

Agent Services Handbook

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INTRODUCTION

This handbook is designed to help you apply for agent services status and assist you in the execution of the applications. Please take the time to read and review each section carefully. We are interested in providing you with the information needed to successfully establish your business of issuing temporary registration plates.

We, at PennDOT, are striving to improve our service to you and the citizens of the Commonwealth. We have improved our turnaround time on processing applications, reduced our error rate, improved our call center, clarified and simplified regulations and revised forms. Changes and improvements are occurring daily. We are pleased to share our progress with you as you become an agent of PennDOT.

At the end of this handbook, you will find the forms and requirements you will need to submit to obtain authorization as an Agent Service.

Thank you for your cooperation, and we look forward to working with you in the near future.

**APPLICATION
FORMS FOR
AGENT SERVICES
STATUS**

Enclosed is the requirements packet to enter into contract for all agent services.

The packet includes information, samples and frequently asked questions.
Once these requirements are met, a contract between
you and PennDOT will be executed.

Contract requirements can be mailed to:

Bureau of Support Services
Contract Administration Unit
1101 S. Front Street
Harrisburg, PA 17104

Fax: 717-705-5900

Requirements may also be submitted through the Dealer Services counter area.

Should you have any questions regarding this process, please call the
Business Partner Programs at (717) 705-1101
or write to the address listed above.

AGENT SERVICES CHECKLIST

Business Name: _____

Federal ID # (FEIN): _____

DIN # (If already assigned): _____

*****Please note, items that are bold, italicized and underlined are new requirements for the new 5- year contract.**

YES

- _____ Do you have two copies of the requirements attached?
- _____ Is your business name and address listed on the requirements?
- _____ If you are an existing agent, is the agent number listed on the requirements?
- _____ Do you have a list of all owners/corporate officers attached?
- _____ Do you have a list of all employees and job titles attached?
- _____ Do you have job descriptions attached for each owner/employee?
- _____ Is the home address listed for each owner/employee?
- _____ Do you have your phone number listed?
- _____ Do you have your fax number listed?
- _____ Do you have your email address listed? (Please check if email still valid)
- _____ Do you have a notary seal and or stamp, signed/dated, on the application for each person issuing tags?
- _____ Do you have a copy the Notary Commission certificate(s) attached?
- _____ Do you have a statement of no prior violations for all owners/corporate officers and employees issuing tags attached?
- _____ Do you have a criminal record check for all owners/corporate officers and employees issuing tags attached?
- _____ Do you have a security plan written/typed and attached?
- _____ Do you have your \$30,000 bond in place and original attached?
- _____ Do you have \$60.00 recovery fund fee attached? (Waived for existing agents and dealers)
- _____ Do you have a notarized statement of no monies owed to the Commonwealth for each owner and corporate officer attached?
- _____ Do you have a credit reference from the bank attached?
- _____ Do you have THREE letters of character reference for each owner/corporate officer attached?

DID YOU PROVIDE (2) PHOTOGRAPHS OF THE FOLLOWING:

YES

- ☐ Main Entrance
- ☐ Posted Business Hours
- ☐ Completed schedule of fees/charges relating to the issuance of temporary cards and plates
- ☐ Phone and Desk Area including shredder
- ☐ Secure area for storage of temporary cards and plates
- ☐ **Full Picture of Solid door constructions (with secure hinges), ceiling, walls and dead bolt lock**
- ☐ Exterior Signs
- ☐ Fraud Hotline notice
- ☐ Proof of DLDV Contract with an approved Integrator (Copy of Contract or completed MV-750)

****Please allow a minimum of 30 days to fully execute the contract, once all requirements are provided.****

SAMPLE DOCUMENT

Cover Page of Requirement Packet

John Q. Customers Issuing Agent Service, Inc
1101 S. Front Street
Harrisburg, PA 17104
Agent # 00000000
(717) 999-9999
Fax #: (717)111-1111
Email address: johnqcustomer@xxx.com
Federal ID #: 123456789

Requirements

Experience

John Q. Customers Issuing Agent Service, Inc. located at 1101 S. Front Street has been an issuing agent for the past five years.

The owner of the corporation is John Q. Customer, Vice President is Joan A. Customer, Secretary is Mary B. Customer and Treasurer is Joe C. Customer.

The support staff consists of (place name of each employee who will be involved in the agent service and indicate their responsibilities within the service).

Neither John Q. Customer Agent Service, nor any of its employees are under sanction or have ever been sanctioned by PennDOT for violations under 75 Pa.C.S. or Departmental regulations.

Attach your letter of reference from a bank or financial institution. Please make sure that your letter indicates that accounts are handled in a satisfactory manner that is consistent with standard banking practices.

Attach three letters of reference from business concerns, on business stationery, attesting to the character of the applicant.

Attach a notarized statement that no monies are due and owing to the Commonwealth by the applicant business or by the owners and officers of the business.

Facilities

Attach photographs of the interior and exterior of the place of business. The photographs of the exterior must show the entranceway and signs and business hours. The interior photographs must show the desk, phone, secure area for storage of products and forms, and a complete schedule of fees and charges for Motor Vehicle/Driver Licensing and the Contractor fees.

Notary Requirements

Attach the name, address, signature and impression of the notary stamp of all notaries who will be employed during the hours of operation of the agent service. The owner of the agent service may be the notary. If verification of signature in lieu of notarization, then a notary is not required for agents with a 85, 86 or 87 Dealer ID Number. All other issuing agents must continue to notarize documents. If verification in lieu of notarization is used, please state this process is used.

Criminal Background Check

Attach a criminal background check, obtained from the Pennsylvania State Police for each owner or corporate officer and every employee engaged in the issuing agent service. If a conviction exists, the issuing agent service must furnish the facts of the offense, and secure Department approval before hiring or retaining an employee.

Security Plan

Attach the Issuing Agent Service's proposal for the method of security, which it intends to use for safeguarding all supplies, products and applications.

Bond

Attach your bond information (MV-375 or Rider to the bond). Each Issuing Agent Service must file and maintain a bond in the amount of \$30,000 for each approved issuing agent service.

**PENNSYLVANIA AGENT ADA CHECKLIST
AMERICANS WITH DISABILITIES ACT**

As a provider of a public service, you are required to ensure that the areas of your facility used for customer transactions involving PennDOT documents meet the accessibility requirements of Title II of the Americans with Disabilities Act (ADA). To assist you in determining whether your facility is in compliance with the ADA, if the response to questions 2, 3, 4, 6, 10, 11, 13, 14, 15, 16, 17, 18, 20, 21 or 22 is no, your facility does not meet the ADA accessibility requirements.

EXTERIOR

1. Does your place of business provide parking spaces
for the general public? ☐ YES ☐ NO
If no, skip to Question 4.
2. Are there designated disabled parking spaces? ☐ YES ☐ NO
If no, skip to Question 4.
3. Are there signs designating the disable space(s)? ☐ YES ☐ NO
4. Is there a clear unobstructed path of travel at least 36 inches ☐ YES ☐ NO
from where your customers park to your door?
5. Are curb cuts necessary for access? ☐ YES ☐ NO
If no, skip to Question 9.
6. Have the curb cuts been installed? ☐ YES ☐ NO
If no, skip to Question 9.
7. Is the length of the curb cut at least one foot for every inch
of curb height? ☐ YES ☐ NO
8. Is the width of the curb cut at least 36 inches? ☐ YES ☐ NO
9. Are ramps necessary for access? ☐ YES ☐ NO
If no, skip to Question 14.
10. Have the ramps been installed? ☐ YES ☐ NO
11. Is the height of the ramp such to reach the level of the entrance? ☐ YES ☐ NO
12. Is the length of the ramp at least one foot long for every
inch of height? ☐ YES ☐ NO
13. Is the width of the ramp at least 36 inches? ☐ YES ☐ NO

ENTRY:

14. Does your entrance door provide a minimum of 32 inches of clearance?☐ YES ☐ NO
15. Is your entrance door's threshold less than one-half inch high?☐ YES ☐ NO
NOTE: Thresholds at doorways should not exceed $\frac{3}{4}$ inch in height for exterior sliding doors of $\frac{1}{2}$ inch for other types of doors.
16. Is your entrance door's threshold beveled or slanted on both ends?☐ YES ☐ NO
17. Is your door handle 48 inches high or less?☐ YES ☐ NO
18. Can the door be easily opened using a close fist?☐ YES ☐ NO
19. Is there an interior door?☐ YES ☐ NO
If no, skip to Question 21.
20. Does the interior door meet the same specifications of the entry door as described above?☐ YES ☐ NO

INTERIOR

21. Is the route to where PennDOT customer services are provided 36 inches wide?☐ YES ☐ NO
22. Are the counters where PennDOT customer services are provided no more than 36 inches high and at least 36 inches?☐ YES ☐ NO

INCLUDED IS A SAMPLE CONTRACT

**THE CONTRACT HAS NO VALIDITY UNTIL
ALL REQUIREMENTS ARE MET AND ALL SIGNATURES ARE
OBTAINED AND A COMPLETELY EXECUTED
CONTRACT IS RETURNED TO YOU**

**This sample is being provided for your review.
Should you meet all the requirements and enter into contract
with PennDOT, you will become bound
by this contract. Once again, this is only a SAMPLE for
information and does not guarantee that a contract will be
offered.**

THANK YOU.

Effective Date: _____
(The Department will Enter)

Contract #: _____
Federal ID #: _____

AGENT SERVICES AGREEMENT

This Agreement, made and entered into by and between the Commonwealth of Pennsylvania, acting through the Department of Transportation (Department),

a n d

John Doe Tag Agency (**Provider**),

1101 South Front Street
Harrisburg, PA 17104

E-mail: _____

The Department and Provider are collectively referred to in this Agreement as the “parties.”

W I T N E S S E T H:

WHEREAS, Act 152 of 2002 requires the Department to enter into contracts with individuals and business entities intending to provide agent services for the issuance and processing of vehicle registration documents and fees (the “Agreement”); and,

WHEREAS, “agent services” and the responsibilities of an “agent” as that term is used herein are further defined by the Vehicle Code, including particularly its Chapter 75, 75 Pa.C.S. § 7501 *et seq.*; the Department’s regulations; the Department’s policies; and this Agreement; and,

WHEREAS, Provider desires to enter into this Agreement to provide agent services to vehicle owners and operators in the Commonwealth and to that end, submitted an application, which is attached hereto as Exhibit “A” and incorporated as a material part of this Agreement; and,

WHEREAS, upon full execution of this Agreement, Provider shall receive a certificate of authorization to provide agent services, which will be issued, subject to full compliance with the terms and conditions of this Agreement; and,

WHEREAS, the Department has determined that Provider is not an official or employee of the Commonwealth and is otherwise qualified and eligible to provide the agent services and is entering into this Agreement for the purpose of establishing and defining the parties' duties, responsibilities and obligations; and to set forth the terms and conditions applicable to the certificate of authority.

NOW THEREFORE, the parties agree, with the intention of being legally bound, to the following:

1. The above recitals are incorporated herein by reference as though set forth at length.
2. The following terms as used in the Agreement shall have the following meaning:

Agent and Agent Services—the responsibilities of an “agent” to provide “agent services” are further defined by the Vehicle Code, particularly Chapter 75, 75 Pa.C.S. § 7501 *et seq.*; this Agreement and its attachments; the Department's regulations; and the Department's training manuals or publications containing official Department policies.

Established Place of Business—the premises, notary, staff, hours of operation, and training requirements of an Agent Service as prescribed by the Vehicle Code, Department Regulations, this agreement and any addendum or attachment to this agreement, including Department Bulletins, training materials and online resources.

Products—Temporary or permanent registration cards, plates, permits, or other official Department documentation, so designated by the Department, that can be issued by a Provider under this Agreement.

Proof of Identification— a current, government-issued identification document, as approved by the Department.

Program Requirements—Exhibit “B” to this Agreement, which may be amended from time to time, as more fully explained below; and the Department's Driver and Vehicle Services Update Bulletins, Agent Services Basic Title and Registration Course; Advanced Refresher Training Manual; and such other official updates, publications or policy documents developed by the Department.

Provider—A holder of a certificate of authorization; or the owner, officer, director, employee or affiliate of any natural person or entity providing agent services in the Commonwealth of Pennsylvania under a certificate of authorization.

Registration Card—a registration card, including both temporary and permanent, issued by a Provider under this Agreement.

Registration Plate —a registration plate, including both temporary or permanent, issued by a Provider under this Agreement.

Responsible (and Responsibly)—Possession and demonstration of the capability, skill and/or competence to fully perform this Agreement and its Program Requirements in all respects, and the integrity and reliability to assure good faith performance of this Agreement and its Program Requirements.

Revocation—A sanction which permanently withdraws Provider's certificate of authorization.

Suspension—A sanction which temporarily withdraws Provider's certificate of authorization to provide agent services.

3. Upon submission and full execution of this Agreement, the Department will issue Provider with a certificate of authorization; and Products designated by the Department as necessary to allow Provider to **responsibly** offer agent services to consumers in the Commonwealth, in a customer friendly manner, and in strict compliance with the terms and conditions of this Agreement and the Program Requirements.

4. The Department will recognize Products designated by the Department, including but not limited to temporary or permanent registration cards, plates and permits, valid upon issuance, in accordance with this Agreement.

5. Provider may charge a reasonable service fee, in addition to Department fees, for the processing and issuance of registration cards, registration plates, permits or other products designated by the Department. It is understood that the Department will make no payment to the Provider; payment for any services rendered shall be billed by the Provider to the public users of its services.

6. Provider acknowledges that the agent services it will provide consumers under this Agreement shall include but not be limited to processing vehicle transfers, assisting customers to complete title applications and registration applications, issuing registration plates, processing registration plate transfers, collecting sales taxes and fees and forwarding vehicle transfer, title and registration applications and all sales taxes and fees collected to the Department in a timely manner.

7. Provider shall provide agent services in accordance with this Agreement and the Program Requirements, as may be amended from time to time. The current version of Exhibit "B" is incorporated herein by reference as though set forth at length. The Department reserves the right to amend the Program Requirements as set forth below. Provider's authority to provide agent services is conditioned upon its strict compliance with the Program Requirements.

8. Provider shall responsibly perform agent services in accordance with 75 Pa.C.S. Chapters 11 (relating to certificate of title and security interests); 13 (relating to registration of vehicles); and 75 (relating to authorization of agent and messenger services). Furthermore, Provider shall comply with 75 Pa.C.S. § 6114 (relating to limitation on sale, publication and disclosure of records) and shall make all statutorily required payments that are prerequisite to performance of the agent services to be provided under this Agreement, including but not limited to payments to the Motor Vehicle Transaction Recovery Fund. See, e.g. 75 Pa.C.S. § 2302. Provider shall also comply with 67 Pa. Code Chapter 43 (including but not limited to those portions pertaining to cards and plates). Where this Agreement or other written policies of the Department provide a more stringent standard of Provider performance and conduct than existing statutes or regulations, this Agreement and its Program Requirements shall apply.

9. Provider shall require that each applicant for title or registration provide, at the time of making application, proof of identification that complies with the Department's proof of identification policies, and shall verify the authenticity of each applicant's proof of identification document in the manner prescribed by the Program Requirements and Exhibit "B."

10. The Department reserves the right to revise the Program Requirements as circumstances, in its sole judgment, may warrant. Provider agrees that the Department may deliver notice of the revisions electronically to the e-mail address set forth in Provider's application (Exhibit A). The Department's notice shall be effective upon issuance, and Provider agrees that it will be deemed to have accepted the revisions and that it will comply

with such revisions unless it exercises its option to terminate the Agreement by giving the Department 30 days' notice as provided below.

11. Provider shall at all times maintain the highest degree of security over and confidentiality of information furnished by the Department and its customers and shall take all necessary steps to prevent the divulgence or use of such information in any form or manner not expressly permitted by this Agreement.

12. Provider agrees that the Department may impose the following sanctions for Provider's failure to comply with this Agreement and the Program Requirements, the Vehicle Code, and the Departments regulations:

- a. Suspend Provider's certificate of authority for the acts and omissions listed and for the periods specified in Paragraph 17;
- b. Suspend Provider's certificate of authority indefinitely as provided in Paragraph 18, or for failure to comply with this Agreement and the Program Requirements, the Vehicle Code, and the Departments regulations, until Provider is in compliance; or
- c. Revoke Provider's certificate of authority for the acts and omissions listed in Paragraph 19.

13. The Department may also terminate this Agreement for good cause shown, including, but not be limited to--

- a. Revocation of Provider's certificate of authority;
- b. Failure to comply after an indefinite suspension has lasted for more than 60 days;
- c. Culpable conduct in the performance of this Agreement or conviction of a crime of such a nature that continuation of the contractual relationship is inimical to the interests of the Department; or
- d. Misrepresentation or fraud on the part of Provider in entering into or administering the terms of this Agreement.

14. Provider agrees that its remedies for suspension, revocation, or termination are limited to an appeal under 2 Pa.C.S. §§ 501—508 (relating to general rules of administrative practice and procedure of administrative agencies); 1 Pa. Code Part II (relating to general

rules of administrative practice and procedure); and 67 Pa. Code Chapter 491 (relating to administrative practice and procedure), which shall be initiated by filing a written request for a hearing within 30 days of the date of the notice provided by the Department.

15. Provider agrees that the Department reserves the right to suspend Provider's operations under this Agreement on an interim basis prior to a hearing, where it determines that Provider's conduct presents an immediate and substantial threat of serious harm to the public or the Department's interests. Any such interim suspension shall be subject to review as provided in 67 Pa. Code Chapter 491 (relating to administrative practice and procedure).

16. In the case of multiple instances of prohibited acts or omissions arising out of the same facts and circumstances, the Department may impose separate sanctions for each prohibited act or omission under the schedule set forth below. The Department may also direct that suspensions be served concurrently or consecutively and the Department reserves the right to impose sanctions of lesser duration than those set forth above, as it may deem appropriate. Acts or omissions of the same nature as prior acts and omissions may warrant imposition of a sanction in excess of those set forth below, as deemed necessary and appropriate by the Department.

17. Provider agrees that the following acts or omissions are prohibited and if Provider engages in any of the following acts or omissions, any such act or omission, alone, or combined with other similar acts or omissions, shall be considered sufficient grounds for suspension of Provider's certificate of authorization in accordance with the following schedule:

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(1) The Provider has failed to allow inspection of documents or plates in the possession of the agent service by authorized Commonwealth employees or law enforcement — first violation.	Certificate of Authorization suspended until the documents, plates, or both, are made available, plus one (1) month.
(2) The Provider has given, loaned or sold a plate or product including forms MV-1, MV-4ST and MV-120 to an issuing Provider, notary or other person — first violation.	Certificate of Authorization suspended for three (3) months.
(3) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 30 days of issuance. — first violation.	Certificate of Authorization suspended until the documents, fees or taxes are delivered plus one (1) month. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(4) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 30 days of issuance. — second violation.	Certificate of Authorization suspended until the documents, fees or taxes are delivered plus three (3) months. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).
(5) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 60 days of issuance. — first violation.	Certificate of Authorization suspended until the documents, fees or taxes are delivered plus three (3) months. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).
(6) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 60 days of issuance. — second violation.	Certificate of Authorization suspended until the documents, fees or taxes are delivered plus six (6) months. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).
(7) The Provider has submitted a document to the Department for processing which has been accompanied by an uncollectible or dishonored check drawn on an account used by the Provider— first violation.	Written warning and Certificate of Authorization suspended until the uncollectible checks, protest fees and collection charges are paid.
(8) The Provider has submitted a document to the Department for processing which has been accompanied by an uncollectible or dishonored check drawn on an account used by the Provider — second violation.	Certificate of Authorization suspended until uncollectible checks, protest fees and collection charges are paid, plus one (1) month.
(9) The Provider has failed to comply with an order from the Department to submit certified checks, postal or other money orders with a document to the Department for processing — first violation.	Certificate of Authorization suspended for one (1) month.
(10) The Provider has failed to provide the Department with an inventory report within 30 days, as required by Department regulations — first violation.	Certificate of Authorization suspended until report is provided.
(11) The Provider has charged a fee in excess of the fee allowed for providing an applicant with a temporary plate under Department regulations — first violation.	Certificate of Authorization suspended for three (3) months.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(12) The Provider has issued products at a location not approved by the Department — first violation.	Certificate of Authorization suspended for three (3) months and operation suspended at unapproved location until approved by Department or closed by the Provider.
(13) The Provider has not listed or obtained proper insurance information as required by 75 Pa.C.S § 1318(b) — first violation.	Certificate of Authorization suspended for three (3) months.
(14) The Provider has reissued a temporary registration card without written authorization from the Department — first violation.	Certificate of Authorization suspended for three (3) months.).
(15) The Provider has reissued a temporary registration card without written authorization from the Department — second violation.	Certificate of Authorization suspended for six (6) months.
(16) The Provider has charged a fee for issuance of a temporary registration card in violation of 75 Pa.C.S. § 1310(c) — first violation.	Written warning.
(17) The Provider has charged a fee for issuance of a temporary registration card in violation of 75 Pa.C.S. § 1310(c) — second violation.	Certificate of Authorization suspended for three (3) months.
(18) The Provider has failed to maintain the established place of business in accordance with contract requirements — first violation.	Certificate of Authorization suspended until the established place of business is brought into compliance with contract requirements.
(19) The Provider has not issued registration plates in consecutive order, beginning with the lowest number in each series — first violation.	Written warning.
(20) The Provider has not issued registration plates in consecutive order, beginning with the lowest number in each series — second violation.	Certificate of Authorization suspended for three (3) months.
(21) The Provider has not listed the date of the issuance of the registration cards, plates, permits or other products designated by the Department — first violation.	Certificate of Authorization suspended for one (1) month.
(22) The Provider has not listed the date of the issuance of the registration cards, plates, permits or other products designated by the Department — second violation.	Certificate of Authorization suspended for three (3) months.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(23) The Provider has failed to notify the Department of a change in ownership, location, e-mail address, staff engaged in the provision of agent services, or duly authorized and currently licensed notary on staff, before or within 10 days after the change — first violation.	Certificate of Authorization suspended until an application related to the change in location has been submitted and approved
(24) The Provider has failed to keep the registration card or documents related to an application for title or registration in strict confidence — first violation.	Certificate of Authorization suspended for three (3) months.
(25) The Provider has failed to keep the registration card or documents related to an application for title or registration in strict confidence — second violation.	Certificate of Authorization suspended for six (6) months.
(26) The Provider has issued plates for a vehicle for which a title has already been issued, unless permitted under Department regulations — first violation.	Written warning.
(27) The Provider has issued plates for a vehicle for which a title has already been issued, unless permitted under Department regulations — second violation.	Certificate of Authorization suspended for three (3) months
(28) The Provider has issued a metal plate for transporting a vehicle out of State — first violation.	Certificate of Authorization suspended for one (1) month.
(29) The Provider has issued a metal plate for transporting a vehicle out of State — second violation.	Certificate of Authorization suspended for three (3) months.
(30) The Provider has not listed its name and identification number on two or more applications and checks submitted to the Department — first violation.	Certificate of Authorization suspended for one (1) month.
(31) The Provider has not listed its name and identification number on two or more applications and checks submitted to the Department — second violation.	Certificate of Authorization suspended for three (3) months.
(32) The Provider has issued a metal plate for a vehicle for which a certificate of salvage has been issued — first violation.	Certificate of Authorization suspended for one (1) month.
(33) The Provider has issued a metal plate for a vehicle for which a certificate of salvage has been issued — second violation.	Certificate of Authorization suspended for three (3) months.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(34) The Provider has issued the incorrect type of plate for a particular vehicle — first violation.	Written warning.
(35) The Provider has issued the incorrect type of plate for a particular vehicle — second violation.	Certificate of Authorization suspended for three (3) months.
(36) The Provider has failed to post fees, hours of operation, or certificate of authorization as required by this Agreement — first violation.	Written warning.
(37) The Provider has failed to post fees, hours of operation, or certificate of authorization as required by this Agreement — second violation.	Certificate of Authorization suspended for one (1) month.
(38) The Provider has failed, on more than two occasions, to be open during posted business hours — first violation.	Written warning
(39) The Provider has failed, on more than two occasions, to be open during posted business hours — second violation.	Certificate of Authorization suspended for three (3) months.
(40) The Provider has refused to accept or service a separate check or money order made payable to the Commonwealth for fees and taxes due to the Commonwealth — first violation.	Written warning.
(41) The Provider has refused to accept or service a separate check or money order made payable to the Commonwealth for fees and taxes due to the Commonwealth — second violation.	Certificate of Authorization suspended for three (3) months.
(42) The Provider has failed to provide proper security for registration cards and plates — first violation.	Certificate of Authorization suspended for one (1) month.
(43) The Provider has failed to provide proper security for registration cards and plates — second violation.	Certificate of Authorization suspended for three (3) months.
(44) The Provider has refused to issue, upon request, a registration card to an owner or lessee of a vehicle who has proper documentation — first violation.	Written warning.
(45) The Provider has refused to issue, upon request, a registration card to an owner or lessee of a vehicle who has proper documentation — second violation.	Certificate of Authorization suspended for three (3) months.
(46) The Provider has failed to maintain a schedule of business hours which conforms to the requirements of this Agreement — first violation.	Written warning.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(47) The Provider has failed to maintain a schedule of business hours which conforms to the requirements of this Agreement — second violation.	Certificate of Authorization suspended for three (3) months.
(48) The Provider has issued an in-transit tag without verification that the vehicle will be transported to another state for registration — first violation.	Certificate of Authorization suspended for one (1) month.
(49) The Provider has issued an in-transit tag without verification that the vehicle will be transported to another state for registration — second violation.	Certificate of Authorization suspended for three (3) months.
(50) The Provider has failed to furnish receipts as required or failed to retain duplicate copies of receipts for three (3) years — first violation.	Written warning.
(51) The Provider has failed to furnish receipts as required or failed to retain duplicate copies of receipts for three (3) years — second violation.	Certificate of Authorization suspended for three (3) months.
(52) The Provider has issued a registration card or plate to an applicant without receiving proper proof of ownership documentation — first violation.	Certificate of Authorization suspended for one (1) month.
(53) The Provider has issued a registration card or plate to an applicant without receiving proper proof of ownership documentation — second violation.	Certificate of Authorization suspended for three (3) months.
(54) The Provider has failed to file and retain required records under this Agreement — first violation.	Written warning.
(55) The Provider has failed to file and retain required records under this Agreement — second violation.	Certificate of Authorization suspended for three (3) months.
(56) The Provider has on more than one occasion failed to comply with any provision of the Vehicle Code or Department regulations not specifically noted elsewhere in this Agreement — first violation.	Certificate of Authorization suspended for one (1) month.
(57) The Provider has on more than one occasion failed to comply with any provision of the Vehicle Code or Department regulations not specifically noted elsewhere in this Agreement — second violation.	Certificate of Authorization suspended for three (3) months.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(58) An owner, officer or employee of Provider has been convicted of a summary offense related to the titling, registration or payment of sales tax for a vehicle, which was committed in connection with the Provider and its business— first violation.	Certificate of Authorization suspended for three (3) months.
(59) The Provider has failed to meet the training requirements pursuant to this Agreement – first violation.	Certificate of Authorization suspended until Provider and/or employees attend the required training courses.
(60) The Provider has failed to meet the training requirements pursuant to this Agreement – second or subsequent violation.	Certificate of Authorization suspended until Provider and/or employees attend the required training courses, plus one (1) month.
(61) The Provider has processed an application containing an address/addresses which do not correspond to the address/addresses displayed on the approved Pennsylvania proof of identification submitted with that application. – first violation.	Certificate of Authorization suspended for one (1) month.
(62) The Provider has processed an application containing an address/addresses which do not correspond to the address/addresses displayed on the approved Pennsylvania proof of identification submitted with that application. – second violation.	Certificate of Authorization suspended for three (3) months.
(63) The Provider has failed to request and retain State Police criminal background checks as required by this Agreement – first violation.	Certificate of Authorization suspended until Provider comes into compliance with applicable sections of this Agreement.
(64) The Provider has failed to enter required information into the in-transit plate online tracking system at the time of issuance of an in-transit plate – first violation.	Certificate of Authorization suspended for one (1) month.
(65) The Provider has failed to enter required information into the in-transit plate online tracking system at the time of issuance of an in-transit plate – second violation.	Certificate of Authorization suspended for three (3) months.
(66) The Provider has issued an in-transit plate for a vehicle that has been issued a certificate of salvage or non-repairable certificate – first violation.	Certificate of Authorization suspended for one (1) month.
(67) The Provider has issued an in-transit plate for a vehicle that has been issued a certificate of salvage or non-repairable certificate – second violation.	Certificate of Authorization suspended for three (3) months.

