

# 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 .....	1
Verifying Daily Inventory .....	2
Verifying a PWD Parking Product Application and Finding/Verifying the Customer in ARTS.....	5
Issuing a First-Time PWD Placard (Customer Has No Previous PWD Products) .....	13
Issuing a First-Time PWD Sticker (Customer Already Has a PWD Placard) .....	17
Issuing a PWD Placard to a Customer Who Already Has a PWD Sticker .....	24
Issuing a Replacement PWD Sticker.....	30
Issuing a Replacement Standard Placard/Sticker from a Permanent Non-Expiring Placard.....	35
Marking a PWD Placard as Deceased .....	41
Marking a PWD Sticker as Deceased .....	44

## 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



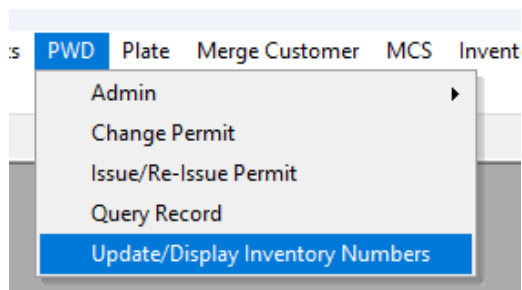
PWD Temporary Placard



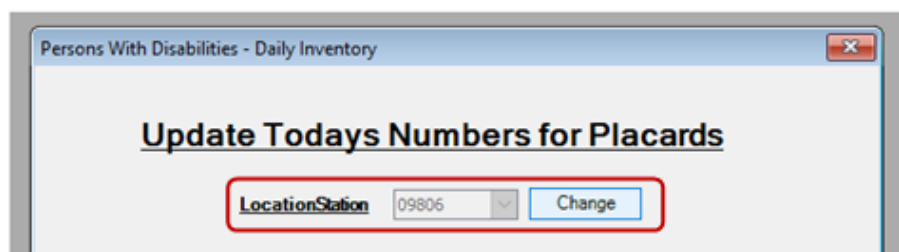
PWD Permanent Non-Expiring Placard (no longer issued after January 1, 2017, but remains valid if issued prior)

## 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.



- 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

	<u>Next Number</u>	<u>Ending Number</u>
<u>Temporary</u>	625226	625300
<u>Organization</u>	0	0
<u>Sticker</u>	0	0
<u>Standard</u>	1247782	1247800

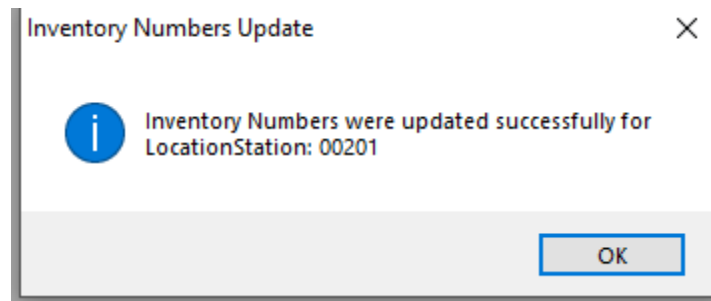
4. Verify your inventory and enter the range of stickers. (Note that stickers are in rolls of 100. Counties determine whether to enter all stickers into inventory at once or load a smaller number, using groups of 10 or 25.) When **all** product numbers are verified as accurate, select Save/No Changes.

The screenshot shows a software window titled "Persons With Disabilities - Daily Inventory". Inside, there's a section titled "Update Today's Numbers for Placards". At the top, there's a "LocationStation" dropdown menu set to "00201" with a "Change" button next to it. Below this, there are two columns of input fields. The first column has labels "Next Number" and "Ending Number". Under "Next Number", there are fields for "Temporary" (625226), "Organization" (0), and "Sticker" (0007000). Under "Ending Number", there are fields for "Temporary" (625300), "Organization" (0), and "Sticker" (0007999). The "Sticker" fields are highlighted with a red rectangular box. At the bottom, there are "Cancel" and "Save/No Changes" buttons.

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.

The screenshot shows a pop-up window titled "Large Range of Inventory Numbers Entered". It features a yellow warning triangle icon with an exclamation mark. The text inside asks: "Are you sure this is the correct range for Temporary type placards? There are 75 placards in this range." and "Are you sure this is the correct range for Sticker type placards? There are 1000 placards in this range." At the bottom, there are "Yes" and "No" buttons, with the "Yes" button highlighted by a blue border.

6. If successful, an update confirmation will appear.



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

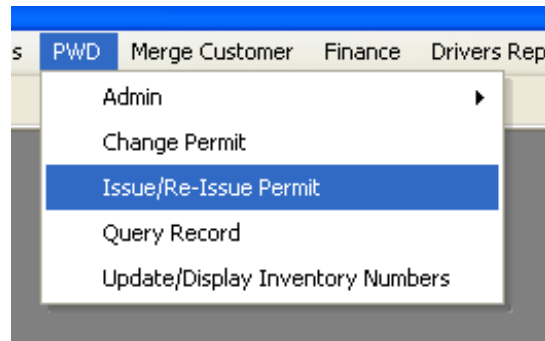
1. To be eligible for PWD parking products, a customer must present an application ([Form 411055: Application for Persons With Disabilities Parking Permit for Iowa Residents](#)) and a doctor's letter of certification. Review the application and the letter for the following:
  - a. The application must 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 <input type="checkbox"/>	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 <a href="#">Iowa Code 321L.1(8)</a> .

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

- From the PWD dropdown menu in ARTS, choose Issue/Re-Issue Permit.



- The Issue Permit Pre-qualifier window will appear. You will use this search to check whether a record already exists for the customer.

