

LICENSE PRINTING SERVICES UPDATE

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BACKGROUND

- Print services for the vast majority of DCA boards and bureaus is provided by KP Corporation
 - Automotive Repair Dealer registration, renewal notice, delinquency notice, and underpayment notice
 - Smog Check station license, renewal notice, delinquency notice, and underpayment notice
 - Smog Check inspector and repair technician licenses, renewal notice, delinquency notice, and underpayment notice
 - Brake and Lamp station licenses, renewal notice, delinquency notice, and underpayment notice
 - Brake and Lamp adjuster licenses only
- A subset of print jobs supporting BAR is performed by PSI Services, LLC
 - Smog Check inspector and repair technician licenses and badges

BUSINESS PROBLEM

- Both DCA/BAR print vendors have experienced periodic technical issues resulting in an interruption in print services to BAR licensees
 - PSI has experienced delays up to 6 months
 - KP recently experienced a security issue unrelated to DCA or BAR and was completely down from April 17, 2023 to May 15, 2023
 - KP experienced another security issue unrelated to DCA or BAR on June 12, 2023, and recently reported that they can no longer support long-term print services to DCA boards/bureaus
 - BAR and all other DCA boards/bureaus have been encouraged to find alternative ways to meet the needs of licensees

BUSINESS OPPORTUNITIES

- In the short term, BAR believes that there is an opportunity to:
 - Examine the relevance of each print job and determine if it is still needed
 - Remove dependence on external vendors and improve service levels
 - Reduce the overall cost of printing
 - Provide for licensee self-service printing of licenses and certifications
 - Leverage email to expedite delivery of deficiency letters, licenses, and certifications
- In the intermediate term, BAR believes that there is an opportunity to further improve once the Enforcement and Licensing Modernization (ELM) project is implemented

NEXT STEPS

- Licensees may print verification of their license or verify their license expiration date using the DCA [License Search](#) online tool.
- Automotive Repair Dealers, Smog Check stations, and Smog Check inspectors may obtain license credentials to conduct auto repair and Smog Check inspections by contacting their local [field office](#).
- Smog Check inspectors must bring their passing exam results and a government-issued photo ID showing their full name as submitted on their application for licensure.

Contact Information

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