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# **DoBS Portal**

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## **User Guide**

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**Version – 2.5**

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## Document Purpose

The Commonwealth of Pennsylvania Department of Banking and Securities (DOBS) has launched a DOBS Portal to allow for Non-Depository institutions to apply for licenses and update their information. This document is to provide the steps on how to use the DOBS Portal.

## DOBS Portal Information

The DOBS Portal can be accessed in Chrome or Microsoft Edge using the URL provided below:

<https://www.portal.dobs.pa.gov/>

## Access and User Authentication

The DOBS Portal uses Keystone authentication which is used across other Commonwealth of Pennsylvania websites. The user will need to create a Keystone Login Account to proceed with using the DOBS Portal.

**An email address and/or cell phone number is required by the DOBS Portal when creating the Keystone Login Account.**

The Portal will require multi-factor authentication (MFA) when logging in to ensure maximum security.

**What is MFA?** MFA is a layered approach to securing online accounts and the data they contain. MFA requires more than one way to authenticate your identity so that if one method, such as your password, is compromised, the additional verification methods provide an added layer of security.


**What to expect?** You will continue to use your Keystone Login to access the DoBS Portal. Once you have entered your Keystone Login credentials, you will be prompted to enter a six-digit code (or token) that will be sent to the email address associated with your Keystone Login Account. If you have not successfully logged in within twenty minutes of receiving this unique code, you will need to hit the “Resend Code” button on the DoBS Portal

**Login page:** If you have not registered an email address or cell phone number with your Keystone Login Account, you will receive an error message indicating that you must update your Keystone Login Account to proceed.

This document does not include any Keystone related documentation, but links are available on the log-in screen for additional references.

# DoBS Portal

PA An Official Pennsylvania Government Website



A Keystone Login account is required to access the DoBS Portal. If you have not already done so, create a Keystone Login account and log in below.

**Browser Recommendation: Google Chrome**


- [Create a Keystone Login Account](#)
- **Please note:** The first time that you log in you will be directed to a registration page where you will establish your profile.

**Keystone Login Help Desk**

On May 18, 2020, the Commonwealth of Pennsylvania will be opening the Keystone Login Help Desk for Keystone Login users. For all questions, concerns and issues with Keystone Login, please contact the new Help Desk at 877-328-0995.

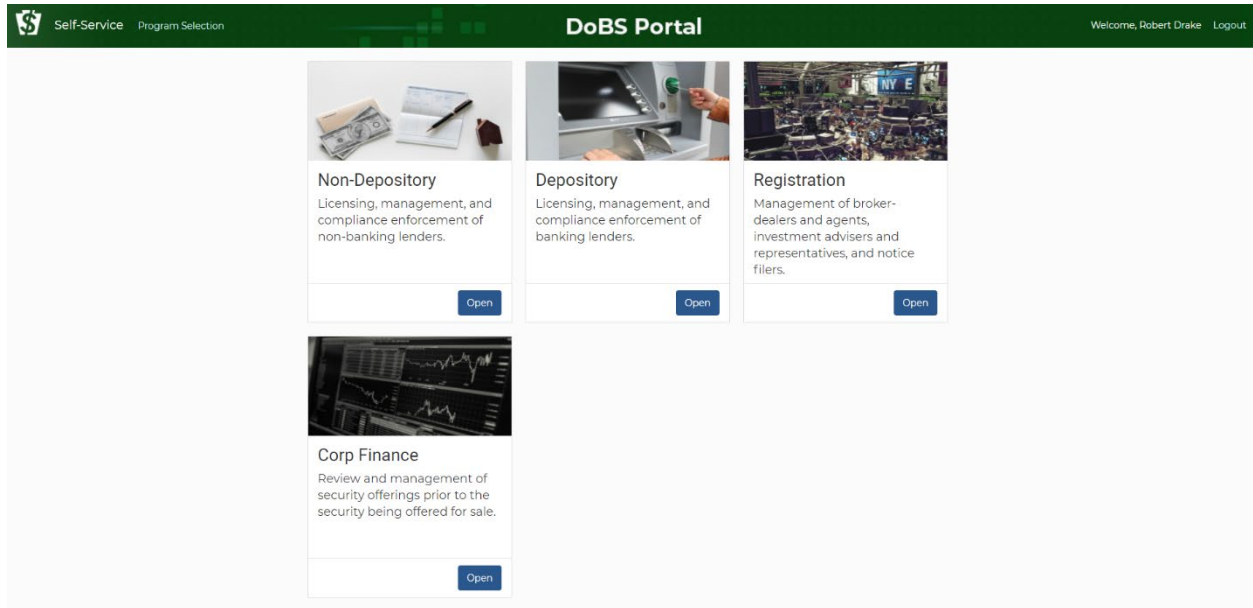
**DoBS Portal Support**

For resources which includes [DoBS Portal User Guides](#) and [Frequently Asked Questions](#)

DoBS Portal	Keystone Support
<p>Click <b>Login</b> button to redirect to Keystone Login site. Provide your Username and Password in the Keystone Login site to login to DoBS Portal.</p> <p><a href="#">Login</a></p> <p>Powered by</p>  <p><b>KEYSTONE LOGIN</b></p> <p><a href="#">Learn more about Keystone Login</a></p>	<p><b>Keystone Login Help Desk Number: 877-328-0995</b></p> <p><b>Keystone Login Help Desk Email:</b> <a href="mailto:KeystoneLoginSupport@randstadusa.com">KeystoneLoginSupport@randstadusa.com</a></p> <p><a href="#">Register</a></p> <p><a href="#">Forgot Username?</a></p> <p><a href="#">Forgot Password?</a></p> <p><a href="#">Having trouble registering?</a></p> <p><b>Now available: Unlock your Keystone Login account with a one-time passcode. Go to the <a href="#">Keystone Login portal</a> , log in, and select <a href="#">Edit Account</a> to add an email address.</b></p>

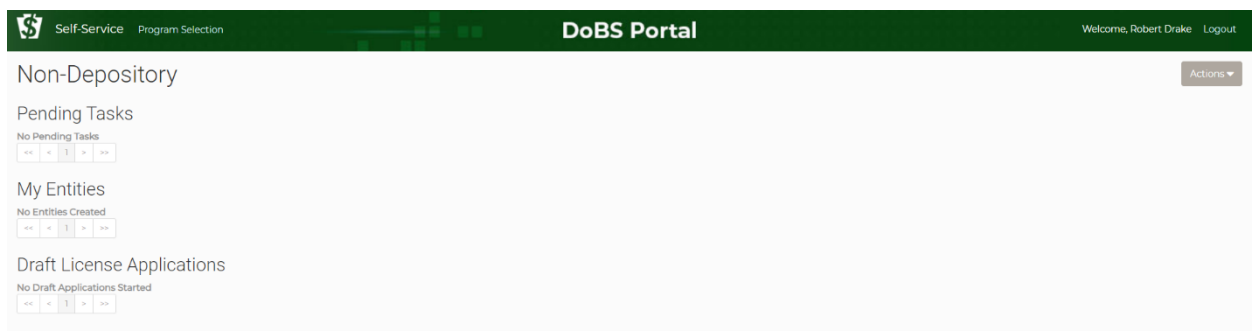
## Program Selection

The DOBS Portal will be used by the different programs underneath the Department of Banking and Securities. Once a user has logged-in successfully, the user will be prompted to select the Program that they want to interact with. This document is focused on the Non-Depository program so selecting Non-Depository would allow the user to proceed.



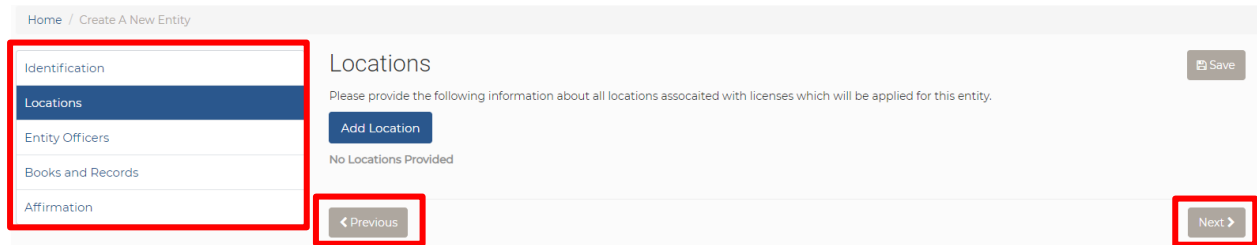
## Non-Depository Dashboard

The Non-Depository Dashboard will show the Pending Tasks, My Entities and Draft License Applications associated with the user.



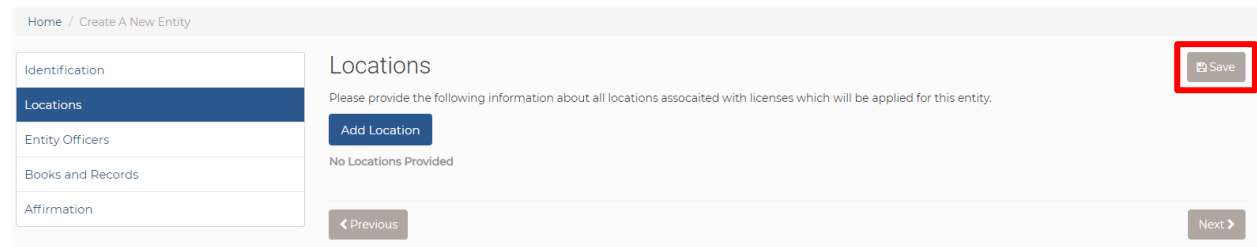
## General – Navigation

The DOBS Portal allows the user to navigate through different screens using 2 ways. The user can either click the name of the tab on the left or click on the [Previous] / [Next] buttons at the bottom of the screen. The tab that the user is currently in will also have a different background color.



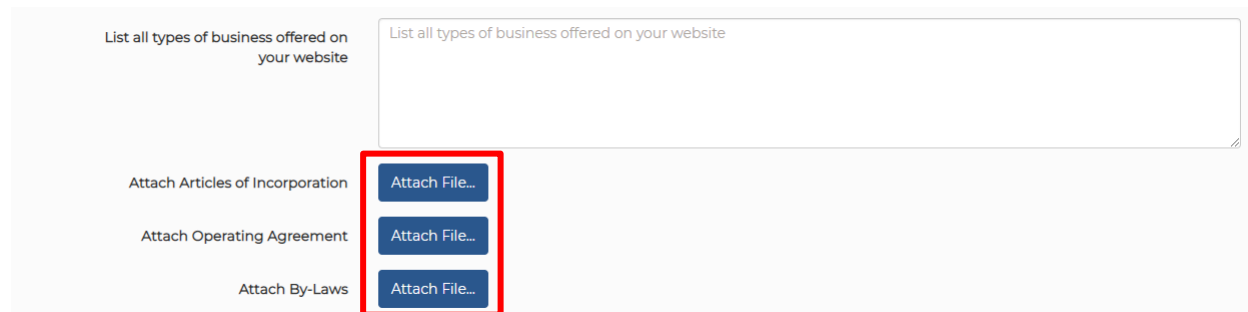
## General – Save

The DOBS Portal allows the user to save information without submitting it for processing. This allows the user to enter the information and go back at a later time to complete it and submit. The [Save] button is available at various screens in the system.



## General – Attach File

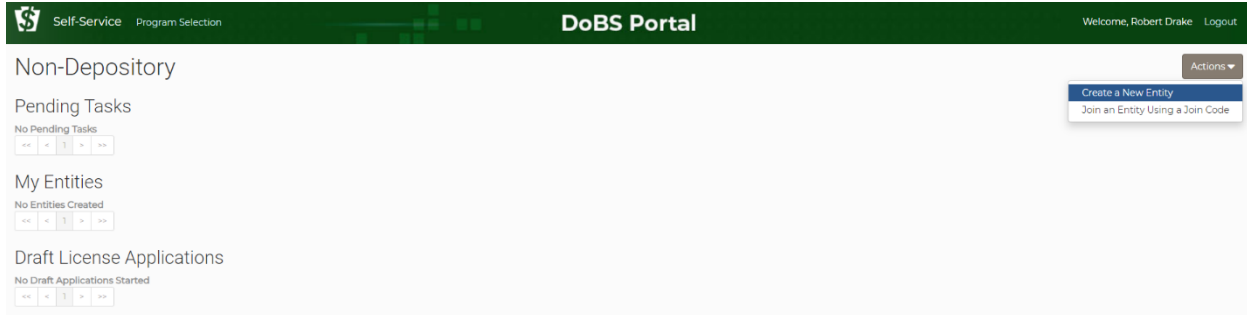
The DOBS Portal allows the user to attach various documents and files. This is a secure way of providing documentation to the DOBS. The [Attach File] button is available at various areas in the system.



## Creating a New Entity

For institutions who have not transacted with the Department of Banking and Securities – Non-Depository, they will need to provide information of the entity that they are associated with. The steps below outline how an entity can be created in the DOBS Portal.

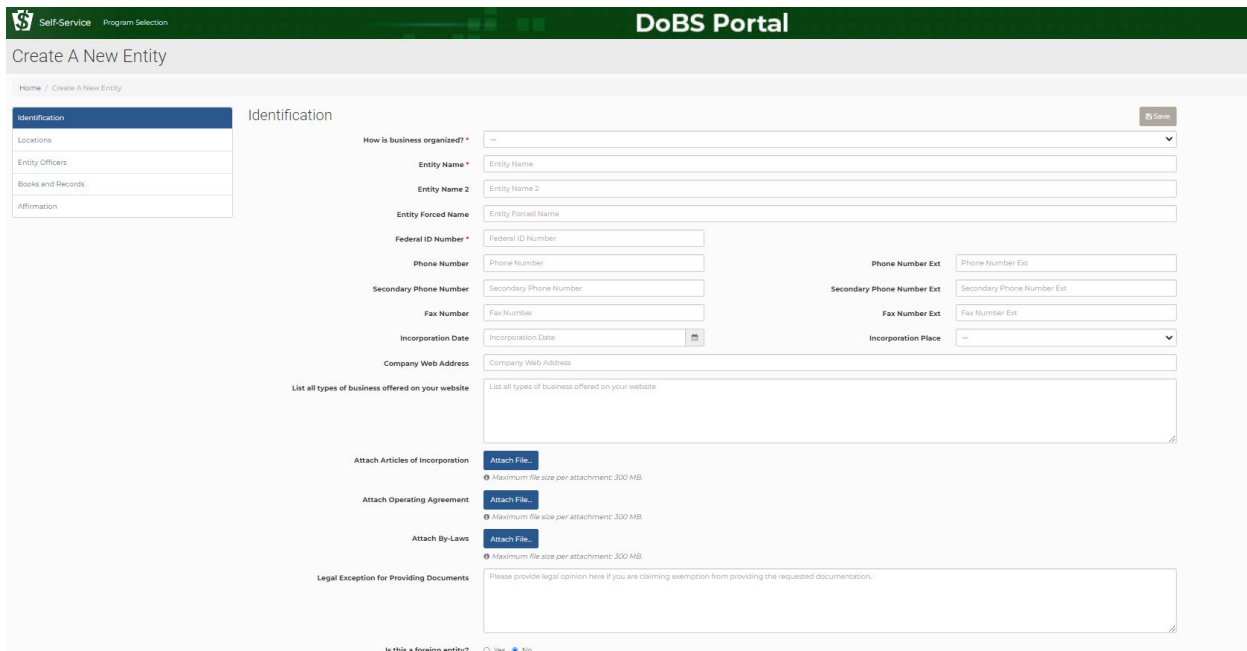
1. On the Non-Depository dashboard, click on the [Actions] button on right and select [Create a New Entity].



2. On the [Create A New Entity] screen, provide all the information regarding the entity. The [Create a New Entity] screen has 5 sections (Identification, Locations, Entity Officers, Books and Records, Affirmation) which will need to be completed. Required fields will have a \* beside them.

[Entity Forced Name] is the alternate name approved by the Pennsylvania Department of State when the Legal name is already used in Pennsylvania.

If the entity was incorporated/formed in any state other than Pennsylvania, you will need to check the [Is this a foreign entity?] button and complete the required information.





## User Guide

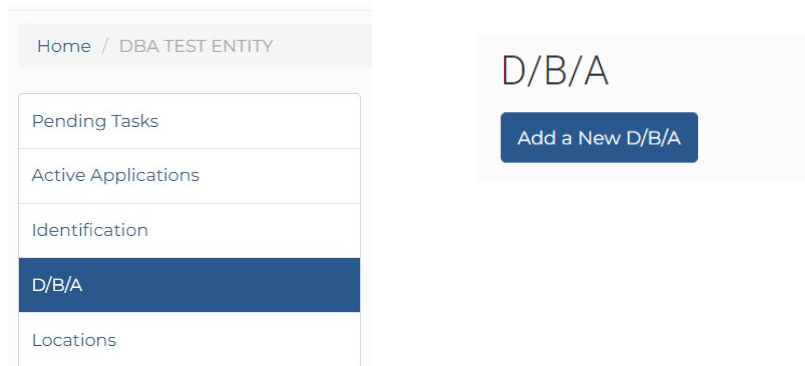
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Note that there will be buttons on the various screens where multiple entries will be allowed. For example, on the [Identification] section,

The [D/B/A], [Locations], [Entity Officers] and [Books and Records] section provide an ability to add multiple entries for their respective sections. Click [Next] to advance to the next section or [Save] to save your work and continue at a later time.

### [D/B/A] section

Click on the [D/B/A/ tab, then click [Add a New D/B/A].



Enter the DBA name, attach the approved fictitious name registration from the Pennsylvania Department of State and the date the DBA was approved for use. Click [Add New D/B/A].

You can add multiple DBAs by clicking the [Add a New DBA] button again. Repeat the above process for each new DBA.

### [Locations] section

Click [Add Location] to begin. There must be 1 location designated as the headquarters. The headquarters location may or may not have a license.

**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

## User Guide

### Locations

Please provide the following information about all locations associated with licenses which will be applied for this entity.

[Add Location](#) [Save](#)

Location
Remove

**Headquarters**  This location is my headquarters.  
*\* Only one location can be set as the business's headquarters.*

**Country\***

**Street Address\***

**City\***

**Zip / Postal Code\***  **State / Province\***

**County**

**Office Phone Number\***  **Office Fax Number**

[Previous](#)
[Next](#)

### [Entity Officers] section

Click [Add Officers] to begin. Click on the [Instructions] in the upper right-hand corner for officer type descriptions.

The [Add Associated License] button allows for multiple entries and the [x] button will remove an entry.

**\*\*Please take note of the Country designation, it is defaulted to United States.\*\***

- Identification
- Locations
- Entity Officers
- Books and Records
- Affirmation

### Entity Officers

Please provide the following information about all officers, directors, owners, partners or members and any managers of the entity.

[Add Entity Officer](#) [Save](#)

Entity Officer
Remove

**Officer Type\***

**Title\***

**First Name\***  **Last Name\***

**Middle Name**

**Social Security Number\***  **Date of Birth\***

**Home Phone Number\***  **Cell Phone Number\***

**Email Address\***

**Country\***

**Street Address\***

**City\***

**Zip / Postal Code\***  **State / Province\***  **County**

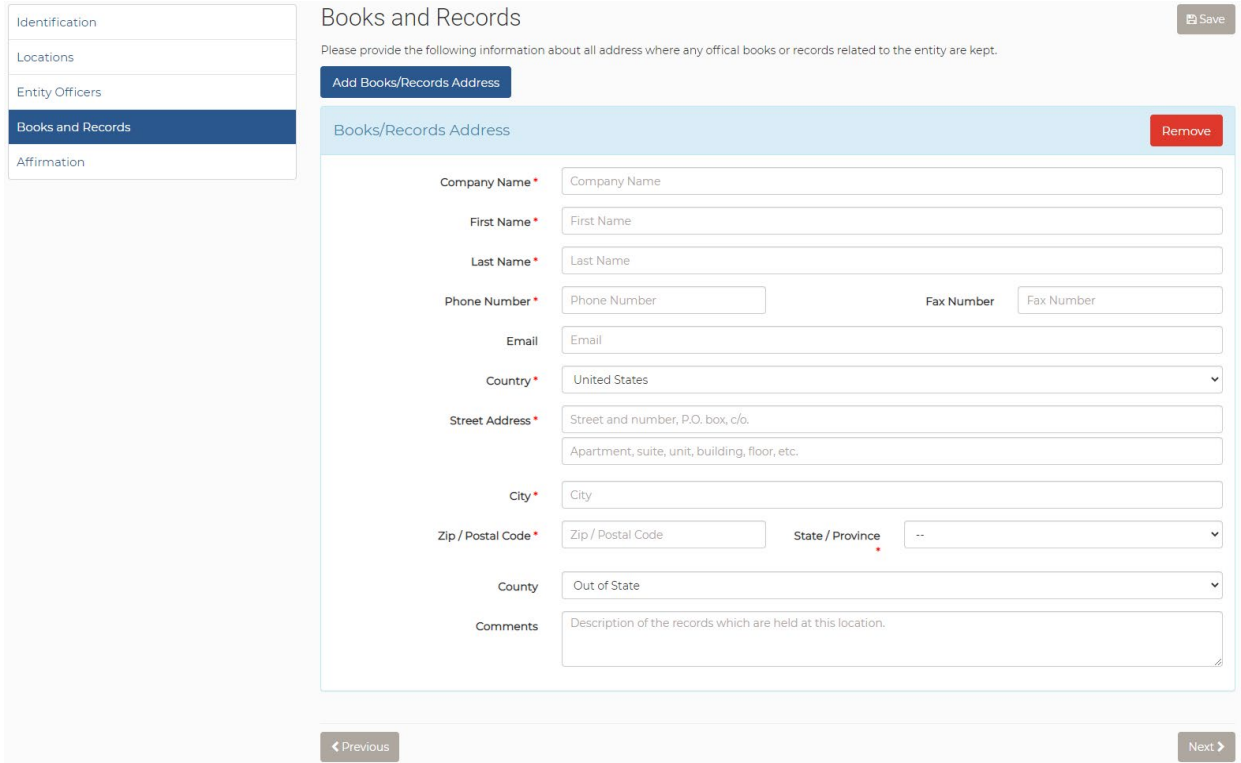
Other Associated Department of Banking and Securities Licenses  
Please list below all other entities that have been licensed or are currently licensed by the Department for which this individual has ever been involved.

**Business Name**  **License Type**  **License Number**  x

[Previous](#)
[Next](#)

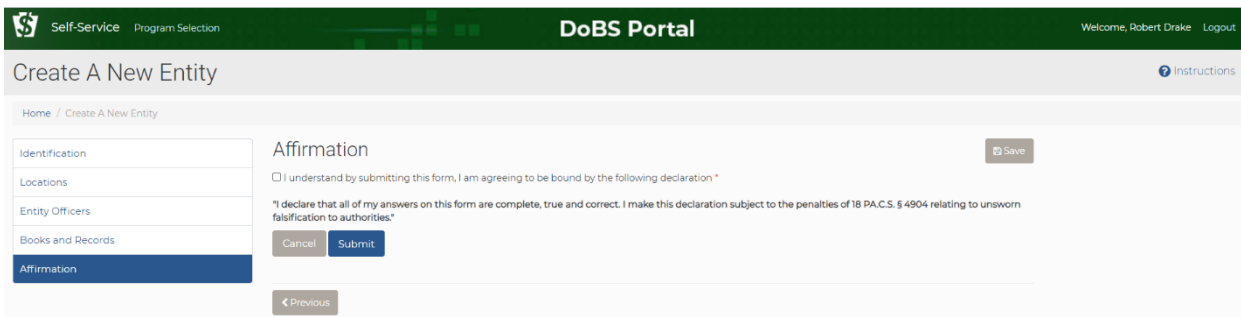
[Books and Records] section

**\*\*Please take note of the Country designation, it is defaulted to United States.\*\***



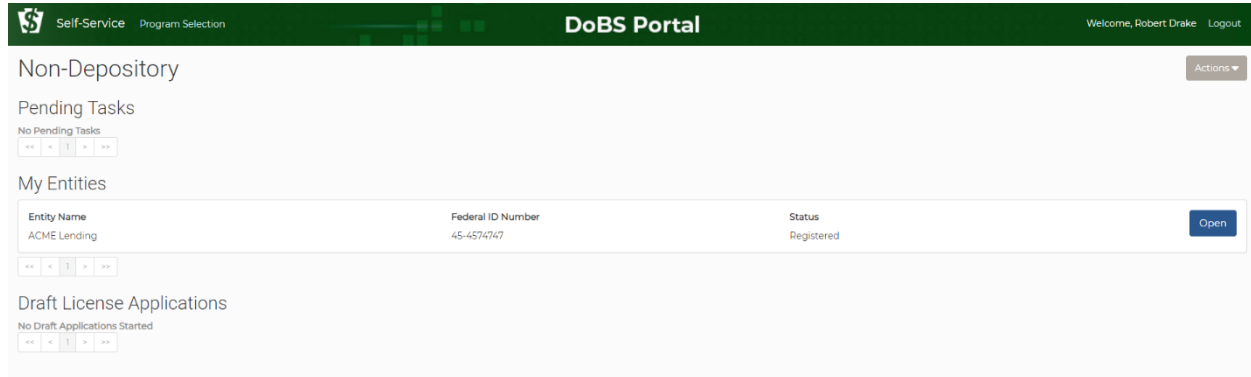
- Once all the information regarding the entity has been entered, the user will need to affirm the information on the [Affirmation] section and click on the [Submit] button.