 A screenshot of the 'Issue Permit Prequalifier' window. The window has a title bar with the text 'Issue Permit Prequalifier' and a close button. Inside the window, there are two main sections: 'Identification Criteria' and 'Name Criteria'. 
   
 Under 'Identification Criteria', there are two sub-sections:
 

- 'Identification' with a text input field.
- 'ID Type' with a dropdown menu.

 To the right of these is a 'Permit' section with a 'Permit Number' text input field.
   
 Under 'Name Criteria', there are:
 

- 'Customer Type' with a dropdown menu showing 'Individual'.
- 'Name Type' with a dropdown menu.
- Three text input fields labeled 'Last Name/Organization', 'First Name', and 'Middle Name'.

 At the bottom right of the window, there are two buttons: 'Reset' and 'Search'.

- 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.

 A screenshot of 'Section 1: Applicant information – please complete for all products'. The form is a table with the following fields:
 

Full name	Date of birth	County of residence	
Iowa Driver License number OR Iowa ID Card number OR Social Security Number			
Address	City	State	Zip
E-mail (if available)		Phone	

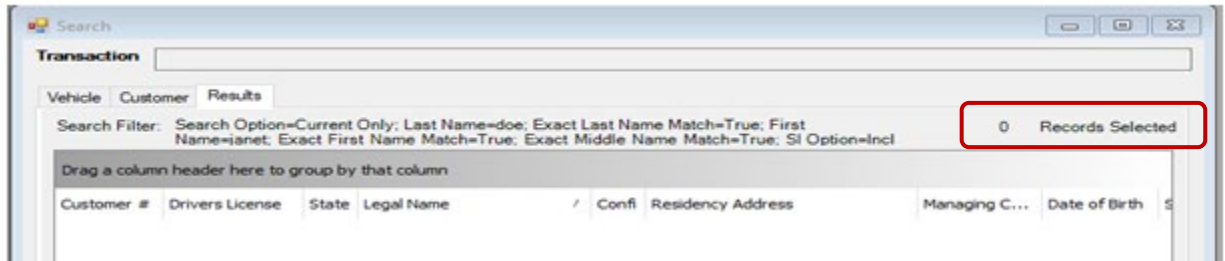
 A red arrow points to the 'Iowa Driver License number OR Iowa ID Card number OR Social Security Number' field.

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.

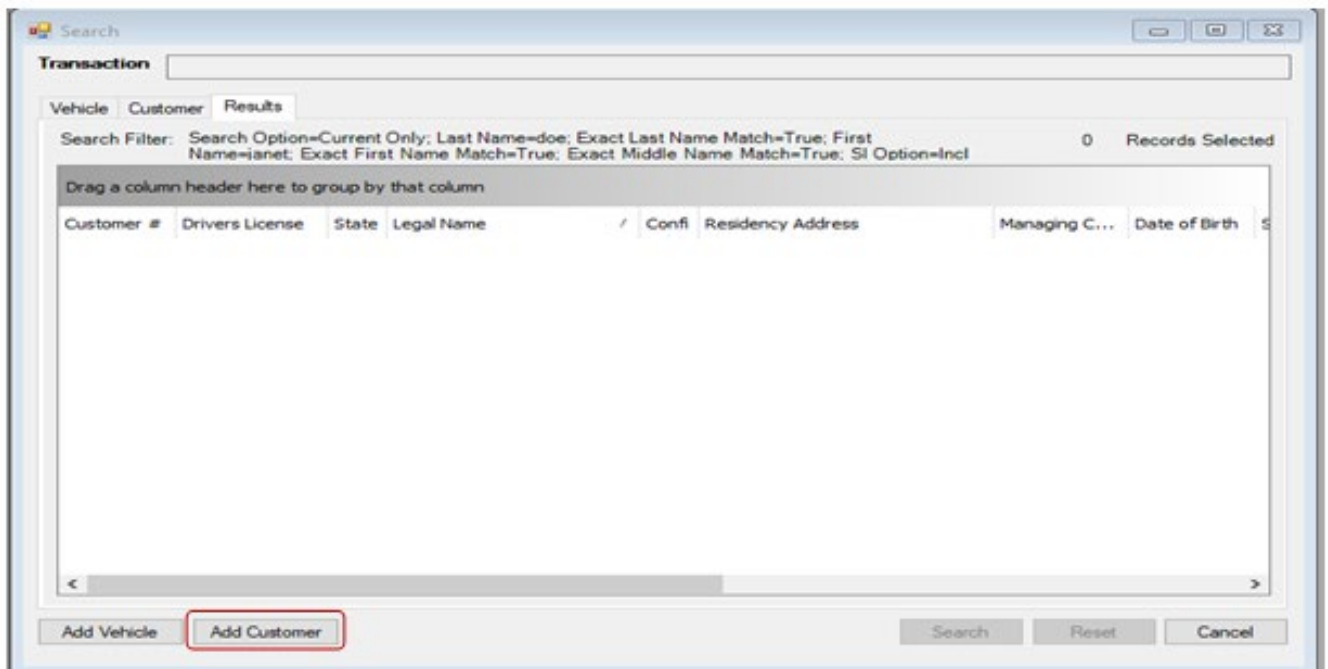
 A screenshot of a web application window titled "Search". It has tabs for "Vehicle", "Customer", and "Results". The "Customer" tab is active. The "Search By" section has "Customer Information" checked and "Customer List" unchecked. The "Search Option" section has "Current Only" selected. The "Additional Options" section has "Include Vehicles" and "Include Names" unchecked. The "Relation Type" and "Name Type" dropdowns are empty. The "Counts" checkbox is unchecked. The "Customer Information" section has "Identification # [ ] Exact Match" checked, "Identification Type" set to "Drivers License", "Last Name [doe] [ ] Exact Match", "First Name [janet] [ ] Exact Match", "Middle Name [ ] Exact Match", and "Date of Birth" set to a dropdown. The "Organization Name [ ] Exact Match" is checked. The "Name Type" dropdown is empty. The "Additional Qualifier" section has "Managing County" set to a dropdown. The "SI Option" section has "Include SI" selected. The "Customer List" section has "List Type", "County", and "List Name" dropdowns. At the bottom, there are buttons for "Add Vehicle", "Add Customer", "Search", "Reset", and "Cancel". A red box highlights the "Last Name" and "First Name" input fields and their "Exact Match" checkboxes.

