

Dealer Seminar Fall 2012

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

What's new at the MVA?

- September 17, 2012 Service Methods and Requirements
- October 1, 2012 Legislation
- Review of process established for Late transactions
- New Temporary Tag Plate
- Dealer Tags

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

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

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

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

Moped And Motor Scooter

- October 1, 2012
- Must be titled and display a decal in Maryland.
- Operators must possess a valid license of any class or a moped permit.
- Operators must carry proof of insurance.
- Operators must wear a protective head gear and eye device. If equipped with a windscreen, there is no requirement for a eye device.
- If owned prior to October 1, 2012 and there is no certificate of origin or title, an affidavit of ownership may be obtained electronically via the MVA website or through a ERT tag and title service or dealership to process the transaction. If processes through the MVA website, a title and decal will be sent to the owner in the mail. If there a lien, a transfer of ownership, the owner does not have a valid drivers license or no vehicle identification number, the web process can not be utilized.
- As long as they are titled before October 1, 2013, there is no title fee or excise tax charged if the moped or motor scooter was owned prior to October 1, 2012. However, a \$5 fee is required for the permanent decal.
- If purchased on or after October 1, 2012, a title fee (\$20), excise tax (6% of the purchase price or a minimum of \$19.20) and decal fee (\$5) is required.

Late Pending Transactions

- New procedures include:
 - Contacting dealers with late transactions by telephone and email.
 - Send letters to 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.

New Temporary Plates

- Benefits

- Teflon coated paper – will not require the use of the plastic bags
- The vehicle identification number (VIN), make, model, color and year are located at the top of the plate
- The expiration date is larger
- No barcode
- The temporary plate number is larger and is printed on a reflective strip
- The dealer information is under the temporary plate number.

VIN 1234567890ABCDEFGH (MAKE) (MODEL) (COLOR) (YEAR)



MARYLAND

Exp: 06/30/2010

T056463

SOLD BY: ABCDEFGHIJKLMNOPQRST



T056463
Exp: 06/30/2010

Cut Here – Keep this section with vehicle until registered and plated
Maryland Temporary Registration Certificate (VR-007)
Valid for 60 Days

Vehicle and Owner Information			
Year:	Make:	Model:	Color:
VIN:	Odometer:	State to be titled:	
Owner:	Soundex:	State Licensed:	
Co-Owner:	Soundex:	State Licensed:	
Address of Purchaser(s):			
Dealership and Insurance Information			
Dealer Name:		Dealer Number:	
I/we certify under penalty of law that the vehicle noted on the face hereof is covered by at least the minimum amounts of insurance required by the Maryland Motor Vehicle Laws and that we have no outstanding violations with the Motor Vehicle Administration. We further certify under penalty of perjury, that the statements made herein are true and correct to the best of our knowledge, information and belief.			
Signatures and Date			
Owner:		Dealership:	
Co-Owner:		Date of Delivery:	

VIN 1234567890ABCDEF (MAKE) (MODEL) (COLOR) (YEAR)

TOP ↑



MARYLAND

Exp: 06/30/2000

012345Z

SOLD BY: ABCDEFGHIJKLMNOPQRST



012345Z

Exp: 06/30/2000

Out Here – Keep this section with vehicle until registered and plated
Maryland Temporary Registration Certificate (VR-007)
Valid for 60 Days

Vehicle and Owner Information			
Year:	Make:	Model:	Color:
VIN:	Odometer:	State to be titled:	
Owner:	Soundex:	State Licensed:	
Co-Owner:	Soundex:	State Licensed:	
Address of Purchaser(s):			
Dealership and Insurance Information			
Dealer Name:		Dealer Number:	
I/we certify under penalty of law that the vehicle noted on the face hereof is covered by at least the minimum amounts of insurance required by the Maryland Motor Vehicle Laws and that we have no outstanding violations with the Motor Vehicle Administrator. We further certify under penalty of perjury, that the statements made herein are true and correct to the best of our knowledge, information and belief.			
Signatures and Date			
Owner:		Dealership:	
Co-Owner:		Date of Delivery:	

Renewal of Dealer Tags

Purpose: To provide a greater accountability for dealer tags at renewal.

