



Regulatory Licensing and Permitting System (RLPS) Citizen Portal Renewal Process

RLPS Citizen Portal Renewal Process: Content

- Citizen Access Renewal Process
 - Site address: <https://rlps.abc.tn.gov/citizenaccess/>
 - Renewal Process Timeline
 - Instructions to complete a Renewal Application
 - Assumes user has a previously created RLPS account.
 - Assumes user has an active RLPS license, not just a paper-license, that is nearing its expiration.

PLEASE NOTE: If you have never created a RLPS application for a license and it has always been paper-based, follow the first year RLPS renewal instructions listed as TABC First Year License Certificate Renewal Guide at tn.gov/abc/rlps/rlps-tutorials.html.

RLPS Citizen Portal Renewal Process

- Renewal Process Timeline

75 Days from Expiration:

An agent will show up anytime between here and 45 Days from Expiration for an Inspection. Non-Resident Renewals will not receive an Inspection.

45 Days from Expiration:

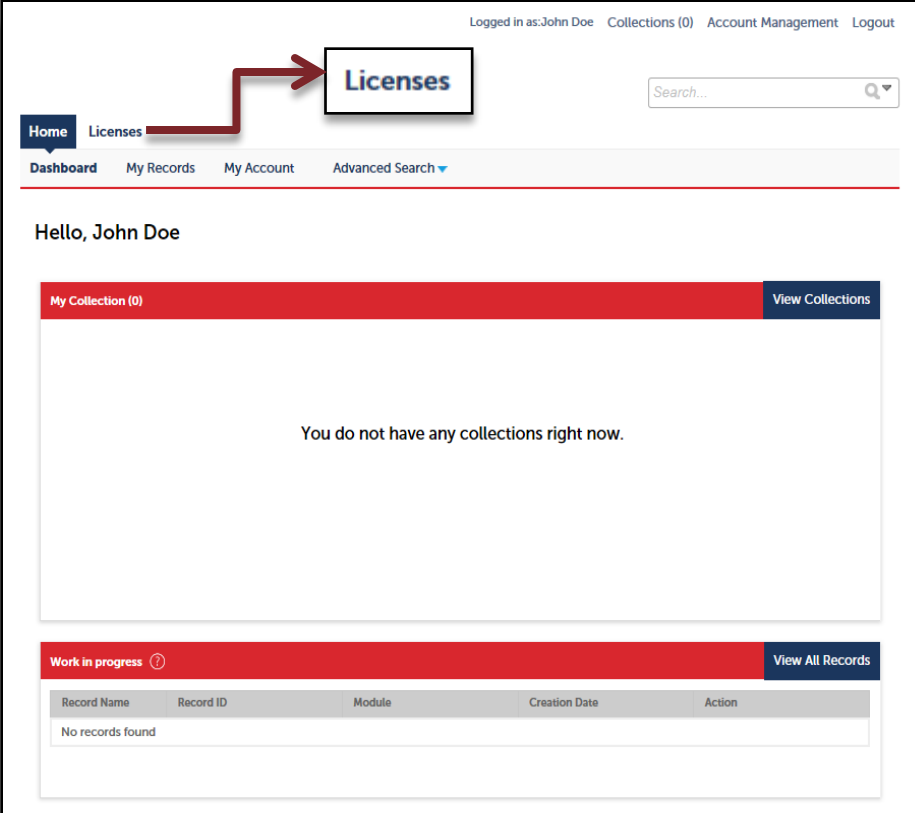
Once the License hits 45 Days from Expiration, all renewals will be able to access the Renew Application Button.

Date of Expiration:

If you have not started the renewal process by this date, please contact the TABC Office for further instructions.

