

Quick Reference Guide: County Issuance of PWD Stickers

Vehicle Services

Motor Vehicle Division

INVENTORY

- PWD stickers are ordered from the DOT MVD Online Order site: <https://iowadot.iaprisond.com/motorvehiclediv.aspx>
- Password is DOT (case sensitive).
- Keep stickers in a secure area with limited access. Low humidity is ideal.
- Counties will designate staff to issue PWD stickers and maintain inventory.
- Supply on hand should match demand; do not overorder.

ACCESS

- Issuing PWD stickers is an additional permission in ARTS.
- Each county will identify 2-3 people who will have this access.
- Treasurer/Supervisor will submit names to system access indicating that these individuals have been assigned to PWD sticker issuance.
- As counties build their capacity to train others in their county, additional access may be given.
- The request must be submitted through the "ARTS System Access Wizard."
 - ARTS>Tools>System Access Request>ARTS Access Request
 - The requested change is for PWD sticker issuance.

ISSUANCE

- Job Aid with detailed steps: <https://ia.iowadot.gov/mvd/ctmanual/PWD-Sticker-Issuance-job-aid.pdf>
- County Questions & Answers document: <https://ia.iowadot.gov/mvd/ctmanual/PWD-Sticker-Q-and-A.pdf>
- Required documentation from customer:
 - Completed application.
 - Doctor's certification of a permanent disability.
 - Veteran verification – US DVA certification.
- Vehicle requirements:
 - The applicant is an owner of the vehicle.
 - The vehicle registration is current.
 - The vehicle is not a lease or in a trust.

CONTACT INFORMATION

- For immediate questions regarding how to issue a sticker or fixing errors made while issuing a sticker, contact Vehicle Services at 515-237-3110.
- For questions regarding inventory, ordering, online ordering system or defective inventory, contact Rhonda.Fowler@iowadot.us.
- For procedural ARTS questions if someone with a PWD sticker requires a vehicle transfer, plate transfer, etc., contact your County Liaison team at 515-237-3156 or email them at county.vehicle@iowadot.us.

WEBSITE

- For access to forms and more information, visit www.iowadot.gov/pwd.
- Documents are available on the [Iowa County Treasurers' Manual for Motor Vehicle Registrations, Titles & Related Laws website](#) under Training and Documentation.