

# Vehicle Licensing Guide

## Stops-Compliance and Removal VLIC-4.445

**Original Date:** 11/01/1988

**Revision Date:** 01/25/2023

[Definitions](#)

[Background](#)

[Customer Requirements](#)

[Front Counter CSR](#)

[DMV Contact Center Actions](#)

[Points to Remember](#)

[References](#)

[Contact](#)

POLICY	
<b>Title:</b> Stops-Compliance and Removal	
<b>Effective Date:</b> November 1, 1988	<b>Revision Date:</b> February 10, 2015
<b>Authority:</b> Code of Virginia §§ <<<<<REVISION 46.2-320, END REVISION>>>>> 46.2-370, 46.2-411, 46.2-416, <<<<<REVISION 46.2-706, END REVISION>>>>> 46.2-752, 46.2-752.1, 46.2-819.1, 46.2-819.3	
<b>Policy:</b> DMV will place a stop restricting activity on a customer's driver or vehicle record to allow for investigation, enforcement, or correction when there is questionable or fraudulent activity, lack of compliance with requirements, or other existing discrepancies or conditions on the record.  Once the conditions for the stop are satisfied, DMV will remove the stop condition from the record, allowing the customer to apply for the desired credential, title, registration, or other DMV product.	
<b>Exception:</b> N/A	

[Return to top of page](#)

### DEFINITIONS

**Customer Stop** - A stop is an indicator applied to a customer's driver or vehicle record which flags it as having discrepancies, questionable or fraudulent activity, and/or other conditions (e.g., returned check on file, reinstatement fee due, lien omitted from vehicle record, etc.). A stop restricts access to the record, prohibiting transaction processing until the issue, discrepancy, and/or questionable or fraudulent situation has been addressed.

**Comply a Stop** - To comply a stop means to "meet the terms" or to "satisfy" the conditions of the stop on record to allow transactions to be processed. A customer is required to submit certain documents or take certain actions, as defined in policy or procedure, to satisfy the requirements of the stop.

**Delete a Stop** - To delete a stop means to eliminate it from the record. Deleting a stop breaks the historical link with the prior transaction(s) on record. Deleting stops is NOT the standard action used to clear a stop from a customer or vehicle record. Customer service representatives (CSR) or DMV Direct agents must not delete any stops unless authorized by the CSC manager, supervisor, or designee.

**Vehicle Registration Withholding Program (VRW)** – A program which allows localities to enter into a partnership with DMV to withhold vehicle registration renewals from owners who owe UNPAID LOCAL TAX (personal property taxes or parking citation fees) (refer to [VLIC-4.415](#)).

[Return to top of page](#)

### BACKGROUND

A stop is placed on a customer's driver or vehicle record to prevent certain transactions from being processed until identified discrepancies or questionable issues have been investigated, corrected, or resolved. Once the discrepancy or issue in question is resolved, the customer record is updated and the stop removed from the record. Stops may be placed on customer records for various reasons including, but not limited to, the following:

1. Administrative stop
  - Underpayment of fees
  - Unsigned documents
  - Verified reports of fraud or false application

- Other miscellaneous discrepancies significant enough to hold a customer's record for investigation, enforcement, or correction
- 2. Confiscated/seized license plate stop
- 3. Confiscated/seized vehicle stop
- 4. Failure to pay fines and court costs
- 5. Emissions inspection due
- 6. Reinstatement fee due
- 7. Returned check or invoice stop
- 8. Additional sales and use tax (SUT) due
- 9. Stolen vehicle stop
- 10. Toll violation stops
- 11. Unpaid local tax
  - Personal property-VRWS
  - Parking citation-VRW1
- 12. Unpaid federal tax
  - Heavy Vehicle Use Tax (HVUT)
- 13. Vehicle Stop
  - Lien omission
- 14. Medical stop

[Return to top of page](#)

## CUSTOMER REQUIREMENTS

1. Submit any required documents, such as, but not limited to, the following:
  - A receipted Schedule 1 (Form 2290)
  - A court receipt for payment of fines and court cost
  - Proof of passed emissions inspection
  - Any other required documentation
2. Pay applicable fees.

