PENNSYLVANIA DEPARTMENT OF TRANSPORTATION

OCTOBER 3, 2023

pennsylvania
DEPARTMENT OF TRANSPORTATION

PENNDOT BY THE NUMBERS

*Total miles on all PA roadways

LB (3-23)

BUREAU OF MOTOR VEHICLES OVERVIEW

Introductions

- Steve Madrak, Director of PennDOT's Bureau of Motor Vehicles
  - Registration Plate Reissuance – update on plate reissuance (Steve Madrak)
  - CMV Online Access for TA Agents (Tanya Cooper)
  - DAS System, how to login and how to add/delete employees, temp tag ordering. (Angel Layton)
  - Explanation of identified stop codes (Josh Kline)
  - OLM Questions (Josh Kline/Natina Davis)

REGISTRATION PLATE REISSUANCE

Steve Madrak, Director of PennDOT's Bureau of Motor Vehicles

Registration Plate Reissuance

- Business Partner Registration Plate Reissuance
- Central Registration Plate reissuance overview
- Illegible Plate Replacement

REGISTRATION PLATE REISSUANCE

- PennDOT began a new business partner registration plate reissuance process in January 2018.

- 4.1 million have been reissued through this program. This includes registration plates manufactured more than 10 years ago.

REGISTRATION PLATE REISSUANCE

- PennDOT expanded the business partner reissuance program on April 17, 2023:
  - PennDOT expanded the business partner reissuance program to include the “G” and “H” series passenger plates.
  - ‘D’ series plates are no longer eligible for replacement at the time of transfer.
    - Additionally, a new general reissuance has begun with the central replacement of all standard issue plate configurations beginning with ‘D’.
    - ‘D’ series plates should now be transferred normally and the department will issue a replacement plate to the customer through the central reissuance.
    - If a ‘D’ series plate is replaced in error after the date above, the $13 registration plate replacement fee will be required to process the transaction and the agent/dealer will not be reimbursed for the plate.
  - The Business Partner Reissuance program now includes ‘E’, ‘F’, ‘G’, ‘H’ and ‘Y’ during a transfer of the registration plate to a new vehicle.

PLATE REISSUANCE

- Central Replacement of all standard issue plate configurations beginning with ‘D’
  - We are currently doing an internal central reissuance on “D” series plates.
  - We are completing the piloting stage of the project. The pace of 'D' series plate replacement will be ramping up.
  - Once we fully roll-out we will be sending letters to registrants daily, followed by new registration plates in about 2 weeks.
  - The program is planned as an on-going commitment to replace all registration plates older than 10 years.

PLATE REISSUANCE

- **Illegible Registration Plates**

- A registration plate is deemed illegible when one or more numbers or letters cannot be recognized from 50 feet or if the registration plate shows any blistering, peeling, discoloration or loss of reflectivity.
- When a registration plate becomes illegible, PennDOT has two main ways of replacing them.
  - First, the law allows PennDOT to reissue a registration plate upon request of a vehicle owner when an authorized representative of PennDOT or law enforcement determines that a registration plate is illegible.
  - Vehicle safety inspection mechanics are authorized representatives of PennDOT and may determine if a registration plate is legible.
- Illegible Plates are replaced free of charge with the same style of plate.
    - If transferring a 'D' series registration plate that is illegible, you should offer the vehicle owner the appropriate form to request a replacement registration plate.

CMV ONLINE ACCESS

Tanya Cooper, Commercial Registration Section Manager

Commercial Motor Vehicle (CMV) Online Access for TA Agents

TA AGENT CMV ONLINE REGISTRATION

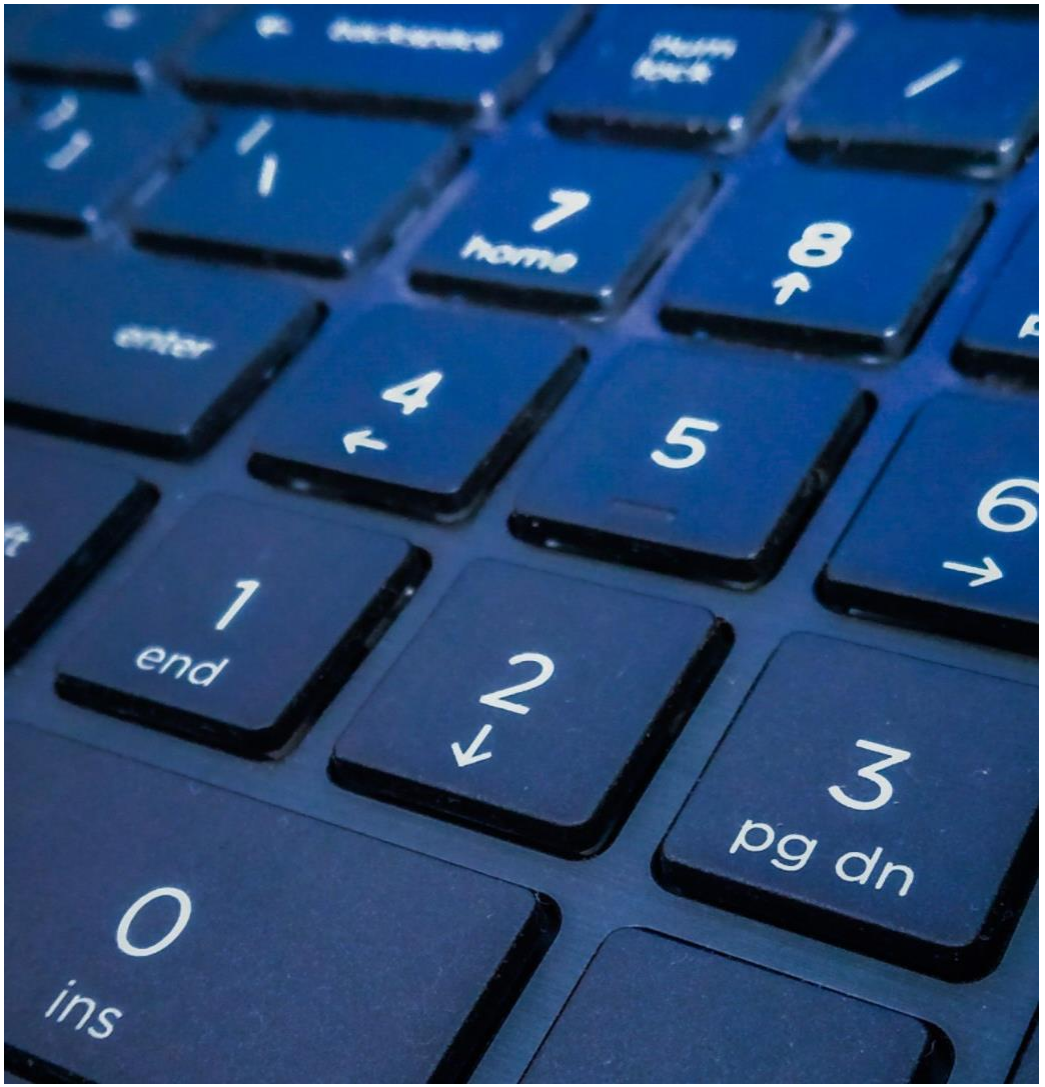
OVERVIEW

- **What is the Commercial Motor Vehicle (CMV) Online Application?**
  - ✓ Registration system for apportioned vehicles in PA
  - ✓ The system was recently enhanced to allow external online processing

- **Benefits of CMV Online Processing**
  - ✓ Allows TA agents to process real time apportioned registration transactions
  - ✓ Provides apportioned registrants alternative on-site processing options

AVAILABLE TRANSACTIONS

- Add Vehicle
- Amend Vehicle Non-Fee
- Delete Vehicle
- Replace Plate
- Replace Cab Card
- Renewal



TA AGENT CMV ONLINE REGISTRATION

STATUS

- **CMV Online History**
  - ✓ PennDOT recently conducted a CMV online pilot for TA Agents
  - ✓ The online pilot was a success

- **Next Steps**
  - ✓ CMV online processing will be open to all TA agents
  - ✓ Mandatory trainings sessions October - December

QUESTIONS?

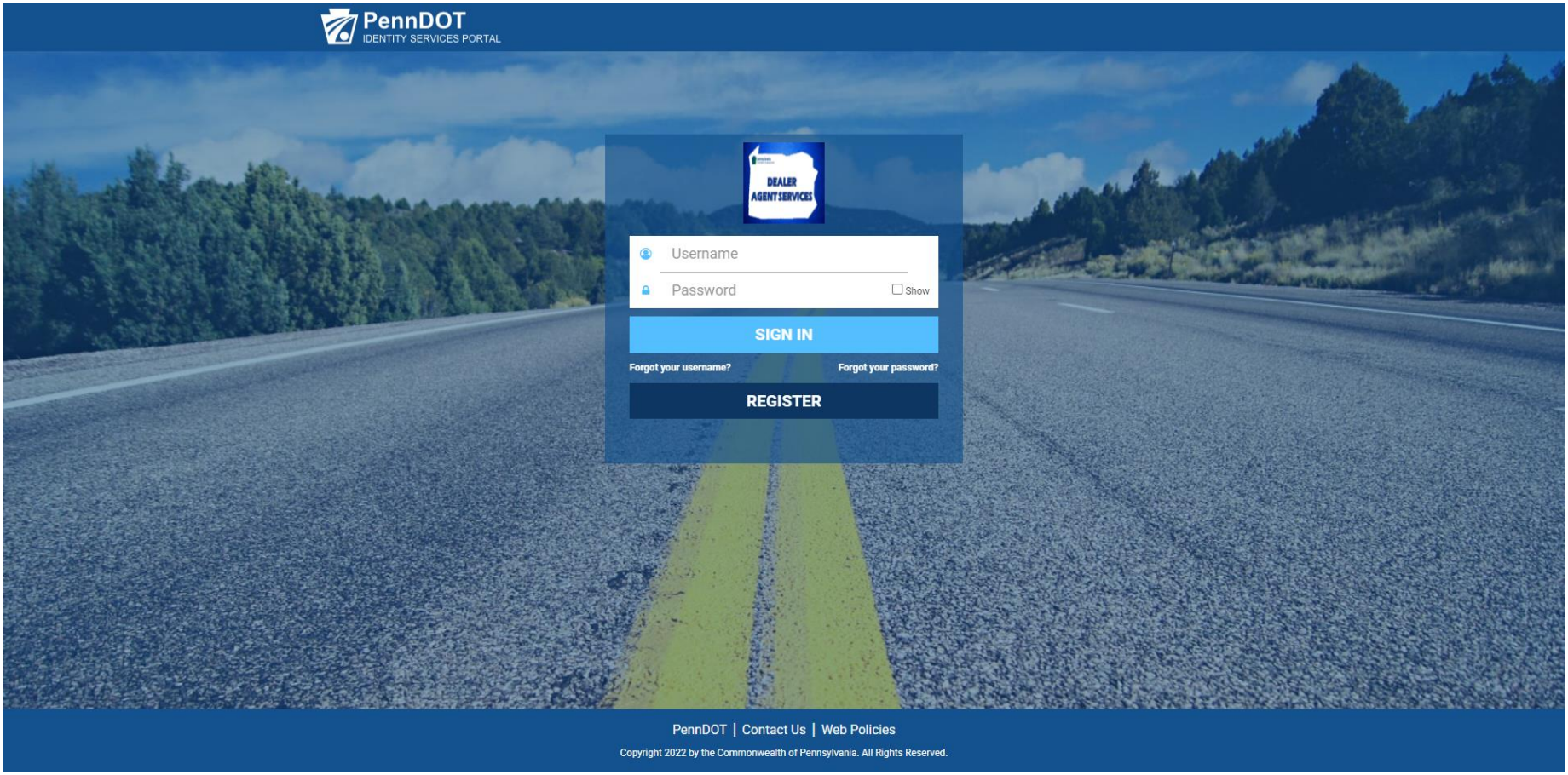
DAS SYSTEM

Angel Layton, Regulated Client Services Section Manager.

DAS System

- How to login
- How to add/delete employees
- Temp Tag ordering.

