

Motor Vehicle News & Views

A publication of the Hillsborough County Tax Collector's Office Volume 7, Issue 4

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We're Here to Serve



CSR Margie Vasquez assists Teresa Cook in the Downtown office.

What can you expect on your visit to the Tax Collector's office? Through the years we have made many improvements which allow us to serve our customers in a more innovative and efficient manner. One of those changes is our Q-matic system. This system creates a ticket based on the type of transaction the customer needs and then calls the customer to the window by time and transaction order.

When you enter the office, the representative at the Q-matic station will issue a ticket that identifies the type of transaction you are here to process. Typically, your ticket will indicate a dealer transaction. You will then move forward into the designated dealer area, sign in and have a seat until your number is called. We have also grouped the driver license, motor vehicle and property tax windows together to give the representative easy access to the equipment needed to process the transactions. Generally,

each of our branch offices has two or three dealer windows and a supervisor is assigned to the area in order to monitor the workflow. The maximum number of transactions you can process while you wait is five. The rest of your transactions can be dropped off and picked up at a later time. In order to lessen your wait time, we ask that you please have all your paper work completed before coming into the office. When your number is called give the paperwork to the Customer Service Representative and return to your seat. This allows the representative to be able to give their full attention to your work being processed. Once your work is complete, you will be called back up to the window to pick up the work at which time questions can be asked of the representative.

We are constantly working to keep our customer flow the same in each office. As technology evolves and our equipment changes, the customer flow and office setup will change, but our dedication to our customers will always remain the same.



Pictured above: Teresa Cook of Complete Auto Remarketing



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Tax-free National Guard License Plate

by: Kathy Duty



Is the customer that is purchasing a vehicle from you an active National Guard member?

If so, Florida Statutes provide, upon application and proof of eligibility, one standard license plate without charge. They will also be entitled to one tax-free renewal each year. In order to get this exemption, HSMV form 83034 must be submitted.

Internet Hot Links...It pays to surf the 'Net!!

Tax Collectorwww.hillstax.org

State of Florida www.myflorida.com

State DHSMV office..... www.hsmv.state.fl.us/html/titlinf.html

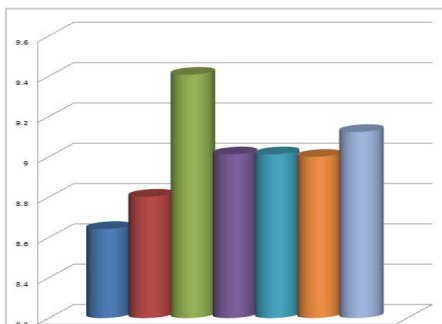
Dept of Revenue.... dor.myflorida.com/dor/

Hillsborough County Government www.hillsboroughcounty.org

Dealership Survey 2008

The Hillsborough County Tax Collectors office would like to thank all the dealerships that participated in the 2008 Dealership Survey. We had a total of eighty three participants. On a scale of 1 (lowest) to 10 (highest) dealers answered survey questions and explained what is most important to them. We also received helpful suggestions for improvements.

Dale Hoffman, Director of Branch Operations comments, I'm pleased with the results. I look to continue building successful working relationships between the Tax Collectors office and the dealers we serve.



On a scale of 1 (lowest) to 10 (highest) 8.6 was the lowest rating received.

- 1. I am satisfied with the timeliness of the information or services delivered by the Tax Collector's Office.
- 2. I am satisfied with the accuracy of the information or services delivered by the Tax Collector's Office.
- 3. The Tax Collector's office meets all legal requirements in conducting business with my dealership.
- 4. The customer support provided by the Tax Collector's office was delivered in a professional and courteous manner.
- 5. The Tax Collector staff was responsive to information requests, issues or problems that may have developed in the course of a transaction.
- 6. Compared to other government agencies that I deal with, I receive outstanding service from the Hillsborough County Tax Collector's Office.
- 7. Overall, the Tax Collector is a reliable organization that follows through with its commitments.

