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DEPARTMENT OF TRANSPORTATION

Driver and Vehicle Services Update

Bureau of Motor Vehicles – Research and Support Operations Section
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This bulletin may be downloaded by visiting the Driver and Vehicle Services
website at www.dmv.state.pa.us

BULLETIN NO. 13-12

December 2013

SPECIAL EDITION

Preventing Rejections; Correct Completion of Required Agent Information

This is a follow up to Bulletin number 13-04 from April 2013. At that time, we sent notification to all agents that we continue to notice incomplete applications; specifically, incomplete agent information. We also stated that incomplete paperwork would be subject to rejection.

We continue to find the agent information in Section G of Form MV-1, Section F of Form MV-4ST, or Section B of Form MV-120, to be incomplete or completed incorrectly. In these sections, the agent is required to include the date the agent verified the customer's insurance, the agent's name, dealer identification number (DIN), signature and telephone number. If the agent did not verify insurance, the date area would remain blank; however, the agent information must still be completed.

PennDOT captures the agent information when processing title applications. Therefore, it is imperative that agents consistently complete this information accurately. Applications containing incomplete information risk rejection. Inaccurate information will cause a delay in processing the application until the correct information can be obtained.

In addition, to clarify, the "agent's name" is to be listed as the agent's official name as found on the Certificate of Authorization. We often receive applications containing the name of the individual completing the form in the agent's name field. The block for the agent's signature is where the name of the individual who completed the application should appear. Below is a sample of the **correct method** of completing this information:

ISSUING AGENT INFORMATION	I CERTIFY THAT ON MONTH <u>08</u> DAY <u>01</u> YEAR <u>20XX</u> I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.	ISSUING AGENT (PRINT NAME) Larry's Used Cars	AGENT NO. 85-5841LA
		ISSUING AGENT SIGNATURE <i>Jane Doe</i>	TELEPHONE NO. (717) 774-6879

In the example above, DIN 85-5841LA belongs to Larry's Used Cars, and Jane Doe, who completed the application for the customer, is an employee of Larry's Used Cars. Please note, information on proper completion can also be found in your PennDOT Agent Services Training Manual.

For agents who print their forms on a printer, we ask that you review the forms to ensure the information is printed **WITHIN** the box. We often receive applications that have the information printed outside the space provided, making the information illegible. These applications risk rejection if the information is unreadable.

AGENTS ARE REQUIRED TO ENSURE ALL OF THEIR EMPLOYEES RECEIVE PENNDOT'S DRIVER AND VEHICLE SERVICES UPDATE BULLETINS