



# Title Service Seminar Fall 2014

**The Maryland Motor Vehicle  
Administration**

**Committed to Safety, Service and *You***

***The MVA shall provide exemplary driver and vehicle services that promote mobility and safety while enhancing process and product security***

***MVA Mission Statement***

# Agenda

- **Inspection**
- **Electronic Lien Service (ELS)**
- **Lease Vehicles**
- **Avoid – Rejections & Letters**
- **E Card Insurance**
- **What We Want You To Know**
- **Auditing**
- **Investigation**
- **Question & Answers**




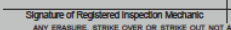
# Inspection - Certificate

- There are 3 formats to present the Maryland Safety Inspection Certificate:
  - Paper Certificate – Same process as currently using.
  - Paper Electronic Certificate – Control number begins with an “E” and signature is machine printed – Accept using same process as a paper certificate.
  - Electronic – the vehicle information including the year, make, and vin along with the mileage and the inspection date will be transmitted into the MVA. This info will appear on the database when titling and/or issuing new or transferring current registration plates.

# Inspections

## VEHICLE INSPECTION REPORT

Inspection Date: **04/22/2014** Result: **PASS**  
 Performed By: **CARMAX AUTO SUPERSTORES, INC.** Inspector: **GEORGE ADE**  
**8800 FREESTATE DRIVE LAUREL, MARYLAND 20723**  
 Customer Name: **CARMAX AUTO SUPERSTORES, INC.**  
 Address: **8800 FREESTATE DRIVE LAUREL, MARYLAND 20723**

		MARYLAND STATE POLICE		NO. E0000021
		<b>INSPECTION CERTIFICATE</b>		
<small>THIS IS TO CERTIFY THAT THE FOLLOWING DESCRIBED VEHICLE</small>				
CBR	2007	HONDA	1234567890	50
<small>MAKE</small>	<small>YEAR</small>	<small>TYPE</small>	<small>VEHICLE IDENTIFICATION NUMBER</small>	<small>MILEAGE</small>
<small>HAS BEEN INSPECTED BY A DULY AUTHORIZED REPRESENTATIVE OF THE INSPECTION STATION NAMED HEREON AND SUCH STATION HOLDS A CURRENT, VALID LICENSE, PURSUANT TO THE APPLICABLE PROVISIONS OF TRANSPORTATION ARTICLE, ANNOTATED CODE OF MARYLAND. IT HAS BEEN DETERMINED THAT THE SAFETY EQUIPMENT OF THE DESCRIBED VEHICLE, AS SPECIFIED BY LAW, MEETS WITH OR EXCEEDS THE MINIMUM SAFETY STANDARDS.</small>				
<small>CARMAX AUTO SUPERSTORES, INC.</small>				
STATION STAMP →	<b>8800 FREESTATE DRIVE LAUREL, MARYLAND 20723</b>		<div style="border: 1px solid black; padding: 2px;"> <b>April 22, 2014</b> </div>	<small>Date of Certification MONTH / DAY / YEAR</small>
<small>I certify under Penalty of Perjury that the statements made herein, and on the corresponding MV Inspection Report, are true and correct and that the vehicle meets with or exceeds the minimum safety standards.</small>				
<small>Signature of Registered Inspection Mechanic</small> 		<small>Printed Name</small> <b>GEORGE ADE</b>	<b>FOR MVA USE ONLY</b>	
<small>ANY ERASURE, STRIKE OVER OR STRIKE OUT NOT AUTHORIZED BY THE AUTOMOTIVE SAFETY ENFORCEMENT DIVISION OF THE MARYLAND STATE POLICE OR M.V.A. WILL VOID THE CERTIFICATE.</small>		<small>SEE REVERSE SIDE FOR IMPORTANT INSTRUCTIONS</small>		<small>TITLE</small> -----
<small>MSP 23-63 (04/14)</small>				

# Inspection - Transactions

- **Pilot beginning November**
  - The standard renewal transaction may continue to be used to record the inspection and collect registration fees only for transactions processed prior to the implementation of the new process.
  - A new transaction to record inspection, after the vehicle has been titled, has been created. You will use this new transaction to record the inspection date and mileage on the mainframe.
  - When an inspection is submitted, the mileage and inspection date will be returned from the MVA system and the mileage may not be lowered.
  - A 15 day temporary authority may be issued for the customer to place in their vehicle until the sticker and registration arrive in the mail.
  - A customer may transfer or repurchase their plates when a 30 day temporary registration is needed for inspection purposes. The temporary registration fee of \$20.00 is not charged however, all other fees are still applicable.
- **Future**
  - Full registration fees will be charged at the time a 30 day temporary registration for inspection purposes is issued.
  - When the inspection is not submitted within the time required, a flag, “Safety Inspection Required” with code 0094 will be placed on the vehicle. A letter will be automatically generated to the customer requesting the inspection be submitted or plates be returned immediately to the Administration.
  - Refunds will be granted for the portion of registration fees collected (not including the temporary registration fee of \$20.00) when the tags are returned within 60 days of issuance of the temporary registration

