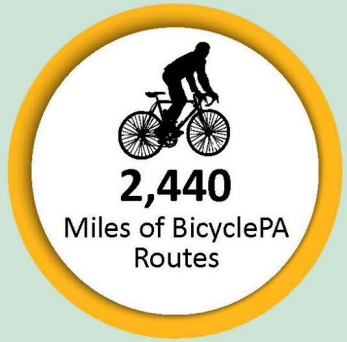
ONLINE MESSENGER ASSOCIATION MEETING

OCTOBER 7, 2025

Pennsylvania
Department of Transportation

PENNDOT BY THE NUMBERS

Pennsylvania
Department of Transportation



LB (4 -25)

*Total miles on all PA roadways

APPORTIONED REGISTRATION UPDATES

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APPORTIONED REGISTRATION UPDATES

May 2025 Renewal Season was Successful

- ARP fleets are now staggered; however, 66% of fleets still expire in May
- May renewals submitted to the department before the deadline were processed before the registration expiration.
- There was a backlog for supplemental applications; however, there was not a backlog for May renewal applications.
- Overall we had a successful renewal season for ARP fleets with May expirations

APPORTIONED REGISTRATION UPDATES

TA AGENT ONLINE CMV PROCESSING

- ✓ Online processing is available to all TA Agents
- ✓ Mandatory training session is required for access
- ✓TA agents can complete the following transactions online
  - Add Vehicle
  - Amend Vehicle
  - Delete Vehicle
  - Replace Plate
  - Replace Cab/Registration Card
  - Renewal
- ✓Additional training sessions will be available soon

QUESTIONS

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PENNDOT CONTRACT UPDATES

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CONTRACT RENEWAL OVERVIEW

When will renewal applications and new contracts need to be generated:

- Full Agent: 10 years from effective date of contract
- Messenger: 6 years from effective date of contract

How will you be notified of contract expiring:

- Email for first notification.(60 days prior)
- Email for second notification. (2 weeks after first notification)
- Phone call third notification. (1 week after second notification)
- After third notification an auditor will be sent to your business to provide an update (after all three attempts were made to contact business)

FULL AGENT RENEWAL PROCESS (10-YEAR TERM)

- Vendor is notified 60 days prior.
- Agreement Requirements:
  - Company Information
  - Owner/partner/officer information
  - Support staff Information
  - Questionnaire
  - Notarized statement of understanding title 67 PA. Code Chapter 43
  - Notarized statement regarding monies owed to the Commonwealth
  - Employee Notary
  - Applicant Certification
  - Zoning and Building code compliance statement
  - Pennsylvania State Police Criminal Background Check
    - Purpose for request: Employment

FULL AGENT RENEWAL PROCESS (10-YEAR TERM)

- Updated Security Plan
- Bond Information
- Training Certificates
- Required Site Photographs
  - Secure Area for storage of Pennsylvania Motor Vehicle & Driver Licensing products and forms
  - Full picture of solid door construction with secure hinges, ceiling, walls, and dead bolt lock
  - Safe secured to the wall or floor
- Certification of Information

MESSENGER SERVICES RENEWAL (3-YEAR TERM W/ OPTION TO EXTEND)

- Notified 60 days prior
- Requirements:
  - Two Page notification of contract expiring.

OS-2C (12-24)

Pennsylvania
Department of Transportation

[DATE]

[BUSINESS NAME]
[ADDRESS LINE 1]
[ADDRESS LINE 2]

Re: Renewal Notification for Messenger #[XXXXX]
Contract # [new#]

Dear Messenger:

Paragraph 25 of your Messenger Services Agreement ("Contract #"), effective [EFFECTIVE DATE] between the Pennsylvania Department of Transportation and [BUSINESS NAME] states:

> "This Agreement shall be for a term of three (3) years commencing with the effective date. The parties shall have the option to renew this Agreement by letter agreement for additional three (3) year periods."

We are requesting your concurrence to the renewal of the above referenced Agreement. Please indicate below if you agree to the renewal by checking the appropriate box. Please note that an authorized official must sign and date where indicated.

- **"YES"** I agree to the renewal of the Agreement referenced above, by this letter of agreement. The renewal period will be effective [NEW EFFECTIVE DATE] and terminate [ADD 3 YEARS; use Date Calculator]. All other terms and conditions shall remain the same as in the current agreement.
- **"NO"** I do not want to renew my contract.

Signature_____ Date_____

Printed Name_____ Title_____

Email Address (Required)_____

*If you choose **not** to renew your contract, all products must be returned within **five (5)** business days of the termination date.

