Issuing Persons with Disabilities (PWD) Parking Placards and Stickers

MVD Learning & Development

Intended Audience: County partners

The following information will assist you with issuing PWD parking placards and stickers, including inventory, customer search and verification, and issuance processes.

Contents

Helpful Resources

[PWD Sticker Implementation Webinar](#)
[MM15790 PWD Sticker Customer Resource](#)
[PWD Sticker Questions and Answers](#)
[County Vehicle Resource Site](#)
Visual references:
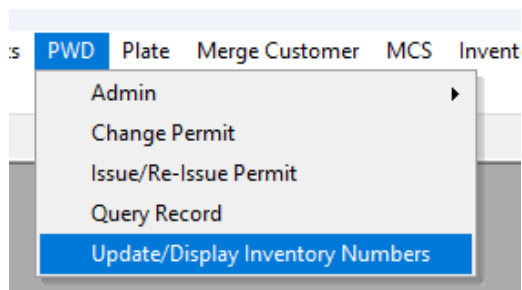

PWD Sticker

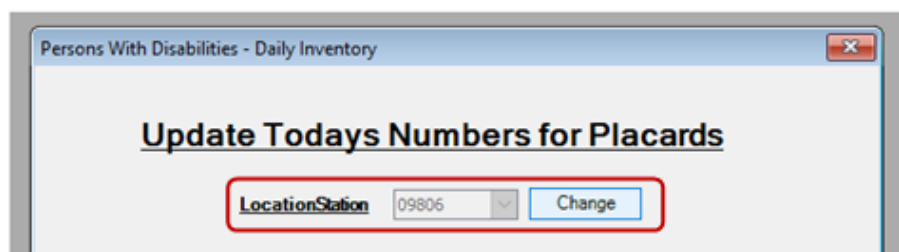PWD Standard Placard

PWD Temporary Placard

PWD Permanent Non-Expiring Placard (no longer issued after January 1, 2017, but remains valid if issued prior)

Verifying Daily Inventory

1. Log into ARTS. From the PWD dropdown menu, select Update/Display Inventory Numbers.

2. Verify username and station location. Note: Once station location is assigned, it will never change.

3. Before beginning issuance, a box will appear prompting you to verify your inventory numbers for stickers, standard placards, and temporary placards. You will verify these numbers before every issuance session.

Persons With Disabilities - Daily Inventory

Update Todays Numbers for Placards

LocationStation 00201 | Change

	Next Number	Ending Number
Temporary	625226	625300
Organization	0	0
Sticker	0	0
Standard	1247782	1247800

Cancel | Save/No Changes

4. Verify your inventory and enter the range of stickers. (Note that stickers are in rolls of 100. Counties determine whether to enter all stickers into inventory at once or load a smaller number, using groups of 10 or 25.) When **all** product numbers are verified as accurate, select Save/No Changes.

5. A pop-up window will ask you to verify numbers for all PWD parking products. If you need to verify numbers further, click no. If you have verified all numbers are accurate, click yes.

6. If successful, an update confirmation will appear.

Inventory Numbers Update ✕

ℹ Inventory Numbers were updated successfully for LocationStation: 00201

OK
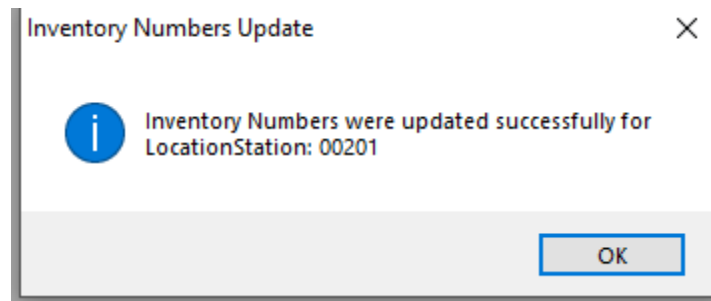
Verifying a PWD Parking Product Application and Finding/Verifying the Customer in ARTS

1. To be eligible for PWD parking products, a customer must present an application (Form 411055: Application for Persons With Disabilities Parking Permit for Iowa Residents) and a doctor's letter of certification. Review the application and the letter for the following:
    a. The application must be legible and complete.
    b. The doctor's letter must be from an allowed provider and on office stationery or a prescription pad.
    c. The doctor's letter must state that the customer's condition is Permanent.
    d. *For veterans only:* Section 6 of the application states that the Iowa DOT will accept a qualifying medical statement OR a Certification of Disability/Benefits from the Department of Veteran Affairs. The veteran customer must check the box self-certifying that they meet the definition of "disabled."

