



New Jersey Motor Vehicle Commission

STATE OF NEW JERSEY

DEALER ONLINE SERVICE PROGRAM PARTICIPATING DEALER ACKNOWLEDGMENT FORM

The New Jersey Motor Vehicle Commission (NJMVC) has instituted a Dealer Online Service Program (DOSP) to enable licensed automotive Dealers to electronically process NJMVC transactions resulting from the sale or lease of vehicles at their place of business. The NJMVC has authorized General Systems Solutions (GSS), as a Service Provider under the DOSP, to provide an online service system for Dealers to electronically process such transactions. Dealers wishing to participate in the DOSP will act with limited authority from the NJMVC through GSS to perform titles and registrations transactions, collect fees, surcharges and other monies related to the sale or lease of motor vehicles.

DEALERS WISHING TO PARTICIPATE IN THE DOSP MUST SIGN THIS PARTICIPATING DEALER ACKNOWLEDGMENT FORM AND ADHERE TO THE FOLLOWING REQUIREMENTS:

REQUIREMENTS:

1. Participating Dealers shall enter into an agreement with General Systems Solutions for participation in the NJMVC's DOSP.
2. All Participating Dealers pre-approved for participation in the DOSP by GSS will have their applications forwarded to the NJMVC for final approval. No dealer will be allowed to participate in the DOSP without NJMVC approval.
3. Participating Dealers must, at all times, remain in full compliance with all local, State and federal laws, rules and regulations applicable to this Program.
4. Background Checks and Fingerprinting – N.J.S.A. 39:2A-32 requires that all Participating Dealers' employees (known as Authorized Users) who have access to the online service system with the capability of processing motor vehicle transactions undergo a background and fingerprint check. If the information from the criminal history record background check discloses that a prospective or current employee has a record of criminal history, the NJMVC will review the information to determine if the person is disqualified from having access to the NJMVC system for processing transactions. The NJMVC is not responsible for any costs associated with this requirement with respect to access to the online service system. (See attached fingerprint procedures, application and statute for complying with this requirement.)
5. Authorized Access – Each Participating Dealer shall designate at least two staff members (including one of which shall have supervisory responsibility) as Authorized Users of the DOSP.
6. Information Security and Disclosure – All personal information contained within motor vehicle records must be protected in accordance with both the Federal and State Drivers' Privacy Protection Acts, 18 U.S.C. §2721 et seq. and N.J.S.A. 39:2-3.3, the NJ Open Public Records Act, and MVC regulations and policies. All Participating Dealers agree to abide by these laws and regulations and will only disclose motor vehicle information for the sole purpose of meeting their obligations under the DOSP.
7. Audits – The NJMVC reserves the right to perform audits of each Participating Dealer. Such Dealers must provide the NJMVC with access to the transaction processing location of records and related inventory for unannounced audits and security checks.
8. Termination – The NJMVC may, in its sole discretion, deny, terminate or cancel participation of any Participating Dealer if any one or more of the following conditions exist:
 - (a) Failure to retain its status as a licensed new car dealer with a fixed place of business in New Jersey.

- (b) Failures to submit all supporting documents - Participating Dealers are required to return ALL supporting documentation for each transaction processed within six (6) days of the transaction date. (N.J.S.A. 39:10-1 et seq.).
- (c) Misuse or misappropriation of vehicle registration, title data or NJMVC fees.
- (d) Failure to follow required or approved procedures for the electronic transfer of payments for title, registration and other fees.
- (e) Misuse or lack of accounting for any NJMVC controlled item assigned for distribution by a Participating Dealer.
- (f) Failure to provide requested information or records for the purpose of audit.
- (g) Processing a title transfer to next owner prior to having all source documents in its possession.
- (h) Failure to properly safeguard and secure the inventory items, documents and computer systems.
- (i) Any other unacceptable condition or practice identified by the NJMVC.

9. Customer Service – Customers are not required to have their transactions processed through the Dealer Online Service Program. Customers must be informed that they have the option to not participate. Participating Dealers must display a list of Dealer Online Service Program fees in a prominent area of each showroom, and provide each customer with a written disclosure, prior to the processing of online transactions, showing an itemized list of transactional fees mandated by the NJMVC, and itemized fees being collected for processing online transactions via the Dealer Online Service Program.

10. Inventory Control – Participating Dealers shall submit reports, including daily activity reports, inventories of NJMVC plates and documents, and other such reports as required by the NJMVC.

- (a) All shipped inventory must be electronically accepted by a Participating Dealer within two (2) business days of receipt, and all controlled inventory cannot be utilized, assigned or transferred until accepted.
- (b) The NJMVC hereby authorizes GSS field personnel to handle and inspect inventory at Participating Dealers as needed to fulfill the responsibilities of the DOSP.
- (c) In the case of missing or unaccounted for inventory, each Participating Dealer is required to fully cooperate with any investigation by the NJMVC and GSS.
- (d) The NJMVC requires that a Participating Dealer who is no longer participating in the Program reconcile, account for and return all assigned, yet unused, control-numbered inventory to the NJMVC within twenty (20) days.

11. System Security and Standards

- (a) Each Participating Dealers computer terminal shall be a termination point on the online service system's communication network; no terminal may serve as an intermediate communications mode to transmit personal information to other systems. Participating Dealers may not use wireless systems for any transactions processed through the Dealer Online Service Program.
- (b) ID's and Passwords – GSS shall assign a unique office identification number to each Participating Dealer, required for login access to the NJMVC system. Each Authorized User at the Participating Dealer shall personally select a unique, manually entered password. The passwords shall be held in confidence, and the online service system will systematically prompt each Authorized User to change their password every ninety days.
- (c) Printers used to produce documents must meet the NJMVC standards, conform to all criteria and be approved by the NJMVC.
- (d) Terminals, Peripheral Devices and Printouts
 - (1) Unattended Terminals - Each Participating Dealer is required to implement procedures that ensure that any computer terminals shall not be left unattended while logged on to the Online Service System. GSS shall configure the online service system so as to require re-authentication of any terminal from which no response or command is generated within a fifteen-minute time period.
 - (2) Public View - Participating Dealers along with GSS are required to implement procedures that ensure that a terminal, including a monitor, printer, or other form of display or duplication of motor vehicle records, including any printed copy of a motor vehicle record, shall be placed in a secure location so as to prevent the information from being viewed by persons who are not Authorized Users.

3) Destruction of Printouts - Participating Dealers are required to implement procedures which ensure that each printed copy of a motor vehicle record is destroyed when its legitimate use or required retention period has expired.

12. Participating Dealers shall not mingle or commingle any funds received for registration and title fees with a Dealer's other financial activities not related to the DOSP so as to cause any loss or expense of any nature or kind to the NJMVC.

By signing this form, Participating Dealers agree to remain in compliance with all requirements of the Dealer Online Service Program. The NJMVC and/or GSS may suspend or terminate the access privileges of a Participating Dealer or any Authorized User of the system, without notice, immediately upon the discovery of a violation of the laws or regulations of the State of New Jersey, or any other state, or any federal law or regulation. Participating Dealers may be terminated from the DOSP for failure to comply with the requirements stipulated in this Acknowledgment Form.

Name of Franchised Dealer: _____

Business Address:

NJMVC Dealer (Wall) License Number: _____

Signature of Dealer Principal or Authorized Officer:

_____ Date _____

Name of Dealer Principal or Authorized Officer:

(Print)

Witness Signature (GSS Representative):

Name of GSS Representative:

(Print)