

December 28, 2009

TO: All Fire and Property and Casualty Companies  
Authorized to Issue Motor Vehicle Policies in Florida

FROM: Deborah Todd, Chief *DTodd*  
Bureau of Financial Responsibility  
Division of Driver License

SUBJECT: Advisory Bulletin  
**New Error Instructions for Vehicle Adds**

**Effective November 30, 2009**, vehicles being added to policies that do not currently exist on our database will be returned to you as a soft error; however, new procedures will require you to report to us the initiation of insurance transaction type '20' for that policy number.

The vehicle add, transaction type '31', was previously being returned as an error indicating a '1' in card column 326, located in the Edit Mask. When this is the only error in the Edit Mask, this indicated that the policy number could not be found on our database. However, we are adding these policies to our database with the vehicle information and the vehicle add date, but without an effective date of the policy.

We have made programming changes to no longer send the '1' in card column 326 and only return with a soft error. Meaning a '2' will be found in card column 329, located in the Edit Mask. Correction procedures for this will require you to submit an initiation of insurance, transaction type '20'. In addition, please do not send a transaction types '20' and '31' on the same file as you will still receive an error on the transaction '31' due to the database not already being updated with the '20'. We will be making programming changes in the future to accept both transactions on the same file.

It is possible the original initiation of insurance, transaction type '20' was sent in by your company but may have erred and has not been corrected. The expected transaction type '20' needed to correct the error will not be mandatory until **March 1, 2010**; however, you may begin returning the 20's as soon as you are ready. We will continue to update the vehicle add transaction to our database; however it will only have a vehicle add date and will not have a policy effective date. Accurate and complete insurance information is necessary in order to serve the customer respectfully.

Reminders:

- The policy number is mandatory, if it is blank, you will receive an error in card column 326.

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- If you receive an error in this field and an error in card column 311 and 312 (Transaction type and VIN) this will continue to indicate a duplicate error, VIN found on 2 or more policies.
- When a transaction type 32 is sent and there no policy for it loaded on our database, you will continue to receive an error, a '1' in card column 326.

If you have any questions in regards to programming you may contact Bennett White, at [bennettwhite@flhsmv.gov](mailto:bennettwhite@flhsmv.gov) or Laura Freeman, at [laurafreeman@flhsmv.gov](mailto:laurafreeman@flhsmv.gov). The FTP Manual is updated with these operating procedures and is posted at <http://www.flhsmv.gov/FRManualFTP/>.