

Dealer Seminar

Fall 2011

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

MVA News

- No more walk-in renewals
 - Renewal options include online, kiosk, telephone and mail
 - Anyone with a flag or insurance violation that cannot use an alternative service will need to visit a branch office

New barcoded registration cards

- Required equipment
 - Laser printer
- Prints on 8 ½ x 11 paper
- Duplicate reg and unstickered reg issued on plain white paper
- No pocket for month sticker
- Stock will still be ordered through vendor
- New stickered paper will need to be handled as controlled inventory



6901 Ritchie Highway, N. E.
Glen Burnie, Maryland 21052

REGISTRATION CERTIFICATE



TAG NUMBER **9ZZ9999** UNIT # **0000000** STICKER NUMBER **0000000**

TITLE NUMBER **25200185** MAKE AND BODY STYLE OF VEHICLE **MERZ 25**

YEAR **2001** CLASS **A** EXCEPT **N/A** VEHICLE IDENTIFICATION NUMBER **WDBR066F31F233416**

GR. VEH. WT. **3700** GR. CORB. WGT. **CCN/A** FEE **\$128.00** EXPIRATION DATE **07/31/03**

OWNER'S LICENSE SOLICITOR NO. **D000338000944** CO-OWNER'S LICENSE SOLICITOR NO. **D000429500002**

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)
JANE DOE
JOHN DOE-DOE
1 MAIN AVE SW
PO BOX 123
USA, MD 21126

IMPORTANT NOTICE:

Maryland Law requires the vehicle be insured at all times. Tags must be returned PRIOR to any cancellation of insurance on this vehicle. Failure to comply will result in suspension of registration and penalty of up to \$2000.00 per vehicle, per year.

The Maryland Vehicle Law requires that you provide your insurance information when involved in an accident. The certificate of registration must be placed in this vehicle or on the person operating the vehicle.

A person may not drive a vehicle on a highway if the maximum speed capability of the vehicle does not exceed the posted speed limit for the highway by at least 5 miles per hour.

Maryland Vehicle Law requires you to display both a front and rear license plate on vehicles they are issued for.

NOTIFY THE MVA WITHIN 30 DAYS OF ANY NAME / ADDRESS CHANGE.



Basic Title
REGISTRATION:
1) Remove stamp
by bending paper
2) Lift edge of paper
and slowly peel
3) Apply your license
on top of title
4) Attach your
upper tab of our
plate.

MARYLAND M.V.A.		MARYLAND M.V.A.	
TITLE/REG. RECEIPT		TITLE/REG. RECEIPT	
JANE DOE		T TAX	0.00
JOHN DOE-DOE		T FEE	100.00
TR DATE	07/14/2011	LN	
TR NO	25225211106900	TM TAG	0.00
TR TYPE	T3	TRF	0.00
TITLE	25200185	ADM	0.00
CTL NO		MISC	0.00
CL/TAG	A 9ZZ9999	REG	101.00
STKR		RG SRCHG	27.00
MULTI	00	S&L INSP	0.00
VIN	WDBR066F31F233416	FEE	\$248.00
1ST LEM	6720		
19T ALLIANCE FCU			
724 YORK ROAD 1ST FL			
BALTWORE MD 21204			

MARYLAND M.V.A.		MARYLAND M.V.A.	
TITLE/REG. RECEIPT		TITLE/REG. RECEIPT	
CASH RECV	248.00	TRANS	0
CR	0.00		
CV+	0.00		
CV-	0.00		
C CRD	0.00		
CREDIT	0.00		
CHANGE	0.00		
PAID	\$248.00		

Visit our MVA Website for Motor Vehicle Information and On-Line Services at
<http://www.mva.maryland.gov>



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Dealer Duplicate Titles

- Can only be used for trade ins
- Must submit buyer's order and odometer statement with application
- \$20 fee

ERT Dealer Representatives

- A, B
jstewart4@mva.maryland.gov
- K, L, R
ltyler@mva.maryland.gov
- C, U, V, Y
dmarsch@mva.maryland.gov
- D, F, M
bwiland@mva.maryland.gov
- G, H, I
vjenkins@mva.maryland.gov
- J, O, Q
shines@mva.maryland.gov
- N, S, T, W, X, Z
dyarbrough@mva.maryland.gov
- E, P, Salvages
kowens@mva.maryland.gov
- Fax numbers:
 - 410-424-3629
 - 410-768-7070

