

Dealer Connection

December 2024

The South Carolina Department of Motor Vehicles (SCDMV) is proud to be a resource for the dealer community through the Dealer Connection newsletter.

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EVR Quality Assurance Pilot

• Beginning on Nov. 18, 2024, the SCDMV officially began rolling out its partnership with South Carolina Dealer Services (SCDS) and its Quality Assurance (QA) department. This partnership will allow for 100 percent of EVR transactions to receive a QA check to ensure accuracy and completeness. This service should dramatically reduce the error rates for transactions, also providing customers and lienholders with their perfected titles sooner. In preparation for this rollout, six dealers from one EVR service provider were selected to pilot this program. In October, a second pilot program involved all three EVR service providers.

Please ensure you are communicating with your EVR service provider and their readiness for the QA program. The service providers should schedule training sessions on the changes in their systems as well as additional information such as FAQs on what preparations you need to make in advance. Service provider contact information is below:

- Computerized Vehicle Registration (CVR): <http://www.cvrreg.com/>
- DDI Technology: <https://www.dditechnology.com/>
- Title Tec: <http://www.titletec.com/products>

Communication with the DMV

To ensure that your request is fulfilled in a timely manner, please ensure that you are reaching out to the appropriate email box. We have seen an increase with emails being sent to the wrong departments, which lengthens the time to respond correctly and impacts our ability to provide services. Please use this list to reach the correct area for the assistance you seek:

- ELT Lienholder Customer Number Requests and ELT Lienholder Address Updates should be sent to ELTCompliance@scdmv.net
- Pending EVR Requests, Title Suspense Removals, EVR Deal Backouts should be sent to Vehicle.Compliance@scdmv.net
- MCO Backouts should be sent to STAR@scdmv.net
- NMVTIS Suspense Inquiries only should be sent to NMVTIS@scdmv.net
- Inquiries about a dealer license application should be sent to dealerdocuments@scdmv.net.

Online Renewals

Starting **Tuesday, October 15, 2024**, the SCDMV fully transitioned to online Dealer License and Demonstration Plate Renewals only.

Additionally, the agency would like to offer the following reminders:

- The new online process allows authorized users to renew a dealer license on behalf of the dealership. For security purposes, users must authenticate themselves via a PIN verification system; a PIN will be delivered to the primary contact's email address on file with the SCDMV.
- Please continue to update your contact information and employee list regularly with the agency's Business License Unit. Anyone not listed in the SCDMV system as an owner, corporate officer, sales manager or employee will not have authorization to renew.
 - **Adding or Removing an Owner:** Please contact the Business License Unit at (803) 896-2611 or dealerdocuments@scdmv.net to inquire which documents are needed.
 - **Updating Your Contact Information or Employee List:** Please submit a completed letter of request on business letterhead via email to dealerdocuments@scdmv.net or by fax to (803) 896-8172. In the letter of request, include the following information:
 1. A request to add/remove the individual(s) who are authorized to make changes or updates to your dealer license.
 2. The individual(s) full name, driver's license number, address and date of birth.
 3. If the individual resides out of state, include a copy of the front of their driver's license.
- If applicable, the current process of purchasing and completing a national criminal background report through Premier Biotech will

continue and is required before renewing your license online. Please allow between 2-10 days to receive your background report.

Background reports will be e-verified during the online renewal application. If the report for one or more owners cannot be e-verified (i.e., because it is still pending or a report was not found) you will not be able to complete the online renewal application at that time. You may return to the application later to try the e-verification again. Your application will be available to complete for 30 calendar days. You may contact the Premier Biotech service provider at 855-718-6917 or Merchantservices@premierbiotech.com to inquire about your report(s).

- More information can be found online at scdmvonline.com/Business-Customers/Dealers/Renewing-a-Dealer-License

We extend our sincere gratitude to the dealers that participated in the pilot program. Their participation and feedback was vital during the implementing this program.

Property Tax Override (PTO) forms

- Property Tax Override forms are still required to be submitted with paperwork; only the format has changed to a single form instead of the multiple carbon copies. Additionally, the buyer's signature will be required in the lower right-hand box to acknowledge whether they are to receive a new license plate or are requesting a plate transfer.

Out of State Title at Lender suspense codes

- Dealers should make a copy of the out-of-state title (for their records), then take the original out-of-state title to a branch office to have the suspense released and title printed. (After receiving the South Carolina title, the transaction can be completed through EVR using the SC title number for titling the vehicle, not the out-of-state title number.)
- The dealer should put the copy of the out-of-state title and the original South Carolina title in dealer pack for review.

