

In-transit Webinar Questions and Answers:

OLRS:

Question: How does the dealership get the in-transit plate program placed on F&I's computer system?

Answer: The dealership/agent must become a participant of the On-Line Registration System (OLRS). Current on-line participants must contact their on-line provider to obtain connections for the F&I departments to the OLRs.

Question: How does a dealership or agent find out which OLRs Providers are authorized by PennDOT to do business in PA?

Answer: Visit, PennDOT's website at www.dmv.state.pa.us to locate the OLRs providers. PAA's recommendation is Dealer Track/TriVIN.

Question: Is the Dealer Track program part of any other vendor (i.e. CVR, Title And Go)?

Answer: No, the Dealer Track program was previously named TriVIN.

Question: Should you be using the Dealer Track system to prepare the documents?

Answer: Do not get confused between other Dealer Track programs; this process is still done through the Dealer Track/ TriVIN On-line Registration System. Dealer track has a lot of other programs they offer to dealerships; this is the On-line Registration System OLRs.

Question: Will TriVIN/Dealer Track update the system by January 9th, 2012?

Answer: Yes, the only requirement the dealership needs to make sure of, is that, the employee who is processing the application has access to the OLRs and is authorized by the dealership to use the OLRs. Current Dealer Track participants will need to complete the following documents (attached with this Q&A); to authorize an employee to use the Dealer Track OLRs;

1. OLRs Confidentiality Statement
2. OLRs User Affidavit

Question: Where does a dealership that is currently on-line, acquire the documents necessary sign-up employees (who have not previously used the on-line registration program)?

Answer: Attached with this question and answer are the documents necessary to sign an employee up with the dealer track program.

Question: Is the dealership required to complete the MV-73B if the employee is currently recorded on the PennDOT contract.

Answer: No, however they must get a password and additional documents signed, to be able to process the work on Dealer Track/TriVIN. (See Attachments with this Q&A for additional Dealer Track Forms).

Reminder: If an employee is “new” to using the OLRs and the employee has not been listed on the dealer’s/agent’s Issuing Agent PennDOT Contract – the dealer must add the employee to the PennDOT Contract using PennDOT form MV-73B (See Attached MV-73B Form). Once employees are listed on a dealer/agent PennDOT Contract the dealer/agent must make sure that; the employee is trained (every 2 years); completes the Issuing Agent Affidavit (Attached with this Q&A) on an annual basis; and complete a Criminal Background Check annually for the respective employee (visit PAA’s website, www.paa.org for criminal Background checks). Also, since the employee is now using the OLRs the employee must complete the OLRs Confidentiality Statement and OLRs User Affidavit.

Question: Is there a way to give limited screens to different users?

Answer: Yes, let the Dealer Track/TriVIN Trainers/Installers know what items of the OLRs are required for different parties at the dealership.

Question: Will this program follow the same rules as processing work for Pennsylvania residents?

Answer: Yes, the only difference is that the title work is not being processed - just the in-transit plate information.

Question: Will everybody using the system get their own log-in?
Answer: Yes, each “user” of the OLRS is required to have a Username and Password.

Question: When will the Dealer Track/TriVIN forms and PennDOT Plate Return forms become available on the PAA Website?
Answer: Now visit <http://www.paa.org/>, on the Home Page, “Hot Driving Topics” item number 2.

Question: Is the new system in addition to the RegUSA program?
Answer: Yes, they are two separate programs.

Question: Once the in-transit application is processed on-line how long does the dealership have to submit the work to their processors (such as PAA with Dealer Track/TriVIN)?
Answer: The applications must be submitted by the 15th day in order for your Processor (i.e. PAA for Dealer Track/TriVIN) to have ample time to scan and submit the documents to PennDOT within the 20 day required time frame.

Question: Why isn't it 15 days like in state transactions?
Answer: In the case of a vehicle stop, police officers need to know immediately, who the registrant of the vehicle is; currently this information is not available to police officers.

Question: What is the purpose of PennDOT changing the procedure?
Answer: Protection of law enforcement and to prevent agents from issuing additional in-transit plates to out-of-state customers. Mainly it was the request of law enforcement.