Prohibited Act or Omission	Period of Suspension of Certificate of Authorization
(68) The Provider, its owner, or employee has processed an application for title or registration but failed to verify the public Vehicle Identification Number of the vehicle as required by this Agreement applicable laws and regulations – first violation.	Certificate of Authorization suspended for one (1) month.
(69) The Provider, its owner, or employee has processed an application for title or registration but failed to verify the public Vehicle Identification Number of the vehicle as required by this Agreement applicable laws and regulations – second violation.	Certificate of Authorization suspended for three (3) months.
(70) An unauthorized employee or individual has issued a registration card or plate assigned to the Provider – first violation.	Certificate of Authorization suspended for one (1) month.
(71) An unauthorized employee or individual has issued a registration card or plate assigned to the Provider – second violation.	Certificate of Authorization suspended for three (3) months.
(72) Provider has issued registration cards or plates but has delivered documents that are incomplete, invalid or otherwise defective. – first violation.	Certificate of Authorization suspended for one (1) month.
(73) Provider has issued registration cards or plates but has delivered documents that are incomplete, invalid or otherwise defective. – second violation.	Certificate of Authorization suspended for three (3) months.
(74) Provider has failed to comply with any Department policy or procedure not otherwise mentioned above – first violation.	Certificate of Authorization suspended for three (3) months.
(75) Provider has failed to comply with any Department policy or procedure not otherwise mentioned above – second violation.	Certificate of Authorization suspended for six (6) months.

18. Notwithstanding any suspension period stated above, if Provider has not remedied the act or omission resulting in suspension at the end of any suspension period, the suspension shall continue beyond the suspension period stated above (or in the Department's written notice) until the act or omission is fully remedied to the satisfaction of the Department.

19. Provider agrees that the following acts or omissions are prohibited and if Provider engages in any of the following acts or omissions, any such act or omission, alone, or combined with other similar acts or omissions, shall be considered sufficient grounds for revocation of Provider's certificate of authorization in accordance with the following schedule:

- (1) The Provider has issued a registration card or plate containing a misstatement of fact or other false information which the Provider knew or should have known to be false – **first violation**.
- (2) The Provider has accepted proof of identification documents which fail to conform to Department guidelines in connection with issuance of the registration cards or plates – **first violation**.
- (3) The Provider has re-issued a temporary registration card without written authorization from the Department – **third violation**.
- (4) The Provider has processed applications or issued registration cards or plates without proper documentation as required by the Department – **first violation**.
- (5) The Provider has failed to allow inspection of documents or plates in the possession of the Provider by authorized Commonwealth employees or law enforcement – **second violation**.
- (6) The Provider has consigned or transferred plates to other issuing Providers, notaries or persons – **second violation**.
- (7) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 30 days of issuance – **third violation**. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).
- (8) Provider has issued products but failed to deliver proper documents, fees or taxes to the Department within 60 days of issuance – **third violation**. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).

- (9) The Provider has issued registration cards or plates but has failed to deliver proper documents, fees or taxes to the Department within 90 days of issuance – **first violation**. The Department may also impose liquidated damages in an amount consistent with applicable law (including but not limited to 75 Pa.C.S. § 1374 or such other law enacted or promulgated following execution of this Agreement).
- (10) The Provider has been convicted of a felony or misdemeanor relating to the titling, registration or collection of sales tax and fees for a vehicle or an owner, officer or employee has been convicted of any felony relating to motor vehicles within the last 10 years – **first violation**.
- (11) The Provider has submitted a document to the Department for processing which has been accompanied by an uncollectible or dishonored check drawn on an account used by the Provider – **third violation**.
- (12) The Provider has failed to comply with an order from the Department to submit certified checks, postal or other money orders with a document to the Department for processing – **second violation**.
- (13) The Provider has failed to provide the Department with an inventory report within 30 days, as required by Department regulations – **second violation**.
- (14) The Provider has charged a fee in excess of the fee allowed for providing an applicant with a temporary plate under Department regulations – **second violation**.
- (15) The Provider has offered or delivered money, gifts or other items of substantial value to a Commonwealth employee – **first violation**.
- (16) The Provider has operated an additional location without notifying the Department – **second violation**.
- (17) The Provider has failed to disclose material information or has made a materially false statement on the application for certificate of authorization, and which would have been a basis for denial of the certificate of authorization – **first violation**.
- (18) The Provider has not listed or obtained proper insurance information as required by 75 Pa.C.S. § 1318(b) – **second violation**.

- (19) The Provider has charged a fee for the issuance of a temporary registration card in violation of 75 Pa.C.S. § 1310(c) – **third violation.**
- (20) The Provider has failed to maintain the established place of business in accordance with contract requirements – **second violation.**
- (21) The Provider has not issued registration plates in consecutive order, beginning with the lowest number in each series – **third violation.**
- (22) The Provider has not listed the date of the issuance of the registration cards, plates, permits or other products designated by the Department – **third violation.**
- (23) The Provider has failed to notify the Department of a change in ownership, location, e-mail address, staff engaged in the provision of agent services, or duly authorized and currently licensed notary on staff, before or within 10 days after the change – **second violation.**
- (24) The Provider has failed to keep the registration card and documents related to the application for title or registration, or both, in strict confidence – **third violation.**
- (25) The Provider has issued registration plates for a vehicle for which a title has already been issued, unless permitted under Department regulations – **third violation.**
- (26) The Provider has issued a metal plate for transporting a vehicle out-of-State – **third violation.**
- (27) The Provider has not listed its name and identification number, as required, on two or more applications and checks submitted to the Department– **third violation.**
- (28) The Provider has issued a metal plate for a vehicle for which a certificate of salvage has been issued– **third violation.**
- (29) The Provider has issued the incorrect type of plate for a particular vehicle – **third violation.**
- (30) The Provider has failed to post fees, hours of operation, or certificate of authorization as required by this Agreement– **third violation.**
- (31) The Provider has failed on two or more occasions to open during posted business hours – **third violation.**

- (32) The Provider has refused to accept a separate check or money order made payable to the Commonwealth for fees and taxes due to the Commonwealth – ***third violation.***
- (33) The Provider has failed to provide proper security for registration cards and plates – ***third violation.***
- (34) The Provider has refused to issue, upon request, a registration card to an owner or lessee of a vehicle who possesses proper documentation – ***third violation.***
- (35) The Provider has failed to maintain an adequate schedule of business hours – ***third violation.***
- (36) The Provider has issued an in-transit plate without verification that the vehicle will be transported to another state for registration – ***third violation.***
- (37) The Provider has failed to furnish receipts as required or failed to retain duplicate copies of receipts for three (3) years – ***third violation.***
- (38) The Provider has issued a registration card or plate to an applicant without proper proof of ownership documentation – ***third violation.***
- (39) The Provider has failed to file and retain required records under this agreement – ***third violation.***
- (40) The Provider has on more than one occasion failed to comply with any provision of the Vehicle Code or Department regulations not specifically noted elsewhere in this Agreement – ***third violation.***
- (41) The Provider has been convicted of a summary offense, relating to the titling, registration or payment of sales tax for a vehicle, which was committed in connection with the agent services provided under this Agreement – ***second violation.***
- (42) The Provider has processed an application containing an address/addresses which do not correspond to the address/addresses displayed on the approved Pennsylvania proof of identification submitted with that application – ***third violation.***
- (43) The Provider has failed to enter required information into the in-transit plate online tracking system at the time of issuance of an in-transit plate – ***third violation.***

- (44) The Provider has issued an in-transit plate for a vehicle that has been issued a certificate of salvage or non-repairable certificate – ***third violation.***
- (45) The Provider has processed an application for title or registration but failed to verify the public Vehicle Identification Number of the vehicle as required by this agreement applicable laws and regulations – ***third violation.***
- (46) An unauthorized employee or individual has issued a registration card or plate assigned to the Provider – ***third violation.***
- (47) Provider has issued registration plates but has delivered documents that are incomplete, invalid or otherwise defective – ***third violation.***
- (48) Provider has failed to comply with any Department policy or procedure not otherwise mentioned above – ***third violation.***

20. Provider agrees that it shall immediately surrender its certificate of authorization and Department Products, including but not limited to registration cards and plates, title and registration materials, for the duration of any such period of suspension or revocation, or upon termination of this Agreement.

21. Termination of the Agreement (or an expression of an intent not to renew the Agreement) by either party does not relieve Provider of its obligation to comply with this Agreement, its attachments and the Program Requirements, all of which shall survive termination or nonrenewal and remain in full force and effect during any suspension or revocation of a certificate of authorization. Provider may terminate this Agreement or not renew it upon 30 days' written notice to the Department, and upon providing such notice of termination or nonrenewal, shall upon the effective date of such termination or nonrenewal, *immediately*, return all unissued Products and related materials to the Department. Following termination or nonrenewal, any Provider intending to enter into a new agreement with the Department to provide agent services shall resubmit a full application to the Department, unless otherwise agreed between the parties.

22. Provider shall file and maintain with the Department a bond in the amount of \$30,000.00 for each of Provider's approved business locations, so as to secure the faithful performance of this Agreement and its Program Requirements. The bonds shall be executed by a surety company authorized by law to transact business in this Commonwealth and shall be for the use and benefit of the Commonwealth and persons who have sustained a

monetary loss attributable to the intentional or negligent conduct of the Provider or Provider's employees, including but not limited to losses incurred in negotiating checks or other instruments drawn by the Provider, in accordance with 67 Pa. Code §43.9(d). If the amount available under the bond is decreased, or if there is a final judgment outstanding on the bond, the Department reserves the right to suspend or revoke Provider's certificate of authorization until steps are taken, satisfactory to the Department, to restore the original amount of the bond, provide an additional bond or satisfy the outstanding judgment. If the bond is terminated or becomes unsatisfactory for any reason, the Provider's certificate of authorization shall be suspended until the Provider furnishes the Commonwealth with a satisfactory substitute bond in the amount required by the Department. The Department reserves the right to increase the amount of financial security to be furnished under this section and the Department reserves the right to accept other forms of financial security (other than bonds), if approved in writing by the Department.

23. The Provider agrees to be bound by the current versions of the Commonwealth's Provisions Concerning the Americans With Disabilities Act, Nondiscrimination/Sexual Harassment Clause, the Contractor Integrity Provisions, Contractor Responsibility Provisions and the Right-to-Know Law Provisions, which are attached hereto as Exhibits "C," "D," "E," "F" and "G," respectively and incorporated herein by reference as though set forth at length. The term "contractor" as used in these provisions shall mean "Provider."

24. The Provider shall comply with all applicable federal laws, state laws, applicable regulations and local ordinances in carrying out its obligations under this Agreement, which now exist or may be enacted, promulgated or implemented in the future.

25. The Provider agrees to save harmless, indemnify and, if requested, defend the Commonwealth of Pennsylvania, the Department, their officers, employees or agents from and against all claims, suits or actions for damages, costs or expenses arising, or alleged to have arisen, from death or injury to person or property, or other damage as a result of any act or omission of the Provider in performing this Agreement and agent services.

26. The laws of the Commonwealth of Pennsylvania shall apply to this Agreement and be used in the interpretation of this Agreement.

27. This Agreement, Program Requirements and the attachments hereto constitute the entire agreement between the parties.

28. This Agreement shall be for an initial term of five years commencing on the effective date. After the initial term, the Agreement shall renew automatically for five additional periods of one year each, except upon 30 days' written notice of either party's intent not to renew the Agreement.

29. Except as specifically addressed above (i.e., amendments to the Program Requirements by way of e-mail notice), this Agreement may be amended at any time by the exchange of a letter, mutually executed by both parties' authorized signatories, and the Department's Office of Chief Counsel.

30. This Agreement will not be effective until fully executed by all required Commonwealth signatories, and the effective date to be entered at the top of page one will be the date upon which the last required Commonwealth signatory executes this Agreement.

SAMPLE

IN WITNESS WHEREOF, the parties have executed this Agreement on the date first above written.

ATTEST

PROVIDER

BY _____
Title: _____ DATE _____

BY _____
Title: _____ DATE _____

If a Corporation, only the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer or Chief Operating Officer must sign; if a sole proprietorship, only the owner must sign; if a partnership, only one partner need sign; if a limited partnership; only the general partner may sign; if a limited liability company, only a member or managing member may sign. If another type of entity, please attach a resolution.

DO NOT WRITE BELOW THIS LINE – FOR COMMONWEALTH USE ONLY

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION

BY _____
Deputy Secretary, _____ DATE _____
Driver & Vehicle Services or Designee

APPROVED AS TO LEGALITY
AND FORM

BY _____
for Chief Counsel _____ Date _____

Preapproved Form:
OGC No. 18-FA-67.0
Approved OAG 3/5/2014

PROGRAM REQUIREMENTS

0.0 APPLICATION REQUIREMENTS

- 0.1 An Applicant to be a Provider, certifies that it or any of its owners, managers or employees, is not under sanction or investigation by the Department or that it or any of its owners, managers or employee, has not previously been sanctioned by the Department for violations of the Vehicle Code (75 Pa.C.S. 101 et seq.), Department Regulations, or any existing agreement with the Department of Transportation. Sanctions may not necessarily bar an agent from becoming a Provider, as the Department will consider each case on its own merits; however, such information could certainly preclude one from being a Provider, when in the best interests of the Department.
- 0.2 Applicants shall provide the business name, address, phone number, fax number, email address, Federal ID number and all other information requested by the Department.
- 0.3 An Applicant shall provide the name and home address of all employees who will be involved in ownership, management and conducting the agent services and indicate the responsibilities each will have within the service.
- 0.4 An Applicant shall provide a letter or letters of reference from a bank or other financial institution(s) indicating that accounts of the applicant are handled in a satisfactory manner that is consistent with standard banking practices.
- 0.5 Applicant shall provide three letters of reference from business concerns, on business stationery, attesting to the character of the Applicant.
- 0.6 Applicant shall provide a notarized statement that no monies are due and owing the Commonwealth of Pennsylvania by the Applicant, the Applicant's business entity or by the owners and officers of the business.
- 0.7 Applicant shall provide a completed MV-750 proving the Business is under contract for the Driver License Data Verification System (DLDV) with an approved Integrator.

1.0 GENERAL REQUIREMENTS

- 1.1 Provider shall be a, or employ at least one, notary public, licensed by the Department of State, Bureau of Commissions, Elections and Legislation, to be present at the premises during all hours of operation, unless Provider is licensed as a vehicle dealer by the State Board of Vehicle Manufacturers, Dealers and Salespersons.
- 1.2 Provider shall provide the name, address, signature and the notary stamp of a notary public who will be engaged in or employed during the hours of operation of the notary service. A copy of the Notary Commission must also be provided. If verification in lieu of notarization is used, then a notary is not required for agents with an 85, 86 or 87 Dealer ID Number. If verification in lieu of notarization is used, Provider must submit a written statement that this process will be used and provide the stamp indicating the dealer name and dealer ID number.
- 1.3 Provider must pay an assessment of \$60.00 to the Motor Vehicle Transaction Recovery Fund, in addition to any other license fees which may be required by the Department or law.

- 1.4 Provider shall be responsible for all costs and fees associated with the operation of its business, including costs and fees associated with maintaining a bond in favor of the Department or otherwise complying with requirements imposed by the Department from time to time by way of amendments to these Program Requirements.
- 1.5 No official or employee of the Commonwealth shall be eligible to enter into a contract with the Department to own or operate an agent or messenger service nor shall an agent or messenger employ an official or employee of the Commonwealth.
- 1.6 Provider shall enter all vehicle owner, vehicle, insurance, and driver information into the Department's online in-transit plate tracking system at the same time an in-transit plate is issued, so long as the Provider has taken the steps necessary to issue in-transit plates. In order to be authorized to issue temporary in-transit plates (as currently described in 67 PA. CODE § 43.5(d)(2)(c), or such other applicable regulation), Provider shall: 1) apply and be approved, via contract, as an Online Messenger; or 2) be a participant in the Online Registration Program by entering into a contract with an approved integrator under the Online Registration Program; however, if Provider's certificate of authorization is suspended or revoked in accordance with the Agent Services Agreement of which these Program Requirements are a part (hereinafter "Agreement"), or the Agreement is terminated, the Provider agrees that it will be ineligible to participate in the Online Registration Program or as an Online Messenger for the duration of any such suspension, revocation or termination.
- 1.7 Provider shall require that each applicant for title and registration provide, at the time of making application, valid proof of identification to verify the identity of a person when completing/processing the application for title and registration. The acceptable copies are:
 - 1.7.1 A valid Pennsylvania Photo Driver's License;
 - 1.7.2 A valid Pennsylvania Photo Identification Card;
 - 1.7.3 A valid Pennsylvania Photo Exempt Driver's License;
 - 1.7.4 A valid Pennsylvania Photo Exempt Identification Card;
 - 1.7.5 A valid Pennsylvania 15-day temporary internet driver license or identification card renewal credential and expired DL/ID;
 - 1.7.6 A valid Pennsylvania Camera Card and Pennsylvania Expired Identification Credential; or
 - 1.7.7 A valid U.S. Armed Forces Common Access Card – Dependents of Armed Forces personnel must provide a valid United States Uniformed Service Identification and Privilege Card (DD Form 1173); or a valid Next Generation Uniformed Services ID Card; and
 - 1.7.8 Each of the above documents must be in the same name as the name listed on the motor vehicle application. In addition, the address must be listed on the application as it appears on the above proof of ownership document.
- 1.8 Provider shall provide agent services in accordance with the Department's policies and procedures as specified by the Department's web site, Driver and Vehicle Services Update Bulletins, Agent Services Basic Title and Registration Course and Advanced Refresher Training Manual, which are hereby incorporated by reference as though attached as a material part of the Agreement and these Program Requirements, and Provider, including its owners, operators and employees, acknowledges receiving, reviewing and understanding these documents, which may be amended from time to time.

- 1.9 Provider, if participating in the Online Registration Program, shall also engage in the provision of such services and processing of motor vehicle title and registration applications in accordance with the Department's policies and procedures as specified by the Department's web site, Driver and Vehicle Services Update Bulletins, Agent Services Basic Title and Registration Course and Advanced Refresher Training Manual, and Program Requirements.

2.0 FACILITY REQUIREMENTS

- 2.1 Provider shall at all times maintain a facility which is acceptable in appearance to the Department and is in compliance with all applicable federal, state and local laws, including local zoning ordinances and building codes, as well as all provisions of the Agreement and these Program Requirements. The Provider must ensure that each location meets all such requirements and must request the Department's approval prior to opening any additional location that Provider seeks to operate the Agent Service pursuant to this Agreement.
- 2.2 Each Agent Service facility shall have adequate parking to accommodate the anticipated volume of business and shall provide specified parking for persons with disabilities, in accordance with applicable standards promulgated by the Department of Labor and Industry, including but not limited to those standards set forth at 34 Pa. Code, Chapter 47.
- 2.3 Each of Provider's facilities shall include secure storage for temporary registration cards, license plates, permits and other products (collectively "product stock") designated by the Department and shall be approved by the Department. Each of Provider's facilities shall provide a storage facility with solid door construction, secured hinges, secured ceiling and walls, deadbolt lock and interior construction adequate to store all documents to be submitted to the Department and all product stock. Adjustments may be made in storage requirements if deemed desirable by the Department and justified by the applicant by way of amending these Program Requirements.
- 2.4 Each Agent Service facility shall have active telephone service, a working fax machine, a working copy machine, an office shredder and an active electronic mail (email) account which the Provider shall check on a regular basis. The Department, at its discretion, may require the Provider to also have on-site a connection through a personal computer to the Internet, or may require other technology the Department may deem appropriate for the provision of agent services by way of the mechanism set forth in the Agreement in which notice of such changes shall be sent by e-mail. If the Provider issues temporary in-transit plates, then the Provider shall maintain necessary connections consistent with the Online Messenger Agreement or Online Registration Program requirements. Official communications from the Bureau of Motor Vehicles to Providers may come via the Provider's registered e-mail address, as it appears on Page 1 of the Agent Service Agreement. Changes to Provider's e-mail address must be submitted in writing to the Department of Transportation, care of the Regulated Client Services Section, Riverfront Office Center, 1101 South Front Street, Harrisburg, PA 17104.
- 2.5 Provider must submit photographs of the interior and exterior of the proposed place of business. The photographs must show the entrance way, exterior signs, phone and desk area, secure area for storage and display of fees and charges relating to the issuance of temporary cards and plates.

- 2.6 The Agreement executed by Provider shall apply to all approved agent services locations operated by Provider; however, prior to a change in the location of or establishment of any agent services business location, Provider agrees to submit to the Department all facility-related information required as though the Provider were making an initial application to provide agent services. The Department reserves the right to approve or deny any relocation in its discretion.
- 2.7 The Provider shall submit notice to the Department of any change in ownership, location, e-mail, staff engaged in the provision of services under the Agreement, or duly authorized and currently licensed notary on staff, before or within 10 days of such change. Changes must be submitted in writing to the Department of Transportation, care of the Regulated Client Services Section, Riverfront Office Center, 1101 South Front Street, Harrisburg, PA 17104.
- 2.8 Consistent with 67 Pa. Code § 43.6(b) or such other applicable regulation, the Department may provide temporary written authorization for a Provider to issue temporary registration plates at a location other than the approved locations of the Provider for a period not to exceed one (1) year by way of issuing a certificate of authorization. The privilege to issue temporary registration plates from a location other than the Provider's approved locations is revocable if the Department finds that the dealer, manufacturer or Provider has violated applicable provisions of the law, regulations or this Agreement, which provides such written authorization.

3.0 HOURS OF OPERATION

Each Agent Service facility shall be open to the public for business a minimum of 20 hours per week between the hours of 7:00 AM and 9:00 PM, or open to the public 10 hours per week with an additional 10 hours per week between the hours of 7:00 AM and 9:00 PM during which consumers may schedule an appointment. The facility may be closed for reasonable periods of time due to vacation or illness, subject to the signage requirements set forth below.

4.0 PROVIDER/STAFFING REQUIREMENTS

- 4.1 Provider shall ensure that all employees involved in providing agent services be familiar with all information and policies pertaining to the provision of agent services available in the Department's Driver and Vehicle Services Update bulletins, as well as any and all information and policies published on the Departments' web site; contained in the Department's Agent Services Basic Title and Registration Course and Advanced Refresher Training Manual. The foregoing documents are hereby incorporated by reference as part of this Exhibit. Each individual engaged in the provision of service pursuant to the Agreement and Program Requirements shall do so in the manner prescribed in each of these documents.
- 4.2 Provider shall complete, and shall ensure that each employee involved in providing agent services completes, the Agent Services Basic Title and Registration training course prior to the Provider's or its employee's involvement in provision of services under the Agreement and Program Requirements. Provider shall keep on file all certificates of completion of the required training courses for the duration of the Agreement.

- 4.3 Provider shall complete, and shall ensure that each employee involved in providing agent services completes, the Agent Services Advanced Refresher training course at least once every two years following completion of the Agent Services Basic Title and Registration training course. Provider shall keep on file all certificates of completion of the required training courses for the duration of the Agreement.
- 4.4 Provider shall, at the time of application, and annually thereafter, obtain a criminal record check from the Pennsylvania State Police for all owners and operators, and at the time of hiring, and annually thereafter, for each of Provider's employees, who are involved in providing agent services. If an individual owner, officer or employee is a resident of a state other than Pennsylvania, then a criminal background check from their state of residence shall also be provided. All background checks shall be kept on file and Provider shall make such criminal record checks available to the Department upon request. The Provider shall submit the criminal record check(s) for each prospective employee to the Department prior to the employee engaging in provision of services pursuant to this Agreement. If a prior criminal conviction of any type or grade exists, the agent service must furnish the facts of the offense, and secure Department approval before hiring or utilizing the person involved. The criminal record check must be no less than one year old at the time an application is submitted. Provider shall also comply with any additional background checks as specified herein, or as may be required.
- 4.5 No official or employee of the Commonwealth shall be eligible to enter into a contract with the Department to own or operate an agent service nor shall an agent service employ an official or employee of the Commonwealth.
- 4.6 The Department may deem any individual who has engaged in conduct harmful to the Department, as described herein or in the Agent Services Agreement, ineligible to participate in the provision of services under any agreement with the Department.
- 4.7 Provider shall, at the time of application, and annually thereafter, secure an affidavit from each person involved in providing the agent service that the person has read and understood: the Agent Services Agreement and its attachments (including but not limited to its Exhibit B, Program Requirements, that may be amended from time to time); the provisions of 75 Pa.C.S. Chapters 11 (relating to certificate of title and security interests), 13 (relating to registration of vehicles), 23 (relating to motor vehicle transaction recovery fund), and 75 (relating to authorization of agent and messenger services); 75 Pa.C.S. § 6114 (relating to limitation on sale, publication and disclosure of records); and 67 Pa. Code Chapter 43 (relating to temporary cards and plates). Provider shall retain the affidavit(s) on file, at all times, for inspection upon request by the Department.
- 4.8 Individuals who have engaged in the following activities shall not be eligible to serve as an owner, manager, officer or employee providing agent services:
- 4.8.1 Misrepresentation, misstatement or fraud in the Provider's application to provide agent services;
- 4.8.2 Conviction of a felony involving dishonesty or breach of trust;

- 4.8.3 Having had an agent, card agent, messenger service, or on-line messenger agreement terminated or revoked by the Department in the past;
- 4.8.4 Conduct harmful to the Department, as described herein or in the Agent Services Agreement;
- 4.8.5 Conviction of a felony or misdemeanor relating to the titling, registration or collection of sales tax and fees for a vehicle, or conviction any other felony relating to motor vehicles;
- 4.8.6 Having been found to have engaged in odometer or Vehicle Identification Number (VIN) tampering; or
- 4.8.7 Conviction of a crime under Title 18 of the Pennsylvania Consolidated Statutes, Annotated, or the criminal laws of the United States, where the crime violates any term or condition of the Agreement or is of a nature that adversely impacts the Provider's ability to fully perform the Agreement or provide agent services in a secure manner.

5.0 SIGNAGE AND MATERIALS

- 5.1 Provider shall at all times prominently display the hours of operation during which the Provider's service is provided. If the facility is closed due to vacation or illness, the closure will be prominently posted at the entrance to the facility.
- 5.2 Provider will conspicuously post a schedule of Department motor vehicle fees and fees charged by Provider for the five (5) most common transactions for which services are provided on a sign at least 3 square feet in size (approximately 22" x 20") with lettering at least ¼ inch high.
- 5.3 Provider will prominently post the certificate of authorization for the agent service at the place of business.
- 5.4 The Department reserves the right, in its discretion, to request the removal of any agent advertising or website information that is inaccurate, offensive or deceptive.
- 5.5 Provider will prominently post the Fraud Tip Hotline information notice at the Provider's place of business in clear view for the customers. The notice must contain the following wording: PennDOT WANTS TO HEAR FROM YOU! Agents are private businesses under contract with PennDOT. If you witness, suspect or know of improper or suspicious activity or have concerns regarding motor vehicle or driver licensing paperwork, please contact PennDOT at PennDOTTip@state.pa.us. All reports will be kept confidential. When you contact us, please provide as much detail as possible. Please include your contact information as PennDOT may need to contact you for additional information.

6.0 RECORD RETENTION

Provider must maintain the agent's copy of the temporary registration card or applicant summary sheet, copies of related documents including but not limited to bills of sale when the agent is also the dealer and a copy of the proof of identification (front and back) that complies with the Department's proof of identification policies set forth in the

Agreement, a copy of the proof of ownership document (front and back) and a copy of the document(s) used to verify financial responsibility, which complies with Chapter 1318 of the Pennsylvania Vehicle Code. These records must be retained for three (3) years at the authorized place of business and be made available for inspection by law enforcement or an authorized representative of the Department. If Provider elects to retain required records in an electronic format, Provider must comply with the "Document Imaging System Requirements" attached hereto. At the end of the three (3) years' period, the Provider shall shred all personal customer information prior to disposal in a garbage receptacle, including but not limited to any document containing customer addresses, vehicle and driver information, employee notes that contain personal customer information and all copies of completed forms and documents that are being discarded. Alternatives to on-site shredding of documents can be discussed and approved only by the Department, in its discretion, but in no event shall personal customer information be discarded without appropriate security measures.