Section 6: Veteran self-certification

By law, Iowa DOT may accept a certification of disability from the U.S. Department of Veteran's Affairs in lieu of a health care provider's statement for veterans. (Please note: You will need to upload a copy of the US DVA certification)	
By selecting this box ☐	I attest under penalty of perjury, that the permanent disability underlying my U.S. Department of Veteran's Affairs disability rating impairs my mobility to the extent defined in Iowa Code 321L.1(8).

If all of the above are confirmed, then proceed. If not, return the documents to the customer and explain what is missing or needed.

2. From the PWD dropdown menu in ARTS, choose Issue/Re-Issue Permit.
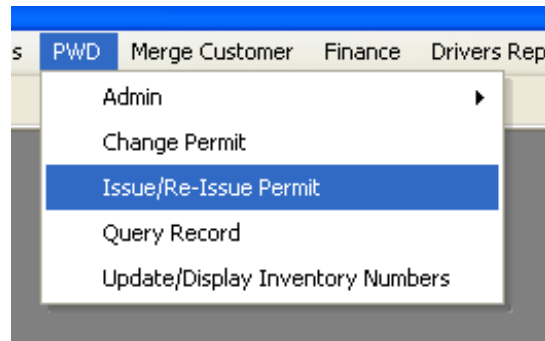
3. The Issue Permit Pre-qualifier window will appear. You will use this search to check whether a record already exists for the customer.

4. Look in Section 1 of the application for the identifying number provided by the customer. This can be a driver's license number, non-operator ID number, or social security number.

5. In the Issue Permit Prequalifier window in ARTS, enter the number in the "Identification" window and select the type of ID under the "ID type" dropdown.

   NOTE: Search *thoroughly* for the customer. If you search by driver's license number and the customer does not appear, try searching by non-operator ID and by social security number.

6. **If a customer record is found** using the above steps, verify the person's information (name, address, and date of birth) using the application. Proceed with issuance.

7. **If a customer record is not found**, search for the customer record in ARTS using the customer's last name and first name. Under Customer, choose Manage Customer. In the search box, enter the last and first name. Check the "Exact Match" box for both.

a. If no records are found, the screen will show "0 Records Selected."
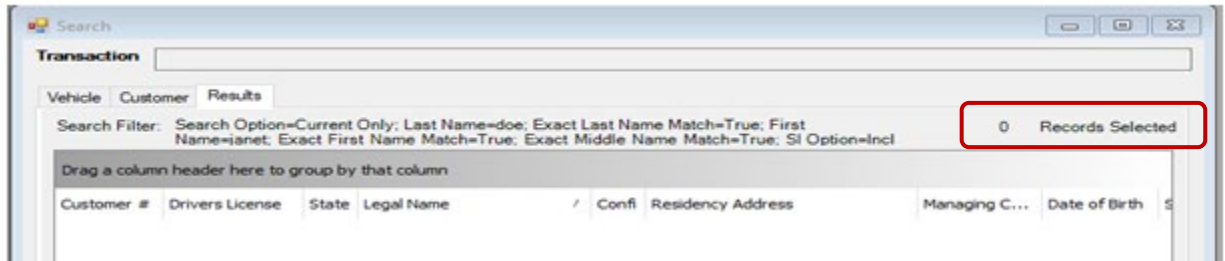
8. If the customer is not found using the "Exact Match," return to customer search. Uncheck the "Exact Match" box and search for the customer's last name and first name again.

9. If the customer is still not found, return to customer search. Make sure "Exact Match" is not checked. Enter the first three letters of the customer's last name and the first letter of the customer's first name.