Question: Can in-transit plates be issued to customers who reside in Pennsylvania?
Answer: No, in-transit plates can only be used for Out-of-State or Out-of-Country residents.

- Question: What documents will need to be submitted to PAA/On-line Processor?
Answer: The department requires a copy of the Summary Sheet (*which is the SA-2 paper that the customer's 30 day registration is printed on*), copies of front and back of the vehicle Title/MCO, copies of Driver's License/Acceptable Identification front and back, and a copy of Acceptable Proof of Insurance.
- Question: Are the registration cards (SA-2) paper obtain from the same area that the in-transit plates are ordered?
Answer: No, the SA-2 paper is sent by your On-Line Processor (PAA for Dealer Track/TriVIN) once you become an on-line dealer, and after that they are automatically sent when the On-Line Processor (PAA) is informed by Dealer Track/TriVIN that your inventory needs replenished.
- Question: Will PAA send more SA-2 stock paper?
Answer: The SA-2 paper is automatically sent once PAA is informed by Dealer Track/TriVIN that your inventory needs replenished.
- Question: Is it possible to print the summary sheet on existing DMS printers?
Answer: It must be a laser printer approved by the OLRs vendor.
- Question: Can the dealership do a sample to see if the registration will print?
Answer: No, however if there is an error printing, a "re-print" can be done the same day.
- Question: What happens if the printer would jam?
Answer: a "re-print" can be done, if done the same day.
- Question: Does the dealership print two summary sheets or copy the original?
Answer: The dealership must copy the original. The SA-2 paper is sequentially numbered and the copies must match the original.
- Question: Do the SA-2 forms have to be issue in chronological order?
Answer: No, they all however, do need accounted for. The F & I office can be supplied with some of the SA-2 paper as long as the paper is kept locked up.

Question: Will the in-transit deals show up on the transaction summary reports and dealer debit reports?

Answer: yes.

Question: Will the F & I department have the ability to print the summary report and debit report?

Answer: Yes, however the summary report and debit report could be handled in the office. The only item F & I would have to be able to print is the Summary Sheet (SA-2 Paper) - 30 Day Registration Credential.

Question: Can the application be pre-loaded in the system?

Answer: No, the Dealer Track/TriVIN system at this time cannot be pre-loaded.

Question: What will the system cost to set up?

Answer: Nothing, there will be a \$5.20 fee collected each time you transact an Out-of-State registration through the OLRS.

Question: Can the \$5.20 fee for TriVIN/Dealer Track be passed onto the customer in addition to the \$125.00 Documentary Fee and Out-of-State Messenger Fee (i.e. RegUSA)

Answer: Yes, just make sure the fee (and fees) is/are itemized separately on the Bill of Sale.

Question: Does the documentary fee need to be recorded on the Dealer Track/TriVIN system?

Answer: No.

Question: If the dealership is not on-line can they use an agent service to process the in-transit plate?

Answer: Yes – as long as the agent service is a participant of the OLRS.

OLRS MISC.

Question: Does NMVITS have any impact on this program?

Answer: No, this in-transit program is strictly for Out-of-State In-Transit Registrations. NMVITS (National Motor Vehicle Information Titling System) is used when a DMV titles a vehicle.

Question: Will the TriVIN/Dealer Track system allow for processing of VIN numbers that have less than 17 digits?

Answer: Yes.

Question: Will the VIN decoder work for RV's?

Answer: No.

Question: Will the MV-120 still be used for transferring of registration plates?

Answer: Yes.

Question: If the dealership has already ordered new plates will they receive new forms?

Answer: If you are discussing the MV-120's the answer is no, you must order them using PennDOT form MV-511. If you are discussing the SA-2 paper, it will be the same stock you currently use for processing regular title work through the OLRS and is automatically sent to OLRS Participants.

Question: Should we return the old MV-120's or dispose of them?

Answer: Keep them (in a secure location) - they might be used in the future to transfer a plate.

OLRS TIMES

Question: What times will the systems be available to process the in-transit plate applications?

