

Electronic Report of Sale Access Changes

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New Information

Access to the Electronic Report of Sale (EROS) system will only be granted to vehicle dealers and lessor-retailers who possess a valid occupational license (OL). Access to the EROS system will cease immediately when the OL is no longer valid for any reason.

Procedures

Dealers and lessor-retailers with an invalid OL are **not** eligible to sell vehicles and will not be able to produce a report of sale or access the EROS system. Report of sale forms and other paperwork completed prior to an invalid license status change **must** be processed by an Industry Business Center (IBC). IBCs will serve industry customers by appointment only. As an additional service channel, industry customers may drop off or mail in work to be processed.

In-person service: Schedule an appointment online with your local IBC at <https://www.dmv.ca.gov/portal/locations/dmv-service-centers/>.

Drop-off: Industry customers without an appointment may drop off transactions during normal business hours.

Mail delivery: Industry customers may mail transactions to their local IBC.

NOTE: Both drop-off and mail delivery transactions will be processed in the order received and completed within 5 business days from the date received. Completed items will be mailed back to the industry customer.

Background

The *Vehicle Code* requires every vehicle dealer or lessor-retailer to give notice of a vehicle transfer to the Department of Motor Vehicles (DMV) in a manner approved by DMV. The transfer of any vehicle, new or used, by sale, lease, or otherwise, must be reported **no** later than the end of the fifth calendar day thereafter, **not** counting the day of sale. A “sale” is deemed completed when the purchaser of the vehicle has paid the purchase price or has signed a purchase contract or security agreement and has taken physical possession or delivery of that vehicle.

Reference

Vehicle Code §§4456, 5901, 11600, and 11700

Distribution

Notification of this memo (available at [dmv.ca.gov](https://www.dmv.ca.gov) under Vehicle Industry Services) was made via the California DMV Automated Email Alert System in September 2024 to:

- Dealers
- Registration Services