





Title Service Seminar Fall 2015







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

- Legislation 2015
- Inspection
- Electronic Lien Service (ELS)
- Avoid Rejections & Letters
- What We Want You To Know
- Best Practices
- Auditing
- Investigation
- Question & Answers



Legislation 2015



Single Registration Plates Class L (Historic) & Class N (Street Rod) vehicles HB 524



- This Bill requires the Motor Vehicle Administration to issue a single plate on Class L (Historic) & Class N (Street Rod) vehicles manufactured 50 years and older. A new tag scheme has been developed for the single plates as follows:
 - Class L (Historic) is the letter L and four (4) numeric and one (1) alpha (L0000A).
 - Class N (Street Rod) is the letter N and four (4) numeric and one (1) alpha (N0000A).

The single plate must be displayed on the rear of the vehicle except for Truck Tractors which will display the plate on the front of the vehicle.

- Note: The MVA will continue to issue single registration plates to Class D, (Motorcycle), Class F (Tractor), Class G (Trailer)
- Any customer who currently has the two (2) tags on their Class L or Class N registered vehicles may continue using these tags. However if the customer chooses to request the single registration plate, they will pay the \$20.00 substitute tag fee.

Individuals wit Disabilities / Licensed Physical Therapist HB 201/SB 124



- This bill authorizes a physical therapist to certify to the existence of permanent disabilities for applicants of disability plates, disability parking placards, as well as temporary disabilities for temporary parking placards. In addition, the State Board of Physical Therapy Examiners is responsible for the development and maintenance of a database system that the MVA can interface with to verify licensure.
- The following forms have been updated to accommodate the change:
 - Application for Maryland Parking Placards/License Plates for Individuals with a Disability, Form VR-210
 - Guide for Maryland Motorists with Disabilities, Form VR-138

Commercial Motor Vehicles – Denial, Cancellation, Suspension, or Revocation of Registration HB 1229

• This bill authorizes the Motor Vehicle Administration (MVA) to deny, cancel, suspend, or revoke a commercial motor vehicle registration if the motor carrier of the vehicle is subject to an out of service order defined in 16-812(I)(1) of Maryland Vehicle Law; Federal Operating Authority Sanctions; or the United States Department of Transportation (USDOT) determines the motor carrier is/has attempted to operate a motor carrier under a new or affiliated identity to avoid compliance with a USDOT order, statutory/regulatory requirement, paying a civil penalty, responding to an enforcement action, being connected with a negative compliance history.

Electronic Inspection Report

MARYLAND VEHICLE INSPECTION REPORT

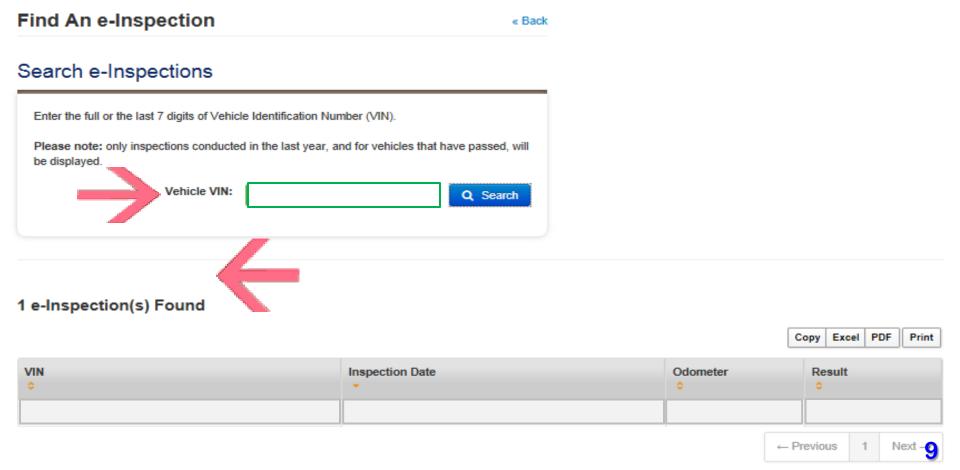
- **Certificate number starts** with "E".
- **Customer and vehicle** information
- **►**Mileage and Inspection Date will automatically update the MVA mainframe.