Bureau of Support Services, Contract Administration Unit
1101 S. Front Street | Harrisburg, PA 17104 | 717-705-1101 | www.pa.gov/penndot

MESSENGER RENEWAL PROCESS AFTER 6 YRS

- Vendor is notified 60 days prior
- Requirements:
  - Company Information
  - Owner/partner/officer information
  - Support staff Information
  - Questionnaire
  - Notarized statement of understanding title 67 PA. Code Chapter 43
  - Notarized statement regarding monies owed to the Commonwealth
  - Employee Notary
  - Applicant Certification
  - Zoning and Building code compliance statement
  - Pennsylvania State Police Criminal Background Check
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MESSENGER RENEWAL PROCESS AFTER 6 YRS

- Updated Security Plan
- Bond Information
- Training Certificates
- Required Site Photographs
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  - Full picture of solid door construction with secure hinges, ceiling, walls, and dead bolt lock
  - Safe secured to the wall or floor
- Certification of Information

PROCESSING TIMELINE

- Reviewing of application once received: 1-2 days.
- Generate contract and send to customer for signature and returned with signature: 1-3 days.
- Send to Office of Chief Counsel and returned approved: 1-9 days.
- Turn Around Time from Start to Finish of renewal process after PennDOT receives: 3 to 14 days.

WHEN TO CONTACT PENNDOT

When you haven't had any communication via email when contract is 30 days from expiration

- Who to Contact:
- Contracts Resource Account Phone Number: 717-705-1101
  - Provide Business Name
  - DIN
  - Reason for Reaching out.
- Contracts Resource Account Email: RA-PDAGENTCONTRACTS@pa.gov
  - Provide Business Name
  - DIN
  - Reason for Reaching out

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DRIVER LICENSE DATA VERIFICATION (DLDV)

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DLDV

A DLDV verification is required to be run for every Titling and Registration transaction. A copy of the verification must be included with the supporting documentation retained and supplied to the Department with each transaction.

- The DLDV verification process requires all contracted agents/business partners involved in title and registration transactions to use DLDV to electronically verify the PennDOT DL/ID product against the PennDOT record.
  - Integrated the DLDV process within the title and registration transaction
  - Also included a standalone DLDV check

PROCESS

In the DLDV system, to complete a title transfer transaction, the business partner enters the information in the secure connection for the following transactions:

- Reassign Title and Tag,
- Reassign Title and Transfer with/without Renew Tag,
- Reassign Title Only,
- Reassign Title, Transfer, Exchange or Reissue with/without Renew,
- Title and Transfer, Exchange, or Reissue Tag with/without Renew,
- Title and Tag,
- Title and Transfer Tag with/without Renew,
- Title Only,
- Issuance of New Registration,
- Reconstructed Title Transactions,
- Change Owner, or Change/Delete/Add Lessee.

Visual verification and copies of DL/ID is still required.

DLDV checks must be completed at the time of issuance of title and registration.

PROCESS

- A DLDV is not required for PA dealer titles being issued.
- If a Dealer has completed a Secure Power of Attorney “SPOA”, related to an odometer discloser, the buyer’s DL/ID must be verified through DLDV. The dealership’s employee, who would be an agent, is not required to also run a DLDV on themselves, they just need the buyer.
- A dealership would not be required to run a DLDV for their employee but a LPOA that is not licensed by a dealership, the DLDV would be required for the POA as well as the buyer.

NUMBERS!

Since PennDOT began the DLDV process in November 2022, PennDOT identified **123** DL/IDs that came back invalid and were fraudulent identifications.

8,475,630 total valid DLDV checks/transactions processed.

34,582 total incoming calls received by Dealers/Agents regarding possible invalid responses to conduct further research.