Inputting Accurate Title Information

Here are some tips and techniques to ensure your sale transaction does not go into suspense and cause delays in your customers or lienholders obtaining their title documentation.

- Please enter title number for the title in hand. Dealers should not proceed with the previous SC title number just because it populates in EVR.
- Make sure you are entering a valid title number. VINs or ABC123456, etc. are not acceptable title numbers.

- Verify mileage on the vehicle and title. Ensure the mileage does not reflect less than what was previously recorded. If this is the case, the vehicle must be marked exempt (depending on the year) or “not actual mileage.”

E-Signature/Digital Signature

- The SCDMV is in the final stages of publishing instructions for the acceptance of Digital Signatures on secured Bills of Sale and Secured Powers of Attorney. Be on the lookout for additional information and timeframes to be distributed through your dealer association, EVR service provider or an SCDMV email. Updates will also be reflected on the SCDMV website.

Customer number creation for an individual or a business customer:

- Dealers should use a valid state or federal government-issued credential when creating a customer number for an individual customer. Examples of valid government documents include an out-of-state driver’s license, beginner’s permit, or identification card, a U.S. military identification card, or an unexpired U.S. visa or U.S. passport. Ensure that the customer’s last name, first name, middle name or initial and birth date are entered correctly as shown on the credential.

- For business customers, the dealer should obtain a copy of the business license or a printout of the Secretary of State business summary.

Information required for all business customers:

- Business customer’s name
 - A physical address. (NOTE: In accordance with Procedure TI-006, a business customer who is the owner of a vehicle or registrant of a leased vehicle must have a bona fide place of business in South Carolina or principally garaged in S.C.)
 - Contact information
 - Federal Identification Number (FEIN)
 - or SSN for Sole Proprietorships
- Only one customer number should be created per a customer or a business.

Dealers needing assistance with creating a customer number for an individual or business need to email the Form EVR-1/EVR-2, with customer’s out-of-state credential or printout from the S.C. Secretary of State, to EVR@scdmv.net.

Issuance of the annual Property Carrying Plate (TA1)

Since July 1, 2024, Intrastate Large Commercial Motor Vehicles (intrastate commercial vehicles with a GVW more than 26,000lbs) have been required to have an annual registration. This means that these vehicles must be marked commercial in EVR and issued an annual property carrying plate (TA1) and not

the bi-annual version (TR1). If an intrastate commercial vehicle is under 26,000 lbs., it can be issued the bi-annual version (TR1).

New temporary plate issuance for Intrastate Large Commercial Motor Vehicles

Beginning on Nov. 20, 2024, dealers will issue the E45T (motorcycle-sized temporary license plate) for Intrastate Large Commercial Motor Vehicles instead of the car/truck temporary license plate. Customers are to place the smaller sized temporary tag in the passenger side windshield. **If you sell Intrastate Large Commercial Motor Vehicles, you will need to procure the motorcycle-sized temporary license plate stock.**

Processing transactions that are past 45 days

On Jan. 18, 2024, the EVR system was enhanced to allow the processing of transactions that exceeded the 45-day time standard, including the collection of late penalties. These vehicle sale transactions that exceed the 45-day standard must be processed through the EVR system.

Notes on out-of-state titles

Georgia titles – In 2007, Georgia reported approximately 12,000 of its GA titles were stolen. The stolen title(s) would be completely blank; no information would have been pre-printed on the form except the Title Control Number (TCN), which is printed in red font in the bottom left corner of the form.

To ensure the authenticity of a GA Title:

- Verify the title exists in the National Motor Vehicle Title Information System (NMVTIS).
- Ensure that the same type font is used consistently on the document; numerous different fonts may indicate modifications.
- Review the control number to ensure it has not been altered. This number should appear in red and should be legible in the bottom-left corner of the title.
- Verify the commissioners' signature to ensure it matches the commissioner from the year the title was issued.
- Look at the length of the title form. Titles issued after May 25, 2019, are full page.

New York titles — As a reminder, the SCDMV will no longer accept New York State Salvage Certificates (MV-907A) in place of a New York state title. The New York State Salvage Certificate clearly states that it is not meant to be used as a replacement for a title, and South Carolina law does not consider this document an acceptable title substitute. Applicants who present the Salvage Certificate (MV-907A) as proof of ownership for a vehicle must complete the New York State salvage vehicle examination process to obtain a title.

