



TECHNICAL ADVISORY

DIVISION OF MOTORIST SERVICES

DATE: 11/03/22	Technical Advisory (TA) RS/TL22-038
SUBJECT: Change of Address Update for Customers with a Driver License or Identification Card	

Overview:

Effective 11/03/2022, changes to a customer’s residential address should only be made as part of a Driver License (DL) or Identification Card (ID) replacement or renewal transaction to ensure the customer has the ability to update his or her voter information in accordance with [sections 97.057](#) and [98.065\(5\)\(a\), Florida Statutes](#).

Details:

The Florida Highway Safety and Motor Vehicles (FLHSMV) must collect a customer’s address for motor vehicle and vessel application of title and registration.

However, if a customer has a valid Florida DL or ID, a user may only update the mailing address in connection with a motor vehicle transaction. Changes to a customer’s residential address should only be made as part of a DL or ID replacement or renewal transaction to ensure the customer has the ability to update his or her voter information in accordance with [sections 97.057](#) and [98.065\(5\)\(a\), Florida Statutes](#).

For customers seeking to update their mailing or residential address follow the requirements listed below.

- Their mailing address may be updated at any time by visiting a local tax collector office, license plate agency, by mail and/or by using the [MyDMV Portal](#).
- Their residential address may only be updated by obtaining a Florida DL or ID replacement or renewal. Residential address can be updated at a local tax collector office, license plate agency, or for customers who are eligible for a convenience replacement or renewal by mail and/or [MyDMV Portal](#).

If a customer does not have a valid, or otherwise unexpired, Florida DL or ID, a user may add or update both residential and mailing address during a motor vehicle transaction.

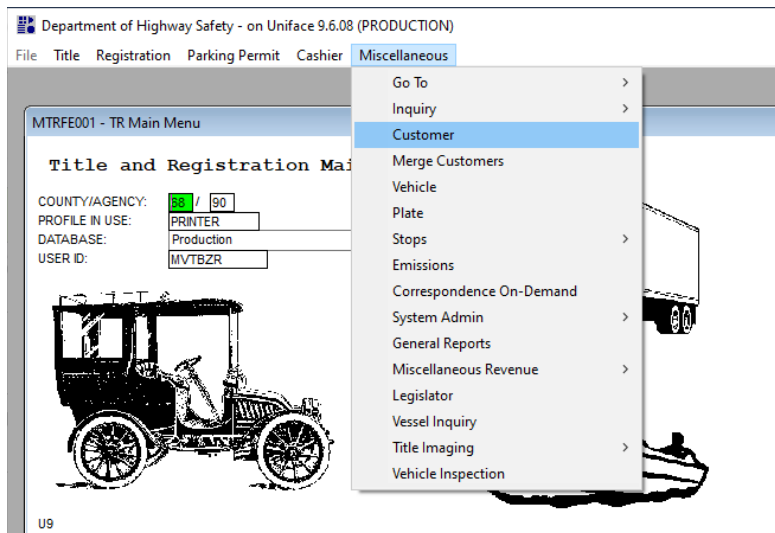
- If the customer meets this criteria, their mailing address may updated at any time by visiting a local tax collector office, license plate agency, by mail and/or by using the [MyDMV Portal](#).

At this time, the FLHSMV has updated [TL-01](#) and [RS-01](#) to reflect the information listed above and is working to identify any procedures where this information is not aligned. If you identify a procedure that conflicts with the information listed above, please notify your liaison so that the information can be updated as soon as possible.

Instructions

To update a customer's mailing address who has a Florida DL/ID navigate to:

1. Under the Miscellaneous menu option, select Customer and retrieve the customer record.



2. Tab to and select the ADDRESS button.

The screenshot displays the 'MTRFM005 - CUSTOMER MAINTENANCE' form. At the top, there are fields for 'FEID/DL NUMBER' (L252783774280), 'CUST.TYPE' (INDIVIDUAL), and 'CUST.NUM.' (229878532). Below these are sections for 'COMPANY NAME', 'DLR TYPE/NUM/SFX', 'ELT STATUS', 'ELT ALIAS', 'FEID/SUFFIX', and 'SPURS SUFFIX'. The 'FIRST NAME' is 'SAMPLE', 'MIDDLE NAME' is 'CDL', 'LAST NAME' is 'LICENSE', 'D.O.B' is '11/28/1977', and 'SEX' is 'Male'. The 'RESIDENCY STATUS' is set to 'FL RESIDENT'. The 'ADDRESS' button is highlighted with a blue border. A toolbar at the bottom contains icons for save, print, and help.

3. FRVIS will prompt the screen MTRFM009 – ADDRESS MAINTENANCE. The user can update the customer’s Mailing Address and is prevented from tabbing to the customer’s Residential Address.

The screenshot shows a software window titled "MTRFM009 - ADDRESS MAINTENANCE". At the top, there is a dropdown menu for "RESIDENCY STATUS" set to "FL RESIDENT". Below this, there are two address sections. The first section is for the "MAILING ADDRESS" (ADDR.TYPE M), with fields for STREET ADDR. (2900 APALACHEE PKWY), CITY (TALLAHASSEE), STATE (FL), ZIP CODE (32399-6552), COUNTRY (US), and COUNTY (LEON). The second section is for the "RESIDENCE" (ADDR.TYPE R), with identical fields. Below the address sections are fields for "PHONE NUMBER" and "E-MAIL ADDRESS". At the bottom of the window is a toolbar with icons for save, print, and help.

Conclusion:

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