10. If the customer has a vehicle in their name, a customer record will already exist. However, if no records are found, you must create a new customer record. At the bottom of the Search box, click "Add Customer."
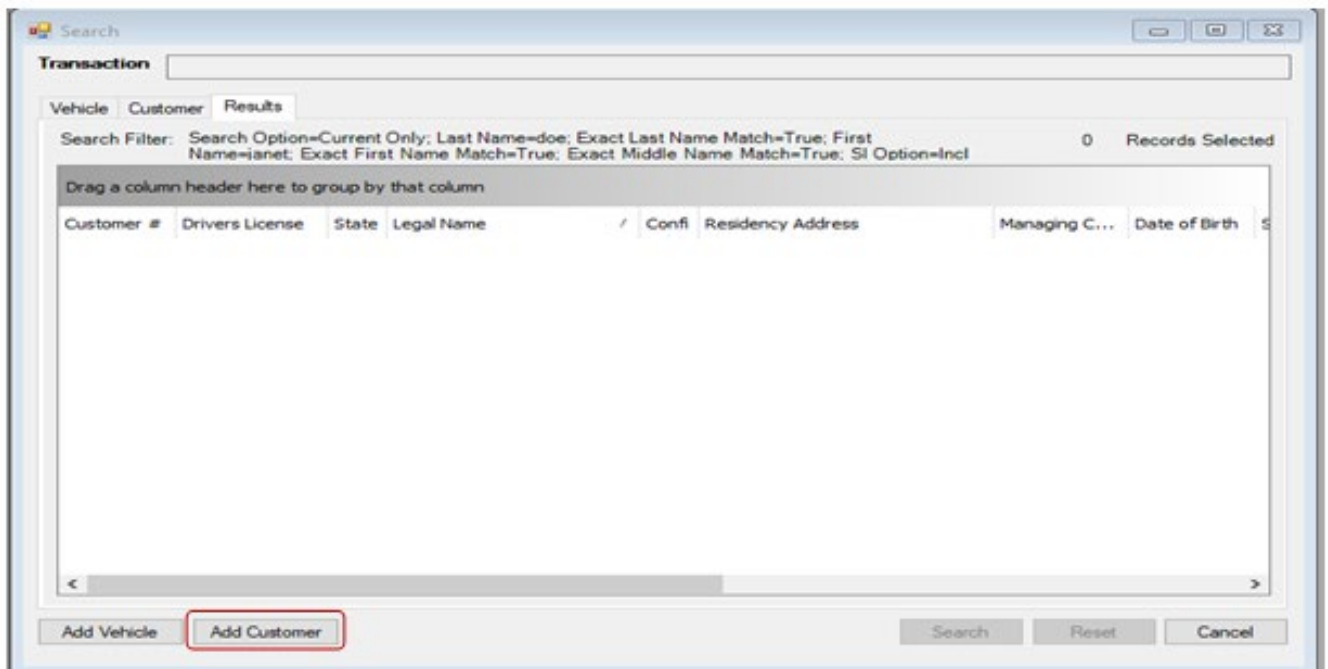
11. A Customer Maintenance (New) box will appear.

a. Enter the customer's full name in the boxes under Legal Name. If there is no middle name provided, check the small box next to the red "no" sign.

b. Enter the customer's address, driver's license number (including whether the license is from Iowa or Out of State), AND/OR Social Security number.

c. If the customer provides a phone number, enter it under Contact Type (lower right side of screen) by using the drop-down box and choosing "Mobile Phone." Tab over and enter the phone number using a **period** to separate (example: 515.213.6566).

d. Encourage the customer to provide an email address to make it easier to contact them. Add the provided email address under Contact Type.

e. Select "Validate Address" and watch for the yellow "Not Checked" box to turn green.

12. Select "Save." This creates the new customer record.

![Iowa DOT logo]

Issuing a First-Time PWD Placard (Customer Has No Previous PWD Products)

1. When a customer is applying for PWD parking for the first time and has no previous PWD parking products, ***issue a PWD placard first, then issue the sticker in a second transaction after issuing the placard***.

    a. If your customer already has a placard and only needs a sticker, proceed to the next section, "Issuing a First-Time PWD Sticker."

2. Begin by following the directions under the section "Verifying a PWD Parking Product Application and Finding/Verifying the Customer in ARTS."

