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Driver and Vehicle Services Update

Bureau of Motor Vehicles - Research and Support Operations Section
P.O. Box 68031, Harrisburg, PA 17106-8031

This bulletin may be downloaded by visiting the Driver and Vehicle Services
Web site at www.dmv.state.pa.us

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AGENT REMINDERS

AGENT AUDITS

PennDOT conducts audits of card agents, agent services and messenger services to ensure their compliance with law, regulations and their contract provisions. As a result of these audits, the following items are the most common deficiencies found by the Department. This information is being provided to remind agents how to avoid possible sanctions or termination of their contracts.

❖ **Files Are Not Properly Organized**

If a registration plate was issued, agent copies must be filed separately from other registration transactions (i.e., transfer of plates and issuance of intransit plates) and in consecutive order by plate number issued. If a temporary registration card only (transfer of plate) was issued, agent copies must be filed in chronological order by date of issuance.

❖ **Temporary Registration Permits (Window Permits) Are Not Retained Properly**

The top portion of the temporary registration permits are to be retained in the booklet and are not to be separated and placed in the files.

❖ **Yellow Copies of the Application or Applicant Summary Without Copies of Supporting Documents**

Agents are required to retain copies of the front and back of all supporting documents related to the title transfer. In many cases, only front copies are being retained. This now includes the acceptable Pennsylvania identification documents. In addition, the applicant summary sheets are not being completed prior to filing. All forms must be completed in their entirety.

❖ **Incomplete Paperwork**

Motor vehicle forms are not being completed in their entirety. Forms must be completed fully, including the driver's license or identification number being listed in the appropriate space.

❖ **Employee Training/Affidavits not Being Completed**

Agent service contracts require all employees engaged in the agent service to attend an approved Basic Title and Registration training course within one year of hiring and a refresher training course (Advanced Agent Services Training Course) at least once every two years.

In addition, the Contractor must, at the time of hiring and annually thereafter secure an affidavit from each person involved in providing the agent service that the person has read and understood the provisions of 75 Pa. C.S. Chapters 11 (relating to certificate of title and security interests), 13 (relating to registration of vehicles), 23 (relating to motor vehicle transaction recovery fund), § 6114 (relating to limitation on sale, publication and disclosure of records), 75 (relating to authorization of agent and messenger services) and 67 Pa. Code, Chapter 43 (relating to temporary cards and plates) and are required to retain the statement(s) on file for inspection upon request by the Department.

❖ **Unauthorized Personnel at Locations**

PennDOT's contract information must be updated when employees leave a business or when a business gains additional employees. When new employees are hired, employers must supply to PennDOT, the new employee's name and job description, along with a current criminal history check. When an employee leaves the business, employers are required to notify PennDOT that the employee is no longer authorized to operate under their contract. These notifications must be forwarded to the Bureau of Motor Vehicles, Dealer Unit, 1st Floor, Riverfront Office Center, 1101 S. Front Street, Harrisburg, PA 17104.

❖ **Acceptance of Non-PA Driver's License or ID, Fraudulent ID or No ID Being Used to Complete Paperwork**

Only one of the identification documents listed on the Acceptable Identification Documents to Complete Motor Vehicle Applications Fact Sheet is acceptable for an agent to use to title and/or register a vehicle in Pennsylvania. The front and back of the identification document being submitted must be reviewed. International and foreign driver's licenses cannot be accepted. Remember, effective Aug. 1, 2009, copies of the front and back of the purchaser's acceptable identification document must be attached to all title and registration documents submitted to PennDOT for processing. Please keep in mind the agent is also required to maintain a legible photocopy of the front and back of the acceptable identification credential for three years.

❖ **Vehicle Identification Number (VIN) Verifications Not Being Performed**

Section 1103(e) of the Pennsylvania Vehicle Code, requires VINs to be verified in conjunction with an application for certificate of title. Where it is impossible to obtain either a legible tracing or a photograph (signed and dated by a Pennsylvania Certified Inspection Mechanic) of the Vehicle Identification Number, verification shall be required when:

1. A Pennsylvania resident acquires a new or used vehicle from a non-resident for use in this commonwealth.
2. When a non-resident brings into the commonwealth, in connection with establishing a Pennsylvania residence, a vehicle previously titled or registered in another state or country.
3. When the application for initial certificate of title is for a truck, truck-tractor, or motor home, regardless of source of ownership.

❖ **Paperwork Not Submitted in Required Timeframes**

The following timeframes are required for paperwork submission to PennDOT:

1. Agents must submit paperwork within 20 days.
2. Messengers must submit paperwork within five days.
3. An agent who is also a messenger must submit paperwork within five days.

ONLINE MESSENGER / ONLINE REGISTRATION / AAMVANET USER REMINDER

❖ **Online Inquiry Authorizations Not Being Completed**

Online inquiries are being performed on customer records; however, the appropriate authorization forms (i.e., MV-161, DL-6114 or the PA On-Line Registration Program authorization for Inquiry of Motor Vehicle Record) are not being completed or are incomplete. These forms must be completed and signed by the customer prior to inquiring on the customer's record.

PRIVACY OF INFORMATION REMINDER

As you know, protecting the confidentiality of customers' personal information is of paramount concern to the Department. Title 67, Chapter 43 requires agents to keep their copy of the temporary registration card and documents related to the application for title or registration in strict confidentiality. Chapter 43 also requires agents to retain, at their place of business, copies of the temporary registration card (yellow copy) and all related documents for at least three (3) years. At the end of the three (3) year period the records may be destroyed.

Since the Department is committed to safeguarding and protecting customer information from unauthorized use or disclosure, all personal customer information must be disposed of using an office shredder or burned immediately. These records may not be placed in a trash bin for disposal or placed in a trash bin to be held or stored prior to shredding or burning. Personal customer information that must be shredded or burned prior to disposal includes the customers' names, addresses, vehicle and driver information, including Social Security numbers. Also, employee notes that contain personal customer information and all copies of completed forms that are being discarded must be shredded or burned.