7.0 SUBMISSION OF APPLICATIONS

- 7.1 The Department, in its sole discretion, may require Provider to participate in the Online Registration Program (OLRP) or to process and submit any transaction to the Department electronically.
- 7.2 Completed applications and fees for vehicle registration shall be submitted by Provider to the Department as soon as practicable, but must be submitted within 20 calendar days of issuance of the temporary registration card, plate or other product designated by the Department, either by authorized messenger service or by mail. If the Provider has also contracted with the Department as a Messenger Service, in lieu of the foregoing 20 calendar days' requirement, Provider must submit completed applications and fees within five (5) calendar days in accordance with the requirements of the Messenger Service Agreement. Participants in the Online Registration Program must process and input all transactions associated with vehicle titling transactions to the Department using the applicable online Interface no later than the close of business 15 days following the date of the transaction.
- 7.3 The Department, in its sole discretion, may require Provider to submit source documents and fees to the Department utilizing digital imaging technology or electronically in a manner prescribed by the Department.

8.0 SECURITY

- 8.1 At the close of the hours of operation of the Provider service, Provider shall place all temporary cards, plates, permits or other products designated by the Department in the place of secured storage approved by the Department.
- 8.2 Supplies of temporary cards, plates, permits or other products designated by the Department shall not be held or placed at any time on any workstation area within the grasp of the public. Individual temporary cards, plates, permits or other Products designated by the Department shall at no time be left unattended on any workstation area within the grasp of the public.

- 8.3 If temporary cards, registration plates, permits or other products designated by the Department are lost or stolen, the Provider must notify the Department of the loss or theft immediately after discovery of the loss. This notice shall be in the form of an affidavit and shall give complete details of the loss or theft of the materials. In the event of theft, the theft shall be reported to appropriate police officials immediately upon discovery of the theft and a police report shall be submitted to the Department within 10 days of the theft. Failure to comply with the loss or theft of materials reporting requirement of this paragraph shall be a ground for suspension of the Provider's certificate of authorization for a period of four (4) months.

9.0 AUDITS

- 9.1 The Department reserves the right to make unannounced visits to audit, observe and inspect Provider's agent service operations. Temporary registration plates and related documents shall be available for inspection, with or without notice, by authorized Commonwealth employees or designees, including law enforcement officers or officials.
- 9.2 Records required by the Department to be maintained by the Provider in carrying out the duties, responsibilities and obligations under this Agreement shall be subject to periodic inspection by authorized representatives of the Commonwealth or designated personnel under the following conditions:
- (1) Place – The inspection may be conducted at the Provider's place of business.
 - (2) Time – The inspection may be conducted during regular business hours.
 - (3) Scope – The inspection may include but not be limited to examination of the records (including all applications for titles and registrations and required supporting documents), plates, permit or other Products designated by the Department; or any inventory which is subject to the record keeping requirements of this Agreement and Department regulations. Based on initial findings, the inspection may be expanded to include investigation of other violations of the Agreement or any other Department agreement, laws, regulations or policies.

Program Requirements for Out of State Agents

10.0 APPLICATION REQUIREMENTS

- 10.1 To be a Provider an Applicant must self-certify that neither it nor any of its owners, managers or employees, is under sanction or investigation by the Pennsylvania Department of Transportation (Department) and that neither it nor any of its owners, managers or employees, has previously been sanctioned by the Department for violations of the Vehicle Code (75 Pa.C. S. 101 et seq.), Department Regulations, or any existing agreement with the Department of Transportation. In addition, an Applicant must self-certify that neither it nor any of its owners, managers and employees are under sanction or investigation, and that neither it nor any of its owners, managers or employees has been previously sanctioned or investigated, by the Jurisdiction in which the business is located. If any of its owners, managers or employees have been sanctioned or investigated, or is currently subject to sanctions or investigations, describe the

circumstances giving rise to the sanction or investigation and the nature of any sanction imposed. Sanctions may not necessarily bar an applicant from becoming a Provider, as the Department will consider each case on its own merits; however, such information could certainly preclude an Applicant from being a Provider, when in the best interests of the Department.

- 10.2 Applicants shall provide the business name, address, phone number, fax number, email address, Federal ID number and all other information requested by the Department.
- 10.3 An Applicant shall provide the name and home address of all employees who will be involved in ownership, management and conducting the agent services and indicate the responsibilities each will have within the service.
- 10.4 An Applicant shall provide a letter or letters of reference from a bank or other financial institution(s) indicating that accounts of the applicant are handled in a satisfactory manner that is consistent with standard banking practices.
- 10.5 Applicant shall provide three letters of reference from business(s) with which it has conducted business, on business stationery, attesting to the character of the Applicant.
- 10.6 Applicant shall provide a notarized statement that no monies are due and owing the Commonwealth of Pennsylvania by the Applicant, the Applicant's business entity or by the owners and officers of the business.

11.0 GENERAL REQUIREMENTS

- 11.1 Provider shall be a, or employ at least one, notary public, licensed within its Jurisdiction, to be present at the premises during all hours of operation. Provider shall provide the name, address, signature and the notary stamp of a notary public who will be engaged in or employed during the hours of operation of the notary service. A copy of the Notary Commission must also be provided.
- 11.2 Provider must pay an assessment of \$60.00 to the Motor Vehicle Transaction Recovery Fund, in addition to any other license fees which may be required by the Department or law.
- 11.3 Provider shall be responsible for all costs and fees associated with the operation of its business, including costs and fees associated with maintaining a bond in favor of the Department or otherwise complying with requirements imposed by the Department from time to time by way of amendments to these Program Requirements.
- 11.4 No official or employee of the Jurisdiction shall be eligible to enter into a contract with the Department to own or operate an agent or messenger service nor shall an agent or messenger employ an official or employee of the Jurisdiction or officials and employees of the Provider's home Jurisdiction as well.
- 11.5 Provider shall require that each applicant for title and registration provide, at the time of making application, valid proof of identification to verify the identity of a person when completing/processing the application for title and registration. The following are acceptable as valid proof of identification:
 - 11.5.1.1 A valid Pennsylvania Photo Driver's License;
 - 11.5.1.2 A valid Pennsylvania Photo Identification Card;

- 11.5.1.3 A valid Pennsylvania Photo Exempt Driver's License;
- 11.5.1.4 A valid Pennsylvania Photo Exempt Identification Card;
- 11.5.1.5 A valid Pennsylvania 15-day temporary internet driver license or identification card renewal credential and expired DL/ID;
- 11.5.1.6 A valid Pennsylvania Camera Card and Expired Pennsylvania Identification Credential; or
- 11.5.1.7 A valid U.S. Armed Forces Common Access Card – Dependents of Armed Forces personnel must provide a Valid United States Uniformed Service Identification and Privilege Card (DD Form 1173); or a valid Next Generation Uniformed Services ID Card: and
- 11.5.1.8 Each of the above documents must be in the same name as the name listed on the motor vehicle application. In addition, the address must be listed on the application as it appears on the above proof of ownership document.

12.0 FACILITY REQUIREMENTS

- 12.1 Provider shall at all times maintain a facility which is acceptable in appearance to the Department and is in compliance with all applicable federal, state and local laws, including local zoning ordinances and building codes, as well as all provisions of the Agreement and these Program Requirements. The Provider must ensure that each location meets all such requirements and must request the Department's approval prior to opening any additional location that Provider seeks to operate the Agent Service pursuant to this Agreement.
- 12.2 Each of Provider's facilities shall include secure storage for temporary registration cards, license plates, permits and other products (collectively "product stock") designated by the Department and shall be approved by the Department. Each of Provider's facilities shall provide a storage facility with solid door construction, secured hinges, secured ceiling and walls, dead bolt lock and interior construction adequate to store all documents to be submitted to the Department and all product stock. Adjustments may be made in storage requirements if deemed desirable by the Department and justified by the applicant by way of amending these Program Requirements.
- 12.3 Each of Provider's facilities shall have active telephone service, a working fax machine, a working copy machine, an office shredder and an active electronic mail (email) account which the Provider shall check on a regular basis. The Provider must have on-site a connection through a personal computer to the Internet, or may require other technology the Department may deem appropriate for the provision of agent services by way of the mechanism set forth in the Agreement in which notice of such changes shall be sent by e-mail. Official communications from the Bureau of Motor Vehicles to Providers may come via the Provider's registered e-mail address, as it appears on Page 1 of the Agent Service Agreement. Changes to Provider's e-mail address must be submitted in writing to the Department of Transportation, care of the Regulated Client Services Section, Riverfront Office Center, 1101 South Front Street, Harrisburg, PA 17104.
- 12.4 Provider must submit photographs of the interior and exterior of the proposed place of business. The photographs must show the entrance way, exterior signs, phone and desk area, secure area for storage and display of fees and charges relating to the issuance of temporary cards and plates.
- 12.5 The Agreement executed by Provider shall apply to all approved agent services locations operated by Provider; however, prior to a change in the location of or

establishment of any agent services business location, Provider agrees to submit to the Department all facility-related information required as though the Provider were making an initial application to provide agent services. The Department reserves the right to approve or deny any relocation in its discretion.

- 12.6 The Provider shall submit notice to the Department of any change in ownership, location, e-mail, staff engaged in the provision of services under the Agreement, or duly authorized and currently licensed notary on staff, before or within 10 days of such change. Changes must be submitted in writing to the Department of Transportation, care of the Regulated Client Services Section, Riverfront Office Center, 1101 South Front Street, Harrisburg, PA 17104.

13.0 PROVIDER/ STAFFING REQUIREMENTS

- 13.1 Provider shall ensure that all employees involved in providing agent services be familiar with all information and policies pertaining to the provision of agent services available in the Department's Driver and Vehicle Services Update bulletins, as well as any and all information and policies published on the Departments' website; contained in the Department's Agent Services Basic Title and Registration Course and Advanced Refresher Training Manual. The foregoing documents are hereby incorporated by reference as part of this Exhibit. Each individual engaged in the provision of service pursuant to the Agreement and Program Requirements shall do so in the manner prescribed in each of these documents.
- 13.2 Provider shall complete, and shall ensure that each employee involved in providing agent services completes, the Agent Services Basic Title and Registration training course prior to the Provider's or its employee's involvement in provision of services under the Agreement and Program Requirements. Provider shall keep on file all certificates of completion of the required training courses for the duration of the Agreement.
- 13.3 Provider shall complete, and shall ensure that each employee involved in providing agent services completes the Agent Services Advanced Refresher training course at least once every two years following completion of the Agent Services Basic Title and Registration training course. Provider shall keep on file all certificates of completion of the required training courses for the duration of the Agreement.
- 13.4 Provider shall, at the time of application, and annually thereafter, obtain a criminal background check from the Pennsylvania State Police and a criminal background check from the state in which the business is located for all owners and operators, and at the time of hiring, and annually thereafter, for each of Provider's employees, who are involved in providing agent services. If an individual owner, officer or employee is a resident of a Jurisdiction other than Pennsylvania or the Jurisdiction where the business is located, then a criminal background check from their state of residence shall also be provided. All background checks shall be kept on file and Provider shall make such criminal record checks available to the Department upon request. The Provider shall submit the criminal record check(s) for each prospective employee to the Department prior to the employee engaging in provision of services pursuant to this Agreement. If a prior criminal conviction of any type or grade exists, the agent service must furnish the facts of the offense, and secure Department approval before hiring or utilizing the person involved. The criminal record check

must be no less than one year old at the time an application is submitted. Provider shall also comply with any additional background checks as specified herein, or as may be required.

- 13.5 The Department may deem any individual who has engaged in conduct harmful to the Department, as described herein or in the Agent Services Agreement, ineligible to participate in the provision of services under any agreement with the Department.
- 13.6 Provider shall, at the time of application, and annually thereafter, secure an affidavit from each person involved in providing the agent service that the person has read and understood: the Agent Services Agreement and its attachments (including but not limited to its Exhibit B, Program Requirements, that may be amended from time to time); the provisions of 75 Pa. C.S. Chapters 11 (relating to certificate of title and security interests), 13 (relating to registration of vehicles), 23 (relating to motor vehicle transaction recovery fund), and 75 (relating to authorization of agent and messenger services); 75 Pa.C.S. § 6114 (relating to limitation on sale, publication and disclosure of records); and 67 Pa. Code Chapter 43 (relating to temporary cards and plates). Provider shall retain the affidavit(s) on file, at all times, for inspection upon request by the Department.
- 13.7 The Provider shall, at the time of application, and annually thereafter, secure a signed On-Line Program PennDOT Inquiry Information Confidentiality Policy for each person involved in providing On-Line agent services. Provider shall retain the affidavit(s) on file, at all times, for inspection upon request by the Department.
- 13.8 Individuals who have engaged in the following activities shall not be eligible to serve as an owner, manager, officer or employee providing agent services:
 - 13.8.1.1 Misrepresentation, misstatement or fraud in the Provider's application to provide agent services;
 - 13.8.1.2 Conviction of a felony involving dishonesty or breach of trust;
 - 13.8.1.3 Having had an agent, card agent, messenger service, or on-line messenger agreement terminated or revoked by the Department in the past;
 - 13.8.1.4 Conduct harmful to the Department, as described herein or in the Agent Services Agreement;
 - 13.8.1.5 Conviction of a felony or misdemeanor relating to the titling, registration or collection of sales tax and fees for a vehicle, or conviction any other felony relating to motor vehicles;
 - 13.8.1.6 Having been found to have engaged in odometer or Vehicle Identification Number (VIN) tampering; or
 - 13.8.1.7 Conviction of a crime under Title 18 of the Pennsylvania Consolidated Statutes, Annotated, or the criminal laws of the United States, where the crime violates any term or condition of the Agreement or is of a nature that adversely impacts the Provider's ability to fully perform the Agreement or provide agent services in a secure manner.

14.0 SIGNAGE AND MATERIALS

- 14.1 Provider shall at all times prominently display the hours of operation during which the Provider's service is provided. If the facility is closed due to vacation or illness, the closure will be prominently posted at the entrance to the facility.
- 14.2 Provider will conspicuously post a schedule of Department motor vehicle fees and fees charged by Provider for the five (5) most common transactions for which services are provided on a sign at least 3 square feet in size (approximately 22" x 20") with lettering at least ¼ inch high.
- 14.3 Provider will prominently post the certificate of authorization for the agent service at the place of business.
- 14.4 The Department reserves the right, in its discretion, to request the removal of any agent advertising or website information that is inaccurate, offensive or deceptive.
- 14.5 Provider will prominently post the Fraud Tip information notice at the Provider's place of business in clear view for the customers. The notice must contain the following wording: The Pennsylvania Department of Transportation (PennDOT) WANTS TO HEAR FROM YOU! This is a private business under contract with PennDOT to complete Pennsylvania motor vehicle transactions. If you witness, suspect or know of improper or suspicious activity or have concerns regarding motor vehicle paperwork, please contact PennDOT at PennDOTTip@state.pa.us. All reports will be kept confidential. When you contact us, please provide as much detail as possible. Please include your contact information as PennDOT may need to contact you for additional information.

15.0 RECORD RETENTION

Provider must maintain the Provider's copy of the applicant summary statement, copies of related documents including but not limited to bills of sale when the Provider is also the dealer and a copy of the proof of identification (front and back) that complies with the Department's proof of identification policies set forth in the Agreement, a copy of the proof of ownership document (front and back) and a copy of the document(s) used to verify financial responsibility, which complies with Chapter 1318 of the Pennsylvania Vehicle Code. These records must be retained for three (3) years at the authorized place of business and be made available for inspection by law enforcement or an authorized representative of the Department. If Provider elects to retain required records in an electronic format, Provider must comply with the "Document Imaging System Requirements" attached hereto. At the end of the three (3) years' period, the Provider shall shred all personal customer information prior to disposal in a garbage receptacle, including but not limited to any document containing customer addresses, vehicle and driver information, employee notes that contain personal customer information and all copies of completed forms and documents that are being discarded. Alternatives to on-site shredding of documents can be discussed and approved only by the Department, in its discretion, but in no event shall personal customer information be discarded without appropriate security measures.

16.0 SUBMISSION OF TRANSACTIONS

- 16.1 The Department requires Provider to participate in Pennsylvania's On-Line Registration Program to process and submit any transaction to the Department electronically.
- (a) Provider must process and input all transactions online associated with vehicle titling transactions to the Department using the applicable online Interface no later than the close of business 15 days following the date of the transaction.
 - (b) Provider must submit all images and other paperwork associated with vehicle titling transactions no later than the close of business 20 days following the date of the transaction.
 - (c) All documents associated with all other transactions not included in subparagraphs "a" and "b" above must be submitted within five (5) days following the date which the transactions are processed.
- 16.2 Provider's submission of fees and paperwork are based on the contractual guidelines of the Contract.
- 16.3 The Department, in its sole discretion, may require Provider to submit source documents and fees to the Department utilizing digital imaging technology or electronically in a manner prescribed by the Department.
- 16.4 Providers are required to submit source documents and fees to the Integrator.

17.0 SECURITY

- 17.1 At the close of the hours of operation of the Provider service, Provider shall place all temporary cards, plates, permits or other products designated by the Department in the place of secured storage approved by the Department.
- 17.2 Supplies of temporary cards, plates, permits or other products designated by the Department shall not be held or placed at any time on any workstation area within the grasp of the public. Individual temporary cards, plates, permits or other products designated by the Department shall at no time be left unattended on any workstation area within the grasp of the public.
- 17.3 If temporary cards, registration plates, permits or other products designated by the Department are lost or stolen, the Provider must notify the Department of the loss or theft immediately after discovery of the loss. This notice shall be in the form of an affidavit and shall give complete details of the loss or theft of the materials. In the event of theft, the theft shall be reported to appropriate police officials immediately upon discovery of the theft and a police report shall be submitted to the Department within 10 days of the theft. Failure to comply with the loss or theft of materials reporting requirement of this paragraph shall be a ground for suspension of the Provider's certificate of authorization for a period of four (4) months.

18.0 AUDITS

- 18.1 The Department reserves the right to make unannounced visits to audit, observe and inspect Provider's agent service operations. Temporary registration plates and related documents shall be available for inspection, with or without notice,

by authorized Jurisdiction employees or designees, including law enforcement officers or officials.

18.2 Records required by the Department to be maintained by the Provider in carrying out the duties, responsibilities and obligations under this Agreement shall be subject to periodic inspection by authorized representatives of the Commonwealth or designated personnel under the following conditions:

- (1) Place – The inspection may be conducted at the Provider’s place of business.
- (2) Time – The inspection may be conducted during regular business hours.
- (3) Scope – The inspection may include but not be limited to examination of the records (including all applications for titles and registrations and required supporting documents), plates, permit(s) or other products designated by the Department; or any inventory which is subject to the record keeping requirements of this Agreement and Department regulations. Based on initial findings, the inspection may be expanded to include investigation of other violations of the Agreement or any other Department agreement, laws, regulations or policies.

Commonwealth of Pennsylvania

Department of Transportation

Document Imaging System Requirements



EXHIBIT B

Revision History

DATE	VERSION	REVISIONS	AUTHOR
4/15/2013	0.3	Changed document into a requirements document format, with grouping, naming and numbering of individual requirements.	Don Kirschman
7/29/2013	0.4	Change document to reflect changes agreed on in 07/18/13 meeting.	Rosemary Verbos
8/14/2013	0.5	Added INF003 requirement for backup/ restore. Combined data security related requirements into a single section.	Don Kirschman

Electronic Document Management Requirements and Standards

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1. General Information

1.1 Background

The need for electronic document management technology stems from the need to reduce the volume of paper exchanged, improve business efficiency and to comply with State and Federal laws for document retention, discovery. This document outlines standards and best practices for electronic document management systems recommended by PennDOT.

1.2 Purpose of This Document

This document is intended to communicate the standards and requirements established by PennDOT for an electronic document management system and the associated business processes. The intent is to implement systems that ensure the confidentiality of our customers and the integrity of our business transactions. PennDOT may update these requirements periodically in the future.

1.3 Intended Audience

This document is primarily a technical document, and it is intended for an IT audience, including IT managers, application and infrastructure architects, developers, server engineers, etc. The audience includes anyone involved in the requirements, design, development, implementation and support of an electronic document management system that will support PennDOT business processes, transactions, documents and data.

2. Document Imaging System Requirements

2.1 Imaging Requirements

- **IMG001:** The system shall capture documents images in industry standard image and document formats, including TIFF, JPEG, BMP, Adobe PDF, etc.
- **IMG002:** The system shall capture and store document images at a minimum resolution of 300 dpi.
- **IMG003:** The system shall store imaged documents in a central repository.
- **IMG004:** The system shall support indexing and taxonomy of imaged documents.
- **IMG005:** The system shall support searching of the central repository using imaged document index and taxonomy values.
- **IMG006:** The system shall support retrieval of imaged documents from the repository.
- **IMG007:** The system shall support reproduction (e.g. printing) of imaged documents.
- **IMG008:** The system shall have the capability to render imaged documents immutable.
- **IMG009:** The system shall support the redacting of sensitive information on imaged documents.

2.2 System Security Requirements

These Security Requirements are applicable to both original and backup versions of information/data/systems.

- **SEC001:** All users that have access to the system, including access to PennDOT data or imaged documents, shall use a user id and password that is unique to the individual. Credentials used by more than one individual and/or generic user id's and passwords are not permitted.
- **SEC002:** The password must be a minimum of 8 characters.
- **SEC003:** The password must be composed of at least three of the following types of characters:
 - o Uppercase letters (A, B, C,...)
 - o Lowercase letters (a, b, c, ...)
 - o Numbers (0, 1, 2, 3, ...,9)
 - o Special characters (#, other punctuation marks)
- **SEC004:** The password cannot contain:
 - o User ID

- o Any Part of the user's full name
- **SEC005:** The password cannot repeat any of the six previously used passwords
- **SEC006:** The password shall expire after 60 days, requiring creation of a new password
- **SEC007:** The system shall employ role-based access control (RBAC) in which specific entitlements and/or privileges within the system are managed under roles. These roles are then assigned to system users based on the requirements of the jobs that they perform. This RBAC is required to ensure that users only have access to the functionality that is necessary to perform their required tasks.
- **SEC008:** The ability to perform security administration functions shall be restricted to a set of specially-privileged users (administrators). Security administration functions include the following:
 - o Creating, updating or deactivating user accounts
 - o Disabling user accounts
 - o Unlocking user accounts
 - o Resetting user passwords
 - o Creating, updating or deactivating roles
 - o Creating, updating or deactivating access privileges
 - o Assigning or revoking roles to and from users
 - o Assigning or revoking access privileges to and from roles
- **SEC009:** The system may provide users with self-service functionality to complete some routine user administration tasks. The following tasks are permissible for self-service administration:
 - o Initiating a new account creation (role assignment and other access control administration must be performed or approved by an administrator)
 - o Updating basic user Information (e.g. name, location, etc.)
 - o Resetting their passwords (a security question and/or e-mail verification process must be in place to complete the transaction)
- **SEC010:** The system shall log all security events and shall maintain these logs for a period of at least one year. The log shall contain the type of event, date, time, user, system, screen or module and other pertinent information regarding the event. The following security events shall be logged:
 - o User authentication (both successful and unsuccessful)
 - o User authorizations (both successful and unsuccessful)
 - o All security administration transactions
 - o All self-service administration transactions

- **SEC011:** User accounts shall be locked after five (5) consecutive failed log-in attempts. Once an account is locked, only an administrator can unlock it.
- **SEC012:** The system shall lock the user out after fifteen (15) minutes of user session inactivity. This lock-out shall require the user to re-enter the password to regain access.
- **SEC013:** If a user separates or no longer requires access to the system for any reason, the user account shall be deactivated immediately, removing all access privileges to the system from the individual.
- **SEC014:** A User Access Review shall take place every six months to ensure that user, role and privilege information is current. The User Access Review shall verify:
 - o Users who have separated no longer have active accounts
 - o User accounts that show no activity are deactivated
 - o Active users have access to only those roles or privileges that are necessary for their specific work-related duties.

2.3 Data Security Requirements

- **DAT001:** The minimum standard for encryption is 256 bit.
- **DAT002:** PennDOT reserves the right, as circumstances may change, to require a higher level of encryption in the future.
- **DAT003:** The system shall comply with the Commonwealth ITB-SEC020: Encryption Standards for Data at Rest and ITB-SEC031: Encryption Standards for Data in Transit.
- **DAT004:** As soon as PennDOT's documents and/or data are captured in a digital format, the resulting data (the data) shall be encrypted.
- **DAT005:** The data shall remain encrypted at all times throughout the entire process.
- **DAT006:** The data shall be encrypted In-transit between computers or electronic devices, including client to server, server to server and client to client, etc.
- **DAT007:** The data shall be encrypted at rest on any computers or electronic devices.
- **DAT008:** The data shall be encrypted at rest regardless of the storage repository, including external file folders or volumes, relational database management system tables or data files or electronic document repositories.
- **DAT009:** Citizen and agency data are to be securely erased. Purging or cleansing information is a media sanitization process that protects the confidentiality of information. Please refer to the NIST Guidelines for Media Sanitization SP 800-88 (including updates as of 09-11-2006) for acceptable methods of purging.
- **DAT010:** In the event a computer device that contained PennDOT data is

decommissioned or the data device replaced, the data device shall either be physically destroyed or completely erased per the Commonwealth's ITB-SEC015 - Commonwealth of Pennsylvania Data Cleansing Policy.

2.4 Infrastructure Requirements

- **INF001:** All computing operating systems (client and server) shall be at a level that is fully supported by their manufacturer. All relevant patches shall be applied within 7 days of release.
- **INF002:** Internal networks shall be protected by a firewall. The firewall shall be capable of protecting the internal network and its clients from unauthorized Intrusion and service interruptions.
- **INF003:** Data on all servers, central storage devices and workstations shall be protected by system and data backup and restore faculties that provide full, differential and single-file backups and restore capabilities.

2.5 IT Facility Requirements

- **FAC001:** IT facilities shall be appropriately secured to ensure the security of PennDOT customer data and the integrity and continuity of business operations.
- **FAC002:** IT facilities shall include data centers, computer equipment rooms, telephone closets, network router and hub rooms, and similar areas containing IT assets and resources, wherever Imaging and storage of PennDOT documents and data occurs.
- **FAC003:** IT facilities shall be separated, locked and designated as limited access areas.
- **FAC004:** IT facilities shall be environmentally controlled to ensure operating conditions are within specifications for equipment located within the confines of the area.
- **FAC005:** IT facilities shall be equipped with environmental and safety monitoring devices to ensure compliance with regulated or statutory requirements.
- **FAC006:** IT facilities shall be inspected on a regular basis to ensure compliance with health, safety and fire, security and maintenance requirements.
- **FAC007:** IT facilities shall have solid core door construction, secured hinges, secured ceiling, dead bolt lock and Interior construction adequate to store all PennDOT related documents.

2.6 IT Facility Access Requirements

- **ACC001:** Access to restricted IT facilities is limited only to authorized persons.
- **ACC002:** The process for granting door keys or access cards for these facilities is to include the approval of the person responsible for the facility or room.
- **ACC003:** Access cards and/or keys Issued for access to restricted IT facilities may not be shared or loaned to others.
- **ACC004:** Individuals without the proper access credentials may be granted temporary access via verbal or signed orders when conditions require their immediate access, or visitor access is approved. These individuals:
 - o Are to be recorded In the facility sign-in/sign-out log. This log will have appropriate language prominently displayed, indicating the minimal visitor responsibilities associated with accessing the facility.
 - o Are to be issued a temporary identification badge and required to wear it openly at all times.
 - o Are to be supervised at all times while in restricted areas by a party with authorized access to the IT facilities.
- **ACC005:** Access records and sign-in logs are to be maintained and archived for routine review for a period of not less than one year.
- **ACC006:** No one is to be permitted to enter a controlled-access facility, area, or room without being authenticated and having their privileges verified.
- **ACC007:** Please refer to the Commonwealth's ITB-SEC029 - Minimum Standards for Improving Physical Security Access.

2.7 Quality Assurance Requirements

- **QA001:** All imaging and document processing activities shall be in compliance with the requirements and standards outlined in latest version of this document: Document Imaging System Requirements
- **QA002:** Imaged documents must be accurately indexed and placed into taxonomy so that they may be searched and retrieved using identified business requirements.

3. Supplemental Business Requirements

In addition to meeting the technical requirements contained in this document, an imaging solution must also meet necessary business requirements. These business requirements are listed in Appendix A, "Document Imaging Supplemental Business Requirements."

