

# Vehicle Licensing Guide

## Fee Exceptions-Non-Receipt of DMV Products-Vehicle VLIC-4.635

Original Date: 05/25/2007

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POLICY	
<b>Title:</b> Fee Exceptions-Non-Receipt of DMV Products	
<b>Effective Date:</b> May 25, 2007	<b>Revision Date:</b>
<b>Authority:</b> DMV Policy	
<b>Policy:</b> DMV must balance customer service with the potential for questionable or fraudulent activities when customers report non-receipt of DMV products.  DMV's objective is to encourage customers to: <ul style="list-style-type: none"><li>• Allow sufficient time for transaction processing and product delivery</li><li>• Report non-receipt of their product after waiting at least 15 days (or projected delivery time) for product arrival and no later than 90 days after the date the transaction was processed</li><li>• Report any change of address within 30 days in accordance with the law</li></ul> CSCs should provide the customer one of the following options when reporting non-receipt of products: <ul style="list-style-type: none"><li>• Request customer allow more time for delivery (issue a Customer Information Form)</li><li>• Reissue a replacement product to the customer for a fee</li><li>• Reissue a replacement product the customer at no fee</li></ul>	
<b>Exception:</b> N/A	

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## BACKGROUND

Occasionally, customers may not receive products in a timely manner due to a variety of reasons (mail or production delays, misplaced requests, wrong addresses, etc.). When customers renew their DMV products early, they may not realize right away that product delivery is overdue, since their current product has not expired.

Products processed and paid for at a CSC may be issued over the counter to the customer, mailed by DMV's license plate vendor, or centrally issued and mailed from Headquarters (HQ). DMV's Preferred Services offer customers the opportunity to renew, or replace vehicle products and receive them immediately or through the mail without having to visit a CSC.

Preferred Service options available by payment type:

For credit or debit card payment:

- Online (Internet)
- DMV Select
- DMV Contact Center

For check or money order payment:

- Mail
- DMV Select

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## VEHICLE PRODUCTS AVAILABLE VIA PREFERRED SERVICE OPTIONS

Vehicle Product	Online	Mail (By Check/Money Order Only)	DMV Select	DMV Contact Center	Mobile Unit	EZ Fleet	Auto Auctions	DMV Connect
Original Vehicle Registration (plate purchase)		✓	✓		✓	✓		✓
Renew Vehicle Registration	✓	✓	✓	✓	✓	✓		✓
Reissue Vehicle Registration		✓	✓	✓	✓	✓		✓
Replace Vehicle Registration Card	✓	✓	✓	✓	✓	✓		✓
Transfer Vehicle Registration		✓	✓		✓	✓		
Sample Plate Purchase	✓	✓	✓	✓	✓	✓		
Replacement Title	✓	✓	✓		✓	✓		✓
Original Title		✓	✓		✓	✓	✓	✓
Substitute Title		✓	✓		✓	✓		✓
Supplemental Title		✓	✓		✓			✓
Title-Release Customer Held	✓		✓		✓	✓		
Trip Permit	✓		✓		✓			✓
Prospective Purchaser's Inquiry	✓	✓	✓		✓			✓
Transcript (Record Request)	✓	✓	✓	✓	✓	✓		✓

For a complete list of all DMV products and services available through all service options, go to "[DMV Transactions/Activities Available Through Each Service Option](#)".

For some products (license plates, registrations, transcripts, etc.) the minimum projected product delivery time is extended. Some products print immediately to the customer's printer. For products that are paid for online that did not print for the customer or license plates with extended minimum delivery times, refer to the Product Projected Delivery chart and the reissue/replacement procedures below to determine appropriate delivery times:

PRODUCT	PROJECTED DELIVERY
Titles	15 days
Mailed Vehicle Transcripts	15 days
Vehicle Registration Renew/Replace/Transfer	15 days
Standard Issue or Sample Plates	4 Weeks
Personalized Plates	4 to 6 Weeks
Objectionable Personalized Plates	Up to 60 Calendar Days for Notification
Clean Fuels Plates	4 Weeks
Trip Permits/Prospective Purchaser Inquiries/Vehicle Transcripts	Immediate print (reissue based on verification)

Customers who come to a CSC reporting they have not received their product should be given an "E" or "R" ticket at the Information window to minimize wait time.