[Return to top of page](#)

## FRONT COUNTER CSR

1. Inquire on the customer's record to determine the type of stop being complied.
  - a. For ADMINISTRATIVE stops:
    - i. Contact the work center or CSC that placed the stop on the record. The telephone number will be indicated on the "Inquire Customer Stops" screen of the customer's record.
      - If work center cannot be contacted after 5:00 pm, follow steps below:
        - a) Inform customer of the stop and explain the work center must release it.
        - b) Ask customer for a telephone number where they can be reached the next day.
        - c) Make copies of the transaction documents to keep at the CSC and return originals, along with any payment, to the customer.
        - d) On the following business day, contact the work center to have the stop removed.
    - ii. Once the stop has been removed -
      - 1) Contact and advise the customer of any additional requirements.
      - 2) If required, ask the customer to return to the CSC with the transaction documents and payment.
      - 3) Perform any required transaction processing according to data entry procedures.
      - 4) Provide product to the customer over the counter, or, if customer was not required to return to the CSC, contact and update the customer on the status of the transaction.
      - 5) Verify the customer's address on record and mail the processed transaction documents.
    - iii. If stop cannot be removed -
      - Contact the customer and explain what actions are needed, or what documents must be submitted before the stop can be removed.
  - b. For CONFISCATED/SEIZED stops on the plates (not on the vehicle record), continue processing as an original vehicle registration in accordance with [VLIC-4.000](#).
    - Customers are not required to present documentation to purchase new registration.

- c. For CONFISCATED/SEIZED stops on the vehicle (not the registration record), refer to [VLIC-3.565](#) for compliance of the stop.
  - d. For EMISSIONS INSPECTION FEE due stops:
    - i. Advise the customer that emissions inspection requirements must be satisfied before being eligible to renew the registration,
    - ii. Offer the customer the option of a one-month registration (refer to [VLIC-4.110](#)), allowing them to drive legally while satisfying the emissions inspection requirements providing the registration:
      - Is valid and unexpired, and
      - Is due to expire before the end of the current month, and
      - A one-month registration extension for personal property tax or parking citation stops, or emissions inspection has not been issued during the current registration period.
  - e. For REINSTATEMENT FEE due stops:
    - i. Collect the appropriate reinstatement fee from the customer.
    - ii. Remove stop from vehicle file according to data entry procedures.
      - If a daily accountability worksheet is required by management refer to [CSCOM-208](#) for stop removal accountability.
  - f. For RETURNED CHECK or INVOICE stops:
    - i. Supplemental Lien or Replacement Title transactions:
      - For lienholders only, contact Financial Management Services (FMS) to temporarily lift the stop from the title file:
        - For invoice stops call (804) 367-6080, and
        - For return check stops call (804) 367-0485.
          - FMS will temporarily lift the stop to process the transaction for the lienholder.
 

**IMPORTANT:** FMS will **NOT** temporarily lift the stop for anyone other than the lienholder.
          - FMS will place the stop back on the record after the transaction is complete.
    - ii. Registration Transaction
      - 1) Collect fee indicated on the "Return Check/Invoice Processing" screen according to data entry procedures.
      - 2) Process the registration transaction.
- g. For ADDITIONAL SALES AND USE TAX (SUT) due stops:
  - i. Collect the appropriate sales and use tax from customer.
  - ii. Remove stop from vehicle file according to data entry procedures.
    - If a daily accountability worksheet is required by management refer to [CSCOM-208](#) for stop removal accountability.
  - iii. If title is being held because of additional tax due, remove the title held also.
- h. For STOLEN stops, refer to [VLIC-3.550](#).
- i. For TOLL VIOLATION stops;
  - i. For COURT Toll Violation:
    - 1) Verify the court receipt or electronic transmission from the court.
 

**<<<<<REVISION**

      - a. Fines and costs must be paid in full. A court receipt (DC30) indicating that a customer entered into an installment plan or deferred payment plan for toll violation is not acceptable. The receipt must indicate full payment.
 

**END REVISION>>>>>**
    - 2) If the order HAS NOT BEEN posted to customer's record, update the record to reflect fines and costs paid using the pre-compliance screen. (Refer to Va. Code § [46.2-411](#))
    - 3) If the order HAS BEEN posted to customer's record, update the record to reflect fines and costs payment has been made, if applicable.
    - 4) Collect the vehicle administrative fee and update the customer record to reflect payment, if applicable.
    - 5) Issue the registration, if applicable.
  - ii. For Non-Court (Private Company)Toll Stops:
    - 1) Perform a stop inquiry on the customer's record.