When an Entity is submitted to DOBS, all information will be locked and can only be changed using amendments in the system. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



## User Guide

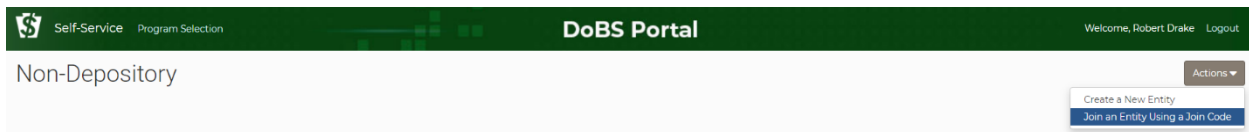
- When the [Submit] button has been clicked, the Entity can now be seen on the Non-Depository Dashboard. This will enable the user to submit applications, amendments and provide access to other users. Instructions for applying for a license can be found on subsequent pages.



The screenshot shows the 'Non-Depository' dashboard in the DoBS Portal. The header includes 'Self-Service Program Selection', 'DoBS Portal', and 'Welcome, Robert Drake Logout'. The main content area is divided into three sections: 'Pending Tasks' (No Pending Tasks), 'My Entities' (a table with columns for Entity Name, Federal ID Number, and Status), and 'Draft License Applications' (No Draft Applications Started). The 'My Entities' table shows one entry: 'ACME Lending' with Federal ID Number '45-4574747' and Status 'Registered'. An 'Open' button is visible next to the entry.

## Joining an Entity

If an institution already exists in the DOBS Portal system, users are invited using a Join Code that is received in their email. Once a Keystone log-in has been created and a user logs in to the DOBS Portal, the user can then click on the [Actions] button then select [Join an Entity Using a Join Code].



This screenshot shows the same 'Non-Depository' dashboard as above, but with the 'Actions' dropdown menu open. The menu options are 'Create a New Entity' and 'Join an Entry Using a Join Code'.

The user will then be prompted with a screen where the Join Code can be entered.

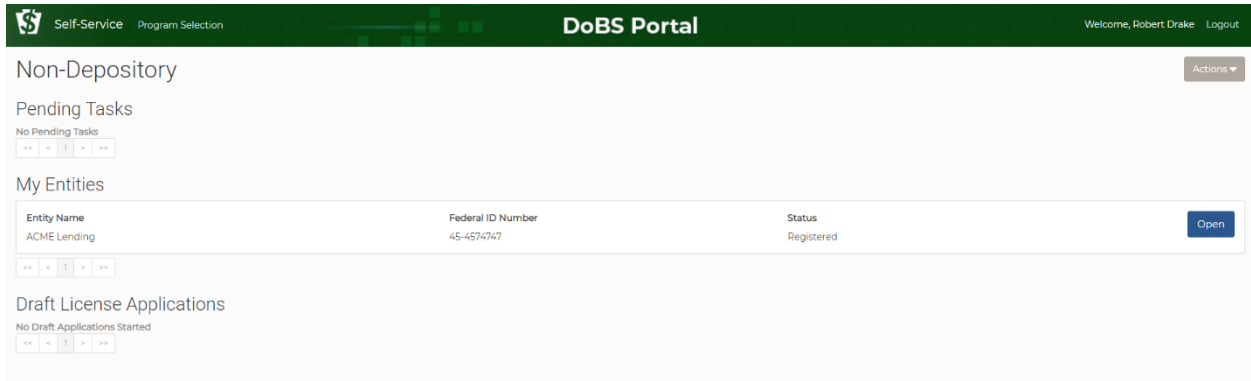


The screenshot shows a modal window titled 'Join an Entity'. It contains a text input field labeled 'Join Code' with a red asterisk indicating it is required. Below the input field are two buttons: 'Cancel' and 'Submit'.

## User Guide

### Accessing the Entity Dashboard

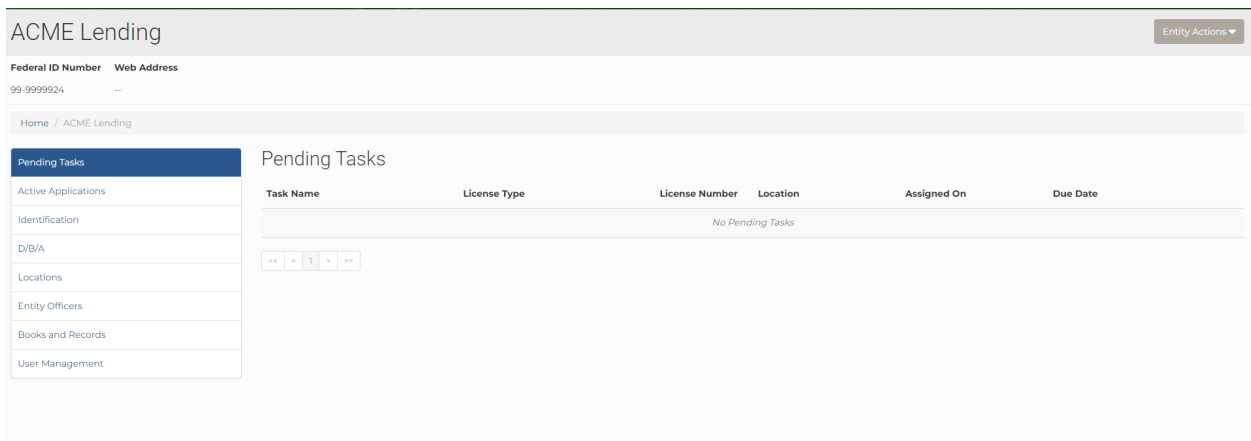
On the Non-Depository dashboard, the user can click on the Open for an entity that they are associated with. This allows the user to view entity information as well various Entity Actions.



The screenshot shows the 'DoBS Portal' interface. At the top, there is a navigation bar with 'Self-Service Program Selection' on the left, 'DoBS Portal' in the center, and 'Welcome, Robert Drake Logout' on the right. Below the navigation bar, the main content area is titled 'Non-Depository' and includes an 'Actions' dropdown menu. Under 'Pending Tasks', it states 'No Pending Tasks' with a pagination control. Under 'My Entities', there is a table with the following data:

Entity Name	Federal ID Number	Status	Open
ACME Lending	45-4574747	Registered	<a href="#">Open</a>

Below the table, there is another 'No Pending Tasks' section with a pagination control. At the bottom, there is a 'Draft License Applications' section with a pagination control.



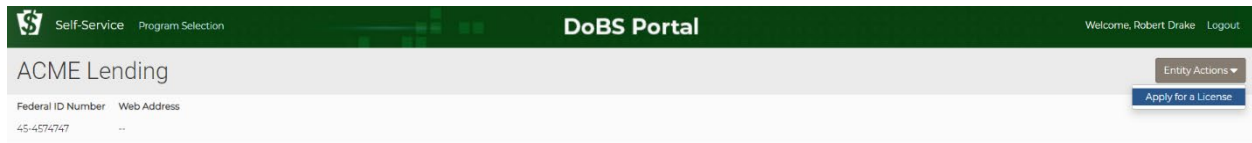
The screenshot shows the 'ACME Lending' entity dashboard. At the top, there is a header with 'ACME Lending' and an 'Entity Actions' dropdown menu. Below the header, there is a section for 'Federal ID Number' and 'Web Address' with the values '99-9999924' and '--' respectively. A breadcrumb trail shows 'Home / ACME Lending'. On the left, there is a sidebar menu with the following items: 'Pending Tasks' (selected), 'Active Applications', 'Identification', 'D/B/A', 'Locations', 'Entity Officers', 'Books and Records', and 'User Management'. The main content area is titled 'Pending Tasks' and contains a table with the following columns: 'Task Name', 'License Type', 'License Number', 'Location', 'Assigned On', and 'Due Date'. The table is currently empty, with the text 'No Pending Tasks' displayed below it. A pagination control is located at the bottom of the table.

## User Guide

### Applying for a License

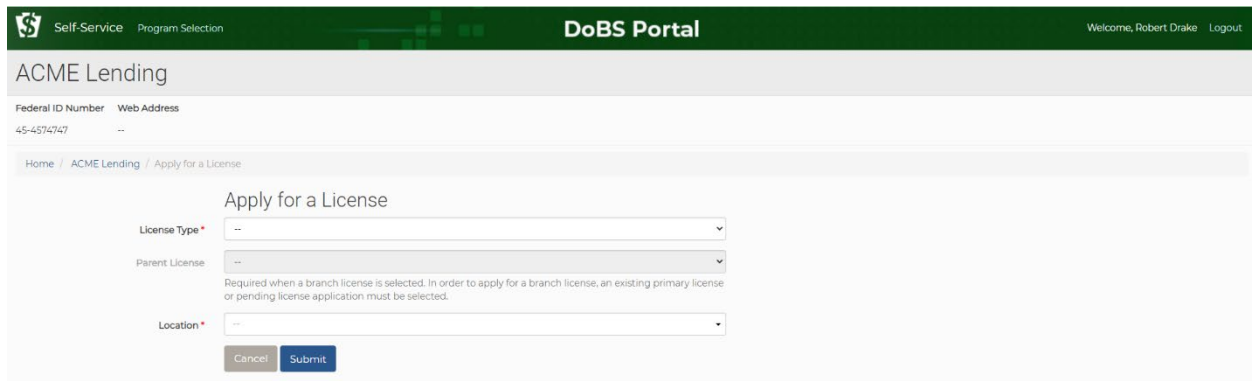
The DOBS Portal enables the user to apply for a license online. The user will need to be a member of the Entity that they are applying a license for. Note that NMLS license types are not shown on the DOBS Portal since NMLS licenses should go through NMLS.

1. On the Entity dashboard, the user can click on [Entity Actions] button and select [Apply for a License].



The screenshot shows the DoBS Portal interface. At the top, there is a green navigation bar with 'Self-Service Program Selection' on the left, 'DoBS Portal' in the center, and 'Welcome, Robert Drake Logout' on the right. Below this, the page title is 'ACME Lending'. Underneath, there are fields for 'Federal ID Number' (45-4574747) and 'Web Address' (---). On the right side, there is a dropdown menu labeled 'Entity Actions' with a blue button labeled 'Apply for a License' below it.

2. The [Apply for a License] screen will then be shown, and the user can select the License Type and Location that is associated with the license. Once the entries are selected, click the [Submit] button to initiate a license application for the selected license type. If the location is not displayed, you will need to go back into the Entity and add the location(s).



The screenshot shows the 'Apply for a License' form. At the top, there is a green navigation bar with 'Self-Service Program Selection' on the left, 'DoBS Portal' in the center, and 'Welcome, Robert Drake Logout' on the right. Below this, the page title is 'ACME Lending'. Underneath, there are fields for 'Federal ID Number' (45-4574747) and 'Web Address' (---). Below that, there is a breadcrumb trail: 'Home / ACME Lending / Apply for a License'. The main form area has the title 'Apply for a License' and three dropdown menus: 'License Type \*', 'Parent License', and 'Location \*'. Below the 'Parent License' dropdown, there is a note: 'Required when a branch license is selected. In order to apply for a branch license, an existing primary license or pending license application must be selected.' At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'.

For Licenses associated with branch locations, the Parent License will need to be selected.

3. Please review the [Requirements] tab for more information on the requirements for licensure.

## Applying for a License – Collector Repossessor

1. After selecting “Collector Repossessor” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Collector Repossessor New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.


The form has 6 sections – Requirements, General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.


The Requirement section outlines all the requirements needed to apply for and maintain a license.

### Application for a Collector Repossessor New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Collector Repossessor New License

 Step 1  
License

 Step 2  
Submit & Pay

Requirements

General Details

License D/B/As

Branch Manager

Contacts

Affirmation

### Requirements Save

The Pennsylvania Department of Banking and Securities (“the Department”) welcomes your request for this Collector-Repossessor application. This portion of the application provides general information that will be useful when completing the written portion of the application.

The Department issues Collector-Repossessor licenses under the provisions of the Consumer Credit Code relating to Motor Vehicles which sets forth the requirements to obtain a license, maintain a license, the authority of the Department, among other critical information.

It is imperative that you become familiar with and operate in compliance with the Consumer Credit Code. You may wish to consult with an attorney to ensure that your operations are compliant. The Consumer Credit Code can be found at 12 Pa. C.S. § 6101 et. seq. and is available on the Department’s website at [www.dobs.pa.gov](http://www.dobs.pa.gov).

**License Required**  
§ 621(a). The following persons may engage or continue to engage in this Commonwealth as a principal, employee, agent or broker only as authorized in this chapter and under a license issued by the department: (3) A collector-repossessor.

Where § 6202 provides the following definition of “Collector-repossessor”:

(1) A person who, as an independent contractor and not as a regular employee of an installment seller or a sales finance company, collects payments on installment sale contracts or repossesses motor vehicles that are the subject of installment sale contracts.

(2) The term excludes the following:

(i) A duly constituted public official or an attorney-at-law acting in an official capacity.

(ii) A licensed seller or licensed sales finance company making collections or repossessions on installment sale contracts, if the seller or sales finance company:

(A) was previously a holder; or

(B) was not a holder but occasionally makes collections or repossessions for other licensed sellers or licensed sales finance companies.

§ 621(b)(1). Unless revoked or suspended under section 6218 (relating to revocation or suspension of license) or otherwise surrendered, a license shall be valid for one year.

Please complete the General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

[General Details] Section

### Application for a Collector Repossessor New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Collector Repossessor New License

**Step 1**  
License

**Step 2**  
Submit & Pay

- Requirements
- General Details**
- License D/B/As
- Branch Manager
- Contacts
- Affirmation

#### General Details

Have any officers, directors, owners, partners or members and any managers identified on this application ever been convicted of, pled guilty to, or pled nolo contendere (no contest) or given a diversionary sentence in lieu of conviction to any felony in this Commonwealth or anywhere else? Section 6217(a)(3) of the Consumer Credit Code. \*

Yes  No

Within the past ten (10) years, has the applicant or applicant's affiliate, owner, partner, member, officer, director, employee or agent pleaded guilty to, entered a plea of nolo contendere (no contest) to or been convicted of a violation under Section 6271 (relating to operating without a license) or subsection A of Section 37 of the former act known as the Motor Vehicle Sales Finance Act? Section 6217(b)(2) of the Consumer Credit Code. \*

Yes  No

Have any legal proceedings involving consumer protection, usury, lending, real estate, licensing violations, breach of judiciary duty, fraud or similar issues been instituted, continued or concluded against the licensee? \*

Yes  No

#### Bond Information

A bond in the sum of five thousand dollars (\$5,000) must accompany each application. This bond must be furnished by a surety company legally authorized to transact business in Pennsylvania, and must be written to conform to the period of licensure. Furthermore, the bond must be renewed and re-filed with the Department, along with the submission of the license renewal, no later than September 15 of each year. § 6213

**Name of Bonding Company \***

--

**Bond # \***

Bond #

[License D/B/As] Section

When applying for Collector Repossessor License please select any DBA's that will be associated with this license by clicking the checkbox next to the appropriate name.

### Application for a Collector Repossessor New License

Entity Name	Federal ID Number	Location	Web Address
ACME Motors, Inc.	99-9999924	17 N 2nd St	--

Home / ACME Motors, Inc. / Application for a Collector Repossessor New License

**Step 1**  
License

**Step 2**  
Submit & Pay

- Requirements
- General Details
- License D/B/As**
- Branch Manager
- Contacts
- Affirmation

#### License D/B/As

Please select applicable D/B/As

<input type="checkbox"/>	Name	Fictitious Name Registration Document
<input type="checkbox"/>	This is my test DBA	Unicorn attachment.docx



## User Guide

### [Branch Manager] Section

Each licensed location requires a designated Branch Manager who is in charge of and responsible for the business operations of the branch location.

Application for a Collector Repossessor New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Collector Repossessor New License

Step 1 License | Step 2 Submit & Pay

Requirements

General Details

License D/B/As

**Branch Manager**

Contacts

Affirmation

### Branch Manager

The Department of Banking and Securities requires all applicants to provide both National Criminal History Record Information (fingerprint cards) and Pennsylvania Criminal Record Checks for all officers, directors, owners, partners or members and any managers as per Section 6217(a)(3) of the Consumer Credit Code. These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers. Criminal Record Check and Fingerprint Check (PDF) These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers.

**First Name \***  **Last Name \***

**Middle Name**

**Title \***  **Suffix**

**Social Security Number \***  **Date of Birth \***

**Home Phone Number**  **Cell Phone Number \***

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

**\*\*Please take note of the Country designation, it is defaulted to United States.\*\***

Self-Service Program Selection | DoBS Portal | Welcome, Robert Drake Logout

Application for a Collector Repossessor New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	45-4574747	1 Main St	--

Home / ACME Lending / Application for a Collector Repossessor New License

Step 1 License | Step 2 Submit & Pay

General Details

**Contacts**

Affirmation

### Contacts

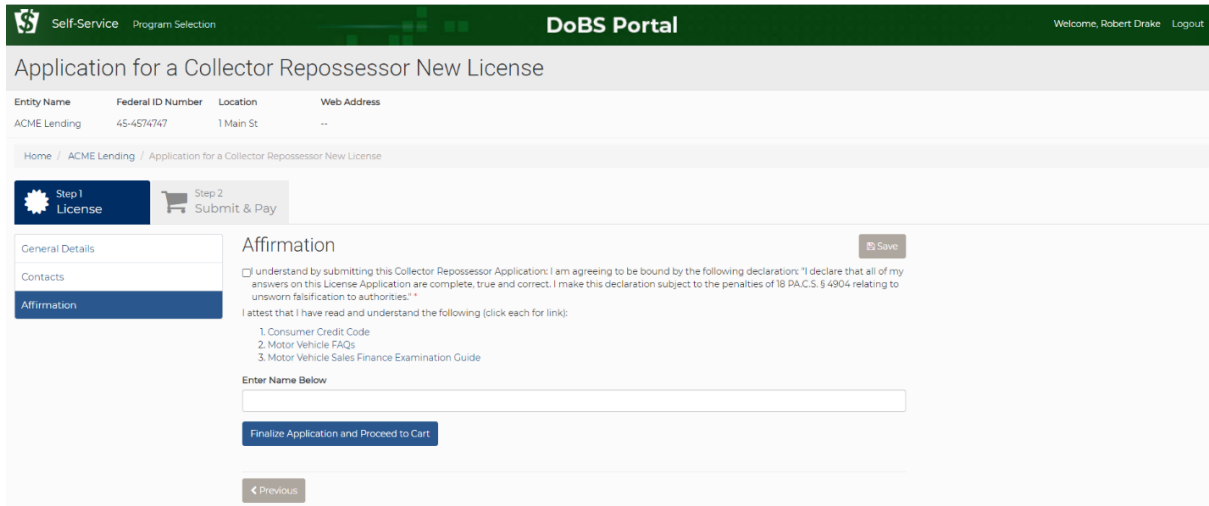
Please provide the following information about the required contact types: Licensing Contact

--

**Do Not Use Call Center telephone numbers for your Contact Information**

## User Guide

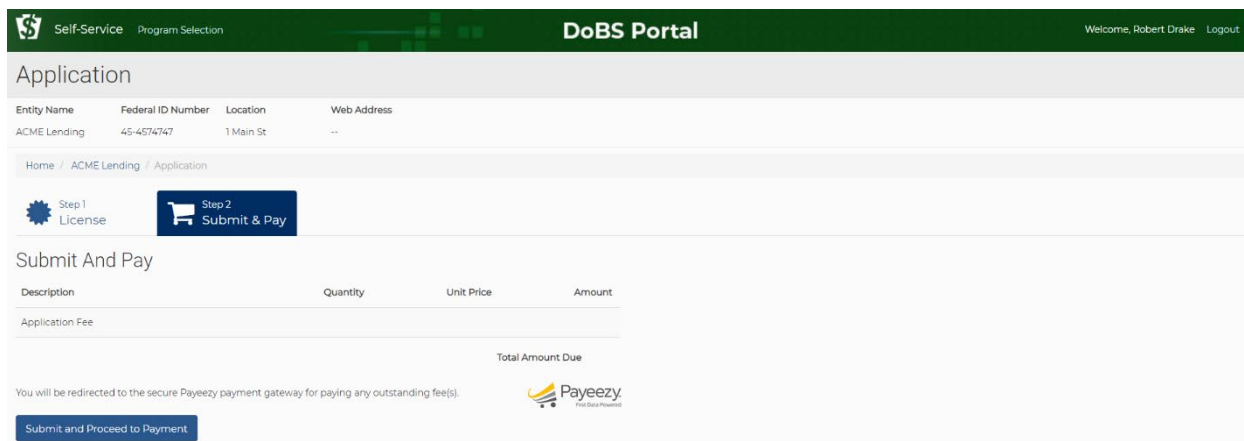
- Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed. If information is missing or incomplete, the dashboard will show the tab or tabs with errors and the missing information will be shown in red.



The screenshot shows the 'DoBS Portal' interface for a 'Collector Repossessor New License' application. The user is logged in as Robert Drake. The application details for 'ACME Lending' are displayed. The 'Affirmation' section is active, showing a declaration checkbox, a list of links (Consumer Credit Code, Motor Vehicle FAQs, Motor Vehicle Sales Finance Examination Guide), and a text input field for the user's name. A 'Finalize Application and Proceed to Cart' button is visible at the bottom.

- [Step 2 – Submit & Pay] screen will then be launched.

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



The screenshot shows the 'Submit And Pay' screen. It features a table with columns for Description, Quantity, Unit Price, and Amount. The table contains one row for 'Application Fee'. Below the table, the 'Total Amount Due' is displayed. A message states: 'You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s)'. The Payeezy logo is shown, and a 'Submit and Proceed to Payment' button is at the bottom.

When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Applying for a License – Consumer Discount Company

1. After selecting “Consumer Discount Company” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Consumer Discount Company New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.

The form has 6 sections – Requirements, General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

The Requirement section outlines all the requirements needed to apply for and maintain a license.

