ARTS: Vehicle Registration & Titling

Standard Operating Procedures

Version 1.0 ● April 2023

Iowa Department of Transportation- Motor Vehicle Division

MVD Education and Outreach

IOWA DOT

Table of Contents

Changing Printers

1. Go to Tools > Profiles.

2. Select Location Profile dropdown and select appropriate location.
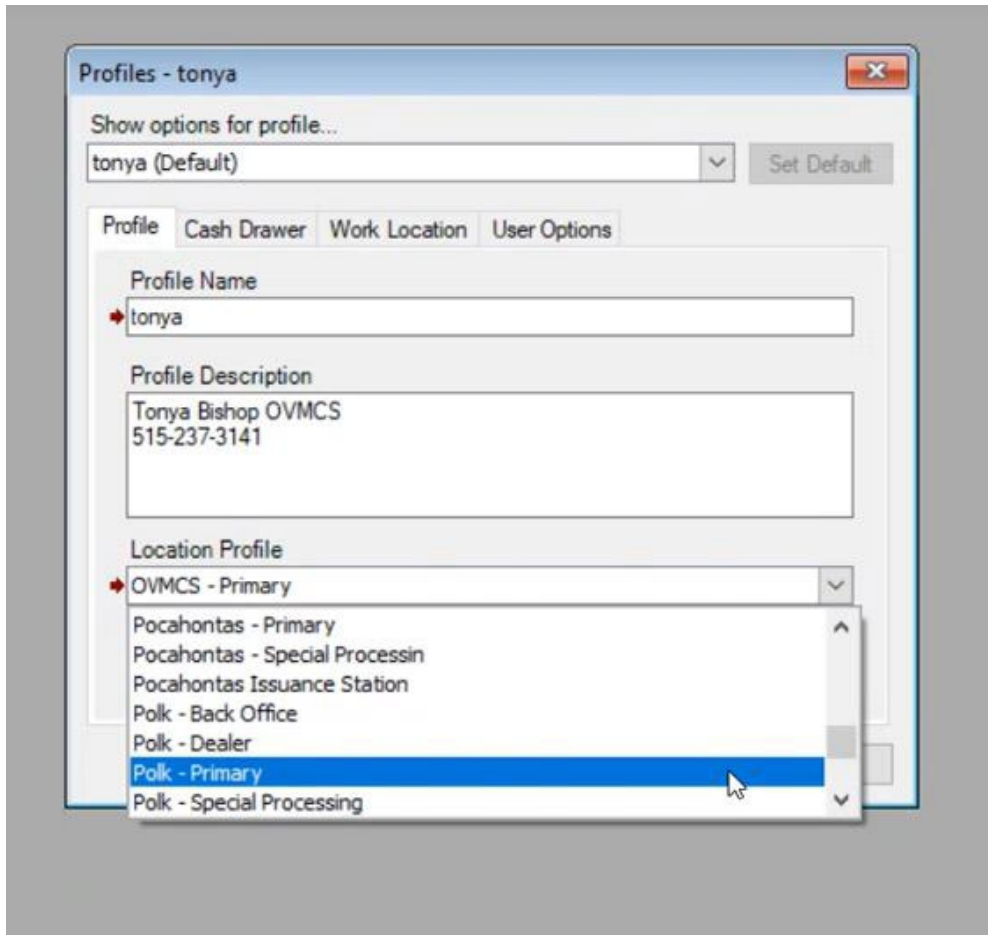
3. Select Cash Drawer tab.

4. Select drop down arrow and select the appropriate Cash Drawer.
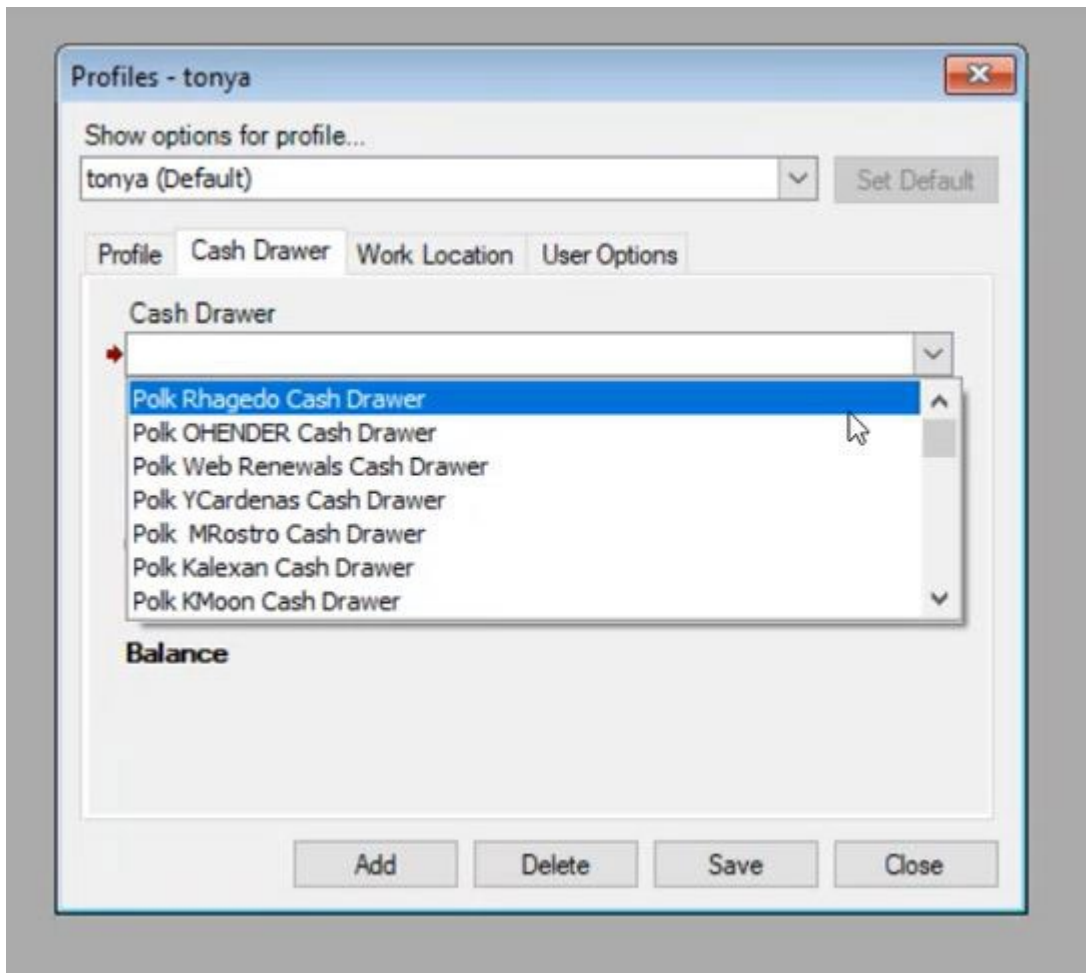
5. Select Work Location tab.