License Plate Update

by: Mary Jo Hill & Tammy Grandmaison

The Tax Collector's Office is dedicated to keeping you informed about changes regarding motor vehicles. Effective October 1, 2008 a third standard license plate, "In God We Trust", became available in addition to the standard "County" and "Sunshine State" plates. There are also four new specialty plates for the fee of \$25. The new designs are Florida Tennis, Lighthouse Association, Horse Country and In God We Trust.



For a complete listing of all license plates, please visit our website at <http://www.hillstax.org/motor/mv15.asp>

We've got your help numbers



Tallahassee DMV Help Desk - (850) 617-2000
Dealership Hotline - (813) 635-5210 ext 5842
Local DMV - (813) 740-4288

Real ID Act Moves Forward

Due to the Real ID Act the state of Florida passed more changes during the 2008 Florida Legislative Session. On October 1, 2008, the changes were implemented in the HCTC offices that issue driver licenses. These changes include extending the expiration of some licenses while adding additional requirements to others. Furthermore driver licenses and identification cards issued by other states are no longer acceptable as primary

identification. In addition fees have been increased and customers must present proof of their social security number.

Our branches have completed over 37,000 transactions in the past 3 months for the state and the tax payers of Hillsborough County. For more detailed information visit our website at www.hillstax.org/motor/driverlicense/DLchanges100108.htm

Fees at a glance

- ◆ Original: \$27.00
- ◆ Renewal: \$20.00
- ◆ ID Card: \$10.00
- ◆ CDL: \$67.00
- ◆ Service Fee at Tax Collector's Office \$ 5.25

From the desk of Gary Konopka, Region VI, BFO

As a reminder, F.S. 320.131 was changed on July 1, 2008 to require display of all temporary tags in the vehicle's rear license plate bracket. There are seven DHSMV approved vendors for the Print-On-Demand Electronic Temporary Registration (ETR) system as of October 10, 2008. All temporary tags issued after June 30th 2008 must utilize Print-On-Demand method via one of the DMV approved vendors unless there is a systems outage. When a system outage occurs, the dealer can issue a pre-printed temporary tag. Such issuance must be reported through the ETR vendor within one business day. Dealers issuing a pre-printed temporary license plate when the system is off-line must complete HSMV form 82082 (Off-Line Issuance of a Pre-printed Temporary License Plate) as well as the HSMV form 83091 (Application for Temporary License Plate). The 82082 and the yellow copy of the 83091 are to be filed in the deal jacket. All pre-printed temporary tags must be accounted for and a temporary tag log maintained. There is no requirement to account for or maintain a log for the blank card stock used for the Print-On-Demand ETR temporary tags. More information is available at the DMV ETR Web Site: <http://www.flhsmv.gov/etr/etr.html> or please contact us at 813-740-4288.

Many motorcycles with a license plate displayed vertically rather than horizontally and many vehicles with some portion of the printing/lettering on the license plate partially covered are continually seen. Florida Statute 316.605 was changed effective July 1, 2007 requiring license plate placement not higher than 60 inches and not lower than 12 inches from the ground, nor may plates be placed more than 24 inches to the left or right of the centerline of the vehicle. License plates must also be displayed **parallel** to the ground with the numerals and letters reading from left to right. Per F.S. 320.061, all letters, numerals, printing, writing, and other identification marks on a Florida License Plate regarding the word "Florida", the registration decal, and the alphanumeric designation can **NOT** be obscured in any manner.

All franchise dealer licenses expire on December 31, 2008. Per F.S. 320.27 (4), the

license renewal form (HSMV 86720) AND all required supporting documents must be submitted to the DMV Region Office no later than December 1, 2008. Do **NOT** send renewals to Tallahassee. The renewal fee is still \$75. The following must be included with the renewal application:

- * An original surety bond, or original surety bond continuation certificate, or an original irrevocable letter of credit in the amount of \$25,000. If it is a new bond or an irrevocable letter of credit, it must be signed by a dealership Principal.

- * A Certificate of Garage Liability Insurance signed by the garage liability insurance agent which includes, at a minimum, \$ 25,000 combined single limit liability coverage including bodily injury and property damage protection and \$ 10,000 personal injury protection (PIP). We can **NOT** accept garage liability policies or declaration pages – it must be the Certificate of Garage Liability Insurance or equivalent.

