License Express for Vehicle Businesses E-Services Account User Guide

Washington State Department of Licensing

5/2/22

Department of Licensing

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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

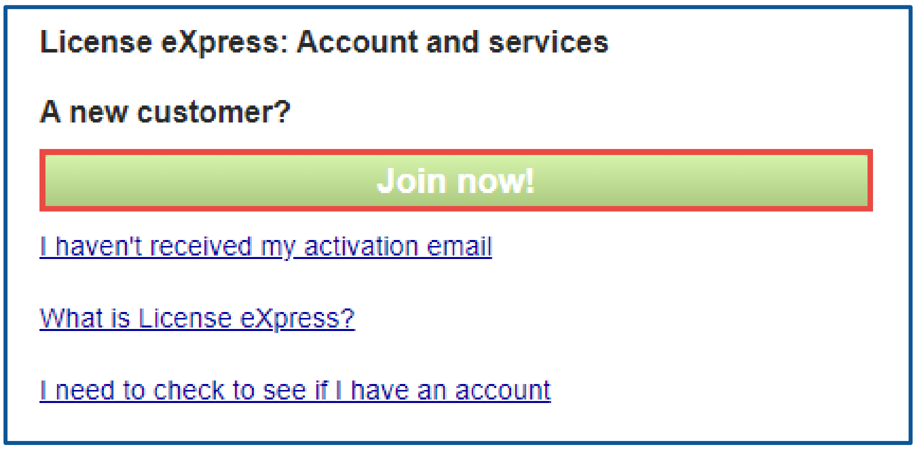
Administrator	Managers	Employees
Usually, the contract manager or business owner	Several managers allowed per business	Several employees allowed per business
Only 1 administrator allowed per business	Generates manager and employee access codes	Performs account functions
Generates manager and employee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

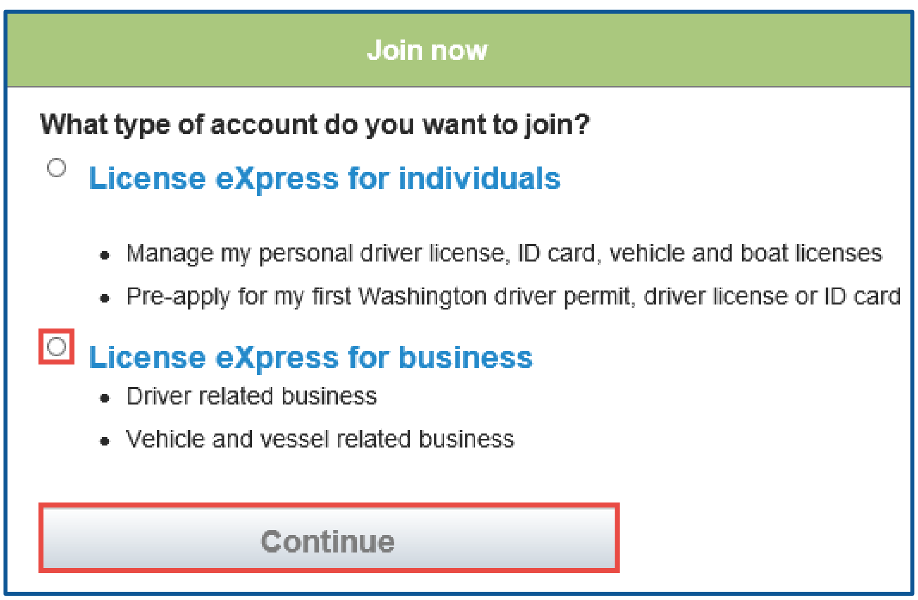
Register for a License eXpress for Business Account

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.
2. Click the **Join now!** button.

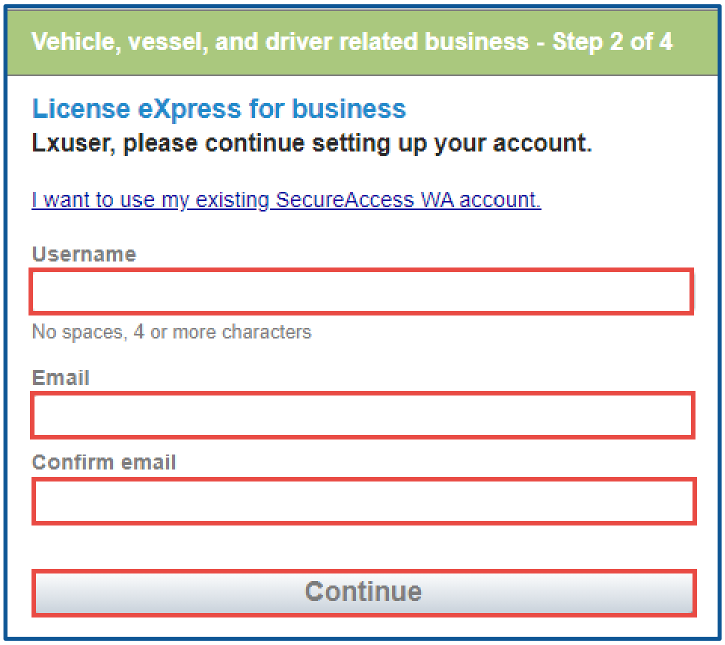


3. Click the **License eXpress for business** button and click **Continue**.

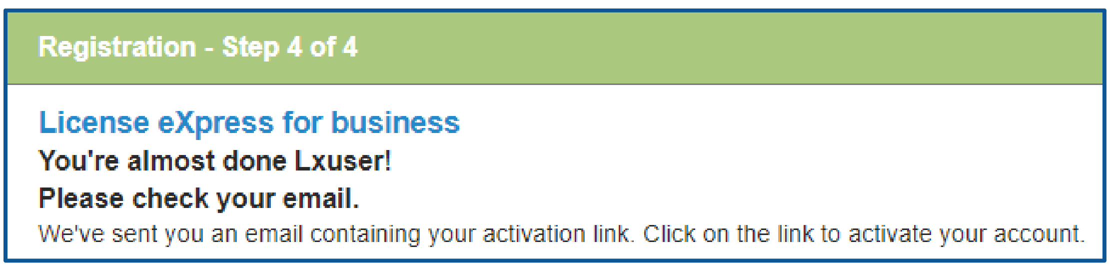


4. Enter a First name, Last name, and click **Continue**.

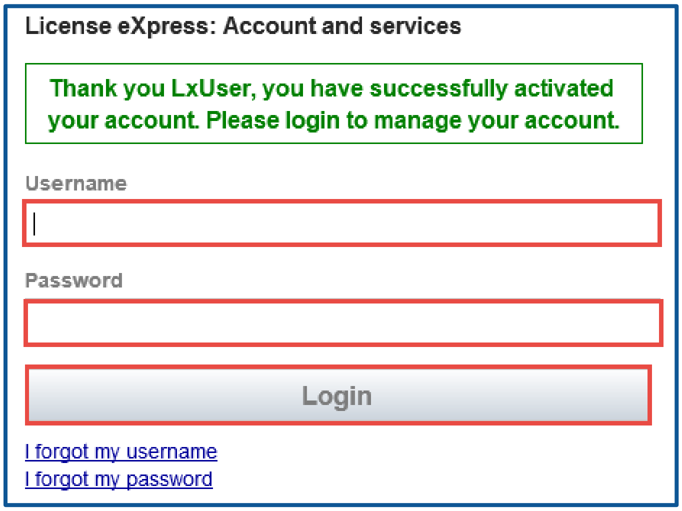
5. Enter a Username, Email address, Confirm email address, and click **Continue**.



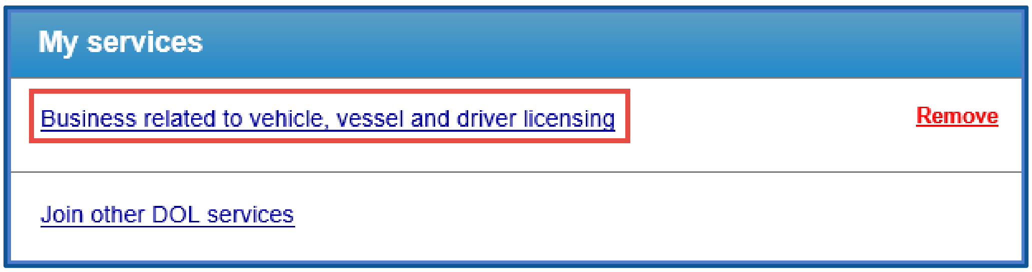
6. Enter a Password, Confirm password, and click **Register me**.
7. Check your email account and click the **activation** hyperlink to continue the registration process. You will be routed to Secure Access Washington (SAW) to complete the Multi-Factor Identification (MFA) process before you complete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



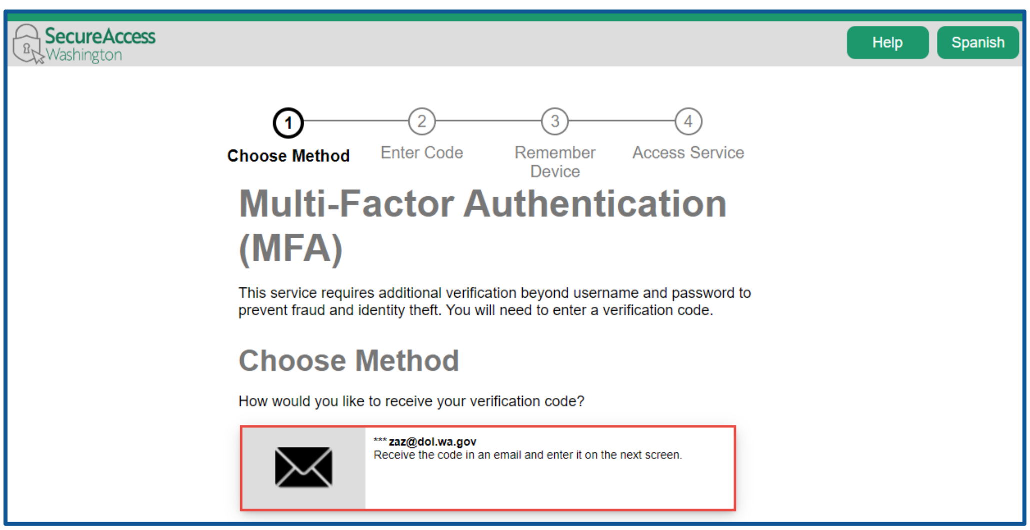
8. Enter the Username, password, and click **Login** to continue the registration process.



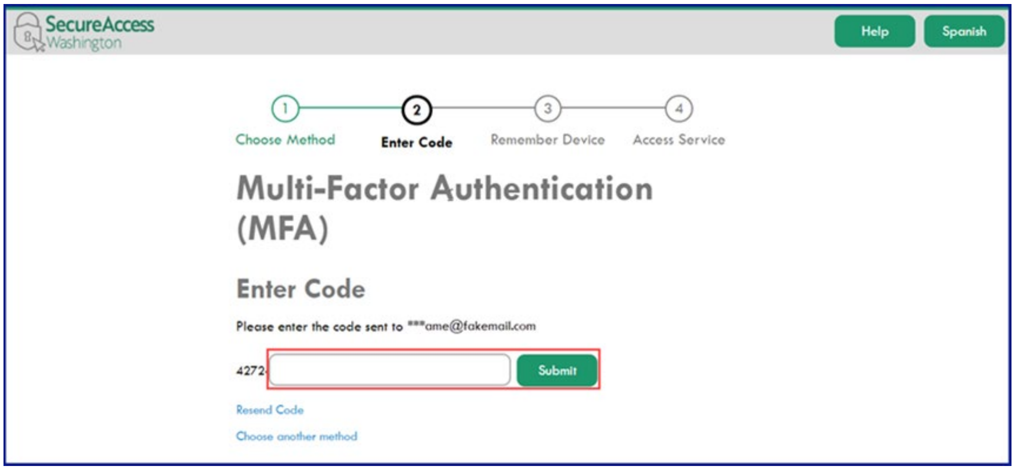
9. Click the **Business related to vehicle, vessel, and driver licensing** hyperlink.



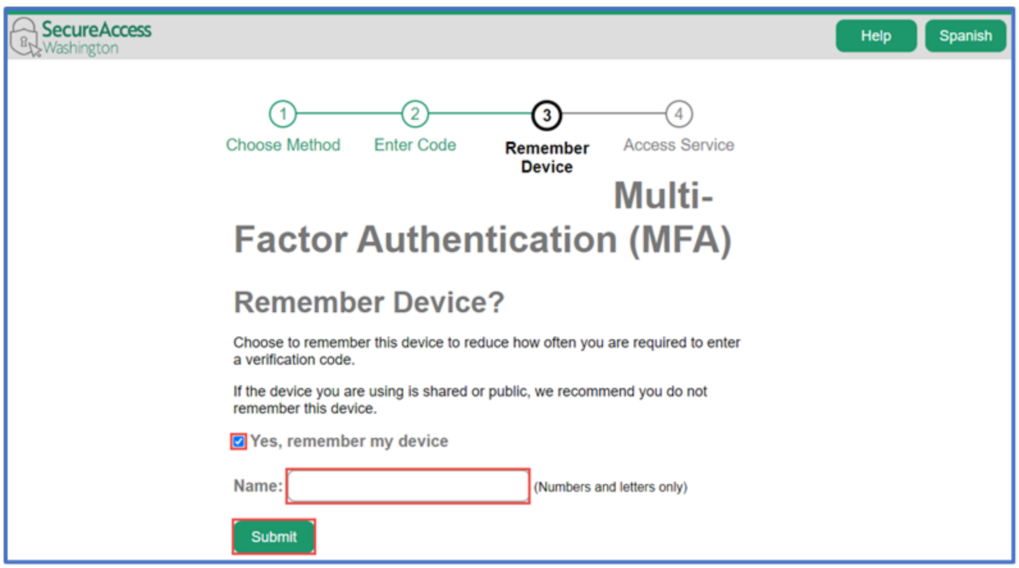
10. Click the button to choose the method you would like to receive your verification code.



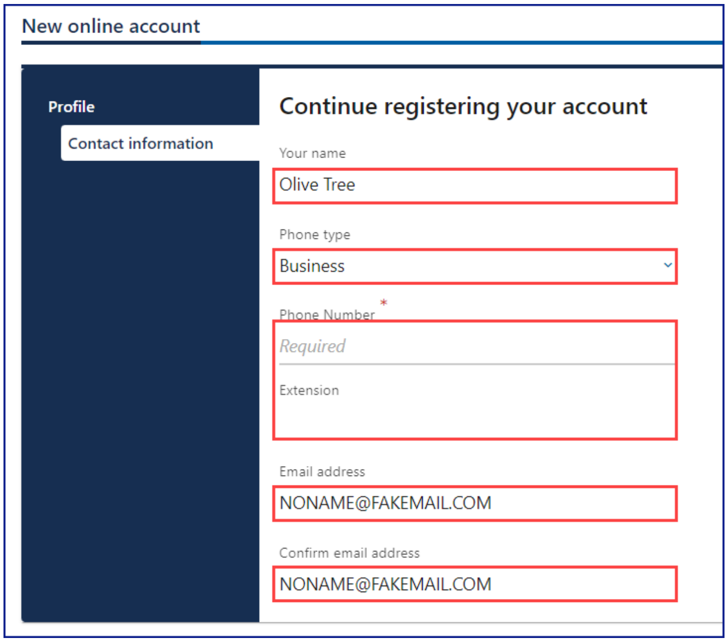
11.Enter the verification code and click **Submit**.



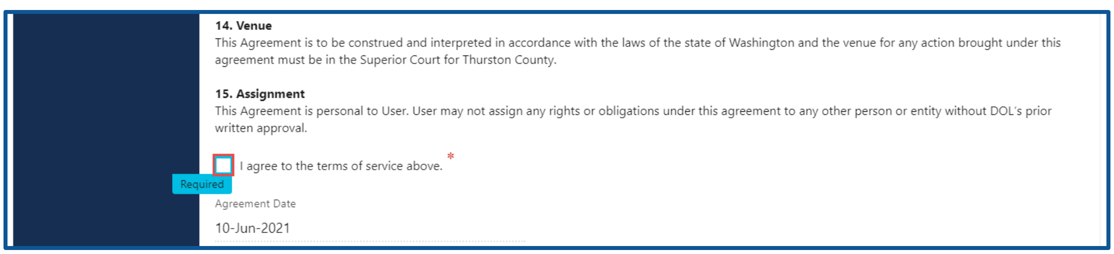
12.Click the **Yes, Remember my device** checkbox, if applicable, enter a Name and click **Submit**.



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.



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**.



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

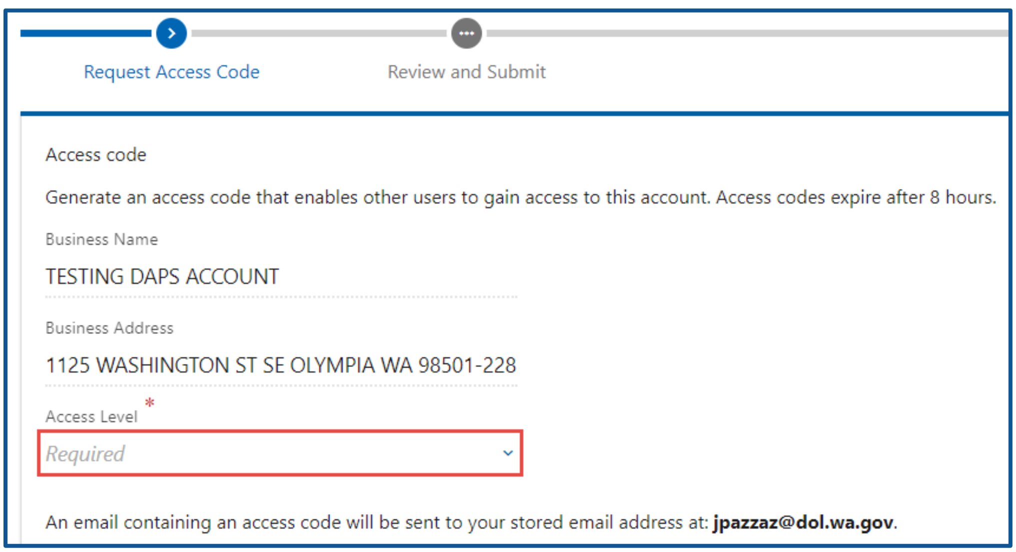
This section explains how administrators and managers generate an access code for new managers or employees, how to change access, and how to remove access.

Generate Access Code for Managers and Employees

1. Login to License eXpress for Business secure.dol.wa.gov.
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 form the Access Level dropdown menu and click **Next**.

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



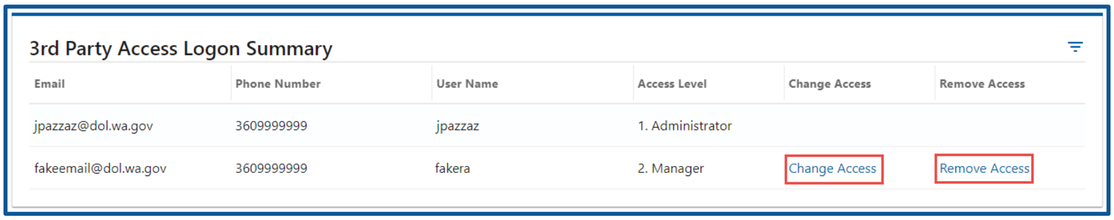
5. Review the request and click **Submit**.
6. License eXpress automatically sends you an email with the access code, which you can then send to an employee or manager. The employee/manager accesses the Correctional Facility account using this access code. You will also need to provide the employee/manager 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.
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.

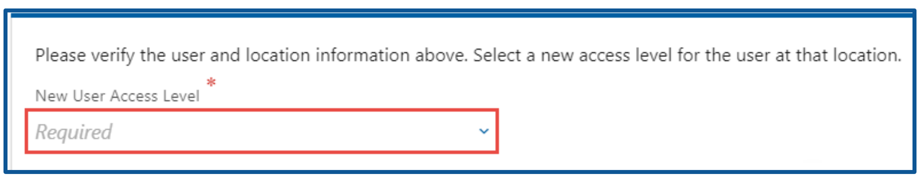

3rd Party Access Logon Summary

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	Change Access	Remove Access

5. Complete the following steps based on your selection:

Change Access

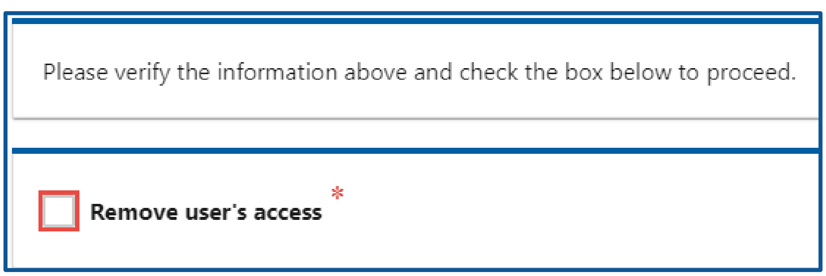
a. Select the appropriate option from the New User Access Level dropdown menu.



b. Click the **Next** button.

Remove Access

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



b. Click the **Next** button.

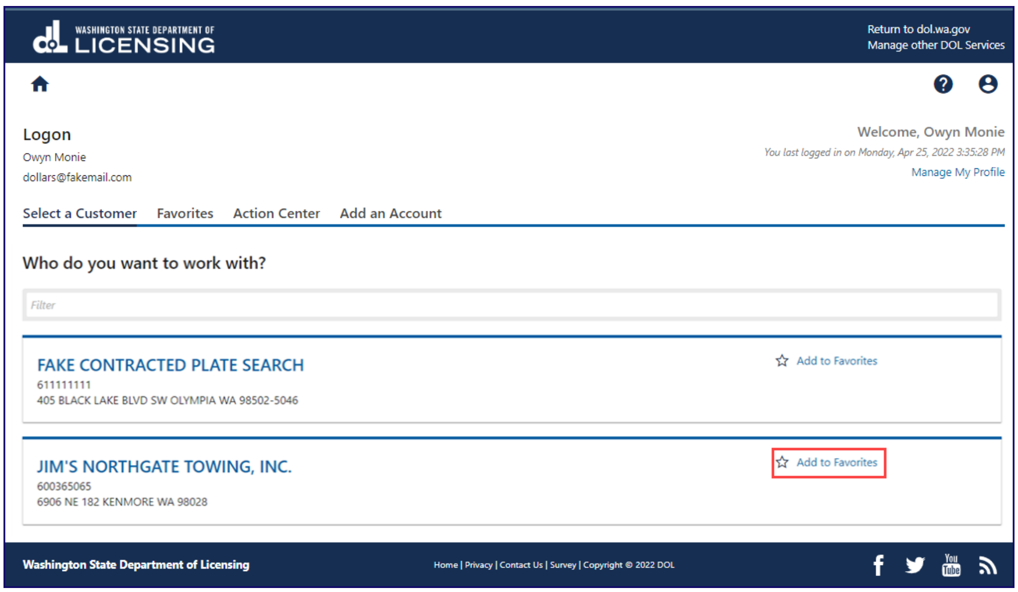
6. Review the request and click **Submit**.

