

eLICENSING Quick Start Guide

This guide is intended to help you file a protest against a manufacturer or distributor termination. You will need to type or hand write your protest and save it to your computer. Please make sure you sign the document

Before you can begin, you must be registered in eLICENSING as an account user for the organization that is filing the protest. For account user information, refer to the following resources found available at [TxDMV Dealers](#):

- eLICENSING Quick Start Guides
 - eLICENSING Quick Start Guide for eLICENSING Administrators
 - eLICENSING Quick Start Guide for Adding an Attorney
- eLICENSING forms
 - Application to Assign or Replace an eLICENSING Administrator
 - Application to Provide Attorney Access to eLICENSING

Tips for working in the eLICENSING System:

- If the buttons do not appear to be active after you enter information, click anywhere on the page to make them active.
- You should use the latest version of Google Chrome as your internet web browser for eLICENSING.
- Error messages will display at the top of the page if the information entered is not correct or is missing.
- Each eLICENSING user account must have a unique email address.

1. Filing a Protest against a Manufacturer or Distributor Termination

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

1.1 Getting Started

1. Access eLICENSING using the link sent to you by email from TxDMV with your eLICENSING login credentials.

Note: You can also go to the [TxDMV Dealers](#) page and click  to access eLICENSING.

2. On the *Security Warning* pop-up, click **I ACCEPT**.

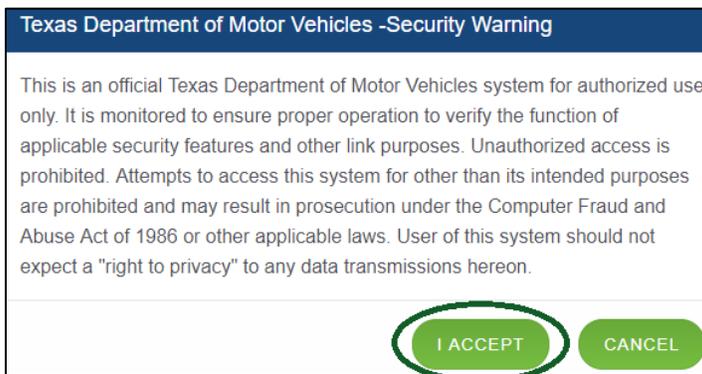


Figure 1: Security Warning Pop-up

3. On the *Login* page:



Figure 2: Login Page

4. Type in your **User Name**.
5. Type in your **Password**.
6. Click **LOGIN**.

1.2 Filing a Protest

1. On the *Welcome* page, displayed after logging into the account, locate the **Protest and Complaints** area and click **APPLY**.

Welcome
Choose an option below to get started.

<p>Close a License</p> <p>APPLY</p>	<p>Change General License Info</p> <p>APPLY</p>	<p>Protest and Complaints</p> <p>APPLY</p>	<p>Make a Payment</p> <p>PAY</p>
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Figure 3: Welcome, Protest and Complaints

2. On the *Organizations* page, select the organization name for the franchised dealer who is filing the protest, then click **SAVE AND NEXT**

Organizations
Please select the organization linked to your account.

* Select Organization

Texas Department of Motor Vehicles

CANCEL SAVE AND NEXT

Figure 4: Select Organization

3. On the *Licenses* page, select the applicable license for the organization filing the protest, then click **SAVE AND NEXT**.

Licenses
There are multiple licenses associated to your organization. Select the license you want to work with for this application:

Select	License Number	Business Name	License Type	GDN Type	Location	Status
<input checked="" type="radio"/>	A105149	Texas Department of Motor Vehicles	Franchise		4000 Jackson Ave, Austin, Texas, 79731,	Active

Figure 5: Select Protesting License

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

Contact Information
Enter contact information of the person that TxDMV may contact regarding questions relating to the protest application or protest waiver.

Application Contact

* First Name: MVD
Middle Name:
* Last Name: Demo

* Email: MVD.TxDMV@mailinator.com
* Phone: (512) 123-4567

CANCEL PREVIOUS SAVE AND EXIT SAVE AND NEXT

Figure 6: Contact Information

1.3 Protest Selection

1. Select protest type: Protest against a Manufacturer/Distributor termination, then click **SAVE AND NEXT**.

Protest Selection

Which type of protest you are filing?