RLPS Citizen Portal Renewal Process

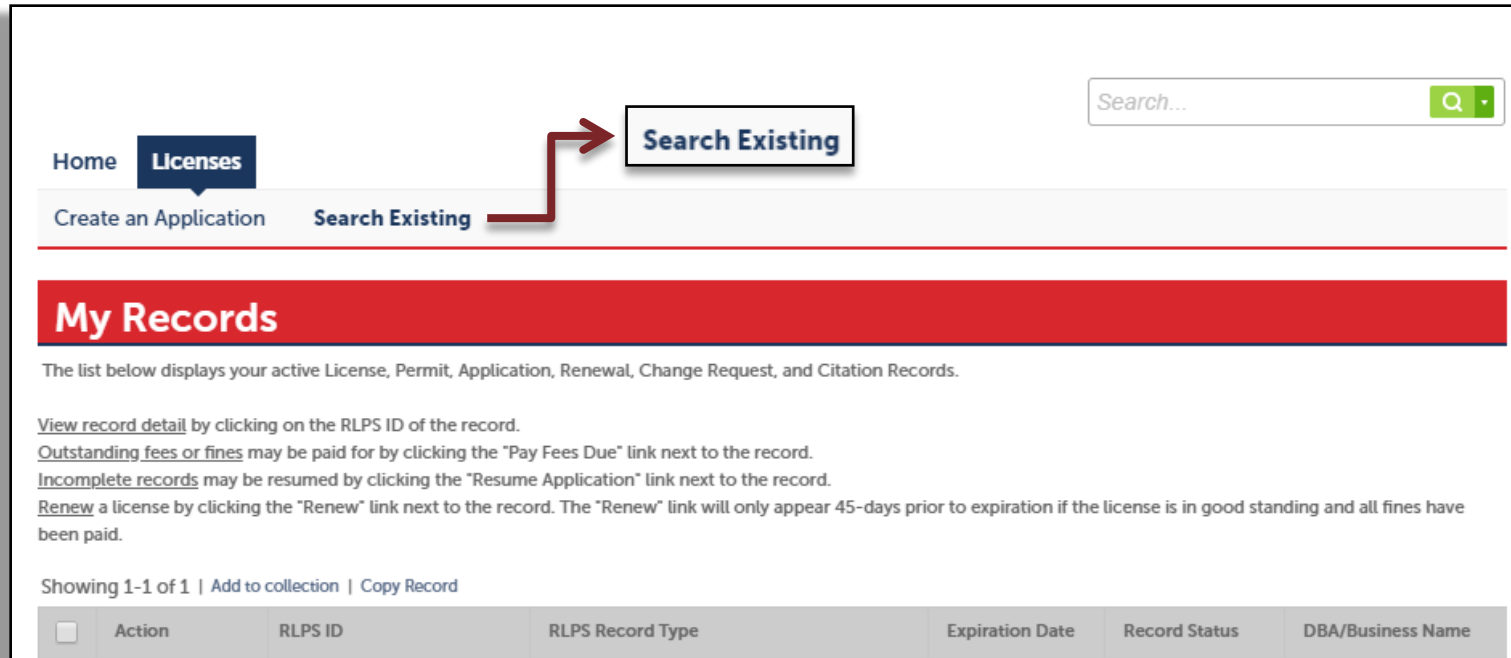
- After logging in, Click the “Licenses” tab



The screenshot displays the RLPS Citizen Portal interface. At the top right, it shows the user is logged in as John Doe, with options for Collections (0), Account Management, and Logout. A search bar is located in the top right corner. The main navigation menu includes Home, Licenses, Dashboard, My Records, My Account, and Advanced Search. The Licenses tab is highlighted with a red box and a red arrow pointing to it. Below the navigation, the user is greeted with "Hello, John Doe". There are two main sections: "My Collection (0)" with a "View Collections" button, and "Work in progress" with a "View All Records" button. The "Work in progress" section contains a table with columns for Record Name, Record ID, Module, Creation Date, and Action, and a message stating "No records found".

RLPS Citizen Portal Renewal Process

- After clicking on Licenses, click on the "Search Existing" tab.



The screenshot displays the RLPS Citizen Portal interface. At the top, there is a navigation bar with a search input field on the right containing the text "Search..." and a green search icon. Below the navigation bar, there are two tabs: "Home" and "Licenses". The "Licenses" tab is active, and a red arrow points from the "Search Existing" link in the sub-navigation to a larger "Search Existing" button. The sub-navigation also includes "Create an Application" and "Search Existing". Below the navigation bar, there is a red banner with the text "My Records". Underneath the banner, there is a paragraph of text: "The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records." followed by instructions on how to view record details, pay fees, resume applications, and renew licenses. At the bottom, there is a table with the following columns: Action, RLPS ID, RLPS Record Type, Expiration Date, Record Status, and DBA/Business Name. The table currently shows 1 record.

