

Dealer Seminar Fall 2013

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 happening at the MVA?

- Legislation October 2013 & January 2014
- Moped Motor Scooter
- Primary Contact
- Review of process established for Late transactions
- Electronic Registration & Titling Workflow (ERT)
- Requesting Soundex
- New Temporary Tag Plate
- Dealer Tags
- Trade In Allowance
- Corrections
- Interactive Registration & Titling Manual
- Bulletins

October 2013

- Motorcycle – Individuals with a Disability
- Changes the combination of disability placards and plates by allowing for up to two disability motorcycle plates to be issued along with one or two placards
- Or, one placard and one vehicle plate having a class of A, E, M, H, I or J

January 2014

- Vintage Registration Plate – Available until December 31, 2014
 - Specially designed vintage registration plate
 - Yellow background with black lettering
 - Issued to the following classifications
 - Class A, Passenger Vehicles
 - Class E, Trucks with rated capacity of 1 ton or less
 - Class L, Historic
 - Class M, Multipurpose
 - Class N, Street Rod
 - New tag format
 - Class A, E, L, M and N: 2 alpha, 5 numeric
 - Disabled A, E, and M: universal wheelchair symbol, 2 alpha, 4 numeric

- Only the Web, Kiosk or ERT may process this transaction. Plates will be mailed directly to customer from Maryland Correctional Enterprises (MCE). No inventory at ERT locations
- Classes A, E and M will have the same plate scheme and may be repurchased between classes by paying the registration fee, surcharge and initial issuance fee.
- At renewal time, an additional fee will be charged along with the normal registration fee.
- **Initial issuance \$80 and annual fee of \$10 per year**

**** Note: This will not be available on ERT in January ****

Moped And Motor Scooter

- **As of October 1, 2013, all moped and motor scooter are subject to payment of the \$20.00 title fee and excise tax.**

Primary Contact Email Address

- The Administration is requesting a primary contact email address for dealers. This will be used to communicate all changes and procedures.
-
- In order to obtain or renew your license, the MVA is requesting you submit a primary contact & email address. All MVA correspondence regarding your Business will be sent to the primary contact's email address on file with the administration.
- Contact your business licensing representative for changes or you may provide the updates to business licensing via mvablcsd@mva.maryland.gov.
- Dealers are responsible for keeping this updated.

Note: A dealership's employees may sign up to receive dealer bulletins via email.

Late Pending Transactions

- Procedures include:
 - Contacting dealers with late transactions by 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.

ERT Workflow

This is an internal operations program that is designed for the ERT unit to systematically check for missing documents and data related to title work transactions.

Categories:

- ➔ Data transmitted with no paperwork received
- ➔ Paperwork received and no data transmitted
- ➔ Omitted Documents
- ➔ Excise Tax

You will be receiving letters from your ERT representative requesting that missing documents or data be submitted. It is very important that you respond to this letter. If you receive letters in error contact your representative.

Documents Required

REQUESTING SOUNDEX FROM ERT UNIT



- Copy of the individuals out-of-state driver's license. We can only accept drivers license for the continental United States. and it Tributaries.
- Copy of the VR-5 with the customer's name (i.e. full first, middle and last name), date of birth and Maryland address
- Documents can be faxed to the ERT unit at (410) 424-3629 or (410) 768-7070 and it must contain a coversheet including the sender's name and telephone number.
- Depending on the number of request, it could take
- 48 to 72 hours.

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

Submitting Title Work

FROM TOP TO BOTTOM

Maryland MVA Title/Registration Receipt
Registration card (if tag transferred)
Application for Certificate of Title (VR-005)
Ownership document
Lien Release-Notice of Security Interest Filing
Dealer Reassignments
Bill of Sale/Gift Form
Miscellaneous MVA Forms
Odometer Disclosure Statements (VR-197)
Maryland Safety Inspection Certificate

Please assemble forms in proper order

Do not fold forms

Do not use an excessive number of staples

Do not use highlighters

New Temporary Plates

This message was sent to all Lawn Enforcement Jurisdictions on October 1, 2013.

