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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.pa.gov](http://www.dmv.pa.gov)

Tom Wolf, Governor

Leslie S. Richards, Secretary

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## AGENT REMINDERS

### AGENT AUDITS

PennDOT conducts audits of all authorized agents 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 PennDOT. 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 includes the acceptable Pennsylvania identification credentials. 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. This includes the agent's DIN, as well as the customer's driver's license or identification number being listed in the appropriate space.
- **Employee Training.** Agent service contracts require all employees engaged in the agent service to attend an approved Basic Title and Registration Training Course prior to being added to the contract and completing PennDOT paperwork. The contract also requires a refresher training course (Advanced Agent Service Training Course) at least once every two years.
- **Affidavits not Being Completed.** 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 75Pa.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 is required to retain the statement(s) on file for inspection upon request by PennDOT.
- **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 the new employee's name and job description, along with a current criminal history check to PennDOT. When an employee leaves the business, employers are required to notify PennDOT that the employee is no longer authorized to operate under their contract. Adding or removing an employee requires the agent to fill out Form [MV-73B](#), "Messenger and / or Agent Service Employee Report for PennDOT." 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.
- **Criminal History Check.** PennDOT requires that all employees' criminal history checks be updated and are required to retain criminal history on file for inspection by PennDOT annually. For 5 year contracts, an employee living in another state **MUST** supply a criminal history check for the state in which they reside.
- **Acceptance of Non-PA Driver's License or ID, Fraudulent ID or No ID Being Used to Complete Paperwork.** Only the identification documents listed on the Acceptable Identification Documents to Complete Motor Vehicle Applications Fact Sheet are 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. **NOTE:** Passports may not be used as identification when processing motor vehicle forms.

- **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. 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. 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. **Reminder: Online agents must also submit paperwork to their integrator.**

#### **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-753](#) 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.

PennDOT 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 your Agent Service Contract, completed applications and fees for vehicle registration should be submitted to PennDOT 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 PennDOT either by an authorized messenger service or by mail. If the agent is also contracted with PennDOT 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. If the agent is an online agent through the online registration program, completed applications and fees for vehicle registration must be submitted to PennDOT within 15 calendar days. **NOTE:** Online messenger services must submit fees within two days.

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