Home Licenses

Create an Application Search Existing Search Existing

Search...

My Records

The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records.

View record detail by clicking on the RLPS ID of the record.
Outstanding fees or fines may be paid for by clicking the "Pay Fees Due" link next to the record.
Incomplete records may be resumed by clicking the "Resume Application" link next to the record.
Renew a license by clicking the "Renew" link next to the record. The "Renew" link will only appear 45-days prior to expiration if the license is in good standing and all fines have been paid.

Showing 1-1 of 1 | Add to collection | Copy Record

Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status	DBA/Business Name
<input type="checkbox"/>					

RLPS Citizen Portal Renewal Process

- Select “Renew Application” from beneath the Action Column on the License that is set to renew (It will also say about to expire under the Record Status Column).

Create an Application Search Existing

My Records

The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records.

View record detail by clicking on the RLPS ID of the record.
Outstanding fees or fines may be paid for by clicking the "Pay Fees Due" link next to the record.
Incomplete records may be resumed by clicking the "Resume Application" link next to the record.
Renew a license by clicking the "Renew" link next to the record. The "Renew" link will only appear 45-days prior to expiration if the license is in good standing and all fees have been paid.

Showing 1-6 of 6 | Add to collection | Copy Record

<input type="checkbox"/>	Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status
<input type="checkbox"/>	Amendment	LBDCLB-DAV-1900181	Club License	03/06/2020	Active
<input type="checkbox"/>	Renew Application Amendment	LBRST-KNO-1900002	Restaurant License	03/08/2019	About To Expire

Renew Application



RLPS Citizen Portal Renewal Process

- Verify the Business Address is correct, if the Address is **incorrect** you will need to complete an Amendment Request. After verifying the address you will select "Continue Application" Button.

Step 1: Contacts and Addresses > Business Address

* indicates a required field.

Business Address

This Business address is the Physical address (which is validated via United States Postal Service).

* Building Number:	Direction:	Prefix:	* Street Name:	Street Type:
4444	--Select--		Neyland	DR

Unit Type:	Unit No.:
--Select--	

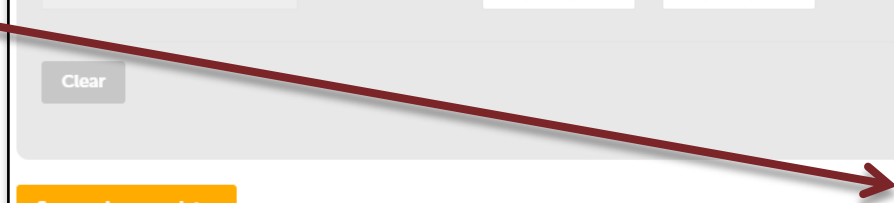
* Country:	* City:	* State:	* Zip:
United States	Neyland	TN	16161

* County:	Y Coordinator:	X Coordinator:
KNOX	No Input Required	No Input Required

Clear

Save and resume later

Continue Application »



RLPS Citizen Portal Renewal Process

Contact List

There will be multiple Business Contact entries per application in most cases. The Type of contact will be selected for each. You will enter these using "Select from Account" or the "Add New" buttons below.

"Select from Account" will allow you to use contact information already associated with this account.

FIRST: Add one contact entry using the [Business Information](#) Type. Every application needs one. This is the contact and specific location used for the business itself that will be the licensee;

Note: If you previously listed a Secretary of State control number for your business, a [Business Information](#) entry will automatically be created; HOWEVER, you will need to edit and complete the entry with additional information, a displayed ERROR message will direct you to do so;

SECOND: Add a contact entry FOR EACH BUSINESS OWNER using a [Business Owner](#) Type. Every application needs at least one. Each entry will indicate the percentage of ownership. Use "Business Owner – Individual" for named individuals (people) and "Business Owner – Organization" for organizations (LLC, Partnerships, Corporations, etc). The total entries for Business Owners must equal 100% to be approved during processing.