6. Select drop down arrow and select the appropriate Work Location.
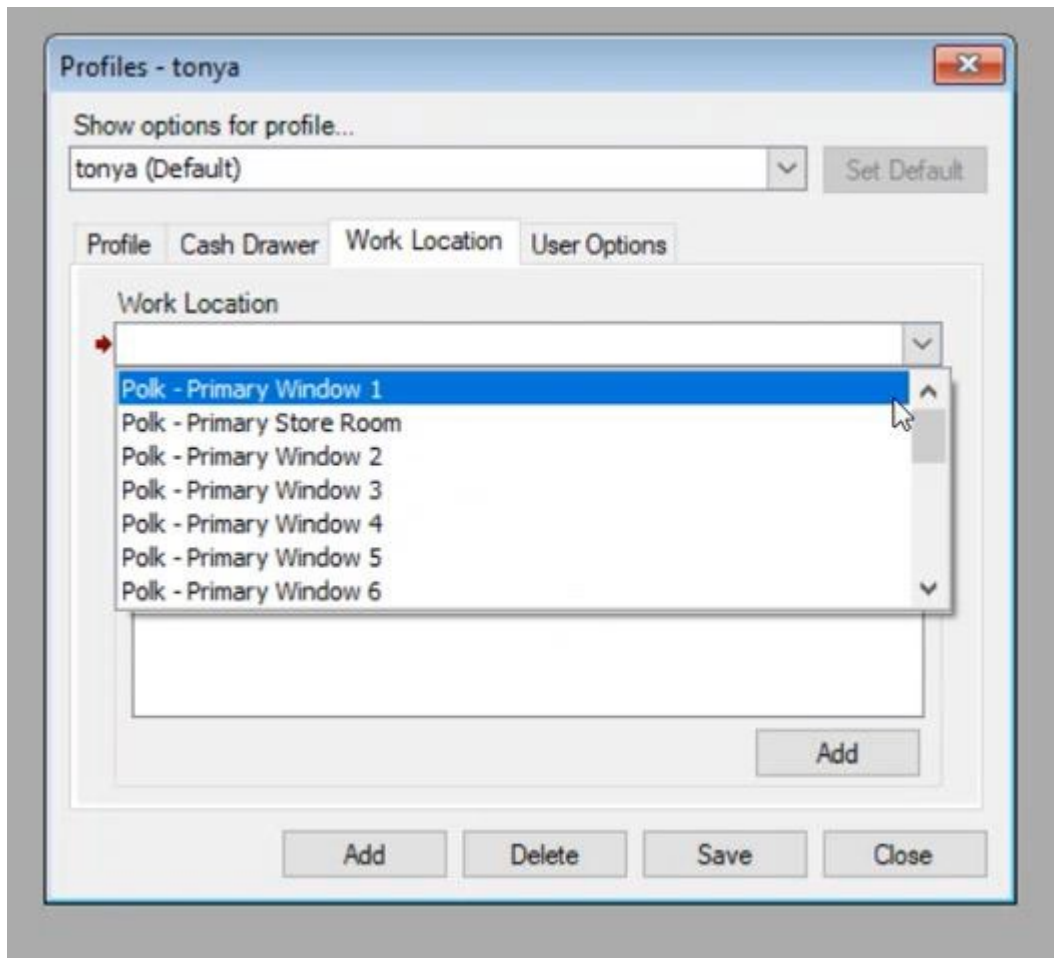
7. Select Add to add printer.

8. Select Printer drop down and select appropriate printers. Add a Reg and a Title Printer.
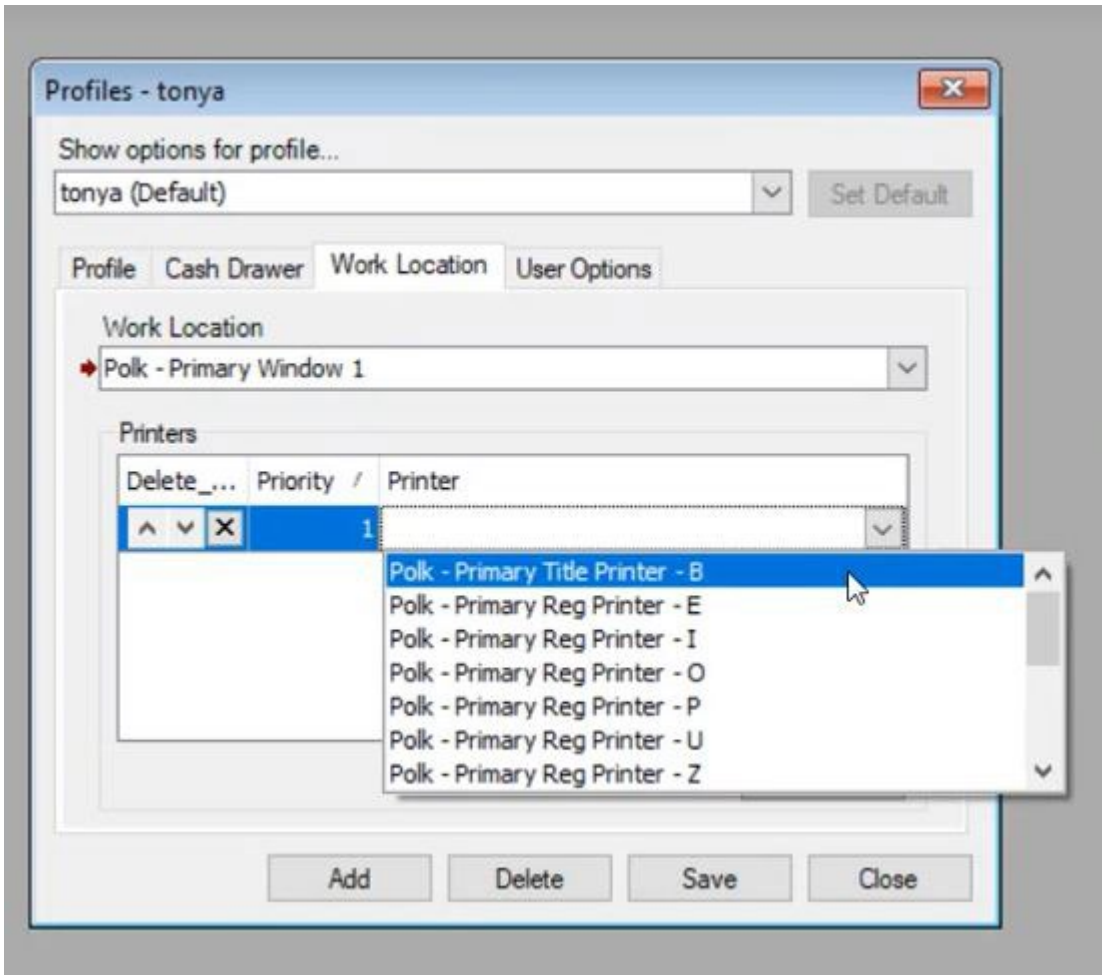
9. Select Save.
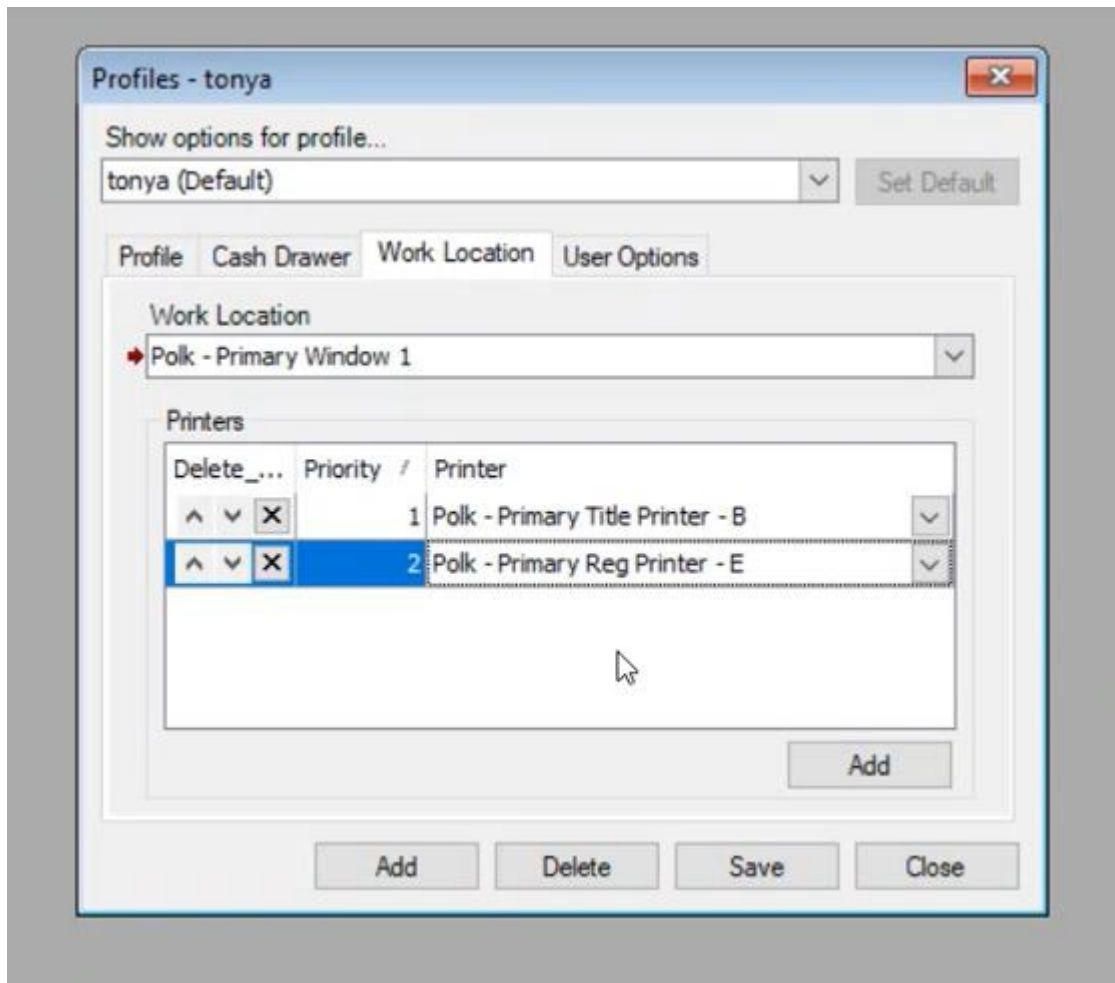
10. If user needs to change to a different printer select the X to delete.

