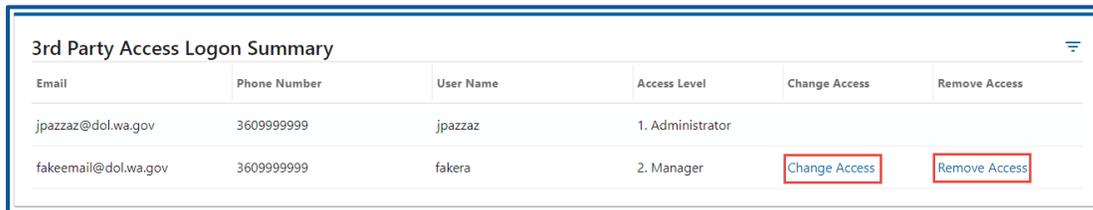
**Note:** Access codes expire 8 hours after they are created.

## Manage User Access

1. Login to License eXpress for Business [secure.dol.wa.gov](https://secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Users List** hyperlink.



4. Click the **Change Access** or **Remove Access** hyperlink in the row for the user you want to manage.



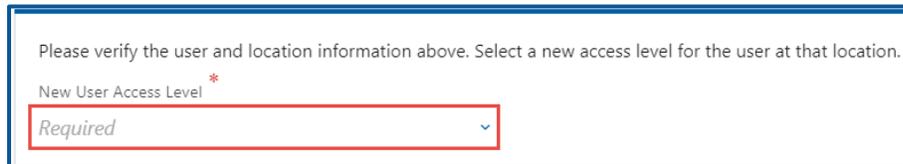
A screenshot of a table titled '3rd Party Access Logon Summary'. The table has six columns: Email, Phone Number, User Name, Access Level, Change Access, and Remove Access. The first row shows a user with email 'jpazzaz@dol.wa.gov', phone number '3609999999', user name 'jpazzaz', and access level '1. Administrator'. The second row shows a user with email 'fakeemail@dol.wa.gov', phone number '3609999999', user name 'fakera', and access level '2. Manager'. In the second row, the 'Change Access' and 'Remove Access' links are highlighted with red rectangular boxes.

Email	Phone Number	User Name	Access Level	Change Access	Remove Access
jpazzaz@dol.wa.gov	3609999999	jpazzaz	1. Administrator		
fakeemail@dol.wa.gov	3609999999	fakera	2. Manager	<a href="#">Change Access</a>	<a href="#">Remove Access</a>

5. Complete the following steps based on your selection:

### Change Access

- a. Select the appropriate option from the New User Access Level dropdown menu.

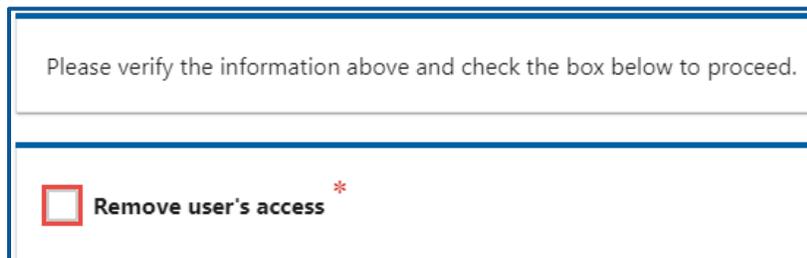


A screenshot of a form titled 'Please verify the user and location information above. Select a new access level for the user at that location.' Below the text is a dropdown menu labeled 'New User Access Level \*' with the word 'Required' selected and a downward arrow on the right. The dropdown menu is highlighted with a red rectangular box.

- b. Click the **Next** button.

### Remove Access

- a. Click the **Remove user's access** checkbox.



A screenshot of a form titled 'Please verify the information above and check the box below to proceed.' Below the text is a checkbox labeled 'Remove user's access \*'. The checkbox is currently unchecked and is highlighted with a red rectangular box.

- b. Click the **Next** button.

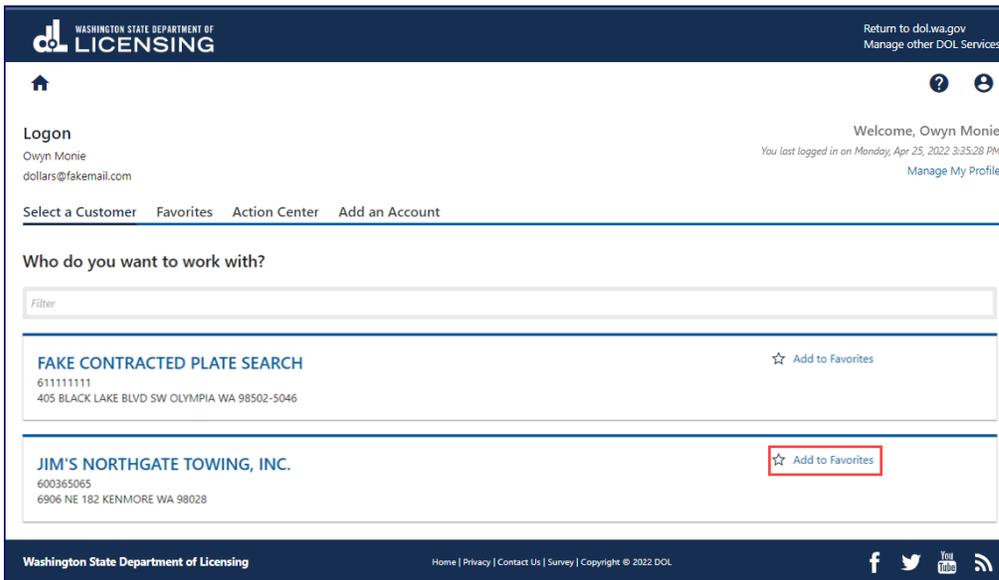
6. Review the request and click **Submit**.

# Account Favorites

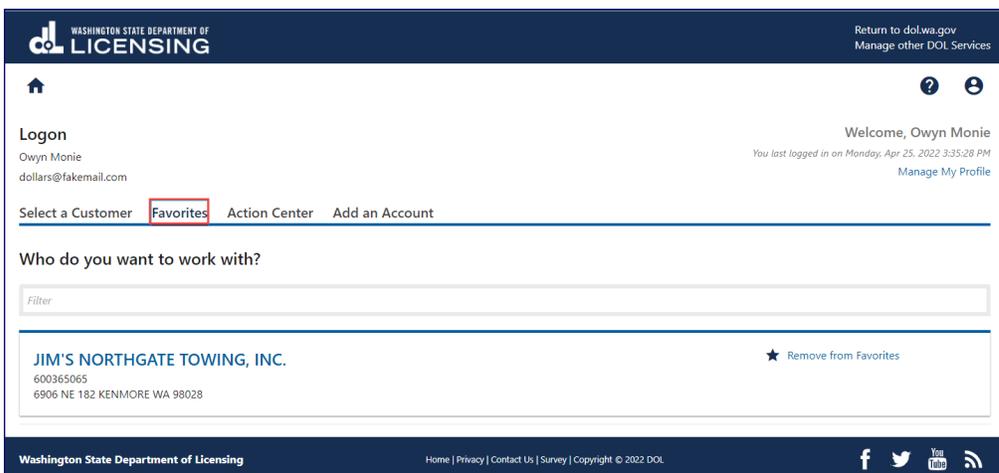
If you have access to accounts with different Unified Business Identification (UBI) numbers, Tax Identification Numbers (TINs), or Employer Identification Numbers (EINs), you can mark them as favorites to quickly access those you use most frequently. Additionally, you can remove an account from your favorite list when necessary.

## Setting Account Favorites

1. Login to License eXpress for Business [secure.dol.wa.gov](https://secure.dol.wa.gov).
2. Click the **Add to Favorites** hyperlink.



3. Click the **Favorites** tab to view and access the accounts you have set as favorites.



## Removing Accounts from Favorites

1. Login to License eXpress for Business [secure.dol.wa.gov](https://secure.dol.wa.gov).
2. Click the **Favorites** tab and **Remove from Favorites** hyperlink.

WASHINGTON STATE DEPARTMENT OF LICENSING

Return to [dol.wa.gov](https://dol.wa.gov)  
Manage other DOL Services

Home

Logon  
Owyn Monie  
dollars@fakemail.com

Welcome, Owyn Monie  
You last logged in on Monday, Apr 25, 2022 3:35:28 PM  
[Manage My Profile](#)

Select a Customer **Favorites** Action Center Add an Account

Who do you want to work with?

Filter

JIM'S NORTHGATE TOWING, INC.  
600365065  
6906 NE 182 KENMORE WA 98028

★ Remove from Favorites

Washington State Department of Licensing

Home | Privacy | Contact Us | Survey | Copyright © 2022 DOL

f t YouTube RSS

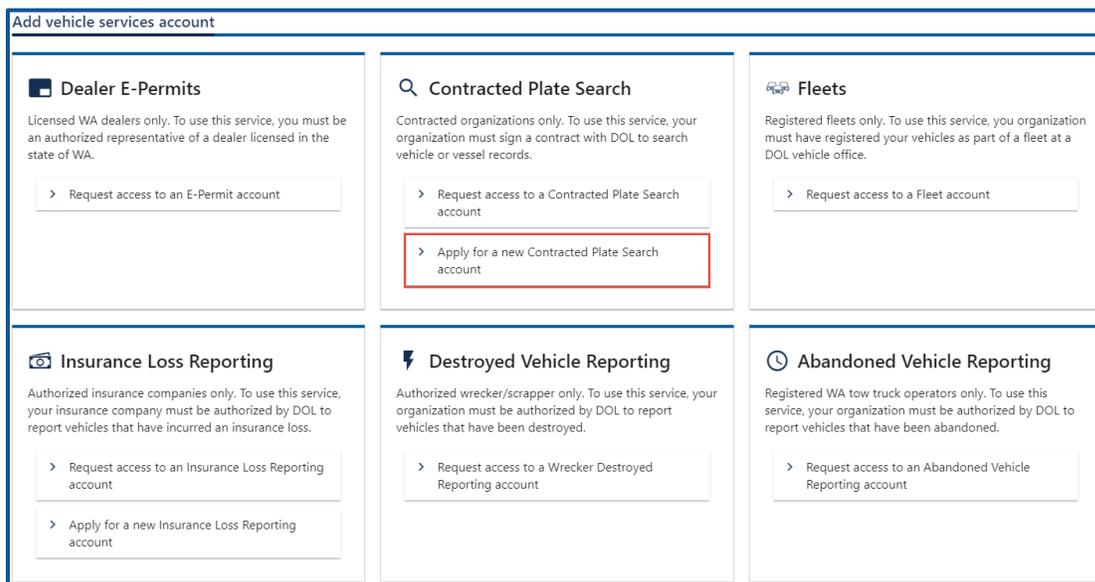
# Vehicle Business Accounts

## 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](https://secure.dol.wa.gov)).
2. Click the **Request access to Vehicle-related services** hyperlink.
3. Click the **Apply for a new Contracted Plate Search** account button.



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 the Company/Agency Name, Contract Contact/Manager name, Phone Number, Email Address, and click the **Next** button.

6. Select the appropriate option from the Choose an entity type and Choose an identifier dropdown menus.
7. Enter the applicable ID number.
8. Describe your primary business activity, and how you will use the information contained in the records in the text field and click the **Next** button.

9. Select the appropriate option from the Business Area dropdown menu.

10. Click the **Next** button.

11. Select the Country, if applicable.
12. Enter the Street Address and select the Unit Type, if applicable.
13. Enter the City and select the appropriate option from the State dropdown menu.
14. Enter the Zip Code and click the **Next** button.

The screenshot shows a web application titled "Contracted Plate Search Application". On the left is a dark blue sidebar with a menu containing the following items: "Intro", "Introduction", "Business info", "Business info", "Request detail", "Business area", "Address", and "Physical address". The "Address" section is currently selected. The main content area is titled "Enter address information" and contains several input fields: a "Country" dropdown menu with "USA" selected; a "Street address" field with a red asterisk and the word "Required" below it; a "Street 2" field; a "Unit type" dropdown menu; a "Unit" text field; a "City" field with a red asterisk and "Required" below it; a "State" dropdown menu with "WA - WASHINGTON" selected; and a "Zip code" field with a red asterisk and "Required" below it.

15. Verify the address is correct and click **Next**.
16. Click the **Same as physical address** checkbox or enter mailing address information and click **Next**.

17. Click all the following checkboxes and buttons that apply to your business:
- Click the **I represent a government agency** checkbox, if applicable, and select Yes or No to answer the question "Do you agree the information you receive will only be used in an official capacity and solely for carrying out the functions of your agency?".
  - Click the **I represent a Washington State business** checkbox, if applicable. You will need legible copies of the following:
    - Your current business license.
    - Any/all professional licenses you have.
  - Click the **I represent a business outside Washington State** checkbox, if applicable. You will need a copy of either of the following:
    - Your current business license.
    - A letter with the signature of the owner/authorized representative indicating you are their agent. The letter must include your Employer Identification Number (EIN) or your Taxpayer Identification Number (TIN).
  - Click the **I am a process server** checkbox, if applicable. You will need legible copies of the following:
    - Your current business license.
    - Any/all professional licenses you possess.
    - Registration for county jurisdictions.

The screenshot shows a web form titled "Contracted Plate Search Application" with a sidebar on the left containing navigation links: Intro, Business info, Address, and Declarations. The main content area is titled "Declarations - page 1 of 2" and includes the instruction: "Please check any and all boxes on the next two pages that apply to your business." There are four declaration options, each with a checkbox and a list of required documents:

- I represent a government agency.**  
Do you agree the information you receive will only be used in an official capacity and solely for carrying out the functions of your agency?  
Select one: Yes No
- I represent a Washington State business.**  
You will need legible copies of:  
1. Your current business license, and  
2. Any/all professional licenses you possess
- I represent a business outside Washington State.**  
If your business is not required to be licensed in the state of Washington, you will need a legible copy of **either**:  
• Your current business license. **or**  
• A letter with the signature of the owner or an authorized representative indicating you are their agent. The letter must include your Employer Identification Number (EIN) or your Taxpayer Identification Number (TIN).  
Select a document to provide
- I am a process server.**  
You will need legible copies of:  
1. Your current business license  
2. Any/all professional licenses you possess  
3. Registration for county jurisdictions

18. Click the **Next** button.

19. Click all the checkboxes that apply to your business:
- a. Click **I represent a non-profit organization/corporation**, if applicable. You will need a legible copy of one of the following:
    - i. Your articles of incorporation filed with the Secretary of State.
    - ii. Your tax-exempt status from the Internal Revenue service (501) (c)(3).
    - iii. Other documents reviewed and approved by the Department of Licensing Public Records Officer.
    - iv. Select the appropriate document to provide from the dropdown menu, if applicable.
    - v. You will also need a letter with a signature of the business owner or authorized representative indicating you are their agent.
  - b. Click **I represent a data broker/reseller**, if applicable. You will need a legible copy of your current business license and the following:
    - i. Subscriber roster (fillable at the next step).
    - ii. Subscriber agreements.
  - c. Click **I am an attorney**, if applicable. You will need legible copies of the following:
    - i. Your current business license.
    - ii. Your current bar card.
  - d. Click **I am a private investigator**, if applicable. You will need legible copies of the following:
    - i. Your current private investigator license.
    - ii. Your current business license.

