STATE OF CALIFORNIA

DMV

DEPARTMENT OF MOTOR VEHICLES®

A Public Service Agency

REGISTRATION SERVICE PROGRAM HANDBOOK

OL 306 (REV. 5/2013) **WWW**

APPLICATION REQUIREMENTS
FOR REGISTRATION SERVICE LICENSE

PURPOSE

The purpose of this pamphlet is to assist the prospective registration service of the requirements to obtain a registration service license from the Department of Motor Vehicles (DMV).

WHAT IS A REGISTRATION SERVICE?

A "registration service" is a person engaged in the business of processing for the public applications for registration, transfer of ownership, registration renewals, conducting lien sales, and processing dismantler documents.

California Vehicle Code (CVC) Section 505.2 and 11400 et seq., and California Code of Regulations (CCR), Title 13, Section 330.00 et seq.

BACKGROUND INVESTIGATION

A background investigation is conducted on all applicants. Failure to disclose convictions or providing incorrect information on the application may result in the refusal or denial of your license. The department may refuse to issue a license to any applicant who has been convicted of a crime or committed any act or engaged in any conduct involving moral turpitude which is substantially related to the qualifications or duties of the licensed activity. A conviction based on plea of nolo contendere is a conviction within the meaning of this section. Persons previously working under a license issued by DMV, which was revoked or suspended for cause may also be denied a license. *CVC Section 11405*. In addition, the California Code of Regulations and other sections of the California Vehicle Code provides guidelines used by the department in determining whether a license should be issued. *CCR, Title 13, Chapter 1.*

REQUIREMENTS FOR A REGISTRATION SERVICE LICENSE

CVC Section 11400 et seq. and CCR, Title 13, Section 330.00 et seq.

Every applicant for a registration service's license **must**:

- File an application with the department. *CVC Section 11401 et seq. and CCR, Title 13, Section 330.00 et. seq.*
- Pay all required fees. *CVC Section 11409 et seq.*
- Provide proof of surety bond ($25,000 bond executed). *CVC Section 11402 et seq., CCR Section 330.08.*
- Execute and file with the department an instrument designating the director as agent of the applicant for service of process. *CVC Section 11403 et seq.*

REGISTRATION SERVICE EXCLUSIONS

The term "registration service" does **not** include any of the following:

- A person performing registration services on a vehicle acquired by that person for his or her own personal use or for use in the regular course of that person's business.
- A person who solicits applications for or sells, for compensation, nonresident permits for the operation of vehicles within this state.
- An employee of one or more dealers or dismantlers, or a combination thereof, who performs registration services for vehicles acquired by, consigned to, or sold by the employing dealers or dismantlers.
- A motor club, as defined in Section 12142 of the Insurance Code.
- A person who performs registration services exclusively for vehicles registered pursuant to Article 9.5 (commencing with Section 5301) of Chapter 1 of Division 3 or Article 4 (commencing with Section 8050) of Chapter 4 of Division 3.
- A common carrier acting in the regular course of its business in transmitting applications. *CVC Section 505.2.*

REGISTRATION SERVICES LICENSING FEES

The fees to become a licensed registration service are:

- $150 Non-refundable application fee
- $ 1 For Family Support Program
- $ 70 For each branch location (if any)

The Family Support Program fee is paid on original, renewal, and reinstatement applications.

A REGISTRATION SERVICE ORIGINAL APPLICATION CONSISTS OF THE FOLLOWING FORMS:

- OL 599 Registration Service Application Check List
- OL 601 Application for Original Occupational License for Registration Service
- OL 605 Registration Service Surety Bond
- OL 29B Application for Occupational License Personal History Questionnaire, Part B, Business Licensing Unit
  Required for each person listed under ownership on form OL 601.
- OL 139 Property Use Verification for Registration Service
- ADM 9050 Appointment of Director as Agent for Service of Process
  Required for each person listed under ownership on form OL 601.
- DMV 8016 Request for Live Scan Service (yellow copy)
  Required for each person listed under ownership on form OL 601.

THE FOLLOWING DOCUMENTS ARE ALSO REQUIRED AS PART OF THE ORIGINAL APPLICATION PACKAGE

- **Corporation, Limited Liability Company, or Limited Liability Partnership Owned Businesses Only**

  A copy of the Articles of Incorporation, Corporate Minutes, or other document filed with the Secretary of State which identified the officers, share holders and managers.

- **Copy of your Fictitious Name Statement**

  Any business that operates under a name not the actual name of the owner is required to obtain a fictitious Name Statement from the city or county in the area where your business is located. If the responsible agency determines this is not required, a letter supporting such from that agency is needed.