Appendix A

Commonwealth of Pennsylvania

Department of Transportation

**Document Imaging
Supplemental Business Requirements**



EXHIBIT B

Document Imaging, Scanning and Security Requirements for PennDOT Authorized Agents and their Imaging Providers

Use of PennDOT Customer Documents and Information

No party shall make any use whatsoever of PennDOT customer documents or the information therein, nor shall they provide in any way the customer documents or information (or any portion thereof) to any entity other than an authorized representative of the Department, except as authorized by the Department.

No party may use in any way, or sell, license, or otherwise transfer or impart to any person, firm, corporation or other entity, any information obtained from the documents, including listings of individuals, for any reason. Information obtained through such access is subject to the restrictions upon use and dissemination imposed by the federal Driver Privacy Protection Act (DPPA) and any other Pennsylvania or Federal statute, laws, rules or regulations relating to the privacy of Personally Identifiable Information (PII).

Security

Protecting the data of our customers is of the utmost importance to PennDOT. All personnel having access to PennDOT customer documents and/or information must comply with contractual requirements. PennDOT customer documents, images, records or information shall not be held or placed at any time in any area accessible to unauthorized personnel.

PennDOT Authorized Agents must report any suspected or actual breach, leakage, or unauthorized access of PennDOT data to PennDOT immediately upon discovery. The full details of the incident shall be communicated to the PennDOT Program Manager.

Incident Reporting:

Upon the PennDOT Authorized Agent's receipt of a report or information of any kind which indicates real or suspected data compromise, data loss, theft, or fraudulent or improper use of equipment, materials or information in the possession or control of the Authorized Agent or their imaging Provider, the PennDOT Authorized Agent shall immediately notify the PennDOT Program Manager by telephone. Additional reporting and notifications shall comply with the PennDOT Agent Service contract as well as Commonwealth [ITB-SEC024 - IT Security Incident Reporting Policy](#).

Personally Identifiable Information (PII) related to personnel suspected of fraudulent or improper use of equipment, materials or information shall be forwarded to PennDOT and be secured as required by law and shall include, but not be limited to:

- o Name(s)
- o Address(es)
- o A list of all times at which the personnel had been or will be scheduled to perform their job duties
- o Names, addresses, and telephone numbers of their direct supervisor
- o A description of the nature of the suspected fraudulent or Improper activity
- o A statement of the manner in which the PennDOT Authorized Agent gained knowledge of the alleged fraudulent or improper activity
- o The names, addresses, and telephone numbers of all informants and other persons having knowledge of the alleged fraudulent or improper activity

- o Copies of all the reports, logs or other information which could document, clarify or in any manner assist in the investigation

Physical Intrusion:

In the event of any Incident of a break-in, theft, fire or vandalism, the PennDOT Authorized Agent shall immediately notify the appropriate law enforcement officials and provide a copy of the applicable police report to the Department within 10 days. The PennDOT Program Manager shall also be notified immediately in the event of any incident of a break-In, theft, fire or vandalism by telephone and in writing, within 24 hours, a detailed account of the incident and shall comply with the Agent Service Contract as well as the Commonwealth ITB-SEC024 - IT Security Incident Reporting Policy.

Records Retention and Quality Control

The Authorized Agent must maintain paper copies (agent's yellow copy or applicant summary sheet) for 6 (six) months after completion/issuance of the application for title and/or registration and all supporting documents.

The Authorized Agent shall check all imaged documents to confirm images are clear, legible and free of distortion (image quality).

PennDOT will continue to conduct administrative audits of Authorized Agent transactions and supporting documentation. The Authorized Agent will provide access to electronic images to a PennDOT representative to be reviewed during the audit process to ensure the agent is in compliance with all applicable policies, processes, requirements and law. Imaged copies must:

- Be easily accessible electronically and available at the location where the transaction was completed
- All records must be accessible during regular business hours
- Copies must be clear and must be a minimum of actual size
- Authorized Agents must follow regulations as to issuance/filing of documents
- Authorized Agents must have all supporting documents with MV-1/MV-4ST/ applicant summary sheet:
 - o Yellow copy of MV-1/MV-4ST/applicant summary sheet
 - o Copy of front and back of completed proof of ownership document
 - o Copy of the front and back of the valid PA Driver's License/Identification Card
 - o Copy of proof of financial responsibility
 - o Copies of all supporting forms completed to accompany the title application.
 - o Must have the capability to print or scan copies of applications upon request by PennDOT
 - o Must be available for 3 years

Copies of imaged documents must be available to be retrieved (indexed) under the following categories:

- Plate number
- Date order
- Customer's name
- Vin#
- Title#
- WID (if applicable)

EXHIBIT "C"

PROVISIONS CONCERNING THE *AMERICANS WITH DISABILITIES ACT*

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, supplier, or grantee, who will furnish or perform or seeks to furnish or perform, goods, supplies, services, construction or other activity, under a purchase order, contract, or grant with the Commonwealth of Pennsylvania (Commonwealth).

During the term of this agreement, the contractor agrees as follows:

1. Pursuant to federal regulations promulgated under the authority of the Americans with Disabilities Act, 28 C. F. R. § 35.101 et seq., the contractor understands and agrees that no individual with a disability shall, on the basis of the disability, be excluded from participation in this agreement or from activities provided for under this agreement. As a condition of accepting and executing this agreement, the contractor agrees to comply with the "General Prohibitions Against Discrimination," 28 C. F. R. § 35.130, and all other regulations promulgated under Title II of the Americans with Disabilities Act which are applicable to the benefits, services, programs, and activities provided by the Commonwealth through contracts with outside contractors.
2. The contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth as a result of the contractor's failure to comply with the provisions of paragraph 1. The contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth as a result of the contractor's failure to comply with the provisions of paragraph 1.

EXHIBIT "D"

NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE [Contracts]

The Contractor agrees:

1. In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
2. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
3. The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
4. The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contracts relates.
5. The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Minority and Women Business Opportunities (BMWBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the "Initial Contract Compliance Data" form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the "Monthly Contract Compliance Report for Construction Contractors", each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the 15 days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
6. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
7. The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

EXHIBIT “E”

CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

1. Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
2. Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
3. Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the Public Official and Employees Ethics Act, 65 Pa.C.S. §§1101 et seq.; the State Adverse Interest Act, 71 P.S. §776.1 et seq.; and the Governor’s Code of Conduct, Executive Order 1980-18, 4 Pa. Code §7.151 et seq., or to breach any other state or federal law or regulation.
4. Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
5. Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the Governor’s Code of Conduct, Executive Order 1980-18, 4 Pa. Code §7.151 et seq. or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.
6. Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
7. Contractor, its affiliates, agents, employees, or anyone in privity with them shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.

8. Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
9. Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - a. Approved in writing by the Commonwealth prior to its disclosure; or
 - b. Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - c. Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - d. Necessary for purposes of Contractor's internal assessment and review; or
 - e. Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - f. Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain; or
 - g. Otherwise required by law.
10. Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
 - a. Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - b. Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.

EXHIBIT “F”

CONTRACTOR RESPONSIBILITY PROVISIONS

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

1. The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.
2. The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
3. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
4. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
5. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

6. The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

EXHIBIT "G"

CONTRACT PROVISIONS – RIGHT TO KNOW LAW

- a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, ("RTKL") applies to this Contract. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.
- b. If the Commonwealth needs the Contractor's assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- c. Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:
 - (1.) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
 - (2.) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- d. If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- e. The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- f. If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- g. The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

- h. The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- i. The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

**Instructions for Completion of Form MV-375, "Manufacturer/Dealer/Agent Services/
Messenger Service/Salvor/Card Agent Bond"**

NOTE: Form MV-375 may be found on our website at www.dmv.pa.gov.

An individual applying for authorization to issue temporary registration plates must file and maintain with PennDOT a bond executed by a surety company authorized to transact business in the Commonwealth. The bond shall be used by the Commonwealth in the recovery of any monetary losses in connection with the issuance of temporary registration cards or plates.

Bond Form MV-375 must be typed or printed in full and properly witnessed.

Issuing agents shall be bonded in the amount of \$30,000. The maximum bond required for any agent services shall be limited to \$250,000.

If the bond is executed by power of attorney, attach a copy of the Power of Attorney to the bond.

NOTE: The bond company must complete Form MV-375.

**Requirements for messenger, dealers, agent services, card agents and
miscellaneous motor vehicle business applicants**

All applicants for card agent authorization, agent services, motor vehicle messenger service certification, dealer and miscellaneous motor vehicle business registration are required to complete Form SP4-164, "Request for Criminal Record Check" and include the results received from the Pennsylvania State Police with their completed applications as part of the documentation required for review. Forms may be obtained from your local Pennsylvania State Police Barracks or:

Director, Record and Identification Division
Pennsylvania State Police
1800 Elmerton Avenue
Harrisburg, PA 17110

Under "Reason for Request," check the box that most applies to the type of authorization being applied for.

Forward the completed form and the required fee to the appropriate address listed on Form SP 4-164.

PENNSYLVANIA STATE POLICE
REQUEST FOR CRIMINAL RECORD CHECK
 1-888-QUERYPA (1-888-783-7972)

This form is to be completed in ink by the requester – (information will be mailed to the requester only). If this form is not legible or not properly completed, it will be returned unprocessed to the requester. A response may take four weeks or longer.

TRY OUR WEBSITE FOR A QUICKER RESPONSE
<https://epatch.state.pa.us>

REQUESTER NAME	
ADDRESS	
CITY/STATE/ZIP CODE	
TELEPHONE NO. (AREA CODE)	

FOR CENTRAL REPOSITORY USE ONLY
CONTROL NUMBER

AFTER COMPLETION MAIL TO:

PENNSYLVANIA STATE POLICE
 CENTRAL REPOSITORY – 164
 1800 ELMERTON AVENUE
 HARRISBURG, PA 17110-9758

DO NOT SEND CASH OR PERSONAL CHECK

CHECK ONE BLOCK

- ☐ INDIVIDUAL/NONCRIMINAL JUSTICE AGENCY – ENCLOSE A CERTIFIED CHECK/MONEY ORDER IN THE AMOUNT OF \$22.00, PAYABLE TO:
"COMMONWEALTH OF PENNSYLVANIA"
THE FEE IS NONREFUNDABLE
- ☐ NOTARIZED INDIVIDUAL/NONCRIMINAL JUSTICE AGENCY – ENCLOSE A CERTIFIED CHECK/MONEY ORDER IN THE AMOUNT OF \$27.00, PAYABLE TO:
"COMMONWEALTH OF PENNSYLVANIA"
THE FEE IS NONREFUNDABLE
- ☐ FEE EXEMPT-NONCRIMINAL JUSTICE AGENCY – NO FEE

SUBJECT OF RECORD CHECK				
(FIRST)	(MIDDLE)	(LAST)		
MAIDEN NAME AND/OR ALIASES	SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YYYY)	SEX	RACE
The Pennsylvania State Police response will be based on the comparison of the data provided by the requester against the information <u>contained in the files of the Pennsylvania State Police Central Repository only.</u>				
FEES FOR REQUESTS - \$22.00. NOTARIZED FEE REQUESTS - \$27.00. ***MAKE ALL MONEY ORDERS PAYABLE TO: <u>COMMONWEALTH OF PENNSYLVANIA</u> ***				
REASON FOR REQUEST ◀◀◀◀◀CHECK THE BOX THAT MOST APPLIES TO THE PURPOSE OF THIS REQUEST▶▶▶▶▶				
☐ INTERNATIONAL ADOPTION - INTERNATIONAL ADOPTION MUST BE NOTARIZED AND MAILED IN. (\$27.00 FOR REQUEST)				
☐ ADOPTION (DOMESTIC) ☐ EMPLOYMENT ☐ VISA ☐ OTHER				

WARNING: 18 Pa.C.S. 4904(b) UNDER PENALTY OF LAW - MISIDENTIFICATION OR FALSE STATEMENTS OF IDENTITY TO OBTAIN CRIMINAL HISTORY INFORMATION OF ANOTHER IS PUNISHABLE AS AUTHORIZED BY LAW.

Homeland Security is Everyone's Responsibility - Pennsylvania Terrorism Tip Line 1-888-292-1919

APPLICATION FORMS FOR PLATES

Instructions for Completion of Form MV-351, "Application for Temporary Registration Plates by Motor Vehicle Dealers & Full Agents"

NOTE: Form MV-351 may be found on our website at www.dmv.pa.gov.

Form MV-351 is used by an issuing agent to order a supply of temporary registration plates and temporary registration rear window decals.

To complete form:

1. Enter name of business as it appears on your registration card.
2. Enter dealer identification number or agent services ID number. This is the number that begins with 83-XXX, 85-XXX, 86-XXX, etc.
3. List business address as it appears on your registration card or license.
4. List business phone number including area code.
5. Indicate in the appropriate block the number of registration plates desired. Registration plates must be ordered in multiples of ten, with exception of Implement of Husbandry/Special Mobile Equipment, school bus, motor home, bus and omnibus which may be ordered in multiples of five. Use a separate Form MV-351 for each class of registration plates desired and attach a separate check with each one.
6. List amount of check or money order accompanying Form MV-351.
7. In authorization block, list the name of the person authorized to pick up the order of registration plates (if applicable.)
8. Applicant must sign in bottom right hand block.

FEE: For a complete listing of motor vehicle fees, refer to Form MV-70S, "Bureau of Motor Vehicles Schedule of Fees," found on our website at www.dmv.pa.gov.

**Instructions for Completion of Form MV-351A,
“Application for Replacement of Temporary Registration Plate”**

NOTE: Form MV-351A may be found on our website at www.dmv.pa.gov.

Form MV-351A is used when an issuing agent has RECEIVED an order of temporary registration plates and one or more registration plates are missing and PennDOT has to replace the number of registration plates indicated.

It is also used if an agent has lost or had a registration plate stolen and needs a replacement.

Section A - Dealer or Agent Services Information:

1. Enter your dealer/agent services identification number (DIN).
2. Enter name of business as it appears on your registration card or license.
3. Enter street address, city or town, state and zip code where business is conducted.
4. Enter your business phone number and include your area code.

Section B - List registration plate number to be replaced. List WID # from receipt for missing registration plate.

Section C - Sign and date the application. Check appropriate block as to reason why you are applying for replacement registration plate.

Section D - Complete only if applicant is entitled to:

1. A free issuance because original was NEVER received.
2. Application is being made within 90 days of original date of issuance.
3. If this section is completed, notarization is required.

IMPORTANT INFORMATION

FACT SHEET

Procedures on Accepting Voluntarily Surrendered Registration Plates and Cards by Decentralized Agents

PURPOSE

This fact sheet provides information on accepting voluntarily surrendered registration plates and cards when insurance coverage is terminated or financial responsibility lapses. This fact sheet will also provide procedural information on obtaining authorization for issuance of substitute temporary registration cards and plates following a voluntary surrender of registration cards and plates when insurance coverage is reinstated.

OVERVIEW

Things to do when accepting voluntarily surrendered plates:

1. Complete Form MV-141.
2. Give a copy of the completed Form MV-141 to the customer as a receipt. Receipt will be used to obtain a replacement registration plate if needed at a later date.
3. Send the original copy of the completed Form MV-141, as well as the registration card and plate to: Bureau of Motor Vehicles, P.O. Box 68674, Harrisburg, PA 17106-8674.
4. Retain a copy of the completed Form MV-141 in the office of the decentralized agent for 3 years.

Things to do to reissue a registration plate and card when insurance is reinstated:

1. Verify that your customer has a copy of the MV-141 form; verify that your customer has two forms of identification bearing a signature; and verify that your customer has acceptable proof of financial responsibility.
2. Call the Decentralized Services Unit from 9:00 a.m. to 4:00 p.m., Monday thru Friday for authorization. The telephone number is (717) 346-0605.
3. When calling, identify yourself by giving your decentralized service agent name, messenger number, your name and agent number. Identify application type (MV-120/MV-91 or MV-120/MV-91/MV-140 if also renewing voluntary surrendered plate). Provide applicant information, i.e., name(s), address, title number and vehicle identification number (VIN). Request authorization number from phone agent. No authorization will be given if record is not valid or has stops. NOTE: An on-line messenger service must self-authorize to issue or reissue a registration plate to a vehicle owner by checking PennDOT's system for suspensions, etc.
4. Record the authorization number, date, time and initials on Form MV-120 in the upper right corner and complete forms.
5. Give customer the pink copy of Form MV-120 with the new plate that was issued by the decentralized service agent.

July 2017

- over -



IMPORTANT NOTE: By law, no fees shall be charged for replacement registration plates or cards under this procedure.

Antique, classic, collectible, special organization and personalized plates surrendered for financial responsibility reasons are held by PennDOT. Requests for reissue or return of an antique, classic, special organization or personalized plate must be submitted directly to the Bureau of Motor Vehicles.

6. Mail PennDOT copy of Form MV-120 and Form MV-91 (plus Form MV-140 and renewal fee, if renewing) to: Messenger Service Center, P.O. Box 68296, Harrisburg, PA 17106-8296 for processing.
7. Retain yellow copy of Form MV-120 and Form MV-91 for three years.

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven, and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

FACT SHEET

Dual Registration

OVERVIEW

Dual registration is a vehicle registration program designed to aid customers who are performing intrastate movement or are regularly carrying out business in Pennsylvania. Dual registration is available for any vehicle that weighs 26,000 lbs. or less or has fewer than three axles. This program is also designed to aid customers from Alaska and Canadian Provinces other than Alberta, British Columbia and Saskatchewan, who will be operating a vehicle in Pennsylvania, regardless of the size of the vehicle or its number of axles.

Any vehicle over 26,000 lbs. that has three or more axles and is from any jurisdiction outside of Pennsylvania, including Alberta, British Columbia and Saskatchewan, is required to display an International Registration Plan (IRP) registration before entering Pennsylvania unless the vehicle is exempted under the IRP, has a trip permit or is dual registered.

REGISTRATION REQUIREMENTS FOR DUAL REGISTRATION

DOCUMENTS NEEDED:

1. A signed, dated and notarized application for certificate of title (Form MV-1).
2. A Vehicle Identification Number tracing including the vehicle weight ratings must be attached to Form MV-1. If a legible tracing cannot be secured, Form MV-1 must be signed and certified by an inspection mechanic or a notary public who is a full agent or is employed by a Pennsylvania dealer. List the number of axles on the vehicle and axles in combination, sum of Gross Axle Weight Rating (GAWR), requested gross weight and unladen weight. The words "dual registration" must appear in the lien section of the form. If the vehicle is a truck, an inspection mechanic must verify the Gross Vehicle Weight Rating (GVWR) and/or Gross Combination Weight Rating (GCWR) on Form MV-41.
3. A photocopy of the out-of-state title in the applicant's name (since the registrant will not receive a Pennsylvania title, the out-of-state title may still be maintained).
4. A photocopy of insurance card or temporary insurance binder. This form must be submitted in order to prove the applicant is presently maintaining financial responsibility/insurance.
5. The current title fee. For a listing of current motor vehicle fees, please refer to Form [MV-70 S](#), "Bureau of Motor Vehicles Schedule of Fees," found on our website at www.dmv.pa.gov.
6. Proof of payment of sales tax. Pennsylvania charges sales tax at the rate of 6% of the purchase price (7% for residents of Allegheny County. City of Philadelphia residents pay an 8% sales tax rate for vehicles purchased on or after October 8, 2009.) Credit will be granted for state sales tax legally paid to another state provided such state grants similar tax credit to Pennsylvania. In instances where credit is allowed, the difference between the actual tax paid and Pennsylvania's tax due will be charged. This amount must be indicated on Form MV-1. **NOTE:** If the vehicle has been owned for over six months, Pennsylvania's tax rate is 6% of the fair market value of the vehicle.
7. Exemption from Pennsylvania Sales Tax is possible, provided a valid Pennsylvania Department of Revenue sales tax exemption number is listed on Form MV-1 or Form MV-4ST.
8. Internal Revenue Service Form 2290, Schedule 1, Proof of Payment for the Heavy Vehicle Use Tax (HVUT). This form is needed for a vehicle with a taxable gross weight or combination weight of at least 55,000 lbs.

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APPLICATION PROCESS

Because PennDOT cannot issue the registration credentials until the paperwork is processed, the following procedures should be followed:

1. If carriers have access to Pennsylvania tag agents, we recommend completing all necessary applications for Pennsylvania registration in their offices. To obtain authorization to issue a registration plate, the agent **must** call the Commercial Registration Section at (717) 787-4309.
2. If carriers do not have access to Pennsylvania tag agents, call the Commercial Registration Section at (717) 787-4309 and request that the necessary vehicle registration applications be mailed to you.
3. The completed applicable forms listed on the reverse should be mailed to: Department of Transportation, Bureau of Motor Vehicles, Commercial Registration Section, P.O. Box 68289, Harrisburg, PA 17106-8289.

NOTE: The pink copy of Form MV-1 is valid for only 90 days from the date of issue or until the vehicle's credentials are received, whichever comes first.

To obtain further information, write to the above address or call (717) 787-4309.

PENALTY

The fine for operating a vehicle in Pennsylvania without the proper registration is double the Pennsylvania registration fee.

ADDITIONAL REQUIREMENTS **INSPECTIONS**

Vehicles bearing current registration plates issued by the commonwealth shall not be moved on a highway unless the vehicle displays a currently valid certificate of inspection issued by an official Pennsylvania Inspection Station.

OPERATING AUTHORITY

For information regarding intrastate operating authority in Pennsylvania, contact the Public Utility Commission, North Office Building, P.O. Box 3265, Harrisburg, PA 17105-3265 or call (717) 787-3834.

REGISTRATION FEES

For a listing of current registration fees, please refer to Form [MV-70S](#), "Bureau of Motor Vehicles Schedule of Fees," found on our website at www.dmv.pa.gov.

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven, and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

ADDITIONAL IMPORTANT INFORMATION

Responsibility in Submitting Applications

Dealers and issuing agents are responsible for the timely submission of applications which they handle for their customers. Fully executed applications are to be sent to PennDOT by dealers and agents within 20 days of issuance of registration card and registration plate or transfer of title.

Responsibility for Inventory and Issuance of Temporary Registration Plates

Dealers and issuing agents are not permitted to sell, loan or give temporary registration plate(s) to other dealers or agents whose inventories are depleted. Temporary registration plates purchased by a dealer or agent from PennDOT are the responsibility of the purchaser and are recorded as the property of that dealer/agent. When current inventories are running low, dealers and agents must purchase additional registration plates from PennDOT. Plates must be issued from the agents registered location.

A temporary cardboard registration plate may never be reissued.

A temporary registration card may only be reissued with PennDOT's authorization.

No exchanges are given for temporary registration plates.

The appropriate type of temporary registration plate must be issued for the specific type of vehicle with the following exceptions:

Farm Truck	- issue truck registration plate
Fire Truck	- issue truck registration plate
Ambulance	- issue passenger registration plate
Vehicle to be transported out-of-state	- issue cardboard registration plate

A temporary registration plate shall not be issued for a vehicle for which the applicant already has a Pennsylvania Certificate of Title nor to any person who is applying for transfer of registration and/or reissue of a lost, stolen, or defaced registration plate unless the issuing agent is also a Messenger Service which is bonded for \$50,000 and is operating under the Decentralized Services Program. Procedures for Decentralized Services participants required that the agent contact the specially designated PennDOT telephone number for authorization to issue a temporary registration plate for each transaction. Any issuing agent (not registered under the Decentralized Services Program) violating Temporary Tag Regulation Chapter 43.6(a)(2), will be required to retrieve the temporary registration plate from the applicant and return the registration plate to PennDOT prior to the processing of the application. Repeated violation of this type could result in the agent's contract to be suspended or terminated.

Agents issuing incorrect types of metal temporary registration plates for specific vehicles will be required to retrieve the registration plate from the applicant before PennDOT will process the title documents. Repeated violations could result in the agent's contract suspended or terminated.

Discontinued Business/Change of Address

When the business is discontinued, unissued temporary registration plates and Certificate of Authorization must be returned to PennDOT within five days. A refund for unissued registration plates will be given, minus a \$25.00 administrative fee.

If the business is moved to another location, PennDOT must be notified within ten days of the change. Contractor is required to submit only the facility related info as if the contractor was making initial application to provide agent services.

Temporary Registration Plate Orders

PennDOT will sell the following temporary registration plates in groups of five: Moped, School Bus, Bus, Motor Home and Omnibus. All other types, including passenger, truck, trailer, motorcycle, and cardboard must be ordered in multiples of ten.

Omnibus/Bus Registration Plates

Charitable and other organizations and private citizens who own and operate buses without charging fares should apply for "Omnibus" registration plates rather than standard bus registration plates. "Bus" registration plates are reserved for buses authorized by the PUC or ICC. Occasionally, omnibuses may also be leased to a company for use under PUC authority provided that a copy of the trip lease is carried in the bus. Bus registration plates that are reserved for issue by the PUC can be obtained through PennDOT's Commercial Registration Section.

Dual Registration

PennDOT will provide phone authorization to issue temporary registration plates for dual registration applicants. To request authorization, contact PennDOT's Commercial Registration Section at (717) 787-3961, (717) 787-3896 or (717) 787-1346. Staff members are available Monday through Friday, 8:00 am to 4:30 pm, except on Commonwealth holidays.

Trucks and truck tractors which are titled and registered in another state but are not registered under the Apportioned Registration Program, must have PA registration if they are doing business in Pennsylvania. A copy of the out-of-state title, Form MV-1 and a title fee and the appropriate registration fee are required to obtain a Pennsylvania registration plate. The authorization number and words "Dual Registration" must be written on the title application in the area reserved for first lien information. Proof is required that sales tax was paid in the titling state. If less than 6% sales tax was paid, applicant must pay the difference up to 6% on the vehicle's fair market value, whether or not the vehicle was owned for 6 months or more. A Pennsylvania title will not be produced.

VIN Tracings/Verifications

VIN tracings or verifications are required on all vehicles being titled for the first time in Pennsylvania.

In addition, GVWR tracings or verifications are required on all trucks being titled in Pennsylvania for the first time.

On Form MV-41, GVWR tracings or verifications are required on all applications for truck weight increases. Only inspection mechanics may verify the GVWR for weight increases and VIN tracings or verifications are required on all applications for correction of title.

Notaries who are:

- Agents Services;
- Employed by Agents Services;
- Employed by registered motor vehicle dealers (DIN prefix 84, 85, 86, 87, 88); or,
- Employed by registered motor vehicle manufacturers

are authorized by the Bureau of Motor Vehicles to verify VIN's. Providing VIN verification services is not mandatory but is optional for qualifying notaries.

Certified Pennsylvania inspection mechanics are also authorized to verify VIN's.

Notaries should sign and list the DIN of the employer in the space provided for the mechanic's number. The GVWR may be verified by the notary on Form MV-1 unless the weight is being increased due to a physical change to the vehicle.

Telephone Service

PennDOT offers statewide telephone information services. For Pennsylvania residents and Out-of-State residents.

The telephone number for Pennsylvania residents and Out-of-State residents is (717) 412-5300.

Telephone information is available from 8:00 am to 5:00 pm, Monday through Friday. In addition, there is a 24 hour voice mail service available for access.

Vehicle Code Book

To order a copy of the most current edition of the Pennsylvania Vehicle Code, contact the Department of General Services, State Book Store, 1825 Stanley Drive, Harrisburg, PA 17103.

PennDOT Bulletins

PennDOT Bulletins are sent via email periodically to all Agents Services, Dealers, Messenger Services, Legislative Offices, Law Enforcement agencies and other interested parties with information on changes in PennDOT's forms, procedures, policies and regulations.

ISSUING FORMS

Instructions for Completing Form MV-1, "Application for Certificate of Title"

FACT SHEET

Instructions for Completing Form MV-1, “Application for Certificate of Title”

(FOR PENNDOT AUTHORIZED AGENTS USE ONLY)

This form is used to obtain a Pennsylvania Certificate of Title for vehicles not currently titled in Pennsylvania, or which were repossessed (1. Judgment and Execution; 2. Non-Judicial Sale or Repossession and Retention (U.C.C.); 3. Court Order), and vehicles which are reconstructed, specially constructed or recovered thefts.

DISTRIBUTION OF FORM COPIES

1. The white copy is always submitted to PennDOT.
2. The yellow copy is always retained by the dealer or full agent and is to be retained for at least three years. If a temporary registration card or registration plate is issued, the yellow copy becomes the dealer/agent's record of such issuance.
3. The pink copy is always retained by the individual or business in whose name the certificate of title is to be issued.

