

MAX System Transition Challenges Credit Union Association Q&A

Communication

MVD transitioned to the new MAX system in April 2020. For several months prior to the transition, the Department worked with the media and other state agencies and stakeholders to communicate the pending changes. ADOT also hired an outside consulting firm to assist with public and stakeholder communications. In addition, ADOT updates our websites each day to provide additional information and clarity. Please accept our apologies if those messages were not received.

Delays in Service

Our goal is to provide the highest level of customer service, and we recognize that is not what you have experienced. As a result of the ongoing public health emergency, ADOT has been working to find new ways to safely and effectively serve our customers, while simultaneously facing the challenges of employee absences due to illness and quarantine requirements. We are making process and technology improvements every day to make the situation better for Arizonans. It is our hope that you have already seen numerous improvements since we last spoke.

Access to Services

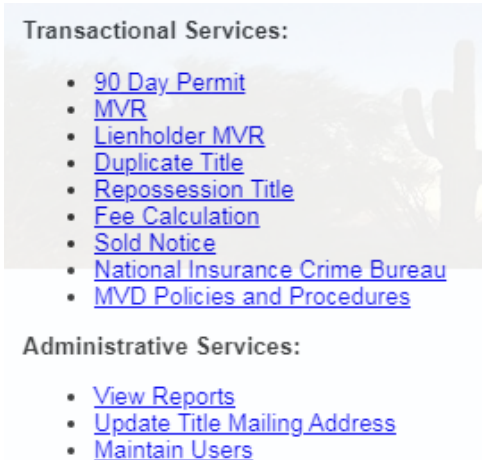
Financial Institutions are able to connect with the Department through several mediums:

- Service Arizona Business Suite
- AZ MVD Now
- Authorized Third Party Providers
- Electronic Lien & Title Service Providers

ServiceArizona Business Suite

This can be used to determine fees. To get started, use this link and create an account:

<https://secure.servicearizona.com/gwRegister/gateway/UserHome>



Transactional Services:

- [90 Day Permit](#)
- [MVR](#)
- [Lienholder MVR](#)
- [Duplicate Title](#)
- [Repossession Title](#)
- [Fee Calculation](#)
- [Sold Notice](#)
- [National Insurance Crime Bureau](#)
- [MVD Policies and Procedures](#)

Administrative Services:

- [View Reports](#)
- [Update Title Mailing Address](#)
- [Maintain Users](#)

AZ MVD Now

This can be accessed at AZMVDNow.gov. If you are an organization (business, trust, etc.) you and you would like to activate your account, please submit a request. First, click on "Activate Your Account" and then select the link at the bottom for organization accounts. <https://apps.azdot.gov/files/mvd/mvd-forms-lib/15-0706.pdf> Once an account is established, there are help features built into the services within the portal. Additional assistance is available by email at accountsupport@azdot.gov.

Title & Registration Questions

Question: I have been provided a new bill of sale that can be used with a title that is electronic. This was provided to me at a local MVD level since it is not on their website, and I can't talk to anyone at the call center.

- The Title Transfer (Bill of Sale) Form # 38-1306 is on the MVD forms library on the ADOT website. Here is a link: https://azdot.gov/motor-vehicles/forms-library?title=title+transfer&field_doclib_file_link_title=&sort_by=title&sort_order=ASC
- MVD maintains a library of forms online at <https://azdot.gov/node/4909>

Question: Changing the name on a title requiring full registration payment; Issues receiving refund; 3rd party processor getting random dump of refund; Emissions being required when adding/deleting an owner and the current emissions expire mid new 12-month cycle.

- When a customer purchases a vehicle through a dealership, any available Registration Credit from the vehicle they are trading in may be used toward the payment of the Title and Registration of the new vehicle, if available. The dealer MUST indicate which plate the credit is coming from at the time the TRP is issued. If the plate is not indicated, the customer will need to work directly with the MVD/ATP to obtain the Registration Credit. When the TRP is issued and the plate is indicated in the TRP service, the registration on that vehicle is canceled. When the T & R service is processed on the vehicle with the TRP, the TRP will be "consumed" and the registration cycle will start the first day of the month following the issue date of the TRP. In MAX, the Registration Credit is first credited to a "Credit Account" under the customer's name and then the funds are transferred to the account of the Dealer or ATP (whoever completes the service) when the T & R service is completed. If there is a balance remaining in the Credit Account after the T & R Fees for the new vehicle are paid, then that balance is transferred to the customer's Account. The money in the customer's Account can be applied to other future MVD services or the customer may request a disbursement of the monies in the account.
- MVD did experience a data issue with emissions requirements shortly after the transition. If this issue occurs again, please advise as to the specific VIN so that we may research.
- When adding or removing ownership in MAX, a new registration cycle will be established; therefore, MAX will run all business rules including emissions and will look for a valid emissions test taken 90 days before the registration or registration renewal.

Question: Members have struggled to grasp has been that once their vehicle is paid off and we release the lien that they do not get a printed title from the MVD. There is only one small blurb about this on the MVD's website but there aren't explanations about it further.

- Paper titles are not printing by default anymore. They are only printed at the request of the customer.
- Information has been added to the ADOT website in multiple locations and ADOT has been working with the media to share the information with the public. <https://azdot.gov/motor-vehicles/vehicle-services/vehicle-title-and-registration>

Question: AZ TLR lacking information. AZ still requires that a lien be electronically released but we do not know how to see where it says it is electronic lien still on the TLR. This is more frustrating because we are paying money to pull them. They also took the ability to pull them with just name and VIN, now they require a DL to be able to obtain info on the vehicle.

