

The following FAQs were submitted to the SOS from our recent webinar. We are still working with the department to clarify some of these and will update as we proceed. Please use your “search” function when looking for information on a specific topic.

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## **ELT GENERAL QUESTIONS:**

**Is this mandatory to process ELT or can we continue the way we are now?**

Nothing will change regarding the processing of vehicles with paper titles. However, once enrolled as an ELT participant, a lender will have their titles held electronically moving forward. The “process” changes, by requiring that applications for titles will need to include the ELT ID number for the lienholder when submitted to MDOS by the dealer.

**Will it be mandatory for financial institutions to use in Michigan?**

Eventually yes, as the statute requires mandatory participation for all lenders. However, MDOS currently has not established the date by which participation will be required. MDOS will be implementing ELT through a rolling enrollment process. While the program becomes available to lienholders on March 16, 2021 it is anticipated that the department will take a methodical approach to enrollment.

**When a customer trades in a vehicle with a paper title, do we have to transfer to ELT?**

No. If a dealer wishes to continue to utilize the existing paper title, nothing changes from the current process.

**Will this option be only for new titles or have all old titles been entered into the system? Will the current titles we have now be automatically marked as electronic?**

There are no plans to convert existing paper titles to electronic titles/title records.

**Are we able to convert paper titles to electric titles?**

Paper titles will be converted to electronic titles when the vehicle is resold and a lien is placed.

**I am just a little bit confused about what will be done with the paper titles we currently have. Do we have to do the assignment into our name or can we simply hold paper titles on trades until we sell the vehicle?**

No change from today’s process for existing paper titles. The only changes for these vehicles, is that once sold, if the vehicle is financed by a lender participating in ELT, their ELT ID will be added to the RD-108, and that new title will be held electronically in lieu of the vehicle purchaser receiving a paper title.

**If the incoming vehicle has a paper title, nothing changes. For an incoming vehicle with an electronic title, the lien assumption process must be used.**

This is correct, unless the vehicle owner is in the process of paying off their loan, in which case the dealer will wait for the paper title to be issued to the vehicle owner in lieu of using the dealer assumption process.

**If we have an electronic title and then we want a paper title am I understanding we need to have it mailed to us. We can't have it instantly printed at the branch?**

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Once the title is in the name of the dealer, the option exists for an instant paper title to be purchased at a branch location. The title will be subject to the additional \$5 instant title fee.

**If a dealer requests a resale title that is currently paper will it then become electronic?**

No, a resale title request for an existing paper title remains paper.

**I am unclear about the circumstances under which I should request a paper title when a dealership purchases a vehicle?**

This will be a business decision for the dealer. If it is anticipated that the vehicle will be resold to a retail customer who may require financing to purchase the vehicle, there are numerous advantages to having the title remain electronic. However, if it is anticipated that the purchased vehicle will be sold at auction, or to an out of state purchaser, then obtaining a paper title may be necessary.

**What does lien assumption mean?**

Like today, a dealer assumes a lien when purchasing a vehicle from a retail customer, and accepts financial responsibility for paying off the remaining balance on the loan of the vehicle. Upon transfer of ownership, the purchasing dealer is assuming responsibility of that loan.

**If a dealer has to pay off a lien when taking in a vehicle from a customer, we have to pay off the vehicle first? And to get a lien release how will we know to go in and assume the title. Will this be something we have to do for every single payoff?**

Just like today, provisions allow for the dealer to purchase a vehicle, and assume ownership prior to the payment to lienholder. Under ELT, this process is achieved by utilizing eServices, and completing the transfer of ownership online utilizing the lien assumption function. This will need to be performed for every vehicle with an electronic title that is purchased by the dealer. This will update ownership of the vehicle to reflect the dealer’s interest, thereby allowing the dealer to resell the vehicle.

**If a customer trades in a vehicle, do we HAVE to assume the lien, or can we just wait for the customer to get their paper title?**

If the customer is paying off the vehicle to obtain a paper title, there is no lien for the dealer to assume.

**If the dealer requests a paper title, will it be in the dealer's name or the customer's name?**

This is situational. If there is no lien on the vehicle, and the dealer is requesting a duplicate title, the title will be reissued in the vehicle owner’s name, as it is today. If there is a lien on the vehicle, and the dealer assumed the lien, the dealer assumption process moves vehicle ownership into the dealer’s name, and a requested paper title will be issued in the name of the dealer who purchased the vehicle. If the dealer is requesting a paper title for vehicle with an electronic title, without assuming the lien, and the vehicle has not been paid off by the owner, a paper title will not be generated until the lienholder indicates the loan has been satisfied.