Answer: The system will be available Monday through Saturday from 7:30 A.M. to 8:50 P.M. Currently Sunday's are not available for processing. PennDOT is currently changing the times to allow for processing until 10:00pm, the changes are expected to be completed by the implantation date of the new In-Transit Plate Program, 1/9/2012.

Question: What happens when Dealer Track or the other OLRs Providers are not open for business, how will an agent process the paperwork?

Answer: We are currently working with PennDOT to come up with a solution; at this point nothing can be done.

Question: If the internet is down or Dealer Track is down, is there an alternative to processing the work?

Answer: At this time there is not an alternative, but PAA will address this with PennDOT.

Question: What happens if the system crashes?

Answer: The dealership must wait for the system to come back- up to process the work – if the system would crash, while entering the customer/vehicle information, a check would be preformed (once the system returns) and the dealership/agent would continue (based on what the system saved before crash) or re-enter the information.

PLATES

Question: What number series will the new in-transit plates start with?

Answer: The first plate number of the new series will be 212-0000.

Question: If you receive in-transit plates after December 12, 2011?

Answer: You need to verify whether the in-transit plate series that you received starts with the numbers 212-000(or higher) these series of plates are only to be used with the new program. If you received a series below these numbers; they would be part of the old in-transit plate program.

Question: Where are the old in-transit plates to be returned?

Answer: The dealership can mail the old inventory to:
Bureau of Motor Vehicles
1101 South Front Street
P.O. Box 68620
Harrisburg, PA 17106-8620

The dealership can also use their messenger services to deliver the old inventory to the department. In either situation you must attached a letter listing all the in-transit plates that are being returned (a return form is attached with this Q&A).

Reminder: “Old” Series In-Transit Plates must be returned to PennDOT no later than **January 31, 2012** in order to receive a refund.

Question: What is the form number to send back the old in-transit plates?

Answer: There is no specific form; however, included with this email is a sample of a form which could be used.

Question: When the in-transit plates are order they come with two stickers -one was required to be placed on the in-transit plate and the other on the MV-120 form?

Answer: The one sticker is still required on the in-transit plate, the other one can be attached to the copy of the Summary Sheet that is sent to your Processor (PAA) for scanning, or just leave it on the receipt.

MISC QUESTIONS

Question: If you are a heavy duty truck dealer, motorcycle dealer, automobile vehicle dealer, RV dealer, etc. - are agents allowed to issue an in-transit plate to a Out-of-State company and allow a PA resident to drive the vehicle to the out of state destination.

Answer: Yes.

Question: If a customer fails to have the title work processed in the state they reside in, within 30 days is there a procedure set up to get an extension?

Answer: No, Extensions are not given for In-Transit Plates.

Question: Is PennDOT ever going to extend the in-transit plate time frame beyond 30 days?

Answer: At this time the answer is no.

Question: Can dealers use insurance cards from a vehicle being traded or another vehicle which the customer owns as valid proof of insurance?

Answer: Yes, as long as the insurance is valid and it is one of the Acceptable Proofs of Insurance permitted by Pennsylvania, i.e. Financial Responsibility Card, Self Insurance Card, Insurance Binder, Declaration Page to their policy or High Risk Insurance Application.

Question: What happens if there is a lien to be perfected on the paperwork?

Answer: The in-transit program does not affect how the title work is being processed; the dealership will still follow the same procedures it uses today to process the title work.

Question: How can the dealership void a transaction?

Answer: Transaction cannot be voided once processed they would be treated as a dead deal and the In-Transit Plate and Summary Sheet would need to be returned to PennDOT with form MV141. Your Processor (PAA) would still need to scan the title work and submit to PennDOT.

