

CHANGES COMING TO
DEALER SERVICES
EFFECTIVE DECEMBER 16, 2019



NEW DEFINITIONS FOR:
**DEALER WAIT, DEALER OVERNIGHT,
AND DEALER DROP FOLDERS**

WAIT AND OVERNIGHT* FOLDERS

- For vehicles that have been **sold over 30 days prior to the current date ONLY**.
- **Out of state dealers** and **Auto-Theft inspection** must sign in as a **drop folder**.

**All overnight folders can be picked up after 2:00P.M. the next business day.*

DROP FOLDERS

- All title work is eligible to be submitted as a drop folder.
- Dealers are required to **submit titling work within 30 days of sale date**.
- **DMV has 30 days to process and return** the title work to the dealer.
- All title work must be placed in a folder with the dealer name, dealer license number, and a form of payment, (check or credit card). **Please do not place cash in the folder.**
- Multiple title folders can be submitted at one time for processing.
- All title work must be signed in on the DMV drop sign-in sheet.
- Dealers may drop multiple folders off Monday - Friday during normal business hours.

ADDITIONAL INFORMATION:

- DMV internal errors can be submitted as a wait or overnight with supervisor approval.
- Dealers may submit **five (5) max duplicate plate requests** for customers in a folder with eligible title work.
- **Only two waits or overnights can be completed per business day**, per dealer, during dealer hours. **Only one (1) option can be utilized per day, during dealer hours.**
- **All exceptions to this procedure must be approved by the supervisor.** These exceptions will be based only on unforeseen circumstances with supporting documentation.

For questions or issues, please contact:
Dover Dealer Service • 302.857.4665