- 2) Inform the customer of the stop(s) on their record, the company (or companies) that placed the stop, and their contact information.
    - o The customer must contact the company that placed the stop on the customer's vehicle record. Only the issuing company may remove the vehicle stop (this removal process usually takes a full business day).
    - o If the company has not removed the stop after a full business day and the customer can provide a receipt/confirmation number, contact the [Use Agreement Work Center](#).
  - 3) Once the stop has been removed, the CSR will be able to process the customer's transaction.
- iii. Offer the customer the option of a one-month registration (refer to [VLIC-4.110](#)), allowing the customer to legally drive while satisfying the toll violation requirements, provided the current registration:
    - Is valid and unexpired,
    - Is due to expire before the end of the current month, and
    - A one-month registration extension for personal property tax, parking citation, or emissions inspection has not been issued during the current registration period.
- j. For UNPAID LOCAL TAX (personal property or parking citation) stops:
- i. Perform a stop inquiry on the record:
    - 1) Inform customer of all stops and all localities that placed the stops.
    - 2) Advise the customer they must contact the locality that placed the stop to have it removed.
      - o CSCs ARE NOT authorized to remove UNPAID LOCAL TAX stops.
  - ii. Offer the customer the option of a one-month registration extension, allowing them to drive legally while satisfying the tax requirements with the locality, providing the registration (refer to [VLIC-4.110](#)):
    - 1) Is valid and due to expire before the end of the current month, and
    - 2) A one-month registration extension for personal property tax stops, parking citation stops, or emissions inspection requirements,
      - May be offered only one-time during the current registration period.
  - 3) Advise the customer that:
    - o All UNPAID LOCAL TAX stops must be complied and the stop removed from the vehicle record by the locality, and
    - o Once all stops and inspections are complied they must renew the registration using a preferred service (mail, online, phone, DMV Select) to avoid the \$5 in-person service fee.
- NOTE:** A vehicle purchased AFTER the stop was placed may be registered for up to 90 days, allowing the customer to legally drive while satisfying the tax requirements with the locality.
- k. For UNPAID FEDERAL TAX (HVUT) stops:
- i. Supplemental Lien or Replacement Title
    - 1) CSC management or designee temporarily removes stop from title file according to data entry procedures.
    - 2) Process Supplemental Lien or Replacement transaction.
    - 3) Place stop back on title file according to data entry procedures.
  - ii. Registration Transaction
    - 1) Verify the customer's receipted Schedule 1 (Form 2290). If the customer presents a copy of the cancelled check for payment of the HVUT, the receipted Schedule 1 (Form 2290) is also required.
    - 2) Remove stop from title file according to data entry procedures.
      - If a daily accountability worksheet is required by management refer to [CSCOM-208](#) for stop removal accountability.
    - 3) Process registration according to data entry procedures.
- l. For MEDICAL "MD" stops:
- i. Check the notes in the customer's record, if applicable, to determine if the stop can be complied. (refer to [DLG-2001](#))
2. If stop is removed, process any requested credential or other DMV product following appropriate procedure,

**OR**

If not able to remove stop, advise customer of additional compliance requirements and issue a Customer Information form,

3. Prepare documents with correct barcode coversheet and place in appropriate area for document preparation.

[Return to top of page](#)

## DMV CONTACT CENTER ACTIONS

### General guidelines:

- For stops other than those listed below, inquire on the customer's record and transfer the customer call to the contact person or appropriate work center responsible for the stop (this information will be displayed on the record).
- When transferring a customer to a work center or contact person, provide your customer with the work center or person's telephone number in the event the transfer is unsuccessful; do not give out phone numbers not intended for public use. When transferring the call, identify yourself and announce the incoming call to the assigned work center.
- [Deleting a stop](#) is NOT the allowed process for clearing a stop from a customer or vehicle record. DMV Contact Center agents shall NOT delete any stops unless authorized to do so by a supervisor.
- DMV Contact Center agents who DELETE a stop (rather than COMPLY) must add a note to the customer's record. The customer note must describe the stop and explain why it was DELETED and was not COMPLIED.
- To inquire on a customer record in CSS:
  - Navigate to the CUSINF screen.
    - If a "Y"-Yes displays in the Customer Stops field, a driver stop exists.
    - If an "N"-NO displays in the Customer Stops field, no driver stop exists.In the "choice field" select "B" and press enter to access the stop.  
OR
  - Type STPINQ on the command line and press PF 4.

**NOTE:** For inquiries in my Select, follow guidelines in DMV Select-System Help.

### Handling Customer Stop Inquiries:

1. For an INVOICE BILL from DMV requesting payment,
  - Transfer caller to the FMS Billing Center at 804-367-6080 for immediate assistance.
2. For VEHICLE STOPS (listed in system code table 1091):
  - a. To inquire on the vehicle record in CSS:
    - i. Navigate to **CUSINF** screen.
      - If a "Y" = Yes is in the Vehicle Stop field, a vehicle stop exists.  
OR  
If an "N" = NO is in the Vehicle Stop field, no vehicle stop exists.
    - ii. Navigate to Vehicle Inquiry Screen (Page 2).
      - If a "Y" = Yes is in the Stop field, a vehicle stop exists.  
OR  
If the Stop field is blank, there are no vehicle stops.
    - iii. To access the stop, in the "choice field" select "J" and press enter.

