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.***
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- 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.
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- After logging in, Click the “Licenses” tab
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- After clicking on Licenses, click on the “Search Existing” tab.
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).
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- 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.
Verify the Information in the Contact List is correct and select the “Continue Application” button.
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- 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.***
After verifying and making any necessary corrections, select the “Continue Application” button.

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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.***
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- 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.
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- Please review all the information and select the check box. After selecting the checkbox, please select the “Continue Application” tab.
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- Click the “Continue Application” tab in order to pay the License Fee for the Renewed License.

***Fees will vary based on License Type.***
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.
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 this page for your records.
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.

<table>
<thead>
<tr>
<th>Restaurant Renewal #</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>19R-NLBD-RST-XXXXX</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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
To view and/or print your license, after logging in select the “Licenses” tab.
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- Click on the “Search Existing” tab and then select the License you want to view and/or print.
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.***
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- 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.
Thank You