

# OLM Audit Findings

## Online Messenger Seminar 2019

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The average audit score for 90 Audit Reports written in the past year is  
100%

# OLM Audit Findings

Today, we'll review the following audit findings for following:

1. Transactions
2. Inquiries
3. Paperwork
4. Site Audits

# OLM Audit Findings

There are few processing errors, occasionally we see input errors with address changes, such as:

1. Street address typos
2. Zip code typos
3. Apt or PO Box numbers are not entered
4. City is not changed
5. Request is not processed

# OLM Audit Findings: Record Inquiries

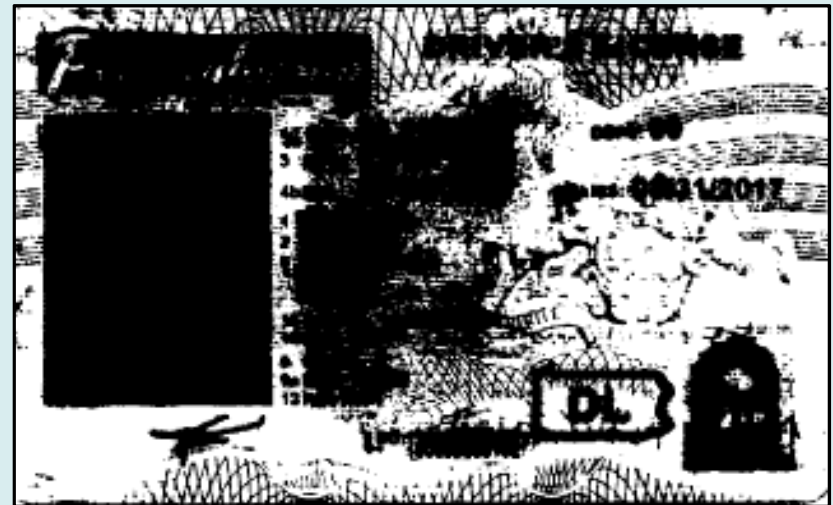
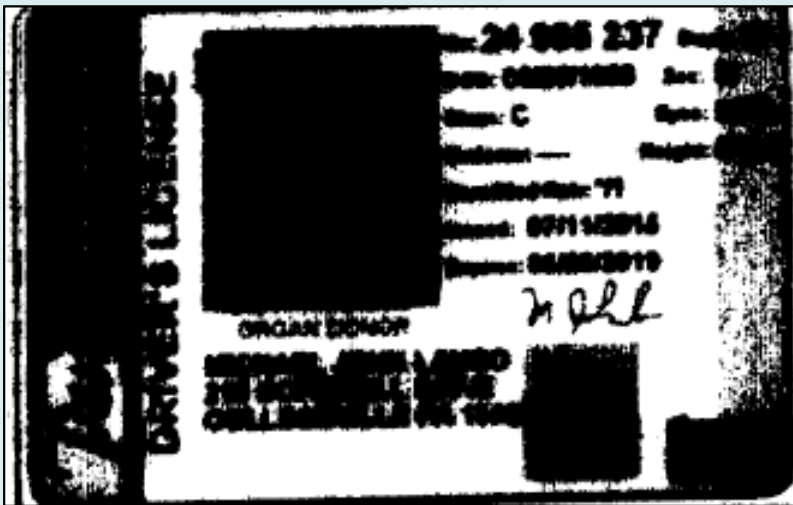
## Record Inquiries:

1. No business purpose
2. Form MV-753 “Authorization for Release of Motor Vehicle/Driver Record Information” is not on file for inquiry