Inspection Date:				Result:				Vehicle:				Class:	
Performed By:				Inspector:				Vehicle Identification Number:			Mileage:		
	Station Number:				Customer Name:				Cert. #:				
								Address:					
								Addices.					
ROAD TEST	Р	F	R	BRAKES	Р	F	R		Р	F	R		
Alignment Test Drive:		_	_	Hydraulic System:				Interior:				Driver's Seat:	
Service Brake Performance:				Drums/Discs:				Exterior:				Comments:	
Comments:				Linings/Pads:	_			Comments:					
				Mechanical Linkage:	_	_	_	_					
				Booster System								SAFETY BELTS P F R	
STEERING	Р	F	R	Parking Brake:				FENDERS	Р	F	R	Safety Belts:	
Steering Wheel:				Drums/Discs - LF Spec:				Left Front:				Comments:	
Column:				Drums/Discs - LF Reading:				Right Front:					
Steering Coupling:				Drums/Discs - RF Spec:				Left Rear:					
Lash:				Drums/Discs - RF Reading:				Right Rear:				MOTOR MOUNTS P F R	
Travel:				Drums/Discs - LR Spec:				Comments:				Engine Mounts:	
Linkage:				Drums/Discs - LR Reading:								Comments:	
Rack and Pinion:				Drums/Discs - RR Spec:				_					
Steering Box:				Drums/Discs - RR Reading:				WIPERS	Р	F	R		
Power Steering:				Linings/Pads - LF:				Arms/Blades:				UNIVERSAL AND CV JOINTS P F R	
Comments:				Linings/Pads - RF:				Park Position:				Universal:	
				Linings/Pads - LR:				Controls:				Constant Velocity:	
				Linings/Pads - RR:				Comments:				Comments:	
	_	_		Comments:	_								
ALIGNMENT	Р	F	R	Comments.									
Rear Wheel Alignment:													
Comments:				FUEL SYSTEM	Р	F	R		Р	F	R	EMISSIONS P F R	
				Tank:				Driver Door Window Mechanism	:			Catalytic Coverter:	
				Cap:				Windshield:				Fuel Filler:	
SUSPENSION	Р	F	R	Tubing:				Windows:				Positive Crankcase:	
Ball Joints/King Pins:				Piping:				Tint - Left Front Window:				Air Injection:	
Wheel Bearings:				Accelerator/Choke/Throttle:				Tint - Right Front Window:				Gas Recirculation:	
Springs and Torsion Bars:				Comments:				Tint - Left Rear Side Glass:				Evaporative Emissions:	
Shock Absorbers/Struts:				1				Tint - Right Rear Side Glass:				Comments:	
Ball Joints/King Pins - LU:			•	1				Tint - Rear Glass:					
Ball Joints/King Pins - LL:				LIGHTING	Р	F	R	Comments:					
Ball Joints/King Pins - RU:				Turn Signals & Self Cancel:	Г	Γ		7					
Ball Joints/King Pins - RL:				Back Up:				7					
Comments:				Hazard:				HOOD AND DOORS	Р	F	R	ADDITIONAL COMMENTS	
				Brake Warning:				Hood/Catches:	Г				
				Indicator Lamps:				Door Handles/Latches:					
				Stop:				Comments:					
EXHAUST SYSTEM	Р	F	R	Tail:				T					
Muffler:	Ė	ΤĖ	Τ.	Park:			\vdash	1					
Any Piping:				Side Marker:				1					
Manifold:			_	Reflectors:			\vdash	FLOOR AND TRUNK PANS	Р	F	R		
Comments:	_			Tag:			\vdash	Floor:	т.				
Comments.				Dash:	-		\vdash	Trunk:				1	
				Clearance:	\vdash			Comments:	_	_			
				ID Lamp:			\vdash	Comments.					
BUMPERS	Р	F	R		\vdash		\vdash	+					
Front:	_ P	-	PK.	Headlamps:			\vdash	-					
Rear:		\vdash	1	Adjusters:	_		\vdash	SPEEDOMETER/ODOMETER	Р	-	-		
		_		Fog/AUX Height/Aim:			_		Г	F	ĸ		
Comments: Comments			Comments:	Comments:			Speedometer:						
							Odometer:						
				ELECTRICAL SYSTEM	Р	F	R	Comments:					
WHEELS AND TIRES	Р	F	R	Hom:				7					
Left Front:			T	Switches/Wiring:				7					
Right Front:				Auto. Trans. Neut. Safety Switches:				7					
Left Rear:				Battery:				GEAR SHIFT	Р	F	R		
Right Rear:				Connections:			\vdash	Auto. Trans. Gear Shift Indicator:				1	
Comments:	_	_	_	Comments:	_	_	_	Comments:		_	_	1	
Comments.				Comments.				Comments.					
,				I				1					
RE-INSPECTION OF DEFEC	TS	ONL	/ IF F	RETURNED WITHIN 30 DAYS	ANI	o wr	тні	N 1,000 MILE AND A PRORAT	ED II	NSP	СТІ	ION FEE MAY BE CHARGED.	

MD State Police E-Inspection Search



e-Inspection Search & Station Locator





DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION

VEHICLES





Find services, agencies and more

σ

BUSINESSES

Bulletins

Electronic Registration
and Titling (ERT)

Electronic Lien Services

Furchasing A Vehicle

Dealer Seminars

Insurance Contact Registry

eFR-19 Insurance
Agent Login

Salvage Certificate

Interactive Title & Registration Manual

More

Licensed Maryland Tag & Title Services

ONLINE SERVICES

 FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment

Dealers

- 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





result of any other type of failure.

released from any and all obligations to the lien holder.

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

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	Cit Town	Chata	To Code	LIEN CODE (Cabanda antimada					
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: Name of ELS Vendor/Service Provider:	Telephone Number:	Date:	Signature	MVA USE ONLY Lien code assigned Date Signature					
C ELS VENDOR/SERVICE PROVIDER AUTHORIZATION – To Be Completed By ELS Vendor/Service Provider									
ELS Contract Authorized By: (Printed Name)		nature)	Impleted by ELS Ver	Capacity					
Email Address of Contact Person:	Telephone Nur	nber:	Enrollment/F	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 <u>must be submitted to the IMVA by the authorized ELS vendor/service provider</u> named in Section C, unless this request is for an assigned lien code only. Please email completed forms to <u>mwaelsinfo@mdot.state.md.us</u> 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 relief by the lieb to the lien holder for any demands costs, lost production or the MVA. The lien holder has no proprietary rights to the information relief for the lien holder for any demands costs, lost production or the MVA. The lien holder has no proprietary rights to the information relief for the lien holder for any demands costs, lost production or the MVA. 									

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

Authorization may be terminated by either party upon giving 30 days written notice to the other party. In the event of termination, MVA is

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 if not performed electronically
 - 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.
 - Assignments are fully completed to show chain of custody of the vehicle
 - Copies of customer's license and business license are attached

What we want you to know

- Restricted Power of Attorney
- 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)



Restricted Power of Attorney



• The MVA has placed on the internet a new fill able 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) http://mvanet/forms/VR/VR-470.pdf. 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.

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 immediately 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 ONTOP OF ALLTHETITLE RECORDS IN THAT BUNDLE REPORT.

*ALLTITLE RECORDS SHOULD BE LISTED IN ORDER AS SEEN INTHAT BUNDLE REPORT.

EACHTITLE RECORD SHOULD BE AS FOLLOWS:

FROM TOP TO BOTTOM (FIRST TO LAST)

- Maryland MVA Title/Reg Receipt
- Registration card (IFTRANSFERRINGTAGS)
- 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)

• EACHTITLE 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:

- <u>Legible</u> 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 it's 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

Requesting Z97 Soundex

- Cannot be used for individuals
- Is Issued for companies only
- Proof of legal existence for a Business Entity is required
- 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.



Z Soundex

To issue a "Z" soundex for businesses. Proof of legal existence of the business will be required. Section 1 on The Application for Certificate of Title (VR-005) must include information about the business.

