e-Temporary Plate Solution

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OC escapee case puts spotlight on California’s use of dealer plates
By Peter Fimrite and Michael Cabanatuan
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THREE FUGITIVES WHO ESCAPED FROM AN ORANGE COUNTY JAIL AND ABDUCTED A CABDRIVER BEFORE THEY WERE CAPTURED MORE THAN A WEEK LATER — TWO OF THEM IN SAN FRANCISCO — MIGHT HAVE BEEN HAULED IN EARLIER HAD POLICE BEEN ABLE TO IDENTIFY THE UNTRACKABLE PLASTIC PLATES FROM A DEALERSHIP ON THEIR STOLEN GETAWAY VAN.

CALIFORNIA’S PRACTICE OF ALLOWING AUTO DEALERS TO SLAP PLASTIC ADVERTISEMENTS ON RECENTLY SOLD VEHICLES — SOMETIMES REFERRED TO AS DEALER PLATES — FOR UP TO 90 DAYS HAS BEEN SLAMMED AS AN OUTDATED SYSTEM THAT CAN AID CRIMINALS WHILE COSTING BRIDGE AND ROADWAY TOLL-TAKERS A MINT AS MANY ANONYMOUS VEHICLES ROLL THROUGH FOR FREE.
### Issues with Current Paper Temporary Plate Process

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<thead>
<tr>
<th>Manual Process</th>
<th>Fraud</th>
<th>Toll Evasion</th>
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<tbody>
<tr>
<td>Error prone</td>
<td>Easily stolen</td>
<td>Lost revenue at electronic tolls</td>
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<tr>
<td>Difficult to audit</td>
<td>Not trackable</td>
<td>Other loss revenue as plate can’t easily be associated to owner</td>
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<tr>
<td>No real-time way to link driver to vehicle</td>
<td>Often not secure documents</td>
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<tr>
<td>No interface to other electronic solutions</td>
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**Fraud**
- Easily stolen
- Not trackable
- Often not secure documents

**Toll Evasion**
- Lost revenue at electronic tolls
- Other loss revenue as plate can’t easily be associated to owner
e-Temporary Plate Solutions ensure issuance of secure and individually identifiable temporary registration cards and plates – on-demand, from the dealer’s desk.

- Reduce repetitive data entry and improve transaction accuracy with Data Import feature.
- Process transactions in real-time; immediately available to law enforcement.
- Issue materials on-the-spot, improving the customer experience.
Dealer representative logs into secure TRP application.

System validates agent and assigns authority level.

Data Extraction from DMS?

- Yes: TRP data extracted from DMS.
- No: TRP data extracted from DMS.

Dealer Agent enters TRP data.

TRP System validates, processes the TRP, assigns unique # and expiration date.

TRP System generates temporary registration and permit.

Dealer provides temporary registration and plate to Customer.

Authorized users have access to detailed reporting, auditing and oversight capabilities.

Many states prefer a real-time solution because of the need for immediately accessible TRP data.

Transmit data to DMV (batch or real-time).

SFTP, Web-Service, etc.

TRP: Temporary Registration Plate.
## Key Transaction Types and Features

- Initial
- Extend
- Void
- Reprint
- Edit (vehicle information only)
- Run reports

## Stakeholders

- Department of Motor Vehicles
- County Clerks
- Automobile Dealers
- Law Enforcement
- Toll Authority
- Department of Corrections

## Jurisdiction Benefits

- Inquire on temp plate number
- Virtually eliminate unauthorized temp plate use
- Update DMV records in real-time and/or batch
- Complete accounting of temp plate inventory and/or stock

## Stakeholder Benefits

- 24/7 access for Law Enforcement
- Audit trail for DMV and Law Enforcement
- On-demand printing of indicia
- Void and Reprint capabilities
Sample Virginia e-Temporary Plate

States may elect to limit security features for a temporary plate that is tied real time to a backend data source, thus eliminating costly consumables.

Sample Tamper Evident Holographic Sticker

Other states elect to implement various security features as part of the e-Temporary Plate program.
## e-Temporary Plate Solution

<table>
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<tr>
<th>Value Added for the State / County Clerk</th>
<th>Value Added for the Dealer</th>
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<tr>
<td>Reduces lines / wait time for constituents</td>
<td>Reduces manual processing time for activities</td>
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<tr>
<td>Availability of accurate real-time data for the state, law enforcement and other agencies</td>
<td>Integrates title and registration activities with other components of the sales process</td>
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<tr>
<td>Reduces dealer errors resulting in less state corrections</td>
<td>Software catches errors before they get to the state or county office resulting in less delay in customer credentialing.</td>
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<tr>
<td>Improves auditing capabilities</td>
<td>Provides sophisticated reporting of activities</td>
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<td>Reduced costs associate with inventory management</td>
<td>Supports extraction of data from the dealer’s DMS system for single entry of key data</td>
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<td>Eliminates the need to provide Help Desk / Technical Support to the dealer</td>
<td>24-hour Help Desk support for questions relating to title &amp; registration transaction, error resolution, system questions, etc.</td>
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<td>Fraud Reduction</td>
<td>Increases the security of the consumer transaction</td>
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Utilization of 3rd Party Providers

- State modernization efforts are protracted and oftentimes require the Agency’s full resources. As technology changes, including the way vehicles are purchased (including internet sales), states have recognized that 3rd parties are more agile and flexible to address these trends, and that utilizing a third party can minimize the resources required by the state in implementing e-temporary plates.

- With the onset of federally advanced electronic processing such as permitting an electronic odometer statement, and a trend toward mandatory electronic processing by dealers, states recognize that 3rd parties bring advanced technologies to dealer customers and are much more readily able to understand and integrate these processes into dealer workflows.

- Solutions can often be implemented at no cost to the state.
For More Information
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