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.

The screenshot shows a 'Search' window with the following fields and options:

- Transaction** (Tab)
- Vehicle** (Tab)
- Customer** (Tab)
- Results** (Tab)
- Search By**
  - ☒ Customer Information
  - ☐ Customer List
- Search Option**
  - ☒ Current Only
  - ☐ All
- Additional Options**
  - ☐ Include Vehicles
  - ☐ Include Names
  - ☐ Counts
- Customer Information**
  - Identification #** ☒ Exact Match
  - Identification Type**
  - Last Name**  ☐ Exact Match
  - First Name**  ☐ Exact Match
  - Middle Name**  ☐ Exact Match
  - Date of Birth**
  - Organization Name** ☒ Exact Match
  - Name Type**
  - Additional Qualifier**
  - SI Option**
    - ☐ Exclude SI
    - ☒ Include SI
    - ☐ Only SI
- Customer List**
  - List Type**
  - County**
  - List Name**
- Buttons**
  - Add Vehicle
  - Add Customer
  - Search
  - Reset
  - Cancel

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.

**Customer Maintenance - (New:1)**

**Customer Name**  
**Residency Address**  
**Identification**

**Customer #**  
**Customer Type**  
**Default Reg Month**

General | Summary | Core | Name | Address | Identification | Contact | Characteristic | Affiliation | List Membership | MVD License | Personal Info

Customer Type: ☒ Individual ☐ Security Interest Holder Confidence Rating:

Legal Name  
 Last Name:  First Name:  ☒ Middle Name:  ☒ Suffix:  Date of Birth:  Date of Death:

☒ Transliteration Ind ☒ Transliteration Ind ☒ Transliteration Ind

Org. Name:  Default Reg Month:  Jurisdiction of Record:

Residency Address  
 Address Line 1 / Line 2:  City / State:  Zip / Country:  County:  Override: ☐  
 IA USA Not Checked

Mailing Address (optional)  
 Address Line 1 / Line 2:  City / State:  Zip / Country:  Override: ☐  
 IA USA Not Checked

Identification  

Identification Type	Identification #	State	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Contact  

Contact Type	Contact Value	Preferred
<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

Validate Address Save Cancel

- 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.
- 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.
- 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).
- Encourage the customer to provide an email address to make it easier to contact them. Add the provided email address under Contact Type.
- Select "Validate Address" and watch for the yellow "Not Checked" box to turn green.

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

Customer Maintenance

Customer Name [REDACTED] Customer # [REDACTED]  
 Residency Address [REDACTED] Customer Type Individual  
 Identification Drivers License [REDACTED] Default Reg Month 06 - JUN

General Summary Core Name Address Identification Contact Characteristic Affiliation List Membership MVD License Personal Info

Customer Type  
 Individual ☒ Security Interest Holder ☐ Confidence Rating  
 Authenticated ☐ Aamva Reportable ☐

Legal Name  
 Last Name [REDACTED] First Name [REDACTED] Middle Name [REDACTED] Suffix [REDACTED] Date of Birth [REDACTED] Date of Death [REDACTED]  
☒ Transliteration Ind ☒ Transliteration Ind ☒ Transliteration Ind

Org. Name [REDACTED] Default Reg Month 06 - JUN Jurisdiction of Record IA

Residency Address  
 Address Line 1 / Line 2 [REDACTED] City / State [REDACTED] Zip / Country [REDACTED] County Polk ☒ Valid ☐ Override

Mailing Address (optional)  
 Address Line 1 / Line 2 [REDACTED] City / State [REDACTED] Zip / Country [REDACTED] ☐ Not Checked ☐ Override

Identification

Identification Type	Identification #	State	Country
Drivers License	[REDACTED]	IA	USA
SSN	[REDACTED]		USA

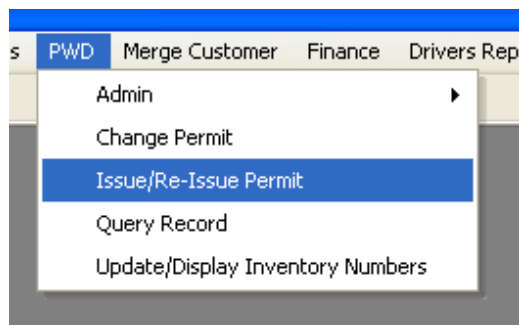
Contact

Contact Type	Contact Value	Preferred
Mobile Phone	[REDACTED]	<input checked="" type="checkbox"/>

Validate Address Save Cancel

## 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.

 A screenshot of the 'Issue Permit Prequalifier' form. The form is divided into several sections. The 'Identification Criteria' section contains a text field for 'Identification' and a dropdown menu for 'ID Type'. To the right of this is a 'Permit' section with a text field for 'Permit Number'. Below these is the 'Name Criteria' section, which includes a dropdown for 'Customer Type' (currently set to 'Individual') and a dropdown for 'Name Type'. At the bottom of the 'Name Criteria' section are three text fields for 'Last Name/Organization', 'First Name', and 'Middle Name'. At the very bottom of the form are two buttons: 'Reset' and 'Search'.

