



## **ADR CA EVR SLBP Training Documentation *Renewals***

Welcome and thank you for choosing American Driving Records as your BPA Vendor.

These guidelines summarize the critical components of the program. They address the areas that new second line business partners can focus on for a successful start in the ADR Electronic Vehicle Registration Program.

The BPA program is a state regulated program, which requires adherence to the rules set forth by the CA DMV.

### **Second Line Business Partner Requirements (SLBP)**

#### **SITE REQUIREMENTS**

Review your EXEC 5555B Form and the associated security declarations. Confirm that your workplace meets those requirements.

[http://dmv.ca.gov/forms/exe/exec5555b\\_n11-2002.pdf](http://dmv.ca.gov/forms/exe/exec5555b_n11-2002.pdf)

1. Computers must be cabled or attached to the workstation
2. Computers screens must not be visible by the public; if the screen can be seen by the public a privacy screen is required.
3. System must not be left unattended. You must log off if you leave your workstation.
4. Documents can only be handled at the approved location and by BPA employees only. (This means you may not bring the bundles home to work on.)
5. All inventories and documents must be secured in a locked location and handled by BPA authorized employees only.
6. Occupational License and BPA Permit must be displayed.
7. You are responsible to know when your Occupational License and BPA Permit expires and renew beforehand. ADR is here to help you with your renewals. If your license or permit expires, you will be required by the DMV to reapply to the program.
8. It is DMV compliance violation to share logins and passwords; violators will be terminated from the BPA program.

## SLBP AND EMPLOYEE REQUIREMENTS

SLBPs are responsible for ensuring that their employees adhere to the following requirements:

- All appropriate DMV data received for the registration documents and the DMV file copy is printed on DMV paper at the same site the license plates and stickers are issued, and by the close of business of the same business day. The DMV shall cancel any registration documents improperly issued.
- After processing vehicle registrations, all required registration support documentation must be submitted. Supporting documents are due on the Wednesday following the end of the previous week. The workweek is Monday through Sunday. Support documentation must be complete and include a bundle report, along with all correct paperwork for any processed transactions.
- All documentation must be sent via a tracking delivery method, such as FEDEX, DHL, and Priority Mail. Mail must contain a unique tracking number. Bundles must be paper clipped, **NOT stapled**. CA DMV does not accept Paperwork with staples.
- **Audits:** The SLBP shall audit all transactions included with their bundles and log any errors prior to delivery. All registration documents must be present any missing documents will result in a DMV VLT stop on the registered owner's vehicle.
- **Error Tracking:** SLBPs shall track transaction-keying errors and license plate and sticker errors that have been reported to the Service Provider (ADR BPA). The errors shall be tracked by the error type, identity of the employee who made the error, and the work date. This information shall be tracked daily and reconciled monthly to your BPA report card.

## CRITICAL ERRORS

***Requests for Voids on Critical errors shall be done immediately!***

If the critical error is identified before 4:30 pm on the day it was keyed, please submit a request to void your transaction. We will work with DMV to have the transaction voided. If we cannot get the transaction voided, or if it is after hours or on the weekend please fax all documents to: **(916)-852-8010**.

**A critical error is defined as:**

1. Wrong Registered Owner
2. Missing a Registered Owner
3. Missing the Lienholder
4. Keying the wrong Lienholder
5. Keying a Lienholder when there should be none

All other keying errors are not critical errors. These errors can be corrected by retrieving the title from your client and sending it to SambaSafety with a REG 256 Statement of Facts, Section G, describing the error and the correction needed. Once you have all the required documents to make the correction, send them in a separate envelope with your bundles. Label the envelope: Error Correction

## **ERROR RATE REQUIREMENTS**

1. Maintain a 3% percent or fewer monthly error rate per site
2. All voided or damaged copies of registration documents and or DMV file copies printed on DMV paper shall be either shredded or made unusable no later than the close of business on the day the documents are printed. Documents must be shredded at the location approved by the DMV (you may not take documents home to shred).
3. The number of errors must not exceed 3% of the total number of monthly transactions per site. ADR will monitor the error rate on a weekly basis and provide you with your error percentage. You can view your error rate by accessing your BPA Report card.
4. The license plate and year number sticker assigned and printed during the transaction shall be the same license plate and year sticker number printed on the registration card that is handed out to the registered owner of record – if the serial number DID NOT print on the registration card, DO NOT hand it to the registered owner.

