

Quick Reference Guide for Retail Motor Fuel Licensing

Registration Directions & Frequently Asked Questions

To provide you with the highest level of service, the KDA established a web-based licensing program, known as the Online Portal. The user-friendly program offers self-service functions including immediate access to applications, licenses, online payments, etc. Additionally, it is accessible via phone or computer.

The registration and application process are outlined here. Please reach out if you need assistance—we're happy to help. However, be aware that licensing staff is in high demand during the renewal period, so license earlier for a faster response time.

Remember, **every retail motor fuel license expires on January 31.**

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Registration (Company OR Chain)

Registration

Click on the appropriate link below to proceed.

The screenshot shows two registration options side-by-side. The left option is 'Company Registration' and the right is 'Chain/Corporate Registration'. Both options describe the types of businesses they cover and the benefits of registration, such as viewing company information and making secure payments. Each option has a green 'Register' button at the bottom.

Company Registration
This is for the company owner or the company primary contact that belong to an **Aerial Recreational Device** or **Amusement Rides** or **Eggs** or **Grain** or **Limestone** or **Motorfuel** or **Pesticides** or **Product Registration** or **Serviceman** or **Weights & Measures** company.
After successful registration, you will be able to view all the company related information, make secure online payments for the company.
[Register](#)

Chain/Corporate Registration
This is for the chain/corporate owner or the primary contact of an **Aerial Recreational Device** or **Amusement Rides** or **Eggs** or **Grain** or **Limestone** or **Motorfuel** or **Pesticides** or **Product Registration** or **Serviceman** or **Weights & Measures** Chain.
After successful registration, you will be able to view the chain/corporate related information, make online payments for all the companies that belong to the chain/corporate.
[Register](#)

- How do I register for an online account?
 - Go to <https://www.kyagr-apps.com/AgExternal/Security/Account/Registration> and click 'Register' for company OR chain (shown above).
 - You need:
 - Your company ID OR chain ID,
 - An access code, and
 - A valid email address.
- Where can I get a company or chain ID or access code?
 - Call or email Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov. You must provide an address or chain information.
- Do I need to save the access code?
 - No, this code is used one time.
- Can I see all my retail facilities with one login?
 - Yes, if you are set up as a chain. If you are not set up as a chain and you would like to be, contact Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov with a list of all retail facilities and addresses.

Registration (Continued)

- You will see one of the screens below.
- Fill out ALL the information.

Company Registration

Company Id

Company Access Code
If you do not know your company access code, please call (502) 573-0282

Username/Email


Password
Password must have a minimum of 8 characters with at least one uppercase, one numeric and one special character

Confirm password

FirstName

LastName

Phone Number

CAPTCHA I'm not a robot 
reCAPTCHA
Privacy - Terms

Chain Registration

Chain Id

Chain Access Code
If you do not know your Chain access code, please call (502) 573-0282

Username/Email


Password
Password must have a minimum of 8 characters with at least one uppercase, one numeric and one special character

Confirm password

FirstName

LastName

Phone Number

CAPTCHA I'm not a robot 
reCAPTCHA
Privacy - Terms

- The email address will be used to notify you about license renewal.
- Your password **MUST** be:
 - At least 8 characters,
 - With at least one uppercase letter,
 - One number, and
 - One special character (!, @, #, etc.).
- Check 'I'm not a robot';
 - You may be asked to verify your humanity. Follow the instructions; then
- Click 'Register'.
- You will receive a registration email at the email address you provided.
- Go to your email.
- Find an email from ag.web about registration.
- Click the link in the email to activate your account.
- Click 'Continue Registration' to login with your newly created credentials.

Online Portal Login (Direct Link)

- www.kyagr.com/onlineportal/login

Frequently Asked Questions

Application

General Questions

- Can I make changes to the application/license?
 - Yes, you can do this by logging onto the Online Portal, after launching motor fuel, and clicking the license application tab.
- Can I save an incomplete application?
 - No, all progress will be lost.

Compliant Dispensers

- Yes/No/Both. What does this mean?
 - Are your dispensers legal for trade? Yes, if:
 - Display the price per gallon,
 - Display the number of gallons dispensed, and
 - Have a certificate of conformance or CC #.

License Holder Information

- Who is the License Holder?
 - The person responsible for fees, fines, corrective actions, and making sure the fuel meets the required laws.
- What if the License Holder is a business/corporation?
 - If the retail facility is an entity (LLC, Inc, etc.), enter the first and last name of the license holder in the Delegated Representative textbox.
- What address should I use?
 - The best mailing address for the license holder. It does NOT have to be the retail facility.
- What phone number should I use?
 - The best number for the license holder. It does NOT have to be the retail facility.
- Is the fax number required?
 - No.

Motor Fuel License Questionnaire

- Is my facility unattended?
 - Unattended means NOT staffed. If there is a worker during normal business hours (roughly Monday through Friday, 8 AM to 5 PM), the facility is NOT unattended.
- Do I have high-flow dispensers?
 - High flow dispensers pump greater than twenty (20) gallons per minute, usually for large trucks. If you have these, you MUST list each high flow dispenser.
- What does manifolded mean?
 - Connected.
- Do I have manifolded tanks?
 - If you have CONNECTED tanks, then they are manifolded. You MUST list each manifolded product.

Products

- What do I sell: E0, E10, Reformulated (RFG), or a combination?
 - The most commonly sold gasoline contains up to 10% ethanol (E10). If you are not sure, look at your product transfer documentation from a recent fuel purchase.
- Do I sell #1 ULSD, #2 ULSD, or premium diesel?
 - #2 ULSD is the most commonly sold diesel in KY. If you are not sure, look at your diesel product transfer documentation.
- Do I add kerosene or diesel exhaust fluid (DEF) to the ‘Other Product(s)’ section of the application?
 - No, kerosene and DEF are NOT classified as motor fuel.

Signature/Save

- What name should be entered in the electronic signature textbox?
 - The person completing the application should sign their name.
- Do I have to save?
 - Yes, clicking ‘Save’ submits the application. Each application MUST be saved.

Payment

- How do I pay for the Retail Motor Fuel License?
 - All payments are made through a secure website linked to the Kentucky Department of Agriculture's Online Portal.
- Is there a fee?
 - Credit card payments require a 2.95% processing fee; ACH/electronic checking payments require a two-dollar (\$2) processing fee.
- What if my payment doesn't go through?
 - Any returned or insufficient payment invalidates the license(s).

Print/Display

- How do I print the Retail Motor Fuel License?
 - Log onto the Portal, click the Licenses tab, then click the printer icon. You may need to move your screen or download the license to view/print.
- Do I have to display the license at the facility?
 - Yes, it is **REQUIRED** to display both pages of the license.

Assistance

- Who do I contact for assistance or questions?
 - Call or email Kellynn Patino at (502) 782-9209 or kellynn.patino@ky.gov for assistance with licensing.
 - Technical questions should be directed to Hannah Mann at (502) 782-9204 or hannah.blair@ky.gov.