



## **CUSTOMER RECORDS**

### **Summary of Changes**

Revised information regarding Government Customer Records which are now created/updated by the Motor Vehicle Division (MVD) Electronic Lien and Title (ELT) Help Desk, see Section N. Made a clarification to the labels for the DM segments in Section E. In addition, made clarifications to the contact information regarding lienholder customer records and to the Title and Registration Application form numbers. Clarified the applicable form numbers for the Title and Registration Application. Removed redundant information stating that a Lienholder Customer Number is not used when the lienholder already exists as one of the following Customer Record types: dealer, estate, individual, or trust.

### **Purpose**

To provide information **regarding** the Customer Database and to establish guidelines for Customer Record requirements.

### **Policy**

- A. The Customer Database stores information for all customers conducting business with the Division. Each customer is assigned a customer record. Since the Division does business with different types of customers, the Division utilizes the following types of customer records:
- Dealer
  - Estate
  - Government
  - Individual
  - Lienholder
  - Organization
  - Transporter
  - Trust
- B. Customer Records are required in order to:
- Issue a:
    - License (driver license, commercial driver license, identification license, and/or instruction permit)
    - Arizona Certificate of Title (title) and/or Registration
  - Record:
    - A Customer Characteristic
    - A citation or warrant
    - A fee paid
    - A withdrawal action
    - An activity alert
    - An out-of-state vision screening and/or road test results

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- C. The Customer Record must contain, at a minimum, the following information:
- Customer Number, may be a combination of alpha and/or numeric characters
  - Full legal name
  - Residence address (includes city, state, zip code, county and country)
  - Mailing address, when applicable (includes city, state, zip code, county and country)
  - Gender
  - Date of birth (DOB)
  - Any information required for the specific customer record type, see Sections H through Y
- D. The Customer Number may be:
- A system-generated number
  - A Federal Employer Identification Number (FEIN or EIN)
  - A Social Security Number (SSN)
    - While the Division no longer allows the assignment of an SSN as the customer number, the SSN may display as the customer number on records created prior to October 1, 2000
- E. The Customer Record is divided into segments, each of which contains specific information relating to that particular customer. The Division utilizes the following customer record segments:
- DM0 - Customer Record (basic information, name, customer number, address, physical description, etc.)
    - Status codes displaying on the DM0 segment are used to indicate a specific status, action, or fee due, see the Motor Vehicle Division (MVD) Chart: [Driver License Status Code Definitions](#)
  - DM01 - Previous License
  - DM02 - Conviction (citations)
  - DM03 - Comment
  - DM04 - Warrants (no longer used)
  - DM05 - Driver Improvement
  - DM06 - Traffic Survival School
  - DM07 - Financial Responsibility Suspension
  - DM08 - Financial Responsibility Proof SR22
  - DM09 - Mail Address (address history, both residence and mailing)
  - DM10 - Suspension (traffic complaints)
  - DM11 - Additional Permits/License (instruction permit and identification license, current and previously issued)
  - DM12 - Accidents on File (commercial driver license accident history, out-of-state, only)
  - DM13 - Aliases (AKA)
  - DM14 - NRV FTA/FTC/FTP Reporting (reports from another state for failures to appear, comply, or pay)
  - DM15 - Dishonored Check (nonsufficient funds (NSF))
  - DM16 - Business Relationship
  - DM17 - Policy Holder
  - DM18 - Credential (ADOT/MVD employee)
  - DM20 - Customer Fees (fees collected)
  - DM24 - Customer Characteristics
  - DM25 - Out of State Withdrawal (limited access)
  - DM26 - Medical Review Information (commercial driver, limited access)

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- **DM27 - Medical Review Requirements (limited access)**

F. In general, with the exception of a customer who is applying for a first time Arizona license, Arizona Certificate of Title, and/or Registration, a customer record should already exist on the customer database.

Note: To avoid the creation of inconsistent or duplicate customer records and to prevent unnecessary delay in the delivery of services, the Customer Service Representative (CSR) must first perform a proper search (for an existing customer record) before creating a new customer record.

G. When multiple records exist on the system, the CSR shall determine which record is valid. The valid customer record shall be used to complete the customer's transaction.

Note: When multiple records exist for the same person, the CSR shall complete a Combined Records Request, form #96-0130. The Combined Records Request form and screen prints of the multiple records are forwarded to the Records Unit. The Records Unit agent will conduct the necessary research and, if there are enough matching criteria to ensure that the records belong to the same individual, the Records Unit agent will combine all related records into one record.

Motor Vehicle Division  
Records Unit, Mail Drop 533M  
PO Box 2100  
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Exception: Authorized Third Party Providers must forward the documentation to the Third Party Management Support Unit (TPMSU), who will then forward the documentation to the Records Unit.

### **Dealer Customer Record**

H. A Dealer Customer Record is assigned to a licensed auto recycler, broker, distributor, motor vehicle dealer, manufacturer, and/or title service company. The Dealer Customer Record **reflects the dealer's license number.**

I. A Dealer Customer Record is created and/or updated by Dealer Licensing Unit personnel, only. The CSR may query the Dealer Customer Record to determine whether the dealer was currently licensed at the time of the sale and the types of vehicles the dealer is licensed to sell.