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

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: [Redacted]  
 Address: [Redacted] Customer Type: [Redacted]  
 Identification: [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): S3443 (Sticker); Status: Valid; Issued: 11/3/2021; Expires: 12/31/9999 Location Station: 09806

Previous Permit Information  
 Re-Issue Status: [Dropdown] 

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input type="checkbox"/>	<input type="checkbox"/>				

  
☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: Standard (dropdown) Permit Number(s): [Text Box]  
 # of Stickers to Issue: [Text Box]  
 Inventory Number: [Text Box] Verified: [Text Box]  
 Release Inventory Numbers [Button]  
 Auto Number ☒  
 Commit [Button]

Permit Dates  
 Issue Date: [Text Box]  
 Expiration Date: [Text Box]  
 Increment Type: [Dropdown]  
 Increment Number: [Text Box]

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

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3683959  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): None Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown] 

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input type="checkbox"/>	<input type="checkbox"/>				

  
☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: Standard (dropdown) Permit Number(s): [Text Box]  
 # of Placards to Issue: [Text Box] # of Stickers to Issue: [Text Box]  
 Inventory Number: [Text Box] Verified: [Text Box] Inventory Number: [Text Box] Verified: [Text Box]  
 Get Inventory Numbers [Button] Release Inventory Numbers [Button]  
 Auto Number ☒  
 Commit [Button]

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [Dropdown]  
 Increment Number: [Text Box]

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

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 3683959  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): None Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: Standard  
 Permit Number(s):  
 # of Placards to Issue: 2  
 # of Stickers to Issue: [Dropdown]  
 InventoryNumber Verified  
 InventoryNumber Verified  
 Get Inventory Numbers Release Inventory Numbers  
 Auto Number ☒

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 3683959  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): None Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: Standard  
 Permit Number(s):  
 # of Placards to Issue: 2  
 # of Stickers to Issue: [Dropdown]  
 InventoryNumber Verified  
 InventoryNumber Verified  
 Get Inventory Numbers Release Inventory Numbers  
 Auto Number ☒

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Commit

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.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3683959  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): None Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: Standard  
 Permit Dates:  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [Dropdown]  
 Increment Number: [Text Box]

Permit Number(s)  
 # of Placards to Issue: 2

Inventory Number	Verified
1429933	<input type="checkbox"/>
1429934	<input type="checkbox"/>

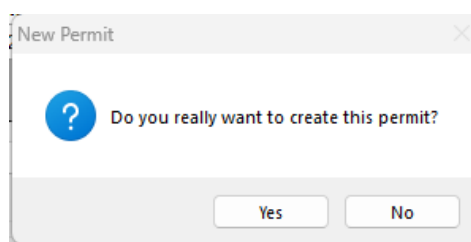
# of Stickers to Issue: [Text Box]

Get Inventory Numbers Release Inventory Numbers

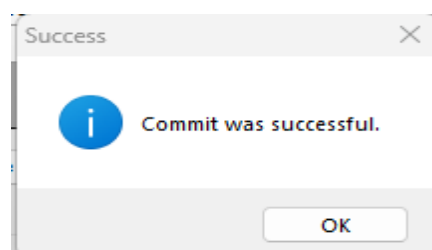
Auto Number ☒

Commit

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



- 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).

The screenshot shows the 'Search' window in ARTS. The 'Transaction' tab is selected. The 'Vehicle' tab is active, and the 'Additional Options' section is highlighted with a red box. In this section, the 'Include Vehicles' checkbox is checked. Other options include 'Include Names' (unchecked) and 'Counts' (unchecked). The 'Search By' section has 'Customer Information' checked. The 'Search Option' section has 'Current Only' selected. The 'Customer Information' section includes fields for Identification #, Last Name, First Name, Middle Name, Date of Birth, Organization Name, Name Type, and Additional Qualifier. The 'SI Option' section has 'Include SI' selected. The 'Customer List' section includes fields for List Type, County, and List Name. At the bottom, there are buttons for 'Add Vehicle', 'Add Customer', 'Search', 'Reset', and 'Cancel'.

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.

Search

Transaction

Vehicle Customer Results

Search Filter: Search Option=Current Only; Identification #=475vv5079; Identification Type=Drivers License; Exact Cust Ident Match =True; SI Option=Include SI; 1 Records Selected

Drag a column header here to group by that column

Customer #	Drivers License	State	Legal Name	/	Confi	Residency Address	Managing C...	Date of Birth	S
3683959		IA			Auth		Polk	6/27/1967	4

Vehicle #	VIN	Title-MCO-...	Plate #	Last Reg M...	Disposition	Disp Date	Relationship	Vehicle Type	Year
13142445			PGP572	6/30/2025			Owner 1	Multi-purpose	

Add Vehicle Add Customer Search Reset Cancel

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.

Transaction Search

Vehicle Customer Results

Search Filter: Search Option=Current Only; Identification #=475vv5080; Identification Type=Drivers License; Exact Cust Ident Match =True; SI Option=Include SI; 1 Records Selected

Drag a column header here to group by that column

Customer #	Drivers License	State	Legal Name	Conf	Residency Address	Managing C...	Date of Birth	SSN
146929	[REDACTED]	IA	[REDACTED]	Auth	[REDACTED]	Polk	[REDACTED]	[REDACTED]

Vehicle #	VIN	Title-MCO-...	Plate #	Last Reg M...	Disposition	Disp Date	Relationship	Vehicle Type	Year
9627530	[REDACTED]	[REDACTED]	HHK249	5/31/2025			Owner 1	Multi-purpose	201
9521940	[REDACTED]	[REDACTED]	HWB657	3/31/2026			Owner 1	Automobile	201
369109	[REDACTED]	[REDACTED]	056HQX	5/31/2010			Owner 1	Automobile	200
143974	[REDACTED]	[REDACTED]		5/31/2019	Cancelled	8/17/2018	Owner 1	Multi-purpose	200

Add Vehicle Add Customer Search Reset Cancel

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.

s PWD Merge Customer Finance Drivers Rep

- Admin
- Change Permit
- Issue/Re-Issue Permit
- Query Record
- Update/Display Inventory Numbers

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.