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**How soon after we assume the lien electronically is it effective? Do we have to wait till after we send the check out for the payoff? do we have to wait for something from lien holder before we assume lien?**

The dealer must complete the lien assumption on eServices for the vehicle ownership to be updated in the CARS system. Once that is completed, it is effective immediately. Just like today, when a dealer assumes ownership of the vehicle, you are bearing full responsibility of the lien and the vehicle belongs to the dealer.

**If we keep the title ELT with a lien assumption and sell it right away. Can we process the plate/registration right away or do we have to wait for a paper lien release to process?**

For vehicles with an electronic title, if a dealer has completed the lien assumption on eServices, the vehicle will "belong" to the dealer on the MDOS CARS system. Therefore, you are eligible to immediately process the plate/registration and vehicle sale.

**When we take in a trade, are we uploading a separate RD108 for a "resale" title, or are we uploading the RD108 of the purchased unit showing the trade? Plus what we send in for CVR.**

Dealers are required to upload an RD-108 (or ownership document such as a purchase order) as part of the dealer assumption process. This transfers ownership into the purchasing dealer's name but does not generate a paper resale title unless selected by the dealer during the assumption process. As paperwork is submitted electronically for dealer assumptions, the only hard copies involved in this transaction is a physically signed odometer statement, the hard copy of which is required to be retained by the dealer in the deal jacket. For dealer assumptions that occur for vehicles traded in with a paper title, nothing changes, and all paper will continue to be submitted for deals processed through CVR.

**If we get a trade in that we need to assume the lien can we do that before processing via CVR?**

Yes, as without assuming the lien on eServices, CVR will not show the updated vehicle ownership information.

**How long will it take for a clear title to appear on CARS?**

For dealer assumptions, and dealer to dealer sales, CARS records are updated in real time. Title records reflecting satisfaction of loans made by a vehicle owner to their lender will update on CARS upon notification from the lienholder to MDOS that the final payment has been processed by the lienholder.

**Does it require overnight processing to finalize?**

No, the CARS system updates eServices transactions in real time.

**Example. we have Santander on the title and it is ELT. For some reason Santander 10 days later, decides they will no longer fund the deal and another lending source assumes the loan. how in the world does that work?**

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ELT participating lenders will bear the responsibility of ensuring that their lienholder information is properly recorded on the electronic title record. We have provided procedures to ELT participants to ensure that they have the tools they need to properly edit and/or correct lienholder information.

**How would this work when we cancel/rescind a vehicle transaction?**

MDOS will utilize the same criteria as today for situations that are eligible to be rescinded or cancelled.

**Do we use a TR-11 to get a printed title if we change our minds about keeping it electronic?**

Yes, you may submit a TR-11 for a duplicate title to be printed.

**If we send our paperwork to Lansing, do we still have to upload DL, RD108 into the system?**

The upload of documentation is only for dealer assumptions when an electronic title exists. Dealers must upload documentation as part of the lien assumption. Completion of the upload process replaces the need to mail paperwork to Lansing.

**Didn't they say there is no instant titles or duplicate titles for electronically held**

Correct. There is no issuance a paper title for electronic title records when a lien is present, therefore no instant/duplicates may be issued. However, those vehicles that are electronically held because a dealer chose to keep the title electronic when the dealer assumed the lien, are eligible to be printed instantly upon dealer request which converts the title to paper.

**What forms would be needed to get an instant title for the \$5**

Dealer will complete a TR-11 requesting issuance of a paper title.

**When a customer purchases a new car, do we have to do anything different since they are no titles.**

The only difference from today's process is inclusion of the lender's ELT ID number on the RD-108.

**How about the title work on Dealer rentals? Some are required to have a lien on them.....while some do not? Will those with a lien be required to be electronic title? Where there is no lien holder....same old method?**

Those vehicles with a lienholder who participates in ELT will have an electronic title, while those that are not financed will have a paper title.

**Will motorhomes be eligible for ELT? There are 2 MSOs for these vehicles.**

Motorhomes are not included in the ELT program at the current time. At launch, eligible vehicle types are:

- Passenger car
- Trucks
- Motorcycle
- Bus
- Trailers
- Trailer Coach

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- Pickup Campers
- Off-Road Vehicles
- Watercraft

**Are non crv dealers going to get the old temp tags for out of state sales and new plates?**

No.

