BUSINESS LICENSES PROGRAM

INFORMATION AND RESOURCE GUIDE

Rev December 2022

Contents

General Background and Information

Mission
To offer a convenient, accessible, and streamlined system for the business community to acquire and maintain the necessary state registrations and licenses needed to conduct business.

History
In 1981, the Legislature enacted the "Montana Small Business Licensing Coordination Act" to eliminate unnecessary license requirements, duplicating procedures and forms to offer businesses the opportunity to apply for, renew, pay, and manage different state licenses in one convenient location. The eStop Business Licensing Program developed a method of licensing especially suitable for businesses needing multiple license types with multiple locations. In 2013, the public facing Portal was developed allowing businesses to manage all their business licenses through a secure online process.

Board of Review
The program's Board of Review members include the Department Directors from Agriculture, Environmental Quality, Justice, Labor & Industry, Public Health & Human Services, Revenue, an appointee from both the President of the Senate, and the Speaker of the House. They provide oversight on policies, procedures, establish interagency plans, and recommend courses of action for system operations and overall program guidelines.

eStop Business Licenses
License types available through the eStop Business Licenses Program include those for Traditional & Sports Bet Lottery, Retail Food, Nursery Retail Sales, Landscape Service, Sod Farmers, Underground Storage Tanks, Measuring Devices (Meters), Weighing Devices (Scales), Tobacco Products, Alternative Nicotine and Vapor Products, Off Premise Retail Sales for Beer & Wine.

Each agency is responsible for approving and the jurisdiction of their own license types. The Department of Revenue is responsible for administering the program which includes processing registration requests, applications, renewal and delinquent notices, cashiering, online programing, and a website presence.

While the eStop Business Licenses Program handles a number of licenses, to see the comprehensive list of all Montana license types, visit Montana License Lookup . Links from this page will take you to the appropriate agency responsible for that license.

Conduct Business in Montana
By having an eStop Business License, you intend to transact business in Montana. The program requires you to also register to do business in Montana through the Secretary of State's office. For more information about their process, contact them by phone at (406) 444-3665 or by email at sosbusiness@mt.gov. Visit their website at http://sos.mt.gov/Business/index.asp to register.

Contact the eStop Business License Program Specialists

General Administration Contact Information
Correspondence, applications, payments, and any other inquiries can be submitted to the eStop Business License Program Specialists:

- **By Mail:** eStop Business License Program, PO Box 8003, Helena, MT 59604;
- **By Fax:** (406) 444-3696;
- **By Email:** DOReStop@mt.gov;
- **By Phone**: (406) 444-6789

Partner Agency Contact Information

General Info, Billing, Registration, Online Portal	Sheila Stevens	444-6789	DOReStop@mt.gov
Lottery – Montana Lottery	Brian Pellen	444-5501	MontanaLottery@mt.gov
Lottery – Montana Lottery	Denise Blankenship	444-5801	MontanaLottery@mt.gov
Meters & Scales – Labor & Industry	Brent Ricks	443-8065	WeightsandMeasures@mt.gov
Nursery - Agriculture	Carson Thomas	444-3428	MDANursery@mt.gov
Off-Premise Beer/Wine - Revenue	Moreen Swingley	444-0717	DORAlcoholicBeverageControl@mt.gov
Retail Food – Public Health & Human Service	Gail Macklin	444-2415	HHSFCS@mt.gov
Tobacco & Vapor Prod - Revenue	Leah Norberg	444-4351	DORMiscTax@mt.gov
Underground Storage Tanks – Environmental Quality	Customer Assistance	444-5300	DEQUSTProgram@mt.gov

Partner Agencies

Montana Lottery

Montana Lottery
2525 North Montana Ave
Helena, MT 59601
Phone: 406-444-5825
Email:
montanalottery@mt.gov
Website: https://www.montanalottery.com/en/

General Information about Montana Lottery Retailer Licenses

Montana Lottery is ready to help you through the licensing process. The process begins with submitting the eStop Master Application and Montana Lottery Retailer Application packet along with payment for the appropriate licensing fees to the eStop Business License Program. Failure to provide all required paperwork and payment will result in processing delays.

Once the application is approved, the Montana Lottery Sales Representative will work with the store owner and/or manager to determine terminal and communication equipment placement, Scratch Ticket dispensing options, point-of-sale placement, and training needs. The Lottery Retailer must provide prominent space for the terminal(s) and Scratch Ticket dispenser(s) at an agreed–upon location in the store. All equipment is provided and maintained by Montana Lottery at no charge to the Lottery Retailer.

Your success is of the utmost importance to us and from day one we offer tools and support that pave the way to increased revenues. We know your time is precious, so we offer free, technical support for all equipment we place, as well as 24/7 hotline support to answer any questions you or your staff may have.

License Types

There are two license types available through the Montana Lottery - a traditional retailer license or Sports Bet Montana. Each has specific licensing rules and requirements. Your Lottery sales representative will work with you to determine the type of license that best suits your location.

Legal Authority

Montana Code Annotated: Title 23. Parks, Recreation, Sports, and Gambling

Administrative Rules of Montana: Rule Chapter 2.63: Montana State Lottery Commission

Retail Food Establishments

Food and Consumer Safety Section
Department of Public Health and Human Services
PO Box 202951
Helena, MT 59620-2951
Phone: (406) 444-2415
Email: HHSFCS@mt.gov
Website: https://dphhs.mt.gov/publichealth/FCSS/RetailFood

General Information about Retail Food Licenses

You must maintain a license with at least one other eStop partner agency to qualify for a retail food license. A stand-alone retail food license is not available through the eStop Business Licensing Program.

