

FACT SHEET

Agent Service Training

PURPOSE

This fact sheet explains the requirement for all authorized agent services and card agents to enter into contract with PennDOT. These contracts require certain personnel to attend a PennDOT-certified Agent Services Training Course. The purpose of this fact sheet is to provide specifics as to training requirements for agent services and card agents and any business or association interested in being certified to provide training.

WHO NEEDS TRAINING

DEFINITION:

- **Agent Service** - Any person who primarily is involved in completing motor vehicle transactions (Forms MV-1, MV-4ST and MV-120) and is responsible for accuracy of motor vehicle applications.
- **Card agent** - A notary public, commissioned by the Department of State, Bureau of Legislation, Commissions and Elections, who is approved by PennDOT to issue temporary registration cards in conjunction with applications for transfer of registration plates. A notary public from another state may also serve as a card agent and may issue a temporary registration card to a commonwealth registrant who has purchased a vehicle in the state and who wishes to apply for transfer of a commonwealth registration plate. The notary shall be commissioned or licensed as a notary by a governmental agency of the state.

Persons required to attend a PennDOT-certified Agent Services Training Course are determined by the agent service or card agent and include, but are not limited to, business owners, corporate officers, title clerks, finance and insurance personnel and office managers. Through the course of any routine audit or investigation, should PennDOT determine an employee of an agent service falls within the definition above, PennDOT will require the agent service or card agent to obtain the requested training for that individual within an established time period.

Any agent service or card agent found out of compliance with any portion of their contract may be directed to send any or all of their employees to attend a PennDOT-certified Agent Services Training Course.

ENFORCEMENT OF TRAINING REQUIREMENT

During an audit or investigation, commonwealth personnel may request proof that employees who require training based on the definition above have attended a PennDOT-certified Agent Services Training course. The request for proof of completion of a PennDOT-certified Agent Services Training Course may also be made at any time when an agent service or card agent is not in full compliance with their contract.

ATTENDANCE/RECOGNITION

Attendees must provide government-issued photo identification to enter a PennDOT-certified Agent Services Training Course. Upon completion of any PennDOT-certified Agent Services Training Course, certified trainers must present each attendee with a document or certificate, which must include the individual's name, the name of the training class, the certified training business or association's name,

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and the date and location of the training class. This information must be provided to PennDOT and retained electronically by the certified trainer for a period of three years.

The original document or certificate should be retained by the attendee. The agent service or card agent employer must retain a copy on file at the place of business for audit purposes.

TIMEFRAME FOR TRAINING

Applicants for an Agent Services or Card Agent Agreement shall complete and ensure that each employee involved in providing agent services completes the PennDOT-certified Agent Services Basic Title and Registration Training Course prior to the applicant or it's employee's involvement in provisions of service.

Agent service or card agent employees with more than one year of experience as an employee of an agent service or card agent, whose direct responsibilities fall within the definition of those requiring training, and who have no history of sanctions or contractual non-compliance are required to take a PennDOT-certified Agent Services Training Course not more than one year from entering into a contract or date of hire. This PennDOT-certified Agent Service Training Course may be either the Basic Title and Registration Training Course or the Advanced Refresher Agent Services Training Course.

All employees are required to attend a PennDOT-certified Advanced Refresher Agent Services Training Course at least every two years.

WEB TRAINING

PennDOT acknowledges and agrees that the use of PennDOT-certified web-based training will be recognized as an acceptable means to administer training. While the training content will be identical to that of classroom courses, the web-based course must be reviewed and approved by PennDOT prior to the course being offered to agent services and card agents.

BECOMING A PENNDOT CERTIFIED AGENT SERVICES TRAINER

Any business or association interested in providing a PennDOT-certified Agent Services Training Course should contact PennDOT for additional information. Inquiries should be directed to:

Bureau of Motor Vehicles
Attn: BMV Training Coordinator
Research and Support Operations Section, Third Floor
1101 S. Front Street
Harrisburg, PA 17104

A list of PennDOT-certified Agent Services Training Course businesses and associations can be obtained on PennDOT's Driver and Vehicle Services website, www.dmv.pa.gov, by clicking the Business Partners link in the left-hand navigation bar and selecting the Certified Trainers for Messenger and Agent Seminars link.

Please Note: Authorized agents are under contract to PennDOT and may charge a market driven service (delivery) fee; these are in addition to any PennDOT statutory fees for temporary, or in some cases, permanent motor vehicle registration plates and cards or other related products and services offered by the agent. The agent's service (delivery) fees are market driven, and vary by agent. To compare service (delivery) fees, you are encouraged to contact the authorized agents in your area for the applicable service (delivery) fees charged.