- What is “AZ TLR”? Is this an Electronic Lien and Title issue?
- AZ MVD Now vehicle search provides general information about any vehicle. Here’s how to review title information: <https://apps.azdot.gov/files/mvd/mvd-forms-lib/AZ-MVD-Now-Check-Vehicle-Title-Status.pdf>

Question: Releasing lien on printed title. Titles showing as electronic when it is a printed title with a lien on it. Telling members they can’t move forward with registration because the lien is electronic, when in actuality it is a printed title with a lien on it.

- When a title is printed there will be a print date under the Title information in MAX. If there is no print date, then the title is electronic except for titles that were printed prior to April 20, 2020 (when MVD transferred systems). Print dates prior to April 20, 2020 do not display in MAX, and there may be a paper title existing without a print date in MAX. The title being electronic has no effect on the registration.

Question: Only one owners showing on registrations but two owners showing in MAX.

- This was previously an issue, but has since been corrected. If this issue reoccurs please submit a MAX Support ticket with the specific vehicle and customer information.

Question: Dealerships not being able to transfer plate credit unless it is specifically marked when issuing TRP’s (this holds up our lien perfections).

- This is a new process with MAX. Please see the description above.

Question: When changing ownership on a title and requesting a refund for existing registration, does the refund get credited to a bank account or is it a credit to MVD NOW?

- Generally, it is credited to the customer’s AZ MVD Now account once the customer requests the registration credit. There may be situations that are different depending on if there is a TRP and an ATP involved.

Question: Loan Officers are being charged a late fee of \$8.00, sometimes it is due to the delay with MVD. Is there a way to reverse that fee?

- The transaction would need to be reviewed through the support form process and a determination made for that specific transaction.

Question: Which is faster and most accurate, MVD or Third Party?

- MVD and ATP offices are held to the same standard for accuracy. Whether one is faster than another depends on the specific time and office.

Question: Can a member keep their plate with a new registration (adding/removing someone from title)?

- Yes.

Question: Before the MAC system, the title and registration mirrored, that is not the case now. Is that the new norm or another issue needed fixing?

- If there are specific instances, please have it elevated through the support form process.

Question: Is there a way to make a correction on an ownership change, without having to redo the registration? Example...joint owner was not put on the title due to inputting error.

- A new registration is needed for ownership changes. This is a new MAX process.

Electronic Lien & Title Questions

Question: Not having vehicles show in our AZ MVD NOW Account that are released electronically from other lenders we pay off

- AZ MVD Now is not showing an organization's vehicles at this point in time.

Question: E-TITLE service providers not reporting lien perfections that ADOT says are perfected

- Additional information is needed to assist with this question. Credit unions need to request that their processing entities submit a support form.

Question: Lienholders should be able to get over the counter titles just like dealerships. Having to wait for titles to come in the mail holds up being able to sell repos or complete claim with insurance companies for total losses.

- Only the following customers may request a title to be printed onsite from an Authorized Third Party:
 - A dealer putting a title into their dealership name.
 - A dealer putting a title into their dealership name to enable the vehicle to be bought or sold at an auction.
 - A wholesale dealer putting a title into their wholesale dealership name.
 - A wholesale auction dealer to enable auctions to be conducted.
- A title may not be printed onsite for the following services:
 - Over the counter public customers.
 - Dealer retail customers.
 - Public auction retail customers.

Question: Emergency lien releases now cost \$26 for same day or \$11.00 for next day, is the process necessary?

- That is a determination that the credit unions have to make depending on the situation. Please contact your ELT Service Provider for prices.

Question: Emergency lien releases have been problematic, they are taken much longer. At this time, due to COVID 19, should we be processing them?

- That is a determination that the credit unions have to make depending on the situation.
- If problems occur, please provide specific information to the AADA help desk at helpdesk@edealersvcs.com

Question: Had several releasing errors, releasing title in VINTEK, comes back with MVD error (unique error from MVD) and VINTEK has to go to the state to get resolved. Why are we having releasing errors and are they aware and fixing it. I am not informed of the error until someone contacts us to tell me the title was not released. I have had 2 titles, that I know of, that I have not received because the company releasing it is getting the same error

- There is an error handling process, and they are being reviewed as quickly as possible. AADA helpdesk: helpdesk@edealersvcs.com

Question: There was an issue, may still have one, where perfected titles were not coming through VINTEK. I believe VINTEK was reaching out to the state to get these titles imported, has that issue been resolved?

- Contact the AADA helpdesk (helpdesk@edealersvcs.com) with any specific issues.

Question: We have had numerous titles mailed to the owners rather than our CU, is that an inputting error or is the system defaulting to the owners?

- Contact the AADA helpdesk (helpdesk@edealersvcs.com) with any specific issues. Also, please have it elevated through the support form process.

Miscellaneous Questions

Question: What are MVD plans to begin accepting electronically signed POAs for the transactions we need to facilitate with the MVD?

- MVD can accept electronic signatures obtained:
 - With a digital signing pad where the customer's identity is verified by a credit union employee.
 - Through AZ MVD Now for MVD-related business.

Question: Is there special handling for vanity/personalized plates?

- There is a process for checking requested personalizations, but special plates are mailed to customers, too.

Question: I spoke to an MVD agent that said that once a vehicle is sold it needs a sold notice placed on it so that the seller cannot just request a printed title when they no longer own the vehicle. There are no instructions or even information about how to do this or if it is required.

- Sold notices have always been strongly recommended by MVD. The service was previously available on ServiceArizona and is now available to sellers on AZMVDNow.gov. <https://azdot.gov/adot-news/sold-your-car-don%E2%80%99t-forgot-file-sold-notice-mvd>