Your County Health Office/Sanitarian should be contacted early in the eStop Business License application process to ensure the Registered Sanitarian receives notification to review and approve your location for retail food sales. You may need to meet other applicable requirements, such as having a city business license, meeting zoning requirements or having fire and building code approval. Once plans and a pre-opening inspection have been completed and approved, the Registered Sanitarian will notify the Department of Public Health & Human Service's Food and Consumer Safety Section that your eStop Master license can be issued.

When you license is up for renewal, the local Board of Health Officer or Registered Sanitarian must approve your business for re-licensure. Also, a Registered Sanitarian must be notified to review and approve any future changes in the establishment that affects food menu items, license endorsements, location, ownership, or remodeling.

Legal Authority

Montana Code Annotated: Title 50. Health and Safety; Chapter 50, Retail Food Establishments

Administrative Rules of Montana: Rule Chapter: 37.110: Food and Drug Standards

Nursery

Department of Agriculture
Nursery Program
302 N Roberts
Helena, MT 59601
Phone: 406-444-3428
Email: MDANursery@mt.gov
Website: https://agr.mt.gov/Nurseries

General Information about Nursery Licenses

The Montana Department of Agriculture Nursery Program provides licenses for the sale and distribution of nursery products as part of efforts to maintain the quality of all nursery stock grown in Montana. The nursery program also monitors nursery stock that is imported to or exported from the state of Montana. A nursery license is required for each location when any business or individual distributes, sells, or resells nursery stock; provides landscaping or lawn maintenance services, or installs new plants or turf.

Businesses that sell or distribute nursery stock are required to be inspected and certified free from injurious plant pests. Nursery inspectors have the expertise and up-to-date knowledge of existing and new pest threats, quarantines, and regulatory requirements that apply to businesses, the public, and agricultural industries. They can also provide advice on best management practices and ways to improve the general health of nursery stock.

License Types

There are three license types available through the Department of Agriculture's Nursery Program - Retail Sales, Landscape Service, and Sod Farmer licensing. The Retail Sales license fee is based on your gross annual sales. A Nursery License Specialist will work with you to determine the type of license that best suits your business.

Legal Authority

Montana Code Annotated: Title 80. Agriculture, Chapter 7, Part 106 – License Required

Administrative Rules of Montana: Rule Chapter 4: Agriculture

Underground Storage Tanks

Underground Storage Tank Section (UST)
Department of Environmental Quality (DEQ)
PO Box 200901
Helena MT 59620-0901
Phone: (406) 444-5300
Email: dequstprogram@mt.gov
Website: https://deq.mt.gov/twr/Programs/ust

General Information about Underground Storage Tank Licenses

The goal of the Montana Underground Storage Tank (UST) Leak Prevention Program is to protect human health and the environment by preventing releases of petroleum and hazardous substances from UST systems. The release of these regulated products into the environment threatens groundwater resources and can cause explosive vapors to seep into confined spaces and occupied dwellings.

Owners and operators of locations with underground or above ground storage tanks having underground piping must register each tank with the DEQ using a notification form and apply for an eStop Business License using a Master Application. Tanks that do not need to be licensed with the eStop Business License Program but must be included on the DEQ UST notification form include diesel exhaust fuel (DEF) and oil/water separator tanks. If the owner/operator does not know if a tank should be licensed through the eStop Business License Program, they should contact DEQ UST before completing an eStop Master Application.

UST license fees are assessed annually or when a business changes ownership. eStop Business License fees are assessed for as long as the UST system remains in the ground. Even if your business is closed, you will continue to receive Notices for your license fee until the tanks are removed from the ground.

Legal Authority

Montana Code Annotated: Title 75. Environmental Protection, Chapter 11. Underground Storage Tanks

Administrative Rules of Montana: Rule Chapter: 17.56 Underground Storage Tanks

Weighing and Measuring Devices (Scales and Meters)

Weights and Measures Program
Department of Labor and Industry
PO Box 200516
Helena, MT 59620-0516
Phone: (406) 443-8065
Email:
DLIBSDW&M@mt.gov
Website: http://bsd.dli.mt.gov/weights-and-measures

General Information about Weighing and Measuring Device Licenses

Licenses are required for all weighing and measuring devices used by businesses or individuals when any commodity is bought or sold by weight or volume. For example, weighing devices at a store used to weigh candy, meats, fruits, etc.; or measuring devices used to measure the volume of gasoline, diesel, propane, etc.

All weighing and measuring devices sold and installed in Montana must have a National Type Evaluation Program (NTEP) Certificate of Conformance number and must be placed into commercial service by a registered repair agency. The 'Placed in Service' report must be completed by a registered repair technician and submitted to the Weights and Measures Program prior to the issuance of an eStop Business license.

Types of Licenses

There are four types of measuring devices – retail, high speed, wholesale, and LPG (propane) meters. For gas pumps, "meters" refers to the actual number of measuring chambers, not the number of hoses or cabinets. Weighing devices are licensed based on the weight capacity of the scale and are also divided into two categories for on-farm or standard commercial use.

Legal Authority

Montana Code Annotated: Title 30. Trade and Commerce. Chapter 12 Weights, Measures, Standards

Administrative Rules of Montana: Rule Chapter: 17.56 Underground Storage Tanks

Tobacco Products & Alternative Nicotine or Vapor Products

Department of Revenue
Business and Income Tax Division, Miscellaneous Tax Unit
PO Box 5805
Helena, MT 59604-5805
Phone: (406) 444-6900
Email: DORMISCTax@mt.gov
Website: https://mtrevenue.gov/liquor-tobacco/tobacco/

General Information about Tobacco, Alternative Nicotine and Vapor Product Licenses

Licenses are required when any business or individual is engaging in the business of buying, selling, or distributing tobacco, alternative nicotine, or vapor products. To sell cigarettes in Montana, you first need to verify that the manufacturer has provided the base cost, before taxes or discounts, to the Montana Department of Revenue and that the department has established the wholesale and retail minimum price.