**Issue Permit Prequalifier**

Identification Criteria  
Identification ID Type

Name Criteria  
Customer Type Name Type

Last Name/Organization First Name Middle Name

Permit  
Permit Number  
 1207665

Reset Search

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

**Persons With Disabilities - Issue Permit**

Customer Name [Redacted] Customer Number 3973260  
 Address [Redacted] Customer Type Individual  
 Identification Drivers License - [Redacted] Date of Birth [Redacted]  
 Current Permit(s) [X1296462 \(Placard\); Status: Valid; Issued: 6/1/2023; Expires: 7/31/2027](#) Location/Station 09806

Previous Permit Information  
Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	1296462	Valid	6/1/2023 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Standard	1207665	Valid	7/25/2022 12:00:00 AM

Permit Information  
Select Permit Type: [Dropdown]

Permit Dates  
Issue Date: 5/6/2025  
Expiration Date: [Dropdown]  
Increment Type: [Dropdown]  
Increment Number: [Text]

Permit Number(s)  
# of Placards to Issue: [Text] # of Stickers to Issue: [Text]

InventoryNumber Verified [Table]  
 Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3973260  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): X1296462 (Placard); Status: Valid; Issued: 6/1/2023; Expires: 7/31/2027 LocationStation: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	1296462	Valid	6/1/2023 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Standard	1207665	Valid	7/25/2022 12:00:00 AM

Permit Information  
 Select Permit Type: **Sticker**

Permit Dates  
 Issue Date: 5/6/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: [Text]

InventoryNumber	Verified
[Redacted]	

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3973260  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): X1296462 (Placard); Status: Valid; Issued: 6/1/2023; Expires: 7/31/2027 LocationStation: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	1296462	Valid	6/1/2023 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Standard	1207665	Valid	7/25/2022 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 5/6/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: **1**

InventoryNumber	Verified
[Redacted]	

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 3973260  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): [X1296462 \(Placard\)](#); Status: Valid; Issued: 6/1/2023; Expires: 7/31/2027 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	1296462	Valid	6/1/2023 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Standard	1207665	Valid	7/25/2022 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 5/6/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: 1

Inventory Number	Verified
30000622	<input type="checkbox"/>

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 3973260  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): [X1296462 \(Placard\)](#); Status: Valid; Issued: 6/1/2023; Expires: 7/31/2027 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	1296462	Valid	6/1/2023 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Standard	1207665	Valid	7/25/2022 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 5/6/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: 1

Inventory Number	Verified
30000622	<input checked="" type="checkbox"/>

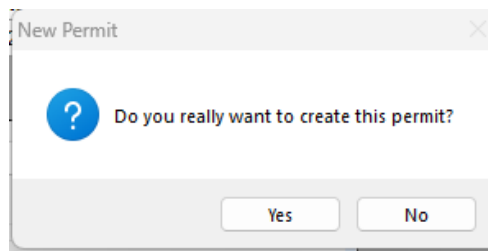
Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

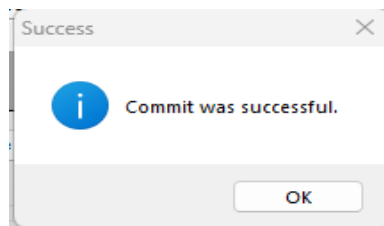
Commit

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.



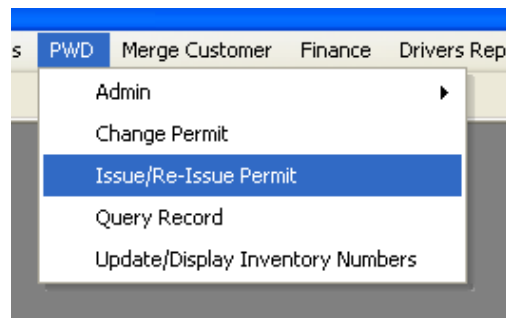
- b. A window confirming success will appear. Click OK to complete and exit.



## 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.

A screenshot of a web form titled 'Issue Permit Prequalifier'. The form is divided into several sections. The 'Identification Criteria' section has two fields: 'Identification' (a text input) and 'ID Type' (a dropdown menu). The 'Permit' section has a 'Permit Number' field. The 'Name Criteria' section has two dropdown menus: 'Customer Type' (set to 'Individual') and 'Name Type'. Below these are three text input fields: 'Last Name/Organization', 'First Name', and 'Middle Name'. At the bottom right of the form are two buttons: 'Reset' and 'Search'.

