



**TECHNICAL ADVISORY**

**DIVISION OF MOTORIST SERVICES**

<b>DATE: 07/01/22</b>	<b>Technical Advisory (TA) Number</b> <b>RSTL22-016</b>
<b>SUBJECT: Title Print Vendor Issue</b>	

**Overview:**

FLHSMV’s print vendor experienced operational issues between Thursday, June 16, 2022, and Tuesday, June 28, 2022 and were unable to print and mail titles ordered online via the MyDMV Portal and Virtual Office.

**Details:**

From June 16 through June 28, FLHSMV’s title printing vendor experienced operational issues and was unable to print and mail titles ordered online via the MyDMV Portal and Virtual Office. As of Wednesday, 6/29/22, the FLHSMV’s title printing vendor resumed printing and mailing titles from the date range listed.

Customers who ordered titles online during this period may begin visiting your offices. If the customer chooses to obtain a title from your office, FLHSMV will refund the full amount charged to the customer to replace the title they ordered online between Thursday, June 16, 2022, and Tuesday, June 28, 2022.

A customer may request this by using Refund Request Form [HSMV 73644](#). Please direct the customer to check the option for “Other” and write/type “Online title request not received” as the reason for the request.

**NOTE:** Please advise the customer to provide the online transaction date in the justification and attach a copy of their online transaction receipt and in-office transaction receipt.

If the customer chooses to fill out the form at home, they may do so and follow the instructions on the form for submission.

If the customer would like to submit through your office, please accept the form, scan, and email to [DirectmailHDrequests@flhsmv.gov](mailto:DirectmailHDrequests@flhsmv.gov).

**Conclusion:**

If you need additional information, please contact your next level of management or the Field Support Center.