## **No Lien? Paper Title**

**If there is no "electronic lien" I just want to confirm that the customer must provide us with a paper title?**

If there is no lien on a vehicle, there will always be a paper title issued for the vehicle.

**If there is no lien, we would still have a paper title, correct, and we would still do the transfers on the paper title correct? Will those titles still have multiple reassignments?**

Paper title transactions remain unchanged under ELT. No loan on a vehicle means the process is identical today, including multiple reassignments on the title.

**What if a customer buys a car with no lien, will they get a paper title.**

Yes, no change from current process.

**Can customers choose to have their title electronic if they pay cash for a car?**

No, electronic title records are only created for vehicles that are financed by a financier participating in ELT.

**If I own my vehicle outright, can I still have an electronic title?**

No, electronic titles are only maintained for vehicles that are financed. Upon completion of the loan term/satisfaction of the loan, a paper title will be generated and delivered to the vehicle owner.

## **LEASES**

**How does this work when we have a lease buy back?**

If the lessor is also a lienholder, and participating in ELT, then the process becomes somewhat less burdensome as the dealer will be able to work with the lessor to keep the title electronic. With an assumption of the lien, the dealer will be able to immediately transfer ownership of the vehicle into the retail customer's name.

**Will lease titles be an E title?**

Yes if title indicates that the lessor (or other entity) is a lienholder.

**How would a deal be handled if the customer buys out their lease vehicle?**

See previous answer.

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**On our lease deals we do not show a trade on the rd108 we purchase outside of the deal. how does that effect uploading the rd108 when assuming the title from the customer or lease company that we are buying the vehicle from?**

The dealer will assume ownership through the eServices assumption process. They will then be able to keep the title electronic for transfer to the retail customer. You will need to upload an RD-108 (or ownership document such as a purchase order) on the ELT eservices system.

**Right now when we have a lease the title goes right to the lien holder, I'm assuming now it will be held electronic, so in 2 years when someone wants to buy out their lease do we do it all electronic?**

**Right now we have to wait to get the title from the lien holder and then process the state work**

Yes, the system will allow for the title to remain electronic throughout the process.

## **CARS SYSTEM**

**If a dealership uses multiple branches, when we are on CARS will we see all the titles for the full dealership or will we only be able to see the titles for the individual branch?**

If each store is a separate dealer account, the account will only show vehicles that are owned by that specific store.

**Will we be able to get additional CARS logins? Now we are only allowed 3. Will each individual have to have their own log-in just to do Look Ups? If required will the State relax the sign up process?**

There are no plans to further expand the number of account managers. ELT related activities are limited to account manager access only.

**will the look up be something that any dealership staff person can do at the selling process or does the biller/title clerk/ CARS registered person have to stop and look these up with every trade?**

ELT related activities are restricted in access to account manager level.

**Can the confirmation screen also show the VIN, some vehicles are the same vehicle with only being one or two digits off?**

This may be considered for future development.

**What information do we give the customer telling them about the new ELT and they will no longer receive a Hard Copy Title in the mail?**

MDOS is in the process of developing public informational materials that will explain the new ELT program and the elimination of paper title issuance for financed vehicles.

## **THE SHUT- DOWN:**

**What are the exact dates and times of the shut down?**

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As of close of business on March 11, MDOS systems will be unavailable. The shutdown is scheduled to last March 12-14.

**Can we use the old paper temp tags during the shut down? If so can we get more?**

No

**Please explain the exact process a dealer should take when selling a vehicle during the shut down. Including information about:**

- CVR
- temporary plates
- Plate fee calculations
- Repeat offenders

CVR shutoff dates will be forthcoming in the March 8 update. That update will also include information regarding how to process sales that occur during the shutdown.

### **\$15.00 FEE:**

**Is there a \$15 title fee each time we take a vehicle in on trade? Whether paper title or not?**

For a vehicle on paper title, there is no fee as there is no title transaction. For dealer assumptions, there is a title fee due, as a new title record created moving ownership into dealer’s name.

**Can we pass the trade in title fee along to the customer?**

That is a business decision for the dealer, but yes this fee can be passed on to the customer.

**Are these \$15 fees going to be charged individually to our EFT account or settle at the end of the day for one amount?**

Fees are collected in real time at the time the transaction is performed on system. A dealer may use an existing EFT account in order to process a payment if one is already established.