- Protest against a Dealer application
- Protest against a Manufacturer/Distributor termination
- Protest against a Manufacturer/Distributor

CANCEL PREVIOUS SAVE AND EXIT SAVE AND NEXT

Figure 7: Select Protest Type

2. Select the license of the manufacturer or distributor you are protesting.

Select which manufacturer or distributor you are protesting against

	Manufacturer/Distributor Name	License Number	Address
<input checked="" type="radio"/>	CHRYSLER MOTORS LLC	0323	

Figure 8: Select Manufacturer or Distributor License

3. Select the line-make and vehicle type you are protesting, then click **SAVE AND NEXT**.

Select which line-make(s) you are protesting the termination of:

	Line-Makes	Vehicle Type
<input checked="" type="checkbox"/>	DODGE	LT-Light Truck

Figure 9: Select Line-Make and Vehicle Type

1.4 Required Attachments

On the Required Attachments page, you will be required to upload files containing scanned copies of the Notice of Protest.

You should be sure that the files to upload are on your computer or a shared network resource you can access.

1.4.1 Uploading Required Attachment Files

To upload each file:

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



Figure 10: Choose File for Required Attachments Upload

2. On the *Open* pop-up:
3. Navigate to the file.
4. Select the file and click **Open**.

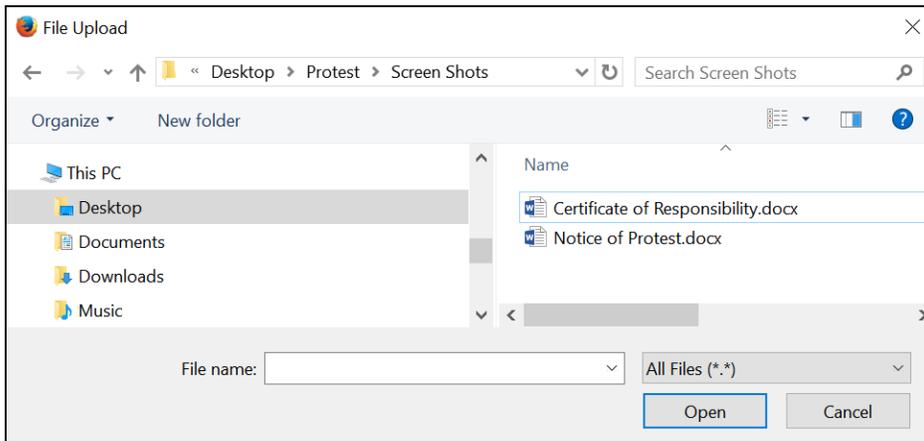


Figure 11: Browse for File

5. When the name of the file displays on the appropriate *Attachments* page area, scroll to the bottom of the page and click **UPLOAD**.

Note: The name of the file displays to the far right of the of the uploaded file field. To upload a different file, you can click **UNDO**, or the trash can.

1.5 Summary

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

Application Information	
Organization	Application Type
Texas Department of Motor Vehicles	Protest
Business Name	License Type
Texas Department of Motor Vehicles	Franchise
Application Status	Submitted Date
Pending	

Figure 12: Summary of Protest Information

2. At the bottom of the page, choose one of the following:
 - **PRINT** to send the summary to print on your local printer.
 - **PREVIOUS** to return to the page where adjustments need to be made.
 - **SAVE AND EXIT** to store all the information without submitting the protest.
 - **SAVE AND NEXT** to continue to the next page.

1.6 Signature

After saving the summary, you will be prompted for your name, social security number, driver's license information, and date of birth to electronically verify who you are. Then, the system will enable you to electronically agree to the Certification of Responsibility and submit your signature for this protest.

If you cannot provide this information (for example, your driver's license is from a state other than Texas, you do not currently hold a driver's license and use alternate identification, or you prefer to submit a manual signature), then you need only provide your first name, last name, and select the driver license issuing state as "other." Then, print the Certification of Responsibility and sign it. See section 1.6.2 for instructions.

