



New York State Department of Motor Vehicles

GETTING STARTED

WITH

DIAL-IN

MV-15DIAL (10/08)

Data Services
6 Empire State Plaza
Albany, NY 12228

GETTING STARTED WITH DIAL-IN

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INTRODUCTION

WHAT DIAL-IN DOES

Dial-In allows you to use your own computer hardware and software to search for and display records from the New York State Department of Motor Vehicles (DMV). Dial-In allows access to four kinds of records: Driver License, Vehicle Registration, Vehicle Title and Vehicle Insurance Records.

FEE INFORMATION

Fees do not apply to government accounts. Fees do apply to commercial and not-for-profit organizations' accounts.

For all users, Dial-In continuously updates your escrow account and displays the current balance in the upper right corner of your screen. Fees for search transactions are as follows:

1. Each search which results in a single record..... \$7
2. Each search which results in a "no-hit" \$7
3. Each search which displays a page of possible matches \$7
4. Display of the next page of possible matches (MORE)..... \$7
5. Expansion of **one** of the records from a page of possible matches No charge
6. Expansion of **another** record from a page of possible matches \$7
7. Redisplay of an expanded record (going back to page one of the record, REDO) .. No charge
8. Redisplay of a page of possible matches (going back one page in the list of possible matches, PREV)..... No charge
9. Certified abstract of an expanded record \$1



WARNING--Every time you enter the command "MORE," your account is charged a \$7 fee. However, there is no additional charge to expand one record from the page you see **after** you have keyed in the word "MORE".

WHAT INFORMATION IS AVAILABLE

New York State (NYS) Records

Only NYS records are available from Dial-In. DMV creates a record when a person or corporation registers or titles a vehicle in New York State. DMV also creates a record when a resident obtains a NYS learner permit, driver license or non-driver ID card. In addition, if a resident of another state is convicted of a traffic violation in NYS, DMV will add a record to the License file. Details on the content of these records are in the License, Registration and Title display sections of this manual, and in the Insurance Information & Enforcement System Dial-in Display Supplement (MV-208A).

Other States' Records

If you need to see records from another state, you will have to either contact the other state directly, or contact a reseller of motor vehicle records.

NYS Driver License Records

To search for a Driver License record, you will need either:

- the driver license number, or
- the name and date of birth of the motorist.

The driver license record will display: name, address, license number, license class, endorsements and restrictions, current status, expiration and any moving violation conviction, reportable accidents, and suspensions or revocations.

The driver license record will not display a social security number, phone number or the date the license was first issued.

NYS Vehicle Registration Records

To search for a Vehicle Registration record, you will need either:

- the plate number, or
- the name and date of birth of the registrant.

The vehicle registration record will display: the registrant's name and address, plate number, registration class, vehicle identification number (VIN), weight or seats, fuel type, cylinders and registration expiration date.

NYS Vehicle Title Records

To search for a Vehicle Title record, you will need:

- the VIN.

The title record will display: the owner's name and address, plate number, registration class, VIN, weight or seats, fuel type, cylinders, previous owners (if they were issued NYS Titles) and any current lien holders.

NYS Vehicle Insurance Records

See the Insurance Information & Enforcement System Dial-In Display Supplement (MV-208A) for details.

REGULATION

Driver's Privacy Protection Act (DPPA)

The DPPA applies to the records you receive from the Dial-In system. The DPPA is a federal law (18 U.S.C. §2721, et. seq.) regulating:

- how motor vehicle departments release motorists' records; and
- how the recipients of motorists' records subsequently share them.

The DPPA defines fourteen permissible uses for searches of DMV records. Twelve of these uses are available to Dial-In system customers: DPPA §2721(b)(1) through (10), (13) and (14). For your reference, we have published the text of the DPPA as DMV form MV-15DPPA, available at the DMV forms web page, www.nysdmv.com/forms.htm. Please read it, paying

special attention to the permissible uses and rules for redisclosure. For your own protection, it is important that you understand the law. There are criminal fines, civil penalties and civil liabilities for customers who violate the DPPA.

Before you search DMV records, you should always consider why you are searching. It is your responsibility to understand whether your purpose for searching is legal. If your reason for searching isn't one of the 12 permissible uses, don't search. If you are not sure, check with an attorney before searching. It is DMV policy **not** to provide legal opinions to customers about whether their uses are permissible uses under the DPPA.