Note: To facilitate application processing, please provide additional "Business Owner-Individual" entries for any named individuals making up the "Business Owner – Organization" entries;

THIRD: Add an optional contact entry for a Business Representative (attorney, accountant, etc.) if needed.

Required Contact Type	Minimum
✓ Business Information	1
✓ Business Owner-Individual	1

Showing 1-2 of 2

Action	Full Name	Legal Business Name	Contact Type
Edit		Vols way restaurant	Business Information
Edit	P Manning		Business Owner-Individual

Save and resume later

Continue Application »

- Verify the Information in the Contact List is correct and select the "Continue Application" button.

RLPS Citizen Portal Renewal Process

- Under Renewal Information, verify and update the information where it is necessary.


Please note that the information and questions may differ based on the license type that is being submitted for Renewal.

Renewal Information

RESTAURANT INFO

* Does the applicant lease their place of business?: Yes No

Has the Deed/Lease changed or expired?: Yes No

* Deed/Lease Expiration Date: 

* Please acknowledge the establishment is open at least 3 days a week.:

* Please acknowledge the serving of meals is the principal business conducted each day the establishment is open unless otherwise exempted by regulating laws and rules.:

* Please acknowledge the establishment does not have sleeping accommodations.:

* Please acknowledge the establishment has employees to prepare, cook and serve suitable foods for its patrons.:

* Please acknowledge the establishment has an adequate and sanitary kitchen, with sufficient dining room equipment, and with seating capacity of at least 40 people unless otherwise exempted by regulating laws and rules.:

* Please acknowledge that the establishment has had the Health inspection completed.:

Master Company ID number if applicable:

SEATING INFO

* Number of seats at bar.:

* Number of seats indoors at tables.:

* Number of seats outdoors on patio.:

* Number of other seats.:

* Total seating of the establishment.:

RLPS Citizen Portal Renewal Process

- After verifying and making any necessary corrections, select the “Continue Application” button.

ACTUAL FINANCIALS

* What was the gross revenue from the sale of prepared food during the previous licensed year?:


* What was the gross revenue for the liquor, wine and high gravity beer during the previous year?:

* Previous Year From:

* Previous Year To:

FINANCIAL ASSISTANCE

* Has the business received any financial assistance, Loans or otherwise, during the previous year?: Yes No

[Save and resume later](#)  [Continue Application >](#)

Please note that the information and questions may differ based on the license type that is being submitted for Renewal.

RLPS Citizen Portal Renewal Process

- Update and verify the Infusions question, the "Hours of Operation" table, and the "Manager Info" table. After updating and verifying please select the "Continue Application" tab.

Please note that the information and questions may differ based on the license type that is being submitted for Renewal.

INFUSIONS

* Does the business intend at any point during the next license year to produce, store, sell or offer for sale infusions as term is defined in the regulaing laws and rules? Yes No

Renewal Information

HOURS OF OPERATION

Showing 1-1 of 1

<input type="checkbox"/>	Day	From	To	Comment	
<input type="checkbox"/>	7 Days	9:30 AM	10:00 PM		Actions ▾


[Add a Row ▾](#) [Edit Selected](#) [Delete Selected](#)

MANAGER INFO

Showing 1-1 of 1

<input type="checkbox"/>	Last Name	First Name	Date of Birth	
<input type="checkbox"/>	Manning	P	01/01/1989	Actions ▾

[Add a Row ▾](#) [Edit Selected](#) [Delete Selected](#)

[Save and resume later](#)  [Continue Application >](#)



RLPS Citizen Portal Renewal Process


- If any documents are needed, please upload them here by selecting the “Add” button. Different License Types may require additional information to be uploading during the Renewal Process. If no documents are needed or you have finished uploading the needed documents, please select the “Continue Application” tab.


Attachment

Upload all required documents and properly select a description of what each document is.

The maximum file size allowed is 25 MB.

Action	Name	Type	Size	Latest Update
No records found.				


[Add](#) 

[Save and resume later](#)  [Continue Application >](#)


RLPS Citizen Portal Renewal Process

- Please review all the information and select the check box. After selecting the checkbox, please select the “Continue Application” tab.

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.