Effective immediately, the white paper 60 day temporary plate displayed in a plastic bag is no longer valid. The Maryland Motor Vehicle Administration (MVA) began issuing a new 60 day temporary plate on Teflon coated paper stock. The new plate includes reflective tape which shows the vehicle's temporary plate number printed across the strip. Other modifications include the expiration date moved to the top of the plate, the dealer's name appearing below the plate number and the removal of the model type, insurance information and barcode.

The new 60 day temporary plate cancels and supersedes all previously issued paper plates and is the only one authorized for issuance in the State of Maryland.

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.
- When a salesman is leaving return the tag or transfer to a new salesman
- For substitute tags, submit a letter on dealer letterhead requesting why they need a substitute tag along with the missing tag and a police report or police report number

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

Interactive Title and Registration Manual

Now available on MVA's website

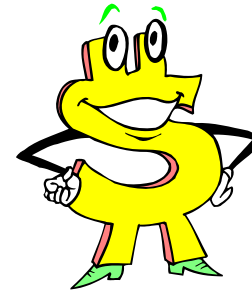
www.mva.maryland.gov

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

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...



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](#).

Dealer Bulletins

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 - 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](#).



DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



- HOME
- FAQs
- HOURS & LOCATIONS
- FEES
- CONTACT US
- HIGHWAY SAFETY
- FORMS
- DOCUMENT GUIDE
- INFOMVA
- MOBILE
- VIDEO

ONLINE TRANSACTIONS

- Driver's License/ID Renewals
- E-Mail Management
- Registration Renewal
- 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
- Motor Voter
- Press Releases
- More...

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



Insurance Bulletins

Towing Bulletins

Automotive Dismantlers, Recyclers and Scrap Processor Bulletins



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...

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:

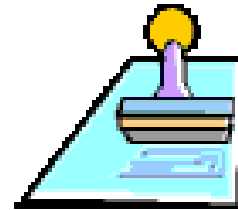
Dealer Audit Tidbits

Temporary Tags

- Only 1 Temporary Tag can be issued for a sales transaction
- 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. This form does not need to be submitted, but kept on file.

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

What's Coming to the MVA?

➤ **PICS - Perpetual Inventory Control System**

The Maryland Motor Vehicle Administration (MVA) will introduce a new "Perpetual Inventory Controls System (PICS)" for the purpose of tracking the lifecycle of Maryland motor vehicle license plates.

Over the last couple of years, the MVA has been working in partnership with the MD Department of Public Safety & Correctional Services / Md Correctional Enterprises (MCE) and their vendor J. R. Wald Co., to develop and bring to life "PICS", a digitized reporting system.

PICS lifecycle tracking includes the monitoring of inventory levels & provides an automated re-order system by setting thresholds for ERT vendors/participants and MVA offices. It also allows the MVA to track the chain of custody from the time the plates are made and issued until the license plate is returned and destroyed.

For the past year, the MVA & MCE have been bar coding both stocked inventory and new plates, and have deployed PICS at MCE, MVA's Warehouse and internally to their own Vehicle Services area in Glen Burnie. The next deployments will include all of the MVA branch offices and then to our ERT vendors and participants. The current target date for expansion to the ERT vendors and participants in late summer/early fall 2014.

We are very excited to bring this new, efficient, and enhanced technology to you! As we get closer to your transition into PICS, we want to ensure you that the project team will work closely with our ERT vendors and participants on training and support to help ensure a smooth and successful transition!

➤ **Electronic Inspection**

The Maryland State Police is currently working with the Maryland Motor Vehicle Administration (MVA) and a MD State approved vendor (NIC) to produce an Automated Inspection Certificate Program. This program will eliminate costly inspection certificate printing, distribution, accountability and processing issues.

Our goal is to reduce the paperwork associated with vehicle inspections and reduce or eliminate fraudulent certificate issues. This system will also provide the citizens of Maryland with a convenient means to both locate an Inspection Station and easily complete the Inspection and Registration process.

