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
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
• Value to all Stakeholders:

  
  Motor Vehicle Agencies
  
  Dealers
  
  Consumers
  
  Third Parties
For More Information:

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