The screenshot shows a web application titled "Contracted Plate Search Application" with a sidebar menu on the left containing sections like "Intro", "Business info", "Address", and "Declarations". The main content area is titled "Declarations - page 2 of 2" and contains four red-bordered boxes, each with a checkbox and a list of requirements:

- I represent a non-profit organization or corporation.**

1. You will need a legible copy of **one** of the following:
 
  - Your articles of incorporation, filed with the Secretary of State
  - Your tax exempt status from the Internal Revenue service (501)(c)(3)
  - Other documents reviewed and approved by the Department of Licensing Public Records Officer

Select a document to provide
- I represent a data broker/reseller.**

You will need a legible copy of your current business license AND:

  - Subscriber roster (fillable at the next step)
  - Subscriber agreements
- I am an attorney. \***

You will need legible copies of:

  - Your current business license
  - Your current bar card
- I am a private investigator. \***

Attach legible copies of:

  - Your current private investigator license
  - Your current business license

\* Whenever an attorney or private investigator accesses a vehicle record in contracted plate search, we will send a notification letter to the vehicle owner. RCW 46.12.635

20. Click the **Next** button.
21. Click the appropriate **Upload** hyperlink(s).
22. Enter the Description, click the **Choose File** button, select the appropriate file, click the **Open** button, and click **OK**.

**Note:** Complete steps 21-22 for all applicable attachments.

Attachment Type	Attachment Requirements	
Agent letter	A letter signed by the owner or authorized representative indicating you are their agent. The letter must include your Federal Employer Identification Number (EIN) or Federal Tax Identification Number (TIN)	Upload
Other doc	Other DOL approved document	Upload
Incorporation articles	Articles of Incorporation	Upload
Authorization letter	Authorization letter	Upload
Business license	Attach a copy of the business license certificate issued by WA Department of Revenue.	Upload
DOL contract	Attach a signed copy of your DOL contract or subscriber agreement.	Upload
Miscellaneous	Miscellaneous	Upload
PI license	Private Investigator License	Upload
Proof of bar status	Proof of current/active bar status (e.g. Bar card)	Upload
Professional license	Professional license	Upload
County registration	Registration for County Jurisdictions	Upload
Tax exempt status	501c3 Tax Exempt Status	Upload

Select a file to attach

Type  
DOL contract

Description \*  
Required

File \*  
Choose File No file chosen

Cancel OK

23. Click the **Next** button.
24. Review the summary and click **Submit** to proceed or **Previous** to make changes.
25. Click the **Continue** button to return to the Add vehicle services account page.

## Request Access to a Contracted Plate search Account

When Department of Licensing notifies you that your contract is approved, the administrator must first request access. Use the following process to request access. 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](https://secure.dol.wa.gov)).
2. Click the **Add an Account** tab.
3. Click the **Request access to Vehicle-related services** button.
4. Click the **Request access to a Contracted plate search account** button.

The screenshot shows a web interface titled "Add vehicle services account". It contains six service categories, each with a description and a button to request access:

- Dealer E-Permits:** Licensed WA dealers only. To use this service, you must be an authorized representative of a dealer licensed in the state of WA. Button: Request access to an E-Permit account.
- Contracted Plate Search:** Contracted organizations only. To use this service, your organization must sign a contract with DOL to search vehicle or vessel records. Button: Request access to a Contracted Plate Search account (highlighted with a red box). Another button: Apply for a new Contracted Plate Search account.
- Fleets:** Registered fleets only. To use this service, your organization must have registered your vehicles as part of a fleet at a DOL vehicle office. Button: Request access to a Fleet account.
- Insurance Loss Reporting:** Authorized insurance companies only. To use this service, your insurance company must be authorized by DOL to report vehicles that have incurred an insurance loss. Buttons: Request access to an Insurance Loss Reporting account; Apply for a new Insurance Loss Reporting account.
- Destroyed Vehicle Reporting:** Authorized wrecker/scrapper only. To use this service, your organization must be authorized by DOL to report vehicles that have been destroyed. Button: Request access to a Wrecker Destroyed Reporting account.
- Abandoned Vehicle Reporting:** Registered WA tow truck operators only. To use this service, your organization must be authorized by DOL to report vehicles that have been abandoned. Button: Request access to an Abandoned Vehicle Reporting account.

5. Select the appropriate option from the Access Level dropdown menu.

6. Complete the following steps based on your access level:

### Administrator access

- Click 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 Contract expiration date and click **Next**.

Request your Contracted plate search access

Request access

Login information

Your business role

I'm the owner or supervisor

Contract expiration date \*

Required

I'm not the owner or supervisor

What's your role in your organization

Owner or supervisor contact information

Name

Phone

Email address

- Click the **Upload** hyperlink to attach a copy of your DOL contract or subscriber agreement, in the DOL contract row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

Request your Contracted plate search access

Request access

Login information

Your business role

Attachments

Upload

Attachment Type	Attachment Requirements
DOL contract	Attach a signed copy of your DOL contract or subscriber agreement. <a href="#">Upload</a>

Select a file to attach

Type

DOL contract

Description \*

Required

File \*

[Choose File](#) No file chosen

Cancel OK

## Manager or Employee access

- Click the **I'm not the owner or supervisor** radio button.
- Enter the appropriate answer in the What's your role in the organization field.
- Enter your Name, Phone, Email address, and click **Next**.

Request your Contracted plate search access

**Request access**

Login information

Your business role

Your name  
JPAZZAZ

I'm the owner or supervisor

Contract expiration date

I'm **not** the owner or supervisor

What's your role in your organization \*

Required

Owner or supervisor contact information

Name \*

Required

Phone \*

Required

Email address \*

Required

- Enter the access number provided by the Administrator or Manager and click the **Next** button.

**Note:** Access codes expired 8 hours after they are created.

- Review the summary and click **Submit** to proceed or **Previous** to make changes.
- Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page. You have successfully registered for a Contracted Plate Search account. Administrators will receive an email once DOL approves your access request.

## Search for a Vehicle or Vessel

1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Vehicle Search**, **Vessel Search**, or **Name Search** hyperlink for the appropriate search type. Depending on your business type and the terms of your contract, you may not have access to the Name Search function.



A screenshot of a web interface showing a search type selection menu. On the left, there is a label "I Want To". To its right, there is a list of three options, each preceded by a right-pointing chevron: "Vehicle search", "Vessel search", and "Name search". The entire menu is enclosed in a blue border.

4. Complete the following steps, based on your search type selection:
  - a. Vehicle Search
    - i. Click the **VIN** button or **Plate** radio button.
    - ii. Enter the Vehicle Identification Number or Plate.
  - b. Vessel Search
    - i. Click the **HIN** button or **Reg #** radio button.
    - ii. Enter the Hull Identification Number or Boat Registration Number
  - c. Name Search
    - i. Click the **Business** radio button or **Individual** radio button.
    - ii. Enter the Business Name or Last Name
5. Select the appropriate option from the Permissible Use Reason dropdown menu.
6. Enter the Court name and Court case/docket #, if applicable.
7. Enter the Name, select **Yes** or **No** for the to the Attorney or Private Investigator question, and enter the Occupation, if applicable.
8. Click the **Search** button.

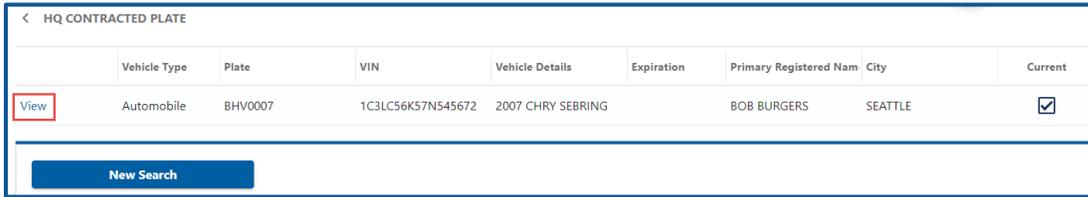


A screenshot of a search form with three main sections: "Search Reason", "Court Information", and "Information Forwarded To".

- Search Reason:** Contains a privacy disclaimer and a "Permissible Use Reason" dropdown menu with "Required" selected.
- Court Information:** Contains two text input fields: "Court name" and "Court case/docket #".
- Information Forwarded To:** Contains a "Name" text input field, a radio button selection for "Attorney or Private Investigator?" (with "Yes" and "No" options), and an "Occupation" text input field.

A blue "Search" button is located at the bottom right of the form.

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



The screenshot shows a table with the following data:

	Vehicle Type	Plate	VIN	Vehicle Details	Expiration	Primary Registered Nam	City	Current
<a href="#">View</a>	Automobile	BHV0007	1C3LC56K57N545672	2007 CHRY SEBRING		BOB BURGERS	SEATTLE	<input checked="" type="checkbox"/>

Below the table is a blue button labeled "New Search".

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



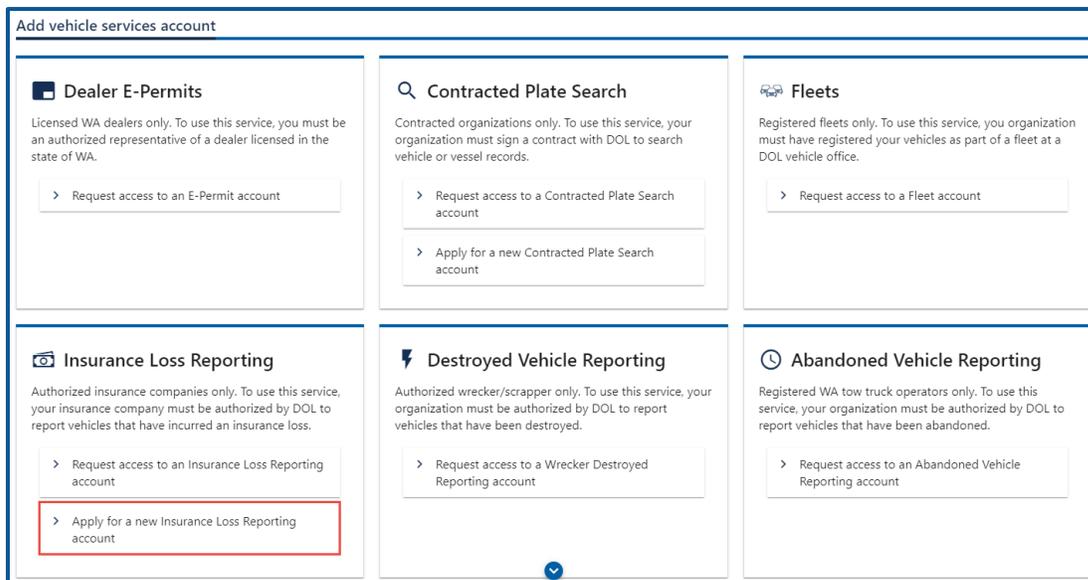
11. Click the **New Search** button to start a new name search.

# Insurance Loss Reporting Account

## Apply for Insurance Loss 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](https://secure.dol.wa.gov)).
2. Click the **Add an account** tab.
3. Click the **Request access to Vehicle-related services** button.
4. Click the **Apply for a new Insurance Loss Reporting account** button.



5. Review the Introduction information section. 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**.

6. Select the appropriate option from the Id type dropdown menu and enter the Id.
7. Select the appropriate option from the Business type dropdown menu and enter the WAOIC #.
  - a. Insurance Companies - Enter the NAIC#.
  - b. Agents or Brokers - Enter the NPN.
8. Enter the Business Name and the DBA, if applicable, and click **Next**.

9. Select the appropriate option from the Country dropdown menu, if applicable.
10. Enter the Street Address, select the Unit Type, if applicable, and enter the City.
11. Select the appropriate option from the State dropdown menu, if applicable, enter the Zip Code, and click **Next**.

12. Verify the address is correct and click **Next**.

13. Enter the Contact Name and Title, if applicable.
14. Select the appropriate option from the Phone Type dropdown menu, enter the Phone Number, and Extension.
15. Enter the Email address and Confirm the Email address, and click the **Next**

The screenshot shows a web form titled "Insurance application" with a sidebar on the left. The sidebar has sections for "Introduction", "Information", and "Contacts". Under "Contacts", the "Contact" option is selected. The main form area is titled "Primary contact information" and contains several input fields, each with a red border and a "Required" label:
 

- Contact Name \*
- Title
- Phone type \*
- Phone Number \*
- Extension
- Email address \*
- Confirm email address \*

16. Agent and Broker—Complete the following fields for the insurance companies(s) you will be reporting on behalf of:
  - a. Enter Insurance Co and the NAIC#.
  - b. Enter the Contact Name, Contact Title, Contact Email, and Contact Phone.
  - c. Enter the Street, City, State, and Zip Code.
  - d. Click the **+ Add another company** hyperlink, if applicable.

The screenshot shows a web form titled "Insurance application" with a sidebar on the left. The sidebar has sections for "Introduction", "Information", and "Contacts". Under "Contacts", the "Report for" option is selected. The main form area is titled "Add a row for each company you will be reporting for." and contains the following sections and fields:
 

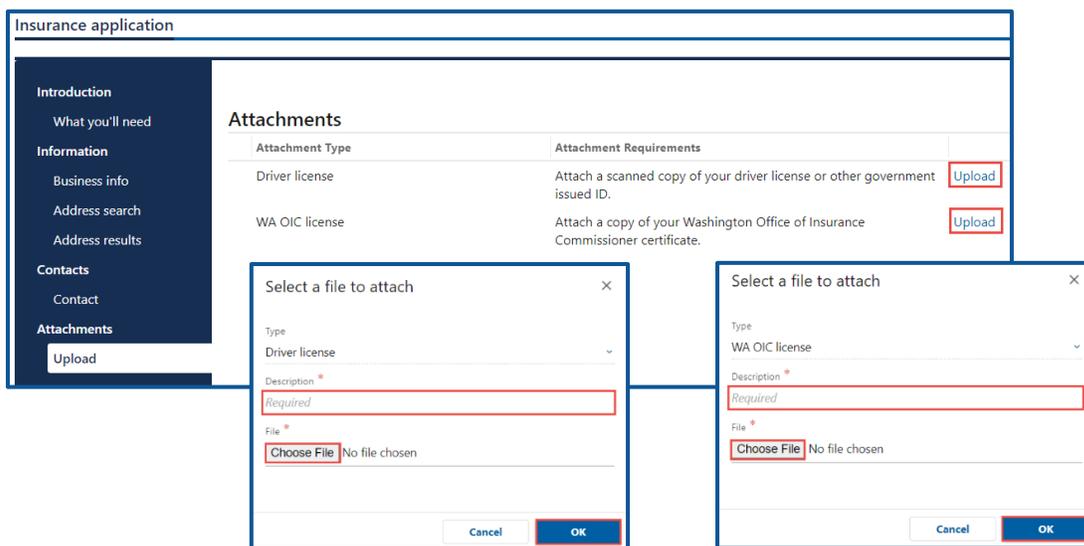
- Companies you will be reporting on behalf of**
  - Insurance Co. \* (Required)
  - NAIC# \* (Required)
- Contact Details** (Required)
  - Contact Name \*
  - Contact Title \*
  - Contact Email \*
  - Contact Phone \*
- Address**
  - Street \*
  - City \*
  - State \*
  - Zip Code \*

 At the bottom of the form, there is a button labeled "+ Add another company".

17. Click the **Next** button.

18. Click the **Upload** hyperlink to attach a scanned copy of your driver license or other government issued ID, in the Driver License Row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

19. Click the **Upload** hyperlink to attach a copy of your Washington Office of Insurance Commissioner certificate, in the WA OIC license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.



20. Review the summary and click **Submit** to proceed or click **Previous** to make changes.

21. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page. You have successfully applied for an Insurance Destroyed Reporting account.

## Request Access to an Insurance Loss Reporting 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](https://secure.dol.wa.gov)).
2. Click the **Add an Account** tab.
3. Click the **Request access to Vehicle-related services** button.
4. Click the **Request access to an Insurance Loss Reporting** button.

The screenshot shows a grid of service options under the heading "Add vehicle services account". The "Insurance Loss Reporting" option is highlighted with a red box. Each option includes a description and a "Request access" button.

