



COMMONWEALTH of VIRGINIA  
*Motor Vehicle Dealer Board*

**Guidance Memorandum to All Virginia Motor Vehicle Dealers**

**February 13, 2013**

**The 2011 General Assembly amended § 46.2-1510.4 that dealers must “on and after July 1, 2013, [have] an Internet connection and email address;”.**

Effective July 1, 2013, this addition to the law, mandates all Virginia Motor Vehicle Dealers be required to have an Internet connection and email address at their established place of business during business hours. The purpose of this legislation is to increase efficiencies, and facilitate better communication.

This memorandum provides guidance to “internet connection” and email address guidelines for Dealers to be in compliance by July 1, 2013.

In general, as defined “**Internet access**” is the means by which individual terminals, computers, mobile devices, and local area networks are connected to the Internet. The Dealer must establish the Internet & email account in the official Business or Trade Name of the Dealership.

For example: If you choose Verizon FiOS, the Verizon Account must be established in the Business Name, not an individual.

The Internet Service Provider (ISP) can provide Internet connections and an email address through the following means. Although this list is not all inclusive, from studies presented to the Board, these are the most common means for which Dealers in Virginia will be able to establish an Internet Connection and an email address.

1. Broadband (for example FiOs, Comcast, Cox, Charter, CenturyLink, etc.)
2. Wireless (Verizon, A T&T, NTelos, Sprint, etc.)
3. Satellite (Dish, Direct TV, etc.)
4. Cable (Comcast, Cox, Charter, etc.)
5. Dial-up (Verizon, Century Link, etc.)

When Dealers have this Internet service established, they may use devices to connect to the internet as a way of communicating to MVDB and DMV using a computer, laptop, tablet, Smartphone (mobile) devices, modem, and other wireless networking devices. This is not an all inclusive list, but these are the more common devices Dealers currently use as a means to communicate with the Board and DMV.

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**This memorandum also provides guidance on Dealer's email addresses.**

In general, an **email address** identifies an **email box** to which **email messages** are delivered.

Effective July 1, 2013 Dealers will be required to have a valid official email address for receiving and sending email communications to the Board and DMV on a consistent basis.

The Board recommends the email address name NOT be identified to a specific individual such as Jane.Doe@example.net at the dealership but rather the email address is general to the dealership. For example, MountainValleyCars@aol.com is a general email address and if that named individual leaves the dealership, the dealership would not have to establish a new email address. It is up to the Dealer who shall have access to this email box for receiving and sending emails to the Board and DMV.

An email address can be established inexpensively or even free through Google (Gmail), Yahoo, AOL, etc., to establish an email account. Your internet service provider can even provide assistance in setting up an email address.

In summary there are three important keynotes:

1. The internet connection must be at the dealer's established place of business and operating during your normal business hours.
2. If a smart phone (mobile device) is how the dealer will be communicating to the Board and DMV via the internet, the Smartphone must be present (**onsite**) at the established place of business during normal business hours. **The Smartphone account must be in the name of the Dealership.**
3. Internet and email authentication
  - a. The Board has the responsibility to verify the dealer's internet connection and your email address. This will normally be done by the field representative in your area. In general this will be a simple process by having the dealership send and receive an email from/to the established place of business during inspections. For all new Dealerships opening on or after July 1, 2013 the dealer will need to have the internet connection established with an ISP and a valid email address as part of the opening inspection process prior to the field representative inspection.
  - b. Using the DSD-10 form during license renewal, or for any changes, to transmit to the Board the Dealer's "official" email.
4. Go to our website www.mvdb.virginia.gov and sign up for the Dealer Talk Newsletter, using the "official" Dealer email. Others may also sign-up to receive Dealer Talk; there is no limit to the number who may receive the Dealer Talk newsletter.