Review Forms MV-751 and MV-753 with your employees

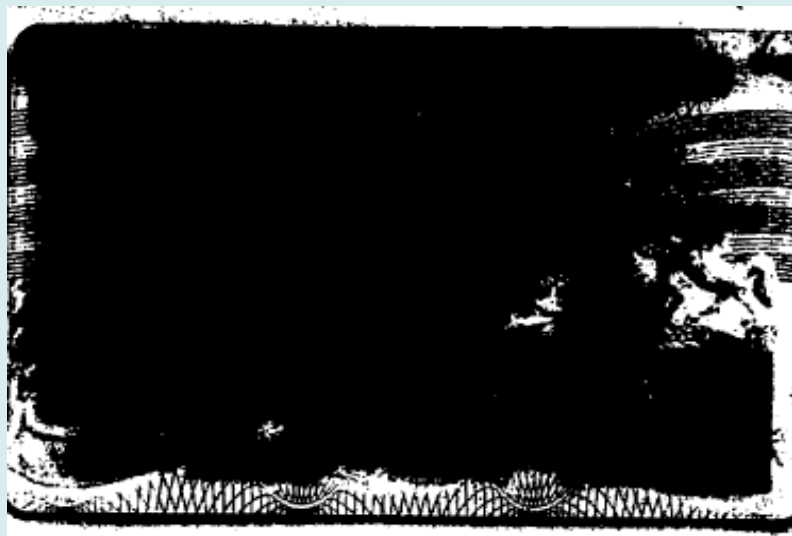
# OLM Audit Findings: Paperwork Submission Errors

## 1. Illegible DL/Photo IDs



# OLM Audit Findings: Paperwork Submission Errors

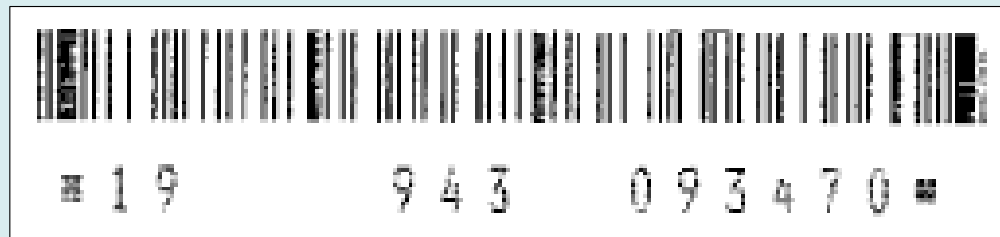
## 1. Illegible DL/Photo IDs





# OLM Audit Findings: Paperwork Submission Errors

## 2. Illegible WIDs that cannot be scanned:



The WID is too light, Bar Code is broken

# OLM Audit Findings: Paperwork Submission Errors

## 2. Illegible WIDs that cannot be scanned:



The WID is covering information on the form

# OLM Audit Findings: Paperwork Submission Errors

## 2. Illegible WIDs that cannot be scanned:



# OLM Audit Findings: Paperwork Submission Errors

3. Paperwork has not been submitted
4. Forms are not completed (e.g. not indicating reason for DL/ID replacement)
5. Photo IDs/DL are not submitted with DL/ID address changes
6. No proof of FR is provided with proof of FR transaction (sometime the BUD sheet only restoration eligibility letter is provided instead).

# OLM Audit Findings: Paperwork Submission Errors

6. Fee Waivers for tag replacements:
  - a) Missing screen shot documenting plate was stolen or surrendered
  - b) Missing screen shot documenting time is left on the surrendered or stolen tag
7. Height changes are not documented on DL-80 or DL-60

# OLM Audit Findings: Paperwork Submission Errors

8. Forms not notarized when notarization is required
9. Not entering Veteran's Designation into DL&C when the box is check on applications for DL/ID renewals.
10. Employees not initialing work
11. Site name, number and/or messenger number is not on BUD sheet.

# OLM Audit Findings: Site Inspection

For the most part, OLM Sites are in compliance. Occasionally auditors will find:

1. Security closet does not meet OLM Program requirements, or
2. Security Closet/Product Stock Log sheets are not maintained

# SharePoint: Online Messenger Information Center

## SharePoint: Online Messenger Information Center



# SharePoint: Online Messenger Information Center

## What is on SharePoint?

1. OLM Training Manuals and Updates
2. OLM Processing Document Requirements
3. Quality Control Procedures
4. Paperwork and Fee Submission Procedures
5. User ID Forms
6. Inventory/Security Forms

# SharePoint: Online Messenger Information Center

## What Training Materials are Available?

1. OLM DL and VR Training Manuals and Updates
2. OLM REAL ID Screen Changes
3. ACT 30 Chemical Test Refusal Restoration Fee Processing
4. DEFY Processing Training
5. Placard OLM Training
6. OLM ESEC Processing Manual

# SharePoint: Online Messenger Information Center

## What Processing Requirement Documents are Available?

1. OLM Processing Document Requirements
2. OLM Quality Control Procedures
3. OLM Site Inspection Form with matching OLM Program Requirements

