



Courier/Dealer/Title Service Guidelines

Effective August 1, 2014

General Requirements

- All Florida driver license or identification numbers that cannot be verified in FRVIS will be returned for a copy of the identification used to verify the applicant's identity.
- All title work submitted without a Florida driver license or identification number must be accompanied by a copy of the identification used to verify the applicant's identity per DHSMV TL-01.
- A copy of the identification used to verify the applicant's identity must be clear and legible or the transaction will be returned.
- If you are a courier / title service, you must provide a current copy of your Hillsborough County Business Tax Receipt each year.
- If the dealer's license is revoked, cancelled or suspended, or if an unredeemed dishonored check is outstanding, transactions cannot be processed without prior arrangements and appropriate authorization.
- A maximum of five transactions per courier/dealership/title service may be processed per day through any combination of the Express Wait-On or Express Drop-Off services (except Towing & Storage/Labor & Storage or Warehouseman's Lien).
- Letters of Authorization should be submitted on letterhead (dated and signed) at least once a year upon dealer license renewal or business tax renewal. These letters indicate an agent(s) and the authority to act for the dealership (fast title authorization, etc.) and should be updated anytime your designee(s) change.
- Affidavits submitted for corrections involving dealer error must be on dealership letterhead. (Letterhead consists of Dealership/company name, address and phone/fax number or other contact information. Affidavits should include the date and name and title of the signer.)



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Express Wait-On Transactions:

At the dealer window a courier may wait for up to five* transactions for standard vehicles, vessels or single wide mobile homes; three transactions involving double wide mobile homes and two transactions involving triple wide mobile homes or one transaction involving quadruple (4 sided) mobile homes. The representative/courier must remain in the office during the processing of work. Additional guidelines are as follows:

The dealer window closes at 4:00pm daily.

- **All General Requirements must be met.**
- Payment methods include cash, check, debit card, credit card or an established dealership/ title service/ financial institution trust account. **No payment will be accepted from the customer(s) listed on the paperwork.**
- All work must be complete and ready to process when brought into the office. No corrections or alterations to paperwork will be accepted at the dealer windows.
- Work with omissions or requiring corrections will be returned with a checklist; corrected transactions require the issuance of a new ticket for processing.
- Dealers must provide their state assigned PIN with each group of transactions as our office is not authorized to keep this information on file.
- *Five renewals will count as one transaction.
- *One transaction is considered to be one title and one registration for the same vehicle.
- *Temporary plates are considered one transaction. (Issuance of five or more plates to a dealer or one plate to the customer(s) listed on the paperwork).
- *Towing & Storage/Labor & Storage or Warehouseman's Lien transactions require express drop-off (limit two) or standard drop-off service; at the discretion of management one transaction may be processed as express wait-on.

Management reserves the right to make exceptions to these guidelines.



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Express Drop-Off Transactions:

Representatives may drop-off up to five transactions* and pick them up the same day. **The dealer express service closes for drop-offs at 10:00am and reopens for pickups at 4:00pm daily.** A maximum of **two** transactions for vehicles acquired by towing and storage, labor service and storage or warehouseman's lien is allowed when processing as Express Drop Off. (Standard Drop Off processing time is up to 72 hours). Additional guidelines are as follows:

- **All General Requirements must be met.**
- Payment methods include cash or check, debit or credit card, or trust account directly from, and in the name of the dealership/title service/financial institution. No payment can be accepted from the transaction customer.
- Title transactions dropped off for processing must be contained in a folder or envelope, with your trust account number or a check made payable to Doug Belden, Tax Collector. One check per five transactions required.
- Please include a Drop-Off Cover Sheet with all dropped work.
- Clearly mark your Drop-Off Cover Sheet and documents with any special requests such as purchase plate (3 months), purchase plate (15 months), transfer only, transfer and renewal (one year or two), title only, or if Fast Title is being requested. Include proof of insurance and a copy of the registration if transferring a plate and disposal affidavit if required.
- All work must be complete and ready to process when brought into the office. No corrections or alterations to paperwork will be accepted at the dealer windows.
- Dealers must provide their state assigned PIN with each group of transactions as our office is not authorized to keep this information on file.
- Five renewals will count as one transaction.
- Temporary plates are considered one transaction. (Issuance of five or more plates to a dealer or one plate to the customer(s) listed on the paperwork).
- *Express Drop for Towing/Labor Storage or warehouseman's lien is limited to two transactions or requires standard drop-off service.
- Any packets of work dropped after 4:00 pm will be considered as received the next business day.



