

4. Tell customers how to respond

Some instructions contain a great deal of information, but aren't specific enough about the actual task the customer is being asked to do.

How do I do this?

- Be specific about what you need and when you need it.
- If you are asking for a reply, be very specific about where it should be sent, such as "to the address above," "the address below." If you have room, create a separate "box" on your document with the return information printed as it would appear on an envelope.
- Include the deadline, if there is one.
- If they don't need to take any action, let them know.

Why do this?

- You will increase your compliance rate.
- You will reduce customer errors and the expense of fixing them.

Do	Don't
<p>After you have completed this form:</p> <ul style="list-style-type: none">- Sign the bottom- Enclose it in the enclosed, self-addressed envelope.- Include a check for \$100, made out to the Department of Labor and Industries.- Mail or hand deliver to: Joe Smith Department of Labor & Industries 7273 Linderson Way Tumwater, WA- Your mailing should be postmarked on or before Dec. 1, 2007.- We will contact you within 10 business days.	<p>Send form and payment to us by 12-1-07.</p>
<p>A Seller Report of Sale does not Transfer</p>	<p>A SELLER REPORT OF SALE DOES NOT TRANSFER</p>

Ownership

You have the responsibility of properly filing the Report of Sale, or pay penalties or fines associated with the vehicle.

The Department of Licensing considers the Report of Sale form properly filed if we or a vehicle licensing office receive it within five business days after you sell the vehicle. The Report of Sale must include:

- Date of the sale or transfer
- Name and address of the seller and buyer
- Buyer's driver's license number, if available
- Description of the vehicle, including the vehicle identification number (VIN)

OWNERSHIP

Per Washington state law RCW 46.12.101, This report of sale will be deemed properly filed if it includes the date of the sale or transfer, the name and address of the seller and of the buyer, the buyer's driver's license number if available, a description of the vehicle, including the vehicle identification number, and it was received by the department, it's agents, or sub-agents on or before the fifth day after the sale of the vehicle, excluding Saturdays, Sundays, and state and federal holidays.

IMPORTANT: If this report of sale does not meet all of the criteria established above and the new owner has not applied for title of the vehicle, the registered owner (or seller) may be responsible for the operation of the vehicle to include paying any fees assessed for parking tickets, impound fees for an abandoned vehicle, etc.