11. Then select Add a different printer and add a different Reg and Title printer.

12. Select Save.

Creating a Profile

1. Double-click the VRT icon on the desktop to start the application.

2. Enter username and password.

3. Select Login.

4. On the Tools menu, select Profile. The Profiles window appears.
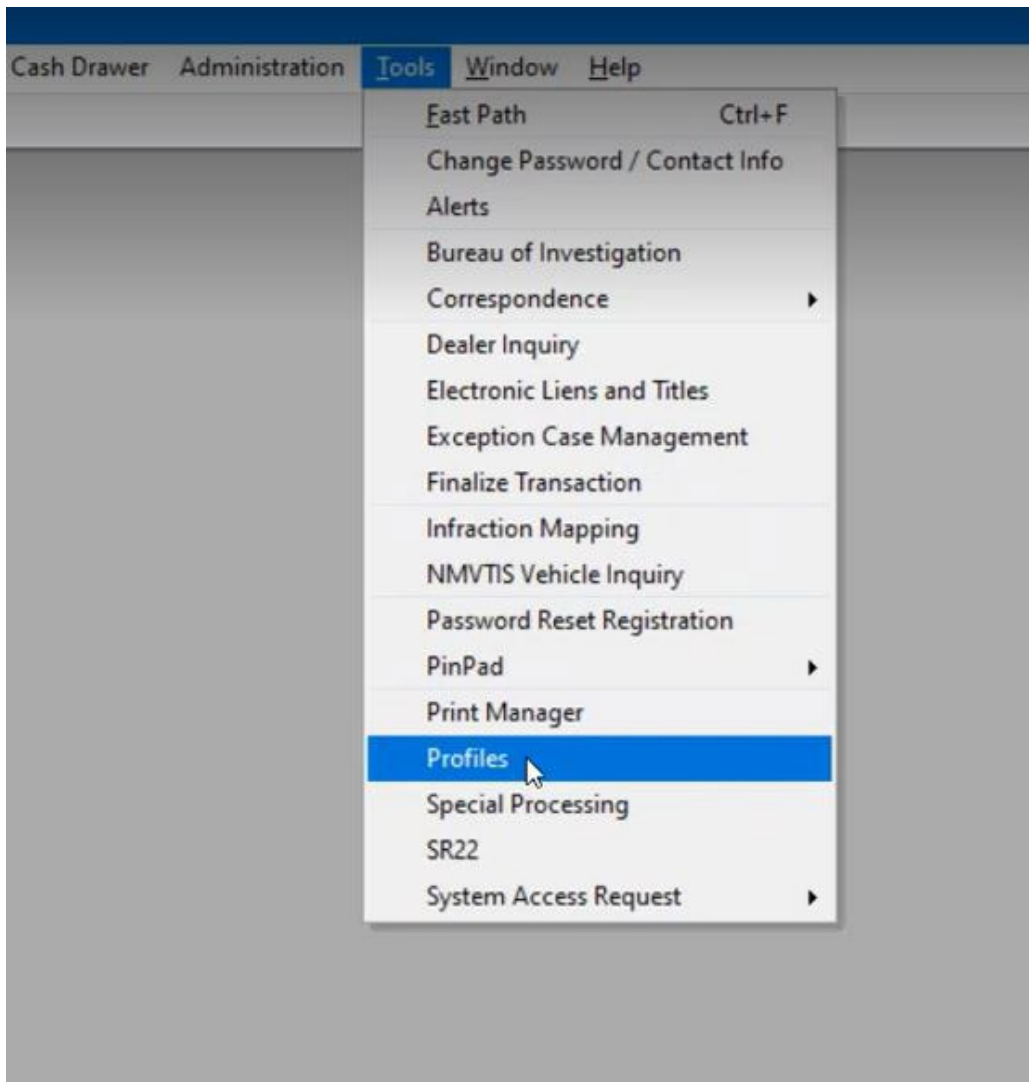
5. In the Profile Name field, enter Name (Default).

6. In the Location drop down menu, select (your county) - Primary.
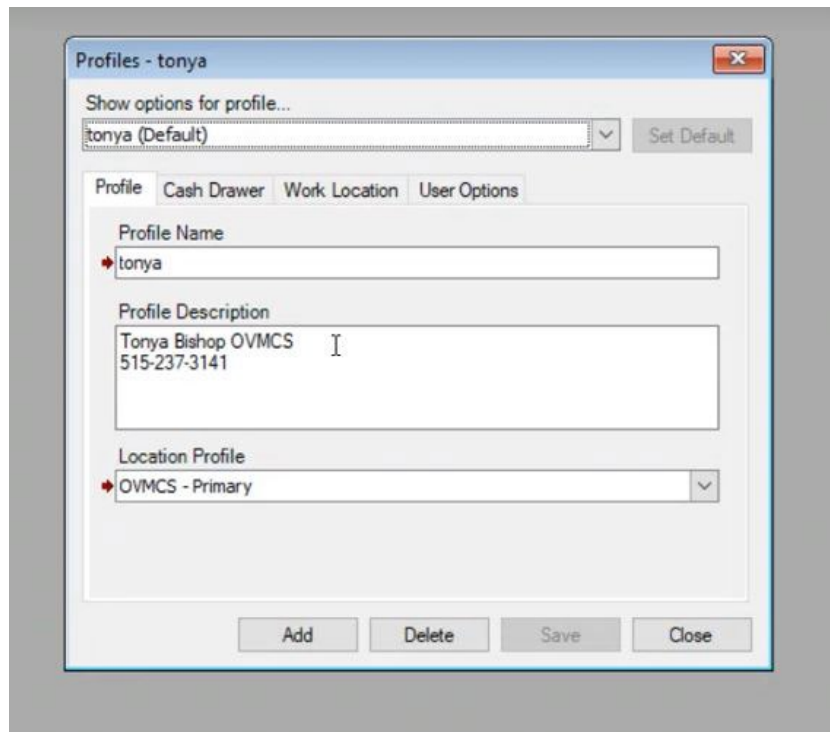
7. Cash Drawer tab, select (your county) Primary Retail CD (O or 02).
   a. Verify the CD Status (Cash Drawer) says Open.
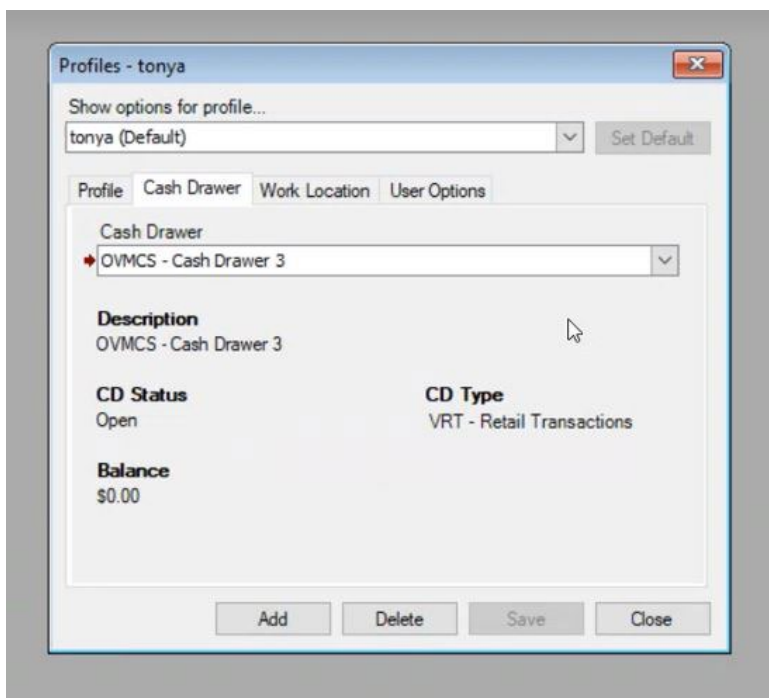
8. Work Location tab, select (your county) Window.

