



# Dealer Dispatch

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*Prepared and distributed by Janet Holley, Escambia County Tax Collector, in an effort to provide customer education.*

Your feedback to *Dealer Dispatch* is not only welcomed, it is **encouraged**. Please contact Dawn Mustain at [ectc@escambiataxcollector.com](mailto:ectc@escambiataxcollector.com) or 850-438-6500 with your comments and suggestions.

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### Our offices will be closed:

- **May 31** to observe Memorial Day; and
- **July 5** to observe Independence Day.

**Dealer training coming this summer!**  
See Page 4 for details.

## Electronic Temporary Registrations (ETR)

*Past...to Present...to Future*

July 1, 2008, Florida Statute 320.96 required dealers to issue electronic temporary registrations for vehicles they sell to retail consumers. The Electronic Temporary Registration (ETR) service allows the dealers to issue the temporary registration and update the Department of Motor Vehicles (DMV) database immediately; this service is provided by a third party that is certified by the DMV.



Effective October 1, 2009, if a retail sale by a licensed independent dealer resulted in the transfer of a license plate, a temporary plate must be issued during the time the transfer of registration is being processed, per Florida Statute 320.0609(8)(a). This current provision is set to expire on June 30, 2010. Effective July 1, 2010, the transfer of a metal license plate from one vehicle to another will have to be electronically reported to the DMV.

More information regarding the electronic reporting of all license plate transfers will be available as we near the expiration of the current provision.



## Signatures and Addresses

When you are processing a transaction, please make sure your customer is signing her name as it actually appears on her driver license. In many cases a customer has gotten married, however, she may not have changed her driver license to reflect her new married name. If this is the case, she **must sign the name that appears on her driver license**. A copy of the marriage license will not suffice for us to title it in the married name. That does not mean she must sign her full first, middle, and last name; she must sign her **last name** as it appears on the driver license.

Due to recent driver license changes, PO Box addresses are no longer listed on the driver license. Some customers do not have the capability to receive mail at their physical address. Even though the driver license does not reflect the PO Box, the State driver license database still will retain the PO Box address. **It is extremely important that you verify with your customers what mailing address they would like to use.** When we change the address in our system based upon the address you have submitted with your title work, it changes the address in the State driver license database also.

*Do you have questions you'd like to see answered in future issues?  
Send your questions to [dmustain@escambiataxcollector.com](mailto:dmustain@escambiataxcollector.com).*

## OFFICE HOURS & LOCATIONS

### Downtown

213 Palafox Place  
Mon-Fri 8:30 AM—5:00 PM

### Marcus Pointe

6451 North W Street  
Mon-Fri 8:30 AM—5:00 PM  
Open 'til 6:00 PM Tue and Thu  
*(please, no dealer transactions after 5:00 PM)*

### Warrington

507 N. Navy Boulevard  
Mon-Fri 8:30 AM – 5:00 PM  
Open 'til 6:00 PM Mon

### Cantonment

470 S. Highway 29  
Mon-Fri 8:30 AM – 5:00 PM  
Open 'til 6:00 PM Wed

### Q. When is it allowable to use the pre-printed temporary plates?

A. The pre-printed plates only may be used when issuing a temporary plate for a trailer weighing less than 2,000 pounds or when a system outage occurs. When a pre-printed temporary plate is issued due to a system outage, you must notify the DMV **within 24 hours of issuance** using Form HSMV 82082 (Off-line Issuance of a Pre-printed Temporary License Plate). The issuance must be electronically reported to the Department within one business day (excluding weekends and holidays) of the issuance of the off-line temporary license plate.

**NOTE:** If the system comes back up within one business day, the ETR participant may report the issuance via the system instead of reporting and submitting documentation to the tag office. When entering an off-line ETR, it is important to ensure that the application for registration of the metal license plate has not already been completed. If the metal plate transfer is already processed, the off-line ETR should **NOT** be entered. Entry after the purchaser's metal plate has been assigned will remove the metal plate and mark the title sold. This can create problems for your customer.

### Q. Are there any exemptions from using the ETR system?

A. There are a few instances where the ETR would not apply and the dealer would be able to transfer the metal plate for immediate use on the vehicle:

1. While the customer waits at the dealership, the dealer takes the paperwork to the tag office, waits for the transfer transaction to be processed, and gets it back to the customer that same day.
2. When the dealer is using the Electronic Filing System (EFS) to process a transfer transaction.

### Q. What is required to be submitted for a tag transfer?

A. Verifying information with a customer when it pertains to the transfer of a registration to their new vehicle is very important. This process can be involved when a customer is not transferring a current valid registration from a vehicle that is being traded. While we want to assist the customer in reducing their registration costs, we must perform due diligence to ensure all of the vehicles they intend to operate are properly registered. Transferring a registration to reduce a cost and ending up creating more costs due to citations issued from improper registration would be a disservice to the customer. Therefore, a copy of the customer's most current registration and an affidavit by the owner stating the vehicle is not operational, is in storage, or will not be operated on the streets and highways of this state must be submitted. If for some reason the plate cannot be transferred, the customer should be contacted and informed of their options. Due to the importance of proper registration, we cannot plunder through a customer's record and simply choose a tag for them.

Q: How many car salesmen does it take to change a light bulb?

A: I'm going to work this out on my calculator, and I think you'll be pleasantly surprised.



# Attention!

Due to staffing restrictions, only one agent will be working the dealer section between noon and 2PM. Only one transaction per check can be processed during this time. Thank you!

