



STATE OF INDIANA

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Hello Hoosier Dealer:

The BMV is in the final stages of our conversion to the Stars system. There are some differences in Stars from our previous system. We wanted to share the new functions and requirements of the system with you.

System Tracking and Record Support

STARS was designed to ensure that the functions of the system revolve around the different business relationships the BMV has with a customer.

STARS record keeping allows for information that was entered, changed and deleted to be stored into one record. This information can be viewed with one search.

The STARS system also has many other functions designed into the system that make the branch side of customer transactions more accurate as well as providing better tracking and record keeping for Central Office.

Some of these functions include:

- A customer record which shows all the business a customer has done with the BMV, including Titles, Registrations, Driver Licenses, Collections and Refunds
- Creates a permanent record of all transactions which can be viewed at any time in the future
- Our new system helps out with many areas of fraud including:
 - Flagging a duplicate SSN on a customer's record
 - Requiring a customer to title and register using the same legal name they use for their Driver License record
 - Prevents a customer who has no valid SSN on file from titling a new purchase or renewing a registration already on file
 - Is programmed to verify a customer address given to the BMV for a new transaction with the address of that customer currently in our data base
 - The Driver License number or Federal ID number for a customer using a check as payment, is recorded in the system to aid in the collection of a NSF check
 - Bad checks written to the BMV are recorded in the system and a customer is prevented from writing the BMV another check for the 2 year waiting period provided by policy

(Over)

Customer Information Needed

To help expedite the processing of your customer's transactions included is a list of information your customer should be aware of, and information that you need to verify is included with any title application. These will apply to **all** owners listed on a title:

- Title application is completed using the customer's legal name as it appears on their Driver License record. If the customer has changed their name they must go to the branch in person with the required documentation for name amendments.
- In the case of a name revision, if the customer has amended their name in our system but the C of O has their previous name on it we can use the "one and the same affidavit" to process the title. If the customer's name is current on the C of O but not in the Stars system, they will need to go into a branch and present the proper documentation to amend their legal name.
- Customers have valid Social Security number in our system and you have that number.
- Verify that the address the customer is using is their complete legal address, and is not truncated in any way. The system will flag an incomplete address and prevent processing. If the address entered on the title application is different from that on the Bureau's customer's record, then the address will be entered as a mailing address for that particular title/registration transaction only. The customer address currently in our system will not be revised. Please note, if there is a lien on the vehicles, the lien holder and their address will be used on the title.

Dealer Fleet Branch Processing Timeline

Branches and Dealer Fleet locations will attempt to adhere to the processing timeline below. In certain situations there can be extenuating circumstances where it will take a branch longer to process your titles. The Branch Manager would address this situation with you when you drop the titles off.

- 5 titles and under can be processed as a visit. You can still drop them off but we will process them while you wait if you choose to.
- 6-50 titles must be dropped off and will be processed within five business days
- 51-100 titles must be dropped off and will be processed within seven business days
- 101+ titles must be dropped off and will be processed within fourteen business days or at the manager's discretion.
- Speed Titles may be dropped off and will be processed at any time to our Dealer Fleet locations in Hammond, Speedway, Midtown, and Jeffersonville. For all other branches, Speed Titles may be dropped off at any time during branch hours but they will only be processed on Wednesday, Thursday, or Friday. Dealers always have the option to wait in line with still 5 or less Speed Titles on a Saturday or Tuesday and the branch will process them.

The BMV Warehouse does not supply Dealer Title Applications, 21 Dealer Affidavits, or Affidavit of Police Officer forms to Dealers. Please print these forms found on line at www.in.gov/bmv/forms .

As always, our goal at the Bureau of Motor Vehicles is to provide the best customer service possible. We hope that this information will help you and your customers as we make this transition to our new software system.

Thank you and have a great day!