# Electronic Lien Service (ELS)

- **MVA has contracted with four vendors to provide ELS.**
- **ELS will be implemented in phases beginning in November 2014.**
- **Phase 1**
  - **Each ELS vendor will receive a daily file notifying them of any liens filed on their participating lien holders' behalf.**
  - **ELS lien holders will also be able to send their lien releases to the MVA through their vendor.**
  - **In addition, when a lien holder releases a lien electronically, they may request that the clear title be sent to a dealer who paid off the lien or insurance company who has paid off a lien on a salvage vehicle.**

# ELS

- **Phase 2**
  - **Will begin in the first quarter of 2015.**
  - **Titles and SIF's will not print when a lien is recorded by a lien holder who is signed up with an ELS vendor. Also during this phase, lien holders will be notified, through their vendors, of any changes made to a vehicle title and of any lien holder succession changes.**
- **In the future, the ELS system will facilitate the move to fully electronic titling in the State of Maryland. Lien holders are encouraged to sign up with a vendor to receive the benefits of participating in the program.**



# Lease Vehicles

- When titling a leased vehicle please obtain the leasing company's sound-ex number and the lessees' drivers' license number. The Application for Title (VR-005) must be completed with both lessor's and lessee's soundex \ driver's license number, name and address.
- A leasing company soundex will always be a company soundex. The Leasing companies address may be an out of state address. When possible please use the soundex number previously issued to the leasing company. Only use a soundex number that is issued to the leasing company.
- The Maryland title will print with the leasing company's name and address but will also display the in care of symbol (%) in front of the lessee's name. All leased vehicle will be branded as a "LEASED".
- The registration card will print with the leasing company's name along with the in care of symbol (%) and lessee's name and address.

# Avoid Rejections & Letters

- Please be sure:
  - Forms are completed in their entirety
  - Ownership documents
  - Lien releases
  - All required signatures are in place
  - Full name is provided
  - Inspection certificate is submitted
  - Mileage recorded is correct
  - Power of attorneys are present
  - Sale price and date of sale are included
  - Full name of the insurance company is provided –
  - Proper fees are collected
    - Title services are not entitled to collect fees off the gross tax of a vehicle. This is only for Dealers only
  - Assignments are fully completed to show chain of custody of the vehicle
  - Copies of customer's license and business license are attached

# E-Card Insurance Verification

- MVA is pleased to announce the e-Card insurance verification is acceptable in Maryland MVA received confirmation from the State Police regarding the acceptance of an insurance e-Card as valid proof of insurance when requested by law enforcement. As always, a paper insurance card will continue to be acceptable. A teletype has been sent to all Law Enforcement agencies in Maryland regarding the acceptance of an e-card.
- Please note: An FR-19 / eFR-19 is still required for ICD insurance verifications. e-Cards will not be accepted as proof of insurance coverage for an ICD insurance request case.

# What we want you to know

- **ERT Transaction Finalizing**
- **Insurance Codes**
- **Proper Assembly of Titling Records**
- **Soundex**
- **Resources**
  - **Personalized Account Representatives**
  - **MVA Website Available Resources**
    - **Info MVA**
    - **Forms**
    - **Bulletins**
    - **Interactive Titling and Registration Manual**
- **ERT Transaction Processing (can and can't)**



# ERT Transaction Finalizing

- Title services do not have 30 days to process their customers titling transactions. Title transactions performed on the behalf of a customer using the ERT system should be processed immediately, along with all appropriate fees. Once the transaction has been finalized, the original paperwork should be submitted to the following address:

Motor Vehicle Administration

Room 202

6601 Ritchie Highway

Glen Burnie, MD 21061

# Insurance Codes

- Please ensure when selecting the insurance provider for vehicles being registered for tags, the correct insurance company is selected. If the wrong company is selected, the Automated Compulsory Insurance System (ACIS) will create a case requesting the owner (s) to provide verification of insurance coverage for all newly titled registered vehicles



# PROPER ASSEMBLY OF TITLE RECORD



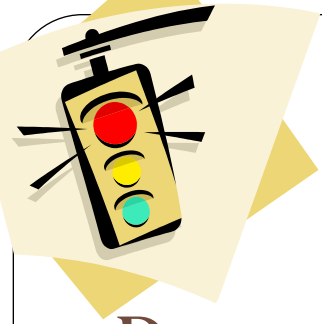
**\*BUNDLE REPORT SHOULD BE ON TOP OF ALL THE TITLE RECORDS IN THAT BUNDLE REPORT.**