Please complete the General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

### [General Details] Section

ACME Lending    99-9999924    17 N 2nd St    --

Home / ACME Lending / Application for a Consumer Discount New License

Step 1 License    Step 2 Submit & Pay

Requirements
<b>General Details</b>
License D/B/As
Financial Documents
Branch Manager
Contacts
Affirmation

### General Details Save

**Does applicant currently hold one or more consumer discount company licenses? \***  
 Yes    No

Has any director or officer identified on this application ever been charged with, convicted of, pled guilty to, or pled nolo contendere (no contest) to any felony offense in this Commonwealth or anywhere else? Section 12 of the Consumer Discount Company Act. \*  
 Yes    No

Has any director or officer identified on this application ever been directly or indirectly, connected with any organization in Pennsylvania or elsewhere which had any application for license refused by any federal, state or municipal authority, or which had its license or registration suspended, canceled or revoked by such an authority? \*  
 Yes    No

Have any legal proceedings involving consumer protection, usury, lending, real estate, licensing violations, breach of judiciary duty, fraud or similar issues been instituted, continued or concluded against the licensee? \*  
 Yes    No

**Other Associated Department of Banking and Securities Licenses**  
 A Consumer Discount Company licensee may conduct business in any licensed place of business or where another business is conducted by the licensee or another person unless the Department determines that the conduct of such other business has concealed evasions of the Consumer Discount Company Act.

Are there any additional business that will be operating from the location of the proposed Consumer Discount Company Licensee? \*  
 Yes    No

### Bond Information

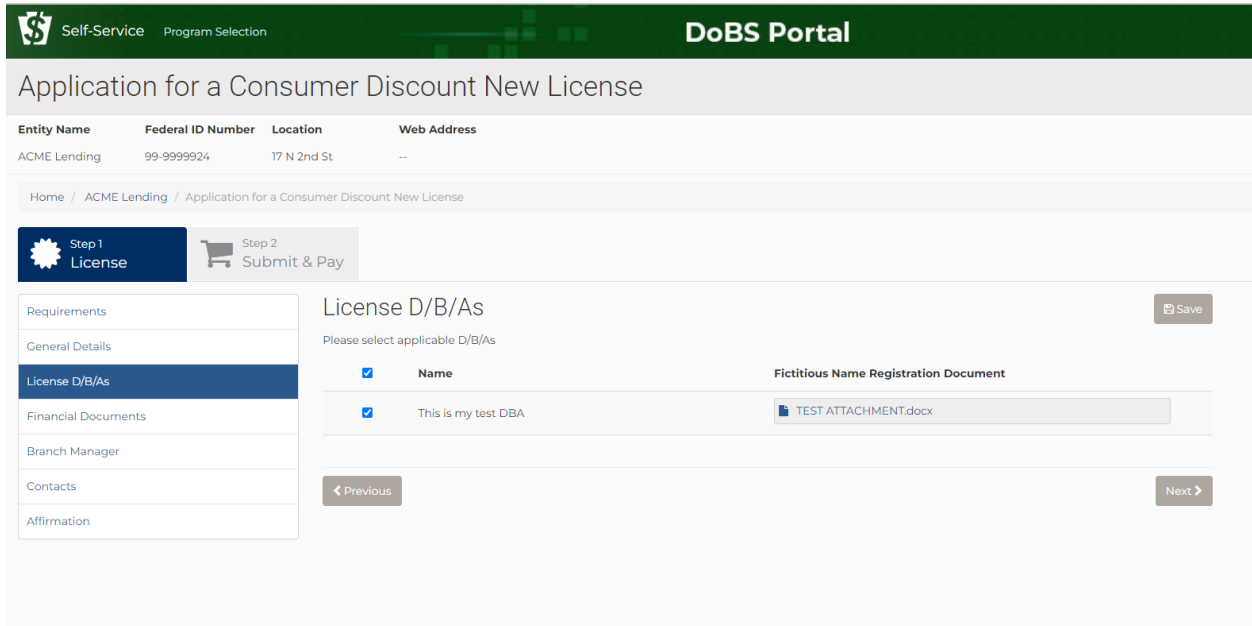
A bond in the sum of five thousand dollars (\$5,000) must accompany each application. This bond must be furnished by a surety company legally authorized to transact business in Pennsylvania and must be written to conform to the period of licensure. Bonds must be written to conform to the license period, and as such must expire on June 1 following the date of issuance.

**Name of Bonding Company \***

## User Guide

### [License D/B/As] Section

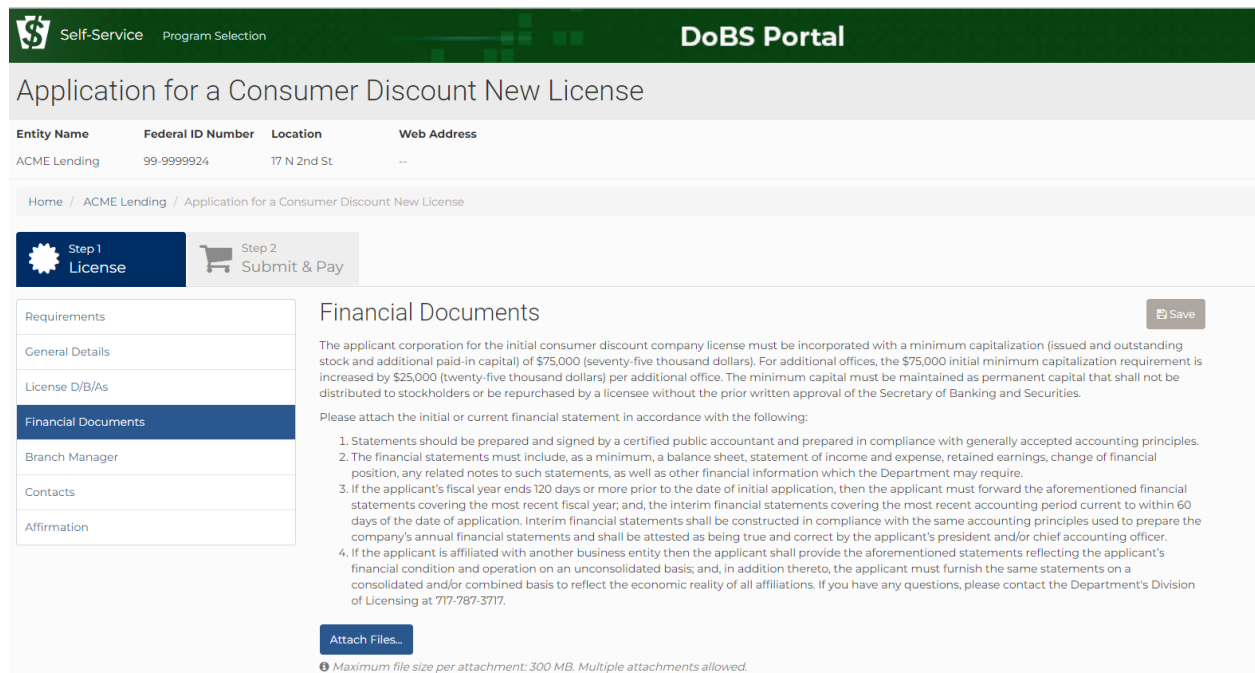
When applying for Consumer Discount Company License please select any DBA's that will be associated with this license by clicking the checkbox next to the appropriate name.



The screenshot shows the 'License D/B/As' section of the DoBS Portal. The page title is 'Application for a Consumer Discount New License'. The entity information is: ACME Lending, Federal ID Number 99-9999924, Location 17 N 2nd St, and Web Address --. The navigation bar shows 'Step 1 License' and 'Step 2 Submit & Pay'. The left sidebar contains a menu with 'License D/B/As' selected. The main content area is titled 'License D/B/As' and includes a 'Save' button. Below the title, it says 'Please select applicable D/B/As'. There are two rows of checkboxes: one for 'Name' (checked) and one for 'Fictitious Name Registration Document' (checked). The 'Fictitious Name Registration Document' row has a file upload field containing 'TEST ATTACHMENT.docx'. At the bottom of the section are 'Previous' and 'Next' buttons.

### [Financial Documents]

On the Financial documents page, you will need to load the initial or current financial documents.



The screenshot shows the 'Financial Documents' section of the DoBS Portal. The page title is 'Application for a Consumer Discount New License'. The entity information is: ACME Lending, Federal ID Number 99-9999924, Location 17 N 2nd St, and Web Address --. The navigation bar shows 'Step 1 License' and 'Step 2 Submit & Pay'. The left sidebar contains a menu with 'Financial Documents' selected. The main content area is titled 'Financial Documents' and includes a 'Save' button. Below the title, it says 'The applicant corporation for the initial consumer discount company license must be incorporated with a minimum capitalization (issued and outstanding stock and additional paid-in capital) of \$75,000 (seventy-five thousand dollars). For additional offices, the \$75,000 initial minimum capitalization requirement is increased by \$25,000 (twenty-five thousand dollars) per additional office. The minimum capital must be maintained as permanent capital that shall not be distributed to stockholders or be repurchased by a licensee without the prior written approval of the Secretary of Banking and Securities. Please attach the initial or current financial statement in accordance with the following:'. There are four numbered instructions: 1. Statements should be prepared and signed by a certified public accountant and prepared in compliance with generally accepted accounting principles. 2. The financial statements must include, as a minimum, a balance sheet, statement of income and expense, retained earnings, change of financial position, any related notes to such statements, as well as other financial information which the Department may require. 3. If the applicant's fiscal year ends 120 days or more prior to the date of initial application, then the applicant must forward the aforementioned financial statements covering the most recent fiscal year; and, the interim financial statements covering the most recent accounting period current to within 60 days of the date of application. Interim financial statements shall be constructed in compliance with the same accounting principles used to prepare the company's annual financial statements and shall be attested as being true and correct by the applicant's president and/or chief accounting officer. 4. If the applicant is affiliated with another business entity then the applicant shall provide the aforementioned statements reflecting the applicant's financial condition and operation on an unconsolidated basis; and, in addition thereto, the applicant must furnish the same statements on a consolidated and/or combined basis to reflect the economic reality of all affiliations. If you have any questions, please contact the Department's Division of Licensing at 717-787-3717. At the bottom of the section is an 'Attach Files...' button and a note: 'Maximum file size per attachment: 300 MB. Multiple attachments allowed.'

## User Guide

Click on the [Attach Files...] button and select the file you want to attach. You can attach as many financial documents as needed.

### [Branch Manager] Section

Each licensed location requires a designated Branch Manager who is in charge of and responsible for the business operations of the branch location.

Application for a Consumer Discount New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Consumer Discount New License

Step 1 License | Step 2 Submit & Pay

Requirements

General Details

License D/B/As

Financial Documents

**Branch Manager**

Contacts

Affirmation

### Branch Manager Save

The Department of Banking and Securities requires all applicants to provide both National Criminal History Record information (fingerprint cards) and Pennsylvania Criminal Record Checks for all officers, directors, owners, partners or members and any managers as per Section 6217(a)(3) of the Consumer Credit Code. These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers. Criminal Record Check and Fingerprint Check (PDF) These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers.

**First Name \***  **Last Name \***

**Middle Name**

**Title \***  **Suffix**

**Social Security Number \***  **Date of Birth \***

**Home Phone Number**  **Cell Phone Number \***

**Email Address \***

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

**\*\*Please take note of the Country designation, it is defaulted to United States.\*\***

Self-Service Program Selection | DoBS Portal

Application for a Consumer Discount New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	15 N Market St	--

Home / ACME Lending / Application for a Consumer Discount New License

Step 1 License | Step 2 Submit & Pay

Requirements

General Details

License D/B/As

Financial Documents

Branch Manager

**Contacts**

Affirmation

### Contacts Save

Please provide the following information about the required contact types: **Licensing Contact, Examination Contact, Compliance Contact, Consumer Services Contact, Billing Contact**

-- Copy Existing Contact Add Contact

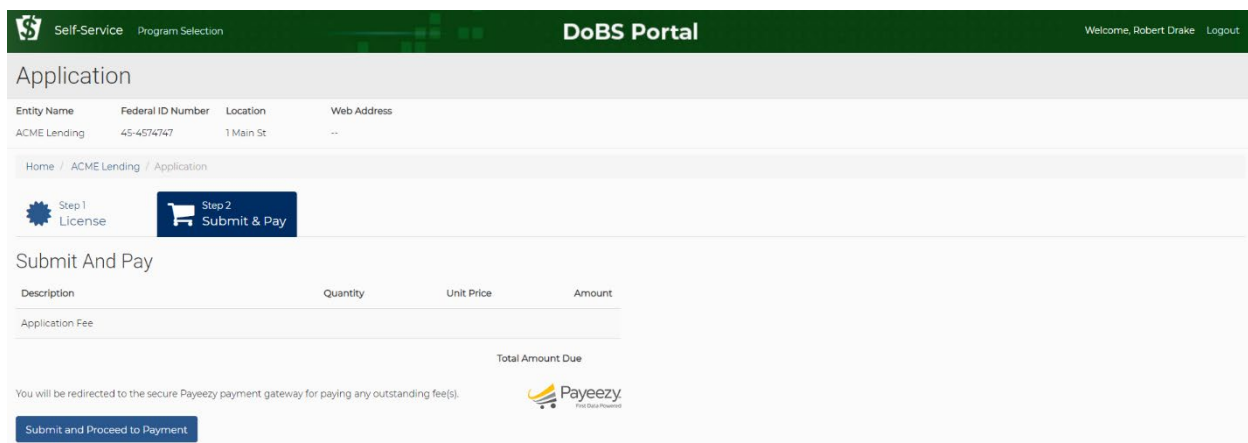
Previous Next

**Do Not Use Call Center telephone numbers for your Contact Information**

## User Guide

2. Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed.
3. [Step 2 – Submit & Pay] screen will then be launched.

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



The screenshot shows the 'DoBS Portal' interface. At the top, there is a green header with 'Self-Service Program Selection' on the left, 'DoBS Portal' in the center, and 'Welcome, Robert Drake Logout' on the right. Below the header, the 'Application' section displays a table with the following data:

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	45-4574747	1 Main St	--

Below the table, there are two navigation buttons: 'Step 1 License' and 'Step 2 Submit & Pay'. The 'Submit And Pay' section features a table with the following data:

Description	Quantity	Unit Price	Amount
Application Fee			

Below the table, there is a 'Total Amount Due' label and a message: 'You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s)'. The Payeezy logo is also visible. At the bottom, there is a blue button labeled 'Submit and Proceed to Payment'.

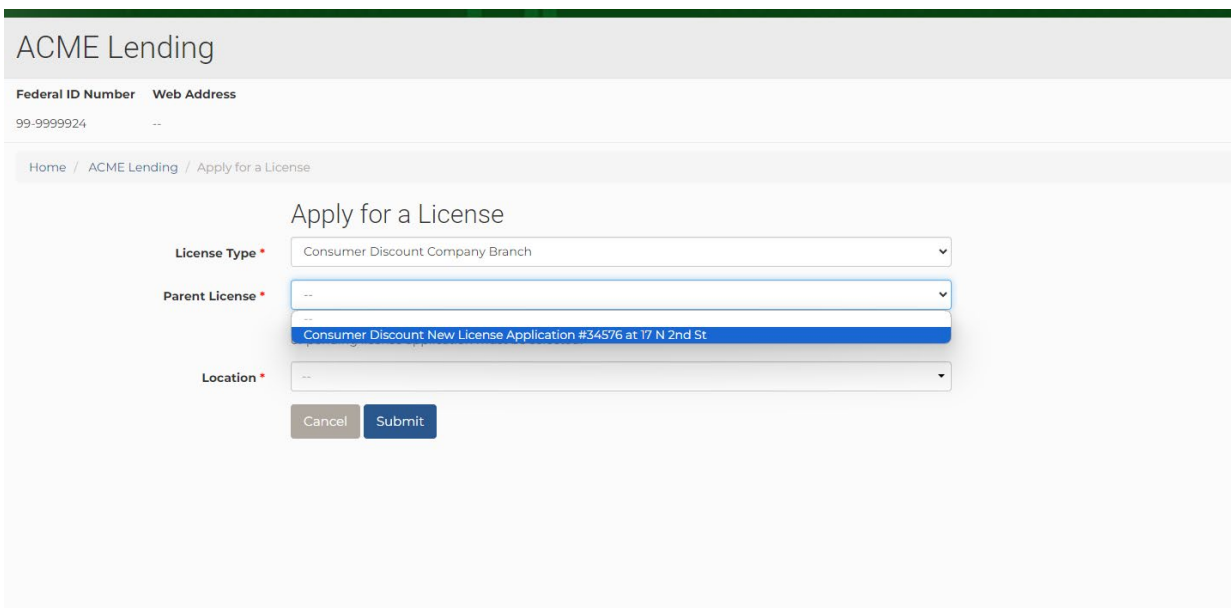
When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Applying for a License – Consumer Discount Company Branch

The steps required to apply for a branch license are the same as applying for the initial location.

1. After selecting “Consumer Discount Company Branch” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Consumer Discount Company Branch New License] screen will be launched. Consumer Discount Company Branch license requires the selection of a [Parent License]



ACME Lending

Federal ID Number    Web Address  
99-9999924            --

Home / ACME Lending / Apply for a License

### Apply for a License

License Type \*    Consumer Discount Company Branch

Parent License \*    --  
Consumer Discount New License Application #34576 at 17 N 2nd St

Location \*    --

Cancel    Submit

**Note:**

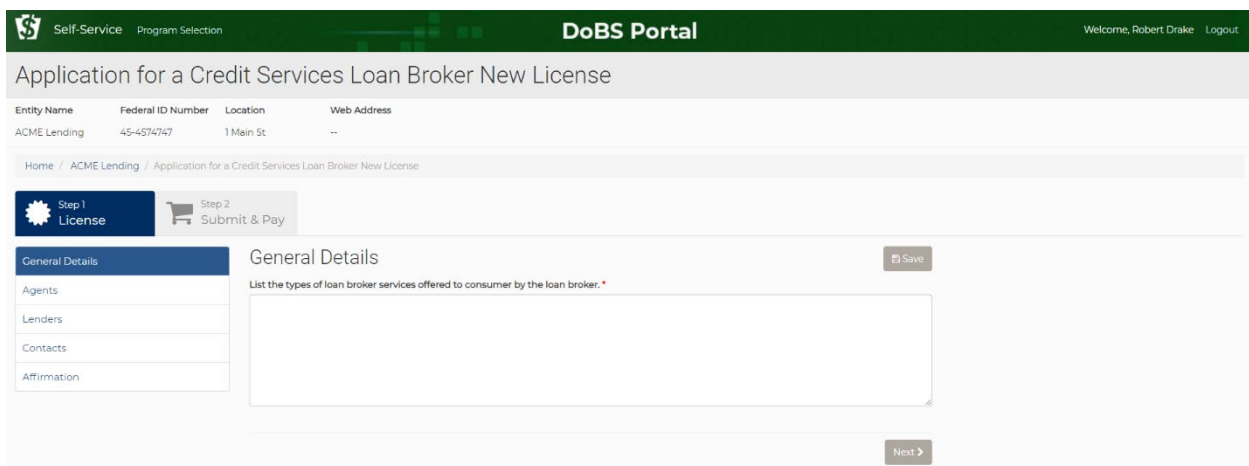
1. If the branch address was not added when the entity was created, you will need add the location. Select the entity from the Entity Dashboard and click [Open].
  2. Click [Add Location] to begin.
  3. Only 1 location may be designated as the headquarters location. After entering the location information, click [Submit]
- \*\*Please take note of the Country designation, it is defaulted to United States.\*\***

## Applying for a License – Credit Services Loan Broker

1. After selecting “Credit Services Loan Broker” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Credit Services Loan Broker New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.

The form will need to be filled out and will have 5 sections – General Details, License DBA’s, Agents, Lenders, Contacts and Affirmation. Required fields will have a \* beside them.

### [General Details] section



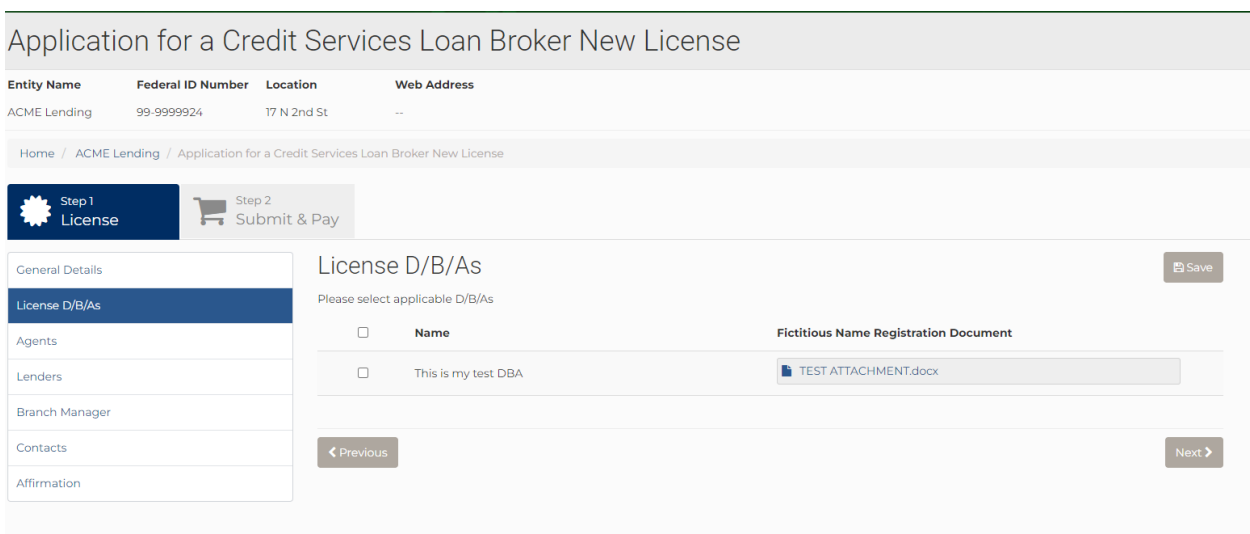
The screenshot shows the 'Application for a Credit Services Loan Broker New License' page. At the top, there is a header with 'Self-Service Program Selection', 'DoBS Portal', and 'Welcome, Robert Drake Logout'. Below the header, a table displays entity information:

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	45-4574747	1 Main St	--

Below the table, there are navigation buttons for 'Step 1 License' and 'Step 2 Submit & Pay'. A sidebar on the left contains a menu with 'General Details', 'Agents', 'Lenders', 'Contacts', and 'Affirmation'. The main content area is titled 'General Details' and contains a text box with the instruction: 'List the types of loan broker services offered to consumer by the loan broker.\*'. There are 'Save' and 'Next' buttons at the bottom of the form.

### [License D/B/As] Section

When applying for Credit Services Loan Broker Registration please select any DBA’s that will be associated with this license by clicking the checkbox next to the appropriate name.



The screenshot shows the 'Application for a Credit Services Loan Broker New License' page, specifically the 'License D/B/As' section. The header and entity information table are identical to the previous screenshot. The sidebar menu now has 'License D/B/As' selected. The main content area is titled 'License D/B/As' and contains the instruction: 'Please select applicable D/B/As'. Below this, there is a list of DBA options:

- Name**
- This is my test DBA

To the right of the list, there is a section for 'Fictitious Name Registration Document' with a file upload field containing 'TEST ATTACHMENT.docx'. There are 'Previous' and 'Next' buttons at the bottom of the form.



## User Guide

### [Agents] section

Application for a Credit Services Loan Broker New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Credit Services Loan Broker New License

Step 1 License | Step 2 Submit & Pay

- General Details
- License D/B/As
- Agents**
- Lenders
- Branch Manager
- Contacts
- Affirmation

### Agents

Identify names and addresses of all agents and employees of the loan broker who act or will act as a loan broker on behalf of the loan broker. Section 8(d)

[Add Agent](#)

[Save](#)

[Previous](#) [Next](#)

You can add one or more agents by clicking on the [Add Agent] button and then completing the add agent form for each of them.

**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

### [Lenders] section

Application for a Credit Services Loan Broker New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Credit Services Loan Broker New License

Step 1 License | Step 2 Submit & Pay

- General Details
- License D/B/As
- Agents
- Lenders**
- Branch Manager
- Contacts
- Affirmation

### Lenders

List the name, address, and telephone number of all loan brokers or lenders on who behalf the applicant acts or will act.

