

## Contents

General eStop Information .....	2
How do I contact the eStop Business Licensing Program? .....	2
What Licenses are available in the eStop Business Licensing Program? .....	2
How do I obtain just a Retail Food license? .....	2
Can I schedule an inspection through the eStop online system? .....	2
Logging into the eStop Portal.....	3
What do I need to do to sign up for account access in the eStop Portal?.....	3
Do I need to enter my Business Number and Online Passcode every time I log in to eStop? .....	3
I forgot my password and/or username. How do I access my account? .....	3
Can our Business have more than one login for the same eStop location? .....	3
I have multiple businesses, locations, and/or licenses. Can I access all of them using the eStop Portal? .....	3
Why is my license showing inactive? .....	3
Managing Business and Location Information.....	3
I am a brand-new business. How do I file a new business application and pay for my license(s)?.....	3
How do I apply for a new business when I already have an existing eStop Portal account? .....	4
How do I add a license to my existing eStop location?.....	4
How do I cancel a license? .....	4
How do I report the sale or closure of my business?.....	5
Can I save my changes and finish later? .....	5
How do I submit a saved application or find recently submitted applications?.....	5
Renew and Pay.....	5
When will my renewal or application be approved and when will I get my license?.....	5
My renewal is due, but I haven't received a bill. What do I do? .....	5
What if all my licenses aren't showing on a location?.....	5
How do I make payments using eStop? .....	5
Can I make an e-Check or ACH Debit payment? .....	6
Can I make a payment by credit card?.....	6
Can I save the payment cart for later?.....	6
How do I come back to the payment cart?.....	6
Can I remove an item from my payment cart? .....	6
I can't find the license or fee that I need to pay. What do I need to do? .....	6
I can't pay the full amount that I owe. Can I make a partial payment? .....	6
I think I owe an amount different than the amount shown in eStop. What do I do? .....	7
Can I make a payment for more than what is showing as due in eStop? .....	7
Can I make a payment before it is due? .....	7

I made an error entering my payment information. How do I fix it? .....	7
How do I find my bank routing and account number? .....	7
Will I get a confirmation number if I make a payment in eStop? .....	7
How long will it take for my payment to process? .....	7
I have submitted a payment in eStop. How can I tell if it has been processed or find the status?.....	7
View History and Print Documents.....	7
How do I view the transactions on my account? .....	7
How do I print my license from the Portal? .....	7
I am trying to view and print a document, but it is not opening for me. What should I do?.....	8

## General eStop Information

### How do I contact the eStop Business Licensing Program?

	Contact	Phone	Email
eStop General Info, Billing, Registration	Sheila Stevens	444-6789	<a href="mailto:DORestop@mt.gov">DORestop@mt.gov</a>
Lottery – Montana Lottery	Brian Pellen	444-5501	<a href="mailto:MontanaLottery@mt.gov">MontanaLottery@mt.gov</a>
Lottery – Montana Lottery	Denise Blankenship	444-5801	<a href="mailto:MontanaLottery@mt.gov">MontanaLottery@mt.gov</a>
Meters & Scales – Labor & Industry	Brent Ricks	443-8065	<a href="mailto:Weightsandmeasures@mt.gov">Weightsandmeasures@mt.gov</a>
Nursery – Agriculture	Carson Thomas	444-3428	<a href="mailto:MDANursery@mt.gov">MDANursery@mt.gov</a>
Off-Premise Beer/Wine – Revenue	Revenue Call Center	444-6900	<a href="mailto:DORAlcoholicBeverageControl@mt.gov">DORAlcoholicBeverageControl@mt.gov</a>
Retail Food – Public Health & Human Services	Gail Macklin	444-2415	<a href="mailto:GMacklin@mt.gov">GMacklin@mt.gov</a>
Tobacco and Vape – Revenue	Leah Norberg	444-4351	<a href="mailto:DORestop@mt.gov">DORestop@mt.gov</a>
Underground Storage Tanks – Environ Quality	Customer Assistance	444-4656	<a href="mailto:DEQUESTPROGRAM@mt.gov">DEQUESTPROGRAM@mt.gov</a>

- By fax at (406) 444-3696
- By mail at eStop Business Licensing Program, PO Box 8003, Helena, MT 59604

### What Licenses are available in the eStop Business Licensing Program?

- Tradition Lottery, Sports Bet (Wagering)
- Meters (Measuring Devices)
- Scales (Weighing Devices)
- Nursery
- Retail Food
- Off-Premise Beer and/or Wine
- Underground Storage Tank
- Tobacco, Alternative Nicotine, or Vapor Product

### How do I obtain just a Retail Food license?

A Retail Food license as a stand-alone license is not available through the eStop Business Licensing Program. Please contact the Department of Health & Human Services or your County’s sanitarian for more information.

