

**MVD COMPLIANCE PROGRAM  
T&R – DL INSPECTION  
CHECKLIST**

Inspection Date: \_\_\_\_\_ Company Name: \_\_\_\_\_  
Salesforce Number: \_\_\_\_\_ Office Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Inspector Name: \_\_\_\_\_

**1. Pre-Inspection paperwork:**

- Verify company information on Salesforce and also on the [Arizona Corporation Commission](#)  Yes  No
- Hours of operation and company contact information (Must be compared to Salesforce)  Yes  No
- OIMS-Print out the Storeroom Inventory Report  Yes  No
- OIMS-Print out the Office Inventory Assignment Report for titles assigned to title printer  Yes  No
- OIMS-Print out the Office Inventory Assignment Report for each window assignment  Yes  No
- Print out the following reports through MVD Compliance QA and Armani Databases:
  - Title & Registration accuracy report  Yes  No
  - Driver License accuracy report  Yes  No
  - Error Resolution Report  Yes  No
  - Money Due Report  Yes  No
  - ADMS Report (ask for same dates listed on the Engagement Letter)  Yes  No
  - Employee Search (MVDAR checks)  Yes  No
  - MVMVD Report  Yes  No
  - VLT / MVFEE Reports
    - Management approval  Yes  No
    - Proper documentation  Yes  No
    - VLT errors  Yes  No
  - Exemption Report
    - Proper documentation  Yes  No
    - VLT errors  Yes  No
  - Late Deposits  Yes  No
- Verify Contracts are 1 year, (note: might still have ATPs with a 3 year) authorized and prohibited transaction codes, addendums, or joint letter of renewal  Yes  No Specify date of renewal: \_\_\_\_\_
- Verify current Certificate of General Liability Insurance yearly renewal; approved by ADOT Safety and Risk  Yes  No
- ADOT MVD is included as the additional insured  Yes  No
- Verify Surety Bond for T&R \$100,000.00, reinstatement yearly renewal; approved by ADOT Safety and Risk  Yes  No
- Verify Surety Bond for DL \$300,000.00, reinstatement yearly renewal; approved by ADOT Safety and Risk  Yes  No

**Comments:**

**A. Signage Requirements:**

- Hours of operation should disclose T&R and DL hour's  Yes  No
- Processor certificates posted or accessible  Yes  No
- Company contact consistent with Salesforce  Yes  No
- Title VI poster is displayed and conspicuously posted  Yes  No
- Auxiliary Aids & Services Notice  Yes  No
- Third Party Authorization poster visible to public  Yes  No
- Written testing area has signs posted unauthorized electronics is prohibited  Yes  No

**B. Marketing Requirements:**

- The Company shall not place any language or statement which indicates or implies that the company can, in any way, influence ADOT MVD or obtain preferential, advantageous treatment or endorsements from ADOT MVD. The ADOT MVD said logo must have prior approval in writing from ADOT MVD to utilize.  
 Yes  No
- The amount charged for each transaction by ADOT MVD, the amount charged by the ATP for the same transaction, with a total column, and lettering must be at least 1/2 inch in height, and have a sign posted "how to file a complaint or concern with the department about the authorized third party."  
 Yes  No
- The text and graphics of any marketing or website content; the sound, text and picture content of any electronic marketing; and the name of each publication medium. Comments or marketing activities on the Company's social media sites or other Company web pages shall be made available to ADOT MVD upon request. To include any scheduled or unscheduled media representative interview or office visits per [Authorized Third Party Marketing Request form #96-0495](#)  Yes  No
- The Company shall also maintain at the Company's place of business a complete and current listing of all marketing activity created or initiated by or on behalf of the Company  Yes  No
- The listing referenced above shall include: a) specific source names, when applicable; b) specific "start" and "end" dates, when applicable; and c) the listing shall be made available for immediate review upon request by ADOT MVD representatives or by law enforcement officials  Yes  No  N/A

**Comments:**

**2. Facility Requirements ([Third Party Provider Security Requirements](#) memo):**

- Office, secure storeroom, and workstations appear secure.  Yes  No
- Adequate floor space to perform authorized services  Yes  No
- Off-site 24 hour monitored reporting alarm system  Yes  No
- Security camera footage must be retained for 30 days  Yes  No

- Camera provides adequate coverage  Yes  No
- Cameras and motion detectors in each room or space including the inventory, and records storage  Yes  No
- Monitor alarm system include security alarm company must automatically notify law enforcement and designated Authorized Third Party Provider employee to respond if the alarm system is set off  Yes  No
- Review security camera and picture angles  Yes  No
- Knowledge test area must be in view of ATP provider's employee's  Yes  No
- Secure area for inventory and records (must not have drop down ceiling or windows), this secure area must be separate from others and adequately secured to prevent loss or theft of stored records as well as accountable and non-accountable inventory (Offsite storage is not permitted)  Yes  No
- Minimum safe standards 20" x 20" x 20" (4.6 cubic feet)  Yes  No
- Safe is in a secure area  Yes  No
- Safe must be locked at all times  Yes  No