4		Motor Vehicle Ad 6601 Ritchie High Glen Burnie, Mary	Iministration way, N.E. and 21062					\	/R-005 (06-15)	
	he MVA should contact me	(Email address)		or	(Phone)	for any o	uestions regard	ing this application.		
•	APPLICATION FOR CERTIFICATE OF TITLE									
	AD INSTRUCTIONS ON REVE									
AP	PLICANT'S FIRST NAME	MIDDLE	LAST		CO-APPLICAN	T'S FIRST NAME	MIDDLE		LAST	
AP	PLICANT'S SOUNDEV/MARYLAND DRIVE	H YEAR	CO-APPLICANT'S SOUNDEX/MARYLAND DRIVER'S LICENSE NO. DATE OF BIRTH MONTH DAY YEAR							
AP	PLICANT'S STREET ADDRESS		CITY OR TOWN		CO-APPLICANT'S STREET ADDRESS CITY OR TOWN					
(COUNTY STATE ZIP CODE EMAIL ADDRESS				COUNTY	STATE	ZIP CODE	EMAII	LADDRESS	
	IS THE VEHICLE TO BE TITLED AS JOINT TENANTS OR TENANTS BY ENTIRETIES? ☐ JOINT TENANTS ☐ TENANTS BY ENTIRETIES									
	If the name entered above is a business or trust, enter the FEIN here Check the type of business entity below: ☐ Trust ☐ Professional Association Sole Proprietorship ☐ Corporation ☐ Limited Liability Company ☐ Limited Liability Partnership ☐ Partnership ☐ Joint Venture ☐ Other, (please specify) Please attach a copy of the BUSINESS LICENSE or see reverse of this application for proof acceptable to this Administration.									

Application for Business Entity Submission of Proof for Vehicle Titling



This form is to be attached if application on the back of the Maryland title is used.



VR-475 (04-15)

Capacity

977777	Glen Burnie, Maryland 21062								
Business Entity	y Submission of F	Proof for Vehicle	Titling						
In order for a business to title and register a vehicle in the State of Maryland, proof of the legal existence of the business needs to be provided. Please enter the name of the business below and check the box to indicate the type of business.									
Name of Business Entity									
Street Address of Business									
City	County	State	Zip Code	FEIN					
Type of Business Entity (check box that applies): Corporation									
of the business entity		uthority to operate the t	business in Maryland. I	oof of the legal existence further certify that I have					
				21					

Printed Name

Available Resources



BLCS REPRESENTATIVES

- Direct E-mail: <u>mvablcsd@mva.maryland.gov</u> Fax Numbers: (410) 768-7602 / 410-424-3032
- Supervisor: Kimberly Lucas <u>kwilliams1@mdot.state.md.us</u>



- (AO-AR, BK-BO,CG-CI) <u>lmorlan@mva.maryland.gov</u>
 - (AS-BJ) D. Walker <u>dwalker2@mva.maryland.gov</u>
 - (BP-CF) D. Eaton <u>deaton@mva.maryland.gov</u>
 - (CJ-DA)T. Cobb <u>tcobb@mva.maryland.gov</u>
- (DP-FO) Y. Alexander <u>yalexander@mva.maryland.gov</u>
- (FP-HI) E.Toogood-Askie <u>etoogood@mva.maryland.gov</u>
- (DB-DO, HJ-HO, N-NR, SV-TE) <u>ysimmons@mva.maryland.gov</u>
 - (HP-JR) N. Cook <u>ncook@mva.maryland.gov</u>
 - (JS-LZ) L. Slater <u>lslater@mva.maryland.gov</u>
 - (M-N&) A. Holton <u>aholton@mva.maryland.gov</u>
 - (NS-PR) D. Banks <u>dbanks@mva.maryland.gov</u>
 - (PS-RZ) F. Parker <u>fparker@mva.maryland.gov</u>
 - (S-SU) J. Kuti <u>jkuti@mva.maryland.gov</u>
 - (TF-ZZ) L. Smith <u>lsmith@mva.maryland.gov</u>



ERT REPRESENTATIVES

- Fax Numbers: (410) 424-3629 / (410) 768-7070
- Supervisor: Ranae Johnson <u>rjohnson3@mva.maryland.gov</u>
 - (A, B) J. Stewart jstewart4@mva.maryland.gov
 - (L, R) L. Green <u>ltyler@mva.maryland.gov</u>
 - (C,Y,U,V) D. Marsch <u>dmarsch@mva.maryland.gov</u>
 - (D,F, M) B. Wiland <u>bwiland@mva.maryland.gov</u>
 - (G, H, I) V. Jenkins <u>vjenkins@mva.maryland.gov</u>
 - (J,O,Q) S. Hines <u>shines@mva.maryland.gov</u>
 - (S,T,W) D. Bernhardt dyarbrough@mva.maryland.gov
 - (E, P) K. Owens <u>kowens@mva.maryland.gov</u>
 - (K, N, X, Z) N. Ipalook <u>nipalook@mva.maryland.gov</u>



www.mva.maryland.gov







DEPARTMENT OF TRANSPORTATION

MOTOR VEHICLE ADMINISTRATION



(E)

Find services, agencies and more

a

Top Activities

HOME

- RenewVehicle, Registration
- RenewLicense
- Check Wait Time At Local Service Center
- FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment
- What to Bring to the MVA for a Driver's License or IB 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
- MVA Forms
- Motorcyde Licenses



How Do 1?