Montana is a signatory of the National Tobacco Master Settlement Agreement (MSA). Tobacco product brands sold in Montana are required to be approved by the Department of Justice. Licensed Retailers, Vendors, Subjobbers or Wholesalers cannot stamp or sell cigarettes and roll-your-own tobacco from manufactures that do not participate in the Tobacco MSA.

Upon receipt of your completed eStop Master Application (Form MA), the Department of Revenue may request additional information about your distribution and sales of tobacco and alternative nicotine or vapor products.

Types of Licenses

There are four basic license types – Retailer, Vendor, Wholesaler, and Subjobber. A Retailer sells product directly to a consumer. A Vendor owns and operates cigarette vending machines. A Wholesaler purchases and affixed tax stamps to the products and then sells to Retailers, Vendors or Subjobbers. A Subjobber purchases stamped cigarettes from Wholesalers and then sells to Retailers or Vendors.

Legal Authority

Montana Code Annotated: Title 16. Alcohol, Tobacco, and Marijuana. Chapters 10-11 Regulation

Administrative Rules of Montana: Rule Chapter: 42.31 Miscellaneous Tax-Commercial Activities

Off-Premises Beer and Wine License

Alcoholic Beverage Control Division (ABCD)
Department of Revenue
PO Box 1712
Helena, MT 59624-1712
Phone: (406) 444-6900
Email: DORAlcoholicBeverageControl@mt.gov
Website: https://mtrevenue.gov/liquor-tobacco/

General Information about Off-Premises Beer and Wine Licenses

A Liquor Licensing Specialist is ready to help you through the licensing process. It is recommended you contact the Specialist for the county where you license is located as soon as possible. The process includes completing and submitting the eStop Master Application and the Alcoholic Beverage Control Application packet along with payment for the appropriate licensing fees to the eStop Business License Program. Failure to provide all required paperwork and payment will result in processing delays.

Once it is determined that the entity and individuals that will have an ownership interest of 15% or more meet eligibility requirements and have passed required background checks, the license can be approved.

Holding an off-premise license allows you to sell packaged and sealed beer and/or wine to your customers who then, leave your premises to consume the product. You must obtain a retail food license to maintain an off-premises beer and/or wine license.

Types of Licenses

There are two license types available – beer and wine. Each license can be purchased individually or as a combination of both.

Legal Authority

Montana Code Annotated: Title 16. Alcohol, Tobacco, and Marijuana

Administrative Rules of Montana: Rule Chapter: 42.12: Liquor Licenses and Permits

Register your eStop Business

You can complete the eStop Master Application using the eStop Business Licenses Online Service. Simply enter your business and location information. Then add the appropriate license type(s) needed for your business. In one seamless process, you can register and pay the licensing fees for multiple license types at multiple locations. Online payments offer e-Check and credit card options.

If you prefer to use a paper option, the eStop Master Application must be completed for each location being registered. You may submit one check made payable to *eStop Business Licenses* for payment on multiple application requests.

- **By Mail:** include a copy of your eStop Master Application(s) and check to the Montana Department of Revenue's eStop Business License Program at PO Box 8003, Helena, MT 59604-8003.
- **In Person:** bring a copy of your eStop Master Application(s) and check to the Montana Department of Revenue office located at 340 N Last Chance Gulch in Helena.

Renew your eStop Business

You will receive a renewal notice from eStop Business License Program when it is time to renew your Master Business License. The notice will list the license(s) you currently hold, along with the cost of renewing each license.

- Renew online using the eStop Business Licenses Online Service.
- If you prefer to renew by paper, be sure to complete the back page of the renewal notice, if applicable. You may submit one check made payable to *eStop Business Licenses* for payment on multiple renewal notices.
  - **By Mail:** include a copy of your renewal notice(s) and check to the Montana Department of Revenue's eStop Business License Program at PO Box 8003, Helena, MT 59604-8003.
  - **In Person:** bring a copy of your renewal notice(s) and check to the Montana Department of Revenue office located at 340 N Last Chance Gulch in Helena.
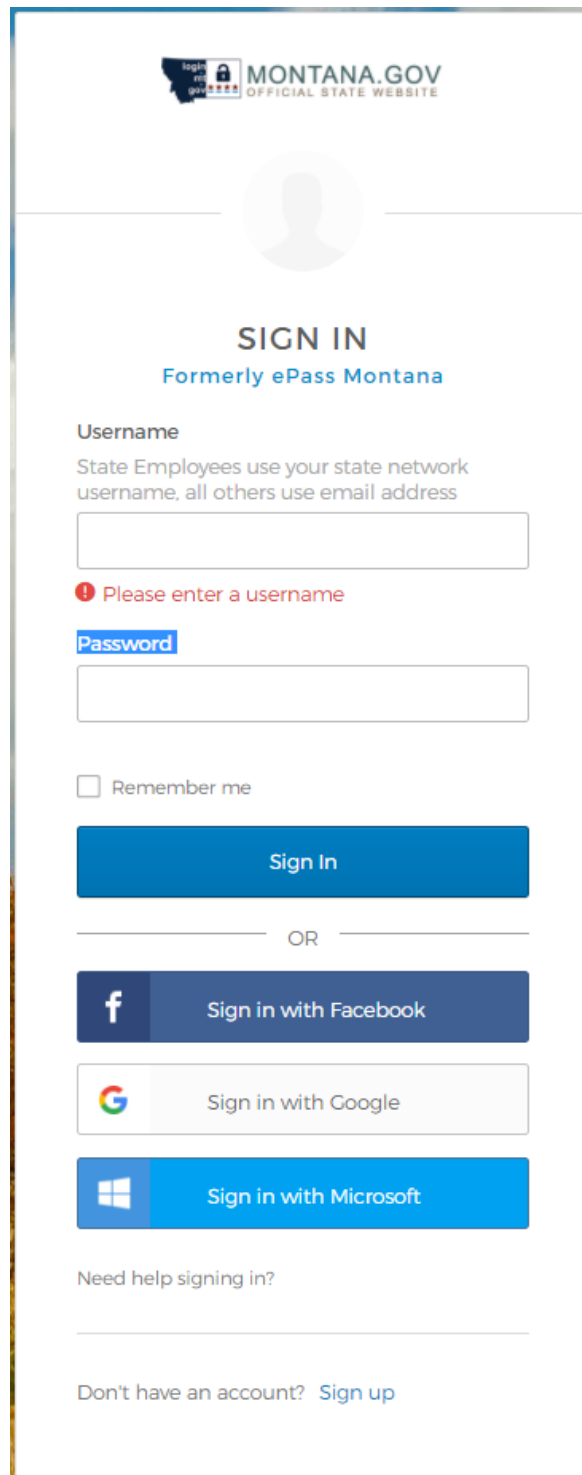
Licenses Subject to Late Fees or Penalties