SIGN IN PAGE


PennDOT
IDENTITY SERVICES PORTAL
DEALER AGENT SERVICES
Username
Password
Show
SIGN IN
Forgot your username?
Forgot your password?
REGISTER
PennDOT | Contact Us | Web Policies
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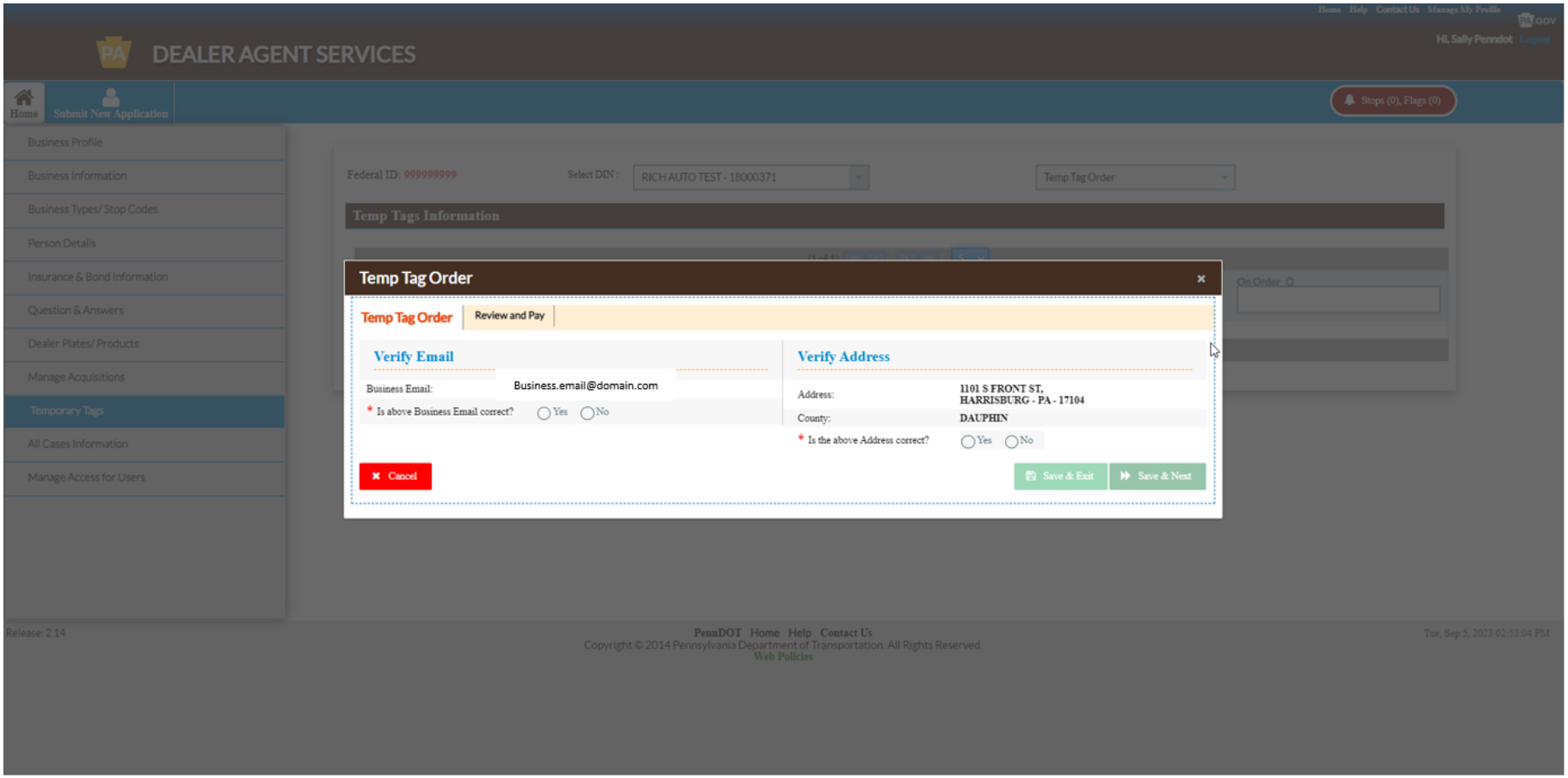
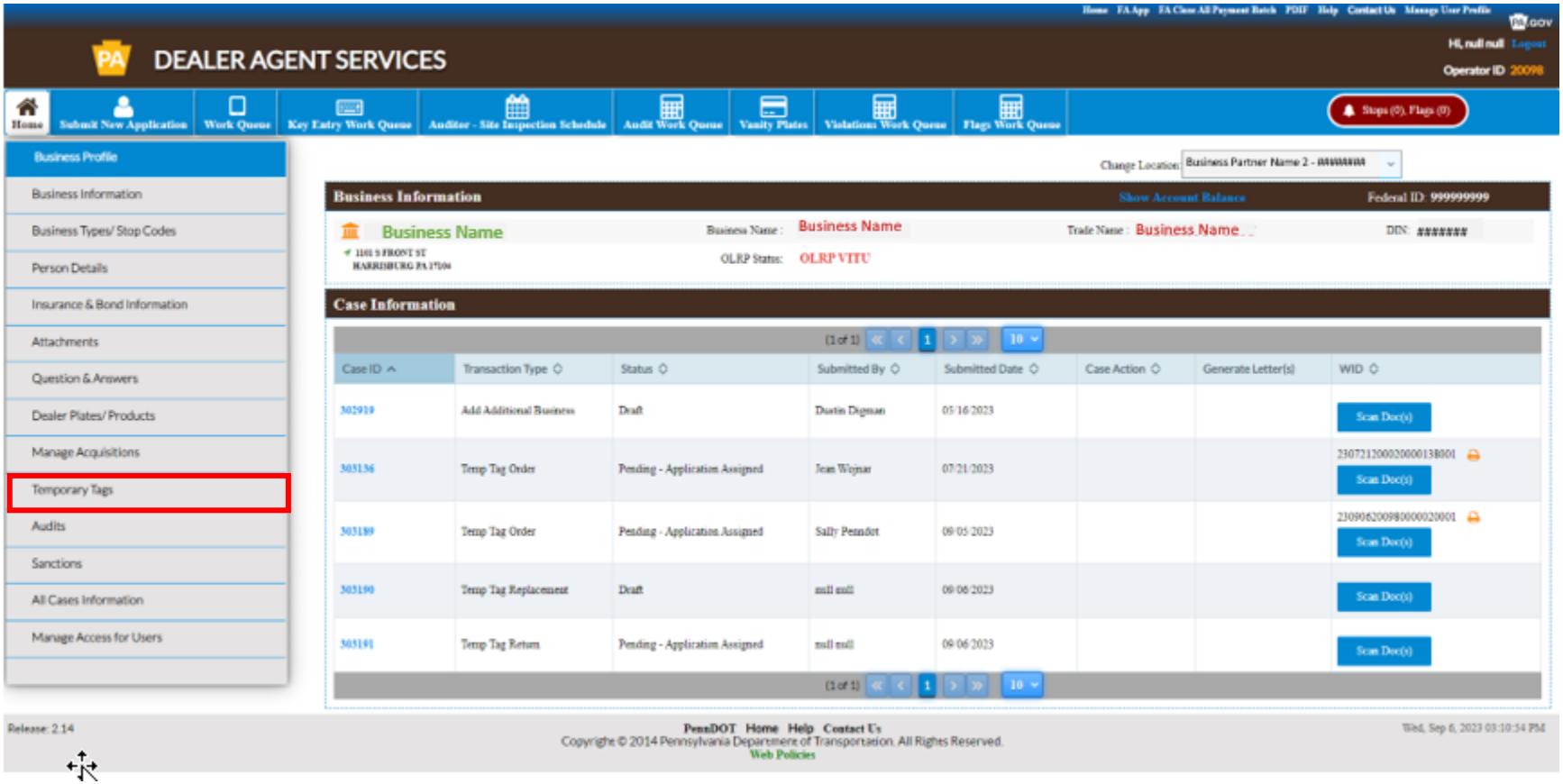
VERIFY EMAIL/ADDRESS



Click yes to verify the business email address and yes to verify the business Physical address. Once Verified, the window will expand to order the preferred temp tag ordering options.

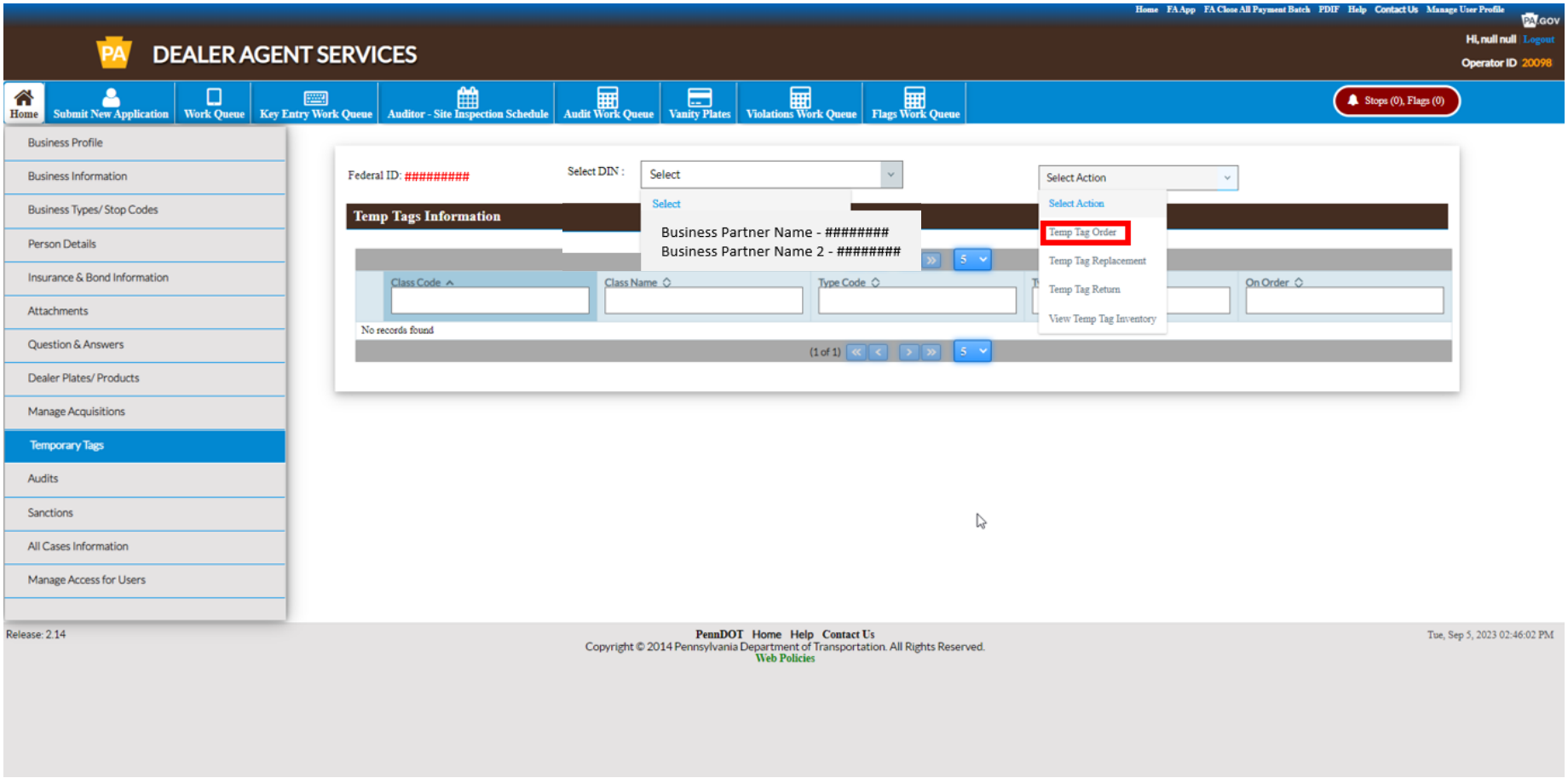
BUSINESS PROFILE PAGE



This is the landing page once you are logged in.

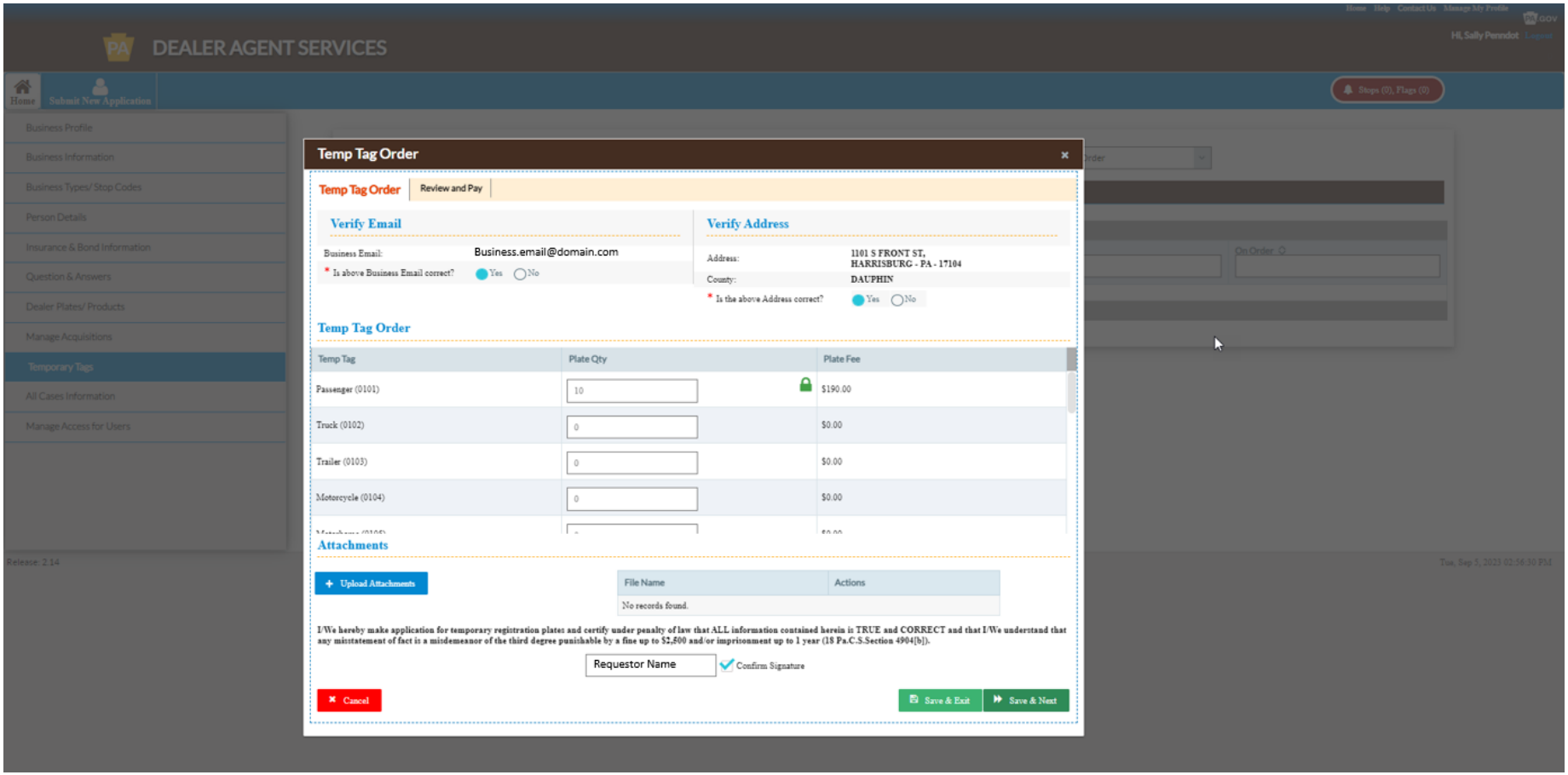
Click the Temporary Tags Button to start placing your order.

