

MVA Alert

December 21, 2012

Changes have been made to the Branch Office Walk-in Procedures. The revised procedure is attached. One of the changes is the resale title. A dealer may drop off the transaction for processing but the resale title will be mailed to the dealer.

Guide for Dealer/Tag and Title Service Work Processing

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 Titles ** (see note to the right) • Dealer Resale Titles • 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> <ul style="list-style-type: none"> • Note: Transactions that can be processed on ERT, the WEB, or KIOSK "cannot" be processed as a walk-in. **EXCEPTION: DUPLICATE TITLES MAY BE WALKED-IN INCLUDING TITLE SERVICE PICK UP WITH SPECIAL POWER OF ATTORNEY and VR-003 PICK UP BY DEALERS. |
| <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 KIOSK "must" be processed on the KIOSK. 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 (limited to 3 per day 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 within 24 hours 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"> • Transactions that may be processed on ERT "cannot be submitted" for Express Service. 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. |

12/05/12