- * Copy of certification from Division of Corporation showing current registration of the business and any fictitious names used.

All of the HSMV forms discussed above can be accessed at the DHSMV Web site: <http://www.flhsmv.gov/html/forms.html>

Sparks of Innovation

Our own John Archer has designed 2 new calculators for your use. Try out the renewal and title/sales tax calculators and let us know what works well and what you would like improved. You can reach John at archer@hillstax.org. Click the links below:

- ◆ Renewal Fee Calculator
- ◆ Title Fee & Sales Tax Calculator

Both calculators can be found at <http://www.hillstax.org/motor/mvfees1.asp>



by: Kathy Duty

Have you ever submitted a title to the tax collector's office and then discovered that a piece of incorrect information was entered on the 82040? Is it too late? No, it's never too

late! There is nothing that is processed in our office that can not be corrected!

If an error was made on the lien information, you may submit the title and an affidavit on letterhead stationary, explaining the error made and the correction required. There may be additional documentation deemed necessary to prove any correction. If the title in question is an electronic title, a corrected form DHSMV 82040, a dealer letterhead affidavit explaining the error made and correction required is needed. Title fees are required for correction errors. If you wish to have a fast title processed, the \$7.00 service fee must be collected.

Business Application

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
B													12	19	25											

9 7 13 15 10 8 19 19 23 9 26 8 12 13 9 24 8 14 21 24 9 12 10 24 24
 APP AN A N
 13 15 10 12 8 4 10 18 12 13 15 10 8 19 19 23 9 26 8 13 9 18 12
 NA N APP A N
 24 15 18 21 23 5 14 10 24 15 18 6 12 10 20 8 26 13 23 1 8 24
 N A A
 9 13 8 19 19 10 8 25 24 18 12 13 15 10 26 18 25 19 18 25 8 13 10
 APP AR N RP RA
 26 15 8 25 13 10 25 8 12 5 13 15 10 7 10 9 5 12 21 4 14 10 25
 AR R AN N R
 24 15 18 21 23 5 14 10 24 21 14 4 9 13 13 10 5

Solution:

If the applicant is a business, the name on the application should be shown exactly as it appears on the corporate charter and the FEID number should be submitted.

New Look for Titles By: *Odetta Brencsons*



The Florida Title Certificate form HSMV 82050 has a new and improved look with a revision date of April, 2008.

The new titles have a darker blue text and the security features are harder to detect. The rest of the title remains the same.

You will notice that the previous version is still being issued until the stock is depleted so

both versions of the title will be valid. In the meantime, the state is working on a plan to encourage customers to use the electronic titling system and forego paper copies altogether.

Electronically maintaining the title to a vehicle eliminates the risk of losing the title and is an effective fraud deterrent.

Stay tuned for more information on this plan in the upcoming months.

by: Valery McCoy

The Department of Motor Vehicles provides safety tips to Florida motorists at <http://www.flhsmv.gov/SafetyTips/>.

These tips range from driving during severe weather to the Florida Move Over Law. The severe weather tips encourage citizens to avoid driving in severe storms while reminding them what to do if traffic lights are inoperable. The Move Over Law discusses the requirement for vacating the closest lane and reducing speed.

The above website can be passed on to young drivers to improve their awareness of various practices and requirements when operating their vehicles upon the Florida Highways.

Use MVLS Before the Trip

by: Tamara Grandmison and Mary Jo Hill

At the Tax Collector office, we would like to remind dealers, title services, and financial institutions of a free service available 24 hours a day 7 days a week. It is the Motor Vehicle Look-Up System. This system provides motor vehicle information to the dealers, title services and financial institutions. One of the most common errors we see in the paperwork is the

license plate being transferred or replaced is incorrect or not even owned by the individual purchasing the new vehicle. With the use of this system dealers, title services, and financial institutions can verify the license plate information prior to submitting the title work to be processed, which will greatly reduce errors. For more information regarding the Motor Vehicle Look-Up System, visit our website at: <http://www.hillstax.org/motor/dealers/dealerlookup.htm>.