1.6.1 Electronically Signing the Protest

1. On the *eSign* page displayed:

If you would like to e-sign this application, and you have a valid Texas driver license, fill out all the fields below and choose "Save and Next." If you would prefer to provide a physical signature, or you have a driver license from another state, provide your first and last name, and select "Other" for issuing state. You will be prompted to print, sign, and upload a Certification of Responsibility.

* First Name	* Last Name	SSN
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Driver License Issuing State		
--None--		
Date of Birth	Driver License Number	
<input type="text"/>	<input type="text"/>	

Figure 13: Electronically Sign the Protest

- a. For **First Name**, type it in as it appears on your driver's license.
- b. For **Last Name**, type it in as it appears on your driver's license.
- c. For **SSN**, type in the numbers of your social security number.
- d. From the **Driver License Issuing State** dropdown, select Texas.
- e. For **Date of Birth**, type in the mm/dd/yyyy (or select it from the calendar).
- f. For **Driver License Number**, type in the numbers.

- g. If the **Audit Number** field displays, type in the numbers that display on the side of your license (or along the bottom).
- h. Click **SAVE AND NEXT**.

2. On the *Certification of Responsibility* page:

If the system cannot verify your information, continue with the section about printing and signing the Certification of Responsibility in section 1.6.2.

Figure 14: Electronic Certification of Responsibility

- 3. Carefully read the terms and conditions for the application to protest.
- 4. Click **I Agree**.
- 5. Scroll down to the **Sign Here** field and type in your full legal name.
- 6. Click Finish & Submit Electronically.
- 7. On the *Thank You* page of the pop-up, click **CLOSE**.
- 8. Back on the *Certification of Responsibility* page, click **SAVE AND NEXT**.
- 9. On the *Please ensure you have read the terms and conditions* pop-up, you can click **OK** to go back and read the certificate again or click the **PROCEED TO PAYMENT** link to start the payment process.

Figure 15: Proceed to Payment

Note: If you click the **CANCEL** link on the *Certification of Responsibility* page, the system will save all of the information in the application. Later, when you return to submit payment for the protest, you will select the protest from the **My Applications** option on the home page.

1.6.2 Manual Signature Submission

1. On the *eSign* page:

If you would like to e-sign this application, and you have a valid Texas driver license, fill out all the fields below and choose "Save and Next." If you would prefer to provide a physical signature, or you have a driver license from another state, provide your first and last name, and select "Other" for issuing state. You will be prompted to print, sign, and upload a Certification of Responsibility.

* First Name	* Last Name	SSN
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Driver License Issuing State		
--None--		
Date of Birth	Driver License Number	
<input type="text"/>	<input type="text"/>	

Figure 16: eSign Page

- a. For **First Name**, type it in as it appears on your driver's license/ID.
 - b. For **Last Name**, type it in as it appears on your driver's license/ID.
 - c. From the **Driver License Issuing State** dropdown, select Other.
2. Click **SAVE AND NEXT**.
 3. Click the **CERTIFICATION OF RESPONSIBILITY PDF** link.

Certification of Responsibility **CERTIFICATION OF RESPONSIBILITY.PDF**

Choose File No file chosen UNDO ATTACHED FILE:

UPLOAD

Figure 17: Certification of Responsibility PDF Link

4. On the PDF file, click the **Printer** icon (in the upper right) to send the PDF to your local printer.
5. Carefully read the document and sign and date it.

Certification of Responsibility

Application for Protest

Please read carefully and accept the terms and conditions. By signing below, the license holder or authorized agent certifies the following:

- All the information contained in the application and any attachments is true and correct.

Date: _____ Printed Name: _____

Authorized Signature: _____

Title: _____

Figure 18: Certification of Responsibility Manually Print

6. To upload and attach the signed certification document to this protest:
 - a. Scan the document to a file and save it.

- b. Back on the *eLICENSING* page, click **CHOOSE FILE**.
- c. In the *Open Windows* dialog box, navigate to the file, select it and then click **Open**.