## **BUNDLE REQUIREMENTS**

A bundle consists of a Bundle Report Cover Page plus the DMV File copy and any supporting documents. The workweek is Monday Through Sunday. Bundle Report Cover Pages, DMV File Copies and all support documents are due on the Wednesday following the end of the previous work week.

After processing vehicle transactions for your workday, all Bundle Report Cover Pages, DMV File Copies and support documents must be audited for accuracy and submitted to American Driving Records. If an error is found, please notate it on the bottom portion of the DMV file copy. This lets the auditor know you are aware of the error and are trying to correct it. You must also log the error on your “**Error Tracking Log**”.

## **DAILY BUNDLE REPORT ASSEMBLY**

1. Print a daily Bundle Report on plain copy paper as your cover sheet for the day's work. **Remember-** one bundle equals one day's transactions.
2. DMV file copies must be printed on DMV file copy paper.
3. Include all transactions processed in CA EVR for the day with the same bundle report printed for that day.
4. Assemble each bundle and all associated documents in the same order as shown on the bundle report cover page
5. Verify that all required documents are audited and included, before sending the Bundle Reports to ADR.
6. Copy the bundle for DMV record retention.
7. Bundles must be secured with paper or binder clips. No staples or tape on any documents. CA DMV does not accept paperwork with staples or tape.

8. Bundle each day separately with the bundle report cover page on top and attach the days corresponding transactions behind the bundle cover sheet (attach with paper or binder clips).
9. Keep Bundle Reports in a secure, locked location in your office until ready to send all your week's work.

**Ship Bundle to:**

**SambaSafety/ADR EVR Bundle Room  
11040 White Rock Rd Ste 200  
Rancho Cordova, CA 95670**

To locate ADR's address, navigate to your "EVR support Center" link. It will be located on the right-hand side of the page.

Bundle Report Cover Pages, DMV File Copies and supporting documents must be sent using a tracking delivery method, such as FedEx, DHL, USPS, and UPS. Bundle Reports must carry a unique tracking number.

RUN DATE: 11/17/2020

RUN TIME: 16:06:27

W/S: 11/17/2020

BR/O: ADR Registration Services  
11040 White Rock Rd Ste 200  
Rancho Cordova, CA 95760

OID: V07/BD ADR #: J5001

BUNDLE REPORT

CA-EVR



RENEWALS : 0

INITIAL : 0

OTHER : 1

TOTAL : 1

COMPLETED TRANSACTIONS

CTRL NO	OWNER NAME	PLATE NO	STICKER	TYPE	STOCK #	FEES
SEQUENCE #	YR MAKE VIN					
BPA10HL2S	LAST FIRST MIDDLE 046	2BPA046	G0000571	RT		1233.00
			TOTAL	1		1233.00
			GRAND TOTAL			1233.00

## FEES AND RECORD RETENTION

- All fees charged for registration and titling services must be clearly posted. This is a requirement of your Occupational License. The posted fees must be visible to your client when you are processing their transaction. It must clearly state all fees for services you process.
- Assembly Bill 1264 requires all SLBP's to give their client a signed or initialed and dated receipt of any transactions processed. For your convenience, the invoice from within the EVR program is dated and signed by the user's login. It must have a breakdown of the DMV fees and your SLBP services fees. This receipt is required for all DMV transactions processed in the EVR program and you may have processed at a field office.
- Supporting documents for all BPA transactions must be kept as a hard file copy or a soft electronic copy for a period of 3 years plus the current year (4 years). Hard copies of all transactions must be kept in a locked file cabinet. Soft electronic copies of all transactions must be in a password protected file on your desktop. These copies can only be accessed by BPA authorized employees.