REPOSSESSIONS AND COURT ORDERS

In the case of repossessions, Form [MV-217](#), "Application for Certificate of Title After Default By Owner," must be completed by the reposessor and attached to the completed Form MV-1. Only the following repossessions may be done using the Form MV-1 and Form [MV-217](#): 1) Judgment and Execution; 2) Non-Judicial Sale or Repossession and Retention (U.C.C.) and; 3) Court order. The lienholder in these cases must follow the instructions listed on the Form [MV-217](#) and use Form MV-1. Upon receipt of the certificate of title in the lienholder's name, the lienholder may then assign ownership to a dealer or individual on the reverse side of the certificate of title and use Form MV-4ST. All other repossessions - 1) Renunciation; 2) Non-Judicial Sale or Repossession and Retention (M.V.S.F.A.) and; 3) Mobile Home - must be done by completing Form [MV-217A](#), "Application for Certificate of Title By A Financial Institution or Dealer After Default By Owner."

The person named on a court order or the purchaser of a vehicle at a sheriff's sale must be the applicant listed on Form MV-1. After the title is issued to that person, they may assign ownership on the reverse side of the certificate of title and attach a completed Form MV-4ST.

TRANSFER OF OWNERSHIP

Form MV-1 does not allow a reassignment of ownership to a second applicant. The applicant is the first individual(s), corporation, business, etc., to whom vehicle ownership is assigned on the proof of ownership document, which must accompany the title application. Reassignment to a second applicant must be done after the Pennsylvania Certificate of Title is issued to the first applicant. The assignment information on the back of the Manufacturer's Certificate of Origin (MCO) or the out-of-state certificate of title must be completed, including the odometer, lienholder and notary public information (if applicable). **NOTE:** If the applicant requests a Pennsylvania Certificate of Salvage, Form [MV-6](#), "Application for Nonrepairable or Salvage Certificate," must be completed in lieu of Form MV-1.

FORM COMPLETION INSTRUCTIONS

SECTION A – VEHICLE DESCRIPTION

- **MAKE OF VEHICLE** - List the full trade name of the vehicle.
EXAMPLES: Ford Chevrolet Chrysler
DO NOT LIST MODEL NAMES SUCH AS: Mustang Cavalier New Yorker
- **VEHICLE IDENTIFICATION NUMBER (VIN)** - List the complete VIN as shown on the VIN plate which was attached to the vehicle by the manufacturer. This number should agree with the VIN shown on the proof of ownership whether it be a salvage certificate, MCO or a certificate of title issued in another state. **Please take time to visually verify and compare these numbers.** If there is a discrepancy, contact the selling dealer or the nearest

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Pennsylvania State Police Station. The VIN discrepancy must be resolved prior to submitting the title application to PennDOT for processing. If the vehicle's VIN plate is defaced, altered or missing, Form MV-1 must be accompanied by an application for a PA state replacement VIN plate on Form [MV-41](#), in addition to a completed Form MV-32, "Pennsylvania State Police Verification of VIN." Form MV-32 must be obtained from and completed by the Pennsylvania State Police. The officer conducting the VIN examination will return the completed Form MV-32 to the applicant. It is the applicant's responsibility to provide the agent with all documents, including the Form MV-32.

- **BODY TYPE** - List the designated body type of the vehicle.

EXAMPLES:

Coupe (CP)	Truck Tractor (TT)
Sedan (SDN)	Motor Home (MTRH)
Truck (TK)	Special Mobile Equipment (SME)
Mobile Home (MH)	Motor-Driven Cycle (MODC)
Low Speed Vehicle (ORV)	Off-Road Vehicles (ORV)
Neighborhood Electric Vehicles (NEV)	Recreational Trailer (RECT)
	Recreational Cargo Trailer (RECCT)

- A Neighborhood Electric Vehicle (NEV) is defined as a four-wheeled electric vehicle that has a maximum design speed of not less than 20 miles per hour and of not more than 25 miles per hour and that complies with the Federal safety standards established in 490 CFR 571.500. A NEV shall be considered a passenger car for the purpose of titling and registration. A NEV operated upon any highway or roadway is required to be maintained in proper condition and comply with the equipment requirements and standards as set forth in 49 CFR 571.500.
- Low speed vehicles that are not Neighborhood Electric Vehicles do not meet Pennsylvania equipment standards. This type of vehicle is not equipped as required by the vehicle code and the regulations of PennDOT to be operated on Pennsylvania roadways. Therefore, when processing title applications where the proof of ownership document indicates LSV (Low Speed Vehicle), the record should be designated as an "Off-Road Vehicle" (ORV). No registration plates are to be issued to low-speed vehicles.

NOTE: Low speed vehicles can be identified by examining the Manufacturer's Certificate of Origin (MCO) or the out-of-state certificate of title. The MCO will list an indicator of LSV in the series or model field and may designate that the vehicle complies with Federal Motor Vehicle Safety Standard (FMVSS) 571.500. Out of state certificates of title usually list "Low Speed Vehicle" as a brand or will list "LV" or "LSV" in the body field.

- **MODEL YEAR** - List the model year of the vehicle as assigned by the manufacturer. This year should agree with what is printed on the proof of ownership document. If the vehicle is a new motor home, it may have two certificates of origin (one for the chassis and a second for the body). If so, list the model year for the body of the vehicle.
- **GROSS VEHICLE WEIGHT RATING** - List the GVWR of the vehicle as assigned by the manufacturer. This weight can usually be found on the vehicle's VIN plate and on the certificate of origin for a new vehicle. (Not required for passenger vehicles, or two- or three-wheeled vehicles, but is required for all other vehicle types).
- **FUEL** - Check the appropriate fuel type.

NOTE: For 100% electric vehicles, the fuel type "electric" is to be checked. For a hybrid electric vehicle, the fuel type should be checked as "hybrid."

- **VIN TRACING/CERTIFICATION** - A VIN plate tracing is required to be attached to the reverse side of the white copy of Form MV-1 for the following vehicles:
 - (1) When a Pennsylvania resident acquires a new or used vehicle from a nonresident, including an out-of-state dealer, for use in this commonwealth. **NOTE:** If the MCO is assigned to a Pennsylvania registered dealer and reassigned to a PA resident, the VIN verification requirement is not needed;
 - (2) When a nonresident brings a vehicle previously titled or registered in another state or country into this commonwealth, in connection with establishing a Pennsylvania residence; and
 - (3) When the initial application for a Pennsylvania Certificate of Title is for a truck, truck-tractor or motor home, regardless of the source of ownership.

A tracing is obtained by placing tracing paper against the VIN plate and applying pressure with a lead pencil, stroking left to right across the entire surface of the VIN plate, so as to produce on the paper an image of all information which has been embossed on the plate. If the vehicle's VIN plate is missing or it is impossible to secure a legible tracing of the plate, a certified inspection mechanic or a notary public in the employ of a dealership, manufacturer or full agent (83, 84, 85, 86, 87, 88, 90, 91 and 92 DIN numbers) is authorized to inspect and visually verify the VIN. If the authorized agent performs the VIN verification, they will list their name, DIN number and signature in Section A. If someone other than the authorized agent performs the VIN verification, Form [MV-41](#) must be used. **NOTE: A photograph of a vehicle's VIN plate is**

acceptable, if the photo is signed and dated by a certified inspection mechanic. If the vehicle is physically located outside Pennsylvania, the VIN must be visually verified by a police officer, a mechanic employed by a motor vehicle dealer or an armed forces installation provost marshal or motor officer using Form [MV-41](#), "Application for Correction of Vehicle Record or Verification of Vehicle Identification Number."

- If the vehicle's VIN plate is defaced, altered or missing, Form MV-1 should be accompanied by an application for a Pennsylvania state replacement VIN plate on Form [MV-41](#), in addition to a completed Form MV-32.
- TAXI/POLICE VEHICLE - If the vehicle being titled is to be used or was formerly used as a taxi or police vehicle, the appropriate block must be checked.

SECTION B - APPLICANT INFORMATION

The applicant is the first individual(s), corporation, business, etc., to whom vehicle ownership is assigned on the proof of ownership document, which must accompany the title application, Form MV-1. In the case of an out-of-state vehicle, the applicant is the first PA resident to whom ownership is assigned on the out-of-state certificate of title. Please take time to verify that assignments on ownership documents are complete and contain required signatures. **NOTE: If the vehicle is being leased, check the appropriate block on Form MV-1, Section B, and attach completed Form [MV-1L](#).**

- OWNER - List the applicant's actual full last name, first name and middle name or full business name. Please DO NOT use nicknames or first and middle initials. The applicant's name is to be listed on the title application as it appears on the valid Pennsylvania identification credential you examined.
- PA DL/ID# OR BUS ID # - List the applicant's Pennsylvania Driver's License or Pennsylvania Identification Card Number. If a business, list the business's identification number (i.e., EIN number).
- DATE OF BIRTH - List the applicant's date of birth.
- DEALER/BUSINESS PARTNER ID NUMBER - If the applicant is a dealership, list the Dealer/Business Partner ID Number as registered with the Bureau of Motor Vehicles.
- CO-PURCHASER - If two individuals are applying for joint ownership as applicants, list the second individual's actual last name, first name and middle name. **NOTE: If there is a co-purchaser, be sure to read the "NOTE" regarding joint tenants with right of survivorship and check the block, if applicable, in Section B.**
- DATE ACQUIRED/PURCHASED - List the date the APPLICANT received or purchased and was assigned ownership of the vehicle. This date should be listed numerically. **EXAMPLE:** mm/dd/yyyy.
- STREET - List applicant's full street address and P.O. Box number, Rural Delivery Route number or apartment number, if such numbers apply. **(NOTE: P.O. Box numbers may be used in addition to the actual address but cannot be used as the only address.)** The applicant's address listed on the valid Pennsylvania identification credential must agree with the address information that is being recorded on the title application and vehicle record. **The exceptions to this address requirement are U.S. Armed Forces personnel or their dependents; an employee of federal or state government or their immediate families whose workplace is located outside of Pennsylvania; or companies that have no Pennsylvania office and use the vehicle to regularly carry-on business within the commonwealth or a Park Model Trailer permanently located in Pennsylvania.** If the applicant is entitled to this exception, they must complete and attach Form [MV-8](#), "Self Certification for Proof of Residency." In addition, they must attach a letter from their employer on their employer's letterhead to document their out-of-state employment status or attach a copy of their Photo ID issued by their employer. If they are an immediate family member of a person meeting one of the allowable exceptions, they must attach documentation for the person entitled to the exception.
- CITY - List the full city name. Please **DO NOT** abbreviate.
- STATE - List the official state abbreviation designated by the U.S. Postal Service. If Pennsylvania, list PA.
- ZIP - List the full, correct zip code. Please take time to verify the zip code.
- COUNTY CODE - Indicate the actual county of residence by listing the appropriate county code from the table below:

COUNTY CODES:

01 - ADAMS	13 - CARBON	24 - ELK	35 - LACKAWANNA	46 - MONTGOMERY	57 - SULLIVAN
02 - ALLEGHENY	14 - CENTRE	25 - ERIE	36 - LANCASTER	47 - MONTGOMERY	58 - SUSQUEHANNA
03 - ARMSTRONG	15 - CHESTER	26 - FAYETTE	37 - LAWRENCE	48 - NORTHAMPTON	59 - TIOGA
04 - BEAVER	16 - CLARION	27 - FOREST	38 - LEBANON	49 - NORTHUMBERLAND	60 - UNION
05 - BEDFORD	17 - CLEARFIELD	28 - FRANKLIN	39 - LEHIGH	50 - PERRY	61 - VENANGO
06 - BERKS	18 - CLINTON	29 - FULTON	40 - LUZERNE	51 - PHILADELPHIA	62 - WARREN
07 - BLAIR	19 - COLUMBIA	30 - GREENE	41 - LYCOMING	52 - PIKE	63 - WASHINGTON
08 - BRADFORD	20 - CRAWFORD	31 - HUNTINGDON	42 - MCKEAN	53 - POTTER	64 - WAYNE
09 - BUCKS	21 - CUMBERLAND	32 - INDIANA	43 - MERCER	54 - SCHUYLKILL	65 - WESTMORELAND

- **JOINT OWNERSHIP** - When applying for a certificate of title with a co-purchaser other than a spouse, the information contained in the "NOTE" is important. If the block is not checked, the certificate of title will be issued as "TENANTS IN COMMON."
 - **JOINT TENANTS WITH RIGHT OF SURVIVORSHIP** refers to a vehicle titled to more than one person, where on the death of one owner, the vehicle goes to the surviving owner(s). This automatically applies for a spouse.
 - **TENANTS IN COMMON** refers to a vehicle titled to more than one person, where on the death of one owner of the vehicle, the deceased owner's interest in the vehicle will go to their heirs or estate.
- **LEASE VEHICLE** - Check block and complete Form [MV-1L](#), if the vehicle is being leased. If the vehicle is leased and registration is to be issued and Form [MV-1L](#) is not attached, the application will be rejected.

SECTION C - MILEAGE INFORMATION

List the mileage shown on the vehicle odometer. If the actual mileage differs from that shown on the vehicle odometer, or if actual mileage is in excess of its mechanical limits, check the appropriate block in Section C. Once the mileage reading is listed, this information may not be erased or otherwise altered. It is not necessary to attach a separate odometer disclosure statement; however, the mileage information contained on the attached proof of ownership must be completed.

The Federal Truth in Mileage Act requires the mileage to be disclosed at the time ownership of a vehicle is transferred. The agent will verify the odometer reading and record the reading on the proof of ownership document. Usually, the applicant is making application for a Pennsylvania Certificate of Title at the same time; therefore, the agent will record the same odometer reading on Form MV-1. However, in instances where the application for Pennsylvania Certificate of Title is made after the ownership transfer, such as out-of-state purchases where an in-transit registration plate was issued, the odometer readings may be different. When an applicant requests an agent to complete Form MV-1 after the ownership document has already been transferred and additional mileage was placed on the vehicle, the agent will record the new odometer reading on Form MV-1. This will also assist the agent in determining if the applicant qualifies for an exemption from CARB certification on Form [MV-9](#), "Compliance or Exemption for the Pennsylvania Clean Vehicle Program." In this instance, the odometer reading that will be entered on PennDOT's system will be the odometer reading found on the proof of ownership document and not the odometer reading found on Form MV-1.

SECTION D - LIEN INFORMATION

If no lien is to be recorded, check the box provided indicating no lien. **NOTE:** An individual may be listed as the lienholder on a vehicle record; however, the individual may not repossess the vehicle under the Motor Vehicle Sales and Finance Act using Form [MV-217A](#), "Application by Financial Institutions for Certificate of Title After Default by Owner." When an individual is listed as lienholder and a default occurs, the procedure listed for "Judgment and Execution" on Form [MV-217](#), "Application for Certificate of Title After Default by Owner," must be followed.

- **FIRST LIEN**
 - If there is no lien, the "If No Lien" block must be checked.
 - If the lien is to be recorded as an ELT, check yes. If not, check no.
 - If yes, List FIN number in space provided.
 - List the complete name, street address, city, state and zip code for the first lienholder.
- If a second lien is to be recorded, complete the second lien information section following the same instructions for completion of the first lien information.

NOTE: When Section D is completed requesting that two liens be recorded on the Pennsylvania Certificate of Title, the title will be mailed or sent electronically to the first lienholder.

SECTION E - VEHICLE TRADED

Complete this section only if the applicant traded a vehicle for the vehicle they are acquiring and are applying for PA Certificate of Title.

List the make of vehicle, Vehicle Identification Number (VIN), model year and body type of the traded vehicle following the guidelines for completion of Section A.

- **CONDITION OF VEHICLE** - Check the block that best describes the condition of the traded vehicle. **NOTE: The condition of the traded vehicle should, within reason, correspond to the make and model year. If not, please attach a brief note of explanation.**

SECTION F - ADDITIONAL VEHICLE INFORMATION

NOTE: If the vehicle is a mobile home, DO NOT complete this section.

- If the vehicle is a passenger vehicle:
 - Check passenger block.
 - **SEATING CAPACITY** - List the number of passengers that can be transported in the vehicle, excluding the driver.
- If the vehicle is a taxi, check the taxi block and list the seating capacity. If the taxi seats more than eight passengers, excluding the driver, it must be titled and registered as a bus.
- If the vehicle is a limousine, check the limousine block and list the seating capacity. Only limousines used for the transportation of persons for compensation will be issued a special limousine registration plate.
- If the vehicle is a bus, list the seating capacity. Seating capacity includes the driver.
 - Check the appropriate block indicating whether the vehicle will be used as a school bus, mass transit or other bus.
 - If there is a check in the "other bus" block, attach a statement: (1) explaining the intended use of the bus; (2) stating whether or not a fee to ride the bus is/will be charged; and (3) stating whether or not the bus is/will be operated under I.C.C. or P.U.C. regulations.
- If the vehicle is a motorcycle, motor-driven cycle or moped:
 - **CYLINDER CAPACITY** - Check appropriate block.
 - **BRAKE HORSEPOWER** - Check appropriate block.
 - **OPERABLE PEDALS** - Check appropriate block.
 - **MAXIMUM DESIGN SPEED** - Check appropriate block.
 - **AUTOMATIC TRANSMISSION** - Check appropriate block.
 - **DESIGNED/ALTERED FOR ROAD USE** - Check appropriate block indicating whether or not the vehicle was manufactured, or has been altered, for use on the highway.

NOTE: If the vehicle is a new vehicle, the cylinder capacity and the brake horsepower will be printed on the MCO. If the vehicle was previously titled out-of-state and this information is not known or is not found on the out-of-state certificate of title, contact a local cycle dealer selling the make of the vehicle.

- If the vehicle is a motor home:
 - **CHASSIS MANUFACTURER** - List the name of the company who manufactured the chassis of the vehicle.

NOTE: If it is a new vehicle that was manufactured in two stages, this information will be printed on the MCO for the chassis.
 - **BODY MAKE** - List the full trade name of the body of your vehicle.
- Trailers and all other vehicles not listed above.
 - **NUMBER OF AXLES** - List total number of axles.
 - **REQUESTED REGISTERED GROSS WEIGHT** - List the registered gross weight at which the applicant wishes to register the vehicle, including load.
 - **SUM OF GAWR's (Gross Axle Weight Ratings)** - Add the maximum weight capacities for each axle and list the sum.
 - **UNLADEN WEIGHT** - List the weight of the vehicle, fully equipped for service excluding the weight of any load. Include this information for trailers.
- If the vehicle is a truck or truck tractor which will be operated in combination:

- REQUESTED REGISTERED GROSS COMBINATION WEIGHT - List the registered gross combination weight the applicant is requesting.
- GROSS COMBINATION WEIGHT RATING - List the gross combination weight rating as established by the manufacturer. This information may be found on the vehicle's VIN plate and/or printed on the MCO, if a new vehicle.

SECTION G - APPLICATION FOR REGISTRATION

• REGISTRATION PLATE INFORMATION

- If original registration plate issuance, check block indicating either; (1) registration plate is to be issued by PennDOT, (2) exchange registration plate is to be issued by PennDOT, or (3) temporary registration plate is being issued by a full agent. **NOTE: If registration plate is to be issued by PennDOT, valid proof of insurance must be attached.**
- Temporary Registration Plate Number - Place the sticker for the corresponding registration plate that was issued with the temporary registration plate, on the line provided for the temporary registration plate number. A temporary registration plate is valid for 90 days. **NOTE: Before placing the sticker on Form MV-1, please be sure to "hand write" the registration plate number in the space provided. This will ensure that all three copies of Form MV-1 have the registration plate information recorded.**

NOTE: Temporary registration may not be issued on Form MV-1 for reconstructed, specially constructed or recovered theft vehicles, for vehicles to be issued apportioned registration, for vehicles that need to follow importation procedures or for vehicles with a court order as the proof of ownership document. PennDOT will issue the registration credentials at the time the application is processed. The vehicle may not be operated on the highway until the registration credentials are received.

- TRANSFER OF A PREVIOUSLY ISSUED REGISTRATION PLATE - Check this block if the applicant is transferring a registration plate from another vehicle.
- TRANSFER AND RENEWAL OF REGISTRATION PLATE - Check this block if the applicant is transferring a registration plate from another vehicle and renewal of that registration plate is needed. The applicant may be eligible to renew their motor vehicle registration for either a one-year or two-year registration period. Both registration periods and the required fees are provided on the registration renewal form or Form [MV-70S](#), "Bureau of Motor Vehicles Schedule of Fees." **NOTE: If the fee listed in the "2-yr. fee" block on the registration renewal form is "N/A," the vehicle type is not eligible to renew for a two-year period.**
- TRANSFER AND REPLACEMENT OF REGISTRATION PLATE - Check this block if the applicant is transferring a registration plate from another vehicle and replacement of the registration plate is needed.
- REGISTRATION PLATE NUMBER - List registration plate number being transferred.
- EXPIRES - List month and year of expiration of registration plate as shown on the applicant's registration card for the registration plate being transferred.
- REASON FOR REPLACEMENT - Check appropriate block for reason for replacement of registration plate. **NOTE: If "NEVER RECEIVED" block is checked, applicant must submit a completed Form [MV-50](#), "Application for Replacement of Never Received Product."**
- TRANSFERRED FROM TITLE NUMBER - List title number of the vehicle from which registration plate is being transferred.
- VIN - List Vehicle Identification Number of vehicle from which registration plate is being transferred.
- SIGNATURE OF PERSON FROM WHOM REGISTRATION PLATE IS BEING TRANSFERRED (if other than applicant) - If the registration plate was not taken from a vehicle registered in the applicant's name, the signature of the person to whom the registration plate was previously registered is required.
- RELATIONSHIP TO APPLICANT - Relationship of person from whom the registration plate is being transferred must be listed. Under Section 1314(a) of the Pennsylvania Vehicle Code, a registration plate may be transferred between spouses or between parent(s) including step-parent(s) or parent(s)-in-law and their child(ren) including step-child(ren) or child(ren)-in-law. A registration plate may also be transferred: (1) to or from a vehicle leased by an individual; and (2) to or from a sole proprietorship by the sole owner of such business.
- INSURANCE INFORMATION - List the name of the applicant's insurance company, policy number, NAIC number, and policy effective and expiration dates covering this vehicle. If a policy number has not been issued, attach a copy of the insurance binder. **NOTE: The applicant's signature on this application acknowledges that their**

operating privilege and registration may be suspended if financial responsibility is not maintained for the period of registration.

• **ISSUING AGENT INFORMATION**

- Month, day and year of issuance of the temporary registration plate or the transfer of temporary registration must be listed. No alteration of date will be accepted. This date certifies the date the authorized agent verified the applicant had valid proof of financial responsibility.
- Issuing Agent - Print name exactly as registered with the Bureau of Motor Vehicles.
- Agent Number - List card agent identification number, full agent identification number or Dealer/Business Partner Identification Number.
- Issuing Agent Signature - Signature of issuing agent is required.
- Telephone - List area code and business telephone number of issuing agent.

NOTE: The issuing agent information must be completed even if no registration was issued. The date would be blank if no registration plate was issued, or no transfer of registration was completed.

SECTION H - TAX/FEES

For a complete listing of motor vehicle fees, refer to Form [MV-70S](#), "Bureau of Motor Vehicle Schedule of Fees," found on our website at www.dmv.pa.gov.

- **PURCHASE PRICE** - List the correct purchase price. Purchase price includes any lien or other obligation assumed by the purchaser. Enter total purchase price in Section I, including installation charges on contract sales of mobile homes. If purchase price is less than 80% of the vehicle's average fair market value, or the vehicle is over 15 years old and the purchase price is less than \$500, Form [MV-3](#), "Motor Vehicle Verification of Fair Market Value by the Issuing Agent," must be completed. If tax credit is claimed, evidence of tax paid must be attached.
 - **LESS TRADE-IN** - List amount of trade-in, if applicable.
 - **TAXABLE AMOUNT** - Determine the taxable amount by subtracting the trade-in amount received from the purchase price. If there was no trade-in, the purchase price is the taxable amount.
 - **Times 6% Sales Tax** - Multiply taxable amount by 6% (.06). Residents of Allegheny County must pay an additional 1 % sales tax. Multiply taxable amount by 7% (.07). Residents of the City of Philadelphia will pay an additional 2% sales tax. Multiply taxable amount by 8% (.08).
 - **LESS TAX CREDIT** - Credit will be granted for state sales and use taxes legally paid to another state, provided such state grants similar tax credit for taxes paid to Pennsylvania. Refer to Form REV-227, "Sales and Use Tax Credit Chart" found on Department of Revenue's website at www.revenue.pa.gov. Proof of payment from state where tax was paid must be attached.
1. **SALES TAX DUE** - Sales tax due is the amount shown in sales tax block unless a tax credit is listed. If sales tax credit is listed, determine sales tax due by subtracting tax credit from 6% sales tax (Allegheny County residents pay 7% sales tax and City of Philadelphia residents pay 8%) and list proper amount.
 - 1a. If claiming a tax exemption, indicate the proper exemption reason code from the reverse side of the white copy of Form MV-1 [numeric codes 1 through 26 or 0 (explain in detail reason code)] in block 1A.
 - 1b. List exemption authorization number (issued by Revenue Department, ICC or PUC) in block 1B, if applicable.
 - 1c. If the vehicle is a leased vehicle, 9,000 pounds or less, the lessor's Public Transportation Assistance Fund (PTA) Number must be listed in block 1C. If the applicant is unsure if they have a PTA Tax Number, they may call the Tax Payer Service and Information Center at 717-787-1064.
 2. **TITLE FEE** – List Certificate of Title fee. For a complete listing of motor vehicle fees, refer to Form MV-70S, "Bureau of Motor Vehicles Schedule of Fees," found on our website at www.dmv.pa.gov.
 3. **LIEN FEE** – List lien recording fee, if recording a lien against this vehicle. **NOTE: An additional lien recording fee is required for each subsequent lien recorded.**
 4. **REGISTRATION OR PROCESSING FEE** - If the applicant is applying for a registration plate from PennDOT or a temporary registration plate has been issued, list appropriate registration fee or list the processing fee amount in this block. The applicant may be eligible to register their motor vehicle for either a one-year or two-year registration period. Required fees are provided on Form [MV-70S](#), "Bureau of Motor Vehicles Schedule of

Fees.”

- (a) If claiming retired status, Form [MV-371](#), “Application for a Retired Person’s Processing Fee on a Vehicle Registration,” must be submitted.
- (b) If requesting a street rod registration plate, a fee is required when transferring and replacing a previously issued registration plate. **NOTE: If a street rod registration plate is being requested on a newly purchased vehicle, the fee must be accompanied by the vehicle’s appropriate registration fee.** For a complete listing of motor vehicle fees, refer to Form MV-70S, “Bureau of Motor Vehicles Schedule of Fees,” found on our website at [www.dmv.pa.gov](#).
- (c) Organizations covered under Section 1901(c) of the Pennsylvania Vehicle Code must submit a Processing Fee in Lieu of Registration fee. **NOTE: If an applicant is eligible for a processing fee in lieu of registration, they cannot obtain a two-year registration.** For a complete listing of motor vehicle fees, refer to Form MV-70S, “Bureau of Motor Vehicles Schedule of Fees,” found on our website at [www.dmv.pa.gov](#).

FEE EXEMPT CODE - If the applicant is a PennDOT-approved organization qualifying under Section 1901(c) of the Pennsylvania Vehicle Code, list the 5-digit exemption code number assigned by PennDOT.

- (d) If requesting a farm truck certificate of exemption (Type A, Type B, Type C or Type D), use Form [MV-77A](#), “Application for Farm Vehicle 2 Year Certificate of Exemption,” in conjunction with Form MV-1 or Form MV-4ST. For a listing of the applicable certificate of exemption fees by type, refer to Form [MV-70S](#), “Bureau of Motor Vehicles Schedule of Fees” found on our website at [www.dmv.pa.gov](#).
- 5. COUNTY FEE: The applicant’s county of residence may implement an annual fee of \$5 for each non-exempt vehicle registered to an address in that county. The \$5 county fee is collected by PennDOT at the time a vehicle is registered and at the time registration is renewed. This means registrants applying for a two-year period of registration will pay a \$10 Fee for Local Use; registrants applying for a 5-year period of registration for a trailer will pay a \$25 Fee for Local Use. For a listing of participating counties that enacted a fee for local use, refer to the [Fee for Local Use – Participating Counties Fact Sheet](#), found on our website at [www.dmv.pa.gov](#).
 - 6. DUPLICATE REGISTRATION CARD FEE AND NUMBER OF CARDS: A \$2 fee for each duplicate registration card is due at the time of registration, replacement of registration plate or transfer of registration plate. List appropriate fee and number of registration cards desired.
 - 7. TRANSFER FEE: If the applicant is transferring a registration plate, list the transfer fee. For a complete listing of motor vehicle fees, refer to Form MV-70S, “Bureau of Motor Vehicles Schedule of Fees,” found on our website at [www.dmv.pa.gov](#).
 - 8. INCREASE FEE: If the applicant is transferring a registration plate from a vehicle to another vehicle in a higher class and the registration fee is greater, list the increase in fee due.
 - 9. REPLACEMENT FEES:
 - a. **Registration Plate:** A fee is required for a replacement registration plate. In conjunction with replacement of your registration plate, you will receive one registration card. For a complete listing of motor vehicle fees, refer to Form MV-70S, “Bureau of Motor Vehicles Schedule of Fees,” found on our website at [www.dmv.pa.gov](#).
 - b. If additional registration cards are desired, there is a fee for each additional registration card. (See #6 above.)
 - 10. TOTAL PAID – Add blocks 1 thru 9 and list the total amount. Send a check or money order made payable to the “Commonwealth of Pennsylvania.”