- Question: What happens if the customer backs out of the transaction and After we have processed the deal?
- Answer: The In-Transit Plate and Summary Sheet would need to be returned to PennDOT with form MV141. Your Processor (PAA) would still need to scan the title work and submit to PennDOT.
- Question: If the application had the wrong information and was entered incorrectly on the computer, how is the problem fixed?
- Answer: If the wrong vehicle information was entered the transaction should be handled as a canceled deal, which would require the In-transit Plate and Summary Sheet to be returned to the PennDOT with the MV-141 form.
- Question: What happens if two parties are buying the vehicle and the dealership issues the plate and one of the parties decides to “back out” of the deal - can the on-line provider reprint the deal?
- Answer: Nothing would need to be done (concerning the 30-day registration), however the dealer/agent could cancel the transaction by returning the cardboard In-transit plate along with corresponding Summary Sheet back to PennDOT with form MV-141. When the vehicle is titled, the title application should correctly reflect who the purchaser of the vehicle is.
- Question: If the party buying the vehicle is a military person can we use their military address or do we need to go by the driver’s license?
- Answer: If the dealership is using the military I.D. then you can use the military address, if they do not have the proper military I.D. then the address listed on the valid Driver’s License/Acceptable Identification must be used.
- Question: Would Pennsylvania be running the other state drivers license to Verify whether the customer has any Out-of -State violations?
- Answer: No.

Question: Do the transaction being completed have to be on a MSO or PA Title?
Answer: No, the dealership is permitted to reassign on an Out-of-State title as long as the title has reassignments. A title number is not mandatory to complete the in-transit transaction. Remember the MSO/CO would not have a title number either.

Question: How does the dealership obtain title numbers to enter, if the titles are not maintained in the business office?
Answer: A copy of the front of the title at least be maintained in the business office, or have the titles placed in the business office so the title would be present at time of delivery.

Question: How would you issue an in-transit plate for a leased vehicle?
Answer: Issue the plate in the name of the Lessee unless the Lessor is registering the vehicle in their name; then issue the registration in the name of the Lessor.

Question: Can a Limited Power of Attorney (LPOA) be used on a PA title or MCO.
Answer: Not were mileage is being recorded. However, if an individual is picking up the vehicle on behalf of another, the answer would be yes, but the dealer/agent would need copies of the purchaser's "Acceptable ID" as well as copies of (the person authorized by POA) Acceptable ID, front and back of ID Credential.

Question: What do we do with customers who reside in Massachusetts who are being pulled over when an out-of-state in-transit is issued?
Answer: The dealership must get the customer registered; dealer plates are not permitted once the vehicle has been sold.

Question: What if the plate is issued today and the title clerk completes and mails the plate and summary sheet to the customer the next day?
Answer: The in-transit plate completion must be done if the plate is placed on the vehicle. If the customer gets pulled over they could impound the vehicle and the dealership could be suspended from issuing plates.

Question: What if you do not have the title at time of delivery?
Answer: The in-transit plate cannot be issued, however this is another question that will need to be addressed with PennDOT.

Question: What if you do not have a title in house for the vehicle being sold out Out-of-state?

Answer: Section 1111 of the PA Vehicle Code Title 75 states that a title must be present at time of sale. The only exemption to this rule is covered under Section 1111 A-1 of the PA Vehicle Code, Title 75 which allows for a vehicle to be sold on a Secure Power of Attorney (SPOA) to a PA resident **Only**, if the title is still being held by a lien holder.

Question: What is considered an ownership document?

Answer: A Pennsylvania Title, Manufacturer's Certificate of Origin, or an Out-of-State title.

Question: Can the dealership issue an in-transit if the MSO is not present?

Answer: No, section 1111A of title 75 vehicle code states that a Title/MCO must be present at time of sale.



PA ON-LINE REGISTRATION PROGRAM PENNDOT INQUIRY INFORMATION CONFIDENTIALITY POLICY (Part One)

The Pennsylvania Department of Transportation collects confidential and personal information from the public to administer the various PA On-Line Registration Programs (PA OLRP) for which it has responsibility. As a participating company of PA OLRP, selected employees within your staff will process transactions on PennDOT's Business Partner's electronic vehicle registration system. At some point during a transaction, there may become a reason to access PennDOT's customer records by doing a vehicle inquiry. PennDOT, however, is committed to protecting this information from unauthorized access, use or disclosure.

