

Bulletin

D-08-12-07

DATE: August 28, 2012
BULLETIN: All Licensees
FROM: Rhonda Witt, Manager
Vehicle Services

Please be advised effective **September 17, 2012**, the following procedures apply to all licensed Dealers and Tag and Title services. The procedures were developed in an effort to better serve our licensees at all MVA full service offices. Please be assured, we will continue to provide consistent service to all our business partners.

Service Methods and Requirements

Work will be accepted and date/time stamped Monday through Friday from 8:30am to 4:30pm. Branch offices will not be able to process dealer/tag and title service work on the last or first business day of the month, except for transactions of an urgent nature approved by management. The work can be submitted and the branch will date/time stamp as received. Field Operations has defined the drop off area in each full service office. Transactions that can be processed via the ERT, KIOSK or Web will not be accepted as walk-ins or express service transactions.

Attached is a guide for work processing that will assist all dealers and tag and title services with the new process.

Valid Identification Requirements

All dealers, dealer runners, and tag and title service agents must present proper valid identification at the time the work is submitted for drop off, pick up, or walk-in processing. Valid identification includes: a licensed tag and title service ID, a salesman's license, or a copy of the wall license. If the license does not include a photo, a valid driver license or photo identification card is required. In addition we will accept a dealer runner permission letter/power of attorney from the dealer (on letterhead) authorizing a runner to drop off/pick up work with their valid photo driver license or identification card.

Tag Return by Electronic Registration and Titling (ERT) Participants

As a reminder: All license plates cancelled utilizing the ERT System should be returned to the Collection Center at the Motor Vehicle Administration (MVA) located at 150 Blades Lane Suite H, Glen Burnie, Maryland 21061 along with a report listing the plates to be destroyed. The cancelled plates may be returned Wednesday through Friday (excluding State Holidays) between the hours of 8 A.M. and 3 P.M. in person or via Motor Car Couriers.

If you have any questions regarding this bulletin, please contact the Customer Service Response Unit by email at VSResponse@mdot.state.md.us.

Guide for Dealer/Tag and Title Service Work Processing –“Effective September 17, 2012”

All dealers, dealer runners, and tag and title service agents need to present proper identification at the time the work is submitted for drop off, pick up, or walk-in processing. Proper identification is as follows: a licensed tag and title service ID, or; a Maryland gratis salesman’s license (issued to an officer or owner of the company) in addition to a photo driver’s license, or; a copy of the wall license and a photo driver license, or ; a vehicle salesman’s Maryland or Out of State photo license; or, a dealer runner permission letter/power of attorney from the dealer (on letterhead) authorizing a runner to drop off/pick up work and a photo driver license. Any dealer work that is mailed into the branch office must also have a copy of the dealer license included (this applies to both in state and out of state dealers).

Branch offices “will not” process dealer/tag and title service work on the first and last business day of each month, except for transactions of an urgent nature approved by branch management. However, branch offices will accept drop off work (date/time stamped) on the first and last day of the month. Branch offices will not do any pick up of processed work on the first and last day of the month.

