



Tips & Tricks for Local Authority

Greetings, Iowa ABD eLAPS Local Authority!

Each week we will share tips, tricks, and shortcuts so you can master the new Iowa ABD eLAPS which uses a Salesforce environment and replaces eLicensing. We know you are eager to learn, so let's begin.

WHAT is eLAPS?

The Iowa ABD has partnered with MTX Group to develop the Electronic Licensing and Permitting System (eLAPS) in the Salesforce environment. eLAPS is designed to help local authorities and applicants in Iowa apply for, manage, and track alcohol licenses, permits, and certificates online.

 **Hot Tip #2**

“On Hold” is used by the Iowa ABD to put an application on hold to allow licensees or permittees to pause their license or permit during certain times, such as the pandemic.

 **Hot Tip #3**

When an application is submitted for cancellation by the applicant, the Iowa ABD staff determines the last date of business. A notification will be sent to the applicant and the local authority indicating the license or permit has been cancelled and the date of their last day of business.

 **Hot Tip #4**

A new application can be withdrawn by the applicant. When a new application is withdrawn, the refund process begins immediately.

However, a renewal application can only be withdrawn by Iowa ABD. The Local Authority can begin this process by selecting the same dropdown next to the application and selecting “Withdraw Application.” The system will allow you to enter information for this ticket on “Renewal Application Withdrawal Ticket.”

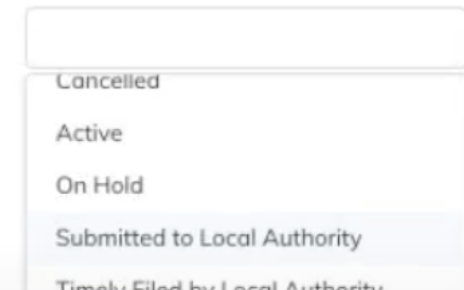
 **Hot Tip # 5**

For access to additional learning resources such as User Guides, training videos, Quick Reference Guides and more, visit <https://abd.iowa.gov/licensing/elaps>.

Visit often to discover new information so you’re more confident and effective in the system!

Look for more tips for the Iowa ABD eLAPS!

Status



A screenshot of a web application's status dropdown menu. The menu is titled "Status" and contains several options: "Cancelled", "Active", "On Hold", "Submitted to Local Authority", and "Timely Filed by Local Authority". The "Submitted to Local Authority" option is highlighted with a light blue background.