Account Favorites

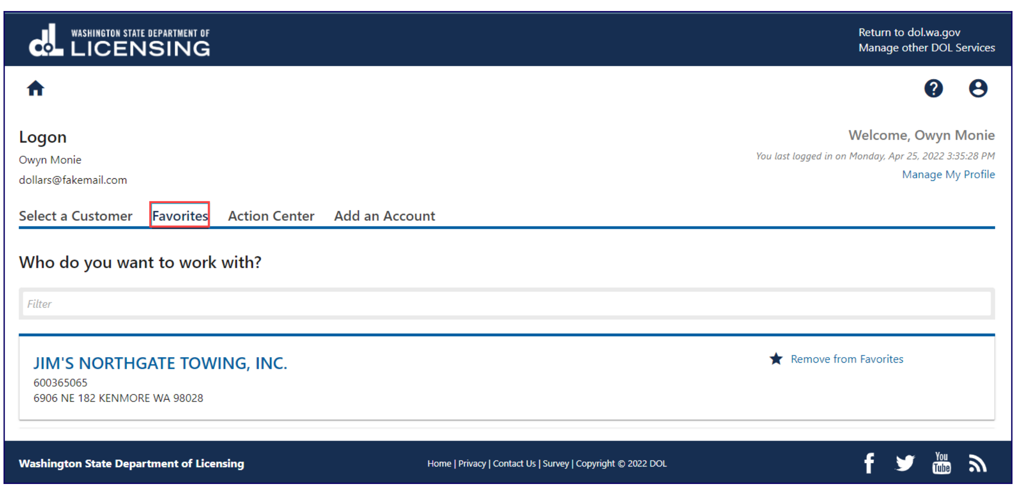
If you have access to accounts with different Unified Business Identification (UBI) numbers, Tax Identification Numbers (TINs), or Employer Identification Numbers (EINs), you can mark them as favorites to quickly access those you use most frequently. Additionally, you can remove an account from your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

Setting Account Favorites

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the **Add to Favorites** hyperlink.

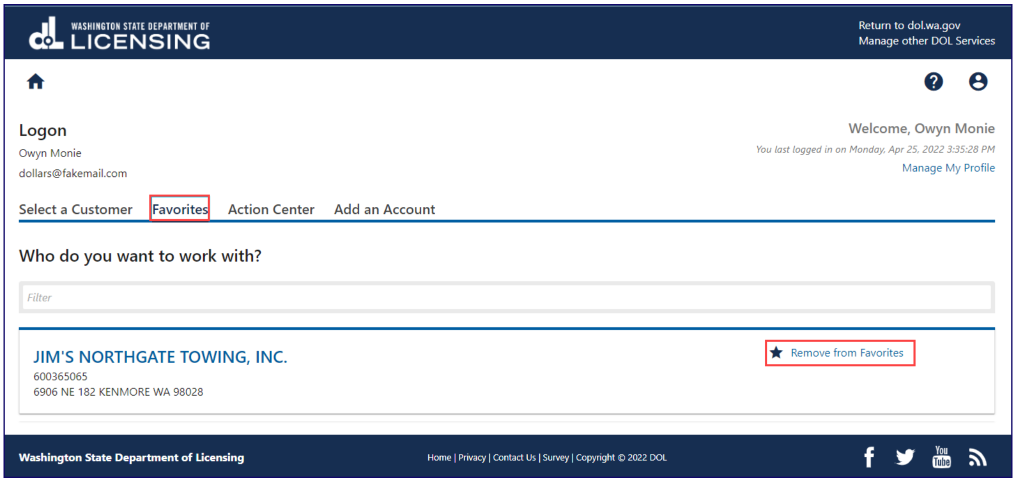


3. Click the **Favorites** tab to view and access the accounts you have set as favorites.



Removing Accounts from Favorites

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the **Favorites** tab and **Remove from Favorites** hyperlink.



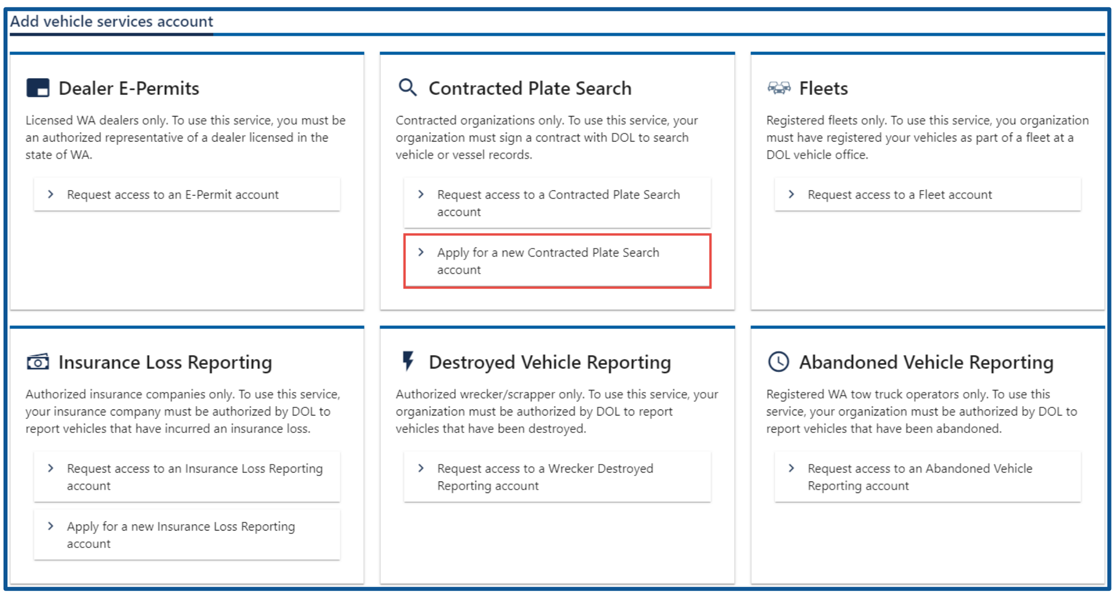
Vehicle Business Accounts

Contracted Plate Search (CPS)

Apply for a Contracted Plate Search Account

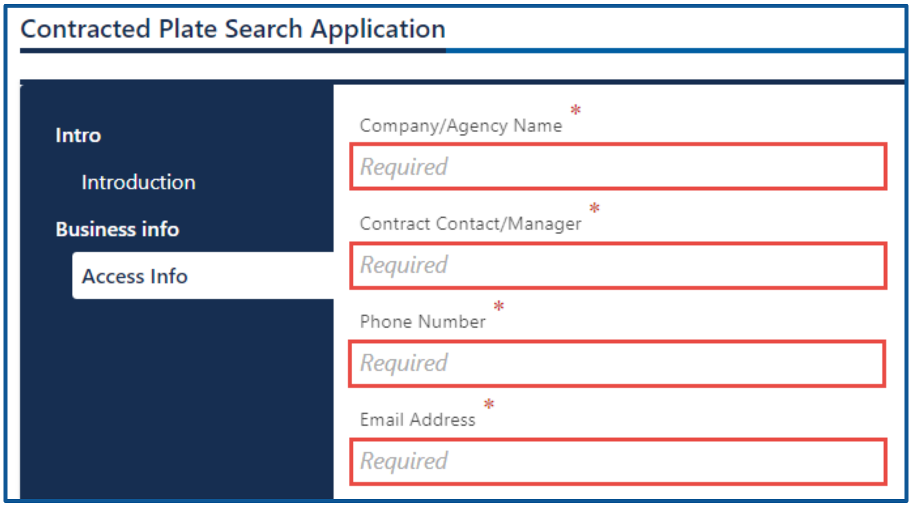
If you are a new Contracted Plate Search (CPS) account user, and already have a finalized contract with the Department of Licensing (DOL), then you can use this process to apply for account access. The person who applies for the CPS account is the account administrator (usually the contract manager). 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).
2. Click the **Request access to Vehicle-related services** hyperlink.
3. Click the **Apply for a new Contracted Plate Search** account button.

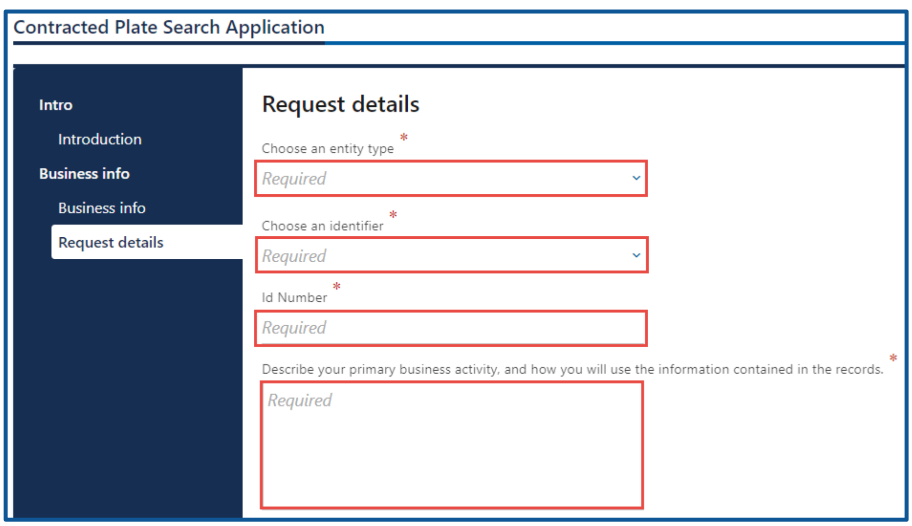


4. Make sure you have the required information (UBI, TIN or EIN #, Account ID, Contractor's contact information, your organizations information. You may also need copies of various document such as professional licenses, contracts, and business license) and click **Next**.

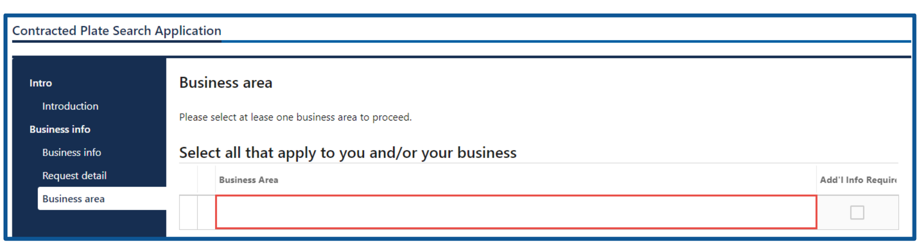
5. Enter the Company/Agency Name, Contract Contact/Manager name, Phone Number, Email Address, and click the **Next** button.



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.

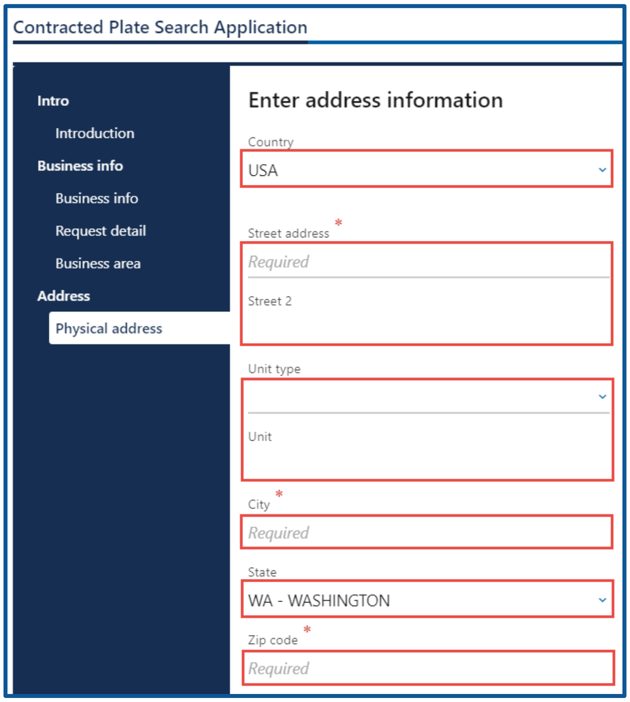


9. Select the appropriate option from the Business Area dropdown menu.



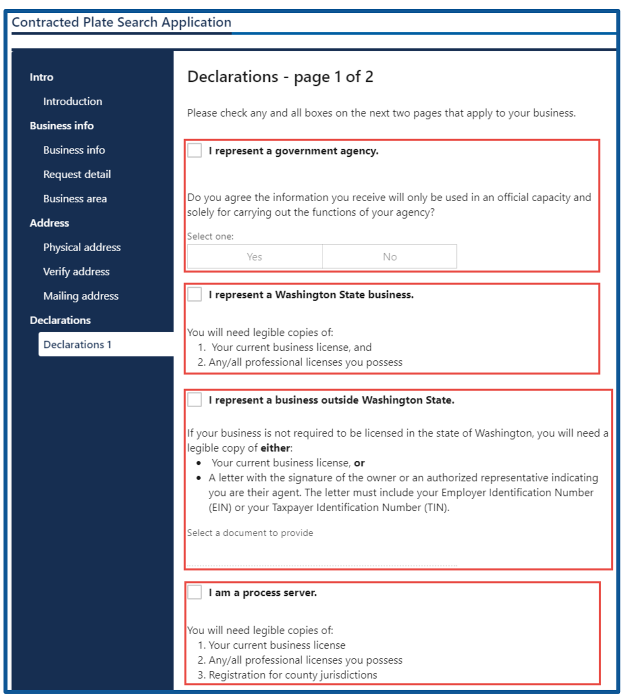
10. Click the **Next** button.

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.



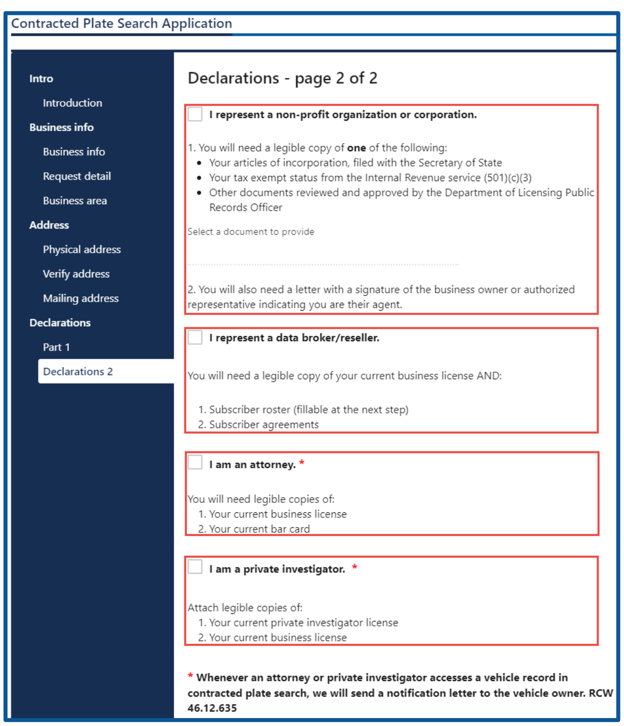
15. Verify the address is correct and click **Next**.
16. Click the **Same as physical address** checkbox or enter mailing address information and click **Next**.

17. Click all the following checkboxes and buttons that apply to your business:
    a. 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?".
    b. Click the **I represent a Washington State business** checkbox, if applicable. You will need legible copies of the following:
        i. Your current business license.
        ii. Any/all professional licenses you have.
    c. Click the **I represent a business outside Washington State** checkbox, if applicable. You will need a copy of either of the following:
        i. Your current business license.
        ii. 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).
    d. Click the **I am a process server** checkbox, if applicable. You will need legible copies of the following:
        i. Your current business license.
        ii. Any/all professional licenses you possess.
        iii. Registration for county jurisdictions.



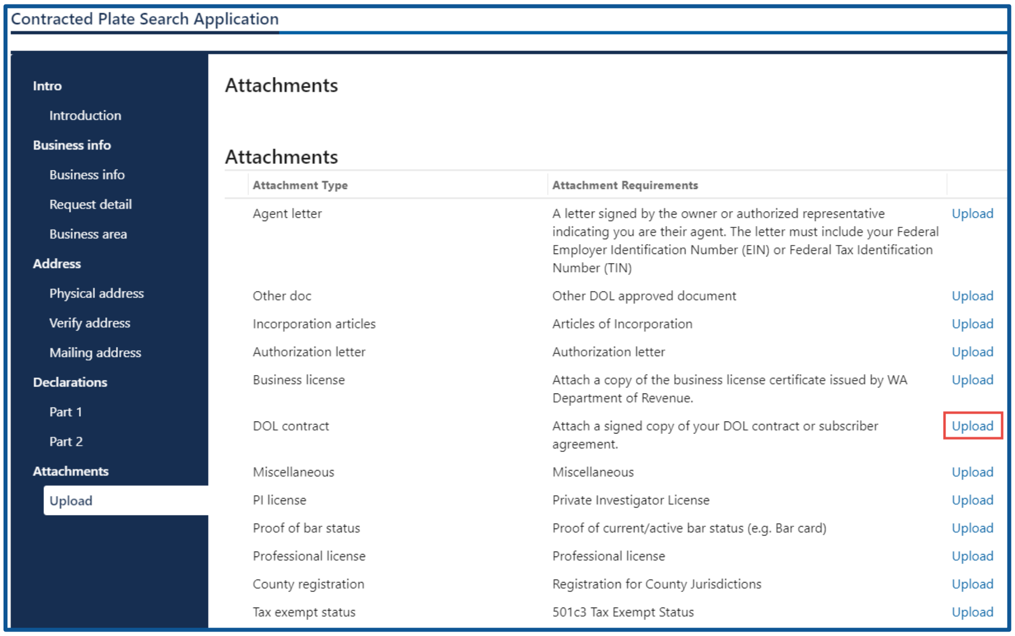
18. Click the **Next** button.

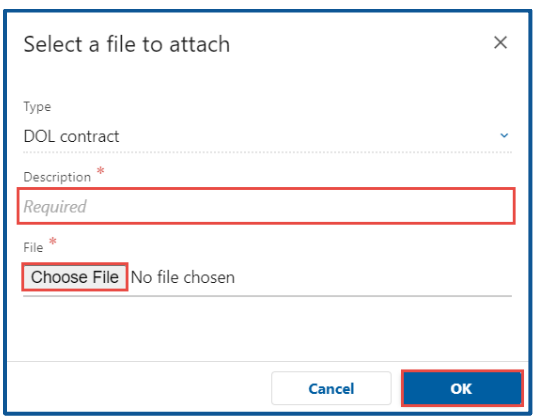
19. Click all the checkboxes that apply to your business:
    a. Click **I represent a non-profit organization/corporation**, if applicable. You will need a legible copy of one of the following:
        i. Your articles of incorporation filed with the Secretary of State.
        ii. Your tax-exempt status 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 date 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.



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.



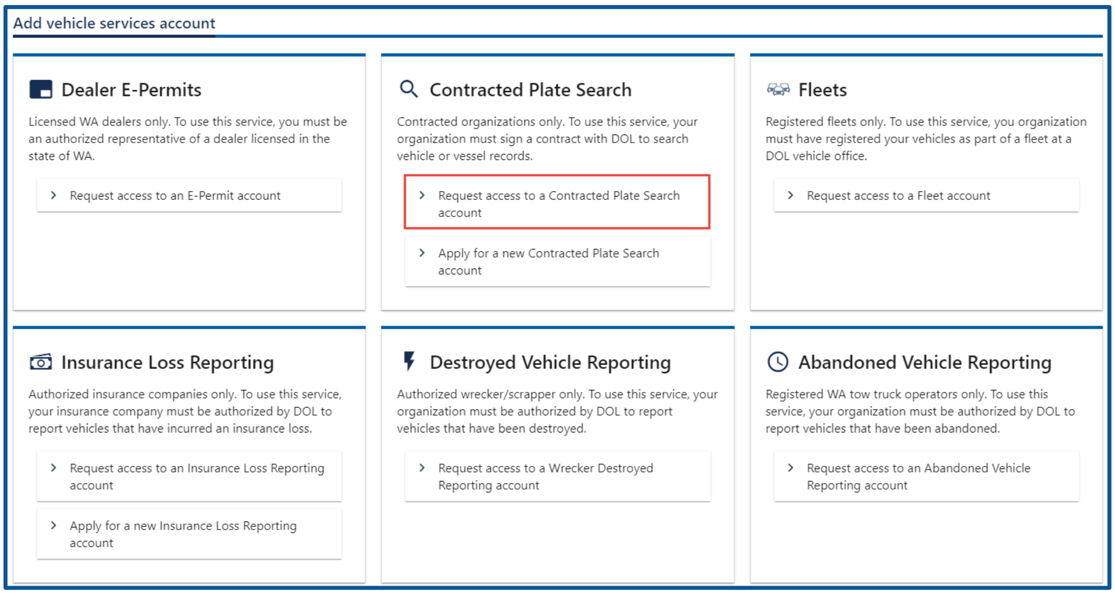


23. Click the **Next** button.
24. Review the summary and click **Submit** to proceed or **Previous** to make changes.
25. Click the **Continue** button to return to the Add vehicle services account page.

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).
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.



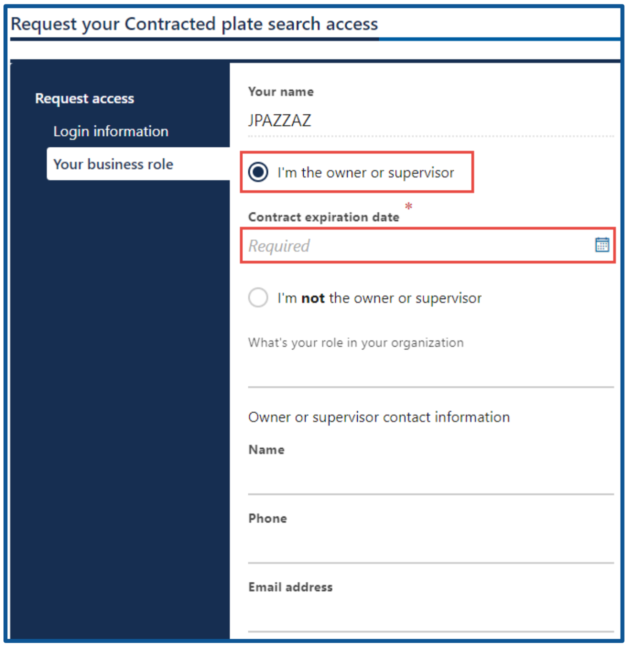
5. Select the appropriate option from the Access Level dropdown menu.