Method and Type of Work	Processing Guidelines and Requirements
<p>DROP OFF AT ANY FULL SERVICE BRANCH</p> <ul style="list-style-type: none"> • Regular Dealer Work • Fleet Title Work (more than 3 transactions for the same vehicle owner) • Fleet Registration Work (more than 3 transactions for the same vehicle owner) 	<p>Drop off transactions in the designated area for processing at any full service branch office. Transmittal sheets must be utilized and will be date/time stamped. The work will be processed as soon as possible, in the order received. As referenced above, ID must be presented.</p>
<p>WALK-IN (PUBLIC COUNTER PROCESSING)</p> <ul style="list-style-type: none"> • Duplicate Title Transactions (includes title service pick up with special power of attorney and VR-003) • Registration Transactions not able to be processed on the KIOSK • Repossession Transactions • Certified Records driving/title/registration • Non-certified records title/registration • Disabled Placards 	<p>A dealer or tag and title service, displaying the required proper ID, may process 3 walk-in transactions per CTM number and then re-queue if they have more walk-in transactions. Dealer and tag and title service work will be processed first in, first out, in the same manner and combined with public transactions. Walk-in transactions may be processed at full service branch offices.</p> <p>Note: Transactions that can be processed on ERT, the WEB, or KIOSK “cannot” be processed as a walk-in.</p>
<p>KIOSK</p> <ul style="list-style-type: none"> • Registration Renewals • Duplicate Registrations • Substitute Stickers • Personalized Tags • Duplicate Titles to be mailed to last known owners address • Non-certified driving records 	<p>Dealer and tag and title service transactions that can be processed on the <u>KIOSK</u>, “must” be processed on the <u>KIOSK</u>. Kiosks are located at all full service branch offices and express offices.</p>
<p>EXPRESS SERVICE (SPECIALS)</p> <ul style="list-style-type: none"> • Non-dealer title transactions submitted by tag and title services in unlimited numbers (including duplicate titles either to be mailed or picked up using special power of attorney) • Maryland Dealer Title transactions 50 days or more past date of delivery • Out of State Dealer title transactions with less than 7 days remaining on the temporary registration • Duplicate Title (<u>limited to 3 per day</u> either using the VR-003 and printed for pick up by the dealer or the VR-018 for mailing to the customer) • Urgent customer needs with management approval (i.e., military deployment, refinancing, shipped out of country) 	<p>Express Service transactions dropped off for processing at full service branch offices, will be available for pick up <u>within 24 hours</u> of the time the work was date/time stamped on the next business day. The MVA reserves the right as always, to extend this time in cases of computer problems, short staffing due to inclement weather, or other emergencies. Transmittal sheets must be utilized. Please note specific requirements as follows:</p> <ul style="list-style-type: none"> • <u>Transactions that may be processed on ERT “cannot be submitted” for Express Service</u>. See attached list for transactions that “can” and “cannot” be processed by ERT Dealers and ERT Tag and Title Services at their business locations • As referenced above, ID must be presented. A copy of the “valid” identification (both customer and dealer/tag and title service) must be placed with each transaction submitted • Certified records (driving/title/registration) and disabled permit applications “may” be “dropped off” in unlimited numbers at the Glen Burnie Branch only. See walk-in procedure in this chart which applies to all full service offices, including the Glen Burnie branch.

What transactions “CAN” ERT dealers process electronically? (Can Do)

New title and tags (T1)

New title and transfer of tags (T2)

New title and transfer with renewal of tags (T3)

New title only (T5)

Title and Decal for ATV's, Snowmobiles, Off-Road Motorcycle s

Title and Decal for Motor Scooters and Mopeds (Effective October 1, 2012) new

New tag registration (NR)

Standard renewal (SR)

Replacement tag renewal (RT)

Substitute tags (ST)

Substitute stickers (SS)

Duplicate registration (DU)

Duplicate title, Form VR-018 (DT) (Transmit only)

Duplicate title, Form VR-003 (Transmit only)

Administrative flag fee (AF)

Utilize mailing address - mailing address shows on title, not on database.

Soundex Issuance for new residents from MVA ERT Unit with proper documents – ERT Dealers must fax the driver license of the applicant(s), from another state in the United States, to the MVA ERT Unit at 410-424-3629 or 410-768-7070. Otherwise the transaction needs to be submitted to MVA.

Tag return

What transactions “CANNOT” be processed by ERT dealers? (Can't Do)

No branding of titles (can only brand for CAL LEV and odometer A, B or C)

No VIN plate assignment

No new issuance of disability plates, only transfer of disability plates

No new issuance of personalized or organizational tags, only transfer of personalized or organizational tags

No taxi (class B) no limousine (class Q) no ambulance / funeral (class C)

No State and Local government (not new or transferred)

No law enforcement

No excise tax-exempt for business (mergers, consolidations, newly formed, dissolving etc.)