9. Select Add.

10. Drop-down menu under Printer, select (your county) Reg Printer and (your county) Title Printer.

11. Select Add.

12. User Options tab
    a. Users are able to add postage for Plates or Registration by selecting True.
        1. Plate postage $3.00
        2. Postage to mail Registration is $1.00
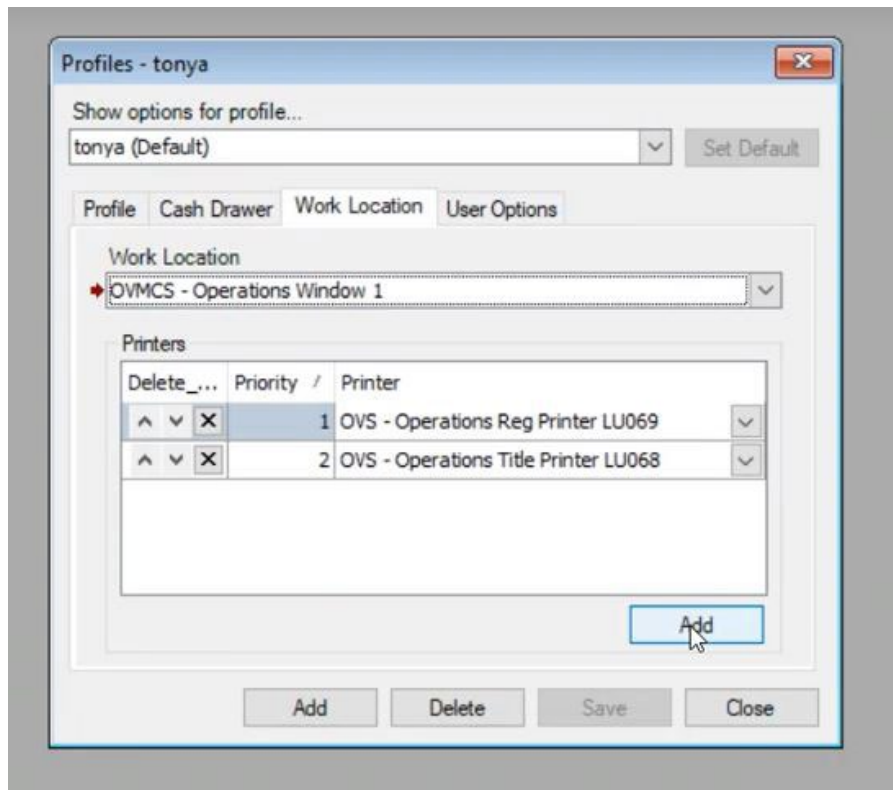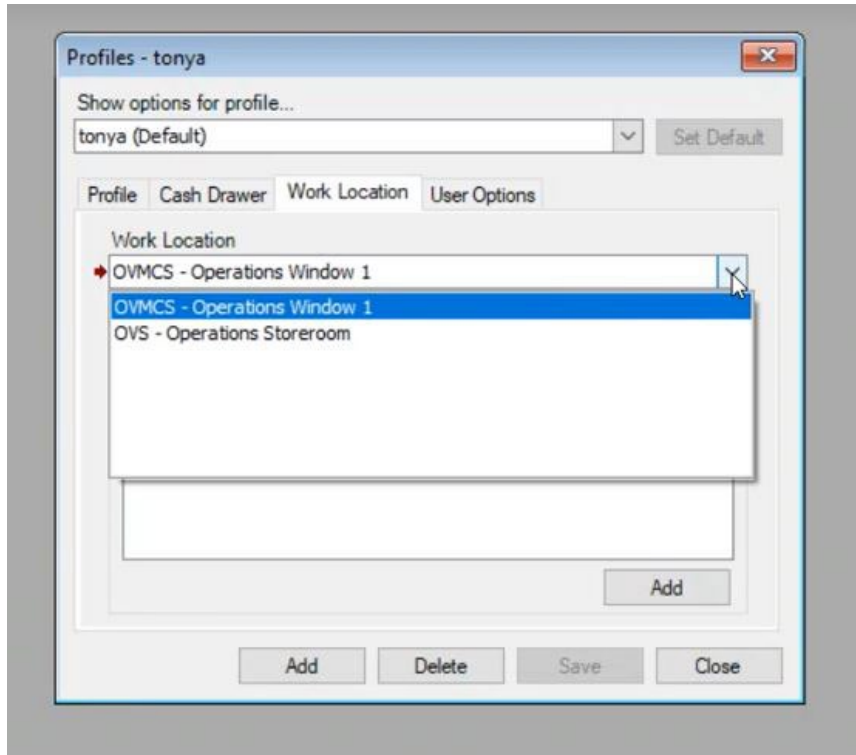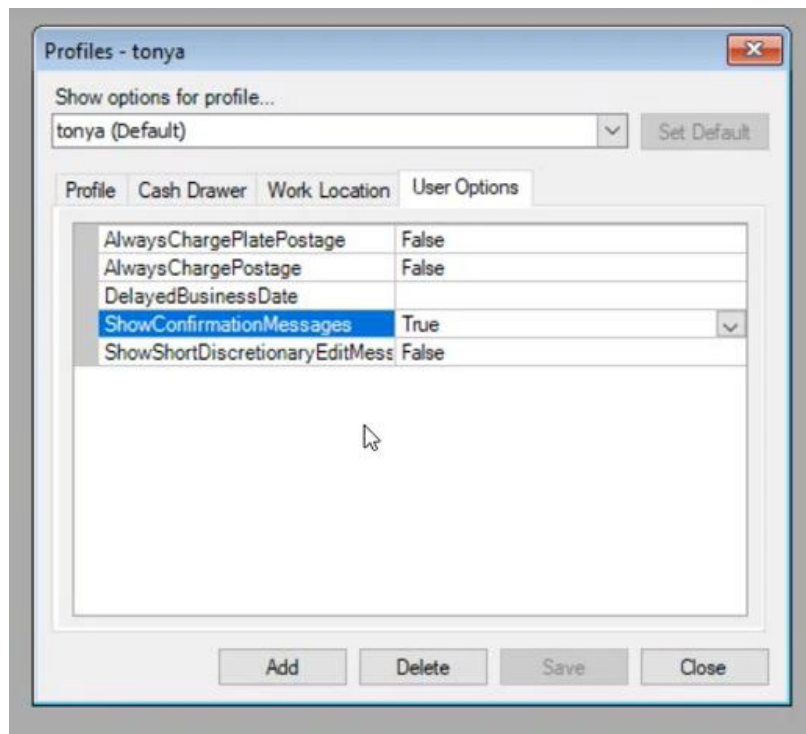   1. Fee can change
        3. DelayedBusinessDate – can be used for voided/canceled a registration that had already expired but needs reinstated. Input Delayed Business Date, a date that would be prior to when that registration expired.