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

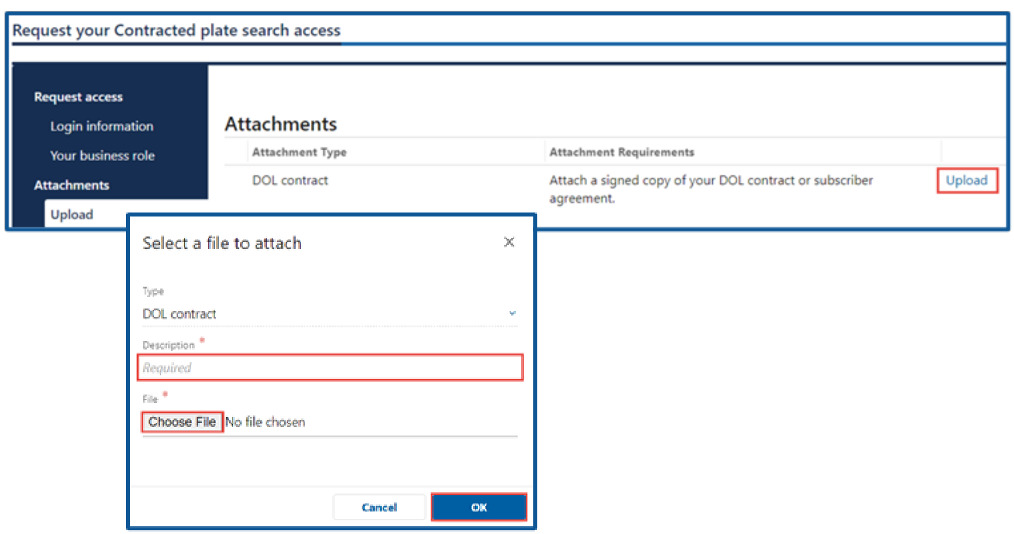
Administrator access

a. 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.

b. Enter the Contract expiration date and click **Next**.



c. 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**.

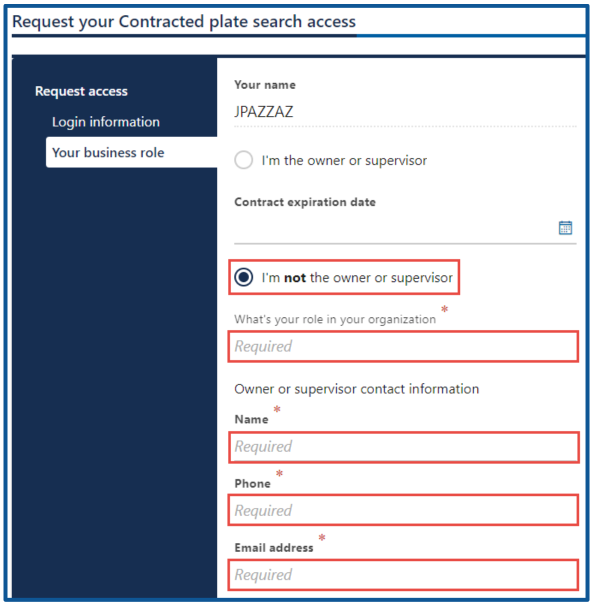


Manager or Employee access

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 your Name, Phone, Email address, and click **Next**.



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

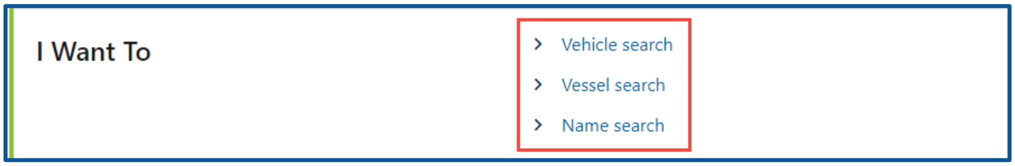
Note: Access codes expired 8 hours after they are created.

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

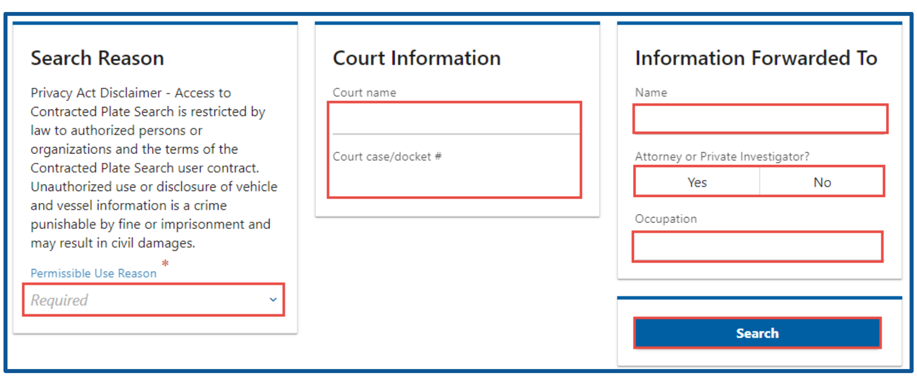
f. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page. You have successfully registered for a Contracted Plate Search account. Administrators will receive an email once DOL approves your access request.

Search for a Vehicle or Vessel

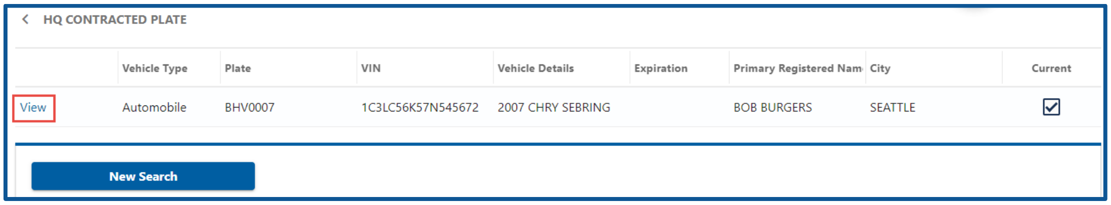
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Vehicle Search**, **Vessel Search**, or **Name Search** hyperlink for the appropriate search type. Depending on your business type and the terms of your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



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.



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



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.

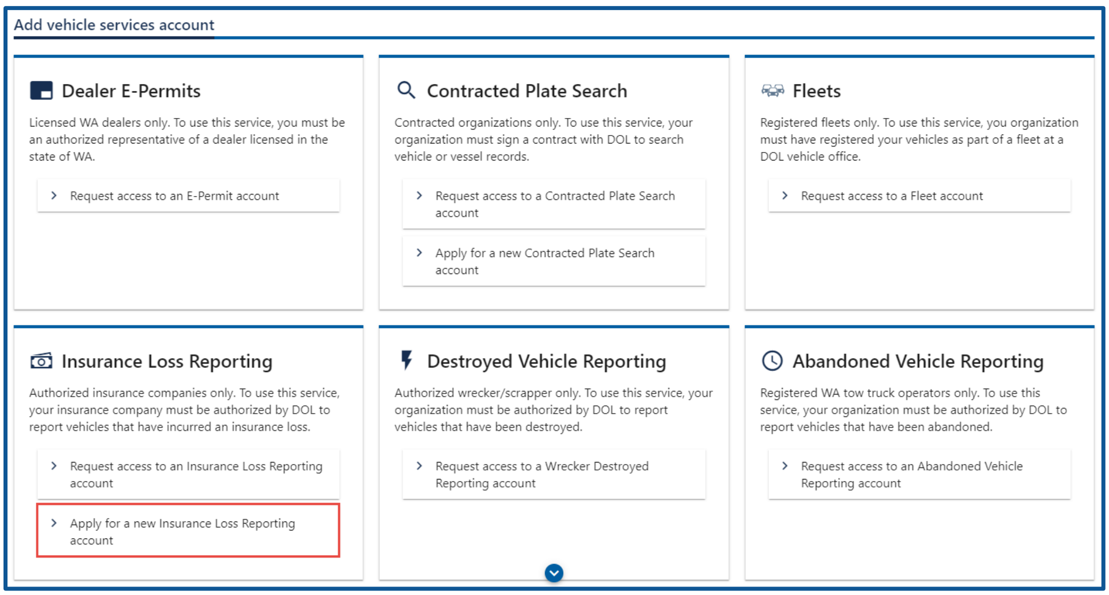
11. Click the **New Search** button to start a new name search.

Insurance Loss Reporting Account

Apply for Insurance Loss Reporting Account

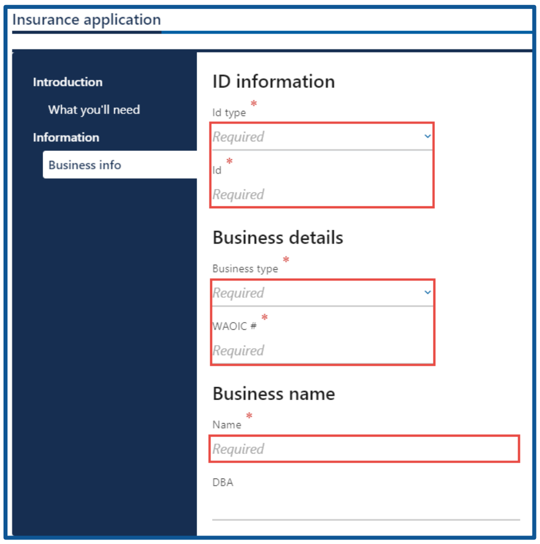
If this is the first time you will use your UBI for destroyed vehicle insurance reporting, use this process to apply for account access. The person who applies for the Insurance Destroyed Reporting account is the account administrator. The administrator is responsible for generating access codes for 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).
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.

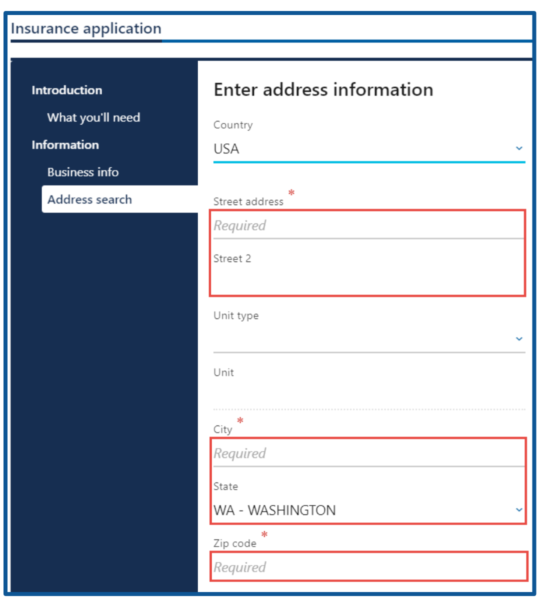


5. Review the Introduction information section. Make sure you have the required information (UBI, TIN or FEIN #, WAOIC number, NPN or NAIC #, Contact information, Insurance company information, copy of WA OIC license certificate, and copy of your driver license) and click **Next**.

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**.

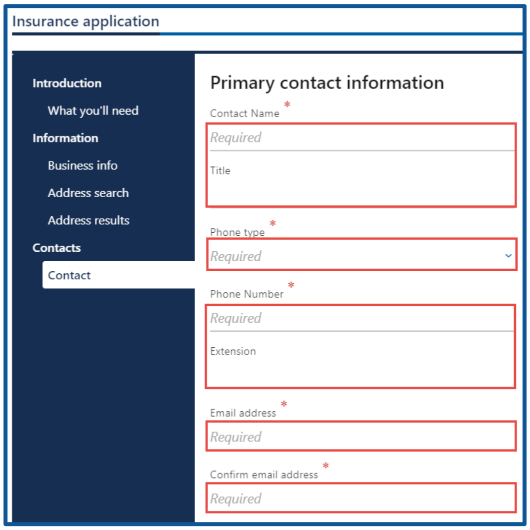


9. Select the appropriate option from the Country dropdown menu, if applicable.
10. Enter the Street Address, select the Unit Type, if applicable, and enter the City.
11. Select the appropriate option from the State dropdown menu, if applicable, enter the Zip Code, and click **Next**.

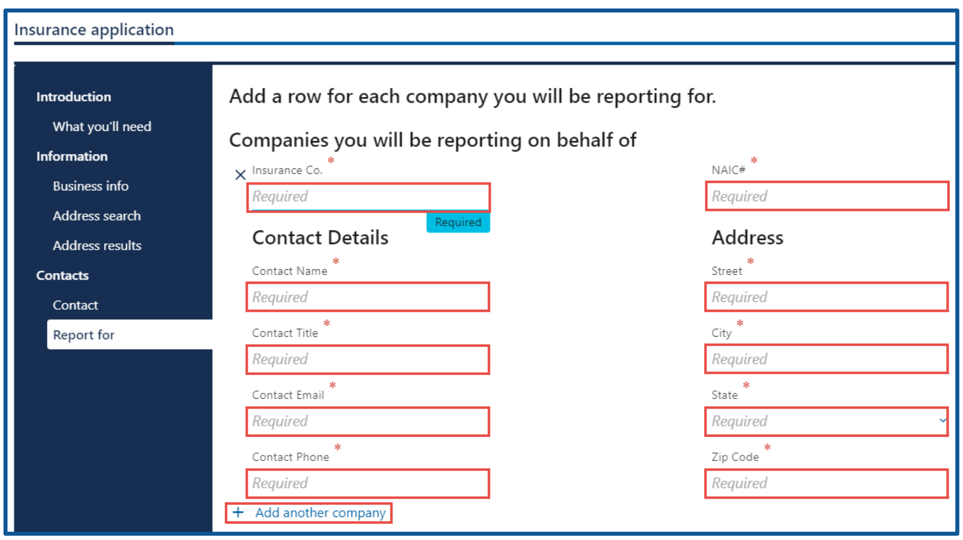


12. Verify the address is correct and click **Next**.

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**

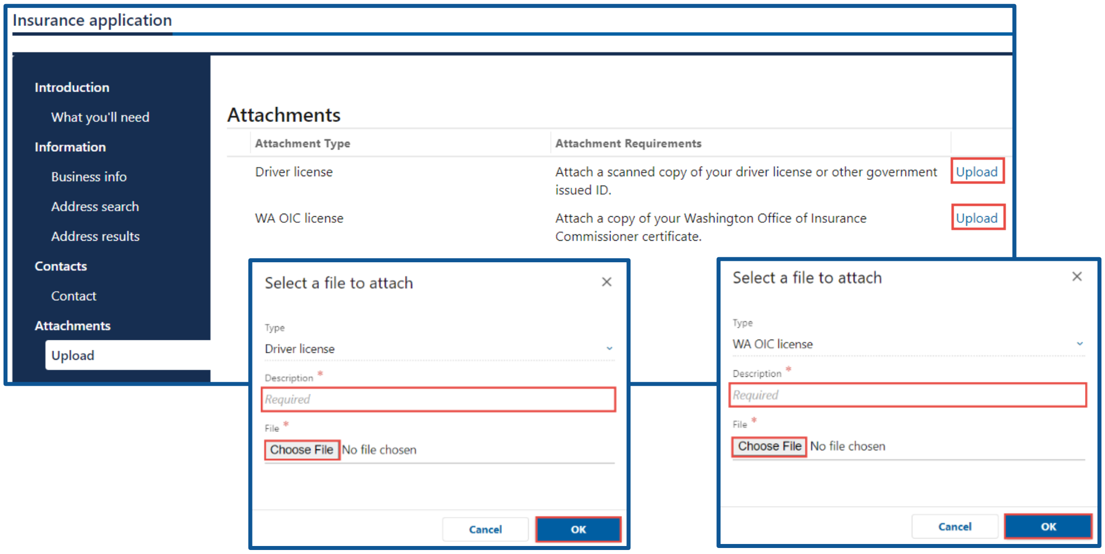


16. Agent and Broker—Complete the following fields for the insurance companies(s) you will be reporting on behalf of:
    a. Enter Insurance Co and the NAIC#.
    b. Enter the Contact Name, Contact Title, Contact Email, and Contact Phone.
    c. Enter the Street, City, State, and Zip Code.
    d. Click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



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**.

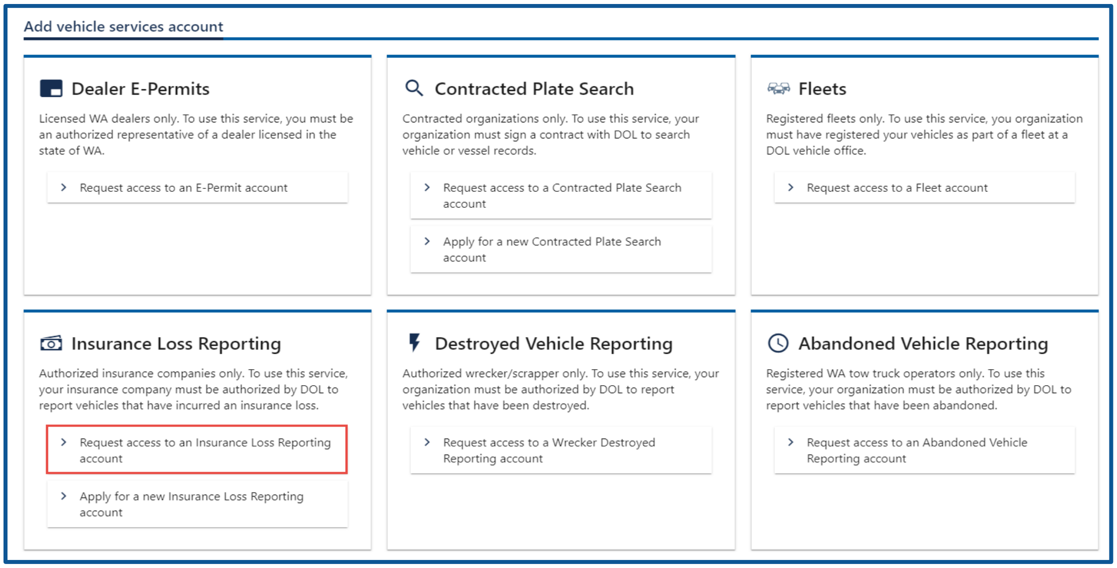


20. Review the summary and click **Submit** to proceed or click **Previous** to make changes.
21. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page. You have successfully applied for an Insurance Destroyed Reporting account.

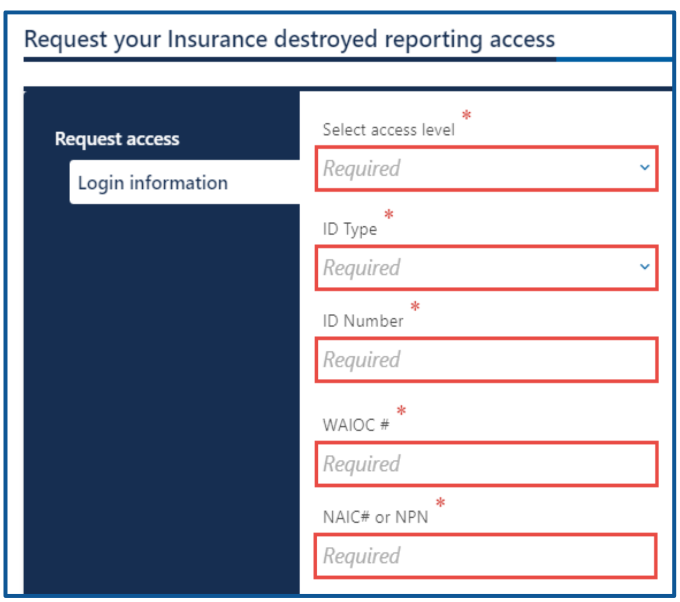
Request Access to an Insurance Loss Reporting Account

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).
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.



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.

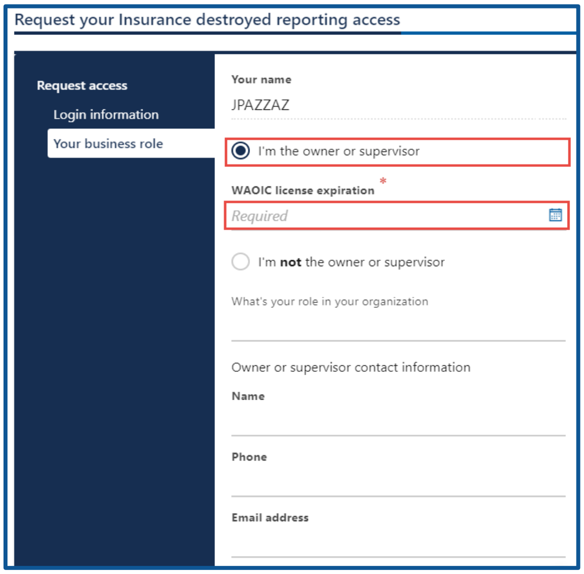


8. Click the Next button.
9. Complete the following steps based on your access level:

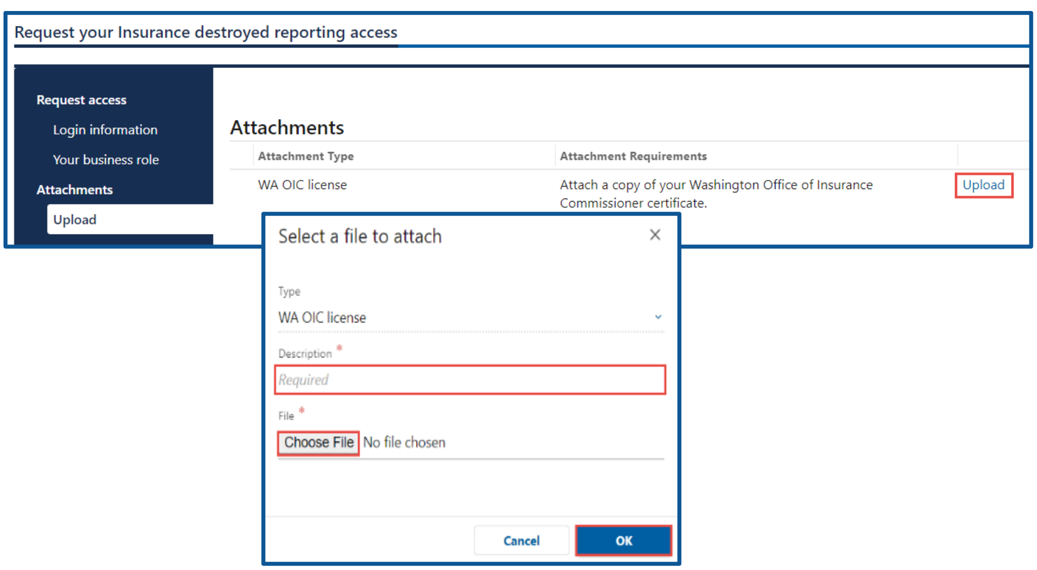
Administrator access

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.

