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www.mariontax.com

Quality Assurance

We have been working closely with Tallahassee to determine what errors are occurring more and more frequently. Please make sure you are completing the following items:

 When entering the odometer, make sure that all digits are in the appropriate boxes. If you are using a dealer software program to fill your forms out, the paper must be lined up properly. If the odometer reading is not printed in the boxes, you will have to submit an odometer disclosure and affidavit to correct the mileage.

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a faise statement may result in fines or imprisonment. We state that this 5 or 6 for connected to connect the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a faise statement may result in fines or imprisonment. We state that this 5 or 6 for connected to connect the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a faise statement may result in fines or imprisonment. We state that this 5 or 6 for connected to connect the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a faise statement may result in fines or imprisonment. The Best of My/OUR KNOWLEDGE THE CODMETER READING:

- ☐ 1 REFLECTS ACTUAL MILEAGE ☐ 2 IS IN RECESS OF ITS MECHANICAL LIMITS. ☐ 3 IS NOT THE ACTUAL MILEAGE. Please make sure that the appropriate box indicating whether the odometer is a 5 or 6 digit odometer is checked and if the
- mileage stated is actual, not actual or exceeds mechanical limits. The only time you do not have to check any of these boxes is when the mileage is exempt. Mileage can only be exempted if the vehicle is 10 years or older.
- When completing a reassignment, the printed names of all buyers and sellers have to be entered. When completing a federal odometer disclosure, it is required that all printed names and addresses be entered in the appropriate areas.
- There have been several incidents where the customer indicated that they would like to use a PO Box as a mailing address. It is mandatory that a physical address entered on HSMV 82040 in the appropriate field. Due to recent changes from the REAL ID Act, the customer may no longer have a PO Box listed as an address on their drivers license, however they may have it listed as a mailing address with the State of Florida. Please make sure

Quality Assurance (Continued)

you are verifying which address your customer would like to have their title or registration sent to. Any changes that we make in the office to their address will automatically change their drivers license record and will be recorded in the database for law enforcement use.

 The tag that you wish to transfer should be noted in section 2 of the HSMV 82040, Application for Certificate of Title With/ Without Registration under License Plate or Vessel Registration Number.



If you would like to pull a new tag, enter "NEW" in that area. If nothing is entered in the License Plate or Vessel Registration box, we will automatically issue a new tag. Many times the customer has a license plate that they would like to transfer and replace, enter "REPLACE" along with the tag number (Example: Replace 123ABC) and attach a HSMV 83146, Application for Replacement License Plate.

 When you are recording a lienholder, you must enter either a DMV customer number, a Florida drivers license number or an FEID number in section 4 of the HSMV 82040. This will allow us to record the lien in favor of the correct lienholder.



If the lienholder is ELT, please indicate that they are ELT. If you are unsure of the customer number or FEID number, we can provide you with a list of ELT lienholders or you can visit www.flhsmv.gov and enter ELT list in the search area and it will take you to a current list of ELT participants. More and more lienholders are becoming ELT participants so make sure you check the list frequently for updated information. If you are listing a private individual as a lienholder, we will need their date of birth, sex and drivers license number. If they do not hold a Florida drivers license, we will need a copy of their out-of-state license.

- Anytime a customer has lost or surrendered a license plate and they are wanting to use that plate for a credit towards a tag for their new vehicle, we will need a completed HSMV 83146, Application for Replacement License Plate, Validation Decal or Parking Permit. This form allows us to replace that license plate. The owners information needs to be entered in entirety and the previous vehicle information will go in section 3. If you are using a small Power of Attorney to sign the 83146 for your customer, the VIN number listed on the Power of Attorney must match the previous vehicle.
- When completing an Application for Certificate of Title With/Without Registration, HSMV 82040, all applicable boxes above section 1, in section 1 and section 3 need to be completed.

		OWNER / APPLICANT IN	FORMATION		
lusforner Number	Do you want the certificate of title to remain electronic?	Are you a Florida resident?	ner <u>Co-Owner</u> es ☐no ☐yes ☐no	Unit Number	Fleet Number
	yes no	Are you an alien?			

The completion of these boxes are necessary for us to process your title work. If you are processing a title application that involves more than 1 owner, you must check the appropriate box indicating how they wish to connect their names. If it is not checked, we will automatically connect their names with "and".

Interfaith Warehouse War

We would like to thank everyone who supported us in collecting items for our Food 4 Kids/Interfaith Emergency Services Food Drive. It was a huge success and we couldn't have done it without you! The dealer office collected over 12,000 units alone! The total number of food and hygiene items collected were close to 30,000 units.

What an amazing turn out! With all the donations we collected, we were able to provide food for many families and much needed hygiene items for adults! We are truly blessed to be surrounded by such wonderful people here in Marion County!







EFS Updates

As always, thanks to everyone for their hard work! We have had a lot of voids lately, please keep in mind the following things when you are processing your work:

When you are issuing a temporary license plate to a customer who does not have a Florida drivers license, you must create them exactly the way it reads on their drivers license.

License	Mary Jane Sample
Incorrect	Mary J. Sample
Correct	Mary Jane Sample

If you are creating a business, the name must read exactly as it reads on Sunbiz, without punctuation when you create them.

SunbizJohn Smith's Landscaping, LLCIncorrectJohn Smith Landscaping, LLCCorrectJohn Smiths Landscaping LLC

We will be glad to create the customer for you! All you need to do is fax us a copy of the drivers license, a valid Florida address and a phone number to call you back.

- Please remember that you only have 7 days from the date we suspend your transaction to submit all the required documents to unsuspend your transaction. All deals will be voided and refunded after 7 days.
- As a reminder, all work must be processed and finalized within 30 days. <u>Please</u> <u>double check all your work to make sure</u> <u>your lienholder, weight, color, etc.</u> <u>matches your paperwork</u>. Catching these errors before finalizing the deal will cut down on voids.