# SharePoint: Online Messenger Information Center

## What Paperwork and Fee Submission Requirements are Available?

1. OLM Deposit Date Calendar 2019
2. OLM Paperwork and Fee Submission Requirements
3. EFT Registration Form

# SharePoint: Online Messenger Information Center

## What Other Documents are on the Site?

1. Most Current User ID Forms
2. Contact Phone Lists for MV and Fee Accounting along with the OLM Phone Contact list
3. Security Log Sheets: Daily & Monthly
4. Most current Insurance Company Four Digit Listing

# SharePoint: Online Messenger Information Center

## How do I register?

1. Send me an email at [ethrenhaus@state.pa](mailto:ethrenhaus@state.pa) and I will send you instructions on how to register for the site
2. When you register, enter all the required information.
3. Create a user ID that anyone at your site could use (e.g. if your site is ABC Notary, use that as your user name).
4. Create a password that is easy to remember and write it down.

# SharePoint: Online Messenger Information Center

## Once you are registered. . .

1. Send me an email with user ID you used to register
2. Once your registration is posted, I will send you an email with screen shots and instructions for logging onto the site and how to reset your password if you forget it.
3. Please save that email.


# Non-Title Inquiries

## Non-Title Inquiries Conversation 73 & 79



# Non-Title Inquiries – MV-753

MV-753 (7-15)

 **pennsylvania**  
DEPARTMENT OF TRANSPORTATION

**AUTHORIZATION FOR RELEASE OF MOTOR VEHICLE/DRIVER RECORD INFORMATION**  
(FOR USE BY AUTHORIZED AGENTS AND/OR MESSENGERS ONLY)

For Department Use Only  
Bureau of Motor Vehicles - 1101 South Front Street - Harrisburg, PA 17104

**NOTE:** This form must be maintained in the office of the requester for three years and is subject to PennDOT audit without prior notification. Agents must obtain the customer's signature of authorization in order to access any driver and/or vehicle information needed to assist in a motor vehicle or driver license transaction.

Driver License Inquiry - Complete Sections A, C, and D or E (**NOT BOTH**).

Motor Vehicle Inquiry - Complete Sections B, C, and D or E (**NOT BOTH**).

**A DRIVER INFORMATION**

Last Name	First Name	Middle Name	Sex (M or F) or Photo (Y/N)	Date of Birth
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**B VEHICLE INFORMATION**

Owner Last Name	First Name	Middle Name	Date of Birth
Co-Owner Last Name	First Name	Middle Name	Date of Birth
Vehicle Identification Number			
Title Number		Registration Plate Number	

**C REASON FOR INQUIRY**

Check on suspension status/print restoration requirements letter.

Error message during processing of application. Checking on:

- Already renewed
- Commercial Driver
- Out-of-State or Immigration & Naturalization Services (INS)/U.S. Citizenship & Immigration Services (USCIS) indicator
- Other (specify): \_\_\_\_\_

Check on work previously submitted to PennDOT by this agent/messenger. **NOTE:** If checking on multiple applications submitted, list additional records on the back of this form.

Incorrect record accessed (list correct record information): \_\_\_\_\_

Quality control of work processed on the following date(s): \_\_\_\_\_

Other (provide a brief description concerning the type of information required and the purpose for which it will be used): \_\_\_\_\_

**D DRIVER / VEHICLE OWNER / LESSEE RELEASE**

I hereby request PennDOT to furnish to \_\_\_\_\_  
Printed Name of Requester

information regarding my Pennsylvania driver and/or vehicle record to be used for the purpose indicated in Section C. I further certify that the vehicle in Section B is titled and/or registered in my name, and I am inquiring through an Agent Service for status on the vehicle.

Printed Name of Driver / Vehicle Owner / Lessee	Signature of Driver / Vehicle Owner / Lessee	Date
Printed Name of Vehicle Co-Owner / Lessee	Signature of Vehicle Co-Owner / Lessee	Date

**E AGENT / MESSENGER INFORMATION** (Complete for permissible inquiries without driver/owner/lessee release.)

Printed Name of Agent / Messenger (Employee Accessing Records)	User ID	Date
Signature of Agent / Messenger (Employee Accessing Records)	DN / Messenger #	

Visit us at [www.dmv.pa.gov](http://www.dmv.pa.gov).