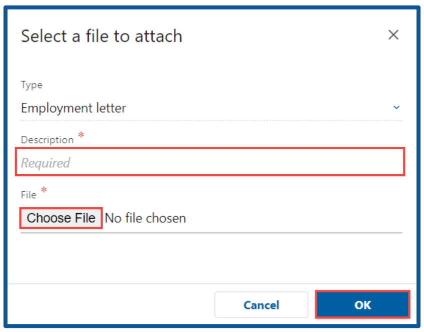


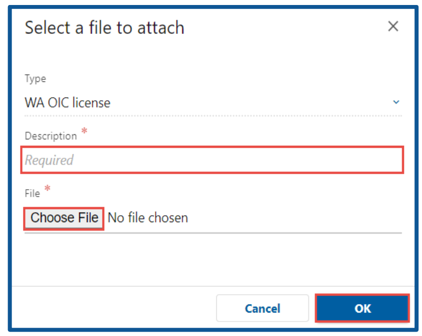
c. Click the **Upload** hyperlink to attach a copy of your Washington Office of Insurance Commissioner certificate, in the WA OIC license row. Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**.



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.**





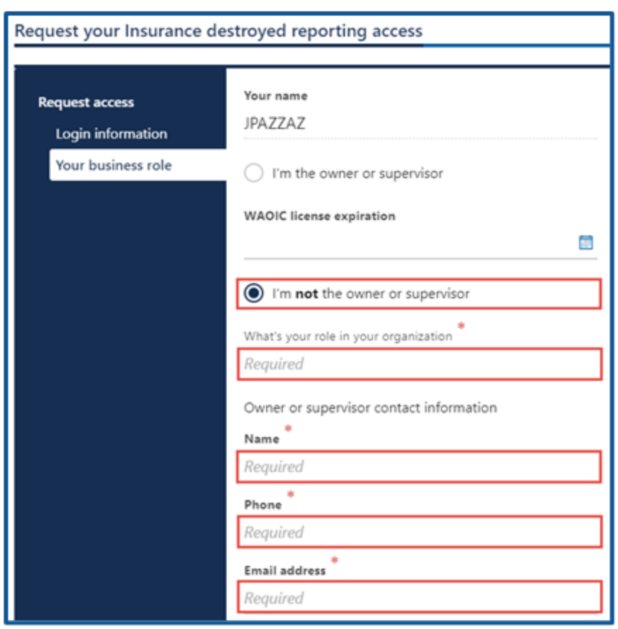
Manager or Employee access

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.



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

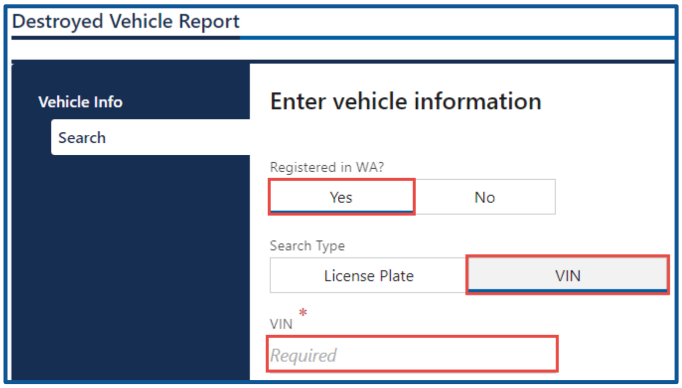
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Insurance Loss** hyperlink.

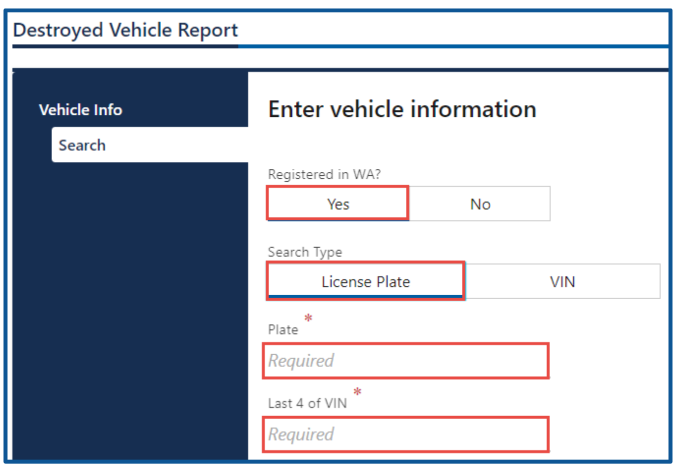
4. Click the **Yes** or **No** button for the Registered in WA question and complete the following steps based on your selection:

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.



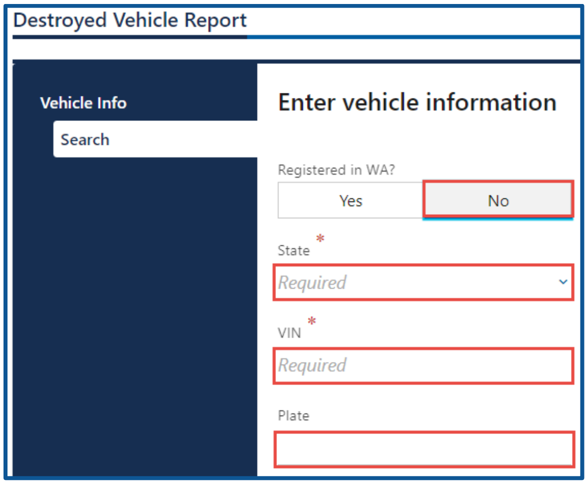


No

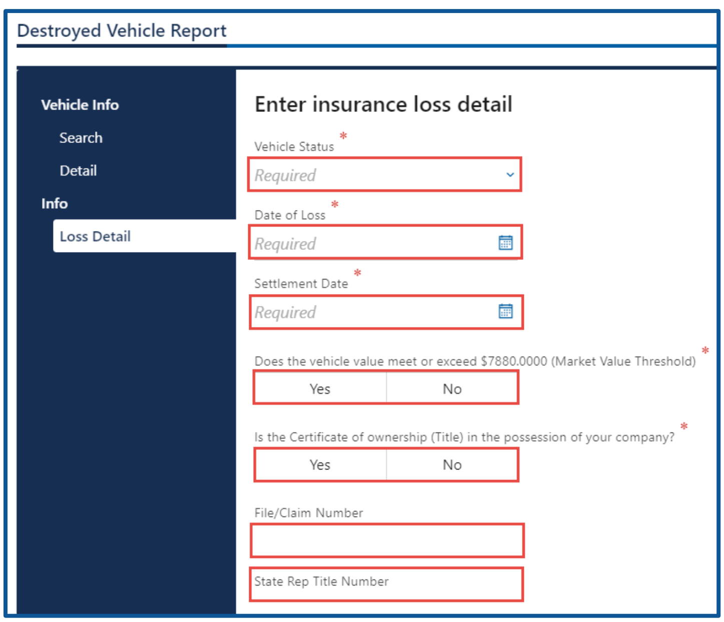
a. Enter the State.

b. Enter the VIN.

c. Enter the Plate.



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.



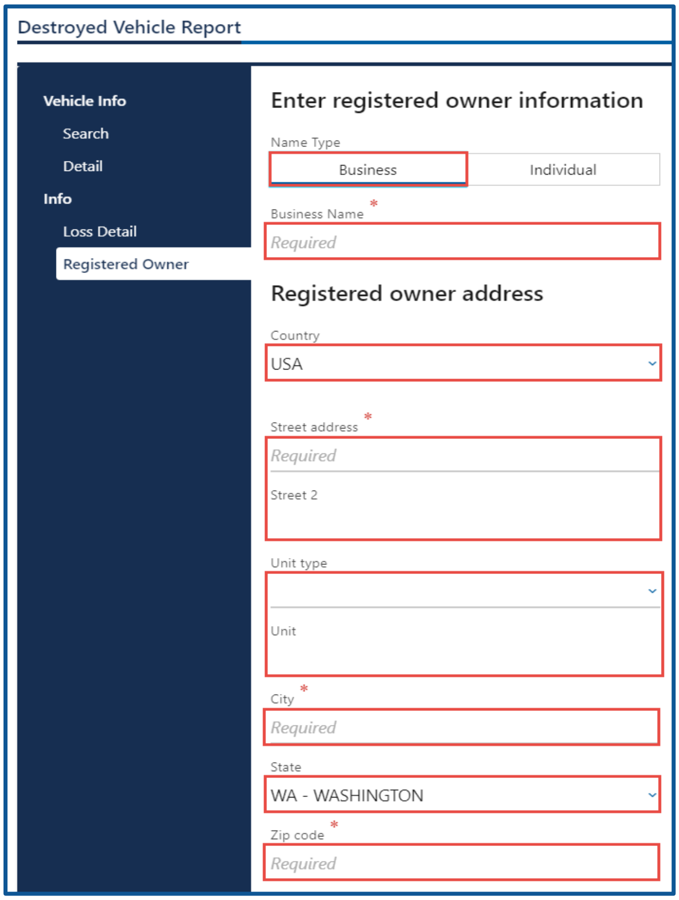
8. Click the **Business** or **Individual** button for the Name Type and complete the following steps based on your selection:

Business

a. Enter the Business Name and select the appropriate option from the Country dropdown menu, if applicable.

b. Enter the Street address, unit type and City, if applicable.

c. Select the State from the dropdown menu, enter the Zip code, if applicable, and click **Next**.



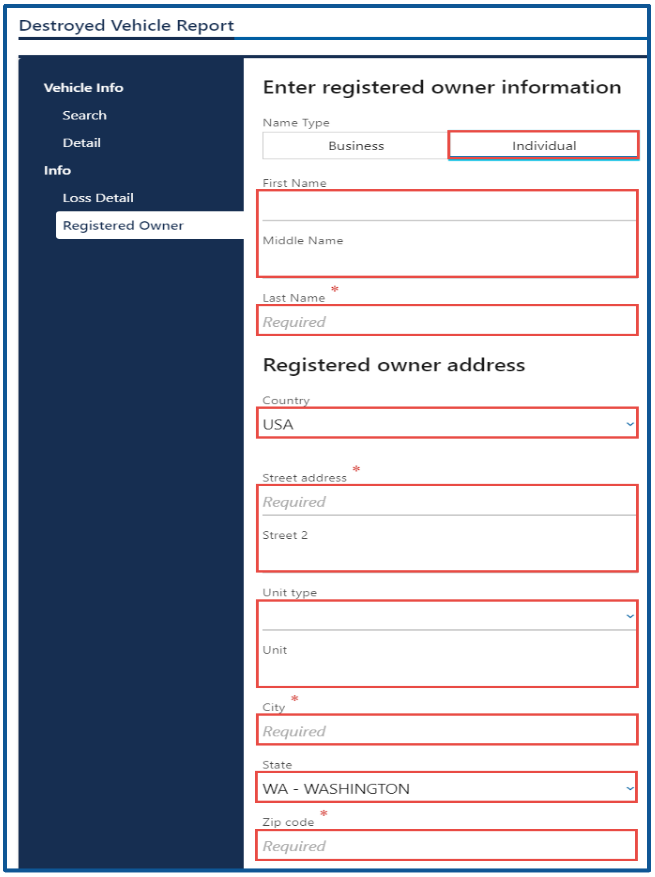
Individual

a. Enter First, Middle, and Last Name, if applicable.

b. Select the appropriate option from the Country dropdown menu, if applicable.

c. Enter the Street address, unit type and city, if applicable.

d. Select the State from the dropdown menu and enter the Zip code, if applicable, and click **Next**.



9. 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.

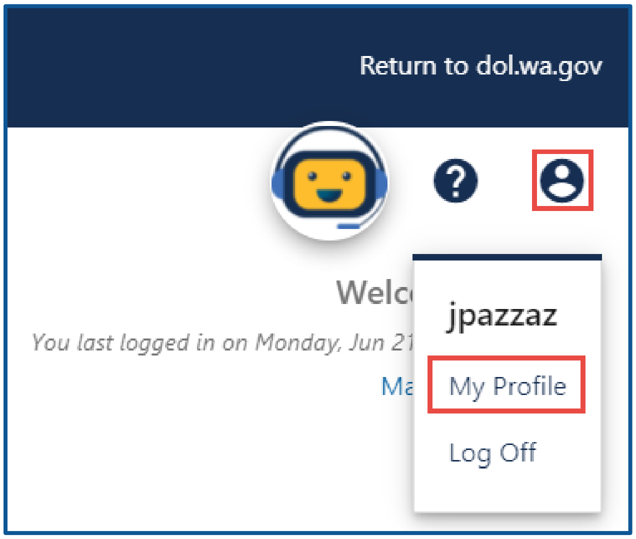
    ### Individual

    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.

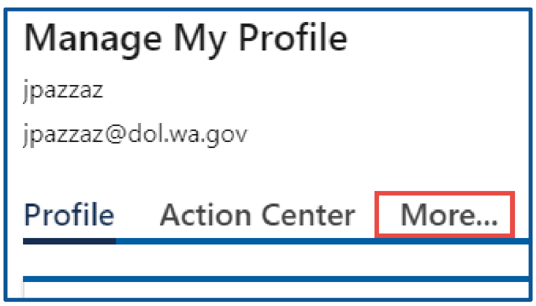
11. Click the **Next** button.
12. Verify the address and click **Next** if applicable.
13. Review the summary and click **Submit** to proceed or **Previous** to make changes.
14. Click **Print** to print the total loss claim settlement report or click **Continue** to return to your Insurance account.

Reprint a Total Loss Settlement Report

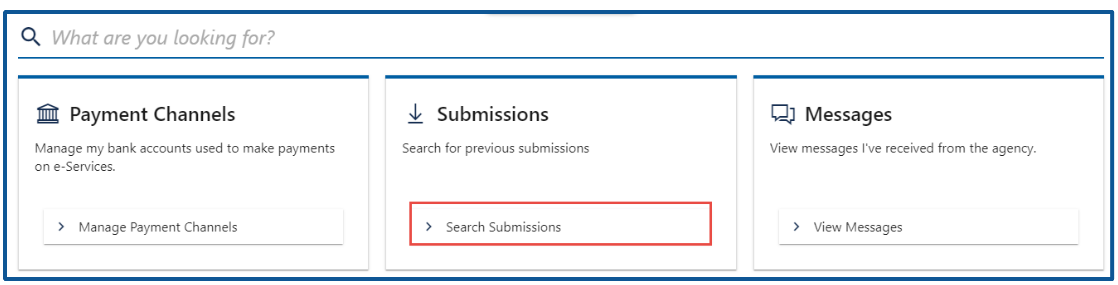
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Click the **Profile Menu** icon and the **My Profile** hyperlink.



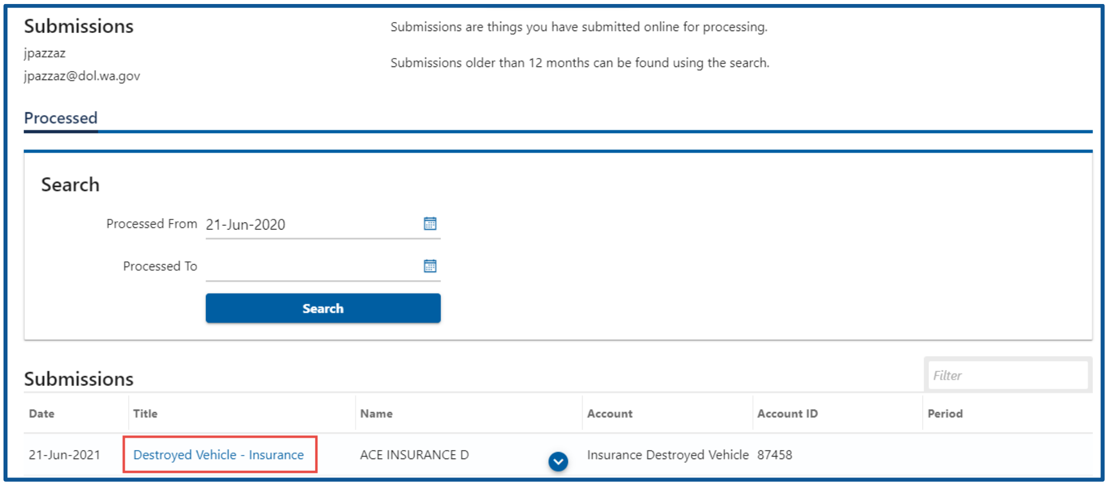
3. Click the **More** tab.



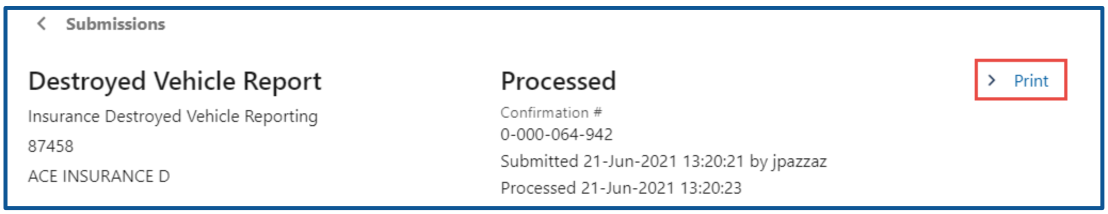
4. Click the **Search Submissions** button.



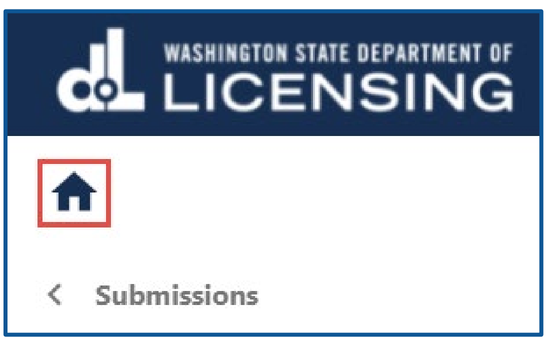
5. Click the appropriate **Destroyed Vehicle Insurance** hyperlink to view the report.



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



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

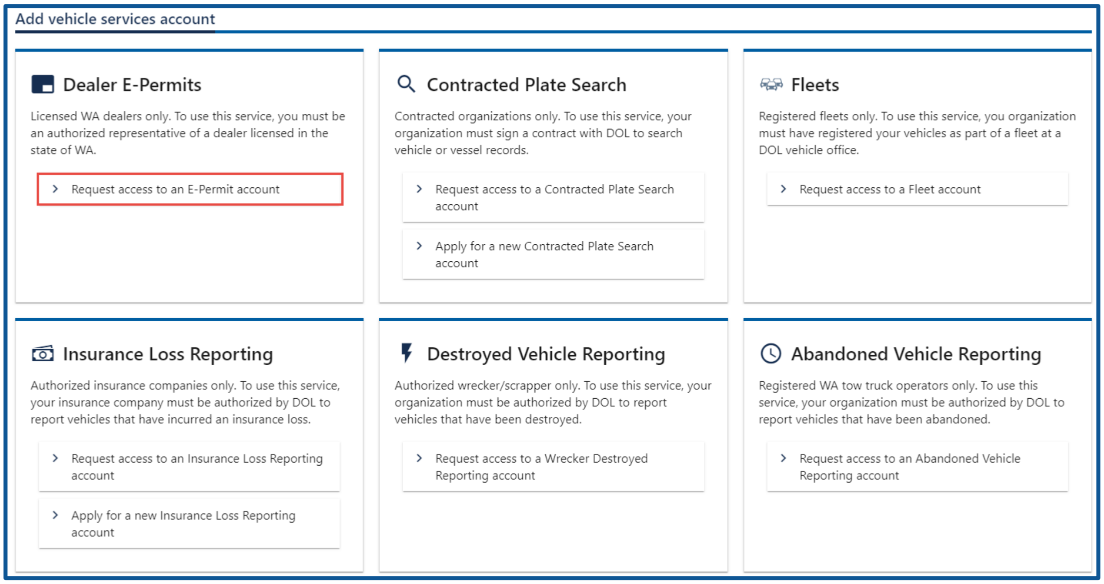
Add an E-permit via License eXpress for Business, using your E-permit account, after they are purchased from your local vehicle licensing office. Go to your local vehicle licensing office to purchase E-permits, the same way you purchase paper dealer temporary permits.

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.

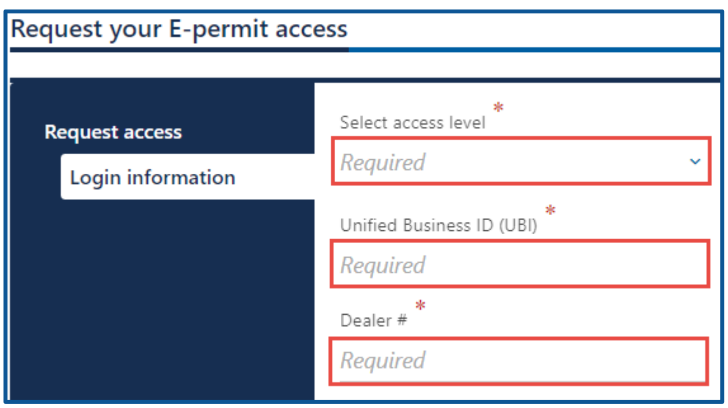
Request Access to an E-Permitting Account

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).
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.



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



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

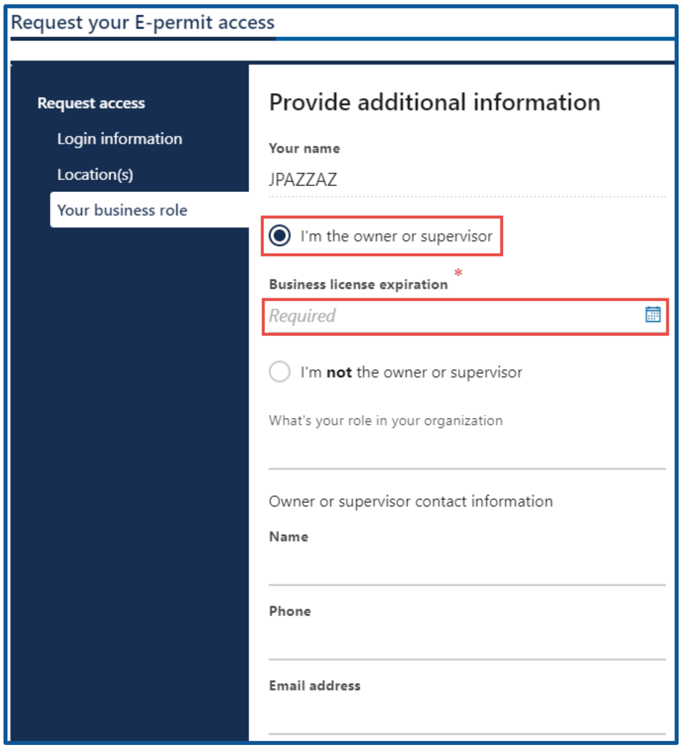
8. Complete the following steps based on your access level:

Administrator access

a. Select the **I'm the owner or supervisor** button if you are the business owner. This will take away the required fields below the Owner Contact Information section.