TEMP TAG ORDERING



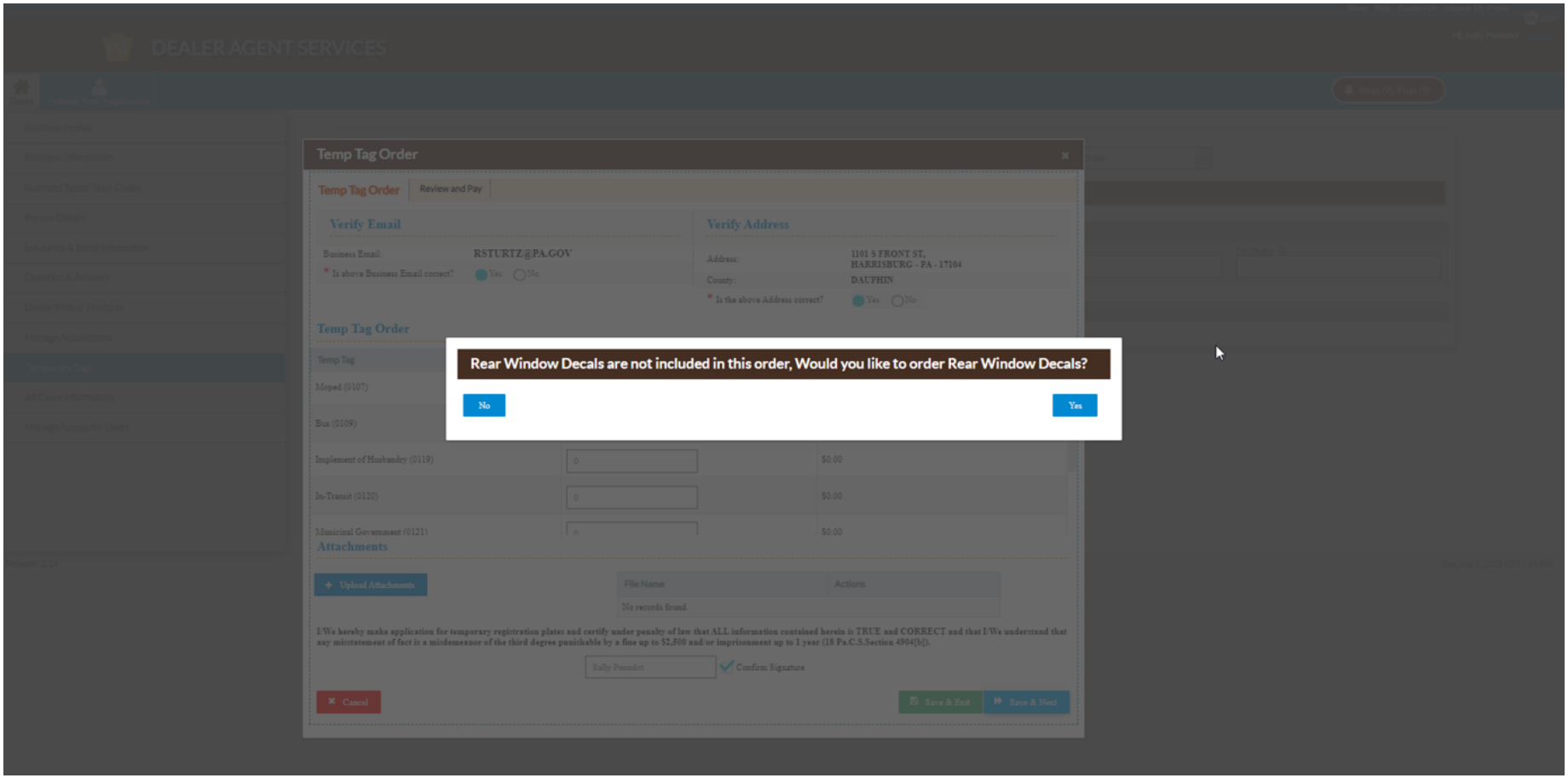
Select your DIN from the drop-down menu.
In the select action dropdown menu select Temp Tag Order

ORDER OPTIONS



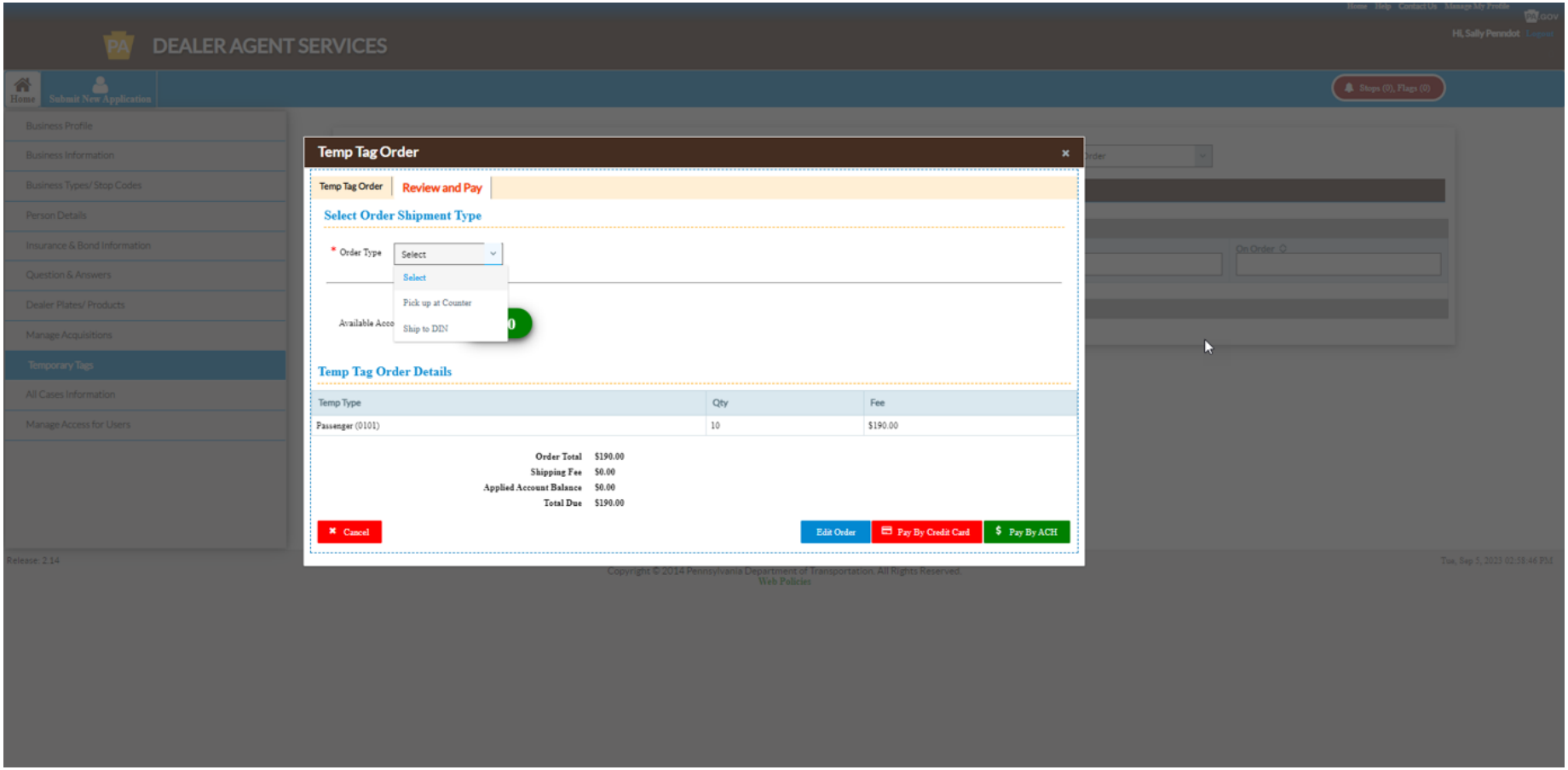
Add Plate Quantity to the Temp Tag Options you are authorized to purchase. Click to confirm signature and click save and next to continue.

REAR DECAL PROMPT



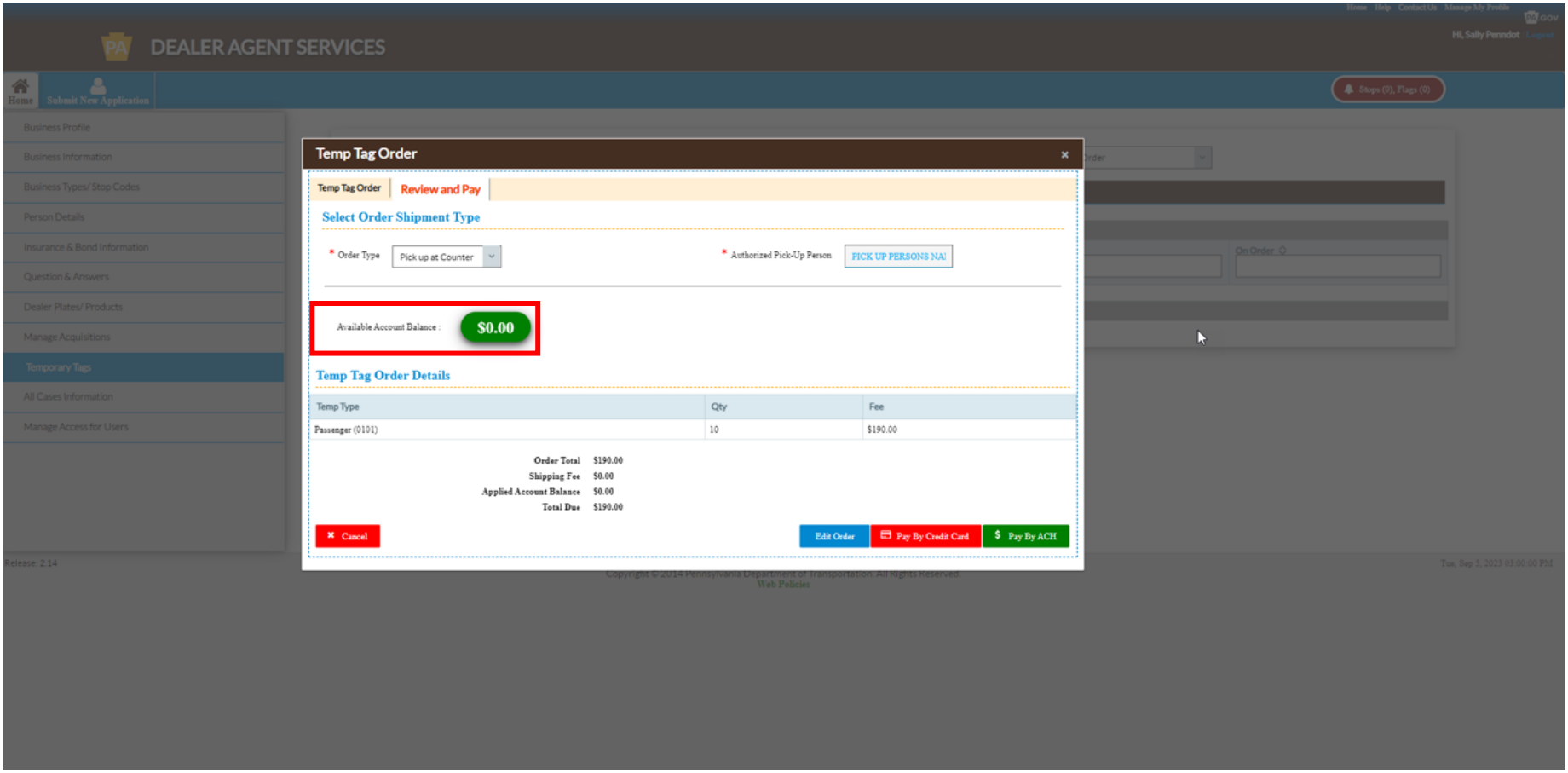
Rear Window Decals need to be added to your order for every Temporary tag ordered. A window prompt will appear if rear Decals were not ordered with the Temporary Tags.

