

SOUTH CAROLINA DEALER SERVICES

QUALITY ASSURANCE

OVERVIEW



Agenda

1 Current EVR Status

2 New QA Program

3 Timeline

4 DMV Updates



EVR Today

- 3 Current Service Providers
- Only 2 transaction types allowed:
 - Title & Reg
 - Title Only
- Documents must be mailed to Blythewood for review prior to approval and title issuance
- Suspense issues happen frequently
- Can be delays in lienholders, customers or dealers receiving titles in a timely manner

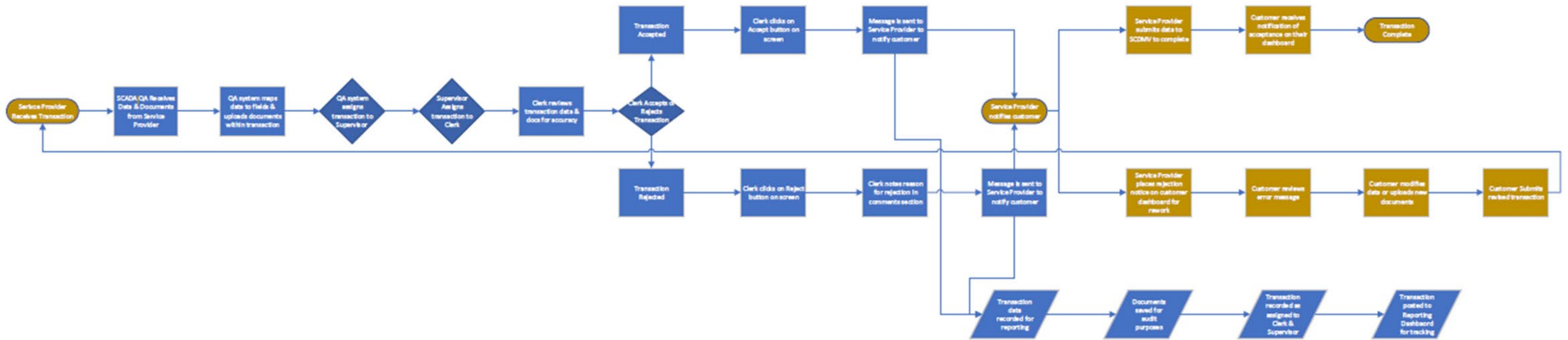


QA Program

- New process to ensure accuracy of titling data to the DMV
- Data and documents will be reviewed prior to the DMV receiving the final transaction data
- Benefits:
 - Accurate title issuance the first time
 - Faster title issuance and lien placement
 - Allows for expanding transaction types in EVR



QA Program Process Flow



Focus of QA

SCDS will review the transactions for the following:

- Accuracy of electronic data vs paperwork
- Signatures on documents and POA executed correctly
- Correct forms are submitted for the transaction type
- Documents are clearly scanned


Approvals or Rejections

Transactions will be Approved or Rejected based upon the review

The following are the categories for rejection:

- Data Mismatch
- Data Missing on Documents
- Documents Missing
- Incorrect Documents
- Signature(s) Missing or Incorrect
- Poor Scan Quality

System View



SCADS
SOUTH CAROLINA
DEALER SERVICES

Dashboard

Users Management

Transactions

Transaction History

Reports

Chat

SCADA

todd
Super Admin

All Transactions

Search here..... Assign Transactions

<input type="checkbox"/>	Document ID	Customer Name	VIN	Received Date	Assigned	Date of Assign	Service Provider	Status	Action
<input type="checkbox"/>	10000974	TERESA WEINMEISTER	3VWSK69M35M067222	8/8/24	richard	8/8/24	DDI	Pending	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

Vehicle Information

Transaction Type :	TITLE AND REG	Year :	2006
Lease :	N	Body Type :	SUV
VIN :	3VWSK69M35M067222	Fuel Type :	GASOLINE
Make :	VOLK	Empty Weight :	2860
Model :	PEPPER	Mileage :	78385
Mileage Type :	ACTUAL	Dealer Name :	ABC AUTO SALES
Dealer Number :		Date of Purchase :	2024-03-11T07:00:00.000Z