13. Select Save. You have created a profile.

14. Select Show options for profile drop-down menu select the Window profile and click Set Default.

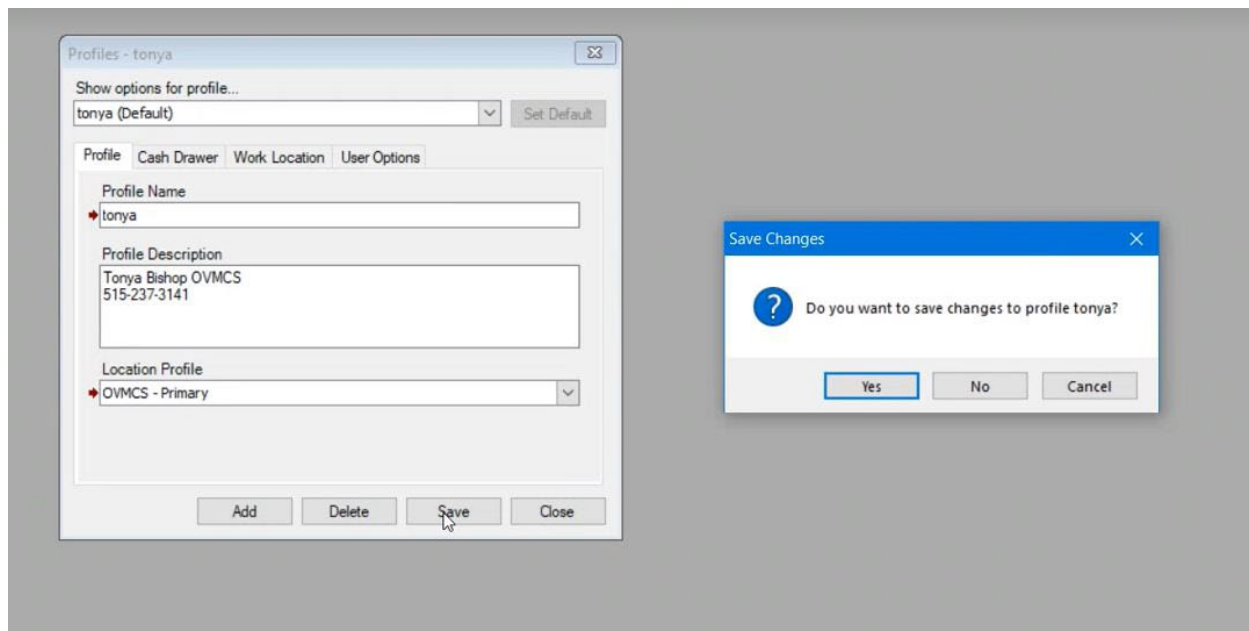15. If in Driver Service, set up a New Profile for Driver and then user will not have switch back and forth. When in payment manager, choose Driver or Vehicle.
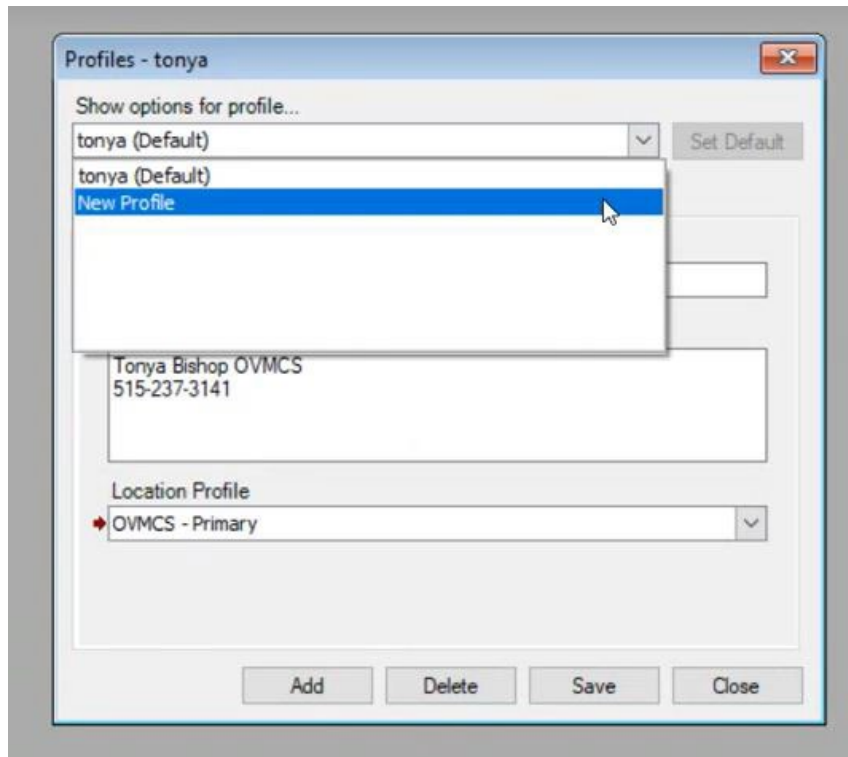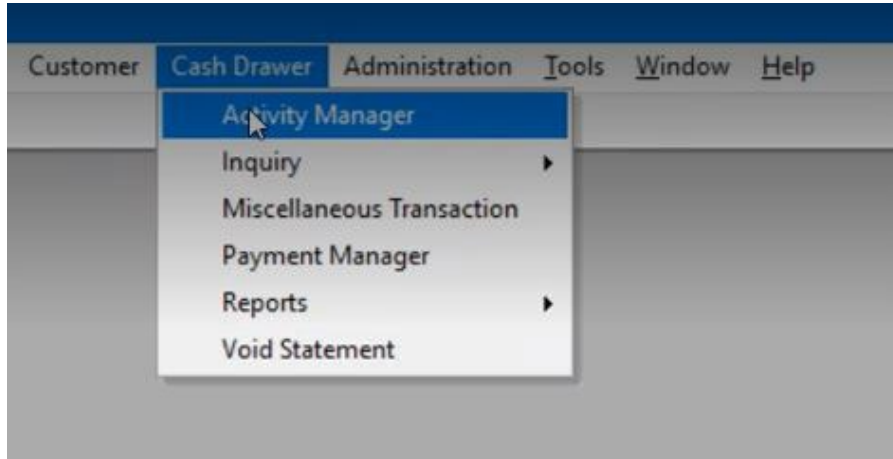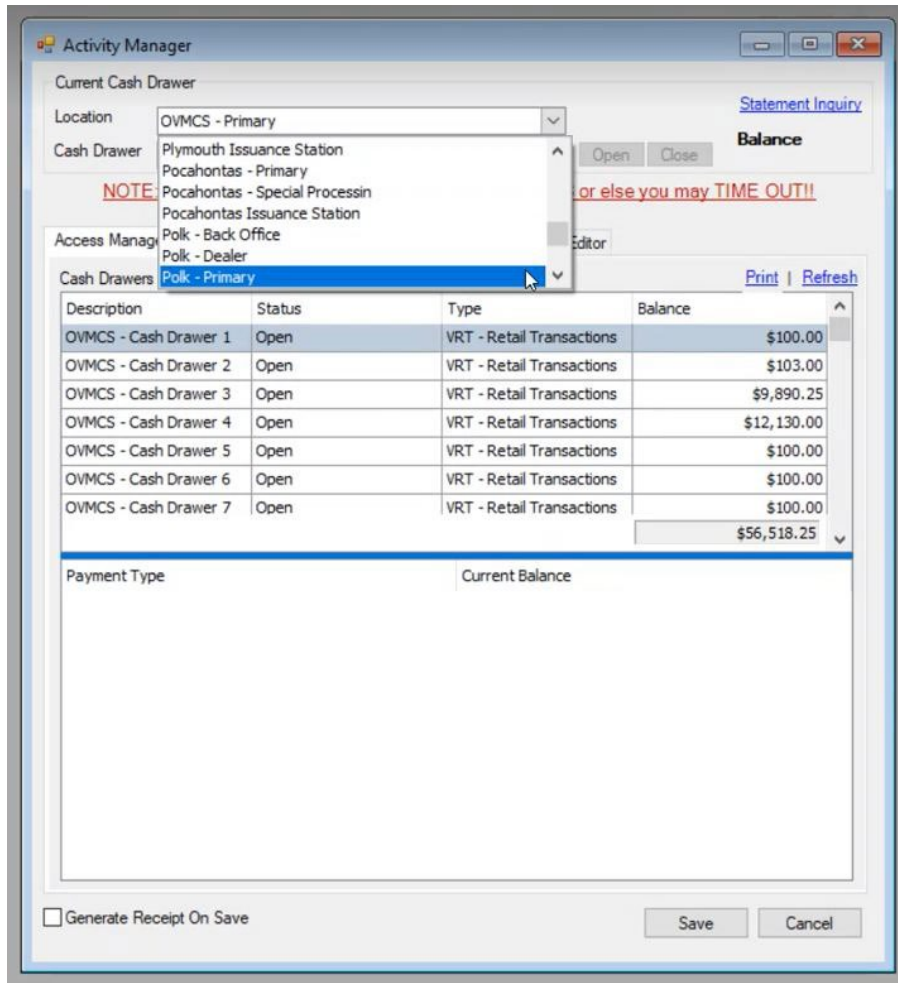

