

— ONLINE FORMS —
USER GUIDE



PENNSYLVANIA DEPARTMENT OF BANKING

ONLINE FORMS USER GUIDE

Thank you for choosing to renew your Pennsylvania Department of Banking license or submit your annual report online. Web-based forms are available at www.banking.state.pa.us. In order to remain in compliance with Pennsylvania law, online forms must be submitted before midnight on the date they are due. If you're not sure when your forms must be submitted, please see the table of deadlines in the back of this guide. Please note that you will need a credit card or electronic check in order to renew your license using the online system.

We have worked to make this process as convenient as possible for you. The time it takes to complete and submit your online forms varies greatly depending on what type of license you hold, the number of branches you have and other factors.

DOING YOUR HOMEWORK

Submitting forms to the Department of Banking online requires the same documentation as the paper process. Rather than submitting copies of certain items, however, you are required to upload electronic files. The system will accept .doc, .txt, and .pdf files.

This process will go more smoothly if you identify, organize and clearly name your electronic documents ahead of time so that you can find them using the "Browse" feature of the online application.

If you are unsure of what you'll need, you can log on to preview the form. When you complete your preview, click "Save" at the bottom center of any page and "Sign Out" at the top right hand corner.

LOGGING ON

To log on to the online system, you will need to have your license number and a package ID number. This information will be mailed to your principal place of business prior to each license renewal/annual report period. Please keep this information in a safe place.

Your license number is four or five digits and can also be found on your Department of Banking license certificate. You must use the license number of your principal place of business. If you are uncertain which number to use, your principal place of business will have one series of non-punctuated digits, for example, the license number 00374. Branch license numbers begin with the principal place of business' number followed by a period and another set of numbers, for example, 00374.0001. You must enter all digits of your license number, even if the first several digits are zeroes.



The screenshot shows a web form titled "SIGN IN" in a dark blue header. Below the header, there are two input fields. The first is labeled "License Number: *" and the second is labeled "Package ID: *". Both fields are empty. Below the second field is a button labeled "Sign In". At the bottom left of the form is a link labeled "Need Help?".

Your package ID number is nine digits and begins with "100..." Each online form you must complete will have a unique package ID number. For example, you would use one package ID number to access your license renewal application and another for your annual report. For security purposes, package ID numbers are changed from year to year.

If you cannot locate your package ID number, please contact the Department of Banking to obtain a new one. Please be aware that, depending on the workload of our staff, it could take several days to generate a new package ID number for you.

ENTERING DATA

You do not have to complete your online form in one sitting. To save your work and come back later, click "Save" at the bottom center of any page and "Sign Out" at the top right hand corner.



As a security feature, the system times out after 30 minutes of inactivity. You'll know this has happened if, when you go back to work, the system reverts to the "Log On" screen. The system will save the information you have entered prior to timing out. You may simply re-enter your license and package ID numbers to continue working.

In general, do not use punctuation or spaces when you enter numerical information. So, for example:

- ✶ Taxpayer ID/Social Security: 123-45-6789 should be entered as 123456789
- ✶ Telephone: 717-787-3717 should be entered as 7177873717
- ✶ Credit Card: 6011 1234 5678 9101 should be entered as 6011123456789101
- ✶ Monetary Sums: do not use dollar signs or commas; use decimal points if necessary, but only carry the number out two places; for negative numbers use a minus sign in front of the number; \$1,000,000 should be entered as 1000000 and -\$2,007.9999 should be entered as -2007.99

When required data appears in a table format, you can click on any column header to sort the table alphabetically or numerically based on the content of the cells in the selected column.

You are encouraged to save your work frequently as you complete the online form.

REQUIRED FIELDS

The system generates custom forms for your organization based on your license and package ID numbers. You must answer every question and complete every field. The system will not accept incomplete submissions. If you have never used the online system before or if you are a renewing your license or submitting an annual report for the first time, it's recommended that you begin the process well in advance so that you have adequate time to gather the necessary information and documents.

My Name: *

Title: *

Phone: *

Email: *

Retype Email: *

In some instances, when certain boxes are checked, additional questions will automatically appear. The appearance of additional questions means that all new fields are required and must be completed.