## MV-753, "Authorization for Release of Motor Vehicle/Driver Record Information"

# Non-Title Inquiries – Conversation 73

## Conversation 73 Fee Remit

# Non-Title Inquiries – Conversation 73

C7500000 1MV00002                    VR - OLM SUPERVISOR/TRAINING                    ----HI JESSICA-----

MESSENGER SERVICE TRANSACTIONS	VEHICLE INQUIRIES
07 Duplicate Title	75 By Title
09 Change Owner/Lessee Address	76 By Tag
30 Reissue of Registration Materials	77 By VIN
33 Vehicle Info Sales	87 By Owner Name
38 FR/Restore/Rescind FR Reprint	
40 Registration/Transfer Reg	NON-TITLE INQUIRIES
46 FR/Suspension Inquiry	24 Reserved Personalized Tags by Tag
70 Open/Close Cash Drawer	73 Fee Remit by WID/Tag/Title/Name/VIN
93 Renew Vehicle Registration	79 Suspended Transactions by WID/Name
99 Stop Code Maintenance	83 Dealer by DIN #
FLEET INQUIRIES	84 Dealer by Name
54 Fleet Vehicles	80 MV80-Refunds by WID/Name
55 Fleets in Carrier	85 MV85-Returned Checks by Name Case #
56 Fleet Invoice	96 ITT Inquiry
57 Carrier by Name	

SELECTION:                    73\_

15-RETURN                    16-SIGNOFF

# Non-Title Inquiries – Conversation 73

C7507300 2MV07301 FEE REMIT PROMPT BY WID/TAG/TITLE/VIN PDT06102 9/03/19

WID : \_

Tag/Title/Vin :

17-LIST

24-RESET

15-RETURN

# Non-Title Inquiries – Conversation 73

C7507300 2MV07303 FEE REMITTED DETAIL BY WID/TAG/TITLE/VIN --NO REFUND INFO---

WID : 19070 0019 002648 000

## CHECK INFORMATION

Tag/Title/Vin :  
Deposit Date : 03/11/19  
Remit Amt : 62.00  
Amount Processed :  
Blanket Check :  
Msgr Ind : Y  
Msgr No :  
Record Access :  
Last Op Id : 0000

## REFUND INFORMATION

## Non-Title Inquiries – Conversation 79

# **Conversation 79**

# **Suspended Transactions**

# Non-Title Inquiries – Conversation 79

C7500000 1MV00002                    VR - OLM SUPERVISOR/TRAINING                    ----HI JESSICA-----

          MESSENGER SERVICE TRANSACTIONS

07 Duplicate Title

09 Change Owner/Lessee Address

30 Reissue of Registration Materials

33 Vehicle Info Sales

38 FR/Restore/Rescind  
FR Reprint

40 Registration/Transfer Reg

46 FR/Suspension Inquiry

70 Open/Close Cash Drawer

93 Renew Vehicle Registration

99 Stop Code Maintenance

          FLEET INQUIRIES

54 Fleet Vehicles

55 Fleets in Carrier

56 Fleet Invoice

57 Carrier by Name

          VEHICLE INQUIRIES

75 By Title

76 By Tag

77 By VIN

87 By Owner Name

          NON-TITLE INQUIRIES

24 Reserved Personalized Tags by Tag

73 Fee Remit by WID/Tag/Title/Name/VIN

79 Suspended Transactions by WID/Name

83 Dealer by DIN #

84 Dealer by Name

80 MV80-Refunds by WID/Name

85 MV85-Returned Checks by Name Case #

96 ITT Inquiry

SELECTION:                    79\_

15-RETURN            16-SIGNOFF

# Non-Title Inquiries – Conversation 79

C7507900 2MV07902      SUSPENSE INQUIRY PROMPT BY WID/NAME      PDT06102      9/03/19

WID                    : \_

Owner                 :

Name Code            :

City                   :

24-RESET

15-RETURN



# Non-Title Inquiries – Conversation 79

C7507900 2MV07901

SUSPENSE INQUIRY DETAIL

PDT06102 9/03/19

WID : 18340 000609 001

LAST OPER ID :

## OWNER INFORMATION

Name : |  
Address : |

Title :	Fees Remitted :	25.00
Messenger :	Susp. Date :	12/10/18
Trans Code : 08390	Balance Due :	53.00

ERROR  
CODE:

ERROR  
CODE:

7152 VALID LIEN ON PA TITLE  
1083 INSUFFICIENT FEES REMITTED

17-LIST

16-NOTEPAD

15-RETURN