PENNSYLVANIA ONLINE MESSENGERS ASSOCIATION FALL CONFERENCE
QUESTIONS FOR PENNDOT

1. When issuing PA title and registration for active military personnel, must the insurance ID card be a PA ID card or can we accept an out of state insurance ID card? You may accept an out of state insurance card for military personnel who present their military ID and active-duty orders.

2. Accepted procedure for Military procuring a new vehicle overseas from approved military programs seems to be that the assigned MCO goes directly to the lienholder. When they come into our office, they have owned the vehicle, made payments on the vehicle and even sometimes have paid the vehicle off. This means that they have owned the vehicle more than 6 months. Pennsylvania seems to take the stance as far as sales tax being due that they have not owned the vehicle more than 6 months and they must pay sales tax on it. What is that based on? Surely if they have been paying for this vehicle for years, they have owned it for years. Please submit these unique cases to the department for individual review. PennDOT will review these cases with the Department of Revenue. You may submit these examples to Jim Rhodes.

3. I am noticing a fairly new trend. Some of our Super and discrepancy work is disappearing. It is not processed and is not rejected. I am assuming it is being internally rejected. This is particularly problematic for this type of work because it cannot be traced. I am asking that the work be rejected back to us and allow us to handle the problem.
My runner just told me she was informed that we should be sorting our discrepancy submissions. Can someone clarify what that means. If the discrepancy pertains to an Antique are we to put it in the Antique bin, pertaining to a vanity plate should we be putting the discrepancy in the MV904 bin etc.? All rejections are given back to the messenger to put the work in the appropriate Sort bin and/or for any additional forms or information. This would be true for discrepancy work as well. These applications are given back to the messenger to place in the appropriate Sort bin.

4. Some messenger's contracts were rejected back stating they must use an outside notary for notarization of their contracts. Is this just a misinterpretation by someone in the contract unit or must we now use an outside notary? Other messengers told me they did not use an outside notary and their contracts were accepted. Contracts do not need notarized. all that is needed is the correct signature authority per business entity to sign on the contractor side of the signature page of the contract. Applications need notarized by a notary that is not yourself. Can either be an employee (notary) of your business or an outside notary.

5. When a police officer asks PennDOT for information on an in-transit plate are they now given the information on the person that the plate was issued to? We agents are still sometime receiving traffic citations. Law Enforcement can submit a request for data to the Department. Once the request for data is approved, the Department will send the requested information to Law Enforcement. The Department does not provide any PII information without the request for data being submitted in writing and being approved by PennDOT.

6. Some lienholders are releasing liens and mailing the titles to an out of state address which then changes the PA residents address to the out of state address on the PennDOT system, resulting in an H stop. I am assuming this is caused by the owner not changing their

address with the lienholder or is there something else going on that could be controlled? We are seeing a lot of H stops where the customer never moved out of state. If you receive an H stop, please submit the paperwork to the Research and support department for review.

7. May we accept a copy of a Limited Power of Attorney. Many times a limited POA is needed to complete a duplicate title application and then again to process that title into another name. May we do a true and correct copy of the original and use that for the original transaction? Yes.

8. Could the Dex unit possibly be authorized to take off Y codes on Fleet and Apportioned or better yet could we be authorized to take them off when doing a title transfer. Those that are internally rejected sometimes take months to get the Y code removed and another period of time before they get processed.
The Commercial Registration Section is required to remove the Fleet or ARP indicators. We have a process where DEX emails the Commercial Registration Section to have the indicator removed right away so they can move forward with processing the application. If you have examples of these taking months outside of DEX's current turnaround time, please provide those to Jim Rhodes so they can be internally reviewed.

9. Regarding POA's from leasing companies. Do they need the wet signature? Can they be emailed from the leasing company. Are they automatically good for a year?
POA's from leasing companies require a wet signature. Only approved insurance companies can us an e-POA.

A General Power of Attorney (including General and Springing Durable Powers of Attorney) is often used when the seller is out of the state or ill and permits a third party to sell a vehicle for a vehicle owner and usually allows the third party to act on behalf of the other person in other personal and legal matters. The person named on a General Power of Attorney is permitted to sign the Secure Power of Attorney Form when necessary, and all other documents required to properly transfer the vehicle's ownership. A General Power of Attorney must be notarized and include the signatures of two witnesses. A photocopy of the General Power of Attorney is acceptable.