**NOTE: I hereby acknowledge that I have read and meet the Third Party Provider Security Requirements per memo dated November 13, 2017 as bulleted below:**

- **Color Video**
- **Video resolution quality of 1920 x 1080**
- **Video recorded at 20 frames per second (FPS)**
- **Proper/sufficient 24 hour lighting throughout the location so that the cameras can operate effectively and information is properly recorded**
- **Where lighting cannot be changed, the cameras must be "day/night" cameras, which provide a black and white image in low-light conditions**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**3. Title Printer Log(s) [Authorized Third Party Manual](#):**

- Verify title log has the beginning title number and is notated on the Title Printer Log form ([#96-0197](#))  Yes  No
- If the current Title Printer Log lists any voided titles, verify title is clearly voided on the front and back of the title with a black marker (ONLY)  Yes  No
- A new Title Printer Log form ([#96-0197](#)) is required each day. The title printer log must also be completed in its entirety ([Authorized Third Party Manual](#))  Yes  No
- Verify End of Day processing title(s) are voided and clearly marked "VOID" on the front and back of the title with a black marker (ONLY)  Yes  No

**Comments:**

**Camera Area:**

- Secure DVW PC with steel box mounted to floor (minimum size: 8" x 17.5")  Yes  No
- Camera secured to the counter  Yes  No

**Comments:**

**4. Fraudulent Document Recognition (FDR) Tools:**

- MAG Loop  Yes  No
- UV light and or light table/flashlight  Yes  No
- Current version of I.D. checking guide  Yes  No

**Comments:**

**5. Quarterly Inventory:**

- Quarterly Inventory Report are required to be completed on (01/05, 04/05, 07/05, 10/05)  Yes  No
  - Quarterly Inventory report completed timely  Yes  No
  - Affirmation form is signed and dated by two designated person's  Yes  No

**6. Inventory Storeroom/Windows:**

- Verify all storeroom inventory credentials with printed report  Yes  No
- Verify all credentials assigned to each workstation with printed report  Yes  No
- Verify title inventory is being properly assigned to the title printer  Yes  No
- Verify plates being displayed are assigned properly to the display window  Yes  No
- Review most recent packing slip (plates, paper stock, permits, placards)  Yes  No
- Verify plates in the storeroom are kept in sequential order  Yes  No
- Verify plates are not being shared by processors  Yes  No
- Verify plates not being shared by other branches  Yes  No
- Verify Requisition Log is being updated on a weekly basis  Yes  No
- Verify all DL temporary credential are accounted  Yes  No

**Comments:**

7. **Road Test Log:**

- Filled out correctly  Yes  No
- Road test logs being electronically submitted to TPA weekly in which the tests were conducted  Yes  No
- Confirm the company has 2 road test routes between one and a half to two and a half miles in distance and each should include the following:
  - At least one traffic light
  - At least on lane change
  - At least two of the turns should be at a major intersection
  - Observance of stop, yield, caution, railroad, and/or other signs, as available
  - Observance of resident, school, business, and highway speed zones, as available
  - Two to three right turns
  - Two to three left turns Yes  No

**Comments:**

8. **Company Process** (if a company has Motor Vehicle Record (MVR) Authority): Starting December 5, 2016; a customer requesting their own MVR are not required to submit an MVR (form #46-4416) ([Policy 5.1.2](#))  N/A

- Review front and back of the MVR application(s) for the most current month  Yes  No
- Verified billing paid  Yes  No

**Comments:**

9. **Employee Transaction** [Policy 20.1.1 dated June 14, 2018](#):

- Employee Transaction is completed in accordance with policy noted above  Yes  No
- Verify Owner, Supervisor or Manager has approved family member through TPA Support  Yes  No

**Comments:**

**Review End of Business Day Processing for 2 Days**

Date	RACF Number	Batch Number	MDSTP Signature YES/NO	Date	RACF Number	Batch Number	MDSTP Signature YES/NO

- Registration renewals with emissions slip (if applicable)  Yes  No
- MVFEE transaction approval (if applicable)  Yes  No

**Comments:**

**Certified Processors File:**

Processors Name: \_\_\_\_\_ RACF: \_\_\_\_\_

- Computer Access Request Form (CARF)  Yes  No
- Title & Registration Certificate  Yes  No
- Driver License Certificate  Yes  No
- Level I Inspection Certificate  Yes  No  N/A
- Authorized Presence Document  Yes  No
- MVD Computer Security Requirement ([Policy 20.1.1](#))  Yes  No
- Computer Security Awareness (Bi-Annually)  Yes  No **Completed** \_\_\_\_\_
- ATP Access Agreement  Yes  No  N/A
- Title VI training class been completed  Yes  No
- Processor Access Agreement  Yes  No

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**Comments:**

- Copy of notification for any terminated processors  Yes  No

Please click the submit button when you have completed this form to open an email and send to [MVDComplianceProgram@azdot.gov](mailto:MVDComplianceProgram@azdot.gov). Additional documents may be attached to the email.