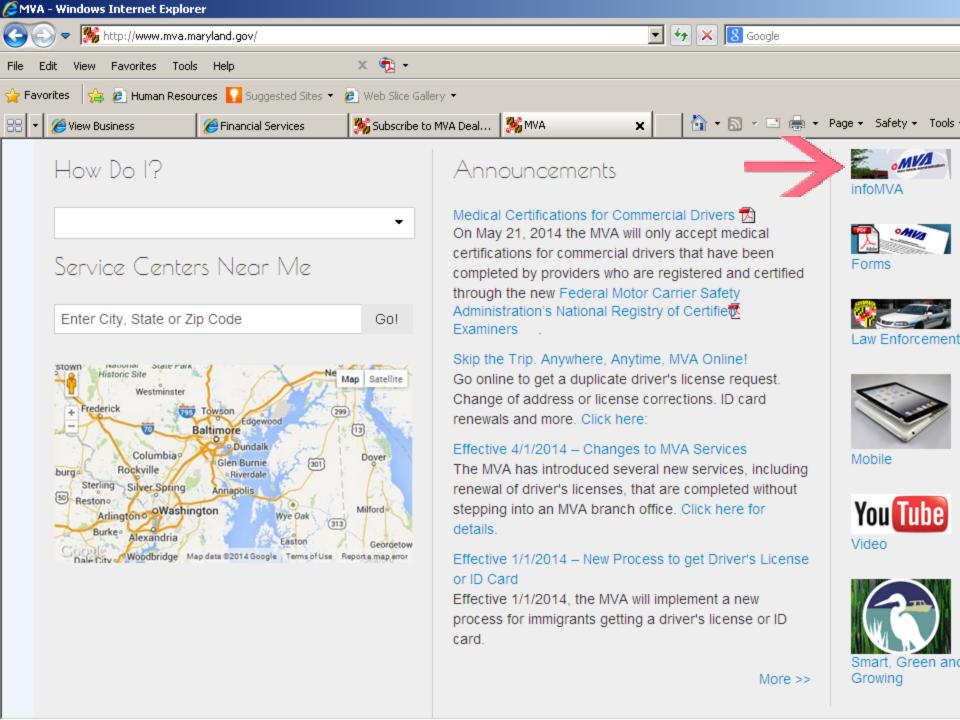
Announcements

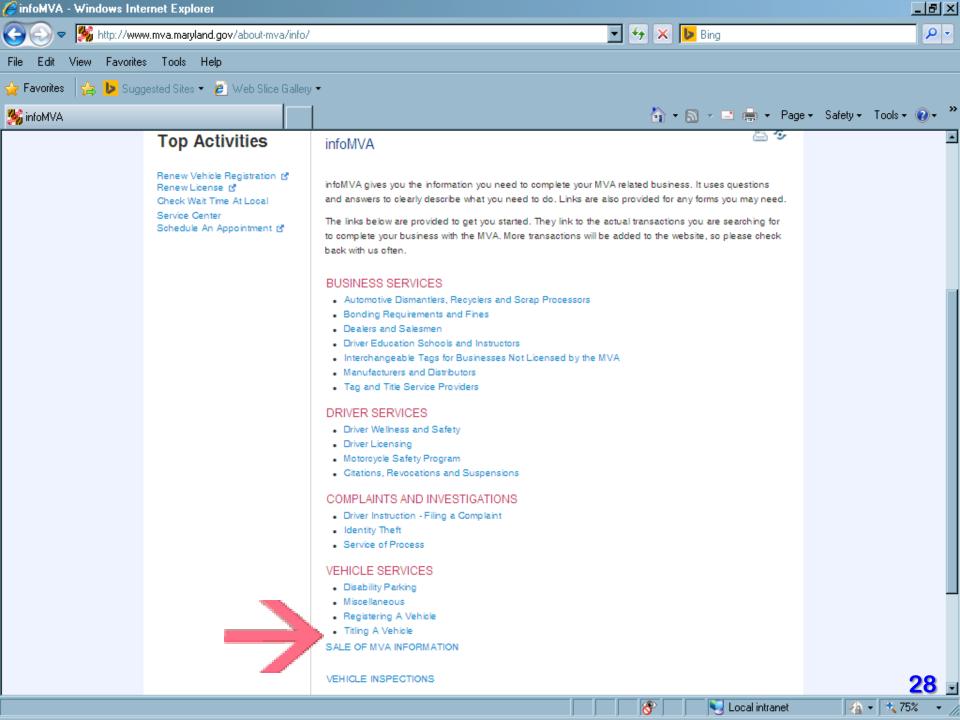
Medical Certifications for Commercial Drivers

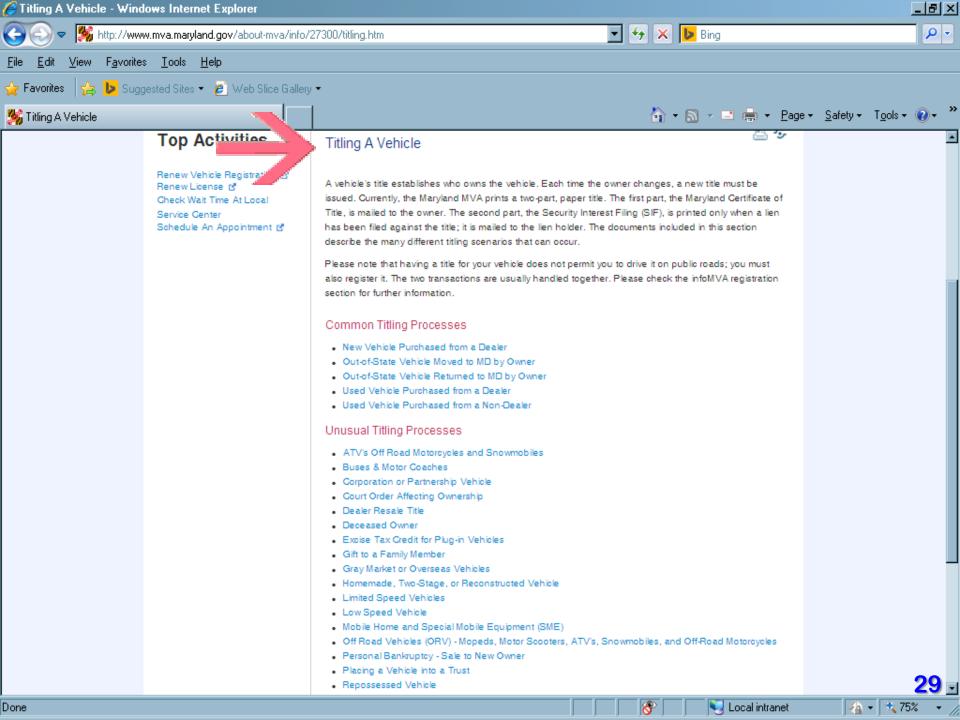
On May 21, 2014 the MVA will only accept medical certifications for commercial drivers that have been completed by providers who are registered and certified