Terms of Service

Your Dial-In account with the NYS DMV is governed by the terms of service on the application forms MV-15D. Briefly, the terms of service require you to:

- comply fully with the terms of the DPPA;
- search DMV records only when you have a permissible use defined in the DPPA; and
- keep audit records of your searches for 5 years.

Other States

Although the DPPA is a federal law, the States are responsible for implementing it; there are differences in how the States have implemented the DPPA. When you search motor vehicle records, don't assume that other states' DPPA-related rules are the same as New York's.

BECOMING A DIAL-IN CUSTOMER

Who May Participate

Dial-In services are available to any individual or organization that properly executes an application for service with DMV. If an applicant has previously violated the terms of service, DMV may deny Dial-In services to them.

Exempt and Paying Customers

Public officers, boards and bodies performing searches for a public purpose, volunteer fire companies, and volunteer ambulance services may request Dial-In searches free of charge.

All other individuals and organizations, including not-for-profit organizations, must pay for Dial-In searches. Vehicle & Traffic Law §202 establishes the fees for searches of DMV records.

How to Apply

Customers complete form MV-15D. Instructions are on the form and you may download the form from the DMV website. The address for DMV's forms page is <http://www.nysdmv.com/forms.htm>; the Dial-In forms are located in the section for business or commercial customers.

Your application will be reviewed. If any information is missing, your application will be returned to you, along with an explanation of what you must do to correct the problem.

If your application is complete, you will receive an account number and passwords.

FEES

Vehicle & Traffic Law §202 directs DMV to charge fees for each search. This means that whether you find a record or not, you are charged for performing each search. More detail on how Dial-In calculates the fees is provided in the “Using Dial-In” section.

THE COMPONENTS THAT MAKE UP DIAL-IN

Your Account

DMV creates an account when we accept your application for service. Your account consists of an account number, your name and your mailing address. If you are a paying customer, it also includes a balance.

You will enter your account number whenever you log-on to the Dial-In system. You will also include your account number with any payments you send for Dial-In services. Your account number is unique and will remain the same for the life of your account.

Money

Unless you are an exempt customer, you must include payment when you apply for service. NYS law does not permit DMV to provide services first and then collect the payment later (commonly known as trade credit). Accordingly, DMV will maintain an escrow account on your behalf.

When you apply for services, include an opening deposit sufficient to cover your immediate needs. When your application is accepted, your new account's balance will be credited with your deposit. As you perform searches, the Dial-In system will debit your account.

At the end of every month, you will receive a statement showing the total debits, total credits, the balance for each day, and a recommended amount that you should send in to replenish your account. Be sure to send in at least enough to cover the searches you plan to do during the following month. If your account balance drops to zero, Dial-In will prevent you from searching.

Secondary Password

DMV creates your secondary password when your application for service is accepted. Your secondary password consists of four alphanumeric characters.

You will enter your secondary password whenever you log-on to the Dial-In system. You will change your secondary password at least once every 60 days. Additional information about your password is provided later in this document.

Primary Password

DMV creates your primary password when your application for service is accepted. Your primary password consists of three alphanumeric characters. You will enter your primary password whenever you change your secondary password. Your primary password will remain the same, unless you contact the Help Desk and ask to have it changed. Additional information about your password is provided later in this document.

Computer Hardware

You must supply the hardware necessary to use Dial-In. Typically, you will need a PC and modem or Internet connection. A printer is also useful, but not necessary.

Dial-In has been available since 1984. It will work with very old or very new hardware. Regardless of the equipment you use, setup and maintenance are your responsibility. If you cannot maintain your own hardware, find competent, professional assistance. DMV Help Desk staff do not provide hardware set-up, troubleshooting or maintenance services.

Computer Software

You must supply the software necessary to use Dial-In, either a browser or “terminal emulation” software.

Dial-In will work with very old or very new software. Regardless of the software you use, setup and maintenance are your responsibility. If you cannot maintain your own software, find competent, professional assistance. DMV Help Desk staff do not provide software set-up, troubleshooting or maintenance services.

A page on Hyperterminal is included as an appendix to this booklet. By including this information, DMV is not endorsing Windows or Hyperterminal. It remains your responsibility to select, set up and maintain software that meets your needs.