- **Montana Lottery:** A license may be suspended or revoked for failure to maintain the license qualifications pursuant to 23-7-301, MCA.
- **Weighing and Measuring Devices:** Commercial weighing and measuring device licenses are subject to a 50% late fee if not paid within 60 days after the due date and may be removed from service for continued non-payment pursuant to 30-12-203, MCA and 82-15-105, MCA. Farm scales are subject to a 50% late fee if not paid within six months after the due date
- **Nursery:** A firm, nursery, plant dealer, or landscape service failing to renew a license for any location on or before the annual anniversary date shall pay an additional nonrefundable late fee of $25 for the license for each location pursuant to 80-7-106 (4), MCA.
- **Off-Premise Beer/Wine:** Failure to timely submit your payment in full will result in the initiation of a revocation action against for Beer and/or Wine Off-Premise license

pursuant to 16-4-406 and 16-4-407, MCA. Late fees are assessed at 33.33% if one day after the due date, 66.66% if 31 days after the due date and 100% if 61 days after the due date.

- **Retail Food:** A late fee of $25 is due from any licensee who has failed to submit a license renewal fee prior to the expiration of the licensee's current license and who operates a retail food establishment governed by this part in the next licensing year pursuant to 50-50-205(2)(a), MCA
- **Tobacco Products:** Selling tobacco products without a valid license will result in penalties and possible seizure of product.
- **Underground Storage Tanks (UST):** UST license fees must be maintained until system closure (i.e., the tanks are removed from the ground) in accordance with Department of Environmental Quality (DEQ) regulations. Facilities will be sent to a collection agency for delinquent fees or referred to DEQ Enforcement's Division to pursue collection of delinquent license fees and any applicable penalty fees.

Logging Into OKTA – the Gateway to Montana Online Applications

Okta Sign in page
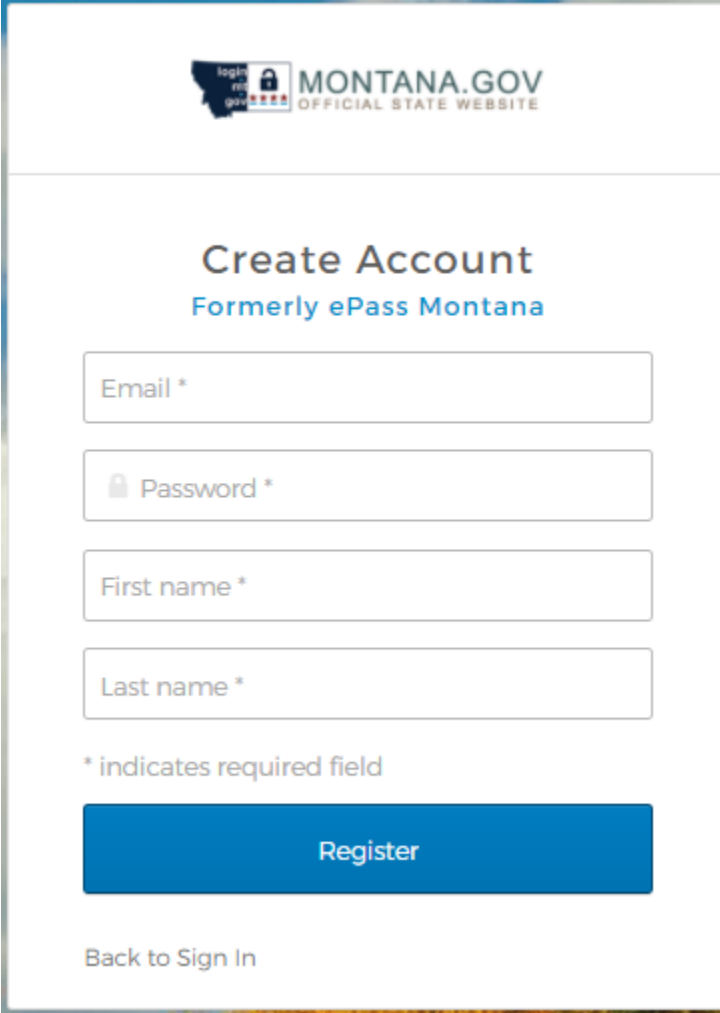
New Users
- Go to https://okta.loginmt.com/ for the Okta Sign In page.
- Click the "Don't have an account? Sign up" link at the bottom of the sign in screen;
- Complete the fields to Create Account and then click the "Register" box;