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Standard Drop-Off Transactions:

A representative may drop off an unlimited number of transactions to be processed by standard drop off service. Turnaround time is up to three business days (72 hours). Additional guidelines are as follows:

The dealer window closes at 4:00pm daily.

- **All General Requirements must be met.**
- Payment methods include cash or check, debit or credit card, or trust account directly from, and in the name of the dealership/title service/financial institution. No payment can be accepted from the transaction customer.
- Title transactions dropped off for processing must be contained in a folder or envelope, with your trust account number or a check made payable to Doug Belden, Tax Collector. One check per five transactions required.
- Please include a Drop-Off Cover Sheet with all dropped work.
- Clearly mark your Drop-Off Cover Sheet and documents with any special requests such as purchase plate (3 months), purchase plate (15 months), transfer only, transfer and renewal (one year or two), title only, or if Fast Title is being requested. Include proof of insurance and a copy of the registration if transferring a plate and disposal affidavit if required.
- All work must be complete and ready to process when brought into the office. No corrections or alterations to paperwork will be accepted at the dealer windows.
- Dealers must provide their state assigned PIN with each group of transactions as our office is not authorized to keep this information on file.
- Depending on the workload of the office in which work is dropped, standard drop-off transactions may be shipped to our processing center.
- Any packets of work dropped after 4:00 pm will be considered as received the next business day.

If you have any questions concerning your transactions and you are not waiting for work at the dealer window, please ask to speak with a supervisor or manager.



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Customer Service Windows

A representative who wishes to process additional transaction above their daily limit may do so only through the public customer service windows. If using the dealer windows, they must wait until all of their transactions are completed and cashiered before processing through the public customer queue. The courier must sign in the dealer log and ask for a Q-Matic title ticket. They will wait until called to the public customer window to process **one** title* or **five** renewals at a time. The courier may repeat this process and unlimited amount of times; however, all previous transactions must be completed and cashiered prior to resigning in the dealer log and taking a new Q-Matic ticket. A new ticket is required each and every time. Tickets will be issued until 5:00 pm. Additional guidelines are as follows:

- **All General Requirements must be met.**
- Payment methods include cash or check, debit or credit card, or trust account directly from, and in the name of the dealership/title service/financial institution. No payment can be accepted from the transaction customer.
- Clearly mark your documents with any special requests such as purchase plate (3 months), purchase plate (15 months), transfer only, transfer and renewal (one year or two), title only, or if Fast Title is being requested. Include proof of insurance and a copy of the registration if transferring a plate.
- All work must be complete and ready to process when brought into the office. No corrections or alterations to paperwork will be accepted at the customer service windows.
- Dealers must provide their state assigned PIN with each group of transactions as our office is not authorized to keep this information on file.
- *Towing & Storage/Labor & Storage or Warehouseman's Lien transactions require express drop-off (limit two) or standard drop-off service; at the discretion of management one transaction may be processed as express wait-on.

If you have any questions concerning your transactions and you are not waiting for work at the dealer window, please ask to speak with a supervisor or manager.

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Trust Account

A trust account is a convenient method of payment for motor vehicle transactions. The trust account operates like a traditional checking account. Funds are deposited into the account and motor vehicle fees are deducted as transactions are processed at the Tax Collector's office. Statements showing your account activity and balance are mailed monthly. Establishing a trust account eliminates the need for couriers to have a check or cash on hand.

To open a trust account, simply click [here](#) for an application. Please submit the completed application along with a check for your initial deposit to:

Hillsborough County Tax Collector
Attention Darlene Coleman
601 E. Kennedy Blvd., 14th Floor
Tampa, Florida 33602

To close a trust account, submit a request on your company letterhead signed by an authorized representative. The request must include the representative's printed name and contact information. A check for the remaining balance will be mailed to the address indicated on the account unless an address correction is included with your request.

For questions regarding an escrow account, contact Darlene Coleman at (813) 635-5212.

NOTE: Trust Accounts are never allowed to be negative; if a Trust Account balance is insufficient to process transactions, the transaction(s) can be returned unprocessed or may be held until additional funds are received. The transaction(s) will then be placed back into our workflow as of the time sufficient funds are available.