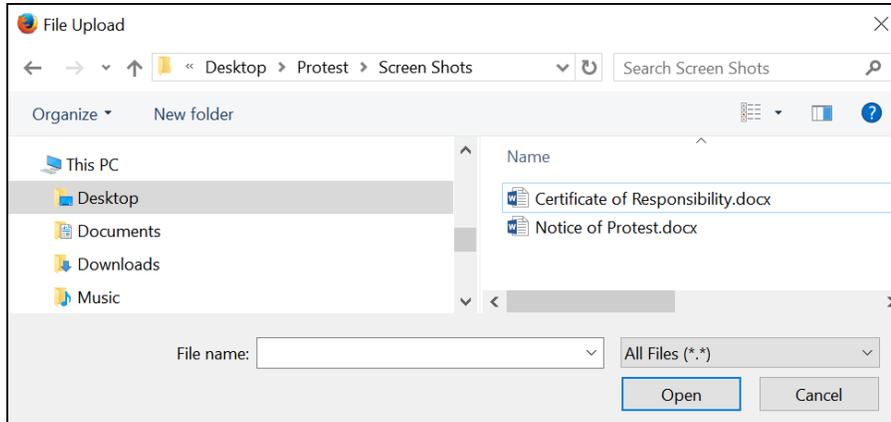


Figure 19: Browse for File

- d. When the name of the file displays on the **Attachments** page area, scroll to the bottom of the page and click **UPLOAD**.
7. Click **SAVE AND NEXT**.
 8. On the pop-up, click the **PROCEED TO PAYMENT** link.

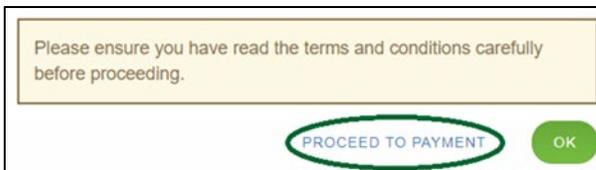


Figure 20: Proceed to Payment

1.7 Payments and Protest Submission

To make a payment:

1. On the Payment Summary page:

Applications for Payment :

- Select All
- 000591102 Protest against a Manufacturer/Distributor termination

Fee Description	Total / Prorated Fees/ Penalty %	Unit	Quantity	Total Term	Sub Total
Protest/Complaint Fee	\$200.00	per application	1		\$200.00
				Total	\$200.00

Figure 21: Payment Summary

2. Click the checkbox of the protest or click **Select All**.

Note: After a protest is selected for payment, the subtotal section updates with the amount due.

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

Method of Payment :

Credit Card ACH/eCheck

Grand Total : \$0.00*

*Payment processing for this service will be included in the total transaction amount when payment is made by credit card or Automated Clearing House (ACH)

Figure 22: Method of Payment

4. Click **Proceed to Pay**.

To Pay by Credit Card:

1. To pay by Credit Card, in the **Customer Information** section on the *Payment* page (to pay by eCheck, skip to ACH/eCheck):

Country
United States ▼

First Name * Last Name *

Address *

Address 2

City * State

ZIP/Postal Code * Phone *

Figure 23: Credit Card Customer Information

- a. For **First Name**, type in your first name as it appears on the credit card used.
- b. For **Last Name**, type in your last name as it appears on the credit card used.
- c. For **Address**, type in the street number and name of the street used to bill the credit card used.
- d. For **Address 2** (optional), type in the additional street information, such as the suite number.
- e. For **City**, type in the name of the city.

- f. For **State**, select the name of the state from the dropdown.
 - g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).
 - h. For **Phone**, type in the phone number associated with the credit card holder.
2. Click **Next**.
3. In the **Payment Info** section:

The screenshot shows a form titled "Credit Card Information". It contains the following fields and elements:

- Credit Card Number ***: A text input field with a help icon.
- Credit Card Type**: Four icons representing MasterCard, VISA, DISCOVER, and AMERICAN EXPRESS.
- Expiration Month ***: A dropdown menu with "Select a Month" as the placeholder.
- Expiration Year ***: A dropdown menu with "Select a Year" as the placeholder.
- Security Code ***: A text input field with a help icon.
- Name on Credit Card ***: A text input field.
- Next >**: A green button with a right-pointing arrow.