**Is there going to be a convenience fee for every transaction or just the final payment?**

Credit card fees are on the final payment.

**With dealer to dealer trades, who pays the \$15 fees?**

The fee is generated with the transfer of ownership into the receiving dealer’s name.

**Convenience fee. Where is this charged? Does that change with the amount of the transaction?**

The convenience fee is charged for using a credit card as method of payment during the final check out. The amount changes as it is 1.45% of the transaction amount.

**If car is wholesaled from one location to another that we own, is there a \$15 fee for the transfer fee if ELT? Or do we need to request a paper title, and therefore no fee?**

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Yes, if ownership is changing. As a new title is being issued, there is an associated title fee. If the vehicle owner is not changing, the dealer may want to obtain a paper title to transfer between stores when there is no change of named ownership.

**Does the 15.00 show up on our CVR report?**

If the question is asking about the \$15 fee generated on eServices, then no.

## **CVR QUESTIONS:**

**We use CVR for title only transactions. Most of our customers get a title only because they purchase IRP plates. When we process a deal on the CVR system, will we also have to go into the State's system and transfer the title?**

No, the eServices process is only for dealer assumptions or dealer to dealer transfers.

**Can we not use the electronic title number we currently have in CVR?**

Not sure what is being asked here? If asking about lender number in CVR, these are NOT the same as an ELT ID number and the lenders will be providing ELT ID numbers to dealers once they have been assigned to the lender from MDOS. This new ELT ID number must be used on CVR to ensure proper electronic title creation.

**How does the electronic title process work with CVR and e-Services? Please explain the order of steps to be taken.**

- What paperwork goes with CVR if title is electronically held?
- When selling an ELT title car will we need to look up title # or will it transfer into CVR from VIN.
- Do we go to eServices first to obtain title information in order to do CVR?
- CVR first then request the ELT?
- Will we always have to go to the E services site to handle those?
- Once we CVR with a paper title and send it to the state. Does that title then get destroyed and now becomes an electronic title?
- **SUGGESTION:** it would be nice to integrate the "trade in" section of the CVR process with the "E-cars" system.

For a vehicle coming into the dealer with an electronic title the dealer first uses the lookup feature to verify the title is held electronically. The dealer then assumes the lien on eServices. This moves ownership into the name of the dealer. The vehicle is then eligible to be sold at retail. The dealer processes the activity on CVR as normal, submitting the copies of all documentation as usual to MDOS except for a title.

## **OUT OF STATE QUESTIONS:**

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**Please provide the steps to process deals to out of state customers, and how the time frame restrictions will work.**

- **How to sell a vehicle with electronic title to an out of state customer? Can this be done?**
- **How to process In-Transits on Saturdays or on late nights.**
- **We only have 30 days for an out of state transaction to process and for that we need a paper title. The title will take up a week or more of that time.**
- **REQUEST: Ask lawmakers to add time to the in transit plate. Extend to 45 days?**

As the ELT system is only for Michigan titled vehicles, paper titles will be required for vehicles requiring title issuance in another state. For out of state deals, the current process will continue to be followed whereby application is created allowing for generation of in-transit permits. Nothing changes with ELT related to in-transits.

**Will this work for in transit lien placement?**

Just like today, liens are not placed on vehicles that are not titled in Michigan.

**Can you transfer to dealers out of state? How will a dealer in another state get a title for a Michigan electronic titled vehicle?**

Vehicles that are electronically titled in Michigan will be eligible to have paper generated at a lienholder’s request when the vehicle owner is moving out of the state. There is no mechanism to transfer an electronic title to another state.

**What if it is an out of state title? Can we see Electronic vehicles from other states?**

No, a vehicle owner with an electronic title issued from another still will be required to obtain a paper title in order to have that vehicle eligible to be issued a Michigan title.

**What is the time frame if title needs to be produced that is electronically for resale to Canada**

Once a title is in a dealer’s name, they are eligible to request a paper title at any time. They can pay for an instant duplicate at a branch or request the paper duplicate to be mailed to them at no additional fee.

**Will other states be using this tool? Most of my buy-ins come to me as out of state titles, mainly Ohio or Pennsylvania.**

Yes, ELT systems exist in over 25 other states. However even if another state participates in an ELT program, they must generate a paper title for that vehicle to be retitled in Michigan.