Service	Description	Request Access Button
Dealer E-Permits	Licensed WA dealers only. To use this service, you must be an authorized representative of a dealer licensed in the state of WA.	Request access to an E-Permit account
Contracted Plate Search	Contracted organizations only. To use this service, your organization must sign a contract with DOL to search vehicle or vessel records.	Request access to a Contracted Plate Search account Apply for a new Contracted Plate Search account
Fleets	Registered fleets only. To use this service, your organization must have registered your vehicles as part of a fleet at a DOL vehicle office.	Request access to a Fleet account
Insurance Loss Reporting	Authorized insurance companies only. To use this service, your insurance company must be authorized by DOL to report vehicles that have incurred an insurance loss.	Request access to an Insurance Loss Reporting account Apply for a new Insurance Loss Reporting account
Destroyed Vehicle Reporting	Authorized wrecker/scrapper only. To use this service, your organization must be authorized by DOL to report vehicles that have been destroyed.	Request access to a Wrecker Destroyed Reporting account
Abandoned Vehicle Reporting	Registered WA tow truck operators only. To use this service, your organization must be authorized by DOL to report vehicles that have been abandoned.	Request access to an Abandoned Vehicle Reporting account

5. Select the appropriate option from the Access level dropdown menu.
6. Select the appropriate option from ID Type dropdown menu.
7. Enter the applicable ID number, WAIOC #, and NAIC# or NPN.

The screenshot shows a form titled "Request your Insurance destroyed reporting access". It has a sidebar with "Request access" and "Login information" tabs. The form contains several required fields, each with a red box around the "Required" placeholder text.

Field	Placeholder
Select access level *	Required
ID Type *	Required
ID Number *	Required
WAIOC # *	Required
NAIC# or NPN *	Required

8. Click the Next button.
9. Complete the following steps based on your access level:

**Administrator access**

- a. Click the **I'm the owner or supervisor** radio button if you are the business owner. This takes away the required fields below the Owner or supervisor contact information section.
- b. Enter the WAOIC license expiration date and click the **Next** button.

Request your Insurance destroyed reporting access

**Request access**

Login information

Your business role

Your name  
JPAZZAZ

I'm the owner or supervisor

WAOIC license expiration \*  
Required

I'm not the owner or supervisor

What's your role in your organization

Owner or supervisor contact information

Name

Phone

Email address

- c. Click the **Upload** hyperlink to attach a copy of your Washington Office of Insurance Commissioner certificate, in the WA OIC license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

Request your Insurance destroyed reporting access

**Request access**

Login information

Your business role

**Attachments**

Upload

Attachment Type	Attachment Requirements
WA OIC license	Attach a copy of your Washington Office of Insurance Commissioner certificate. <a href="#">Upload</a>

Select a file to attach

Type  
WA OIC license

Description \*  
Required

File \*  
[Choose File](#) No file chosen

Cancel **OK**

- d. Click the **Upload** hyperlink to attach a letter of employment, in the Employment letter row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.
- e. Click the **Upload** hyperlink to attach a copy of your Washington Office of Insurance Commissioner certificate, in the WA OIC license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the 'Request your Insurance destroyed reporting access' form. On the left is a sidebar with 'Request access' and 'Attachments' selected. The main area contains an 'Attachments' table with two rows: 'Employment letter' and 'WA OIC license'. Each row has an 'Attachment Requirements' column and an 'Upload' button. The 'Upload' buttons are highlighted with red boxes.

Attachment Type	Attachment Requirements	
Employment letter	Non-owners seeking access must attach a letter of employment	<a href="#">Upload</a>
WA OIC license	Attach a copy of your Washington Office of Insurance Commissioner certificate.	<a href="#">Upload</a>

The screenshot shows a 'Select a file to attach' dialog box. The 'Type' is 'Employment letter'. There is a 'Description \*' field with a red border and the text 'Required'. Below it is a 'File \*' field with a 'Choose File' button and the text 'No file chosen'. At the bottom are 'Cancel' and 'OK' buttons.

The screenshot shows a 'Select a file to attach' dialog box. The 'Type' is 'WA OIC license'. There is a 'Description \*' field with a red border and the text 'Required'. Below it is a 'File \*' field with a 'Choose File' button and the text 'No file chosen'. At the bottom are 'Cancel' and 'OK' buttons.

## Manager or Employee access

- a. Click the **I'm not the owner or supervisor** radio button.
- b. Enter the appropriate answer in the What's your role in the organization field.
- c. Enter the Name and Phone number.
- d. Enter the Email address, Confirm the email address, and click Next.

The screenshot shows the 'Request your Insurance destroyed reporting access' form. The 'Your name' field contains 'JPAZZAZ'. Under 'Your business role', the radio button for 'I'm not the owner or supervisor' is selected and highlighted with a red box. Below it are several required fields: 'What's your role in your organization \*', 'Name \*', 'Phone \*', and 'Email address \*', all with red borders and the text 'Required'.

15. Click the **Next** button.
16. Review the summary and click **Submit** to proceed or **Previous** to make changes.
17. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page.

## Submit a Vehicle as an Insurance Loss

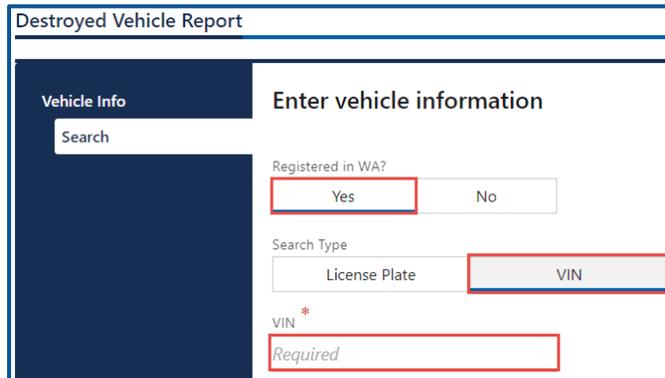
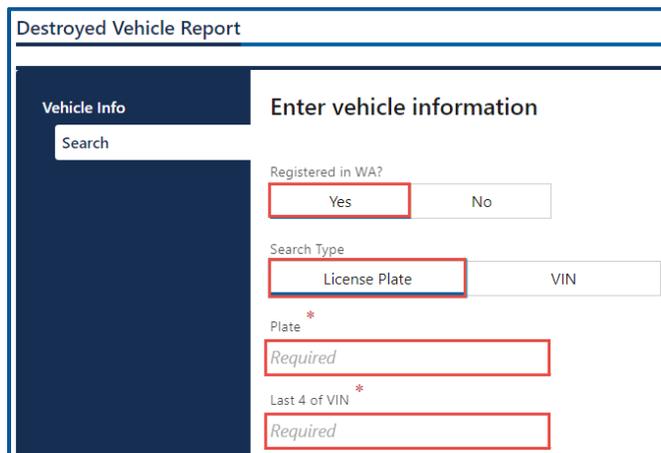
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Insurance Loss** hyperlink.



4. Click the **Yes** or **No** button for the Registered in WA question and complete the following steps based on your selection:

### Yes

- a. Click the **License Plate** or **VIN** button as the Search Type.
- b. Enter the plate and last 4 of the VIN or complete VIN.

A screenshot of a web form titled "Destroyed Vehicle Report". The form is divided into two columns. The left column is a dark blue sidebar with the text "Vehicle Info" and a "Search" input field. The right column is titled "Enter vehicle information" and contains the following elements: a "Registered in WA?" question with "Yes" and "No" radio buttons; a "Search Type" section with "License Plate" and "VIN" buttons; and a "VIN \*" input field with a "Required" label below it.A screenshot of a web form titled "Destroyed Vehicle Report". The form is divided into two columns. The left column is a dark blue sidebar with the text "Vehicle Info" and a "Search" input field. The right column is titled "Enter vehicle information" and contains the following elements: a "Registered in WA?" question with "Yes" and "No" radio buttons; a "Search Type" section with "License Plate" and "VIN" buttons; a "Plate \*" input field with a "Required" label below it; and a "Last 4 of VIN \*" input field with a "Required" label below it.

No

- a. Enter the State.
- b. Enter the VIN.
- c. Enter the Plate.

The screenshot shows a web form titled "Destroyed Vehicle Report". On the left is a dark blue sidebar with "Vehicle Info" and a "Search" button. The main content area is titled "Enter vehicle information" and contains the following fields:

- "Registered in WA?" with "Yes" and "No" radio buttons.
- "State" dropdown menu with "Required" text and a downward arrow.
- "VIN" text input field with "Required" text.
- "Plate" text input field.

5. Click the **Next** button.
6. Verify the vehicle information and click **Next**.
7. Complete the following insurance loss detail steps:
  - a. Select the appropriate option from the Vehicle Status dropdown menu.
  - b. Enter the Date of Loss and Settlement Date.
  - c. Click the **Yes** or **No** button to the meet or exceed Market Value Threshold question.
  - d. Click the **Yes** or **No** button to the Certificate of ownership question.
  - e. Enter the File/Claim Number and the State Rep Title Number.

The screenshot shows the same "Destroyed Vehicle Report" form, but now the sidebar has "Loss Detail" selected. The main content area is titled "Enter insurance loss detail" and contains the following fields:

- "Vehicle Status" dropdown menu with "Required" text and a downward arrow.
- "Date of Loss" text input field with a calendar icon and "Required" text.
- "Settlement Date" text input field with a calendar icon and "Required" text.
- "Does the vehicle value meet or exceed \$7880,0000 (Market Value Threshold)" question with "Yes" and "No" radio buttons.
- "Is the Certificate of ownership (Title) in the possession of your company?" question with "Yes" and "No" radio buttons.
- "File/Claim Number" text input field.
- "State Rep Title Number" text input field.

8. Click the **Business** or **Individual** button for the Name Type and complete the following steps based on your selection:

### Business

- Enter the Business Name and select the appropriate option from the Country dropdown menu, if applicable.
- Enter the Street address, unit type and City, if applicable.
- Select the State from the dropdown menu, enter the Zip code, if applicable, and click **Next**.

Destroyed Vehicle Report

**Vehicle Info**

- Search
- Detail

**Info**

- Loss Detail
- Registered Owner**

**Enter registered owner information**

Name Type

Business  Individual

Business Name \*

Required

**Registered owner address**

Country

USA

Street address \*

Required

Street 2

Unit type

Unit

City \*

Required

State

WA - WASHINGTON

Zip code \*

Required

## Individual

- Enter First, Middle, and Last Name, if applicable.
- Select the appropriate option from the Country dropdown menu, if applicable.
- Enter the Street address, unit type and city, if applicable.
- Select the State from the dropdown menu and enter the Zip code, if applicable, and click **Next**.

Destroyed Vehicle Report

Vehicle Info  
Search  
Detail  
Info  
Loss Detail  
Registered Owner

Enter registered owner information

Name Type  
 Business  Individual

First Name

Middle Name

Last Name \*

Registered owner address

Country

Street address \*

Street 2

Unit type

Unit

City \*

State

Zip code \*

- Verify the address and click **Next**.

10. Click the **Same as registered owner** checkbox or select Business or Individual for the Name Type and complete the following steps based on your selection:

#### Business

- a. Enter the Business Name.
- b. Select the appropriate option from the Country dropdown menu, if applicable.
- c. Enter the Street address and unit type, if applicable.
- d. Enter the City.
- e. Select the State from the dropdown menu if applicable.
- f. Enter the Zip code.

#### Individual

- a. Enter First Name and Middle Name, if applicable.
- b. Enter the Last Name.
- c. Select the appropriate option from the Country dropdown menu, if applicable.
- d. Enter the Street address and unit type, if applicable.
- e. Enter the City.
- f. Select the State from the dropdown menu if applicable.
- g. Enter the Zip code.

11. Click the **Next** button.

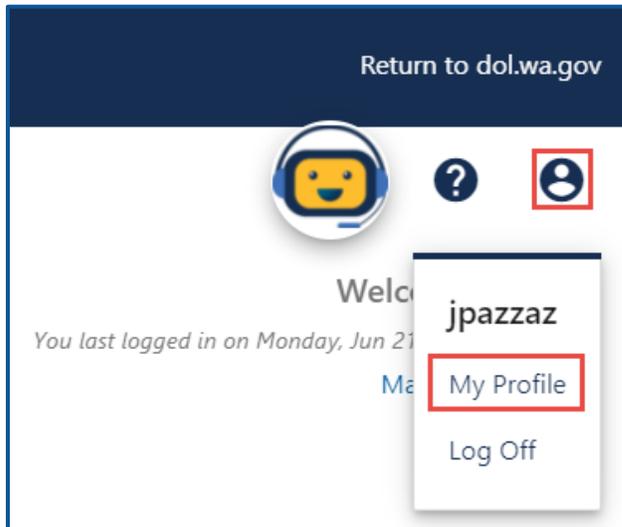
12. Verify the address and click **Next** if applicable.

13. Review the summary and click **Submit** to proceed or **Previous** to make changes.

14. Click **Print** to print the total loss claim settlement report or click **Continue** to return to your Insurance account.

## Reprint a Total Loss Settlement Report

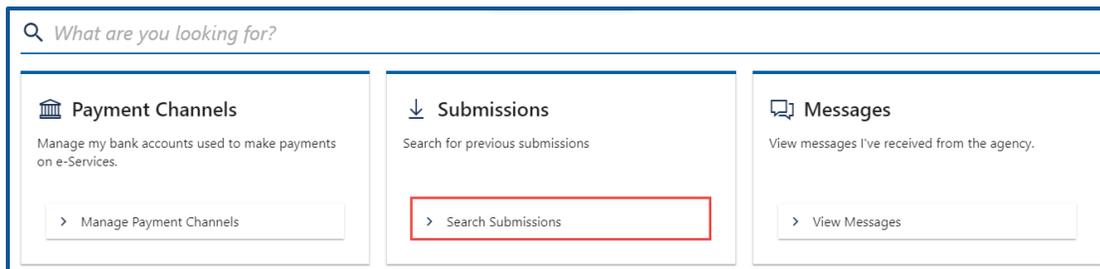
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Click the **Profile Menu** icon and the **My Profile** hyperlink.



3. Click the **More** tab.



4. Click the **Search Submissions** button.



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

**Submissions** Submissions are things you have submitted online for processing.  
jpazzaz Submissions older than 12 months can be found using the search.  
jpazzaz@dol.wa.gov

**Processed**

**Search**

Processed From 21-Jun-2020

Processed To

**Search**

**Submissions**

Date	Title	Name	Account	Account ID	Period
21-Jun-2021	<a href="#">Destroyed Vehicle - Insurance</a>	ACE INSURANCE D		Insurance Destroyed Vehicle	87458

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

< Submissions

**Destroyed Vehicle Report** **Processed** [> Print](#)

Insurance Destroyed Vehicle Reporting Confirmation #  
87458 0-000-064-942  
ACE INSURANCE D Submitted 21-Jun-2021 13:20:21 by jpazzaz  
Processed 21-Jun-2021 13:20:23

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



## E-Permitting Accounts

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.

Do not use the E-permit system when:

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

When one of the above situations occur, you may issue hard copy permits. You are required to enter the information from the hard-copy permit into the E-permits system within **24 hours** of issuance, hardware/software resolution, or returning to the office if the hard copy was issued off-site.

## E-Permit or Paper Permit Information

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 \$40 for each E-permit.
4. Get your receipt from the licensing agent.

## Request Access to an E-Permitting 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](https://secure.dol.wa.gov)).
2. Click the **Add an Account** tab.
3. Click the **Request access to vehicle-related services** button.
4. Click the **Request access to an E-permit account** button.

The screenshot shows a grid of service categories under the heading "Add vehicle services account". Each category includes a description and a "Request access" button. The "Dealer E-Permits" button is highlighted with a red box.