[Add Lender](#)

[Save](#)

[Previous](#) [Next](#)

You can add one or more lenders by clicking on the [Add Lender] button and then completing the add lender form for each of them.

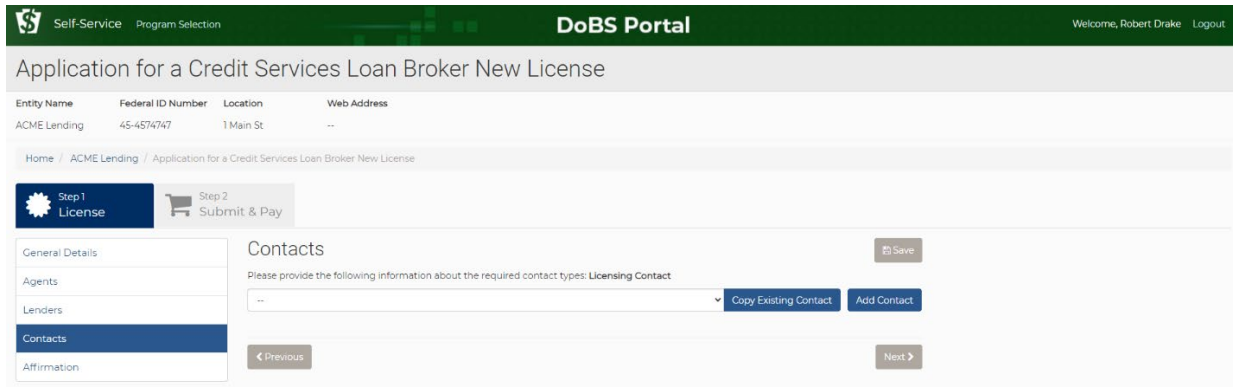
**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

## User Guide

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

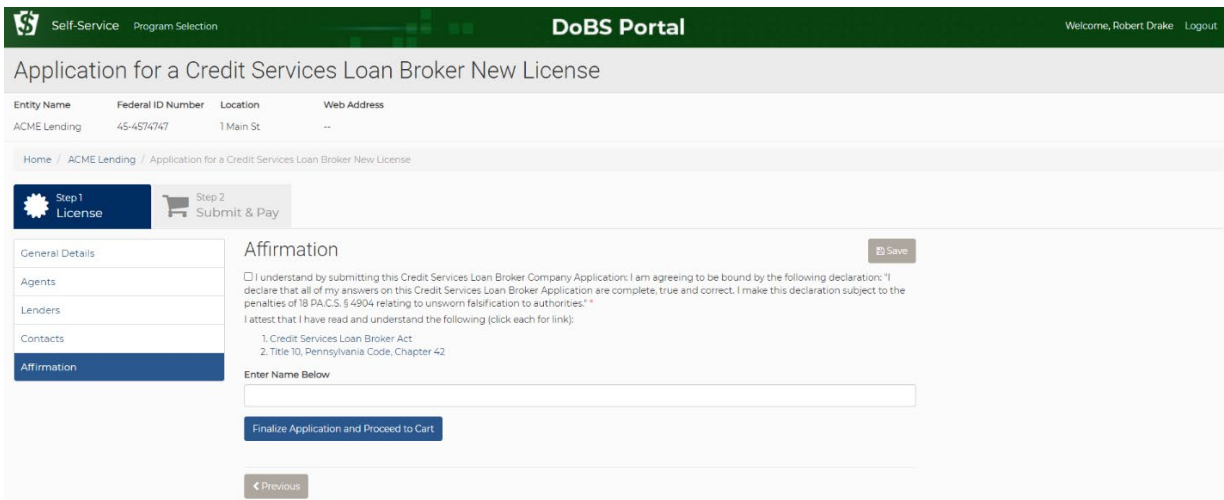
**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***



The screenshot shows the 'Contacts' section of the application. At the top, there is a header with 'Self-Service Program Selection', 'DoBS Portal', and 'Welcome, Robert Drake Logout'. Below the header, the title is 'Application for a Credit Services Loan Broker New License'. A table displays entity information: Entity Name (ACME Lending), Federal ID Number (45-4574747), Location (1 Main St), and Web Address (..). A breadcrumb trail shows 'Home / ACME Lending / Application for a Credit Services Loan Broker New License'. On the left, a sidebar contains 'Step 1 License' (active) and 'Step 2 Submit & Pay'. The main content area has a 'Contacts' heading and a 'Save' button. Below the heading is a dropdown menu for contact type, currently set to '--', with 'Copy Existing Contact' and 'Add Contact' buttons. At the bottom of the form are 'Previous' and 'Next' navigation buttons.

2. Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed.

### **Do Not Use Call Center telephone numbers for your Contact Information**

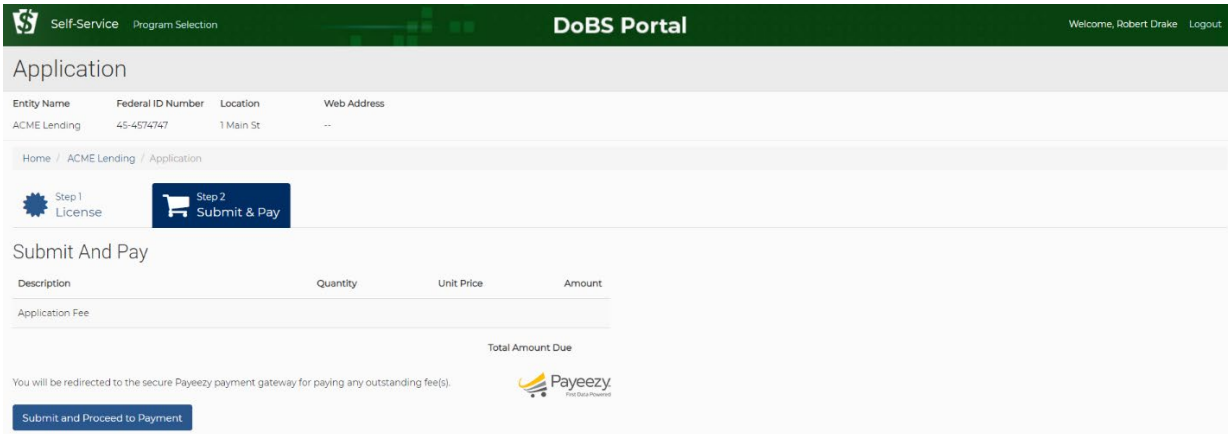


The screenshot shows the 'Affirmation' section of the application. The header and breadcrumb trail are identical to the previous screenshot. The sidebar shows 'Step 1 License' and 'Step 2 Submit & Pay'. The main content area has an 'Affirmation' heading and a 'Save' button. Below the heading is a checkbox for a declaration: 'I understand by submitting this Credit Services Loan Broker Company Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this Credit Services Loan Broker Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. § 4904 relating to unsworn falsification to authorities." I attest that I have read and understand the following (click each for link):'. Below this are two links: '1. Credit Services Loan Broker Act' and '2. Title 10, Pennsylvania Code, Chapter 42'. There is an 'Enter Name Below' text input field. At the bottom of the form is a 'Finalize Application and Proceed to Cart' button and a 'Previous' navigation button.

3. [Step 2 – Submit & Pay] screen will then be launched.

## User Guide

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



The screenshot shows the 'DoBS Portal' interface. At the top, there is a navigation bar with 'Self-Service', 'Program Selection', and 'DoBS Portal'. A user is logged in as 'Robert Drake'. Below the navigation bar, the page title is 'Application'. A table displays application details: Entity Name (ACME Lending), Federal ID Number (45-4574747), Location (1 Main St), and Web Address (---). A breadcrumb trail shows 'Home / ACME Lending / Application'. Two steps are visible: 'Step 1 License' and 'Step 2 Submit & Pay'. The 'Submit And Pay' section contains a table with one row: 'Application Fee'. Below the table, it shows 'Total Amount Due' and a message: 'You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s)'. The Payeezy logo is present, and a 'Submit and Proceed to Payment' button is at the bottom.

When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Applying for a License – Installment Seller

1. After selecting “Installment Seller” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for an Installment Seller New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.

The form has 6 sections – Requirements, General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

The Requirement section outlines all the requirements needed to apply for and maintain a license.

Please complete the General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

### [General Details] section

### Application for a Installment Seller New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Installment Seller New License

Step 1  
License

Step 2  
Submit & Pay

Requirements	<h3>General Details <span style="float: right; background-color: #ccc; padding: 2px 5px;">Save</span></h3> <p>Have any officers, directors, owners, partners or members and any managers identified on this application ever been convicted of, pled guilty to, or pled nolo contendere (no contest) or given a diversionary sentence in lieu of conviction to any felony in this Commonwealth or anywhere else? Section 6217(a)(3) of the Consumer Credit Code. *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Within the past ten (10) years, has the applicant or applicant's affiliate, owner, partner, member, officer, director, employee or agent pleaded guilty to, entered a plea of nolo contendere (no contest) to or been convicted of a violation under Section 6271 (relating to operating without a license) or subsection A of section 37 of the former act known as the Motor Sales Finance Act? Section 6217(b)(2) of the Consumer Credit Code? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Do you provide or arrange financing for Manufactured Homes? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Has the applicant, as shown in Question #1, entered into any installment sale contracts prior to applying for an Installment Seller license? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Have any legal proceedings involving consumer protection, usury, lending, real estate, licensing violations, breach of judiciary duty, fraud or similar issues been instituted, continued or concluded against the licensee? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
General Details	
License D/B/As	
Branch Manager	
Contacts	
Affirmation	

## User Guide

### [License D/B/As] Section

When applying for Installment Seller License please select any DBA's that will be associated with this license by clicking the checkbox next to the appropriate name.

Application for a Installment Seller New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Installment Seller New License

Step 1 License | Step 2 Submit & Pay

Requirements | General Details | **License D/B/As** | Branch Manager | Contacts | Affirmation

### License D/B/As

Please select applicable D/B/As

<input type="checkbox"/>	Name	Fictitious Name Registration Document
<input type="checkbox"/>	This is my test DBA	TEST ATTACHMENT.docx

Save | Previous | Next

### [Branch Manager] Section

Each licensed location requires a designated Branch Manager who is in charge of and responsible for the business operations of the branch location.

Complete the Branch Manager form and Click [Next] to move to Contacts.

Please take note of the **Country** designation, it is defaulted to United States. \*\*

Application for a Installment Seller New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Installment Seller New License

Step 1 License | Step 2 Submit & Pay

Requirements | General Details | License D/B/As | **Branch Manager** | Contacts | Affirmation

### Branch Manager

The Department of Banking and Securities requires all applicants to provide both National Criminal History Record Information (fingerprint cards) and Pennsylvania Criminal Record Checks for all officers, directors, owners, partners or members and any managers as per Section 6277(a)(3) of the Consumer Credit Code. These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers. Criminal Record Check and Fingerprint Check (PDF) These forms must be completed along with license applications. It is also required for all owners, partners, corporations, managers, and officers.

Save

**First Name \***  
First Name

**Last Name \***  
Last Name

**Middle Name**  
Middle Name

**Title \***  
Title

**Suffix**  
Suffix

**Social Security Number \***  
Social Security Number

**Date of Birth \***  
Date Of Birth

**Home Phone Number**  
Home Phone Number

**Cell Phone Number \***  
Cell Phone Number

**Email Address \***  
Email

**Country \***  
United States

**Street Address \***  
Street and number, P.O. box, c/o.  
Apartment, suite, unit, building, floor, etc.

**City \***  
City

**Zip / Postal Code \***  
Zip / Postal Code

**State / Province \***  
--

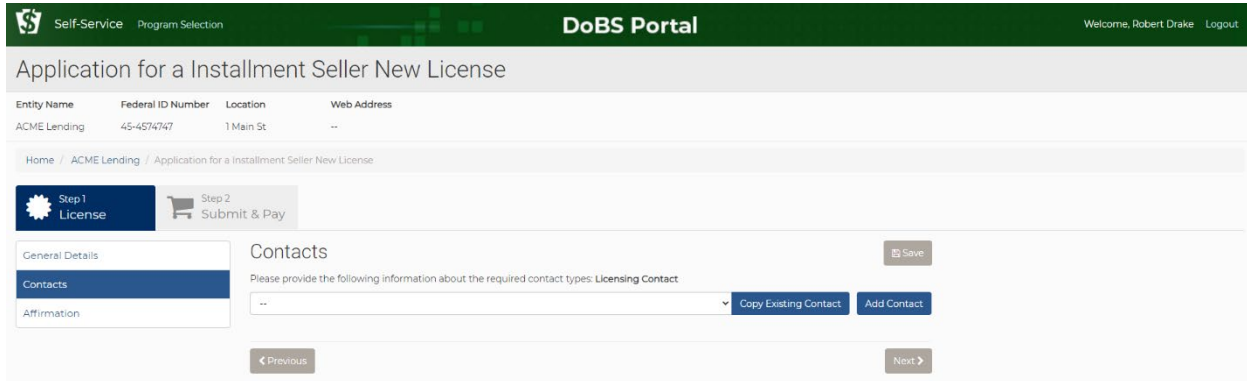
**County \***  
--

## User Guide

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

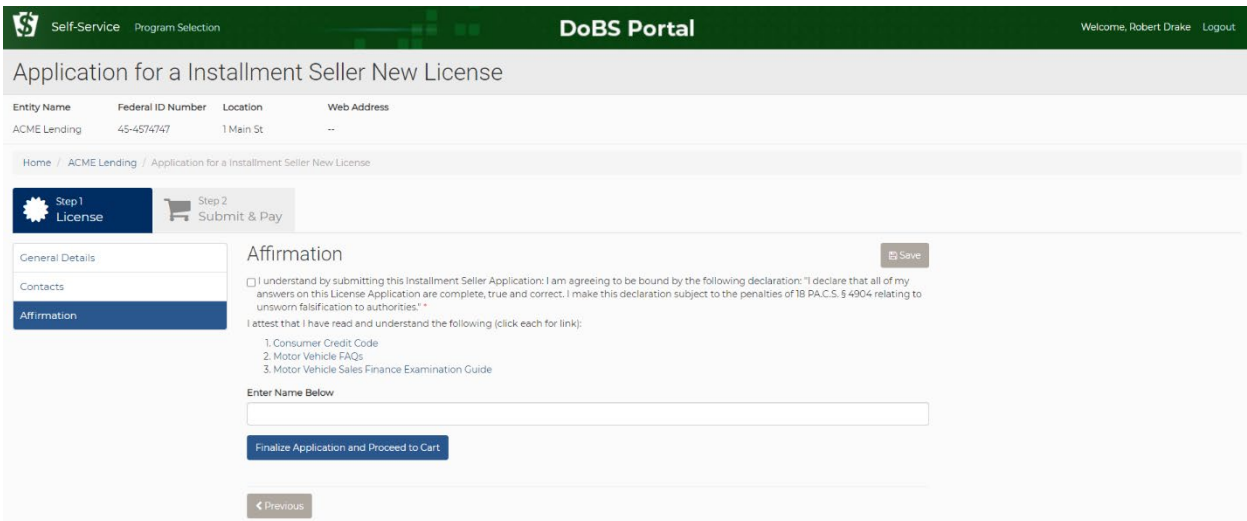
**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***



The screenshot shows the 'Contacts' section of the application. The header includes 'Self-Service Program Selection' and 'DoBS Portal'. The user is logged in as 'Robert Drake'. The application title is 'Application for a Installment Seller New License'. A table shows entity information: ACME Lending, Federal ID Number 45-4574747, Location 1 Main St, and Web Address --. The breadcrumb trail is 'Home / ACME Lending / Application for a Installment Seller New License'. The navigation bar shows 'Step 1 License' and 'Step 2 Submit & Pay'. The 'Contacts' section has a 'Save' button and a prompt: 'Please provide the following information about the required contact types: Licensing Contact'. A dropdown menu is set to '--'. There are 'Copy Existing Contact' and 'Add Contact' buttons. Navigation buttons for 'Previous' and 'Next' are at the bottom.

### **Do Not Use Call Center telephone numbers for your Contact Information**

2. Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed.

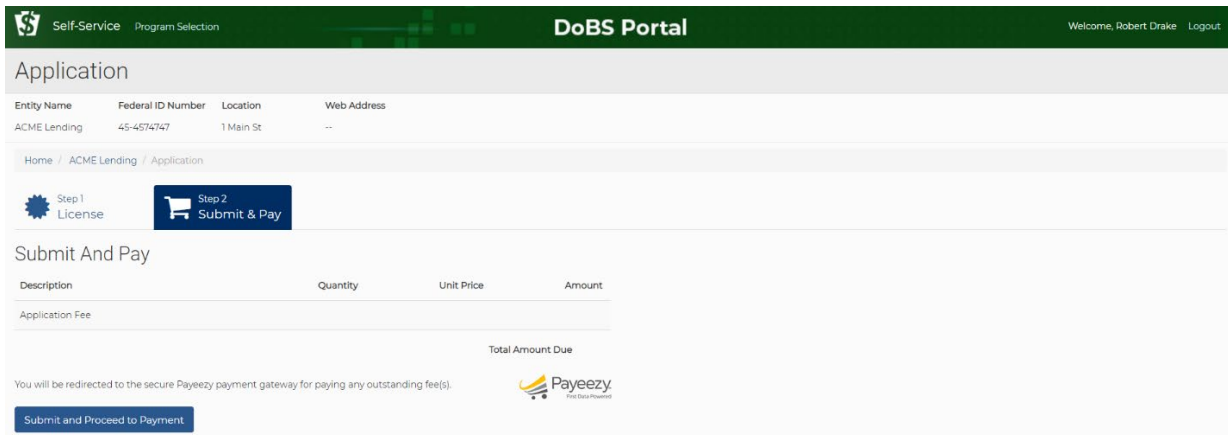


The screenshot shows the 'Affirmation' section of the application. The header is the same as the previous screenshot. The application title is 'Application for a Installment Seller New License'. The breadcrumb trail is 'Home / ACME Lending / Application for a Installment Seller New License'. The navigation bar shows 'Step 1 License' and 'Step 2 Submit & Pay'. The 'Affirmation' section has a 'Save' button and a checkbox: 'I understand by submitting this Installment Seller Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 P.A.C.S. § 4904 relating to unsworn falsification to authorities:"'. Below this is a list of links: '1. Consumer Credit Code', '2. Motor Vehicle FAQs', and '3. Motor Vehicle Sales Finance Examination Guide'. There is a text input field labeled 'Enter Name Below'. A 'Finalize Application and Proceed to Cart' button is present. A 'Previous' button is at the bottom.

## User Guide

- [Step 2 – Submit & Pay] screen will then be launched.

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

### Application

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	45-4574747	1 Main St	--

Home / ACME Lending / Application

Step 1 License Step 2 **Submit & Pay**

### Submit And Pay

Description	Quantity	Unit Price	Amount
Application Fee			

Total Amount Due

You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s).

**Submit and Proceed to Payment**

When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Applying for a License – Retail Grocery Store Check Casher

1. After selecting “Retail Grocery Store Check Casher” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Retail Grocery Store Check Casher New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.

The form has 6 sections – Requirements, General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

The Requirement section outlines all the requirements needed to apply for and maintain a license.

Please complete the General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

### [General Details] section

### Application for a Retail Grocery Store Check Casher New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Retail Grocery Store Check Casher New License

Step 1  
License

Step 2  
Submit & Pay

Requirements

General Details

License D/B/As

Branch Manager

Contacts

Affirmation

### General Details Save

Are you a Retail Food Store licensed/registered as a food establishment as defined in Section 2 of the Food Act (P.L. 421, No 70)? \*

Yes    No

Are you a Retail Food Store licensed/registered as a public eating or drinking place as defined in Section 1 of the Public Eating and Drink Place Law (P.L. 926, No. 369)? \*

Yes    No

Compliance with local zoning laws: Provide a signed statement by the applicant that the applicant is operating and in compliance with all local zoning laws and laws pertaining to the operation of a business in this Commonwealth. \*

📎 Maximum file size per attachment: 300 MB.

Compliance with Municipal and County Ordinances: Provide a signed statement by the applicant that the applicant has complied with all applicable municipal and county ordinances or requirements for doing business. \*

📎 Maximum file size per attachment: 300 MB.

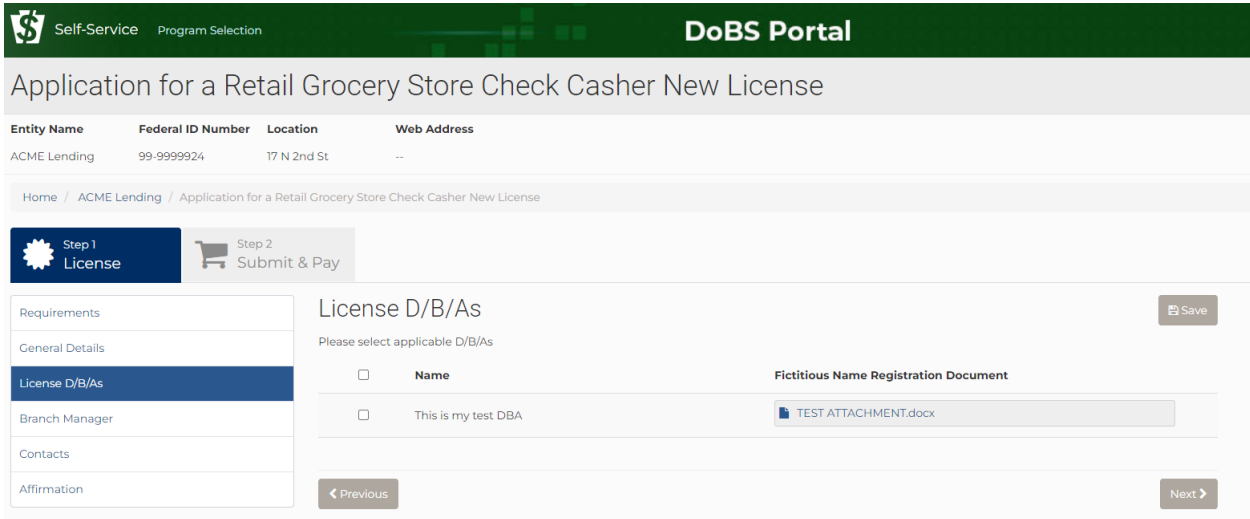
Retail Food Store License/Registration: Provide copy of License or Registration as an Eating or Drinking Place or a Food Establishment Food Store. \*



## User Guide

### [License D/B/As] Section

When applying for Retail Grocery Store Check Casher license please select any DBA's that will be associated with this license by clicking the checkbox next to the appropriate name.