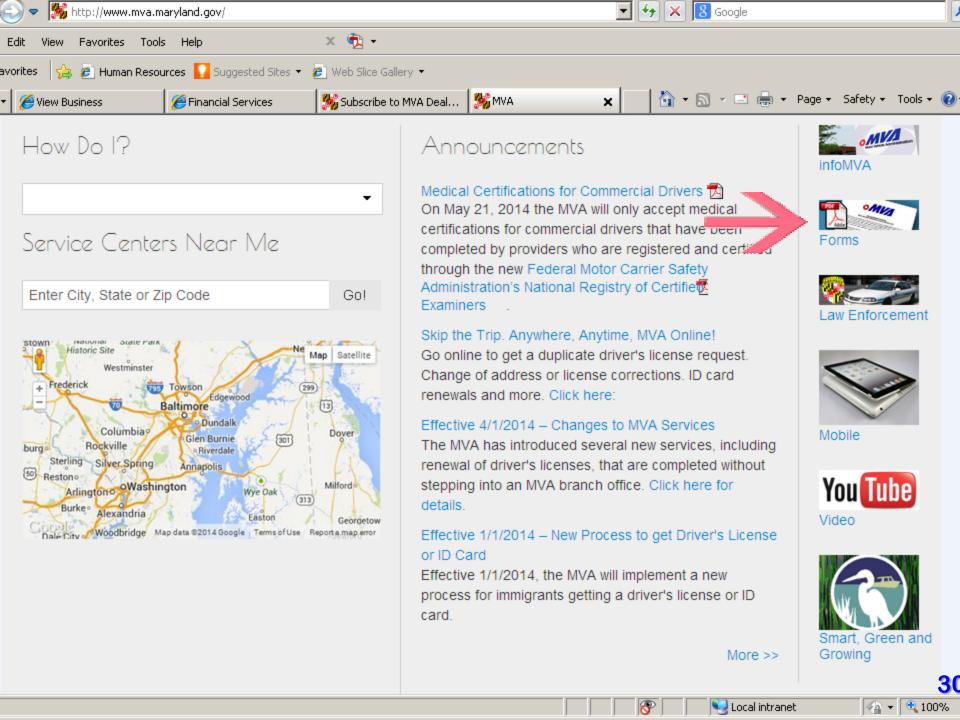


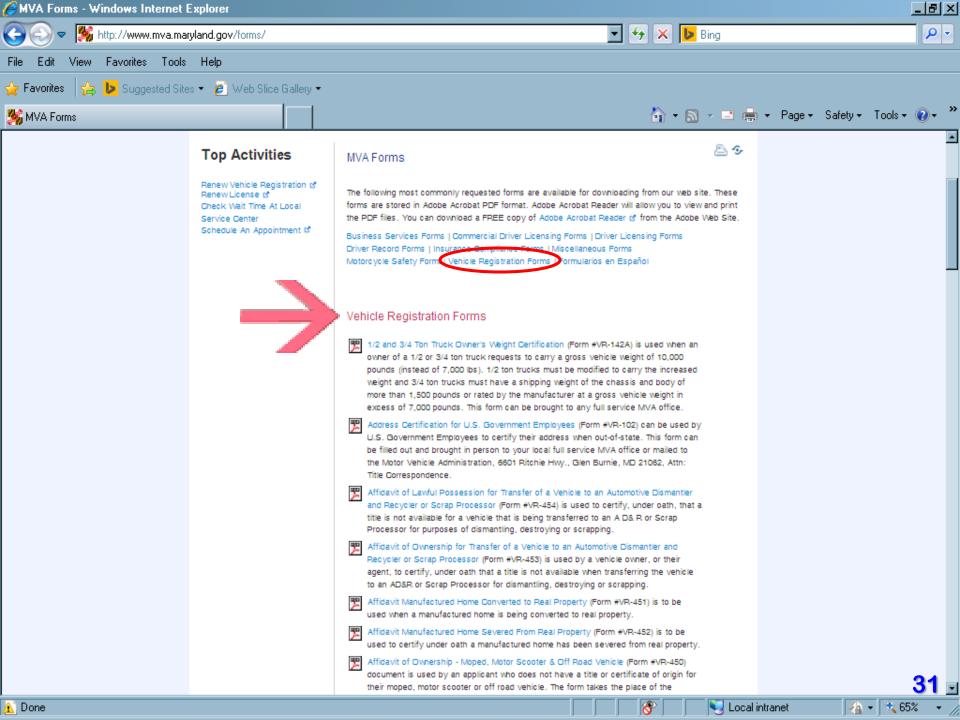
Service Centers Near Me

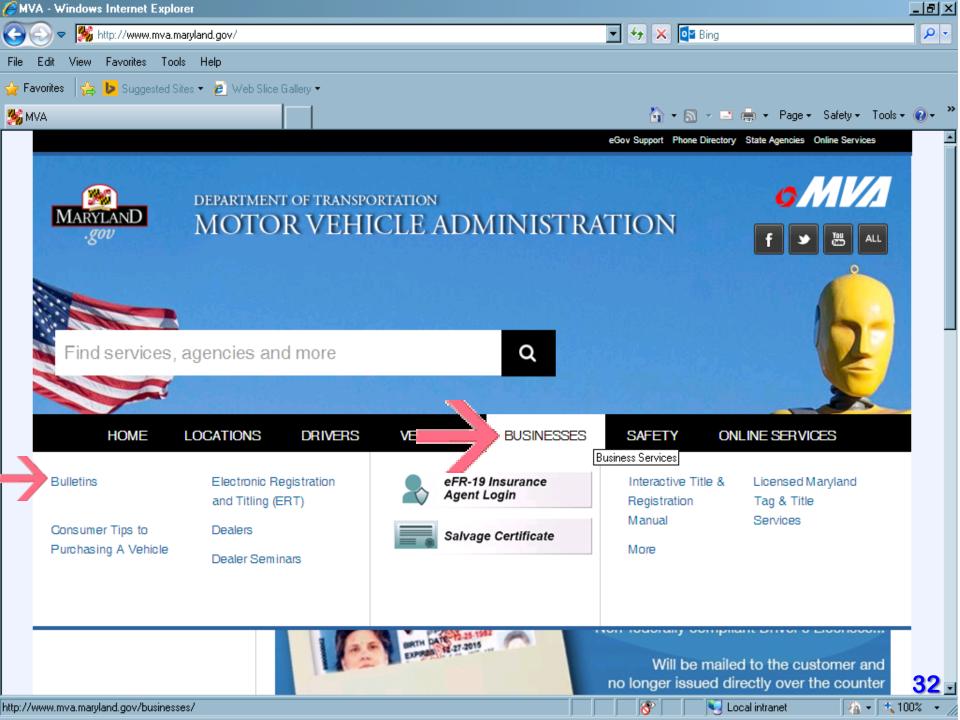














DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION





ONLINE SERVICES







Find services, agencies and more



HOME LOCATIONS **DRIVERS** VEHICLES BUSINESSES SAFETY









Others



Please select the bulletins you would like to view.