A Connection

There are five ways to connect to Dial-In: Internet; Direct Dial-up; Advantis Network; NYeNet; CrimNet. Some of these connections are available only to certain government users. In all cases, it is your responsibility to configure your hardware and software to communicate via the connection you choose. Additional information about the connection is included in the Using Dial-In section of this document.

USING DIAL-IN

MAKING A CONNECTION

Dial-In is available over the Internet or via async displays, also known as “green screens” or “terminal emulation”. To gain access to Dial-In, you must use your own hardware, Internet connection, or terminal emulation software and a modem.

CONNECTING OVER THE INTERNET

DMV offers an Internet interface for Dial-In Display service. To understand the instructions you should be familiar with common web browsers and graphical user interfaces. Please follow the steps below to connect:

1. Connect your computer to the Internet via your usual method: dial-up, cable modem, DSL, etc.
2. Set your display to 1024x768 pixels or greater before following the link.
3. Open your browser.
4. Go to link <http://www.nysdmv.com/dial-in/>.
5. Log on with your account number and secondary password.
6. Practice with test records first. Refer to “Practice Records” on page 8 and “Record Search Techniques” on page 9 of this manual.

Network Options

If you are a NYS government agency or court, you may be able to gain access to Dial-In via the NYeNet or the Department of Criminal Justice Services (DCJS) network. Apply with DMV for a Dial-In account number and passwords, then contact your agency’s system administrator or DCJS help desk for assistance with making a connection to the Dial-In program.

If you are a commercial user or a government user without access to the NYeNet or DCJS, there are two more options:

1. High-volume users may wish to investigate the AT&T Network Services offered by AAMVA (American Association of Motor Vehicle Administrators). You can get more information by visiting <http://www.aamva.org>.
2. DMV maintains high-speed modems that are available to all Dial-In users. You can connect to DMV’s high-speed modems at any speed from 300bps to 56.6 kbps. Follow these steps:
 1. Set your software’s terminal emulation to VT100.
 2. Set your software to dial (518) 402-2600.
 3. Dial.
 4. After connecting, the screen will display a sign-on message, similar to the example below.

```

TERMINAL SIGNED OFF. PLEASE SIGN-ON OR DISCONNECT
1234567test

```

5. Type your account number and secondary password, then press the Enter key. Don't put any spaces between your account number and secondary password.

6. Read any messages that we have posted and then press the Enter key to continue to the search menu.

```
SIGN-ON COMPLETE. PLEASE PRESS ENTER TO DISPLAY THE TRANSACTION MENU ...  
  
                SYSTEM ENHANCEMENTS  
  
==> PLEASE <== WHEN YOU HAVE COMPLETED SEARCHING SIGN-OFF ! IT PROTECTS YOUR  
                ACCOUNT'S MONEY.  
  
***** ATTENTION                ATTENTION                ATTENTION                *****  
  
If you still dial in to our older modems at 518-436-0678 or 5187, we recommend  
that you begin using our new modems for a faster, more reliable connection. To use  
our new modems, set your software to use VT100 terminal emulation and to dial 518-  
402-2600.  
  
Please keep in mind that DMV provides information, not the software or hardware you  
use to display our information. If you are unsure about how to change your  
telephone number or terminal emulation, please consult your software manuals or the  
vendor who provided your software.
```

PRACTICE RECORDS

DMV has provided test records that permit you to practice searching and printing records without incurring search fees or raising DPPA issues.

Search for DIAL,TEST in the license or registration name fields. Displays of DIAL,TEST records are free of charge to all users. Certified abstracts of DIAL,TEST records are \$1 apiece to commercial and not-for profit customers.

