

# Maryland Automobile Dealers Association Spring 2019



# Agenda

- ▶ **Legislation 2019**
- ▶ **Recent Bulletins**
- ▶ **Helpful Information**
- ▶ **Audit Presentation**
- ▶ **Questions You Asked Us**
- ▶ **Have You Seen Fraud?**

# LEGISLATION 2019

# HB 1246 - Clean Cars Act of 2019

<http://mgaleg.maryland.gov/2019RS/bills/hb/hb1246e.pdf>

This bill expands the vehicle excise tax credit for the purchase of Plug-In Electric Vehicles to include the purchase of Fuel Cell Electric Vehicles. This bill increased the total amount of funding from \$3 million to \$6 million for this fiscal year 2020.

Subject to available funding, a credit is allowed against the excise tax imposed for the purchase of a Plug-In Electric or Fuel Cell Electric vehicle and the credit allowed may not exceed the lesser of the amount of excise tax paid or \$3000.

**This bill takes effect 6/1/2019**

- **Please be advised, effective immediately the \$6 million funding authorized by the Maryland Clean Cars Act of 2019 (HB1246) as an excise tax credit for both Plug-In Electric and Fuel Cell Electric Vehicles for Fiscal Year 2020 (July 1, 2019 – June 30, 2020) has been depleted.**
- **Credit request will only be processed if additional funding becomes available and Applicants will be awarded the credit in the order of application receipt. We are currently holding all applications that have been submitted, but no funding has been authorized for Fiscal Year 2021 yet.**
- **Please alert your customers to this information prior to the purchase of a plug-in electric vehicle or a fuel cell vehicle.**

## **SB0084 Certificate of Title Application-Signature Requirement**

<http://mgaleg.maryland.gov/2019RS/bills/sb/sb0084t.pdf>

The bill repeals a requirement that a signature be in ink on an application for a certificate of title of a vehicle.

**This bill takes effect 10/1/2019**

## **HB0421/SB0196 Licenses, Identification Cards, and Moped Operator's Permits-Indication of Applicant's Sex**

<http://mgaleg.maryland.gov/2019RS/bills/hb/hb0421t.pdf>

This bill requires that an application for a license, identification card, or moped operator's permit allow an applicant to identify as (1) female; (2) male; or (3) unspecified or other. If an applicant identifies as an unspecified or other sex in the application, the Motor Vehicle Administration (MVA) must ensure that the license, identification card, or moped operator's permit displays an "X" in the appropriate location. The bill prohibits MVA from (1) requiring an applicant to provide proof of the applicant's sex or (2) denying an application because the sex selected by the applicant does not match the sex displayed on another document associated with the applicant.

**This bill takes effect 10/1/2019**

# RECENT BULLETINS

**D-05-29-02**

**Date:** May 29, 2019

**Bulletin:** All Dealers

**From:** Business Licensing and Consumer Services

**RE: Warehouse Temporary Closure for Annual Inventory**

The Maryland Department of Transportation's Motor Vehicle Administration (MDOT MVA) would like to remind all Dealers and Title Services that the MDOT MVA warehouse will be performing their annual inventory from June 17, 2019 through June 21, 2019. The warehouse will reopen on June 24<sup>th</sup>. All orders should be placed no later than June 12<sup>th</sup> to ensure receipt prior to the closing. Orders received after June 12<sup>th</sup> will be held until the reopening.

Please plan accordingly, the warehouse will not be able to process orders after the inventory has started. If you have any questions or concerns, please contact us at (410) 787-2950 or email us at [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov).



**D-05-19-04**

**Date:** May 9, 2019

**Bulletin:** All CVR ERT Participants

**From:** Business Licensing and Consumer Services

**RE: West Virginia Reciprocity**

The MDOT MVA is pleased to announce that the State of Maryland has entered into a reciprocity agreement with the State of West Virginia to allow electronic registration and titling transactions (ERT).

Currently, the State of West Virginia allows ERT service with Computerized Vehicle Registration (CVR). If you would like to participate in reciprocity with the State of West Virginia, please contact your local CVR representative to begin the process.

If you have any questions or concerns, please contact us at (410) 787-2950 or email at [mvablcsl@mva.maryland.gov](mailto:mvablcsl@mva.maryland.gov).

**D-05-19-02**

**Date:** May 7, 2019

**Bulletin:** All Dealers

**From:** Business Licensing and Consumer Services

**RE: Important Reminders for Dealers**

The MDOT MVA would like to remind all dealers about the importance of several key business processes.

1. When taking a vehicle in as a trade, be sure to run an inquiry on the VIN to ensure the title is clear of any holds that would prevent a duplicate title from being processed.
2. When entering the date of the trade-in in the ERT system, please enter the date of trade and/or the sale date of the new vehicle. Do not enter the date the paperwork is being transmitted in these fields.
3. Finalize all transactions in a timely manner, no later than thirty (30) days. MDOT MVA will continue to contact businesses when there are transactions that are pending past the required time frame.

## Continue

4. When processing transactions for motorcycles and off-road vehicles (ORV), be sure to select the correct class and body type to ensure that road-worthy motorcycles are not accidentally coded as an ORV.
5. Be sure to keep copies of the customer identification with the transaction paperwork at your business location and send a copy with the MVA transaction paperwork.
6. Do not send copies of credit card, checks, or social security cards with the transaction paperwork.

These important reminders are best practices to ensure that you are compliant the law, regulations, MDOT MVA rules, and will help ensure that there are no issues with your customer's transaction.

If you have any questions or concerns, please contact us at (410) 787-2950 or email at [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov).

# Helpful Information We Want You to Know



Sign up for bulletins!

