
Motor Vehicle Dealer Board
Guidance Memorandum to All Virginia Motor Vehicle Dealers
Dealers must have internet connection and email address effective
July 1, 2013

The General Assembly passed new Legislation to be included in § 46.2-1510.4 “on and after July 1, 2013, an Internet connection and email address;”

Effective July 1, 2013, all Virginia Motor Vehicle Dealers will 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, facilitate better communication, and reduce costs for all parties.

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 global Internet. Basically, it is a source through which Internet users can access Internet services. Internet access is usually sold by Internet Service Providers (ISP’s) that use many different technologies offering a wide range of data rates to the end user.

Internet Service Providers (ISP) to establish the Internet Connection:

1. Dealers can choose their Internet service provider (ISP) that will allow Internet connectivity within the Dealer’s established place of business during their business hours. The Internet connectivity will be required to communicate with the MVDB and DMV electronically. The Dealer must establish the ISP account in the official Business or Trade as Name of the Dealership. Your ISP should be able to assist with establishing the business account for your Dealership.

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

The ISP can provide Internet connections 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 with an ISP.

1. Broadband
2. Wireless
3. Satellite
4. Cable,
5. Dial-up

(Over)

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

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 sending an email communications to the Board and DMV on a consistent basis. This official email address should be designated as the Business email address and NOT be identified to a specific individual/person. An example of a business "official" email address is MountainValleyCars@aol.com at the dealership. The Board recommends you should not have an email address associated with an individual/employee such as Jane.doe@aol.com since a person may leave the dealership causing difficulty with communicating to the Board and the Dealer having to establish a new email address. Please note it is the Dealer's responsibility to always have access to this email address for sending and receiving 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 once you set up an email address.

In summary there are three important keynotes:

1. The internet connection must be at your established at your place of business and operating during your normal business hours.
2. If you decide your smart phones (mobile device) is how you will be communicating to the Board and DMV via the internet the Smartphone must be present (**onsite**) at the established place of business during your 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 your internet connection and your email address. This will normally be done by working by with your field representative in your area. In general this will be a simple process by having the Dealer send and receive an email at your established place of business. For all new Dealerships opening on or after July 1, 2013 you will need to have the internet connection established with your internet service provided and a

- valid business “official” email address as part of the opening inspection process prior to the field representative inspection.
- b. Go to our website www.mvdb.virginia.gov and sign up for the *Dealer Talk* Newsletter, using your “official” Dealer email.
 - c. Use the MVDB-10 form during license renewal, or for any changes, to transmit to the Board the Dealer’s “official” email.

Letter sent to all VA Dealers 02/13/2013