ORDER TYPE



Select the Order Type. Pick up at the Counter, or Ship to the DIN.
Note: If shipping to DIN a shipping fee will be applied.

ACCT BALANCE/PAYMENT



If there is account balance for the DIN, it can be applied to the purchase. Choose your payment option ACH or Credit Card and click to pay.

User will be redirected to input payment information

DEALER AGENT SERVICES

ADDING/DELETING MESSENGERS

pennsylvania
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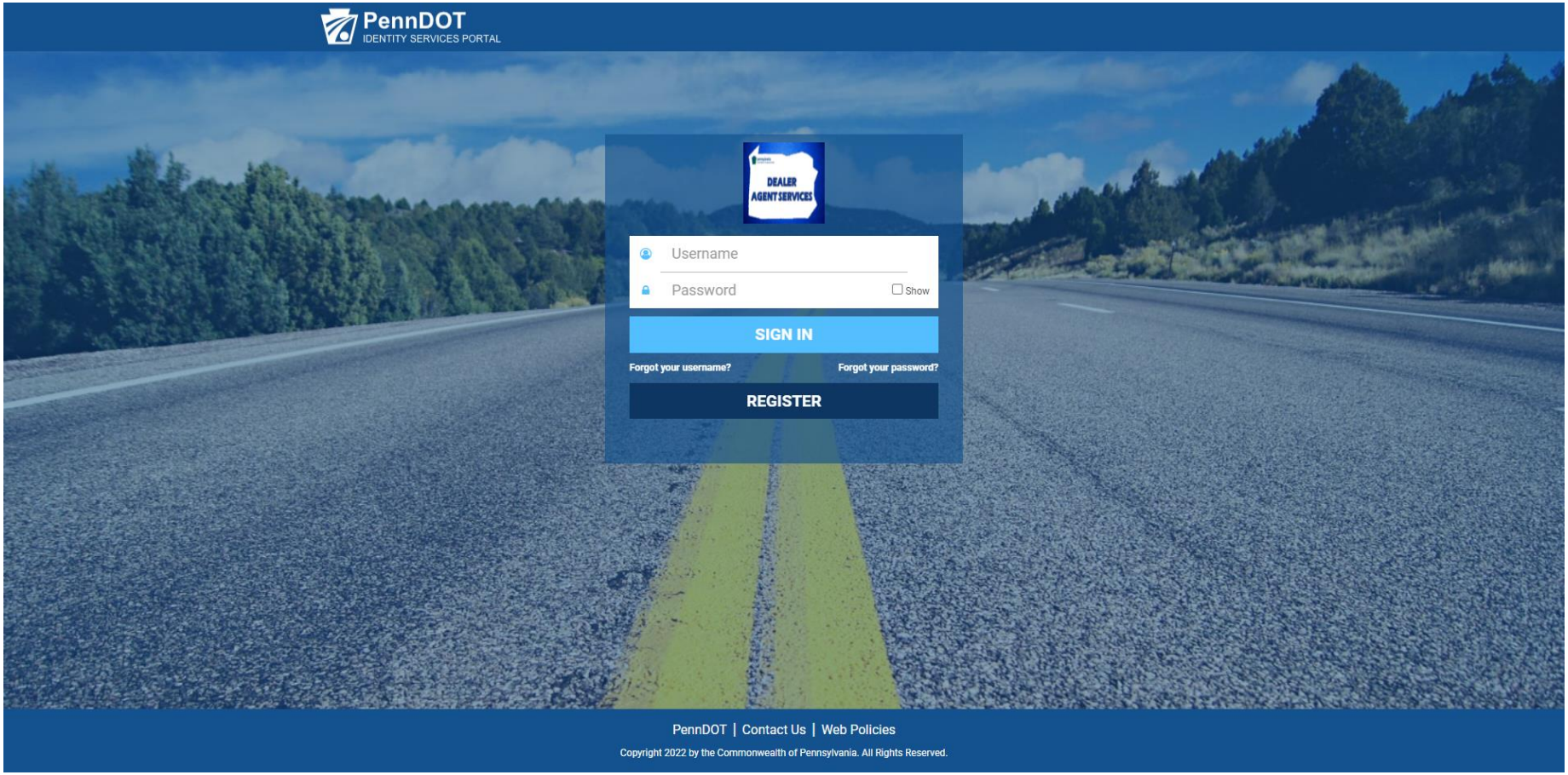
SIGN IN PAGE


PennDOT
IDENTITY SERVICES PORTAL
DEALER AGENT SERVICES
Username
Password
Show
SIGN IN
Forgot your username?
Forgot your password?
REGISTER
PennDOT | Contact Us | Web Policies
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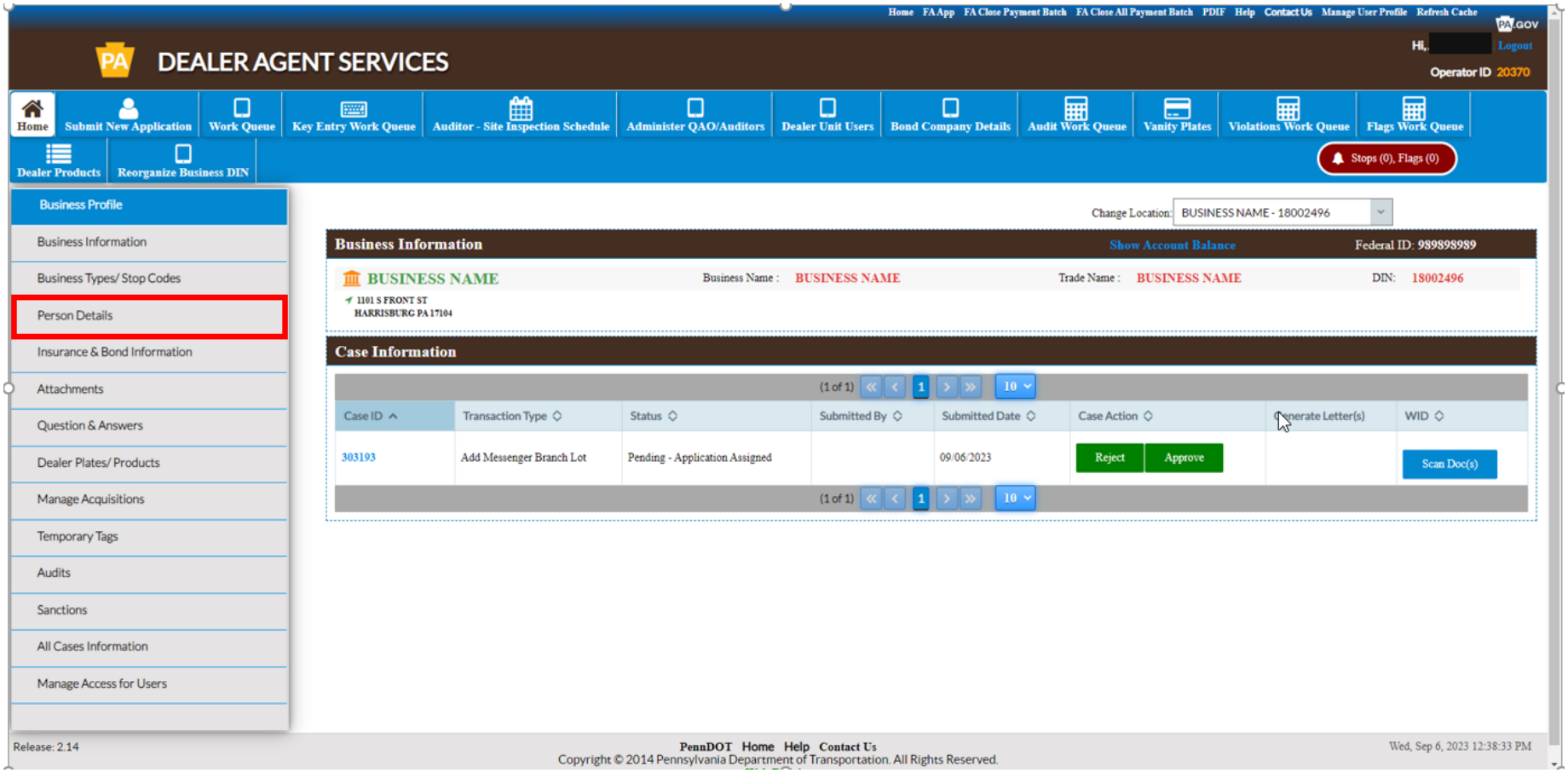
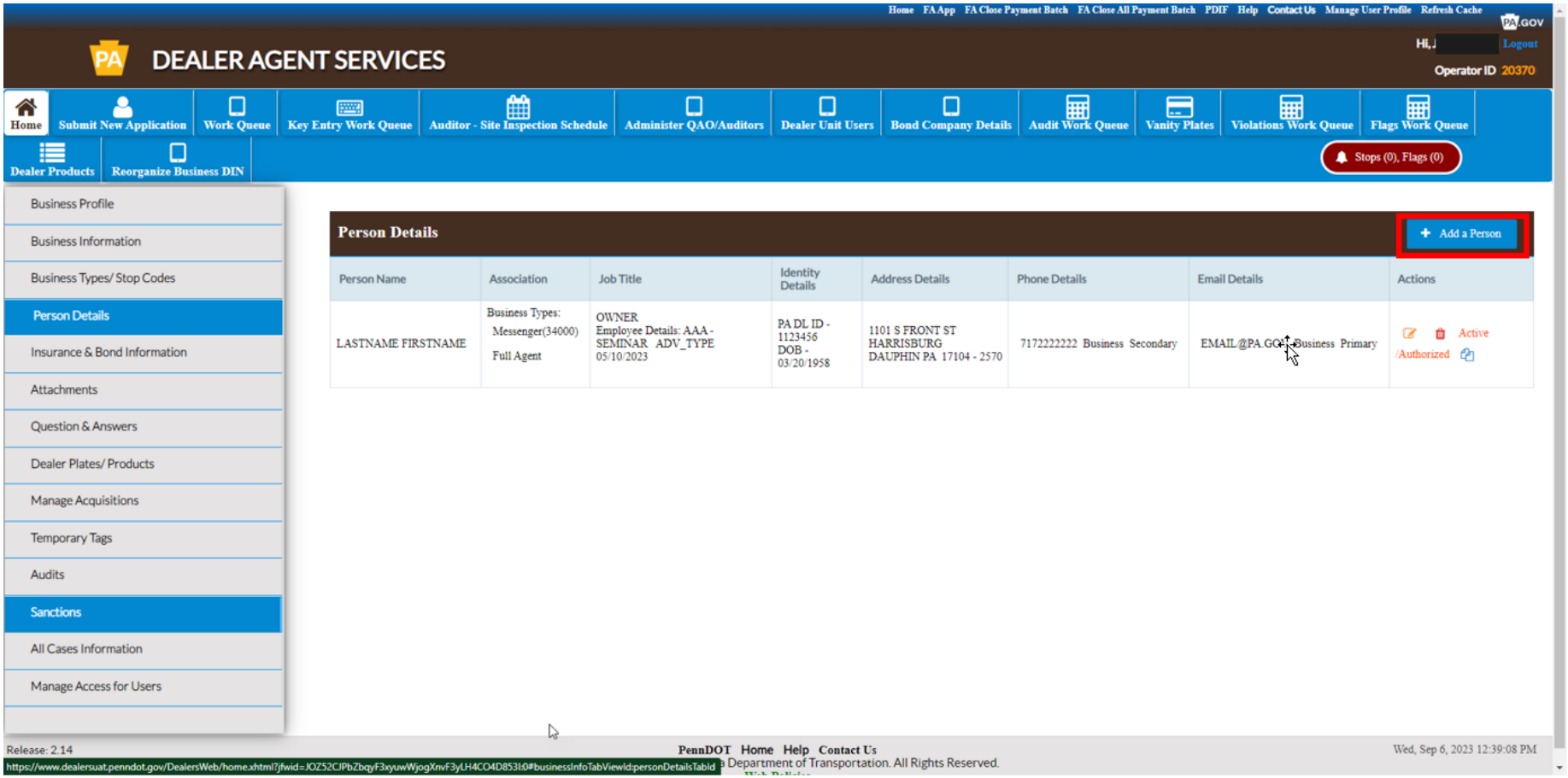
BUSINESS PROFILE



This the landing page once you are logged in.

Click the Person Details button the Person Details screen will display. (This is a list of all employee/owners associated to the business.)