- Your MVA Business Licensing Representative will mail a current tag listing, along with the tags strips and renewal notice to the dealership to reconcile against the tags that the dealership has in their possession. The renewal tag list will be gratis.
- Any dealer tags not accounted for will be flagged in the MVA mainframe system.

Trade-in Allowance

- COMAR 11.15.33
- The amount of the trade-in allowance may not exceed the trade-in value indicated in the National Publication of used car values adopted for use by the Administration (NADA)
- Allowance may not be divided or deducted from the purchase price of more than one vehicle
- Leased vehicles
 - Applicable if the vehicle is being traded-in on the purchase of the new vehicle
 - The same leasing company owned the trade-in vehicle and was signing it over to the dealership to purchase the new vehicle
- Visit <http://www.dsd.state.md.us/comar> to review full regulations or www.lexisnexis.com to review Maryland laws

Corrections

Owner Correction

- Documents Required
 - Letter of explanation from dealership on letterhead
 - Incorrect title
 - Incorrect SIF (if applicable)
 - New VR-5
 - If removing a name, a letter from both individuals explaining the reason for removal
 - Correction Fee \$50.00

Note: Owner correction can only be made within the first year of titling.

Switched Certificate of Origin

- Documents Required
 - > Letter of explanation from dealership
 - > Incorrect title
 - > Incorrect SIF (if applicable)
 - > New VR-5
 - > Correct certificate of origin
 - > Odometer statement
 - > Correction fee \$50.00

VIN/Make/Year/Body Style

- ◎ Documents Required
 - > Letter stating what is being corrected
 - > Incorrect title
 - > Incorrect SIF (if applicable)
 - > Correct fee \$50.00



DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION





HOME | FAQs | HOURS & LOCATIONS | FEES | CONTACT US | HELPFUL LINKS | FORMS | INFOMVA | SITE MAP

- ONLINE TRANSACTIONS**
 - Online Registration Renewal
 - E-Mail Management
 - Mopeds/Scooters/ORVs
 - Scheduling Appointments
 - More...
- DRIVER SERVICES**
 - Driver Education Information
 - Driving Records
 - Driver Licenses/ID Cards
 - Motorcycle Safety Program
 - More...
- VEHICLE SERVICES**
 - Disability Placards
 - New to Maryland
 - Title & Registration
 - VEIP
 - More...
- BUSINESS SERVICES**
 - Dealers
 - Licensed Tag & Title Services
 - Towing/Ins. Contact Registry
 - More...
- ABOUT MVA**
 - Employment
 - Environmental Management
 - Fees
 - Motor Voter
 - More...

Disabled Parking Placard

MVA is working with Law Enforcement to crack down on disabled parking fraud. Click here to view MVA's Public Service Announcement.



Remember, They Need It, You Don't...

<< < Auto Stop > >>



MVA Fee & Legislative Changes (Effective October 1, 2012)

Vehicle Services

- Registration Renewal Do It Online! - Fast. Easy. Safe.
- Insurance Compliance
- Military
- Vehicle Emissions Extension
- Temporary Registration



Driver Services

- Rookie Driver
- Online Driver Test Tutorial
- Sources of Proof of ID
- Learner's Permit
- Driver's License
- International Applicants



Driver Safety

- Bicycle Safety
- Young Driver Safety
- Older Driver Safety
- Motorcycle Safety



Business Services

- Bulletins
- Dealer Information
- Forms
- Investigations



DO IT ONLINE

- MVA Branch Office Wait Times
- Account Management
- Change of Address
- Driving Records
- Emergency Contacts
- Schedule Driver's Skills Test

MVA Announcements

National Teen Driver Safety Week MVA will be posting all week the correct answers to the most missed questions drawn from the Maryland Driver License Knowledge Test. Click here to learn more...

