

Vehicle Licensing Guide

Sold Vehicle-Marking Vehicle Record VLIC-3.448

Original Date: 04/10/2016

Revision Date: 09/25/2019

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POLICY	
Title: Sold Vehicle-Marking System Record	
Effective Date: 04/10/2016	Revision Date:
Authority: DMV Policy-Vehicle Services	
Policy: Customer Service Centers (CSCs) shall, upon request by the vehicle owner: <ul style="list-style-type: none">• Mark a vehicle as moved-to-another-state on the vehicle record by entering a "Moved" disposition code and date, provided no orders or other held conditions exist.• Mark a vehicle as sold on the vehicle record by entering a "Sold" disposition code and date, provided no orders or held conditions exist.• Remove a vehicle "Moved" or "Sold" disposition code from a vehicle record that was placed due to DMV error. CSCs shall not: <ul style="list-style-type: none">• Remove a "Sold" disposition code once placed on the vehicle record (see exceptions).• Remove a "Titled-Out-Of-State" disposition code once placed on the vehicle record.	
Exception: <ul style="list-style-type: none">• If a vehicle owner insists that a vehicle was not sold, or that the sold date in the system is incorrect and requests that it be removed or changed on the vehicle record, he must submit for review a written statement explaining the situation and why the change is needed along with sufficient documents to prove the vehicle was not sold, or to verify the correct disposition date.	

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CUSTOMER REQUIREMENTS

1. Vehicle owner requests to:
 - Mark a vehicle as moved-out-of-state (**MO**) on the record.
 - Mark a vehicle as sold (**SO**) on the record.
 - Change the existing moved (**MO**) disposition date on the record.
 2. If the vehicle owner requests any of the following:
 - Change the existing sold (**SO**) disposition date on the record.
 - Remove an existing sold (**SO**) from the record.
 - Remove a titled-out-of-state (**UK**) disposition code (placed on record by NMVTIS) from the record.
- IMPORTANT:** These can be changed **ONLY** when the owner insists it is incorrect and submits the following for review:
- a. Submit a written statement stating:
 - Customer still owns the vehicle,
 - Description of how the vehicle was accidentally reported as titled out-of-state, or sold when customer is requesting the disposition code be removed.
 - The date the vehicle was **actually** titled out-of-state or sold for customers requesting to change the disposition date.
 - Why the date on record should be changed by explaining circumstances when requesting date change.
 - b. Submit any available documentary evidence (i.e. bill of sale) to support the claim.

NOTE: The National Motor Vehicle Titling Information Service (NMVTIS) automatically marks a vehicle record in DMV's system as titled-out-of-state (UK) when it receives a report that a vehicle has been issued a more current title in another state.

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FRONT COUNTER CSR

1. Determine what the customer is reporting or requesting:
 - Mark a vehicle moved out-of-state
 - Mark a vehicle sold
 - Change the existing moved/sold date on the record.
 - Remove a moved/sold disposition code from the vehicle record
 - Remove a titled out-of-state disposition code from the vehicle record
2. Inquire on the vehicle record to determine if a vehicle disposition code already exists.
3. Check the record for any existing orders or stops.
 - a. If any orders or stops requiring compliance exist:
 - Provide the customer with a Compliance Summary with requirements for compliance.
- <<<<<REVISION

 - b. If an insurance monitor (refer to [VLIC-4.430](#)) or personal property tax stop (refer to [VLIC-4.445](#)) exists on the record, and the CSR suspects the customer is providing fraudulent information to avoid complying with the requirements of the monitor or payment of taxes, do not add or remove the sold, or moved out-of-state indicator. Contact one of the following: **END REVISION>>>>>**
 - [Insurance Services](#), or
 - DMV Law Enforcement following guidelines in [LE-1.00](#).
4. Follow the steps in the Processing Vehicle Disposition Code Requests table (below) for the requested action:

