

**SEPTEMBER AGENT SERVICES TRAINING UPDATE
BUREAU OF MOTOR VEHICLES
P.O. BOX 68031
HARRISBURG, PA 17106-8031**

Bulletin No. 12-10

DIN/Agent Number: _____

Name: _____

Address: _____

Business E-mail: _____

(NOTE: If you have not received this update via e-mail, please include your business e-mail above. This information is required per your agent services contract.)

Name of Individual(s) Attending: _____

See pages 2 and 3 of this edition for information regarding the Agent Services Training courses. Please return this ENTIRE page when requesting your reservation(s). As confirmation of your reservation(s), we will return this page to you with a reservation number. You will be asked to present this reservation page, along with government-issued photo identification, for admittance. Please be sure to list your name and address above.

REGISTRATION FORM

BASIC TRAINING COURSE	ADVANCED REFRESHER AGENT TRAINING COURSE
This training course is designed for title clerks and notaries with ONE year or less experience in motor vehicle title and registration procedures and forms.	This training course is designed for title clerks and notaries with more than ONE year of experience and with more familiarity with title and registration procedures and forms.
FEE: \$50/person	FEE: \$50/person
TIME: 9 a.m. to 4:30 p.m.	TIME: 9 a.m. to 4:30 p.m.
TRAINING LOCATION: _____	TRAINING LOCATION: _____
1ST CHOICE DATE: _____	1ST CHOICE DATE: _____
2ND CHOICE DATE: _____	2ND CHOICE DATE: _____
NUMBER OF TRAINING COURSE RESERVATIONS AT \$50/person _____	NUMBER OF TRAINING COURSE RESERVATIONS AT \$50/person _____

Please list below a daytime telephone number, including your area code.

() _____



PennDOT is offering contract required Agent Services Training. Detailed information about contractual training requirements for agents is located in the "Agent Service Training" fact sheet on PennDOT's Driver and Vehicle Services website, www.dmv.state.pa.us. This is a wonderful opportunity for you to meet with a PennDOT representative and discuss any issues you may have. The Basic Training Course and Advanced Refresher Agent Services Training Course meet the recommended training required for PennDOT contract obligations. However, please note this agent service training course DOES NOT meet notary training requirements set by law. We are confident for the money and time you spend to attend this training, it will be of great value and extremely beneficial in your day-to-day business activities.

The Basic Training Course is recommended for those individuals with one year or less experience completing motor vehicle title work. It will include the following topics:

- | | |
|---|---|
| * Verification in Lieu of Notarization | * VIN Verification Requirements |
| * Proof of Applicant Identification | * Correct Calculation for Increase Fees |
| * Proof of Ownership Documents | * Audit Overview |
| * Proof of Financial Responsibility | * Supplemental Title Forms |
| * Pennsylvania Address Requirements | * Sales and Use Tax and Fee Exemption Information |
| * In-depth Coverage MV-1 Procedures | * Powers of Attorney |
| * In-depth Coverage MV-4ST Procedures | * Additional Title Forms |
| * In-depth Coverage MV-120 Procedures | * Supplemental Registration Forms |
| * Authorization/Extension of Temporary Registration Credentials | * Understanding Customer Payments |

The Advanced Refresher Agent Services Training Course is recommended for those individuals with more than one year of experience completing motor vehicle title work and will include the following topics:

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|--|---|
| * Verification in Lieu of Notarization | * Authorization/Extension of Temporary Registration Credentials |
| * Proof of Applicant Identification | * Forms MV-1, MV-4ST and MV-120 Overview |
| * Proof of Ownership Documents | * VIN Verification Requirements |
| * Proof of Financial Responsibility | * Audit Overview |
| * Pennsylvania Address Requirements | * Powers of Attorney |
| * Correct Calculation Formula for Increase Fee | * Understanding Customer Payments |

All attendees of either course will receive a course completion certificate. In order to receive this certificate, you must complete the ENTIRE course. Seating is limited, so please register early. Lunch is on your own. There will be no beverage services provided.

To register, please complete the registration form on page 1 of this bulletin. Please PRINT the requested information in the spaces provided. **(NOTE: If you have not received this update via e-mail, your business e-mail address is required.)** Return page 1, completed in full, along with your check or money order to: Bureau of Motor Vehicles, Agent Services Training, P.O. Box 68031, Harrisburg, PA 17106-8031. Make your check or money order payable to the "Commonwealth of Pennsylvania." Please do not send cash. Reservations are taken on a first-served basis. You only need to register for one date of the training you prefer. You do not need to attend each date listed. **As confirmation of your reservation(s), we will return your registration form (page 1) with a reservation number. You will need to present your registration form and government-issued photo identification for admittance.** Registration begins at 8:30 a.m.

SCHEDULE FOR CONTRACT REQUIRED AGENT SERVICES TRAINING

NOTE: No walk-ins will be permitted due to limited seating availability. You MUST be registered and have received confirmation to attend any of the classes listed below.

Locations**Dates**

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|--|---|
| 1. HARRISBURG
Riverfront Office Center
1101 S. Front Street
Harrisburg, PA 17104 | Sept. 11, 2012 (Basic Title and Registration Training) |
| 2. PHILADELPHIA / FORT WASHINGTON
Holiday Inn Philadelphia North / Fort Washington
432 Pennsylvania Avenue
Fort Washington, PA 19034 | Oct. 16, 2012 (Basic Title and Registration Training)
Oct. 17, 2012 (Advanced Refresher Agent Services Training) |
| 3. HARRISBURG
Riverfront Office Center
1101 S. Front Street
Harrisburg, PA 17104 | Nov. 8, 2012 (Advanced Refresher Agent Services Training) |
| 4. HARRISBURG
Riverfront Office Center
1101 S. Front Street
Harrisburg, PA 17104 | Mar. 28, 2013 (Advanced Refresher Agent Services Training) |
| 5. HARRISBURG
Riverfront Office Center
1101 S. Front Street
Harrisburg, PA 17104 | Apr. 18, 2013 (Basic Title and Registration Training) |
| 6. HARRISBURG
Riverfront Office Center
1101 S. Front Street
Harrisburg, PA 17104 | May 16, 2013 (Advanced Refresher Agent Services Training) |

Currently, PennDOT has only confirmed the above locations. Please watch for future editions of the Driver and Vehicle Services Update Bulletin for additional courses.