J. The Dealer **License** Number must be recorded in the Dealer License Number area on the title. Valid **Arizona** Dealer License Numbers begin with an "L" **and cannot be used as a customer number to record a lien or vehicle ownership.**

### **Estate, Organization and Trust Customer Records**

K. An Estate, Organization, and Trust Customer Record are assigned to any estate, organization or trust applying for a title and/or registration on behalf of the estate, organization or trust.

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- L. At the estate, organization or trust's option, the Customer Number may be the estate, organization or trust's FEIN or a unique system-generated number.

### **Government Customer Record**

- M. A Government Customer Record is assigned to any of the following (when a title and/or registration is requested):
- A city, town, county, state, or federal agency
  - A political subdivision of this state
  - A tribal agency
  - An ambulance, fire fighting or rescue services provider
    - A privately owned ambulance company is not considered to be a government vehicle
  - Certain nonprofit organizations
- N. A Government Customer Record is created and/or updated by **MVD Electronic Lien and Title (ELT) Help Desk** personnel only. The Government Customer Record has a unique system-generated number. In most cases, a Government Customer Record should already exist on the customer database. When the CSR is unable to locate a Government Customer Record, the CSR shall contact **the MVD ELT Help Desk** at (602) 712-5080, who will determine whether a record already exists or a new record should be created. **Authorized Third Party Providers will need to contact TPMSU via email at [TPMSU@azdot.gov](mailto:TPMSU@azdot.gov) for assistance with a Government Customer Record.**

### **Individual Customer Record**

- O. An Individual Customer Record is assigned to a person. The Individual Customer Record will include the following information:
- Customer number
  - Full legal name
  - Residence address
  - Mailing address, when applicable
  - Physical description (includes gender, weight, height, eye and hair color)
  - DOB (01011901 is used when the DOB is unknown and the CSR is creating a title and registration customer record)
- P. When the Individual Customer Record is created specifically for the purpose of issuing a license, the customer record must include the customer's:
- Physical description:
    - Weight must be described in pounds
    - Height must be in described in feet and/or inches
    - Natural hair and eye color
  - DOB
  - SSN
    - Customer records displaying a Type F license, Title and Registration customer records, a DL issued prior to 10-01-2000, and/or an ID issued prior to 7-3-2002 may not display an SSN
  - Prior license information (class, type, issue date, expiration date, etc.), as applicable
  - Current license information (class, type, issue date, expiration date, endorsements, restrictions, medical alert, etc.), as applicable

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- Q. A customer may request that the gender noted on the record be changed. To accomplish this change, the customer must apply for a new license (duplicate). It is *not* necessary for the customer to have completed the surgical gender-change procedure. A signed statement from a licensed physician is required. The signed statement must:
- Include a statement to the effect that the customer is irrevocably committed to the gender-change process
  - Include the physician's license number
  - Be presented within three months from the date the statement was signed by the physician

### **Lienholder Customer Record**

- R. A Lienholder Customer Record is assigned to a lending agency, bank or organization that is listed as a lienholder on the Arizona title, Title and Registration Application, form #48-0509A, #48-0509T, or #96-0236, or out-of-state title.
- S. At the lienholder's option, the Lienholder Customer Number may be the lienholder's FEIN or a unique system-generated number.
- T. In addition to the minimum information required, the Lienholder Customer Record will display the following information:
- Main office/branch
  - "Aliases" segment (DM13)
    - When the lienholder has an out-of-state address, the Lienholder Customer Record will display a partial address, partial city, and the state abbreviation
- U. When a vehicle/mobile home record contains the Unverified Lienholder Number (E00150683), the CSR will make every attempt to locate the valid Lienholder Customer Number.
- V. When the CSR is unable to locate a Lienholder Customer Record, the CSR's supervisor or lead shall contact the MVD ELT Help Desk at (602) 712-5080 or TPMSU at [TPMSU@azdot.gov](mailto:TPMSU@azdot.gov) when it is an Authorized Third Party Provider. The MVD ELT Help Desk personnel will determine whether a record already exists or a new record should be created.

### **Transporter Customer Record**

- W. A Transporter Customer Record is assigned to a licensed transporter.
- The Transporter Customer Record has a unique system-generated number
- X. A Transporter Customer Record is created and/or updated by Fleet Services Unit personnel, only.
- The CSR may query the Transporter Customer Record

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8 November 2010  
Date

  
STACEY K. STANTON  
Division Director

Authority: A.R.S. §§ 28-2132, 28-2133, 28-2134, 28-3158, 28-3165, and 28-3166

Procedure Information: [Accessing a Customer Record](#), [Reading a Customer Record](#), [Creating a Customer Record](#), [DM Segments](#)

Steps: [Customer Record – Creating An Individual For The Issuance Of A Credential For DL, ID, Or IP](#), [Customer Record – Creating A Simple Individual Record for T/R](#), [Customer Record – Creating An Organization, Trust, or Estate](#)