Dealer/Title Service Bulletins

Insurance Bulletins

Towing Bulletins

Automotive Dismantlers, Recyclers and Scrap Processor Bulletins

INFO

CONTACT US

6601 Ritchie Highway NE, Glen Burnie, MD 21062 410-768-7000 1-800-492-4575 (TTY)

SOCIAL MEDIA



Official MVA Emails







InfoMVA Privacy and Security Statement Copyright Statement Content Accuracy Statement

ABOUT

Frequently Asked Questions Employment Motor Voter Press Releases

ONLINE SERVICES



MOTOR VEHICLE ADMINISTRATION





Find services, agencies and more

LOCATIONS



BUSINESSES

Dealers 6

HOME

Documents 6

Services 8

Others ③



DRIVERS

Please subscribe to receive the Dealer Bulletins via email.

VEHICLES

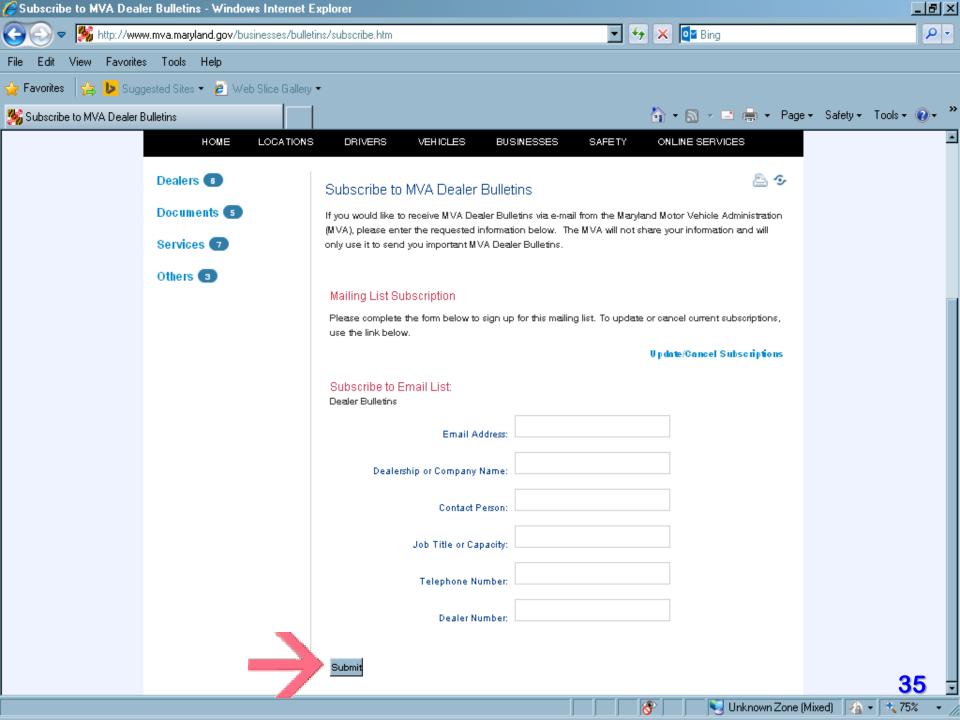


SAFETY



- Dealer Bulletins
 - 🔹 October 6, 2015 IRP Registration 📆
 - 🔹 September 14, 2015 Trailer Titling 📆
 - August 18, 2015 New Electronic Inspection Report
 - July 15, 2015 Collection of Excise Tax 📆
 - 🛾 June 23, 2015 New Z Soundex Number Issuance for Business Entity 📆
 - May 27, 2015 Legislative
 - April 30, 2015 Trade Vehicle
 - April 6, 2015- Clarfication on March 19th, 2015 Excise Tax Credit
 - March 19, 2015- Excise Tax Credit Request for Plug-In Electric Vehicles
 - January 6, 2015- Plate Defacing-Return Tags
 - October 14, 2014 Title Transactions 📆
 - September 22, 2014 Title Transactions 🔼
 - August 25, 2014 Employee Identification
 - August 15, 2014 Vehicle Shows
 - 7.-- 27 2014 | ------
 - 🔹 June 27, 2014 Legislation 🔼
 - 🔹 May 19, 2014 Leased Vehicles 📆
 - 🔹 May 8, 2014 Third Party Checks 📆

