



We're happy to enclose a fully executed Private Sector Partnering Agreement with your company and wish to take this opportunity to welcome you into the program. We expect that this will be a worthwhile relationship for both of our organizations and look forward to a long and pleasant relationship with you and your company.

You will be required to inform DMV's Private Sector Partnering (PSP) Unit directly, of ANY personnel changes involving the processing of your DMV paperwork. Failure to do so may result in the suspension of your processing capabilities. ALL processors are required to obtain training from VITU, prior to online processing.

In addition, the PSP Unit requires a minimum of 30 days' notice for any facility change. Facility changes include but are not limited to name change, ownership change and address change-even if you are just moving the processing system within the same building. If Partnering does not receive 30 days' notice of these changes, your processing capabilities may be suspended.

PLEASE NOTE: Processing hours for Private Sector Partners are 7AM – 8PM Monday-Friday and 7AM – 4:30PM on Saturday. You will not be able to process transactions on Sundays.

Also, enclosed for your use is a current copy of our "Partner Review and Sanctions" which may be updated from time to time. You should make special note of the section in this document that refers to the delivery time of backup documentation, unresolved paperwork problems and the section which refers to the training of employees who will be processing transactions via the OLRs system. If you have any questions concerning the content of this document or any other questions concerning documentation requirements, forms or plate inventory, or any other problem, you should call our Partnering Unit at (518) 486-5368.

Sincerely,

Cassie Ormsby
NYS DMV
Director, Partnering Programs

Enclosure

PARTNER REVIEWS AND SANCTIONS

To ensure your business operates within DMV procedures and directives, the Private Sector Partnering Agreement that your company signed gives the Department of Motor Vehicles (DMV) the option to discontinue support of your on-site registration system.

ANY employees who will be processing DMV paperwork MUST first obtain appropriate training from VITU. A training verification form signed by your processors and the VITU representative must be submitted to Partnering Programs prior to processing any registrations via the VITU system. Failure to do so can result in suspension of your processing capabilities.

Once our business partners process a transaction, they are required to send the required documentation to DMV within (10) business days via receipted delivery system. Suspension will occur if we do not receive partner's work within 15 business days after the date of the transaction. Suspension will stay in effect until all outstanding work is received.

All partners are notified of problems with their paperwork as they are found. Partnering Programs will allow 30 days after the notification date for the problems to be resolved. If they are not, processing capabilities are suspended on the 1st of the following month. Suspension will remain until all problems have been resolved.

To participate in the PSP Program, NYS Dealers should **only** issue temporary registrations when the system or system operator is unavailable. In those instances, the temporary registrations are required to be worked off your on-line registration system the next business day, or at the latest, within 5 days. Partnering programs keep an accurate record of temporary registration issuance. If it is found that your dealership routinely issues temporary registrations or fails to process the permanent registrations within the required 5 days, we reserve the right to terminate your PSP Agreement with you

We keep an accurate record of partner errors as we verify your work. If we determine that your paperwork submissions do not follow NYS DMV and/or Partnering Programs procedures, you will be notified of the problem(s) via a warning letter. You are expected to immediately take whatever steps are necessary to minimize these errors. VITU will provide additional training if needed. If Partnering Programs continues to see incorrect paperwork submissions after two(2) warning letters, we reserve the right to terminate your PSP Agreement with you.

The sanctions described are based upon unintentional mistakes. Intentional violations of laws, regulations, and procedures discovered upon verification of the work submitted or upon an audit of processing sites, will be dealt with as DMV deems appropriate. Partners must cooperate with DMV to resolve any problems caused by errors and any missing documentation must be submitted upon request.

These procedures do not prevent DMV from terminating the PSP Agreement with partners whose employees engage in fraudulent practices and continue to be employed by the partner in a capacity which could lead to the validation of fraudulent registrations by those employees or other employees of the business.

These procedures are only a guide; DMV is under no obligation to continue to support your on-site registration system if it is deemed by the Commissioner to be operating in a manner which does not coincide with the goals of the Private Sector Partnering Program or the mission of the Department of Motor Vehicles.

Suspensions

We have the right to suspend or terminate the Partnering Agreement at our option, upon serious violation, repeated errors or reasonable cause. Reasonable cause is defined when the department makes the determination that the continuance of this Partnering Agreement would negatively impact the ability to fulfill the mission of the Private Sector Partnering program.

Reasons for suspension include but are not limited to the following:

Late Batch – once our business partners process a transaction, they are required to send the required documentation to DMV within (10) business days via receipted delivery system. Suspension will automatically occur if we do not receive partner's work within 15 business days after the date of the transaction. Suspension will stay in effect until all outstanding work is received.

Logging errors – partners have 1 week to replace missing items from their batch work. If missing items are not received within that one-week period, processing capabilities are suspended. Suspension will stay in effect until all missing paperwork is received.

Unresolved Problems – All partners are notified of problems with their paperwork as they are found. We will allow 30 days after the notification date for the problems to be resolved. If they are not, processing capabilities are suspended on the 1st of the following month. Suspension will stay in effect until all required paperwork is received.

Correction Sheets (MV475) - Correction sheets are needed for any paperwork that is sent into the PSP Unit that is not part of the original batch. If a correction sheet is not submitted, the partner will be notified. If correction sheet is not received from the partner within one week of notification, suspension will occur. Suspension will stay in effect MV475 is received.

Facility Changes – Partnering requires a minimum of 30 days' notice for any facility change. Facility changes include but are not limited to name change, ownership change, address change, or the movement of processing system within the facility. If partnering does not receive the required 30 days' notice, your processing capabilities may be suspended.

Please Note: If your processing system is suspended for any reason, suspension will remain in effect for a minimum of 24 hours.