

Electronic Title and Registration in Indiana

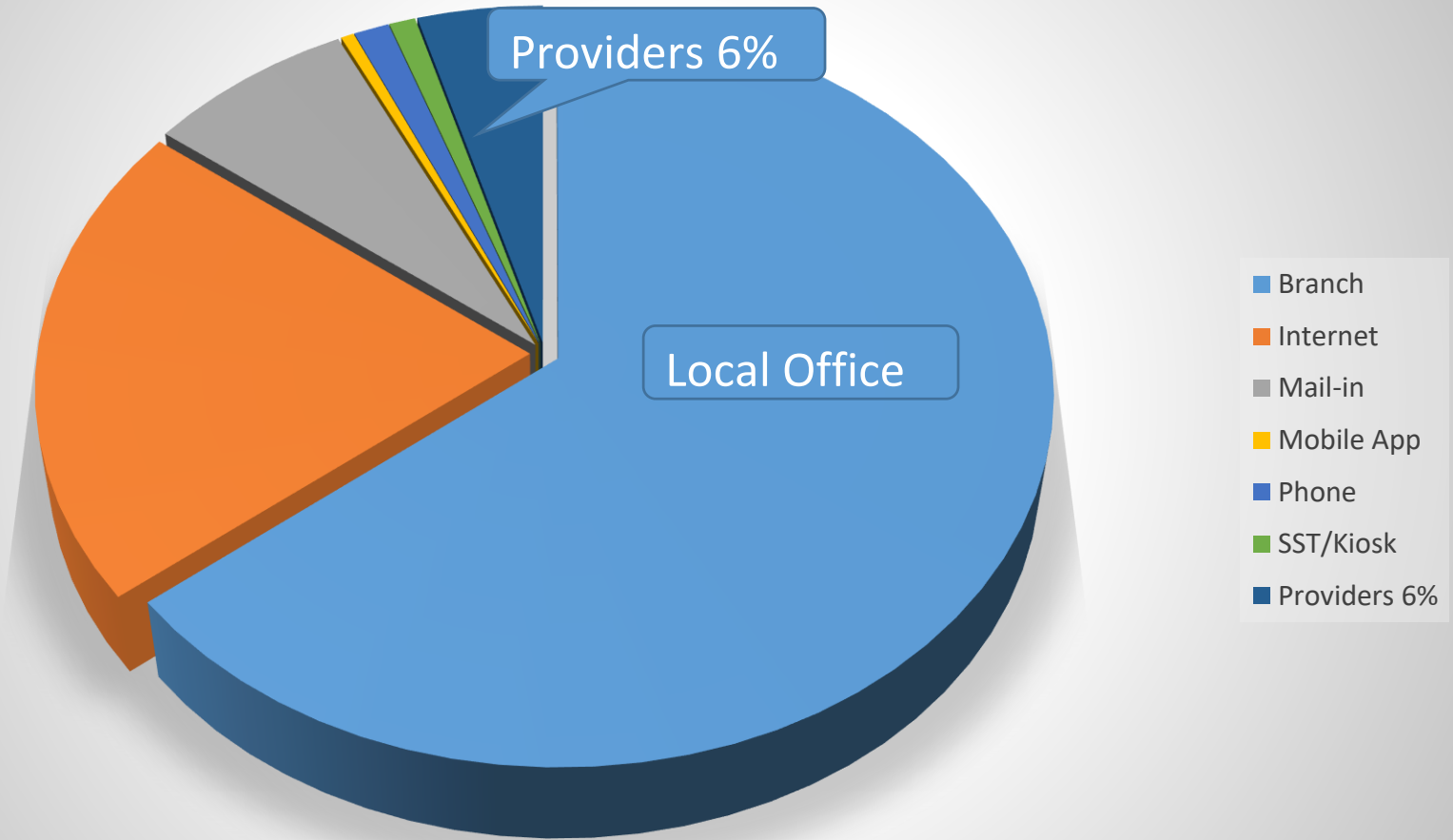
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Indiana currently has two business models

- 2007 - Third Party Providers offering an Interface system to dealers for title and registration processing
 - Currently two Providers
 - Over 400 active dealers
- 2008 – Introduced Third Party Providers processing on the State host system(STARS)
 - Five Providers with 15 locations

Background cont...

Transactions



Pros

- Fast, convenient option for smaller dealers or companies
- Reduced batch transactions in local offices

Cons

- Non-state employees have full access to customer database
- Technical support required from IT Office and internal support staff


Pros

- Limited access to customer information
- Convenient option
- Reduces transaction volume in local offices
- Allows BMV staff to focus on more difficult transactions
- Enhances customer experience in and out of local office

Cons

- Challenging obtaining paperwork from dealer once title is processed
- Difficulties getting information to correct errors
- Local offices correcting errors

- Original paperwork
 - Must be scanned into our document management system before a title will be released
 - Paperwork must be submitted within 14 days
 - Reporting tools provided to Provider to monitor pending titles and errors
 - Titles not accounted for result in dealer processing permissions be suspended until paperwork is submitted
 - Annual audits performed by Compliance Team
 - Quarterly checklists for STARS Providers

- Set standard for accuracy rating – 97%
 - 2016 – 98.98%
 - Q1 2017 – 98.60%
 - Q2 2017 – 99.25%
 - Q3 2017 – 99.19% 
- Measured and tracked on a quarterly basis
 - Dealer falling below 97% receives warning letter
 - Three consecutive warning letters and the dealer's permissions are suspended for three months
- Track transactions corrected by local office

Conclusion

- Having a Third Party title and registration option is highly valuable
- To continue to support BMV Mission – we are moving to a single business model. Offering an Interface only solution



For More Information

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"Our mission is to serve all Hoosiers by providing best-in-class driver and vehicle services in a timely and accurate manner while ensuring security and transparency."