- A message notifying you a "Verification email sent" is on the screen.
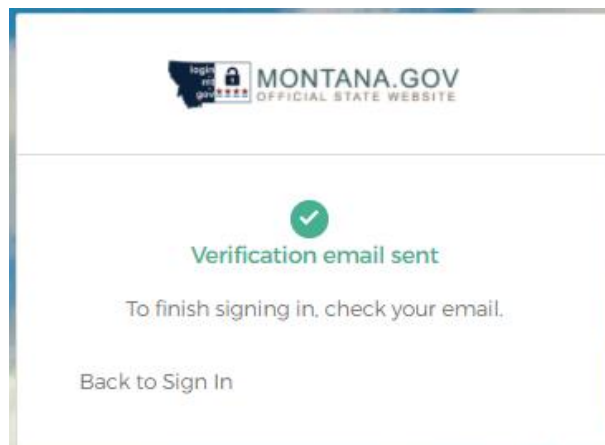
- Go to your email and click the "Activate Account" button;
  - The activation email is good for 24 hours.
  - If you didn't receive the email, check your spam, and junk email folders.

- To finish creating your new account, click the "Back to Sign in" link;
- Sign in using your email as the username and the password you created.

Previous ePass Montana Users
- Go to https://okta.loginmt.com/ for the Okta Sign In page.
- If you previously used ePass Montana to access an eStop Business License account,
    - Enter the email address associated with your ePass Montana account as your Username;
    - Enter your password;
- Click the "Sign In" box; or
- Choose to sign in using Facebook, Google, or Microsoft.
- Click the link to Activate your account and follow the onscreen instructions to receive your activation code.
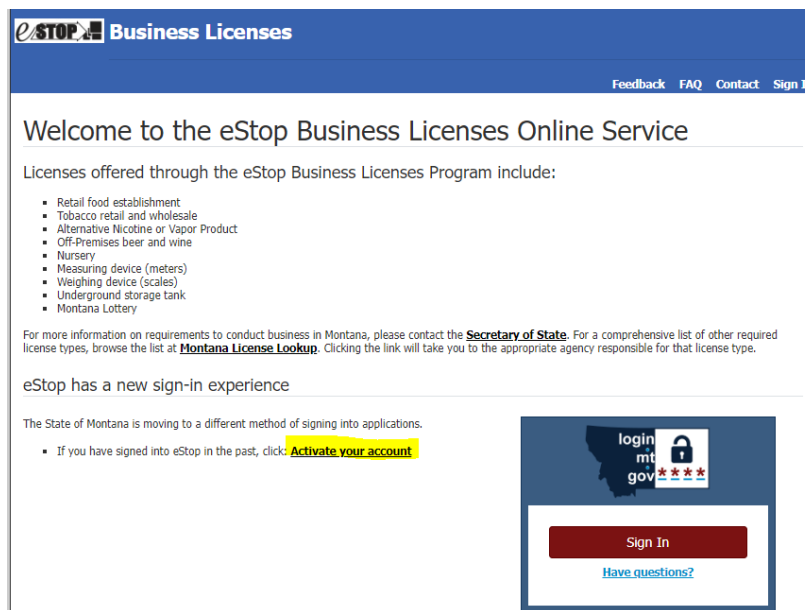
Previous ePass Montana Users - having issues?
- Can't access or not sure which email was used in ePass Montana?
    - Create a new Okta account using your current email.
    - If you receive an error stating the email is already in use, contact the State IT Department at (406) 444-2000 for assistance.
- Have you forgotten your password?
    - Click the "Need help signing in" link found at the bottom of the sign in page;
    - Click the "Forgot Password?" link;
    - Enter your Email or Username;
    - Click the "Reset via Email" box.
- If your Password needs to be reset by an Administrator, contact the State IT department by
    - Phone: 406-444-2000
    - Email: servicedesk@mt.gov

- Error advises you "There was a problem registering you: Invitation not found." Contact the eStop Administrative Specialist to request an email invitation.
  - Phone: 406-444-6789
  - Email: DOReStop@mt.gov

Okta Landing Page Once Logged In
- You will see your dashboard page with the tiles for statewide online applications;
- Choose either the DOR Online Service Portal Bookmark for all DOR applications or go directly to DOR eStop Business Licenses Online.