ATTACHING DOCUMENTS

Some questions require that you submit supporting documents. The system will accept .doc, .txt and .pdf files.

Attaching documents to your online form is similar to attaching documents in today's most common e-mail programs.

- 👉 Double click on the "Attach File" link provided under the question
- 👉 Click the "Browse" button that will appear in a new window
- 👉 Find the appropriate document on your own computer
- 👉 Double click on the appropriate document so that its title appears in the "File" box
- 👉 Click "OK" to attach the document to your online application



If you are unable to provide electronic copies of any supporting documents, you must either mail or hand deliver them to the Department.

If you are filing an annual report, any unattached supporting documents, along with your notarized affidavit, must be received by the Department within seven days after you submit your online annual report or before the filing deadline, whichever is earlier. For more information on the affidavit, please see the following section.

If you are renewing a license and cannot attach some of the required supporting documents, they must be received by the Department before the renewal deadline. However, to ensure that your license for the coming year is approved before your current license expires; it is recommended that you submit your renewal application and related documents well in advance.

AUTHORIZATION AND AFFIDAVITS

You must confirm that information provided to the Department of Banking through your online form is true and that you are aware of the consequences for providing an untrue submission. This is a good time to click back through and review all of your information in order to correct any errors or clarify any confusing data. Not only is it the law, but a complete, accurate form will be processed more quickly.

For license renewals: Fill-in the required fields in the “Authorization” tab and click “Next”. The information on this screen is a part of your legal application for Pennsylvania licensure.

For annual reports: All annual reports require an affidavit. To print an affidavit, click on the “Affidavit” tab in the online system, then choose “File” and “Print” on your Web browser. The completed and notarized affidavit must be sent to the Department of Banking along with any other documents or forms related to your annual report that could not be attached electronically. Affidavits should be mailed or hand delivered to:

PA Department of Banking
Attn: Non-Depository Annual Reports
17 North Second Street, Suite 1300
Harrisburg, PA 17101-2290

Please remember that the affidavit, along with any supporting documents that could not be attached electronically, must be received by the Department within seven days after you submit your online annual report or before the filing deadline, whichever is earlier.

PAYING FOR YOUR LICENSE

The online license renewal application system will generate and auto-populate the appropriate license renewal fee based on your license and package ID numbers. You may only renew your license online if you pay your fee by American Express, Discover, Visa, Master Card or electronic check at the time you electronically submit your application.

BILLING STEP

Billing instructions

Enter credit card information

Fee Total:	\$700.00
Card Type: *	<input type="text"/>
Card Number: *	<input type="text"/>
Cardholder's Name: *	<input type="text"/>
Expiration Date: *	<input type="text"/> <input type="text"/>
CW2 Code: *	<input type="text"/>
Card Issuer's Phone: *	<input type="text"/>

To enhance the security of the system, the Department of Banking's online renewal application asks for two pieces of information about your credit card that you may not be used to providing:

- 👉 The "CW2 Code" is printed across the signature strip on the back of your card. Please enter at least the last three digits.
- 👉 The "Card Issuer's Phone" is the telephone number of the bank that issued your credit card. It is usually printed somewhere on the back of the card as well.

Note: Payment applies only to license renewal applications. There is no fee for submitting annual reports.

SUBMITTING YOUR FORM

The online form system will automatically run an error check when you click either the “Submit” tab on the right side of the upper navigation or the “Next” button from the “Payment” (license renewal) or “Affidavit” (annual report) screens.

If there are errors, the system will provide you with a list that includes a description of the error and where it occurs. The lower “Submit” button will not become active until all errors are corrected.

Clicking the lower “Submit” button transmits your form. Once you submit the form, the information on it cannot be changed.

STAYING INFORMED

If you check the “I would like to receive application status notification” box on the “Submit” page, you will receive e-mail confirmation of your submission for your records. If you are renewing a license, you will also receive an additional e-mail when the Department of Banking approves or denies your application.

If you would like to check the status of your submission, you may log on using your license and package ID numbers. The system will display the current status of your form.