<http://www.mva.maryland.gov/businesses/bulletins/indexall.htm>

■ Use the Interactive Titling & Registration Manual

[http://www.mva.maryland.gov/\\_resources/docs/Interactive-Title-and-Registration-Manual.pdf](http://www.mva.maryland.gov/_resources/docs/Interactive-Title-and-Registration-Manual.pdf)

■ Apply for Electronic Lien Services (ELS)

*–Notifications of liens recorded & submit lien releases electronically.*

<http://www.mva.maryland.gov/businesses/els.htm>

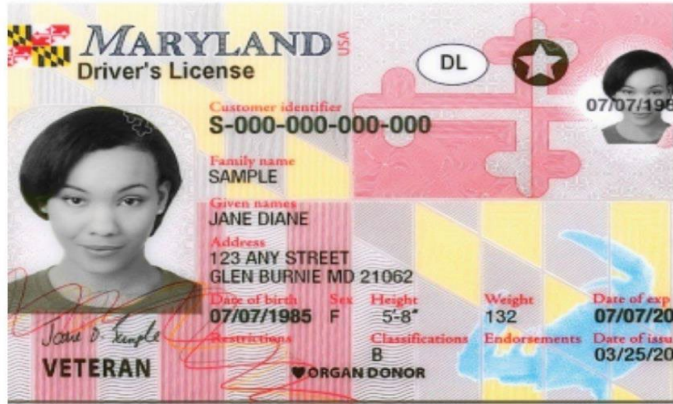
■ Class/Fee Chart

[http://www.mva.maryland.gov/\\_resources/docs/VR-238.pdf](http://www.mva.maryland.gov/_resources/docs/VR-238.pdf)

■ Updated your contact information? Why is this important?

# Driver's Licenses

- Maryland is Real ID compliant
- Are you Real ID compliant?



# Driver's Licenses

- What do you need to be Real ID compliant?

- *1 proof of age and identity*

- U.S. birth certificate or valid passport

- *1 proof of social security*

- Social security card, W-2 or SSA-1099

- *2 proofs of Maryland residency*

- Insurance card or vehicle registration

- OR bills addressed to you at your address such as credit cards, utility statements, bank statements, or mail from Federal, State or Local governments

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## Subscribe to MVA Dealer Bulletins



If you would like to receive MVA Dealer Bulletins via e-mail from the Maryland Motor Vehicle Administration (MVA), please enter the requested information below. The MVA will not share your information and will only use it to send you important MVA Dealer Bulletins.

### Mailing List Subscription

Please complete the form below to sign up for this mailing list. To update or cancel current subscriptions, use the link below.

[Update/Cancel Subscriptions](#)

### Subscribe to Email List:

Dealer Bulletins

Email Address: Dealership or Company Name: Contact Person: Job Title or Capacity: Telephone Number: Dealer Number:  Submit

# Need a Soundex Number?

## Requirements



- ⦿ Copy of the individuals out-of-state driver's license. We can only accept drivers license for the continental United States, Guam, Puerto Rico, and U.S. territories.
- ⦿ Copy of the VR-5 with the customer's name (i.e. full first, middle and last name), date of birth and Maryland address
- ⦿ Documents can now be sent via email to the following mailbox [ERTsoundex@mva.maryland.gov](mailto:ERTsoundex@mva.maryland.gov) or they can be faxed to the ERT unit at (410) 424-3629 or (410) 768-7070 and it must contain a coversheet including the sender's name and telephone number.
- ⦿ Depending on the number of request, it could take 48 to 72 hours.

**The ERT Unit will contact you via email when the soundex has been issued**



# When Do You Have to Submit Pending Deals?

- Immediately!!!
- For Dealers: no later than 30 days.
- Who is responsible for late deals completed by Tag and Titles?  
– *Dealer or Tag and Title?*

- Procedures include:
  - Contacting dealers with late transactions by email.
  - Contact the principal owner(s) if the transactions are not completed after the timeframe given in the initial contact.
  - In some cases the transactions may be transmitted without funds and funds may be requested from the bonding company.
  - In extreme cases we may remove you from ERT.

# Are You Including the Deal Receipt?

- We have noticed a large number of deal receipts missing from the paperwork.
- We have noticed a large number of “pull tags” (part of the bundle report) instead of a deal receipt.
- We need this.....

```

                                Maryland
                                .M.V.A.
                                Title/Reg Receipt

TR DATE:      06/30/2018
TR NUMBER:
TR TYPE:      T1
TITLE:        50
CTL NO:       0214626
CL/TAG:       A/9DG5486
STKR:         0618313
MULTI:        00
1ST LIEN:     6177
              AMER
VIN:          LHGC
DLR SOUNDEX:  X800004001742
DLR #:         N1742
DLR NAME:     NORRIS HONDA
DLR DELIVERY DATE: 06/30/2018

Total Tax          1484.15
  Allowed
  Net Tax          1475.25
Title Fee         100.00
Lien              20.00
Transfer          0.00
Admin             0.00
Misc              0.00
Registration      101.00
Surcharge         34.00

Total Fees        1739.15
MVA Amount        1730.25
```

## **Submitting Title Work**

### **\*\*FROM TOP TO BOTTOM\*\***

**Maryland MVA Title/Registration Receipt  
Registration card (if tag transferred)  
Application for Certificate of Title (VR-005)  
Certificate of Origin, Title, or other acceptable ownership  
document  
Lien Release-Notice of Security Interest Filing  
Dealer Reassignments  
Bill of Sale/Gift Form  
Miscellaneous MVA Forms  
Odometer Disclosure Statements (VR-197)  
Maryland Safety Inspection Certificate  
Vehicle Emission Report (if submitted)**

**Please assemble forms in proper order  
Do not fold forms  
Do not use an excessive number of staples  
Do not use highlighters**



**Should be mailed or  
delivered to the Glen  
Burnie Branch Office  
Room 202**

- **Requirements include:**
  - Title documents must be sent to the Administration as soon as a customer transaction has been finalized or completed through the vendor.