By checking this box, I agree to the above certification. Date: 03/06/2019

[Save and resume later](#)  [Continue Application »](#)

RLPS Citizen Portal Renewal Process

- Click the “Continue Application” tab in order to pay the License Fee for the Renewed License.

Home **Licenses**

Create an Application Search Existing

Restaurant Renewal

1 2 Additional Information 3 Documents 4 Review 5 Pay Fees 6 Record Issuance

Step 5: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Amount Due

Fees	Qty.	Amount
License Fee - Restaurant	50	\$650.00

TOTAL FEES
Note:

\$650.00

[Continue Application »](#) ←

Fees will vary based on License Type.

RLPS Citizen Portal Renewal Process

- Under Payment, please select either “Pay with Credit Card” or “Pay with Bank Account”.
- After selecting the payment option, fill in all the required fields and select the “Submit Payment” tab.

The screenshot shows a web form titled "Payment" with a red header. Below the header, it states: "The Agency accepts Credit Cards and PIN-less Debit Cards. Select the 'Pay with Credit Card' option for both." The amount to be charged is \$650.00. There are two radio buttons: "Pay with Credit Card" (selected) and "Pay with Bank Account".

Credit Card Information:

- Card Type: --Select--
- Card Number: Do not include spaces or spec
- Security Code: 3 Digit Code On Back of Ca
- Name on Card: [Text Field]
- Exp. Date: 01 2019

Credit Card Holder Information:

- Auto-fill with: Brandon Bryan
- Country: United States
- Street Address: Billing Address for your card.
- City: [Text Field]
- State: --Select--
- Zip: [Text Field]
- Phone: [Text Field]
- E-mail: [Text Field]

At the bottom, there is a blue button labeled "Submit Payment >" with a red arrow pointing to it from the right.


RLPS Citizen Portal Renewal Process

- You have officially completed the application for the renewal process. If any additional information is required, the user will be notified. Please print and retain a copy of the this page for your records.

Restaurant Renewal


1	2 Additional Information	3 Documents	4 Review	5 Pay Fees	6 Record Issuance
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Step 6: Record Issuance

 Your application has been successfully submitted. Please print and retain a copy of this page for your records.

Thank you for using RLPS Citizen Access.
Your license number is 19R-NLBD-RST- [REDACTED]

Your application for the renewal of this license has been successfully submitted. The license will be issued after the application is processed. You will be notified if any additional information is required.

[Print/View Receipt](#) 

RLPS Citizen Portal Renewal Process

- After the Renewal has been processed and approved, an email will be sent to the account holder informing them that the Renewal has been approved and is ready.

Hello,

Your Restaurant Renewal has been approved and is ready. Please [click here](#) to login to your online account to access your record.

If you have a fee due, you must pay that amount prior to printing your document. Any outstanding amount due is listed below.

Restaurant Renewal # 19R-NLBD-RST- [REDACTED]

Balance Due: \$0.00

Comment:

Please do not reply.

This is a system generated notification. If you have questions or need further assistance, please contact the number below and reference your RLPS record ID.

