



Oregon

Kate Brown, Governor

Department of Transportation

DMV Services

1905 Lana Avenue NE

Salem OR 97314

DMV's EXPANDED SERVICES WILL NOT CHANGE DEALER SERVICES – JULY 2021

Oregon Certified Dealers:

DMV sincerely appreciates your continued partnership and patience with the COVID 19 restrictions, especially with the requirement to mail all dealer transactions to DMV Headquarters (HQ) for processing.

In July 2021, DMV will be expanding service options and capacity at our Field Offices by accepting more standby customers (walk-in customers without a scheduled appointment). For now, field office appointments and standby service will **not** be available for dealer transactions so that we may reserve in-person service for individual customers who don't have the benefit of a dealer to process their transaction. With the pent-up demand for in-person services and limited appointment availability, DMV anticipates a surge of standby customers at the Field Offices.

Therefore, in an effort to prioritize the safety of our traveling public, and best accommodate customers with driver-credentialing needs that must be handled in person, DMV requires dealers to continue submitting dealer transactions within the existing channels, utilizing one of the following options:

1. Continue mailing vehicle transactions to DMV HQ. Send to:

DMV – ATTN: SDU
1905 Lana Avenue NE
Salem, OR 97314.

Mailing dealer transactions to Field Offices will result in delays in processing those transactions.

2. Drop off transactions at select DMV Field Offices (no assistance provided by DMV staff):
 - o Dealers with assigned boxes at SE Portland, North Salem and Medford Dealer Centers can still drop off and pick up transactions.
 - o Roseburg Field Office accepts dropped-off transactions on an appointment-only basis for dealers in that area.
 - o Bend Field Office accepts dealer transactions for dealers in that area.
3. Vitu can submit transactions to DMV for you. Contact Vitu Oregon for information on how to enroll:

Phone: 844.848.8468

email: info@vitu.com

DMV's partnership with you provides an important service and we are working to find ways to improve service to our mutual customers. A DMV/Dealer Partnership Improvement Project is currently underway with representatives from the dealer community and DMV to improve how we both serve our fellow Oregonians. Updates on the improvement project will be in future *Dealer Details* newsletters.

If you have any questions, please contact your dealer investigator.