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# State of South Carolina

## Department of Motor Vehicles

### To all Service Providers, SC Dealers, and SCDS,

On behalf of myself and the entire Vehicle Services Directorate of the SCDMV, I want to extend our gratitude and ask for your continued patience as we navigate the implementation of this new process. We recognize that this transition has not been without challenges, and frustrations have arisen at times. Please know that everyone involved in this effort is committed to its success and to ensuring it reaches its fullest potential.

One common question we've received is: **"I've always done it this way—why is it now unacceptable?"** Previously, when dealers submitted transactions to the DMV, the data entered via the UPD2 system was immediately integrated into our system. Once that happened, the dealer had limited ability to make changes, and resolving issues often required completely backing out the transaction and starting over—an approach that placed significant burdens on both dealers and customers. As a result, we would typically make corrections on the back end, advise dealers not to repeat the error, and proceed with the next transaction. While not ideal, this approach was intended to minimize inconvenience at the time.

Now, with the new QA process, errors can be identified and corrected at the dealer level **before** the data enters our system. This ensures that issues are addressed early, avoiding costly corrections for both dealers and customers. Here are two examples of how this new process benefits dealers:

- **Lien Entry:** If a dealer forgets to place a lien on a title, it will now be caught before the title is printed and mailed to the customer.
- **Donate Life Contributions:** If an incorrect amount is entered in the "Donate Life" box, the error will be identified during the QA process, preventing the need for refunds or adjustments later.

These are just a few ways the process can save time, money, and headaches. While the system is not perfect and has room for improvement, I am confident that with collaboration between dealers, service providers, SCDMV, and SCDS, we can refine this process into a model program that delivers a high-quality product to the citizens of South Carolina.

To address some recurring areas of confusion:

### Leased Vehicle Transactions

Ensure the following:

- The **Lessor** signs Form 400 and the main section of the PTO.
- The **Lessee** signs Form 400 and the Property Tax Box of the PTO.
- If the Lessor provides a POA to the Lessee, only a single signature is needed.

### Buy Here/Pay Here Repossessions

1. The 4034 must be assigned to the dealer from the lender (even if the dealer and lender are the same name, their customer numbers differ as they are distinct entities).
2. The first assignment on the title must also reflect the dealer receiving it from the lender.

## Use of E-Signatures and Digital Signatures

The SCDMV is actively reviewing policy on the use of **e-signatures** (legally binding electronic signatures) and **digital signatures** (secured cryptographic signatures) on DMV documents. At this time, the following documents may include e-signatures:

- Form 400
- Affidavit & Notification of Sale of Motor Vehicle (PTO)
- Non-secure Power of Attorney
- Non-secure Bill of Sale
- Forms TI-006A and TI-006B

**Note:** Titles and any secure Power of Attorney or Bill of Sale still require a “wet signature.”

We deeply appreciate the hard work and dedication of everyone involved in this project. While the process is evolving, I truly believe this will position South Carolina’s EVR system among the best in the nation. If you have questions, please reach out to your Service Provider to ensure prompt routing to the appropriate entity for resolution.

Thank you for your partnership in making this vision a reality.

Sincerely,



Steven R. Farrell  
Director, Vehicle Services  
South Carolina Department of Motor Vehicles