Service Category	Description	Request Access Button
Dealer E-Permits	Licensed WA dealers only. To use this service, you must be an authorized representative of a dealer licensed in the state of WA.	Request access to an E-Permit account
Contracted Plate Search	Contracted organizations only. To use this service, your organization must sign a contract with DOL to search vehicle or vessel records.	Request access to a Contracted Plate Search account
Fleets	Registered fleets only. To use this service, your organization must have registered your vehicles as part of a fleet at a DOL vehicle office.	Request access to a Fleet account
Insurance Loss Reporting	Authorized insurance companies only. To use this service, your insurance company must be authorized by DOL to report vehicles that have incurred an insurance loss.	Request access to an Insurance Loss Reporting account
Destroyed Vehicle Reporting	Authorized wrecker/scrapper only. To use this service, your organization must be authorized by DOL to report vehicles that have been destroyed.	Request access to a Wrecker Destroyed Reporting account
Abandoned Vehicle Reporting	Registered WA tow truck operators only. To use this service, your organization must be authorized by DOL to report vehicles that have been abandoned.	Request access to an Abandoned Vehicle Reporting account

5. Select the appropriate option from the access level dropdown menu.
6. Enter the Unified Business ID (UBI), Dealer #, Click the **Next** button.

The screenshot shows the "Request your E-permit access" form. It has a dark blue sidebar with "Request access" and "Login information" buttons. The main form area has three input fields, each with a red border and the word "Required" in italics. The first field is a dropdown menu for "Select access level".

Field	Value
Select access level *	Required
Unified Business ID (UBI) *	Required
Dealer # *	Required

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

8. Complete the following steps based on your access level:

### Administrator access

- 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.
- Click the **Next** button.

The screenshot shows the 'Request your E-permit access' form. On the left is a dark blue sidebar with 'Request access' selected. The main content area is titled 'Provide additional information'. It contains the following fields: 'Your name' (JPAAZZAZ), 'Your business role' (radio button selected for 'I'm the owner or supervisor'), 'Business license expiration' (a date picker with 'Required' text), 'I'm not the owner or supervisor' (radio button), 'What's your role in your organization' (text input), and 'Owner or supervisor contact information' (Name, Phone, Email address text inputs). Red boxes highlight the 'I'm the owner or supervisor' radio button and the 'Business license expiration' field.

- Click the **Next** button.
- Click the **Upload** hyperlink to attach a copy of the Business license certificate issued by WA state Department of Revenue. Enter a Description; click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the 'Request your E-permit access' form at the 'Attach required documents' step. The sidebar has 'Attach' selected. The main content area is titled 'Attach required documents' and contains an 'Attachments' table with one row: 'Attachment Requirements' with the text 'Attach a copy of the business license certificate issued by WA Department of Revenue.' and an 'Upload' button. A 'Select a file to attach' dialog box is open in the foreground. It has a 'Type' dropdown set to 'Business license', a 'Description' field with 'Required' text, and a 'File' field with a 'Choose File' button and 'No file chosen' text. Red boxes highlight the 'Upload' button, the 'Description' field, the 'Choose File' button, and the 'OK' button in the dialog.

## Managers and Employees

- Click the **I'm not the owner or supervisor** button.
- Enter the appropriate answer in the What's your role in the organization field.
- Enter your Name and Phone number.
- Enter your Email address and confirm the email address and click **Next**.

The screenshot shows the 'Request your E-permit access' form. On the left is a sidebar with 'Request access' and sub-items: 'Login information', 'Location(s)', and 'Your business role'. The main area is titled 'Provide additional information'. It contains the following fields and options:

- Your name:** JPAZZAZ
- Your business role:**  I'm the owner or supervisor
- Business license expiration:** (calendar icon)
- Business role selection:**  I'm **not** the owner or supervisor
- What's your role in your organization \*:** Required
- Owner or supervisor contact information:**
  - Name \*:** Required
  - Phone \*:** Required
  - Email address \*:** Required

- Click the **Upload** hyperlink to attach a copy of your Employment Letter and the Business license certificate issued by WA state Department of Revenue. Enter a Description; click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the 'Request your E-permit access' form at the 'Attach required documents' step. The sidebar now includes 'Attachments' and 'Upload'. The main area is titled 'Attach required documents' and contains a table of attachments:

Attachment Type	Attachment Requirements	
Business license	Attach a copy of the business license certificate issued by WA Department of Revenue.	<a href="#">Upload</a>
Employment letter	Non-owners seeking access must attach a letter of employment	<a href="#">Upload</a>

Below the table are two 'Select a file to attach' dialog boxes:

- Business license dialog:** Type: Business license, Description: Required, File: Choose File (No file chosen), Buttons: Cancel, OK
- Employment letter dialog:** Type: Employment letter, Description: Required, File: Choose File (No file chosen), Buttons: Cancel, OK

- f. Enter the access number provided by the Administrator or Manager.  
**Note:** Access codes expire 8 hours after they are created.
9. Click the **Next** button.
10. Review the summary and click **Submit** to proceed or **Previous** to make changes.
11. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page.

*You have successfully registered for an E-permit account!*

## Add a New E-permit or Paper Permit Manually (without XML file)

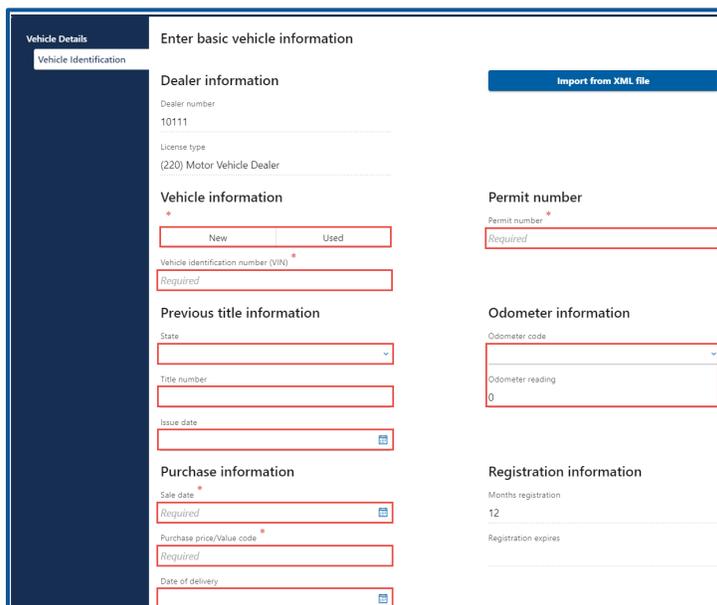
The steps for issuing an E-permit and logging a paper permit are very similar. The difference is that E-permits print at the end of the process. Use the Add New Permit With XML process, if your internal system at the dealership has the capability to export an XML file., you can import the file during 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](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click **New E-permit** or **New paper permit** hyperlink.



A screenshot of a web interface showing a menu titled "I Want To". To the right of the menu, there are two blue hyperlinks: "> New E-permit" and "> New Paper Permit". Both hyperlinks are enclosed in red rectangular boxes.

4. Click the **New** or **Used** button and complete the following steps. If clicking New, complete step a and proceed to step 5.
  - a. Enter the Vehicle Identification Number (VIN).
  - b. Select the appropriate option from the State dropdown menu.
  - c. Enter the Title number and Issue date, if applicable.
5. Enter the Sale date. The Registration expires field will automatically populate after you enter the sale date.
6. Enter the Purchase price/Value code.
7. Enter the Date of delivery, if applicable, or enter the Permit number if you selected the paper permit hyperlink in step 3 above. This section will not appear on the page for issuing an E-permit.
8. Enter the Odometer code and Odometer reading, if applicable.



A screenshot of a web form titled "Enter basic vehicle information". The form is divided into several sections, each with a heading and input fields. The sections are: "Dealer information" (Dealer number: 10111, License type: (20) Motor Vehicle Dealer), "Vehicle information" (New/Used buttons, VIN field marked "Required"), "Previous title information" (State dropdown, Title number field, Issue date field), "Purchase information" (Sale date field marked "Required", Purchase price/Value code field marked "Required", Date of delivery field), "Permit number" (Permit number field marked "Required"), "Odometer information" (Odometer code dropdown, Odometer reading field), and "Registration information" (Months registration: 12, Registration expires field). There is an "Import from XML file" button at the top right of the form.

9. Click the **Next** button.
10. Select Vehicle type, Use type, and Fuel Type from the dropdown menus, if applicable. Follow the Cannot Find Vehicle During E-Permit Process, if the appropriate options are not available or pre-filled.
11. Verify the vehicle details are correct or click **Yes** to Override details. The Details and Trim section will be pre-filled and cannot be edited unless you click Yes to Override details.
12. Enter Additional Information in appropriate fields, if applicable, and click **Next**.

The screenshot shows a web form for 'Paper Permitting' with a sidebar on the left containing 'Vehicle Details', 'Vehicle Identification', and 'Vehicle Details'. The main form area is titled 'Complete vehicle detail information' and contains the following sections:

- Vehicle Type:** Includes dropdowns for 'Vehicle type' (Truck), 'Use type' (Truck), and 'Fuel type' (Gasoline).
- Details:** Includes 'Override details' buttons (No, Yes), 'Year' (2020), 'Make' (FORD - FORD), 'Model' (RANGER), and 'Body description' (PICKUP TRUCK). There is also a checkbox for 'Title purpose only'.
- Additional Information:** Includes 'Scale weight' (4,145), 'Color 1', and 'Color 2' dropdowns.
- Trim:** Includes 'No trim selection available', 'Value code' (26,000.00), 'Value year' (2020), and 'Depreciated value' (24,700.00).
- Gross Weight:** Includes 'GVWR' (Class 2 - 6,001 - 10,000) and 'Gross weight' (Required) dropdown.
- Identification:** Includes 'Months GW' (0), 'Equipment number', and 'Fleet number' fields.

13. Click the **+ Add additional owner** hyperlink.
14. Select the appropriate option from the Ownership type from the dropdown menu.
15. Click the **Business** or **Individual** button and complete the following process based on your selection:

### Business

- a. Select the appropriate option from the ID type dropdown menu.
- b. Enter the ID and Business name.
- c. Select the appropriate option from the Phone type dropdown menu.
- d. Enter the Phone number.

## Individual

- a. Enter the DLN or click the **Exempt from providing DLN** checkbox.
  - b. Enter the Expiration date, if applicable.
  - c. Enter the First name, if applicable.
  - d. Enter the Middle name, if applicable.
  - e. Enter the Last name.
  - f. Enter the Suffix, if applicable.
  - g. Enter the Phone type, if applicable.
  - h. Enter the Phone number, if applicable.
16. Click the **+ Add additional Owner** hyperlink, if applicable. Enter additional owner information. Click the **Yes** or **No** button for Joint Tenants with Rights of Survivorship and click **Next**.
17. Enter the Street address.
18. Select the appropriate option from the Unit type dropdown menu and enter the Unit, if applicable.
19. Enter the City.
20. Select the appropriate option from the State dropdown menu, if applicable.
21. Enter the Zip code and click **Next**.
22. Verify the address and click **Next**.
23. Enter Other address information, click the **Yes** or **No** button for email reminders and enter/confirm the email address if applicable and click **Next**. Alternatively, click **Next** to bypass these options.

The screenshot shows a web form titled "Enter additional address information". On the left is a dark blue sidebar with the following menu items: "Vehicle Identification", "Vehicle Details", "Owner Info", "Registered Owners", "Residential address", "Verify address", and "Additional Addresses". The main content area is white and contains three sections: "Other addresses" with two red-bordered input fields labeled "Mail Addresses" and "One time Addresses"; "Email Reminders" with the text "Signup for email reminders?" and two buttons labeled "Yes" and "No"; and "Additional Addresses" which is currently empty.

24. Complete the following process based on the following scenarios:
- a. Legal owner same as registered owner click Next.
  - b. Legal owner not same as registered owner:
    - i. Click the **+ Add additional owner** hyperlink.
    - ii. Select the appropriate option from the Ownership type dropdown menu.

- iii. Select Business or Individual and complete the following process based on your selection:

**Business**

- 1. Click the **Yes** or **No** button for Electronic Lienholder.
- 2. Select the appropriate option for the ID type dropdown menu.
- 3. Enter the ID and the Business name.
- 4. Select the appropriate option from the Phone type dropdown menu.
- 5. Enter the Phone number and Mailing address.

**Individual**

- 1. Click the **Yes** or **No** button for Electronic Lienholder.
- 2. Enter the DLN, enter the Expiration date.
- 3. Enter the First, and Middle name, if applicable.
- 4. Enter the Last name and the Suffix, if applicable.
- 5. Select the appropriate option from the Phone type dropdown menu.
- 6. Enter the Phone number and Mailing address.

25. Click the **Next** button.

26. Complete the following additional options:

- a. Click the **Yes** or **No** button to Donate \$5.00 to state parks.
- b. Click the **Yes** or **No** button to Add a discover pass.
- c. Click the **Yes** or **No** button to Show fee estimation.
- d. Select the appropriate option from the Plate type dropdown menu.

The screenshot shows a web form titled "Review additional options". On the left is a dark sidebar with white text listing navigation options: "Vehicle Details" (with sub-items "Vehicle Identification" and "Vehicle Details"), "Owner Info" (with sub-items "Registered Owners", "Residential address", "Verify address", and "Additional Addresses"), "Legal Owners", and "Fee information" (with sub-item "Fee options"). The main content area is titled "Review additional options" and contains three columns of options, each with a red border around the input area. The first column, "Additional options", has "Donate \$5.00 to state parks?" with "Yes" and "No" buttons, and "Add a discover pass?" with "Yes" and "No" buttons. The second column, "Fee estimation", has "Show fee estimation" with "No" and "Yes" buttons. The third column, "Plate information", has "Plate type" with a dropdown menu showing "Required".

27. Click the **Next** button.

28. Click **Next** on the Fee estimation details screen, if applicable.

29. Review the summary and click **Submit** to proceed or **Previous** to make changes.

30. 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.

## Add New Permit via Importing XML File

The following process can be used by dealerships that have an internal system (at the dealership) that has the functionality to export an XML file. This process allows you to skip several steps as the XML file already contains the information that you would normally have to enter manually. You can add the information manually by following the process above: Add a New E-permit or Paper Permit Manually (without XML file).

1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click **New E-permit** or **New Paper Permit** hyperlink.



4. Click the **XML File** button.
5. Click the **Choose File** button, select the appropriate file and click **Open**.
6. Click the **OK** button to import the appropriate file.
7. Enter the Permit number for New Paper Permit transactions, if applicable.
8. Click the **Next** button.
9. Verify the Vehicle Details information is correct and click **Next**.
10. Verify the Registered Owners information is correct and click **Next**.
11. Verify the Residential address information is correct and click **Next**.
12. Verify the address you entered or select the appropriate address option and click **Next**.
13. Verify the Mail address and One-time Addresses are correct, if applicable.
14. Click the **Yes** or **No** button to Sign up for email reminders, enter the Email address, Confirm email address, if applicable, and click **Next**.
15. Verify the Legal Owners information is correct, if applicable and click **Next**.
16. Verify the following information is correct:
  - a. Donate \$5 to state parks, if applicable.
  - b. Add a discover pass, if applicable.
  - c. Show fee estimation, if applicable.
17. Verify the Plate type is correct and click **Next**.
18. Review Tax/Fees Estimate, if applicable. Click the **Next** button.
19. Review the summary and click **Submit** to proceed or click **Previous** to make changes.
20. Click the **Print** button to print the Vehicle Title Application, Vehicle Dealer Temporary Permit, and Temporary Registration. The PDF document opens in a separate window or tab (you might have to allow pop ups). Click the **Continue** button to return to your E-permitting account.

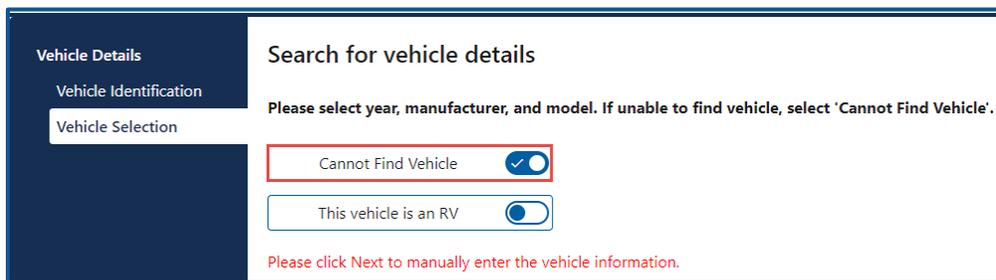
## Cannot Find Vehicle During E-Permit Process

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. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click **New E-permit** or **New Paper Permit** hyperlink.