**\*ALL TITLE RECORDS SHOULD BE LISTED IN ORDER AS SEEN IN THAT BUNDLE REPORT.**

**EACH TITLE RECORD SHOULD BE AS FOLLOWS:**

**FROM TOP TO BOTTOM (FIRST TO LAST)**

- Maryland MVA Title/Reg Receipt
  - Registration card (IF TRANSFERRING TAGS)
  - Application for Certificate of Title (VR-005)
  - Certificate of Origin, Title, or other acceptable ownership document
  - Lien Release-Notice of Security Interest Filing
  - Dealer Reassignment(s)
  - Dealer's Bill of Sale
  - Miscellaneous MVA Forms
  - Odometer Mileage Statements
  - Maryland Safety Inspection Certificate
  - Vehicle Emission Report (IF SUBMITTED)
- EACH TITLE RECORD SHOULD BE SEPARATED.
  - DO NOT USE AN EXCESSIVE NUMBER OF STAPLES.
  - DO NOT USE HIGHLIGHTERS.
  - DO NOT FOLD FORMS.



# Requesting Soundex From ERT Unit

## Documents Required:

- **Legible** copy of the individual's out of state driver's license. The ERT Unit can only accept driver's license for the United States and its Territories (Out of Country driver's license and passport must be walked into MVA Full Service Branch Office)
- Copy of the completed VR-005 with the customer's full legal name (i.e. full first, middle, and last name), date of birth, Maryland address, vehicle information, and signed and dated by the customer
- Documents 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 requests, it could take 48 to 72 hours to receive your soundex number.
- The ERT Unit will contact you when the soundex has been issued



# Z97 Soundex

- Cannot be used for individuals
- Is Issued for companies only
- A valid FEIN number must be recorded on the Application for Certificate of Title (VR-005)
- Cannot be requested through the ERT Unit
- Your Vendor will provide a Z97 Soundex when requested.



# Available Resources

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# ERT REPRESENTATIVES

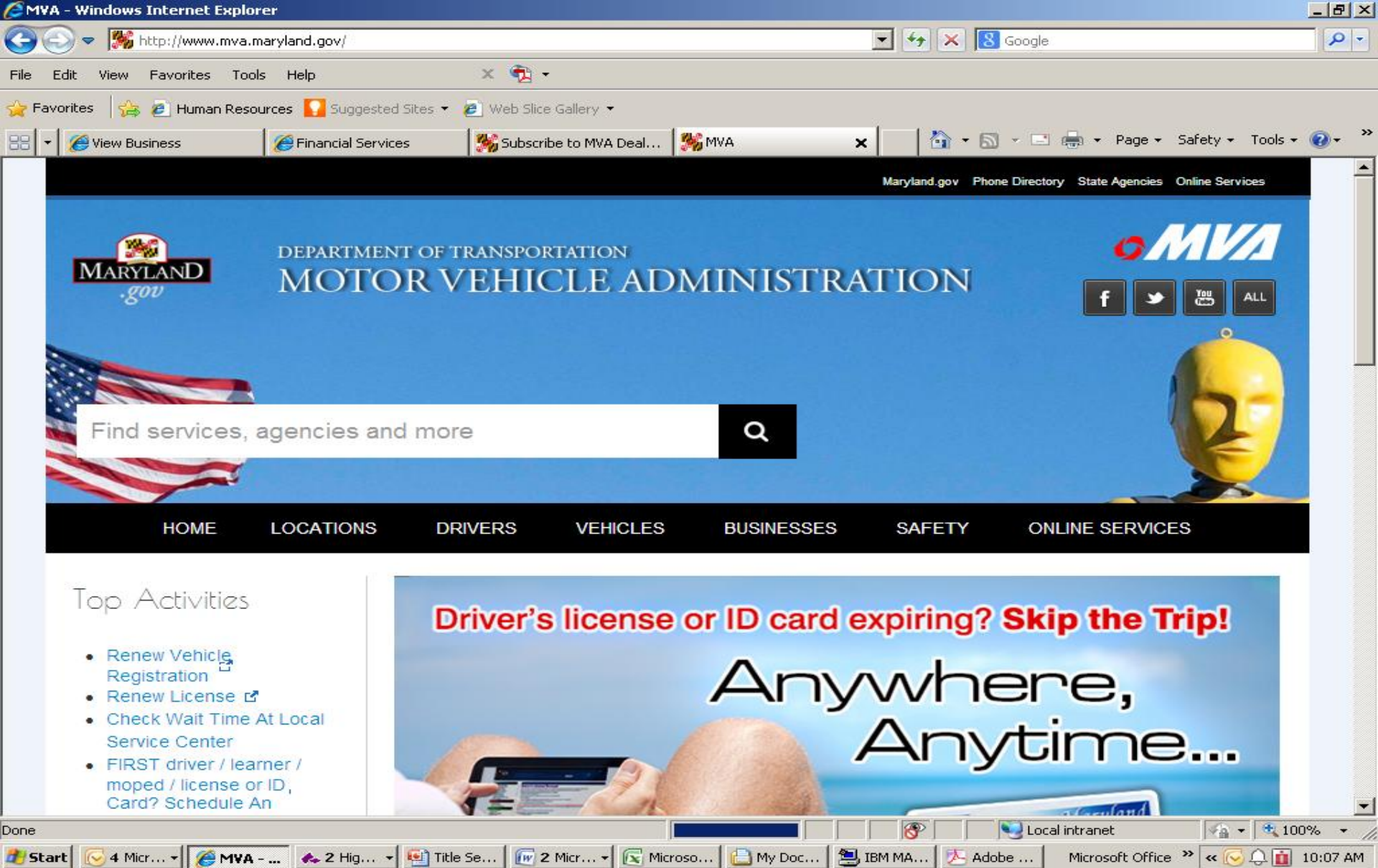
- Fax Numbers: (410) 424-3629 / (410) 768-7070
- Supervisor: Ranae Johnson [rjohnson3@mva.maryland.gov](mailto:rjohnson3@mva.maryland.gov)
  - (A, B) J. Stewart [jstewart4@mva.maryland.gov](mailto:jstewart4@mva.maryland.gov)
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    - (U, V) Nicholas Cook [ncook1@mva.maryland.gov](mailto:ncook1@mva.maryland.gov)