General Durable Power of Attorney - Granted by someone who wants to place the management of their property and financial affairs in the hands of a person they trust. **This type of power of attorney remains in effect when the person granting it becomes incapacitated.**

Springing Durable Power of Attorney - **Goes into effect only if the person granting it becomes incapacitated. The person retains full control of their own financial affairs until they are unable to do so any longer**

The Third-Party Power of Attorney is a limited power of attorney that can be used when the seller or purchaser appoints someone to complete motor vehicle forms when applying for a transfer of title. This limited power of attorney can be used to sign the back of 11-89 or newer certificates of title in Section A when the certificate of title is available at the time of the transfer of ownership. In addition, the limited power of attorney can be used to complete a Secure Power of Attorney for the mileage disclosure when the certificate of title is being held by a lienholder. **Limited powers of attorney are valid for no more than 90 days, except those used by lessors, which are good for periods up to one year. NOTE: Section 1119(a)(2) of the Pennsylvania Vehicle Code has been amended to add an additional exemption to the 90- day provision related to an application for a Pennsylvania**

Certificate of Title for a manufactured home. If the limited POA 90-day expiration occurs during a declaration by the Governor of a disaster emergency under 35 PA.C.S. § 7301(c) (relating to general authority of governor), the limited power of attorney may continue to be used for the sale, purchase or transfer of manufactured homes during the period of the disaster emergency and for 10 days following the expiration of the disaster emergency.

The limited power of attorney must be notarized as required by Section 1119(a)(1) of the Pennsylvania Vehicle Code or in lieu of the notarization, a verification of a person's signature by an issuing agent who is licensed as a vehicle dealer by the State Board of Vehicle Manufacturers, Dealers and Salespersons, or its employee is acceptable.

Pennsylvania
Department of Transportation

Frequently Asked Questions

Pennsylvania Driver License Data Validation (DLDV) Program

	Question	Answer
1	**Why is PennDOT requiring a Driver'sLicense Verification?**	PennDOT implemented a new verification policy in 2022. The new policy was made possible through the Driver's License Data Verification (DLDV) system operated by the American Association of Motor Vehicle Administrators (AAMVA) in conjunction with the four OLRP integrators. The new verification process requires the business partner to use a new system tool toelectronically verify the PennDOT DL/ID product against the PennDOT record.This process assists Dealers and Agents by confirming the identification is legitimate.
2	**Are all Dealers, Agents, and Auctions required to verify the identification?**	All business partners involved with title and registration transactions will be required to use the verification of identity system and process regardless of online status.
3	**Who is AMMVA?**	The American Association of Motor Vehicles Administrators. Founded in 1933, AAMVA represents the state, provincial, and territorial officials in the United States and Canada who administer and enforce motor vehicle laws. DLDV is an AAMVA electronic service that connects to more than 40 states to verify the validity of driver's licenses and ID cards.
4	**Does AMMVA store any personal information?**	No personal data is stored with AMMVA.
5	**When should I run the DLDV verification?**	A DLDV verification is required to be run for every Title transaction. Please see answer in **question 6** for transaction details. A copy of the verification MUST be included with the supporting documentation retained and supplied to the Department with each transaction.
6	**What transactions should I run a DLDVverification for?**	ID Verification Mandatory 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, - Change Owner, or Change/Delete/Add Lessee. Visual verification andcopies of DL/ID is still required.
7	**I am an Agent; how many times does the verification need run for a retail customer?**	Once during each retail transaction for the public. Photocopies for multiple purchases for the public are not permitted.

8	**I am an Agent; how many times does the DLDV verification need run for a business making a retail purchase?**	A DLDV verification must be completed on the Authorized Signer during retail transaction for a business. If a business purchases multiple vehicles **on the same day,** a valid DLDV verification on the Authorized Signer may be run once. The valid DLDV verification may then be photocopied and included with the supporting documentation for each additional transaction processed **on that same day**.
9	**Is a DLDV check required when a dealer title is being issued?**	No, a DLDV check is not required for dealer titles.
10	**Do I need to continue to send a copy of physical identification with the printed report?**	Yes. A copy of the front and back of the provided identification is still required for all transactions. The printed DLDV verification is an additional requirement to the paperwork submission.
11	**What is the cost of the DLDV verification?**	The cost varies per Integrator and is market driven. You may sign up with any of the integrators approved by PennDOT.
12	**Is a scanner permitted vs manual entry of identification information?**	A scanner is recommended and will reduce the chance of data entry errors. Each Integrator will recommend a specific scanner for their software.
13	**What happens if the DLDV verification comes back as invalid?**	The transaction cannot be processed. The agent should contact the DLDV Help Desk for possible resolution. If the issue cannot be resolved, the customer will be responsible for correcting their invalid status directly with PennDOT.
14	**What if the customer presents a Driver's License that does not list the most current address?**	The customer's address is not a field which is validated by the DLDV verification. The verification will still process without the current address; however, in accordance with processing guidelines, if the correct address doesnot appear on the Pennsylvania identification credentials, the applicant must provide the Agent with the Driver's License Update Card. If the applicant does not have updated credentials, they must obtain one prior to the Agent completing the application for Title and/or Registration.
15	**What is the DLDV Help Desk contact information?**	Phone Number: **(717) 346-1893** DLDV Help Desk email address: **RA-PDDLDVHELPDESK@PA.GOV**
16	**What if the co-owner is out-of-state?**	Only PA identification credentials are verified through the DLDV process. An out of state co-owner is acceptable. The processor should visually verify the IDof the out of state co-owner and submit a photocopy of the front and back with the paperwork. This is the same process required prior to the implementation of the DLDV verification requirement.
17	**Would a DLDV verification need to be completed on an individual that is representing a business for signatures, for example an individual on a letter of authority?**	A DLDV verification must be completed on the Authorized Signer during a transaction for a business. If a business purchases multiple vehicles **on the same day,** a valid DLDV verification on the Authorized Signer may be run once. The valid DLDV verification may then be photocopied and included with the supporting documentation for each additional transaction processed **on that same day**.
18	**How do we scan 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.