# Recoup Your Repair Losses Through TL-25 Procedure

## Are you in compliance?

If your authorized and licensed motor vehicle repair shop has completed a customer's order for repairs and notified the customer that the work has been completed but they never return for the vehicle, you can claim a lien and recoup your expenses by enforcing such lien by sale of the vehicle. Follow the Division of Motor Vehicles Procedure TL-25 (Transfer of Certificate of Title Upon Sale for Labor, Service, or Storage Lien).

While the procedure may seem overwhelming, it is not impossible and can save your bottom line on costs. Utilize the checklists and timelines contained within the procedure to your advantage. They will help you keep things straight throughout this lengthy process. Also, we have a very helpful and knowledgeable staff who are eager to assist you through the transaction.

Be sure to review a few things internally before beginning a labor and storage lien process. First, is your State-issued Motor Vehicle Repair Registration Certificate current? Second, does your repair order contain all necessary elements required by Florida Statute 559.905(1)? Here are a few helpful links to help you keep up-to-date with the requirements:

<http://www.800helpfla.com/pdfs/MVRChecklist.pdf>

[http://www.800helpfla.com/pdfs/repair\\_ei.pdf](http://www.800helpfla.com/pdfs/repair_ei.pdf)

One of the main problem areas we see in these transactions is with the advertisement. Be sure your article contains *ALL* required documentation listed in the procedure. The article is quite long and should not be confused with the requirements for TL-26 for towing and storage liens.

Finally, be sure your timeline is properly followed, especially if you are going to be charging storage fees in excess of the allowable 15 days.

Submission of all paperwork may be made to any of our four convenient locations. Processing may take a minimum of 24-48 hours. Questions can be directed to our call center at 438-6500 x252 or in person during our normal business hours.



## DISABLED VETERANS TAGS

It is extremely important that you verify whether or not a customer's disabled veteran tag is exempt prior to processing in EFS. The EFS system currently does not allow for the appropriate exempt fee to be collected and will instead charge regular rates. Disabled Veterans may have more than one DV plate; however, they are entitled to only one exempt registration. At this time, please do not process exempt DV plates through the EFS system. Submitting these transactions to our dealer department for processing will prevent your customers from being overcharged. If you have any questions as to whether the DV plate you are transferring is exempt or not, please feel free to contact customer service at 438-6500 x252.



## DATES TO REMEMBER

**April 1**

Tangible tax returns due in property appraiser's office

**April 1**

All taxes become delinquent

**April 1**

Half-year rate in effect on all new business tax receipts

**April 30**

Non-franchise dealer licenses expire

**May 1**

Deadline for applying for payment of real property taxes by installment

**May 31**

Tax collector offices closed in observance of Memorial Day

**June 1**

Tax Certificate Sale

**June 1**

Registration renewals for all non-lease commercial vehicles

**During month of June**

First payment due for real property installment plan

**July 5**

Tax collector offices closed in observance of Independence Day

# SAVE THE DATE!

Continuing Education (CE) for independent dealers; however, this course is for all dealers and title clerks.

The Florida Independent Automobile Dealers' Association, together with the Escambia County Tax Collector's office, will host a dealer training class June 8, 2010 in Pensacola.

Pre-registration fees are \$89 for FIADA members and \$99 for non-members. Registration at the door is \$110. The fee includes a title manual, lunch, and a certificate of attendance.

Students in this class will learn basic title transfer and application methods to successfully complete title and tag work at tag agencies. The instructors have structured the curriculum and added material that will qualify the class for DMV required

Interested in attending? Please email us at [ectc@escambiatatxcollector.com](mailto:ectc@escambiatatxcollector.com). Be sure to watch *Dealer Corner* on our website located at [www.escambiatatxcollector.com](http://www.escambiatatxcollector.com) for more information on this training opportunity.



## Title and Lien Procedure Updates (Rev 3/15/10)

### TL 02 – Power of Attorney

*Added Statute to pg. 1*

**Section 117.107(12), Florida Statutes, provides that a notary public may not notarize a signature on a document if the notary public has a financial interest in or is a party to the underlying transaction.**

Revised Sections II and III clarifying use of POA and processing groups of applications, removed redundant information from procedure, re-lettered Section III accordingly, and added Q&As 14 and 15.

### TL 03 – Certified or Plain Copies of Supporting Documents Used with Any Application for Florida Certificate of Title

Updated Section II to allow processing agency to photocopy a POA after viewing original or certified copy, updated "Note" under B on pg. 2 citing the FAC that requires translation of foreign documents, and revised F explaining how to process when a POA applies to a group of applications.

### TL 05 – Duplicate and Lost In Transit Titles

Removed specific fee information from pg. 4, referenced the applicable fee chart and provided its link, removed redundant information from pgs. 4&7, re-lettering MISC. information under Section IV, added information about address change and customer records to Question 5 in Exhibit A.

## Registration Procedures (Rev 3/15/10)

### RS 33 – Commercial Motor Vehicle Insurance

Added information about PIP coverage on pg. 2 under E, revised Section IV on pg. 3 to specify **policies or binders marked as "Scheduled Autos" must list the specific VIN number(s) for the vehicle(s) covered.** Re-lettered accordingly, added a note to pg. 3 C about Form E, and added new Exhibits A, B, and C, updating the old forms.

### RS 50 – Withholding Registrations

Added a note to pg. 11 and the requirement to submit a copy of the Form HSMV 82192 with the Form HSMV 82191 when applying to the Department for a Repossession Recovery Attempt Stop.