Regulatory Licensing and Permitting System (RLPS) Citizen Portal
Citizen Access Contact Types

- Site address: [https://rlps.abc.tn.gov/citizenaccess/](https://rlps.abc.tn.gov/citizenaccess/)
- Contact Types
  - Business Information
  - Business Owner - Individual
  - Business Owner - Organization
  - Master Company
  - Applicant - Individual
  - Armed Forces Import
  - Permittee
  - Office Manager – Individual
  - Complainant
The record type that you are applying for will determine the required contact type that is needed for your application.

* Indicates required contact types below per record type

<table>
<thead>
<tr>
<th>License and Training Program</th>
<th>Permit</th>
<th>Master Company</th>
<th>Certificate</th>
<th>Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Business Information</td>
<td>* Permittee</td>
<td>* Master Company</td>
<td>* Applicant - Individual</td>
<td>Complainant</td>
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<tr>
<td>Business Owner - Individual</td>
<td>* Armed Forces Import</td>
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</table>
This is the mandatory contact entry type for the business itself. Submit only one of these types per application.

The contact address must be the business mailing address.
The Business Information contact type is Mandatory for each application and provides detail about business itself, not the ownership structure.

There will only be ONE Business Information contact added per application.

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.
RLPS Citizen Portal: Business Ownership

- Business Owner contact types must be entered to cover 100% of business ownership.
- **Business Owner – Organization** entries are used for named partnerships, LLCs, and Corporations
- **Business Owner – Individual** entries are used for named individuals
- Creating **Business Owner – Individual** entries replaces the current paper-based questionnaire form
- Every application needs at least one Business Owner entry, but may have several
- Where practical, ABC needs **Business Owner – Individual** entries for individuals making up **Business Owner – Organization** entries
  - Example - One LLC owning 100% of the business made up of two individual owners at 50% ownership each
This is a contact entry type for organizations (LLC, Corporation, Partnership, etc), there could be multiple entries per application.

The contact address must be the organization contact address.

Depending on the number of owners, the tally of the percentage must = 100%
This is a contract entry type for named individuals (people), there could be multiple entries per application.

Depending on the number of owners, the tally of the percentage must be equal to 100%.

The contact address must be the Individual contact address.
This is an optional contact entry type for non-owner representatives of the business such as an Attorney or Accountant.
This is an optional contact entry type for non-owner individuals who run the day to day operation of the business. This is also the entry type for Corporate Officers for a Corporation Owned Business.

The contact address must be the business representative contact address.
Contact type for an individual who is interested in getting a Server, Delivery Service Employee, Designated Manager, Supplier Representative, Wholesale Employee, or Wholesale Representative Permit.

The contact address must be the permittee mailing address.
This is a contact entry type for an individual only used for Armed Forces importation of alcohol.

The contact address must be the permittee mailing address.
This is a contact entry type only used for trainers participating in Server Training Programs.

The contact address must be the trainer’s mailing address.
This is a contact entry type used only for a complaint submission when the submitter wishes to provide contact detail.

The contact address must be the Complainant mailing address.