

DLDV PROGRAM SPECIFIC FAQ'S

Question	Answer
Why is PennDOT requiring a Driver's License Verification?	PennDOT implemented a new verification policy in 2022. The new policy was made possible through the Driver's License Data Verification (DLDV) system operated by the American Association of Motor Vehicle Administrators (AAMVA) in conjunction with the four integrators listed below. The new verification process requires the business partner to use a new system tool to electronically verify the PennDOT DL/ID product against the PennDOT record. This process assists Dealers and Agents by confirming the identification is legitimate.
Are all Dealers, Agents, and Auctions required to verify the identification?	All business partners involved with title and registration transactions will be required to use the verification of identity system and process regardless of online status. All business partners must start using the verification of identity system and process by no later than November 30, 2022.
What happens if a dealer or agent does not want to use DLDV?	Failure to sign up by November 30, 2022, will result in PennDOT suspending the business partner's contract.
Who is AMMVA?	The American Association of Motor Vehicles Administrators. Founded in 1933, AAMVA represents the state, provincial, and territorial officials in the United States and Canada who administer and enforce motor vehicle laws. DLDV is an AAMVA electronic service that connects to more than 40 states to verify the validity of driver's licenses and ID cards.
Does AMMVA store any personal information?	No personal data is stored with AMMVA.
When should I run the DLDV verification?	A DLDV verification is required to be run for every Titling and or Registration transaction. A copy of the verification MUST be included with the supporting documentation retained and supplied to the Department with each transaction.
What transactions should I run a DLDV verification for?	ID Verification Mandatory Transactions – Title, Registration, Reconstructed Title, Change Owner, or Change/Delete/Add Lessee. Whenever you collected a copy of a DL/ID prior to DLDV mandatory verification should now be verified through DLDV. Visual verification and copies of DL/ID is still required.
I am an Agent; how many times does the verification need run for a retail customer?	Once during each retail transaction for the public. Photocopies for multiple purchases for the public are not permitted.
I am an Agent; how many times does the DLDV verification need run for a business making a retail purchase?	A DLDV verification must be completed on the Authorized Signer during retail transaction for a business. If a business purchases multiple vehicles on the same day , a valid DLDV verification on the Authorized Signer may be run once. The valid DLDV verification may then be photocopied and included with the supporting documentation for each additional transaction processed on that same day .
Is a DLDV check required when a dealer title is being issued?	No, a DLDV check is not required for dealer titles.
Do I need to continue to send a copy of physical identification with the printed report?	Yes. A copy of the front and back of the provided identification is still required for all transactions. The printed DLDV verification is an additional requirement to paperwork submission.
What is the cost of the DLDV verification?	The cost varies per Integrator and is market driven. You may sign up with any of the integrators approved by PennDOT and listed below.
Are fees still applicable if the transfer cannot be completed because the DLDV verification fails?	The cost varies per Integrator and is market driven. You may sign up with any of the integrators approved by PennDOT and listed below.

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Is there a second fee charged if a second DLDV verification must be run due to failure?	The cost varies per Integrator and is market driven. You may sign up with any of the integrators approved by PennDOT and listed below.
Will there be a charge for incorrectly entering the identification information?	The cost varies per Integrator and is market driven. You may sign up with any of the integrators approved by PennDOT and listed below.
Is a scanner permitted vs manual entry of identification information?	A scanner is recommended and will reduce the chance of data entry errors. Each Integrator will recommend a specific scanner for their software.
What happens if the DLDV verification comes back as invalid?	The transaction cannot be processed. The agent should contact the DLDV Help Desk for possible resolution. If the issue cannot be resolved, the customer will be responsible for correcting their invalid status directly with PennDOT.
What if the customer presents a Driver's License that does not list the most current address?	The customer's address is not a field which is validated by the DLDV verification. The verification will still process without the current address; however, in accordance with processing guidelines, if the correct address does not appear on the Pennsylvania identification credentials, the applicant must provide the Agent with the Driver's License Update Card. If the applicant does not have updated credentials, they must obtain one prior to the Agent completing the application for Title and/or Registration.
DLDV Help Desk contact information	(717) 346-1893 DLDV Help Desk email address: RA-PDDLVDHELPDESK@PA.GOV
What if the co-owner is out of state?	Only PA identification credentials are verified through the DLDV process. An out of state co-owner is acceptable. The processor should visually verify the ID of the out of state co-owner and submit a photocopy of the front and back with the paperwork. This is the same process required prior to the implementation of the DLDV verification requirement.
Would a DLDV verification need to be completed on an individual that is representing a business for signatures, for example an individual on a letter of authority?	A DLDV verification must be completed on the Authorized Signer during a transaction for a business. If a business purchases multiple vehicles on the same day , a valid DLDV verification on the Authorized Signer may be run once. The valid DLDV verification may then be photocopied and included with the supporting documentation for each additional transaction processed on that same day .
How do we scan Military ID's	Military IDs do not go through DLDV system and will continue with a visual inspection of the Military ID by the authorized business partner. Copies of the front and back of the Military ID must be included in the supporting documentation of the transaction.
If we are processing on a Dealers behalf, must we redo the DLDV verification in our system if there is already one with the paperwork?	A DLDV verification is required to be run for every Titling and or Registration transaction. A copy MUST be included with the supporting documentation and retained and supplied to the Department with each transaction. If the DLDV verification is present in the paperwork of the transaction it is not required to be run again. It is strongly recommended that the DLDV check be completed before the vehicle leave the lot. Consult your integrator for additional information as processing requirements may vary.