No excise tax-exempt individual transferring to inter-vivos trust

No excise tax credit for new residents

No out of country (gray market vehicles)

No registration corrections (RC)

What transactions “CAN” ERT Title Services process electronically? (Can Do)

New title and tags (T1)

New title and transfer of tags (T2)

New title and transfer with renewal (T3)

New title and temporary tags (T4)

New title only (T5)

Title and Decal for ATV's, Snowmobiles, Off-Road Motorcycles

Title and Decal for Motor Scooters and Mopeds (Effective October 1, 2012) new

Temporary tag (TM)

New tag registration (NR)

Standard renewal (SR)

Replacement tag renewal (RT)

Substitute tags (ST)

Substitute stickers (SS)

Duplicate registration (DU)

Duplicate title (DT) transmit only

Administrative flag fee (AF)

Utilize mailing address - mailing address shows on title, not on database

Soundex Issuance for new residents from MVA ERT Unit with proper documents – ERT Tag and Title Services must fax the driver license of the applicant(s), from another state in the United States, to the MVA ERT Unit at 410-424-3629 or 410-768-7070. Otherwise the transaction needs to be submitted to MVA.

Work on behalf of dealer (but cannot get .6% unless both dealer # and title service # are entered)

Tag return

Salvage transactions “only” on behalf of an insurance company (Must have contract with the insurance company and submit to MVA Business Licensing for approval).

What transactions “CANNOT” be processed by ERT Title Services? (Can't Do)

No duplicate title VR-003 processing

No branding of titles (can only brand for CAL LEV and odometer A, B or C)

No VIN plate assignment

No new issuance of disability plates, only transfer of disability plates

No new issuance of personalized or organizational tags, only transfer of personalized or organizational tags

No taxi (class B), no limousine (class Q), no ambulance/funeral (class C)

No state and local government (not new or transfer)

No law enforcement

No tax exempt for business (mergers, reorganizations, newly formed, dissolutions)

No tax exempt - individual transferring to inter-vivos trust

No excise tax credit for new residents

No out of country – (gray market vehicles)

No registration correction (RC)

No transfer tags (TT)

No transfer with renewal (TR)

CURRENT LIST OF FUNCTIONS THAT "CAN" BE PERFORMED ON THE WEB\KIOSK

Administrative flags	VEIP Extension
Duplicate Registration	Driving Record
Order New Plate (Ag, Bay, Standard)	Change of Address
Personalized Plate	County Pride
Registration Renewal (Vehicles Up to 54,000 lbs.)	Emergency Contacts
Replacement Title	Email Management
Substitute Sticker (Kiosk Only)	PIN Management
Temporary Registration	Transaction Status

Affidavit of Ownership for Motor Scooters, Mopeds, Effective October 1, 2012 (Web Only) new

Vehicles That "CANNOT" BE RENEWED ON KIOSK/WEB (eMVA):

Classes: A, D, M, EPO, G, P with PERM expiration (issued either SG or LG plates)

Dealer Plates – Class 1A, 1B, 1C

Recycler Plates – Class 2

Financial Plates – Class 3

Special Mobile Equipment – Class 4

Transporter Plates – Class 5

Emergency Vehicles – Class EMG

Dump Truck - Class EPD and ED4 (over 55,000 lbs.)

Trucks – Class EPO, EFA, EFT, and ERL (over 55,000 lbs.)

Tractors - Class F, FF, and FRL (over 55,000 lbs.)

Eight Year Trailer – Class GP (GP followed by a number)

Van Pool – Class J and JDP

Police Department – Class LAW

Multipurpose – Class M with NAI in exception field

Local / State Government Special Equipment – Class MCS

Motor Freight – Class MFE and MFF (over 55,000 lbs)

Political Vehicles – Class POL

Tow Trucks – Class T and TE O26