Okta FAQ's
  - https://okta.mt.gov/Help
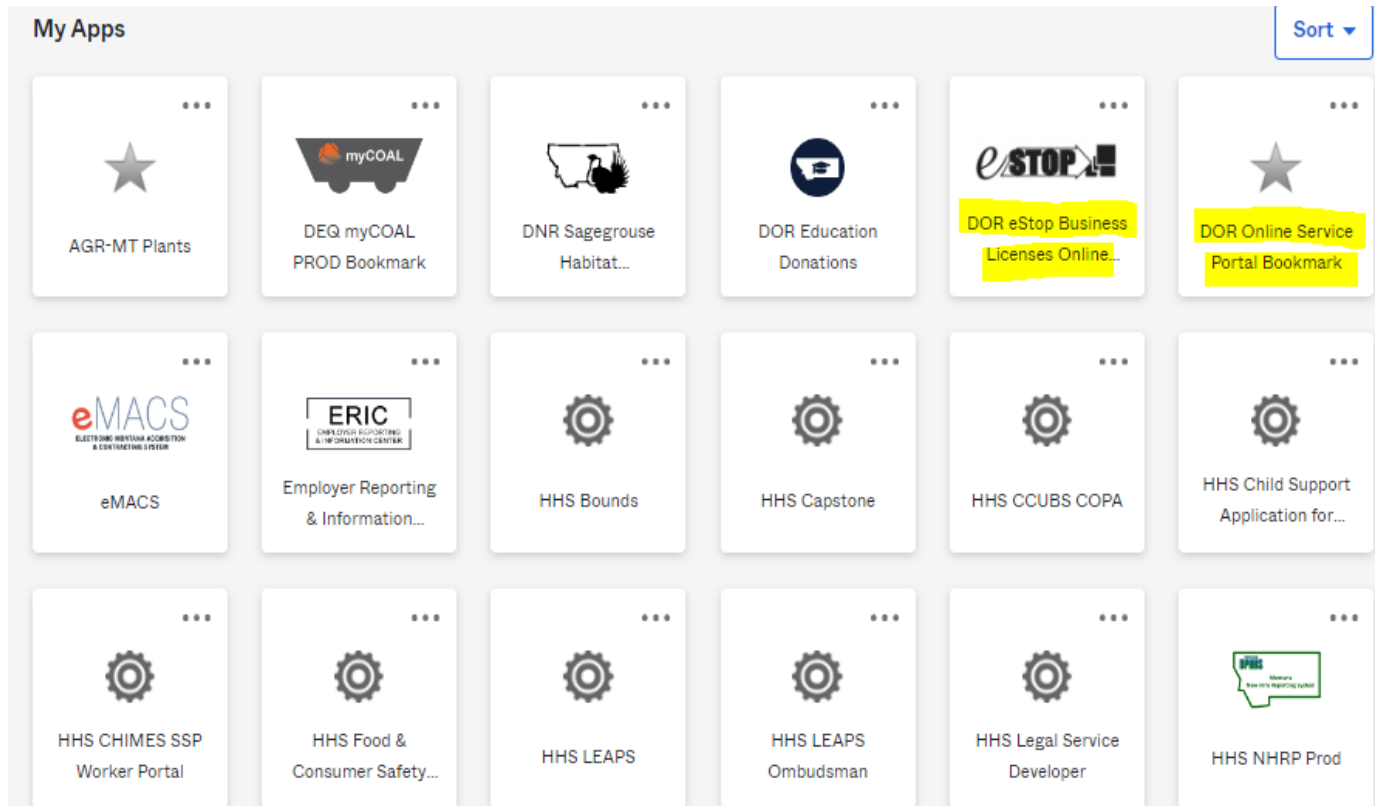
eStop Portal FAQ's

<u>General</u>

What do I need to do to sign up for account access in the eStop Portal?
You need an active Okta account, your Business Number and Online Passcode. If you are brand new to the eStop Business Licenses Program, you will be entering the information to create a new business and location.

Do I need to enter my Business Number and Online Passcode every time I log in to eStop?
No, you only need the Business Number and Online Passcode the first time you log in.

I forgot my password and/or username. How do I access my account?
If you have forgotten your password and/or username, click on the 'Need help signing in?' link and then the 'Forgot Password?' link. Enter your email address and click 'Submit'. Follow the instructions outlined in the email from Okta.

Can our Business have more than one login for the same eStop location?
Yes. Each user must have their own active OKTA account but can then access your eStop Business License account information if you provide them your Business Number and Online Passcode.

I have multiple businesses, locations, and/or licenses. Can I access all of them using the eStop Portal?
Yes. You can edit your list of businesses by clicking the '*View history and Details*' option from the eStop Home Page. Then click the button to '*Edit My Business List*'. Enter the Business Number and Online Passcode and click '*Add Business to Your List*'. Repeat these steps to add more businesses.

I am a brand-new business. How do I apply and pay for my license(s)?
- Go to eStop.mt.gov and login using OKTA
- Click '*Register new business with eStop*'
- Enter the business information for the parent company and then click '*Save and Continue*'
- Enter the location information and then click '*Save and Continue*'
- Enter a quantity for each license type you require and then click '*Save and Continue*'
- Attach any required documents and then click '*Save and Continue*'. You may mail, email, or fax the documents later if you prefer.
- Click '*Add to Cart*'
- Review the items in your cart
- If you need to change the amount you are going to pay, change the amount in the '*Payment Amount*' field and then click '*Update*'
- Click '*Submit and Pay*'
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application, and you will be redirected to Payzang, the payment process application.

- Click '*OK*' to proceed to Payzang to make your payment or *'Cancel'* to return to the Application.

What if all my licenses aren't showing on a location?
If you recently added any license type, check 'Recent and Pending Business Changes' to see if the application has been saved but not submitted. It can take a few business days for a recently submitted application to be updated in your eStop Portal account.

Can I use the eStop Business Licenses Portal to apply for only a Retail Food License?
No. Retail Food as a stand-alone license is not available through the eStop Business Licenses Program. Please contact the [Department of Health and Human Services' County Health Office/Sanitarian](#) for the county where the license is needed.

Why is my license showing inactive?
Your license will show it is inactive when the license has been cancelled. This happens if you have notified us that your business has been sold, is closed, or that you no longer need the license. Your license may also be cancelled due to non-payment.

