

**If I am not an Online Dealer and I drop-off work with the CSC or Dealer Center and this is my twenty-first transaction, will the CSC or Dealer Center process the transaction or return the work to my dealership?**

DMV will process the transaction. Dealers who process more than twenty transactions in a month will receive an invoice from DMV for the fees due for the processing month.

**If I am not an Online Dealer and I give the work to my customer to take to a CSC or Dealer Center, will my dealership or customer be charged the \$15 fee for the eleventh transaction?**

No. If the customer takes their own work to the CSC or Dealer Center to be processed, the customer or dealership will not be charged. However the customer must alert the DMV teller that they are submitting the work for themselves.

**If I am a participant in the Online Dealer program, do I collect the "online system filing fee" from my customer?**

The law requires dealers participating in the Online Dealer program to collect the vendor's online system filing fee charged for the transaction from the purchaser and to remit the fee to the vendor.

**If I am a participant in the Online Dealer program, am I required to show the "online systems filing fee" on my Buyer's Order?**

The fee is to be listed separately and identified as the "online systems filing fee" on Buyer's Orders.

# Be an Online Dealer!

With the  
Virginia Department of Motor Vehicles



Virginia Department of Motor Vehicles  
P. O. Box 27412  
Richmond, Virginia 23269  
**(804) 497-7100**  
[www.dmvNOW.com](http://www.dmvNOW.com)

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## Online Dealers Save Time and Money

Virginia law (§46.2-1530.2, Code of Virginia) requires DMV to charge a \$15 fee for every dealer-related transaction, in excess of twenty transactions per month, that is conducted in a DMV customer service center (CSC) or DMV Dealer Center.

Save time and money. Join DMV's Online Dealer program today.

## Frequently Asked Questions

### What is the Online Dealer program?

The Online Dealer program provides an electronic link between DMV and licensed motor vehicle dealers. The link, provided by one of two vendors, enables dealerships to transfer license plates, issue registration cards, issue metal license plates at the point of sale and electronically update DMV's vehicle files. Titles are printed at DMV and mailed after DMV receives the transaction paperwork.

### How does the Online Dealer program work?

The interface is facilitated by software and hardware provided by a third party vendor under contract with the dealer. There are currently two authorized vendors of these services, Computerized Vehicle Registration (CVR) and triVIN. (See "**How do I sign up to be an Online Dealer?**" for contact information.)

### What are the benefits of being an Online Dealer?

Paperwork does not have to be delivered to a DMV CSC for processing. DMV provides a courier or postage for the dealer to send documents to DMV headquarters for auditing and imaging. No checks need be written. All taxes and fees are transferred electronically.

The program also provides added convenience to customers, which results in a positive reflection on the dealer. Customers can transfer their current license plates or receive their new plates, decals and registration cards at the dealership. Neither the dealer nor customer has to go to DMV to obtain the metal plates and decals. If ordering a special plate, the plates and decals are mailed directly to the customer from DMV's manufacturing facility.

### How do I sign up to be an Online Dealer?

A licensed Virginia dealer may contact either of the two approved vendors.

#### CVR

Dave Foerster  
Vice President, Sales and Operations  
Computerized Vehicle Registration (CVR)  
1950 Hassell Road  
Hoffman Estates, IL 60195  
Phone (800) 333-6995, ext. 1387  
or email to [dfoerster@cvrreg.com](mailto:dfoerster@cvrreg.com)

#### triVIN, Inc.

Jeff Simone  
Sales and Training Planner  
(800) 876-2312, ext. 4818  
or email to [jsimone@trivininc.com](mailto:jsimone@trivininc.com)

After signing a contract with one of the vendors, the dealer then submits an application to DMV for a contract. Once the contract with DMV is signed, the vendor is notified to schedule the installation of the program for the approved dealership. The process usually takes about 30 days.

### Are Virginia dealers required to join the Online Dealer program?

No, it is at the dealer's discretion to take advantage of this convenient, cost-saving program.

### If I choose not to become an Online Dealer, how many transactions will DMV process at DMV Customer Service Centers (CSCs) or Dealer Centers each month before charging the \$15 statutory fee?

DMV will process up to twenty dealer transactions at DMV offices. After the twentieth transaction, DMV will charge a \$15 fee for each transaction processed.

### If I am an Online Dealer and I want to have a transaction processed at the CSC will I be charged?

Yes, Online Dealers will be assessed the additional fee for work processed in DMV offices.

### If I have applied to join the Online Dealer program, but have not completed the contract process, will I be charged the \$15 fee?

Yes, you will be charged the additional fee for work processed in DMV offices.

### If I have applied to join the Online Dealer program and have been denied will I be charged the fee?

Yes, if your application is denied by DMV, you will be charged the additional fee for work processed in DMV offices.

### Can I pass the additional \$15 fee on to my customers?

Virginia law prohibits dealers from passing the fee on to their customers.

### Do I show the additional \$15 fee on my Buyer's Order?

The additional fee should not be reflected on Buyer's Orders.