Self-Service Program Selection **DoBS Portal**

Application for a Retail Grocery Store Check Casher New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

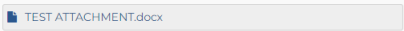
Home / ACME Lending / Application for a Retail Grocery Store Check Casher New License

Step 1 License | Step 2 Submit & Pay

Requirements  
General Details  
**License D/B/As**  
Branch Manager  
Contacts  
Affirmation

**License D/B/As** Save

Please select applicable D/B/As

<input type="checkbox"/> Name	Fictitious Name Registration Document
<input type="checkbox"/> This is my test DBA	

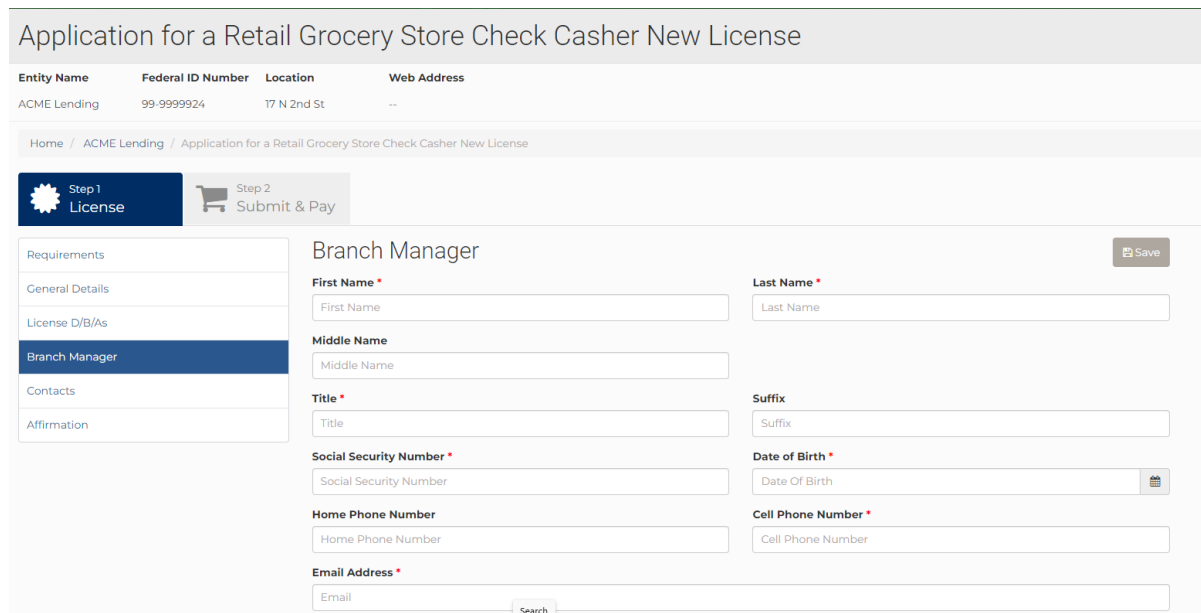
Previous Next

### [Branch Manager] Section

Each licensed location requires a designated Branch Manager who is in charge of and responsible for the business operations of the branch location.

Complete the Branch Manager form and Click [Next] to move to Contacts.

Please take note of the **Country** designation, it is defaulted to United States.\*\*



Application for a Retail Grocery Store Check Casher New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Retail Grocery Store Check Casher New License

Step 1 License | Step 2 Submit & Pay

Requirements  
General Details  
License D/B/As  
**Branch Manager**  
Contacts  
Affirmation

**Branch Manager** Save

**First Name \***  
First Name

**Last Name \***  
Last Name

**Middle Name**  
Middle Name

**Title \***  
Title

**Suffix**  
Suffix

**Social Security Number \***  
Social Security Number

**Date of Birth \***  
Date Of Birth Calendar

**Home Phone Number**  
Home Phone Number

**Cell Phone Number \***  
Cell Phone Number

**Email Address \***  
Email Search

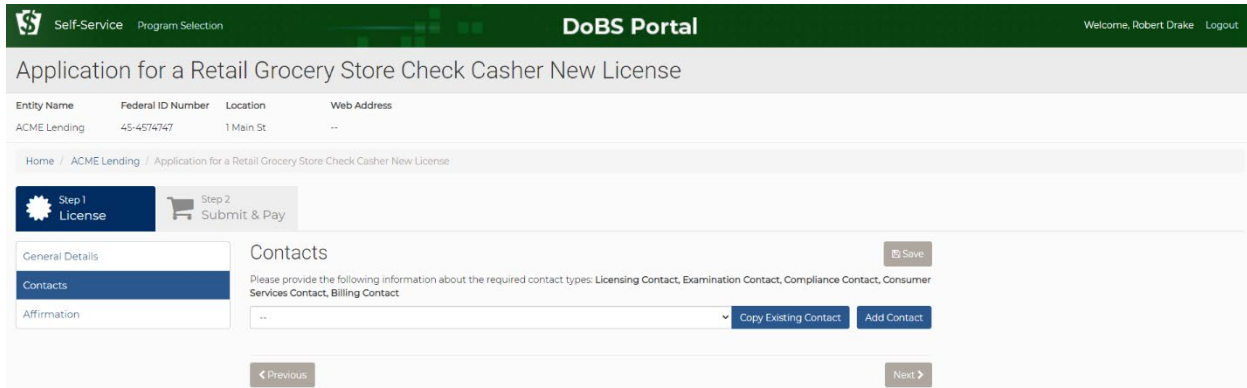
## User Guide

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

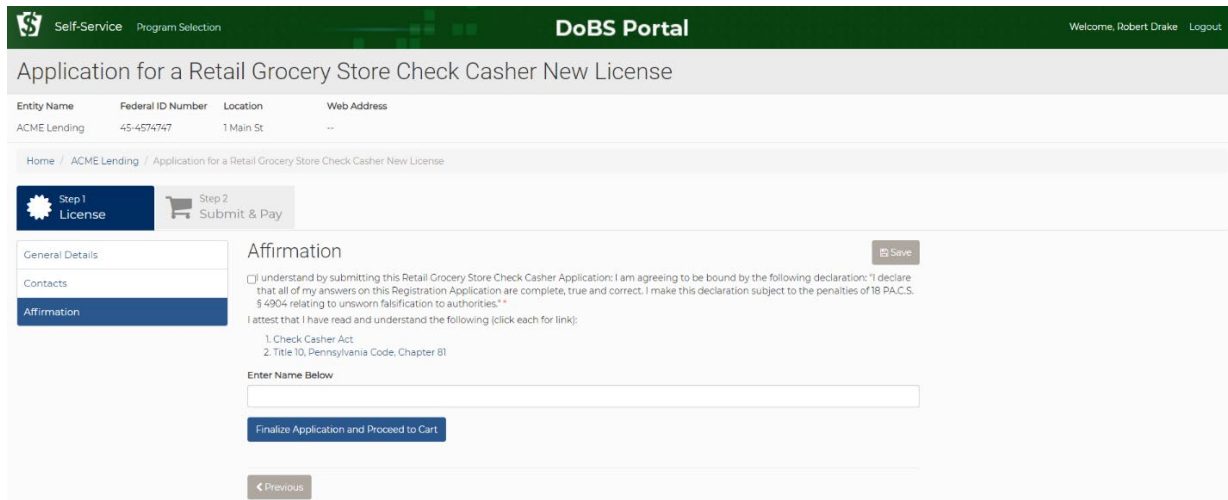
**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

### **Do Not Use Call Center telephone numbers for your Contact Information**



The screenshot shows the 'Contacts' section of the 'Application for a Retail Grocery Store Check Cashier New License' in the DoBS Portal. The page header includes 'Self-Service Program Selection', 'DoBS Portal', and 'Welcome, Robert Drake Logout'. A table at the top lists entity information: ACME Lending, Federal ID Number 45-4574747, Location 1 Main St, and Web Address --. The breadcrumb trail is 'Home / ACME Lending / Application for a Retail Grocery Store Check Cashier New License'. The navigation bar shows 'Step 1 License' (active) and 'Step 2 Submit & Pay'. On the left, a sidebar contains 'General Details', 'Contacts', and 'Affirmation'. The main content area is titled 'Contacts' and includes a 'Save' button. Below the title, it says 'Please provide the following information about the required contact types: Licensing Contact, Examination Contact, Compliance Contact, Consumer Services Contact, Billing Contact'. A dropdown menu is set to '--' with a 'Copy Existing Contact' button next to it, and an 'Add Contact' button is also present. At the bottom, there are 'Previous' and 'Next' navigation buttons.

2. Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed.

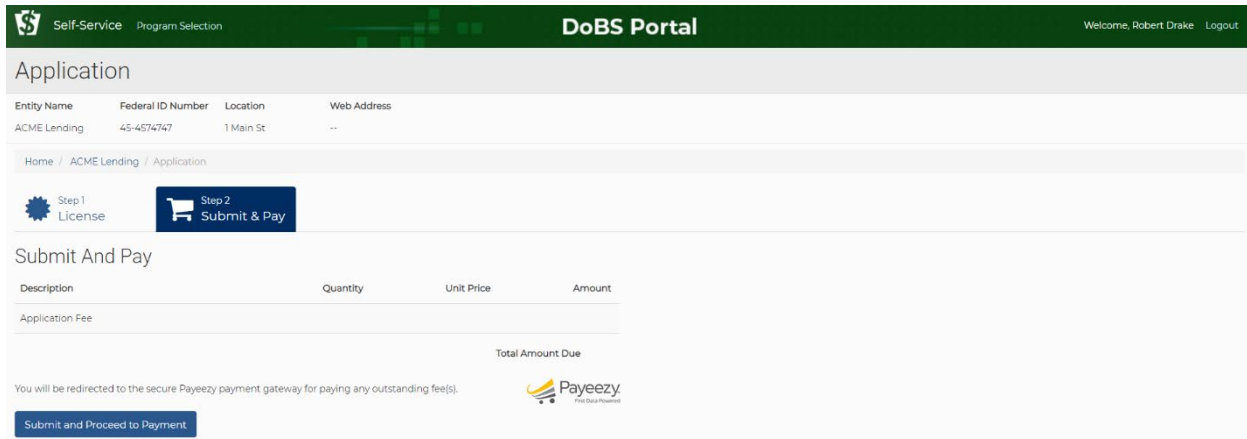


The screenshot shows the 'Affirmation' section of the 'Application for a Retail Grocery Store Check Cashier New License' in the DoBS Portal. The page header is identical to the previous screenshot. The breadcrumb trail is 'Home / ACME Lending / Application for a Retail Grocery Store Check Cashier New License'. The navigation bar shows 'Step 1 License' and 'Step 2 Submit & Pay'. On the left, the sidebar has 'General Details', 'Contacts', and 'Affirmation' (active). The main content area is titled 'Affirmation' and includes a 'Save' button. It contains a checkbox for a declaration: 'I understand by submitting this Retail Grocery Store Check Cashier Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this Registration Application are complete, true and correct. I make this declaration subject to the penalties of 18 P.A.C.S. § 4904 relating to unsworn falsification to authorities."'. Below this is a statement: 'I attest that I have read and understand the following (click each for link):' followed by two links: '1. Check Cashier Act' and '2. Title 10, Pennsylvania Code, Chapter 81'. There is a text input field labeled 'Enter Name Below' and a 'Finalize Application and Proceed to Cart' button. At the bottom, there is a 'Previous' navigation button.

## User Guide

- [Step 2 – Submit & Pay] screen will then be launched.

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

### Application

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	45-4574747	1 Main St	--

Home / ACME Lending / Application

Step 1 License **Step 2 Submit & Pay**

### Submit And Pay

Description	Quantity	Unit Price	Amount
Application Fee			

Total Amount Due

You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s).

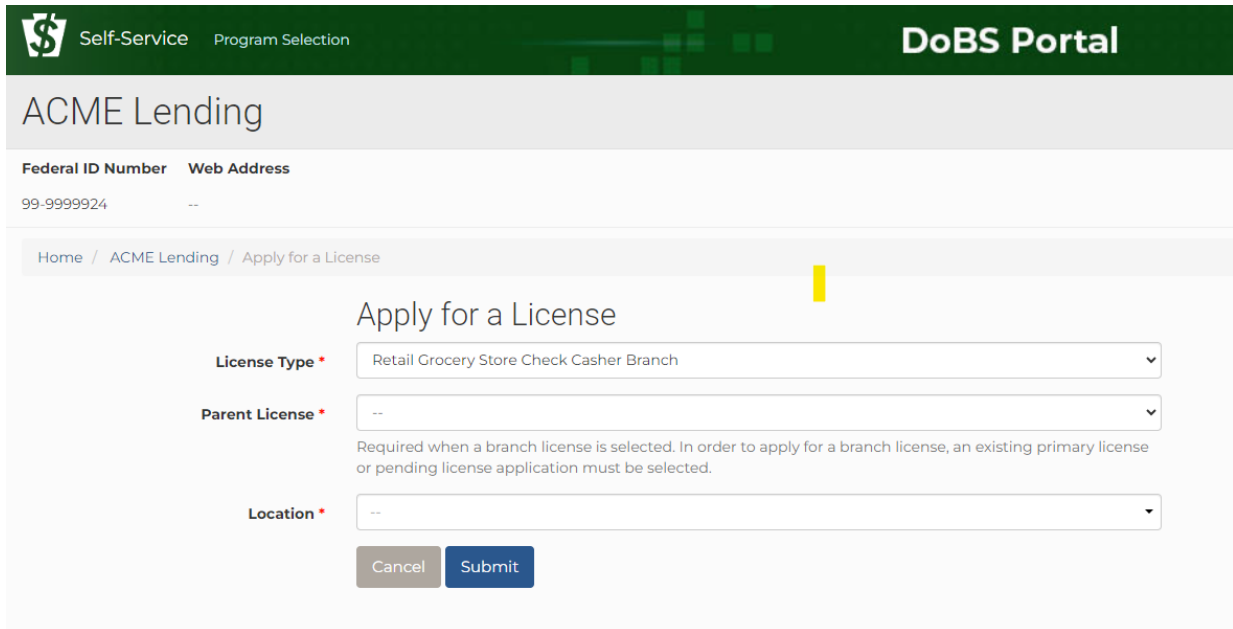
**Submit and Proceed to Payment**

When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Applying for a License – Retail Grocery Store Check Casher Branch

The steps required to apply for a branch license are the same as applying for the initial location.



The screenshot shows the 'DoBS Portal' interface for 'ACME Lending'. The page title is 'Apply for a License'. The form contains three dropdown menus: 'License Type' (selected: Retail Grocery Store Check Casher Branch), 'Parent License' (selected: --), and 'Location' (selected: --). Below the 'Parent License' dropdown is a note: 'Required when a branch license is selected. In order to apply for a branch license, an existing primary license or pending license application must be selected.' At the bottom of the form are 'Cancel' and 'Submit' buttons.

**Note:**

1. If the branch address was not added when the entity was created, you will need add the location. Select the entity from the Entity Dashboard and click [Open].
2. Click [Add Location] to begin.
3. Only 1 location may be designated as the headquarters location. After entering the location information, click [Submit]

**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

## Applying for a License – Sales Finance

1. After selecting “Sales Finance” as the License Type and the location associated with it on the [Apply for a License] screen, the [Application for a Sales Finance New License] screen will be launched. There are 2 Steps – Step 1 License and Step 2 Submit & Pay.

The form has 6 sections – Requirements, General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

The Requirement section outlines all the requirements needed to apply for and maintain a license.

Please complete the General Details, License D/B/A, Branch Manager, Contacts and Affirmation. Required fields will have a \* beside them.

### [General Details] section

Application for a Sales Finance Company New License

Entity Name	Federal ID Number	Location	Web Address
ACME Lending	99-9999924	17 N 2nd St	--

Home / ACME Lending / Application for a Sales Finance Company New License

Step 1  
License

Step 2  
Submit & Pay

Requirements

General Details

License D/B/As

Branch Manager

Contacts

Affirmation

### General Details Save

Have any officers, directors, owners, partners or members and any managers identified on this application ever been convicted of, pled guilty to, or pled nolo contendere (no contest) or given a diversionary sentence in lieu of conviction to any felony in this Commonwealth or anywhere else? Section 6277(a)(3) of the Consumer Credit Code. \*

Yes  No

Within the past ten (10) years, has the applicant or applicant's affiliate, owner, partner, member, officer, director, employee or agent pleaded guilty to, entered a plea of nolo contendere (no contest) to or been convicted of a violation under Section 6271 (relating to operating without a license) or subsection A of section 37 of the former act known as the Motor Vehicle Sales Finance Act? Section 6217(b)(2) of the Consumer Credit Code. \*

Yes  No

Have any legal proceedings involving consumer protection, usury, lending, real estate, licensing violations, breach of Judiciary duty, fraud or similar issues been instituted, continued or concluded against the licensee? \*

Yes  No

Do you service or hold installment sales contracts for manufactured homes? \*

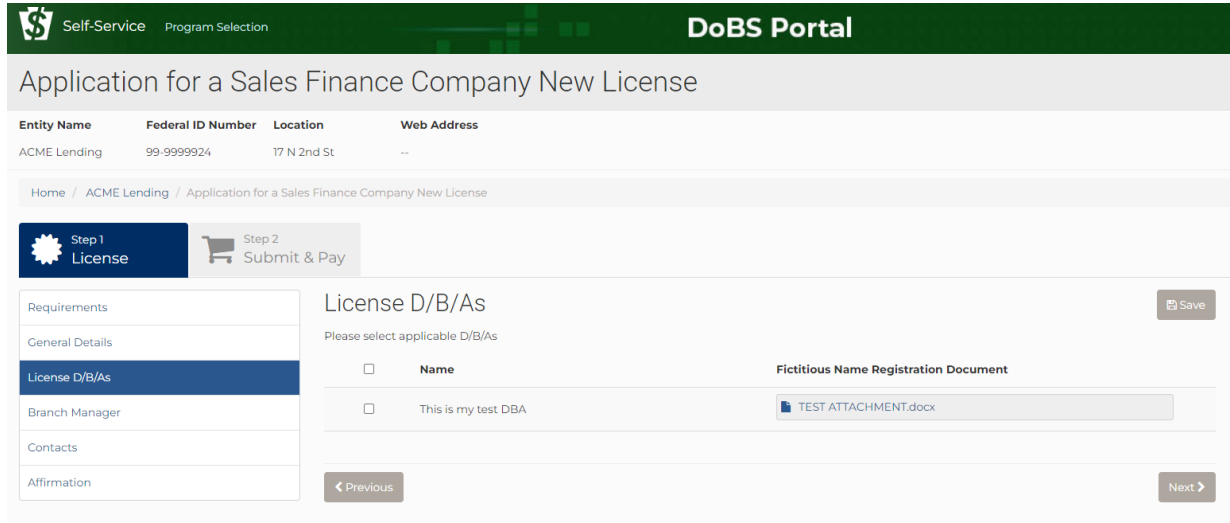
Yes  No

Bond Information

## User Guide

### [License D/B/As] Section

When applying for Sales Finance license please select any DBA's that will be associated with this license by clicking the checkbox next to the appropriate name.



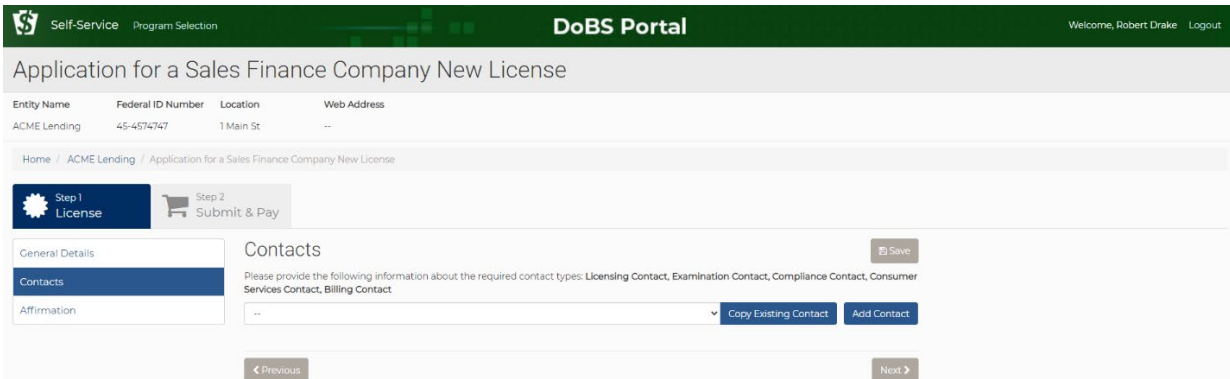
The screenshot shows the 'DoBS Portal' interface for 'Application for a Sales Finance Company New License'. The page is divided into a left sidebar with navigation options: Requirements, General Details, License D/B/As (selected), Branch Manager, Contacts, and Affirmation. The main content area is titled 'License D/B/As' and includes a 'Save' button. Below the title, it says 'Please select applicable D/B/As'. There are two rows of checkboxes: one for 'Name' and another for 'This is my test DBA'. To the right of the second row is a 'Fictitious Name Registration Document' section with a file upload area containing 'TEST ATTACHMENT.docx'. At the bottom of the main content area are 'Previous' and 'Next' navigation buttons.

### [Contacts] Section

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

**\*\*Please take note of the Country designation, it is defaulted to United States.\*\***

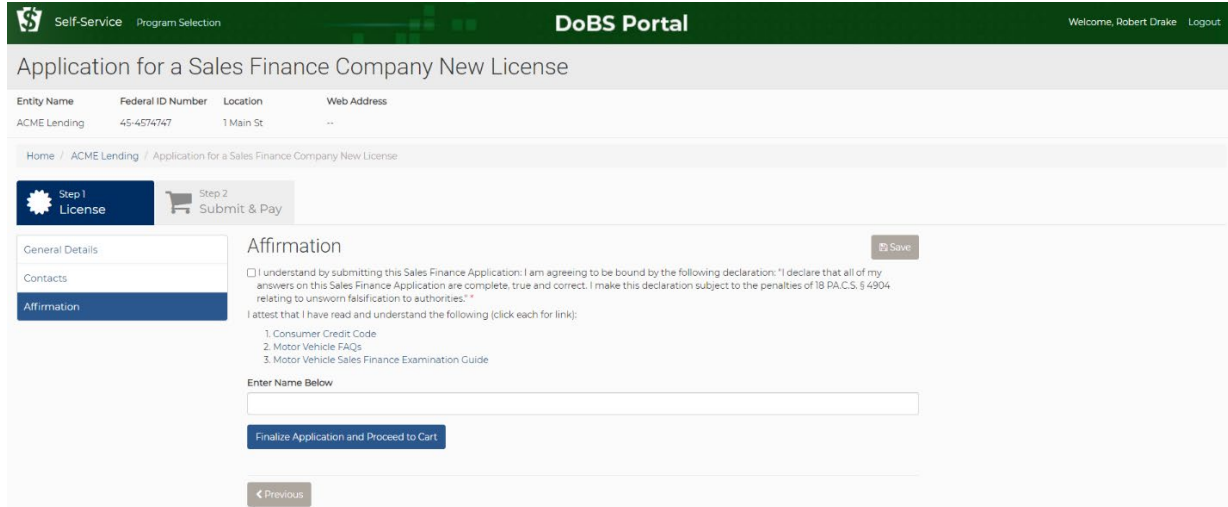
**Do Not Use Call Center telephone numbers for your Contact Information**



The screenshot shows the 'DoBS Portal' interface for 'Application for a Sales Finance Company New License'. The page is divided into a left sidebar with navigation options: General Details, Contacts (selected), and Affirmation. The main content area is titled 'Contacts' and includes a 'Save' button. Below the title, it says 'Please provide the following information about the required contact types: Licensing Contact, Examination Contact, Compliance Contact, Consumer Services Contact, Billing Contact'. There is a dropdown menu with '--' selected. To the right of the dropdown are 'Copy Existing Contact' and 'Add Contact' buttons. At the bottom of the main content area are 'Previous' and 'Next' navigation buttons.

## User Guide

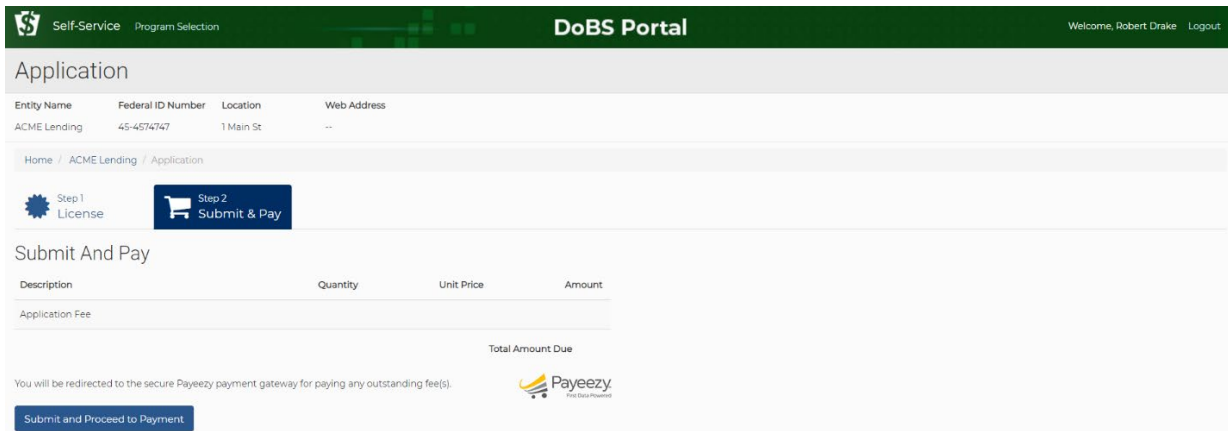
- Once all the information regarding the license application has been entered, the user will have to affirm the information on the [Affirmation] section. The Name entered will serve as the electronic signature. Click on the [Finalize Application and Proceed to Cart] button to proceed.