### Can I schedule an inspection through the eStop online system?

No. You will need to contact the appropriate agency responsible for the license type(s) to schedule any inspection(s).

## Logging into the eStop Portal

### What do I need to do to sign up for account access in the eStop Portal?

- Go to [estop.mt.gov](http://estop.mt.gov) and click '*Login*'
  - If you do not already have an OKTA account, create an account
- If you have an existing eStop business, use the business number and passcode from the Notice you received
- If you do not have an existing eStop business, register as a new business

### Do I need to enter my Business Number and Online Passcode every time I log in to eStop?

No, you only need the Business Number and Online Passcode the first time you log in.

### I forgot my password and/or username. How do I access my account?

If you have forgotten your password and/or username, click on the '*Forgot your Username or Password*' link and follow the onscreen instructions. If you need further assistance with your login, click the link for assistance.

### Can our Business have more than one login for the same eStop location?

Yes. Each user must have their own active OKTA account but can then access your eStop Business License account information if you provide them your Business Number and Online Passcode.

### I have multiple businesses, locations, and/or licenses. Can I access all of them using the eStop Portal?

Yes. You can edit your list of businesses by clicking the '*View history and Details*' option from the Main Menu. Then click the button to '*Edit My Business List*'. Enter the Business Number and Online Passcode and click '*Add Business to Your List*'. Repeat these steps to add more businesses.

### Why is my license showing inactive?

Your license will show it is inactive if it has been cancelled due to non-payment, if you notified us that your business has been closed or sold, or if you indicated you no longer need the license(s).

## Managing Business and Location Information

### I am a brand-new business. How do I file a new business application and pay for my license(s)?

- Go to [estop.mt.gov](http://estop.mt.gov) and login using OKTA
- Click '*Register new business with eStop*'
- Enter the business information for the parent company and then click '*Save and Continue*'
- Enter the location information and then click '*Save and Continue*'
- Enter a quantity for each license type you require and then click '*Save and Continue*'
- Attach any required documents and then click '*Save and Continue*'. You may mail, email, or fax the documents later if you prefer.
- Click '*Add to Cart*'
- Review the items in your cart
- If you need to change the amount you are going to pay, change the amount in the '*Payment Amount*' field and then click '*Update*'
- Click '*Submit and Pay*'
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application and will now be redirected to the payment process application.
- Review your Transaction Summary, choose a payment method and then click '*Continue*'
- Enter your Customer Billing information and then click '*Continue*'

## How do I apply for a new business when I already have an existing eStop Portal account?

- Click *'Make Changes'* from the Main Menu
- Click *'Addition of a new business (not location)'*
- Enter the business information for the parent company and then click *'Save and Continue'*
- Enter the location information and then click *'Save and Continue'*
- Enter a quantity for each license type you require and then click *'Save and Continue'*
- Attach any required documents and then click *'Save and Continue'*. You may mail, email, or fax the documents if you prefer.
- Click *'Add to Cart'*
- Review the items in your cart
- If you need to change the amount you are going to pay, change the amount in the *'Payment Amount'* field and then click *'Update'*
- Click *'Submit and Pay'*
- Enter your name and phone number and then click *'Submit Application'*. This action submits your application and will now be redirected to the payment process application.
- Review your Transaction Summary, choose a payment method and then click *'Continue'*
- Enter your Customer Billing information and then click *'Continue'*