More Announcements
Can be viewed by clicking here



ONLINE TRANSACTIONS

- Online Registration Renewal
- E-Mail Management
- MVA Branch Office Wait Times
- Scheduling Appointments
- More...

DRIVER SERVICES

- Driver Education Information
- Driving Records
- Driver Licenses/Identification Cards
- Motorcycle Safety Program
- More...

VEHICLE SERVICES

- New to Maryland
- Title & Registration
- VEIP
- More...

BUSINESS SERVICES

- Bulletins
- Dealers
- Forms
- More...

ABOUT MVA

- Employment
- Environmental Management
- Fees
- Motor Voter
- More...

Business Services



- [Bulletins](#)
- [Consumer Tips to Purchasing A Vehicle](#)
- [Dealers](#)
- [Dealer Seminar Questions](#)
- [Dealer Support Center](#)
- [Dealer Survey](#)
- [Dealer Temp Tags FAQs](#)
- [Forms](#)
- [Interactive Business Licensing Manual](#)
- [Interactive Title and Registration Manual](#)
- [Investigations](#)
- [Investigative Division Complaint Form](#)
- [Print On Demand Temporary Tag Presentation](#)
- [Special Mobile Equipment](#)
- [Title Service Agents](#)
- [Transporter or Finance Companies](#)
- [Additional Information](#)



For questions or concerns, please [contact us](#).



ONLINE TRANSACTIONS

- Online Registration Renewal
- E-Mail Management
- Mopeds/Scooters/ORVs
- Scheduling Appointments
- More...

DRIVER SERVICES

- Driver Education Information
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VEHICLE SERVICES

- Disability Placards
- New to Maryland
- Title & Registration
- VEIP
- More...

BUSINESS SERVICES

- Dealers
- Licensed Tag & Title Services
- Towing/Ins. Contact Registry
- More...

ABOUT MVA

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- Motor Voter
- More...

Bulletins



Dealer Bulletins

- [Sept. 27, 2012 - Mopeds and Motor Scooters Decal Reminder](#)
- [Sept. 18, 2012 - Moped and Motor Scooter Decals](#)
- [Aug 28 2012 - Changes to Walk-In Transactions](#)
- [Jun 28, 2012 - Bulletins by Email](#)
- [Jun 22, 2012 - VA Dealers Excise Tax Collection](#)
- [Jun 21, 2012 - Dealer Disclosures](#)
- [Jun 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](#)

Insurance Bulletins

- [Affidavit In Lieu of Title Salvage Transactions](#)
- [New Legislative Changes That Affect the Insurance Industry](#)

Towing Bulletins

- [Auto Dismantlers and Recyclers](#)
- [New Legislation - Towing Industries](#)

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



Automotive Dismantlers, Recyclers and Scrap Processor Bulletins

- [Sept. 20, 2012 - Auto Dismantlers and Recyclers](#)
- [May 11, 2012 - ADR & Scrap Processor](#)



ONLINE TRANSACTIONS

- [Online Registration Renewal](#)
- [E-Mail Management](#)
- [Mopeds/Scooters/ORVs](#)
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DRIVER SERVICES

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Subscribe to MVA Dealer Bulletins



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

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Subscribe to Email List: Dealer Bulletins

Email Address:

Dealership or Company Name:

Contact Person:

Job Title or Capacity:

Telephone Number:

Dealer Number:

Interactive Title and Registration Manual

Now available on MVA's website
www.mva.maryland.gov

Benefits

- Provides online guidance to dealers and title services



- Information provided will increase efficiency, leading to greater customer service and satisfaction

- Assist with the proper completion of transactions, increase accuracy and reduce rejected transactions



