

EVR PROGRAM STANDARDS ADDENDUM
REVISED JANUARY 6, 2014

OVERVIEW

The electronic vehicle registration process will allow dealerships to register a customer's vehicle through an online system and have the license plate and/or registration mailed directly to the customer through our direct mail service. Titles will be mailed directly to the owner, if there is no lien, or to the lienholder (or stored electronically at the lienholder's request).

SERVICE PROVIDER /DEALER BUSINESS RULES

- The Service Provider will nominate a licensed South Carolina Dealer for participation. The application will be directed to the EVR Committee designee who will monitor the application process through approval/disapproval process. SCDMV approves/certifies dealers for participation in the EVR program.
- Dealer Certification Criteria
 - Dealer must have a valid dealer license.
 - Must commit to processing more than 80% of applicable transactions through the EVR within 120 days of signing up for the program.
 - Must sign dealer contract.
 - Must sign required DPPA agreements.
- All dealers are required to submit all supporting paperwork to DMV by the next business day of after completing the transaction.
- Each Dealer, upon acceptance into the program, will operate in a "monitor status" for at least the first 30 days. During this period, all paperwork and transaction activity will be reviewed and approved by the Title Unit of SCDMV. No title will be printed before paperwork is audited and approved.
- After the 30 day monitor period has passed, SCDMV will continue to ensure that all necessary paperwork is submitted to the Department within one business days of the dealer's completing of the transaction. SCDMV reserves the right to extend the "monitor status" if the paperwork is incomplete or incorrect or if the paperwork is not sent to DMV within the established guidelines.
- All authorized users must attend all EVR required training prior to processing any transactions.
- The dealer shall maintain in the strictest confidence information accessed from the SCDMV Phoenix files. Dealers must not disclose willfully to any person, firm or corporation, information obtained as a result of their duties relative to registering and titling motor vehicles. The dealer shall implement procedures to ensure that any printed copies of information obtained from the files be kept in a secure place for audit purposes and then destroyed when the legitimate use has ended.
- Inquiries performed to obtain and verify customer information must be used solely for EVR transactions. Access to and use of information and computer resources are limited to that required for the performance of dealer transactions.
- Dealer must adhere to all specified business rules set by SCDMV and abide by established contracts.

- Dealerships who employ new title processing agents (title clerks) must notify the SCDMV and the Service Provider within 24 hours. SCDMV must be notified by fax using the Authorized User Affidavit. The Authorized User Affidavit must be completed in its entirety. User name and password must not be shared between staff members.
- Dealerships must contact the EVR Service Provider to initiate proper training according to the guidelines set by the EVR program.
- The new title processing agents must be trained prior to accessing the EVR system.
- On the first day of a dealership participant using the EVR system, either an EVR Service Provider representative or an experienced EVR user must be on-site to assist with the processing.
- Retraining of an experienced title processing agent (title clerk) is at the discretion of the Service Provider.

DOCUMENT MANAGEMENT

DOCUMENT MANAGEMENT OVERVIEW

This section will provide a working knowledge of the SCDMV document management system process, which includes:

- System generated coversheets
- Standalone coversheets

Overall Process

The basic process involved in scanning is as follows:

- The title processing agent (title clerk) will process a transaction and place either a system generated or standalone cover sheet on the documents associated with the transactions.
- Dealership sends all document packets to SCDMV within five days of completing the transaction.
- SCDMV Quality team will review documents and forward to SCDMV Records Management.
- SCDMV Records Management will scan documents according to instructions for the particular document type.
- The Data Management system used by the SCDMV will index the scanned images of the documents by certain index fields (name, DL number, title number, VIN number etc.) so that the image can be located.
- Once the documents are scanned and indexed, all SCDMV employees with the proper software (DOCSOPEN) will have the capability to retrieve and view information.

COVERSHEETS

System Generated

System generated coversheets provide all indexing information required for the document management process. System generated coversheets are preferred; however there are times when a system generated coversheet may be damaged in printing. In this case, a stand along coversheet is acceptable provided it contains all required information. Both documents are used for scanning documents into the SCDMV Document Management System.

Coversheets and Documents

- A Digital record is created and stored electronically when the coversheet and documents are scanned.
- Each transaction must have a separate coversheet that will stay with that particular transaction through the scanning process. This transaction coversheet is called a Packet.
- Each Packet (transaction) must have its own coversheet (separator) because this will be the tool used to identify and locate the scanned document in the future.