## **LIEN ID QUESTIONS:**

**Can the lienholder number be hand written on the RD108.**

Yes, this is acceptable however there is no reason why the lienholder name and address information should not be typewritten.

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**If we get the number at the time the loan is approved we may not be able to get it programmed in our system immediately. Is there a timeline guess as to when all lienholders will be on board?**

There is no date by which participation is mandatory. Once a lienholder is accepted into the ELT program, it is their responsibility to ensure their lienholder ID number is provided to the dealer for inclusion on the RD-108?

**Will there be an option to search for dealer numbers?**

No, the lienholder must provide their ELT ID number to the dealer, there will be no lookup provided for dealer license numbers and ELT ID numbers.

**Is the Dealer ID the same as our Dealer License #?**

Yes. Dealer ID is what is entered when transferring a vehicle to another dealer. That number is the Dealer license number.

**If the bank does not give us the code in a timely manner can we still process the deal with a paper title showing the lien...like we do now?**

Yes, however this may lead to the need to recall the title down the road if the lienholder is an enrolled ELT participant, as the title should have been issued electronically.

**When lienholders change names - how does that get handled. We get a lot of those where there has been a takeover.**

MDOS has a process for lienholders to apply for the electronic titles to be corrected.

**For banks that have merged (Chase, TFS, Huntington) will it show the lienholder that was there at the time of placement? Or will it update?**

See above. It will depend on the lienholder's decision if they apply to have titles corrected.

**When do the financial institutions get their elt #'s**

Lienholders will be issued an ELT ID upon acceptance of their application. MDOS expects to start processing/issuing ELT ID numbers March 16<sup>th</sup>.

**When will all banks be required to go electronic?**

See previous answers, no date has been determined for mandatory enrollment.

**Where will we get this lien holder ID#? Will there be a list available to dealers?**

See previous answers. Lienholder ID is required to be provided by the lender. There will be no lookup available.

**CVR already requests a lien holder ID, will those not be ELt codes. Will they be different?**

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Lienholder ID will be unique number tied to the ELT program. CVR will be updated to reflect the newly issued ELT ID as part of the title application.

**How are we going to know if lienholder is a participating lienholder?**

It is the responsibility of the lender to provide the dealer with their ELT ID number, upon enrollment.

**What's the time frame for lender compliance with the change over?**

See previous answers. Lienholders are eligible to apply to participate starting March 16<sup>th</sup>, no mandatory enrollment date has been determined.

**Will dealerships then be listed as lienholders?**

Only if a dealership is the lender.

**How will we receive lien releases from financial institutions verifying the payoffs have been made, therefore there is no lien present.**

Lenders will most likely continue to notify dealers the same manner as used today.

**How does the lienholder ID get on the Rd-108?**

This must be completed by the dealer at time of filling out the application for title.

## **AUCTIONS:**

**are auctions going to have access to this process also?**

Which process? ELT ID will be required for all title applications with a lien.

**Aside from Auction what other reasons would we want to change the title to paper from ELT?**

Paper title is required if a vehicle is being sold to an out of state purchaser.

**Can you send to auction with an electronic title?**

While there is no prohibition on this, it may make transfer of ownership difficult post sale.

**For buy-ins via auction houses will it always be a paper title?**

See above.

**Is the dealer to dealer transfer only for A/B dealers? Or all dealer license types?**

A and B dealers are eligible to use electronic dealer transfer.

**What do we do when we are purchasing a vehicle from auction for a title to be put into our name, we are not provided any rd108 or odometer statements from the auction.**

Please contact MDOS with additional information, this is not an ELT related issue.

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**I take it these will still come into us as a paper title?**

See previous answer.

## **INCORRECT INFORMATION AND CORRECTIONS:**

**So many liens are incorrect when we do CVR Inquiries. How do we deal with those type of errors.**

Lienholders will bear the responsibility for ensuring proper lien placement under ELT. For Michigan titled vehicles, CVR’s information and eServices (Michigan Department of State’s title look up) should have the same vehicle lien information, as CVR is pulling this information from our system. For out of state titles, contacting the lienholder before purchasing the customer’s vehicle would be beneficial.

**What is going to be the correction process for error?**

As previously indicated, MDOS has worked with financiers to establish a correction procedure for electronically held titles.

### **HOW TO COMPLETE A CORRECTION? IF THE LIENHOLDER IS INCORRECT?**

See previous reply. Lienholders will work directly with MDOS to correct lien placement errors.