Bulletin Archives

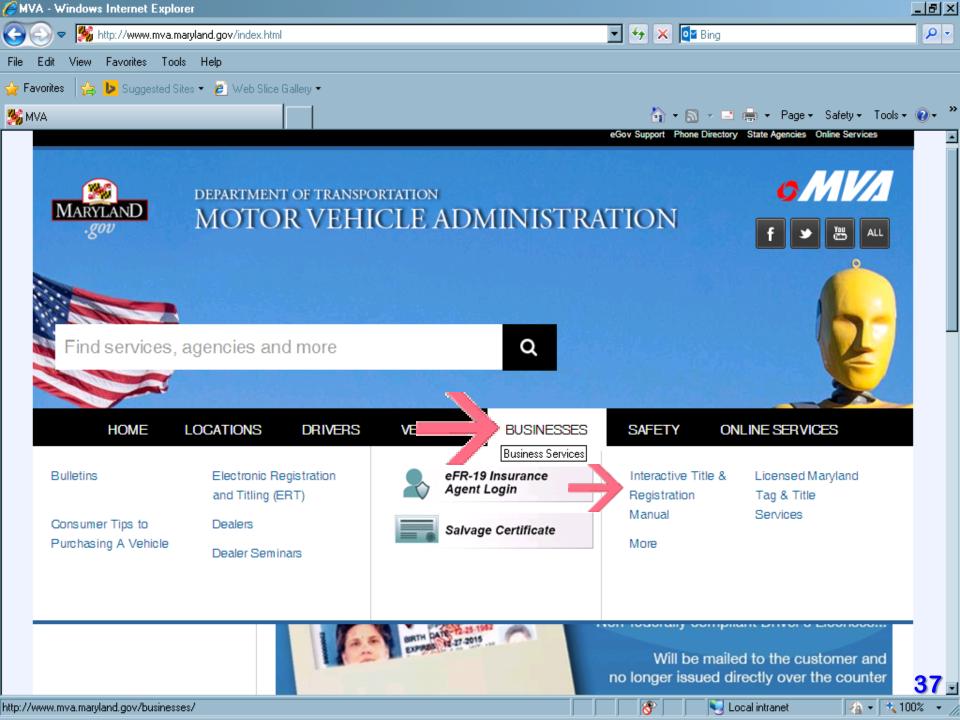


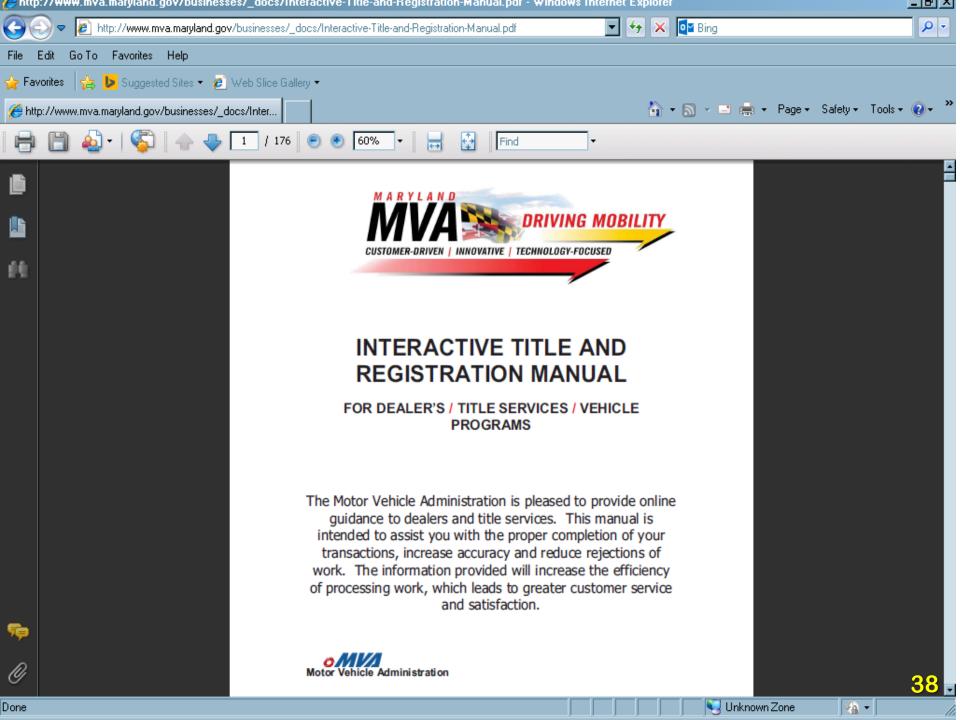


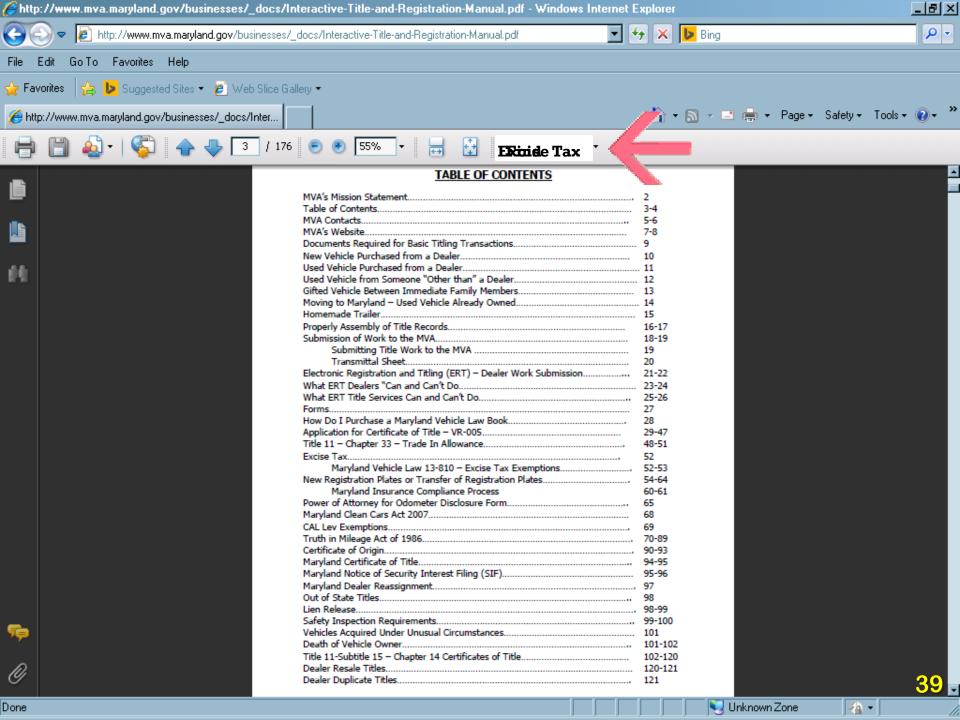
Interactive Titling and Registration Manual

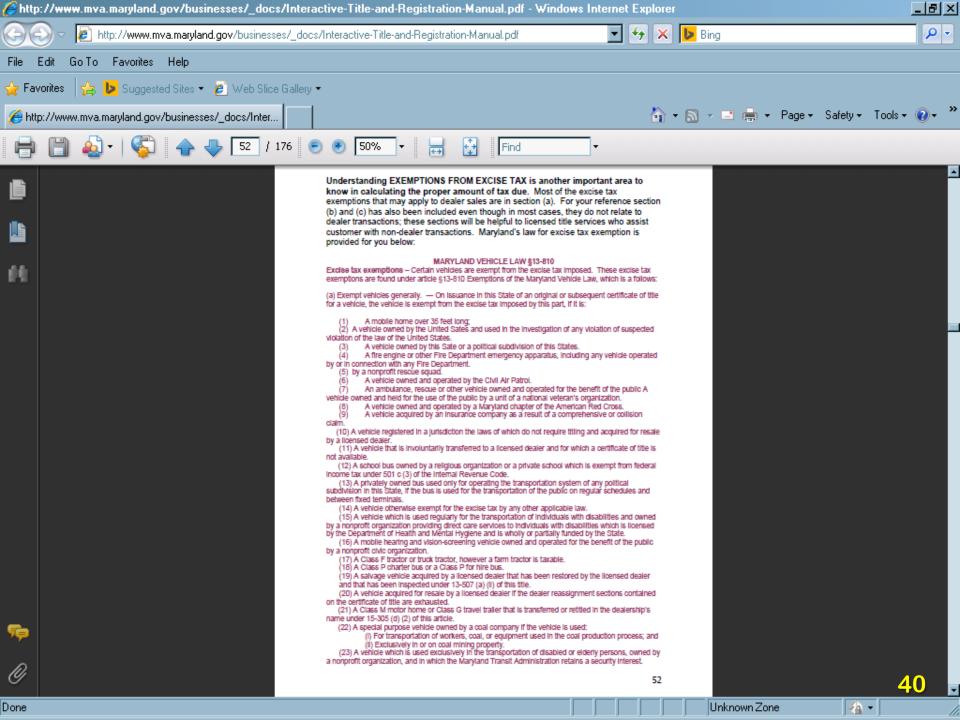
Available on MVA's website

http://www.mva.maryland.gov/businesses/_docs/Intera_ctive-Title-and-Registration-Manual.pdf











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" BETAKENTOTHE 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 TAKENTOTHE MVA FOR PROCESSING

Best Practices



Servicing our customers for You and the MVA

- Please be sure:
 - Post the transactions that "can" and "cannot" be performed on the ERT program near the processors work stations.
 - Contact your vendor immediately for any system related problems.