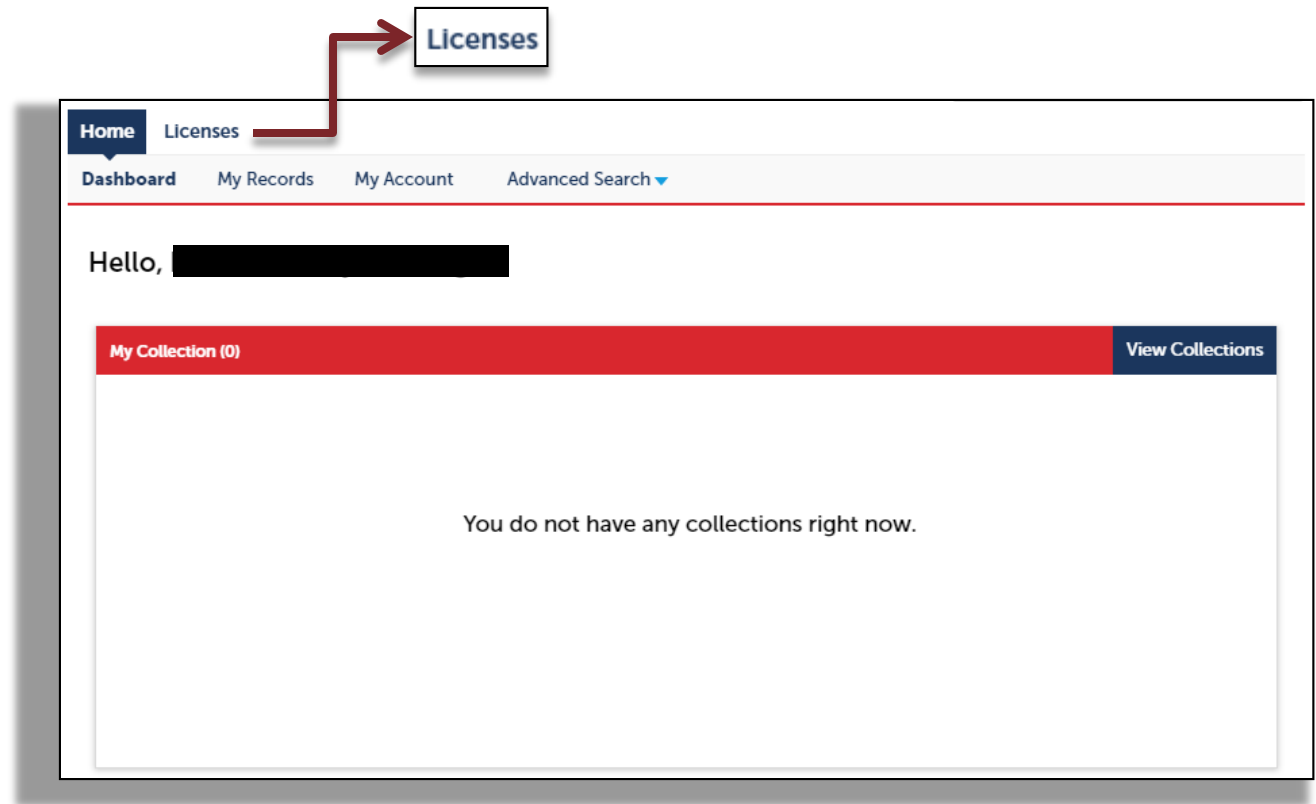
Thank You,

Tennessee Alcoholic Beverage Commission.