- Includes contact information for MVA, dealers associations and ERT Vendors

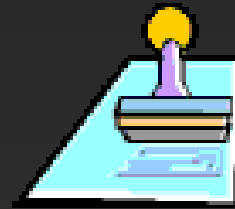
Dealer Audit Tidbits

Temporary Tags

- No temporary registration certificate can be issued for a courtesy delivery
- Dealers should keep a record denoting which temporary tags were issued
 - > CS-006 is needed for vehicles sold out of state which are not issued a temp tag

Transmittal Sheets/Title Lateness

- > Ensure the branch office date stamps all transmittal sheets



- Retain for 3 years
- Walk-ins do not require a transmittal, but ensure you are receiving credit for the date the work is processed

Approximately 14% of title applications are late

Inspection Certificates

- > A used vehicle should be inspected on or before the date of delivery



- Valid from 6 months from date of inspection or until 1,000 miles have been added to the odometer

ERT Sticker & Tag

Accountability

- All sensitive items should be accounted for



- > Have a log, ledger or perpetual records

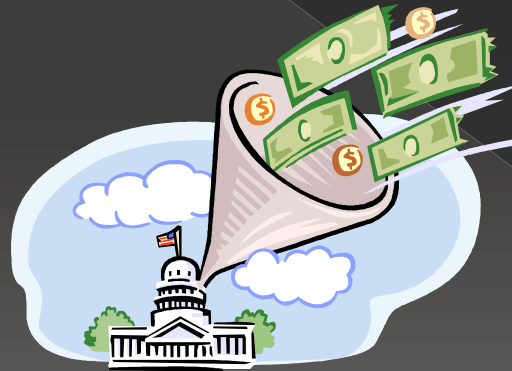
- Stolen stickers or tags should be reported to the ERT Unit, Business Licensing and your local law enforcement jurisdiction



- Voided inventory should be documented properly
- Limit access to secured inventory to necessary employees only

Taxable Selling Price

- Dealer processing fee is taxable and should be included in the taxable selling price
 - Should be clearly identified and not included as a lump sum on the buyer's order and sales invoice
- Manufacturer's rebates are taxable and should be included in the 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

Trade-Ins

- > COMAR 11.15.33.05 allows dealerships to deduct the trade-in allowance from the taxable selling price
- Internal Auditing is reviewing transactions on every dealership audit to determine if trade-ins are being handled properly
 - Will tax any material differences and expand when applicable
- Only 1 trade-in is allowed on any particular transaction
 - The trade-in allowance shall be limited to the vehicle with the highest trade-in vehicle

Vendor Aged Transaction Reports or Past Due Pending Reports

- › Monitor/review reports to ensure transactions are processed within 30 days



- Reports occasionally contain transactions that are extremely late
 - In most cases the transactions were walked into MVA to be processed and should have been voided or deleted from the ERT system
- Review these reports for accuracy and correct or delete transactions when appropriate

Questions and Answers

Q. Why do we have to send or walk our work that cannot be done through CVR, to Glen Burnie and not our closest branch?

A. Dealer transactions can be taken to any full service MVA office. It is not limited to the Glen Burnie office. See attached Guide for Dealer/Tag & Title Service Work Processing that was effective September 17, 2012.

Q. Now that tag returns are processed electronically, how should we handle returns if the tag cannot be found on ERT for electronic return?

A. Plates not on the database should be processed as a missing or may be returned to any full service MVA location for cancellation.

Q. Just to be sure, plug-in tax credit can be sent in by dealer instead of a customer applying for a refund later? What if customer “forgets” they’ve already gotten a tax credit on another vehicle? Does MVA go after the customer or the dealer for the money?

A. An individual may receive one tax credit upon the purchase and titling of a plug-in electric vehicle. For co-owned vehicles two tax credits (1 for each owner) are applicable. The dealer and/or the individual could be notified if the MVA discovers additional excise tax credits have been granted.