Supervisor - rjohnson3@mva.maryland.gov

Business Licensing Contacts

- # - Ar
gjaney@mdot.state.md.us
- As - Bo
dwalker2@mdot.state.md.us
- Bp - Ci
dhaigis@mdot.state.md.us
- Cj - Do
tcobb@mdot.state.md.us
- Dp - Fo
yalexander@mdot.state.md.us
- Fp - Hi
etoogood@mdot.state.md.us
- Hj - Js
ncook@mdot.state.md.us
- Jt - Lz
nflare@mdot.state.md.us
- Ma - Na
tmack@mdot.state.md.us
- Nb - Pr
dbanks@mdot.state.md.us
- Ps - Rz
fparker@mdot.state.md.us
- Sa - St
jkuti@mdot.state.md.us
- Su - Ui
eburgess@mdot.state.md.us
- Um - Zz
jfolderauer@mdot.state.md.us

Late Titling - mwagner@mdot.state.md.us

Supervisor - kwilliams1@mdot.state.md.us

Avoiding Insurance Flags

- Make sure the customer notifies their insurance company of the purchase and tag transfer (if applicable)
- Advise customers not to cancel insurance until they receive a cancellation receipt
- Customers with CCU flags can now pay online at <https://www.paybill.com/payccu>

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

Interactive Business Licensing Manual

Now available on MVA's website

www.mva.maryland.gov

Benefits

- Provides online guidance to dealers and title services
 - Assist with the proper completion of transactions, increase accuracy and reduce rejected transactions
- Information provided will increase efficiency, leading to greater customer service and satisfaction
 - Includes contact information for MVA, dealers associations and ERT Vendors

ONLINE TRANSACTIONS

- Online Registration Renewal
- Change of Address
- 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...

Governor Martin O'Malley announced a 60-day review of all State regulations for possible reform or elimination to help spark job creation.

Share your suggestions for regulation review or reform.

[Start Here](#)

Your Suggestion

<< < Auto Stop > >>

MVA Fee & Legislative Changes (effective July 1, 2011)

Vehicle Services

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

Driver Safety

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

Driver Services

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

Business Services

- Bulletins
- Dealer Information
- Forms
- Investigations

Governor Martin O'Malley
Lt. Governor Anthony G. Brown



DO IT ONLINE

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

MVA Announcements

Misinformation on Driver's License Renewals

Reports that the MVA will stop mailing driver's license renewal notices after January 1, 2012 are false. Click here for more information...

New Knowledge Test

Beginning October 3, 2011 MVA has changed the knowledge test that all new drivers must pass to obtain a learner's permit. Click here for more information...

More Announcements

Can be viewed by clicking here...



DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



HOME | FAQs | HOURS & LOCATIONS | FEES | CONTACT US | HELPFUL LINKS | FORMS | INFOMVA | SITE MAP | ADMINISTRATOR'S CORNER

ONLINE TRANSACTIONS

- [Online Registration Renewal](#)
- [Change of Address](#)
- [MVA Branch Office Wait Times](#)
- [Scheduling Appointments](#)
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DRIVER SERVICES

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VEHICLE SERVICES

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BUSINESS SERVICES

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ABOUT MVA

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Business Services



- [ADR Presentation](#)
- [Bulletins](#)
- [Consumer Tips to Purchasing A Vehicle](#)
- [Dealers](#)
- [Dealer Seminar Questions](#)
- [Dealer Support Center](#)
- [Dealer Survey **NEW!**](#)
- [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](#).

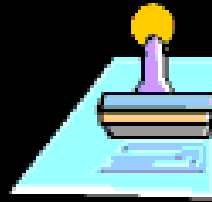
Dealer Audit Tidbits

Temporary Tags

- No temporary registration certificate can be issued for a courtesy delivery
- Dealers should keep some kind of 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

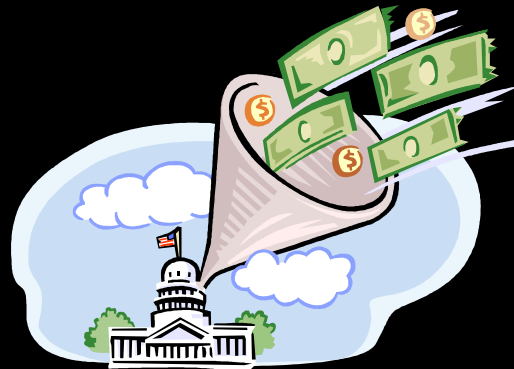
- Stolen stickers or tags should be reported to the ERT Unit, Business Licensing and your local law enforcement jurisdiction



- 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



MOTOR VEHICLE ADMINISTRATION

CERTIFICATE OF COMPLETION

Dealer Seminar
Fall 2011

IN RECOGNITION OF SUCCESSFULLY
COMPLETING THE SEMINAR

YOU DID IT!