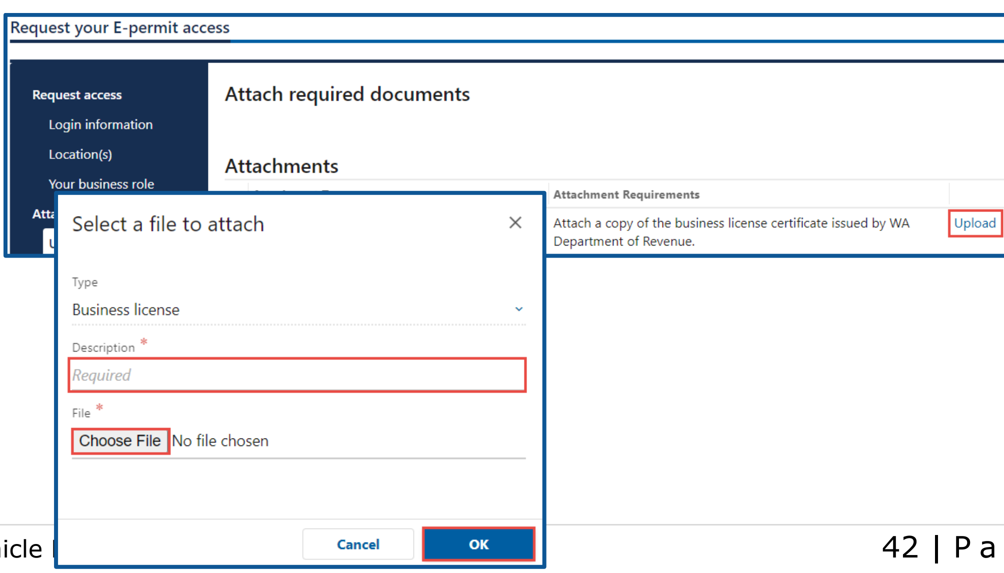
b. Enter the Business license expiration date.

c. Click the **Next** button.



d. Click the **Next** button.

e. 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**.



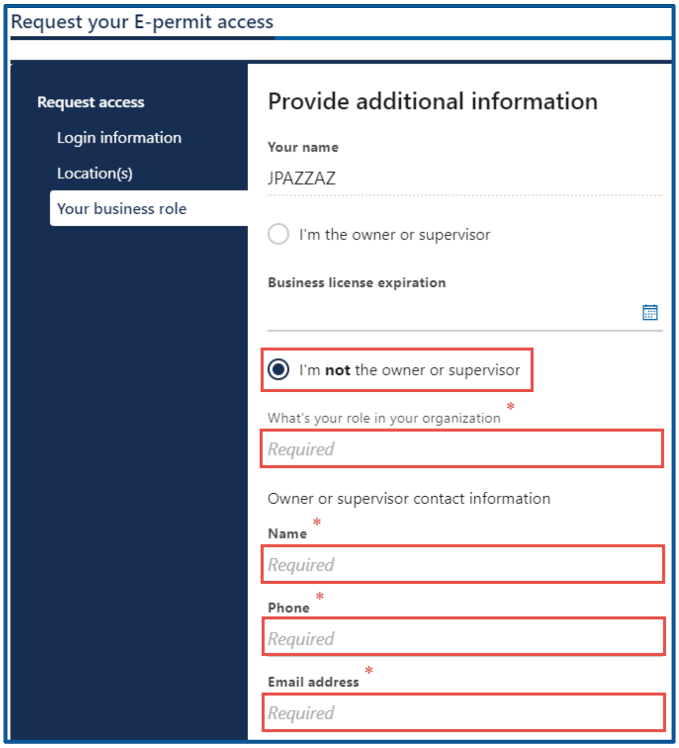
Managers and Employees

a. Click the **I'm not the owner or supervisor** button.

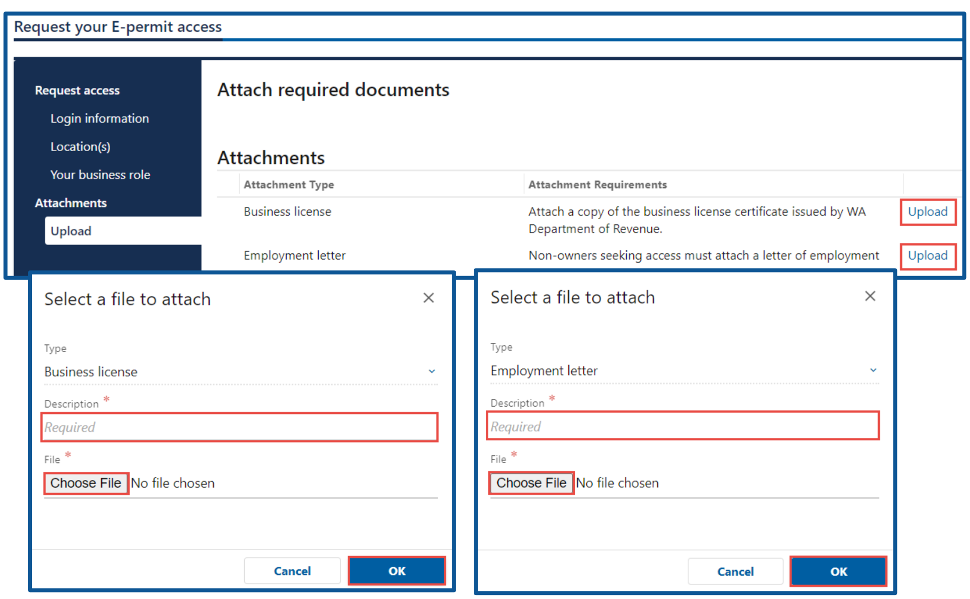
b. Enter the appropriate answer in the What's your role in the organization field.

c. Enter your Name and Phone number.

d. Enter your Email address and confirm the email address and click **Next**.



e. 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**.



    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.

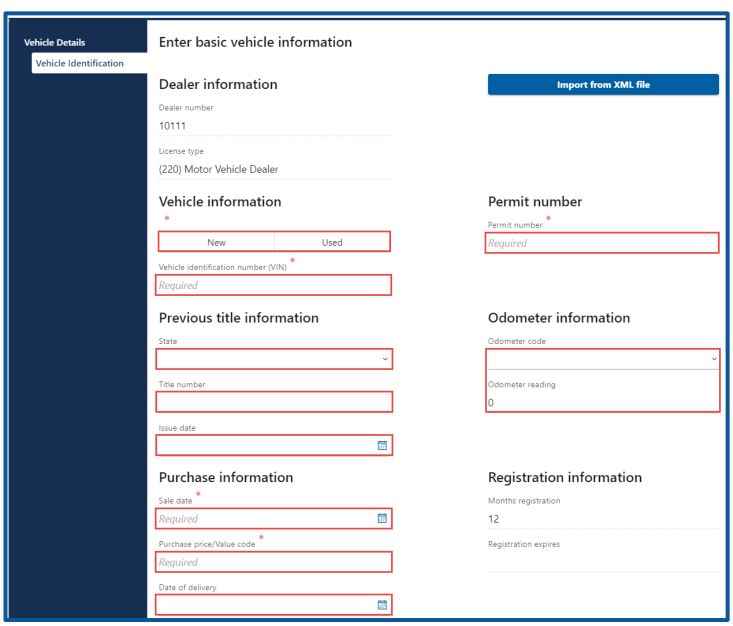
You have successfully registered for an E-permit account!

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

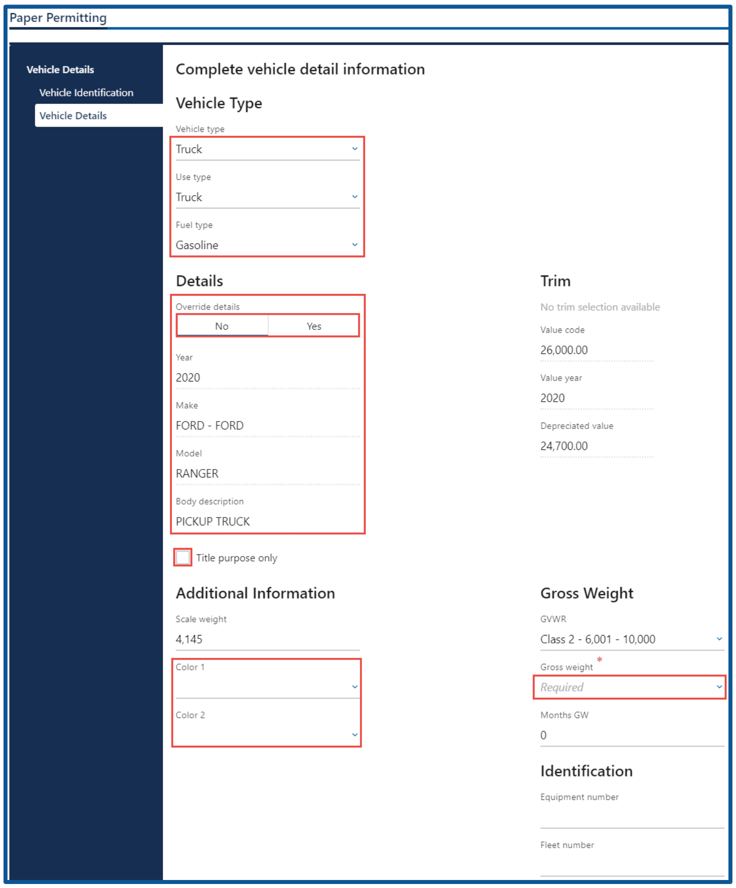
The steps for issuing an E-permit and logging a paper permit are very similar. The difference is that E-permits print at the end of the process. Use the Add New Permit With XML process, if your internal system at the dealership has the capability to export an XML file., you can import the file during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

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.



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**.



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.

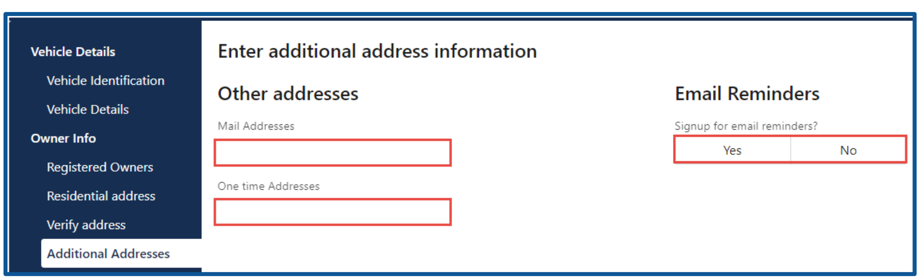
e. Enter the Last name.

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.



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:

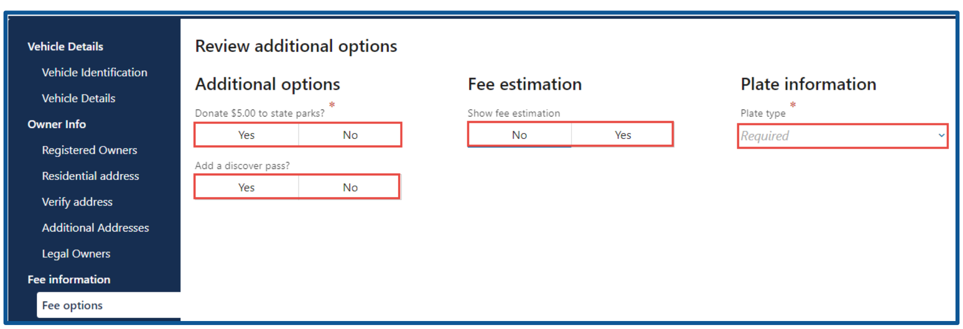
Business

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.



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).

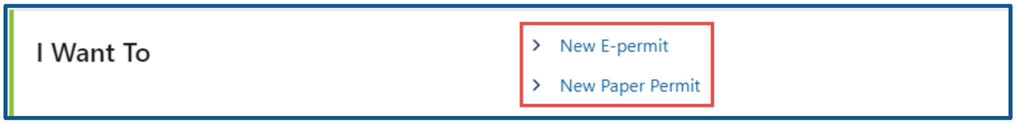
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click **New E-permit** or **New Paper Permit** hyperlink.

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.

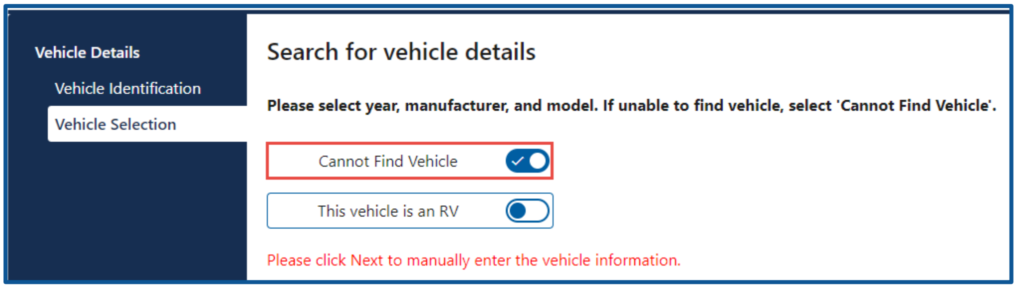
Cannot Find Vehicle During E-Permit Process

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).
2. Select the appropriate account if you have more than one.
3. Click **New E-permit** or **New Paper Permit** hyperlink.



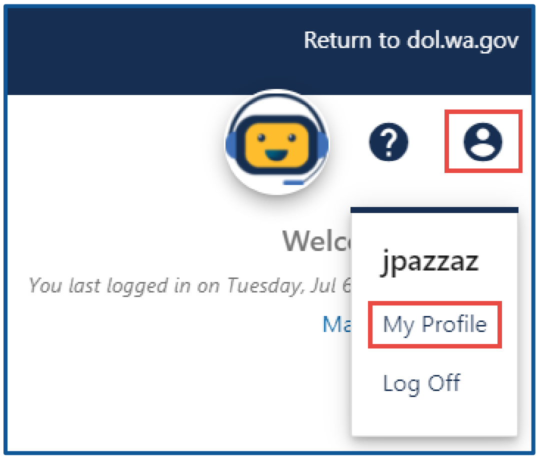
4. Click the **XML File** button.
5. Follow **steps 5 through 10** in the previous section Add a New E-permit or Paper Permit.
6. Click the **Cannot Find Vehicle** toggle button.



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.

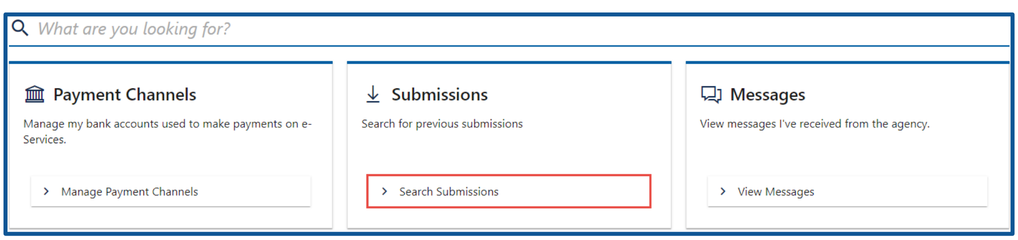
Reprint an E-Permit

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

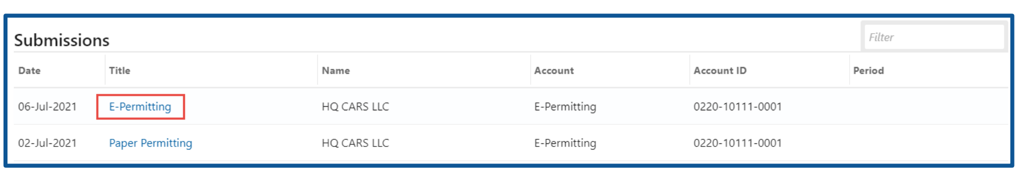


3. Click the **More** tab.

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

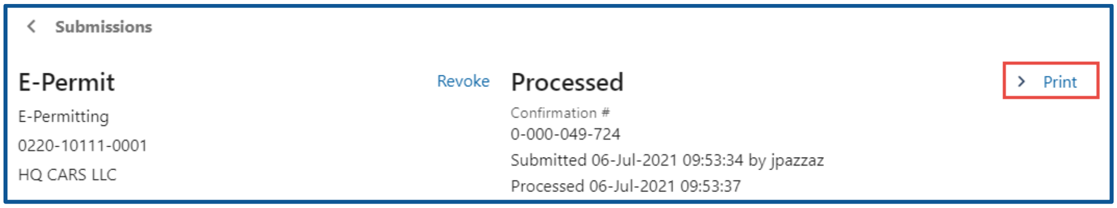


5. Click the **E-Permitting** hyperlink for the E-permit you would like to reprint.


Submissions

Date	Title	Name	Account	Account ID	Period
06-Jul-2021	E-Permitting	HQ CARS LLC	E-Permitting	0220-10111-0001	
02-Jul-2021	Paper Permitting	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.

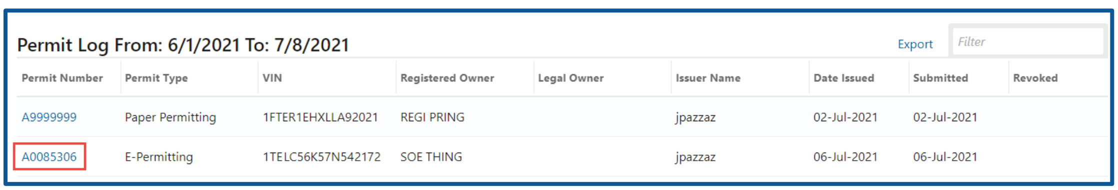
Revoke an E-Permit

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

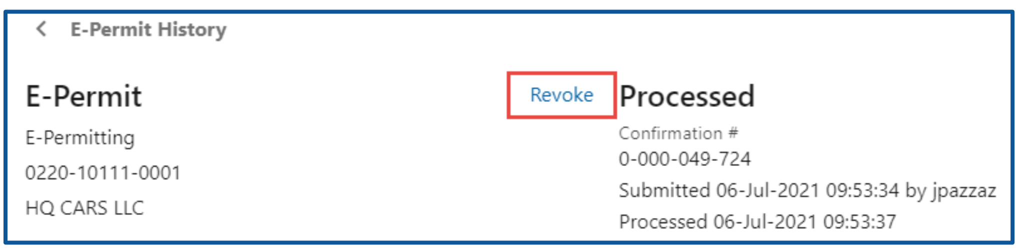
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than none.
3. Click the **Permit Log** hyperlink.

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

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



6. Click the **Revoke** hyperlink.



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.

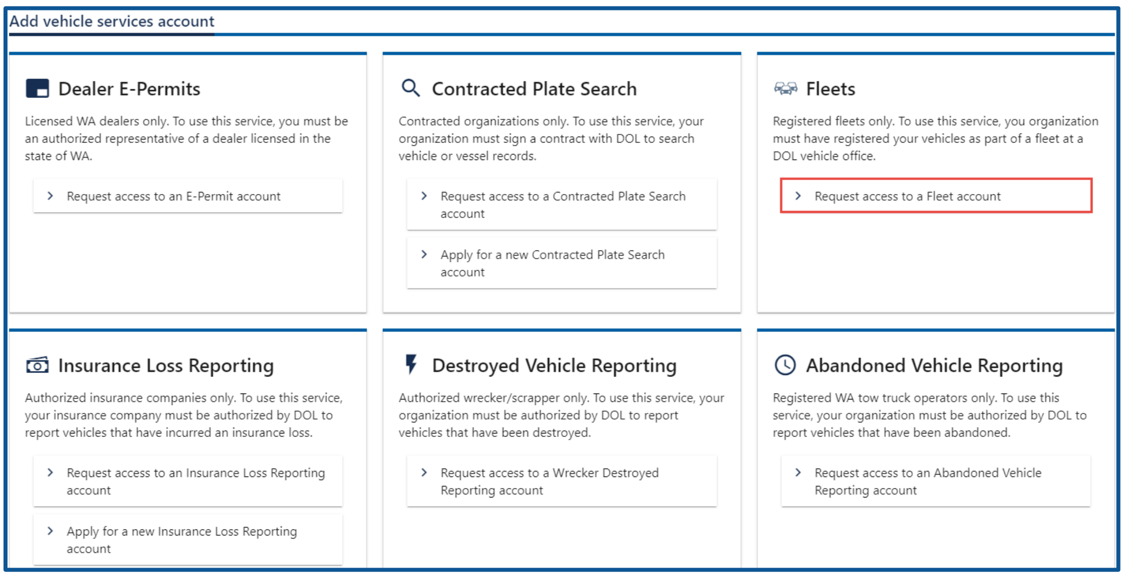
Fleet Accounts

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.

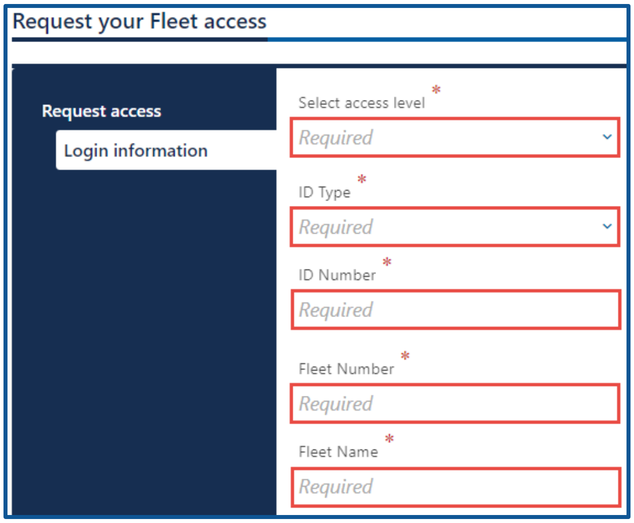
Request Access-to a Fleet Account

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).
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.



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.