The Terminal Emulation Menu displays as follows:

```

- ENTER SEARCH INFORMATION BELOW -

** LICENSED DRIVER FILE SEARCH **

MOTORIST IDENTIFICATION NUMBER:
**** OR ****
NAME:                DATE OF BIRTH:        SEX:
*****

** VEHICLE REGISTRATION AND PLATE FILE SEARCH **

PLATE NUMBER:        TYPE:
**** OR ****
NAME:                DATE OF BIRTH:        SEX:
*****

** VEHICLE IDENTIFICATION NUMBER FILE SEARCH **

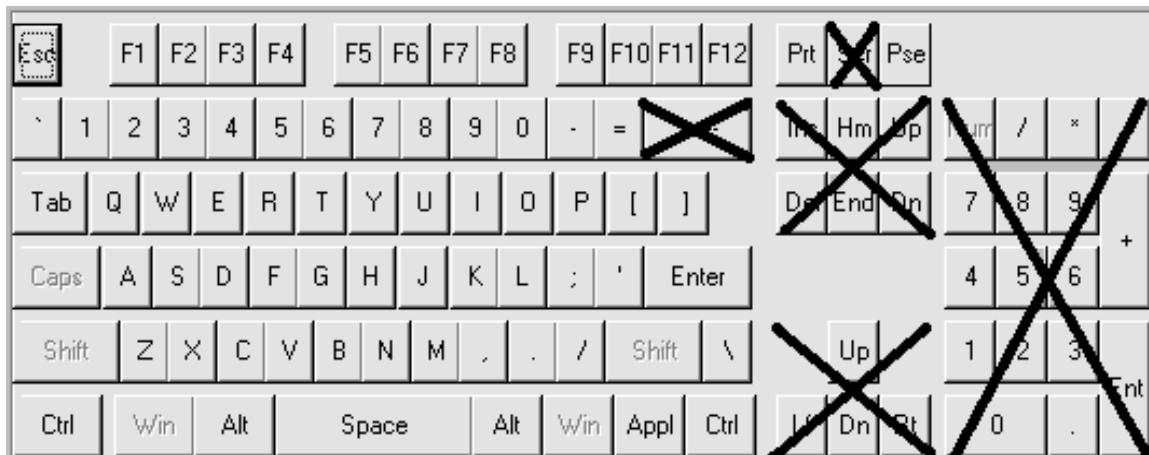
VEHICLE IDENTIFICATION NUMBER:    YEAR:    MAKE:
*****
TO SIGN OFF OF YOUR ACCOUNT, PLEASE ENTER AN 'X' HERE:
FOR PASSWORD MODIFICATION TRANSACTION PLEASE ENTER AN 'X' HERE: _

```

How to navigate within the Terminal Emulation Menu

You will type information into fields when using Dial-In. Each field lies just to the right of the colon. Hit the <Tab> key to move your cursor from field to field. If you mistakenly pass a field that you want to fill, just keep tabbing. After your cursor leaves the bottom field of the screen, it will reappear at the top field. Keep tabbing until your cursor lies at the correct field.

When searching, enter data in only ONE of the three search sections at a time. Dial-In will perform a search on the topmost field where data is present, ignoring any lower lines where you have entered data.



Modem (async connection) users should not use the arrow keys, the right-hand number pad, the mouse pointer, or the <Home>, <End>, <Page Up>, <Page Down>, <Insert>, <Delete> or <Backspace> keys, to navigate within the Dial-In screen. An async connection cannot reliably communicate these actions back to Dial-In; your display may lock, forcing you to disconnect and then redial.

RECORD SEARCH TECHNIQUES

Driver license record searches

You will perform your search in the LICENSED DRIVER FILE SEARCH section of the Menu. To find a specific driving record, Dial-In needs:

- the 9 digit NYS driver license number (client ID number); or
- the name and date of birth of the driver.

If you have all the information, type only the driver license number in the MOTORIST IDENTIFICATION NUMBER field. Type only the digits, for example: 618295969. Do not include any spaces, dashes or other separators. If the driver license number you have was issued by another state, do not use it for Dial-In searches. Dial-In cannot access other state's driving records.

After you type the driver license number, check your accuracy, then hit the enter key. As soon as you hit the enter key, Dial-In will charge your account for the search.

- If the driver license number is valid, Dial-In will display the expanded record.
- If the driver license number is not valid, Dial-In will display one of these three error messages:

```
**** YOUR CLIENT ID WAS INVALID. ****;
```

```
YOUR SEARCH RESULTED IN A "NO-HIT" CONDITION.
YOUR SEARCH ARGUMENT WAS XXXXXXXXXXXXXXXXXXXXXXXX
PRESS ENTER TO RETURN TO THE MENU.
```

```
**** NO, YOUR ENTRY WAS INVALID. ****
```

If you do not have the NYS driver license number, search by using the name, date of birth and sex of the driver. Type them in the NAME, DATE OF BIRTH & SEX fields, respectively, using the following formatting rules:

Name: Type last name, comma, first name, comma, middle initial. For example, to search for John Q. Public, enter PUBLIC,JOHN,Q in the name field. To search for John Doe, type DOE,JOHN in the name field. You are more likely to get a match if you do not use the motorist's middle initial. Dial-In will not be able to find the record if the initial is not on DMV's records and you include it in your search.