Title Information

Title Type :	Used	Prior Title Number :	2014935196478	Prior Title State :	SC
---------------------	------	-----------------------------	---------------	----------------------------	----

Owner Information

1st Owner Name	TERESA WEINMEISTER	1st Owner Address	708 JOHN PL
1st Owner City	IRMO	1st Owner State	SC

System View

All Transactions

<input type="checkbox"/>	Document ID	Customer	Assigned	Date of Assign	Service Provider	Status	Action
<input type="checkbox"/>	10000974	TERESA W	ard	8/8/24	DDI	Pending	<input type="checkbox"/> <input checked="" type="checkbox"/>

Vehicle Information

Transaction Type :

Lease :

VIN :

Make :

Model :

Mileage Type :

Dealer Number :

Title Information

Title Type :

Used

Prior Title Number :

2014900190470

Prior Title State :

SC

Reject

Reason of rejection

- Data Mismatch
- Data Missing on Documents
- Documents Missing
- Incorrect Documents
- Signature(s) Missing or Incorrect
- Poor Scan Quality - Rescan

Please select atleast one check box

Comment

Common Errors

As the pilot program has moved into its 2nd phase, and more dealers are being added, QA is noticing the following as common causes for rejection:

- Incomplete fields on the Form 400, especially prior title state & #, empty weight and Fuel Type
- Purchase Date must match in EVR and Form 400
- Lienholder missing in either EVR or Form 400
- PTO: if there is a lienholder, an “Amount” must be listed in that section and the lienholder listed
- PTO: must include a signature in the plate box

FLAIDA

AFFIDAVIT & NOTIFICATION OF SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. 88882293

Personally appeared before me _____
(Seller) (Dealer Retail Tax #)

_____ (Address)

who being duly sworn, deposes and says that on the _____ day of _____, 20____,

he sold the following motor vehicle: Make _____ Model _____
Year _____ Vehicle Identification No. _____
License No. _____ to _____ (Buyer)

_____ (Street) (City) (County) (State) (Zip)

Special Mailing Address _____

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____
Address _____ Date _____

I certify that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

(Signature of Seller)

(Print Seller's Name)

(Signature of Buyer)

(Print Buyer's Name)

Property Tax Section

Check One:

____ Purchase License Plate

D.L. Number _____

License Plate Issued _____

____ Transfer License Plate

Signature of Buyer _____

Property taxes will be due in 120 days

New Fees

Act 51 requires 2 new fees for the QA process. Both fees are allowed to be able to pass on to the consumer since they are state mandated. These fees can be added to the Electronic Titling Fee, if you are charging that or included in the Closing Fee.

\$5.00 Electronic Document Fee – this is a one time fee paid to the DMV

\$5.00 QA Fee – this fee is charged each time a transaction is reviewed by QA but can only be collected from the customer once.

DMV Mandates

The DMV has not been consistent on its paperwork requirements. SCDS has been mandated by the DMV to enforce their paperwork standards with a 95% accuracy rating. Please realize what has been approved as recently as last week, may not be going forward.

The list of documents required for a titling transaction has been included in the latest Dealer Connection on www.scdmvonline.com under: Business Customer > Communications section. Please follow these guidelines, especially for Proof of Residency on the MV-93 or MV-94.

Changes Timeline

- September 23rd - Pilot Phase 1 Launched
- October 21st - Pilot Phase 2 Launched
- November 18th- Mandatory Go Live for all Dealers
- Early 2025 - Addition of other Transaction Types (Duplicate Titles, Personal Plates, Military Plates, Courtesy Deliveries, etc.)