The anticipated piloting of this e-certificate program is January 1, 2014, with a projected date of July 1, 2014, for mandatory implementation.

➤ **Duplicate Title**

Duplicate titles will no longer be issued over the counter to the general public. Customers will be required to use the Web & Kiosk. The Dealer Duplicate process will not change.

➤ **Cross Border titling through ERT with Pennsylvania and Delaware**

Discussions are being held with both PA & DE. Working on a Memorandum of Understanding in order to perform cross border titling. This will allow Maryland dealers to title and register vehicles sold to Pennsylvania and Delaware residents. While also allowing Pennsylvania and Delaware dealers to title and register vehicles sold to Maryland residents.

➤ **Leased Vehicles**

This will allow for a vehicle to be titled and registered to the Lessor and Lessee.

You will continue to capture "LEASED" in the brand field.

Leasing company soundex will always be a company soundex. It will no longer be necessary to issue a new company soundex for every leased vehicle titling transaction.

For the leased vehicles the co-owner's (lessee) personal soundex will be used. The transaction will display the co owners name and address.

Title will be mailed to Lessor's address. Registration materials will be mailed to Lessee. All flag notifications will be mailed to both.

The new process will take effect January 2014.

Questions and Answers

1) Will electronic lien release come into effect any time soon?

The Administration is currently in the process of reviewing proposals. We anticipate being able to process transactions by end of 2014.

2) We have several new title clerks-can you go over tag transfer rules – when is it okay to add /drop names, when can repurchase, etc.

- 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.

3) Can we sell a used car on EBay (out-of-state) without a MD inspection?

If all aspects of a sale occur in another state, there is no violation of Maryland law to charge criminally or administratively. The sale of these cars in the other State cannot give rise to a violation of Maryland law and a Maryland inspection is not required. When the sale of the car can be called a Maryland transaction, then Maryland law, including inspection requirements, apply.

4) If we have a car that qualifies for historic tags – can we sell it without a MD inspection?

No, you can not sell a car without a Maryland Inspection.

5) Is the problem with the electronic transfer of tags resolved? When using the "O" tags returned on a transfer, the tag shows "not on file" while in the pending status. Once it is finalized at MVA it comes back on file. Our customer was pulled over for his tag not being on file. Once it was finalized at MVA – all was okay. Should we wait and do the tag return the day before transmitting to shorten the period that the tag is not on file?

At last notice, all issues had been corrected. We are currently working on changing the literal as it appears on our database. We have also notified law enforcement via teletype.

6) What accommodations can be made when there is an internet outage and we cannot get on line to create a temp tag? CVR could not help us and we had a customer in house whom we could not do a temp tag for.

There are 3 different situations that impact this: 1) the MVA is down-there is an offline process used by both vendors that will allow for the issuance of a temp tag. If you are not familiar with this process, please contact your vendor. 2) The vendor is down-You would not have the ability to issue a temp tag. However, this is the only transaction where we would allow you to have access to both vendor's software. 3) An area wide internet outage-You would not have the ability to process a temp tag. This is not an MVA issue nor is it a vendor issue.

7) Why do we have to pay taxes in order to get a Maryland Title in the dealerships name on trade vehicles?

Excise tax is due every time the MVA issues a title, unless the transaction or applicant is exempt. This is the reason dealers use reassignment forms, so they won't have to pay tax.

8) If we factory order a vehicle and the customer gives us his trade at the time we order the car, can we still give him trade credit when the car comes in and we actually deliver it to the customer?

Yes, you can give the credit.

9) If a customer has a CCU flag, can they pay online?

Yes, they can pay online at <https://www.paybill.com/payccu> CCU flags are usually removed instantly unless there is a judgment which typically takes 24 hours. Also, for the Insurance Compliance Division you may contact 410-768-7431 to pay insurance fines by IVR once the penalty has been assessed.

10) Customers who live outside of Maryland who want to do their own title work are given titles with previous owner information on them; does that violate privacy law?

We are researching this question through our AG's office and will provide an answer via bulletin.