Date of Birth: **MMDDYY.** For example, a birth date of February 27, 1945 is typed as 022745, a birth date of December 7, 1969 as 120769. If you don't know the year of birth, you may enter just the 2-digit month and day (MMDD). If you don't know the day or year, you may enter just the month digits (MM). If there is more than one possible match, Dial-In will return a page of partial records from which you may choose one to expand. There will be up to 5 partial records on a page.

After you have typed in your search information, check your accuracy. As soon as you hit "enter", Dial-In will charge your account for the search.

- If there are no possible matches, Dial-In will return a "No-Hit" message (the second of the three messages shown above).
- If there is only one possible match, Dial-In will display the expanded record.
- If there is more than one possible match, Dial-In will return a page of partial records from which you may choose one to expand. There will be up to 5 partial records per page. A message at the bottom of your screen will indicate if there are additional pages. Dial-In will charge your account for each additional page of partial records you display. There is no additional charge to expand one record from each page of possible matches.

You can do a search using only a name, but Dial-In may produce many pages of possible matches. Name-only searches produce results based upon a match to the first 5 letters of the last name, the first 3 letters of the first name, and a middle initial. For example, a name-only search for GREENE,GEORGE will produce many possible matches, including: GREEN,GEORGE; GREEN,GEOFF; GREENOUGH,GEOFF,A; GREEN,GEORGE,E. Because **every page** of possible matches will incur a charge to display, it is worthwhile to gather as much information as possible before searching.

How to navigate within the record screens

After you place a search, you will see one of the following types of messages:

- MULTIPLE RECORDS FIT YOUR SEARCH ARGUMENT
- RECORD EXPANSION
- "NO-HIT"

If you receive a "NO-HIT" message, DMV has no record that matches your search criteria. Hit to return to the Menu.

If you receive a MULTIPLE RECORD or RECORD EXPANSION screen, the bottom line includes a space to type a command. Here is a table of the commands you may use:

Command	What it Does	Cost
MENU	RETURN TO THE SEARCH MENU	No charge
MORE	DISPLAY NEXT GROUP OF RECORDS	\$7
PREV	DISPLAY PREVIOUS GROUP OF RECORDS	No charge
REDO	RE-DISPLAY THE EXPANDED RECORD	No charge
NEXT	DISPLAY THE NEXT PAGE OF THE EXPANDED RECORD	No charge
EXP#	EXPAND RECORD NUMBER "#"	The first expansion from a page of partial records is at no charge. Additional expansions are \$7 each.
HELP	Displays a list of the commands above.	
ABST	Order a certified abstract of the expanded record	\$1

Registration (Plate) record searches

To find a specific registration record, Dial-In needs either:

- the plate number; or
- the name and date of birth of the registrant.

You will perform your search in the VEHICLE REGISTRATION AND PLATE FILE SEARCH section of the menu.

If you have all the information, type only the plate number in the PLATE NUMBER field. Type only the letters and digits, for example: DMV510. Don't include any spaces, dashes or other separators. If the plate number you have was issued by another state, do not use it for Dial-In searches. Dial-In cannot access other State's registration records.

After you type the plate number, check your accuracy, then hit the enter key. As soon as you hit the enter key, Dial-In will charge your account for the search.

- If there are no matches, Dial-In will display the "No-Hit" message, as described in the license section above.
- If there is only one possible match, Dial-In will display the expanded record.
- If there is more than one possible match, Dial-In will return a page of partial records from which you may choose one to expand. There will be up to 5 partial records per page. A message at the bottom of your screen will indicate if there are additional pages. Dial-In will charge your account for each additional page of partial records you display. There is no additional charge to expand one record from each page of possible matches.

Most NYS plate numbers are unique. However, there are some popular Custom Plate numbers that may appear in several different registration classes, or in an active record and several history records.