# Electronic Lien Services (ELS)

Available on MVA's website  
[www.mva.maryland.gov](http://www.mva.maryland.gov)



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



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Insurance Contact Registry



eFR-19 Insurance Agent Login



Salvage Certificate

Interactive Title & Registration Manual  
More

Licensed Maryland Tag & Title Services

- FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment
- Schedule a Test/Retest
- What to Bring to the MVA for a Driver's License or ID Card
- Lo que debe traer a la MVA para una Licencia de Conducir or Tarjeta de Identificación
- Test Yourself! Sample Driver's Test

## GET THE TOOLS TO HELP YOU PASS THE TEST

### CLICK HERE TO:

- Download the MD Practice Driving Test App
- Take the Knowledge Test Tutorial
- Read the Maryland Driver Manual



Prepare to Pass the First Time!



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## Electronic Lien Services (ELS)



The Maryland Motor Vehicle Administration (MVA) is pleased to inform lien holders of the opportunity to contract with specified vendors for Electronic Lien Services (ELS). By signing up with a vendor, you receive electronic notifications of liens recorded on your behalf on Maryland titles, and submit lien releases electronically to the vendor for submission to the MVA.

*To contract with a vendor for ELS Service and or apply for a lien code please use the following form and contact the vendor of your choice below.*

 [Application for Lien Code Assignment and/or Enrollment/Change in Electronic Lien System](#)   
(Form VR-466)

Please email completed forms to [mvaelsinfo@mdot.state.md.us](mailto:mvaelsinfo@mdot.state.md.us)  or   
fax to Central Liens at 410-768-7594.



**Application for Lien Code Assignment and/or Enrollment/Change in Electronic Lien System**

This form is to be used by financial institutions and other lien holders to enroll in the Maryland Motor Vehicle Administration's (MVA) Electronic Lien System (ELS), or to modify an ELS account with MVA. This form is also used to request a lien code.

**A ACTION REQUESTED – To Be Completed By Financial Institution/Lien holder**

This application is for (check appropriate box/boxes):

- Lien code assignment (Complete section B)
- Enrollment in ELS Program – (Complete sections B and C)
- Change of Vendor/Service Provider – (Complete sections B and C)
- Removal from ELS Program – (Complete sections B and C)
- Change of Financial Institution/Lien holder Name – (Complete section B)
- Change of Financial Institution Address – (Complete section B)

**B LIEN HOLDER INFORMATION – To Be Completed By Financial Institution/Lien holder**

Name of Financial Institution/Lien holder \_\_\_\_\_ FEIN \_\_\_\_\_ ABA Number \_\_\_\_\_

Address \_\_\_\_\_ City or Town \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ LIEN CODE (if already assigned) \_\_\_\_\_

Name of Authorized Representative: (please print) \_\_\_\_\_ Capacity: \_\_\_\_\_ Signature of Authorized Representative below: \_\_\_\_\_

Email Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Name of ELS Vendor/Service Provider: \_\_\_\_\_

**MVA USE ONLY**  
Lien code assigned \_\_\_\_\_ Date \_\_\_\_\_  
Signature \_\_\_\_\_  
Operator # \_\_\_\_\_

**C ELS VENDOR/SERVICE PROVIDER AUTHORIZATION – To Be Completed By ELS Vendor/Service Provider**

ELS Contract Authorized By: (Printed Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ Capacity \_\_\_\_\_

Email Address of Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Enrollment/Removal Date: \_\_\_\_\_  
 Start \_\_\_\_\_  End \_\_\_\_\_

- Financial institutions must complete Sections A and B, then forward this form to the selected vendor/service provider.
- This completed application must be submitted to the MVA by the authorized ELS vendor/service provider named in Section C, unless this request is for an assigned lien code only. Please email completed forms to [mvaelsinfo@mdot.state.md.us](mailto:mvaelsinfo@mdot.state.md.us) or fax to Central Liens at 410-768-7594.