- **Signed Copy of Lease or Rental Agreement. Proof of Property Ownership May Be Required.**
  Copy of your City and/or County Business License

  Applicants are required to obtain a city or county business license by the city or county licensing section in the area where your business is located.

- **Photograph(s) of Business Location**

  See Photograph Procedures on page 7.

ADDITIONAL ITEMS

The following items are also needed as part of the application package. After you have arranged an appointment with an Occupational Licensing Inspector he or she will conduct the following inspections to ensure your registration service meets the requirements:

- "Established Place of Business" Inspection
  - The business location where the books and records pertinent to the type of business are kept designated at the principal place of business by the holder of the applicant for a registration service license. *CCR, Title 13, Section 330.00 (d) and 330.48 et seq., and 330.50 et seq., and CVC Section 320 (c), 1670, 11406 et seq. and 11407 et seq.*
- Pursuant to Vehicle Code § 25, it is unlawful to use the DMV initials, logogram or the words Department of Motor Vehicles in any business name, telephone number, or in any advertisement in a way that indicates or could be construed to indicate, any official connection with the department other than as a licensee.

Department licensees may state they are "licensed by the department" when including a license number in the advertisement.

- "Sign" Inspection
  - Sign or device shall provide information relating to the licensed entity by its exact firm name as shown in departmental records at the registration service's place of business.
  - Sign must be displayed on the office door, building directory, when there is such a directory, and at the principal place of business or any branch office receiving clients which is located in a building housing more than one business. *CCR Section 330.24 et seq.*
- "Zoning" Inspection
  - Business location shall be zoned for the type of business you wish to conduct.
  - Contact your local or city zoning office to determine if the location is zoned for a registration service business.
  - If applying for a license to conduct business from your residence, you must obtain a home occupation business license from your local city or county business license office.
- Business Records Inspection
  - Business Records shall include all of the following information:
  - Name, address and license number of registration service.
  - Name and address of every employee who performs registration work.
  - Name and address of each client for whom registration work was performed.
  - Identity of every vehicle by year, make, type, license number, and vehicle identification number on which registration work was performed.
  - Amount of registration fees or payments collected for each vehicle on which registration work was performed, including the method of payment to the registration service.
  - Amount of registration fees or payments submitted to the department for each vehicle on which registration work was performed, including the date and method of payment of the refund or additional charge by or to the client, the registration service, or the department.
  - Amount of any refunds or additional charges on registration fees or payments collected for each vehicle on which registration work was performed, including the date and method of payment of the refunds or additional charge by or to the client, the registration service, or the department.
  - Name, signature, or initials of each employee performing work on each transaction and the date the work was done.
  - Cost to each client for the registration work performed on each of the client's vehicles.
- In lieu of above information, a registration service may retain a copy of the listing sheet approved by the department for transmitting registration documents to the department.

THE FOLLOWING FORMS ARE REQUIRED BEFORE ACCEPTING TRANSACTIONS FROM THE PUBLIC

Before accepting transactions from the public for processing at DMV field offices, you must submit a copy of your permit with a Registration Service Questionnaire, OL 607 and a Field Office registration Service Employee Listing, OL 607A to the DMV field office manager.

- **OL 607** Field Office Questionnaire – *Submit to DMV field office manager*
- **OL 607A** Field Office Registration Service Employee Listing – *Submit to DMV field office manager*

IMPORTANT

All application forms must be neatly printed in blue or black ink or typed. To be acceptable, they must be free from strikeouts, whiteout (fluid or tape), or corrections. All information requested must be complete and accurate.

INSTRUCTIONS FOR COMPLETING A REGISTRATION SERVICE APPLICATION

Application for Original Occupational Licensing for Registration Service, OL 601

Business Name: Full business name under which the firm will be doing business.

Applicant's Name: Enter true full name. Last, first, middle.

Ownership Information:

Check Appropriate Box: Sole Owner, Partnership, Corporation, LLC, Association.

True Full Name/Title: List the full name and title of each individual, partner, or corporate officer/director, stockholder participating in the direction control and management of the policy of the business. "X" if principal stockholder.

Main Office/Branch Office: Current address, telephone number and property owner's information for the main office and any branch offices.

Business Hours: Check appropriate box for property use requirements. List hours and days open for business.

Employee Information: List all persons employed or otherwise engaged by the registration service to perform registration work. If there are additional employees, please attach list.

Certification: Read certification; give signature, title, and date.