Processing Vehicle Disposition Code Requests			
Disposition Code on Record Shows:	Customer Reports Vehicle Moved Out-Of-State (MO)	Customer Reports Vehicle Sold (SO)	Customer Requests to Change Moved/Sold Date
No Disposition Code	a. Update record as moved- MO b. Enter moved disposition date	a. Update record as sold- SO b. Enter sold disposition date	N/A
Moved-MO & Date	N/A	a. Update record as sold- SO b. Enter sold disposition date	a. Update MO disposition date (Sold disposition dates cannot be changed except as outlined in "Sold-SO" row below)
Sold-SO & Date (Update record at CSC only when customer insists an error exists and submits acceptable documentation)	a. Advise vehicle owner the record cannot be changed, that the vehicle is already reported as sold, and provide disposition date. b. If the owner insists the vehicle was not sold, or that the sold disposition date is incorrect, request that he submit a written statement and evidence in support of the claim for DMV review. i. Verify customer submits a written statement ¹ stating: □ Customer still owns the vehicle. □ Description of how the vehicle was accidentally reported as sold when customer is requesting the disposition code be removed from the record. □ The date vehicle was actually sold (for customers requesting to change the disposition date). □ Why the date on record should be changed by explaining circumstances for date change. ii. Verify required documentary evidence is submitted (i.e. bill of sale) to support the claim. c. Request management or designee to review the submitted documentation for acceptability. d. If determined acceptable by management or designee, update the record as requested by the customer. e. If determined not acceptable by management or designee, DO NOT UPDATE THE RECORD. • Advise the customer you cannot revise the record with the submitted documentation. f. Create a standalone barcode sheet for the correct title record and use it to scan the customer's written statement and documents to the appropriate title record in OnBase.		
¹ A written statement is not required to change the record if it is determined it was a DMV error.			

Processing Vehicle Disposition Code Requests			
Disposition Code on Record Shows:	Customer Reports Vehicle Moved Out-Of-State (MO)	Customer Reports Vehicle Sold (SO)	Customer Requests to Change Moved/Sold Date
Titled Out-Of-State UK² & Date (Updated ONLY by SSG if customer insists an error exists and required documentation is scanned to OnBase)	<div>a. Advise vehicle owner the record cannot be changed, that the vehicle is already reported as titled out-of-state, and provide disposition date.</div> <div>b. If the owner insists the vehicle was not titled out-of-state, or that the disposition date is wrong, request that he submit a written statement and evidence in support of the claim for sending to DMV Headquarters for review.<div><div>i. Verify customer submits a written statement¹ stating:<div><div>□ Customer still owns the vehicle.</div><div>□ Description of how the vehicle was accidentally reported as title out-of-state, or sold when customer is requesting the disposition code be removed.</div><div>□ The date vehicle was actually titled out-of-state (for customers requesting to change the disposition date).</div><div>□ Why the date on record should be changed by explaining circumstances for date change.</div></div></div><div>ii. Verify required documentary evidence is submitted (i.e. bill of sale) to support the claim.</div></div><div>c. Prepare a Landing Zone request to Systems Support Group (SSG) and include:<div><div>□ Customer's name(s)</div><div>□ Vehicle identification number (VIN)</div><div>□ Current title number</div><div>□ A brief explanation as to what action SSG needs to perform</div></div></div><div>d. Send the request to SSG, requesting SSG to either remove the titled out-of-state (UK) disposition code or change the disposition date on the vehicle record.</div><div>e. SSG will request VSA to research and determine if the UK code can be removed or changed before updating the disposition code or disposition date.</div><div>f. Create a standalone barcode sheet for the correct title record and use it to scan the customer's written statement and documents to the appropriate title record in OnBase for research by VSA.</div></div>		
<div>¹ A written statement is not required to change the record if it is determined it was a DMV error.</div> <div>² NMVTIS automatically updates DMV's vehicle record with a titled-out-of-state (UK) disposition code when receiving a report that a vehicle is issued a more current title in another state. CSCs DO NOT UPDATE THE RECORD for UK disposition codes.</div>			

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DMV CONTACT CENTER ACTIONS

- Do not promise the acceptability of documents to customers.
 - Do NOT use phrases like:
 - "You have everything you need, just go to a CSC and they will issue your document."
 - Use phrasing such as:

 "The documents you have listed sound like they may be acceptable: The CSC will make the final determination of your eligibility to receive your Virginia title and/or registration card."
- DMV Contact Center Agents process requests to mark or revise vehicle records following the guidelines in this procedure.

CONTACT

For additional information contact :

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

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