Iowa ABD eLAPS
Dramshop Carrier Quick Reference Guide (QRG)
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Introduction

ABD's new Electronic Licensing and Permitting System (eLAPS) will help stakeholders apply for and manage their alcohol licenses, permits, and certificates efficiently. Additionally, it will also let Dramshop Carriers verify and endorse the applications for further processing to Local Authorities and the Iowa ABD Staff.

This Quick Reference Guide (QRG) describes the actions and resources available to Dramshop Carriers.

Logging In

Dramshop Carriers should have accounts automatically set up for them.

If they are not registered, they can click Not an Owner (on top of the Registration form) and fill out a ticket for their credentials or contact ABD directly. They cannot register as a user in the portal without contacting ABD or creating a ticket.
‘Not An Owner’ option on top of the form (magnified below).

Are you applying on behalf of a business owner? Please click on the button to register a new user.

Dram Carriers need to submit a ticket to request an account, or email ABD at licensing@iowaabd.com.

Dramshop Policy Verification

As a Dramshop Carrier, you’ll need to complete a few steps for Applications to be processed further. You can enter the Application or License Number that needs to be verified, and then click Search to bring up all of the results.

Click Continue on an application card to continue the review process.
Step 1: You’ll need to review the Premises details first.

Step 2: After confirming the Premises details, scroll down and click Next to proceed.

Step 3: Fill in the Dramshop Policy details. Ensure the policy dates provided begin on or before the effective date of the Application and shall continue until the expiration date of the license or permit. Click Next to proceed.
**Step 4:** Review the details you had access to in the previous steps. Make updates, if needed. Scroll down and click on **Next** to proceed.

**Step 5:** The last step is to Attest/Endorse the details you have just verified and entered. You’ll need to attest that the policy contains coverage to comply with all applicable alcohol provisions. Click on **Submit**.
A success message “Thank you! This application has been submitted.” with a ‘Back to Dashboard’ hyperlink will be displayed (as below).

The page will also refresh and the user will be redirected to the Dashboard, if no action is taken on this page. Based on the license selection, Application status changes to either “Submitted to Local Authority” or “Submitted to ABD” and an email notification will be triggered to Local Authority and ABD respectively along with Applicant.
Dashboard

From the Dashboard, the Dramshop Carrier can perform more Actions depending on the Application Stage/Status.

Application Status

The Application Status will change to ‘Submitted to Local Authority’ after the Policy verification is complete.

Review Application

If ABD staff submits a Revision Request, then the ‘View Revision’ button will be visible on the Application. Below are the scenarios under which a Revision Request can be raised:

- If any changes need to be made in application
- If any new document or an updated document is required

Only ABD can raise a Revision Request to Applicant or Dramshop users. The Local Authority doesn’t have that privilege.

Click View Revision to complete the process on the next page.
Tickets

A Ticket can be submitted by clicking the Tickets tab on the Dashboard.

Dramshop Carriers, Local Authorities, and Applicants can submit a ticket. There are various reasons to submit a ticket. Below are some specific type of tickets:

- **Tax Report Amendment Ticket**: If the Applicant feels that an amendment is required for the generated tax report, they can submit a ticket.
- **Keg Registration Booklet Request**: Any Applicant that wants to purchase Keg Registration booklets for their active application can submit a ticket with the license/permit number and the number of booklet requests. Based on the number of booklet requests, a ticket also generates a payment record where users have the option to pay by ACH or credit card.
- **Non-Owner Portal User Registration**: User can initiate this ticket with user details to add or register a user on the portal.
- **Renewal Application Withdrawal Ticket**: Using this ticket, a user can raise a request for a withdrawal ticket for a renewal application.
- **Dramshop Cancellation Request**: User wants to cancel the dramshop cancellation.
- **Feedback**: Any kind of query, questions, and feedback.
- **Incorrect Local Authority Ticket**: A Local Authority can submit this ticket if they observe that the application has been mapped to an incorrect Local Authority.

Click + New Ticket.
Fill in the details in the pop up form, then click **Submit**.
Enter the Application Number or License Number and the Application Status. Click **Search**.

Click the three dots on the right side of the page for the Application you wish to cancel. Click **Initiate Dramshop Insurance Cancellation**.

Select a reason and upload the Cancellation Document. Click **Submit**.
Reinstatement

Find the application and click the drop down arrow next to the application.

Click Reinstate Dramshop Insurance
Upload the Reinstatement Notice document. Click **Submit**.

This concludes the Dramshop Carrier QRG.