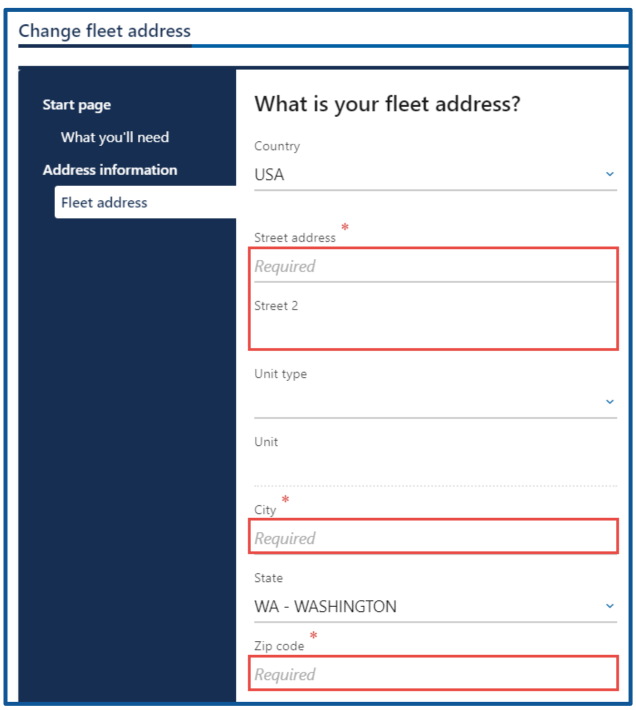
9. Click the **Next** button.
10. Review the summary and click **Submit** to proceed or **Previous** to go make changes.
11. Click **Print** to print a confirmation of your transactions or click **Continue** to go to your home screen.

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).
2. Select the appropriate account if you have more than one.
3. Click the **Change fleet address** hyperlink.

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.



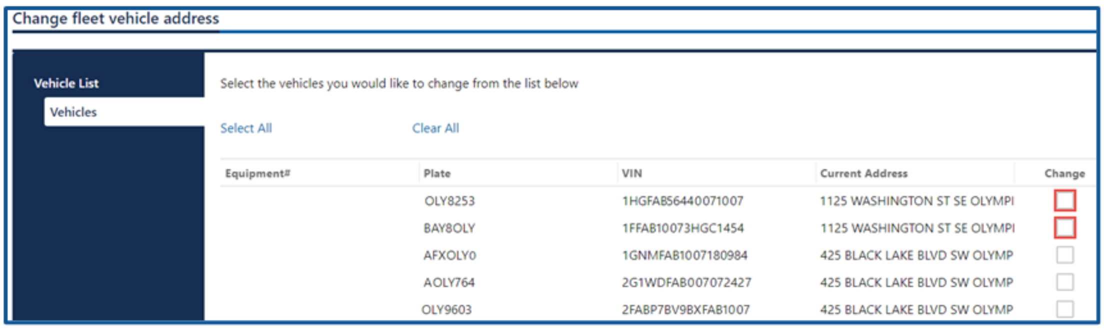
7. Click the **Next** button.
8. Verify the address and click **Next**.
9. Review the summary and click **Submit** to proceed or **Previous** to make changes.
10. Click **Print** to print your transaction confirmation or click **Continue** to go to your Vehicle Fleet account.

Change an Address for Fleet Vehicle

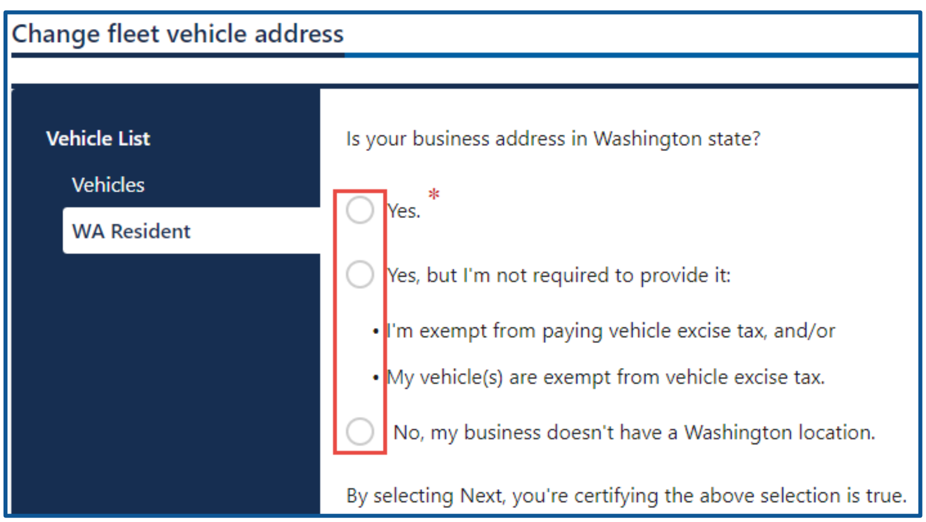
Use the following process if you need to change the registered address for select vehicles in the fleet.

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



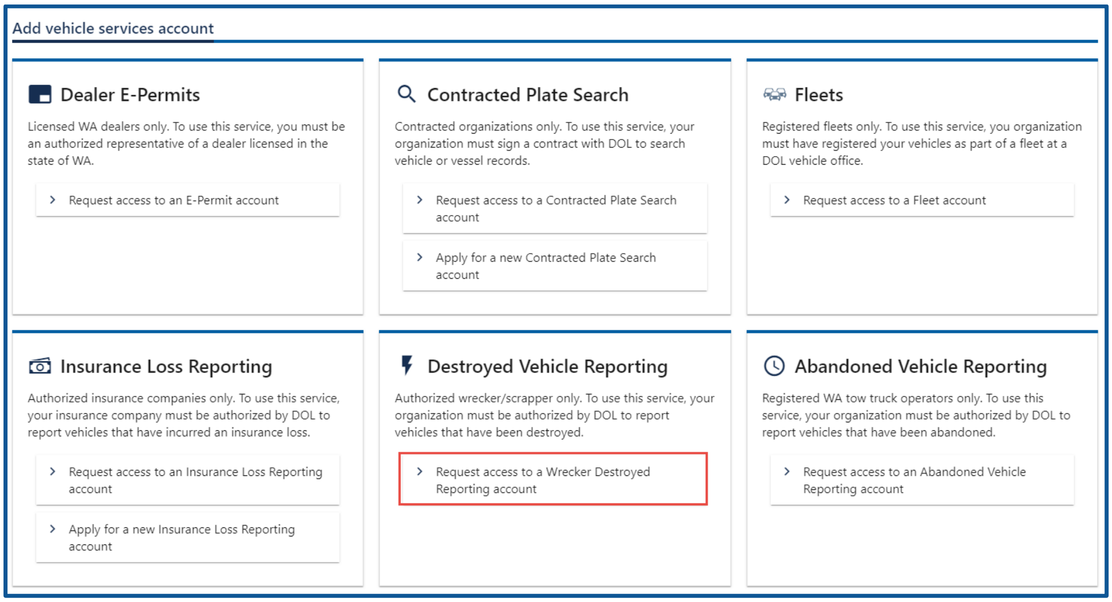
6. Complete the following fields on the What is the new address page:
    a. Enter the Street address.
    b. Select the appropriate option from the Unit type dropdown menu, if applicable.
    c. Enter the unit type, if applicable, and enter the City.
    d. Select the appropriate option from the State 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

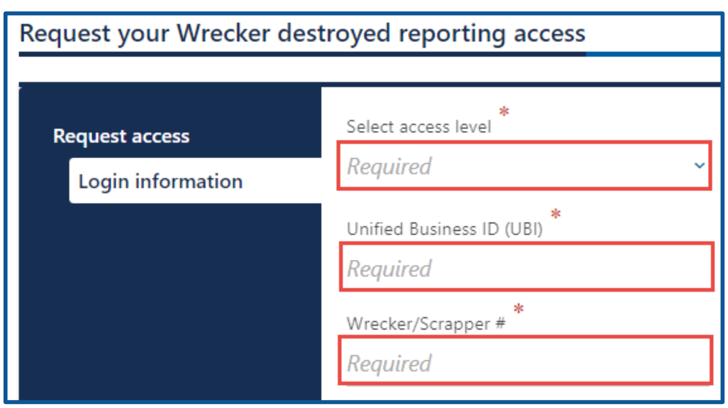
Request Access to a Wrecker Destroyed Reporting Account

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).
2. Click the **Request access to Vehicle-related services** button.
3. Click the **Request access to a Wrecker Destroyed Reporting account** button.



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.



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

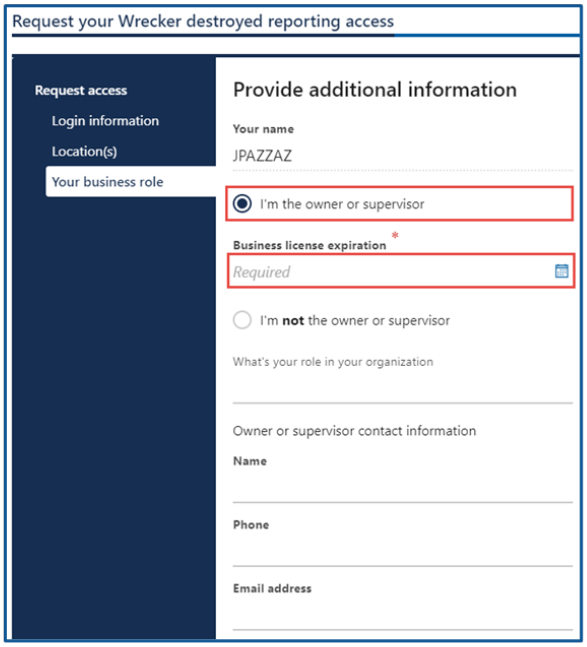
9. Complete the following steps based on your access level:

Administrators

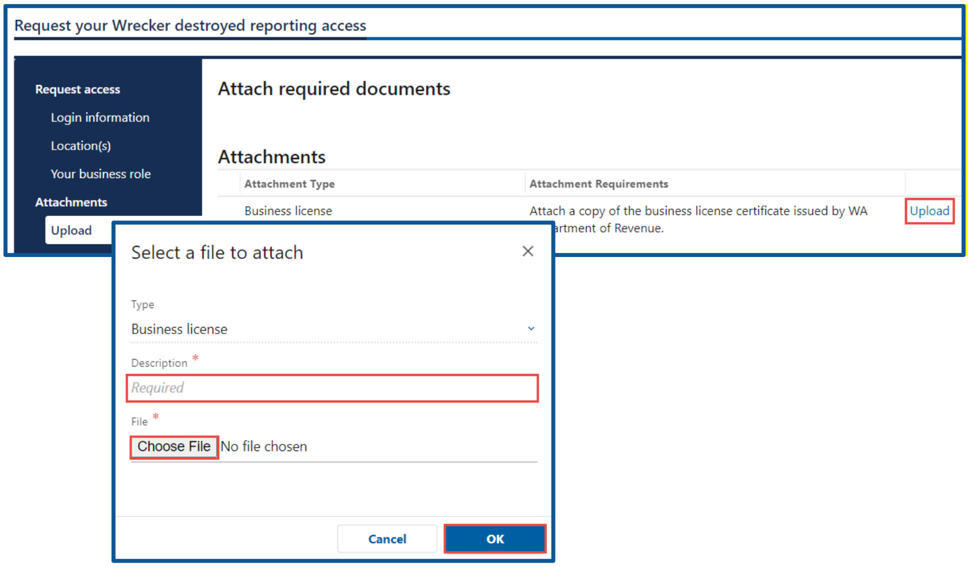
a. Enter Your name and complete the applicable process below.

b. Click the **I'm the owner or supervisor** button.

c. Enter the business license expiration date and click Next.



d. 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**.



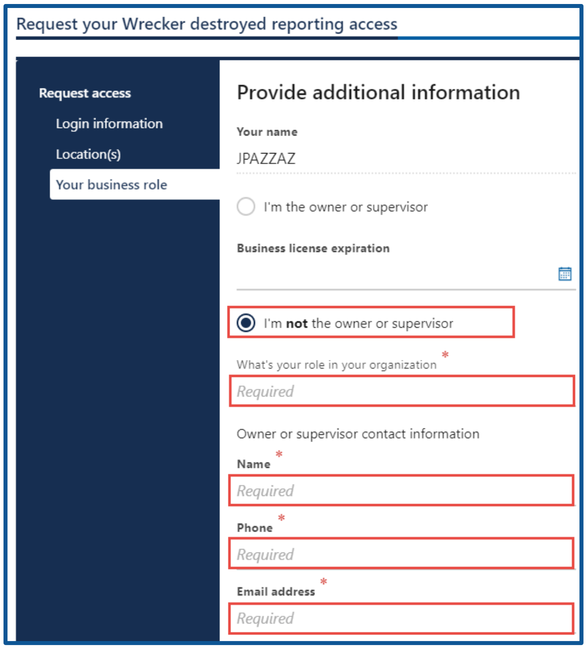
Managers or Employees

a. Click the **I'm not the owner or supervisor** button.

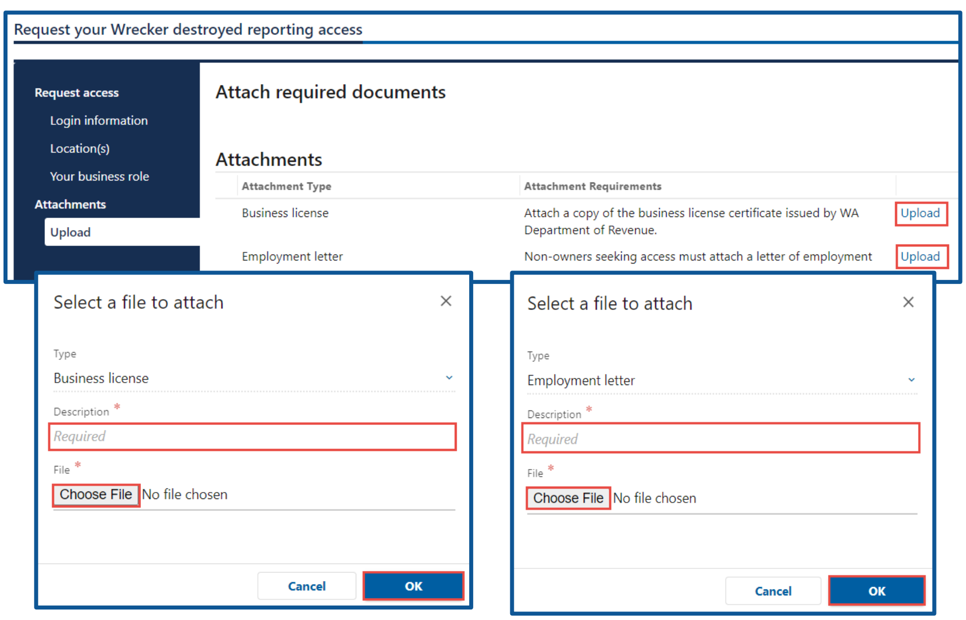
b. Enter the appropriate answer in the What's your role in the organization field.

c. Enter your Name and Phone number.

d. Enter your Email address and Confirm the email address.



e. 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**.



   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

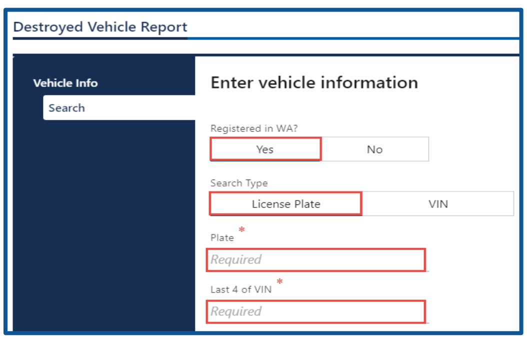
To report a vehicle as wrecker destroyed, follow the steps below.

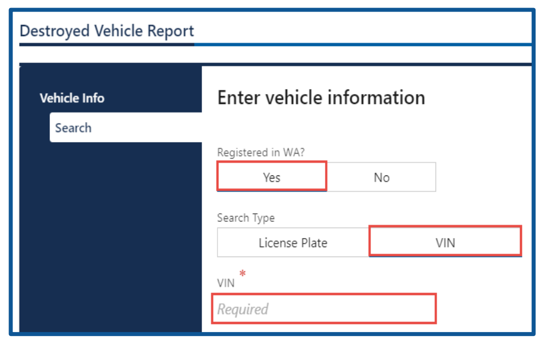
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Wrecker destroyed** hyperlink.

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** button or **VIN** button to select the Search Type.



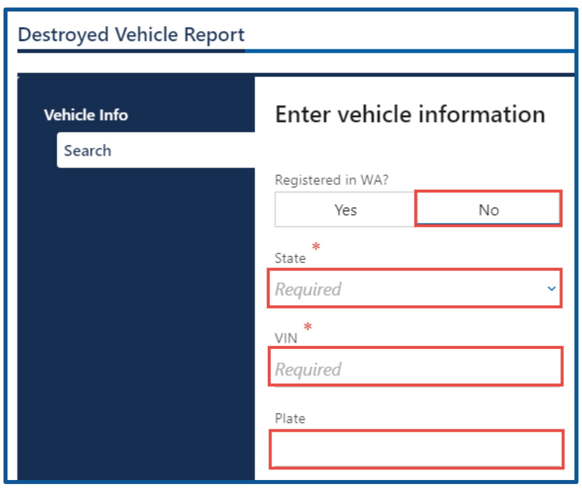


b. Enter the Plate number and last 4 of VIN or the complete VIN. Follow the short VIN process below, if applicable:
   i. Click the **Yes** button to continue with the short VIN.
   ii. Click the **Next** button.

c. Select the appropriate option from the list of vehicles.

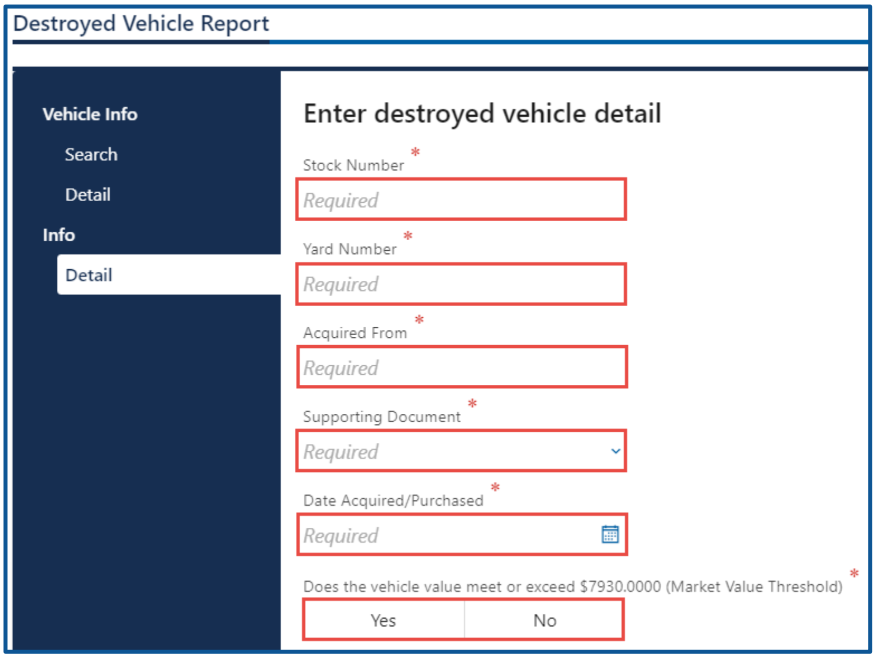
No

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.



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?

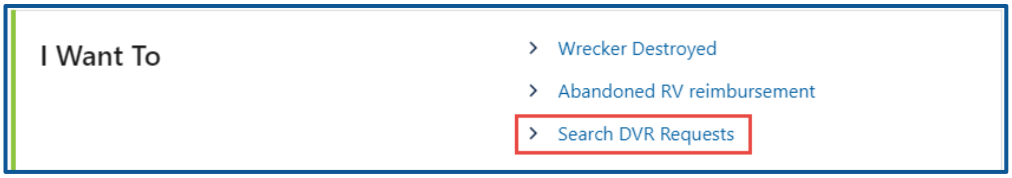


8. Review the summary and click **Submit** to proceed or **Previous** to make changes.
9. Click **Print** to print the transactions confirmation or click **Continue** to return to your Wrecker Destroyed Reporting account. Click the **Add another to report** to add another vehicle as destroyed.

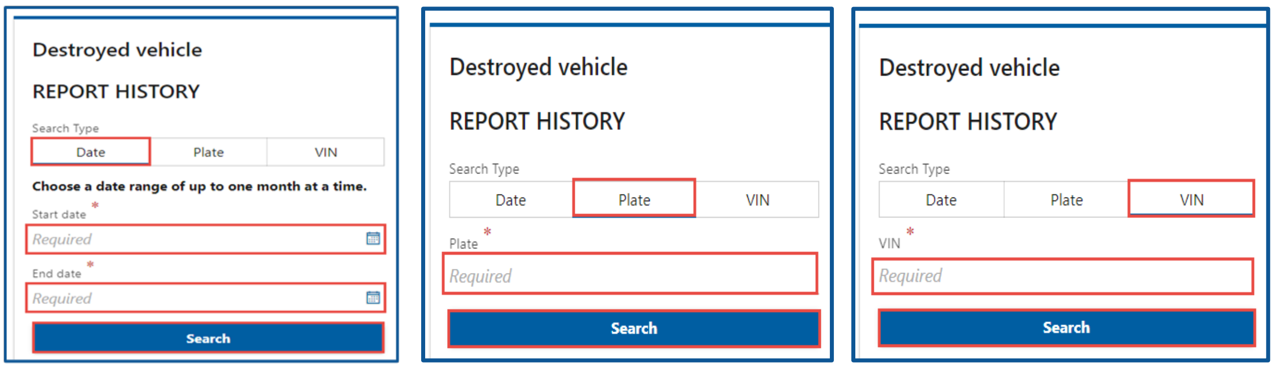
Search Filed DVR Requests

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

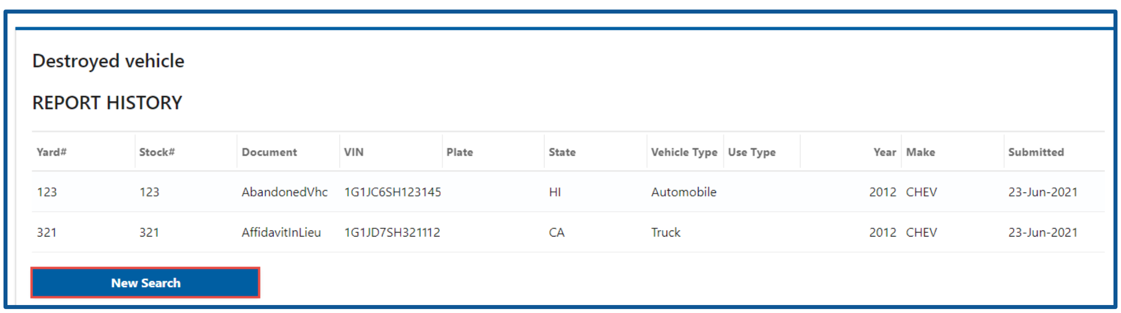
1. Login to your License eXpress for Business account (secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Search DVR Requests** hyperlink.



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.