3. In ARTS, choose the PWD menu and select Issue/Re-Issue Permit.
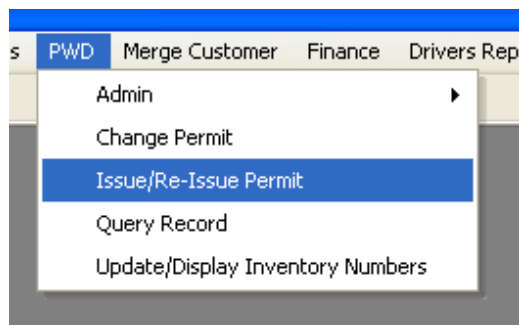
4. Enter the customer's identification information and ID type.

5. A window will appear containing the customer's information. In the "Select Permit Type" box, select Standard.

6. Ensure that Permit Dates are set to a five-year span. Standard placards cannot be issued for a shorter time frame.

7. Enter the number of placards to issue (maximum is 2).

8. Ensure that the Auto Number box is checked. (This box must always remain checked. The system tracks inventory using this function and will always provide the correct "next available" numbers in your inventory.) Click Get Inventory Numbers.

9. Your next available placard numbers will appear under Permit Numbers. ***Verify that the numbers showing on the screen match the numbers on the placards to be issued.*** After you have verified the numbers, check the boxes under "Verified" next to the inventory numbers. Click Commit.

10. After you click Commit, a window asking for confirmation will appear.

    a. Make sure you have the right customer and the right numbers. If there is any mistake, click no in this window to return to the issuance screen and cancel. If you determine that everything is correct, click yes.
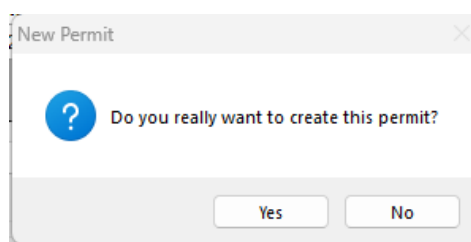
    b. A window confirming success will appear. Click OK to complete and exit.
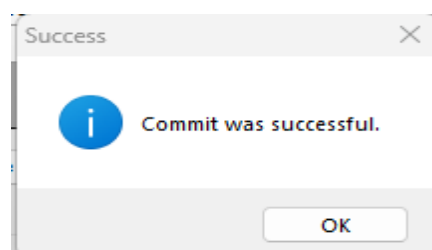
Issuing a First-Time PWD Sticker (Customer Already Has a PWD Placard)

1. When a customer is applying for a PWD parking sticker for the first time, verify that the customer already has a valid Standard placard (or Permanent Non-Expiring placard issued prior to January 1, 2017). If not, ***issue a PWD placard first, then issue the sticker in a second transaction after issuing the placard***.

    a. To issue a placard, go to the previous section, "[Issuing a First-Time PWD Placard]."

    b. To issue a sticker from a Permanent Non-Expiring placard, go to "[Issuing a Replacement Standard Placard/Sticker from a Permanent Non-Expiring Placard]."

2. Verify that the customer is eligible for a PWD sticker. This includes:

    a. A legible and complete application.
    b. A doctor's letter from an allowed provider, on office stationery or a prescription pad.
    c. A doctor's designation that the customer's condition is Permanent.
    d. Customer has been issued a standard placard, and it is still valid.
    e. Customer's vehicle must be owned in their name, not leased or in a trust ([Iowa Code 321L.2(a)(2)]).
    f. *For veterans only:* A copy of the U.S. Department of Veteran Affairs Certification of Disability/Benefits OR a medical statement from any provider, including the VA.

3. Before you can issue, you must verify that the customer owns (**not leases**) a vehicle(s) registered in their personal name (**not a trust**), and that the registration for the vehicle/plate is **currently valid** for all vehicles/plates for which the customer wants a PWD sticker.

    To look up license plates in the customer's name and verify valid registration:

    a. Go to Manage Customer in ARTS and click on the "Include Vehicles" box.

    b. Look up customer by first and last name or by identifying number (customer number, driver's license number, non-operator ID number, or Social Security number).

4. You will see a list of the vehicles that are currently registered to the customer, as well as the plates attached to the vehicle and the dates that the registration will expire. Verify that the registration is valid for the plate that the customer wants the sticker for.

5. If there is more than one vehicle registered to the customer, all plates will appear in the list, even if the registration is expired. Be sure to check the registration date for the correct plate.