16. Select Save.

Opening a Cash Drawer
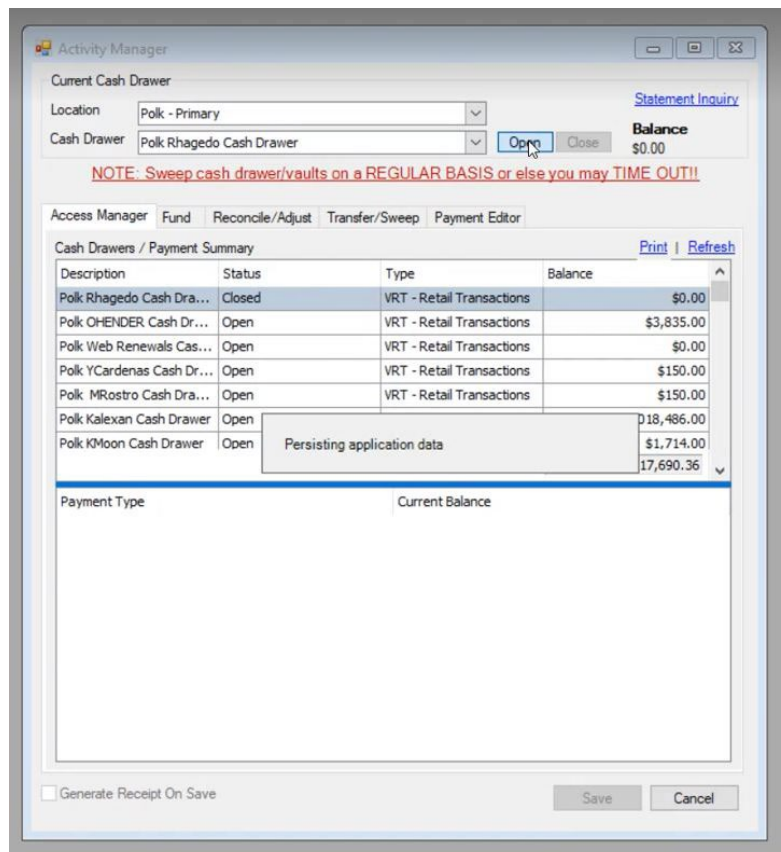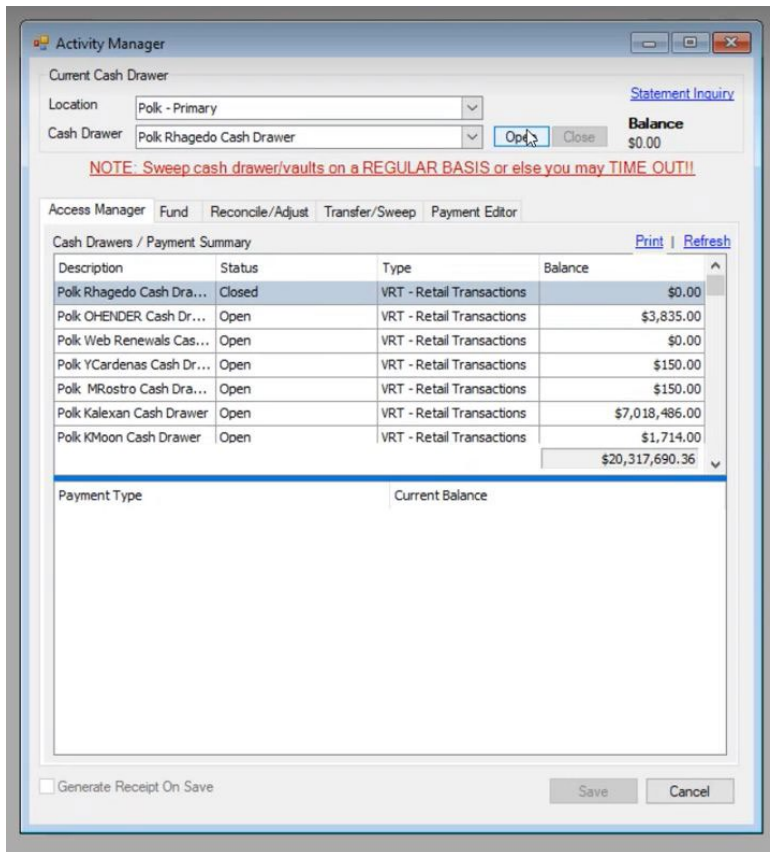
1. Select Cash Drawer.

2. Select Activity Manager.

3. Select the Location drop-down, select the county assigned to your workstation.

4. Select Current Cash Drawer drop-down, select the Cash Drawer.
    a. Notice in the Cash Drawer/Payment Summary window a list of all the cash drawers available in the county along with their status and balance.
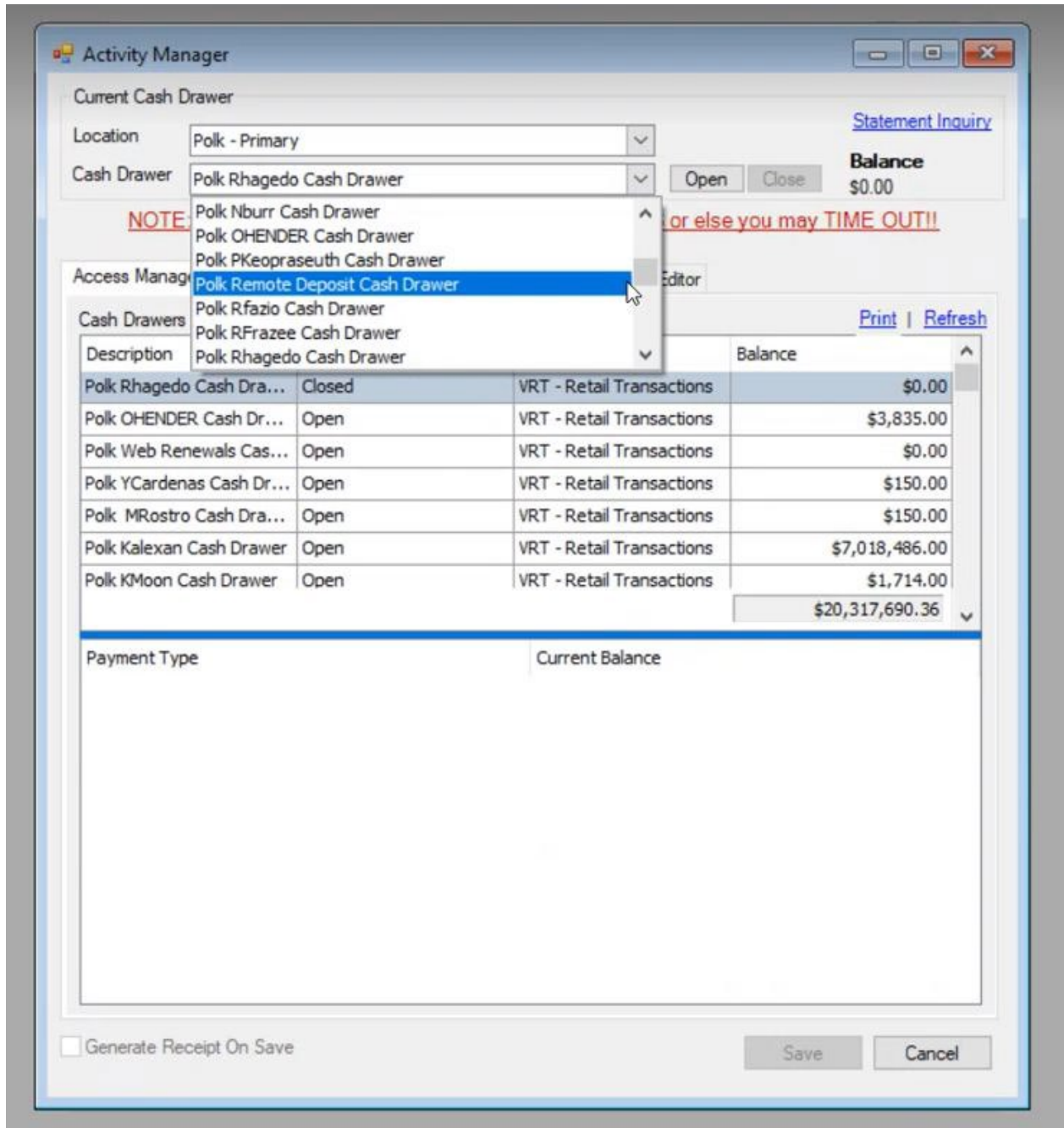
5. Select Open.