CVR 1-800-333-6995 DealerTrack 1-800-876-2312 TitleTec 1-866-689-0578

- Keep clear copies of all documents related to customer titling transactions.
- Review the late pending transactions report provided by your vendor at the end of each work day to ensure that transactions are properly finalized.
- Keep your Business Licensing Representative notified of <u>any</u> changes in your business.

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.

<u>Inventory Accountability:</u>

- 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

<u>Inspection of Locations:</u>

- 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.
- Maryland / Out of State Salvage
- Altered/ Counterfeit Titles



Questions and Answers

1. What is the status of tag and title agent's ability to process "previously branded" Maryland titles on the ERT system?

At this time we are still testing internally to ensure that the brands are carried forward.

2. Continuing with that same thought process, is it possible to have a title that is already branded as salvage, show up in the system as "SALVAGE - DO NOT PROCESS ONLINE"? The branding on the titles is so small that it is hard for clerks to notice (especially newbies or if it's busy in the office). If a pop-up would come up at the top - like CCU or FR19 of tickets, etc., then there would be less chance of a salvage title going through the system incorrectly. *

A branded Maryland Title is not a flag on the record of an individual. CCU or FR19's are flags that would appear on an individual record which would cause a system stop on the ERT program. Please consult with your vendor to see if this is something that they could pursue offering to their participants. This is something that we may revisit in the future.

3. On the ERT system, when somebody has a trade-in and you do not have the vehicle title number available or it is not listed in the system, what do you put in the space where it requires the title number?

If this is a vehicle that was titled in Maryland, a title number is required to alleviate any insurance violations as the Automated Compulsory Insurance System (ACIS) matches on the VIN and Title #.

4. How much longer will the red, white and blue star spangled banner plates be available? Will you be going back to the black and white plates or something else?

At present, there are no changes to this plate.

5. Can an out-of-state dealer use the back of a MD title or MD reassignment to do an ownership reassignment when their state supplies them with their own state's reassignment (i.e., Delaware)?

An out of state dealer may use the reassignment on the back of the Maryland Title; however, they may not use the Maryland reassignment to transfer ownership. The Maryland Reassignment is for Maryland Dealers only.

6. How can we curtail the number of letters that we receive from the MVA requesting copies of transactions? Can the time frame be extended or the review process be tighter before these letters are sent out? In most cases we have found that the MVA has not scanned in the documents yet. We understand the importance but it seems to be a waste of time and resources for the title services and the MVA.

It is recommended to send paperwork in as soon as a deal has been finalized. We have extended the time period for the 1st and 2nd letters to be generated.

7. At our last meeting, there was discussion about the ability for a tag and title to print duplicate titles if they put up an extra Surety Bond. What is the current status of this?

At present, there are no plans to allow businesses to print duplicate titles from their individual locations.

8. Also at a previous meeting, we asked: "If a lien release is dated prior to the date that the SIF requirements changed, is it necessary to have the same information on the older lien release letters? (i.e., Original Lien Date, Original Lien Amount, etc.?)

At that time, the response from the MVA was: "All lien release letters must contain the information required regardless of the date of the lien release."

If we cannot accept these, then why does the MVA?

We have sent numerous transactions like this to the MVA they are done without an issue. Is there a fair playing ground here?

How was the MVA able to notify ALL lenders of these changes?

The requirements are the same for the MVA, Title Services and Dealers. In unusual circumstances or if a lien release looks suspicious, MVA management/supervision will make an effort to contact the lien holder for verification. Note: All lien release letters must be accompanied by a copy of the photo identification of the person presenting the lien release letter to the Motor Vehicle Administration. Other than the account number (which is optional), all other information has been the same for at least the last 25 years when we first began using the Lien Release letter. If a lien release is being provided by a lender and they no longer have records of the lien, they usually will place "unknown" in the space for both original date of lien and amount of lien. Remember, the lender can always apply for a duplicate Notice of Security Interest filing http://mvgbintranet1/forms/VR/VR-048.pdf at a cost of \$20.00.

9. When a tag has been expired out of the time frame for Dealertrack renewal (like 8 months or something), it would be nice if we could renew that and the system would pro-rate the fee. The fee was pro-rated on the (ERT) legacy system accordingly, but it doesn't seem to be pro-rating the same on the new system. *

The cutoff for a pro-rated fee on a tag renewal is 6 months. Anything older would have to be taken to a full service MVA office for processing.

10. Will we be allowed to process a tag transfer on the ERT system from a vehicle that was titled with a Maryland Temporary Plate, with a plate that was off a vehicle that was previously owned by the same person? This is currently a non-functioning option on the Tag Return tab/screen. *

Yes, as long as the vehicle has been Maryland Safety Inspected. Programming requirements have already been sent to the vendors to allow for the (TT) Transfer Tag & (TR) Transfer Tag with Renewals transactions to processed on the ERT program.

11. Are we any closer to being allowed to register vehicles from out of state on the ERT system and giving the tax credit for vehicles 7 years and newer?

We are still evaluating the availability for this transaction to be processed by Title Services.

12. With the new procedure in IRP (effective October 21, 2015), how can we get trucks tagged the same day? We can't get our public specials processed the same day, how can this be rectified? This means that trucks will sit for 2 to 3 days waiting for plates.

A Truck requiring apportioned registration that has not been appropriately titled in the MVA mainframe, may obtain a (TA) Temporary Authority. The process to obtain a T/A may be initiated through the Motor Carrier Office or any branch office. If the current owner information is updated in the MVA mainframe, the full apportioned registration may be obtained over the counter at the Motor Carrier Division, room 120 at the Glen Burnie complex.

13. Is Maryland looking to provide temporary plates for out of state buyers?

The MVA has proposed legislation to provide a transit plate for out of state buyers to transport their vehicle to a state where they want to title and register the vehicle.