**How we make corrections if we make a typo on the odometer when entering it into the system.**

Odometer corrections will follow same procedure today, with the correction being applied to the electronic title record in lieu of a corrected paper title being issued.

**How do you later order a title if you select electronic title at the beginning?**

A TR-11 may be submitted to request a paper title.

**What if we assign a title electronically to the wrong dealership. how do we fix**

The transaction provides multiple steps during the transfer asking for confirmation regarding receiving dealer. A pending transfer may be deleted if the receiving dealer has not yet accepted the vehicle in eServices, or the receiving dealer can refuse the transfer.

## **BUY/PURCHASE VEHICLE NO RD-108:**

**How do we go about all this for a purchase car with no RD108?**

RD-108 (or ownership transfer documentation, such as a purchase order) is still required as part of the application process.

**How do assume a lien when we purchase a vehicle directly from a customer and not as a trade-in?**

**There will be no rd-108.**

For vehicles that have an electronic title, there will be an RD-108 (or ownership transfer documentation, such as a purchase order) required to be uploaded as part of the dealer assumption process. This is required regardless if the vehicle is purchased as a trade-in or an outright purchase.

**Would we still need to assume the lien on vehicles that are not being traded in? For example, there are times when there is no trade in, but there is still a payoff.**

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Yes, see above.

**If we assume a lien, does that also mean that we are taking ownership of the vehicle? There is no deal jacket on outright purchases. The only documentation is the check we give the customer.**

**NOTE: today most dealerships give the customer a check, and either just have the title signed over to them or we tell them to create a Purchase order. Depending on your answer.....we will advise.**

Yes, see above.

## **PURCHASE PRICE:**

**DOES PURCHASE PRICE MEAN THE ACV THAT WE PLACE ON THE VEHICLE OR THE AMOUNT OF THE LIEN PAYOFF? Why is the sale price important?**

This should be the price paid for the vehicle upon purchase and may not be the amount of the lien payoff. Purchase price is a data point currently provided for in the exiting paper title process. The department is looking to carry forward all data as it exists on paper titles currently issued.

**We never enter the purchase price on the titles when wholesaling or purchasing a vehicle. Why now?**

See above, purchase price is included on the title as part of the ownership transfer process.

**Should the "price" be the "base MSRP"/weight fee from the original title? or should it be ACV? Or should it be payoff amount?**

The purchase price should not be the MSRP. The purchase price should reflect the price paid by the buyer to the seller. This may or may not be the payoff amount depending on that value, and the value of the vehicle being sold.

## **NO PAPER TITLE VEHICLES ON LOT:**

Currently Michigan law says the dealer must have title in possession to put on lot for sale.

- **Would a screen print of the electronic title be sufficient?**
- **Can I offer the car for sale on my lot if the original title is ELT?**
- **If I ask for a paper title do I have to wait for that title before offering for sale?**

MDOS will have access to the record of electronically titled vehicles in the dealer's name, but screen print is sufficient as well. A dealer can offer a vehicle for sale only if the electronic title is in the dealer's name in CARS. The dealer does not have to wait for paper before selling the vehicle if the title record held electronically.

## **SPECIAL MAILING:**

**Can we have the title mailed to a corporate office not to the dealership using a special mailer?**

No change from today. Special mailers will not be as widely utilized under ELT as there is no paper title to redirect.

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**What about when have a special mailer?**

See above.

**How does that work with Etitle?**

See above.

**Will special mailers needed to attached with lease vehicle assumptions**

Lease assumptions may not require special mailers as if the title is held electronically, there may not be need to have intermediate paper title issued for transfer of ownership.

## **ADDITIONAL TRAINING:**

Request for additional training and resources:

- Can this PowerPoint be downloaded?
- Can we request in-person training?
- Will there be detailed instructions that we can download to explain these changes and requirements?
- Will there be a live person we can call when this system goes live and we have problems – without waiting on hold?
- We would like a real HOW TO in practical training

MDOS is compiling written documentation to accompany the video presentation. Further training opportunities will be forthcoming. Depending on volume of calls there may be more held.

## **SIGNATURES:**

The signature questions relate to: is a signature required with an electronic title, and if so what, where and when does the customer sign.