6. Cash Drawer Status will change from Closed to Open. The cash drawer is now open and ready to make transactions.
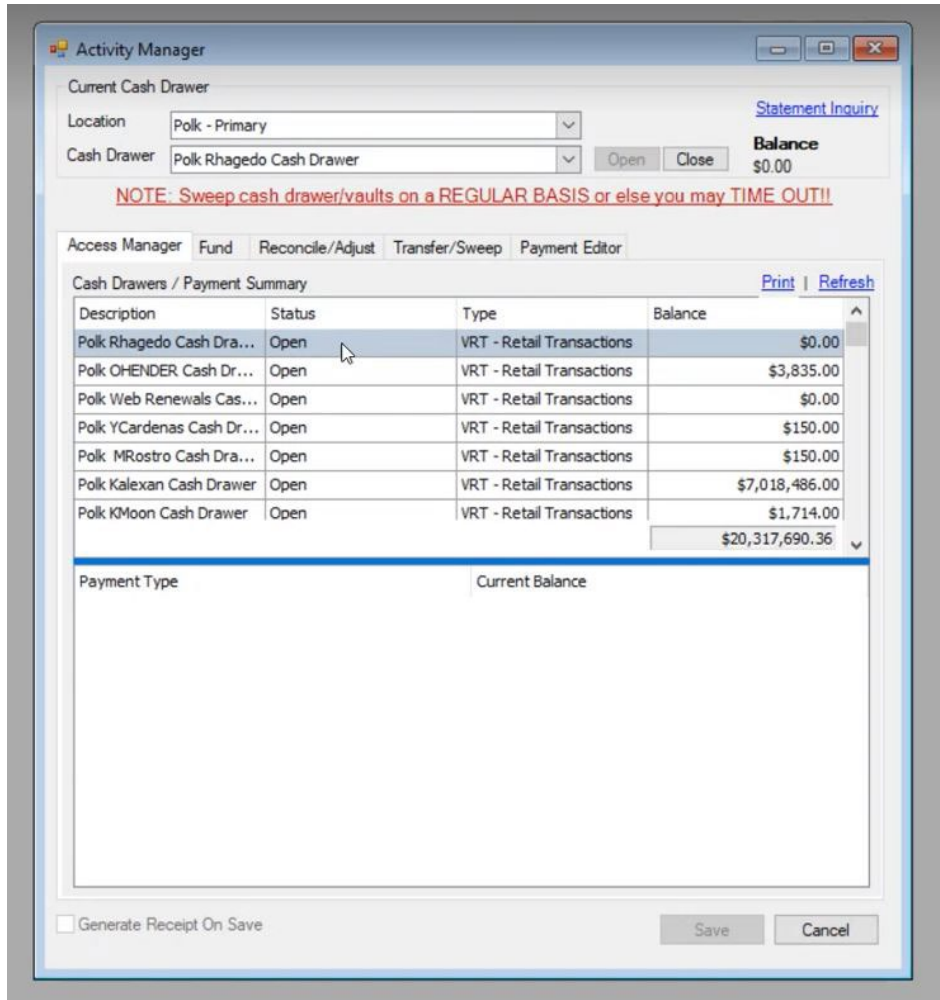
7. In the Payment Type window there is a breakdown of cash, check, and credit card transactions. The cash total listed here must be verified against the actual cash in the drawer to ensure they are the same. See your supervisor if they do not match.

Completing a Simple Prequalifier for a Registration Renewal Window

1. Select VRT.

2. Select Title and Reg.

3. Select Registration Renewal.
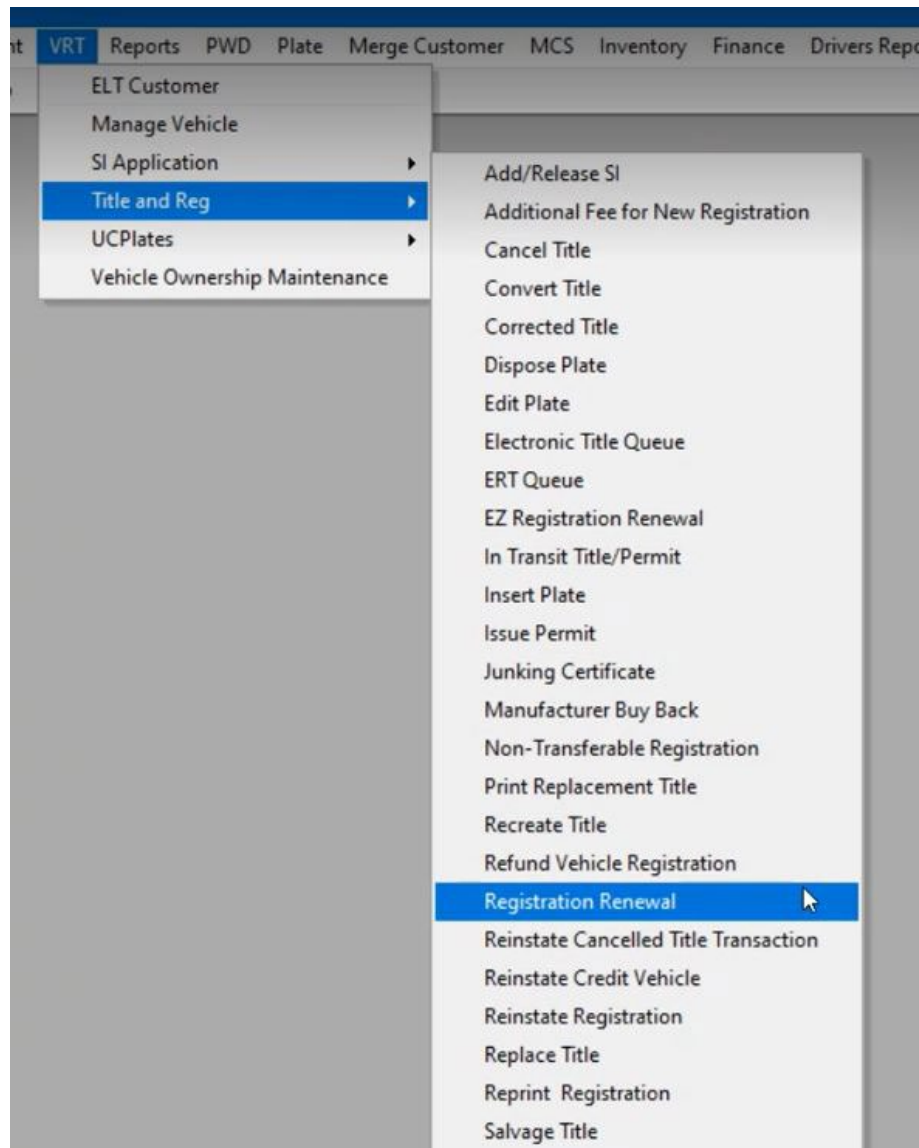
4. On the Vehicle Identification Number (Vehicle ID # field, enter a plate).

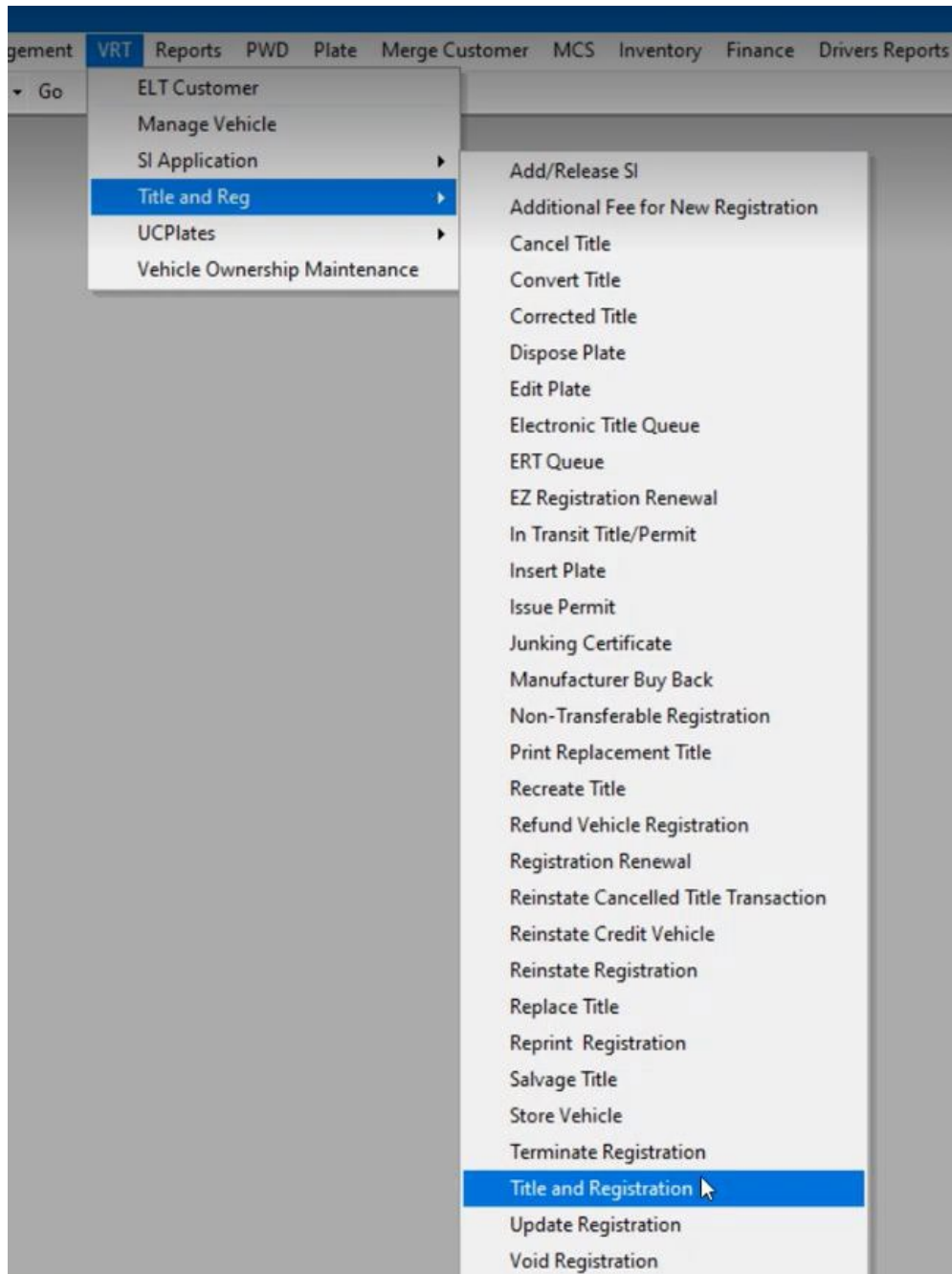5. Select Continue.

