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MEMORANDUM

TO: All Dealerships and Third-Party Agents
FROM: Delaware Dealer Services
DATE: January 3, 2025
SUBJECT: Delaware Dealer Consolidation, Effective March 31, 2025

The Delaware Division of Motor Vehicles (DMV) will soon implement the final phase of total dealer consolidation at our Dover DMV location. The DMV will require all dealers who submit title work to the Delaware City and Wilmington locations to begin submitting their work to Dover DMV beginning Monday, March 31, 2025. Delaware dealerships may also request access to the electronic title system, eSubmission.

- All dealerships will be required to drop folders, and process MV558s (overnight), and 5-day (Retain) folders through the Dover Dealer Services section or eSubmission (see below).
- Dealer items such as reassignments, blue Power of Attorney Forms, and temporary tags can still be obtained at all frontline locations.
- Dealerships may submit work to Dover via Federal Express and must include a return envelope and air bill. All folders must be identified as an MV558 or a 5-day, or they will be submitted as drop folders.
- Out-of-state dealerships and third-party agents must submit all dealer work to Dover or via eSubmission.
- Dealer work submitted at Delaware City, Wilmington, or Georgetown will be sent to Dover by courier. Please expect delays when choosing this option.

Delaware dealerships that prefer to utilize eSubmission instead of dropping the title work off to the Dover DMV must contact the Division directly for assistance. Please email DMVeSubmission@Delaware.gov to request more information.

The Division has keychains with a QR code for the dealership runners. Runners can easily scan the QR code at the Dover DMV parking lot or while waiting in their vehicle for queue placement. The individual must enter their cell phone number to receive a text message when the dealer section is ready to assist. Your employee will need a smartphone with the location turned on to use this service; otherwise, the dealership employee will need to enter the lobby to obtain a ticket from the greeter station.