# BLCS REPRESENTATIVES

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<http://www.mva.maryland.gov/>



## How Do I?

## Service Centers Near Me

Go!



## Announcements

### Medical Certifications for Commercial Drivers

On May 21, 2014 the MVA will only accept medical certifications for commercial drivers that have been completed by providers who are registered and certified through the new [Federal Motor Carrier Safety Administration's National Registry of Certified Examiners](#).

### Skip the Trip. Anywhere, Anytime, MVA Online!

Go online to get a duplicate driver's license request. Change of address or license corrections. ID card renewals and more. [Click here:](#)

### Effective 4/1/2014 – Changes to MVA Services

The MVA has introduced several new services, including renewal of driver's licenses, that are completed without stepping into an MVA branch office. [Click here for details.](#)

### Effective 1/1/2014 – New Process to get Driver's License or ID Card

Effective 1/1/2014, the MVA will implement a new process for immigrants getting a driver's license or ID card.

[More >>](#)



infoMVA



Forms



Law Enforcement



Mobile



Video



Smart, Green and Growing

## Top Activities

- [Renew Vehicle Registration](#)
- [Renew License](#)
- [Check Wait Time At Local Service Center](#)
- [Schedule An Appointment](#)

## infoMVA

infoMVA gives you the information you need to complete your MVA related business. It uses questions and answers to clearly describe what you need to do. Links are also provided for any forms you may need.

The links below are provided to get you started. They link to the actual transactions you are searching for to complete your business with the MVA. More transactions will be added to the website, so please check back with us often.

### BUSINESS SERVICES

- [Automotive Dismantlers, Recyclers and Scrap Processors](#)
- [Bonding Requirements and Fines](#)
- [Dealers and Salesmen](#)
- [Driver Education Schools and Instructors](#)
- [Interchangeable Tags for Businesses Not Licensed by the MVA](#)
- [Manufacturers and Distributors](#)
- [Tag and Title Service Providers](#)

### DRIVER SERVICES

- [Driver Wellness and Safety](#)
- [Driver Licensing](#)
- [Motorcycle Safety Program](#)
- [Citations, Revocations and Suspensions](#)

### COMPLAINTS AND INVESTIGATIONS

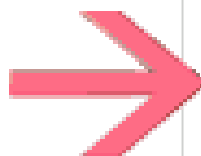
- [Driver Instruction - Filing a Complaint](#)
- [Identity Theft](#)
- [Service of Process](#)

### VEHICLE SERVICES

- [Disability Parking](#)
- [Miscellaneous](#)
- [Registering A Vehicle](#)
- [Tinting A Vehicle](#)

### SALE OF MVA INFORMATION

### VEHICLE INSPECTIONS



## Top Activities

- [Renew Vehicle Registration](#)
- [Renew License](#)
- [Check Wait Time At Local Service Center](#)
- [Schedule An Appointment](#)

## Titling A Vehicle

A vehicle's title establishes who owns the vehicle. Each time the owner changes, a new title must be issued. Currently, the Maryland MVA prints a two-part, paper title. The first part, the Maryland Certificate of Title, is mailed to the owner. The second part, the Security Interest Filing (SIF), is printed only when a lien has been filed against the title; it is mailed to the lien holder. The documents included in this section describe the many different titling scenarios that can occur.

Please note that having a title for your vehicle does not permit you to drive it on public roads; you must also register it. The two transactions are usually handled together. Please check the infoMVA registration section for further information.