SECTION I - SEAL AND APPLICATION FOR TITLE

- APPLICANT CERTIFICATION - The applicant refers to the person(s) whose name(s) appears in Section B. The application must be signed in the presence of a notary public, if notarizing, or in the presence of an employee of a dealership authorized to verify signatures.
 - If one purchaser is applying for certificate of title, their signature must appear on the first line in the space provided. When the vehicle is in the name of a company/corporation, the signature of an authorized representative is required. The title of the authorized signer for a business must appear on the second line.
 - If joint ownership, the co-purchaser’s signature must appear on the second line in the space provided.
 - If there are two owners for assignment, both have to be present for signature and notarization or verification of signature.

- List the applicant's complete telephone number, including the area code. The telephone number will only be used to assist in processing the application.
- Notarization of application section (WHITE COPY ONLY) must be completed by the authorized agent and stamp affixed or verification in lieu of notarization may be used by agents/licensed dealers with a DIN or Business Partner ID Number and those who issue temporary registration plates. All other authorized agents must continue to notarize documents.

NOTE: Section I must be signed after the form is completed in its entirety, including payment for all fees due.

APPLICATION FOR CERTIFICATE OF TITLE FOR MOBILE HOME OR MANUFACTURED HOME

When transferring ownership of a mobile home or manufactured home, additional documentation must be included.

If a mobile home or manufactured home that has been anchored to the ground to facilitate connection with electricity, water and sewerage and **has been** previously titled in PA and used as a residence in PA immediately preceding its sale or transfer, is offered for sale or transfer, the transferor shall obtain a tax status certification from the Tax Claim Bureau of the county in which the home is situated, showing the county, municipal and school district real estate taxes due on the home as shown by the Tax Bureau records as of the date of the certification. This includes any delinquent taxes turned over to a third party for collection. This tax certification shall be provided to the transferee and PennDOT in conjunction with the transfer of ownership.

NOTE: If a new mobile home or manufactured home is being titled using the Manufacturer's Certificate of Origin (MCO) as the proof of ownership, **neither** the tax status certification nor Form [MV-16T](#) is required.

The tax status certification must include the following information:

- The parcel number assigned to the home.
- The amount of current or delinquent taxes owed from the parcel number.
- The date upon which a tax for the parcel number will accrue and the taxing period that the tax will cover.
- The address and telephone numbers of the tax collection authority and tax claim bureau or equivalent office.

If taxes are due for the home, the transferor shall pay the delinquent real estate taxes in full or cause the taxes to be paid in full and an updated tax status certification must be obtained and provided to the transferee and PennDOT before the transfer is completed.

If the mobile home or manufactured home is NOT anchored to the ground to facilitate connections with electricity, water and sewerage OR was not used as a residence in Pennsylvania or isn't titled in Pennsylvania, Form [MV-16T](#), "Self-Certification of Exemption from Tax Status Certificate When Transferring Ownership of a Mobile Home or Manufactured Home," must be provided in lieu of the tax status certification. Form [MV-16T](#) is to be completed by the transferors of the mobile home or manufactured home and provided to the transferee to be submitted with the completed application for a Pennsylvania Certificate of Title.

MAILING REQUIREMENTS

Please use the unique post office box number printed in the upper right corner of Form MV-1 when mailing your application to PennDOT. Completed applications and supporting documents must be submitted to PennDOT within 20 days from date of sale. **NOTE: Dealers applying for a dealer certificate of title only must instead use P.O. Box 67470 and the zip code of 17106-7470 and disregard the post office box number listed on the form.**

Please Note: Authorized agents are under contract with PennDOT and may charge a market driven service (delivery) fee. These are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

FACT SHEET

Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms

PURPOSE

This fact sheet provides the proper forms of personal identification documents required to be used by an issuing agent to verify the identity of a person when completing motor vehicle forms.

REQUIREMENTS

Issuing agents are required to attach a legible photocopy of the front and back of the accepted identification credential, along with any title and/or registration application submitted to PennDOT. Agents may only accept one of the following credentials for identification purposes in order to issue title and registration documents:

1. A valid Pennsylvania Photo Driver's License;
2. A valid Pennsylvania Photo Identification Card;
3. A valid Pennsylvania Photo Exempt Driver's License;
4. A valid Pennsylvania Photo Exempt Identification Card;
5. A valid Pennsylvania 15-day temporary internet driver license or identification card renewal credential and expired DL/ID;
6. A valid Pennsylvania Camera Card and Pennsylvania Expired Identification Credential; or
7. A valid U.S. Armed Forces Common Access Card or a valid Next Generation Uniformed Services ID card
 - a. Dependents of Armed Forces personnel must provide a valid United States Uniformed Services Identification and Privilege Card (DD Form 1173).

Each of the documents above must be in the same name as the name and address listed on the motor vehicle applications. If the correct address does not appear on the Pennsylvania identification credentials, the applicant must provide the agent with the Driver's License Update Card. If the applicant does not have updated credentials, they must obtain one prior to the agent completing the application for title and/or registration.

NOTE: The requirements for Pennsylvania identification do not apply to the seller or sellers of a vehicle. However, this does not exempt the seller or sellers from providing valid government issued photo identification for identification purposes when completing motor vehicle applications as the seller of a vehicle.

When completing motor vehicle applications, agents are required to examine and analyze the identification credential for purposes of validation. It is essential the authorized agent properly identifies the person whose signature is being notarized or verified in lieu of notarization. Please be aware that an authorized agent may be held legally responsible for notarizing or verifying a document without first establishing a person's identity. In order to do this, the only documents that may be used to identify the individual making the application are a valid PA Photo Driver's License, a valid PA Photo Identification Card, a valid PA Photo Exempt Driver's License, a valid PA Photo Exempt Identification Card, a valid Pennsylvania 15-day temporary internet driver license or identification card renewal credential and expired DL/ID, a valid Pennsylvania Camera Card and Expired Identification Credential or a valid U.S. Armed

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Forces Common Access Card or a valid Next Generation Uniformed Service ID card. Dependents of U.S. Armed Forces personnel must provide DD Form 1173 or the Next Generation Uniformed Service ID card. International Driver's Licenses will not be accepted and cannot be used to identify an individual making application. Issuing agents completing motor vehicle applications for title and registration must maintain a front and back copy of the above stated proofs of identification for a period of three years from the date of application. If unsure of the validity of the credential, **DO NOT PROCESS** the title application. Processing applications for title and registration with any forms of identification other than those listed on this fact sheet, may result in the suspension or termination of your agent contract.

NOTE: Title 67, Chapter 43.5 (f)(3) states "a copy of the document used for identification" must be retained at the place of business of the issuing agent for at least three years." Issuing agents are required to retain a photocopy of the front and back of one of the acceptable identification credentials listed above.

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee. These are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

ITEMS AGENTS SHOULD EXAMINE TO VALIDATE IDENTIFICATION CREDENTIALS

(New Design)

Pull out your driver's license or photo identification card and compare it to the identification credential presented to you. This will assist you in determining the validity of the product.

VALID PENNSYLVANIA DRIVER'S LICENSE

Does the driver's license contain a three-digit code?

Does the driver's license contain a signature?

Is the signature in the correct position?



There in an 8-digit number.

Do the photos match?

VALID PENNSYLVANIA PHOTO IDENTIFICATION CARD

Does the identification card contain a three-digit code?

Does the identification card contain a signature?

Is the signature in the correct position?



There in an 8-digit number.

Do the photos match?

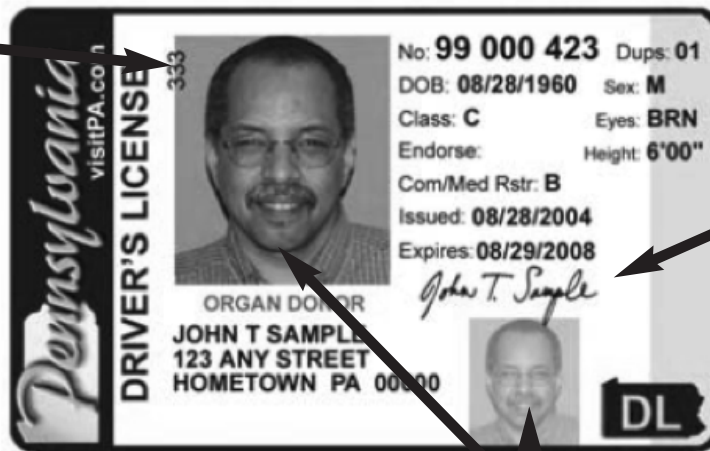
Agents are required to examine and analyze the identification credential for the purposes of validation. The information provided are examples of items agents should be examining on the identification credential provided and is not an all-inclusive list. There may be other items agents may find during examination such as font size, photo askew, etc., that would indicate the document, is counterfeit or altered.

ITEMS AGENTS SHOULD EXAMINE TO VALIDATE IDENTIFICATION CREDENTIALS

Pull out your driver's license or photo identification card and compare it to the identification credential presented to you. This will assist you in determining the validity of the product.

VALID PENNSYLVANIA DRIVER'S LICENSE

Does the driver's license contain a three-digit code?



Does the driver's license contain a signature?
Is the signature in the correct position?

Do the photos match?

VALID PENNSYLVANIA PHOTO IDENTIFICATION CARD

Does the identification card contain a three-digit code?



Does the identification card contain a signature?
Is the signature in the correct position?

Do the photos match?

Agents are required to examine and analyze the identification credential for the purposes of validation. The information provided are examples of items agents should be examining on the identification credential provided and is not an all inclusive list. There may be other items agents may find during examination such as font size, photo askew, etc., that would indicate the document, is counterfeit or altered.

TIPS FOR PROOF OF IDENTIFICATION SECTION

- Agents are required to examine and analyze the identification credential for the purposes of validation. The information provided are examples of items agents should be examining on the identification credential provided and is not an all-inclusive list. There may be other items that agents may find during examination such as font size, photo askew, etc., that would indicate the document, is invalid or unreliable.
- Only the five documents listed on the “Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms Fact Sheet” are acceptable for an agent to verify the identity of a person completing motor vehicle forms. Passports are no longer accepted.
- The Pennsylvania identification requirement does not apply to the seller or sellers of a vehicle.
- Agents should also examine the reverse side of the identification credential. Read the information listed. There should not be any reference to “non-government issued” or other such language.
- International Driver’s Licenses are **NOT** acceptable.
- The name listed on the identification credential must be the same name listed on the motor vehicle application.
- Accepting any identification, other than those listed on the “Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms Fact Sheet,” may result in suspension or termination of your contract.
- If you are not sure of the validity of the credential, **DO NOT PROCESS** the title application.
- If you suspect the identification credential being presented is fraudulent, the title/registration application should not be processed and should be returned to the customer. If possible, a copy of the ID credential should be submitted to PennDOT’s Office of Risk Management at:

Pennsylvania Department of Transportation
Office of Risk Management
P.O. Box 69005
Harrisburg, PA 17106-9005

FACT SHEET

Identification Requirements for Completion of Motor Vehicle Applications By Business Organizations or Non-Profit Corporations

PURPOSE

This fact sheet explains the requirements for establishing the identity and authority of an individual for the purposes of completing Pennsylvania Certificate of Title applications (buying or selling) on behalf of a business organization or a non-profit corporation. A business organization includes a sole proprietorship, a general or limited partnership, corporation, a limited liability partnership (LLP) or a limited liability company (LLC).

APPLICANT REQUIREMENTS (Buyer)

Applicants for title must establish:

- (1) Their identity; Please refer to the "Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms Fact Sheet" for acceptable proofs of identification.
- (2) The existence of the business organization or non-profit corporation, in whose name the title is to be issued, (Pennsylvania address for business must be listed), such as:
 - (a) A utility bill in the name of the business; or,
 - (b) A document issued by a federal or state government agency recognizing or authorizing the existence of the business organization or non-profit corporation. An example is a document such as a fictitious name filing form or a certificate of registration for the business issued by the Department of Revenue or Department of State; or,
 - (c) A document creating or governing the business organization or non-profit corporation. An example is the by-laws or articles of incorporation of a corporation, a partnership agreement for a partnership or LLP or a certificate of organization or operating agreement for an LLC.
- (3) Their actual authority to act on behalf of the business organization or non-profit corporation to apply for title.

SELLER REQUIREMENTS

A seller of the vehicle must establish:

- (1) Their identity; Please refer to the "Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms Fact Sheet" for acceptable proofs of identification.
- (2) Their actual authority to act on behalf of the business organization or non-profit corporation to apply for title.

AGENT RESPONSIBILITIES

Proof of Individual Identity

An issuing agent must have satisfactory evidence the person appearing before them is the person executing the application to obtain title to a motor vehicle in the name of a business organization or non-profit corporation. For this purpose, the issuing agent is required to establish proof of identity for the person

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by examining one form of valid proofs of identification as listed on the “Acceptable Proof of Identification Documents for Completing Motor Vehicle Forms Fact Sheet.”

Proof of Authorization

A person must establish their actual authority to act on behalf of the business organization or non-profit corporation making application for a Pennsylvania title. The individual must be the person indicated in the chart below and provide written documentation clearly indicating the person’s position within that business, organization or non-profit corporation.

If the individual making application for the title is an employee of the business organization or non-profit corporation, written documentation, on organization letterhead, clearly indicating the person’s authority to act on behalf of the business organization or non-profit corporation must be provided. The written documentation must be signed by one of the authorized person(s) identified on the chart.

If the individual making application for the business organization or non-profit corporation is not one of the persons identified in the chart or an authorized employee, a valid power of attorney executed by an authorized person on behalf of the business organization or non-profit corporation must be provided. **NOTE:** A power of attorney used in this situation must be made not more than 90 days before the application is received by PennDOT.

BUSINESS ENTITY	PERSON WHO HAS AUTHORITY TO COMPLETE A TITLE APPLICATION FOR A BUSINESS ENTITY
Sole Proprietorship	(a) Sole proprietor
Partnership	(a) A Partner
Corporation (Profit & Non-Profit)	(a) Director, if authorized (b) Executive Officer as indicated in the Articles of Incorporation
Limited Liability Partnership (LLP)	(a) A Partner
Limited Liability Corporation (LLC)	(a) Member, if member-managed LLC (b) Manager, if manager-managed LLC

PennDOT requires the agent to maintain copies of the proof of the applicant’s identity, the applicant’s authority to complete the title application and the document used to provide existence of the business organization or non-profit corporation.

NOTE: No agent, including an online agent, may process any motor vehicle application containing an out-of-state address. These applications and supporting documents must be forwarded to PennDOT for processing.

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent’s service (delivery) fees are market driven and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

FACT SHEET

Address Requirements for Titling and/or Registering a Vehicle in Pennsylvania

PURPOSE

This fact sheet explains Pennsylvania address requirements for all applications to title, and/or register a vehicle, or any application requesting a change of address.

REQUIREMENTS

Pennsylvania Address:

Effective Jan. 31, 2006, only a Pennsylvania address may be recorded on title and registration products. All applications to title, and/or register a vehicle, or any application requesting a change of address must list the customer's bona fide Pennsylvania numbered street address. (This applies to companies as well.) The address listed on the customer's acceptable proof of identification must be the same address listed on the title and/or registration application.

The only exceptions to motor vehicle documents being processed with an out-of-state address are:

- ❖ U.S. Armed Forces personnel or their dependents.
- ❖ An employee of federal or state government or their immediate families whose workplace is located outside of Pennsylvania.
- ❖ A business located outside of Pennsylvania with no Pennsylvania location and the vehicle is regularly operated in carrying on business within this commonwealth.
- ❖ A Park Model Trailer that is permanently located in Pennsylvania.

If the applicant is entitled to one of the above exceptions, [Form MV-8, "Self Certification for Proof of Residency,"](#) must be completed and attached to the title and/or registration application or the change of address request along with a letter from the applicant's employer, on employer letterhead, to document the applicant's status, or the applicant may attach a copy of their current photo ID issued by their employer.

NOTE: Mobile home titling applications are exempt from the Pennsylvania address requirement. Form MV-8 is not required when titling a mobile home to an out-of-state address.

All applications where an out-of-state address is requested **MUST**, be forwarded to PennDOT for processing along with the required documentation. **No agent, including an on-line agent, may process any motor vehicle application containing an out-of-state address.** These applications and supporting documents must be forwarded to PennDOT for processing.

Pennsylvania residents who lease a vehicle from a leasing company located outside of the commonwealth may still title and register the vehicle in Pennsylvania provided the lessee is in fact a Pennsylvania resident, and provides one of the identification documents required to title and/or register a vehicle in Pennsylvania. This means that when the application for title and registration is completed and submitted to PennDOT with [Form MV-1L, "Application for Lessee Information,"](#) blocks 2, 6 or 7 must be checked indicating the lessee is responsible for all registration documents. In addition, if the lessee is requesting an out-of-state address they must qualify for one of the out-of-state address exemptions and must comply with submitting the necessary documents to obtain the out-of-state address. However, if blocks 0, 1 or 5 are checked indicating the leasing company is

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pennsylvania
DEPARTMENT OF TRANSPORTATION

responsible for all registration documents and the leasing company is requesting an out-of-state address, they must qualify for one of the out-of-state address exemptions and must comply with submitting the necessary documents to obtain the out-of-state address. Please keep in mind any applications requesting an out-of-state address must still be submitted to PennDOT for processing.

Post Office Box:

Post Office Box addresses may only be used in conjunction with a bona fide numbered street address. Post Office Box address alone is not permitted. The Pennsylvania Vehicle Code requires actual or bona fide addresses on applications for title and registration.

Care Of (C/O):

C/O (care of) addresses are not permitted. The Pennsylvania Vehicle Code requires actual or bona fide addresses on applications for title and registration.

The only exception to this is when an insurance company is requesting a certificate of salvage. PennDOT allows insurance companies to request a certificate of salvage in their name with a C/O to a salvage auction with the salvage auction's address.

Examples of how an address would be recorded on MV records:

- 1st line: Street address - this line would contain the physical street address information.
- 2nd line: Additional address information - This line would contain any addition address information, such as an apartment number or any P.O. Box information.
- 3rd line: City, State and Zip Code.

John Public
23 Bull Drive
Apt. 3
Harrisburg, PA 17104

Jane Public
123 Main Street
P.O. Box 4
Harrisburg, PA 17106

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven, and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.



SELF CERTIFICATION FOR PROOF OF RESIDENCY

For Department Use Only

Bureau of Motor Vehicles • PO Box 68293 • Harrisburg, PA 17106-8293

OUT-OF-STATE ADDRESS: Motor vehicle documents to an out-of-state address will not be issued, **EXCEPT** in the case of: U.S. Armed Forces personnel and employees of federal or state governments or their families whose workplace is located outside of Pennsylvania, a business located outside of Pennsylvania with no Pennsylvania office, or a Park Model Trailer permanently located in Pennsylvania. This form must also be submitted when applying for a Persons with Disability Parking Placard using Form MV-145A to request issuance to an out-of-state address. If any of these exceptions applies to you, please check the appropriate box in Section C and include documentation with this application.

A VEHICLE INFORMATION				
Vehicle Identification Number		Title Number	Registration Plate Number	
B VEHICLE OWNER INFORMATION				
Last Name (or Full Business Name)		First Name	Middle Name	PA DL/Photo ID# or Bus. ID#
Co-Applicant Last Name		First Name	Middle Name	PA DL/Photo ID#
Date of Birth				
Current Street Address				
City			State	Zip Code
C CERTIFICATION				
☐ I certify that my workplace is located outside of Pennsylvania and I am employed by, or am an immediate family member of a person employed by: ☐ U.S. Armed Forces ☐ Federal Government ☐ Pennsylvania State Government Person meeting exemption (check one): ☐ Self ☐ Spouse ☐ Dependent Child Please attach a letter from your employer on their letterhead to document your status, or attach a copy of your current photo ID issued by your employer. If you are the immediate family member of a person meeting one of the allowable exceptions, attach documentation for the person entitled to the exception.				
☐ I certify that the business is located outside of Pennsylvania with no Pennsylvania location and this vehicle is regularly operated in carrying on business within this commonwealth. Please attach documentation showing the existence of the business in a state other than Pennsylvania, the authorized person's out-of-state driver's license and documentation indicating where the vehicle is being used in Pennsylvania.				
☐ I certify that the vehicle is a Park Model Trailer and is permanently located in Pennsylvania. Please attach a copy of your out-of-state driver's license or photo identification and documentation of where the Park Model Trailer is located in Pennsylvania.				
D SIGNATURE				
I hereby certify under penalty of law that ALL information is TRUE and CORRECT and that I understand that any misstatement of fact is a misdemeanor of the third degree punishable by a fine up to \$2,500 and/or imprisonment up to one year (18 Pa.C.S. Section 4904[b]).				
_____ Applicant's Signature		_____ Date	_____ Telephone Number	
_____ Co-Applicant's Signature		_____ Date	_____ Telephone Number	

Visit us at www.dmv.pa.gov or call us at 717-412-5300. TTY callers — please dial 711 to reach us.

NOTE: If applicant is requesting an out-of-state address on Form MV-8, they must be forwarded to PennDOT for processing



APPLICATION FOR CERTIFICATE OF TITLE

Attach Proof of Ownership • Type or Print
Make check payable to Commonwealth of Pennsylvania

Bureau of Motor Vehicles
P.O. Box 68591
Harrisburg, PA 17106-8591

No.

MV-1 (1-19)				H. TAX/FEES	
A. VEHICLE DESCRIPTION	Make of Vehicle FORD	Vehicle Identification Number (VIN). If tracing required, tape securely to reverse side of this copy. 3GNEK13T67D458321	Body Type (SDN, TK, Bus, etc.) TK	Model Year 2007	Purchase Price (See Note on Reverse) \$15,000.00
	Gross Vehicle Wt. Rating 14,050	Fuel Type: ☒ Gasoline ☐ Diesel ☐ Propane ☐ Electric ☐ Natural Gas	DIN/Bus, Part ID/Mechanic # 85-5840LA	Authorized Notary Public or Certified Inspection Mechanic (Print Name) Marion Notary	
	Check the appropriate block if the vehicle is to be used or was formerly used as a ☐ Taxi or a ☐ Police Vehicle (If applicable)				Less Trade-In \$5,600.00
I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct.				Sign Here <i>Marion Notary</i>	Taxable Amount \$9,400.00
B. APPLICANT INFORMATION	Last Name (or Full Business Name) Smith		First Name John	Middle Name Ray	PA D/I# or Bus ID# 12-345-678
	Co-Purchaser Last Name Jones		First Name Amy	Middle Name Sue	PA D/I# 23-456-789
	Date of Birth 4-23-1956		Date of Birth 1-17-1959		Sales Tax X 6% (.06) X 7% (.07) or X 8% (.08) * (See Note on Reverse)
	Street 1700 South Street		Date Acquired/Purchased 9-1-20XX		COUNTY CODE 2 2
	City Anytown		State PA	Zip Code 17000	Dealer/Bus, Partner ID# (If Applicable) 85-5840LA
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☒ Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to their heirs or estate.)					1. Sales Tax Due \$ 564.00
NOTE: If the vehicle is to be used as a daily rental or leased vehicle, CHECK HERE ☐ If block is checked, complete and attach Form MV-1L.					1A. Exemption Reason Code (must be a number from 1 to 26 or 0)
C. MILEAGE INFORMATION	☐ Reflects the amount of mileage in excess of its mechanical limits.		☐ Is NOT the actual mileage		ODOMETER READING 5 2 Tenths
	WARNING: Federal and state laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.				1C. PTA No.
D. LIEN INFORMATION	If no lien, CHECK ☐ Is this an ELT? (If yes, FIN required) ☒ YES ☐ NO		If no 2nd lien, CHECK ☐ Is this an ELT? (If yes, FIN required) ☐ YES ☐ NO		2. Title Fee \$55.00
	1st Lienholder Financial Institution Number 12345678901		2nd Lienholder Financial Institution Number		3. Lien Fee \$26.00
	1st Lienholder Name ABC Bank		2nd Lienholder Name		4. Registration Or Processing Fee \$397.00
	Street 1 New Street		Street		Fee Exempt Number as Assigned by the Department
City Anytown		State PA	Zip Code 17000	City Anytown	State PA
E. VEHICLE TRADED	Make of Vehicle FORD	Vehicle Identification Number (VIN) ABC346BC059753251	Model Year 2004	5. County Fee * (See Note on Reverse)	
	Body Type (SDN, BUS, TK, etc.) SDN	Condition of Vehicle ☒ GOOD ☐ FAIR ☐ POOR	6. Duplicate Reg. Fee No. of Dup. Reg. Cards:		
F. ADDITIONAL VEHICLE INFORMATION	Passenger, Taxi/Bus ☒ Passenger ☐ Taxi ☐ Limousine ☐ School Bus ☐ Mass Transit ☐ Other Bus	Seating Capacity			
	Motorcycle, Motor Driven Cycle, Moped	Cylinder Capacity 50cc or Less ☐ YES ☐ NO	Brake Horsepower ☐ 1.5 or Less ☐ 1.6 to 5.0 ☐ Over 5.0	7. Transfer Fee	
	Motorcycle, Motor Driven Cycle, Moped	Operable Pedals ☐ YES ☐ NO	Max Design Speed 25 MPH or Less ☐ YES ☐ NO	8. Increase Fee	
	Motorcycle, Motor Driven Cycle, Moped	Automatic Transmission ☐ YES ☐ NO	Designed/Altered for Road Use ☐ YES ☐ NO	9. Replacement Fee	
	Motor Home	Chassis Mfr.	Body Make	10. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount \$1,042.00	
	Trailer & Vehicles Below	Number of Axes 2	Req. Registered Gross Wt. (Including Load)	Unladen Wt. (Empty) 15,050	
Truck, Truck Tractor	Sum of GAWR's	Req. Registered Gross Combination Wt.	Gross Combination Wt. Rating 5,397		
G. APPLICATION FOR REGISTRATION	Original Registration Plate - CHECK ONE ☐ Registration Plate to be issued by Department (Proof of Insurance must be attached) ☐ Exchange Registration Plate to be issued by Department ☒ Temporary Registration Plate Issued by Full Agent (NOTE: This registration plate will expire 90 days from date of issue)		☐ Transfer of Previously Issued Registration Plate ☐ Transfer & Replacement of Registration Plate ☐ Transfer & Renewal of Registration Plate		
	Registration Plate No. XXX-1232		Reason for Replacement ☐ Lost ☐ Defaced ☐ Stolen ☐ Never Received (Lost in Mail)		
	Expires: Month Year		NOTE: If "Never Received" block is checked, applicant must complete Form MV-44.		
	Transferred From Title No.		VIN		
	Signature of Person From Whom Registration Plate is Being Transferred (If Other Than Applicant) 855840		Sign Here <i>Marion Notary</i>		Relationship to Applicant
Insurance Company Name POE Insurance Co.		NAIC No. 12345	Policy No. (Or Attach Binder) N04409132	Policy Effective Date 8-01-20XX	Policy Expiration Date 6-30-20XX
ISSUING AGENT INFORMATION I certify that on month 08 day 01 year 20XX have checked to determine that the vehicle is insured and issued temporary registration to the above applicant, in compliance with all applicable provisions of the Vehicle Code and Department regulations.		Issuing Agent (Print Name) Marion Notary		Agent No. 85-5840LA	
		Issuing Agent Signature <i>Marion Notary</i>		Telephone No. (717) 774-6849	
I. NOTARIZATION	Subscribed And Sworn To Before Me: Month Day Year		I/We certify that I/we have examined and signed this application after its completion. I/We further certify that all statements herein are TRUE and CORRECT and make application for certificate of title for the vehicle described in Section A. If any exemption is claimed, the purchaser further certifies that he/she is authorized to claim this exemption. I/We acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/We acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two years for any false statement that I/we make on this application.		
	SIGNATURE OF PERSON ADMINISTERING OATH		Signature of Purchaser or Authorized Signer <i>John Ray Smith</i>		
	Place Notary Stamp Here SIGN IN PRESENCE OF NOTARY		Signature of Co-Purchaser/Title of Authorized Signer <i>Amy Sue Jones</i>		
		Telephone No. (215) 886-1999			MESSANGER NO.

