

MVD Procedural Quick Update

#135

RE: Stolen Title Check in MVD 2.0
Effective date: Monday, December 12, 2011

Date: December 7, 2011
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective Monday, December 12, 2011, on every first-time out-of-state vehicle title transaction, MVD 2.0 will check the title presented by the customer against a database of stolen titles. The transaction will be stopped if there is a match.

When an agent processes a first-time out-of-state vehicle title transaction in MVD 2.0, the First Time Title (Out of State) screen will now have a field to enter the title document's control number.

The agent will enter the title control number in that field and the system will check that control number against our current list of stolen titles. If there is a match with the stolen titles list, the message below will appear, and the transaction will not be able to continue.

The screenshot shows a web form titled "First Time Title(Out of State)". The form contains the following fields and values:

- Vehicle type: PASSENGER-10 (dropdown)
- VIN: sn012345678 (text)
- Title number: 02134034A997518 (text)
- Title state: MI (dropdown)
- Control Number: G705283461 (text, circled in red)
- NM driver license: (empty text)
- Model year: 2009 (text)
- Vina exception: previna (text)
- Duplicate title: N (dropdown)
- Skip database check: N (dropdown)

At the bottom of the form are three buttons: "Next", "Reset", and "Cancel".

This title has been reported as STOLEN, please stop transaction and contact your manager.

Always be sure to make note of the customer's name and address and to make a photocopy of the title before returning it to the customer.

The manager should explain to the customer that MVD will not be able to process the transaction at this time. The manager should then contact local law enforcement or the State Police to report the incident. The customer may be informed that the issue has been turned over to law enforcement and specifically what agency and officer.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