## How do I add a license to my existing eStop location?

- Click *'Make Changes'*;
- Click *'Change existing business and locations'*;
- Click the *'Select'* button for the business you wish to change;
- Check the box *'Add a new license to an eStop location'* and then click *'Next'*;
- Click the *'Select'* button for the existing location you want to add the license to;
- Enter a quantity for each license type you require and then click *'Save and Continue'*;
- Attach any required documents and then click *'Save and Continue'*. You mail, email, or fax the documents if you prefer;
- Click *'Add to Cart'*;
- Review the items in your cart.
- If you need to change the amount you are going to pay, change the amount in the *'Payment Amount'* field and then click *'Update'*;
- Click *'Submit and Pay'*;
- Enter your name and phone number and then click *'Submit Application'*. This action submits your application and will now be redirected to the payment process application.
- Review your Transaction Summary; choose a Payment Method and then click *'Continue'*;
- Enter your Customer Billing Information and then click *'Continue'*

## How do I cancel a license?

- Send a written request by email, mail or fax to cancel the license(s) OR
- Make a notation on your Renewal Notice to indicate you no longer need the license(s) OR
- You may change your license quantity to zero in the Portal:
  - Click *'Make Changes'*;
  - Click *'Change existing business and locations'*;
  - Click the *'Select'* button for the business you wish to change;
  - Enter a quantity for each license type you require and then click *'Save and Continue'*;
  - Attach any required documents and then click *'Save and Continue'*. You mail, email, or fax the documents if you prefer;
  - Click *'Add to Cart'*;
  - Review the items in your cart.
  - Change the amount you in the *'Payment Amount'* field to *'0.00'* and then click *'Update'*;
  - Click *'Submit and Pay'*;

- Enter your name and phone number and then click *'Submit Application'*. This action submits your application and will now be redirected to the payment process application.

## How do I report the sale or closure of my business?

*\*\*Be aware that any Underground Storage Tank licenses will not be cancelled unless the tanks have been removed from the ground. Contact the Department of Environmental Quality if you need more information on this.*

- Click *'Make Changes'*;
- Click *'Change existing business and locations'*;
- Click the *'Select'* button for the business you wish to change;
- Check the box *'Close or sell location'* and then click *'Next'*;
- Click the *'Select'* button for the location that is sold or is no longer in operation
- Check the appropriate box and complete information boxes. Then click on *'Save and Continue'*;
- Enter your name and phone number and then click *'Submit Application'*. This action submits your application.

## Can I save my changes and finish later?

Yes. As you complete each section, it will save automatically. If you exit the program, you will be able to come back later to submit your application. Please note that shopping cart information is purged after three weeks and you may need to add a new payment request to the cart.

## How do I submit a saved application or find recently submitted applications?

- Click *'Make Changes'*;
- Under *'Recent and Pending Business Changes'*, click the *'Select'* button the business with pending changes and then complete your application.

## Renew and Pay

### When will my renewal or application be approved and when will I get my license?

Approval time varies by agency. Please contact the appropriate agency for more information about when to expect the approval of your license. Once all license types for the location are approved and active, and your payment is received, your license will print in our normal weekly batch on Friday evening.

### My renewal is due, but I haven't received a bill. What do I do?

Even if you do not have your Renewal Notice, you can still go online to the eStop Portal to Renew and Pay. You may pay using an e-Check or Credit Card. There are no processing fees to make your payment online. If you prefer, you can mail a check. Please write your location number(s) on the memo line of your check. You may also contact any eStop Business Licensing Program Specialist to ensure we have your current and correct mailing address.

### What if all my licenses aren't showing on a location?

If you recently added any license type, check *'Recent and Pending Business Changes'* to see if the application has been saved and not submitted. It can take a few business days for a recently submitted application to update your eStop Portal account.

### How do I make payments using eStop?

- Click *'Renew and Pay'*;
- Click the *'Select'* button for the location you wish to Renew and Pay.
- Attach any required documents and then click *'Save and Continue'*. You mail, email, or fax the documents if you prefer;
- Click *'Add to Cart'*;
- Review the items in your cart.

- If you need to change the amount you are going to pay, change the amount in the '*Payment Amount*' field and then click '*Update*';
- Click '*Submit and Pay*';
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application and will now be redirected to the payment process application.
- Review your Transaction Summary; choose a Payment Method and then click '*Continue*';
- Enter your Customer Billing Information and then click '*Continue*'.

### Can I make an e-Check or ACH Debit payment?

Yes. There are no fees assessed to make an e-Check payment.

### Can I make a payment by credit card?

Yes. We accept Visa, Master Card, and American Express. There are no processing fees assessed to make a credit card payment.

### Can I save the payment cart for later?

Yes. Please note that shopping cart information is purged after three weeks and you may need to add a new payment request to the cart.

