

Electronic Title and Registration Benefits

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Computerized Vehicle Registration /**CVR**

- More than half of US Jurisdictions have some form of Electronic Vehicle Title and Registration solution available
- Several have made the decision to mandate participation in these programs for Dealers who exceed a certain threshold
- What are the benefits to the stakeholders of participating in an online Electronic program for the processing of Titles and Registration transactions?
- Let's explore....

State Benefits of EVR

- ***LESS STRAIN ON FIELD OFFICES – SHORTER LINES – QUICKER TURNAROUND***
 - ✓ Reduced individual customer walk in traffic
 - ✓ Reduced dealership batch/bundle activity
 - ✓ Less input for state personnel due to dealership update to database
 - ✓ Reduced registration and title transactions so employees can process more transactions faster
 - ✓ Reduced volume of customer correspondence for status updates – dealers are answering the questions for their customers

- ***RAPID, ACCURATE COLLECTION OF FEES***
 - ✓ Electronic Funds Transfer (EFT) moves funds directly to state accounts
 - ✓ Eliminates administration of check processing
 - ✓ Eliminates non-sufficient funds check recovery
 - ✓ Reduced time spent processing fee/tax refunds resulting from errors in manual data entry or inaccurate manual calculations
 - ✓ Reduced credit card transaction fees

- ***SMOOTHER CENTRAL PROCESSING***
 - ✓ Dealer work sent directly to a central location for state review
 - ✓ Improves tracking of dealer activity and compliance through automated reporting tools

➤ **REDUCED ERROR RATES**

- ✓ Input done at dealership level by individuals most familiar with the deal paperwork
- ✓ State provided software edits built into CVR software

Facilitates development of titling/registration expertise by title clerks which result in lower error rates

➤ **BETTER CUSTOMER SERVICE**

- ✓ Permanent plates and stickers are issued at the time of delivery
- ✓ Reduced customer follow-up phone calls
- ✓ More accurate paperwork
- ✓ Provides alternative service delivery option for customer
- ✓ Enables agency to respond more quickly on help-desk support calls – CVR supports the dealer

➤ **BETTER SERVICE TO INDUSTRY**

- ✓ Faster title updates, preparation and circulation
- ✓ Databases updated accurately and efficiently

➤ **REDUCED KEY ENTRY**

- ✓ Data entry is done at the dealership
- ✓ State simply reviews paperwork and verifies entries

- ***ENABLES LAW ENFORCEMENT TO IDENTIFY REGISTERED OWNERS***
 - ✓ Reduces number of untraceable temporary placards on roadways
 - ✓ Reduces the need for temporary tags
 - ✓ Streamlines identification of owner
 - ✓ State databases updated on a more timely basis
 - ✓ Reduces window of opportunity for individuals to commit vehicular crimes during time period under which ownership information has not been updated and available to law enforcement
 - ✓ Provides method for states to substantially comply with USA Patriot Act prohibition on vehicle purchases by persons identified on terrorist watch lists

Dealer Benefits

➤ **IMPROVED CUSTOMER SERVICE**

- ✓ Issue permanent plates and stickers
- ✓ Reduced phone calls from customer's following up on registration materials
- ✓ Eliminates trips to the State Offices, Tax Collectors and/or Tag Agents
- ✓ Efficiently concludes the sales cycle

➤ **INCREASED PROFITABILITY WITH DEALER COMPENSATION**

- ✓ Dealers can charge a fee for each EVR transaction or include the fee in documentation fee authorized by statute
- ✓ Less trips to and waiting in line at State Offices, Tax Collectors and/or Tag Agents for dealership personnel
- ✓ Reduced expense for courier and licensing services
- ✓ Reduced State late and Fast Title Fees

➤ **DEALER CONTROLS THE REGISTRATION AND TITLING PROCESS**

- ✓ Faster turnaround of registrations and titles
- ✓ Inquiry allows dealer to process accurate paperwork
- ✓ Allows the dealer to offer the customer an alternative which can enhance the customer's perception of the vehicle sales process and the dealership

➤ **INQUIRY**

- ✓ Reduced phone calls to the State to verify information
- ✓ Eliminates discrepancies between paperwork and state database records
- ✓ Dealer is alerted to potential problems
- ✓ Dealer efficiency is improved

Dealer Benefits, cont...

➤ **ISSUE PLATES AND STICKERS DIRECTLY TO CONSUMER**

- ✓ Improved client relations and increased customer satisfaction. The customer does not have to make a special trip back to the dealer for registration items.

➤ **REDUCED ERRORS**

- ✓ Increases personnel efficiency
- ✓ Less keystrokes because of direct interface with Dealer Management Systems
- ✓ Accurate fee calculation verified and/or supplied by the state
- ✓ Minimizes dealer surprises at title/registration time through access to motor vehicle data (lien holder information, owner tax liability, vehicle brands), increases accuracy and reduces returned paperwork

➤ **ACCURATE FEE CALCULATION**

- ✓ Eliminates collecting too much or too little for registration fees
- ✓ Eliminates the need to write and mail reimbursement checks

Eliminates the need to absorb shortages in the deal or to contact new customers to request additional mo

➤ **ELECTRONIC FUNDS TRANSFER (EFT)**

- ✓ All titles and registration fees are electronically transferred to the State, Dealer Association and/or Tax Collector
- ✓ Eliminates the writing and signing of checks
- ✓ Bundle reports generated daily provide a detailed audit trail for dollar amounts transferred.
- ✓ Accounting entries can be posted daily to reflect current operating expenses

➤ **DIRECT INTERFACE WITH DEALER MANAGEMENT SYSTEMS**

- ✓ Interfaces include: ADP Elite, R&R, UCS, ADP Alliance, EDS, DDS, Advent, AMPS, Auto Pro. F&I deal information is downloaded to CVR's software application
- ✓ Saves time and eliminates keystrokes therefore reducing possible errors

Consumer Benefits

➤ **IMPROVED SERVICE FROM STATE OFFICES**

- ✓ No more temporary plates
- ✓ Permanent plates, stickers and registration certificates at the time of vehicle delivery
- ✓ Faster turnaround for registration and titles

➤ **ONE STOP SHOPPING**

- ✓ Purchase vehicle, register and title it at one time in one place without having to wait for a plate.

➤ **NO MORE WAITING FOR PLATES**

- ✓ Plates are issued immediately at dealership
- ✓ No more phone calls finding out where they are
- ✓ Less stress due to approaching temporary plate expiration

➤ **ELIMINATES FEAR OF TRAVEL OUT-OF-STATE (with temp tags)**

- ✓ Customers are issued permanent plates, stickers and registration certificates instead of temporary tags
- ✓ State and Law Enforcement databases are updated and reflect current owner information.

➤ **OPTIONAL PARTICIPATION**

- ✓ A Registration alternative provided by the dealership
- ✓ Not mandatory for every customer or for every deal

Everybody Wins!

- Value to all Stakeholders:

Motor Vehicle Agencies

Dealers

Consumers

Third Parties



Contact Information

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