19	**If we are processing on a Dealers behalf, must we redo the DLDV verification in our system if there is already one with the paperwork?**	A DLDV verification is required to be run with every Title transaction. Please see answer in question 6 for transaction details. A copy MUST be included with the supporting documentation andretained and supplied to the Department with each transaction. If the DLDV verification is present in the paperwork of the transaction it is not required to be run again. It is strongly recommended that the DLDV check be completed before the vehicle leave the lot.
20	**Are Out-of-State Dealers allowed to run DLDV if the customer lives in PA?**	A DLDV verification is required to be run for every Title transaction. Please see answer in **question 6** for transaction details. A copy MUST be included with the supporting documentation andretained and supplied to the Department with each transaction. Out-of-state Dealers can run PA DLDV verifications as a method to confirm the legitimacy of the identification. Business partners processing transactions via the Out-of-State Online Agent/Dealer Program are required to use the DLDV system.
21	**Multiple deals for one person – do we need to complete a DLDV verification for each deal?**	Once during each retail transaction for the public. Photocopies for multiple purchases for the public are not permitted.
22	**If the Dealer has a SPOA for an odometer discloser, who's DL/ID must be checked in DLDV.**	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.
23	**Is a Dealer who does not have agent services contract required to have a verification system?**	A DLDV verification is required to be run for every Title transaction. Please see answer in **question 6** for transaction details. A copy of DL/ID and the DLDV verification MUST be included withthe supporting documentation retained and supplied to the Department with each transaction. Dealers can sign-up for a stand-alone service with one of the PennDOT approved Integrators if they do not wish to be an Agent. You can find a listing of our Online Registration Program integrators on our website at www.pa.gov/services/dmv/apply-to-penndot-olrp It is strongly recommended that the DLDV check be completed before the vehicle leaves the lot.
24	**Why one DLDV for each transaction?**	A DLDV verification is required to be run for every Title transaction. Please see answer in **question 6** for transaction details. A copy of the verification MUST be included with the supportingdocumentation retained and supplied to the Department with each transaction. A DLDV check is required for each new transaction to assist in mitigating fraud associated with titling and registration of vehicles. 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 a title and registration transactions.