<u>Renew and Pay</u>

When will my renewal or application be approved and when will I get my license?
Once all license types for the location are approved and active, and funds for your payment have been posted, your license will print in our normal weekly batch on Friday evening. If you have opted in to have automated email notification, you will receive an email to the email address of record letting you know your license is ready for you to print.

Approval time varies by agency. Please contact the appropriate agency for more information about when to expect the approval of your license.

My renewal is due, but I haven't received a bill. What do I do?
Even if you do not have your Renewal Notice, you can still go online to the eStop Portal to Renew and Pay. You may pay using an e-Check or Credit Card. There are no processing fees to make your payment online. If you prefer, you can mail a check. Please write your location number(s) on the memo line of your check. You may also contact any eStop Business Licensing Program Specialist to ensure we have your correct mailing address.

How do I make payments using eStop?
- From the eStop Portal Home Page, click on Renew and Pay;
- For any location with an outstanding balance, click on the Renew/Pay button to make a payment;
- If you have documents to upload, click the Choose File button to locate and choose your file;
- Click the Upload File button;
- Click the Save and Continue button;
- Enter your email address twice;
- Check the box to opt into electronic notices;
- Click the Save and Continue button;

- Review the Payment Summary. If all is OK, click the Add to Cart button;
- Review the Shopping Cart. If needed, change the Payment Amount field, and then click the Update button;
- Click the Submit and Pay button;
- Enter your electronic Signature and click the Submit Application button.
- Proceed with making your credit card or eCheck payment using Payzang.

Can I make an e-Check or ACH Debit payment?
Yes. There are no fees assessed to make an e-Check payment.

Can I make a payment by credit card?
Yes. We accept Visa, Master Card, Discover and American Express. There are no processing fees assessed to make a credit card payment.

Can I save the payment cart for later?
Yes. However, your shopping cart information is purged after three weeks, and you may need to add a new payment request to the cart.

How do I come back to the payment cart?
Click the '*Shopping Cart*' icon in the upper right corner of the home page. If there are no items in the cart, you will need to add a new payment request to the cart.

Can I remove an item from my payment cart?
No. You can only adjust the amount in the '*Payment Amount*' field to zero if you are making a payment on other items and do not want to pay anything for the entry in error. The payment cart will be purged in three weeks to remove this entry done in error.

I can't find the license or fee that I need to pay. What do I need to do?
If you are an existing user, make sure have selected the correct location. If you are on the correct location, you will need to add the license type before you can pay the fee. If you are a new user and the license type you are looking for is not in the list of licenses, it is not available through the eStop Business Licensing Program. If you need information about the fees assessed for a license type, contact the appropriate eStop Business License Specialist for that license type.

I can't pay the full amount that I owe. Can I make a partial payment?
Yes. You can make partial payments through the eStop Portal by adjusting the amount in the '*Payment Amount*' field. Be aware that you may be subject to late payment penalties if you do not pay in full and your Master License will not be approved until you have a zero balance.

I think I owe an amount different than the amount shown in eStop. What do I do?
If you feel the amount due on your Renewal Notice is incorrect, please contact the agency(ies) responsible for the license type(s) in question or the eStop Administrative Specialist.

Can I make a payment for more than what is showing as due in eStop?
No. We cannot accept overpayments.

Can I make a payment before it is due?

Yes. We can accept payments prior to your license expiration date. If you receive a message that there are no licenses to be renewed, contact the eStop Administrative Specialist to process an early renewal request.

I made an error entering my payment information. How do I fix it?

If the payment was accepted and a confirmation/receipt number issued, the payment cannot be canceled or changed. We will refund any overpayment once we have received the funds. We recommend you contact your bank or credit card company if you need them to reject the payment request.

How do I find my bank routing and account number?

The numbers are located on the bottom of your check, or you can contact your bank for this information.

Will I get a receipt if I make a payment in eStop?

Yes. After you submit a payment, the payment processing system will automatically send an email receipt to the email address you provided when you entered your payment information.

How long will it take for my payment to process?

Online payments usually take three to five business days to process and for the funds to be applied against your balance due.

I have submitted a payment in eStop. How can I tell if it has been processed or find the status?

Payments are posted in your eStop account once we have received the funds. Once the payment has posted, you can see this account activity by clicking the option to '*View History and Details*'.

Make Changes

How do I apply for a new business with a different tax ID number when I already have an existing eStop Portal account?

- Click '*Make Changes*' from the Main Menu
- Click '*Addition of a new business (not location)*'
- Enter the business information for the parent company and then click '*Save and Continue*'
- Enter the location information and then click '*Save and Continue*'
- Enter a quantity for each license type you require and then click '*Save and Continue*'
- Attach any required documents and then click '*Save and Continue*'. You may mail, email, or fax the documents if you prefer.
- Click '*Add to Cart*'
- Review the items in your cart
- If you need to change the amount you are going to pay, change the amount in the '*Payment Amount*' field and then click '*Update*'
- Click '*Submit and Pay*'
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application and will now be redirected to the payment process application.

- Click OK to proceed to Payzang to make your payment or Cancel to return to the Application.

How do I add a new physical location to my existing eStop business?
- Click '*Make Changes*';
- Click '*Change existing business and locations*';
- Click the '*Select*' button for the business you wish to change;
- Click the '*Add New physical location to your eStop business*' button;
- Complete the Location Information fields. The address must be a physical location and not a PO Box;
- Click the '*Save and Continue'* button;
- Enter a quantity for the license type(s) you wish to have;
- Click the '*Save and Continue'* button;
- If you do not have files to upload, just click the '*Save and Continue'* button; or
- Click the '*Choose File'* and then '*Upload File'* buttons if you have required documents ready to upload. You can mail, email, or fax the documents if you prefer;
- Click the '*Save and Continue'* button;
- Review the Application – Payment Summary screen. Click the '*Back'* button if you need to make changes; or
- Click the '*Add to Cart'* button;
- Review the Shopping Cart Payment Amount;
- Change the Payment Amount if needed and then click the '*Update'* button;
- Click the '*Submit and Pay'* button;
- Complete the Electronic Signature fields;
- Click the '*Submit Application'* button;
- Click '*OK'* to proceed to Payzang to make your payment or '*Cancel'* to return to the Application.