**NOTE:** For stop inquiries in my Select, follow guidelines in DMV Select-System Help.

- b. Handling Vehicle Stops:
  - ADMINISTRATIVE stops
    - 1) Call the number listed on the Admin Stop screen in the system for assistance if the Admin Stop is placed by a work center other than the [Titling Work Center](#).
    - 2) If unable to reach the person who placed the stop, send a DL-9 to the [Titling Work Center](#) requesting assistance.
    - 3) CSCs can release stops for lien omissions once the title is received from the customer and the lien is placed on the vehicle record.
  - TOLL VIOLATION stops
    - Follow steps in the [FRONT COUNTER CSR](#) section above.

- CONFISCATED/SEIZED LICENSE PLATE and EMISSIONS INSPECTION may be removed once complied in a CSC. Refer to the appropriate [FRONT COUNTER CSR](#) section above for CSC guidelines.
  - CONFISCATED/SEIZED VEHICLE stops, refer to [VLIC-3.565](#) for CSC stop compliance guidelines.
3. For REINSTATEMENT FEE due stops:
    - Refer to [Reinstatement Fees](#) information in the [Other Compliance Topics](#) section of the DMV Direct Knowledge Base Table of Contents.
    - For reinstatement fees paid in the CSC, refer to [FRONT COUNTER CSR](#) section above.
  4. For RETURNED CHECK stops:
    - a. Transfer the customer to the Accounts Receivable Work Center at 804-367-0485.
    - b. If the line is busy, transfer the customer to 804-367-1410 or 804-367-0131.

**NOTE:** These last two numbers are for agents' use ONLY - do NOT give these numbers to customers.
  5. For STOLEN VEHICLE stops:
    - a. Verify the vehicle's VIN using the NCIC to check for stolen stops.
    - b. If no stolen stop exists for the vehicle in NCIC, call the Vehicle Branding Work Center at 804-367-1179 and request to have the DMV system stop removed.
    - c. For vehicles marked stolen in NCIC, follow CSC steps in [VLIC-3.550](#).
  6. For UNPAID LOCAL TAX, or UNPAID FEDERAL TAX stops:
    - Refer to the appropriate guidelines in the [FRONT COUNTER CSR](#) section above.
  7. For MEDICAL stops:
    - a. Transfer caller to Medical Review Services at 804-367-6203.

[Return to top of page](#)

## POINTS TO REMEMBER

- Vehicle owners from localities that participate in the Vehicle Registration Withholding Program (VRW) who owe UNPAID LOCAL TAXES (personal property taxes or parking citation fees) will **NOT** be allowed to renew vehicle registrations for those vehicles identified as delinquent until taxes/citations are paid in full and the locality removes the stop.
  - Localities that choose to participate in the Vehicle Registration Withholding Program (VRW) are required to notify debtors at least 30 days prior to the expiration of their current vehicle registration.
  - If taxes/citations remain unpaid after appropriate notification, a locality may send an electronic request to DMV to place a stop on the taxpayer's vehicle record.
  - The applicant may not renew the vehicle registration until they pay the delinquent personal property taxes and parking citation fees to the appropriate locality.
- Pursuant to Va. Code § [46.2-320](#), DMV is authorized to refuse a driver's license/ Identification Card to customers who willfully fail or refuse to pay any taxes or fees required or authorized to be collected by DMV.
- [Deleting a stop](#) is NOT the proper process for clearing a stop from a customer or vehicle record. Customer service representatives (CSRs) and DMV Direct agents shall NOT delete any stops unless authorized to do so by the CSC manager or supervisor.
- Customers with returned check stops on the record cannot make payment by "personal check", but may pay by cash or money order.
- An MD stop prevents the issuance of a driver's license; it does not prevent the customer from being able to conduct other transactions.

[Return to top of page](#)

## REFERENCES

[Denial of Registrations or Renewals](#)

[Multiple Order Fees FAQ](#)

[DLG-1813](#) Updating Reinstatement Fees

[VLIC-3.385](#) Seized Vehicles for Locality Tax Collection

[VLIC-4.430](#) Insurance Verification Orders and Reinstatement Fees

[Return to top of page](#)

## CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)
- MCS/ [Motor Carrier Services](#)
- FMS/[FMS](#)/Billing Center and Returned Checks

[Return to top of page](#)