



Motor Vehicle News & Views

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A Message from Doug Belden, Tax Collector

Dear Dealerships & Title services:

During the course of the day, we often find ourselves in situations which require sound decision making or a firm answer to resolve a unique situation. Here at the Hillsborough County Tax Collector's office (HCTC), we believe that asking the right questions to our customers will generate change, and ensure we remain effective in our mission.

Recently, many of you were asked to participate in a survey regarding your satisfaction with the services provided by the HCTC, specifically dealing with dealers and title services. First off I would like to thank you for taking time from your day to provide feedback on your experiences. Here



Doug Belden

at HCTC, we pride ourselves in exceeding expectations. To guide us along this path, we document and analyze all the comments, suggestions and overall results we receive from surveys and comment cards to identify areas in which we are successful as well as opportunities for improvement. We value your input!

In closing, we will diligently work to provide the highest level of customer service while ensuring we maintain the ethical standards you deserve from your government. As always, my staff is here to assist you with any questions you may have. Thank you again for your participation in our Dealer Satisfaction Survey.

DEALER SATISFACTION RATES (10 PT SCALE)

Fiscal Year	2007	2008	2009
Timeliness	8.3	8.6	8.5
Accuracy	8.3	8.8	8.7
Legal Requirements	9.0	9.4	8.9
Responsiveness	8.6	9	8.4
Compared to Others	8.6	9	8.5
Overall Rating	8.9	9.1	8.7



Calendar of Events

- May 31 Closed for Memorial Day
- June 1 Tax Certificate Sale
- June 1 Registration renewals for all nonlease commercial vehicles
- Month of June First payment due for real property installment plan
- July 5 Closed Independence Day

The Best Things in Life Are Free...so is this! by Wanda Chambers

Have you ever underestimated the fees for a title transfer and registration? If you have attended our dealer training class you know how to calculate the fees but mistakes can still happen. If you do underestimate, what usually happens?

As a courtesy to your customer, you usually pay the additional fee then send the customer a notice that they owe additional money. Hopefully you will collect this money from the customer when they return to your dealership to pick up their paperwork and license plate.

What if the customer refuses to pay? What if, after being told they owe you more money, the customer goes to the Tax Collector's office and advises the agency they "lost" their plate and obtains a replacement? Have you ever wondered how you can recoup the fees? Do you have recourse?

Yes you do! Florida Statute (Section 320.02 (16)) provides you with the opportunity to get your customer's attention and your money back. You should already have a signed invoice or signed disclosure stating "failure to pay appropriate fees will result in a stop being placed against your registration record". If the customer does not pay you the money owed, you may request that a stop be placed on the renewal of the registration. Submit a letter on your dealership letterhead, to include the VIN, license plate number, customer's name and driver's license number, the amount owed, and proof that the additional fee was separated from the fees stated on the original invoice. The letter must be signed by a representative of the dealership

and the signed statement or copy of the customer's invoice acknowledging your right to place the lien should be attached. You should then send this paperwork to:

Division of Motor Vehicles

Attn: Assistant Chief, Registration Program
2900 Apalachee Parkway, MS-68,
Room A334

Tallahassee, Florida 32399

The Division of Motor Vehicles will review your paperwork. Once they determine that your paperwork is in order, a Registration Stop will be placed against the vehicle in question. The customer will not be able to renew the license plate or have any registration activity done for this vehicle until the stop is cleared.

Once the customer pays the dealership, you must again submit a signed statement on dealership letterhead to the Tax Collector agency or to the address listed above in order to have the stop removed. The statement must include the VIN, License Plate number, customer's name, customer's Driver License number, and the amount paid.

Collecting the proper amounts from your customers will soon become second nature. For those rare occasions when you do make a mistake, you now have recourse to getting your money back. For more information, please refer to procedure RS-50 of the DMV procedure manual at:

<http://www3.flhsmv.gov/dmv/Proc/RS/RS-50.pdf>

From the desk of Gary Konopka, Region VI, BFO

As I write this during the last weeks of May 2010, we are finishing up renewal activities for some 1800 independent, salvage, and wholesale motor vehicle dealers, and vehicle auction licenses that we are responsible for and I thank the dealers involved for their cooperation. We have noted that many dealers again waited until the last minute to complete the eight hours of continuing education which is required once every two years.

While reviewing the submitted dealer license renewals, we also noted many dealers had undergone corporate officer changes and failed to notify us. Any time a dealer who is incorporated or an LLC, makes a change, any change, to its corporation or LLC via www.sunbiz.org, that change must also be communicated to the Region HQs. The dealer accomplishes this by submitting a modification application to their assigned Compliance Officer.

Effective July 1, 2010, all license plates transfers initiated by all dealers must be done electronically. As I write this, we are being told that this will be accomplished via your Electronic Temporary Registration (ETR) vendor and more details will be provided by Tallahassee and the ETR vendors.

We know there are several 2010 Legislature actions pending that will have

an impact on us and our dealers. However, none have been signed into law yet as I write this. Once they are, our endeavor is to make you aware of their final version and any necessary implementation guidance. Some things of note in the legislation pending approval (I emphasize: these have not yet been signed into law by the Governor but are contained in HB 631 which is in the Governor's office awaiting signature) :

****Catalytic converter is being added as a major component part of a motor vehicle.**

****Local community Code Enforcement/ Compliance officials will be allowed to enforce curbstoning laws.**

****Owners of vehicles found in violation of curbstoning laws can be fined \$100.**

****Dealers will be allowed to store their records electronically. If a dealer chooses to do this, the original paper documents may be destroyed after the dealer successfully transfers title and registration to the purchaser.**

All mobile home and recreational vehicle dealer licenses expire on September 30, 2010. We can actually start renewing these dealers as early as August 2, 2010. The renewal form, HSMV Form 86720, is available from our office as well as online at <http://www.flhsmv.gov/dmv/forms/BFO/86720.pdf>

A one day seminar "Preparing Paperwork for Title & Registrations will be held on:

September 17th - November 5th

To sign up online [click here](#), or contact our Training Department at 813-635-5238 or via email at training@hillstax.org

License Plate Transfer Changes



Last year the Department's statute regarding the transfer of license plates was amended. The new process will be effective in July, and requires that motor vehicle dealers notify the Department in a timely manner, via an electronic system, "when the owner of a vehicle transfers a registration license plate to a replacement or substitute vehicle acquired from a motor

vehicle dealer..." The Department will be using the current electronic system (Electronic Temporary Registration) that is available to motor vehicle dealers for issuing paper and print-on demand temporary license plates. Here's how the electronic process works. When a customer purchases a vehicle, the dealer will enter the individual's personal and vehicle information via computer. This information will be compared against our motor vehicle database, allowing the Department to transfer the current license plate number to the new vehicle. The dealer can then transfer the metal license plate from the old vehicle to the new one for the customer. This system allows law enforcement agencies to have instant access to this transfer information via the Driver and Vehicle Information Database, so there is no confusion about what vehicle a plate is assigned to, in case a person is stopped after leaving the dealership.

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

We've got your help numbers

Tallahassee DMV Help Desk - (850) 617-2000

Dealership Hotline - (813) 635-5210 ext 5842

Local DMV - (813) 612-7110