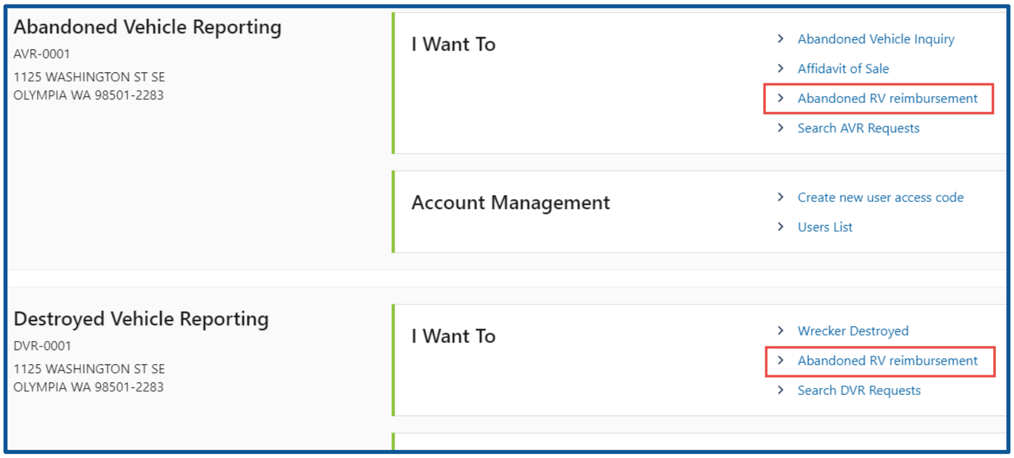
9. The search results display below. Click the **New Search** button to start a new search.



Abandoned RV Reimbursement

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

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

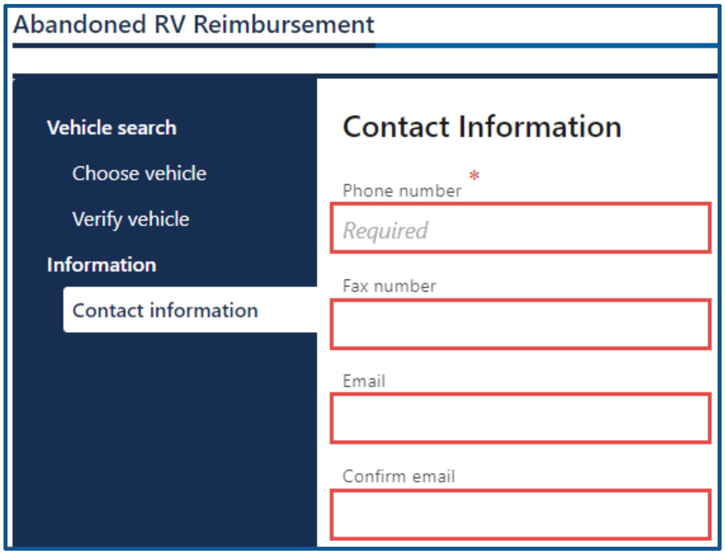
   a. Click the **License Plate** button, enter the Plate number, and Last 4 of the VIN.
   b. Click the **VIN** button and enter the full VIN number.

   No

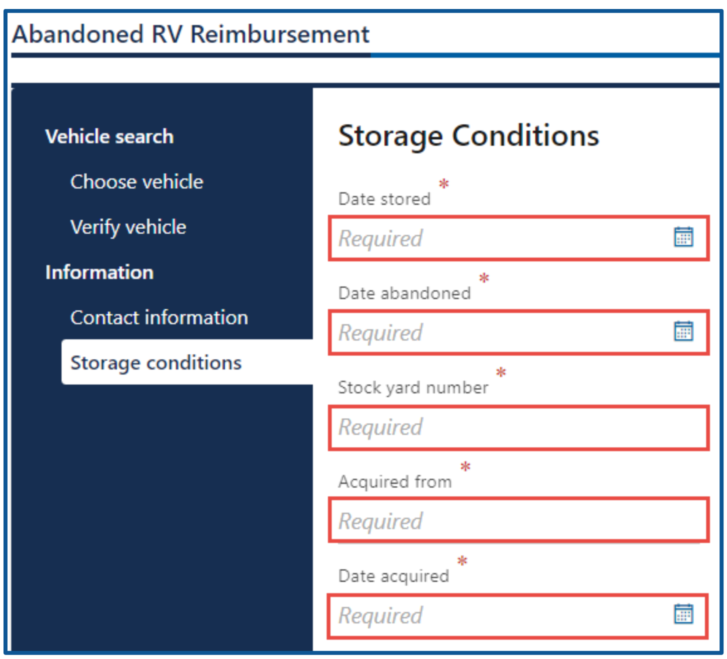
   a. Select the appropriate option from the Vehicle type dropdown menu.
   b. Select the appropriate option from the Use type dropdown menu.
   c. Enter the Year, Make, and Model.
   d. Select the appropriate option from the Body style dropdown menu.
   e. Select the appropriate option from the Country 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.

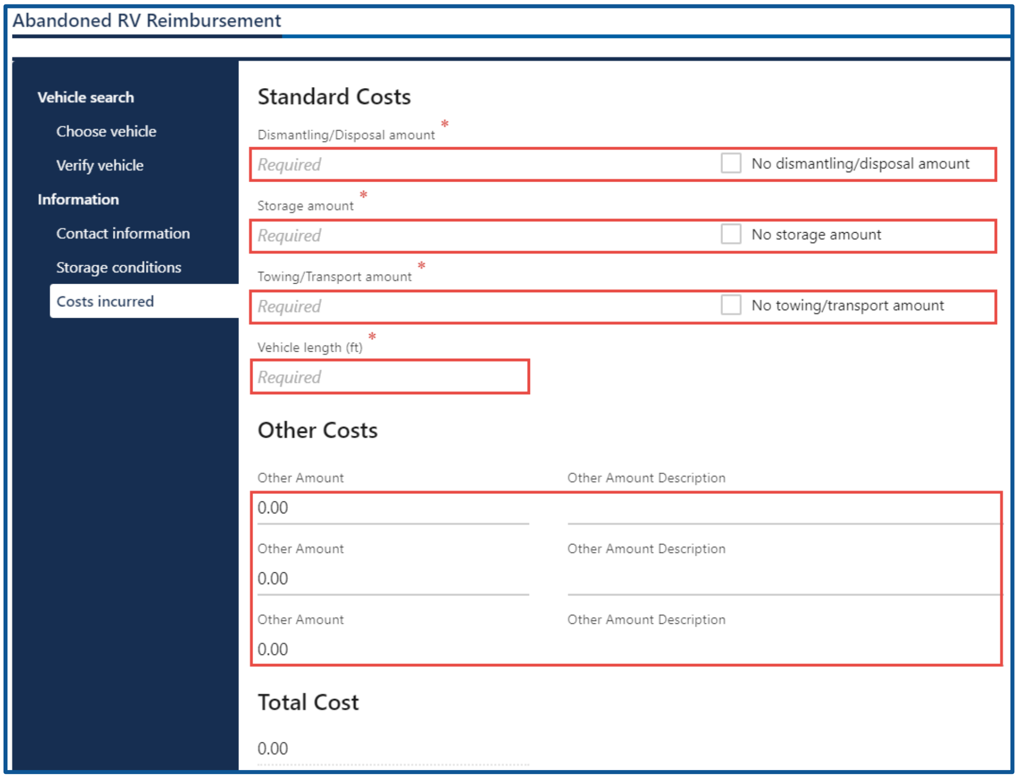


8. Click the **Next** button.
9. Enter the Date stored, and Date abandoned.
10. Enter the Stock yard number.
11. Enter the Acquired from and Date acquired.

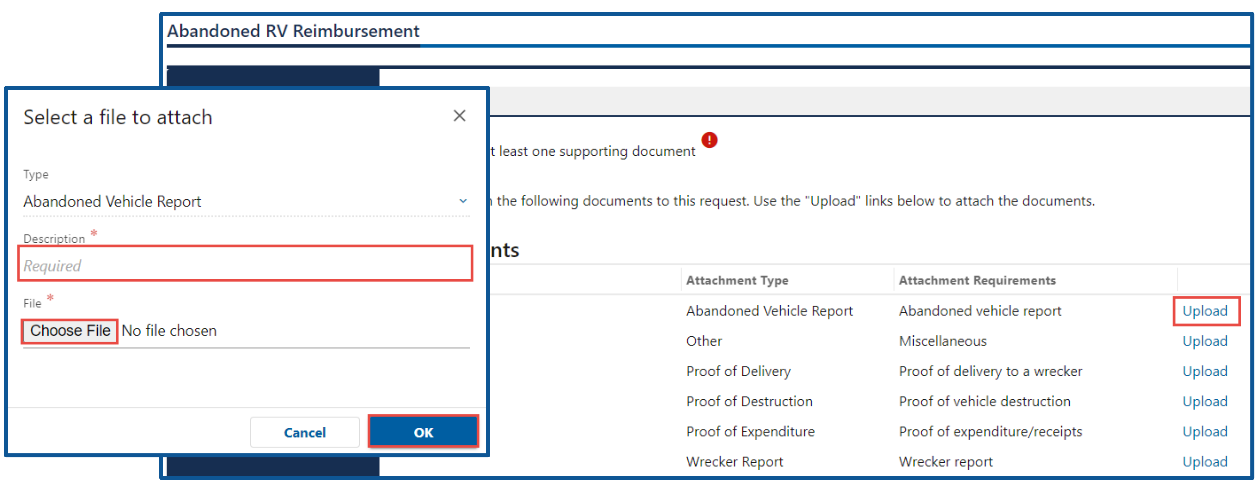


12. Click the **Next** button.

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.

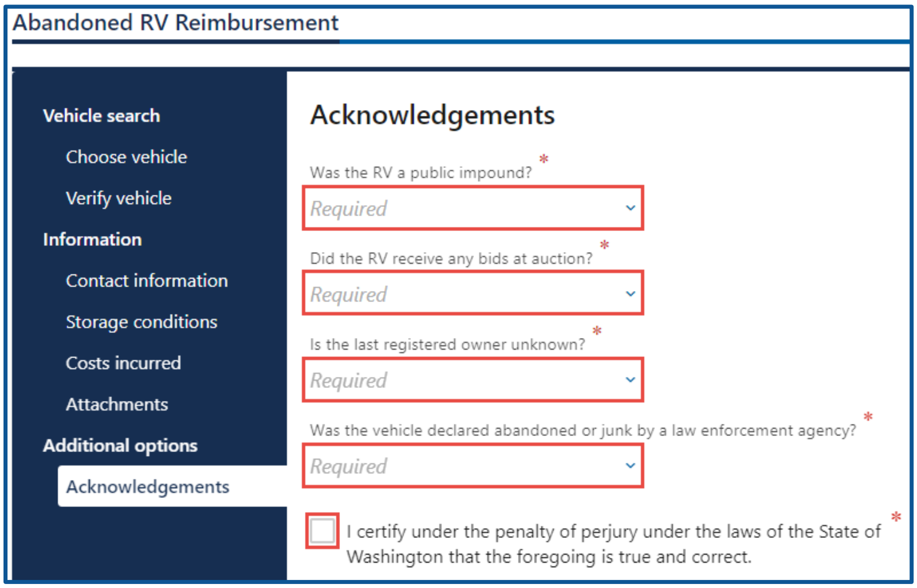


17. Click the **Next** button.
18. Click the **Upload** hyperlink to attach a copy of your supporting document(s). Enter a Description, click the **Choose File** button, select the file, click **Open**, and click **OK**. Complete this process for all documents related to the RV reimbursement request.



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**.



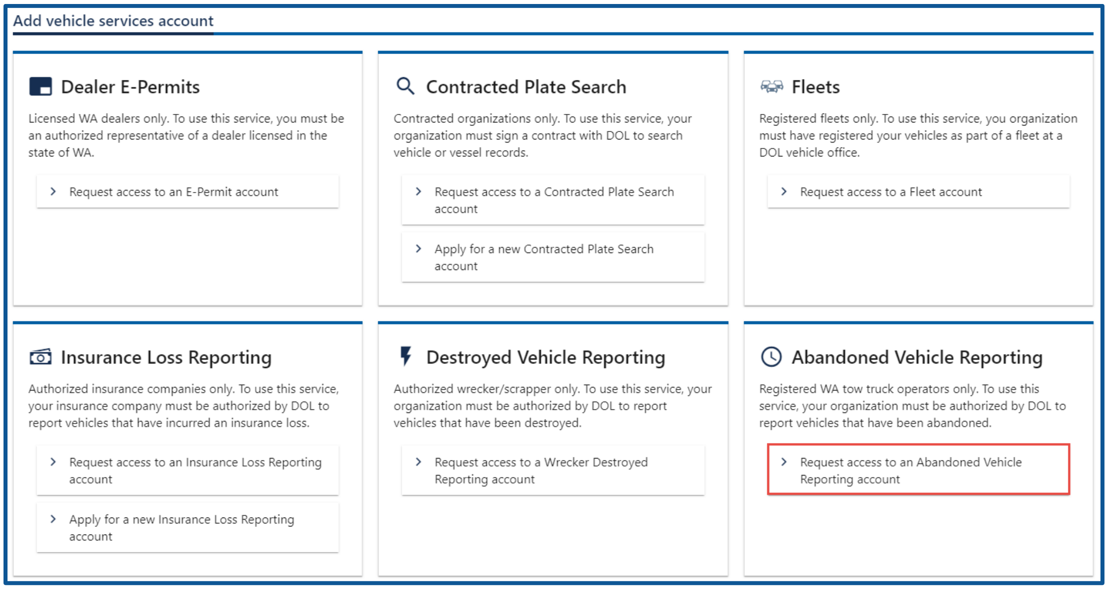
21. Review the summary and click **Submit** to proceed or **Previous** to make changes.
22. Click **Print** to print your transaction confirmation or click **Continue** to return to your account.

Abandoned Vehicle Reporting

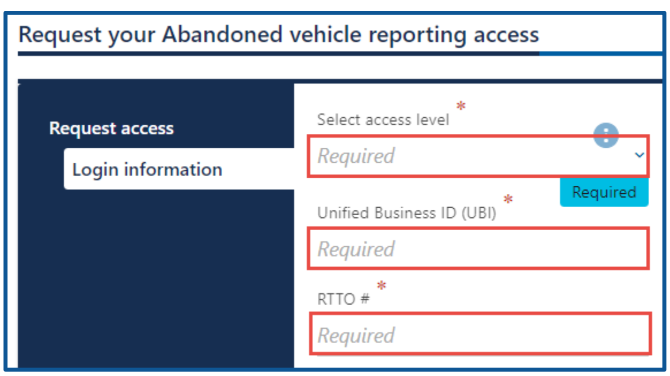
Request Access to an Abandoned Vehicle Reporting Account

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).
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**.



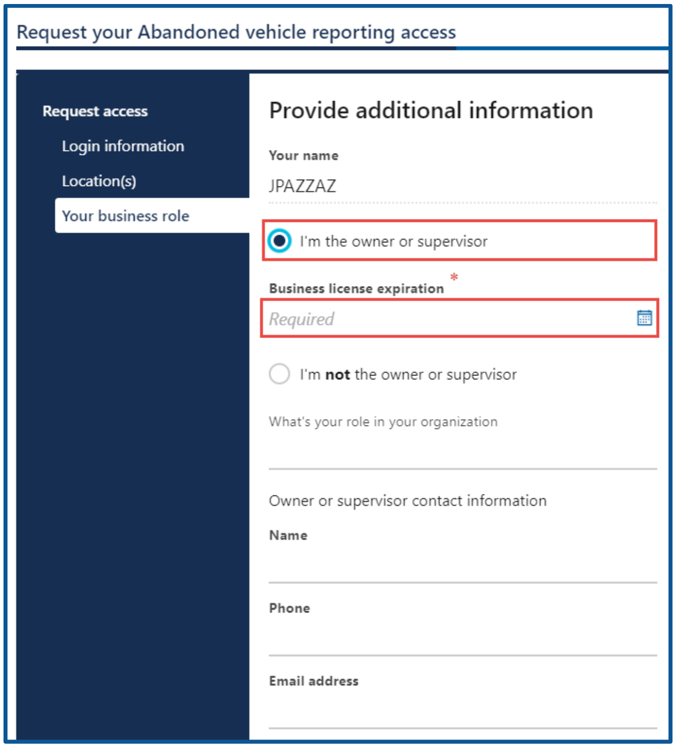
26. Verify the location and click the **Next** to continue past the location(s) section.

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

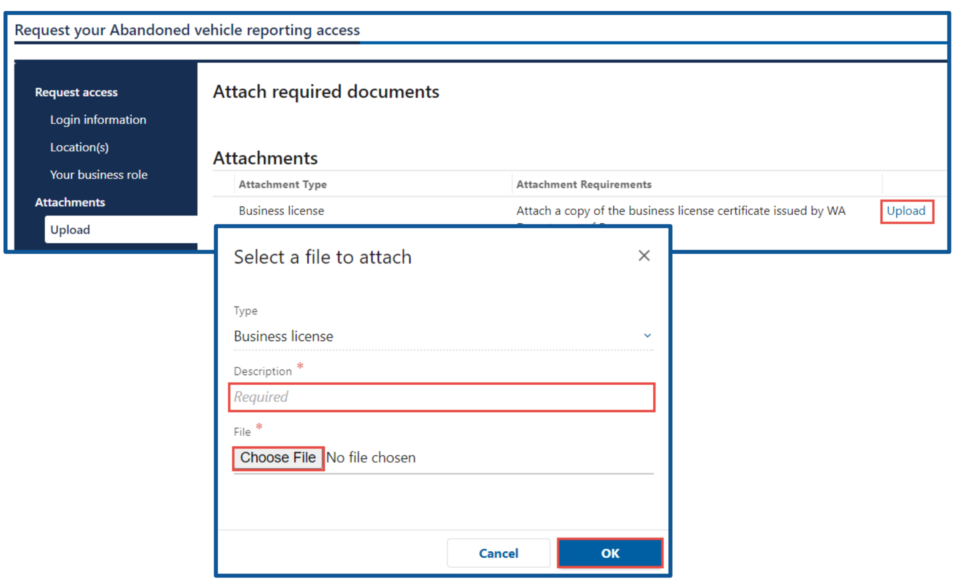
Administrator access

a. Select the **I'm the owner or supervisor** button.

b. Enter the business license expiration date and click the **Next** button.



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**.



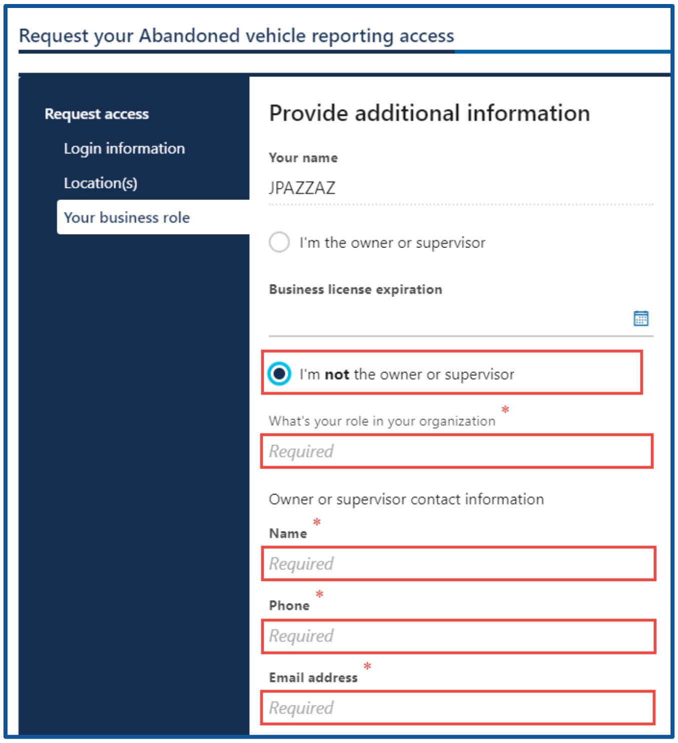
Manager or Employee access

a. Click the **I'm not the owner or supervisor** button.

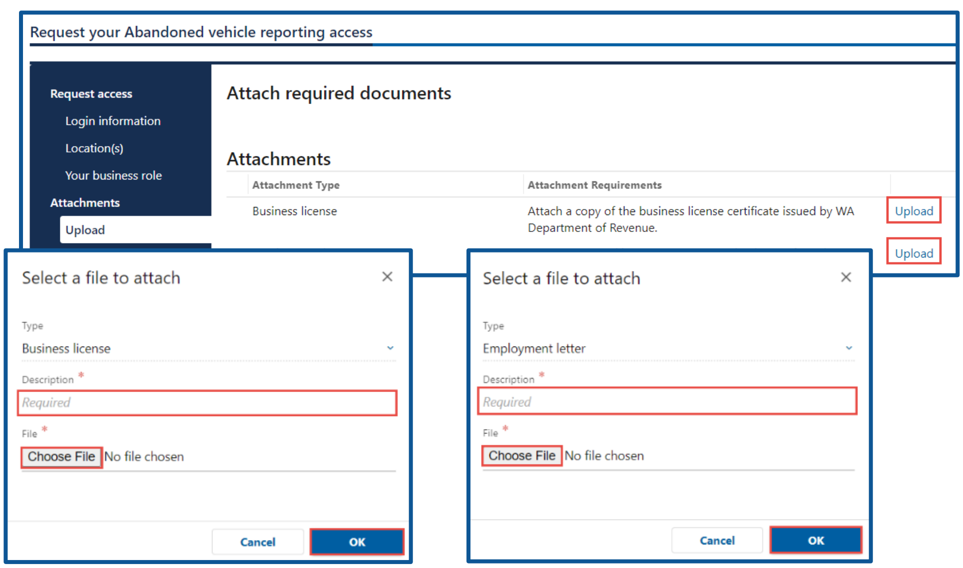
b. Enter the appropriate answer in the What's your role in the organization field.

c. Enter your Name and your Phone number.

d. Enter your Email address and Confirm the email address.



e. 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**.



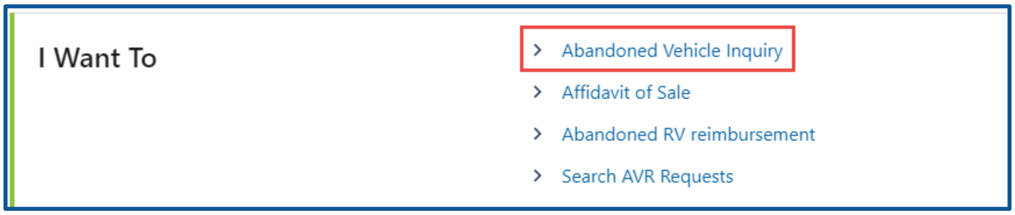
f. Enter the access number provided by the Administrator or Manager.