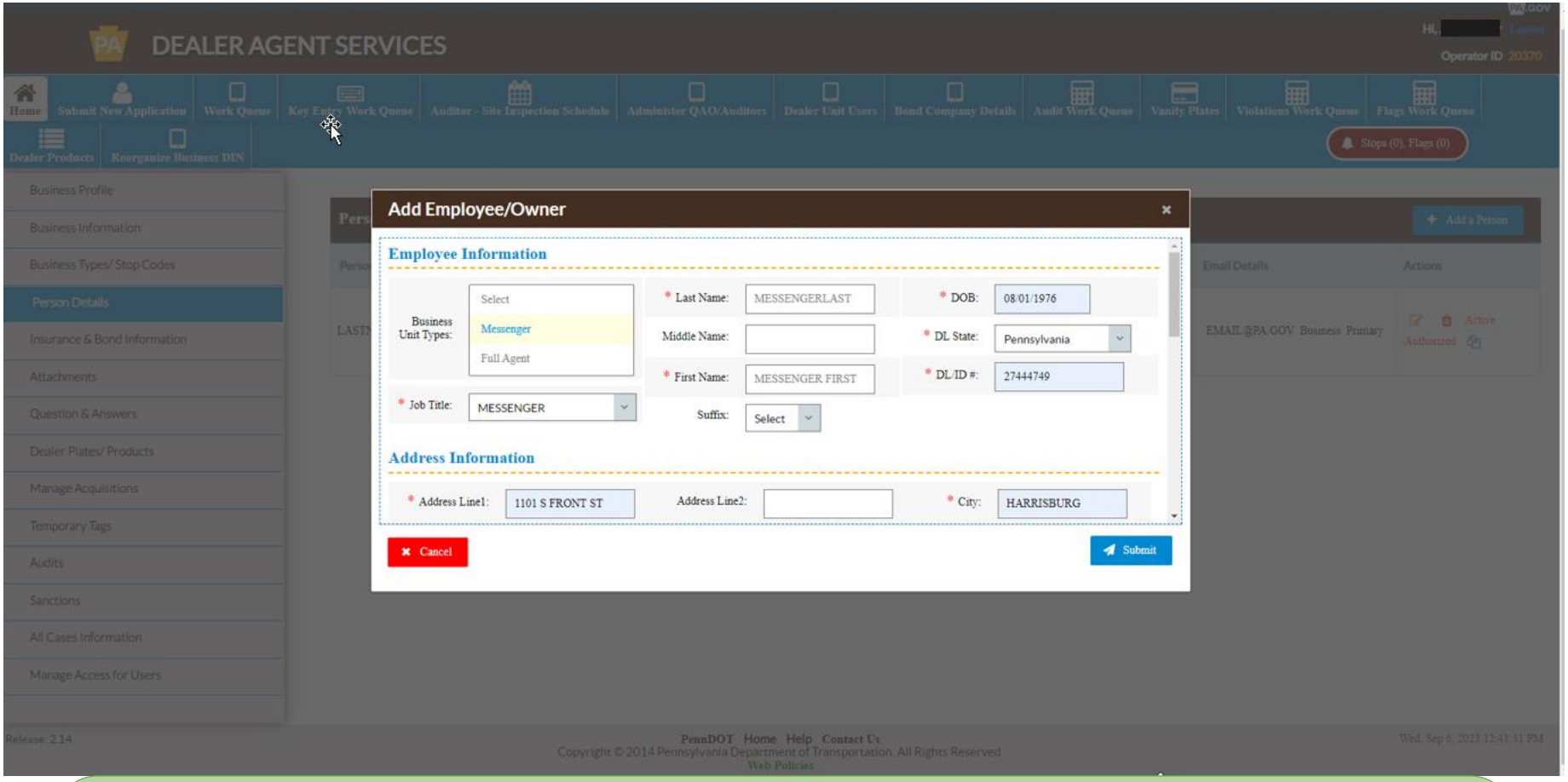
PERSON DETAILS



The User has the ability to Add a Person OR Edit and Delete information for a current employee.

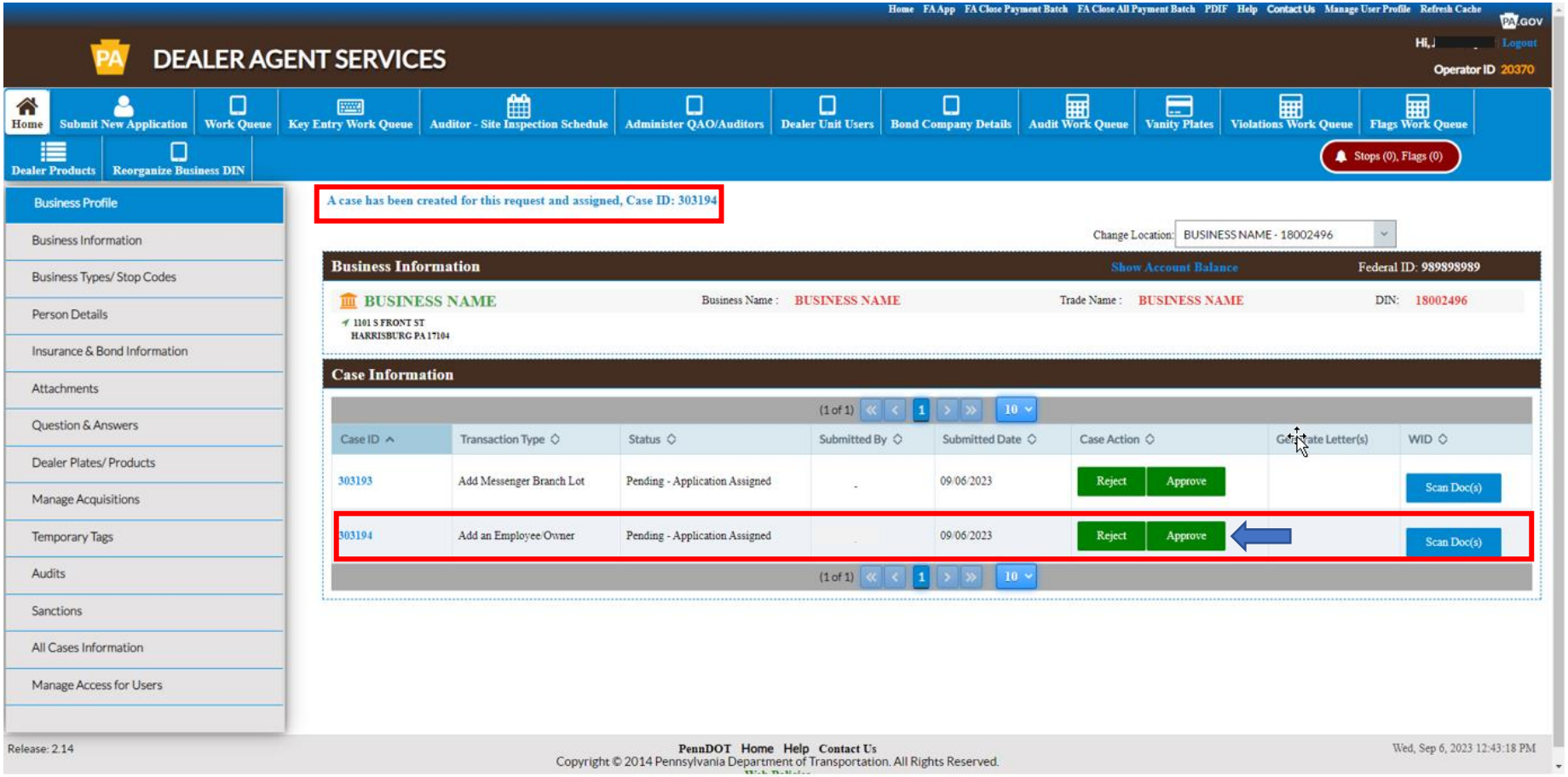
If the Add a Person button is selected the Add Employee/Owner box will be displayed.

ADD MESSENGER



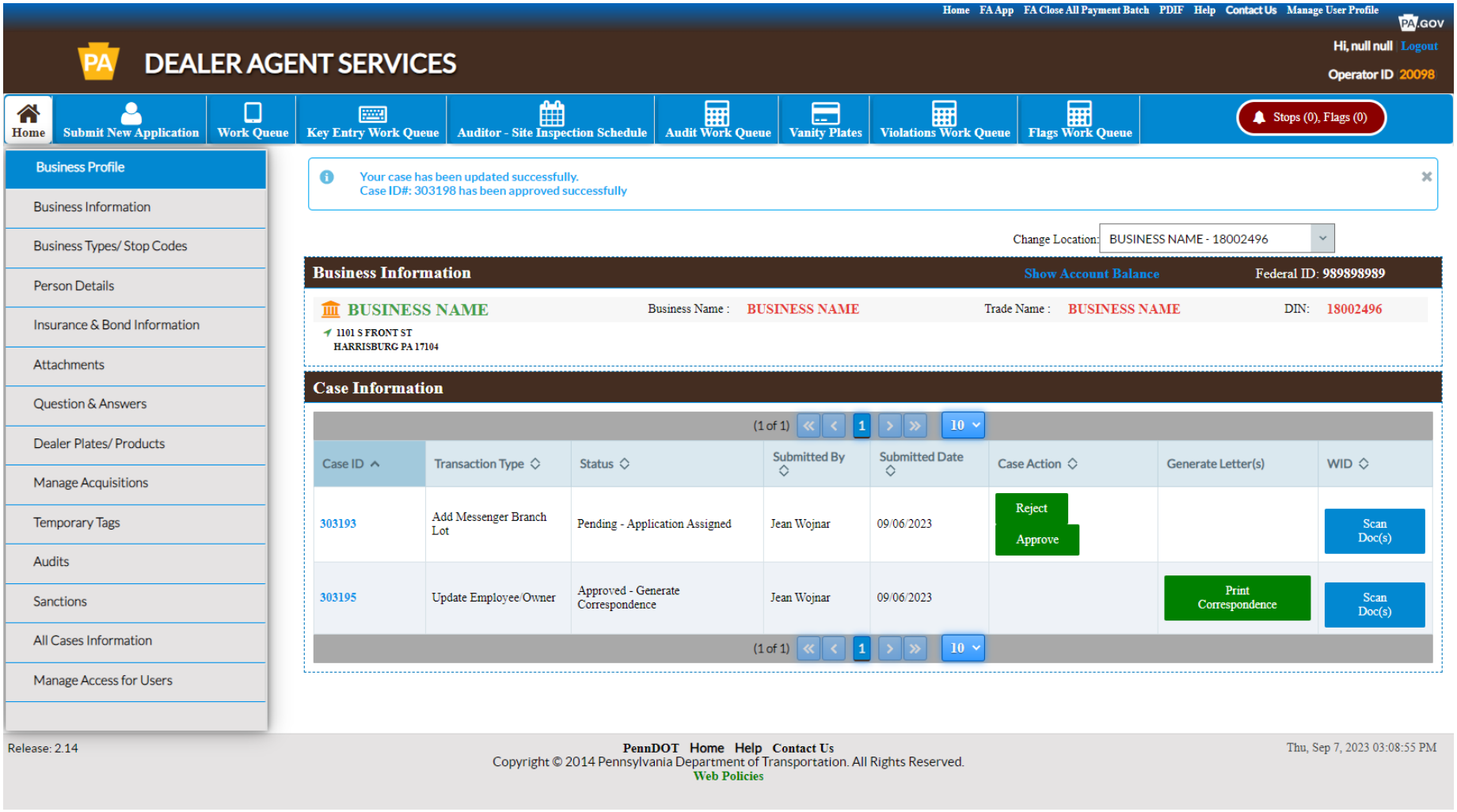
There will be six (6) sections that need to be completed, the Employee Information, Address Information, Messenger Service Information, Contact Information, Attachment Information and Certification. The User must use the scroll bar to access the additional information required to add employer/owner. The User must complete all the fields with the red * before submitting.

CASE CONFIRMATION



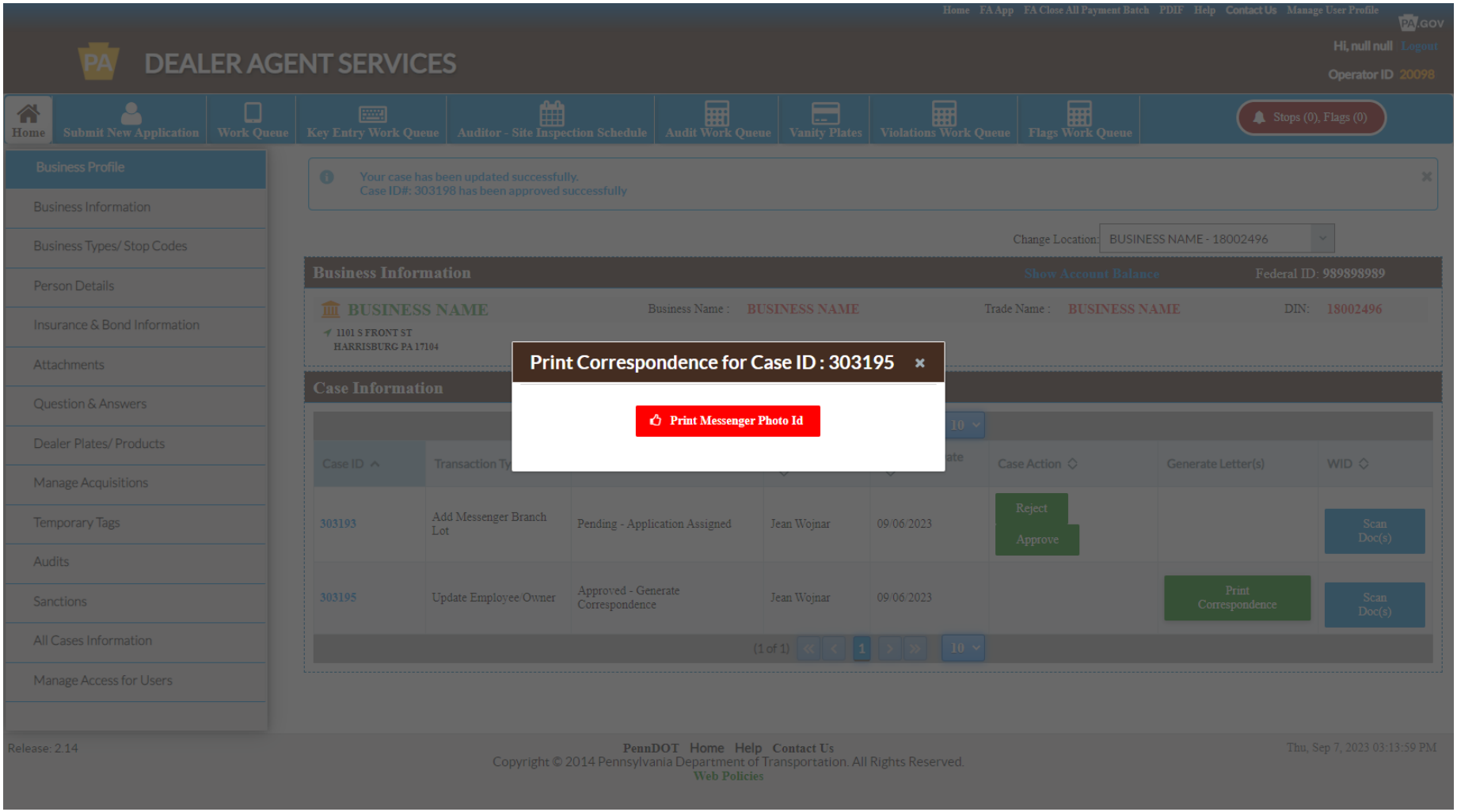
The User will be returned to the Person Details screen, the message "A case has been created for this request and assigned. Case ID: ######."

