

DEALER ADVISORY
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLES FIELD OPERATIONS

To: All Dealers

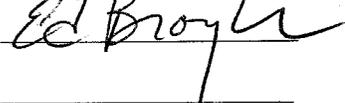
Subject: Inquiry Charge Billing
Update

Advisory

Date: October 13, 2011

Date: Immediate Implementation

Ed Broyles, Bureau Chief



Advisory Number: BMVFO11-05

Pursuant to section 320.05(3) (e) Florida Statutes, as of January 1, 2011, users of EFS and ETR systems are subject to a 50 cent inquiry fee for data when the inquiry does not result in the issuance of a title or registration including temporary tags and transfers. For example, if a dealer uses the ETR system to gather information about a vehicle, but does not issue a temporary tag or transfer a license plate to that vehicle, the dealer will be charged a 50 cent inquiry fee. We began billing vendors (both ETR and EFS) for inquiries that were made beginning January 1, 2011 through February 4, 2011.

When the Department initially implemented the inquiry fee billing, the vendors shared their concerns in reference to the charges they felt were billed erroneously. The Department modified the system to more accurately bill. The Department ran the previous billings against the system modifications to determine if any refunds or credits were due. These efforts delayed the billing; however, the Department anticipates resuming this month. Once implemented, the bills for the inquiries will appear each night on the vendor's end of day billing report. The vendor is responsible for payment of the fees on the billing report for any users they have contracts with. We will work with the vendors on payment, but please be advised that vendors may collect these fees from the dealers who made the inquiry through their system. Due to the delay in implementation of the billing system, the fees owed will be for multiple months, if the vendor or dealer has been using their system for inquiries.

We appreciate your patience. If you have any questions concerning this matter, please contact your vendor for more details.