Q. Please clarify tag transfers: what parties can be added to or removed from a registration when transferring tags?

A. Dealer Registration plates acquired by any person, for any vehicle owned by that person, may be transferred to a newly acquired vehicle provided:

- **The ownership of the newly acquired vehicle has not changed from the name in which the plates were originally issued; and**
- **The vehicle classification of the newly acquired vehicle is identical to the classification of the vehicle to which the plates were originally issued; and**
- **The vehicle from which the plates are to be transferred has been sold, traded, junked, or otherwise disposed of.**
- **License plates can also be transferred between immediate family members (spouse, parents, child) when the vehicle to which they are issued is given as a gift.**

Note: If the plates are class A, E, or M, and all three conditions listed above are not met, the 1812 license plates may be repurchased and used on the new vehicle. This also applies to disability, organization, Agriculture, and Chesapeake Bay plates. The full registration fee is collected and 1 or 2 year registration stickers are issued accordingly.

Q. Can cancelled tags be mailed to the collection center if we only have 1 or 2?

A. Yes, tags can be mailed regardless of how many you are returning.

Q. What are we supposed to do with tax money that was collected from the customer but their work was rejected and sent back to us because the customer had returned checks, administration flags, needed government ID or other issues directly with MVA?

A. The dealer must submit to MVA all required documents, taxes, and fees within 30 days of date of delivery for class A passenger cars, class D motorcycles, class M multipurpose vehicles, and class G travel and camping trailers. The transaction will be processed as a title only if there are flags which prevent registration, i.e., administration flags, returned checks, etc.

Q. We recently were informed that when the permanent tag is issued, the temporary registration (good for 60 days) is then void. That seems to mean that the customer needs to return immediately to pick up their new plates. They are under the impression that the temporary plate is good for 60 days. We call and send postcards, but if the customer cannot return immediately they are driving on illegal tags, even though the expiration date on their temporary tag is still well into the future. Can this be changed? What does MVA suggest we do for our customers to keep their registration legal?

A. The registration is still legal. The temporary tag has an expiration date of 60 days and the registration is valid for 60 days. The issuance of the metal plates updates on the MVA's database once the transaction is transmitted and the 60 day temporary tag is no longer reflected. The owner should have the temporary registration that was issued if stopped by law enforcement.

Q. Scenario-We submit a piece of tag work to the branch because there were stops on CVR. The tag work gets rejected for whatever reason and the rejection notice is received beyond the 30 days of delivery date. By this time we are able to process thru CVR. Can we process it thru CVR and still protest any late fees that we may get? As it is right now if we do not resubmit it as a re-run we cannot protest the fees.

A. Yes, the transaction can be processed through the vendor system, but cannot be pended for another 30 days, (must transmit immediately). Be sure to maintain documentation that clearly shows the delivery date and the original submission date on the transmittal.

Q. If the dealership issued tags in error instead of processing a transfer how do we return the tags and have the refund come back to the dealership instead of the customer?

A. Contact the Correction Unit to correct the database to reflect the tag transfer. Return the new tags issued in error to the Central Tag Return Unit and request a refund. In order to issue the refund to the dealership the MVA must receive written permission from the vehicle owner

Q. I keep getting calls from customers who we have either transferred tags from their trades or we have turned in their tags but got notices from MVA or state jurisdictions concerning the whereabouts of their old car. Is there a way to get their names off the old car so they don't get letters?

A. No, MVA is required to maintain the last owner of a vehicle titled in Maryland.

Q. We are still unclear on the rules of allowing a tax credit on leased vehicles. Will you please go over the rules again of lease to buy or lease to lease and when you can take the tax credit and when you cannot? It seems to us if the lessee is paying the tax on a lease they should be able to use the tax credit even if they trade a vehicle leased by one company and the new lease is a different leasing company. Thank you.

- A. A trade-in allowance may be applied to the purchase price of a leased vehicle if the trade-in is in the same owner's name as the name of the lessee on the purchased vehicle; or the vehicle is:**
- a) Owned by the same leasing company purchasing the vehicle;**
 - b) Being assigned to the dealer; and**
 - c) Becoming a part of the dealers inventory for resale.**

A trade-in does not include a vehicle acquired by a dealer but not assigned to a dealer.