CASE APPROVAL



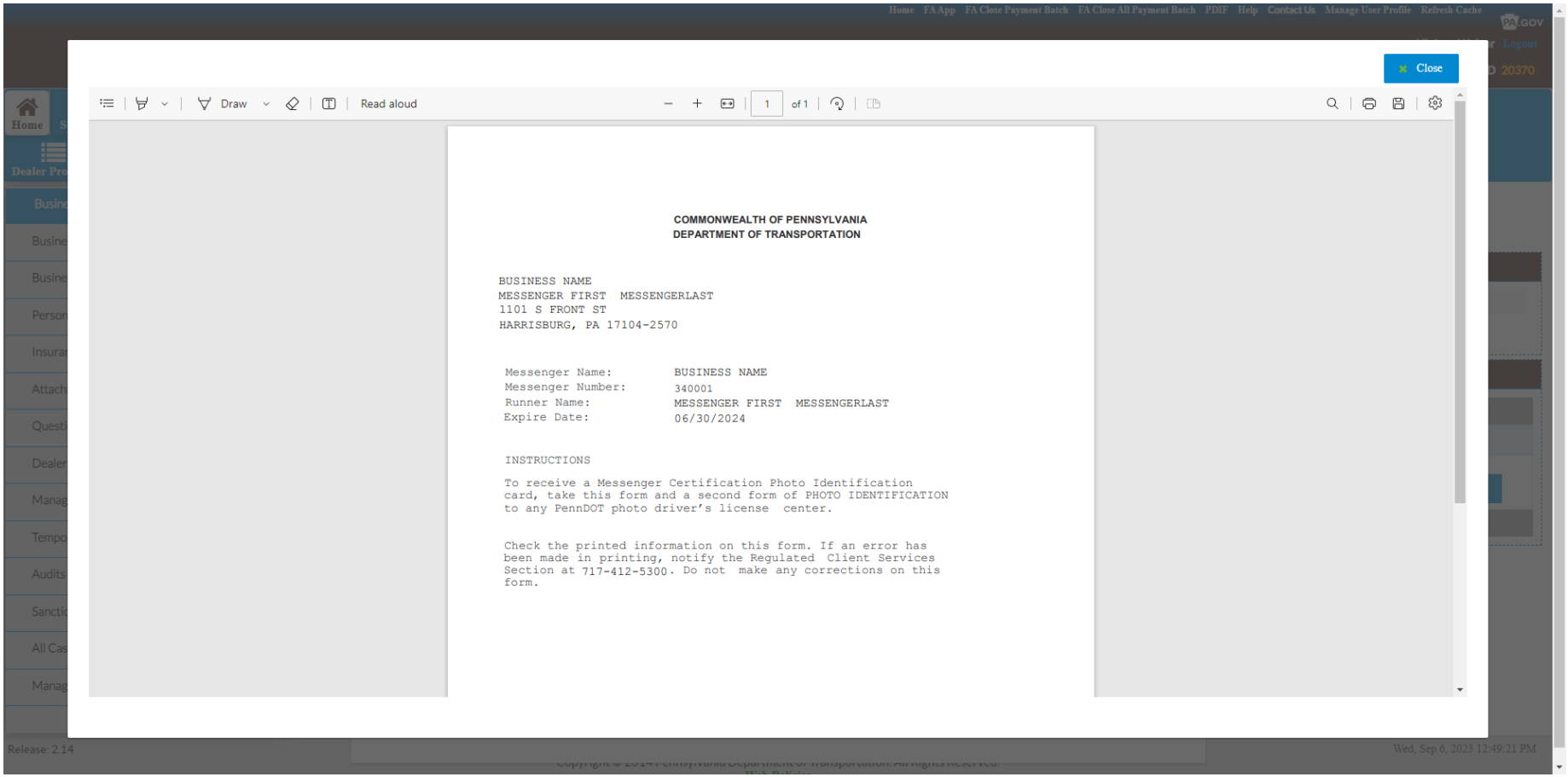
After approval, the User will return to their Business Profile to print the correspondence. Click the Print Correspondence button.

PRINT CORRESPONDENCE

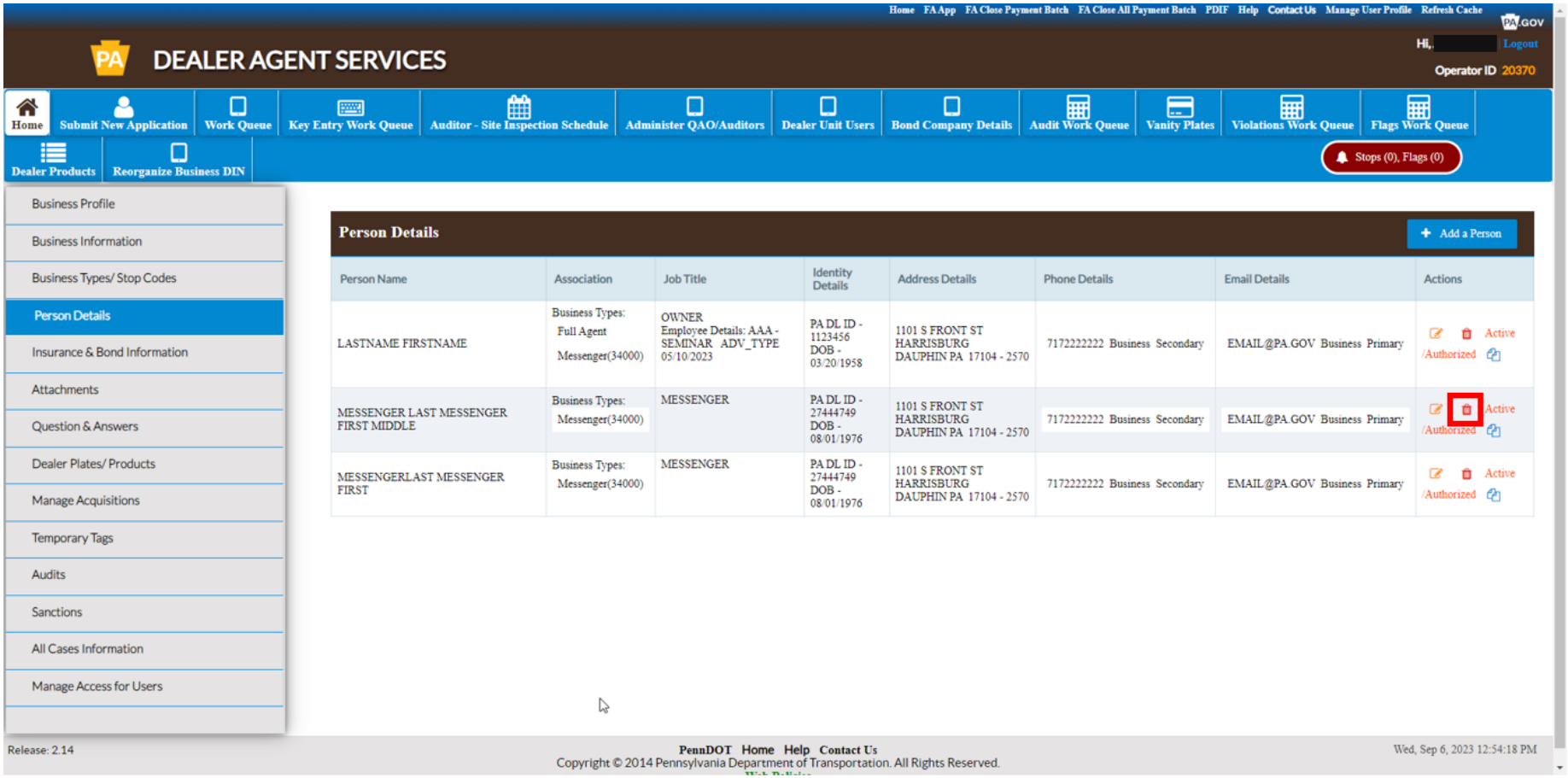


After approval, the User will return to their Business Profile to print the correspondence. Click the Print Correspondence button.