### How do I come back to the payment cart?

Click the '*Shopping Cart*' icon in the upper right corner of the home page. If there are no items in the cart, you will need to add a new payment request to the cart.

### Can I remove an item from my payment cart?

No. You may adjust the amount in the '*Payment Amount*' field to zero or not pay anything. If you choose to pay nothing, the payment cart will be purged in three weeks.

### I can't find the license or fee that I need to pay. What do I need to do?

If you are an existing user, make sure have selected the correct location. If you are a new user and the license type you are looking for is not in the list of licenses, it may not be available through the eStop Business Licensing Program. If you need information about the fees assessed for a license type, contact the appropriate eStop Business License Specialist for that license type.

### I can't pay the full amount that I owe. Can I make a partial payment?

Yes. You can make partial payments through the eStop Portal by adjusting the amount in the '*Payment Amount*' field. Be aware that you may be subject to late payment penalties if you do not pay in full.

- Click '*Renew and Pay*';
- Click the '*Select*' button for the location you wish to make a payment on;
- Attach any required documents and then click '*Save and Continue*'. You may mail, email, or fax the documents if you prefer;
- Click '*Add to Cart*';
- Review the items in your cart. Change the amount you wish to pay and click '*Update*';
- Click '*Submit and Pay*';
- Enter your name and phone number and then click '*Submit Application*'. This action submits your application and will now be redirected to the payment process application.
- Review your Transaction Summary; choose a Payment Method and then click '*Continue*';
- Enter your Customer Billing Information and then click '*Continue*';

### [I think I owe an amount different than the amount shown in eStop. What do I do?](#)

If you feel the amount due on your Renewal Notice is incorrect, please contact the agency responsible for the license type(s).

### [Can I make a payment for more than what is showing as due in eStop?](#)

No. We cannot accept overpayments.

### [Can I make a payment before it is due?](#)

Yes. We can accept payments prior to your license expiration date. If you receive a message that there are no licenses to be renewed, contact the eStop Business Licensing Billing Specialists and they can update your account to process an early renewal.

### [I made an error entering my payment information. How do I fix it?](#)

If the payment was accepted and a confirmation/receipt number issued, the payment cannot be canceled or changed. We will refund any overpayment once we have received the funds. We recommend you contact your bank or credit card company if you need them to reject the payment request.

### [How do I find my bank routing and account number?](#)

The numbers are located on the bottom of a check or you can contact your bank for this information.

### [Will I get a confirmation number if I make a payment in eStop?](#)

Yes. After you submit a payment, the payment processing system will provide you with a confirmation number that your payment request has been accepted.

### [How long will it take for my payment to process?](#)

e-Check payments usually take three to five business days to process and credit card payments usually take seven to ten days to process.

### [I have submitted a payment in eStop. How can I tell if it has been processed or find the status?](#)

Payments are posted in your eStop account once we have received the funds. Once the payment has posted, you can see this account activity by clicking the option to *'View History and Details'*.

## [View History and Print Documents](#)

### [How do I view the transactions on my account?](#)

- Click *'View History and Details'*;
- Click the *'View'* button for the business you wish to review;
- Click the *'View'* button for the location you wish to review;
- Click the *'Transactions'* tab;
- You can change the *'Start Date'* and click *'Refresh'* to see more transactions.

### [How do I print my license from the Portal?](#)

- Click on *'View History and Details'* tab
- Click the *'View'* button for the business you wish to review
- Click the *'View'* button for the location you wish to print the license for
- Click the *'Licenses'* tab
- Click *'View'* next to the license
- Choose *'Print'* from your File menu

## I am trying to view and print a document, but it is not opening for me. What should I do?

- Make sure you have a current version of Adobe Reader to be able to view and print documents. Adobe offers a free download on their website at <https://www.adobe.com/acrobat/pdf-reader.html>.
- Check to see if the document has opened in a new window. There will be a new tab listed in the Toolbar
- See if you have allowed pop-ups for this site.
  - Internet Explorer: Menu Bar > Tools > Pop-Up Blocker > Turn Off Popup Blocker;
  - Firefox: Menu Bar > Tools > Options > Content Tab > uncheck Block Pop-Up > OK;
  - Use the Help option to get instructions on disabling pop-up blockers for other internet browsers.