

ADOT Dealer Connect Podcast

Session 3: Title & Registration

Housekeeping & Rules

- This is a no blame no judgement environment
- Please hold questions till the end of the session
- Please make sure questions are related to the presentation

Motor Vehicle Division Dealer Licensing

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Exemptions

Customers who are eligible for exemptions, such as the surviving spouse of a fallen first responder or military member, have called to request refunds when their exemption was not applied. As clerks we need to be aware and ask our customers if they have all the documentation needed with them to complete this transaction correctly.

Emissions

A licensed motor vehicle dealer whose place of business is located in a non-attainment area cannot deliver motor vehicles to the retail purchaser (regardless whether the purchaser lives in an attainment or non-attainment area), until the vehicle complies with emissions standards (unless the vehicle is exempt). If the vehicle is being sold between licensed dealers, a test is NOT required.

- A dealer in an emissions required area has to have the vehicle emissions tested before the dealer sells the vehicle to a retail customer. It doesn't matter where the retail customer lives, Therefore the Emissions inspection certificate is required to be submitted with all supporting documents.
- When the dealer is in an attainment area and sells to a customer in a non-attainment area, the **customer** is responsible for completing the emissions testing requirements.

View the policy [8.9.3 Emissions Requirements](#) for more information.

Locking In Customer's Credit

We want to make sure that we are locking in customer credit when processing Dealer permits. This way the Authorized Third Party that is working the transaction can transfer the locked credit account to the new vehicle without having to submit a support form... The reason being is that they will not be able to transfer credit that is in a locked account. This process happens when the 45 day permit is being issued on the clerk's end of the process.

**Combining Org
Accounts**

Scenario: Two organizations merge into one (ie, Two Men and a Truck and Two Men and a Truck LLC) and want to merge accounts.

Problem: In MAX, records cannot be combined quickly. Account representatives want to have access to all vehicles (including merged ownerships) through AZ MVD Now.

Solution: Currently, there must be a separate AZ MVD Now account for **each org record that contains vehicles titled and/or registered until they can be combined in MAX.** The Account rep needs to contact Account Support at accountsupport@azdot.gov to have a separate AZ MVD Now created with a DIFFERENT email address.

▼ Determining if Registration Credit is Available



The **locked Credit** Account will always be in the Account of the Customer shown on the TRP.

To determine if the registration **credit** was requested when the TRP was issued do the following:

1. Go to the **Vehicle Information Page** for the new vehicle.
2. Under the **Permit Section**, look for a TRP that is issued to the customer purchasing the vehicle.

Type	Permit Number	Issue Date	Expiration Date	Status	Issued To	Address
TRP	ABC123	11/23/2014	11/17/2016	Active	Single Simon	12312 W Sunset Trl, Peoria, AZ 850870000

3. Access the **Customer Account** for the Customer purchasing the vehicle.
4. Click the **Suitcase icon** in the upper right hand corner.
5. Look for the plate of the vehicle where the **credit** is coming from under the **Account Column**.
6. The Account Type is **Credit Account**. The customer is not able to request a disbursement from this Account type. It is set aside to be transferred to the appropriate agent during the future registration submitted from the dealer.
7. The **Account Balance** for the **Credit** Account is the amount of registration **credit** available for transfer upon completion of the new Title & Reg service.
8. To determine which vehicle the registration **credit** will be **credited** to click the **magnifying glass** under the **View** column.

Account	Status	Account Type	Account Balance	View
Primary (10000)	Active	Primary Account	\$200.00	
Regular (11000)	Active	Fuel Tax	\$0.00	
Regular (11004)	Active	Regular Account	\$0.00	
#10000 (11000)	Active	Credit Account	\$148.77	

**LET'S
DISCUSS**