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

**Persons With Disabilities - Issue Permit**

Customer Name: [REDACTED] Customer Number: 3683959  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): [S30000619 \(Sticker\); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999](#) LocationStation: 09807

**Previous Permit Information**  
 Re-Issue Status: Other  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

**Permit Information**  
 Select Permit Type: [REDACTED]

**Permit Dates**  
 Issue Date: 4/1/2025  
 Expiration Date: [REDACTED]  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

**Permit Number(s)**  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 3683959  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): S30000619 (Sticker); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: Other

☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

Permit Information  
 Select Permit Type: [REDACTED]

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: [REDACTED]  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber Verified  
 [REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

7. In the “Select Permit Type” box, select “Standard.”

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 3683959  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): S30000619 (Sticker); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: Other

☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Standard

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber Verified  
 [REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 3683959  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): S30000619 (Sticker); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: Other  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Standard

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 3683959  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): S30000619 (Sticker); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: Other  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Standard

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: 1  
 # of Stickers to Issue: [REDACTED]

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 3683959  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): S30000619 (Sticker); Status: Valid; Issued: 4/1/2025; Expires: 12/31/9999 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: Other  
☐ All Previous Placards Returned

Replace	Returned	PermitType	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000619	Valid	4/1/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Standard

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 4/30/2030  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: 1  
 # of Stickers to Issue: [Text]

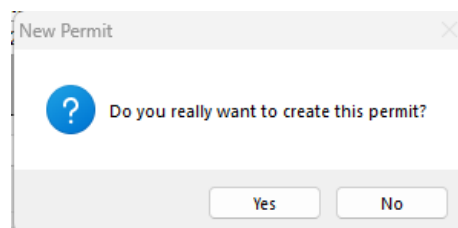
InventoryNumber	Verified
1429933	<input checked="" type="checkbox"/>

Get Inventory Numbers Release Inventory Numbers

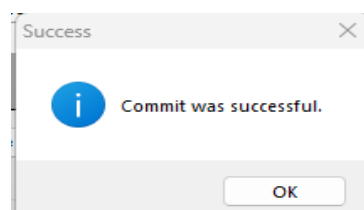
Auto Number ☒

Commit

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



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





4. Check the box under “Replace” next to the number of the sticker to be replaced.

Persons With Disabilities - Issue Permit

Customer Name [REDACTED] Customer Number 3843540  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) S30000271 (Sticker); Status: Valid; Issued: 1/29/2025; Expires: 12/31/9999 LocationStation 09807

Previous Permit Information  
 Re-Issue Status: Damaged

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000271	Valid	1/29/2025 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Sticker	30000270	Valid	1/29/2025 12:00:00 AM

☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: [REDACTED]

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: [REDACTED]  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name [REDACTED] Customer Number 3843540  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) S30000271 (Sticker); Status: Valid; Issued: 1/29/2025; Expires: 12/31/9999 LocationStation 09807

Previous Permit Information  
 Re-Issue Status: Damaged

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000271	Valid	1/29/2025 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Sticker	30000270	Valid	1/29/2025 12:00:00 AM

☐ All Previous Placards Returned

Permit Information  
 Select Permit Type: [REDACTED]

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: [REDACTED]  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers

InventoryNumber	Verified
[REDACTED]	[REDACTED]

Release Inventory Numbers

Auto Number ☒

Commit

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

Previous Permit Information

Re-Issue Status:

Replace Returned Permit Type Pe

LookupValue	Description
Lost	Lost
Valid	Valid
Stolen	Stolen
Destroyed	Destroyed
<b>Damaged</b>	<b>Damaged</b>
Revoked	Revoked
Expired	Expired

Permit Information

Select Permit Type:

- 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.

Previous Permit Information

Re-Issue Status:

Replace Returned Permit Type Pe

LookupValue	Description
<b>Lost</b>	<b>Lost</b>
Valid	Valid
Stolen	Stolen
Destroyed	Destroyed
Damaged	Damaged
Revoked	Revoked
Expired	Expired

Permit Information

Select Permit Type:

- 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.

Previous Permit Information

Re-Issue Status:

Replace Returned Permit Type Pe

LookupValue	Description
Lost	Lost
Valid	Valid
<b>Stolen</b>	<b>Stolen</b>
Destroyed	Destroyed
Damaged	Damaged
Revoked	Revoked
Expired	Expired

Permit Information

Select Permit Type:

6. In the “Select Permit Type” box, choose Sticker.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3843540  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): S30000271 (Sticker); Status: Valid; Issued: 1/29/2025; Expires: 12/31/9999 Location/Station: 09807

Previous Permit Information  
 Re-Issue Status: Damaged  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000271	Valid	1/29/2025 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Sticker	30000270	Valid	1/29/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: [Text]

InventoryNumber	Verified
[Redacted]	[Redacted]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3843540  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): S30000271 (Sticker); Status: Valid; Issued: 1/29/2025; Expires: 12/31/9999 Location/Station: 09807

Previous Permit Information  
 Re-Issue Status: Damaged  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	PermitNo	PermitStatus	IssueDate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000271	Valid	1/29/2025 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Sticker	30000270	Valid	1/29/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: 1

InventoryNumber	Verified
30000620	<input checked="" type="checkbox"/>

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

**Persons With Disabilities - Issue Permit**

Customer Name: [Redacted] Customer Number: 3843540  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): S30000271 (Sticker); Status: Valid; Issued: 1/29/2025; Expires: 12/31/9999 LocationStation: 09807

Previous Permit Information  
 Re-Issue Status: Damaged  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sticker	30000271	Valid	1/29/2025 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Sticker	30000270	Valid	1/29/2025 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/1/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text Box]

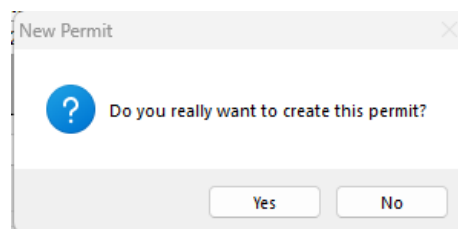
Permit Number(s)  
 # of Placards to Issue: [Text Box]  
 # of Stickers to Issue: 1

Inventory Number	Verified
30000620	<input checked="" type="checkbox"/>

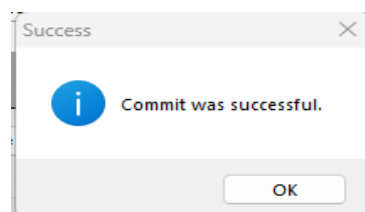
Get Inventory Numbers Release Inventory Numbers  
 Auto Number ☒

**Commit**

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



- 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).

