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

Local Office

Providers 6%
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
• 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.”