Instructions for Completing Form MV-4ST, "Vehicle Sales and Use Tax Return/Application for Registration"

FACT SHEET

Instructions for Completing Form MV-4ST, "Vehicle Sales and Use Tax Return/Application for Registration"

(FOR PENNDOT AUTHORIZED AGENTS USE ONLY)

This form is used to obtain a Pennsylvania Certificate of Title for vehicles currently titled in Pennsylvania.

DISTRIBUTION OF FORM COPIES

1. The white copy is always submitted to PennDOT.
2. The yellow copy is always retained by the dealer or full agent and is to be retained for at least three years. If a temporary registration card or registration plate is issued, the yellow copy becomes the dealer/agent's record of such issuance.
3. The pink copy is always retained by the individual or business in whose name the certificate of title is to be issued.

TRANSFER OF OWNERSHIP

The applicant is the first individual(s), corporation, business, etc., to whom vehicle ownership is assigned on the attached Pennsylvania Certificate of Title. Reassignment to a second applicant is only acceptable if the attached Pennsylvania Certificate of Title assigned is a pre-1989 certificate of title.

The assignment information on the attached Pennsylvania Certificate of Title must be completed, including the odometer, lienholder, purchaser name and address, seller signature(s), purchaser signature(s), and notary public information.

FORM COMPLETION INSTRUCTIONS

SECTION A – VEHICLE PURCHASED

- PA TITLE NUMBER: List the complete title number.
- MAKE OF VEHICLE: List the full trade name of the vehicle.
EXAMPLES: Ford Chevrolet Chrysler
DO **NOT** LIST MODEL NAMES SUCH AS: Mustang Cavalier New Yorker
- MODEL YEAR: List the model year of the vehicle as assigned by the manufacturer. This year should agree with what is printed on the proof of ownership document.
- VEHICLE IDENTIFICATION NUMBER (VIN): List the complete VIN as shown on the VIN plate attached to the vehicle by the manufacturer. This number should agree with the VIN shown on the proof of ownership.
- CONDITION: Check the condition of the vehicle.

SECTION B – SELLER

- List the seller's actual full last name, first name and middle name or full business name.

SECTION C & D – 1st AND 2nd PURCHASER(S)

NOTE: Form MV-4ST allows for a reassignment of ownership to a second applicant (in Section D) ONLY if the Pennsylvania Certificate of Title assigned is a pre-1989 certificate of title.

- List the applicant's actual full last name, first name and middle name or full business name. Please DO NOT use nicknames or first and middle initials. The applicant's name is to be listed on the certificate of title application as it appears on the valid Pennsylvania identification credential you examined.
- PA DL/ID# OR BUS ID#: List the applicant's Pennsylvania Driver's License or Pennsylvania Identification Card Number. If a business, list the business's identification number (i.e., EIN number).
- DATE OF BIRTH: List the applicant's date of birth.

APRIL 2022

- over -



- **CO-PURCHASER:** If two individuals are applying for joint ownership as applicants, list the second individual's actual last name, first name and middle name. **NOTE: If there is a co-purchaser, be sure to read the "NOTE" regarding joint tenants with right of survivorship and check the block, if applicable, in Section I.**
- **STREET:** List applicant's full street address and P.O. Box number, Rural Delivery Route number or apartment number, if such numbers apply. (**NOTE: P.O. Box numbers may be used in addition to the actual address but cannot be used as the only address.**) The applicant's address listed on the valid Pennsylvania identification credential must agree with the address information that is being recorded on the title application and vehicle record. **The exceptions to this address requirement are U.S. Armed Forces personnel or their dependents; an employee of federal or state government or their immediate families whose workplace is located outside of Pennsylvania; or companies that have no Pennsylvania office and use the vehicle to regularly carry-on business within the commonwealth or a Park Model Trailer permanently located in Pennsylvania.** If the applicant is entitled to this exception, they must complete and attach Form [MV-8](#), "Self Certification for Proof of Residency." In addition, they must attach a letter from their employer on their employer's letterhead to document their out-of-state employment status or attach a copy of their photo ID issued by their employer. If they are an immediate family member of a person meeting one of the allowable exceptions, they must attach documentation for the person entitled to the exception.
- **CITY:** List the full city name. Please **DO NOT** abbreviate.
- **STATE:** List the official state abbreviation designated by the U.S. Postal Service. If Pennsylvania, list PA.
- **ZIP:** List the full, correct zip code. Please take time to verify the zip code.
- **DATE ACQUIRED/PURCHASED:** List the date the APPLICANT received or purchased and was assigned ownership of the vehicle. This date should be listed numerically. **EXAMPLE:** mm/dd/yyyy.
- **COUNTY CODE:** Indicate the actual county of residence by listing the appropriate county code from the table below:

COUNTY CODES:

01 - ADAMS	13 - CARBON	24 - ELK	35 - LACKAWANNA	46 - MONTGOMERY	57 - SULLIVAN
02 - ALLEGHENY	14 - CENTRE	25 - ERIE	36 - LANCASTER	47 - MONTGOMERY	58 - SUSQUEHANNA
03 - ARMSTRONG	15 - CHESTER	26 - FAYETTE	37 - LAWRENCE	48 - NORTHAMPTON	59 - TIOGA
04 - BEAVER	16 - CLARION	27 - FOREST	38 - LEBANON	49 - NORTHUMBERLAND	60 - UNION
05 - BEDFORD	17 - CLEARFIELD	28 - FRANKLIN	39 - LEHIGH	50 - PERRY	61 - VENANGO
06 - BERKS	18 - CLINTON	29 - FULTON	40 - LUZERNE	51 - PHILADELPHIA	62 - WARREN
07 - BLAIR	19 - COLUMBIA	30 - GREENE	41 - LYCOMING	52 - PIKE	63 - WASHINGTON
08 - BRADFORD	20 - CRAWFORD	31 - HUNTINGDON	42 - MCKEAN	53 - POTTER	64 - WAYNE
09 - BUCKS	21 - CUMBERLAND	32 - INDIANA	43 - MERCER	54 - SCHUYLKILL	65 - WESTMORELAND
10 - BUTLER	22 - DAUPHIN	33 - JEFFERSON	44 - MIFFLIN	55 - SNYDER	66 - WYOMING
11 - CAMBRIA	23 - DELAWARE	34 - JUNIATA	45 - MONROE	56 - SOMERSET	67 - YORK
12 - CAMERON					

SECTION E - VEHICLE TRADED

Complete this section only if the applicant traded a vehicle for the vehicle they are acquiring, and they are applying for PA Certificate of Title.

List the make of vehicle, Vehicle Identification Number (VIN), model year and body type of the traded vehicle following the guidelines for completion of Section A.

CONDITION: Check the block which best describes the condition of the traded vehicle. **NOTE:** The condition of the vehicle should, within reason, correspond to the purchase assigned in Section I.

SECTION F - APPLICATION FOR REGISTRATION

- **REGISTRATION PLATE INFORMATION:**
 - If original registration plate issuance, check block indicating either; (1) registration plate is to be issued by PennDOT, (2) exchange registration plate is to be issued by PennDOT, or (3) temporary registration plate is being issued by a full agent. **NOTE: If registration plate is to be issued by PennDOT, valid proof of insurance must be attached.**
 - Temporary Registration Plate Number - Place the sticker for the corresponding registration plate that was issued with the temporary registration plate on the line provided for the temporary registration plate number. A temporary registration plate is valid for 90 days. **NOTE:** Before placing the sticker on Form MV-4ST, please be sure to "hand write" the registration plate number in the space provided. This will ensure that all three copies of Form MV-4ST have the registration plate information recorded.

- TRANSFER OF A PREVIOUSLY ISSUED REGISTRATION PLATE: Check this block if the applicant is transferring a registration plate from another vehicle.
- TRANSFER AND RENEWAL OF REGISTRATION PLATE: Check this block if the applicant is transferring a registration plate from another vehicle. The applicant may be eligible to renew their motor vehicle registration for either a one-year or two-year registration period. Both registration periods and the required fees are provided on the registration renewal form or Form [MV-70S](#), "Bureau of Motor Vehicles Schedule of Fees." **NOTE:** If the fee listed in the "2-yr. fee" block on the registration renewal form is "N/A," the vehicle type is not eligible to renew for a two-year period.
- TRANSFER AND REPLACEMENT OF REGISTRATION PLATE: Check this block if the applicant is transferring a registration plate from another vehicle and replacement of the registration plate is needed. Be sure to collect and submit replacement fee, if appropriate.
- REGISTRATION PLATE NUMBER: List registration plate number being transferred.
- EXPIRES: List month and year of expiration of registration plate as shown on the applicant's registration card for the registration plate being transferred.
- REASON FOR REPLACEMENT: Check appropriate block for reason for replacement of registration plate. **NOTE: If "NEVER RECEIVED" block is checked, applicant must submit a completed Form [MV-44](#).**
- TRANSFERRED FROM TITLE NUMBER: List title number of the vehicle from which registration plate is being transferred.
- VIN: List Vehicle Identification Number of vehicle from which registration plate is being transferred.
- SIGNATURE OF PERSON FROM WHOM REGISTRATION PLATE IS BEING TRANSFERRED (if other than applicant): If the registration plate was not taken from a vehicle registered in the applicant's name, the signature of the person to whom the registration plate was previously registered is required.
- RELATIONSHIP TO APPLICANT: Relationship of person from whom the registration plate is being transferred must be listed. Under Section 1314(a) of the Pennsylvania Vehicle Code, a registration plate may be transferred between spouses or between parent(s) including step-parent(s) or parent(s)-in-law and their child(ren) including step-child(ren) or child(ren)-in-law. A registration plate may also be transferred: (1) to or from a vehicle leased by an individual; and (2) to or from a sole proprietorship by the sole owner of such business.
- Trailers, Trucks or Truck Tractors:
 - GVWR (Gross Vehicle Weight Rating): List the Gross Vehicle Weight Rating.
 - UNLADEN WEIGHT: List the weight of the vehicle fully equipped for service, excluding the weight of any load.
 - REQUESTED REGISTERED GROSS WEIGHT (INCLUDING LOAD): List the registered gross weight.
- If the vehicle is a truck or truck tractor which will be operated in combination:
 - REQUESTED REGISTERED GROSS COMBINATION WEIGHT: List the registered gross combination weight.
- INSURANCE INFORMATION: List the name of the applicant's insurance company, policy number, policy effective and policy expiration dates covering this vehicle. If a policy number has not been issued, attach a copy of the insurance binder.
- ISSUING AGENT INFORMATION:
 - Month, day and year of issuance of the temporary registration plate or the transfer of temporary registration must be listed. No alteration of the date will be accepted. This date certifies the date the authorized agent verified the applicant had valid proof of financial responsibility.
 - Issuing Agent: Print name exactly as registered with the Bureau of Motor Vehicles.
 - Agent Number: List card agent identification number, full agent identification number or Dealer/Business Partner Identification Number.
 - Issuing Agent Signature: Signature of issuing agent is required.
 - Telephone: List area code and business telephone number of issuing agent.

NOTE: The issuing agent information must be completed even if no registration was issued. The date would be blank if no registration plate was issued or no transfer of registration was completed.

SECTION G - CERTIFICATION

- CERTIFICATION:
 - When the applicant signs this section, after completion of the entire form, it certifies that all statements on this form are true and correct.
 - The applicant refers to the person(s) whose name(s) appear in Section C and/or Section D.
 - PURCHASER – FIRST ASSIGNMENT: Signature of first purchaser must appear on the first line in the space provided. When the vehicle is in the name of a company/corporation, the signature of an authorized representative is required. The title of the authorized signer for a business must appear on the second line. If applying for joint ownership, the co-purchaser's signature must appear on the second line in the space provided.
 - PURCHASER – SECOND ASSIGNMENT: If a second purchaser is shown in Section D, signature of the second purchaser must appear in the space provided.

SECTION H - TAX/FEEES

For a complete listing of motor vehicle fees, refer to Form [MV-70S](#), "Bureau of Motor Vehicle Schedule of Fees," found on our website at www.dmv.pa.gov.

NOTE: The first column is for the fees owed by the purchaser listed in Section C. The second column is for the fees owed by the purchaser listed in Section D, if applicable.

- PURCHASE PRICE: List the correct purchase price. Purchase price includes any lien or other obligation assumed by the purchaser. Enter total purchase price in Section I, including installation charges on contract sales of mobile homes. If purchase price is less than 80% of the vehicle's average fair market value, or the vehicle is over 15 years old and the purchase price is less than \$500, Form [MV-3](#), "Motor Vehicle Verification of Fair Market Value by the Issuing Agent," must be completed. If tax credit is claimed, evidence of tax paid must be attached.
- LESS TRADE-IN: List amount of trade-in, if applicable.
- TAXABLE AMOUNT: Determine the taxable amount by subtracting the trade-in amount received from the purchase price. If there was no trade-in, the purchase price is the taxable amount.
- Sales Tax:
 - ❖ Multiply taxable amount by 6% (.06).
 - Multiply taxable amount by 7% (.07), for residents of Allegheny County (additional 1 % sales tax).
 - Multiply taxable amount by 8% (.08), for residents of the City of Philadelphia (additional 2 % sales tax).
- 1. SALES TAX DUE: Sales tax due is the amount shown in sales tax block unless a tax credit is listed. If sales tax credit is listed, determine sales tax due by subtracting tax credit from 6% sales tax (Allegheny County residents pay 7% sales tax and City of Philadelphia residents pay 8%) and list proper amount.
 - 1a. If claiming a tax exemption, indicate the proper exemption reason code from the reverse side of the white copy of Form MV-4ST [numeric codes 1 through 26 or 0 (explain in detail reason code)] in block 1A.
 - 1b. List exemption authorization number (issued by Revenue Department, ICC or PUC) in block 1B, if applicable.
- 2. TITLE FEE: List \$58 fee.
- 3. LIEN FEE: List \$28 fee, if recording a lien against this vehicle. **NOTE: An additional \$28 fee is required for each subsequent lien recorded.**
- 4. REGISTRATION OR PROCESSING FEE: If the applicant is applying for a registration plate from PennDOT or a temporary registration plate has been issued, list appropriate registration fee or list the processing fee amount in this block. The applicant may be eligible to register their motor vehicle for either a one-year or two-year registration period. Required fees are provided on Form [MV-70S](#), "Bureau of Motor Vehicles Schedule of Fees."
 - (a) If claiming retired status, Form [MV-371](#), "Application for a Retired Person's \$10.00 Processing Fee on a Vehicle Registration," must be submitted.

- (b) If requesting a street rod registration plate, a \$57 fee is required when transferring and replacing a previously issued registration plate. **NOTE: If a street rod registration plate is being requested on a newly purchased vehicle, the \$57 fee must accompany the vehicle's appropriate registration fee.**
- (c) For organizations covered under Section 1901(c) of the Pennsylvania Vehicle Code, include a \$10 processing fee. **NOTE: If an applicant is eligible for a processing fee in lieu of registration, they cannot obtain a two-year registration.**

FEE EXEMPT CODE: If the applicant is a PennDOT-approved organization qualifying under Section 1901(c) of the Pennsylvania Vehicle Code, list the 5-digit exemption code number assigned by PennDOT.

- (d) If requesting a farm truck certificate of exemption (Type A, Type B, Type C or Type D), use Form [MV-77A](#), "Application for Farm Vehicle 2 Year Certificate of Exemption," in conjunction with Form MV-1 or Form MV-4ST. For a listing of the applicable certificate of exemption fees by type, refer to Form [MV-70s](#), "Bureau of Motor Vehicles Schedule of Fees" found on our website at www.dmv.pa.gov.
- 5. COUNTY FEE: The applicant's county of residence may implement an annual fee of \$5 for each non-exempt vehicle registered to an address in that county. The \$5 county fee is collected by PennDOT at the time a vehicle is registered and at the time registration is renewed. This means registrants applying for a two-year period of registration will pay a \$10 Fee for Local Use; registrants applying for a 5-year period of registration for a trailer will pay a \$25 Fee for Local Use. For a listing of participating counties that enacted a fee for local use, refer to the [Fee for Local Use – Participating Counties Fact Sheet](#), found on our website at www.dmv.pa.gov.
- 6. DUPLICATE REGISTRATION CARD FEE AND NUMBER OF CARDS: A \$2 fee for each duplicate registration card is due at the time of registration, replacement of registration plate or transfer of registration plate. List appropriate fee and number of cards desired.
- 7. TRANSFER FEE: If the applicant is transferring a registration plate, list the transfer fee.
- 8. INCREASE FEE: If the applicant is transferring a registration plate from a vehicle to another vehicle in a higher class and the registration fee is greater, list the increase in fee due.
- 9. REPLACEMENT FEES:
 - a. **Registration Plate:** The fee for a replacement registration plate is \$11. In conjunction with replacement of your registration plate, you will receive one registration card. If additional registration cards are desired, there is a \$2 fee for each additional registration card. (See #6 above.)
 - b. If additional registration cards are desired, there is a fee for each additional registration card. (See #6 above.)
- 10. TOTAL PAID 1st Purchaser: Add blocks 1 thru 9 and list total amount due for column in box 10.
- 11. TOTAL PAID 2nd Purchaser: Add blocks 1 thru 9 and list total amount due for column in box 11.
- 12. GRAND TOTAL: Add blocks 10 & 11. List the total amount in Block 12. Send one check or money order payable to the Commonwealth of Pennsylvania.

SECTION I – ADDITIONAL TITLE INFORMATION

- JOINT OWNERSHIP: When applying for a certificate of title with a co-purchaser other than a spouse, the information contained in the "NOTE" is important. If the block is not checked, the certificate of title will be issued as "TENANTS IN COMMON."
- JOINT TENANTSWITH RIGHT OF SURVIVORSHIP refers to a vehicle titled to more than one person, where on the death of one owner, the vehicle goes to the surviving owner(s). This automatically applies for a spouse.
- TENANTS IN COMMON refers to a vehicle titled to more than one person, where on the death of one owner of the vehicle, the deceased owner's interest in the vehicle will go to their heirs or estate.
- LEASE VEHICLE: Check block and complete Form [MV-1L](#), if the vehicle is being leased. If the vehicle is leased and registration is to be issued and Form [MV-1L](#) is not attached, the application will be rejected.

APPLICATIONS FOR CERTIFICATE OF TITLE FOR MOBILE HOME OR MANUFACTURED HOME

When transferring ownership of a mobile home or manufactured home, additional documentation must be included.

If a mobile home or manufactured home that has been anchored to the ground to facilitate connection with electricity, water and sewerage and **that has been** previously titled in Pennsylvania and used as a residence in Pennsylvania

immediately preceding its sale or transfer, is offered for sale or transfer, the transferor shall obtain a tax status certification from the Tax Claim Bureau of the county in which the home is situated, showing the county, municipal and school district real estate taxes due on the home as shown by the Tax Bureau records as of the date of the certification. This includes any delinquent taxes turned over to a third party for collection. This tax certification shall be provided to the transferee and PennDOT in conjunction with the transfer of ownership.

NOTE: If a new mobile home or manufactured home is being titled using the Manufacturer's Certificate of Origin (MCO) as the proof of ownership, **neither** the tax status certification nor Form [MV-16T](#) is required.

The tax status certification must include the following information:

- The parcel number assigned to the home.
- The amount of current or delinquent taxes owed from the parcel number.
- The date upon which a tax for the parcel number will accrue and the taxing period that the tax will cover.
- The address and telephone numbers of the tax collection authority and tax claim bureau or equivalent office.

If taxes are due for the home, the transferor shall pay the delinquent real estate taxes in full or cause the taxes to be paid in full and an updated tax status certification must be obtained and provided to the transferee and PennDOT before the transfer is completed.

If the mobile home or manufactured home is NOT anchored to the ground to facilitate connections with electricity, water and sewerage OR was not used as a residence in Pennsylvania or isn't titled in Pennsylvania, Form [MV-16T](#), "Self-Certification of Exemption from Tax Status Certificate When Transferring Ownership of a Mobile Home or Manufactured Home," must be provided in lieu of the tax status certification. Form [MV-16T](#) is to be completed by the transferors of the mobile home or manufactured home and provided to the transferee to be submitted with the completed application for a Pennsylvania Certificate of Title.

MAILING REQUIREMENTS

Please use the unique post office box number printed in the upper right corner of Form MV-4ST when mailing the application to PennDOT. Completed applications and supporting documents must be submitted to PennDOT within 20 days from date of sale. **NOTE: Dealers applying for a dealer certificate of title only should mail the application and supporting documents to Bureau of Motor Vehicles, P.O. Box 67470, Harrisburg, PA 17106-7470.**

Please Note: Authorized agents are under contract with PennDOT and may charge a market driven service (delivery) fee. These are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.

MV-4ST (1-19)


**VEHICLE SALES AND USE TAX RETURN/
 APPLICATION FOR REGISTRATION**
 Attach PA Title - Type or Print • Make check payable to Commonwealth of PA
 Bureau of Motor Vehicles ♦ P.O. Box 68593 ♦ Harrisburg, PA 17106-8593

No.

MV-4ST (1-19)				H. TAX/FEEs		1ST ASSIGNMENT	2ND ASSIGNMENT
1ST ASSIGNMENT	A. VEHICLE PURCHASED	PA Title Number (as Shown on Attached Title)		Make of Vehicle	Model Year	Purchase Price (See Note on Reverse.)	
		88899988899SM		Chevrolet	2004		
		Vehicle Identification Number		Condition		Less Trade-In	
		12345ABCDE67890FG		☒ GOOD ☐ FAIR ☐ POOR			
B. SELLER	Last Name (or Full Business Name)		First Name	Middle Name	Taxable Amount		
	Smith		James	Wyatt	\$6,100.00		
	Co-Seller		Ruth	Violet	1. Sales Tax Due X 6% (06), X 7% (07) OR X 8% (08) ★ (See Note on Reverse.)	\$366.00	
C. 1ST PURCHASER	Last Name (or Full Business Name)		First Name	Middle Name	PA DL/ID# or Bus. ID#	Date of Birth	
	Jones		Amy	Marie	22-111-333	5-10-67	
	Co-Purchaser Last Name		First Name	Middle Name	PA DL/ID#	Date of Birth	
	Jones		John	Jacob	55-444-131	5-20-41	
D. 2ND PURCHASER	Street		COUNTY CODE				
	1535 Any Street		2 2				
	City		State	Zip Code	Date Acquired/Purchased	Refer to County Codes Listing on Reverse Side of Yellow Copy	
	Anytown		PA	17000	09-01-20XX		
E. VEHICLE TRADED	Make of Vehicle		Vehicle Identification Number				
	Model Year		Body Type (CP, TK, etc.)	Condition			
				☐ GOOD ☐ FAIR ☐ POOR			
F. APPLICATION FOR REGISTRATION	☒ Registration plate to be issued by Department (Proof of Insurance must be attached.) ☐ Exchange registration plate to be issued by Department ☐ Temporary registration plate issued by Full Agent (NOTE: This registration plate will expire 90 days from date of issuance.)		☒ Transfer of Previously Issued Registration Plate ☐ Transfer & Renewal of Registration Plate ☐ Transfer & Replacement of Registration Plate				
	Registration Plate No. ABC-1234		Expires Month 12 Year 20XX		Reason for Replacement ☐ LOST ☐ DEFACED ☐ STOLEN ☐ NEVER RECEIVED (Lost in Mail) NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.		
	Transferred from Title No. 12345678901DO		VIN ABC98FT589T458762				
	Temp. Registration Plate No.		Signature of person from whom registration plate is being transferred (if other than applicant)		Relationship To Applicant		
G. ADDITIONAL TITLE INFORMATION	Vehicle Purchased Weight Information (If Applicable)		GVWR	Unladen Weight	Reg. Reg. Gross Wt. Including Load	Reg. Reg. Gross Comb. Wt. (If Applicable)	
	Insurance Company Name		Policy No. (Or Attach Binder)	Policy Effective Date	Policy Expiration Date		
	POE Insurance Co.		N04409132	08-01-20XX	08-1-20XX		
	ISSUING AGENT INFORMATION		I certify that on month 09 day 01 year 20XX I have checked to determine that the vehicle is insured and issued temporary registration to the above applicant, in compliance with all applicable provisions of the Vehicle Code and department regulations.		Issuing Agent (Print Name)		
H. CERTIFICATION	I certify that on month 09 day 01 year 20XX I have checked to determine that the vehicle is insured and issued temporary registration to the above applicant, in compliance with all applicable provisions of the Vehicle Code and department regulations.		Issuing Agent Signature		Telephone No.		
			Larry's New Cars Inc.		85-9999		
			Marion Notary		(717) 555-8888		
I. CERTIFICATION	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants with Rights of Survivorship" (on death of one owner, title goes to surviving owner.) CHECK HERE ☒ Otherwise, the title will be issued as "Tenants in Common" (on death of one owner, interest of deceased owner goes to their heirs or estate.) NOTE: If the vehicle is to be used as a daily rental or leased vehicle, CHECK HERE ☐ . If block is checked, complete and attach Form MV-1L.						
	1st ASSIGNMENT		Signature of First Purchaser or Authorized Signer				Telephone No.
			Amy Marie Jones				(717) 555-1111
	2nd ASSIGNMENT		Signature of Co-Purchaser/Title of Authorized Signer				Telephone No.
		John Jacob Jones					



**PENNSYLVANIA
SALES AND USE TAX
CREDIT CHART**

*Information updated as of
September 14, 2022*

STATE	STATE SALES TAX RATE (excluding local sales tax rate)	Reciprocity Status - Credit allowed against PA sales tax except as noted below (see guidelines).		NOTES (see next page)
		Property Except Vehicles	Vehicles	
ALABAMA	4%		2%	
ALASKA	NONE	NONE	NONE	
ARIZONA	5.6%			
ARKANSAS	6.5%			
CALIFORNIA	6%			
COLORADO	2.9%			
CONNECTICUT	6.35%			
DELAWARE	NONE	NONE	NONE	1
DIST. OF COLUMBIA	6%		NONE	2
FLORIDA	6%			
GEORGIA	4%			
HAWAII	4%			
IDAHO	6%			
ILLINOIS	6.25%			3
INDIANA	7%			
IOWA	6%		NONE	4
KANSAS	6.5%			
KENTUCKY	6%			
LOUISIANA	4.45%			5
MAINE	5.5%			
MARYLAND	6%			6
MASSACHUSETTS	6.25%			
MICHIGAN	6%			
MINNESOTA	6.875%			
MISSISSIPPI	7%		5%	
MISSOURI	4.225%			
MONTANA	NONE	NONE	NONE	
NEBRASKA	5.5%			
NEVADA	4.6%			
NEW HAMPSHIRE	NONE	NONE	NONE	
NEW JERSEY	6.625%			7
NEW MEXICO	5%		NONE	8
NEW YORK	4%		NONE	9
NORTH CAROLINA	4.75%		NONE	10
NORTH DAKOTA	5%		NONE	11
OHIO	5.75%			
OKLAHOMA	4.5%			12
OREGON	NONE	NONE	NONE	
RHODE ISLAND	7%			
SOUTH CAROLINA	6%			13
SOUTH DAKOTA	4.5%		NONE	14
TENNESSEE	7%			
TEXAS	6.25%			
UTAH	4.85%			15
VERMONT	6%			
VIRGINIA	4.3%		4.15%	
WASHINGTON	6.5%			
WEST VIRGINIA	6%		NONE	16
WISCONSIN	5%			
WYOMING	4%			

GUIDELINES

- Pennsylvania law allows a credit for sales and use tax legally owed and paid to another state, provided the other state grants a substantially similar credit for sales tax paid to Pennsylvania.
- Pennsylvania will recognize a credit for local sales and use tax paid to another state, only if the tax is collected by that state and paid under a provision of state law. This chart does not include local sales tax rates.
- The amount of the credit is equal to the tax paid to another reciprocal state, except that the credit may not exceed 6 percent statewide, 8 percent in Philadelphia and 7 percent in Allegheny County.
- Taxpayers who claim credits must present evidence showing the amount of sales tax paid to other states with legal claim to the tax.