615-741-1602

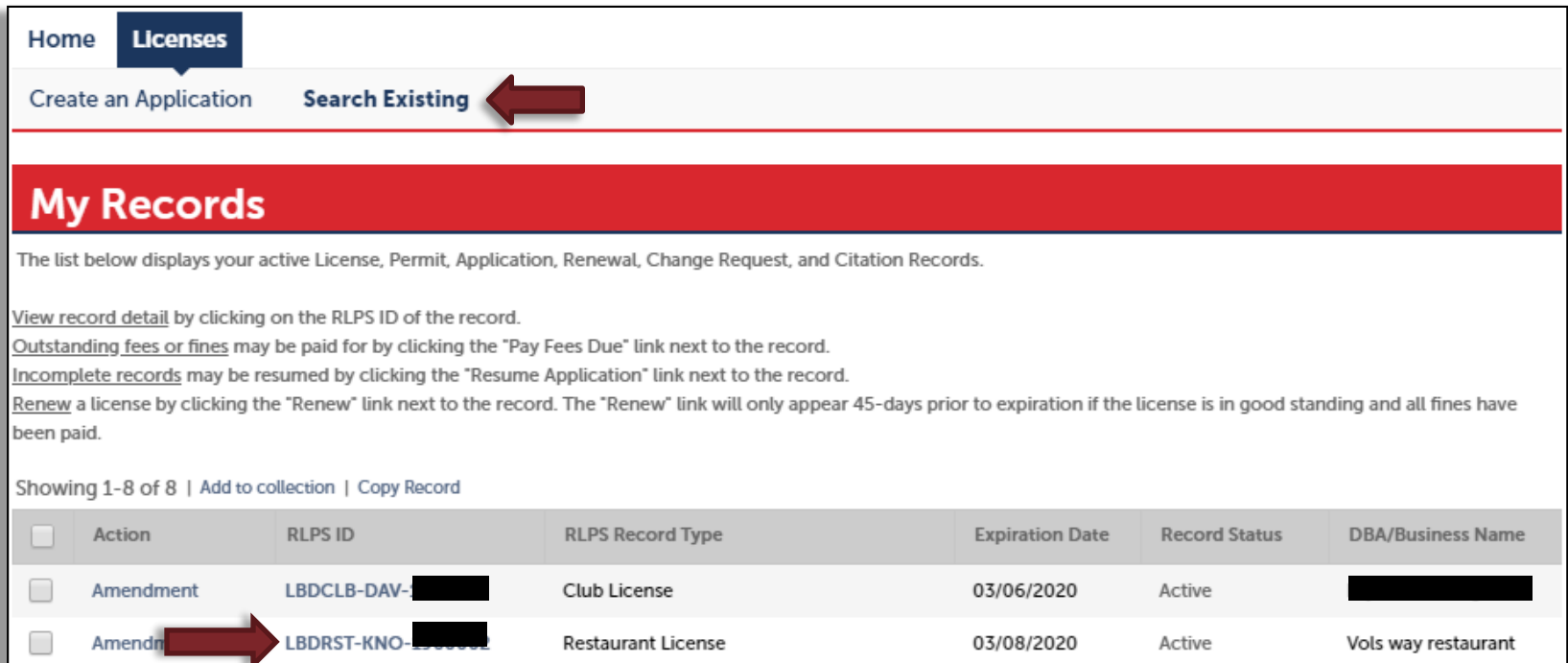
RLPS Citizen Portal Renewal Process

- To view and/or print your license, after logging in select the “Licenses” tab.



RLPS Citizen Portal Renewal Process

- Click on the "Search Existing" tab and then select the License you want to view and/or print.



The screenshot shows the RLPS Citizen Portal interface. At the top, there are navigation tabs for "Home" and "Licenses". Below these, there are two main options: "Create an Application" and "Search Existing", with a red arrow pointing to "Search Existing". A red banner below the navigation contains the text "My Records".

Below the banner, there is a paragraph: "The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records." followed by instructions on how to view record details, pay fees, resume incomplete records, and renew licenses.

Below the instructions, there is a table with the following columns: Action, RLPS ID, RLPS Record Type, Expiration Date, Record Status, and DBA/Business Name. The table contains two rows of records. A red arrow points to the "Amend" link in the first row of the table.

<input type="checkbox"/>	Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status	DBA/Business Name
<input type="checkbox"/>	Amendment	LBDCLB-DAV-██████	Club License	03/06/2020	Active	██████████
<input type="checkbox"/>	Amend	LBDRST-KNO-██████	Restaurant License	03/08/2020	Active	VoIs way restaurant

RLPS Citizen Portal Renewal Process

- After selecting the License, click on the “Print or View: License/Permit/Certificate” tab.

The License, Permit, or Certificate will appear in a pop-up window so make sure you do not have the pop-up blocker enabled.

Home **Licenses**

Create an Application Search Existing

Record LBDRST-KNO- [REDACTED] [Add to collection](#)

Restaurant License

Record Status: Active
Expiration Date: 03/08/2020

Record Info ▾ Payments ▾ Education ▾

Business Address

[REDACTED]

Record Details

Licensed Professional:
VOLS WAY RESTAURANT
Restaurant License LBDRST-KNO- [REDACTED]

▶ More Details

Print or View: License/Permit/Certificate ←

Create Amendment

RLPS Citizen Portal Renewal Process

- From the open window, you can save the image or print the image from here.
- If you have any questions, please contact our TABC help desk at 615-532-2297.

TN Tennessee State Government **State of Tennessee**
Alcoholic Beverage Commission

RESTAURANT LICENSE

License Number : LBDRST-KNO- [REDACTED]

Application having been duly made in compliance with the Provisions of Chapter 211 of the Public Acts of 1967, a permit to sell Alcoholic Beverages is hereby issued to:

Name Of Owner: **Vols Way Restaurant** Effective Date: **03/08/2019**

DBA: **Vols Way Restaurant** Issuance Date: **03/08/2019**

Business Address: [REDACTED] Expiration Date: **03/08/2020**

County Name: **KNOX**



Thank You