

Employee Renewal FAQ

Q. Employee who applied isn't licensed yet. Do they need to renew?

A. No.

Q. I didn't get a renewal for an employee. What do I do?

A. **Send an email** requesting the renewal form. Include the employee license number(s) to DGilliam@occc.texas.gov .

Q. Why didn't I get a renewal form for an employee of mine?

A. The employee isn't listed at your master file. Please have the employee update their employment. Step by Step Guide- [How Pawn Employees Can Update Their Employer](#)

Q. How do I print my employee's license?

A. **You can not. Employee licenses will be mailed** to the master file address on file, or emailed to the company compliance officer after they are renewed, **or employees can print their license** if they create their own account.

Q. Employee status is canceled in a search, but the license was renewed last year. What do I do?

A. **Email proof** your check cleared and the employee license number to DGilliam@occc.texas.gov. If you are not renewing in ALECS, say you need the renewal form. It will be emailed to you.

Q. When is the fee due?

A. No later than **June 30th**. Post-marked by June 30th, or paid online through ALECS by June 30th.

Q. I got renewal forms for pawn employees who don't work for me anymore. What do I need to do?

A. Nothing.

Q. Do the employees need to sign the renewal forms or answer questions like previous years?

A. No