All agents and their employees must comply with these procedures when disposing of customer information. Unacceptable disposal includes placing personal customer information in trash bins without first being shredded or burned. Failure to comply with these procedures could result in the suspension or termination of your contract.

SUBMISSION REQUIREMENTS REMINDER

Pursuant to item 21 of your Agent Service Contract, completed applications and fees for vehicle registration should be submitted to the Department as soon as practicable, but must be submitted **within 20 calendar days** of issuance of the temporary registration card, plate or other product designated by the Department either by an authorized messenger service or by mail. If the agent has also contracted with the Department as a Messenger Service, they must submit completed applications and fees **within five calendar days** in accordance with the requirements of the Messenger Service Agreement. **NOTE:** Online messenger services must submit fees within two days.

INSURANCE NOTIFICATION UPDATE

The Insurance Commission has notified PennDOT of a change in the timeframe customers have to report the purchase of a vehicle to their insurance company. A vehicle owner now has 14 days from the purchase of a vehicle to report additional/substitute vehicles to an existing policy. If a customer has a vehicle as "titled only" in excess of 14 days and the vehicle owner now wants to obtain a registration plate, the vehicle owner is required to submit one of the acceptable insurance documents for the vehicle before the issuing agent can issue a temporary registration plate.

PENNSYLVANIA IDENTIFICATION REMINDER

In January 2006, PennDOT introduced changes to Pennsylvania's address and ID requirements. These changes were put in place to secure the process to deter fraud and address concerns with non-Pennsylvania residents titling and registering vehicles in the commonwealth.

As a reminder, effective Aug. 1, 2009, all agents are required to submit a photocopy of the front and back of one of the acceptable identification credentials with their title and registration applications. Please keep in mind, the only change in the identification process at this time, is the agent must now submit a copy of the identification they are maintaining in their files along with the motor vehicle application.

Agents may only accept one of the following credentials for identification purposes in order to issue title and registration documents:

1. A valid Pennsylvania Photo Driver's License;
2. A valid Pennsylvania Photo Identification Card;
3. A valid Pennsylvania Photo Exempt Driver's License;
4. A valid Pennsylvania Photo Exempt Identification Card; or
5. A valid U.S. Armed Forces Common Access Card
 - Dependents of Armed Forces personnel must provide a valid United States Uniformed Services Identification and Privilege Card (DD Form 1173).

Below is a list of frequently asked questions concerning the requirements to submit photocopies of Pennsylvania identification. The answers provide further clarification regarding the Department's requirement to submit photocopies of the purchaser's acceptable identification credential.

Q. What motor vehicle forms must an agent attach a photocopy of the front and back of one of the acceptable identification credentials?

- A. MV-1, MV-4ST, MV-120 and for those agents who process transactions online, the Applicant Summary Statement. (NOTE: A copy of the front and back of the out-of-state license should be attached to the MV-120 when an intransit plate is issued.)

Q. Does the new requirement of submitting the photocopy of the front and back of the valid ID negate the requirement of keeping a copy of the ID in the agent's office with the yellow copy of the MV-1, MV-4ST, MV-120 or Applicant Summary Statement?

- A. No. A copy of the front and back of the ID must still be kept in the agent's office along with the yellow copy of the MV-1, MV-4ST, MV-120 and the Applicant Summary Statement as well as the supporting documents for three years.

Q. What should an agent do if they suspect the ID that is being presented for a Pennsylvania title/registration is fraudulent?

- A. The titling/registration application should not be processed and returned to the customer. An agent may not process or complete an application when the ID credential is suspected to be fraudulent. If possible, a copy of the ID credential should be submitted to PennDOT's Office of Risk Management at:

Pennsylvania Department of Transportation
Office of Risk Management
P.O. Box 69005
Harrisburg, PA 17106-9005

Q. Must the seller's ID be submitted to PennDOT in addition to the purchaser's ID with required motor vehicle forms?

A. No. Only the purchaser's ID is required to be submitted. However, this does not change the agent's requirement to verify and maintain a photocopy of the seller's identification credential.

Q. Will PennDOT reject a motor vehicle form if the photocopied ID was not submitted when it was required to be submitted to PennDOT?

A. Yes, if the ID is not submitted with the appropriate applications.

Q. Must a photocopy of the front and back of the proof of ID be submitted with online transactions.

A. Yes. Online processing does not exempt the requirement of the front and back of the ID credential to be submitted.

Q. What ID should be photocopied and submitted when a Power of Attorney (POA) is used for the purchaser of a vehicle?

A. This is no different than what is currently required to be maintained in the agent files. The only difference is the agent must now also submit a copy of the acceptable ID they are maintaining in the files. A copy of the person who has POA for the purchaser must be maintained and submitted as well as a copy of the purchaser's ID. The person with POA should be providing you with a copy of the purchaser's ID.

Q. What should be done if the ID credential is not legible and it is impossible to obtain a legible photocopy?

A. The ID must be legible. If the information is not legible, a replacement identification must be obtained before completing the motor vehicle application.

Q. Must the proof of ID be photocopied on one side of a document or can it be photocopied on two sides?

A. The Department has no preference if the ID is photocopied on one or two sides of a page. However, both sides of the ID credential must be photocopied in its original size, and all information must be legible.

Q. Is it acceptable to submit a copy of the ID when it is not required?

A. Yes.

**EMPLOYERS ARE REQUIRED TO ENSURE THAT ALL EMPLOYEES RECEIVE
PENNDOT'S DRIVER AND VEHICLE SERVICES UPDATE BULLETINS**