### Common Titling Processes

- [New Vehicle Purchased from a Dealer](#)
- [Out-of-State Vehicle Moved to MD by Owner](#)
- [Out-of-State Vehicle Returned to MD by Owner](#)
- [Used Vehicle Purchased from a Dealer](#)
- [Used Vehicle Purchased from a Non-Dealer](#)

### Unusual Titling Processes

- [ATV's Off Road Motorcycles and Snowmobiles](#)
- [Buses & Motor Coaches](#)
- [Corporation or Partnership Vehicle](#)
- [Court Order Affecting Ownership](#)
- [Dealer Resale Title](#)
- [Deceased Owner](#)
- [Exempt Tax Credit for Plug-in Vehicles](#)
- [Gift to a Family Member](#)
- [Gray Market or Overseas Vehicles](#)
- [Homemade, Two-Stage, or Reconstructed Vehicle](#)
- [Limited Speed Vehicles](#)
- [Low Speed Vehicle](#)
- [Mobile Home and Special Mobile Equipment \(SME\)](#)
- [Off Road Vehicles \(ORV\) - Mopeds, Motor Scooters, ATV's, Snowmobiles, and Off-Road Motorcycles](#)
- [Personal Bankruptcy - Sale to New Owner](#)
- [Placing a Vehicle into a Trust](#)
- [Repossessed Vehicle](#)



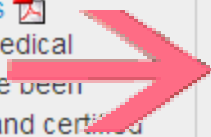
## How Do I?

## Service Centers Near Me

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[More >>](#)



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[Forms](#)



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[Smart, Green and Growing](#)

## Top Activities

[Renew Vehicle Registration of Renew License](#)

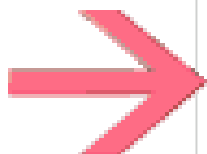
[Check Wait Time At Local Service Center](#)

[Schedule An Appointment](#)

## MVA Forms

The following most commonly requested forms are available for downloading from our web site. These forms are stored in Adobe Acrobat PDF format. Adobe Acrobat Reader will allow you to view and print the PDF files. You can download a FREE copy of [Adobe Acrobat Reader](#) from the Adobe Web Site.

[Business Services Forms](#) | [Commercial Driver Licensing Forms](#) | [Driver Licensing Forms](#)  
[Driver Record Forms](#) | [Insurance Compliance Forms](#) | [Miscellaneous Forms](#)  
[Motorcycle Safety Forms](#) | [Vehicle Registration Forms](#) | [Formularios en Español](#)



## Vehicle Registration Forms

- [1/2 and 3/4 Ton Truck Owner's Weight Certification \(Form #VR-142A\)](#) is used when an owner of a 1/2 or 3/4 ton truck requests to carry a gross vehicle weight of 10,000 pounds (instead of 7,000 lbs). 1/2 ton trucks must be modified to carry the increased weight and 3/4 ton trucks must have a shipping weight of the chassis and body of more than 1,500 pounds or rated by the manufacturer at a gross vehicle weight in excess of 7,000 pounds. This form can be brought to any full service MVA office.
- [Address Certification for U.S. Government Employees \(Form #VR-102\)](#) can be used by U.S. Government Employees to certify their address when out-of-state. This form can be filled out and brought in person to your local full service MVA office or mailed to the Motor Vehicle Administration, 6601 Ritchie Hwy., Glen Burnie, MD 21062, Attn: Title Correspondence.
- [Affidavit of Lawful Possession for Transfer of a Vehicle to an Automotive Dismantler and Recycler or Scrap Processor \(Form #VR-454\)](#) is used to certify, under oath, that a title is not available for a vehicle that is being transferred to an A D & R or Scrap Processor for purposes of dismantling, destroying or scrapping.
- [Affidavit of Ownership for Transfer of a Vehicle to an Automotive Dismantler and Recycler or Scrap Processor \(Form #VR-453\)](#) is used by a vehicle owner, or their agent, to certify, under oath that a title is not available when transferring the vehicle to an AD&R or Scrap Processor for dismantling, destroying or scrapping.
- [Affidavit Manufactured Home Converted to Real Property \(Form #VR-451\)](#) is to be used when a manufactured home is being converted to real property.
- [Affidavit Manufactured Home Severed From Real Property \(Form #VR-452\)](#) is to be used to certify under oath a manufactured home has been severed from real property.
- [Affidavit of Ownership - Moped, Motor Scooter & Off Road Vehicle \(Form #VR-450\)](#) document is used by an applicant who does not have a title or certificate of origin for their moped, motor scooter or off road vehicle. The form takes the place of the



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



Find services, agencies and more



HOME

LOCATIONS

DRIVERS

VE

**BUSINESSES**

SAFETY

ONLINE SERVICES

Bulletins

Electronic Registration and Titling (ERT)



**eFR-19 Insurance Agent Login**



**Salvage Certificate**

Business Services

Interactive Title & Registration Manual  
More

Licensed Maryland Tag & Title Services

Consumer Tips to Purchasing A Vehicle

Dealers  
Dealer Seminars

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

[Dealers](#) 6[Documents](#) 5[Services](#) 7[Others](#) 3

## Bulletins

Please [subscribe](#) to receive the Dealer Bulletins via email.

