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STATE OF DELAWARE
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

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NICOLE MAJESKI
SECRETARY

November 5, 2021

IMPORTANT NOTICE

To: All Dealers & Licensing Agents
From: Delaware Division of Motor Vehicles
Reason: Temporary procedure change for all dealer processing work
(updated information highlighted below)

This notice is to inform all dealers and agents of the below procedure changes effective November 1, 2021. This change will be in effect until the Division's dealer sections can catch up on the dealer backlog.

- *Waits* are being put on a temporary hold until further notice. There will be no dealer waits at any Delaware DMV location.
- *Overnights* will be held to the following strict requirements. Must be at least 31 days old from the bill of sale AND must have been already submitted to the DMV and the MV558 must be attached. 2 customers per folder. Overnights can contain "emergency" type of transactions such as duplicate titles, u-titles or a corrected title. One folder per dealership.
- *Overnights* can be submitted Monday, Tuesday, Thursday & Friday from 8:00 am to 9:00 am at any Delaware dealer section.
- *Drops* will now be limited to 5 customers per folder along with a worksheet. Drops can be submitted Monday through Friday during normal business hours.
- NEW: We will accept a "RETAIN" folder that can be dropped, with up to 5 customers that will be processed in 5 days. The folder MUST indicate "RETAIN" on the outside and include a worksheet along with retain transactions only.

This folder can only contain titles that need to have the plate placed in retention/pending and transferred to the dealership's name for the resale of the traded vehicle. Dealers can drop retained folders Monday, Tuesday, Thursday & Friday from 8:00 am to 9:00 am at any dealer section (effective November 8, 2021).



- The Division requests that you submit a credit card, or a blank check made out to the Delaware DMV in order to process your work without having to void or reject work for incorrect fees. The Treasurer's office recently completed an audit, and we are no longer permitted to keep copies of "backup" payments in the office. If you choose to send two credit cards, please mark one as backup if that is your intent. All backup copies have been shredded. FAXED and Emailed credit cards are to be immediately deleted and shredded. Staff are not authorized to use payments submitted in this format. Finally, in order to avoid rejections, we suggest that you do not employ limits on your credit cards that are based on your fee calculations.
- If additional information is needed by DMV to complete your folder, we will contact you by email or via a phone call. Your folder will be returned on day two of no response is received.

For any questions or issues, please contact the Dover Dealer Services at 302-857-4665.

Thank you in advance for your patience with us during this time.

Delaware DMV Dealer Services