In the event customers are asked to wait longer for the delivery of the product, for their convenience, ALWAYS issue a Customer Information Form explaining what actions they must take (if any) and include the DMV Contact Center phone number (804-497-7100) to save another trip to the CSC.

If customers are Internet customers who renewed just prior to the product expiration date (within 15 days of expiration), but have not printed the DMV Internet Receipt, encourage them to return to [www.dmvnow.com](http://www.dmvnow.com) and print a copy of their online receipt and carry it with them to extend the current product expiration date for up to 15 days beyond the current license expiration date.

When customers report non-delivery of a product within 1 to 90 days of the verified date of the original transaction, and the product is due to expire in the next 2 days, for the customer's convenience reissue or replace the product. A fee may be required (refer to the [Product Reissue/Replace Guidelines](#)).

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## CUSTOMER REQUIREMENTS

1. Notify CSC of non-receipt of product.
2. Submit receipt from transaction (if available).

**NOTE:** If a receipt is not available, give best estimate of the date the original transaction was processed.

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## FRONT COUNTER CSR

1. Verify customer's identification.
2. Verify the customer's address in the system. If the address is wrong, ask the customer if they changed it with DMV, then correct it.
3. Collect the DMV Internet Receipt or CSC receipt from the customer (if available/not required).
4. Verify the date of and the type of preferred service or CSC product processed by inquiring on the customer's record.

**NOTE:** If no record of a processed and paid for transaction exists, a reissue cannot be done. Customer may initiate a new transaction and pay the fee.

5. Determine how many calendar days have passed since the date of the original transaction.
  - Follow the Product Reissue/Replacement Guidelines below to determine when to charge for a product, when to reissue/replace at no fee and when to ask the customer to wait longer for the arrival of the product.

PRODUCT REISSUE/REPLACEMENT GUIDELINES	
If the Customer Has Not Waited the Projected Delivery Time AND:	Do the Following:
<ul style="list-style-type: none"> <li>• Address is CORRECT in system AND</li> <li>• Product is NOT due to expire in next 2 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Ask customer to wait.</li> <li>• Issue Customer Information form.</li> </ul>
<ul style="list-style-type: none"> <li>• Address is INCORRECT in system AND</li> <li>• Customer states he or she changed address with DMV.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct address (if applicable).</li> <li>• Reissue product.</li> </ul>
<ul style="list-style-type: none"> <li>• Address is CORRECT in system AND</li> <li>• Product due to expire in 2 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Do NOT charge fee.</li> </ul>
<ul style="list-style-type: none"> <li>• Address is INCORRECT in system.</li> <li>• Product is not due to expire in 2 days AND</li> <li>• Customer indicates he did NOT change address at DMV.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct address (if applicable).</li> <li>• Reissue product.</li> <li>• Charge fee.</li> </ul>
<ul style="list-style-type: none"> <li>• Address is CORRECT in system.</li> <li>• Product is not due to expire in 2 days AND</li> <li>• Customer requests product replacement immediately, although he has not waited the projected delivery time (refer to Product Projected Delivery chart).</li> </ul>	
If the Customer Has Waited the Projected Delivery Time AND Less Than 90 Days Have Passed Since the Date of Transaction	Do the Following:
<ul style="list-style-type: none"> <li>• Address is INCORRECT in system AND</li> <li>• Customer states he or she changed address at DMV.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct address (if applicable).</li> <li>• Reissue product.</li> <li>• Do NOT charge fee.</li> </ul>
<ul style="list-style-type: none"> <li>• Address is CORRECT in system</li> </ul>	
<ul style="list-style-type: none"> <li>• Address is INCORRECT in system AND</li> <li>• Customer indicates he did NOT change address at DMV.</li> </ul>	<ul style="list-style-type: none"> <li>• Reissue product.</li> <li>• Charge fee.</li> </ul>
If the Customer Reports Non-Delivery of the Product 90 Days or More After the Transaction Date <sup>1</sup>	Do the Following:

