



**DMV**



## **Business Service Unit**



*Lieutenant Jeremy Desjardins*  
*Business Unit Section Chief*

*Questions? Ideas? Complaints?*

Please find me or email at

[Jeremy.desjardins@Vermont.gov](mailto:Jeremy.desjardins@Vermont.gov)

802-461-3959

# Agenda

- ▶ Statutory Changes Enacted in 2024 Vermont Legislative Session Updates
  - ▶ Titles to motor vehicles
  - ▶ Motor vehicle fees
  - ▶ Registration validation stickers
- ▶ DMV Core System Modernization Project
  - ▶ Project Update
  - ▶ Online Services - myDMV
- ▶ Business Service Unit Development

# Motor Vehicle Titles

- ▶ Enacted on July 1<sup>st</sup>, 2024 (sec.28 retroactively from January 1, 2024) - Vermont began issuing titles for all motor vehicles regardless of age: **NO MORE 15-year rule**
  - ▶ Motorboats 15 feet or longer
  - ▶ Snowmobiles
  - ▶ Cars and Trucks
  - ▶ Trailers +1,500lbs empty weight
  - ▶ Motorcycles over 300ccs
  - ▶ All-Terrain Vehicles
- ▶ Vehicles over 15 years old currently not titled in VT
  - ▶ [dmv.vermont.gov/nmvtis](https://dmv.vermont.gov/nmvtis) or [carfax.com](https://carfax.com) to find last title information
- ▶ Discontinuance of exempt vehicle titles

## \*\*\*PLEASE NOTE the following: you do not need to secure a title for all inventory

- **I'm a VT dealer and I have vehicles on my lot that I do not have a title or registration for as they were over 15 years old, and they were acquired prior to 07-01-24. What do I need for documentation:**
  - Ideally, you have the registration certificate for the vehicle, if not,
  - A copy of the bill of sale when you acquired the vehicle showing it was purchased prior to 07-01-24 and a new bill of sale to the new owner.
  - The vehicle will be registered and titled, and the brand "undisclosed lien" will be added to the title.
- **I am a VT dealer, and I am buying/taking in trade a vehicle that does not have a registration, or a title and it is after 07-01-24.**
  - A check of NMVTIS needs to be conducted to see if there is an ownership document out there.
  - If there is, then you (the dealer) need that ownership document.
  - If there is not, then you (the dealer) would complete form VT-025 Affidavit of Non-Titled Vehicle.
  - A VIN verification is required.
  - Copies of bills of sale.

## Other changes

- ▶ **Sec. 4-14** [23 VSA § 4] Changes the definition of “all-surface vehicle” to allow vehicles having 8 (previously 6) tires be classified as an all-surface vehicle.
- ▶ **Act 165 - An act relating to miscellaneous changes to laws related to vehicles: Sec. 17** - Requires DMV to issue a bulletin to inspection stations clarifying pass/fail criteria for rust on a rotor. \*\*\*available on DMV website

# Motor Vehicle Fees

- ▶ In the 2023 Legislative Session, the Vermont Legislature increased motor vehicle fees by an average of 19.8%, effective **January 1, 2024**
- ▶ Detailed information is available on the DMV website.

# Registration Validation Stickers

- ▶ November 1, 2023 - Vermont discontinued the issuance of validation stickers for all registrations
  - ▶ Plates will remain valid without affixing a registration sticker
  - ▶ Snowmobile and Motorboat decals redesigned
  - ▶ Registration certificates will be printed on full-sized, plain white paper



- ▶ New Inspection sticker design
  - A bar code with the sticker number, to eliminate the need to type in the sticker number, in response to inspection mechanic feedback;
  - Reduction in size in response to motorist feedback;
  - Increase in white space on the sticker in response to motorist feedback;
  - Ensure visibility of the expiration date in response to law enforcement feedback.
- ▶ \*DMV has collected and in the process of destroying over 300k old sticker stock.

QR Code for Law Enforcement



**New Inspection Sticker**



**Current Inspection Sticker**



# DMV Modernization Project

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, with some extending towards the center. The overall aesthetic is modern and clean.



## Vehicle Services

### Completed:

- Registration & Title Services
- Dealer Licensing & Management
- Expanded Online Services
- Point-of-Sale

**FEEDBACK?**

## Driver Services (Current Project)

- Driver license & Identification Services
- Disabled Parking Placards

## Dealer Interface (Current Project)

- Improvements to My DMV
- System interface with dealer programs
- Data improvements
- Transaction/process improvements



**VERMONT**  
DEPARTMENT OF MOTOR VEHICLES  
Agency of Transportation  
dmv.vermont.gov

120 State Street  
Montpelier, Vermont 05603-0001  
802.828.2000

Issue Date: [REDACTED]  
Letter ID: [REDACTED]  
PID: [REDACTED]

### Sign up for myDMV

The Vermont Department of Motor Vehicles would like to invite you to visit myDMV, our new online services site. There are many convenient features offered by myDMV to make it easier for you to manage your vehicle and account information with the Vermont Department of Motor Vehicles.