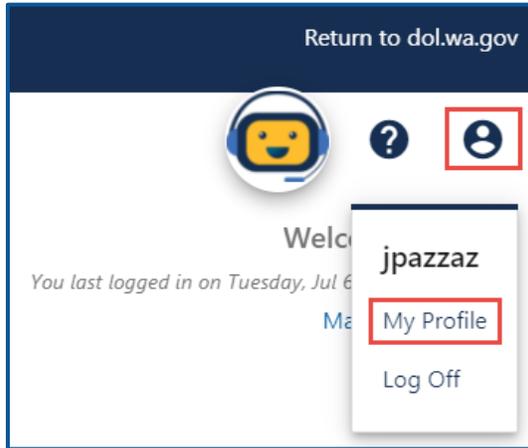
4. Click the **XML File** button.
5. Follow **steps 5 through 10** in the previous section [Add a New E-permit or Paper Permit](#).
6. Click the **Cannot Find Vehicle** toggle button.



7. Complete the following vehicle sections:
  - a. Select the appropriate option from the Vehicle type, Use type, and Fuel Type dropdown menus.
  - b. Enter the Year.
  - c. Click the **Make Search** button and enter the Make.
  - d. Click the **Search** button and select the appropriate make hyperlink.
  - e. Enter the Model.
  - f. Select the appropriate option from the Body Style dropdown menu.
  - g. Enter the Scale Weight, if applicable.
  - h. Enter the MSRPO.
  - i. Enter Identification numbers, if applicable.
8. Click the **Next** button.
9. Continue from step 5 in the [Add a New E-permit or Paper Permit -E-Permits Account](#) section above.

## Reprint an E-Permit

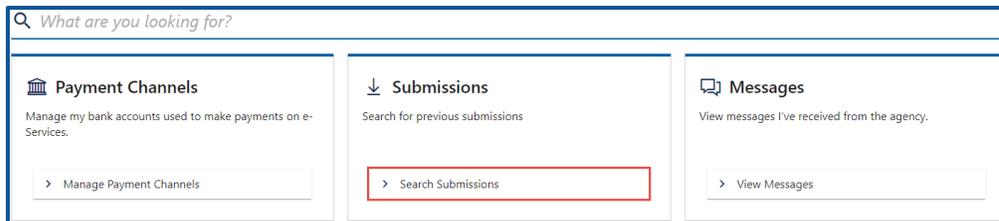
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Click the **Profile** menu icon.



3. Click the **More** tab.



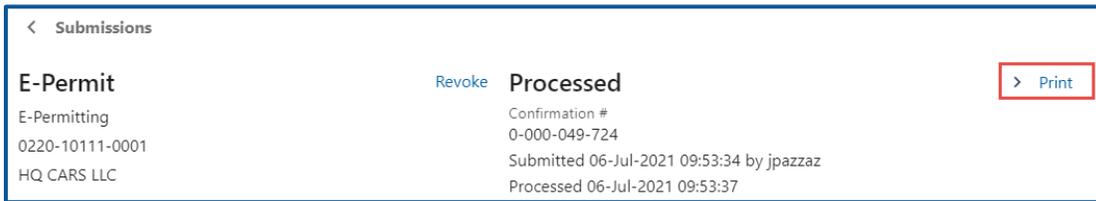
4. Click the **Search Submissions** button.



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

Date	Title	Name	Account	Account ID	Period
06-Jul-2021	<a href="#">E-Permitting</a> (highlighted with a red box)	HQ CARS LLC	E-Permitting	0220-10111-0001	
02-Jul-2021	<a href="#">Paper Permitting</a>	HQ CARS LLC	E-Permitting	0220-10111-0001	

6. Click the **Print** hyperlink, a PDF opens in a separate window or tab. Print the document.



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



## Revoke an E-Permit

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](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than none.
3. Click the **Permit Log** hyperlink.

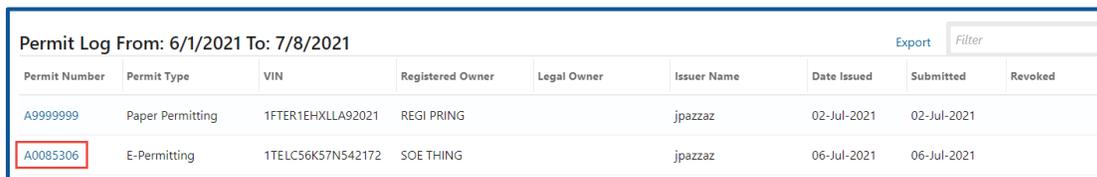


4. Enter the From and To date range for the applicable permit and click the **Search** hyperlink. Your search results display below.



A screenshot of a search options form. It includes a 'Search' button in the top right corner. Below it are two date range inputs: 'From' with the value '01-Jun-2021' and 'To' with the value '08-Jul-2021'. There is also a 'Name' input field.

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



A screenshot of a 'Permit Log' table. The table title is 'Permit Log From: 6/1/2021 To: 7/8/2021'. The table has columns for Permit Number, Permit Type, VIN, Registered Owner, Legal Owner, Issuer Name, Date Issued, Submitted, and Revoked. The row with Permit Number 'A0085306' is highlighted with a red box.

Permit Number	Permit Type	VIN	Registered Owner	Legal Owner	Issuer Name	Date Issued	Submitted	Revoked
A9999999	Paper Permitting	1FTR1EHXLLA92021	REGI PRING		jpazzaz	02-Jul-2021	02-Jul-2021	
A0085306	E-Permitting	1TELC56K57N542172	SOE THING		jpazzaz	06-Jul-2021	06-Jul-2021	

6. Click the **Revoke** hyperlink.



A screenshot of the 'E-Permit History' page. It shows details for an 'E-Permit' with the following information: E-Permitting, 0220-10111-0001, HQ CARS LLC. To the right, there is a 'Processed' status with a 'Revoke' button highlighted in a red box. Below the status, it shows: Confirmation # 0-000-049-724, Submitted 06-Jul-2021 09:53:34 by jpazzaz, and Processed 06-Jul-2021 09:53:37.

7. Click the **Next** button.
8. Click the **Submit** button to revoke the E-permit.
9. Click **Print** to print the transaction confirmation or click **Continue** to return to your E-permit history.

## 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 Access-to a Fleet 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](https://secure.dol.wa.gov)).
2. Click the **Add an Account** tab.
3. Click **Request access to Vehicle-related services** hyperlink.
4. Click the **Request access to a Fleet Account** button.

The screenshot shows a web interface titled "Add vehicle services account". It contains six panels, each with a service category, a description, and one or more action buttons. The "Fleets" panel's "Request access to a Fleet account" button is highlighted with a red border.

Service Category	Description	Action Buttons
<b>Dealer E-Permits</b>	Licensed WA dealers only. To use this service, you must be an authorized representative of a dealer licensed in the state of WA.	> Request access to an E-Permit account
<b>Contracted Plate Search</b>	Contracted organizations only. To use this service, your organization must sign a contract with DOL to search vehicle or vessel records.	> Request access to a Contracted Plate Search account > Apply for a new Contracted Plate Search account
<b>Fleets</b>	Registered fleets only. To use this service, your organization must have registered your vehicles as part of a fleet at a DOL vehicle office.	> Request access to a Fleet account
<b>Insurance Loss Reporting</b>	Authorized insurance companies only. To use this service, your insurance company must be authorized by DOL to report vehicles that have incurred an insurance loss.	> Request access to an Insurance Loss Reporting account > Apply for a new Insurance Loss Reporting account
<b>Destroyed Vehicle Reporting</b>	Authorized wrecker/scrapper only. To use this service, your organization must be authorized by DOL to report vehicles that have been destroyed.	> Request access to a Wrecker Destroyed Reporting account
<b>Abandoned Vehicle Reporting</b>	Registered WA tow truck operators only. To use this service, your organization must be authorized by DOL to report vehicles that have been abandoned.	> Request access to an Abandoned Vehicle Reporting account

5. Select the appropriate option from the access level dropdown menu.
6. Select the appropriate option from the ID type dropdown menu,
7. Enter the ID number, Fleet number, Fleet name, and click **Next**.

8. Complete the following steps based on your access level:

[Administrator access](#)

- a. Enter Your name.
- b. Click the **I'm the owner or supervisor** button.

[Manager or Employee access](#)

- a. Enter Your name.
- b. Click the **I'm not the owner or supervisor** button.
- c. Enter the appropriate answer in the What's your role in the organization field.
- d. Enter the Owner's name.
- e. Enter the Phone number.
- f. Enter the Email address.
- g. Enter the access number provided by the Administrator or Manager.

**Note:** Access codes expire 8 hours after they are created.

9. Click the **Next** button.
10. Review the summary and click **Submit** to proceed or **Previous** to go make changes.
11. Click **Print** to print a confirmation of your transactions or click **Continue** to go to your home screen.

## Change a Fleet Address

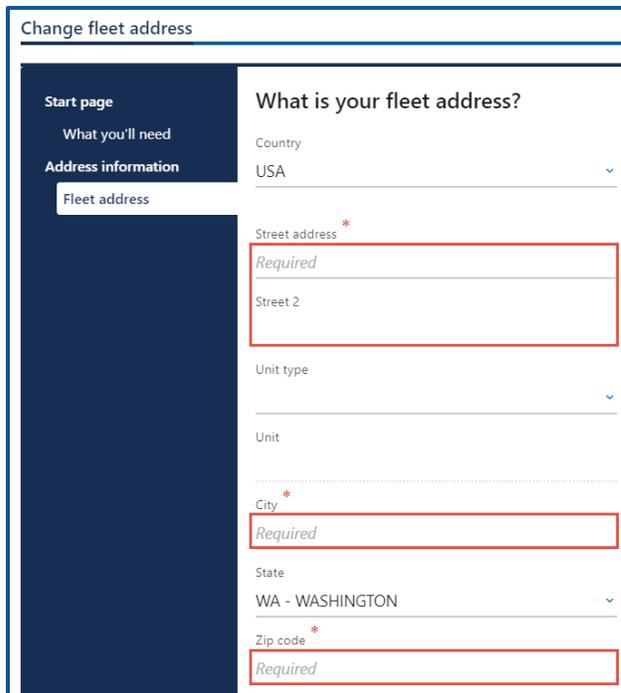
Use the following process if you need to change the fleet address. Changing the fleet address will update the mailing address for all vehicles in your fleet. If you need to change the registered address for select vehicles in the fleet, follow the process to [Change Address for Fleet Vehicle](#).

1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Change fleet address** hyperlink.



A screenshot of a user interface showing a menu titled "I Want To". There are two options: "> Change fleet address" and "> Change Vehicle Address". The first option is highlighted with a red rectangular box.

4. Read the What you'll need information and click **Next**.
5. Enter the Country.
6. Enter the Street address, City, State, and Zip code.



A screenshot of a web form titled "Change fleet address". The form has a dark blue sidebar on the left with navigation links: "Start page", "What you'll need", "Address information", and "Fleet address". The main content area is titled "What is your fleet address?". It contains several input fields: "Country" (USA), "Street address" (Required), "Street 2", "Unit type", "Unit", "City" (Required), "State" (WA - WASHINGTON), and "Zip code" (Required). Red boxes highlight the "Street address" and "City" fields.

7. Click the **Next** button.
8. Verify the address and click **Next**.
9. Review the summary and click **Submit** to proceed or **Previous** to make changes.
10. Click **Print** to print your transaction confirmation or click **Continue** to go to your Vehicle Fleet account.

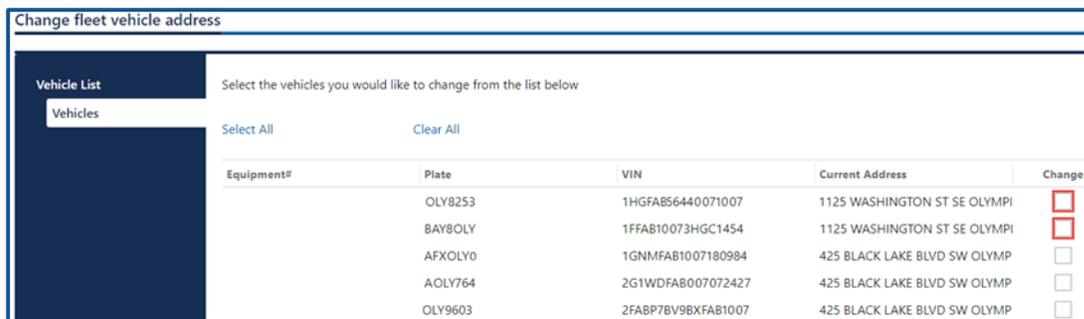
## Change an Address for Fleet Vehicle

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

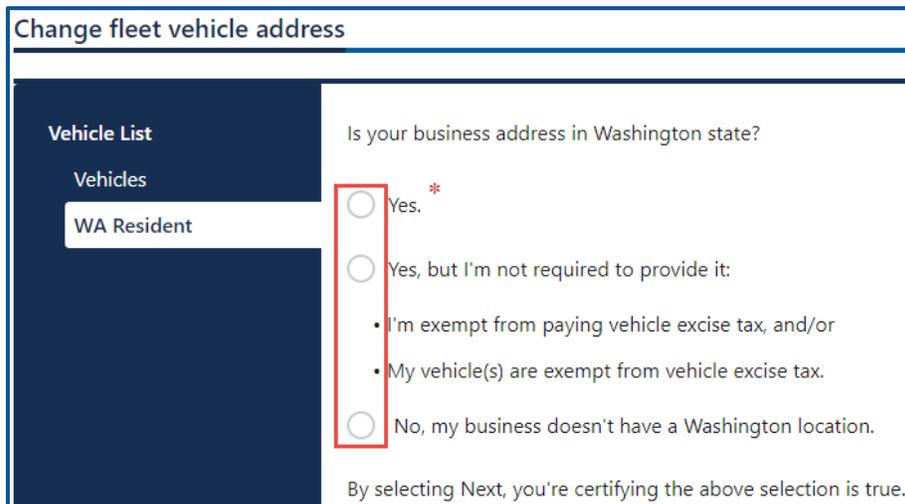
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Change Vehicle Address** hyperlink.



4. Click the **Change** checkbox for each vehicle that needs an address change and click **Next**. Alternatively, you can click the **Select All** hyperlink to change all vehicle addresses at once.



5. Select the appropriate option to answer the Is your business address in Washington state question and click **Next**.



6. Complete the following fields on the What is the new address page:
  - a. Enter the Street address.
  - b. Select the appropriate option from the Unit type dropdown menu, if applicable.
  - c. Enter the unit type, if applicable, and enter the City.
  - d. Select the appropriate option from the State dropdown menu, if applicable, and enter the Zip code.
7. Click the **Next** button.
8. Verify the fleet address and click **Next**.
9. Review the summary and click **Submit** to proceed or **Previous** to make changes.
10. Click **Print** to print your transaction confirmation or click **Continue** to go to your Vehicle Fleet account.

# Wrecker Destroyed Reporting Account

## Request Access to a Wrecker Destroyed Reporting Account

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](https://secure.dol.wa.gov)).
2. Click the **Request access to Vehicle-related services** button.
3. Click the **Request access to a Wrecker Destroyed Reporting account** button.

The screenshot shows a grid of six service categories under the heading "Add vehicle services account". Each category has a description and a button to request access. The "Destroyed Vehicle Reporting" category is highlighted with a red border around its "Request access to a Wrecker Destroyed Reporting account" button.