Note: You may also hear the coversheet referred to as a separator page.

Transactions and Document Types		
Title from MCO	TL1	15 TTL APPL-FRM400
Title from OOS	TL1	15 TTL APPL-FRM400
SC Title Transfer	TL1	15 TTL APPL-FRM400

Requirements of a Coversheet
<ul style="list-style-type: none">• Must have the bar code at the top• No paper clips• No staples• No tape• No handwriting• No photocopies of Coversheets• No other marks of any kind on the cover sheet

The system-generated coversheet consists of the following information
<ul style="list-style-type: none">• Package Name• Document Type• Date of Record• Driver License Number/Dealer Number• Customer Number• Last Name/Dealer Name

- Tag Number
- Title Number
- Type Code/Dealer Type
- VIN
- Numeric Document Type

STANDALONE COVERSHEET

A standalone coversheet is created when the system generated coversheet is not acceptable or has been damaged in processing.

The standalone coversheet consists of the following information:

- Package Name (REQUIRED)
- Document Type (REQUIRED)
- Date of Record (REQUIRED) (This is the transaction date)
- Driver License Number/Dealer Number
- Customer Number (REQUIRED)
- Last Name/Dealer Name (REQUIRED)
- Tag Number
- Title Number (REQUIRED)
- Type code/Dealer type
- VIN (REQUIRED)
- Numeric Document Type

Examples of reasons you may need a standalone coversheet:

- The system created a coversheet but it was damaged.
- There is not a bar code at the top of the coversheet.
- The bar code is too light on the coversheet.
- The coversheet was torn in the printer because of a paper jam.

Order in which paperwork needs to be submitted:

- Coversheet
- Form 400 (Application for Certificate of Title/Registration)
- Surrendered MCO, OOS, or SC Title
- Any other documents (PTO, Bill of Sales, Lien Release, Odometer Disclosure Statements, etc)

CUSTOMER INQUIRY

PERFORMING A CUSTOMER INQUIRY

NOTE: CUSTOMER AND VEHICLE INQUIRIES SHOULD BE USED ONLY IN CONJUNCTION WITH PROCESSING TRANSACTIONS. SCDMV RESERVES THE RIGHT TO SANCTION DEALERSHIPS THAT USE THE CUSTOMER OR VEHICLE INQUIRY IN GROSS EXCESS OF THE NUMBER OF TRANSACTIONS PROCESSED BY THE DEALER.

This section describes the steps for performing a proper customer inquiry.

- A Customer Inquiry may be necessary to verify information presented by your customer. If you have specific customer information such as a driver license number, customer number or plate number, a separate inquiry may not be necessary providing you use the specific information to access the customer when processing the transaction. The Phoenix system will provide the information based on the driver license, customer number or plate number you entered and will only need to be verified for correctness.
- A Customer inquiry may be performed into the Phoenix database using a unique customer identifier such as customer number, driver license number, plate number, VIN, title number or FEIN number. Each dealer will be allowed customer searches corresponding with the number of transactions processed per month. If the number of searches exceeds 10% over the number of transactions processed, the Department may bill the dealer at a rate not to exceed \$6.00 per inquiry.
- All customer information must match exactly with the Phoenix Database. For example, the first name, middle and last name must be listed the same as it appears on the Phoenix file or credential issued by the SCDMV; otherwise the transaction will be rejected.
- If the dealership cannot find the customer or, if the customer has moved to South Carolina for the first time, or if the information can be found but the information is incorrect, a customer number must be requested for the customer:
 - a) If the customer has a SC credential or ID and the information needs to be corrected, have the customer complete the EVR1 form and the Form 4057
 - b) If the customer does not have a South Carolina credential, the customer must complete the TI06 and the EVR1
 - c) If the customer is a business customer and cannot be found in the system, the EVR 2 form must be completed. A request for address change of a business must be made on the business letterhead.
 - d) The information may be submitted electronically to EVR@SCDMV.NET or via fax (803-896-5536).
 - e) If the customer address is changed by this process, the customer must be advised to contact SCDMV in reference to updating the driver license and other credentials.

NOTE: Any other change such as name change, social security correction, date of birth, etc. must be done in person by the customer at the local SCDMV branch office.