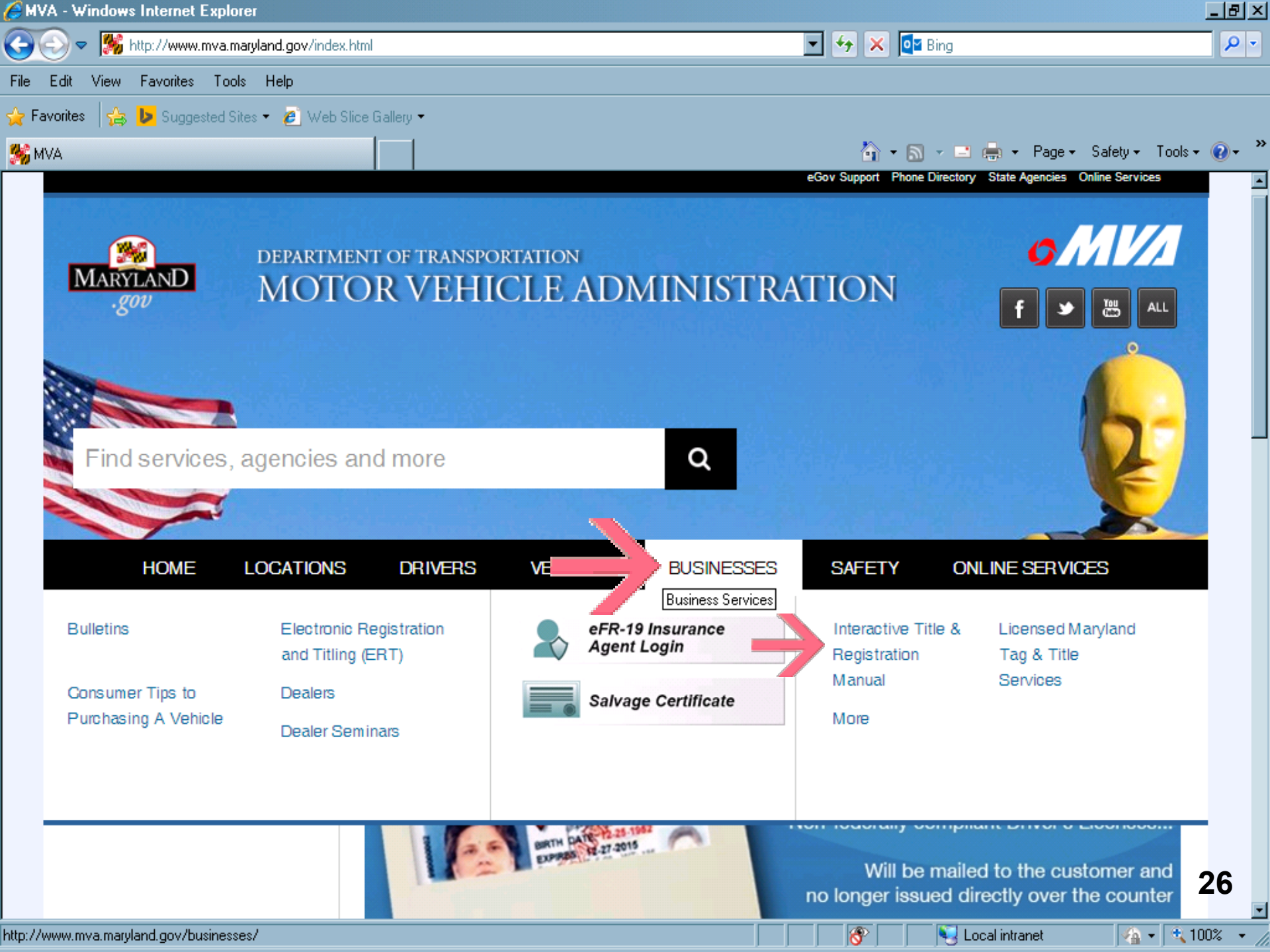
**Participating lien holders agree to the following conditions and requirements:**

- The lien holder must contract with one of MVA's approved ELS service providers for transmission of all vehicle and title data.
- The lien holder must provide the lien code assigned by MVA, to all loan recipients and automotive dealers utilizing selected lien holder services.
- The lien holder must work directly with the contracted service provider's Help Desk to resolve all ELS discrepancies and data transmission issues.
- The lien holder must protect the confidentiality of the information and data to which the lien holder has access. At no time will the lien holder furnish to any person, association or organization any vehicle or title data received from MVA without MVA's prior written consent.
- The lien holder has no proprietary rights to the information received from the MVA.
- The lien holder understands that MVA and its employees shall not be liable to the lien holder for any damages, costs, lost production or any other loss of any kind for failure of MVA's equipment, hardware or software, or for the loss of consequential damages that are the result of any other type of failure.
- Authorization may be terminated by either party upon giving 30 days written notice to the other party. In the event of termination, MVA is released from any and all obligations to the lien holder.



# Interactive Title and Registration Manual

Available on MVA's website  
[www.mva.maryland.gov](http://www.mva.maryland.gov)



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



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Business Services



**eFR-19 Insurance Agent Login**



**Salvage Certificate**

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Electronic Registration and Titling (ERT)

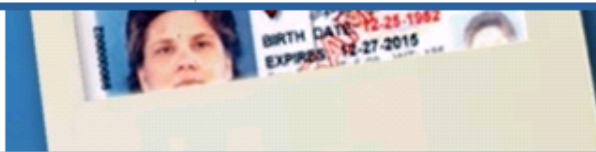
Consumer Tips to Purchasing A Vehicle

Dealers

Dealer Seminars

Interactive Title & Registration Manual  
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Licensed Maryland Tag & Title Services



Will be mailed to the customer and no longer issued directly over the counter

Internet Explorer browser window showing the URL: [http://www.mva.maryland.gov/businesses/\\_docs/Interactive-Title-and-Registration-Manual.pdf](http://www.mva.maryland.gov/businesses/_docs/Interactive-Title-and-Registration-Manual.pdf). The browser interface includes a menu bar (File, Edit, Go To, Favorites, Help), a Favorites bar, and a toolbar with navigation and utility icons. The address bar shows the current page URL.



# INTERACTIVE TITLE AND REGISTRATION MANUAL

FOR DEALER'S / TITLE SERVICES / VEHICLE PROGRAMS

The Motor Vehicle Administration is pleased to provide online guidance to dealers and title services. This manual is intended to assist you with the proper completion of your transactions, increase accuracy and reduce rejections of work. The information provided will increase the efficiency of processing work, which leads to greater customer service and satisfaction.

Windows taskbar showing the 'Done' status on the left and the 'Unknown Zone' icon on the right.

- The MVA has placed on the intranet and internet a new fillable form suggested for use for vehicle transactions in which a vehicle owner is granting power of attorney to sign documents related to a transaction for their vehicle. The form is the “Restricted Power of Attorney to Sign for Vehicle Owner” (form VR-470)
- The document is not available in the MVA warehouse so it will have to be printed as needed by customers, customer agents, dealers, or title services etc., who may have a need for the use of the form.