Service Category	Description	Buttons
Dealer E-Permits	Licensed WA dealers only. To use this service, you must be an authorized representative of a dealer licensed in the state of WA.	Request access to an E-Permit account
Contracted Plate Search	Contracted organizations only. To use this service, your organization must sign a contract with DOL to search vehicle or vessel records.	Request access to a Contracted Plate Search account Apply for a new Contracted Plate Search account
Fleets	Registered fleets only. To use this service, your organization must have registered your vehicles as part of a fleet at a DOL vehicle office.	Request access to a Fleet account
Insurance Loss Reporting	Authorized insurance companies only. To use this service, your insurance company must be authorized by DOL to report vehicles that have incurred an insurance loss.	Request access to an Insurance Loss Reporting account Apply for a new Insurance Loss Reporting account
Destroyed Vehicle Reporting	Authorized wrecker/scrapper only. To use this service, your organization must be authorized by DOL to report vehicles that have been destroyed.	Request access to a Wrecker Destroyed Reporting account
Abandoned Vehicle Reporting	Registered WA tow truck operators only. To use this service, your organization must be authorized by DOL to report vehicles that have been abandoned.	Request access to an Abandoned Vehicle Reporting account

4. Select the appropriate option from the access level dropdown menu.
5. Enter Unified Business ID (UBI).
6. Enter Wrecker/Scrapper #.
7. Click the **Next** button.

The screenshot shows a form titled "Request your Wrecker destroyed reporting access". On the left is a dark blue sidebar with "Request access" and "Login information" buttons. The main form area has three input fields, all highlighted with red borders: "Select access level" (a dropdown menu with "Required" selected), "Unified Business ID (UBI)", and "Wrecker/Scrapper #".

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

9. Complete the following steps based on your access level:

### Administrators

- Enter Your name and complete the applicable process below.
- Click the **I'm the owner or supervisor** button.
- Enter the business license expiration date and click Next.

The screenshot shows a web form titled "Request your Wrecker destroyed reporting access". On the left is a dark blue sidebar with navigation links: "Request access", "Login information", "Location(s)", and "Your business role". The main content area is titled "Provide additional information". It contains the following fields and options:

- Your name:** JPAZZAZ
- Your business role:** A radio button is selected for "I'm the owner or supervisor".
- Business license expiration \*:** A text input field containing "Required" with a calendar icon to its right.
- I'm not the owner or supervisor:** An unselected radio button.
- What's your role in your organization:** A text input field.
- Owner or supervisor contact information:**
  - Name:** A text input field.
  - Phone:** A text input field.
  - Email address:** A text input field.

- Click the Upload hyperlink to attach a copy of the business license certificate issued by WA Department of Revenue in the business license row. Enter a Description, Click the **Choose File** button, select the file, Click **Open**, and click **OK**.

The screenshot shows the same web form, but now the "Attachments" section is active. The sidebar has "Attachments" and "Upload" highlighted. The main content area is titled "Attach required documents" and contains a table with the following data:

Attachment Type	Attachment Requirements	
Business license	Attach a copy of the business license certificate issued by WA Department of Revenue.	Upload

A "Select a file to attach" dialog box is open over the "Upload" button. The dialog contains:

- Type:** Business license (dropdown menu)
- Description \*:** A text input field containing "Required".
- File \*:** A "Choose File" button next to the text "No file chosen".
- Buttons:** "Cancel" and "OK".

## Managers or Employees

- Click the **I'm not the owner or supervisor** button.
- Enter the appropriate answer in the What's your role in the organization field.
- Enter your Name and Phone number.
- Enter your Email address and Confirm the email address.

The screenshot shows the 'Request your Wrecker destroyed reporting access' form. The 'Request access' sidebar on the left includes 'Login information', 'Location(s)', and 'Your business role'. The main form area is titled 'Provide additional information'. It contains the following fields and options:

- Your name:** JPAZZAZ
- I'm the owner or supervisor:**
- I'm not the owner or supervisor:**  (highlighted with a red box)
- Business license expiration:** [Empty field]
- What's your role in your organization \*:** [Required] (highlighted with a red box)
- Owner or supervisor contact information:**
  - Name \*:** [Required] (highlighted with a red box)
  - Phone \*:** [Required] (highlighted with a red box)
  - Email address \*:** [Required] (highlighted with a red box)

- Click the **Upload** hyperlink to attach a copy of your Employment letter and the business license certificate issued by WA Department of Revenue. Enter a Description for each file, click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the 'Request your Wrecker destroyed reporting access' form, 'Attach required documents' section. The 'Request access' sidebar on the left includes 'Login information', 'Location(s)', 'Your business role', and 'Attachments'. The main form area is titled 'Attach required documents' and contains the following elements:

- Attachments table:**

Attachment Type	Attachment Requirements
Business license	Attach a copy of the business license certificate issued by WA Department of Revenue. <a href="#">Upload</a>
Employment letter	Non-owners seeking access must attach a letter of employment <a href="#">Upload</a>

Two 'Select a file to attach' dialog boxes are overlaid on the form:

- The first dialog box is for a 'Business license' attachment. It has a 'Description' field (Required) and a 'File' field with a 'Choose File' button (highlighted with a red box) and 'No file chosen' text.
- The second dialog box is for an 'Employment letter' attachment. It has a 'Description' field (Required) and a 'File' field with a 'Choose File' button (highlighted with a red box) and 'No file chosen' text.

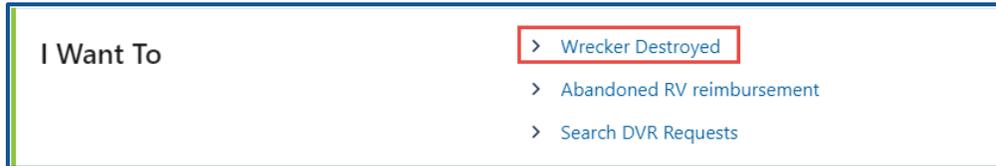
- f. Enter the access number provided by the Administrator or Manager.  
**Note:** Access codes expire 8 hours after they are created.
12. Click the **Next** button.
13. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.
14. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page.

*You have successfully registered for Wrecker destroyed account!*

## Report a Wrecker Destroyed Vehicle

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

1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Wrecker destroyed** hyperlink.



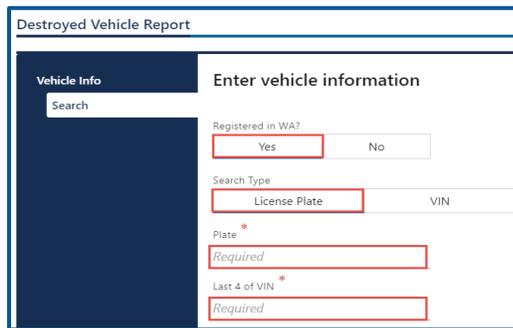
I Want To

- > Wrecker Destroyed
- > Abandoned RV reimbursement
- > Search DVR Requests

4. Click the **Yes** or **No** button for the Registered in WA question and complete the following steps based on your selection:

Yes

- a. Click the **License Plate** button or **VIN** button to select the Search Type.



Destroyed Vehicle Report

Vehicle Info

Search

Enter vehicle information

Registered in WA?

Yes No

Search Type

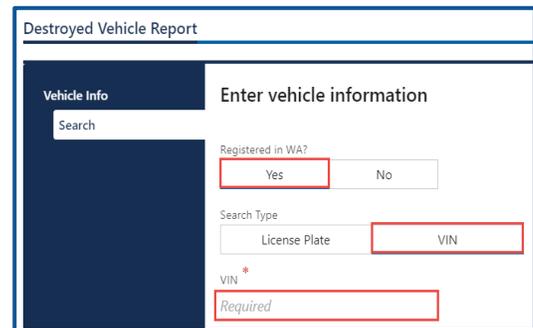
License Plate VIN

Plate \*

Required

Last 4 of VIN \*

Required



Destroyed Vehicle Report

Vehicle Info

Search

Enter vehicle information

Registered in WA?

Yes No

Search Type

License Plate VIN

VIN \*

Required

- b. Enter the Plate number and last 4 of VIN or the complete VIN. Follow the short VIN process below, if applicable:
  - i. Click the **Yes** button to continue with the short VIN.
  - ii. Click the **Next** button.
- c. Select the appropriate option from the list of vehicles.

## No

- a. Select the appropriate option from the State dropdown menu.
- b. Enter the VIN and the Plate, if applicable.
- c. Use the short VIN process below, if applicable:
  - i. Click the **Yes** button to continue with the short VIN.
  - ii. Click the **Next** button.
  - iii. Enter the Vehicle Type.
  - iv. Enter the Year.
  - v. Click the **Make** hyperlink, enter the Make and click **Search**. Select the appropriate **Make** hyperlink.
  - vi. Enter the Model.
  - vii. Select the appropriate option from the Body style dropdown menu.

Destroyed Vehicle Report

Vehicle Info

Search

Enter vehicle information

Registered in WA?

Yes No

State \*

Required

VIN \*

Required

Plate

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

7. Enter the following destroyed vehicle detail information and click the **Next** button.
  - a. Stock Number.
  - b. Yard Number.
  - c. Acquired From.
  - d. Supporting document.
  - e. Date Acquired/Purchased.
  - f. Does the vehicle value meet or exceed the Market Value threshold?

The screenshot shows a web form titled "Destroyed Vehicle Report". On the left is a dark blue sidebar with navigation options: "Vehicle Info", "Search", "Detail", "Info", and "Detail" (highlighted). The main content area is titled "Enter destroyed vehicle detail" and contains the following fields:

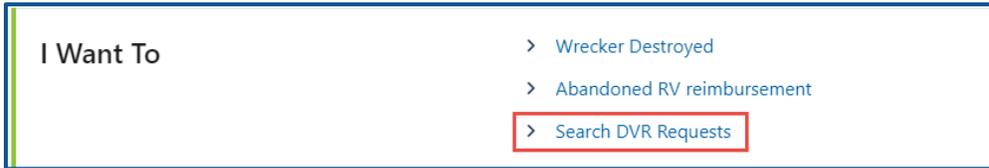
- Stock Number \* (Required) - Text input field
- Yard Number \* (Required) - Text input field
- Acquired From \* (Required) - Text input field
- Supporting Document \* (Required) - Dropdown menu
- Date Acquired/Purchased \* (Required) - Date picker
- Does the vehicle value meet or exceed \$7930.0000 (Market Value Threshold) \* - Radio buttons for "Yes" and "No"

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.
9. Click **Print** to print the transactions confirmation or click **Continue** to return to your Wrecker Destroyed Reporting account. Click the **Add another to report** to add another vehicle as destroyed.

## Search Filed DVR Requests

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

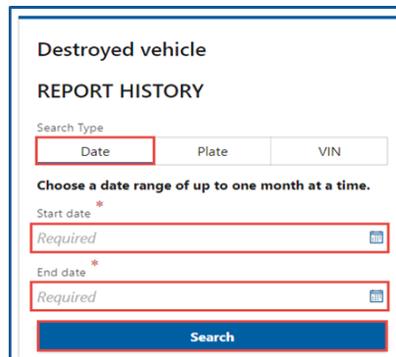
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Search DVR Requests** hyperlink.



I Want To

- > Wrecker Destroyed
- > Abandoned RV reimbursement
- > **Search DVR Requests**

4. Click the **Date**, **VIN**, or **Plate** button for the Search type.
5. Enter the Start date and End date, if applicable.
6. Enter the Plate number, if applicable.
7. Enter the VIN number, if applicable.
8. Click the **Search** button.



Destroyed vehicle  
REPORT HISTORY

Search Type

Date Plate VIN

Choose a date range of up to one month at a time.

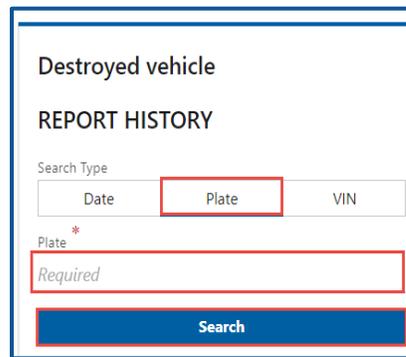
Start date \*

Required

End date \*

Required

Search



Destroyed vehicle  
REPORT HISTORY

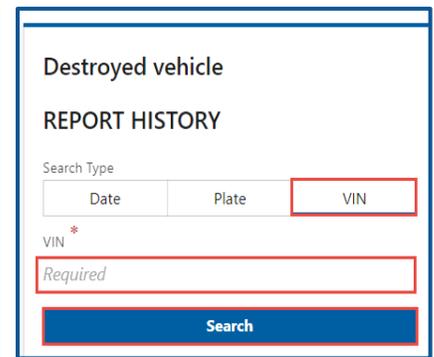
Search Type

Date Plate VIN

Plate \*

Required

Search



Destroyed vehicle  
REPORT HISTORY

Search Type

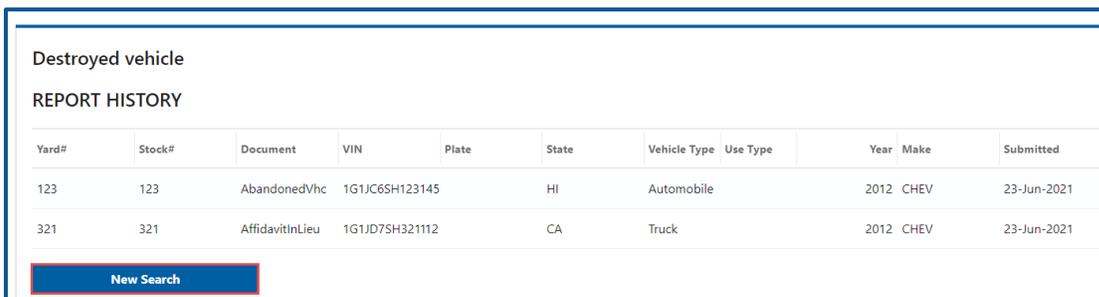
Date Plate VIN

VIN \*

Required

Search

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



Destroyed vehicle  
REPORT HISTORY

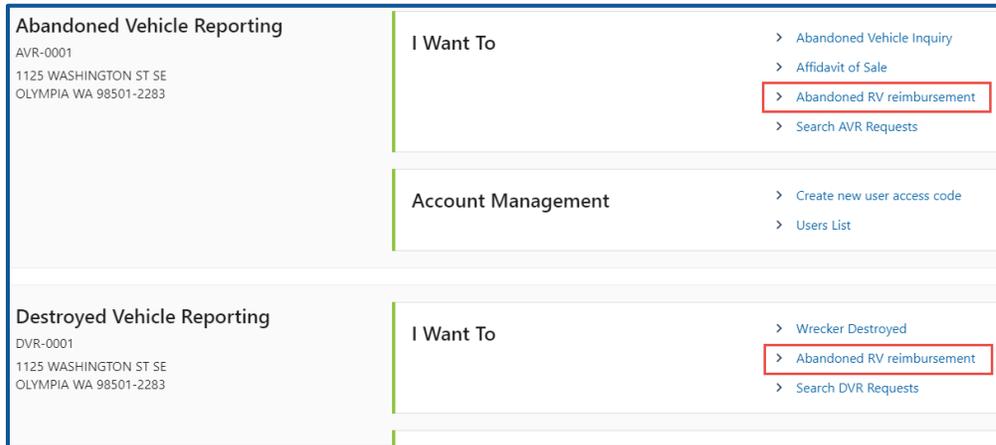
Yard#	Stock#	Document	VIN	Plate	State	Vehicle Type	Use Type	Year	Make	Submitted
123	123	AbandonedVhc	1G1JC6SH123145		HI	Automobile		2012	CHEV	23-Jun-2021
321	321	AffidavitInLieu	1G1JD7SH321112		CA	Truck		2012	CHEV	23-Jun-2021

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](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Abandoned RV reimbursement** hyperlink.



