



# OREGON DMV IS CHANGING

For most Oregonians, DMV is the face of state government. We handle millions of customer transactions every year—over the telephone, face-to-face, through the mail and via the internet. What most people don't know is that we do all of this with seriously outdated computer systems—systems that can't keep up with what our customers and business partners expect us to deliver.

After almost four years of preparation, we are ready to launch a new vehicles system. This means some changes for the way we do business. Keep reading to learn more about what is changing for our vehicle dealers on January 22, 2019.

## Dealer packets will not work the same way with the new system

Beginning with the launch of DMV's new system January 22, 2019, DMV field offices and Dealer Processing Centers will be depositing the payment checks the same day DMV receives the check. This new process will ensure proper accounting of all funds submitted to DMV on any given business day.

It is important for dealers to know that when a check is deposited for a dealer packet, it does not mean DMV has completed processing the transactions. Although the check is deposited, the transactions may not be completed for several more days.

DMV employees will no longer provide vehicle dealers cash back when the dealer submits an overpayment for a dealer packet. Instead, dealers may request a refund that would be mailed to them from DMV HQ, or to apply their credit to a different transaction.

We are confident that the new check deposit process will improve security and ensure that checks are promptly and correctly applied to each dealer's business account.

### Use these handy tips when submitting dealer work to DMV!

- Submit one check for the entire set of transactions you are presenting. DMV is able to use a single check to process all your work.
- Complete and attach our new online Dealer Work Transactions Submitted List form ([Form 735-7490](#)), or an equivalent, on the top of your packet. Simply fill out and print the new form online at [OregonDMV.com](#)—it even totals your transactions for you! Printed forms may be requested from your local DMV office.
- Review the DMV Transaction Summary Report provided with your completed transactions. This report will identify, by VIN and Owner, each transaction processed along with the related fees. The report will show the current balance for that filing date.
- Remember, DMV will no longer automatically issue refunds. Dealers are responsible for tracking excess funds and requesting refunds or credits to their account. Visit a DMV office to request a refund or apply your credit to a different transaction.

#### CHECKS DEPOSITED IMMEDIATELY

Checks will be deposited when you drop off your transactions packet. Checks will no longer be held until the transactions are processed. Interested in helping DMV pilot automatic deduction of funds from your bank account via ACH Debit? Contact the Service Transformation Program for more information.

# DMV2U is a whole new way of doing business!

Our new online services site, DMV2U, will launch January 22, 2019. New features will be available to all our customers, including ordering custom or replacement plates, checking plate availability and starting your vehicle title application. You will still be able to access the same services we provide today.

## Dealer Transaction Notices are being replaced with a new tool on DMV2U

On January 22, 2019, the existing online Oregon DMV Vehicle Dealer Transaction Notices will be replaced with a new web tool that has some exciting benefits. The new online service will allow real-time verification and instant updates to DMV vehicle records.

To make this transition, the existing Dealer Notices web page will be decommissioned February 4, 2019. Prior to decommissioning the existing web page, DMV will mail letters to dealers with instructions on how to access the new online service. These letters will explain to dealers how to activate their DMV2U online account, and will include specific details and unique login credentials for each dealer. The letters will be mailed January 22, 2019, after the dealer accounts are set up in the new system.

Dealers will still have the option of using the Dealer Notice of Vehicle Purchase ([Form 735-0165](#)) and Notice of Vehicle Sale/Transfer ([Form 735-6890](#)).

However, we are confident that once dealers begin using the new online notice services, benefits, such as the simplicity of uploading spread-sheets, the real-time VIN (Vehicle Identification Number) validation, and instant updates to DMV vehicle records, will be quickly appreciated.

### HAVE YOU MOVED?

If you have recently changed your mailing address or contact information for your dealership, be sure to notify DMV Business Licensing. DMV is committed to keeping dealers informed along the way.

*Looking for some help on how to create your account? Check out our DMV2U logon instructions guide under the Dealers & Businesses section at OregonDMV.com.*



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