The DMV's goal is for a dealer to never have to visit a branch office again

Resources

[SC DMV Updated Titling Presentation](#)

[SC DMV Titling Class - November 15](#)

[SCDS Frequently Asked Questions](#)

DMV UPDATES

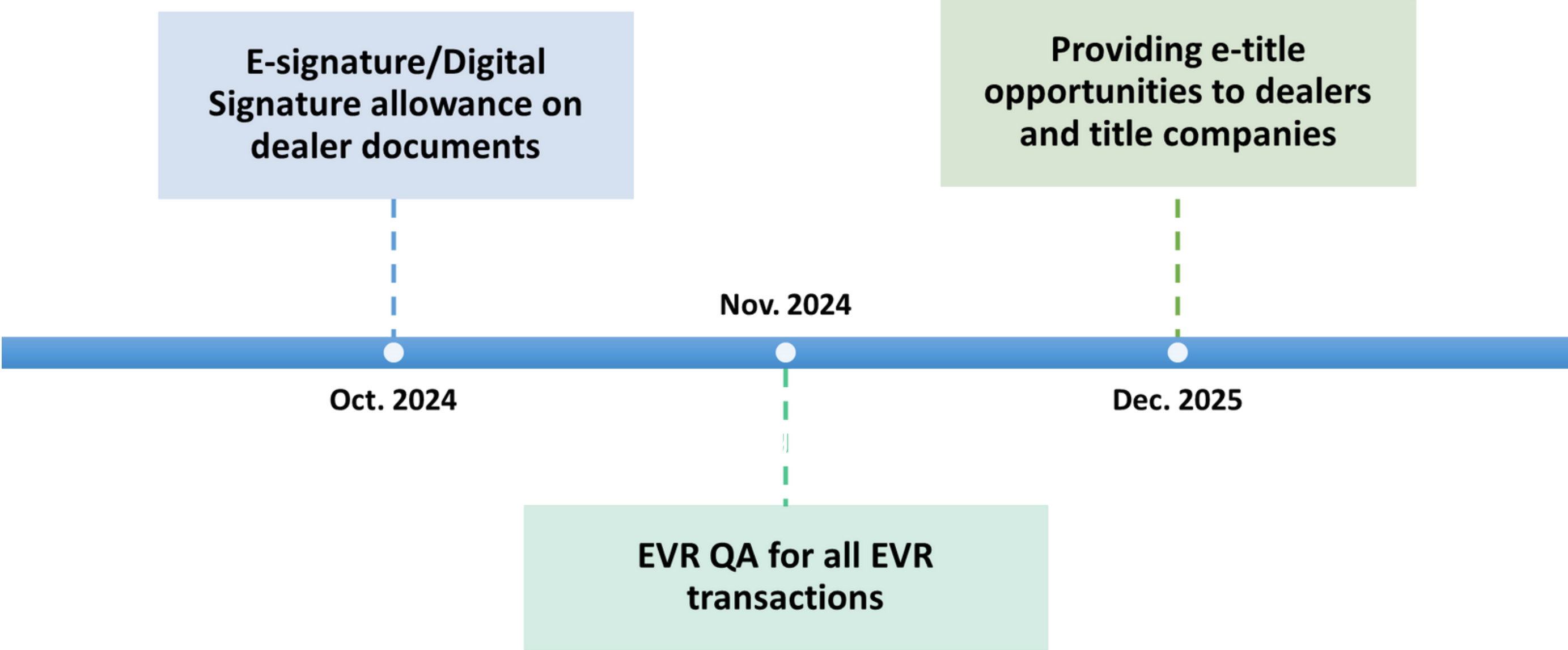


ElectronicSignature

The SC DMV is working to accept electronic signature for titling documents.

- On what forms will eSignatures be allowed?
- What is the expected date for eSig/Digital sig?
- What systems can be utilized? DocuSign, DropBox Sign, others?
- Can Dealers upload signed packets directly into the Service Provider's system?

Upcoming DMV Initiatives



DMV Email Boxes of Note

We recommend utilizing our website <https://www.scdmvonline.com> as most information can be found here

For questions relating to EVR Transactions contact your EVR Service Provider first. If additional assistance is required, contact the applicable SCDMV office.

For questions relating to IMF please e-mail: cartaxes@scdmv.net

For questions relating to Act 51 of 2023: act51questions@scdmv.net

For questions relating to EVR: vehicle.compliance@scdmv.net

For QA Rejection Disputes only: EVRQARejectionDispute@scdmv.net

All other dealer related questions: Dealer Licensing – (803) 896-2611