

**Issue Date: July 1, 2024**

### New Information

The Department of Motor Vehicles (DMV) is notifying all Occupational License (OL) holders of procedures in the event of a prolonged outage or offline situation that impacts licensed dealers' computer systems and ability to connect to critical First Line Service Providers (FLSPs) or DMV services. A "prolonged outage or offline situation" is defined as an outage lasting more than 24 hours. DMV acknowledges that systems sometimes go down and that our business partners can be severely impacted. Despite the circumstances surrounding an outage, laws and policies still apply.

FLSP systems link with industry partners, including business partners and other DMV licensees (such as dealers, registration services, and insurance companies), to provide automated systems that access, update, and create records held by DMV. When conducting business during a prolonged outage or offline situation, industry partners must comply with applicable contingency plans, contractual obligations, and legislative requirements. Each FLSP should have a contingency plan for maintaining processing or production while a system outage is occurring.

### Procedures

During a prolonged outage or offline situation impacting electronic Report of Sale (eROS) and/or Temporary License plate (TLP) production, the following apply:

- All dealers that subscribe to an FLSP service should use the provider's contingency plans and systems to produce eROS forms, produce TLPs, and submit registration documents to DMV.
- Dealers must use authorized eROS forms issued by an FLSP or by the state's vendor, Fairfax Imaging (Quicktags).
- The Quicktags system is available to dealers as an alternative method for notifying DMV of a sale. Quicktags is a free option that meets the requirements for reporting sales of vehicles in California. The Quicktags system is available at the following web address: [ca.quickcartag.com](https://ca.quickcartag.com). Dealers should call 1-844-425-5824 to register for access to Quicktags.
- Dealers must **not** handwrite TLPs. TLPs must be produced using the approved template provided by the FLSP and printed using an authorized paper type, with the proper black ink from an acceptable printer.
- New car dealers must not process registration applications through DMV's Industry Business Center (IBC) offices. New car dealers are required to submit registration applications through the Business Partner Automation (BPA) system.
- Dealers must not utilize Virtual Field Office (VFO) to post fees.
- Dealers or lessor-retailers that don't utilize FLSP services may continue to submit registration paperwork to DMV accompanied by all fees due for registration or transfer of registration using normal procedures.
- FLSPs are required to electronically transmit vehicle registration transactions identified from its second-line business partners' authorized sites through a secure network to DMV.

### **Procedures, *continued***

- If the sale of a vehicle is not electronically reported within the statutorily prescribed 5-day or 20-day time periods, the appropriate administrative service fees will accrue according to statute.

### **Background**

Vehicle dealers or lessor-retailers are required to electronically report the sale of a vehicle and produce/affix TLPs when a system outage has occurred with a BPA program participant/FLSP. This memo is to ensure industry partners are reminded of DMV and statutory requirements as well as to follow approved contingency plans in order to conduct business during system outages, problems with connectivity, or other technical issues impacting system functionality or transfer of data.

### **References**

*Vehicle Code* §§1685, 4456, 4456.2, 4456.5, 5201, 5202, and 9553  
OLIN 2019–02 Electronic ROS/TLP Procedures  
VIN 2019–01 Electronic ROS/TLP Procedures

### **Distribution**

Notification of this memo (available at **dmv.ca.gov** under Vehicle Industry Services) was made via the California DMV Automated Email Alert in July 2024 to:

- Dealers
- Registration Services

### **Contact**

Direct questions related to this memo to your FLSP.