The following guide lines have been set forth to address all employees of Participating Companies the responsibilities for handling and protecting information obtained from PennDOT's motor vehicle inquiries.

- You must have a "PA OLRP Authorization for Inquiry of Motor Vehicle Record" form signed by the customer to access his/her record.
- You may access information only when necessary to accomplish the responsibilities of your employment related to a legitimate business purpose. You may help your co-workers directly only if the transaction is part of your assigned job responsibilities related to a legitimate business purpose.
- You may not access or use information from PennDOT for personal reasons or to assist your family, friends or yourself.
- You may neither access nor process work on any records in your name for any reason including training.
- You may not use information obtained for the purpose of solicitation, endorsement or the compilation of mailing lists.
- You may not access information about another person, including locating their place of residence, for any reason such as sending birthday cards, just being curious or any other reason that is not related to your job responsibilities and related to a legitimate business purpose. You may not tell someone the address of another person when it is not an authorized disclosure or part of your job responsibilities or related to a legitimate business purpose.
- You may disclose PennDOT information only to individuals who have been authorized to receive it.
- You must keep your password confidential by taking reasonable precautions to maintain the secrecy of your password. You are responsible to report any suspicious circumstances or unauthorized individuals you observe in the work area to your superior.

The Department of Transportation takes the responsibility of keeping our customer information confidential very seriously. Our expectations remain high that all of our Business Partners, Participating Companies and their employees will only access customer's record for official approved business. If, however, abuse is discovered, the abuser will be subject to a legal investigation and charges will be filed. Please be sure you have a thorough understanding of these guidelines. Any questions can be directed to the Department through your PA OLRP Business Partner.



PA ON-LINE REGISTRATION PROGRAM PENNDOT INQUIRY INFORMATION CONFIDENTIALITY POLICY (Part Two)

The Pennsylvania Department of Transportation collects confidential and personal information from the public to administer the various PA On-Line Registration Programs (PA OLRP) for which it has responsibility. PennDOT is committed to protect this information from unauthorized access, use or disclosure. As an employee of a participating company of the PA OLRP, it is your responsibility to assist in this commitment. The

following guide lines have been set forth to address all employees of Participating Companies the responsibilities for handling and protecting information obtained from PennDOT's motor vehicle inquiries.

"I understand the following guidelines are my responsibility to assist in the commitment in keeping PennDOT's customer's records confidential."

- I must have a "PA OLRP Authorization for Inquiry of Motor Vehicle Record" form signed by the customer to access his/her record.
- I may access information only when necessary to accomplish the responsibilities of my employment related to a legitimate business purpose. I may help my co-workers directly only if the transaction is part of my assigned job responsibilities related to a legitimate business purpose.
- I may not access or use information from PennDOT for personal reasons or to assist my family, friends or yourself.
- I may neither access nor process work on any records in my name for any reason including training.
- I may not use information obtained for the purpose of solicitation, endorsement or the compilation of mailing lists.
- I may not access information about another person, including locating their place of residence, for any reason such as sending birthday cards, just being curious or any other reason that is not related to your job responsibilities and related to a legitimate business purpose. I may not tell someone the address of another person when it is not an authorized disclosure or part of my job responsibilities or related to a legitimate business purpose.
- I may disclose PennDOT information only to individuals who have been authorized to receive it.
- I must keep my password confidential by taking reasonable precautions to maintain the secrecy of my password. I am responsible to report any suspicious circumstances or unauthorized individuals I observe in the work area to my superior.

I have read and understand the PA OLRP Inquiry Information Confidentiality policy stated above and agree to abide by the requirements set forth therein. I understand that criminal charges may be taken if I fail to abide by any of the requirements of this policy.