You can use myDMV to:

- Renew or replace your existing vehicle registration
- Estimate purchase/use tax for registering a vehicle for the first time
- Update your address on file with the DMV
- Check the availability of a vanity plate
- Check a vehicle for liens **and much more!**

To access these services, create a myDMV account by doing the following:

1. Visit [myDMV.vermont.gov](https://dmv.vermont.gov) and select **"Sign in with myVermont"**.
2. Select whether you intend to use this logon to access your personal vehicle record or your business account.
  - If you intend to use this for your business and you previously had a CVO Online account, you can associate your former logon to your new myDMV logon to access the accounts and vehicles you previously had access to.
3. As you proceed through the sign up process, you will be asked to provide information to verify your personal or business record in our system.
4. After your information has been verified, you will be able to submit the request to associate your myDMV logon to the record the Vermont Department of Motor Vehicles has on file for you. A confirmation email will be sent to you to let you know that your myDMV logon has been successfully created.

Find more information at [dmv.vermont.gov/faq](https://dmv.vermont.gov/faq). For any additional questions, please contact the DMV at [DMV.InformationUnit@vermont.gov](mailto:DMV.InformationUnit@vermont.gov) or call 802.828.2000.

# myDMV & myVermont Accounts

- ▶ myVermont account is required to create a myDMV account
- ▶ Each myVermont account and myDMV account can be associated with one email address
- ▶ Detailed instructions:
  - ▶ <https://dmv.vermont.gov/faq/how-do-i-create-a-myvermontgov-account>
  - ▶ <https://info.my.vermont.gov/help-dmv>

## Services Available:

- Update Address
- Transaction History
- View Letters/Messages
- Make a Payment
- View Dealer Sales
- Order Supplies
- Renew Dealer License
- Manage Dealer Plates
- Request Additional Dealer Plates
- Lienholder lookup
- Special Plate Availability
- Title Replacement

**SAMPLE VT DEALER** Welcome, myDMV Simulated Logon  
[Manage My Profile](#)

\*\*\*\*3079  
120 STATE ST  
MONTPELIER VT 05602-2703

[Summary](#) [Action Center](#) [Settings](#) [More...](#)

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Filter

**SAMPLE VT DEALER**  
\*\*\*\*3079  
120 STATE ST  
MONTPELIER VT 05602-2703

**I Want To**

- > Update My Address
- > View Transaction History
- > View Letters
- > View Messages

**Vehicle Dealer**  
SAMPLE VT DEALER  
120 STATE ST  
MONTPELIER VT 05602-2703

**Account**  
DLR-002-0001429800  
Balance  
**\$0.00**

- > Make a Payment
- > View Dealer Sales

**Motorcycle License**  
Dealer Number: 9997  
Expiration  
**31-Dec-2024**

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

**New Car License**  
Dealer Number: 9999  
Expiration  
**31-Dec-2024**

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

**Used Car License**  
Dealer Number: 9998  
Expiration  
**31-Dec-2024**

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

# Transaction History

- ▶ View history of all transactions completed with myDMV
  - ▶ License, plate, payment, or inventory transactions you've completed online
- ▶ Customize date ranges to tailor results
- ▶ Filter results of all columns

Submissions					<input type="text" value="Filter"/>
Date	Submission	Name	Account	Account ID	Period
25-Sep-2023	<a href="#">Manage Dealer Plates</a>	[REDACTED]	Vehicle Dealer	DLR-004-0000366530	
25-Sep-2023	<a href="#">Additional Dealer Plates</a>	[REDACTED]	Vehicle Dealer	DLR-004-0000366530	

# Letters and Messages

\*\*\*\*Always looking for feedback

## ▶ Letters

- ▶ View all letters that have been sent to you by DMV
  - ▶ Dealer Wall Certificate
  - ▶ Registration Certificates
  - ▶ Renewal Notices
- ▶ Filter results to find specific letter easily

## ▶ Messages

- ▶ View previous messages
  - ▶ Plate approvals/denials
  - ▶ Inventory orders
- ▶ Send messages to DMV
  - ▶ General or specific transaction
  - ▶ History lives in myDMV account

# Make a Payment

- ▶ Pay a balance
  - ▶ Incorrect fee calculation/submissions for title or registration transactions
  - ▶ Dealer license renewals
  - ▶ Rental taxes
- ▶ Pay by ACH or via credit card

Pay Ahead of Time



Choose Periods

What would you like to pay towards?

