

Who to Call @ PAA

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Who to Call @ PAA

PAA reviews titlework before it is delivered to PennDOT and assists with all PennDOT documents, including temporary plates, inspection stickers, and dealer plate renewals. PAA Title Department provides toll-free customer services and assists with Priority Title Service, Dealer Titles, Lien Verifications, Research Services, DealerTrack Electronic Services, and New Dealer Start-up. Customers can reach over 35 title personnel with processing questions. Also, members utilizing PAA's Messenger Service can view the progress of their transaction via the Members Only section of the PAA website 24/7.

Title and Priority Questions – Karen McMillan, Ruth Griffie, Jeanie Hower, Christine Smeltz, Joan Laughman, Andi Alleman, Louise Murphy, Tara Brady, Liz Read, Denise Cisney, Amanda Finsterbush, Michelle Zehring, Bernadette Braun, Lisa Forbes, Katie Kreiser, Robin Bascome, Jody Myers, Don Busey, Dan McMillen, Kris Barrett

Dealer Titles – Judy Kline, Nicole Shaffer (Harrisburg) Jennifer Kearney, Ashley Cohen (Philadelphia)

PAA has two locations for processing Dealer Titles, Harrisburg and Philadelphia. On-site production of dealer titles is available within hours of receipt, providing there are no paperwork errors. Fast, accurate and easy transactions include:

- MV-1 with Out-of-State Title to PA Dealer Title
- PA Title to Dealer Titles
- MV-4ST, MV-38O, SPOA (lost-to-dealer title procedure)
- MV-38D, Copy of Title and MV-27A or B
- Duplicate Dealer Titles
- Repossessed Titles

Mitigating Division – Louise Murphy, Christine Smeltz

The mitigating division was created to help dealers comply with PennDOT's 20-day submission requirement of title work when the vehicle is sold without a title. The process enables the dealership to submit the title work to PAA and meet the 20-day requirement while waiting for the title from the financial institution.

Lien Verification – Judy Kline, Denise Cisney, Karen McMillan

Lien verifications are produced on site at PAA to ensure a timely turnaround. It is a required step for a dealer when selling a PA titled vehicle that is paid off before the title is received from the lienholder.

Who to Call @ PAA

Dealertrack Online Registration Program – Karen McMillan, Ruth Griffie, Jeanie Hower, Christine Smeltz, Joan Laughman, Andi Alleman, Louise Murphy, Tara Brady, Liz Read, Denise Cisney, Amanda Finsterbush, Michelle Zehring, Bernadette Braun, Lisa Forbes, Katie Kreiser, Robin Bascome, Jody Myers, Don Busey, Dan McMillen, Kris Barrett

To Order Dealertrack Supplies, inventory@paa.org

RTS is an electronic vehicle titling and registration program that permits dealers to process registration data on-line and supply the actual registration credentials and plate stickers to their customers in lieu of sending them through PennDOT for processing.

PAA also coordinates the inventory for agents on the Dealertrack OLRS system, vehicle searches, operator licenses and operator records.

Apportioned Regs-Trucks – Karen McMillan, Don Busey, Dolores Myers, Christine Smeltz, Katie Kreiser

Trucks and tractor-trailers over 26,000 pounds must obtain apportioned registration if operating in two or more states. PAA offers temporary apportioned permits, hunter permits and assistance obtaining IFTA decals.

ELT – Liz Read, Jan Sworen, Allison Mitchell

PAA provides customer service for the over 1600 clients who have contracted with PAA for electronic lien and title services. This service was started to benefit PAA members when PennDOT required mandatory ELT in Pennsylvania. The service has grown to encompass clients from all over the country processing in over 20 ELT states. PAA works with Dealertrack to facilitate agreements for new clients and for clients adding new states. All billing for clients is processed through PAA.