



Virginia Department of Motor Vehicles  
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www.dmv.virginia.gov

## Key Responsibilities for DMV Select Employees

The purpose of this document is to ensure that all DMV Select employees are aware of key aspects of the License Agent's Agreement (LAA) and Memorandum of Understanding and Agreement (MOU) for which they are responsible. For a full list of all the responsibilities of the DMV Select employees, please refer to the LAA and MOU between DMV and the Select Agent.

Pursuant to the LAA and MOU, DMV Select Employees:

- SHALL NOT process any transactions for a business or entity that has entered into an agreement with DMV to electronically transmit applications, etc. (See Section 3(A)(4)(a) and (b) of the LAA). As a result, DMV Selects are not allowed to process motor vehicle transactions for any on-line/franchise dealership.
  - The only exception is that DMV Selects may process title and registration transactions for customers who purchase a trailer from an on-line/franchise dealership.
- SHALL NOT process title records for the following: mechanic and storage liens and out-of-state titles with a salvage brand or indicator (See Section 3(A)(4)(c) and (d) of the LAA).
- SHALL NOT access the records or process any transactions of their direct family members or of themselves. (See Section 3(A)(4)(f) of the LAA).
- WILL attend all trainings, workshops and informal meetings provided by DMV. This can be classroom or virtual training and can be conducted through the Virginia Learning Center system. DMV Select employees ARE required to complete and pass the DMV-approved training modules through the Virginia Learning Center as well as attend and successfully pass virtual classroom training before they will be granted access to mySelect production. (See Section 3(A)(6) of the LAA).
- MAY NOT take any action or engage in any activity through social media outlets which would cast DMV in a false or negative light. (See Section 3(A)(10) of the LAA).
- SHALL ENSURE that electronic equipment used to access DMV information, including monitors and printers, shall be placed to prevent the information from being viewed by persons who are not authorized users of the equipment any that any printed material with DMV information shall be shredded when its use has ended. (See Section 3(A)(13), (21), and (28) of the LAA).
- SHALL PROTECT electronic equipment supplied by DMV from damage. (See Section 3(14) of the LAA)
- SHALL HAVE a criminal background check before the employee can be an authorized user of DMV systems and information. The same review standard will be used for your employee that will have access to our system and process DMV transactions. This shall include no felony convictions or any other conviction unacceptable to the agency for hiring. (See Section 3(A)(22) of the LAA).
- SHALL secure DMV inventory (ex. title documents, license plates, decals, etc.) in a lockable area or drawer at all times accessible by a key only for that area or drawer. (See Section 3(A)(26) of the LAA).
- SHALL utilize a sign in sheet or visitor's log for persons not associated with the Agent that conduct matters outside of the dedicated areas to perform services. (See Section 3(A)(30) of the LAA).
- SHALL assist in ensuring all money associated with DMV transactions are not co-mingled with any other money collected by Agent and are kept in a lockable area or designated money bag at all times accessible by a key only for that area or money bag. Section 3(C)(2).
- SHALL NOT sell, disseminate, or impart to any person, firm, corporation, or other business entity any information obtained from DMV records and/or from customers conducting DMV transactions (See Section 5(A), (C), and (D) of the LAA).

- SHALL NOT share their unique login and password to access the DMV System with anyone. (See Section III(B) of the MOU).

**Failure to comply with the above may lead to actions against the DMV Select employee or Agent, including but not limited to, the loss of access to the DMV System or the termination of the LAA between DMV and the Select Agent.**

**If you understand and agree to comply with all of the information contained in this document, sign and date below.**

EMPLOYEE SIGNATURE	DATE
EMPLOYEE NAME (PRINTED)	

DMV Select Office Name

\_\_\_\_\_

Location Code

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