PRODUCT REISSUE/REPLACEMENT GUIDELINES	
If the Customer Has Not Waited the Projected Delivery Time AND:	Do the Following:
<ul style="list-style-type: none"> <li>Customers reporting non-delivery 90 days or more after the date of the original transaction will be required to pay for their product. (See note below.)</li> </ul>	<ul style="list-style-type: none"> <li>Correct address (if applicable)</li> <li>Reissue/replace product.</li> <li>Charge fee.</li> </ul>
<p><sup>1</sup> For replacement or reissue of products reported undelivered 90 or more days <b>AFTER</b> the date the transaction was processed, see "<a href="#">No Fee Exception Product Replacements After 90 Days</a>" section at end of this procedure.</p>	

6. If a product is to be reissued/replaced:
- a. For Title Reissue/Replacement:
- i. Verify completion of the "Application for Replacement and Substitute Titles" ([VSA 67](#)).

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- ii. If the customer presenting the [VSA 67](#) is not the owner/lienholder:
- Only one of multiple owners is required to sign the application for a replacement title.
  - A lienholder may apply for a replacement title without obtaining the owner's signature. The lienholder **MUST** sign the back of the [VSA 67](#) and provide identification.
  - Verify the **Authorized Representative Designation** section on the back of the [VSA 67](#) is completed and signed by the owner giving the customer authority to pick up the title. **END REVISION>>>>**
- iii. If a returned date displays in the "**Ttl Returned Undel Dt:**" field, space out the date.
- NOTE:** A date in the "**Ttl Returned Undel Dt:**" tells the CSC or DMV DIRECT that the title was returned to HQ and was never delivered to the customer.
- iv. Collect appropriate fee (if applicable, see [Product Reissue Guidelines](#) above).
- NOTE:** If a fee exception exists, CSRs must note the reason on the customer's application.
- v. Advise the customer that if the first title issued is received, it will **NOT** be valid and it must be returned to a CSC or mailed to:

**Virginia DMV  
Attn: Titling Work Center  
PO Box 27412  
Richmond, VA 23269**

- b. For vehicle registration renewals, registration card replacements and/or decal transaction reissues/replacements:
- i. Verify completion of the "Vehicle Registration Application" ([VSA 14](#)).
- ii. Collect appropriate fee (if applicable, see [Product Reissue Guidelines](#) above).
- iii. Reissue the registration renewal, registration card and/or decals.
- NOTE:** If a fee exception exists, CSRs must note the reason on the customer's application.
- iv. Advise customers that if the registration or decals are subsequently received, they will not be valid and must be returned to a CSC or be destroyed.
- c. For license plate reissue/replacement:
- i. When customers inquire on the status of their ordered personalized plates, check the vehicle notes for returned plate information and **ALWAYS** verify the customer's address. Correct the address if needed and inquire on the Manufacture Plate List screen to determine the mailed date.
- A. If the mailing address is incorrect:**
- Correct the address.
  - Send a Landing Zone request to Special Plates, location 278, include the customer's phone number.
  - Advise customers that they will receive a call within 72 hours regarding the status of their plates.

