

Bulletin

D-01-11-01

January 10, 2011

BULLETIN TO:

All Tag & Title Services

FROM:

Brenda Scheydt, Manager
Business Licensing and Consumer Services

RE:

1. Walk-In Registration Renewals
2. Identification Requirements for Tag & Title Service
3. Advertisements on MVA Branch Offices

1. Walk-in Registration Renewals

Beginning with the February renewals, the ability to renew vehicle registrations in person at Motor Vehicle Administration (MVA) offices is no longer available. Tag & Title Services will no longer have the option to deliver renewals to MVA for processing unless the renewal is flagged with a violation. Renewals without violations must be processed utilizing the Electronic Registration and Titling System (ERT).

The following vehicles cannot be renewed on the Internet, by telephone or KIOSK. They must be renewed by mail or on the Electronic Registration and Titling System (ERT): Trucks and Tractors over 55,000 lbs, Tow Trucks towing over 26,000 pounds and vehicles requiring an annual safety inspection.

2. Identification Requirements for Tag & Title Service

All Tag & Title Service Agents must have the MVA issued Title Service Agent card available for review when submitting work to the MVA. In addition effective immediately, all Tag & Title Services transactions must include a photocopy of the customers picture ID when work is submitted for processing. Failure to include the required ID may result in the cancellation of the contract to process via the ERT System.

3. Advertisement for Services on MVA Branch Offices

Recently, this Administration has received complaints regarding Tag & Title Services Advertisements posted on MVA Offices. Please be advised in accordance with State Regulations, all commercial advertising on MVA property is prohibited unless prior approval has been granted by the MVA Risk Manager.