The screenshot shows the 'DoBS Portal' interface. At the top, it says 'Self-Service Program Selection' and 'DoBS Portal' with a user greeting 'Welcome, Robert Drake Logout'. The main heading is 'Application for a Sales Finance Company New License'. Below this is a table with columns: Entity Name, Federal ID Number, Location, and Web Address. The data row shows 'ACME Lending', '45-4574747', '1 Main St', and '--'. A breadcrumb trail reads 'Home / ACME Lending / Application for a Sales Finance Company New License'. There are two main steps: 'Step 1 License' (active) and 'Step 2 Submit & Pay'. On the left, there are tabs for 'General Details', 'Contacts', and 'Affirmation'. The 'Affirmation' section contains a checkbox for a declaration, a 'Save' button, and a list of links: '1. Consumer Credit Code', '2. Motor Vehicle FAQs', and '3. Motor Vehicle Sales Finance Examination Guide'. Below the links is a text input field labeled 'Enter Name Below' and a 'Finalize Application and Proceed to Cart' button. A 'Previous' button is at the bottom left.

- [Step 2 – Submit & Pay] screen will then be launched.

When an application is submitted to DOBS, all information will be locked. Prior to submission, the user should make sure that all information is complete, true and correct as it is subject to the penalties.



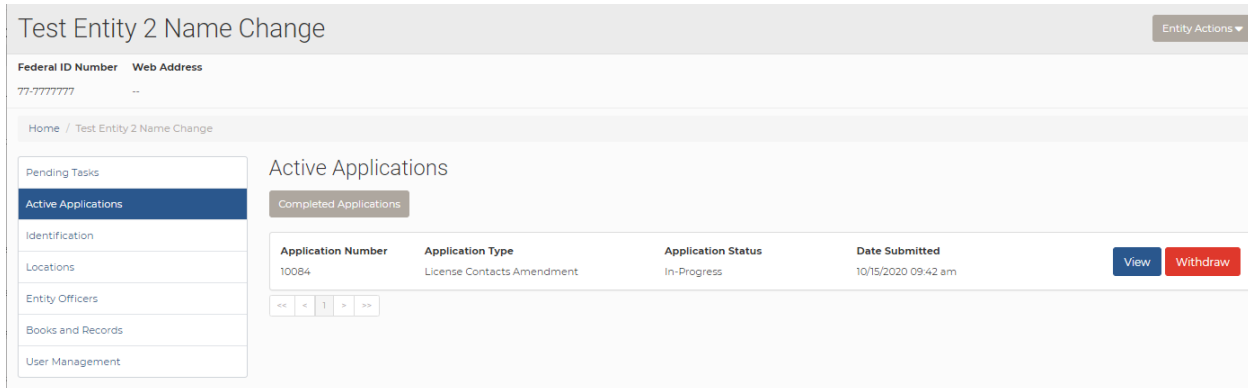
The screenshot shows the 'DoBS Portal' interface for the 'Submit And Pay' screen. The top navigation is the same as the previous screenshot. The main heading is 'Application'. Below it is the same table with application details. The breadcrumb trail is 'Home / ACME Lending / Application'. The steps are 'Step 1 License' and 'Step 2 Submit & Pay' (active). The 'Submit And Pay' section features a table with columns: Description, Quantity, Unit Price, and Amount. The table contains one row: 'Application Fee'. Below the table, it says 'Total Amount Due'. A message states: 'You will be redirected to the secure Payeezy payment gateway for paying any outstanding fee(s)'. The Payeezy logo is shown. At the bottom, there is a 'Submit and Proceed to Payment' button.

When the user clicks on [Submit and Proceed to Payment], the user will be redirected to a third-party vendor – Payeezy – where they will enter their payment information.

Once the payment goes through, the user will be redirected back to the Non-Depository dashboard.

## Viewing Applications

The DOBS Portal enables the user to view the status of the application. On the Entity Dashboard, the user can go to the [Active Applications] section to see the status of an existing application.



The screenshot shows the 'Test Entity 2 Name Change' page. At the top, there are fields for 'Federal ID Number' (77-7777777) and 'Web Address' (---). Below this is a breadcrumb trail: 'Home / Test Entity 2 Name Change'. On the left is a navigation menu with 'Active Applications' selected. The main content area is titled 'Active Applications' and contains a table with one application:

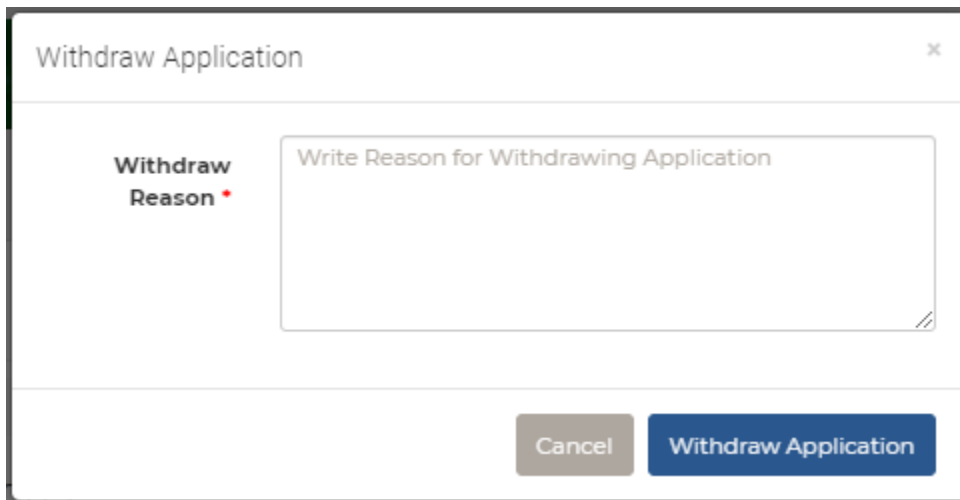
Application Number	Application Type	Application Status	Date Submitted	
10084	License Contacts Amendment	In-Progress	10/15/2020 09:42 am	<a href="#">View</a> <a href="#">Withdraw</a>

Below the table is a pagination control showing '<< < 1 > >>'.

## Withdraw License Applications

The DoBS Portal will allow a user to withdraw and active application by clicking the [Withdraw] button on the application they wish to withdraw.

You will need to give a reason for the withdrawal and confirm by click on [Withdraw Application]



The screenshot shows a modal window titled 'Withdraw Application'. On the left, it says 'Withdraw Reason \*'. To the right is a large text input area with the placeholder text 'Write Reason for Withdrawing Application'. At the bottom of the modal are two buttons: 'Cancel' and 'Withdraw Application'.



## User Guide

### Discard License Applications

The DOBS Portal enables the user to discard a saved application. On the Non-Depository Dashboard, the user can go to the [Draft License Applications] section and click on the [Discard] button.

Self-Service Program Selection
DoBS Portal
Welcome, Robert Drake Logout

---

Non-Depository Actions ▾

Pending Tasks

No Pending Tasks

My Entities

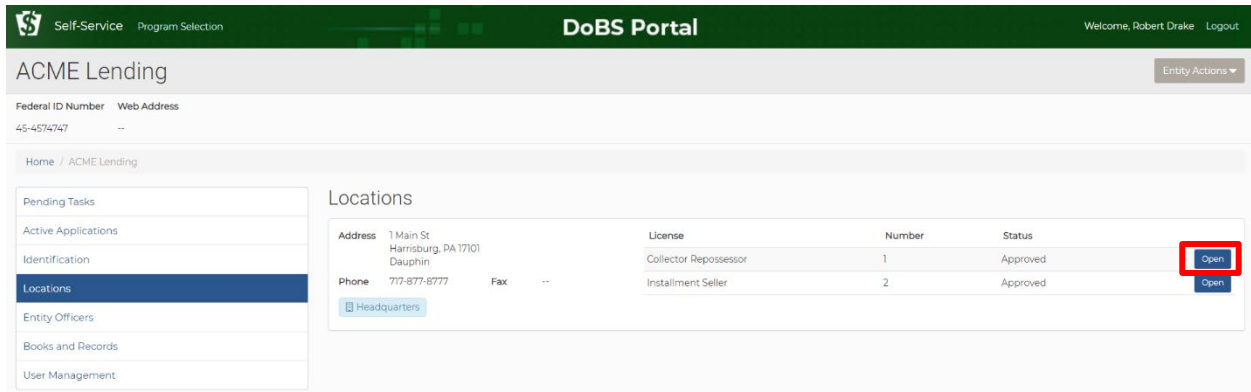
Entity Name	Federal ID Number	Status	
ACME Lending	45-4574747	Registered	<a href="#">Open</a>

Draft License Applications

Entity Name	Federal ID Number	Application Type	Last Modified	
ACME Lending	45-4574747	Consumer Discount New License	08/31/2020 11:04 am	<a href="#">Discard</a> <a href="#">Open</a>

## Accessing License Information

The DOBS Portal enables the user to view license information as well as retrieve a copy of the License Certificate. On the Entity Dashboard, the user can go to the [Locations] section and on the Location and License, click on the [Open] button.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

ACME Lending Entity Actions

Federal ID Number 45-4574747 Web Address --

Home / ACME Lending

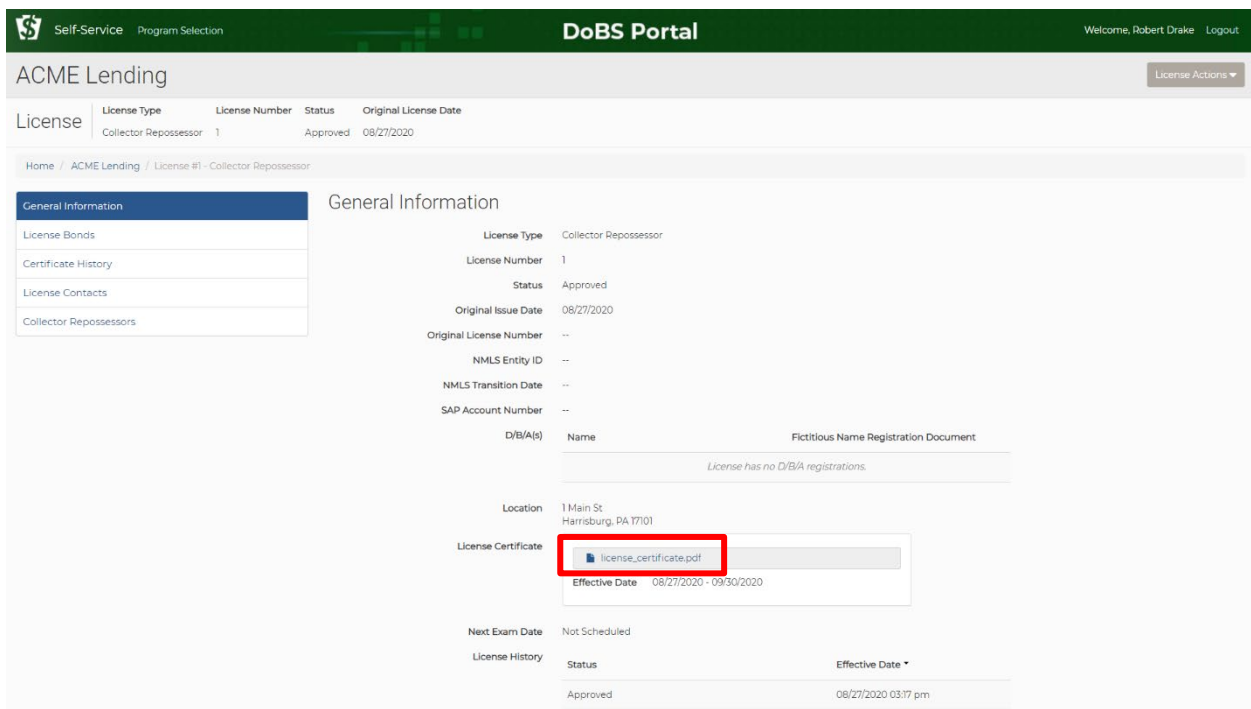
Pending Tasks  
Active Applications  
Identification  
**Locations**  
Entity Officers  
Books and Records  
User Management

**Locations**

Address	License	Number	Status	
1 Main St Harrisburg, PA 17101 Dauphin	Collector Reprocessor	1	Approved	<a href="#">Open</a>
Phone 717-877-8777 Fax --	Installment Seller	2	Approved	<a href="#">Open</a>

[Headquarters](#)

The user will then be presented with the License screen. The user can click on the [license\_certificate.pdf] to download the certificate.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

ACME Lending License Actions

License

License Type	License Number	Status	Original License Date
Collector Reprocessor	1	Approved	08/27/2020

Home / ACME Lending / License #1 - Collector Reprocessor

**General Information**

License Type Collector Reprocessor  
License Number 1  
Status Approved  
Original Issue Date 08/27/2020  
Original License Number --  
NMLS Entity ID --  
NMLS Transition Date --  
SAP Account Number --

D/B(A)s

Name	Fictitious Name Registration Document
License has no D/B/A registrations.	

Location 1 Main St  
Harrisburg, PA 17101

License Certificate

<a href="#">license_certificate.pdf</a>	
Effective Date	08/27/2020 - 09/30/2020

Next Exam Date Not Scheduled

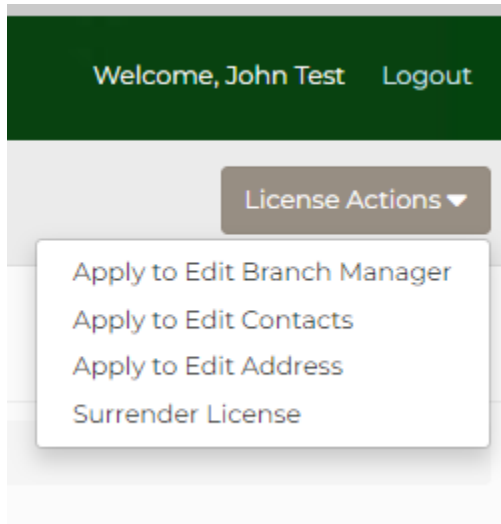
License History

Status	Effective Date
Approved	08/27/2020 03:17 pm

## Surrendering A License


The DOBS Portal enables the user to surrender the license. On the Entity Dashboard, the user can go to the [Locations] section and on the Location and License, click on the [Open] button.

Click on [License Actions] in the upper right-hand corner. Select [Surrender License].



Complete the requested information and any required documents.

### Surrender License

**Effective Date of Surrender \***  

**Reason for license surrender \***

**Upload attachments** Please Attach the following information on the status of each loan to Pennsylvania consumers that are outstanding:

- Name of Consumer
- Consumer Address and telephone number
- Current Application Status
- Loan Number
- Amount of Loan
- Contact information for applicable lender with who each loan will be placed
- Date loan will be resolved

**Licenses to Surrender: \***  License # 31 - 21 Main St

**Affirmation \***  I understand by submitting this Surrender License Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. § 4904 relating to unsworn falsification to authorities." \*

**Enter Name Below**

## User Guide

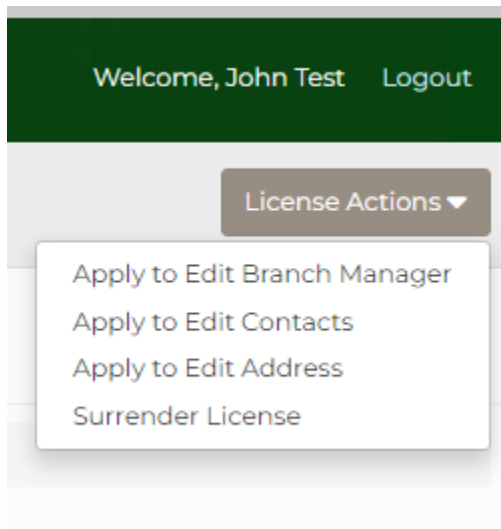
### Apply to Add/Edit/Remove a Contact

The DoBS portal will allow you to apply to edit, add or remove a contact for a licensed location. This can be done from the [License] screen.

On the Entity Dashboard, the user can go to the [Locations] section and on the Location and License, click on the [Open] button.

Click on [License Actions] in the upper right-hand corner. Select [Apply to Edit Contacts].

### **Do Not Use Call Center telephone numbers for your Contact Information**



#### [Contacts] Section

The [Remove] allows the user the remove the existing contact.

The [Copy Existing Contact] allows the user to get information that was previously entered in the [Contacts] Section or the [Entity Officers] and copy it into the license application.

**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

Apply to Edit Contacts

Please provide the following information about the required contact types: **Licensing Contact, Examination Contact, Compliance Contact, Consumer Services Contact, Billing Contact**

--

Contact		<input type="button" value="Copy"/>	<input type="button" value="Remove"/>
<b>Contact Type *</b>	<input type="text" value="Billing Contact"/>	<b>Title *</b>	<input type="text" value="President"/>

After all additions/changes have been completed you will need to affirm to the edits by clicking on the [Affirmation] checkbox and then entering your name.

## User Guide

---

Click [Submit] to send your request to DoBS for review.

The application will be reviewed by DoBS and a response will be sent once a decision has been made.

### Document Upload

Upload any other relevant documents

Attach Files...

#### Affirmation \*

I understand by submitting this License Contacts Change Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. § 4904 relating to unsworn falsification to authorities." \*

Enter Name Below

Cancel

Submit

## Accessing Entity Officers

The DoBS portal will allow you to apply to edit/remove an officer for an entity. This can be done from the [Entity Officer] screen.

Test Entity 2 Name Change Entity Actions ▾

Federal ID Number    Web Address  
 77-7777777    --

Home / Test Entity 2 Name Change

Pending Tasks

Active Applications

Identification

Locations

Entity Officers

Books and Records


User Management

### Entity Officers

<b>First Name</b> Seymore	<b>Last Name</b> Beaches	<b>Email</b> sdick@pa.gov	<b>Residential Address</b> 17 N 2nd St Harrisburg, PA 17101	<a href="#" style="background-color: #0056b3; color: white; padding: 2px 5px;">Apply To Edit</a>
<b>Home Phone Number</b> 444-555-1478	<b>Cell Phone Number</b> 444-555-1478	<b>Title</b> President	<b>Officer Type</b> Control Person	

<b>First Name</b> Buffy	<b>Last Name</b> Summers	<b>Email</b> sdick@pa.gov	<b>Residential Address</b> 17 N 2nd St Harrisburg, PA 17101	<a href="#" style="background-color: #0056b3; color: white; padding: 2px 5px;">Apply To Edit</a>
<b>Home Phone Number</b> 444-555-1478	<b>Cell Phone Number</b> 444-555-1478	<b>Title</b> Vice President	<b>Officer Type</b> Control Person	

## Apply to Edit Entity Officer

To Edit/Remove an entity officer click on  next to the officer you want to work on.

**Please note: Do Not use the edit function to add a new officer.**

To remove the officer, click on the [Officer is being removed] and click [Submit].

Apply to Edit Officer

Please provide the following information about the officer, director, owner, partners, member or manager of the entity.  
**Branch Manager** - A person that must meet certain requirements and is responsible for the actions of the company.  
**Control Person** - A control person is an individual (natural person) that directly or indirectly exercises control over the applicant or licensee. This definition includes any individual that is an equity owner or member, executive officer or individuals, regardless of title, who have the power directly or indirectly to direct the management or policies of a company.

Entity Officer

**Effective Date of Change \***

**Officer Type \***

**EIN/Fed ID**

**Title \***

**First Name \***

**Officer is being removed**

To edit the officer, make necessary changes to the screen and then click [Submit].

Fields that cannot be edited:

- Social Security Number
- Date of Birth

## User Guide

### Test Entity 2 Name Change

Federal ID Number    Web Address  
71-777777    --

Home / Test Entity 2 Name Change / Apply to Edit Officer

#### Apply to Edit Officer

Please provide the following information about the officer, director, owner, partners, member or manager of the entity.

Entity Officer

<p><b>Effective Date of Change *</b></p> <input type="text" value="Effective Date of Change"/>	<input type="checkbox"/> <b>Officer is being removed</b>
<p><b>Officer Type *</b></p> <input type="text" value="Control Person"/>	<p><b>Title *</b></p> <input type="text" value="President"/>
<p><b>First Name *</b></p> <input type="text" value="Seymore"/>	<p><b>Last Name *</b></p> <input type="text" value="Beaches"/>
<p><b>Middle Name</b></p> <input type="text" value="Middle Name"/>	<p><b>Date of Birth *</b></p> <input type="text" value="01/02/1900"/>
<p><b>Social Security Number *</b></p> <input type="text" value="889-98-9785"/>	<p><b>Cell Phone Number *</b></p> <input type="text" value="444-555-1478"/>
<p><b>Home Phone Number *</b></p> <input type="text" value="444-555-1478"/>	<p><b>Email Address *</b></p> <input type="text" value="sdick@ba.gov"/>

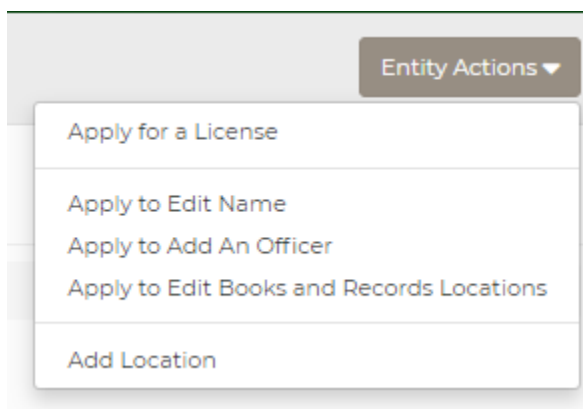
After all additions/changes have been completed you will need to affirm the information by clicking on the [Affirmation] checkbox and then entering your name.

Click [Submit] to send your request to DoBS for review.

The application will be reviewed by DoBS and a response will be sent once a decision has been made.

## Apply Add an Entity Officer

The Portal gives you the ability to add a new officer by clicking on the [Entity Actions] button and then selecting [Apply to Add an Officer] from the dropdown menu.



## User Guide

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After the new officer has been added, you will need to affirm to the edits by clicking on the [Affirmation] checkbox and then entering your name. If needed, please complete all criminal history requirements.

Click [Submit] to send your request to DoBS for review.

The application will be reviewed by DoBS and a response will be sent once a decision has been made.



## Accessing Entity Books and Records

The DoBS portal will allow you to apply to edit/remove a Books and Records for an entity. This can be done from the [Books and Records] screen.

