

## RENEWAL FAQs



The Department is in full swing with processing franchise and used motor vehicle dealer renewals. With each year comes some frequently asked questions. We have included some of the most common questions we have received below:

**Q: My documents won't upload, it says they are too large. How do I resize them to upload?**

A: You can use your built in photos or paint app on your computer to resize the photos. The resize option can be found in these apps on the menu. Photos can be no larger than 1MB

**Q: The upload says it has to be a PDF. How do I change my documents to PDF?**

A: On your computer you can open the document and attempt to print. Select the PDF option for printer. This will save your document as a PDF and can be saved to your computer.

**Q: I have an account on MyDMV but my business information isn't there. How do I find my information?**

A: To link your business to your MyDMV account follow the below instructions:

- Log into your MyDMV account
- Click on "My Profile" on the top right side
- Click the three lines in the upper right corner
- Select "Request Additional Access" from the menu that appears
- Select "Add a Business"
- Add the business information as requested on the screen and click Save

A request will then be sent to the Department to approve your request for the business to be added.

## HOW TO CREATE A NEW MYDMV ACCOUNT

All new and renewal applications are now required to be submitted online using the MyDMV online portal. If your business does not currently have an account you can find the directions on how to create a new account below:

- Navigate to [mydmv.mo.gov](https://mydmv.mo.gov)
- Click Login or Register and select Create a New MyDMV Account
  - Applicant must be an owner listed on the license
- On the Online Services tab, select Add a Business – Business Licensing
- Enter license information – License number
  - Once the search is complete the information should auto populate. Complete this step for as many licenses you hold before clicking apply
- You'll receive an email to set up password and security questions.
- A second email will be sent once your account is approved by DOR Dealer Licensing

Remember: once you have established the MyDMV account, your password will expire after 30 days. It is important that you login to your account monthly to keep the account active. The Department may also use the MyDMV portal to communicate any important information to businesses.

## TEMPORARY PERMIT UPDATES

As of March 16, 2023, the Department has transitioned from RR Donnelley to OpSec Security for all temporary license permit paper needs. New pricing is listed below:

- Printed Temp Vehicle Permit: from \$1.032 to \$0.929.
- Printed Temp Motorcycle Permit: from \$1.681 to \$1.513.
- Vehicle License Plate Frame: from \$1.12 to \$1.0008.
- Motorcycle License Plate Frame: from \$1.53 to \$1.377.



New safety features include: metallic silver ink, OVD security features, "VOID" appears in the orange when copied.

To order new inventory from OpSec Security, go to [orders.opsecurity.com](https://orders.opsecurity.com)

## ADMINISTRATIVE FEES - COLLECTING & MODIFYING

The Department collects 10% of administrative fees. These funds are used for the development of a modernized, integrated motor vehicle and driver licensing system called FUSION.

- FAST Enterprises is designing the system both on time and on budget!
- Once development is near completion and we've entered a maintenance phase, the administrative fees will decrease to a 1% collection rate.

Remember: It is important that all dealers are correctly declaring the administrative fee charged, identifying all sales that the fee is collected on, and 10% of those administrative fees are remitted to the Department monthly. *The Department reserves the right to discipline any dealer that is not adhering to the administrative fee rules.*

A new maximum administrative fee will be published by Jan. 14th with the CPI increase. The current maximum amount that can be charged is \$565.38. You can adjust your dealer administrative fee through the online portal between Feb 1st and April 30th. At that time, you'll see an "action item" in your MyDMV account that allows you to increase, decrease, start, or stop the collection of administrative fees.