CONTACTS

DLDV Help Desk: (717) 346-1893

DLDV Help Desk email address: RA-PDDLDVHELPDESK@PA.GOV

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SUBMISSION REQUIREMENTS FOR ONLINE MESSENGER FEES AND PAPERWORK

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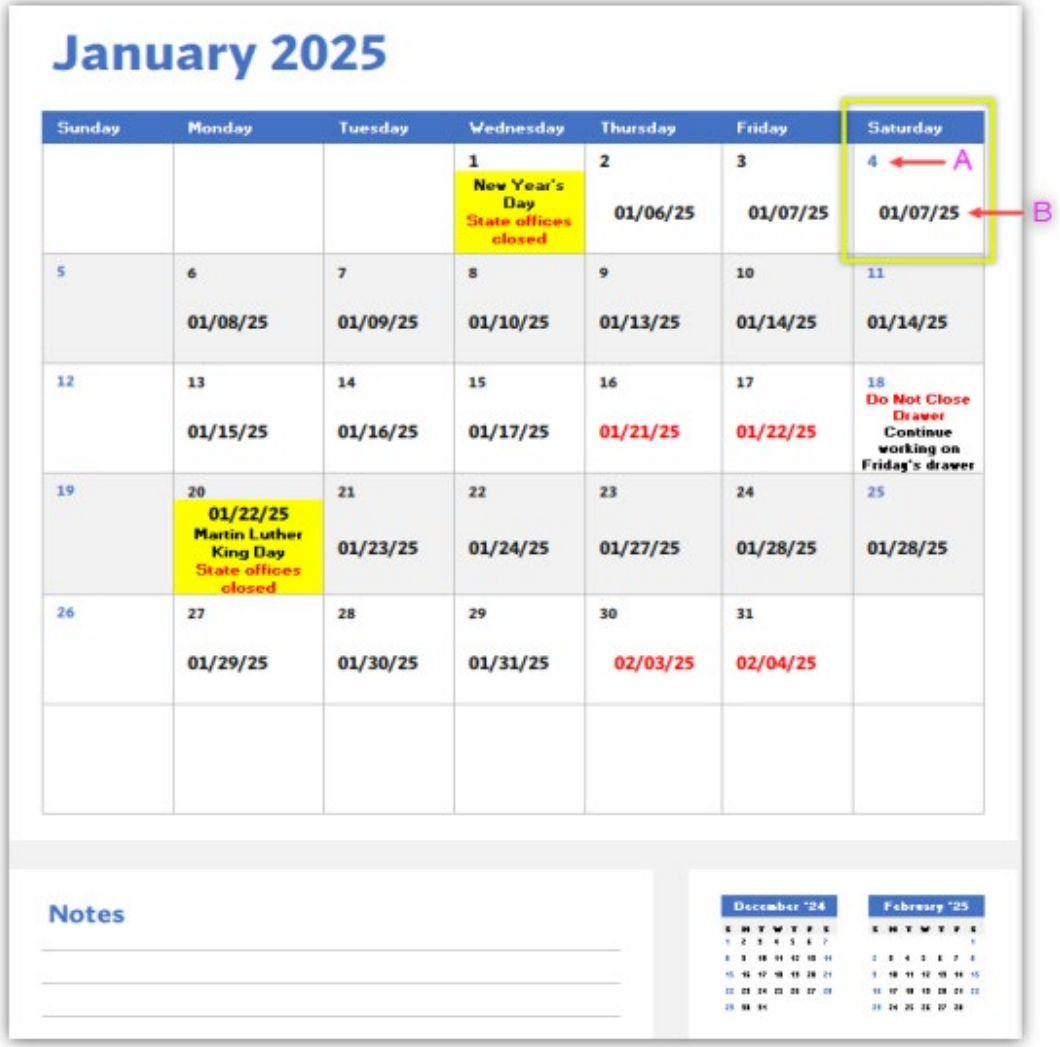
Timeframe for Submission of Paperwork and Fees

- **Paperwork is due** to the Department **by 10:00 am on the fifth (5th) workday** (Monday thru Friday) **after the process date**. If you process work on a Monday, the paperwork is due on the following Tuesday.

- **Fees are due by 10:00 am** as indicated on the Deposit date Calendar provided by PennDOT. Cash Drawers are closed the next business day in the morning after work is processed. To determine when fees are due, look up the deposit date shown for that morning on the Deposit Date Calendar. On that date, you will see another date listed in the box – that is the deposit date; fees are due by 10:00 am on that date.

TIMEFRAME FOR SUBMISSION OF PAPERWORK AND FEES PER PAGE 1 OF THE SUBMISSION REQUIREMENTS FOR ONLINE MESSENGER FEES AND PAPERWORK :



January 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 New Year's Day State offices closed	2 01/06/25	3 01/07/25	4 ← A 01/07/25 ← B
5	6 01/08/25	7 01/09/25	8 01/10/25	9 01/13/25	10 01/14/25	11 01/14/25
12	13 01/15/25	14 01/16/25	15 01/17/25	16 01/21/25	17 01/22/25	18 Do Not Close Drawer Continue working on Friday's drawer
19	20 01/22/25 Martin Luther King Day State offices closed	21 01/23/25	22 01/24/25	23 01/27/25	24 01/28/25	25 01/28/25
26	27 01/29/25	28 01/30/25	29 01/31/25	30 02/03/25	31 02/04/25	

