Village of Winnetka
Online Vehicle/Dog License Renewal
Resident Guide

**Process:** The Village of Winnetka allows renewals of vehicle and dog licenses online via a major credit card. This enhancement was launched in late 2017 for the license year beginning January 1, 2018. This guide was prepared to assist residents in using the online platform and is subject to revision based on future enhancements to the online renewal system.

Please note that the system can only be used by residents possessing a renewal application with a printed online PIN. Residents purchasing stickers for the first time must have their order processed at the Village Hall or request a blank application by mail. Those new customers will be included in the online renewal process for future years.

If a resident has lost their online PIN, they can retrieve it by contacting Village Hall at (847)501-6000.

**Step 1 – Obtain Online PIN from Renewal Application**

All residents having purchased vehicle or dog licenses prior to **August 15** will be included in the renewal database for the subsequent year (i.e. August 15, 2017 for 2018). Those purchasing licenses after that date are not guaranteed to receive a renewal application or have all of their vehicles included in the renewal application due to vendor database timing deadlines.

Upon receiving the license renewal application in October of each year, a resident should refer to the mailing block to find their online PIN, as illustrated below:
Step 2 – Navigate to the Online Renewal Portal

To access the online payment portal, an internet connection is required. The portal itself is browser agnostic and should work with Internet Explorer, Firefox, Chrome, and Safari. Start by navigating to the Village of Winnetka homepage, http://www.villageofwinnetka.org/ and select the “Online Payment” link:

Once navigated to the “Online Payment” page, find the appropriate section for the vehicle dog license renewals. There will be another link to take you to the online payment system:
Step 3 – Access the Online Renewal Platform

After clicking on the link above, you will be routed to the online renewal platform and be presented with the screen below:

In the “PIN” box, enter the PIN from the paper application you received in the mail illustrated in Step 1 above. Please keep in mind that PINs are case sensitive.

Once you have entered your PIN, you will be presented with a screen which should duplicate the information from your paper renewal application:
Step 4 – Review Information and Update If Necessary

Once a resident has called up their unique household account, they should review the information to ensure that each vehicle and dog is included in their household data. To make corrections or updates, residents have a number of options.

Owner Information

The owner information bar is at the top of the screen. Please review your information and if any corrections need to be made, click the “Edit” button.

The edit screen will allow you to correct basic information about your household. These corrections will carry forward into future years. Once all appropriate corrections have been made, click “Save”:
Vehicle/Dog Information

On the main household screen, the lower section includes the individual vehicles and dogs that are part of the most recent year’s renewal profile. Please review the information on each entry for accuracy, and if changes are needed, use the “Edit” function:

Edit screen for vehicles:

<table>
<thead>
<tr>
<th>Purchase</th>
<th>Animal</th>
<th>Breed</th>
<th>Name</th>
<th>Color</th>
<th>Age</th>
<th>Due Amount</th>
<th>Is Sold?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□</td>
<td></td>
<td>MIXED</td>
<td></td>
<td>BLACK</td>
<td>10</td>
<td>$10.00</td>
<td>SOLD</td>
</tr>
<tr>
<td>□</td>
<td></td>
<td>MERCEDES BENZ</td>
<td>ROADST</td>
<td></td>
<td>1985</td>
<td>$40.00</td>
<td>SOLD</td>
</tr>
<tr>
<td>□</td>
<td></td>
<td>JEEP</td>
<td></td>
<td></td>
<td></td>
<td>$40.00</td>
<td>SOLD</td>
</tr>
<tr>
<td>□</td>
<td></td>
<td>INFINITI</td>
<td>UTILTY</td>
<td></td>
<td>2012</td>
<td>$40.00</td>
<td>SOLD</td>
</tr>
</tbody>
</table>

Edit screen for dogs:

Edit
Once all edits have been made, return to the main household screen. Before proceeding to the payment screen, you may also indicate whether or not a vehicle/dog has been sold or is no longer in your household’s possession by click the sold checkbox next to the appropriate entry:

Clicking the “Sold” button will immediately remove the entry from your household account and will also delete it from displaying on your renewal form in future years.

**Step 5 – Add Additional Vehicle or Dogs**

If a resident has purchased a vehicle or dog and has not previously registered it, they have the option to do so online during the renewal process. The add buttons are located on the main household page:

**Adding a Vehicle**

The “Add Vehicle” button will route a customer to a screen where they can enter the new vehicle information. The fields are similar to those when making a change to an existing vehicle. All fields are required to be completed.