Test Entity 2 Name Change Entity Actions ▾

Federal ID Number    Web Address  
 77-7777777    --

Home / Test Entity 2 Name Change

Pending Tasks

Active Applications

Identification

Locations

Entity Officers

Books and Records

User Management

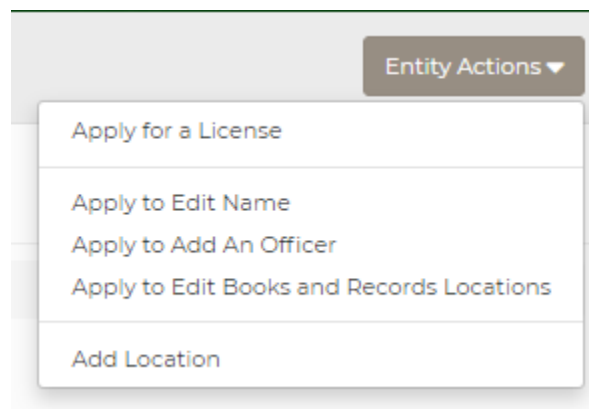
### Entity Officers

<b>First Name</b> Seymore	<b>Last Name</b> Beaches	<b>Email</b> sdick@pa.gov	<b>Residential Address</b> 17 N 2nd St Harrisburg, PA 17101	<a href="#" style="background-color: #0056b3; color: white; padding: 2px 5px;">Apply To Edit</a>
<b>Home Phone Number</b> 444-555-1478	<b>Cell Phone Number</b> 444-555-1478	<b>Title</b> President	<b>Officer Type</b> Control Person	

<b>First Name</b> Buffy	<b>Last Name</b> Summers	<b>Email</b> sdick@pa.gov	<b>Residential Address</b> 17 N 2nd St Harrisburg, PA 17101	<a href="#" style="background-color: #0056b3; color: white; padding: 2px 5px;">Apply To Edit</a>
<b>Home Phone Number</b> 444-555-1478	<b>Cell Phone Number</b> 444-555-1478	<b>Title</b> Vice President	<b>Officer Type</b> Control Person	

## Apply to Edit Entity Books and Records

To Edit/Remove and entity Books and click on the [Entity Actions] button and select [Apply to Edit Books and Records] from the drop-down menu.



Entity Actions ▾

- Apply for a License
- Apply to Edit Name
- Apply to Add An Officer
- Apply to Edit Books and Records Locations
- Add Location

On the Apply to Edit the Books and Records Locations screen you have 3 options, you can edit the existing information, create a new books and records or remove the books and record.

Add a new Books and Record.

Click on [Add Books/Records Address] then complete the information.

## User Guide

### Apply to Edit Books and Records Locations

[Click Here to Download Application Instructions](#)

Please provide the following information about all address where any official books or records related to the entity are kept.

[Add Books/Records Address](#)

Books/Records Address Remove

Company Name *	CT Corporation Systems		
First Name	N/A		
Last Name	N/A		
Phone Number *	888-888-8888	Fax Number	Fax Number
Email	sdick@pa.gov		
Country *	United States		
Street Address *	17 Pine St		
	Apartment, suite, unit, building, floor, etc.		
City *	Harrisburg		
Zip / Postal Code *	17101	State / Province *	PA
County	Dauphin		
Comments	Description of the records which are held at this location.		

#### Affirmation

I understand by submitting this Entity Books and Records Locations Change Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. § 4904 relating to unsworn falsification to authorities."

Enter Name Below

[Cancel](#) [Submit](#)

To remove the Books and Record click on the [Remove] button.

To edit the Books and Records make necessary changes to the screen.

After all additions/changes have been completed you will need to affirm to the edits by clicking on the [Affirmation] checkbox and then entering your name.

Click [Submit] to send your request to DoBS for review.

The application will be reviewed by DoBS and a response will be sent once a decision has been made.

## Apply to Edit Entity Name

The portal will allow you to apply to change the entity name. This can be done by clicking on [Identification] tap and then clicking on [Entity Actions]. Select [Apply to Edit Name] from the drop-down menu. If the company structure is being amended and the EIN/Federal ID number has changed, a new application must be completed. For example: Test Entity Inc (corporation) with Federal ID #XX-XXXXXX1 is changing to Test Entity LLC (a limited liability company) and still able to use Federal ID #XX-XXXXXX1, the name can be amended. But if Test Entity Inc (corporation) with Federal ID #XX-XXXXXX1 is changing to Test Entity LLC (a limited liability company) and was issued a new Federal ID #XX-XXXXXX2, a new application must be completed.

Enter the new company name, attach the Pennsylvania Department of State Registration approval of the name change and a copy of the Operating Agreement or By-Laws that show the name change.

Complete the Effective Date of Change and the Affirmation and click [Submit] to send the application to DoBS for review.

### Test Entity 2 Name Change

**Federal ID Number**    **Web Address**  
77-777777    --

Home / Test Entity 2 Name Change / Edit Name

#### Apply to Edit Name

**Do you wish to update Entity Name?**     Yes     No

**New Entity Name \***   

**Attach Articles of Incorporation**   

**Attach Operating Agreement**   

**Attach By-Laws**   

**Do you wish to update Entity DBAs?**     Yes     No

**Current DBAs**

DBA Name	Fictitious Name Registration	Registratio...	Cancelled ...	Delete
<i>Entity has no current DBAs</i>				

**New DBAs**   

No New DBAs

**Effective Date of Change \***   

**Affirmation \***     I understand by submitting this Entity Name Change Application: I am agreeing to be bound by the following declaration: "I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. § 4904 relating to unsworn falsification to authorities." \*

**Enter Name Below**

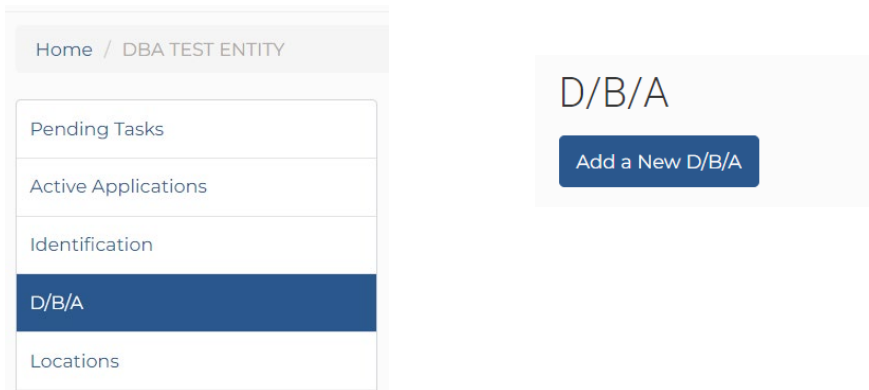
## User Guide

### Apply to Add or Remove Entity DBA

The Portal will allow you to apply to add or remove a fictitious name (DBA). This can be done by clicking on [Open] on the entity you wish to add or remove a DBA.

#### To Add a new DBA

Click on the [D/B/A/ tab, then click [Add a New D/B/A].



Enter the DBA name, attach the approved fictitious name registration from the Pennsylvania Department of State and the date the DBA was approved for use. Click [Add New D/B/A].

You can add multiple DBAs by clicking the [Add a New DBA] button again. Repeat the above process for each new DBA. See [To Add the DBA to the Licenses] to complete the process.

Add a New D/B/A ×

---

**D/B/A Name \***

**Fictitious Name Registration \***

Attach File...

📎 Maximum file size per attachment: 300 MB.

**Registration Date \***

 📅


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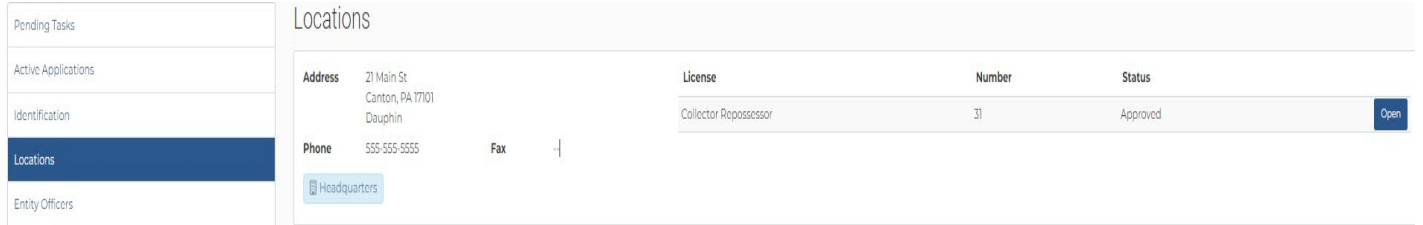
Cancel
Add New D/B/A

If the DBA does not display on the page, please refresh (F5) the page.

## User Guide

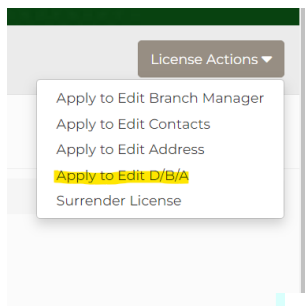
### To Add the DBA to the license(s)

Click on the [Locations] tab; select the license that you wish to add the DBA to, click [Open].



License	Number	Status
Collector Repossessor	31	Approved

Click [License Actions], [Apply to Edit D/B/A]




Select the DBA by placing a check in the box next to the DBA that you wish to add to the license. Type in the [Effective Date] of the change, complete the [Affirmation], then click [Submit].

### Apply to Edit D/B/A

Please select applicable D/B/As

Please unselect D/B/As that you wish to cancel from the license

<input type="checkbox"/>	DBA Name	Fictitious Name Registration	Registration Date
<input checked="" type="checkbox"/>	New DBA for User Guide	 eeyore.docx	03/04/2024

Please note that the DBA will not appear on the dashboard until it has been approved by the Licensing Office. You will receive an email with a link to print out the new license certificate with the new DBA.

## User Guide

### To Remove a DBA

Click on the [Locations] tab; select the license that you wish to remove the DBA from, click [Open].

Pending Tasks	Locations		
Active Applications	Address	21 Main St Canton, PA 17001 Dauphin	License
Identification	Phone	555-555-5555	Number
<b>Locations</b>	Fax	-	Status
Entity Officers	<input type="button" value="Headquarters"/>		Collector Repossessor 31 Approved <input type="button" value="Open"/>

Select the DBA you wish to remove from the license by unchecking the box next to the DBA. Type in the [Effective Date] of the change, complete the [Affirmation], then click [Submit].

Please select applicable D/B/As

Please unselect D/B/As that you wish to cancel from the license

<input type="checkbox"/>	DBA Name	Fictitious Name Registration	Registration Date
<input type="checkbox"/>	New DBA for User Guide	<input type="text" value="eeyore.docx"/>	03/04/2024
<input checked="" type="checkbox"/>	Existing Licensee DBA	<input type="text" value="Police Car.docx"/>	03/26/2024

Please note that the DBA will not be removed from the license until it has been approved by the Licensing Office. You will receive an email with a link to print out the new license certificate with the DBA removed.

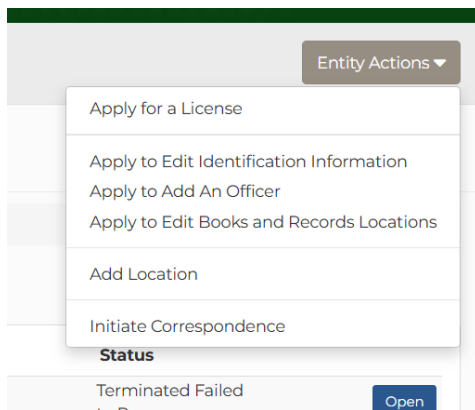
## Apply to Edit Entity Address

The portal will allow you to apply to change the entity address. There must be 1 location designated as the headquarters. The address will not show as changed until the Licensing Office approves the [Address Amendment] application.

**\*\*Please take note of the **Country** designation, it is defaulted to United States.\*\***

From the [Entity Dashboard] select the entity and click [Open].

**If the license is being move to a new address location,** click on the [Locations] tab. Click on [Entity Actions] [Add Location].



If you are changing the headquarters location, click [Yes], otherwise click [No].

**Headquarters \*** Is this location your headquarters?  Yes  No

**Country \***

**Street Address \***

**City \***

**Zip / Postal Code \***  **State / Province \***

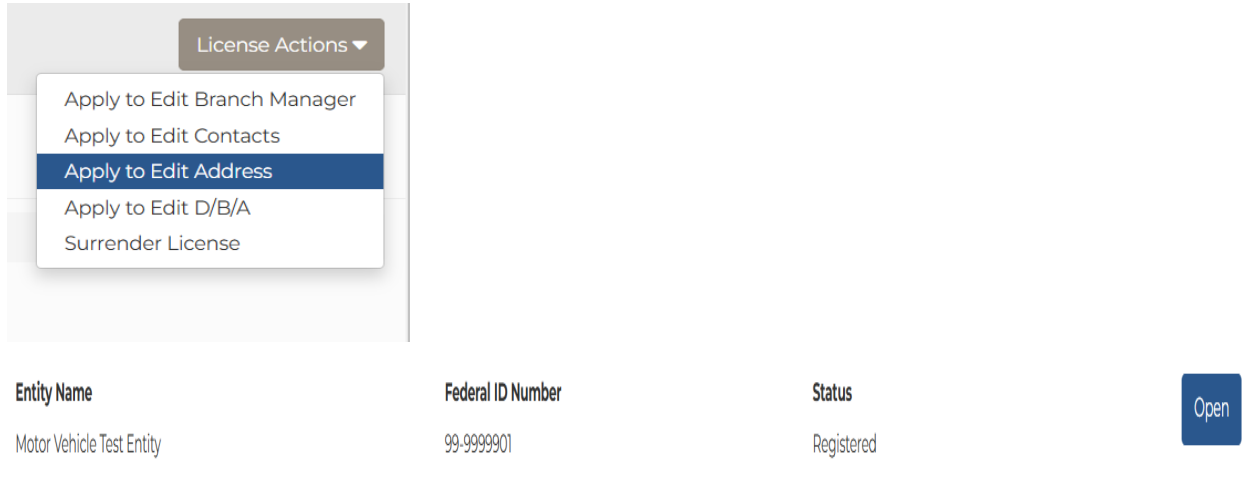
**County**

**Phone Number \***  **Office Fax Number**

Enter the new address and click [Submit]. This will add the new address to the drop-down list.

## User Guide

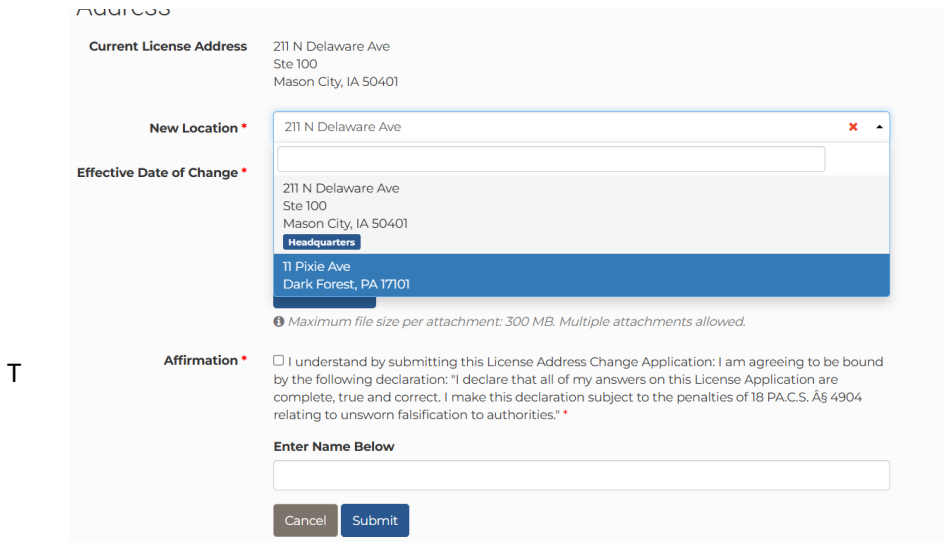
To complete the address change, click on the [Locations] tab. Click [Open] next to the license number that is to be moved to the new address. Click on [License Actions] [Apply to Edit Address].



The screenshot shows a 'License Actions' dropdown menu with the following options: 'Apply to Edit Branch Manager', 'Apply to Edit Contacts', 'Apply to Edit Address' (highlighted), 'Apply to Edit D/B/A', and 'Surrender License'. Below the menu is a table with the following data:

Entity Name	Federal ID Number	Status	Open
Motor Vehicle Test Entity	99-9999901	Registered	<a href="#">Open</a>

Select the new location address from the drop-down box, the effective date of the address change, and complete the affirmation and click [Submit] to send the application to DoBS for review.



The screenshot shows the 'ADDRESS' section of the application form. It includes the following fields and options:

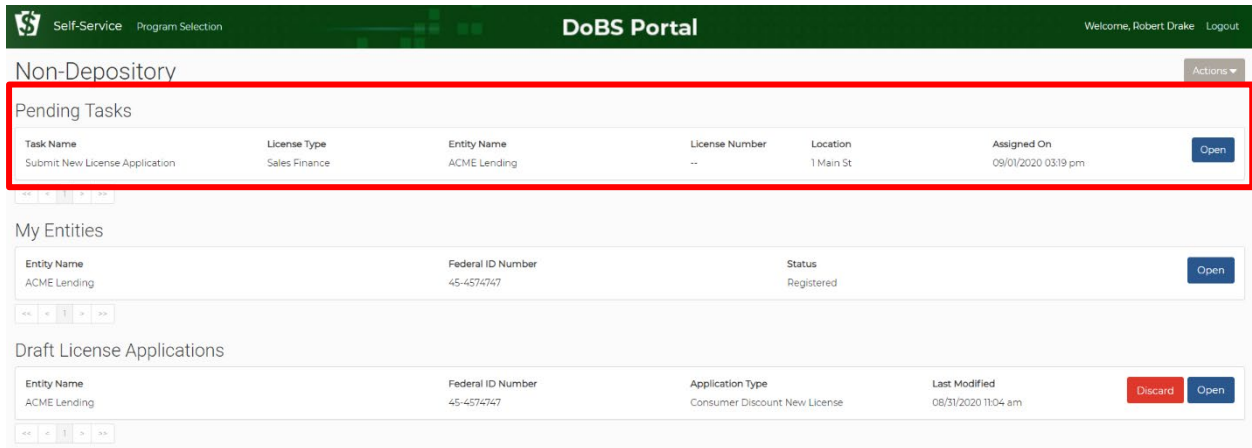
- Current License Address:** 211 N Delaware Ave, Ste 100, Mason City, IA 50401
- New Location:** A dropdown menu showing '211 N Delaware Ave' as the selected option.
- Effective Date of Change:** A date selection field.
- Affirmation:** A checkbox with the text: "I understand by submitting this License Address Change Application: I am agreeing to be bound by the following declaration: 'I declare that all of my answers on this License Application are complete, true and correct. I make this declaration subject to the penalties of 18 PA.C.S. Â§ 4904 relating to unsworn falsification to authorities.'"
- Enter Name Below:** A text input field.
- Buttons:** 'Cancel' and 'Submit' buttons.

Maximum file size per attachment: 300 MB. Multiple attachments allowed.



## Pending Tasks

The DOBS Portal enables the user to respond to tasks that have been assigned to them by the Department. The tasks can be related to licensing, examination, or compliance. Whenever a task is assigned to the Entity, the user will be able to see it on the Non-Depository dashboard – Pending Tasks section.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

Non-Depository Actions ▾

Pending Tasks

Task Name	License Type	Entity Name	License Number	Location	Assigned On	Open
Submit New License Application	Sales Finance	ACME Lending	--	1 Main St	09/01/2020 03:19 pm	Open

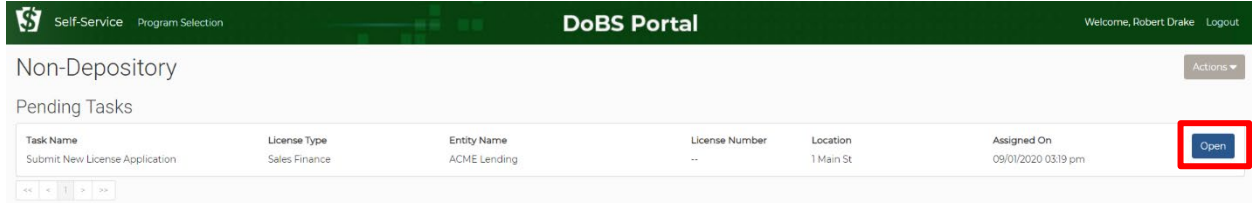
My Entities

Entity Name	Federal ID Number	Status	Open
ACME Lending	45-4574747	Registered	Open

Draft License Applications

Entity Name	Federal ID Number	Application Type	Last Modified	Discard	Open
ACME Lending	45-4574747	Consumer Discount New License	08/31/2020 11:04 am	Discard	Open

The details of the task will be shown once the user clicks on the [Open] button.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

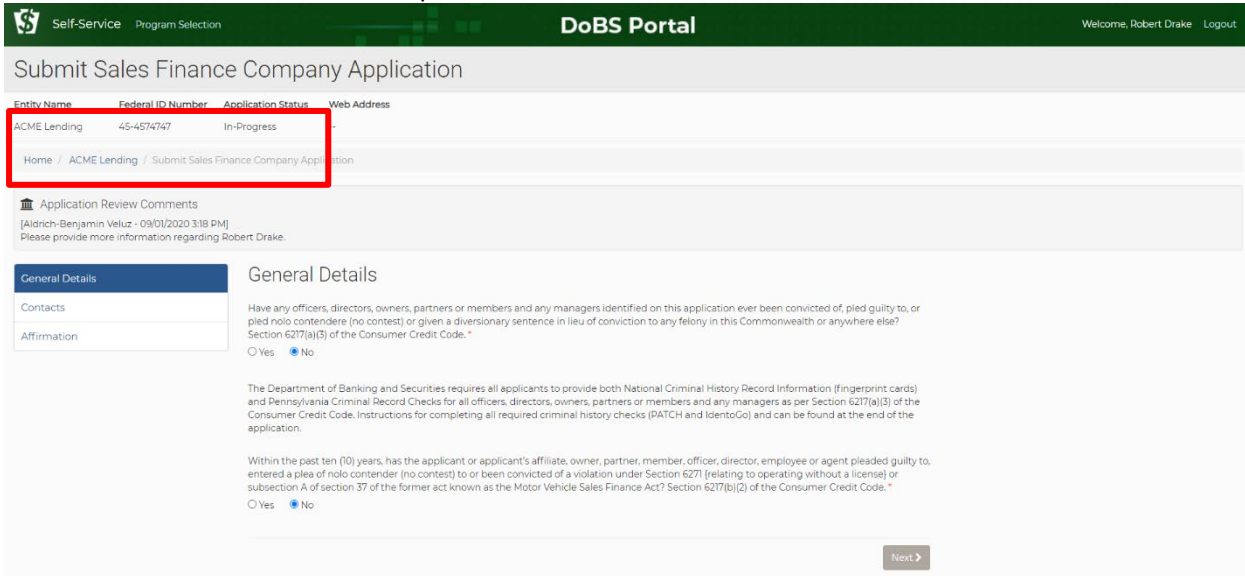
Non-Depository Actions ▾

Pending Tasks

Task Name	License Type	Entity Name	License Number	Location	Assigned On	Open
Submit New License Application	Sales Finance	ACME Lending	--	1 Main St	09/01/2020 03:19 pm	Open

## User Guide

If the task is related to a license application, the original application form submitted will be opened with the Review comments from the Department shown.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

### Submit Sales Finance Company Application

Entity Name	Federal ID Number	Application Status	Web Address
ACME Lending	45-457474	In-Progress	

Home / ACME Lending / Submit Sales Finance Company Application

**Application Review Comments**  
[Aldrich-Benjamin Veluz - 09/01/2020 3:18 PM]  
Please provide more information regarding Robert Drake.

**General Details**

**Contacts**

**Affirmation**

**General Details**

Have any officers, directors, owners, partners or members and any managers identified on this application ever been convicted of, pled guilty to, or pled nolo contendere (no contest) or given a diversionary sentence in lieu of conviction to any felony in this Commonwealth or anywhere else? Section 6217(a)(3) of the Consumer Credit Code.\*

Yes  No

The Department of Banking and Securities requires all applicants to provide both National Criminal History Record Information (fingerprint cards) and Pennsylvania Criminal Record Checks for all officers, directors, owners, partners or members and any managers as per Section 6217(a)(3) of the Consumer Credit Code. Instructions for completing all required criminal history checks (PATCH and IdentoGo) and can be found at the end of the application.