## REPORTS

The SLBP shall be responsible for creating, maintaining, and keeping current, the following reports:

**Inventory Receiving Report:** This report shall include type of inventory, date received, and signature of employee who received the inventory.

**System Override Report:** This report shall include any skipped accountable inventory items, the date of the incident, and the User ID and inventory number.

**Training Report:** This report confirms that training was provided to authorize employees. This report shall include employee names, title, date of training, and the name/title of the trainer. This report can be kept current by utilizing the "BPA training logs" located on your left-hand navigation bar.

**On-Hand Inventory Report:** This report shall include site ID, the report date, the inventory type, the inventory series number, and the total amount of each type of inventory (plates, year stickers).

**Error report:** This report lists any processing errors, by site and by employee. The report shall include date of the error, brief description or error type, and any follow-up training, if applicable.

**Authorized Employee Report:** This report shall include employee name and current user status (active, deleted, inactive, or cancelled).

**IMPORTANT NOTE: These reports must be kept current and be made available upon request.**

## SWEEP ACCOUNTS

It is critical that sweep accounts have sufficient funds to cover the daily sweeps for DMV transactions. Accounts that have insufficient funds are suspended until the funds are available. There is a service charge for all NSF transactions. It is also important to confirm that your bank account accepts ACH transactions. If there are any restrictions to these types of transactions, BPA services could be interrupted. Frequent NSF transaction will result in a termination of your ADR account.

ADR CA EVR SLBP  
Training Documentation  
Renewals

## ADR AND DMV EVR HOURS OF OPERATIONS:

**EVR Processing Hours** (hours you can process transactions- 365 days a year)

Mon-Sat 6:00 am - 10:00 pm PST

Sun 12:00 pm - 6:00 pm PST

### Customer Support

(800) 888-3317

[evrsupport@sambasafety.com](mailto:evrsupport@sambasafety.com)

### Customer Support Hours

Mon-Fri 8:00 am - 6:30 pm PST

Sat 10:00 am - 5:00 pm PST

## INVENTORY

### Accountable Inventory – What is it?

**Accountable Inventory** is inventory with unique serial numbers.

License plates, ACTM stickers and Vessel stickers are accountable inventory; they all contain unique serial numbers

Accountable Inventory must be received into the EVR system within 24 hours of receipt. This is a DMV mandated requirement

### Controlled Inventory – What is it?

**Controlled Inventory** is any inventory that does not have a unique serial number.

Controlled inventory includes CVRA decals and stickers, monthly stickers, and DMV file copy paper

### Inventory Security and Requirements

All inventories must be ordered through American Driving Records.

SLBP's are not permitted to order inventory directly from the CA DMV

SLBP's are responsible for inventory under their control and inventory must remain secure at all times

Inventory is to be accessed by DMV BPA approved employees

SLBP's are responsible for all shipping cost affiliated with inventory

SLBP's will have no more than a three-month supply of inventory on hand at any time. The SLBP's Inventory usage is estimated by assessing previous transaction amounts and the quantities indicated in the CA EVR/BPA System Database.

All inventories must be returned to ADR within 5 days of account cancellation.

Expired inventory from the previous year must be returned to ADR by the end of January to avoid account suspension on February 1st.

The license plate and year number sticker assigned and printed during the transaction shall be the same license plate and year sticker number printed on the registration card and handed out to the registered owner of record – if the serial number DID NOT print on the registration card, DO NOT hand it to the registered owner.

Treat your inventory like a cash drawer. You would never give change for a twenty if a customer gave you a ten-dollar bill. It **MUST** balance every day.