➤ <http://mvanet/forms/VR/VR470.pdf>

**MVA** Motor Vehicle Administration  
8801 Ritchie Highway, N.E.  
Glen Burnie, Maryland 21062

VR-470 (04-15)

**Restricted Power of Attorney To Sign For Vehicle Owner**

When Registering and/or Transferring Ownership of a Motor Vehicle

**VEHICLE OWNER(S):**

Owner's Name: First	Middle	Last	Co-Owner's Name: First	Middle	Last
Owner's Street Address			Co-Owner's Street Address		
City	State	Zip Code	City	State	Zip Code

**POWER OF ATTORNEY GRANTED TO:**

Full Legal Name – First	Middle	Last
Street Address		
City	State	Zip Code

**VEHICLE INFORMATION**

Vehicle Make	Body Type	Model Year	Vehicle Identification Number (VIN)	Title Number

I/We, being the owner(s) of the motor vehicle described above, by these presents do make, constitute, and appoint the person named above true and lawful attorney-in-fact to sign in my/our name, place, and stead any Certificate of Title, or other supporting papers, covering said motor vehicle, in whatever manner necessary to register and/or transfer ownership of said motor vehicle; and I/We do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incidents to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

I/We further certify and affirm that all information presented in this form is true and correct, that any documents I/We have presented are genuine, and that the information included in all supporting documentation is true and accurate. I/We make this certification and affirmation under penalty of perjury and I/We understand that knowingly making a false statement or representation on this form is a criminal violation.

Owner's Signature	Date	Co-Owner's Signature	Date

## ERT Transaction Reminders

- ➔ Proper fees should always be collected.
- ➔ Transmitting with the correct vin#.
- ➔ Record the correct lien information in the vendor system before completing the transaction.
- ➔ Record the correct mileage and date of inspection.
- ➔ Title registration receipts must be included with all titling paperwork. Lately, they have been coming in with a inquiry sheet from the vendor.
- ➔ Please ensure when selecting the insurance provider, the correct insurance company is selected.

# RECORD RETENTION

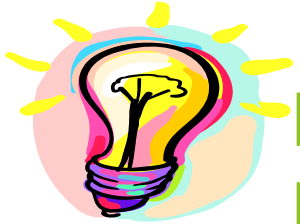
- **Maryland Vehicle Law 15-105** requires licensees to retain records for 3 years after the transaction to which it applies. **Note: A good business practice would be to maintain odometer requirements for at least 5 years or longer (if your state requires a longer period of time).**
- **During business hours, the records of the licensee shall be open to inspection by the Maryland MVA investigators, auditors, and any law enforcement while discharging his official duties.**





# ERT Transactions That Can Be Processed Electronically:

- 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 for ATV's-Need to use Class D, enter NR in the inspection field and enter AT for body style.
- New tag registration (NR)
- Standard renewal (SR)
- Replacement tag renewal (RT)
- Substitute tags (ST)
- Duplicate registration (DU)
- Duplicate title, Form VR-018 (DT) (Transmit only)
- Duplicate title, Form VR-003 (Transmit only)
- Administrative Flag fee (AF)
- Can utilize mailing address, mail address shows on title
- Soundex issuance with proper documents must fax Driver License, ID card, Military ID from this country with Driver License to MVA ERT Unit (otherwise transaction needs to be submitted to the MVA Branch Office)
- Tag return
- Transfer tags (TT) after it's been titled
- Transfer with renewal (TR) after it's been titled



# ERT Transactions That Cannot Be Processed Electronically:

- ▶ No salvage transactions
- ▶ No branding of titles (can only brand for \*CAL LEV\*, Leased Vehicles and odometer A, B or C) A TITLE REQUIRING ANY OTHER BRAND “MUST” BE TAKEN TO THE MVA FOR PROCESSING.
- ▶ No VIN plate assignment
- ▶ 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 intervivos trust
- ▶ No excise tax credit for new residents
- ▶ No out of country- (gray market vehicles)
- ▶ No registration correction (RC)





**Application for Dealer's Duplicate Certificate of Ownership (Fee - \$20.00)**

**Please print information in ink**

**Instructions to Dealer:** Please use this form only when the original certificate of ownership has not been delivered to the dealership and/or the registered owner of the vehicle has not obtained a duplicate title if the original has been lost, destroyed, altered, mutilated, or misassigned.

This application will not be accepted if submitted within 10 days of the transaction. Attach to this application copies of the vehicle buyer's order, identifying the vehicle as a trade-in, and the odometer mileage statement signed by the currently registered owner of the vehicle. The duplicate title will be mailed to the dealership and will indicate current mileage. **A COPY OF THE OWNER(S) VALID DRIVER'S LICENSE OR STATE ISSUED I.D.(S) IS REQUIRED.**

**Registered Owner:** A copy of this application will be mailed to you. When you receive it, please check it carefully. If any information is incorrect or has been altered, please contact the MVA's Licensing and Consumer Services Division at (410) 768-7421.