Employee Signature

Date

USER AFFIDAVIT

To add a new user, please fax copies of the following documents to the attention of **Inside Sales** at **860.326.2712**:

- **CT, GA, IN, IL, NJ, NY, OH, PA** – This completed User Affidavit
- **NJ** – Completed Fingerprint Form (submitted directly to Morpho-Track – go to <https://www.bioapplicant.com/Default.aspx> for contact information)
- **IN, MA, and PA** – Limited Criminal History Background Check
- **IN REPO/Salvage** – Full Background Check (available at <http://www.l1enrollment.com/>)
- **MA** – Criminal Offender Record Inquiry (available at http://www.mass.gov/rmv/evr/evr_forms.htm)
- **PA** – PA OLRP Inquiry Information Confidentiality Policy
- **CA, MA, MD, NC, VA and WI** – State-Specific User Affidavit

*****PLEASE PRINT LEGIBLY*****

CONTACT INFORMATION

Business Name: _____ **Customer ID:** _____

Street Address: _____

City: _____ **County:** _____ **State:** _____ **Zip:** _____

Telephone No: _____ **Fax No.** _____ **Email:** _____

NEW USER INFORMATION

User Name: _____ **Title:** _____

Mother's Maiden Name: _____

Control No. (NJ OFFICE USE ONLY) _____

Telephone No: _____ **Ext:** _____ **Email:** _____

You will be contacted by email, phone, or fax with your User ID and password.

This Affidavit must be signed by an authorized corporate representative.

*****PLEASE PRINT LEGIBLY*****

NEW USER

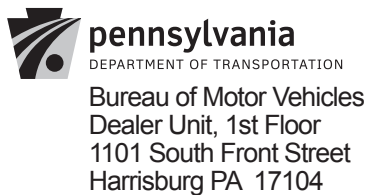
CORPORATE

Signature _____ Date _____

Signature of Authorized Corporate Representative _____ Date _____
(New User's Supervisor or Corporate Officer)

Printed Name _____ Title _____

Printed Name _____ Title _____



**Messenger
and/or
Agent Service
Employee Report
for PennDOT**

For Department Use Only

- Add Employee – (Attach Criminal History Report from Pennsylvania State Police to this form.)
Complete Sections A, B & C
- Change of Existing Employee Name Due to: Marriage Divorce
Complete Sections A, B & C
- Delete Employee – Complete Sections A, B & C

A MESSENGER/AGENT SERVICE INFORMATION

Messenger and/or Agent Service Name (Printed on the PennDOT Messenger or Agent Services Contract)			
Street Address	City	State	Zip Code
Telephone Number	Contact Person's Name		
Messenger Number	Agent Number (DIN #)		
Messenger Contract Number	Agent Services Contract Number		

B EMPLOYEE INFORMATION

Employee Name	PA DL/Photo ID #
Does/Did employee have On line IDs (check one): <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> AAMVAnet <input type="checkbox"/> Online Messenger <input type="checkbox"/> Online Registration	
EMPLOYEE JOB DESCRIPTION INFORMATION: <input type="checkbox"/> Check here, if job description is attached on a separate page. <input type="checkbox"/> Check here if job description is explained below. Job Description: _____ _____ _____ _____ _____ _____ _____ _____	

C CERTIFICATION

I (We) certify under penalty of law that above information is complete, true and correct.

(Signature of Owner or Authorized Signer)	(Date)
(Signature of Co-Owner/Title of Authorized Signer)	(Date)

This report must be filed with PennDOT immediately upon any change in employee information.



CRIMINAL RECORD FORM FOR PENNSYLVANIA ONLY!

PAA Services, Inc.
1925 North Front Street, P.O.
Box 2955
Harrisburg, PA 17105-2955
Phone: 1-800-242-3745 Fax: (717) 255-8356

Dealership Name: _____

Dealership Address: _____

Dealership Contact: _____

Phone: _____ Date Requested: _____

Name of Record Check:

(Last) (First) (Middle)

Maiden Name and /or Aliases:

Social Security Number:

Date of Birth: Sex: Race:

Reason for Request (Check one):

- Contract
- Employment
- GSS
- Other _____

Make \$15.00 check payable to PAA Services Inc.

Return by:

_____ Mail _____
_____ Special Handling Airbill Account Number _____
(Circle one of the following)

FEDEX UPS

(May duplicate this form)

When completing this form, typing is preferred, PAA cannot be responsible for misspellings when application is illegible.