ADDRESS INFORMATION

SCDMV maintains a customer-centric database for driver and vehicle records. This means that records concerning the customer's driver license and any vehicles owned by the customer are attached to a centralized customer record. This means that names and addresses are printed the same on documents generated by the Department for the customer. This system also allows a customer to change or modify an address and have it applied to all vehicles and the driver license attached to the customer file*.

There are a number of addresses that may be attached to a customer file.

- **Residence Address:** The address at which the customer lives. If there is no other address on record with the Department, the Department sends all customer mail to this address.
- **Physical Address:** The address where the business is located. If there is no other address on record with the Department, the Department sends all business customer mail to this address.
- **Special Mailing Address:** This address is the address to which the customer's mail will be sent, if a special mailing address is present. If a special mailing address is present, it takes precedence over the residence address, as long as there is no temporary or housed address associated with the customer record.
- **Housed Address** – The housed address is vehicle specific. It can only be applied to a specific vehicle and does not affect any other vehicle titled to the customer. Registrations reflecting a housed address will be mailed to the customer following the guidelines indicated above except when the customer indicates that the housed address should be used for mailing. This address is used to allow a company to register at the home office address but have the tax notices and mail for a specific vehicle mailed to a specific branch office. It can also be used when a student has a vehicle that is registered to a parent at the parent's residence address. The housed address can only be added by SCDMV.

Request for license plates and transfer of license plates and titles processed by the EVR system will be mailed from SCDMV directly to the customer once all the requirements for registration have been met. The mail will be directed to the customer's address noted on SCDMV's files and the rules indicated above.

DONATE LIFE

South Carolina DMV is another essential partner in promoting organ and tissue donation in South Carolina. SCDMV offers patrons the opportunity to become organ donors and financially contribute to Donate Life South Carolina when transacting motor vehicle business. The SC Department of Motor Vehicles also provides monetary donation opportunities on their website and in corporation with its business partners.

Dealers are required to provide the customer the opportunity to contribute to the Donate Life fund through the Application for Certificate of Title and Registration (DMV Form 400). If the customer wishes to do so, the customer must specify the dollar amount to contribute on the blank line under Section K of the application. This amount **must** be entered in the system when processing the registration transaction.

END OF DAY REPORTING

At the end of each business day, all transactions completed by a EVR participant must be completed and forwarded to the SCDMV along with a bundle report listing all transactions processed by the dealership.

The bundle report will contain at minimum the following information:

- Daily Transaction Report printed at the top of report
- Deposit Date
- Completed date
- Dealer Name
- Dealer number
- Owner Name
- VIN
- SCDMV customer number
- Year of Vehicle
- Make of Vehicle
- Transaction type
- Plate number transferred, if applicable
- Plate Class requested
- Title Number
- User initials
- Total fee EFT per transaction
- Total number of transaction
- Total due for transaction
- Page number

EVR participants will:

- Process transactions
- Provide a coversheet for each completed transaction and securely fasten the transaction together in the order indicated in this document.
- At the end of the day, print the bundle report of completed titles.

- Group the paperwork together in the order indicated on the bundle report and prepare for mailing to the SCDMV.

The envelope will display:

- The EVR participant's name.
- The date the transactions were processed.
- The number of titles enclosed.

The envelope will contain:

- The daily bundle report listing all titles enclosed.
- All titles and documentation processed.

EVR participants will print the daily bundle report for all completed title applications for the day. The titles with all submitted paperwork will be bundled in the order they appear on the bundle report and submit to:

SCDMV

P O BOX 1498

Blythewood, SC 29216-0055

SCDMV requires that all packages from EVR participants be mailed no later than the close of the business day following completion of the transaction. SCDMV requires that all packages from EVR participants be received by SCDMV no later than 5 business days after the completion of the transaction.

Property Tax Notification form (PTO) for the counties, will be forwarded to the local SCDMV branch office on a weekly basis.

FINANCIAL RECONCILIATION

DAILY EVR TRANSACTION REPORT

The Daily EVR Transaction report must be sent to the DMV by FTP as a CSV file on a daily basis. This report should include all transactions that were processed for the day.

- Appendix E of the Program Standards document includes a copy of the report format.
- The Technical Specifications section of the Program Standards document includes information about the FTP process.

The following explains the information required per transaction processed through the EVR system.