- No customer signature on the titles if they are electronic? How does that work?
- What do we use for an odometer statement in these cases?
- If a dealer requests a paper title, does the customer need to sign it?
- If someone trades in a title with an electronic title, what do they need to sign?
- Does the customer just sign the RD-108 when there is only an Electronic title
- Is there form we have customer sign in place of title whether it be paper or e-sign?
- When a vehicle is sold to a customer, by that point will we need a paper title to be signed? Or else how does the electronic titling work on a vehicle sold to an individual?

For a vehicle being sold that is currently titled electronically, the customer signs RD-108 just as today. This will be accompanied by a separate odometer statement (wet signed), same as today. If paper exists, the same process used as today.

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**When a paper title is requested from lienholder and it is mailed to dealer. Will the customer have to come back to sign?**

If a dealer is assuming the lien, there is no paper title bearing ownership of the retail customer, the dealer moves ownership in their name as part of the eServices assumption process. If the lienholder is being paid by the vehicle owner, they will receive a lien free paper title from MDOS once the lienholder has notified the department that the lien has been satisfied.

## **DEALER TRADES/MSO AND WHOLESALERS:**

**HOW DO DEALER TRADES WORK AS FAR AS MSO'S?**

Same as today. Vehicles on MSO are not “visible” to MDOS as they have not yet been titled. Existing process is utilized.

**How will this affect dealer trades? Wholesales? Buy-ins? How do we know which cases in which to use it?**

See previous answer. eServices offers the ability to trade vehicles with electronic titles.

**So if it's an ELT and we wholesale to an out of state dealer how does that work?**

The vehicle will already reflect the dealer's ownership on CARS. The dealer will request a paper title for out of state sale.

**Will wholesales be done with a rd108 or electronic?**

Dealer to dealer sales may be performed electronically on eServices using the dealer transfer process if the title is currently held electronically.

**Are wholesale groups going to be included in this so we can send them electronic titles ?**

Previously answered in the auctions section.

**We now need odometers for trade vehicles or wholesales?**

Yes, odometer disclosure is required any time ownership of the vehicle is being transferred.

**Does the dealership that the title is being transferred to require us go in and receive them or is it automated?**

The receiving dealership is required to acknowledge/accept the vehicle on eServices.

## **ODOMETER STATEMENT:**

**Who will need to provide the odometer when transferred between dealers? The selling dealer or the purchasing dealer?**

Odometer information is collected on both sides of the transaction.

**Do all trade in odometers have to be wet signed.**

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Yes

**Which odometer statement do we give the dealer we are selling the car. The original from our customer or a new one?**

Is this being asked in regard to dealer to dealer transfer? If so, odometer is collected on both sides of the transaction.

**When will we get the electronic odometer statement?**

Electronic odometer is currently being developed by the department. It is anticipated that we will have additional information later in 2021 regarding full utilization.

## **PROCESS:**

**Do we need to have the front and back of drivers license in the scanned copy?**

Front of the DL is required.

**Lost Title process?? If a customer does lose the paper copy of the trade can we get on through this system?**

No. If the last title issued was a paper title, a duplicate title is still required to complete transfer of ownership.

**Will we need to send out bundles for electronic titles?**

If by bundles, the dealer is asking about paperwork submitted, everything remains the same for a vehicle with an electronic title being sold to a retail customer. The only difference is that the submitted paperwork will not include the previously issued title.

**What do we do about wholesale titles?**

See previous answers.

**How will the ELT affect our current police books and title numbers?**

As MDOS will have access to ELT vehicle records, police books will need to record the list of vehicles that a dealer holds electronically.

**How do we handle used vehicle inventory that we have floor planned. Financing companies (banks) normally require a copy of the title to floor a used vehicle.**

Floor planners will not be receiving paper titles if they are listed as lienholders. They will have access to an inventory of their electronically held titles which show them as the lienholder.

**Any comment on if ELT is required for floor planned units? Would these be best requesting paper titles?**

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If the floor planner is placed on the title as a lienholder, an electronic title will be generated. There is no mechanism for issuing a paper title with a lien just because the vehicle is floor planned. The vehicle floor planners will need to register as a financial institution for ELT.

**Will we be still required to send validated rd108s to banks?**

This will be a decision made by the lender. The bank will have access to their list of electronic lien records once they are registered.

**When a paper title is requested, what is the time frame to get the paper title generated and mailed?**

See previous answers. TR-11 for paper title will generate a mailed title (mailed within 3 days), or an instant can be purchased in a branch.

**Will the municipal's be done electronically or with the RD-108?**

If the vehicle is financed, there will be an electronically held title. Nothing else changes.