6. Once the plate has been verified, you can proceed with issuing a sticker as long as the registration on the plate is valid. To proceed with issuance, go to the PWD menu and select Issue/Re-Issue Permit.

7. You can look up the customer by name, ID number, or PWD placard number. To search by placard number, type the 7-digit number into the "Permit Number" box and click Search.

8. The customer record will appear in the Issue Permit window, showing any PWD products that have been issued.

9. In the "Select Permit Type" box, choose Sticker. Under "Permit Dates," the expiration date will always be 12/31/9999. This is because the sticker remains valid for the life of the plate as long as the vehicle has valid registration.

10. Enter the number of stickers to issue. Multiple stickers can be processed in one transaction. The customer is eligible for 1 sticker for each vehicle *with currently valid registration* in the customer's name.

11. Ensure that AutoNumber is checked. Click Get Inventory Numbers.

12. The next available sticker numbers will appear in the box on the right, under the "# of Stickers to Issue" heading. ***Verify that the numbers showing on the screen match the numbers on the stickers to be issued.*** Check the box(es) under "Verified" next to the inventory number(s). Click Commit.

13. A window asking for confirmation will appear.

   a. If there is any mistake, click no in this window to return to the issuance screen and cancel. If you determine that everything is correct, click yes.
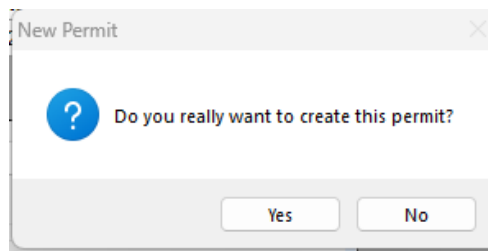
   b. A window confirming success will appear. Click OK to complete and exit.
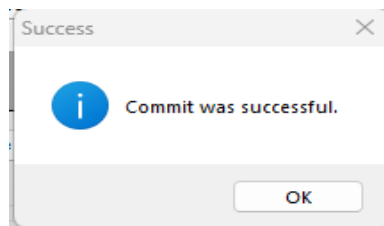
Issuing a PWD Placard to a Customer Who Already Has a PWD Sticker

1. When issuing a PWD placard and sticker, the correct process is to issue a PWD placard first, then issue the sticker in a second transaction after issuing the placard. However, if a customer already has a sticker and needs a standard placard, follow this process.

2. Verify that the customer is eligible for a PWD placard. This includes:
   a. A legible and complete application.
   b. A doctor's letter from an allowed provider, on office stationery or a prescription pad.
   c. A doctor's designation that the customer's condition is Permanent.
   d. Customer's vehicle must be owned in their name, not leased or in a trust (Iowa Code 321L.2(a)(2)).
   e. *For veterans only:* A copy of the U.S. Department of Veteran Affairs Certification of Disability/Benefits OR a medical statement from any provider, including the VA.

3. In ARTS, choose the PWD dropdown and select Issue/Re-Issue.
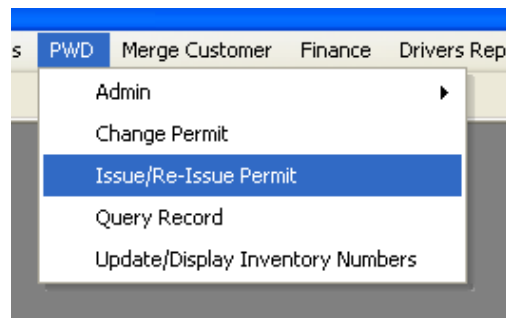
4. Search for the customer by name or identifying number.

5. The customer information will appear in the Issue Permit window. It shows that the customer already has a sticker.

6. In the "Re-Issue Status" menu, select "Other."

7. In the "Select Permit Type" box, select "Standard."

8. Enter the number of placards to issue (maximum is 2).

9. Ensure that the Auto Number box is checked. Click Get Inventory Numbers.

10. Your next available placard numbers will appear under Permit Numbers. **_Verify that the numbers showing on the screen match the numbers on the placards to be issued._** After you have verified the numbers, check the boxes under "Verified" next to the inventory numbers. Click Commit.