The screenshot shows the 'Search' window in the ARTS system. The 'Transaction' tab is selected, and the 'Customer' sub-tab is active. The 'Search By' section has 'Customer Information' checked. The 'Search Option' section has 'Current Only' selected. The 'Additional Options' section has 'Include Vehicles' checked. The 'Customer Information' section includes fields for Identification # (519120), Last Name, First Name, Middle Name, Date of Birth, Organization Name, Name Type, and Additional Qualifier (Managing County). The 'Customer List' section has fields for List Type, County, and List Name. The bottom of the window has buttons for 'Add Vehicle', 'Add Customer', 'Search', 'Reset', and 'Cancel'.

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.

Search

Transaction

Vehicle Customer Results

Search Filter: Search Option=Current Only; Identification #=519120; Identification Type=Customer #; Exact Cust Ident Match =True; SI Option=Include SI; 1 Records Selected

Drag a column header here to group by that column

Customer #	Drivers License	State	Legal Name	/	Conf	Residency Address	Managing C...	Date of Birth	S
519120		IA			Auth		Linn		4

Vehicle #	VIN	Title-MCO...	Plate #	Last Reg M...	Disposition	Disp Date	Relationship	Vehicle Type	Year
9805711			KJ082	8/31/2025			Owner 1	Multi-purpose	
7971363			MOL906	10/31/2025			Owner 2	Automobile	
518641				8/31/2011	Sold	3/21/2011	Owner 1	Multi-purpose	

Add Vehicle Add Customer Search Reset Cancel

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.

s PWD Merge Customer Finance Drivers Rep

- Admin
- Change Permit
- Issue/Re-Issue Permit
- Query Record
- Update/Display Inventory Numbers

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.

**Issue Permit Prequalifier**

**Identification Criteria**

Identification ID Type

Permit

Permit Number

m426848

**Name Criteria**

Customer Type Name Type

Individual

Last Name/Organization First Name Middle Name

Reset Search

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

**Persons With Disabilities - Issue Permit**

**Customer Name** [Redacted] **Customer Number** 519120

**Address** [Redacted] **Customer Type** Individual

**Identification** Drivers License [Redacted] **Date of Birth** [Redacted]

**Current Permit(s)** M426848 (Placard); Status: Valid; Issued: 12/5/2006; Expires: 1/1/2100 **Location/Station** 09807

**Previous Permit Information**

Re-Issue Status: [Dropdown]

☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Permanent	426848	Valid	12/5/2006 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Permanent	754261	Valid	12/5/2006 12:00:00 AM

**Permit Information**

Select Permit Type: [Dropdown]

**Permit Dates**

Issue Date: 4/23/2025

Expiration Date: [Dropdown]

Increment Type: [Dropdown]

Increment Number: [Text]

**Permit Number(s)**

# of Placards to Issue:

Inventory Number	Verified

Get Inventory Numbers

# of Stickers to Issue:

Inventory Number	Verified

Release Inventory Numbers

Auto Number ☒

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 519120  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): M426848 (Placard); Status: Valid; Issued: 12/5/2006; Expires: 1/1/2100 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [REDACTED]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Permanent	426848	Valid	12/5/2006 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Permanent	754261	Valid	12/5/2006 12:00:00 AM

Select Permit Type: **Sticker**

Permit Dates  
 Issue Date: 4/23/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: [REDACTED]

Inventory Number	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [REDACTED] Customer Number: 519120  
 Address: [REDACTED] Customer Type: Individual  
 Identification: Drivers License - [REDACTED] Date of Birth: [REDACTED]  
 Current Permit(s): M426848 (Placard); Status: Valid; Issued: 12/5/2006; Expires: 1/1/2100 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [REDACTED]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Permanent	426848	Valid	12/5/2006 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Permanent	754261	Valid	12/5/2006 12:00:00 AM

Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/23/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [REDACTED]  
 Increment Number: [REDACTED]

Permit Number(s)  
 # of Placards to Issue: [REDACTED]  
 # of Stickers to Issue: **2**

Inventory Number	Verified
[REDACTED]	[REDACTED]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 519120  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): M426848 (Placard); Status: Valid; Issued: 12/5/2006; Expires: 1/1/2100 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Permanent	426848	Valid	12/5/2006 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Permanent	754261	Valid	12/5/2006 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/23/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: 2

Inventory Number	Verified
[Redacted]	[Redacted]
[Redacted]	[Redacted]

Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

Commit

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.

Persons With Disabilities - Issue Permit

Customer Name: [Redacted] Customer Number: 519120  
 Address: [Redacted] Customer Type: Individual  
 Identification: Drivers License - [Redacted] Date of Birth: [Redacted]  
 Current Permit(s): M426848 (Placard); Status: Valid; Issued: 12/5/2006; Expires: 1/1/2100 Location Station: 09807

Previous Permit Information  
 Re-Issue Status: [Dropdown]  
☐ All Previous Placards Returned

Replace	Returned	Permit Type	Permit No	Permit Status	Issue Date
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Permanent	426848	Valid	12/5/2006 12:00:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Permanent	754261	Valid	12/5/2006 12:00:00 AM

Permit Information  
 Select Permit Type: Sticker

Permit Dates  
 Issue Date: 4/23/2025  
 Expiration Date: 12/31/9999  
 Increment Type: [Dropdown]  
 Increment Number: [Text]

