



Motor Vehicle Division

34-6001 R02/19 azdot.gov

Mail Drop 547M
MVD Compliance Inspection Unit
1801 W. Jefferson St.
Phoenix AZ 85007

MVD COMPLIANCE PROGRAM
120 DAY & INITIAL
T&R INSPECTION CHECKLIST

Inspection Date:
Salesforce Number:
Contact Name:

Company Name:
Office Number:
Inspector Name:

1. Pre-Inspection paperwork:

- Verify company information on Salesforce and also in the Arizona Corporation Commission
Hours of operation and company contact information
OIMS-Print out the Storeroom Inventory Report
OIMS-Print out the Office Inventory Assignment Report for titles assigned to title printer
OIMS-Print out the Office Inventory Assignment Report for each window assignment
Print out the following reports through MVD Compliance QA and Armani Databases:
Title & Registration accuracy report
Error Resolution Report
Money Due Report
ADMS Report
Employee Search
MVMVD Report
VLT / MVFEE Reports
Exemption Report
Late Deposits
Verify Contracts are 1 year
Verify current Certificate of General Liability Insurance
ADOT MVD is included as the additional insured
Verify Surety Bond for T&R \$100,000.00

Comments:

Empty rectangular box for comments.

2. A. Signage Requirements:

- Hours of operation should disclosed T&R hour's
Processor certificates posted or accessible

- 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

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:

3. 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
- 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

4. 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:

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

Comments:

7. **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:

8. **Employee Transaction** [Policy 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
- 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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Processors Name: _____ RACF: _____

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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. Additional documents may be attached to the email.