# Quick Reference Guide for Retail Motor Fuel Licensing

## Registration Directions & Frequently Asked Questions

To provide you with the highest level of service, the KDA established a web-based licensing program, known as the Online Portal. The user-friendly program offers self-service functions including immediate access to applications, licenses, online payments, etc. Additionally, it is accessible via phone or computer.

The registration and application process are outlined here. Please reach out if you need assistance—we're happy to help. However, be aware that licensing staff is in high demand during the renewal period, so license earlier for a faster response time.

Remember, **every retail motor fuel license expires on January 31**.

## Contents:

# Registration (Company OR Chain)

- How do I register for an online account?
  - Go to https://www.kyagr-apps.com/AgExternal/Security/Account/Registration and click 'Register' for company OR chain (shown above).

  ## Company Registration

  This is for the company owner or the company primary contact that belong to an **Aerial Recreational Device** or **Amusement Rides** or **Eggs** or **Grain** or **Limestone** or **Motorfuel** or **Pesticides** or **Product Registration** or **Serviceman** or **Weights & Measures** company.

  After successful registration, you will be able to view all the company related information, make secure online payments for the company.

  Register

  ## Chain/Corporate Registration

  This is for the chain/corporate owner or the primary contact of an **Aerial Recreational Device** or **Amusement Rides** or **Eggs** or **Grain** or **Limestone** or **Motorfuel** or **Pesticides** or **Product Registration** or **Serviceman** or **Weights & Measures** Chain.

  After successful registration, you will be able to view the chain/corporate related information, make online payments for all the companies that belong to the chain/corporate.

  Register

  - You need:
    - Your company ID OR chain ID,
    - An access code, and
    - A valid email address.

- Where can I get a **company ID**, **chain ID** or **access code**?
  - Call or email Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov.

- Do I need to save the access code?
  - No, this code is used one time.

- Can I see all my retail facilities with one login?
  - Yes, you can have multiple companies and/or chains under one email.

- Can I add retail facilities on my own?
  - Yes, this can be done by selecting ADD NEW ENTITY once logged onto Portal.
    - The ID and access code for each location is required.
    - Once the company/chain is successfully added, clear all cache to prevent possible errors.
    - For assistance with adding companies and/or chains, contact Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov.

# Registration (Continued)

- You will see one of the screens below.
- Fill out ALL the information.



- The email address will be used to notify you about license renewal.
- Your password MUST be:
  - At least 8 characters,
  - With at least one uppercase letter,
  - One number, and
  - One special character (!, @, #, etc.).
- Check 'I'm not a robot';
  - You may be asked to verify your humanity. Follow the instructions; then
- Click 'Register'.
- You will receive a registration email at the email address you provided.
- Go to your email.
- Find the email from ag.web about account activation.
- Click the link in the email to activate your account.
- You will be redirected to the login page; login with your newly created credentials.

# Online Portal Login (Direct Link)

- www.kyagr.com/onlineportal/login

# **Frequently Asked Questions**

## Application

### General Questions

- Can I make changes to the application/license?
    - o Yes, anytime the application is saved the change automatically updates on the license.

- How can I make changes to the application/license?
    - o Once logged onto the Portal, select Launch Company (or Launch Chain), select the Application History tab, select the View button on the right-hand side of the ID to open the application. (Save all changes.)

- Can I save an incomplete application?
    - o No, all progress will be lost.

- All fields with an asterisk (*) are required.

- This document assumes the use of a laptop or desktop computer.

### **Compliant Dispensers (**Per 302 KAR question.**)**

- Yes/No/Both. What does this mean?
    - o Are your dispensers legal for trade? Yes, if:
        - ▪ Display the price per gallon,
        - ▪ Display the number of gallons dispensed, and
        - ▪ Have a certificate of conformance or CC #.

### License Holder Information

- Who is the License Holder?
    - o The person responsible for on-site requirements, fees, fines, corrective actions, and making sure the fuel meets the required laws.

- What if the License Holder is a business/corporation?
    - o If the retail facility is an entity (LLC, Inc, etc.), enter the first and last name of the license holder in the Delegated Representative textbox.

- What address should I use?
    - o The best mailing address for the license holder. It does NOT have to be the retail facility.

- What phone number should I use?
  - The best number for the license holder. It does NOT have to be the retail facility.

- Is the fax number required?
  - No.

## Motor Fuel License Questionnaire

- Is my facility unattended?
  - Unattended means NOT staffed. If there is a worker during normal business hours (roughly Monday through Friday, 8 AM to 5 PM), the facility is NOT unattended.

- Do I have high-flow dispensers?
  - High flow dispensers pump greater than twenty (20) gallons per minute, usually for large trucks. If you have these, you MUST list each high flow dispenser.

- What does manifolded mean?
  - Connected.

- Do I have manifolded tanks?
  - If you have CONNECTED tanks, then they are manifolded. You MUST list each manifolded product.

## Products

- What do I sell: E0, E10, Reformulated (RFG), or a combination?
  - The most commonly sold gasoline contains up to 10% ethanol (E10). If you are not sure, look at your product transfer documentation from a recent fuel purchase.

- Do I sell #1 ULSD, #2 ULSD, or premium diesel?
  - #2 ULSD is the most commonly sold diesel in KY. If you are not sure, look at your diesel product transfer documentation.

- Do I add kerosene or diesel exhaust fluid (DEF) to the 'Other Product(s)' section of the application?
  - No, kerosene and DEF are NOT classified as motor fuels.

## Signature/Save

- What name should be entered in the electronic signature textbox?
  - The person completing the application should sign their name.

- Do I have to save?
  - Yes, clicking 'Save' submits the application. Each application MUST be saved.

# Payment

- How do I pay for the Retail Motor Fuel License?
  - All payments are made through a secure website linked to the Kentucky Department of Agriculture's Online Portal.
  - The current year's application must be submitted and approved before payment can be made.

- Can I pay for multiple licenses in one transaction?
  - Yes. Within the Payment Cart, choose from the selection of licenses to purchase or click Select All to purchase all licenses with approved applications.

- Is there a fee?
  - Credit card payments require a 2.95% processing fee; ACH/electronic checking payments require a two-dollar ($2) processing fee.

- What if my payment doesn't go through?
  - Any returned or insufficient payment invalidates the license(s).

# Print/Display

- How do I print the Retail Motor Fuel License?
  - Log onto the Portal, click the Licenses tab, then click the printer icon. You may need to adjust your screen to expand the view or download the to view/print.

- Do I have to display the license at the facility?
  - Yes, it is REQUIRED to display both pages of the license.

# Assistance

- Who do I contact for assistance or questions?
  - Call or email Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov for assistance with licensing.
  - Technical questions should be directed to Hannah Mann at (502) 782-9204 or hannah.blair@ky.gov.