4. Select **Yes** or **No** from the Can you provide a VIN or plate dropdown menu, click **Next**, and complete the applicable process below:

### Yes

- a. Click the **License Plate** button, enter the Plate number, and Last 4 of the VIN.
- b. Click the **VIN** button and enter the full VIN number.

### No

- a. Select the appropriate option from the Vehicle type dropdown menu.
- b. Select the appropriate option from the Use type dropdown menu.
- c. Enter the Year, Make, and Model.
- d. Select the appropriate option from the Body style dropdown menu.
- e. Select the appropriate option from the Country dropdown menu, if applicable.
- f. Select the appropriate option from the State dropdown menu or click the **Cannot determine state** checkbox, if applicable.
- g. Enter the Plate, if applicable.
- h. Enter the VIN.

5. Click the **Next** button.

6. Enter the Phone number and Fax number, if applicable.
7. Enter the Email and Confirm the Email.

Abandoned RV Reimbursement

**Vehicle search**

- Choose vehicle
- Verify vehicle

**Information**

- Contact information

**Contact Information**

Phone number \*  
*Required*

Fax number

Email

Confirm email

8. Click the **Next** button.
9. Enter the Date stored, and Date abandoned.
10. Enter the Stock yard number.
11. Enter the Acquired from and Date acquired.

Abandoned RV Reimbursement

**Vehicle search**

- Choose vehicle
- Verify vehicle

**Information**

- Contact information
- Storage conditions

**Storage Conditions**

Date stored \*  
*Required*

Date abandoned \*  
*Required*

Stock yard number \*  
*Required*

Acquired from \*  
*Required*

Date acquired \*  
*Required*

12. Click the **Next** button.

13. Enter Dismantling/Disposal amount or click the **No amount** checkbox.
14. Enter Storage amount or click the **No amount** checkbox.
15. Enter Towing/Transport amount or click the **No amount** checkbox.
16. Enter the Vehicle length and any Other Amounts and Other Amount Descriptions that are applicable to the reimbursement.

**Abandoned RV Reimbursement**

**Vehicle search**

- Choose vehicle
- Verify vehicle

**Information**

- Contact information
- Storage conditions
- Costs incurred**

**Standard Costs**

Dismantling/Disposal amount \*

Required  No dismantling/disposal amount

Storage amount \*

Required  No storage amount

Towing/Transport amount \*

Required  No towing/transport amount

Vehicle length (ft) \*

Required

**Other Costs**

Other Amount	Other Amount Description
0.00	
Other Amount	Other Amount Description
0.00	
Other Amount	Other Amount Description
0.00	

**Total Cost**

0.00

17. Click the **Next** button.
18. Click the **Upload** hyperlink to attach a copy of your supporting document(s). Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**. Complete this process for all documents related to the RV reimbursement request.

**Abandoned RV Reimbursement**

Select a file to attach

Type

Abandoned Vehicle Report

Description \*

Required

File \*

Choose File No file chosen

Cancel OK

At least one supporting document

the following documents to this request. Use the "Upload" links below to attach the documents.

Attachment Type	Attachment Requirements	Upload
Abandoned Vehicle Report	Abandoned vehicle report	Upload
Other	Miscellaneous	Upload
Proof of Delivery	Proof of delivery to a wrecker	Upload
Proof of Destruction	Proof of vehicle destruction	Upload
Proof of Expenditure	Proof of expenditure/receipts	Upload
Wrecker Report	Wrecker report	Upload

**Note:** Your request can be denied without valid proof documents.

19. Select **Yes** or **No** to the following Acknowledgment questions:

- a. Was the RV a public impound?
- b. Did the RV receive any bids at auction?
- c. Is the last registered owner unknown?
- d. Was the RV declared abandoned or junk by a law enforcement agency?

20. Click the **I certify under the penalty of perjury under the laws of the State of Washington that the foregoing is true and correct** checkbox, if you agree, and click **Next**.

The screenshot shows a web form titled "Abandoned RV Reimbursement". On the left is a dark blue sidebar with a menu. The main content area is titled "Acknowledgements" and contains four required questions, each with a dropdown menu. At the bottom, there is a checkbox for a certification statement.

**Abandoned RV Reimbursement**

**Vehicle search**

- Choose vehicle
- Verify vehicle

**Information**

- Contact information
- Storage conditions
- Costs incurred
- Attachments

**Additional options**

- Acknowledgements

**Acknowledgements**

Was the RV a public impound? \*  
*Required*

Did the RV receive any bids at auction? \*  
*Required*

Is the last registered owner unknown? \*  
*Required*

Was the vehicle declared abandoned or junk by a law enforcement agency? \*  
*Required*

I certify under the penalty of perjury under the laws of the State of Washington that the foregoing is true and correct. \*

21. Review the summary and click **Submit** to proceed or **Previous** to make changes.

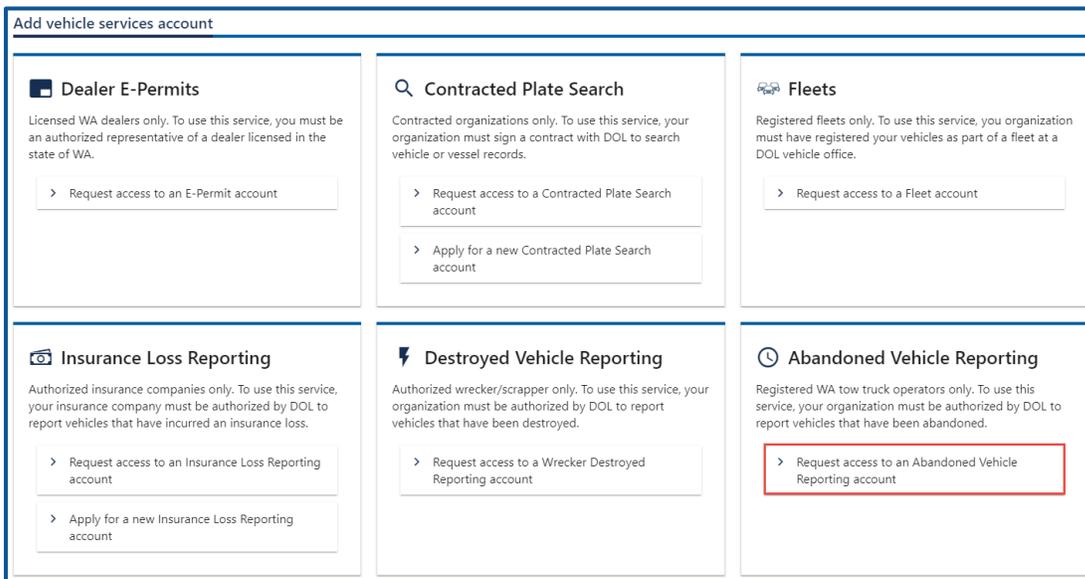
22. Click **Print** to print your transaction confirmation or click **Continue** to return to your account.

# Abandoned Vehicle Reporting

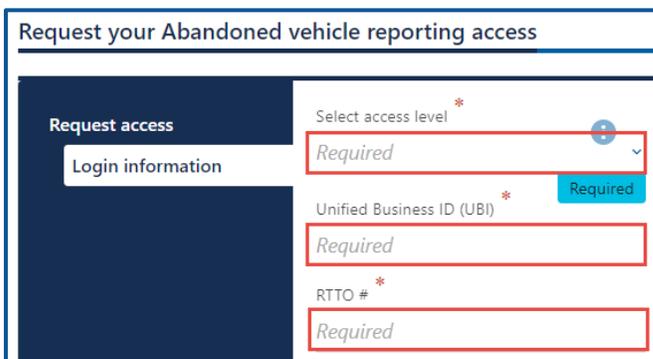
## Request Access to an Abandoned Vehicle Reporting Account

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](https://secure.dol.wa.gov)).
2. Click the **Add an Account** tab.
3. Click the **Request access to Vehicle-related services** button.
4. Click the **Request access to an Abandoned Vehicle Reporting account** button.



23. Select the appropriate option from the Access level dropdown menu.
24. Enter the Unified Business ID (UBI).
25. Enter the RTTO # and click **Next**.



26. Verify the location and click the **Next** to continue past the location(s) section.

27. Complete the following steps based on your access level:

**Administrator access**

- a. Select the **I'm the owner or supervisor** button.
- b. Enter the business license expiration date and click the **Next** button.

The screenshot shows a web form titled "Request your Abandoned vehicle reporting access". On the left is a dark blue sidebar with "Request access" and sub-items: "Login information", "Location(s)", and "Your business role". The main content area is titled "Provide additional information". It contains a "Your name" field with "JPAZZAZ" entered. Below it are two radio button options: "I'm the owner or supervisor" (which is selected and highlighted with a red box) and "I'm not the owner or supervisor". Under the selected option is a "Business license expiration" field with a red asterisk and the word "Required" in red, also highlighted with a red box. Below this is a text field for "What's your role in your organization". Further down are fields for "Owner or supervisor contact information", including "Name", "Phone", and "Email address".

- c. Click the **Upload** hyperlink to attach a copy of the business license certificate issued by WA Department of Revenue, in the business license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the same web form, but now the "Attachments" section is active. The sidebar has "Attachments" selected. The main content area is titled "Attach required documents" and contains a table with two columns: "Attachment Type" and "Attachment Requirements". The table has one row: "Business license" and "Attach a copy of the business license certificate issued by WA". An "Upload" button is highlighted with a red box in the right column. A "Select a file to attach" dialog box is open in the foreground. It has a "Type" dropdown set to "Business license". Below it is a "Description" field with "Required" in red, highlighted with a red box. Underneath is a "File" field with a "Choose File" button highlighted with a red box and the text "No file chosen". At the bottom of the dialog are "Cancel" and "OK" buttons.

## Manager or Employee access

- Click the **I'm not the owner or supervisor** button.
- Enter the appropriate answer in the What's your role in the organization field.
- Enter your Name and your Phone number.
- Enter your Email address and Confirm the email address.

The screenshot shows the 'Request your Abandoned vehicle reporting access' form. The left sidebar has 'Request access' selected, with sub-items: 'Login information', 'Location(s)', 'Your business role', and 'Attachments'. The main content area is titled 'Provide additional information'. It includes a 'Your name' field with 'JPAZZAZ' entered. Below it are two radio buttons: 'I'm the owner or supervisor' (unselected) and 'I'm not the owner or supervisor' (selected). A 'Business license expiration' field is present with a calendar icon. Below that is a 'What's your role in your organization' field with a red border and the text 'Required'. The 'Owner or supervisor contact information' section includes 'Name', 'Phone', and 'Email address' fields, all with red borders and 'Required' text.

- Click the **Upload** hyperlink to attach a copy of your Employment Letter and the business license certificate issued by WA Department of Revenue, in the business license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.

The screenshot shows the 'Request your Abandoned vehicle reporting access' form, 'Attach required documents' section. The left sidebar has 'Attachments' selected. The main content area is titled 'Attach required documents' and contains a table with two rows. The first row is for 'Business license' with an 'Attachment Requirements' of 'Attach a copy of the business license certificate issued by WA Department of Revenue.' and an 'Upload' button. The second row is for 'Employment letter' with an 'Attachment Requirements' of 'Attach a copy of the business license certificate issued by WA Department of Revenue.' and an 'Upload' button. Two 'Select a file to attach' dialog boxes are open. The first dialog box is for 'Business license' and has a 'Description' field with 'Required' text and a 'Choose File' button. The second dialog box is for 'Employment letter' and has a 'Description' field with 'Required' text and a 'Choose File' button. Both dialog boxes have 'Cancel' and 'OK' buttons.

f. Enter the access number provided by the Administrator or Manager.

**Note:** Access codes expire 8 hours after they are created.

28. Click the **Next** button.

29. Review the summary and click **Submit** to proceed or **Previous** to make changes.

30. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page.

## Add an Impound Notice

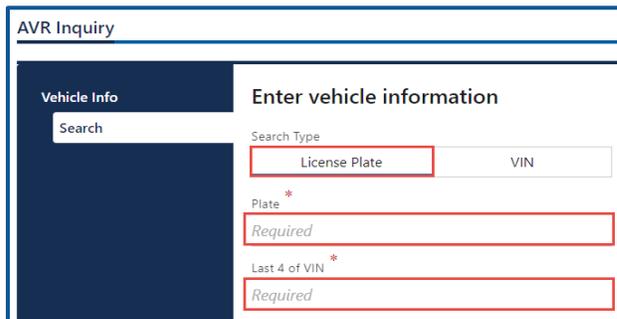
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Abandoned Vehicle Inquiry** hyperlink.



I Want To

- > Abandoned Vehicle Inquiry
- > Affidavit of Sale
- > Abandoned RV reimbursement
- > Search AVR Requests

4. Click the **License Plate** or **VIN** button to select the Search Type.
  - a. Enter the License Plate number and last 4 of VIN number, if License Plate is selected.
  - b. Enter the VIN number, if VIN is selected.



AVR Inquiry

Vehicle Info

Search

Enter vehicle information

Search Type

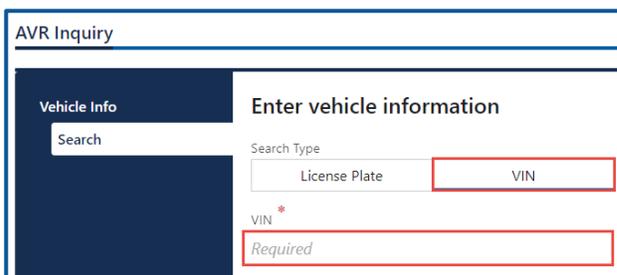
License Plate VIN

Plate \*

Required

Last 4 of VIN \*

Required



AVR Inquiry

Vehicle Info

Search

Enter vehicle information

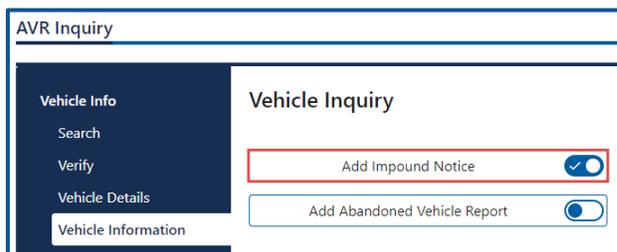
Search Type

License Plate VIN

VIN \*

Required

5. Click the **Next** button.
6. Verify the vehicle information and click **Next**.
7. Review the vehicle information, click **Print Report Details** to print the information displayed, and click **Next** to continue.
8. Click **Add Impound Notice** and click **Next**.



AVR Inquiry

Vehicle Info

Search

Verify

Vehicle Details

Vehicle Information

Vehicle Inquiry

Add Impound Notice

Add Abandoned Vehicle Report

9. Complete the following impound notice detail sections:
  - a. Enter the Impound Address/Location, select the Date Impounded, and enter the Time Impounded.
  - b. Select the appropriate option from the AM/PM dropdown menu.
  - c. Enter the Authorizing Agency or Person.
  - d. Click the **Yes** or **No** button for the following questions:
    - i. If the vehicle is not redeemed within 120 hours, it will be processed as abandoned and sold at auction question.
    - ii. Suspended driver license - the vehicle will be held at the direction of law enforcement question. Enter number of days held, if answering yes.
    - iii. Security deposit required by the towing firm question.
      1. Enter the Impound Charge.
      2. Enter the Daily Storage Charge.
      3. Enter the Tow Ticket, if applicable.