CORRESPONDENCE

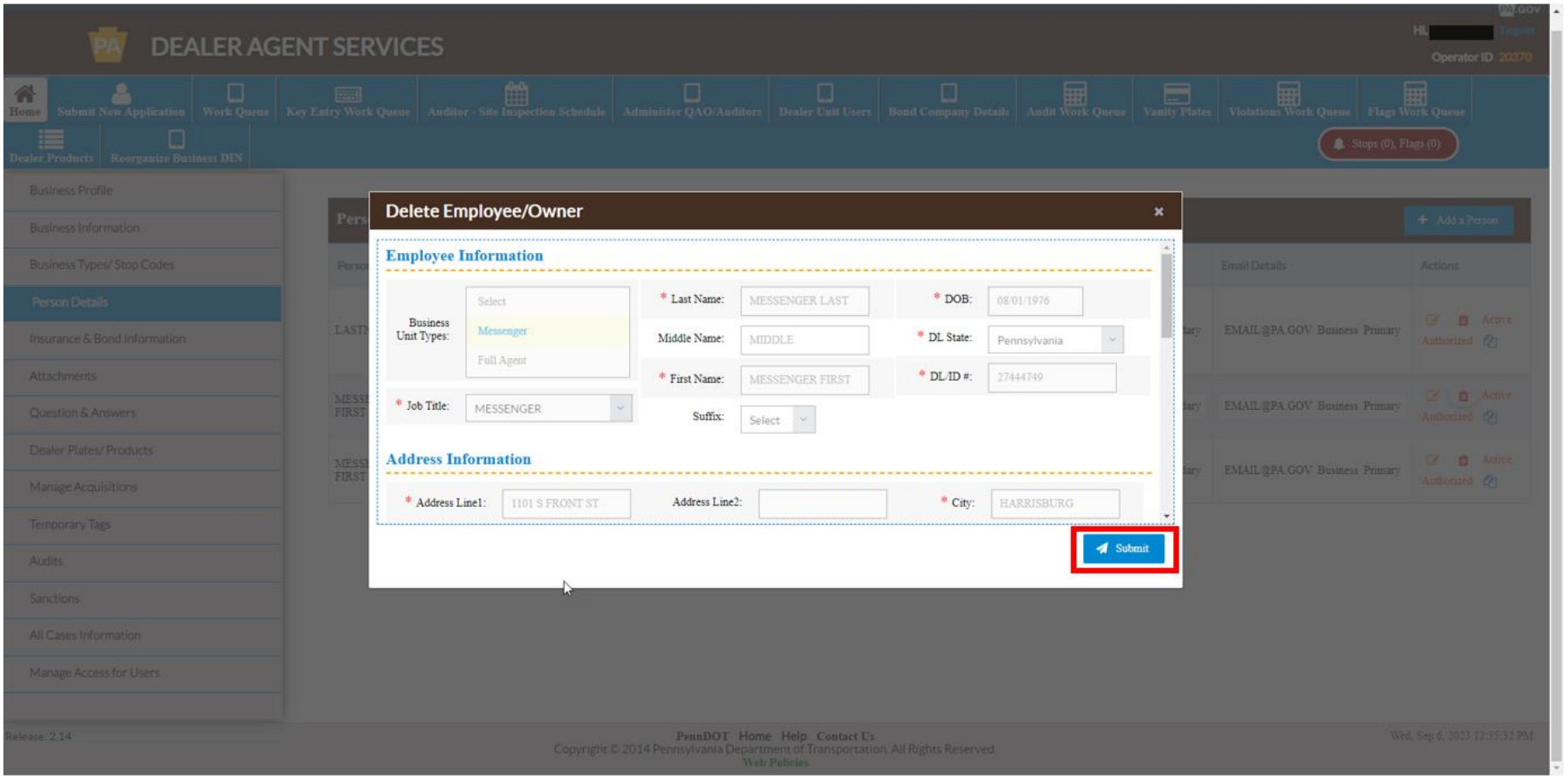


PERSON DETAILS



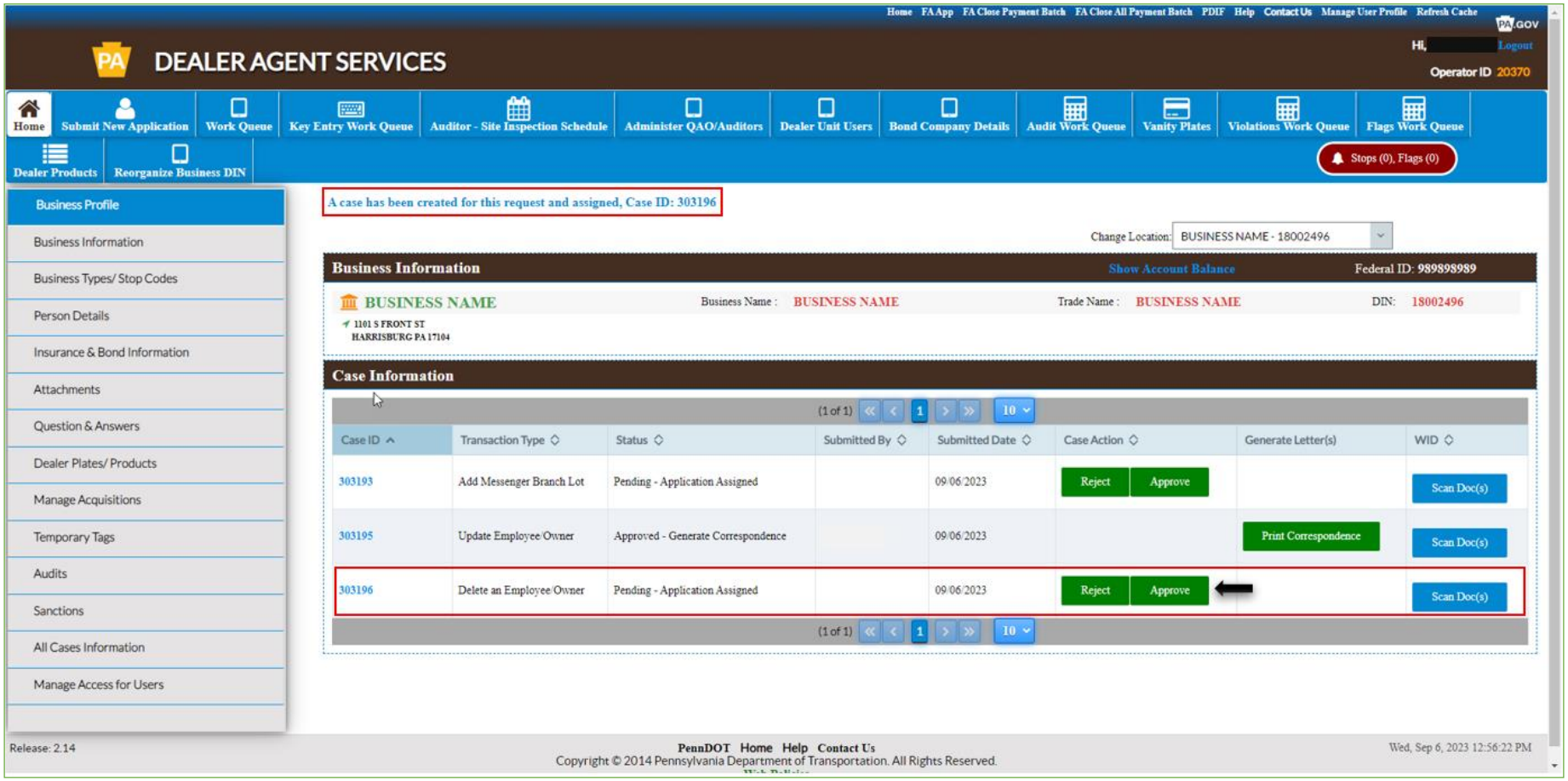
If the Delete button is selected the Delete Employee/Owner box will be displayed.

DELETE MESSENGER



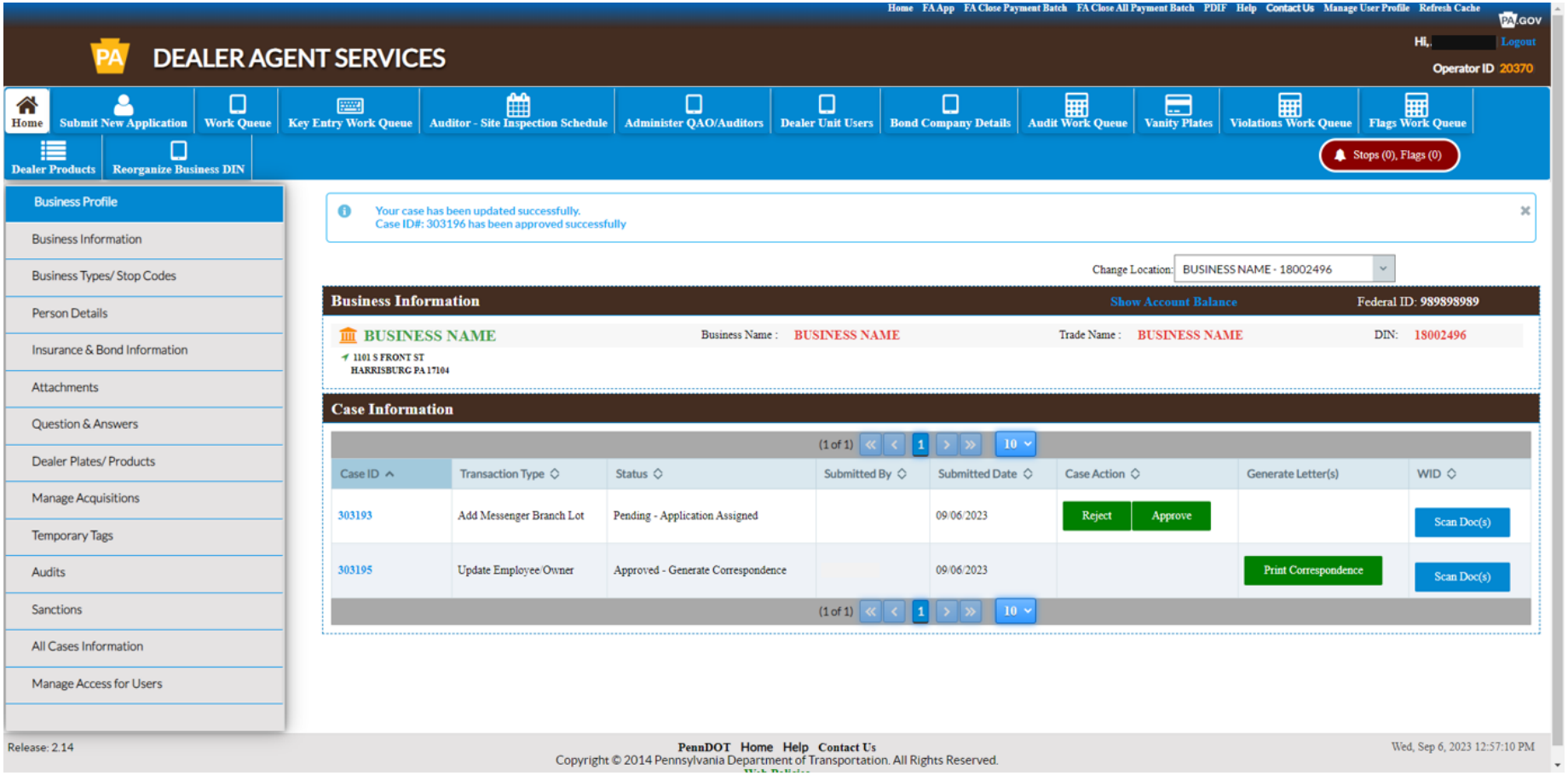
Use the scroll bar on the right side of the box to locate the Certification section, ensure that the Confirm Signature box has the checkmark, if not click on the box. Confirm that this is the employee/owner to be deleted and click the Submit button.

CASE CONFIRMATION



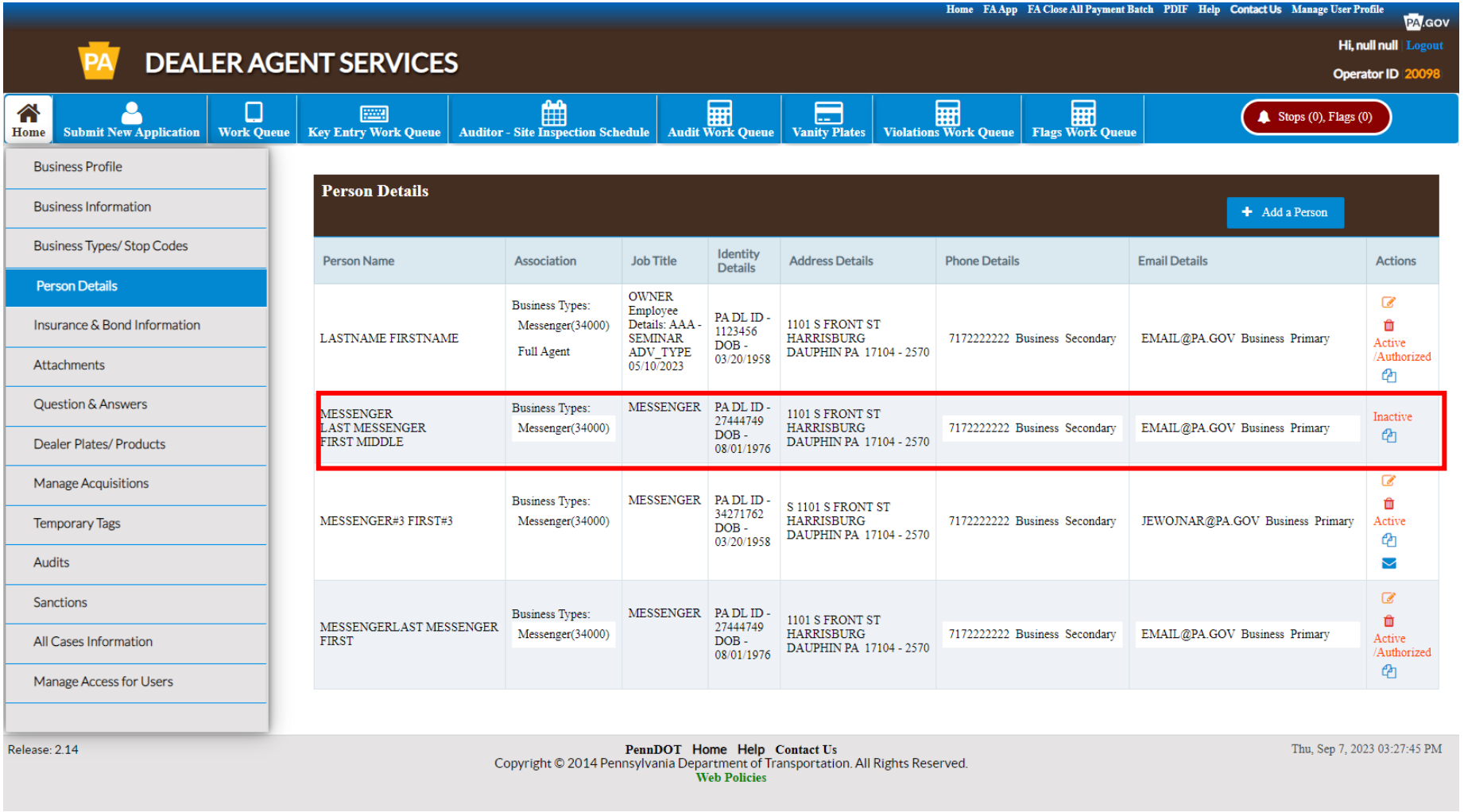
The User will be returned to the Person Details screen, the message "A case has been created for this request and assigned. Case ID: ######"

CASE APPROVAL



To see the delete, the User will access their business profile Person Details screen and the employee/owner will be marked inactive.

SHOWING INACTIVE



REGISTRATION PLATE REISSUANCE

Josh Kline, Research & Support Operations Section Manager.

- Explanation of Identified Stop Codes
- OLM Questions

PENNDOT STOP CODES

STOP CODE	MEANING	INSTRUCTIONS
A	Return Check	
B	Director's Court Order	
C	Cat Fund	
D	Vehicle Control	
E	Title Brand Required	
F	Financial Responsibility	
G	Grey Market Vehicle	
H	Administrative Hold - Non-PA address on Vehicle Record	
I	Financial Responsibility	
J	Insurance Review	
K	State Police (PSP)	
L	Phila Parking Authority (215-561-3636)	
M	Mobile Home/Real Estate Cancellation	
N	MCSAP Stop Code	
O	Odometer Rollback	
P	Public Utility Commission (PUC, Call 787-1168)	
Q	Pennsylvania Turnpike Commission (877-736-6727)	
R	Pending Bad Check	
S	Stolen Vehicle	
T	Title Recall	
U	MCSAP Safety	
V	VIN Stop	
W	Administrative Hold	
X	Financial Analysis	
Y	Sales Tax	
Z	Commercial Registration PUC - For issue #3 (717-787-3834)	2) If it is not apportioned or related to a farm vehicle, this is a PUC issue. The current owner or recent purchaser must satisfy the outstanding issue with PUC before PennDOT can assist. The owner will need to contact the PUC. Please contact the PUC at (717) 787- 3834.