Surety Bond Options

Applicants must submit one of the following:

- OL 605, Registration Service Surety Bond, ($25,000) -*OR*-
- In lieu of the above surety bond form, the following deposits (see NOTICE) may be accepted:
  - — Cash (forms OL 65 and OL 94)
  - — A passbook account assigned to DMV (forms OL 64 and OL 65)
  - — A certificate of deposit made payable to DMV (form OL 65)

  NOTICE: Pursuant to Vehicle Code Section 11710.2, the director may order the deposit returned at the expiration of any of the following dates:

  - — Three (3) years from the date a licensee has ceased to do business. (Close of business must be reported to DMV Inspector.)
  - — Three (3) years from the date a licensee has ceased be licensed, if the director is satisfied that there are no outstanding claims against the deposit.
  - — Five (5) years from the date a licensee has secured and maintained a bond (on a form specified above), and the director is satisfied that there are no outstanding claims against the deposit.
  - — A judge of a superior court may order the return of the deposit prior to the expiration of the dates provided upon evidence satisfactory to the judge that there are no outstanding claims against the deposit.

Application for Occupational License Personal History Questionnaire (Part B) Business Licensing Unit, OL 29B

A. Applicant Information:

Name: Enter true full name. Last, first, middle.
Business Area Code/Telephone Number: Enter the business area code and telephone number.
Residence address: Enter address, city, county and zip code.
Home Area Code/Telephone Number: Enter your home area code and telephone number.
Date of Birth, Sex, Hair Color, Eye Color, Height, and Weight: Enter your information.
Driver License/Identification Number: Enter your Driver License/Identification Number.
Issuing State: Enter the state that issued your Driver License/Identification.
Expiration Date: Enter the expiration date of your Driver License/Identification Number.
Social Security Number: Enter your social security number.

B. Employment History for the Past Three Years: List your employment for the last three (3) years.

C. Education: List your education.

D. Background Information:

1. **Have you ever been known by or used any name other than the name appearing on this questionnaire?** Answer yes or no. If yes, list name(s). Examples: Robert Joseph Smith, Robert J. Smith, Bob Smith.
2. **Have you previously been or are you now licensed or have you ever applied in this state as a vehicle salesperson, representative, distributor, dealer, registration service, dismantler, manufacturer, remanufacturer, transporter, vehicle verifier, lessor-retailer, driving school owner, operator, or instructor, traffic violator school owner, operator, or instructor or all-terrain vehicle safety training organization or instructor?** Answer yes or no. If yes, list license number: If you do not remember the number, indicate so.

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OL Number: For DMV use only.

3. **Have you ever had a business or occupational license issued by this department or an application for such license refused, revoked, suspended or subjected to other disciplinary action or were you ever a partner, managerial employee, officer, director, or stockholder in a firm licensed by this department, and the license was revoked, suspended or subject to other disciplinary action?** Answer yes or no. If yes, list license number, type of license, action by department, and date of action.
4. **Were you ever the holder of an occupational license issued by another state, authorizing the same or similar activities of a license, and that license was revoked or suspended for cause and was never reissued, or was suspended for cause, and the terms of suspension have not been fulfilled?** Answer yes or no. If yes describe type of license, list license number, and state license was issued.
5. **Have you ever had a civil judgment rendered against you?** Answer yes or no.
   If yes, was it a result of your activity under an occupational license issued by this department? Answer yes or no. If yes, state amount and whether paid or unpaid.
6. **Were you ever a partner, managerial employee, officer, director, or stockholder in a firm that had a civil judgment rendered against it?** Answer yes or no. If yes, state amount and whether paid or unpaid.
7. **Have you ever declared bankruptcy or were you ever a partner, managerial employee, officer, director, or stockholder in a firm that declared bankruptcy?** Answer yes or no. If yes, give date bankruptcy field and name and location of court of jurisdiction and indicate personal or business.
8. **Do you currently have any criminal charges pending against you in any jurisdiction?** Answer yes or no. If yes, state the court, case number and the nature of the charges.
9. **Answer questions 9(a) – (d). These questions relate to any disciplinary actions, dismissals, demotions, adverse action from employment or involvement in any civil or administrative cases, etc.** Answer yes or no. If yes, provide details.
10. **All Applicants: EXCLUDING traffic offenses have you ever been convicted, placed on probation, or released from incarceration following conviction for any crime or offense, either Felony or Misdemeanor, of any jurisdiction, within the last ten (10) years.** Answer yes or no. Include any conviction where you were pardoned, pled nolo contendere, or where the conviction was expunged, dismissed, set aside or removed from the record under Penal Code Section 1203.4.
11. **Applicants for Driving School, Traffic Violator School: INCLUDING traffic offenses have you ever been convicted, placed on probation, or released from incarceration following conviction for any crime or offense, either Felony or Misdemeanor, of any jurisdiction within the last ten (10) years.** Answer yes or no. Include any conviction where you were pardoned, pled nolo contendere, or where the conviction was expunged, dismissed set aside or removed from the recorded under penal code Section 1203.4.