Inventory Shipping List

**AMERICAN DRIVING RECORDS**

DATE : 07/28/2011

ORDER NUMBER(S): 32581 32580

Ship To: WYATT REGISTRATION , 3525 Mitchell Rd. Suite H , Ceres , CA , 95307

Order #	Item #	Item Description.	Quantity Ordered	Quantity Shipped	Begin Serial #	End Serial #
32580	95A	MPS FORM	500	500		
32581	292	ACTM Sticker for Year 2012	175	175	D6720101	D6720275

Order Fulfilled By

( Darlene White )  
BPA Administrator  
American Driving Records  
2860,Gold Tailings ct,  
CA-95670  
(916)456 3200

## QUARTERLY INVENTORY

### What is the Quarterly Inventory?

- Every 3 months (quarterly) the SLBP is required by CA DMV to do a physical count of the on-hand inventory with serial numbers
- SLBP's are required to report their inventory to ADR

### When do I Complete my Quarterly Inventory?

## INVENTORY SCHEDULE

The DMV requires that the Quarterly Report be submitted to ADR per the schedule below:

Months to include in Inventory Report	Inventory to be completed at close of business
February, March, April	April 30
May, June, July	July 31
August, September, October	October 31
November, December, January	January 31

- The inventory report must be a physical count of your inventory on hand at the close of business on the date the quarter report is due or prior to processing any transactions the following day
- Inventory completed prior to the quarterly inventory dates are not valid unless you have not processed any transactions until the morning of the 1<sup>st</sup>
- The report must be reported to ADR at the close of business on the quarter due date to avoid account suspension, if the report has not been done by the close of business of the quarter due date, your account will auto suspend on the 1<sup>st</sup>

### How to do your Quarterly Report

- Take a physical count of the entire accountable inventory you have on hand
- Accountable inventory is everything with a serial number (Plates and stickers)
- Write down the beginning serial number, making sure there isn't any missing serial numbers between the beginning and ending serial number, then write down the ending serial number
- Open the "Quarterly Inventory" function in the ADR EVR system located the under the "Reports" heading on the left-hand side navigation bar

- You are now ready to key in your serial numbers

## Steps to completing QI in EVR

1. Select the type of inventory you are entering.
  - Please note when keying in Commercial Plates, there are two formats for these plates. ReflectORIZED Commercial Plate (NANNNNN) and New-ReflectORIZED Commercial Plates (NNNNNAN)
2. Put in the beginning and ending serial numbers only
  - If there is only one of the inventory item, put in the same serial number in both boxes
  - The system will automatically count the quantity on hand for you
3. If your inventory skips a serial number, you will be required to start a new line
  - Example: M1111111 to M1111300 is one line, if you do not have M1111301, you must start a new row beginning with M1111302.
4. If you need more rows to put your inventory on, click **add rows** at the bottom of the page.
5. When you have completed your report, check the box next to **I agree** and hit submit report.
6. You are now done with your Quarterly Inventory. Everything is submitted electronically!

## RENEWALS

### Order of Documents

Each transaction requires the documents to be assembled as listed below:

1. DMV File Copy printed on DMV paper  
**NOTE: For Set RDF, only include DMV File Copy**
2. Valid Renewal Support Document
  - DMV Renewal Notice **OR**
  - Prior registration Card (3 years old or newer) **OR**
  - REG 156 (VIN must be valid and match) this can be printed electronically from the print registration screen.
3. Any other supporting documents, for example:
  - Non-Resident Military – REG 5045  
<https://caevrreg.com/wp-content/uploads/2020/11/reg5045.pdf>
  - Indian Reservation – REG 256A Section C  
<http://www.dmv.ca.gov/forms/reg/reg256a.pdf>
  - Special Transportation Vehicle Exemptions – REG 345  
<https://caevrreg.com/wp-content/uploads/2020/11/reg345.pdf>
  - Gross Vehicle Weight Declarations – REG 4008  
<https://caevrreg.com/wp-content/uploads/2020/11/reg-4008-unlocked.pdf>