11. After you click Commit, a window asking for confirmation will appear.
    a. If there is any mistake, click no in this window to return to the issuance screen and cancel. If you determine that everything is correct, click yes.

    b. A window confirming success will appear. Click OK to complete and exit.

Issuing a Replacement PWD Sticker

1. When a PWD sticker becomes damaged or is stolen from a vehicle, the customer may be issued a replacement sticker for their plate. Customers also need a replacement sticker when they receive a 10-year replacement plate. In both cases, the sticker issued will just be the next sticker available. Customers cannot get an exact replacement sticker with the same number that they had before.

2. Search for the customer by name or identifying number.

3. The customer information will appear in the Issue Permit window.
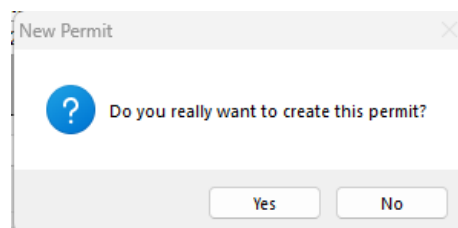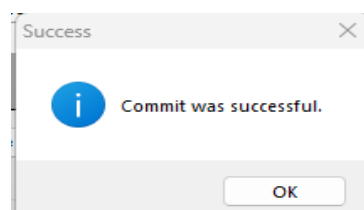
4. Check the box under "Replace" next to the number of the sticker to be replaced.

5. Choose the Re-Issue Status from the dropdown menu.

a. Use the Re-Issue Status of "Damaged" if the sticker was damaged.

b. Use the Re-Issue Status of "Lost" if the customer was issued a sticker and the sticker was lost before it was added to the plate.

c. Use the Re-Issue Status of "Stolen" if the customer states that the sticker was stolen from their plate, or if the plate that the sticker was attached to was stolen from the vehicle.

6. In the "Select Permit Type" box, choose Sticker.

7. Enter the number of stickers to issue and click Get Inventory Numbers. The new sticker number will appear. The customer is eligible for 1 sticker for each vehicle *with currently valid registration* in the customer's name.

8. When the new sticker number appears, ***verify that the numbers showing on the screen match the numbers on the stickers to be issued.*** Check the box(es) under "Verified" next to the inventory number(s). Click Commit.

9. After you click Commit, a window asking for confirmation will appear.
   a. If there is any mistake, click no in this window to return to the issuance screen and cancel. If you determine that everything is correct, click yes.
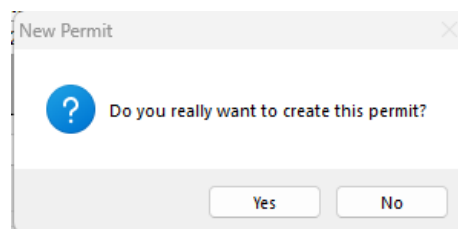
   b. A window confirming success will appear. Click OK to complete and exit.
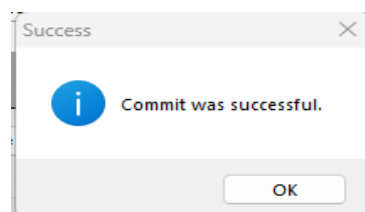
Issuing a Replacement Standard Placard/Sticker from a Permanent Non-Expiring Placard

1. As of January 1, 2017, Permanent Non-Expiring PWD parking placards are no longer issued. However, placards issued prior to that date remain valid and do not need to be replaced unless stolen, damaged, or lost. Only placards (no stickers) were issued on a permanent basis. The placard remains valid as long as the resident is living and is using properly. The placard does not require any form of registration, nor does it have a letter that must be carried with it.

2. If a customer had a Permanent Non-Expiring Placard and needs a replacement placard due to damage or loss, the customer will be issued a Standard placard, which will be good for 5 years.

3. The customer will need to complete an application to receive the Standard placard. HOWEVER, **no doctor's note is required** for the FIRST Standard issuance from a Permanent placard.

4. To issue a PWD parking sticker for a customer with a Permanent Non-Expiring placard, begin by verifying that the customer is eligible for the sticker. This includes:
    a. Customer has submitted a legible and complete application.
    b. Customer has been issued a Permanent Non-Expiring Placard.
    c. Customer's vehicle is owned and has valid registration. The vehicle cannot be leased or in a trust.