		There are exceptions to the one DLDV verification per transaction when a photocopy can be included for supporting documentation for Business Owners, Dealers, and Auctions when they have multiple transactions for the same purchaser on the same day.
25	**What about Interim, Restricted, Probationary or Occupational Limited Licenses?**	A DLDV verification can be completed on an Interim, Restricted, Probationary or Occupational Limited License; however, a phone call will need to be made tothe DLDV Help Desk to get the correct expiration date prior to performing the verification. The date on the product may not match what DLDV will validate.
26	**What expiration dates should be used if the customer has a camera card or the 15-day temporary internet driver's license?**	15-day temporary internet driver's license – call DLDV Help Desk A Camera Card is a valid identification product with the correct expiration date. The expiration date on the Camera Card should be used, not the date on the existing DL/ID. Provide a copy of the product with the supporting documentation.
27	**What about in-transit?**	DLDV verifications are not required for in-transit transactions. Continue the current process of visually inspecting supplied identification.
28	**How does this mitigate titling and registration 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. 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 a title and registration transactions.
29	**How should general or limited power of attorney be handled?**	DLDV validations must be run on any PA DL/ID presented by both the customer presenting the POA and the registrant.
30	**Does DLDV apply to letters of authorization or corporate resolutions presented to Dealers for a vehicle purchased in PA?**	Only PA identification credentials are verified through the DLDV process. The processor should visually verify the ID of the individual presenting the letter of authorization or corporate resolution with an out-of-state, non-PA ID or ID holder and submit a photocopy of the front and back with the paperwork. This is the same process required prior to the implementation of the DLDV verification requirement.
31	**Are Dealership employees required to have their personal DL/ID verified through DLDV when signing a POA and using a POA for buyers. This would also include an SPOA when the dealership employees complete Section A (buying for resale)?**	No. Dealership employees are not required to complete a DLDV validation when signing or using a POA and/or SPOA on the behalf of buyers if they are actively working at the Dealership. When the agent processes the application with a POA and/or SPOA, the agent should run the DLDV check of the buyer's DL/ID.
32	**When Dealership employees have a general POA for a Lessor, is a DLDV authorization required to be completed for the Dealership employee who signs the POA?**	No. Dealership employees are not required to complete a DLDV validation when signing or using a POA and/or SPOA on the behalf of a Lessor if they are actively working at the Dealership. When the agent processes the application with a POA and/or SPOA, the agent should run the DLDV check of the buyer's DL/ID.

33	**How long is a DLDV verification good for?**	The DLDV check is valid until the transaction for that deal is processed/completed, unless the DL/ID expires during that time but will only be available in the Integrators system for no more than 30 days
34	**When must a DLDV verification be run for transactions involving leased vehicles?**	DLDV verifications do not need to be completed on both the Leasing Representative and the customer (registrant). The DLDV check must be run on the customer (registrant) when the transaction is processed to add the lessee to the vehicle record.
35	**What if the vehicle is being titled and registered in the Leasing Company's (i.e., Business) name?**	The representative signing on behalf of the business should have their DLDV check completed. For any business contracted as an agent service with PennDOT completing titling/registration work for its own company, DLDV verifications do not need to be completed.
36	**If I am titling vehicles on behalf of my company, does a DLDV check need to be run?**	The representative signing on behalf of the business should have their DLDV check completed. For any business contracted as an agent service with PennDOT completing titling/registration work for its own company, DLDV verifications do not need to be completed.
37	**Does a DLDV check need completed for someone completing an MV-145, "Application for Person with a Disability or Hearing-Impaired Registration Plate or a Person with a Disability Motorcycle Plate".**	No, DLDV is not required to be completed to process an MV-145, "Application for Person with a Disability or Hearing-Impaired Registration Plate or a Person with a Disability Motorcycle Plate
38	**Is a Dealer required to complete a DLDV verification to title/register a Service Loaner vehicle?**	No. A DLDV check is not required to title/register the vehicle in the Dealership name for the service loaner.
39	**What if DLDV is down?**	**For transactions processed online:** If the DLDV system is down and verifications cannot be run, complete the paperwork, and hold until the system comes back up. Once the system is operational, run the DLDV verification and complete the transaction through the online process. **If the DLDV verification fails, please scan and send the paperwork to the DLDV Helpdesk for further assistance at:** DLDV Help Desk email address: RA-PDDLDVHELPDESK@PA.GOV **For transactions submitted manually:** If the DLDV system is down and verifications cannot be run, complete the paperwork, and hold until the system comes back up. Once the system is operational, run the DLDV verification, print and send to the Department for processing.
40	**What if the system doesn't input the name properly when we scan the DL barcode for the DLDV check?**	When scanning the ID's barcode, sometimes the first and middle name may get combined, etc. Please remember, if you are using the barcode to double check the first, middle and last names to make sure they are listed in the proper fields

		prior to running the DLDV check. This will eliminate an invalid response due to the name not updating properly. If you scan the ID and the first and middle name are on one line, for example, you will need to move the middle name to the appropriate middle name field.
41	**What can I do to help reduce the invalid response that should have been valid?**	Many times, a customer may renew their DL/ID just prior to vehicle purchase. If that is the case, the expiration date of the DL/ID will update. If the customer still has their old DL/ID with their camera card, you need to check for the updated expiration date and enter it into the DLDV check. Always ask the customer, is this your most updated DL/ID product. Make sure you entered the correct expiration date off the most up-to-date DL/ID. The applicant must provide the Agent with the Driver's License camera Card if they recently renewed to make sure the correct expiration date is captured in the DLDV check. Always make sure the First name, Middle name and Last name are entered correctly in the DLDV check. Must enter the full legal name that is listed on the DL/ID. Lastly, make sure you verify the info entered prior to submitting the DLDV check.