## FRONT COUNTER CSR (continued)

- B. **If the mailing address is correct and the "Mailed Date" is less than 4 weeks:**  
Advise the customer to allow another one to two weeks for delivery.
  - C. **If the mailing address is correct and the "Mailed Date" is greater than 4 weeks:**
    - 1. Send a Landing Zone request to Special Plates, location 278, include the customer's phone number.
    - 2. Advise customers that they will receive a call within 72 hours regarding the status of their plates.
  - D. **If the address is correct and there is no "Mailed Date":**  
Check the "Create Date" on the Manufacture Plate List inquiry screen.
    - 1. If the "Create Date" is greater than 4 weeks, send a Landing Zone request to Special Plates, location 278, and include the customer's phone number. Advise customers that they will receive a call within 72 hours regarding the status of their plates.
    - 2. If the "Create Date" is less than 4 weeks, advise the customer to allow another one to two weeks for processing.
  - ii. Verify that the customer has waited the minimum period of time based on the plate type (see [PRODUCT PROJECTED DELIVERY](#) above).
  - iii. Verify completion of the "Vehicle Registration Application" ([VSA 14](#)).
  - iv. Collect appropriate fee (if applicable, see [Product Reissue Guidelines](#) above).
  - v. Process a renewal, registration card replacement or reissue/replacement of decals.  
**NOTE:** If a fee exception exists, CSRs must note the reason on the customer's application.
  - vi. Advise the customer that if plates are subsequently received, they will not be valid and must be returned to a CSC or destroyed.
- d. For vehicle transcripts replacement:
    - i. Contact the DMV Contact Center Help Desk at (804) 367-6646 to find out if the customer processed a transcript via preferred services.
    - ii. If the DMV Contact Center Help Desk confirms the transaction was processed and paid for, process a vehicle transcript.
    - iii. Collect appropriate fee (if applicable, see [Product Reissue Guidelines](#) above).  
**NOTE:** If a fee exception exists, CSRs must note the reason on the customer's application.
    - iv. Add a note to the vehicle record as notification that a no fee transcript was processed to replace the undelivered product.
  - e. For trip permit/prospective purchaser inquiries:  
**NOTE:** Trip permits and prospective purchaser inquiries should print directly to the customer's printer at the time of processing for online transactions. In the event the permit or report does not print:
    - i. Contact the DMV Contact Center Help Desk at (804) 367-6646 to confirm that the trip permit transaction was processed.
    - ii. If verified by DMV Contact Center, process an automated miscellaneous refund on the system for the amount of the permit/purchaser inquiry (refer to [VLIC-4.705](#)).
    - iii. Process another trip permit or prospective purchaser's inquiry for the customer if desired (refer to [VLIC-4.232](#) or [VLIC-5.005](#)).
    - iv. Collect appropriate fees. (Customer must pay fee, since he is receiving a refund for the previous transaction).
- 7. Prepare documents with correct barcode coversheet, when applicable, and place in appropriate area for document preparation.

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## NO FEE EXCEPTION PRODUCT REPLACEMENTS AFTER 90 DAYS

- 1. When 90 calendar days or more have passed since the transaction was processed via preferred services, process a no fee transactions only in the following two situations:
  - a. Customer provides proof of circumstances that prevented him from inquiring about the non-delivered product previously (i.e. active military stationed overseas, extended illness etc.).

- b. When highly exceptional circumstances exist.

**NOTE:** Management or designee must review the situation to determine if a fee exception will be authorized using manager's discretion (refer to [CSCOM-201](#)). Managers must note the reason for the exception on the transaction documents along with their authorizing signature.

2. If customers do not qualify for a no fee reissue, but they insist that they should not be charged for the product even though 90 or more calendar days have passed since the transaction processed, do the following:
  - a. Remain courteous and understanding.
  - b. Request the document history for the original transaction from Document Imaging (if available).
  - c. Review the document history to determine if a DMV error caused the delay in delivery.
  - d. Reissue the product at no fee only if a DMV error occurred to cause the delay in delivery. Otherwise charge the fee.

**NOTE:** If a fee exception exists, CSRs must note the reason on the customer's application.

**These procedures serve as guidelines. If a customer becomes upset, or insists on receiving his product the day of his visit, have your manager or assistant manager evaluate the situation. Managers and assistant managers may use their discretion to authorize the reissue at no fee, unless questionable or fraudulent intent is suspected.**

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## CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- DMS/[Customer Records Work Center](#)
- VSA/[Titling Work Center](#)

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