### Dealer Bulletins

- Sept. 27, 2013 - Temporary Plate Reminder
- July 24, 2013 - Vehicle Sales Contracts
- June 13, 2013 - Reminder: New Temporary Plates
- May 14, 2013 - Disclosure of Former Vehicle Use
- May 13, 2013 - Legislation 2013 Bulletin
- May 2, 2013 - Disclosure of Former Vehicle Use
- Mar. 12, 2013 - Plug in Electric Vehicle Tax Credit
- Dec. 21, 2012 - MVA Alert: Branch Office Walk-In Procedures
- Oct. 15, 2012 - Processing Fee Reminder
- Sep. 27, 2012 - Mopeds and Motor Scooters Decal Reminder
- Sep. 18, 2012 - Moped and Motor Scooter Decals
- Aug. 28, 2012 - Changes to Walk-In Transactions
- June 28, 2012 - Bulletins by Email
- June 22, 2012 - VA Dealers Excise Tax Collection
- June 21, 2012 - Dealer Disclosures
- June 20, 2012 - Title Service Requirements
- May 29, 2012 - Legislation 2012 That Impacts Dealers
- May 9, 2012 - Buying Services
- Feb. 29, 2012 - Tag Return Collection Center
- Jan. 4, 2012 - Processing Fee

[Bulletin Archives](#)

- Dealers 6
- Documents 5
- Services 7
- Others 3

### 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

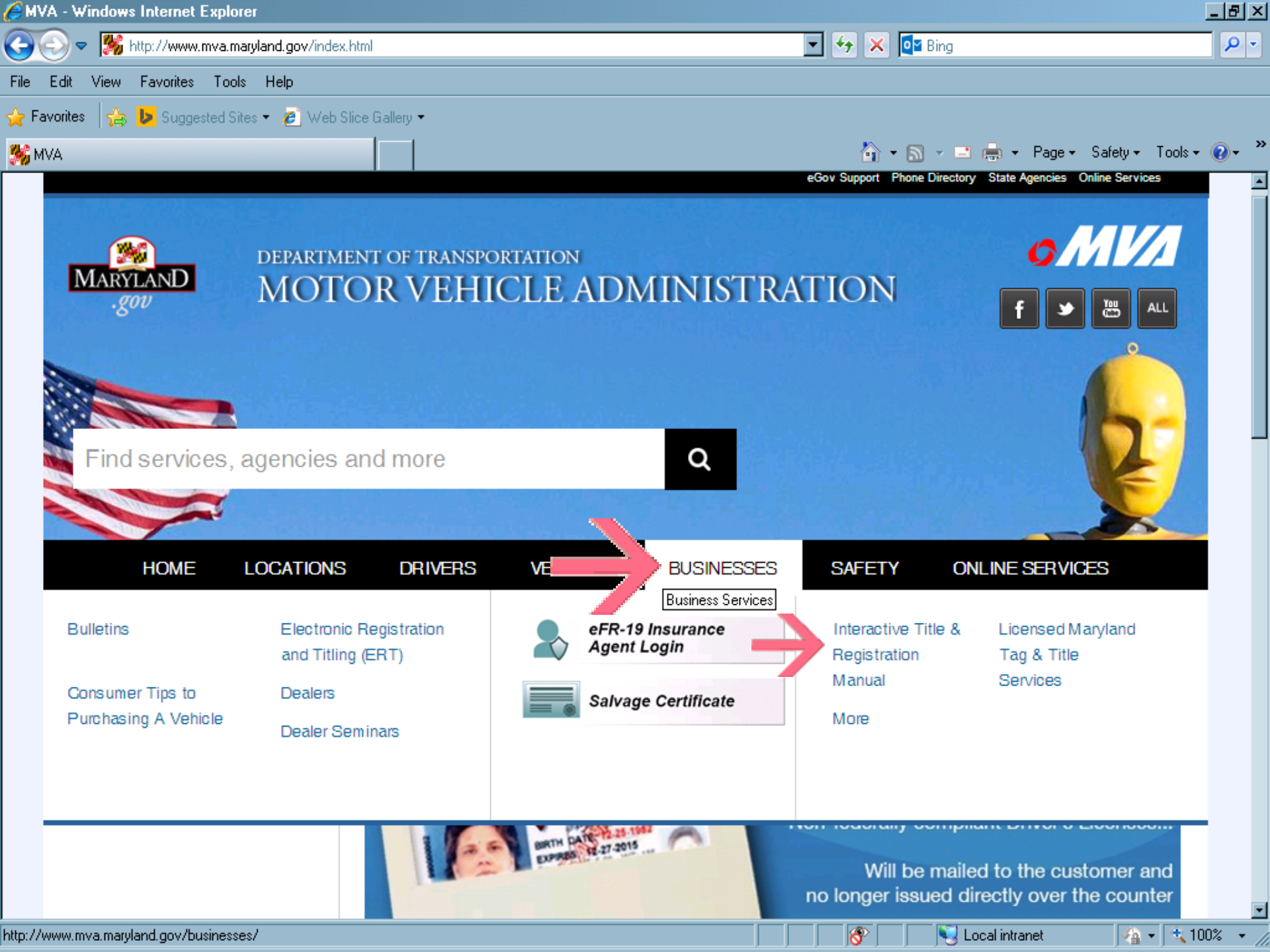


# Interactive Titling and Registration Manual

Available on MVA's website

<http://www.mva.maryland.gov/businesses/docs/Interactive-Title-and-Registration-Manual.pdf>





# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



Find services, agencies and more

- HOME
- LOCATIONS
- DRIVERS
- VEHICLES
- BUSINESSES**
- SAFETY
- ONLINE SERVICES

Business Services



**eFR-19 Insurance Agent Login**



**Salvage Certificate**

Bulletins

Electronic Registration and Titling (ERT)

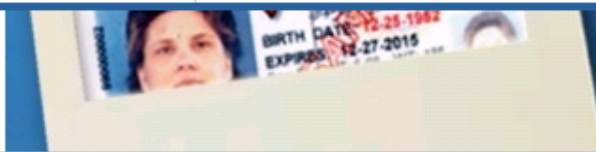
Consumer Tips to Purchasing A Vehicle

Dealers

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More

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



# 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.



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**Understanding EXEMPTIONS FROM EXCISE TAX is another important area to know in calculating the proper amount of tax due. Most of the excise tax exemptions that may apply to dealer sales are in section (a). For your reference section (b) and (c) has also been included even though in most cases, they do not relate to dealer transactions; these sections will be helpful to licensed title services who assist customer with non-dealer transactions. Maryland's law for excise tax exemption is provided for you below:**

#### MARYLAND VEHICLE LAW §13-810

**Excise tax exemptions** – Certain vehicles are exempt from the excise tax imposed. These excise tax exemptions are found under article §13-810 Exemptions of the Maryland Vehicle Law, which is as follows:

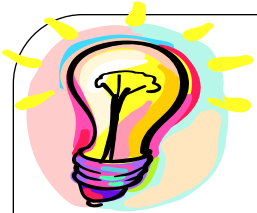
(a) Exempt vehicles generally. — On issuance in this State of an original or subsequent certificate of title for a vehicle, the vehicle is exempt from the excise tax imposed by this part, if it is:

- (1) A mobile home over 35 feet long.
- (2) A vehicle owned by the United States and used in the investigation of any violation of suspected violation of the law of the United States.
- (3) A vehicle owned by this State or a political subdivision of this State.
- (4) A fire engine or other Fire Department emergency apparatus, including any vehicle operated by or in connection with any Fire Department.
- (5) by a nonprofit rescue squad.
- (6) A vehicle owned and operated by the Civil Air Patrol.
- (7) An ambulance, rescue or other vehicle owned and operated for the benefit of the public A vehicle owned and held for the use of the public by a unit of a national veteran's organization.
- (8) A vehicle owned and operated by a Maryland chapter of the American Red Cross.
- (9) A vehicle acquired by an insurance company as a result of a comprehensive or collision claim.
- (10) A vehicle registered in a jurisdiction the laws of which do not require titling and acquired for resale by a licensed dealer.
- (11) A vehicle that is involuntarily transferred to a licensed dealer and for which a certificate of title is not available.
- (12) A school bus owned by a religious organization or a private school which is exempt from federal income tax under 501 c (3) of the Internal Revenue Code.
- (13) A privately owned bus used only for operating the transportation system of any political subdivision in this State, if the bus is used for the transportation of the public on regular schedules and between fixed terminals.
- (14) A vehicle otherwise exempt from the excise tax by any other applicable law.
- (15) A vehicle which is used regularly for the transportation of individuals with disabilities and owned by a nonprofit organization providing direct care services to individuals with disabilities which is licensed by the Department of Health and Mental Hygiene and is wholly or partially funded by the State.
- (16) A mobile hearing and vision-screening vehicle owned and operated for the benefit of the public by a nonprofit civic organization.
- (17) A Class F tractor or truck tractor, however a farm tractor is taxable.
- (18) A Class P charter bus or a Class P for hire bus.
- (19) A salvage vehicle acquired by a licensed dealer that has been restored by the licensed dealer and that has been inspected under 13-507 (a) (i) of this title.
- (20) A vehicle acquired for resale by a licensed dealer if the dealer reassignment sections contained on the certificate of title are exhausted.
- (21) A Class M motor home or Class G travel trailer that is transferred or retitled in the dealership's name under 15-305 (d) (2) of this article.
- (22) A special purpose vehicle owned by a coal company if the vehicle is used:
  - (i) For transportation of workers, coal, or equipment used in the coal production process; and
  - (ii) Exclusively in or on coal mining property.
- (23) A vehicle which is used exclusively in the transportation of disabled or elderly persons, owned by a nonprofit organization, and in which the Maryland Transit Administration retains a security interest.



