

Vehicle Licensing Guide

Vehicle Transcript VLIC-5.010

Original Date: 09/10/2006

Revision Date: 07/10/2023

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POLICY	
Title: Vehicle Transcript	
Effective Date: September 10, 2006	Revision Date: N/A
Authority: Code of Virginia § 46.2-208	
Policy: Upon application, DMV may furnish a vehicle transcript to authorized requesters. A vehicle transcript will include vehicle information, and may include vehicle owner name and address, personal property/sales tax information, and/or lien information depending on the type of transcript issued.	
Exception: N/A	

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OVERVIEW

A DMV-issued vehicle transcript can be issued to a requester provided he is eligible to receive the information in accordance with DMV's [Information Dissemination Guidelines](#). Information included on a vehicle transcript will vary depending on the requester's reason and identity.

A request for a vehicle transcript can be made in writing, in person, online, or via telephone with adequate verification of the requester's identity.

For a complete list of who can request a vehicle transcript, what information the requester must provide, what information will be released based on the request type, and fees, refer to the [Information Dissemination Guidelines](#).

IMPORTANT: If the customer is a prospective vehicle purchaser and is requesting vehicle information, refer to [VLIC-5.005](#).

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CUSTOMER REQUIREMENTS

1. Submit an "Information Request" ([CRD 93](#)) or a signed written request.
 - a. If customer has a billing agreement with DMV, they must provide a user agreement number and access code on the [CRD 93](#) or written request.
2. Show driver's license or other photo ID as proof of identity.
3. Show proof of organizational affiliation, if any.
 - a. Proof of organizational affiliation may include:
 - A business card from the organization,
 - Request on organization letterhead,
 - Law enforcement badge number,
 - Employer or organization- issued photo ID.
4. Pay any applicable fees.

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FRONT COUNTER CSR

1. Review the [CRD 93](#) or written request to ensure all required fields are completed and that the requester has indicated the reason for the request and specific information needed.
 - a. If customer has a billing agreement with DMV, they must provide a user agreement number and access code on the [CRD 93](#) or written request.
2. Verify proof of identity (refer to [DLG-0201](#)) and indicate documentation presented on [CRD 93](#) or written request.

3. Obtain proof of requester's organizational affiliation, if any, and note on CRD 93 or written request.
4. Process transcript in the system.
 - a. If a customer requests information on all vehicles he owns, print a separate transcript for each vehicle.
5. Collect any applicable fees.
6. Provide transcript(s) to customer.

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7. Scan the [CRD 93](#) or written request to the [Customer Records](#) work center via Landing Zone to be indexed and retained in accordance with document retention guidelines. **END REVISION>>>>>**
8. Destroy the [CRD 93](#) or written request at the end of the day.

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POINTS TO REMEMBER

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- Regardless of transcript type, all Information Request ([CRD 93](#)) forms and/or written requests for information must be scanned to the [Customer Records](#) work center via Landing Zone to be indexed and retained in OnBase per records retention guidelines. **END REVISION>>>>>**
- If the requestor is not the owner of the vehicle, and states they are a prospective purchaser, refer to [VLIC-5.005](#).
- **DO NOT** issue a transcript that discloses vehicle owner information to anyone not listed in the [Information Dissemination Guidelines](#). **END REVISION>>>>>**

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- [Customer Records](#) or [Use Agreement Work Center](#)

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