Check reason:  Lost  Destroyed  Altered  Mutilated  Misassigned  Returned to State (must attach the previous state's title)  
Other \_\_\_\_\_

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.  
\_\_\_\_\_ (no tenths)  1. The mileage stated is in excess of its mechanical limits.  
 2. The odometer reading is not the actual mileage. **Warning- Odometer Discrepancy**

Original Amount of Lien (if no lien write "none" or if lien is satisfied, please attach the lien release) \_\_\_\_\_ Date of Lien \_\_\_\_\_ Kind of Lien \_\_\_\_\_

Name of Secured Party (Bank, Finance Company, etc.) \_\_\_\_\_

Address of Secured Party \_\_\_\_\_

Current Maryland Title Number \_\_\_\_\_ Tag Number \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_ Vehicle Identification Number \_\_\_\_\_

Applicant's First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_ Co-Applicant's First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Applicant's Driver's License Number \_\_\_\_\_ Date of Birth \_\_\_\_\_ Co-Applicant's Driver's License Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Applicant's Street Address \_\_\_\_\_ City \_\_\_\_\_ County \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

I/we certify, under penalty of perjury, that the statements made are true and correct, to the best of my/our knowledge, information and belief.

This \_\_\_\_\_ day of \_\_\_\_\_ (year) \_\_\_\_\_.

Owner's Signature \_\_\_\_\_ Co-Owner's Signature \_\_\_\_\_  
(Must be signed personally by the owner; if joint ownership, signature of each party must appear; if the owner is a business entity, the person legally authorized to sign must state their capacity after their signature.)

Checks or money orders for the application fee, are to be made payable to the MVA. Please include on check: imprinted name and address, driver's license number, and home and/or work phone number. Send application with fee to: Motor Vehicle Administration, 6601 Ritchie Highway, N.E., Glen Burnie, Maryland 21062.

Name of Dealership duplicate title is to be mailed to \_\_\_\_\_ Address \_\_\_\_\_

Printed Name of Dealer's Authorized Agent \_\_\_\_\_ Signature \_\_\_\_\_

**For MVA use only**

Record examined and issuance approved by: \_\_\_\_\_  OK to issue and show lien  OK to issue without lien (identification provided)

Type of Identification provided: \_\_\_\_\_

Method of Payment:  C  CK  CC  CV

White Copy - MVA \_\_\_\_\_ Canary Copy - Customer \_\_\_\_\_ Pink Copy - Dealer Licensing \_\_\_\_\_

# ➤ Use this form only when:

- Owner(s) traded a vehicle in and has not provided a MD title

# ➤ Attach to this application copies of:

- Vehicle Buyer's Order
- Odometer Mileage Statement
- Owner(s) Valid Driver's License or State I.D.(s)



**Application for Duplicate Certificate of Title** **Fee: \$20.00**

**A DUPLICATE TITLE MAY BE REQUESTED:**

- Online through the MVA's website at [www.mva.maryland.gov](http://www.mva.maryland.gov). Duplicate titles ordered online may be mailed to an alternate address at the owner's request. Mailing instructions are provided in the online application.
- At a KIOSK located at MVA's Full and Express Offices. Duplicate title ordered may be mailed to an alternate address.
- At a tag and title service licensed by the MVA. A copy of the valid state issued identification must be submitted by the applicant along with the application.
- At all full service MVA branch offices and mailed the next business day to the address on record with the MVA. A copy of the owner(s) valid driver's license or state issued I.D.(s) must accompany this form. Titles may not be mailed to an alternate address.

Reason for Request (please check one):  
 Lost  Destroyed  Altered  Mutilated  Misassigned  Returned to State  Other \_\_\_\_\_

The altered, mutilated, or misassigned title is required when making an application for a duplicate. The out-of-state title is required if the original Maryland title was surrendered to another state.

Name of Secured Party  
(Bank, Finance Company, Etc.) \_\_\_\_\_

Address of Secured Party \_\_\_\_\_

Current Maryland Title # \_\_\_\_\_ Make of Vehicle \_\_\_\_\_ Model Year \_\_\_\_\_

Vehicle Identification Number \_\_\_\_\_

Owner's First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Driver's License # \_\_\_\_\_ Date of Birth \_\_\_\_\_

Co-Owner's First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Co-Owner's Driver's License # \_\_\_\_\_ Date of Birth \_\_\_\_\_

Current Resident Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Please check here if this is a new address.

I/we certify, under penalty of perjury, that the statements made herein are true and correct, to the best of my/our knowledge, information, and belief.

This \_\_\_\_\_ day of \_\_\_\_\_ year \_\_\_\_\_

Owner's Signature \_\_\_\_\_ Co-Owner's Signature \_\_\_\_\_

This application requires the signature of the owner(s).

- If jointly owned, all owners signatures are required.
- If the owner is a business entity, the person legally authorized to sign must state their capacity after their signature.
- If the owner is a trust, the trustee must sign and state their capacity.

Penalty for falsifying this application for a title or registration is punishable by a fine up to \$1,000.

**Additional Instructions:**

- This application must be accompanied by a copy of the valid state issued identification(s) of the vehicle owner(s) and any person presenting the application.
- The personal representative or legal heir of a deceased owner is required to submit letters of administration.
- If the vehicle is jointly owned by spouses and one is deceased, the surviving spouse is not required to include a certified copy of the death certificate if they have a "Reported Deceased" notice (Form VR-278) or a decedent's letter (Form VR-264F) from the MVA.
- A bankruptcy trustee is required to attach a copy of their appointment by the court.

**Important: This Section can only be used if the lien(s) are over seven (7) years old and have been satisfied.**

"I hereby certify, under penalty of perjury, that the above referenced vehicle lien has been satisfied in full.

I further certify that in the event a lien or lienholder is later determined to exist, I will make full restitution to the lienholder and furnish the lien release to the Motor Vehicle Administration (MVA). I further certify that I will defend, indemnify and hold the MVA harmless against any claim from a lienholder or lien as a result of this title being issued."