Notes

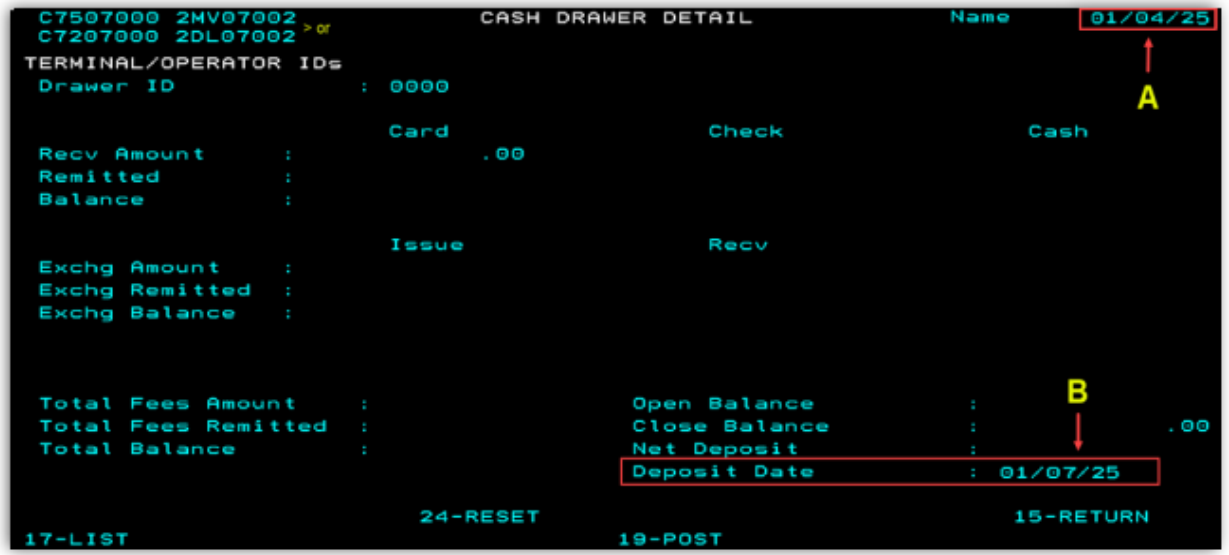
December '24 | February '25

- **Paperwork is due to the department by 10:00 am on the fifth (5th) workday (Monday thru Friday) after the process date**. For example, paperwork for work processed on a Monday will be due the following Monday.

- **Fees are due by 10:00 am on the deposit date indicated on the Deposit Date Calendar** provided by PennDOT. Cash drawers are closed the next business day in the morning after work is processed. To determine when fees are due, locate the current date on the calendar and refer to **the date listed as the deposit date**. Fees are due by 10:00 am on that deposit date. See below for more information:

A - The current Calendar Date - the day the cash drawer is being closed - is the same as the *System Date* and automatically appears in the top right corner of conversation 70 in CARATS. (see part **A** example below)

B - The Deposit Date to be entered in the bottom right corner of conversation 70 in CARATS. (see part **B** example below)



FEES – CHECK PAYMENT: SUBMIT THE FOLLOWING ITEMS TOGETHER (ONE FOR DL AND ONE FOR VR):

- 1. Cash Drawer Detail page.
- 2. FA-160 (Counter Drawer Summary)
- 3. Check (If Check is to cover an EFT Payment it should be marked EFT in the memo of the check)
- Enter the total fees listed on your Cash Drawer Detail on your check. If the dollar amount ends with $.50, that amount should be included on your check.
- Place the check on top of the FA-160 (Counter Drawer Summary) and the FA-160 on top of the Cash Drawer Detail page. Staple these three items together and place in a white envelope. On the front of the envelope, enter the following:
- 1. Site Name
- 2. Site Number
- 3. Process Date
- 4. Deposit Date
- 5. “BMV” or “BDL”

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TITLING A VEHICLE IN THE NAME OF A TRUST

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TITLING A VEHICLE IN THE NAME OF A TRUST

- Pennsylvania will only allow a vehicle to be title in the name of an owner.
- Owner is defined in **Section 102** of the Pennsylvania Vehicle Code as "a person, other than a lienholder, having the property right in or title to a vehicle. The term includes a person entitled to the use and possession of a vehicle subject to a security interest in another person, but excludes a lessee under a lease not intended as security. **Section 102** also defines a person as "a natural person, firm, co-partnership, association or corporation."

TITLING A VEHICLE IN THE NAME OF A TRUST

- Since a trust does not qualify as a natural person, firm, co-partnership, association or corporation, then we are unable to title the vehicle in the name of the trust such as “Josh Kline Trust”.

- You may submit the request for title in the name of a physical person under the date that the trust was established such as “Jane Smith, trustee, UDT (date the trust was established).”

TITLING A VEHICLE IN THE NAME OF A TRUST

What PennDOT needs:

- The proof of ownership document assigned to a trustee UDT and the date the trust was established
- A copy of the trust document that shows what trustee was appointed. There could be more than 1 trustee appointed. If that is the case, all trustees need to be listed unless the trust document has language in it that indicates that one trustee can act independently of the other(s).
- Properly completed MV-1 or MV-4ST showing the "Jane Smith, Trustee, UDT XX/XX/XXXX"
- Applicable fees. Sales tax would be needed. In the event that it is the owner transferring into the trust, no sales tax would be due, but they would still need to provide proof of tax paid on the vehicle before doing so.
- Insurance if the customer is keeping or obtaining registration.
- Drivers license or identification credential from the trustee(s)
- DLDV check

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