If you don't have the plate number, search by using the name and date of birth of the registrant. The formatting and pricing rules are the same as in the license section above. Please keep in mind that name searches are likely to produce **many** possible matches, because people often register more than one vehicle.

VIN (Vehicle Title) record searches

To find a specific title record, Dial-In needs:

- the VIN

You will perform your search in the VEHICLE IDENTIFICATION NUMBER FILE SEARCH section of the menu. Type only the VIN in the VEHICLE IDENTIFICATION NUMBER field. Type only the letters and digits, for example: DIALTEST100000000. Do not include any spaces, dashes or other separators. Be careful not to type the letter "O" in place of a number "0". Be equally careful with "l" and "1". In general, VINs do not contain the letters "O" or "l".

If you know that the vehicle you are researching was never titled in New York State, do not perform a Dial-In search. Dial-In cannot access other State's title records.

After you type the VIN, check your accuracy, then hit the enter key. As soon as you hit the enter key, Dial-In will charge your account for the search.

- If there are no matches, Dial-In will display the "No-Hit" message, as described in the license section above.
- If there is only one possible match, Dial-In will display the expanded record.

- If there is more than one possible match, Dial-In will return a page of partial records from which you may choose one to expand. There will be up to 5 partial records per page. A message at the bottom of your screen will indicate if there are additional pages. For each additional page of partial records you display, Dial-In will charge your account. There is no additional charge to expand one record from each page of possible matches. Most VINs are unique. However, if you enter less than the entire VIN, Dial-In will produce multiple possible matches. For example, a search for DIALTEST100000000 will produce a “No-Hit”, but a search for DIALTEST1 will produce three partial records: DIALTEST1, DIALTEST10 & DIALTEST12.

If you don't have the VIN but you have the registrant's name, you may wish to search the registration file first. If you locate a registration record for the vehicle, you may then copy the VIN from the registration record into the VEHICLE IDENTIFICATION NUMBER field and then do the VIN search. Keep in mind that there will be a charge for the Registration search, and then another charge for the VIN search.

MAINTAINING YOUR ACCOUNT

There are three maintenance tasks that you need to perform to keep your account in working order and in compliance with the DPPA. They are: password maintenance, account replenishment and audit record keeping.

Password Maintenance and Security

DMV assigns two passwords to every Dial-In account. Together, the passwords establish security. If you control them properly, no unauthorized user can perform searches via your account. It is your responsibility to control your passwords.

The first password is your primary password. It is a three-position password and, like your account number, it will always remain the same. The primary password allows you to change the secondary password. To maintain control of your account, do not disclose your primary password to others.

The other password is your secondary password. It is a four-position password that expires after 60 days. To log onto the Dial-In system and perform searches, you will enter your account number and secondary password. Anyone who knows your account number and secondary password can use your account to perform searches from any location that has the necessary hardware, software and connection.

If you have shared your secondary password with someone, and now wish to prevent him or her from performing searches, change it immediately.

To change your secondary password:

1. Log in as usual.
 - If the secondary password has expired, the PASSWORD MODIFICATION screen will appear immediately.
 - If the secondary password is current, the SIGN-ON screen will appear. Go to the SEARCH menu and choose the PASSWORD MODIFICATION transaction at the bottom of the screen.

2. At the PASSWORD MODIFICATION screen, enter your account number, primary password and a new, different secondary password. Type your new secondary password carefully, and then read what you typed. (If you mistype and don't observe what is actually in the space, you will lock yourself out of Dial-In.) If what you typed is correct, hit "enter".
 - If the Dial-In system accepts your entries, the screen will display TRANSACTION COMPLETED. SIGN ON OR DISCONNECT. From this point forward, your new secondary password is in effect. It will work for 60 days, or until you change it again.
 - If the Dial-In system doesn't accept your entries, the screen will display INCORRECT INFORMATION ENTERED. Retype your entries and hit "enter" again. If you decide to discontinue your attempt, disconnect from the system. Your secondary password will remain the same as before.

Account Replenishment

If you are a paying customer, Dial-In will only permit searches if there are funds available in your escrow account. The balance in your account appears in the upper right corner of your display. When the balance drops below \$7, Dial-In will prevent further searches.