Account	Account ID	Filing Period	Payment Amount
There are no items to pay for at this time			

Pending payments are not included in balance due.

Cancel < Previous **Next** >

# View Dealer Sales

- ▶ View all sales reported to DMV by dealer license
- ▶ Filter responses to easily find desired transaction or group of transactions
- ▶ Verify that a transaction has been completed by DMV

< SAMPLE VT DEALER

Sales reported from 12/3/2023 to 12/6/2023

[View Other Sales](#)

[Export](#)

License	Vehicle	VIN	Plate ID	Reported Date of Sale	Registration Processed Date
New Car License	2020 CADILLAC ESCALADE	1GYS3BKJXLB102295	No plate reported	04-Dec-2023	04-Dec-2023

## View Dealer Sales

Date From

01-Dec-2023



Date To

31-Dec-2023



License

New Car License



[View](#)



# Supply Inventory & Ordering

- ▶ Place and track orders for additional supplies
  - ▶ Plates (Temporary, In-Transit, Metal)
  - ▶ Forms
- ▶ Order by Dealer License
- ▶ View Inventory of Plate

## Supply Order

**Supply Order**

Getting Started

Order Items

Supply Order Items

Enter the number of items you wish to order or select additional items below.

Temporary Plates - Single Plates	<input type="text" value="25"/>
In-Transit Plates - Single Plates	<input type="text" value="25"/>
Title Reassignments - Single Forms	<input type="text" value="250"/>

The monthly title reassignment quota has been exceeded.

Additional Items

Additional Item	Quantity
<input type="checkbox"/> Dealer Application	<input type="text" value="1"/>
<input type="checkbox"/> Registration Application	<input type="text" value="500"/>

Cannot order more than 250 of this item.

Cancel

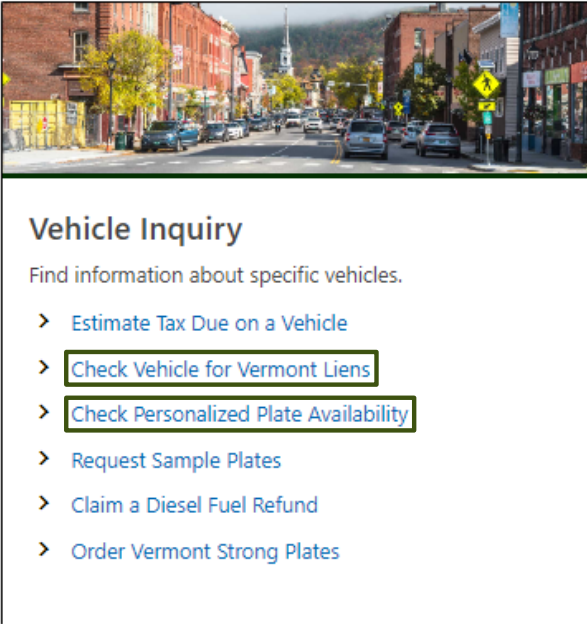
< Previous Next >

# Management of Dealer Plates

- ▶ Request additional dealer plates
  - ▶ Maximum number of plates allowed is set by license type and Vermont Statute
- ▶ Report dealer plate lost or stolen
- ▶ Return plates no longer in use

# Additional Online Services

- ▶ Verify lien status on vehicle
  - ▶ Name and address will be shared for financial institutions
  - ▶ Individual lien holder information will not be shared
- ▶ Personalized plate availability
  - ▶ Verify that a plate configuration is eligible to be used and available
- ▶ Replacement title
  - ▶ Once a vehicle owner has created a myDMV account, they can apply for a replacement title online



**Vehicle Inquiry**

Find information about specific vehicles.

- > [Estimate Tax Due on a Vehicle](#)
- > [Check Vehicle for Vermont Liens](#)
- > [Check Personalized Plate Availability](#)
- > [Request Sample Plates](#)
- > [Claim a Diesel Fuel Refund](#)
- > [Order Vermont Strong Plates](#)

# Business Services Unit Creation



APPOINTED A  
SECTION CHIEF



CREATED A  
DEDICATED DEALER  
PROCESSING UNIT



CURRENTLY IDENTIFYING SPACE  
IN MONTPELIER TO CREATE A  
BUSINESS SERVICES WINDOW  
AND CENTRALIZED AREA FOR  
THE UNIT.