5. Before you can issue, you must verify that the customer owns (**not leases**) a vehicle(s) registered in their personal name (**not a trust**), and that the registration for the vehicle/plate is **currently valid** for all vehicles/plates for which the customer wants a PWD sticker.

   To look up license plates in the customer's name and verify valid registration:

   a. Go to Manage Customer in ARTS and click on the "Include Vehicles" box.

   b. Look up customer by first and last name or by identifying number (customer number, driver's license number, non-operator ID number, or Social Security number).

6. You will see a list of the vehicles that are currently registered to the customer, as well as the plates attached to the vehicle and the dates that the registration will expire. Verify that the registration is valid for the plate that the customer wants the sticker for.

7. Once the plate has been verified, you can proceed with issuing a sticker as long as the registration on the plate is valid. To proceed with issuance, go to the PWD menu and select Issue/Re-Issue Permit.

8. You can look up the customer by name, ID number, or PWD placard number. To search by Permanent Non-Expiring placard number, type the 7-digit number into the "Permit Number" box and click Search. Note that Permanent Non-Expiring placard numbers begin with M.

9. The customer record will appear in the Issue Permit window, showing the Standard Non-Expiring placard that has already been issued.

10. In the "Select Permit Type" box, choose Sticker. Under "Permit Dates," the expiration date will always be 12/31/9999. This is because the sticker remains valid for the life of the plate as long as the vehicle has valid registration.

11. Enter the number of stickers to issue. The customer is eligible for 1 sticker for each vehicle *with currently valid registration* in the customer's name.

12. Ensure that AutoNumber is checked. Click Get Inventory Numbers.

13. The next available sticker numbers will appear in the box on the right, under the "# of Stickers to Issue" heading. ***Verify that the numbers showing on the screen match the numbers on the stickers to be issued.*** Check the box(es) under "Verified" next to the inventory number(s). Click Commit.
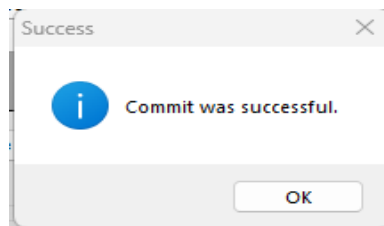
14. A window asking for confirmation will appear.

    a. If there is any mistake, click no in this window to return to the issuance screen and cancel. If you determine that everything is correct, click yes.
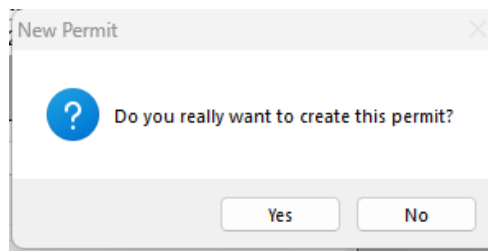
    b. A window confirming success will appear. Click OK to complete and exit.

Marking a PWD Placard as Deceased

1. Log in to ARTS and open the PWD dropdown menu.

2. Under the PWD menu, click Change Permit. The Change Permit Qualifier window will appear. Enter customer information and click Search.

3. The customer information will appear.

4. Under Permit Status, use the arrow to show dropdown options and select "RptDecease" (reported deceased).

5. After adjusting the Permit Status, click on Update Permit on the far left. Note that ARTS will only allow you to mark and update 1 permit at a time in order to save the change.

6. A dialog box will appear confirming the action. Click OK.

7. If you need to update another permit for the same customer, close the customer window and search the customer again to repeat the process for the other permit.

8. After closing, you can return to the Change/Update Permit and search for the customer to confirm that the placards are no longer listed.

Marking a PWD Sticker as Deceased

1. Log in to ARTS and open the PWD dropdown menu.

2. Under the PWD menu, click Change Permit. The Change Permit Qualifier window will appear. Enter customer information and click Search.

3. The customer information will appear.

4. Under Permit Status, use the arrow to show dropdown options and select "RptDecease" (reported deceased).

5. After adjusting the Permit Status, click on Update Permit on the far left. Note that ARTS will only allow you to mark and update 1 sticker at a time in order to save the change.

6. A dialog box will appear confirming the action. Click OK.

7. If you need to update another sticker for the same customer, close the customer window and search the customer again to repeat the process for the other sticker.