Owner's Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-owner's Signature \_\_\_\_\_ Date \_\_\_\_\_

*For MVA use only*

Supervisor approval: \_\_\_\_\_  Copy of I.D. attached

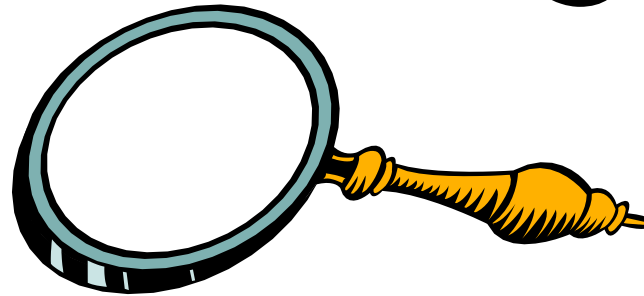
Reason for approval: \_\_\_\_\_

➤ Attach to this application copies of:  
• Registration Receipt

On our website under Online Services you may track the mailing of your title. System will provide mailing date or status is not available.

The screenshot shows the 'Product Tracking' page on the Maryland MVA website. The browser window is titled 'Product Tracking - Internet Explorer' and the address bar shows 'http://www.mva.maryland.gov/product-tracking/'. The page features a search bar at the top with the text 'Find services, agencies and more'. Below the search bar is a navigation menu with links for HOME, LOCATIONS, DRIVERS, VEHICLES, BUSINESSES, SAFETY, and ONLINE SERVICES. The main content area is titled 'Product Tracking' and includes a section for 'Select a Product Type:' with two buttons: 'Track DL/ID' and 'Track Title'. Below this, there are instructions: 'Please use this form to track the mailing status of your MVA products.', 'A valid title number is required for this inquiry.', and 'Products must be issued within the past 90 days.' A form field labeled 'Enter Your Title Number' is followed by a 'TRACK' button. On the left side, there is a 'Top Activities' section with a list of links including 'Renew Vehicle Registration', 'Renew License', 'Check Wait Time At Local Service Center', 'FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment', 'Schedule a Test/Retest', 'What to Bring to the MVA for a Driver's License or Card', 'Lo que debe traer a la MVA para una Licencia de Conducir or Tarjeta de Identificación', 'Test Yourself! Sample Driver's Test', 'MVA Fees', 'New To Maryland', and 'Motorcycle Licenses'. The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date and time '7:55 AM 9/22/2016'.

# Auditing



## Audits

- ▶ ■ Temporary Tag -Only 1 per registration to any individual for same vehicle.
- ▶ ■ No temporary registration issued for courtesy delivery.
- ▶ ■ Used vehicle inspection -on or before the date of delivery.
- ▶ ■ Inspection certificates are valid for 6 months or until 1,000 additional miles have been driven.

# Audits (Continued)

- During our routine audits and ERT audits might visit your dealerships and attempt to account for one or a series of metal plates and or stickers.
- All sensitive items should be accounted for. The dealership should have a log or ledger or perpetual records whichever best suits the dealership.
- Any stolen sticker or tag should be reported to the ERT Unit, Business Licensing & your local Law Enforcement.
- Voided inventory should be documented properly and retained for audit purposes.
- In some instances registration materials are kept locked but all business employees have access to the secured areas.
- Keep access limited to necessary employees only.

# Audits (Continued)

- The dealer processing fees is up to \$300.00 and is not required by law.
- This fee is taxable and should be included in the taxable selling price.
- This dealer-processing fee should be clearly identified and not included as a lump sum on the dealer's buyer's orders and sales invoices.
- For out-of-state dealers there is no limit to the dealer processing fee, however, the whole amount should be included in the taxable selling price.
- Manufacturer's rebates are taxable and should be included in taxable selling price.
- Internal Auditing is mandated by the Legislative Auditors to expand dealership audits that have excise tax due based on numerous instances or fraud.

# Audits (Continued)

- The amount of the trade-in allowance that is deducted from the purchase price may not exceed the trade-in value indicated in the national publication of used car values adopted for use by the Administration. If the dealer has any documentation to substantiate the higher trade-in value they should provide this to the auditor.
- The trade-in allowance shall be limited to the vehicle with the highest trade-in value.
- A trade-in allowance may not be divided or deducted from the purchase price of more than one vehicle.
- Check proof of ownership of trade-in vehicles.



# Audits (Continued)

- Transportation Article, Title 15, Section 15-311.3 requires a dealer selling a vehicle to a customer to provide notice to the customer that arranged financing of a third party institution has not been finalized as of the date of delivery.
- The dealer must notify the buyer in writing within 4 days of the date of delivery if the vehicle sale is cancelled.
- Also, the buyer has two days of receipt of this written notice to return the vehicle to the dealer in the same condition except for normal wear and tear.

# Audits (Continued)

- Dealer processing fees not included in taxable selling price (20%)
- Overcharging of registration fees in more than 46% of audits.
- Selling price discrepancies, error, and minimum selling price. (20%)
- Itemized fees to clearly label registration fees, lien fees, electronic fees, etc. (30%)
- Sales persons must have active license to sell vehicles. (few audits)
- Title lateness improved greatly down to 12%.