NOTES

- 1) **Delaware** - Pennsylvania does not grant credit for payment of Delaware's 2.75% vehicle registration fee.
- 2) **District of Columbia** - Imposes an excise tax on the purchase price of motor vehicles. District of Columbia does not grant credit for sales tax paid to Pennsylvania on motor vehicles.
- 3) **Illinois** - Reduced 1% rate applies to modifications for rendering a motor vehicle usable by a disabled person.
- 4) **Iowa** - Retail sales of motor vehicles are exempt from sales tax and subject to a 5% one-time registration fee.
- 5) **Louisiana** - Rate increased from 4.0% to 4.45% as of July 1, 2018 through June 30, 2025.
- 6) **Maryland** - Grants credit for sales tax paid to Pennsylvania on motor vehicles.
- 7) **New Jersey** - Rate decreased from 7.0% to 6.625% as of January 1, 2018.
- 8) **New Mexico** - Imposes an excise tax on the purchase price of motor vehicles. New Mexico does not grant credit for sales tax paid to Pennsylvania on motor vehicles. Sales tax rate decreased from 5.125% to 5% as of July 1, 2022.
- 9) **New York** - Does not grant credit for sales tax paid to Pennsylvania on motor vehicles.
- 10) **North Carolina** - Retail sales of motor vehicles are exempt from sales tax.
- 11) **North Dakota** - Imposes an excise tax on the purchase price of motor vehicles. North Dakota does not grant credit for sales tax paid to Pennsylvania on motor vehicles.
- 12) **Oklahoma** - Rate of 4.5% consists of 3.25% excise tax and 1.25% sales tax. Oklahoma does not grant credit for sales tax paid to Pennsylvania on motor vehicles.
- 13) **South Carolina** - Retail sales of motor vehicles are exempt from sales tax and subject to the Infrastructure Maintenance Fee as of July 1, 2017.
- 14) **South Dakota** - Imposes an excise tax on the purchase price of motor vehicles.
- 15) **Utah** - Rate increase from 4.70% to 4.85% as of April 1, 2019.
- 16) **West Virginia** - Does not grant credit for sales tax paid to Pennsylvania on motor vehicles.

CHAPTER 43

Annex A
Title 67. TRANSPORTATION
PART I. DEPARTMENT OF TRANSPORTATION
SUBPART A. VEHICLE CODE PROVISION
ARTICLE III. REGISTRATION
CHAPTER 43. TEMPORARY REGISTRATION CARDS
AND PLATES

§ 43.1. Purpose.

This chapter established rules and regulations governing the issuance of temporary registration plates and cards by authorized dealers, manufacturers, full agents and card agents under 75 Pa.C.S. § § 1310 and 1331 (relating to temporary registration cards; and issuance and reissuance of registration plates).

§ 43.2. Definitions.

The following words and terms, when used in this chapter, have the following meanings, unless the context clearly indicates otherwise: Act—75 Pa.C.S. § § 101—9821 (relating to the Vehicle Code).

Applicant—A person, as defined in the act, who applies for registration of a vehicle and for a temporary registration card or plate.

Bureau—The Bureau of Motor Vehicles of the Department.

Card agent—A notary public, commissioned by the Department of State, Bureau of Legislation, Commissions and Elections, who is approved by the Department to issue temporary registration cards in conjunction with applications for transfer of registration plates. A notary public from another state may also serve as a card agent and may issue a temporary registration card to a Commonwealth registrant who has purchased a vehicle in the state and who wishes to apply for transfer of a Commonwealth registration plate. The notary shall be commissioned or licensed as a notary by a governmental agency of the state.

Certificate of authorization—The document issued to an agent which indicates the agent has complied with the requirements of the Department and is permitted to issue temporary registration cards or plates, or both.

Dealer—A person engaged in the business of buying, selling or exchanging vehicles, including passenger cars, trucks, implements of husbandry, special mobile equipment and trailers, who is registered by the Department under § 53.3(b) (relating to issuance of plates). The term does not include a miscellaneous motor vehicle business, unless the business is also registered as a dealer under § 53.3(b).

Department—The Department of Transportation of the Commonwealth.

Established place of business—The place occupied either continuously or at regular periods by a dealer, manufacturer or full agent, where the books and records are kept, where a large share of the business is transacted and which meets local zoning rules, ordinances and building codes.

Full agent—A county treasurer or a person other than a manufacturer or dealer authorized by the Bureau to issue temporary registration cards and plates.

Issuing agent—A full agent or card agent, or a dealer or manufacturer, who has been authorized by the Bureau to issue temporary registration cards and plates.

Manufacturer—A person engaged in the business of constructing or assembling vehicles, motors or bodies of vehicles.

Regular registration plate—A metal registration plate issued by the Bureau for a specific vehicle in conjunction with a permanent registration card, or a metal registration plate issued by an authorized dealer, manufacturer or full agent as a temporary plate and validated for regular use by issuance of a regular registration card.

Temporary registration card—A form provided by the Department for issuance to an applicant for registration or transfer of registration for use by the applicant until receipt of the regular registration card. A form issued with a temporary registration plate for a vehicle which is to be driven or otherwise moved to another state or country for titling, registration, use or resale there.

Temporary registration plate—A registration plate to be used by the applicant until regular registration is received. There are two types of temporary registration plates: metal registration plates, for issuance only for vehicles which are being registered in this Commonwealth, and cardboard registration plates for issuance only for vehicles which are to be driven or otherwise moved to another state or country for titling, registration, use or resale there.

- (i) Metal temporary plates are issued to an applicant for use during the period of time in which the application for regular registration is being submitted to and processed by the Department.
- (ii) A cardboard registration plate may also be issued under special conditions, as authorized by the Department.

§ 43.3. Card agents.

- (a) Card agent shall be a notary public. In order to be approved as a card agent by the Department, a person shall be commissioned as a notary public by the Department of State, Bureau of Legislation, Commissions and Elections, or by a similar agency in another state.
- (b) Application for forms. When a card agent applies to the Department for an official form, they shall affix their notarial seal and signature to the application to the Department for forms to be issued by the card agent.
- (c) Revocation of commission as a notary public. A card agent shall comply with rules and regulations under The Notary Public Law (57 P. S. § § 147—169). In the event that the commission of a notary public is revoked, their status as a card agent will also be revoked until the commission as a notary public has been reinstated.
- (d) Other requirements. A card agent is subject to other provisions of this chapter concerning the issuance of temporary registration cards.

§ 43.4. Authorization to issue temporary registration plates.

- (a) Application procedure. A person wishing to be authorized to issue temporary registration plates

shall apply to the Department on forms furnished by the Department. For a person to be authorized, the person shall be a resident of this Commonwealth. The application shall include:

- (1) Photographs, interior and exterior, of the proposed place of business, including branch offices. The photographs of the exterior shall show the entrance way and signs, required under subsection (b)(2). Photographs of the interior of the proposed agent's office shall show the desk, phone, secure area for storage of temporary cards and plates, and the complete schedule of fees and charges relating to the issuance of temporary cards and plates, posted in accordance with subsection (b)(1).
 - (2) A letter of reference from a bank or other financial institution which indicates that accounts of the applicant are handled in a satisfactory manner that is consistent with standard banking practices.
 - (3) Three letters of reference from business concerns, on their business stationery, attesting to the character of the applicant.
 - (4) The bond prescribed by § 43.9 (relating to bond), on the form of the Department, or a surety's binding commitment to issue the bond upon approval of the application.
 - (5) A notarized statement listing outstanding liabilities of the business or of the owners and officers of the business that are due and owing to the Commonwealth or, if none, a notarized statement to that effect.
 - (6) The names, addresses and social security numbers of owners or corporate officers, and employees authorized to issue temporary registration cards and plates, of the manufacturer's, dealer's or full agent's business.
 - (7) A criminal history record, obtained from the State Police, of each owner or corporate officer.
 - (8) A notarized statement attesting that the applicant has read and understands this chapter.
 - (9) The name, address and notary seals of a notary who is an employee during all of the hours of operation. The owner may be the notary.
 - (10) A schedule of business hours. This schedule shall contain a minimum of 20 business hours per week, or a minimum of 10 business hours per week plus an additional 10 business hours when a person may make an appointment. Business hours of operation shall be convenient to the public and be indicated on the sign required under subsection (b)(2).
 - (11) A statement that the business location meets local zoning ordinances and building codes.
- (b) Established place of business. Authorized dealers and full agents shall maintain an established place of business. A copy of business records shall be maintained at the established place of business for 3 years. The following shall be posted in a conspicuous place in view of the public:
- (1) A complete schedule of fees and charges pertaining to the issuance of temporary registration cards and plates.
 - (i) The schedule shall indicate amounts payable to the Department and amounts charged by the issuing agent.
 - (ii) The schedule shall be at least 3 square feet in size with lettering at least 1/2-inch high.

- (2) The hours during which the place of business is open to the public.
- (3) The certificate of authorization to issue temporary registration plates.
- (c) Review of application. The Department will examine and determine the genuineness, regularity and legality of every application for a certificate of authorization. The Department may investigate the applicant with regard to one or more of the following:
 - (1) The condition of the applicant's proposed business premises.
 - (2) Departmental and other Commonwealth records pertaining to the business of an owner or officer.
 - (3) The personal history of an owner, officer or employee related to a conviction for a crime, under 18 Pa.C.S. (relating to the Crimes Code) or under the penal law of the United States, which involves moral turpitude or which reflects adversely on the owner's or officer's business integrity or responsibility.
 - (4) Unsatisfied judgments against the business, owner or officer.
 - (5) The credit rating of the business and its owners and officers.
 - (6) The assets and liabilities of the business.
- (d) Denial of application. The Department may deny an application for a certificate of authorization on the basis of information revealed in an investigation, or if the applicant fails to disclose material information required or if the applicant has made a materially false statement on the application, or if the applicant's business is operated, managed or otherwise controlled or affiliated with a person who is ineligible for authorization, including a relative, family member, corporate officer or shareholder.
- (e) Opportunity for review. If the Department denies an application for a certificate of authorization, the Department will provide the applicant with an opportunity to show cause why the application should not be denied.
- (f) Temporary certificate of authorization. After reviewing an application, the Department may issue a temporary certificate of authorization. The temporary certificate of authorization will be issued for 60 days, during which period the Bureau may investigate the operations of the dealer, manufacturer or full agent. When the temporary certificate of authorization expires, the Bureau may issue a regular certificate of authorization.
- (g) Issuance of a certificate of authorization. The Department will issue a certificate of authorization to an approved applicant.
- (h) Transfer of certificate of authorization. A certificate of authorization may not be transferred and shall be valid only for the owner in whose name it is issued.
 - (1) In the case of a change of ownership, the dealer, manufacturer or full agent shall notify the Bureau within 10 days. It is the responsibility of a new owner to comply with this section.
 - (2) The following are regarded as changes of ownership:
 - (i) The owner takes on a new partner.
 - (ii) The owner sells the business.

- (iii) The business is incorporated.
 - (iv) A controlling interest in a corporation is sold.
 - (v) The owner retires or dies.
- (i) Change in location of place of business. If a manufacturer, dealer or full agent changes the location of the office, they shall notify the Department within 10 days. Other provisions of this chapter concerning the place of business shall apply to a change in location of the office. The issuance or transfer of temporary registration plates may not be conducted at the new location until the location has been approved by the Department.

§ 43.5. Issuance of temporary registration cards.

- (a) General rule. Cards will be issued in the following manner:
 - (1) Temporary registration cards will be issued only by the Bureau, by dealers, manufacturers, card agents and full agents authorized by the Bureau and by government agencies authorized by the Bureau. When required by law, dealers and manufacturers shall be licensed by the State Board of Vehicle Manufacturers, Dealers and Salespersons as a prerequisite to authorization by the Bureau.
 - (2) Temporary registration cards will be issued only in conjunction with issuance of a temporary registration plate by the Bureau, an authorized dealer, manufacturer, full agent or authorized government agency, or in conjunction with the transfer of a registration plate.
- (b) Obtaining temporary registration cards. Issuing agents may obtain temporary registration cards at offices of the Bureau or upon written request to the Bureau.
- (c) Issuance of temporary registration cards in connection with transfer of registration. Every issuing agent shall, upon request, issue a temporary registration card to the owner or lessee of a vehicle who has made proper application for transfer of registration on an application for certificate of title or other appropriate Departmental form. The agent information on the Departmental forms shall be completed in full by the agent.
- (d) Duty to examine documents. The duty to examine documents includes the following:
 - (1) Before issuing a temporary registration card, the issuing agent shall examine the documents necessary to the transaction.
 - (2) A temporary registration card may not be issued unless the following items are found to be in order:
 - (i) Insurance information.
 - (A) Except as provided in clause (B), determination shall be made that the vehicle is insured by examining one of the following documents covering the subject vehicle, the vehicle traded for the subject vehicle or another vehicle owned by the applicant:
 - (I) An identification card as required in 31 Pa. Code Chapter 67, Subchapter B (relating to evidence of financial responsibility).
 - (II) The declaration page of an insurance policy.

- (III) A valid binder of insurance issued by an insurance company licensed to sell motor vehicle liability insurance in this Commonwealth.
 - (IV) A copy of an application to the Pennsylvania Automobile Insurance Plan.
 - (V) A certificate of self-insurance issued by the Department.
- (B) The requirement to check one of the documents listed in clause (A) does not require the agent to verify the information submitted unless the agent has reason to believe the documents are fraudulent.
- (C) If the vehicle was acquired in this Commonwealth for transportation under its own power to another state for registration there, the issuing agent shall examine the driver's license or other appropriate identification of the applicant to ascertain that:
 - (I) The applicant is an out-of-State resident.
 - (II) The vehicle was purchased within the previous 60 days.
 - (III) The applicant possesses one of the proof of insurance items identified in clause (A) issued by a company authorized to transact business in this Commonwealth or in the state to which the vehicle is being transported for title and registration therein.
- (ii) Application. The application shall be properly and completely executed and notarized, as required, accompanied by the correct fees, taxes and other required forms or documents.
- (e) Preparation of application. The issuing agent shall complete in ink, or by typewriter, or by data processing equipment the application for temporary registration. The issuing agent identification number shall be on all documents, including checks submitted by the issuing agent, submitted to the Bureau for processing.
- (f) Copies of temporary registration card. Copies of the temporary registration card shall be handled as follows:
 - (1) The original copy of the temporary registration card, including the copy completed for the cardboard temporary, the regular registration card, and documents and fees necessary to the transaction shall be forwarded by the issuing agent to the Bureau within 20 days of issuance of the temporary registration card. These materials shall be forwarded either by an authorized messenger service, by mail or by delivery to an area designated by the Bureau.
 - (2) The applicant's copy of the temporary registration card shall be given to the applicant, for possession by the driver of the vehicle whenever the vehicle is being driven on the highway.
 - (3) The agent's copy of the temporary registration card, copies of related documents including bills of sale when the agent is also the dealer and a copy of the document used for identification and copies of the documents used for insurance verification shall be retained at the place of business of the issuing agent for at least 3 years and shall

be made available for inspection only by police and authorized representatives of the Department. Cards issued in conjunction with the transfer of registration plates shall be kept separate from cards issued in conjunction with temporary registration plates. Cards shall be kept in chronological order according to the date of issuance.

- (g) Fee not to be charged. An issuing agent may not charge a fee for issuing a temporary registration card in connection with transfer of registration except fees for notarization and messenger service, if requested by the applicant.
- (h) Expiration or voidance of temporary registration cards. Temporary registration cards shall expire and become void upon the occurrence of one of the following:
 - (1) The receipt of the regular registration card from the Bureau.
 - (2) The rescission of a contract to purchase a vehicle.
 - (3) The expiration of 60 days from the date of issuance, or, in the case of a vehicle which was acquired in this Commonwealth for transportation to another state for registration or other use there, the expiration of 30 days from the date of issuance.
 - (4) The temporary registration plate is lost, stolen or defaced.
- (i) Confidentiality. The agent's copy of the temporary registration card and documents related to the application for title or registration shall be kept in strict confidentiality by the issuing agent, unless otherwise required by law or legal purpose.
- (j) Receipts. An agent shall complete an itemized receipt, in duplicate, which lists the total fees payable to the Commonwealth on one line, and each fee charged for the agent's services on a separate line.

A copy shall be given to the customer and the other copy shall be retained by the agent for 3 years and shall be made available for inspection.

§ 43.6. Issuance of temporary registration plates.

- (a) Limits on issuance. Temporary registration plates will be issued in the following manner:
 - (1) Temporary registration plates other than those specified in paragraph (4) will be issued only by the Bureau, approved governmental agencies, dealers, manufacturers and full agents authorized by the Bureau.
 - (2) Temporary registration plates shall be issued only in conjunction with an application for title and registration of a vehicle within this Commonwealth or for the purpose of driving or otherwise moving a vehicle purchased in this Commonwealth to another state or country for titling, registration, use or resale there.
 - (3) Notwithstanding paragraphs (1) and (2), a full agent who is also an authorized messenger service under Chapter 255 (relating to messenger services), may issue a temporary registration plate in one of the following circumstances after receiving authorization from the Department indicating the vehicle record is clear of a suspension or other impediment to issuance of the registration plate:
 - (i) For a vehicle for which the applicant already has a Pennsylvania Certificate of Title.

- (ii) To a person who is applying for replacement of a lost, stolen or defaced registration plate.
 - (iii) For a vehicle for which the applicant has an Out-of-State title and registration, but is also required to be registered, but not titled, in this Commonwealth.
- (4) Temporary registration plates for reconstructed and specially constructed vehicles will be issued only by the Bureau.
- (b) Issuance at other locations. The Department may provide written authorization for individual dealers, manufacturers or full agents to issue temporary registration plates at a location other than the places of business of the dealer, manufacturer or full agent for a period not to exceed 1 year. The privilege to issue temporary registration plates from a location other than the designated dealer, manufacturer or full agent's place of business is revocable if the Department finds that the dealer, manufacturer or full agent has violated this chapter or the terms of the written authorization.
- (c) Obtaining temporary registration plates. Temporary registration plates shall be obtained by submitting the appropriate form and paying the applicable fee to the Bureau.
- (d) Issuance of temporary registration card in conjunction with issuance of temporary registration plates. Upon the issuance of a temporary registration plate, the authorized dealer, full agent or manufacturer shall issue a temporary registration card, in the manner prescribed on forms provided by the Department and in § 43.5 (relating to issuance of temporary registration cards).
 - (1) The number of the temporary registration plate shall be indicated on the temporary registration card.
 - (2) If the vehicle is not to be titled in this Commonwealth, it shall be noted on the temporary registration card.
- (e) Issuance of temporary registration plates. Temporary registration plates shall be issued in consecutive order, beginning with the lowest number in each series.
- (f) Issuance of cardboard temporary registration plates. Upon issuance of a cardboard temporary registration plate, the authorized dealer, manufacturer or full agent shall punch out the month, day and year of expiration at the space provided and shall record the following information clearly and indelibly on the face of the temporary plate:
 - (1) The date of issuance.
 - (2) The year, make and model of vehicle.
 - (3) The vehicle identification number.
 - (4) The identification number of the authorized dealer, manufacturer or full agent.
- (g) Fee charged. The fee charged for providing an applicant with a temporary plate may not exceed:
 - (1) Ten dollars if the plate was obtained from the Department for a fee of \$5.
 - (2) Five dollars if the plate was obtained from the Department for a fee of \$1.

§ 43.7. Inventory of temporary registration cards and plates.

- (a) Inventory report. Every dealer, manufacturer and full agent is responsible for providing the Bureau with a report on the temporary registration plates which it has in inventory, within 30 days of the Bureau's request for the information.

- (b) Security. Temporary registration cards and plates shall be kept in a secure place, which shall meet the approval of the Bureau. Issuing agents shall be responsible for security of temporary registration cards and plates obtained by them until they are issued to applicants.
- (c) Report on lost or stolen plates. If plates are lost or stolen, the dealer, manufacturer or full agent shall notify the Department of the loss or theft within 48 hours of the occurrence. This notice shall be in the form of a notarized statement and shall give complete details of the loss or theft of the plates. In the event of theft, a police report shall be submitted to the Department within 10 days of the theft.
- (d) Available for inspection. Temporary registration plates and related documents shall be available for inspection, with or without notice, by authorized Commonwealth employees which includes the State Police. Records required by the Department to be maintained by the issuing agent in carrying out its duties under this chapter shall be subject to periodic inspection by authorized representatives of the Commonwealth or its designated agents under the following conditions:
 - (1) Place. The inspection will be conducted at the issuing agent's established place of business.
 - (2) Time. The inspection will be conducted during regular and usual business hours.
 - (3) Scope. The inspection will be limited to examination of the records and plate inventory which are subject to the recordkeeping requirements of this chapter and which are on the premises.

§ 43.8. Return or surrender of temporary registration cards and plates.

- (a) Discontinued business. An issuing agent, other than a card agent, who discontinues their business shall, within 5 days, return to the Department the certificate of authorization and the temporary registration cards and plates in the agent's possession. The Bureau will make appropriate refunds under subsection (c).
- (b) Suspension. An issuing agent, other than a card agent, whose right to issue temporary registration cards and plates has been suspended shall surrender the certificate of authorization and the registration cards and plates in the agent's possession at the agent's established place of business to an authorized representative of the Department.
- (c) Refunds. A refund of the fee paid by an agent for a temporary registration plate may be obtained upon the return of the plate by the agent, accompanied by the appropriate form provided by the Department, except when the plate is being returned by a dealer, manufacturer or full agent whose authorization has been suspended or revoked. The Bureau will deduct \$25 from the refund amount due to cover processing of the request for refund.

§ 43.9. Bond.

- (a) Authorized dealers, manufacturers and full agents to be bonded. Every authorized dealer, manufacturer and full agent shall file and maintain with the Bureau a bond executed by a surety company authorized to transact business in this Commonwealth. The bond shall be for the use and benefit of the Commonwealth and a person who has sustained a monetary loss within the limitations of the bond as specified in subsection (d).
- (b) Amount of bond. Issuing agents, other than card agents, shall be bonded in the amount as set forth in the Agent Services Agreement.

- (c) Decrease in amount of bond. If the amount of the bond is decreased, or if there is a final judgment outstanding against the bond, the right of the authorized dealer, manufacturer or full agent to issue temporary registration cards and plates will be suspended until steps are taken, satisfactory to the Bureau, to restore the original amount of the bond, provide additional bond or satisfy the judgment.
- (d) Limitations of bond. The bond required under this section shall cover transactions in which the Commonwealth or a person specified in subsection (a), has sustained a monetary loss due to the agent, dealer or manufacturer submitting a dishonored or uncollectible check to the Commonwealth (including protest and uncollectible check fees), or failing to remit to the Commonwealth a fee or tax when the monetary loss is incurred in connection with the business of the dealer or manufacturer. A check which is dishonored upon presentment, or an application for title or registration which is received without a required fee or tax, shall constitute a monetary loss. Failure to pay a monetary penalty within 45 days of assessment shall also constitute a monetary loss. The bond required under this section may not cover a loss for a transaction which is not mentioned in this subsection relating to the issuance of temporary registration cards or plates in connection with the business of the dealer, manufacturer or full agent. If the dealer, manufacturer or full agent has one or more branch offices, the amount of the bond shall be as specified in the Agent Services Agreement.
- (e) Bond already on file. An authorized dealer, manufacturer or full agent who has filed a bond with the Commonwealth will not be required to file a separate bond under this section, if the bond already on file with the Commonwealth is in the name of the Commonwealth and at least equal to the amount and coverage of the bond required under this section.
- (f) Acceptance. The surety and terms of bonds or riders shall be subject to review and acceptance by the Bureau.
- (g) Change of address. When a change of address occurs, a stipulation or rider to the original bond shall be submitted for the new address.
- (h) Authorized claims. The Bureau has the right to make and settle claims upon the bond with the surety company on behalf of the Commonwealth and a person who has incurred a monetary loss as specified in subsection (a). The Bureau will, upon written request, assign this right to a person for that person's claim; however, in this event, the Commonwealth is released from any duty to the person towards obtaining satisfaction of that person's claim. The Commonwealth will have priority, to the exclusion of all others, in receiving payment from the surety. If the aggregate amount of valid claims exceeds the amount of the bond, priority for the payment of claims shall be as follows:
 - (1) Claims made by the Commonwealth.
 - (2) Claims made by the Commonwealth for persons.
 - (3) Claims made by persons who obtained assignment from the Bureau.

§ 43.10. Prohibited acts.

- (a) False information not knowingly to be given. An issuing agent may not knowingly issue a temporary registration card or plate containing misstatement of facts or other false information.
- (b) Alteration. A temporary registration card or plate may not be altered. An alteration on a temporary registration card or plate, including copies submitted to the Bureau, renders it invalid.
- (c) Renewal or reissuance. An issuing agent may not renew or reissue a temporary registration

card or plate which has expired, except upon written authorization of the Department or except as provided for in §43.6(a)(3) (relating to issuance of temporary registration plates).

- (d) Refusal to issue. An authorized dealer, manufacturer or full agent may not refuse, upon request, to issue a temporary registration plate to the owner or lessee of a vehicle who possesses proper documentation under this chapter.
- (e) Issuance at location not approved by the Department. Temporary registration plates may not be issued by an authorized dealer, manufacturer or full agent at a location other than the approved places of business of the authorized dealer, manufacturer or full agent, except under §43.6(b).
- (f) Refusal to accept separate check or money order. An issuing agent may not refuse to accept a separate check or money order made payable to the Commonwealth for fees and taxes due to the Commonwealth in association with a title application.
- (g) Consignment. An authorized dealer, manufacturer or full agent may not consign or transfer to other issuing agents or persons, any of the inventory of temporary registration plates issued by the Department to the authorized dealer, manufacturer or full agent.
- (h) Issuance of temporary registration without proper documentation. An authorized dealer, manufacturer or full agent may not issue a temporary registration card or plate if proper documentation is not complete and if information is not verified if required. This includes proof of ownership, insurance coverage, odometer statements, proof of identity and other documentation that may be required.
- (i) Gifts. An issuing agent may not offer or deliver money, gifts or other items of substantial value nor offer and deliver money, gifts or other items to a Commonwealth employee.
- (j) Reportable transactions. An issuing agent may not fail to report a transaction involving the sale or transfer of a vehicle consistent with Internal Revenue Service statutes, regulations and rules.

§ 43.11. (Reserved).

§ 43.12. Use of temporary registration plate.

- (a) Applicability. This section pertains to the use of a temporary registration plate by the person to whom it was issued.
- (b) Temporary registration plate nontransferable. Temporary registration plates may not be transferred from one vehicle to another. If a person purchases another vehicle before receiving the regular registration card from the Bureau, the person shall wait until receipt of the regular registration card and then transfer the registration plate in the usual manner.
- (c) Expiration of temporary registration plates. Temporary registration plates shall expire as follows:
 - (1) Rules pertaining to cardboard plates.
 - (i) A cardboard temporary registration plate shall expire and become void upon the occurrence of one of the following:
 - (A) Issuance of registration from another state.
 - (B) Rescission of a contract to purchase a vehicle.
 - (C) Expiration of 30 days from the date of issuance. **NOTE: Act 165 signed into law on November 4, 2016 changed this expiration date to 60 days.**

- (ii) Upon expiration of a cardboard temporary registration plate, the person to whom it was issued shall destroy it.
- (2) Rules pertaining to metal plates. A metal temporary registration plate may not be used after the expiration of 60 days from the date of issuance of the temporary card and plate until the registrant receives a regular registration card from the Bureau.
- (d) Use of temporary registration plates on vehicles transporting a load. Vehicles transporting a load shall comply with the following:
 - (1) Temporary metal registration plates may be used on a vehicle transporting a load if the vehicle has a gross vehicle weight rating of 26,000 pounds or less and the vehicle and load have a gross weight of 26,000 pounds or less.
 - (2) Temporary metal registration plates may not be used on a vehicle transporting a load, if the vehicle has a gross vehicle weight rating in excess of 26,000 pounds or the vehicle and load have a gross weight in excess of 26,000 pounds, unless the vehicle is operating only within this Commonwealth or through jurisdictions which are not members of the International Registration Plan.
 - (3) Temporary cardboard registration plates may not be used on a commercial vehicle transporting a load.
- (e) Prosecution. A person who violates subsection (c) shall be subject to prosecution under 75 Pa.C.S. § 1301 (relating to driving unregistered vehicle prohibited).

§ 43.13. Special temporary registration cards and plates.

The Secretary may authorize the issuance of special temporary registration cards and plates for special occasions which they deem to be in the best interests of the Commonwealth. Temporary registration cards and plates shall be valid for a period of time the Secretary will determine.