

Division of Vehicles
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Nick Jordan, Secretary
Lisa Kaspar, Director
Date: April 22, 2016

Sam Brownback, Governor

To: Title Services; Vehicle Dealers

From: Lisa Kaspar, Director of Vehicles

Subject: Appropriate Use of Forms for Motor Vehicle Title Transactions

The Kansas Department of Revenue, Division of Vehicles has recently hired a Quality Assurance team for the purpose of reviewing the accuracy and consistency of transactions completed by KDOR associates, third-party vendors, and agents of the state. In addition to reviewing transactions for accuracy and consistency, the team is also focusing on continuous improvement and identifying best practices. Our goal is to provide the best possible service to customers.

On March 1, 2016 QA team members began reviewing Title and Registration transactions. The review has identified a great deal of inconsistency regarding forms, including, but not limited to out dated versions of forms still being used, forms that are incomplete and/or not dated, and use of forms which have not been developed or approved yet contain Division of Vehicles information in letterhead, etc.

Effective June 1, 2016 forms other than the current version of state-approved forms as well as forms that are incomplete or incorrect will result in the return of the transaction and will delay processing. The most current version of state-approved forms can be found at www.ksrevenue.org under Forms, Vehicle Forms.

We appreciate your cooperation and assistance in helping us assure that transactions processed by the Division of Vehicles are in accordance with established law, policy, and procedure.

If you have questions or would like additional information, please contact Lee Ann Phelps at leeann.phelps@kdor.ks.gov.