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Read the information in the **IMPORTANT NOTICE** box. **Applicants Initials Required:** Initial the form

> ***IMPORTANT NOTE:*** A background investigation is conducted on all applicants. Failure to disclose any/all convictions may result in the refusal, denial, or revocation of your license.

E. Misdemeanor or Felony Convictions: List all convictions.

F. Applicant Certification: Enter the city, state, and title.
Signature: Sign your name.
Date: Date the application.

Property Use Verification for Registration Service, OL 139

This form is to be completed by an official of the agency responsible for zoning in your area.

Appointment of Director as Agent for Service of Process, ADM 9050

This form enables the service of legal process on the Director of Motor Vehicles in the extended absence of the licensed principal. The ADM 9050 must agree exactly with the wording on the application or it will be rejected.



Applicants with convictions, prior departmental actions, business bankruptcies, and/or outstanding civil judgments related to the automobile industry, must file an Abbreviated Application. See page 8 for detailed instructions.

Request for Live scan Service, DMV 8016

Every person applying for an Occupational License must furnish a copy of their Request for Live Scan Service receipt when submitting their application to the Department of Motor Vehicles.

Contact your local Police Department, Sheriff's Office, or District Education Office to determine the Live Scan site nearest you. Call in advance, some locations are by appointment only. A photo ID will be required. A Live Scan list is available from DOJ's Live Scan internet address at ***http://ag.ca.gov/fingerprints/publications/contact.htm.***

The live scan fingerprinting service fee varies. The cost to electronically fingerprint the applicant is determined by the local live scan agency. According to DOJ, they can charge a fee sufficient to recover their costs. The $32 DOJ criminal record check fee is also collected at the live scan site.

If you have been previously licensed by the Department of Motor Vehicles, Occupational Licensing (within the past 3 years), please complete Question #2 on the Personal History Questionnaire (OL 29) and do not complete the Request for Live Scan Service.

Fingerprint Card, ADM 1316

A fingerprint card must be submitted for out-of-state applicants only. Fingerprint cards may be obtained by calling Occupational Licensing or contacting your local Inspector. Fingerprints must be taken at a local law enforcement agency either the Police Department or Sheriff's Office.

WHERE TO FILE YOUR APPLICATION

Submit the required fees, forms, and documents to your local Inspector. To ensure an Inspector will be available to assist you, please call for an appointment. Detailed office information is available at ***http://www.dmv.ca.gov/fo/inspector_office.htm.***



Applicants with convictions, prior departmental actions, business bankruptcies, and/or outstanding civil judgments related to the automobile industry, must file an Abbreviated Application. See page 6 for detailed instructions.

REGISTRATION SERVICE RENEWAL FEES

The fees to renew a registration service license are:

- $ 1 For Family Support Program
- $ 15 Renewal application fee
- $ 15 Renewal of branch location (each location)

FEES TO CHANGE A REGISTRATION SERVICE LICENSE

The fees to change a registration service license are:

- $ 70 Name change
- $ 70 Address change

FORMS TO CHANGE A REGISTRATION SERVICE LICENSE

Form(s) to change your existing registration service license:

- **OL 600**, Application for Modifications to an Occupational License for Registration Service

PHOTOGRAPH PROCEDURES

IMPORTANT NOTE: The department will perform on site inspections to confirm the contents of photographs. Submission of fraudulent application form(s) and/or photograph(s) is grounds to refuse to issue this and any subsequent license.

- Photographs must be clear enough to ensure compliance with requirements.
- Each photograph must be dated and signed.
- Photograph must be attached to a sheet of paper, labeled and numbered according to directions below.