Within the past ten (10) years, has the applicant or applicant's affiliate, owner, partner, member, officer, director, employee or agent pleaded guilty to, entered a plea of nolo contendere (no contest) to or been convicted of a violation under Section 6271 (relating to operating without a license) or subsection A of section 37 of the former act known as the Motor Vehicle Sales Finance Act? Section 6217(b)(2) of the Consumer Credit Code.\*

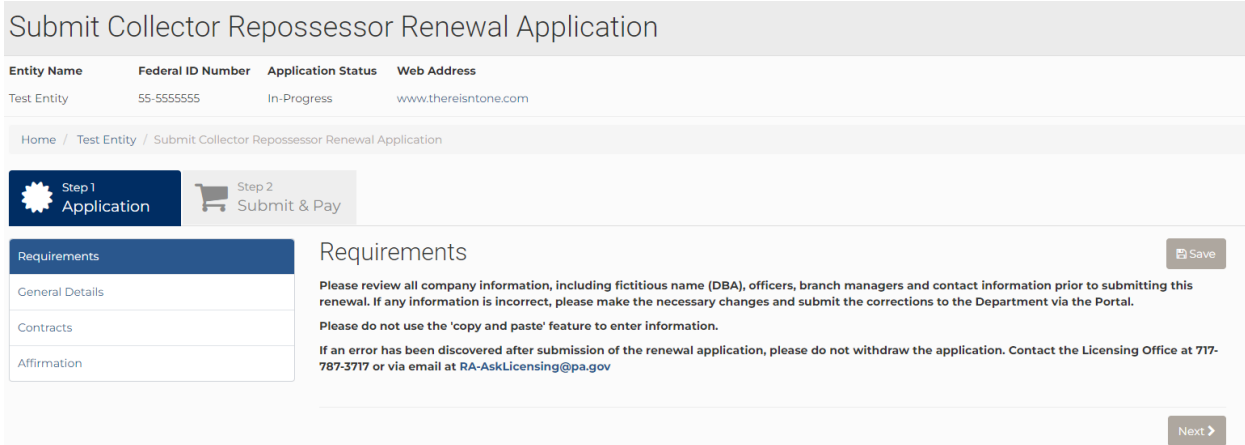
Yes  No

Next >

The user can then make changes to the application and submit it back to the Department similar to how they filled-out the application form initially.

## Renewal Application

After opening the pending renewal task, please review all information related to your company. Make any necessary changes to officers, branch managers or DBAs and submit the changes.



### Submit Collector Repossessor Renewal Application

Entity Name	Federal ID Number	Application Status	Web Address
Test Entity	55-555555	In-Progress	www.thereisntone.com

Home / Test Entity / Submit Collector Repossessor Renewal Application

**Step 1 Application** **Step 2 Submit & Pay**

**Requirements**

**General Details**

**Contracts**

**Affirmation**

**Requirements**

Please review all company information, including fictitious name (DBA), officers, branch managers and contact information prior to submitting this renewal. If any information is incorrect, please make the necessary changes and submit the corrections to the Department via the Portal.

Please do not use the 'copy and paste' feature to enter information.

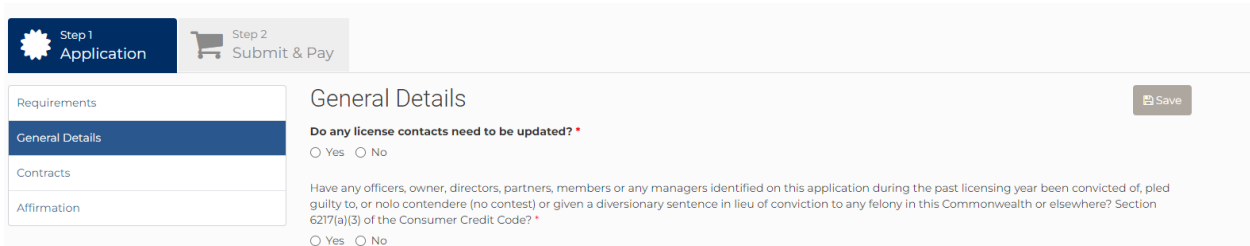
If an error has been discovered after submission of the renewal application, please do not withdraw the application. Contact the Licensing Office at 717-787-3717 or via email at RA-AskLicensing@pa.gov

Save

Next >

## User Guide

Under the [General Details] tab you will be asked to verify the contact information.



Step 1 Application | Step 2 Submit & Pay

Requirements | **General Details** | Contracts | Affirmation

**General Details** Save

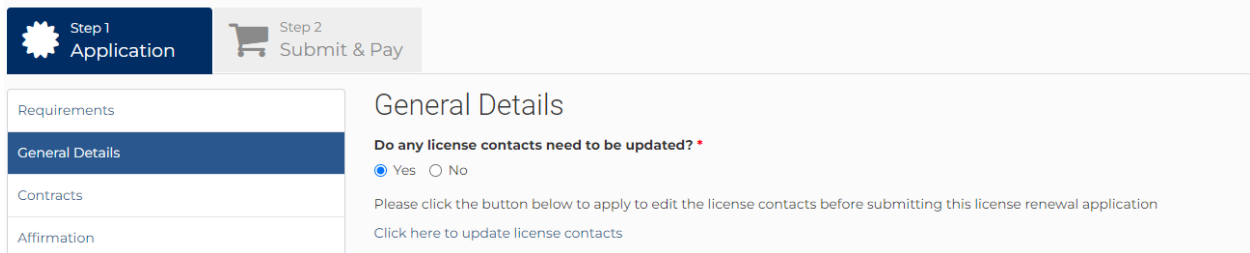
**Do any license contacts need to be updated? \***  
 Yes  No

Have any officers, owner, directors, partners, members or any managers identified on this application during the past licensing year been convicted of, pled guilty to, or nolo contendere (no contest) or given a diversionary sentence in lieu of conviction to any felony in this Commonwealth or elsewhere? Section 6217(a)(3) of the Consumer Credit Code? \*

Yes  No

If changes are required, click [Yes]. You will be directed to the Contact section to make the changes.  
**Do Not Use Call Center telephone numbers for your Contact Information**

**IT IS IMPORTANT TO UPDATE ANY CONTACTS TO ENSURE THAT YOU RECEIVE CORRESPONDENCE FROM THE DEPARTMENT**



Step 1 Application | Step 2 Submit & Pay

Requirements | **General Details** | Contracts | Affirmation

**General Details**

**Do any license contacts need to be updated? \***  
 Yes  No

Please click the button below to apply to edit the license contacts before submitting this license renewal application  
[Click here to update license contacts](#)

Home / Test Entity / License #31 - Collector Reprocessor / Apply to Change Contacts

### Apply to Edit Contacts

Please provide the following information about the required contact types: **Licensing Contact, Examination Contact, Compliance Contact, Consumer Services Contact, Billing Contact**

Contact

-- Copy Existing Contact Add Contact

Contact		Copy	Remove
<b>Contact Type *</b>	Billing Contact		
<b>Title *</b>	President		
<b>First Name *</b>	Wily		
<b>Last Name *</b>	Coyote		
<b>Home Phone Number</b>	555-555-5555		
<b>Cell Phone Number *</b>	555-555-5555		

Phone numbers cannot be call center numbers

## Prepare Examination Materials and Loan Logs/Provide Exam Verification or Follow-up

The DOBS Portal enables the user to submit documents and information to the Department for their examinations. The Pending Tasks area on the Non-Depository Dashboard will show any task that is assigned for the user to work on.

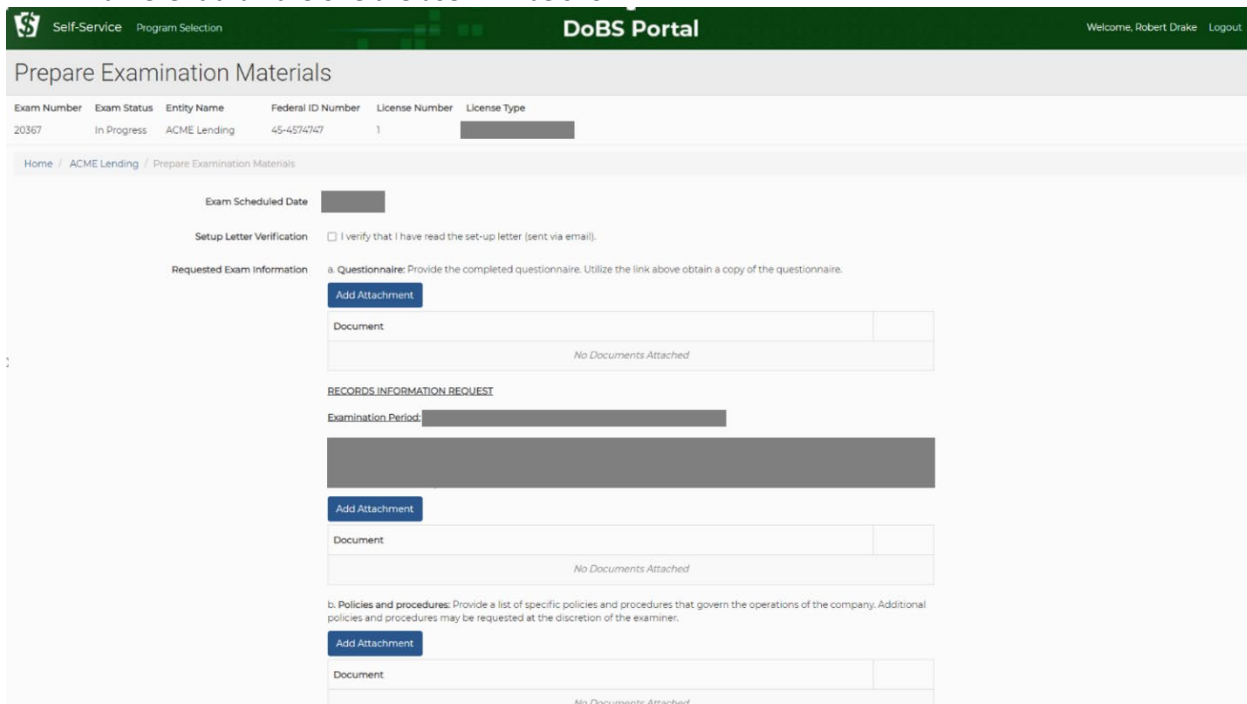
1. On the Non-Depository dashboard, the user can click on the [Open] button for the task associated with the Exam.



The screenshot shows the 'Non-Depository' dashboard with a 'Pending Tasks' table. The table has columns for Task Name, License Type, Entity Name, License Number, Location, and Assigned On. The first row shows 'Prepare Examination Materials' with License Type 'Collector Repossessor', Entity Name 'ACME Lending', License Number '1', Location '1 Main St', and Assigned On '09/02/2020 11:58 am'. An 'Open' button is visible in the top right corner of the table row, highlighted with a red box.

2. If the task name is Prepare Examination Materials or Prepare Loan Logs, the Prepare Examination Materials / Prepare Loan Logs screen will show for the user to provide documents and information on.

Note that the requested exam information will be different depending on various factors. The screenshot below is meant as an example of how the screen will look like, and it may be different than the one the user will be shown.

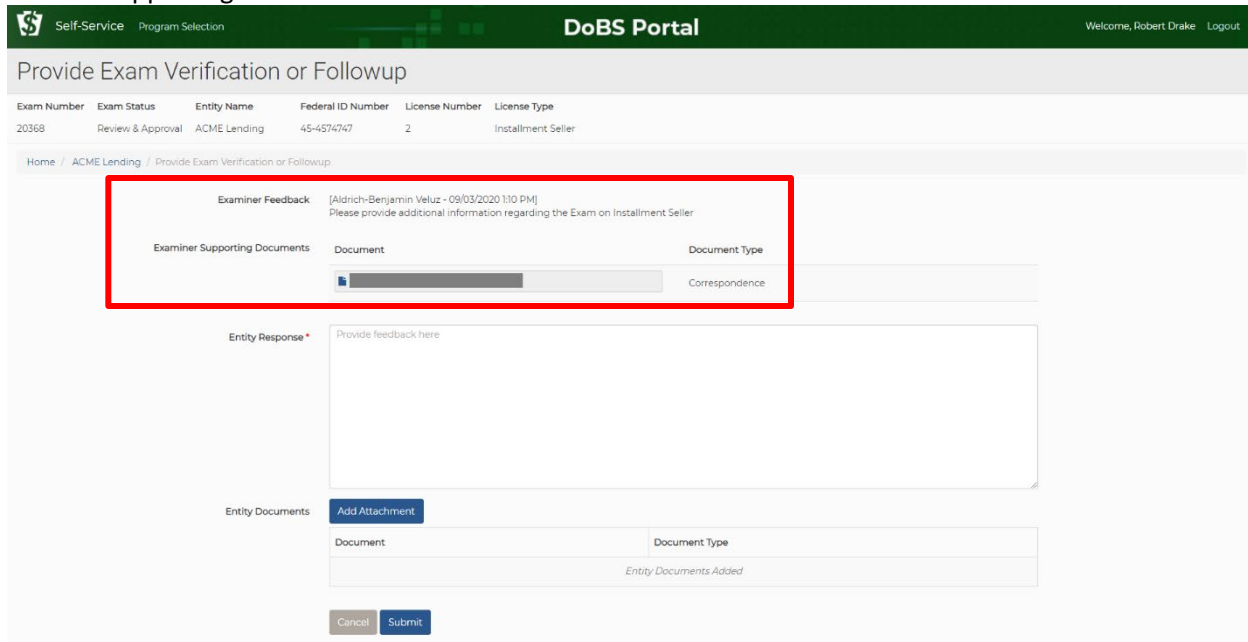


The screenshot shows the 'Prepare Examination Materials' screen. At the top, there is a header with 'Self-Service Program Selection' and 'DoBS Portal'. Below the header, there is a table with columns: Exam Number, Exam Status, Entity Name, Federal ID Number, License Number, and License Type. The first row shows: 20367, In Progress, ACME Lending, 45-4574747, 1, and a redacted license type. Below the table, there is a breadcrumb: Home / ACME Lending / Prepare Examination Materials. The main content area has several sections: 'Exam Scheduled Date' (redacted), 'Setup Letter Verification' (checkbox), and 'Requested Exam Information' (a. Questionnaire). Under 'Requested Exam Information', there are three sections, each with an 'Add Attachment' button and a 'Document' field. The first section is for the questionnaire, and the other two are for 'RECORDS INFORMATION REQUEST' (b. Policies and procedures).

## User Guide

- If the task name is Provide Exam Verification or Follow-up, the Provide Exam Verification or Follow-up screen will show for the user to provide additional information that the Department is requesting.

The Examiner Feedback shows the details of what needs to be provided while the Examiner Supporting Documents will have documents available for download.




**DoBS Portal** | Self-Service | Program Selection | Welcome, Robert Drake | Logout

### Provide Exam Verification or Followup

Exam Number	Exam Status	Entity Name	Federal ID Number	License Number	License Type
20368	Review & Approval	ACME Lending	45-4574747	2	Installment Seller

Home / ACME Lending / Provide Exam Verification or Followup

**Examiner Feedback:** [Aldrich-Benjamin Veluz - 09/03/2020 1:10 PM]  
Please provide additional information regarding the Exam on Installment Seller

Examiner Supporting Documents	Document	Document Type
		Correspondence

**Entity Response \*** Provide feedback here

**Entity Documents** [Add Attachment](#)

Document	Document Type
	Entry Documents Added

[Cancel](#) [Submit](#)

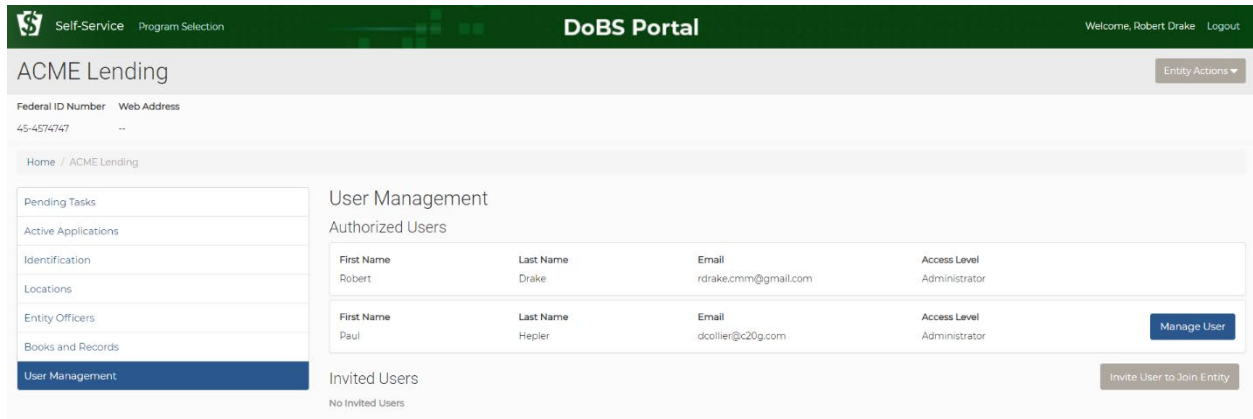
- Once all the requested exam information has been provided and attached, the user will then click on the [Submit] button. The task will then be removed from the Pending Tasks on the Non-Depository dashboard.

## User Management

The DOBS Portal enables the user to provide other users access to their entity. On the Entity screen, the User Management tab will show all users that have access to the entity.

The Authorized Users section lists all users that currently have access to the entity and have logged-in to the DOBS Portal. The Invited Users section lists all users that have been invited to have access but have not logged-in to the DOBS Portal.

## User Guide



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

ACME Lending Entity Actions

Federal ID Number Web Address  
45-4574747 --

Home / ACME Lending

- Pending Tasks
- Active Applications
- Identification
- Locations
- Entity Officers
- Books and Records
- User Management**

### User Management

#### Authorized Users

First Name	Last Name	Email	Access Level
Robert	Drake	rdrake.cmm@gmail.com	Administrator
Paul	Hepler	dcollier@c20g.com	Administrator

Manage User

#### Invited Users

No Invited Users

Invite User to Join Entity

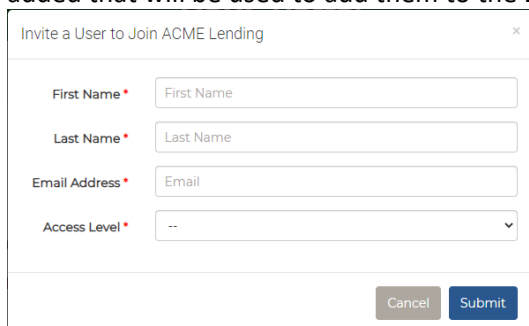
### Access Levels

There are 3 Access Levels on the DOBS Portal

- **Administrator**
  - The Administrator have access to submit any type of application as well as provide access to other users.
- **Manager**
  - The Manager have access to submit any type of application.
- **Viewer**
  - The Viewer have access to view information but NOT submit any type of application.

### Invite User to Join Entity

When a user clicks on the [Invite User to Join Entity] they will provide the First Name, Last Name, Email Address and Access Level for the user they are trying to add. A Join Code is then sent to the individual added that will be used to add them to the Entity.



Invite a User to Join ACME Lending

First Name \*

Last Name \*

Email Address \*

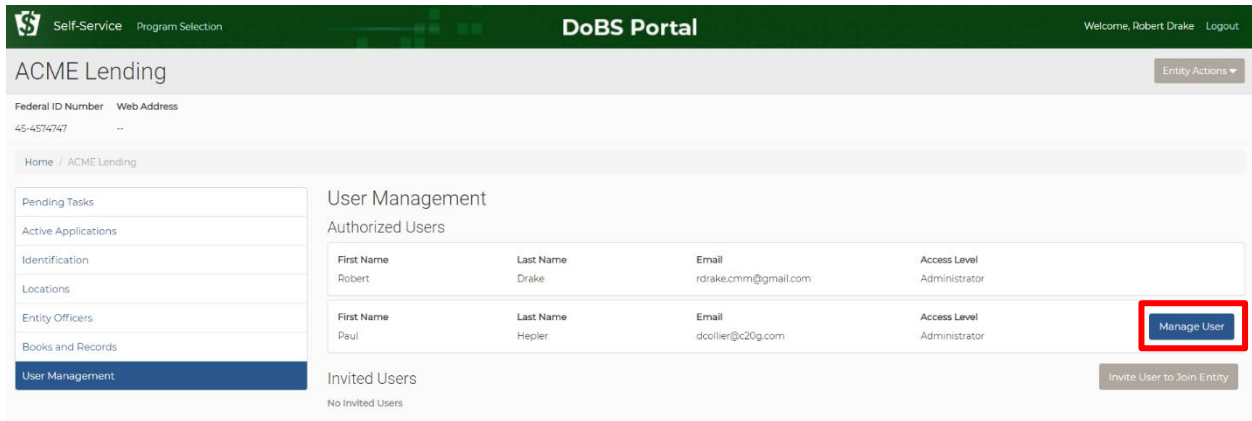
Access Level \*

Cancel Submit

### Manage User

Administrators are allowed to change the access levels of other users as well as revoke access. This can be done by clicking on the [Manage User] button.

## User Guide



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

ACME Lending Entity Actions

Federal ID Number Web Address  
45-4574747 --

Home / ACME Lending

Pending Tasks  
Active Applications  
Identification  
Locations  
Entity Officers  
Books and Records  
**User Management**

### User Management

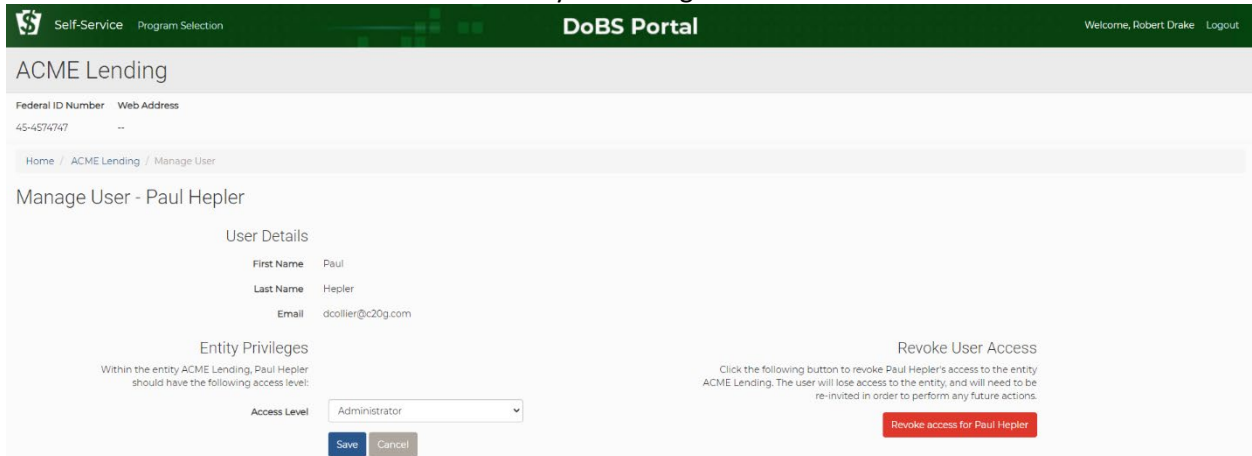
#### Authorized Users

First Name	Last Name	Email	Access Level
Robert	Drake	rdrake.cmm@gmail.com	Administrator
Paul	Hepler	dcollier@c20g.com	Administrator

**Manage User**

Invited Users  
No Invited Users **Invite User to Join Entity**

The user record will then be shown where they can change the access level or revoke access.



Self-Service Program Selection **DoBS Portal** Welcome, Robert Drake Logout

ACME Lending

Federal ID Number Web Address  
45-4574747 --

Home / ACME Lending / Manage User

### Manage User - Paul Hepler

#### User Details

First Name Paul  
Last Name Hepler  
Email dcollier@c20g.com

#### Entity Privileges

Within the entity ACME Lending, Paul Hepler should have the following access level:

Access Level: Administrator

**Save** **Cancel**

#### Revoke User Access

Click the following button to revoke Paul Hepler's access to the entity ACME Lending. The user will lose access to the entity, and will need to be re-invited in order to perform any future actions.

**Revoke access for Paul Hepler**