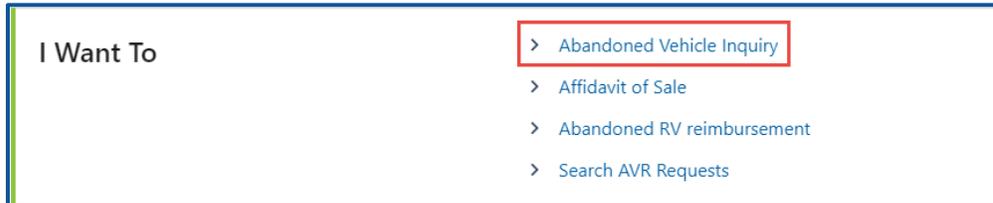
The screenshot shows a web form titled "AVR Inquiry" with a sidebar menu on the left. The sidebar includes "Vehicle Info" (Search, Verify, Vehicle Details, Vehicle Information) and "Info" (Impound Notice). The main content area is titled "Enter impound notice detail" and contains the following fields and questions:

- Impound Address/Location:** A large text input field.
- Date Impounded:** A date input field with a calendar icon.
- Time Impounded:** A text input field.
- AM/PM:** A dropdown menu.
- Authorizing Agency or Person:** A text input field.
- Question 1:** "If the vehicle is not redeemed within 120 hours it will be processed as abandoned and sold at auction." with Yes/No buttons.
- Question 2:** "Suspended driver's license - the vehicle will be held at the direction of law enforcement." with Yes/No buttons.
- Days held:** A text input field with the value "0".
- Question 3:** "Security deposit required by the towing firm." with Yes/No buttons.
- Impound charge:** A text input field.
- Daily Storage Charge:** A text input field.
- Tow Ticket:** A text input field.

10. Click the **Next** button.
11. Review the summary and click **Submit** to proceed or **Previous** to make changes.
12. Click **Print** to print the Vehicle Impound Notice or click **Continue** to return to your Abandoned Vehicle account.

## Add an Abandoned Vehicle Report

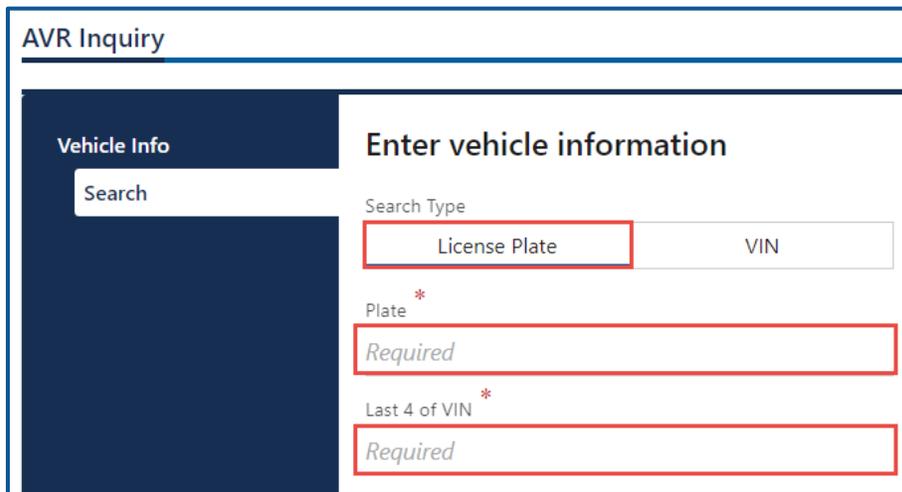
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Abandoned Vehicle Inquiry** hyperlink.



I Want To

- > Abandoned Vehicle Inquiry
- > Affidavit of Sale
- > Abandoned RV reimbursement
- > Search AVR Requests

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**.



AVR Inquiry

Vehicle Info

Search

Enter vehicle information

Search Type

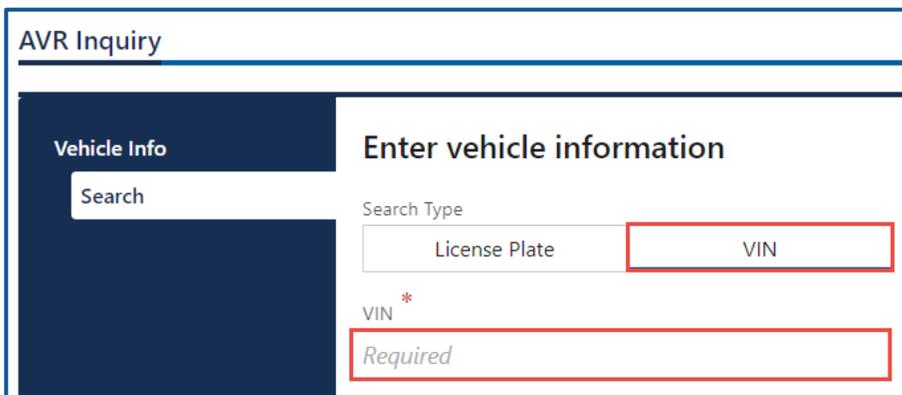
License Plate VIN

Plate \*

Required

Last 4 of VIN \*

Required



AVR Inquiry

Vehicle Info

Search

Enter vehicle information

Search Type

License Plate VIN

VIN \*

Required

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

- Review the vehicle information, click **Print Report Details** to print the information displayed, and click **Next** to continue.
- Click **Add Abandoned Vehicle Report** and click **Next**.

The screenshot shows the 'AVR Inquiry' page. On the left is a dark blue sidebar with menu items: 'Vehicle Info', 'Search', 'Verify', 'Vehicle Details', 'Vehicle Information', and 'Info' (with 'AVR' selected). The main content area is titled 'Vehicle Inquiry' and contains two toggle switches: 'Add Impound Notice' (disabled) and 'Add Abandoned Vehicle Report' (enabled, highlighted with a red box).

- Enter the Police Agency Storing.
- Enter the Date Stored.
- Enter the Date Abandoned.
- Click the **Next** button.

The screenshot shows the 'Enter abandoned vehicle report detail' form. The sidebar is the same as in the previous screenshot. The main content area has three required input fields, each highlighted with a red box: 'Police Agency Storing \*', 'Date Stored \*', and 'Date Abandoned \*'. Each field contains the text 'Required' and a calendar icon for date selection.

- Review the summary and click **Submit** to proceed or **Previous** to make changes.
- Click **Print** to print the Abandoned Vehicle Report or click **Continue** to return to your abandoned vehicle account.

## Create an Affidavit of Sale-

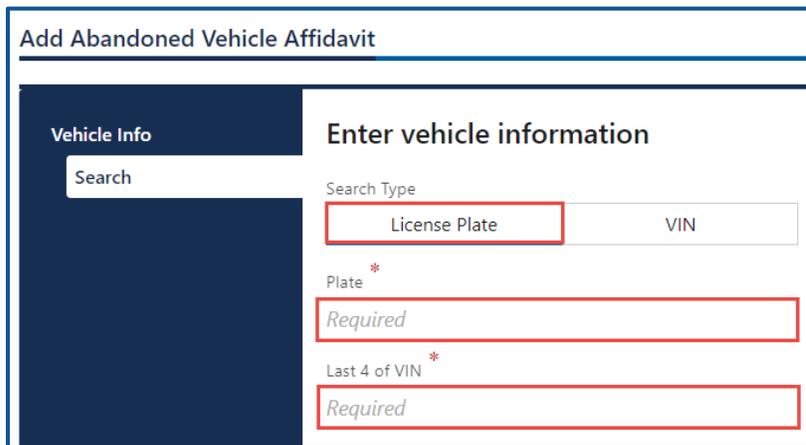
1. Login to your License eXpress for Business account ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Select the appropriate account if you have more than one.
3. Click the **Affidavit of Sale** hyperlink.



I Want To

- > Abandoned Vehicle Inquiry
- > Affidavit of Sale
- > Abandoned RV reimbursement
- > Search AVR Requests

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**.



Add Abandoned Vehicle Affidavit

Vehicle Info

Search

Enter vehicle information

Search Type

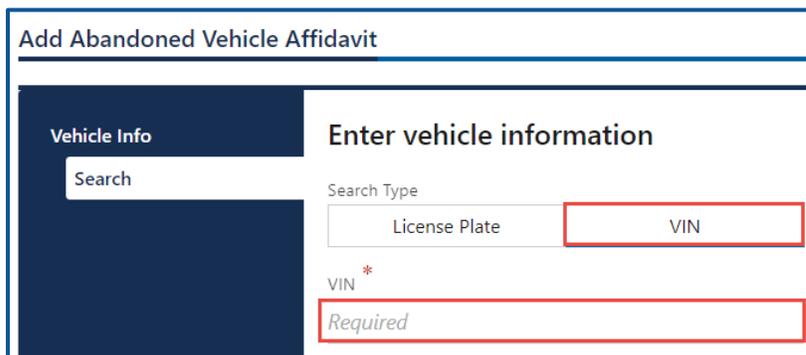
License Plate VIN

Plate \*

Required

Last 4 of VIN \*

Required



Add Abandoned Vehicle Affidavit

Vehicle Info

Search

Enter vehicle information

Search Type

License Plate VIN

VIN \*

Required

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

6. Complete the following purchaser information:
  - a. Enter the Name of Purchaser.
  - b. Enter the Driver License Number.
  - c. Enter the Date Vehicle Was Sold.

The screenshot shows a web form titled "Add Abandoned Vehicle Affidavit". On the left is a dark blue sidebar with navigation links: "Vehicle Info", "Search", "Vehicle details", "Purchaser Info", "Purchaser", and "Purchaser address". The "Purchaser" link is highlighted. The main content area is titled "Enter purchaser information" and contains three input fields: "Name of Purchaser" (marked with an asterisk and "Required"), "Driver License Number", and "Date Vehicle Was Sold" (marked with an asterisk and "Required").

7. Click the **Next** button.
8. Complete the following Purchaser Address information:
  - a. Select the appropriate option from the Country dropdown menu, if applicable.
  - b. Enter the Street Address.
  - c. Select the appropriate option from the Unit Type dropdown menu and enter the unit, if applicable.
  - d. Enter the City, select the State, and enter the Zip Code.

The screenshot shows the same web form, but now the "Purchaser address" link in the sidebar is highlighted. The main content area is titled "Enter purchaser address" and contains several input fields: "Country" (a dropdown menu with "USA" selected), "Street address", "Street 2", "Unit type" (a dropdown menu), "Unit", "City", "State" (a dropdown menu), and "Zip code".

9. Click the **Next** button.

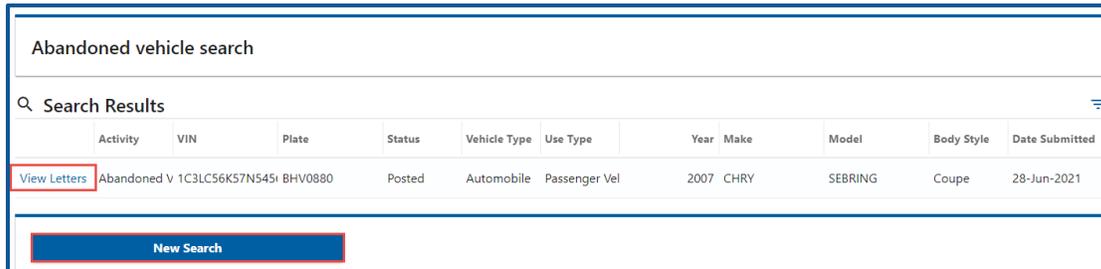
10. Verify the address and click **Next**.
11. Review the summary and click **Submit** to proceed or **Previous** to make changes.
12. Click **Print** to print the Abandoned Vehicle Affidavit of Sale or click **Continue** to return to your Abandoned Vehicle account.

## Search Filed AVR Requests

1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Search filed AVR requests** hyperlink.



4. Click the **Plate** or **VIN** button, enter the Plate number or the 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.

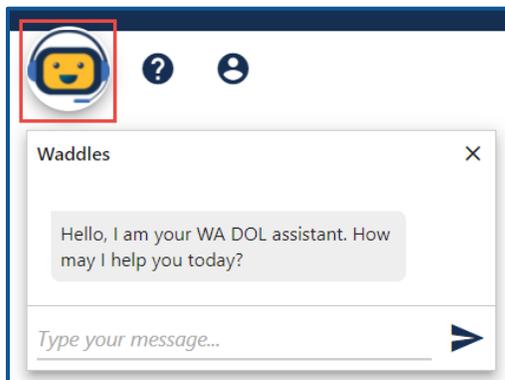


## Technical Support

### Chat Assistant

You can utilize the Chat Assistant, Waddles, if you need additional assistance while using License eXpress. Alternatively, you can call DOL with your Support ID and a representative can help you resolve the issue.

1. Click the **Assistant** icon to open the assistant. Alternatively, click on the **Support Menu** icon and the **Open the Assistant** hyperlink.

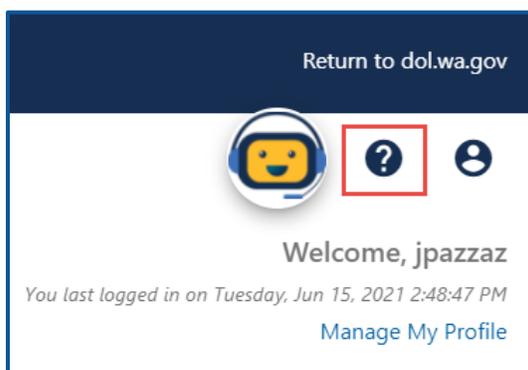


2. Type your message, or keyword, and click Enter. Waddles will do its best to direct you to information to help you complete your transaction.

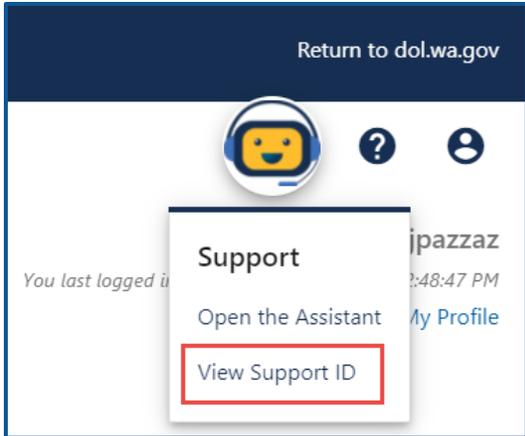
### Support ID

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](mailto: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.

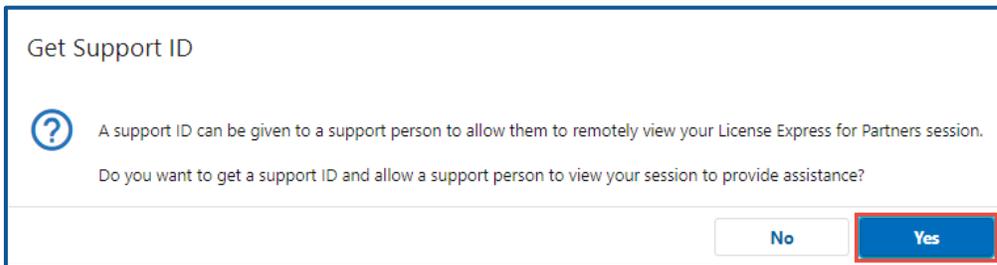
1. Click the **Support Menu** icon. You can access the menu icon from any screen in your E-services account.



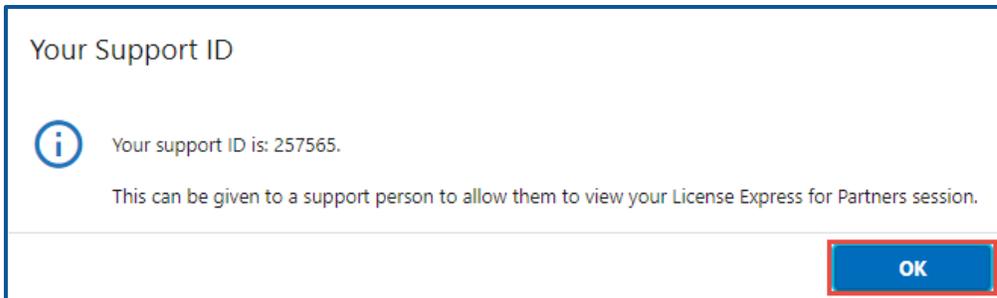
2. Click the **View Support ID** hyperlink from the dropdown menu.



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.