When your monthly statement arrives, be sure to send in a check or money order sufficient to cover your searches for the next month. If you also use your account to pay for other services, such as LENS or mail order searches, be sure to send enough to cover those services as well.

A green envelope will be enclosed with each monthly statement. For fastest processing, be sure to send your payment in the envelope, along with the return portion of your statement. Also, be sure to print your account number on your check or money order.

If your **envelope is missing**, mail your payment to the following address:

REVENUE ACCOUNTING
NYS DEPARTMENT OF MOTOR VEHICLES
PO BOX 2409
ALBANY NY 12220-0409

If you wish to send your **payment by courier**, have it sent to the following address:

REVENUE ACCOUNTING
NYS DEPARTMENT OF MOTOR VEHICLES
6 EMPIRE STATE PLAZA RM 124
ALBANY NY 12228

Be sure to mark any changes to your billing address on the return portion of your statement. If there are also changes to the name of your organization, include a replacement application.

Audit Record Keeping

General

DMV may perform an audit at any time to verify your compliance with provisions of the DPPA and your Terms of Service with DMV. Auditors will provide advance notice, and conduct the audit during normal business hours.

If your account is selected for audit, DMV will contact you by phone and /or mail to arrange the time and place of the audit. Upon completion of the audit, you will receive formal correspondence detailing the audit results.

You will receive an audit report indicating any recordkeeping deficiencies. You will have 30 days to correct deficiencies and report remedies to DMV. If you fail to respond to the audit report or to adequately remedy deficiencies, DMV may suspend your account.

Required records

When you search for a DMV record, you must keep a record of your search for 5 years after the date of your search. Each record must indicate:

- The date of the search;
- The DMV record you searched for (by the name, license number, plate number or VIN you used to place your search); and
- Your DPPA permissible use for searching.

In addition, if you share a DMV record with a third party, your record must also include:

- The name and address of the person with whom you shared the DMV record; and
- Their DPPA permissible use for having the DMV record.

When you share a DMV record with a third party, keep the audit record for 5 years after the date you shared the record.

The format of the audit record may vary to meet your business needs. However, that record must be accessible for audit purposes and traceable to the original information by which you placed your search.

For information on audits or recordkeeping requirements only, you may contact DMV's Audit Services office by e-mail at AUDIT@DMV.STATE.NY.US, or call one of the numbers listed below. Auditors cannot answer legal questions, or questions concerning account status questions and account balance.

Albany	(518) 474-0881
Buffalo	(716) 851-8225
Syracuse	(315) 477-7321
Garden City	(516) 227-3521

APPENDIX

CREATING A DMV ICON WITH HYPERTERMINAL

This page is included for your convenience. By including this information, DMV is not endorsing Windows or Hyperterminal. It remains your responsibility to select, set up and maintain software that meets your needs. If you find that Hyperterminal is useful, there are upgrades available at <http://www.hilgraeve.com/>.

These instructions assume you have Windows 95, 98 and NT, a properly installed modem and some familiarity with Windows.

1. Click on the "Start" button
2. Click "Programs", then "Accessories", then the hyperterminal folder. If the folder is not present, click "communications" and look there. If it is not in either place, your Windows setup may not have included Hyperterminal. Contact whoever supports you with other PC related issues for assistance; they should be able to add Hyperterminal® from your Windows® install disk.
3. Double click on the "hyperterminal" or "hypertrm.exe" icon to start a new connection.
4. Type in a name for the new connection.
5. Type in the area code and phone number in the corresponding boxes (518-402-2600).
6. Click "OK".
7. Click the "Modify" button.
8. Click the "Settings" tab.
9. Change the emulation from "Auto detect" to "VT100".
10. Click "OK".
11. Click the "Cancel" button.
12. Click "File" on the menu bar.
13. Click "Save". *You have just created an icon in your Hyperterminal folder. It will have the name you typed in step 4. It will contain the settings you have just selected. If you wish to test the connection, continue with the steps below.*
14. Click "Call" on the menu bar.
15. Click "Connect".
16. Click the "Dial" button.
17. After connecting, you'll get a message "TERMINAL SIGNED OFF. PLEASE SIGN ON OR DISCONNECT". Enter your account number and secondary password.

Refer to pages 9 through 11 for more information on how to look up records.