How do I add a license or increase/decrease the number of license units to my existing eStop location?
- Click '*Make Changes*';
- Click '*Change existing business and locations*';
- Click the '*Select*' button for the business you wish to change;
- Check the box to '*Update license information, such as add, increase/decrease, change license type, etc.'*;
- Click the '*Select'* button for the location needing a change in license types and/or amounts;
- Edit the license quantities as needed. Be aware, entering -0- will cancel the license(s);
- Click the '*Save and Continue'* button;
- If you do not have files to upload, just click the '*Save and Continue'* button; or
- Click the '*Choose File'* and then '*Upload File'* buttons if you have required documents ready to upload;
- Click the '*Save and Continue'* button;
- Review the Application – Payment Summary screen. Click the '*Back'* button if you need to make changes; or
- Click the '*Add to Cart'* button;

- Review the Shopping Cart Payment Amount;
- Change the Payment Amount if needed and then click the '*Update'* button;
- Click the '*Submit and Pay'* button;
- Complete the Electronic Signature fields;
- Click the '*Submit Application'* button;
- Click '*OK'* to proceed to Payzang to make your payment or '*Cancel'* to return to the Application.

How do I cancel a license?

**Be aware that any Underground Storage Tank licenses will not be cancelled unless the tanks have been removed from the ground. Contact the Department of Environmental Quality if you need more information.

You will change your license quantity to zero in the Portal to cancel any license:
- Click '*Make Changes*';
- Click '*Change existing business and locations*';
- Click the '*Select*' button for the business you wish to change;
- Enter a -0- for the quantity for each license type you wish to cancel and then click '*Save and Continue*';
- Attach any required documents and then click '*Save and Continue*'. You can mail, email, or fax the documents if you prefer;
- Click '*Add to Cart*';
- Review the items in your cart.
- Change the amount in the '*Payment Amount*' field as needed and then click '*Update*';
- Click '*Submit and Pay*';
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application and will now be redirected to the payment process application.
- Click '*OK*' to proceed to Payzang to make your payment or *'Cancel'* to return to the Application.

How do I report the sale or closure of my business?

**Be aware that any Underground Storage Tank licenses will not be cancelled unless the tanks have been removed from the ground. Contact the Department of Environmental Quality if you need more information on this.

- Click '*Make Changes*';
- Click '*Change existing business and locations*';
- Click the '*Select*' button for the business you wish to change;
- Check the box '*Close or sell location*' and then click '*Next*';
- Click the '*Select*' button for the location that is being sold, is no longer in operation, or that all licenses are no longer needed;
- Check the appropriate box to close or sell and complete information boxes. Then click on '*Save and Continue*';
- Complete your electronic signature;
- Click '*Submit Application*'. This action submits your application.

Can I save my changes and finish later?

Yes. As you complete each section, it will save automatically. If you exit the program, you will be able to come back later to submit your application. Please note that shopping cart information is purged after three weeks, and you may need to add a new payment request to the cart.

How do I submit a saved application or find recently submitted applications?
- Click '*Make Changes*';
- Under '*Recent and Pending Business Changes*', click the '*Select*' button for the business with pending changes and then complete your application.

View History and Details

There are no businesses listed when I log into eStop. What do I do?
- From the eStop Portal Home Page, click the View History and Details button;
- Click the Edit My Business List button;
- Enter the Business # and Passcode;
  - Your eStop Notice has this information; or
  - Contact the eStop Administrative Specialist at 406-444-6789 for this information.
- Click the Add Business to Your List button;
- Repeat the process to add more business as needed;
- Click the Return to Your List button to return to the View History and Details landing page.

How do I get access to another business in my eStop account?
- From the eStop Portal Home Page, click the View History and Details button;
- Click the Edit My Business List button;
- Enter the Business # and Passcode;
  - Your eStop Notice has this information; or
  - Contact the eStop Administrative Specialist at 406-444-6789 for this information.
- Click the Add Business to Your List button;
- Repeat the process to add more business as needed;
- Click the Return to Your List button to return to the View History and Details landing page.

How do I view the transactions on my account?
- From the eStop Portal Home Page, click the View History and Details button;
- Click the View button for the Business you wish to review;
- Click the View button for the Location you wish to review;
- Click the Transactions tab to view the assessments and payments associated with the Location;
- To view a wider range of transactions,
  - Change the Start Date and/or End Date fields;
  - Click the Refresh button.

How do I print my license from the Portal?
- From the eStop Portal Home Page, click the View History and Details button;

- Click the View button for the Business you wish to review;
- Click the View button for the Location you wish to review;
- Click the Documents tab;
- Click the View button for the document you wish to view, print, and/or save as a PDF.

I am trying to view and print a document, but it is not opening for me. What should I do?
- Make sure you have a current version of Adobe Reader to be able to view and print documents. Adobe offers a free download on their website at https://www.adobe.com/acrobat/pdf-reader.html.
- Check to see if the document has opened in a new window. There will be a new tab listed in the Toolbar
- Make sure you have allowed pop-ups for this site. Use your browser's Help option to get instructions on disabling pop-up blockers