DIRECTIONS FOR PHOTOGRAPH REQUIRMENTS

- **Office**
  - Photographs must clearly show an office set up to perform the duties required by the license type, including adequate secure storage for accountable materials and records.
- **Entrance**
  - Photograph(s) of the office entrance, which includes the office address from the outside of the building. (NOTE: See directions under sign for further directions if the address is not affixed near the office entrance or to the exterior of the building.)
  - If the office entrance is not directly accessible from the exterior, then a photograph from the corridor showing the direct entrance is also required.
- **Office Use**
  - A full photograph from the entrance to the back wall which includes both side walls. Option: Two or more photographs that can be placed together covering the entire office area.
- **Books and Records**
  - Photograph(s) of where the books and records pertinent to the type of business being conducted are kept.
- **Sign**
  - Photographs(s) must clearly show a sign permanently affixed to the exterior of the building, visible from a distance of fifty (50) feet. If the address is not visible on the exterior of the building, then it must appear on the sign.
  - **Sign From Fifty (50) feet:** A photograph of the sign from a distance of fifty (50) feet is required.
  - **Sign From Property Entrance:** A photograph of the sign from the nearest public entrance to the property.
- **Location**
  - Licensees with minimal license requirements must submit a photograph that clearly shows the place of business (exterior of building and/or property), posted business name sign and area for licensed activity.

TEMPORARY PERMITS

Permits and supplies to operate will be issued by an inspector only after all requirements are fulfilled, the background check performed is clear, and your location has been inspected and approved.

ABBREVIATED APPLICATIONS

The purpose of an abbreviated application is to allow applicants with convictions, prior departmental actions, business bankruptcies and /or outstanding civil judgments related to the automobile industry, to discover if a license will be issued or reissued without incurring the possible unnecessary expenses of obtaining a bond and/or establishing a place of business.

An abbreviated application must be submitted to determine your eligibility for a license.

An abbreviated application consists of the following fees and documents:

- $150 Non-refundable application fee
- $1 Family Support Program
- OL 601 Application for Original Occupational License for Registration Service
- OL 29B Application for Occupational License Personal History Questionnaire, Part B, Business Licensing Unit
- DMV 8016 Request for Live Scan Service (yellow copy)

If you are considering submitting an abbreviated application, contact the Occupational Licensing Inspector in your area for assistance.

COMMERCIAL REQUESTER ACCOUNT

The department may establish commercial requester accounts for individuals or organizations and issue requester codes for the purpose of obtaining information from the department's files. Any person or business that has a legitimate business need for obtaining DMV information can apply for a requester code account. Further information and application forms can be found at ***www.dmv.ca.gov/otherser/cra/cra_top.htm.***

BUSINESS PARTNER AUTOMATION

DMV has established an electronic BPA Program that allows qualified industry businesses to process vehicle related transactions from their remote locations. Business partners are authorized to process and issue validated registration cards, full year registration stickers and automobile and commercial vehicle license plates. For participation in the Business Partner Automation Program you must submit a copy of your permit with application documents as instructed at the following site: ***http://www.dmv.ca.gov/otherser/bpa/bpa.htm.***

REGISTRATION SERVICE LICENSE - FREQUENTLY ASKED QUESTIONS

Listed below are the most frequently asked questions. This list is not all inclusive nor is it intended to be. If you have any questions, please contact your local inspector.

Where can I obtain application forms?

All forms and application packages can be downloaded from the internet. Further licensing information is contained in the application package at ***www.dmv.ca.gov/vehindustry/regservice.htm.***

How long will it take for the department to process my application?

The average time for processing an application may be up to 120 days to allow the department time for investigation and processing of the license.

Does the department issue temporary permits?

Pending the satisfaction of the department that the applicant has met the requirements for the license, the department may issue a temporary permit for a period not to exceed 120 days while it completes its investigation and determination of all facts relative to the qualifications of the applicant for the license. *CVC Section 11404 (b).*

Where do I file my application?

Application packages for registration services are submitted to an inspector office in your area. Addresses are available at ***www.dmv.ca.gov/fo/inspector_office.htm.***

Where do I call if I have questions?

General licensing questions can be answered by your local inspector or you may call (916) 229-3126.

What is the license renewal period?

The registration services license is renewed bi-annually after initial licensing, based on the month the original license was issued. Renewals should be made before the expiration of the license. If you do not renew your license before it expires, you may renew your license within thirty (30) days following the expiration date by paying the annual renewal fees and a penalty equal to 100 percent of the original application fee. Renewals will not be accepted for licenses that have been expired for more than 30 days.

How do I renew my license?

About 45 days before the expiration of your license you should receive a courtesy notice for renewal. After you complete the courtesy notice, you will need to mail your renewal form and fees to:

Department of Motor Vehicles
Occupational Licensing Branch
P.O. Box 932342 MS L224
Sacramento, CA 94232-3420

If you do not receive a courtesy notice please call (916) 229-3126.

Are there exclusions for a registration service license?

Yes. The exclusions for a registration service license are explained in CVC Section 505.2.