Permit Number(s)  
 # of Placards to Issue: [Text]  
 # of Stickers to Issue: 2

Inventory Number	Verified
30000622	<input checked="" type="checkbox"/>
30000623	<input checked="" type="checkbox"/>

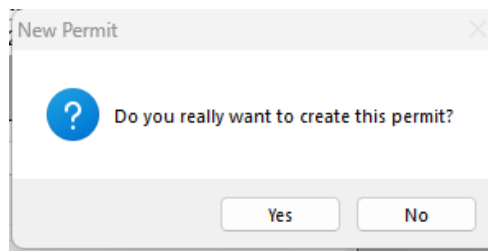
Get Inventory Numbers Release Inventory Numbers

Auto Number ☒

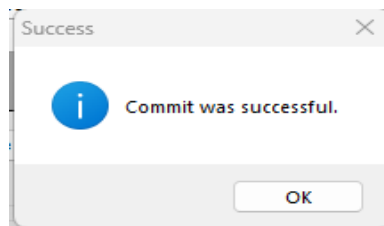
Commit

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.

A screenshot of the 'Change Permit Prequalifier' form. The form is divided into two main sections: 'Identification Criteria' and 'Name Criteria'. Under 'Identification Criteria', there are fields for 'Identification' and 'ID Type' (a dropdown menu), and a 'Permit' section with a 'Permit Number' field. Under 'Name Criteria', there are fields for 'Customer Type' (a dropdown menu with 'Individual' selected), 'Name Type' (a dropdown menu), 'Last Name/Organization', 'First Name', and 'Middle Name'. At the bottom right, there are 'Reset' and 'Search' buttons.

3. The customer information will appear.

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 1857289  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [M931739 \(Placard\); Status: Valid; Issued: 12/22/2011; Expires: 12/31/9999](#) LocationStation 09807

Update	PermitType	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType
Update Permit	Permanent	931739	Valid	12/22/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard
Update Permit	Permanent	931700	Valid	9/30/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard

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

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 1857289  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [M931739 \(Placard\); Status: Valid; Issued: 12/22/2011; Expires: 12/31/9999](#) LocationStation 09807

Update	PermitType	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType	Location	Examiner	Status
Update Permit	Permanent	931739	RptDecease	12/22/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01
Update Permit	Permanent	931700	RptDecease	9/30/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01

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.

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 1857289  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [M931739 \(Placard\): Status: Valid: Issued: 12/22/2011: Expires: 12/31/9999](#) LocationStation 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType	Location	Examiner	State
Update Permit	Permanent	931739	RptDecease	12/22/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01
Update Permit	Permanent	931700	RptDecease	9/30/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01

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

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 1857289  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [M931739 \(Placard\): Status: Valid: Issued: 12/22/2011: Expires: 12/31/9999](#) LocationStation 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType	Location	Examiner	State
Update Permit	Permanent	931739	RptDecease	12/22/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01
Update Permit	Permanent	931700	RptDecease	9/30/2011 12:00:00 AM	12/31/9999 12:00:00 AM	Placard	DL	141	01

Update Permit

Updated Permit successfully.

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.

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

Persons With Disabilities - Change/Update Permit

Customer Name	[REDACTED]	Customer Number	1857289
Address	[REDACTED]	Customer Type	Individual
Identification	Drivers License - [REDACTED]	Date of Birth	[REDACTED]
Current Permit(s)	<a href="#">None</a>	Location Station	09807

## Marking a PWD Sticker as Deceased

- Log in to ARTS and open the PWD dropdown menu.
- Under the PWD menu, click Change Permit. The Change Permit Qualifier window will appear. Enter customer information and click Search.

Change Permit Prequalifier

<b>Identification Criteria</b> <u>Identification</u> <input type="text"/>		<b>Permit</b> <u>Permit Number</u> <input type="text" value="30000622"/>
<u>ID Type</u> <input type="text"/>		
<b>Name Criteria</b> <u>Customer Type</u> <input type="text" value="Individual"/>		
<u>Name Type</u> <input type="text"/>		
<u>Last Name/Organization</u>	<u>First Name</u>	<u>Middle Name</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Reset Search

3. The customer information will appear.

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 651234  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [S30000622 \(Sticker\)](#); Status: Valid; Issued: 5/12/2025; [LocationStation](#) 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType
Update Permit	Sticker	30000622	Valid	5/12/2025 12:00:00 AM	12/31/9999 12:00:00 AM	Sticker

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

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 651234  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [S30000622 \(Sticker\)](#); Status: Valid; Issued: 5/12/2025; [LocationStation](#) 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType
Update Permit	Sticker	30000622	RptDecease	5/12/2025 12:00:00 AM	12/31/9999 12:00:00 AM	Sticker

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.

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 651234  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [S30000622 \(Sticker\)](#); Status: Valid; Issued: 5/12/2025; Location [Station 9](#) 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType
Update Permit	Sticker	30000622	RptDeceaz ▾	5/12/2025 12:00:00 AM	12/31/9999 12:00:00 AM	Sticker

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

Persons With Disabilities - Change/Update Permit

Customer Name [REDACTED] Customer Number 651234  
 Address [REDACTED] Customer Type Individual  
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]  
 Current Permit(s) [S30000622 \(Sticker\)](#); Status: Valid; Issued: 5/12/2025; Location [Station 9](#) 09807

Update	Permit Type	PermitNo	PermitStatus	IssueDate	ExpirationDate	DeviceType
Update Permit	Sticker	30000622	RptDeceaz ▾	5/12/2025 12:00:00 AM	12/31/9999 12:00:00 AM	Sticker

Update Permit

Updated Permit successfully.

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.