Note: Vehicle Moved Out of State will show on the record when a vehicle has been titled in another jurisdiction

STOP CODES A AND R

- Return Check Stop Code (A) means there was an issue with the check that was submitted. Usually, it is insufficient funds and sometimes it is a stop payment that was put on a check by a customer. First the customer will have the R stop placed on the record. If customer does not satisfy bad check case within the specified time, the R stop changes to an A stop. The customer has approximately 37 to 43 days to settle the bad check case prior to a suspension being placed on the vehicle record. As a side note, customers should never be advised to put a stop payment on a check. They will have to pay the uncollectible check penalty and what was owed for the product/transaction. It is better to submit a new payment and then request a refund from the previous payment.

STOP CODE B

- This is a stop code used by Research and Support Operations Section. This is placed for a number of reasons, but it is primarily used for title recalls. When a title goes out to the wrong person or with incorrect information, it needs to be returned so a corrected title can be issued. There are some other uses for it as well, but the main reason is there is an issue with the information printed on the title or that it was issued incorrectly. The law says that the title needs to be returned within 10 days and that the customer has 10 days to request an informal hearing on the matter if they do not agree with the recall reason.

STOP CODE C

- This is for the CAT fund. Cat Fund doesn't exist anymore. That was a stop that was used a long time ago. We are looking into potentially repurposing this stop code for a different function moving forward. There are some very old records on the system that still have the "C" stop on them, however.

STOP CODE D AND E

- This means that a title went out without the appropriate branding. The most common reason is because it was determined that a vehicle was titled without going through the necessary enhanced inspection to get a modified or reconstructed brand. A lot of times customers will not realize that an out-of-state vehicle with a rebuilt brand needs to be inspected and sometimes the branding is not on the title or not noticed when it is being submitted. A stop will go on the record and a letter will go out to the customer instructing them to have an enhanced inspection. The D stop was originally used for this same reason but it is no longer used and was replaced as the E stop.

STOP CODE F

- This is added to the record when there is an insurance issue. Typically, when a customer switches insurance, the insurance company will notify PennDOT and then a stop will go on the record until the customer provide additional proof of insurance. Letters will go out to the customer letting them know that they need to provide an updated insurance credential. The customers have to show current proof of insurance to have the stop removed.

STOP CODE G

- This is a grey market vehicle stop. These are vehicles that were imported into the united states. Grey market vehicles fall into 2 categories: those that were imported and brought into compliance and those that were not. The vehicles that were imported and not brought into compliance are the ones that get the stop placed on the record. This was primarily used for vehicle brought over by foreign nationals that are planning to export them after the duration of their term here (typically 2 years).
- Recently we have also used it for the mini trucks to ensure that any new owner is required to have it branded as Antique, Farm exemption or ORV. If there is a G stop on the record, the work has to be forwarded to PennDOT for review.

STOP CODE H

- This is because the customer has an out-of-state (OOS) address on their record and did not submit or qualify for the OOS exemption. Typically, this is not the customer's fault. It usually happens when the lienholder has an old address on record for the customer prior to them relocating to PA. When they release the lien they also change the customer address to an OOS address and the system will place the stop when the invitations to renew are ready to be printed and mailed. This also prevents the renewal from printing and being mailed to the OOS address. Customers just have to supply a current copy of their driver’s license to update the address to have the stop removed.

STOP CODE J

- This is an insurance review stop. This gets placed on the vehicle record when discrepancies with the registration credential are found. When the registration credential appears to have inconsistencies with font or policy information, the insurance company is contacted to verify the legitimacy of the insurance information. If the insurance information cannot be verified or is fraudulent, a J stop will be placed on the record. The customer will have to provide valid insurance information to have the stop removed.

STOP CODE L AND Q

- These are stops placed by the Philadelphia Parking Authority (PPA) (Stop code L) or Pennsylvania Turnpike Commission (PTC) (Stop Code Q). The customer has an issue they need to clear up with PPA or PTC respectively. Agents can provide customers with PPA's phone number 215-561-3636 or PTC's phone number 877-736-6727. These stops are placed by the respective agencies and are added and removed in real time. The only time PennDOT is involved is if the respective agencies are having system issues and they reach out to PennDOT directly. Customers must speak to the appropriate agency to resolve their issues to have the stop removed.

STOP CODE M

- This is placed by PennDOT when a mobile home has become part of the property and has been “retired.” This just means the title was submitted to PennDOT and the mobile home is no part of the property and can be sold on a mortgage.

STOP CODE N

- This is a Federal Motor Carrier Safety Administration (FMCSA) stop. It occurs when safety violations are found during a DOT stop and vehicles are put Out of Service. A daily report is generated which provides information on Pennsylvania registered vehicles with Out -of-Service stops and issues with the USDOT number used for the carrier responsible for the safety of the vehicle. A registrant is sent a letter from PennDOT to contact FMCSA and comply with their request. Once the registrant complies with FMCSA, they will rescind the Out of Service order and the vehicle is considered “back as safe.” The “back as safe” vehicles are part the report generated daily. We will then send a restoration letter to the customer and once the restoration fee is paid the “N” stop can be removed from CARATS and vehicle can be restored. The suspension will be lifted from the system as well.

STOP CODE O

- This was something that was placed on a vehicle record when a vehicle was identified as having a possible odometer rollback. This code is no longer used. Any time there needs to be an investigation into a vehicle or potential odometer tampering, a W stop is placed on the record and the Risk Management Office will work with PSP to investigate the vehicle further.

STOP CODE S

- These are stolen vehicle issues. These are placed automatically when a vehicle is reported stolen in NCIC. The customer will be contacted by our Risk Management Office with the necessary steps for removal of the stop.

STOP CODE T

- T stops are only being placed on the vehicle records when they are unable to retrieve the title before it is mailed to the customer. Titles are typically pulled prior to mailing when a problem report is received from the integrator to correct the processing error on the vehicle record. When the title goes out before the record is corrected, the stop is placed on the record and the title needs to be returned for correction.

STOP CODE U

- The background on this is that years ago vehicles that met the definition of a motor-carrier vehicle were being stopped by law enforcement that had valid registrations but not a valid safety inspection so Stops were put on motor-carrier vehicles records that did not have a valid registration over a period of time. Most but not all have been removed by this process but there are still a few that have not been. To remove the U stop, the inspection station/mechanic should contact the Inspections unit at 717-7005-6991 if they have any questions about the procedure. The mechanic will need to call the Inspections Unit at the time of inspection so that ownership of the vehicle can be verified. If the vehicle passes inspection, the mechanic will need to affix a sticker to the vehicle and they will also need to complete the MV-435 form, affix ½ of the next inspection sticker in their series to the MV-435 form and ½ to their inspection record (see instruction on the MV-435 form). The form should be handed back to the customer.

STOP CODE W AND K

- This is typically placed on a record when there is an investigation opened by our Risk Management Office. The Risk Management Office will need to respond to the customer regarding what needs to be done to have the stop removed. The K stop was used in the past there was a potential issue with a reconstructed application and was used to indicate that PSP needed to conduct an investigation. This is no longer used and now the W stop is used when something is referred to our RMO, if warranted, they will work with PSP to conduct the investigation.

STOP CODE X

- We believe it was used as part of a single, large issue and through placement of the stop, all of the records were updated or have been purged. The code is obsolete and we are looking into repurposing it.

STOP CODE Y

- This was placed on a record when a dealership purchased a vehicle which was not the type of vehicle the dealership sells and the sales tax was not paid. Department of Revenue used to request the stops be placed and then we would forward the response from the dealership to revenue. We no longer receive these reports from the Department of Revenue and this is no longer used.

STOP CODE P AND Z

- There could be a few different reasons for this stop. Z stops are used for first year farmers that are unable to provide the tax documentation required when applying for a farm vehicle plate/certificate of exemption because they have not filed taxes that confirm that they are in the agriculture business. A Z stop is placed on the record & the registrant must provide the required tax documents to renew the vehicle the following year. Once the tax documents are received the Z stop is removed from the record.
- One of the more common issues is the customer has an issue with PUC. This could be for insurance or failure to pay outstanding assessment. The customer and PennDOT both receive the cancellation notice from PUC. The current owner or recent purchaser must satisfy the outstanding issue with PUC before the vehicle can be restored or the transfer of title and registration can be completed. The owner must contact the PUC to obtain details to satisfy the PUC violation. If the vehicle was recently purchased, the new owner will need to contact the PUC and provide the seller's name. The PUC requires the fine must be satisfied before a VIN release letter is submitted to PennDOT. Customers must contact the PUC at (717) 787-3834. PennDOT cannot remove the stop code until it receives the PUC Restoration Notice. The P stop was replaced with the current Z stop.

QUESTIONS

Online Messenger Questions

QUESTIONS

1. Is there some action triggered when a Pennsylvania licensed driver gets more than 3 duplicates?

QUESTIONS

2. Does PennDOT still issue registration to a customer coming in from out of state and put an indicator on record and allow the customer to bring in the OOS title later?

QUESTIONS

3. Previously when we had a piece of rejected work and the customer did not respond to requests to comply, we returned that paperwork to Research and Support. What are we to do in that instance if we have tried to get the customer to comply for over 6 months but received no response?

QUESTIONS

4. If an out of state police officer signs the MV-41 to verify the VIN, does he sign in section B or C? If section B is the correct answer but the out of state police officer signs in section C may we accept it? This is the only form that I have problems with. Are there any plans to redesign it?

QUESTIONS

5. With the new Unsworn Declaration on the forms, do we still need to submit proof of who may sign for a company, partnership, corporation, etc?

QUESTIONS

6. If a PA title has a reconstructed (recon) brand are we able to issue the customer a plate?

QUESTIONS

7. Why do our customers have to pay $7 for a duplicate registration card when they are free on the PennDOT website?

QUESTIONS

8. What resources are available for processing salvage and reconstructed title work?

QUESTIONS

9. Why do we need to get a paper title for vehicles with electronic liens if we are correcting the names, lien holders etc?

QUESTIONS

10. Why is it such a problem to put out of state addresses on when applying for duplicate titles for customers that have moved out of state?

QUESTIONS

11. Customers invariably present outdated placard applications. In this event, we submit to the state for processing and they are processed without issue. May we be granted permission to accept outdated forms for placards?

QUESTIONS

13. When a person totals their vehicle and the insurance company wants the title, do we have to put the insurance company's name on the title in the assignment? We are getting a lot of complaints that we do not need to fill in the name in block A.?

QUESTIONS

14. What are we supposed to fill in on the new MV-44 where it says Registration Plate type? Are we supposed to put the code - like 01 for passenger, 02 for truck etc. or are we supposed to put the body type - sdn, SW etc.?

QUESTIONS

15. How does the "moved out of state" get put on the vehicle record?

QUESTIONS

16. Is there a new PennDOT BMV CARATS Transaction Codes list and PennDOT BMV internal error codes list?

QUESTIONS

17. Can an out of country Driver's license be used to issue an In-transit plate (Out of country individual purchasing vehicle to drive to a port (NY,NJ,FL) to transport vehicle to port for exporting to home country?

QUESTIONS

18. If a boyfriend and girlfriend own a vehicle together and split up and the vehicle title is transferred to just the boyfriend, may the plate stay with the vehicle and be transferred as well? Same illustrations but a niece and aunt co-own a vehicle and the aunt decided to no longer co-own the vehicle with her niece and the title is transferred to just the niece, may the plate be transferred and stay with the vehicle? Same illustration but in a divorce situation, may the plate be transferred to the individual that retains the vehicle post divorce?

QUESTIONS

19. If a homemade or KIT trailer are on an out-of-state title and someone brings it into the state as a new resident (or if purchased from out of state as a PA resident) must it go through the Enhanced Vehicle Inspection (MV-426B)? The only indication to us was that the Make was "Homemade" on the out of state title. Please advise how to best handle this type of situation/transaction?

QUESTIONS

20. If our internet is down in one of our offices, may we have another of our offices run the DLDV for the customer?

QUESTIONS

21. Does a DLDV need to be run on a transaction where the title is jointly owned by spouses and one spouse is deceased? No title assignment must be completed, simply completing MV39 along with unassigned title for PennDOT to change/remove deceased spouse?

QUESTIONS

22. Does a DLDV need to be run on an Antique, Classic, or Vintage plate transaction? No title transfer-just the MV11 or MV11V to convert a currently owned vehicle to an Antique or Classic brand or in the case of Vintage to have the plate approved and assigned by PennDOT?

QUESTIONS

22. With more changes to notarization requirements on PennDOT forms moving to unsworn declarations, a few forms have gone to a second page. Why can't this be avoided?

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24. With more changes to notarization requirements on PennDOT forms moving to unsworn declarations, some still refer to notarization being required despite the form change (i.e MV-39 death procedures) specifically?

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