The report heading should include the following:

- Dealer/Service Provider's Name
- "Daily EVR Activity Report:
- Transaction Date MM/DD/YYYY

The column headings for transaction level activity:

- Item # - Sequential No starting with 1 on the first detailed line of information
- Transaction Date – The date the transaction was actually processed through the DMV EVR system
- Dealer Name – The name of the dealer actually processing the transaction
- Customer Number – DMV customer no of the person buying the vehicle
- Customer Name – DMV customer name of the person buying the vehicle
- Service Type – such as Original Title, Transfer Plate, Unknown Plate, etc.
- Service identifier – Title No or Plate No
- Fee – The Fee charged for the DMV transaction
- Dealer Total – This amount will only be populated on the last line of the Dealer's transactions for the day
- Total for All Dealers – The last line of the report should also include an overall total for all dealers transactions for the day

Report sorting and totals:

- The records within the report should be sorted by Dealer and by DMV Customer no within the Dealer.
- A subtotal for all transactions processed by a dealer should be included on the last line of the dealer's transactions
- A grand total for all transactions processed for the day should be included on the last line in the All Dealers column

Summary

- The Summary section should include a separate line for each Service Type with the following information:
 - Count – number of transactions for the Service Type
 - Description – the actual Service Type description. This should match the verbiage used in the detailed report in the Service Type column
 - Total – total fee for the Service Type
- Summary Total

- All Summary lines should be totaled and the amount should match the amount that was in the All Dealers column on the last line of the detailed section of the report.
- The next line should be the total amount of the ACH payment that will be sent to the DMV. This amount should match the Summary total.
- Difference – There should not be a difference between the All Dealers total, Summary Total, and the ACH to DMV amount.
 - If there is a difference an explanation must accompany the report

The Daily EVR Report will be reviewed by DMV Financial. If there are any discrepancies between DMV's records and the report received from the Dealer/Service Provider. You will be contacted the DMV Financial to review and reconcile the discrepancies.

The Dealer/Service Provider's primary Financial contact information should be provide to the DMV Financial department before going live with the EVR program.

DMV Financial contacts:

Wanda Deleon – 803-896-9092 Wanda.Deleon@scdmv.net

Patty Zeigler – 803-896-8906 Patty.Zeigler@scdmv.net

EVR ACH Enrollment Form

A completed EVR ACH Enrollment Form is required by DMV Finance and must be received by the DMV Revenue Accounting Department prior to participation in EVR.

- Appendix F of the Program Standards document includes a copy of the EVR ACH Enrollment Form.

The EVR ACH Enrollment Form should include the following:

- Company Name
- Contact Person
- Phone #
- Email Address
- Mailing Address

The following descriptive text is required for each ACH payment transaction in the descriptive text field. (This information must be provided by your financial institution to Wells Fargo)

- EVR (Type of Account)

- Vendor Name
- Transaction Date of Service (this date should match the date of the records on the FTP'd CSV report)
- Financial Account No (if applicable)

Example of data needed in the ACH payment descriptive text field:

- EVR Vendor Name 01/21/13 XXXXX

ACH Payment Requirements

- Reconciled ACH payment sent from your financial institution to the DMV Wells Fargo account provided on the EVR ACH enrollment form
 - ACH payments are due immediately (no more than two business days from the transaction date of the service provided)
 - Consequences for late EVR ACH payments to be determined by EVR committee. **(EVR committee please review for proper wording)**
 - Total – total amount of services provided must balance against EVR ACH payment.

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TRAINING

Vendor Responsibility

It is the responsibility of the vendor to ensure that each dealer/participant in the EVR system be trained in the proper use of the EVR system, including:

- Use of the EVR system and applicable transactions.
- Recordkeeping and reporting.
- End of day processing

- Password assignment and protection.
- Changes in policies/business rules that govern the issuance of titles, registration and license plate.

Dealer Responsibility

It is the responsibility of the dealer/participant of the EVR system to insure the following:

- Each user is trained in the process of issuing titles, registration and license plates including:
 - a) How to examine documents for correctness
 - b) How to enter information into the EVR system
 - c) How to process bundle reports/ end of day processing
 - d) Proper financial accounting of transactions processed.
 - e) Preparing documents for scanning.
 - f) Password protection
- Each user is advised of changes in process or policy required by SDCMV.