# Questions and Answers

## An updated contact list?

### BLCS REPRESENTATIVES

- ☐ **L. Morlan**                    [lmorlan@mva.maryland.gov](mailto:lmorlan@mva.maryland.gov)
  - ☐ **D. Walker**                    [dwalker@mva.maryland.gov](mailto:dwalker@mva.maryland.gov)
  - ☐ **D. Eaton**                    [deaton@mva.maryland.gov](mailto:deaton@mva.maryland.gov)
  - ☐ **M. Baker**                    [baker2@mva.maryland.gov](mailto:baker2@mva.maryland.gov)
  - ☐ **E. Toogood-Askie**            [etoogood@mva.maryland.gov](mailto:etoogood@mva.maryland.gov)
  - ☐ **N. Cook**                    [ncook@mva.maryland.gov](mailto:ncook@mva.maryland.gov)
  - ☐ **Y. Simmons**                [ysimmons@mva.maryland.gov](mailto:ysimmons@mva.maryland.gov)
  - ☐ **L. Slater**                    [lslater@mva.maryland.gov](mailto:lslater@mva.maryland.gov)
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  - ☐ **J. Kuti**                    [jkuti@mva.maryland.gov](mailto:jkuti@mva.maryland.gov)
  - ☐ **L. Smith**                    [lgough@mva.maryland.gov](mailto:lgough@mva.maryland.gov)
- 
- ☐ **Direct E-mail:** [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov) **Fax Numbers:** (410) 768-7602 / 410-424-3032
  
  - ☐ **Supervisor:** Kimberly Lucas [kwilliams1@mva.maryland.gov](mailto:kwilliams1@mva.maryland.gov) **Phone** 410-787-7951

## An updated contact list?

### ERT REPRESENTATIVES

- Soundex Only [\\_ERTsoundex@mva.maryland.gov](mailto:_ERTsoundex@mva.maryland.gov)
- Fax Numbers: (410) 424-3629 / (410) 768-7070
- Supervisor: Maria Flores-Rodriguez [mflores-rodriguez@mdot.state.md.us](mailto:mflores-rodriguez@mdot.state.md.us) 410-787-7823
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- (R,T,U,V,X) L. Green [lttyler@mva.maryland.gov](mailto:lttyler@mva.maryland.gov)
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- (J,L,M,O) D. Bernhardt [dyarbrough@mva.maryland.gov](mailto:dyarbrough@mva.maryland.gov)
- (F,G,H,W) K. Owens [kowens@mva.maryland.gov](mailto:kowens@mva.maryland.gov)
- (A,S) N. Ipalook [nipalook@mva.maryland.gov](mailto:nipalook@mva.maryland.gov)

# An updated contact list?

<b>MVA Unit</b>	<b>Phone number</b>
<b>ERT</b>	<b>410-787-7823</b>
<b>Electronic Lien Services</b>	<b>410-762-5115</b>
<b>Lien</b>	<b>410-762-5080</b>
<b>Specialize &amp; Organizational Tags</b>	<b>410-768-7365</b>
<b>Correction</b>	<b>410-424-3126</b>
<b>Edits</b>	<b>410-768-7272</b>
<b>Insurance Compliance (case information)</b>	<b>410-768-7431</b>
<b>CCU</b>	<b>410-767-1220</b>
<b>VEIP</b>	<b>800-648-8347</b>
<b>IRP</b>	<b>410-787-2971</b>
<b>Out of State</b>	<b>410-768-7349</b>

## Questions?

### The process for E-Liens when paid off?

#### Electronic Lien Services (ELS) Participants

Release a Lien:

This process for clear title only.

When the lien has been satisfied by the lien holder's customer, the lending institution will notify their ELS vendor to request the Motor Vehicle Administration (MVA) to remove the lien from the vehicle.

**Step 1:** The lienholder via ELS Vendor will request release of lien using (Release -function 01).

**Step 2:** The lienholder will then via ELS Vendor request title to be printed and mail (Print - function 02).

**Step 3:** The release request will come via a transaction in the daily file provided by each Vendor.

**Step 4:** It is the responsibility of the ELS Vendor to notify their ELS participant of their lien release.

**Step 5:** The MVA will notify the ELS Vendor that the lien was printed and mailed to the designated party's address or vehicle owner

# Questions?

## The process for getting titles when held for out of state titles?

- *Have customer complete an Out-of-State Lienholder Letter (form VR-056) and send form must to lienholder.*
- *Upon receipt of the VR-056 the lienholder will forward the Out-of-State Title to the MVA Out of State Title with Liens Unit (OOSTWL) in Glen Burnie, Room 202.*
- *Where the out of state title flag will be removed and the Maryland title and security interest filing (SIF) will printed and mailed to vehicle owner and lienholder.*
- *Question contact the Out-of-State Titles with Liens Unit: 410-768-7349.*



# Questions?

**Are we allowed to issue an extension for out of state customers if tag work is not completed within 60 days and what is the procedure?**

➤ **Yes**

- Unable to be titled in 60 days
- Military

# Questions?

## Updated list of vehicles and what class they should be

- *Please use MDOT MVA – Class/Fee Chart Form VR-238 found in the forms database.*
- <http://www.mva.maryland.gov/resources/docs/VR-238.pdf>

# Questions?

## Who to contact for Dealer tag replacement?

- L. Morlan                      lmorlan@mva.maryland.gov
  - D. Walker                     dwalker@mva.maryland.gov
  - D. Eaton                      deaton@mva.maryland.gov
  - M. Baker                      baker2@mva.maryland.gov
  - E. Toogood-Askie            etoogood@mva.maryland.gov
  - N. Cook                       ncook@mva.maryland.gov
  - Y. Simmons                  ysimmons@mva.maryland.gov
  - L. Slater                       lslater@mva.maryland.gov
  - F. Parker                      fparker@mva.maryland.gov
  - J. Kuti                         jkuti@mva.maryland.gov
  - L. Smith                       lgough@mva.maryland.gov
- 
- **Direct E-mail: [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov) Fax Numbers: (410) 768-7602 / 410-424-3032**
  - **Supervisor: Kimberly Lucas kwilliams1@mva.maryland.gov Phone 410-787-7951**

# INVESTIGATION PRESENTATION

# Business Licensing and Consumer Services

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Thank you!

Comments or Questions?