**Adding a Dog**

The “Add Dog” button will route a customer to a screen where they can enter the new dog information. The fields are similar to those when making a change to an existing dog. All fields are required to be completed.
**Step 6 – Processing Payment**

Once all additions/deletions/updates have been made, click on the “Purchase” buttons next to each entry you would like to purchase and then click the green “Purchase” button toward the bottom of the screen:

You will then be routed to a secure online payment application where your household data should be pre-populated:
Enter your payment information and click “Make Payment”. If your payment processes successfully, you will be routed to a confirmation screen advising you that the payment is completed. If the credit card processor declines your payment, you will receive an error message and be required to reenter your payment information.

**Step 7 – Fulfillment of License Orders**

Once an order has been successfully completed, it will be fulfilled by the Village through US mail within 3-5 business days. The envelope containing your licenses will also include a letter that shows which license should be matched to each vehicle/dog. Please ensure when you apply the license sticker to your vehicle, or license tag to your dog, that the appropriate match is made:

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Dear Resident,

Thank you for renewing your 2018 vehicle sticker online with the Village of Winnetka. Included with this letter is your vehicle sticker(s). Details of your purchase are listed below:

<table>
<thead>
<tr>
<th>Vehicle Sticker #</th>
<th>Plate Number</th>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>Color</th>
<th>Fee Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>21678</td>
<td>XXXX</td>
<td>2017</td>
<td>MERD</td>
<td>SD</td>
<td>BLA</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dog Tag #</th>
<th>Sex</th>
<th>Breed</th>
<th>Color</th>
<th>Vac. #</th>
<th>Vac. Exp. Date</th>
<th>Name</th>
<th>Age</th>
<th>Fee Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234</td>
<td>F</td>
<td>Poodle</td>
<td>White</td>
<td>12-345678</td>
<td>08/17/17</td>
<td>Bella</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
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**Special Note – Dog Licenses**

Winnetka Village Code Section 6.08.010 requires a resident to present a valid rabies vaccination certificate before the Village can issue a dog license. While the “Edit” section of the online renewal platform allows residents to update their dog’s rabies vaccination information, the Village is still required to see a copy of the certificate to verify that the vaccination is, in fact, valid.

Residents purchasing dog licenses through the online renewal platform will be prompted upon purchasing to have a copy of their animal’s rabies vaccination certificate sent via email to the following address:

`certificates@winnetka.org`

Residents may send the documents themselves or ask their veterinarian to send it on their behalf. While not required, it is helpful to have the household PIN referenced in the subject line of the email message. The suggested format would be: “Subject: Rabies Certificate(s) for Household U4j3a”.

To reduce postage cost and number of mailings, the Village will ship your entire order (vehicle and dog licenses) once the rabies vaccination certificate is received. As all licenses must be displayed by January 1st of a given year, please ensure that any and all rabies certificates be forwarded in a timely fashion.
**Frequently Asked Questions**

**Question**: Am I required to buy the stickers on-line?

**Answer**: No, the Village has added the option of purchasing stickers on-line as a convenience, not a requirement.

**Question**: I’ve lost my PIN #, how can I get a replacement number?

**Answer**: You can call (847)501-6000, the Village’s Finance Department, and your renewal PIN will be provided to you.

**Question**: Will Transfer Vehicle Stickers be available for online purchase?

**Answer**: For the initial launch year (2018) of the online platform, transfer stickers must be purchased at the Village Hall. We will consider moving the transfer sticker process online in future enhancements of the platform.

**Question**: One of my vehicles is not listed on the application, why?

**Answer**: Renewal data was sent to our printer in early August. If you purchased a sticker after the transmission date, the vehicle will not be listed. Use the “Add” process described above to add the vehicle before purchasing your licenses.

**Question**: I did not receive a renewal vehicle sticker application, why?

**Answer**: If you did not purchase a 2017 sticker, a renewal application would not have been generated.

**Question**: How come the price of the vehicle license is shown online as $40.00, when I only paid $20.00 when I purchased my sticker?

**Answer**: Residents are charged a prorated amount if:

(a) the vehicle is purchased after June 30th or

(b) the resident moves to Winnetka after June 30th and purchases a sticker

For current residents, please remember that a vehicle sticker must be displayed by January 1 of a given year or the resident may be subject to a fine.