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*STATE OF DELAWARE  
DEPARTMENT OF TRANSPORTATION  
DIVISION OF MOTOR VEHICLES*

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**IMPORTANT INFORMATION**

**TO:** All Dealerships  
**FROM:** Division of Motor Vehicles  
**DATE:** January 6, 2021  
**SUBJECT:** Temporary Changes for Waits/Overnights

During the current health crisis, the Delaware Division of Motor Vehicles (Division) will temporarily accept waits and overnight folders (emergencies) for both Delaware and out-of-state dealerships. Until further notice, all dealers can either submit up to two deals as a wait or drop two deals as an overnight each day.

When dropping folders, no more than fifteen (15) deals, including retained tags, can be submitted per folder. There is no limit to the number of folders that can be dropped each day. Effective immediately, please begin submitting the attached worksheet with those particular folders in order to clearly identify deals within the folder.

In order for staff to have adequate time to complete the increased workload, the Division is temporarily changing the dealership hours. Effective Monday, January 11, 2021, the adjusted temporary dealer hours are **from 8:00 a.m. to 9:00 a.m., M, T, TH, F; no dealer hours on Wednesdays**. No waits/overnights will be accepted after 9:00 a.m., and all overnights will be available for pick-up by 2:00 p.m. the following business day.

The Division is seeking your assistance in some of the areas that are contributing to our backlogs and the delay in processing title work.

- Please ensure all of the documentation is complete, signed appropriately, and accurate. The DMV staff spends a great deal of time contacting dealerships for repeated errors, which delays completion of title work.
- Please do not ask your customers call the dealer sections to determine the status of their paperwork. The current processing date is listed on the Dealer Portal. The more phone calls, the less time to process title work.

- Please utilize the Dealer Portal <https://dealers.dmv.de.gov/> for daily updates and assist with fee calculations. This will eliminate unnecessary rejections due to incorrect fees or insufficient funds with a pre-printed check.

We greatly appreciate your patience and cooperation during these unprecedented times.

The Division of Motor Vehicles