FUTURE EXPANSIONS PROPOSED TO  
INCORPORATE ALL BUSINESS  
SERVICES (DEALER PROGRAM,  
INSPECTION PROGRAM, EDUCATION  
PROGRAM ALL UNDER THE UNIT)

## NEW DEALER UNIT NUMBER: (802-828-1443)

- ▶ Get ahold directly with one of our Dealer processing team. DON'T CALL INFO!
- ▶ Get fast answers to questions about billing, tax, plate transfer, fee calculation.
- ▶ Ability to contact unit and locate transaction errors or issues
- ▶ Ability to fix or catch an error before items are sent to lienholders or customers Improve quality and efficiency for customers.
- ▶ (consider issuing metal plates if you are not already)

## Modernization and how far we have come:

- ▶ Our dedicated processing team carries an average of 4-5 days of backlog with provisions built in to tackle any surges or seasonal events (end of month sales, flood/weather, staffing shortages) before modernization we could range 2-4 weeks or more.
- ▶ Specialized trained unit- understand processing dealer mail and better-quality control
- ▶ Creation of one-stop shop will ensure all dealer related issues are handled by a dedicated team. Further incorporation of dedicated public facing window and Field Inspectors will further enhance the services we provide.



## How can we improve?

- ▶ We are working to get the **Weight change calculator** updated and further integrate it within the interface project.
- ▶ I have heard complaints regarding showing the Lessor info has now changed (lets explore how we can work through that issue) could result in tax credit issues.
- ▶ Other areas?

- ▶ Making sure section 1 is completely filled out (PID, Mailing and Physical address are accurate and supplying supporting documents for ties to VT/ proof of residency)
- ▶ Making sure section 2 empty and loaded weights for trucks and trailers are filled out before sending in.
- ▶ Often section 3 is blank indicating applicants are spouses, joint tenants, business partners etc.
- ▶ Making sure dealer report of sale matches the registration application math and lease worksheet when applicable. All three should have same calculations.
- ▶ Making sure Section 8- trade in value is filled out completely
- ▶ In the new system separate checks for each transaction helps speed up the processing time- If we get a large package of transactions with one check and there are errors it affects our ability to isolate those deals and can impact timely processing completion.

How can you  
help us...

would providing  
tips and  
common errors  
be helpful?



# Record the licenses and protect yourself



- ▶ Always make sure you review the licenses received
- ▶ Contract form giving ONLY the license holder limited (3day) test drive or (7day) repair.
- ▶ Examples:

No contract and person tells dealer they are not returning the car. Dealer calls local police and they say “ you know where the vehicle is so you cant report it stolen to us”

Individual on 3-day test drive and going to Dartmouth for cancer treatment. Grandson with suspended license takes dealer vehicle and is stopped arrested. The police department per policy seizes a dealer plate for 30 days and an sends it back to DMV

Individual provides altered temporary vt license in order to test drive vehicle. She fails to mention and hid the fact she is required to have an ignition interlock device and carries special SR-22 insurance.

# Dealer Interface Project

Began with a survey request to members to determine what vendors they use: Automate dealertrack CDK Other

Beginning defining scope and timeline to hopefully implement April/May next year

Create smoother transaction submission and accounting

Create the ability for data to be easily transferred from your systems to ours. NO more apples to oranges (vehicle type, stock# VS Vin, dealer sales data matches DMV data)

Partnership =  
Best Results

Can you provide technical contacts to the vendors you use?

Please share your thoughts and innovations

WE WANT THIS TO WORK FOR YOUR MEMBERS AS WELL AS US

How do we circumvent the duplication of efforts (you keep records for your manufacture a certain way and complete the same information a different way for DMV)

Feedback and testers please reach out to me!

# COMING DOWN THE ROAD>>>>>>>

**ec. 35** [23 VSA § 466] Requires dealers who sell a used vehicle to disclose the date of last official inspection. The disclosure must be delivered in writing and contain information as to the date of last inspection, the expiration of that inspection, rights of the buyer in terms of having the car inspected, and a statement regarding the potential difference of the condition of the vehicle being sold from its last inspection. **Effective date:** July 1, 2025

\*\*\*we have received comments and feedback and will keep group updated.

**Sec. 14-16** [23 VSA § 1125, 1222] Creates language that will make tinted windows fail inspection rather than an advisory at time of inspection. Language requires the administrative rules process in updating the inspection manual. Language also includes public outreach so that it is understood what constitutes improper tinting. **Effective Date:** July 1, 2026

# American Association of Motor Vehicle Administrators (AAMVA) REGION 1 Conference in VERMONT- June 2025



: <https://youtu.be/dwl7t44F24M>



Connect with other states to discuss solutions and learn of innovations in the Auto industry.



Please come find me if you would like to participate and provide assistance.