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

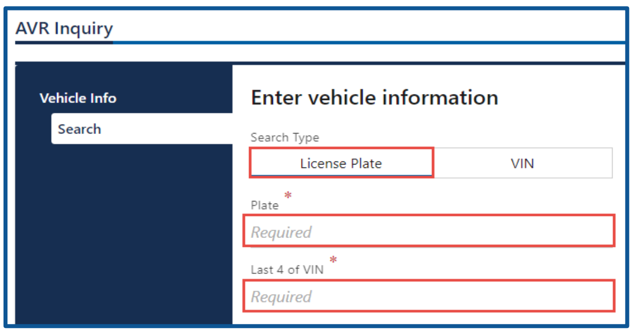
28. Click the **Next** button.
29. Review the summary and click **Submit** to proceed or **Previous** to make changes.
30. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add vehicle services account page.

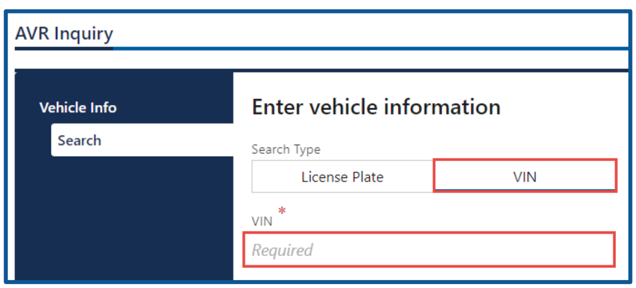
Add an Impound Notice

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.

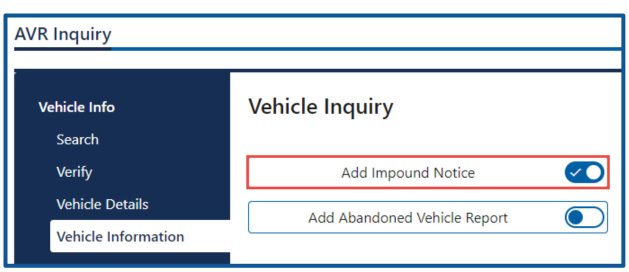


4. Click the **License Plate** or **VIN** button to select the Search Type.
   a. Enter the License Plate number and last 4 of VIN number, if License Plate is selected.
   b. Enter the VIN number, if VIN is selected.

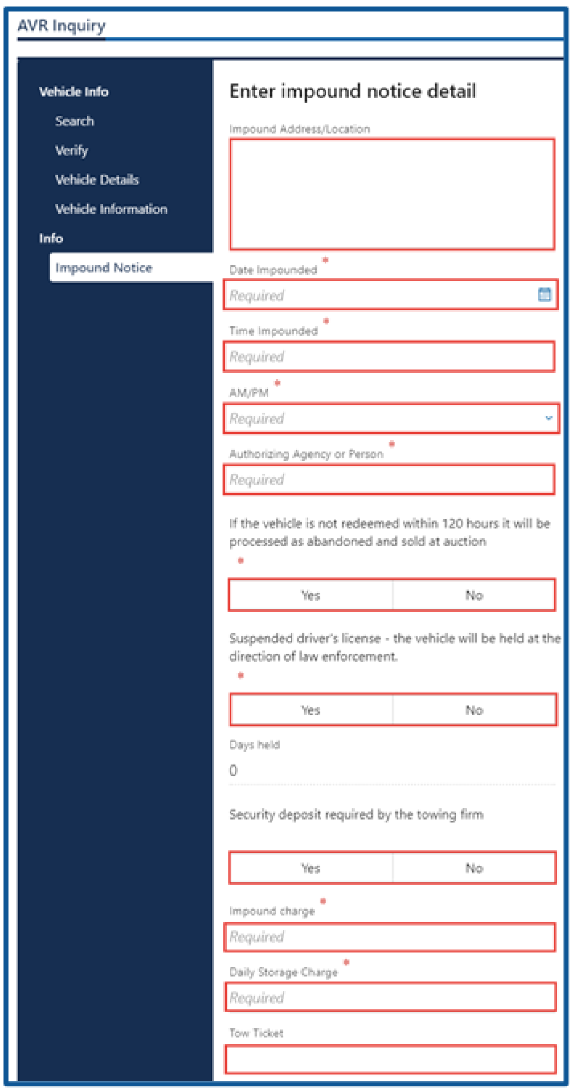




5. Click the **Next** button.
6. Verify the vehicle information and click **Next**.
7. Review the vehicle information, click **Print Report Details** to print the information displayed, and click **Next** to continue.
8. Click **Add Impound Notice** and click **Next**.



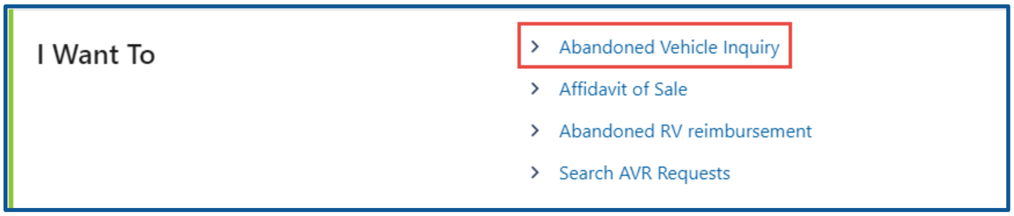
9. Complete the following impound notice detail sections:
    a. Enter the Impound Address/Location, select the Date Impounded, and enter the Time Impounded.
    b. Select the appropriate option from the AM/PM dropdown menu.
    c. Enter the Authorizing Agency or Person.
    d. Click the **Yes** or **No** 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.



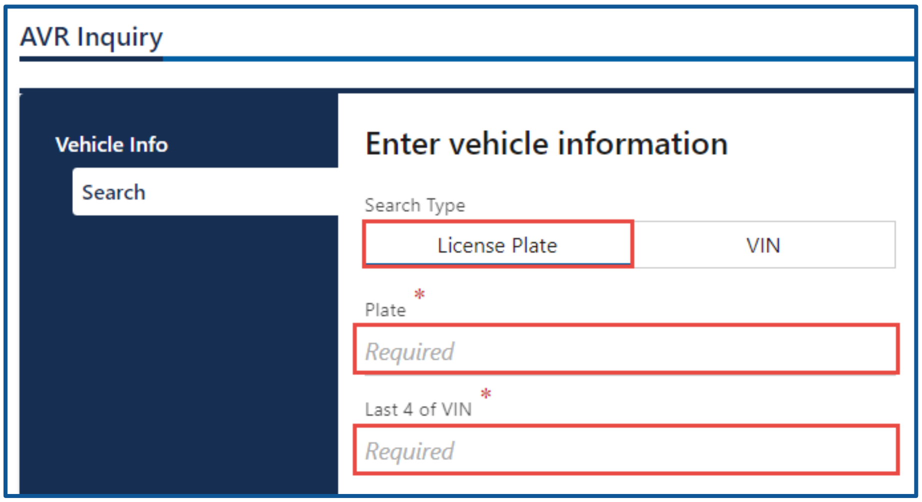
10. Click the **Next** button.
11. Review the summary and click **Submit** to proceed or **Previous** to make changes.
12. Click **Print** to print the Vehicle Impound Notice or click **Continue** to return to your Abandoned Vehicle account.

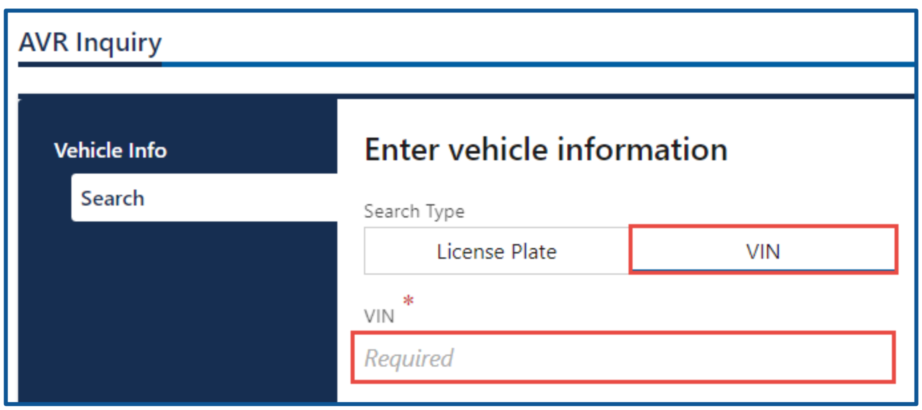
Add an Abandoned Vehicle Report

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



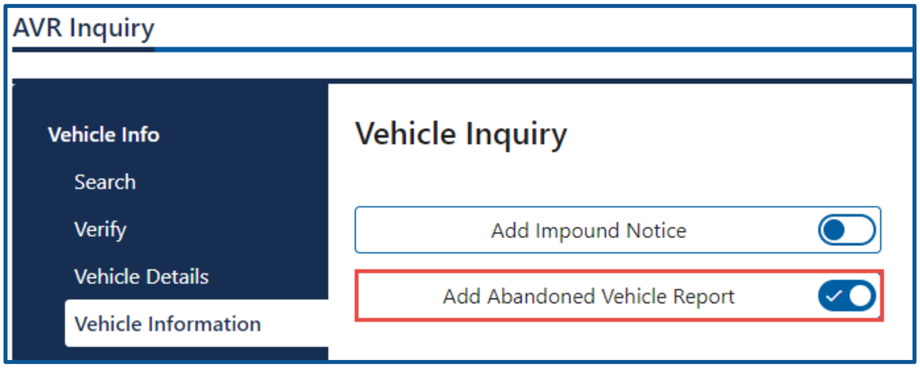
4. Click the **License Plate** or **VIN** button, enter the License Plate number (and last 4 of VIN number) or VIN number and click **Next**.



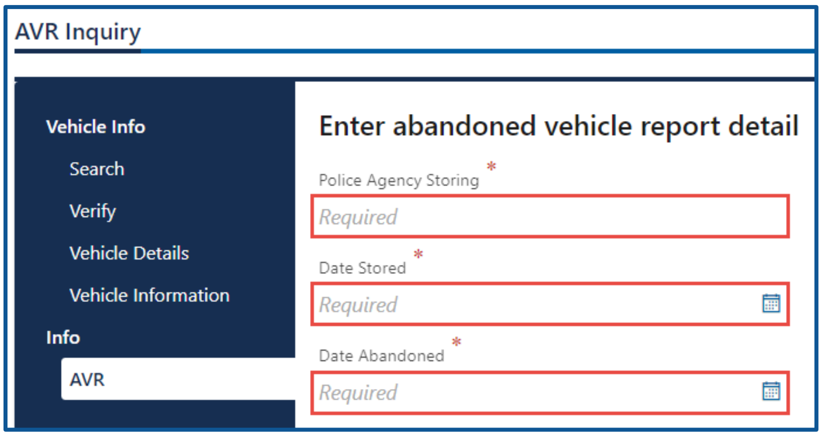


5. Verify the vehicle information and click **Next**.

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



8. Enter the Police Agency Storing.
9. Enter the Date Stored.
10. Enter the Date Abandoned.
11. Click the **Next** button.

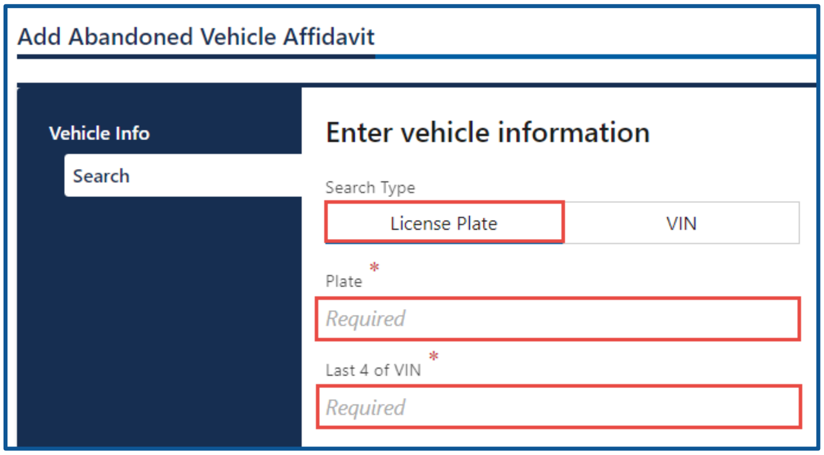


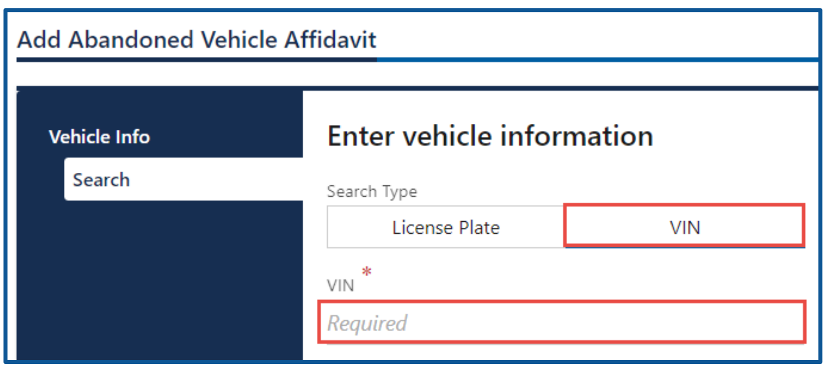
12. Review the summary and click **Submit** to proceed or **Previous** to make changes.
13. Click **Print** to print the Abandoned Vehicle Report or click **Continue** to return to your abandoned vehicle account.

Create an Affidavit of Sale-

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

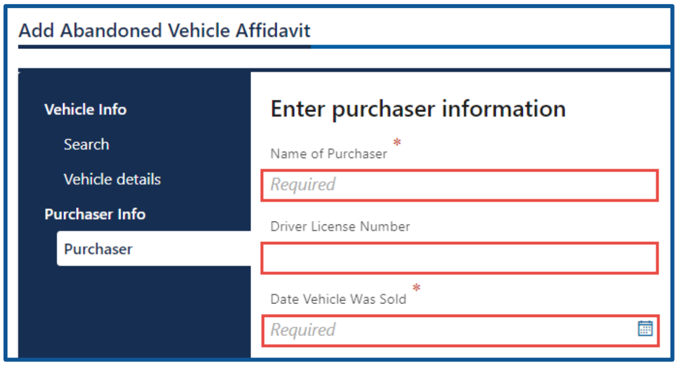
4. Click the **License Plate** or **VIN** button, enter the License Plate number (and last 4 of VIN number) or VIN number and click **Next**.



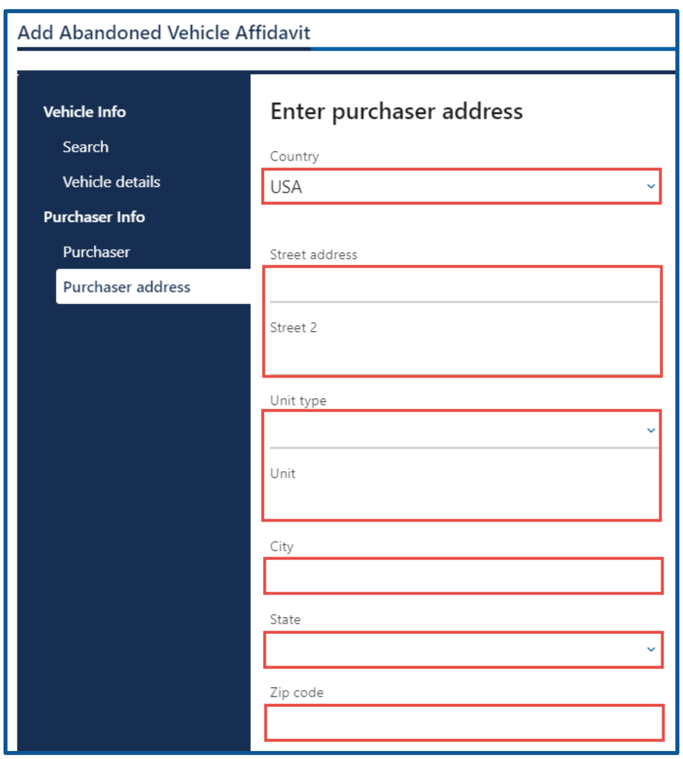


5. Verify the vehicle information and click **Next**.

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



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.

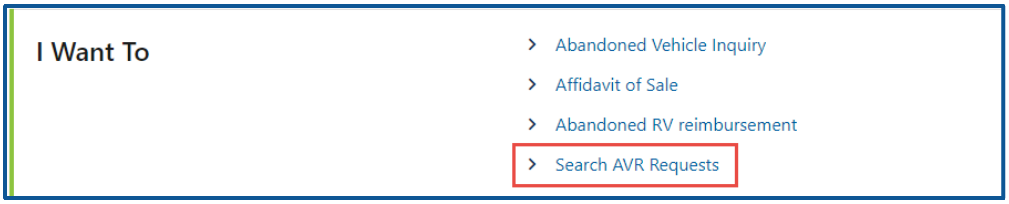


9. Click the **Next** button.

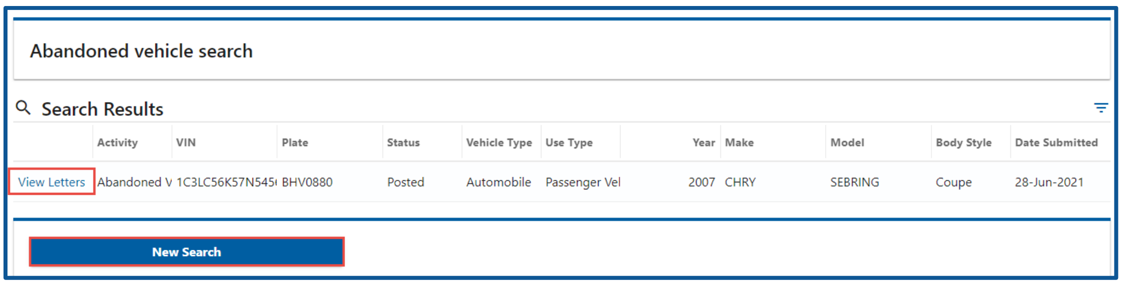
10. Verify the address and click **Next**.
11. Review the summary and click **Submit** to proceed or **Previous** to make changes.
12. Click **Print** to print the Abandoned Vehicle Affidavit of Sale or click **Continue** to return to your Abandoned Vehicle account.

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.

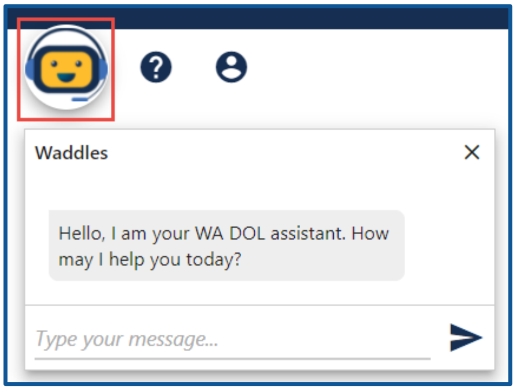


Technical Support

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.

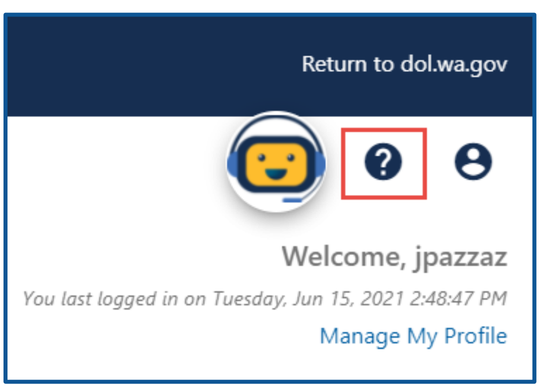


2. Type your message, or keyword, and click Enter. Waddles will do its best to direct you to information to help you complete your transaction.

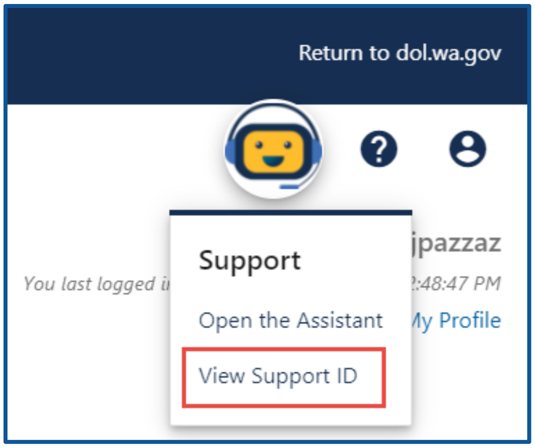
Support ID

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. 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.

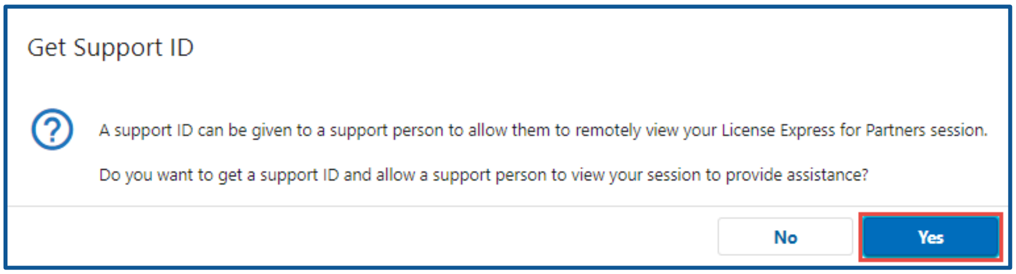
1. Click the **Support Menu** icon. You can access the menu icon from any screen in your E-services account.



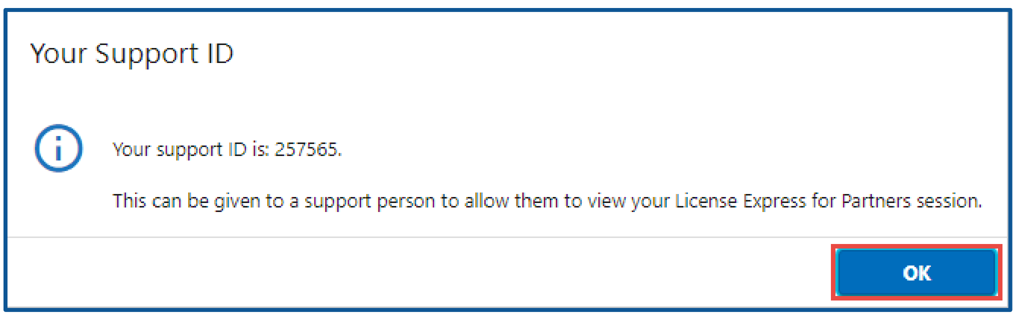
2. Click the **View Support ID** hyperlink from the dropdown menu.



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.