# Transactions that “Can” be processed by ERT Title Services

- 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, Motor Scooters, and Mopeds
- New tag registration (NR)
- Standard renewal (SR)
- Replacement tag renewal (RT)
- Substitute tags (ST) and Substitute stickers (SS)
- Duplicate registration (DU)
- Duplicate title, Form VR-018 (DT) (Transmit only)
- Administrative flag fee (AF)
- Utilize mailing address - mailing address shows on title, not on database
- 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 must be submitted to a Full Service MVA Branch Office)
- Work on behalf of dealer (but cannot get .6% unless both dealer # and title service # are entered).
- Tag return



# Transactions that “Cannot” be processed by ERT Title Services

- No salvage transactions
- No dealer duplicate title VR-003 processing
- 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 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 intervivos 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)
- Repossessed vehicles - “MUST” BE TAKEN TO THE MVA FOR PROCESSING

# Auditing



# Title Service Audit Tidbits

## Retention of Records:

- Keep copies of all documents, including bills of sale, title documents, and customer information.
- Keep at least three years by customer name.
- Title Service should be open according to hours of operation with records readily available and without advance notification.



## Transmitting of Fees:

- Deposit all monies on the same date as electronic vehicle registration.
- Title Service does not have 30 days as dealers have to submit all title work and fees.

## Inventory Accountability:

- ERT Sticker Audit conducted at least once a year and routine/special request audits are conducted where blocks of inventory are verified.
- Perpetual records and or logs can help account for inventory.

# Title Service Audit Tidbits

## Registration Fees:

- Registration fees charged shall be consistent with Motor Vehicle fees.

## Excise Taxes:

- Pay special attention to selling prices of vehicles
- Pay special attention to trade-in values. Trade-in values shall not be higher than trade-in values in NADA books that have been adopted for use by the Motor Vehicle Administration. Trade-ins are covered under COMAR 11.15.33.05.



What do you call a Alligator in a vest?

INVESTIGATOR





# Investigation Tidbits

## Inspection of Locations:

- Processing of out of state titles.
- ERT Password sharing.
- Title service ID's.
- MVA Logo
- FEIN number
- Leaving business vacant without notifying MVA.
- Security of MVA properties.
- Out of State Salvage
- Altered/Erasures
- VR-005 form – computer generated copy and hand written copy from customer.



# Questions and Answers

# Q & A

- 1. There has been talk and concern regarding removing the one year renewals capability for ERT users. Can you please explain why the MVA full service location can process these if the general public goes to pull a number and goes to the counter.
  - The capability to process one year renewals is not being removed.
- 2. It is our understanding that we would be able to process a “previously” branded Maryland title on the ERT systems. Has this been granted as of this date?
  - No, this capability has not been granted yet. This is on our list to be completed next.
- 3. Are there restrictions on tag and titles that they can only have one vendor?
  - Yes, there is a restriction, only one vendor is allowed.

# Q & A

- 4. We asked the ERT vendor, for several transactions that would keep our runners out of the MVA as much, such as Class changes from A to L; renewing plates over 6 months expired, and branded titles (Maryland already branded titles).
  - You should be able to process an A to an L
  - We will look into the transactions over 6 months, no vendor can perform this transaction
  - Brand titles – see response to number 2.
- 5. Maryland is not an and/or state as far as signatures on a title when the vehicle is sold. If a state does have and/or on the title and only one person signs the title as the seller is that significant?
  - Yes as long as the ownership document states and \ or.

# Q & A

- 6. What is being done about current licensed tag and titles that process fraudulent work? I understand that investigators are giving tickets but what happens after a ticket is issued?
  - After the investigation is completed the case is sent to our Compliance Unit where further Administrative action may be taken.
- 7. How soon does the MVA send out FR19 Requests when they are notified by the insurance company that a policy has been canceled?
  - When MVA receives a cancellation on a policy, the system holds the file for 45-days awaiting for an event ( new business , reinstatement, trade in , tags return, etc....) if an event does not occur within the timeframe (45-days) a case is created sending notification to the vehicle owner(s). However, if a cancellation is received for a MAIF policy the system waits 10-days for an event , if no event occurs , a case is created.

# Q & A

- 8. Since the MVA is no longer allowing the general public to get a duplicate title over the counter will this be a service that the tag and titles process if they put up an extra Surety Bond? This would cut down on some of the walk in work on the runners for the tag and title AND free up the MVA staff.
  - The vendors have been requested to open the option for a mailing address for duplicate titles.
- 9. We are still having issues with title work being processed, especially when a holiday falls during the first or last of the month. What do you consider a sensitive deal?
  - Sent to Henry

# Q & A

- 10. The clerks at the Waldorf branch complain about processing duplicate titles. Why is processing a duplicate title an issue for them?
  - Sent to Henry