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Are Out of State Dealers allowed to run DLDV if the customer lives in PA?	A DLDV verification is required to be run for every Titling and or Registration transaction. A copy MUST be included with the supporting documentation and retained and supplied to the Department with each transaction. Out of state Dealers can run PA DLDV verifications as a method to confirm the legitimacy of the identification. Business partners processing transactions via the Out-of-State Online Agent/Dealer Program are required to use the DLDV system.
Multiple deals for one person – do we need to complete a DLDV verification for each deal?	Once during each retail transaction for the public. Photocopies for multiple purchases for the public are not permitted.
How will the fee charged for the DLDV verification show on each transaction?	Please communicate with your contracted Integrator for pricing guidance.
If the dealer has a SPOA for an odometer discloser, who's DL/ID must be checked in DLDV.	If a transaction is being completed with a SPOA, related to an odometer discloser, the buyers DL/ID must be verified through DLDV.
Is a Dealer who does not have agent services contract required to have a verification system?	A DLDV verification is required to be run for every Titling and or Registration transaction. A copy of DL/ID and the DLDV verification MUST be included with the supporting documentation retained and supplied to the Department with each transaction. Dealers can sign-up for a stand-alone service with one of the Integrators listed below if they do not wish to be an Agent. It is strongly recommended that the DLDV check be completed before the vehicle leaves the lot.
Why one DLDV for each transaction?	A DLDV verification is required to be run for every Titling and or Registration transaction. A copy of the verification MUST be included with the supporting documentation retained and supplied to the Department with each transaction. There are exceptions to the one DLDV verification per transaction when a photocopy can be included for supporting documentation for Business Owners, Dealers, and Auctions when they have multiple transactions on the same day.
What about Interim, Restricted, Probationary or Occupational Limited Licenses?	A DLDV verification can be completed on an Interim, Restricted, Probationary or Occupational Limited License; however, a phone call will need to be made to the DLDV Help Desk to get the correct expiration date prior to performing the verification. The date on the product may not match what DLDV will validate.
What expiration dates should be used if the customer has a camera card or the 15-day temporary internet driver's license?	15-day temporary internet driver's license – call DLDV Help Desk A Camera Card is a valid identification product with the correct expiration date. The expiration date on the Camera Card should be used, not the date on the existing DL/ID. Provide a copy of the product with the supporting documentation.
Are Users with DL & C System access (green screen) authorized to utilize the DL & C System to verify PA DL/ID information?	No, the DL & C System cannot be utilized to verify the DL/ID. All business partners must use the DLDV system.
What about in-transit?	DLDV verifications are not required for in-transit transactions. Continue the current process of visually inspecting supplied identification.

Question	Answer
How does this mitigate titling and registration fraud?	The new verification process requires the business partner to use a new system tool to electronically verify the PennDOT DL/ID product against the PennDOT record. This electronic verification assists in mitigating fraud associated with titling and registration of vehicles. This verification is done in real time and is an important tool for all authorized PennDOT business partners to ensure the DL/ID is valid prior to processing a title and registration transactions.
How should general or limited power of attorney be handled?	Consult your integrator for how to handle general or limited POAs.
How long is a DLDV verification good for?	The DLDV check is valid until the transaction is complete, unless the DL/ID expires during that time.

The Driver License Data Verification system is available through the PennDOT-approved integrators listed below. Please contact these integrators for more information on signing up for the verification of identity system.

CVR – Computerized Vehicle Registration

Contact Name: Kristin Carney, State Manager

Phone: 847-230-6743

Email Address: kcarney@cvrconnect.com

Web address: www.cvrconnect.com

DealerTrack

Contact Name: Suzanne Seidel, Regional Sales Manager

Phone: (717)-380-3630

Email Address: Suzanne.Seidel@coxautoinc.com

Web address: www.dealertrack.com

Solera Titling (formally Titletec)

Contact Name: Shane Hartle, Regional Sales Manager

Phone: (570) 506-9885

Email: shane.hartle@titletec.com

Web address: www.autopoint.com/titletec-about

Vitu

Contact name: Michael A. Heim, VP and General Manager PA Operations

Phone: (717) 724-0744 ext. 6101

Email address: mheim@vitu.com

Web address: www.titlengo.com