Figure 24: Credit Card Information

- a. For **Credit Card Number**, type in the numbers of the card.
 - b. For **Expiration Month**, select the appropriate month from the dropdown.
 - c. For **Expiration Year**, select the appropriate year from the dropdown.
 - d. For **Security Code**, type in the 3-digit number from the back of the card.
 - e. For **Name on Card**, type in the full name printed on the card.
 - f. Click **Next**.
4. In the Verification section, click **I'm not a robot**.

The screenshot shows a "Verification" section with a grey header. Below the header, there is a checkbox labeled "I'm not a robot". To the right of the checkbox is the reCAPTCHA logo, which consists of a blue circular arrow icon and the text "reCAPTCHA" and "Privacy - Terms".

Figure 25: I'm not a robot

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



Figure 26: Verification Image

To pay by ACH/eCheck:

1. To pay fees with an ACH/eCheck, Select the check box if the payment is being funded by a foreign source. Otherwise, click **NEXT**.

Payment Type *

Electronic Check ▼

Select if this payment IS being funded specifically by a **FOREIGN** source (bank or company), an International ACH Transaction ("IAT").

Figure 27: Foreign Source Payment

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

Country
United States ▼

First Name *

Last Name *

Address *

Address 2

City * State

ZIP/Postal Code * Phone *

Figure 28: ACH/eCheck Customer Information

- a. For **First Name**, type in your first name as it appears on the bank account used.
 - b. For **Last Name**, type in your last name as it appears on the bank account used.
 - c. For **Address**, type in the street number and name of the street on the bank account information used.
 - d. For **Address 2** (optional) type in the additional street information, such as the suite number.
 - e. For **City**, type in the name of the city.
 - f. For **State**, select the name of the state from the dropdown.
 - g. For **ZIP/Postal Code**, type in the five number ZIP code (or the nine numbers of the extended code).
 - h. For **Phone**, type in the phone number associated with the bank account holder.
3. Click **Next**.
 4. On the *Payment Info* screen:

The screenshot shows a form titled "Payment Info" with the following fields and options:

- Name on Account ***: A text input field.
- Routing Number ***: A text input field.
- Account Number ***: A text input field with a help icon.
- Re-enter Account Number ***: A text input field.
- Account Type**: Radio buttons for **Checking** (selected) and **Savings**.

A legend at the bottom of the form shows:

- 012345678** Routing Number
- 01234567890** Account Number

Figure 29: Checking Account Information

- a. Enter the **Name on the Account**.
 - b. Enter the **Routing Number**.
 - c. Enter the **Account Number**.
 - d. Re-enter the **Account Number**.
 - e. Select whether the account is a **Checking** or **Savings** account.
5. Click **NEXT**.
 6. Carefully read the Terms and Conditions. After reading the Terms and Conditions, check **Yes** to authorize.

Terms and Conditions [Open a new window to print](#)

Yes, I authorize this transaction. Please print this page if you would like a copy of this authorization for your records.

By checking "Yes" and opting to pay by electronic debit against the bank account specified above, I agree and stipulate to all statements:

1. I am the legal owner, have power of attorney, or have legal authority in relation to the bank account specified above to be used for payment.
2. Such bank account is open, validly issued, in good standing and able to accept electronic debits.

Yes, I authorize this transaction.

Figure 30: Terms and Conditions Page

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

Verification

I'm not a robot



reCAPTCHA
Privacy - Terms

Figure 31: I'm not a robot

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

Select all images with a **bus**



   **VERIFY**

Figure 32: Verification Image

9. Click **SUBMIT PAYMENT**.
10. After the *Please Wait* pop-up closes, verify **Payment Successful** displays on the *Payment Summary* page and click **NEXT**.

Payment Status : **Payment Successful**

You should receive an email with your Application Summary and receipt for payment after the application and payment is received by TxDMV. If you have not received this email at your contact email address within 2 hours of submission, please check the status of your payment under the "Make a Payment" menu option.

Figure 33: Payment Status



11. On the *Protest Submitted* page, click **GO TO HOME** to return to the *eLICENSING* home page or click your name in the upper right corner to display the dropdown and click **Log out**.