

Vehicle Licensing Guide

Electronic Title Record Held
VLIC-3.430

Original Date: 10/10/2012
Revision Date: 12/20/2016

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POLICY	
Title: Electronic Title Record	
Effective Date: October 10, 2012	Revision Date: August 25, 2014
Authority: Code of Virginia § 46.2-603	
<p>Policy: Applicants for original title may request DMV to create an electronic record of a title and not print the certificate of title on paper. DMV will retain the electronic title record on file with an indication that the title has not been printed. The owner is still considered to have been issued a title and the vehicle is still considered to be titled in the owner's name. The owner may request DMV to print a paper certificate of title at some point in the future provided all liens have been paid off. Lienholders listed on the title may request DMV to print a paper certificate of title for the vehicle at any time.</p> <p><<<<REVISION Online dealers may place a CUST Held on title records when processing titles in the dealer's name, and then submit required documentation at a customer service center (CSC) or DMV Select to release the CUST Held and receive the printed paper title(s). END REVISION>>>></p> <p>Exception: Titles issued that have non-electronic liens (elien) are automatically printed by the system in overnight batch and mailed to the lienholder regardless if the applicant has requested an electronic record of the title. For customers who subsequently request a printed paper title, a substitute title must be processed and required fees paid.</p>	

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OVERVIEW

- Only vehicle owners are authorized to request an electronic title record be maintained in the DMV system.
- When the owner requests the title be maintained electronically only and not printed, the CSR will key a title held code into the system to stop the title from printing (refer to Data Entry Procedures).
- Online dealers may add a CUST Held to vehicle records when processing titles in the dealership's name. The CUST Held stops the title from printing until the online dealer representative for the dealership presents required documentation at a CSC or DMV Select to release the Held and pick up the printed titles.
- The electronic title record will remain until:
 - A paper title is printed for non-electronic lienholders, or
 - The lienholder (electronic or non-electronic) requests a paper title be printed, or
 - The lien is paid off and the owner requests the title be printed, or
 - The vehicle is sold.
- Vehicle owners may request a title not print, but be maintained electronically whether a lien exists on the vehicle or not. However, if a customer requests a title be maintained electronically for a vehicle that has a non-electronic lien (non-elien), a title print is automatically generated at Headquarters and the printed title sent to the lienholder for their records.

NOTE: Titles processed by online dealers in the dealership's name will not have liens.
- Vehicle owners or online dealership representatives may request DMV to print paper titles for electronically maintained title records (CUST Held) at any time. Any one of the listed owners on the title, or online dealer representative, may authorize the printing of a paper title.
- When an owner or online dealership representative requests a paper title be printed, the held condition code for an electronic title is released from the title record by the CSR. If the title has never been printed before, the system automatically prints a paper title in the CSC at no fee providing there are no other stops or conditions on the vehicle record.

- When an owner or online dealership representative requests a paper title be printed, and the title has previously printed (for non-eliien lienholders, or for other reasons), he must apply for a substitute title and pay the fee. The system will not allow the title to print at no fee once a paper title has been printed.

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CUSTOMER REQUIREMENTS

Requests for title records to be maintained electronically by DMV (CUST Held):

1. Vehicle owner requests DMV at the time of processing to not print the vehicle title, but to maintain an electronic title record for the vehicle.

OR

Online dealer processes titles in the dealership's name and adds a CUST Held to each vehicle record to stop the paper title from printing in overnight batch at DMV and being mailed to the dealership the next business day.

2. Receives printed registration card(s).

Requests for paper title print(s) for title(s) being maintained electronically by DMV (CUST Helds):

1. To release CUST Helds and receive printed paper title(s):
 - a. Vehicle owners may request a paper title print at the CSC or DMV Select by submitting the following:
 - Vehicle registration card, and
 - Driver's license or ID card.

or

Owners may request a paper title print online using a customer passcode,

or

Owners may request a paper title print and mailed to the address on record by:

- i. Preparing a written request to print the title, identifying the vehicle by VIN, make, year, and title number from the registration card.
- ii. Providing a lien release for vehicles with existing liens.
- iii. Mailing the written request to:

**Virginia Department of Motor Vehicles
ATTN: Titling Work Center
PO Box 27412
Richmond, VA 23269**

- b. Online dealer representatives may request paper titles be printed at the CSC or DMV Select for titles processed in the dealership's name by submitting the following:
 - Online dealer bundle reports (listing transactions processed that day),
 - Barcode cover sheet,
 - Paperwork for processed title transactions.
2. Receive the paper title at no fee providing there are no other helds or stops on the record and no title was previously printed,

or

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3. Pay the fee if the title has been printed previously, and submit a completed Application for Replacement and Substitute Titles ([VSA 67](#)) to apply for a substitute title transaction. **END REVISION>>>>>**

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FRONT COUNTER CSR

Vehicle owner requests their title be maintained by DMV as an electronic title record (CUST Held):

1. Process a certificate of title following the guidelines in [VLIC-3.000](#).
2. Place a CUST Held on the vehicle record.
3. Give the printed registration card to the owner.

Requests for paper title(s) print(s) for title(s) being maintained electronically by DMV (CUST Held):

1. To release the CUST Held(s) and print paper title(s):
 - a. For individuals, check the submitted registration card and driver's license or ID card to verify he is the registered owner of the vehicle.
 - b. For online dealer representatives, verify submission of the following:

- Online dealer bundle reports (listing transactions processed that day),
 - Barcode cover sheets,
 - Paperwork for processed title transactions.
2. Inquire in the system:
- a. For individuals, inquire on the vehicle record by vehicle identification number (VIN), or title number on the registration card.
 - For titles that have printed in the past
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 - i. Request the completion of the [VSA 67](#) form, **END REVISION>>>>**
 - ii. Process a substitute title following the guidelines in [VLIC-3.120](#),
 - iii. Collect the fee.
 - For titles that cannot print due to existing stops or liens:
 - i. Provide a Customer Return Form outlining what steps must be taken to comply the requirements to allow the title(s) to print when the vehicle owner returns.
 - b. For online dealers:
 - i. Inquire on each title in the system by VIN, or title number, as shown on the bundle report.
 - Title number may be handwritten on the paperwork by the online dealer.
 - ii. Verify that:
 - The vehicle is titled in the online dealership's name in the system, and
 - A CUST Held is on the record.
 - iii. For each vehicle:
 - Not titled in the dealership's name in the system, DO NOT release the CUST Held. Follow standard CUST Held procedures.
 - With no CUST Held added to the record, advise the online dealer representative that the title will print in overnight batch following the standard process and be mailed to the dealership.
 - Online dealers who choose not to wait for the title to be mailed may apply for a replacement title and pay the fees in accordance with [VLIC-3.115](#).
3. Release the electronic title (CUST) held code following data entry procedures.
4. The title will print automatically once the electronic title (CUST) held code is released, providing the following is true:
- No stops or liens exist on the record, and
 - The title has never printed in the past.
5. Give the printed title(s) to the vehicle owner/online dealer representative.
6. Prepare transaction paperwork:
- For vehicle owners, prepare documents with the correct barcode coversheet (when applicable) and place in the appropriate area for document preparation.
 - For online dealer transaction paperwork:
 - i. Fasten together the following submitted documents and place in a manila envelope:
 - Bundle reports,
 - Barcode cover sheet,
 - Processed title transaction paperwork.
 - ii. Address the envelope to:
Department of Motor Vehicles
Attention: Online Vehicle Programs Work Center, Room 320
2300 West Broad St.
Richmond, VA 23269
 - iii. Place the envelope in the designated area on the back counter for pickup.

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CONTACT

For additional information contact :

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