



TECHNICAL ADVISORY

DIVISION OF MOTORIST SERVICES

DATE: 11/16/2017

**Technical Advisory (TA) Number
RS/TL 17-032**

SUBJECT: Registration Renewal Mobile Application

Overview:

To expand customer options for motor vehicle and vessel registration renewals and meet customers on the platforms they prefer, the Department of Highway Safety and Motor Vehicles has contracted with a solution provider, Tal Search Group, who subcontracted with PayIt, LLC, to provide a mobile application with related integration and support services.

Details:

The mobile application, MyFlorida, offers customers a means to renew motor vehicle and vessel registrations using their smart phone or tablet. The purpose of this application is to provide individuals registered in the state of Florida the convenience to renew their motor vehicle and vessel registrations, through a friendly chatbot messenger app, that can be found in the Apple App Store or on Google Play Store.

Customers using the app are restricted to renewals of motor vehicles and vessels owned by individuals, and are also restricted to only renewing registrations owned by a common customer. Within the app, a customer will set up an account and registrations can be searched using the license plate number, the vessel registration number, or the registrant's date of birth. No personal identifying information will be returned in the app and address changes are not permitted. In addition to allowing credit card payments, the app offers customers the option to use a checking account through Automated Clearing House (ACH) to remit payment and generates more specific clearance information for the customer in the instance there is a stop preventing registration of the vehicle or vessel.

Similar to Virtual Office, transactions completed by customers using the app will be transmitted to Tax Collector offices for processing via Ecommerce and Tax Collectors will retain the same fees. Customers choosing to use the app will pay a processing fee of \$4.00 for transactions paid by a credit card, or \$3.75 for transactions paid by ACH, and can renew up to five vehicles and/or vessels at once with only one processing fee.

Testing of the MyFlorida app is complete and the app is now available to customers.