



Amy Anthony - **Director**  
Karen Carson - **Deputy Director**  
☎ (302) 744-2500  
✉ [dmvcustomerservice@delaware.gov](mailto:dmvcustomerservice@delaware.gov)  
📍 303 Transportation Circle  
Dover, DE 19901

---

## MEMORANDUM

Date: May 1, 2024

Reference: Delaware Dealer Consolidation, Phase II Effective June 3, 2024

To: All Dealerships and Third-Party Agents

From: Delaware Dealer Services

---

The Delaware Division of Motor Vehicles will implement Phase II towards consolidating dealer processing to our Dover location. The Division will require all dealers who submit title work to the Georgetown location, to begin submitting their work to Dover on Monday June 3, 2024, or request access to the electronic title system via ESubmission.

- All dealerships in Kent and Sussex County will be required to drop folders, process MV558s (overnight), and 5-day folders through the Dover Dealer Services section or through ESubmission (see below).
- Dealer items such as reassignments, Blue Power of Attorney Forms, and temporary tags, can still be obtained at the Georgetown location on the frontline.
- Dealerships may submit work to Dover by Federal Express. Include a return envelope and air bill.
- Out-of-state dealerships and third-party agents must submit all dealer work to the Dover, Wilmington, or Delaware City locations.
- No dealership work will be permitted to be submitted to Georgetown.
- All folders and Federal Express envelopes must be marked with MV558 or 5 day or they will be submitted as drops.

Kent and Sussex County dealerships that prefer to use ESubmission instead of dropping the title work off to the Dover DMV can contact the Division directly for assistance. You will need to email [DOT\\_MTRVDealerServicesHelpDesk@Delaware.gov](mailto:DOT_MTRVDealerServicesHelpDesk@Delaware.gov) with the subject line of “**E-Submission Application Request**,” to request more information

The Division has keychains with a QR code for the Kent and Sussex County dealerships. You simply scan the QR code while at the Dover DMV parking lot, still in your vehicle, for placement in the queue. The user will enter their cell phone number and receive a text message when the dealer section is ready to assist. Your user will need a smart phone with the location turned on to use this option; otherwise, the dealership employee will need to come into the lobby and obtain a ticket from the greeter station.