

## Questions from the PA OLM Association Conference 10/04/2022

### DLDV:

**1. When is this required?**

All business partners must start using the verification of identity system and process by no later than November 30, 2022.

**2. Why one DLDV for each transaction?**

The new verification process requires the business partner to use a new system tool to electronically verify the PennDOT DL/ID product against the PennDOT record for each transaction. The confirmation page from the DLDV check must go with the application and copy of front and back of DL/ID when submitting for scanning.

**3. What about Probationary Licenses?**

PA probationary licenses can still go through the verification of identity system. However, you will need to call the DLDV Help Desk to get the correct expiration date.

**4. Will it say why it was invalidated? I.E., suspended license?**

No. The response identifies if it is valid or invalid. Only the information being entered in the system is being validated. The driving status is not being validated.

**5. Can the association utilize green screens to look up DL information?**

No, you cannot use the green screens to look up a DL/ID. All business partners must use the verification of identity system.

**6. Should DLDV checks be conducted for in-transit transactions?**

All out of state driver license or ID cards will be visually inspected for in-transit transactions only. Out of state DL/ID cannot be validated through DLDV.

**7. Should DLDV checks be conducted on Military ID's?**

Military IDs do not go through DLDV system and will continue with a visual inspection of the Military ID by the authorized business partner.

**8. What about an invalid response? Will they get that at another agent?**

All business involved in title and/or registration of vehicles are required to start using the verification of identity system and process by no later than November 30, 2022. The system verifies against the PennDOT driver license data. The results will be the same at another agent. Contact the DLDV Help Desk for possible resolution to issues. If the issue cannot be resolved, the authorized PennDOT business partner must provide the customer with the DLDV Help Desk contact information, and they will be responsible for correcting their invalid status directly with PennDOT.

**9. What about a newly renewed license? Camera card? What date should be used?**

Processors should utilize the new date from the camera card for the renewed license. If the customer has a 15-day temporary internet driver's license – call the DLDV Help Desk.

**10. How does this mitigate insurance fraud?**

The new verification process requires the business partner to use a new system tool to electronically verify the PennDOT DL/ID product against the PennDOT record. This electronic verification assists in mitigating fraud associated with titling and registration of vehicles, as well as mitigating the potential for insurance fraud. This verification is done in real time and is an important tool for all authorized PennDOT business partners to ensure the DL/ID is valid prior to processing title and registration transactions.

**11. How should we handle a photo exempt driver license or Identification card?**

Under certain circumstances individuals can apply for a valid Pennsylvania Photo Exempt Driver's License or valid Pennsylvania Photo Exempt Identification Card. Those photo exempt products may be used to complete the DLDV check and the transaction. **Can they fax ID?** You can fax an ID.

**DAS:**

**1. Can payment by electronic check be made/EFT be made?**

You can make payment via payment card and ACH payment in the Dealer Agent Services system. Dealers and Miscellaneous Motor Vehicle Businesses can apply/pay for additional dealer and Miscellaneous Motor Vehicle Business plates, replacement plates, renewals of plates and MV-27A payments. You can also submit the recovery fund fee for initial applications and Messenger Renewals.

**General processing questions:**

**1. Antique plates – what is the current process?**

**APPLICATION FOR ANTIQUE OR CLASSIC REGISTRATION PLATES**

The following forms are necessary for the processing of antique and classic registration plates:

1. Pennsylvania Certificate of Title and Form MV-4ST, "Vehicle Sales and Use Tax Return/Application for Registration," or out-of-state title and Form MV-1, "Application for Certificate of Title," are required to be submitted when the vehicle is being transferred to a new owner and the new owner is making application for an antique or classic registration plate. When a vehicle is already properly titled in the owner's name, and the owner is making application for an antique or classic registration plate, only the vehicle's certificate of title is required to be submitted along with Form MV-11,

“Application for Permanent, Antique, Classic or Collectible Registration Plate.”

2. Form MV-11, “Application for Permanent, Antique or Classic Registration Plate.”
3. The appropriate sales tax, title, and registration fees.

**NOTE:** If the proof of ownership is a Pennsylvania Certificate of Salvage or out-of-state certificate of salvage, Form MV-426B, “Application for Reconstructed, Specially Constructed, Collectible, Modified, Flood, Recovered Theft Vehicles and Street Rods,” must be completed.

Antique and classic registration plates may be personalized for an additional fee. To check personalized registration plate availability, visit PennDOT’s Driver and Vehicle Services website, [www.dmv.pa.gov](http://www.dmv.pa.gov) and select the Plate Availability link from the list of services under the Online Services heading

Make check or money order payable to the Commonwealth of Pennsylvania and mail all forms and fees to PennDOT at the address on the form. PennDOT forms are available at most motor vehicle dealerships, messenger services and authorized agent offices. Form MV-11 and MV-426B are also available on our website at [www.dmv.pa.gov](http://www.dmv.pa.gov).

**2. Why can customers renew certain transactions online without a fee, but if they come to a processor, they must charge a fee?**

Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent’s service (delivery) fees are market driven and vary by agent. To compare service (delivery) fees, customers are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

Other than Apportioned Registration transactions, PennDOT does not charge any additional fees for the use of any online service available on our website at [www.dmv.pa.gov](http://www.dmv.pa.gov).

**3. Why don’t antique vehicles need photographs anymore?**

PennDOT is currently reviewing our antique vehicle process and the need for photographs. Once PennDOT review is completed, we will update all business partners on any applicable change to the process.

**4. How do we handle sales tax for out of state transactions?**

- a. A processor described an issue she is having with transactions from NY where NY is claiming to have paid sales tax to PA; however, there is no proof – no sales tax/cancelled check or trade-in.

If you hold a valid title issued in another state and have owned the vehicle 6 months or more before moving to Pennsylvania, you will not be required to pay any sales tax when you register your vehicle in Pennsylvania. Applicants exempt from Pennsylvania sales tax will list the appropriate Sales Tax Exemption reason code in Section I, block 1A and/or 1B on Form MV-1.

If you hold a valid title issued in another state and, have owned the vehicle less than 6 months before moving to Pennsylvania, you will need to provide proof of sales tax paid to the previous titling jurisdiction, or remit PA sales tax. Applicants entitled to a tax credit will list the appropriate tax credit amount in "Less Tax Credit" block on Form MV-1.

### **Reconstructed:**

**1. Should all 4 pictures have the inspection site in the picture?**

The vehicle needs to be in front of the inspection site building for all pictures. Depending on the view of the picture, it will show different parts of the inspection site in the background.

**2. Should all 4 pictures be signed or is it okay to sign 1?**

All pictures are required to be signed and dated.

### **Call Center**

**1. Call Center is stating we will not send a renewal coupon in the mail once renewing through egov.**

Per § 1309 of the Vehicle Code, at least 60 days prior to the expiration of each registration, the department shall send to the registrant an application for renewal of registration. Upon return of the application, accompanied by self-certification of financial responsibility and the applicable fee or fees, the department shall send to the registrant a renewed registration card.

### **General questions:**

**1. DMV Newsletter would have an email address listed to send questions or questions to. Why is this information no longer listed on the Newsletters?**

PennDOT does not include contact information on our Driver and Vehicle Services Bulletins.