6. On the Registration Renewal window select Cancel to close the window. Notice the different data types that work in both the Vehicle Ident # and the Customer Ident #.

Completing a Title and Registration

1. Select VRT.

2. Select Title and Reg.

3. Select Title and Registration.

4. Select Purchase Date drop-down and select the purchase date that is on the Title and Reg Application.
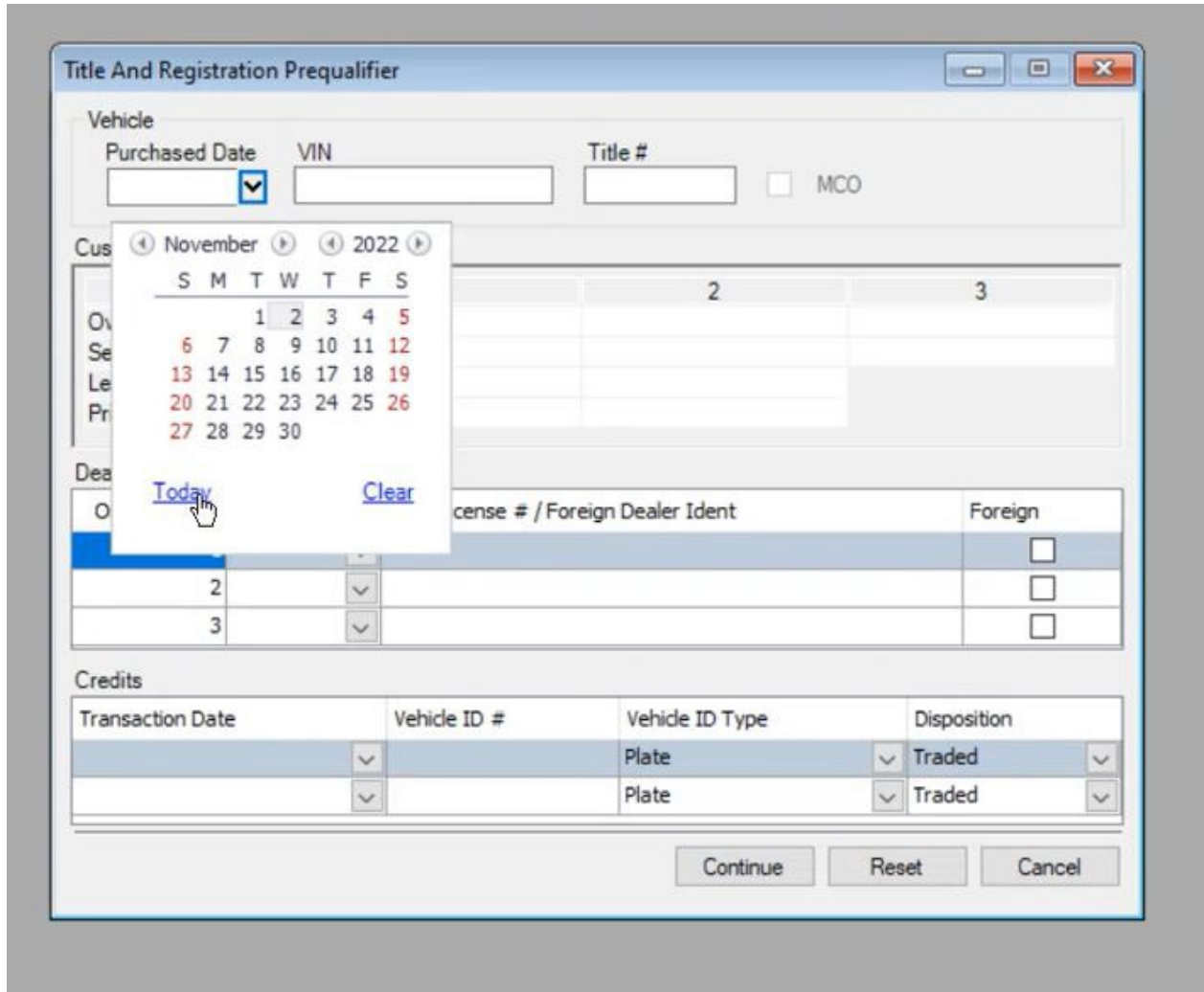
5. Enter the VIN number in the VIN field.
   a. Iowa Title or Out-of-State title VIN.
   b. Full VIN or forward slash with last six numbers of the VIN (/456789).
      i. It will bring up all the vehicles in ARTS with those last six numbers of the VIN.
      ii. All columns are sortable according to year, make, model, previous title number you are able to sort to find.

6. Title and Registration will show the previous owner as well as any liens under Security Interests.

   a. The lien will need to be canceled to complete the title and registration process.

7. Select a Cancel Date.
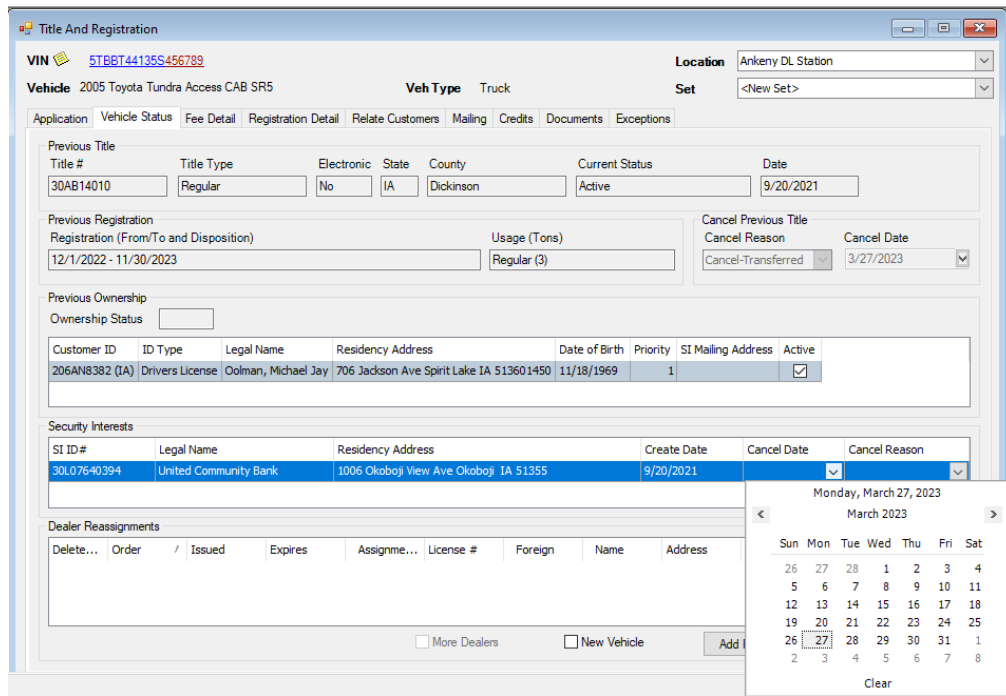
8. Select a Cancel Reason.
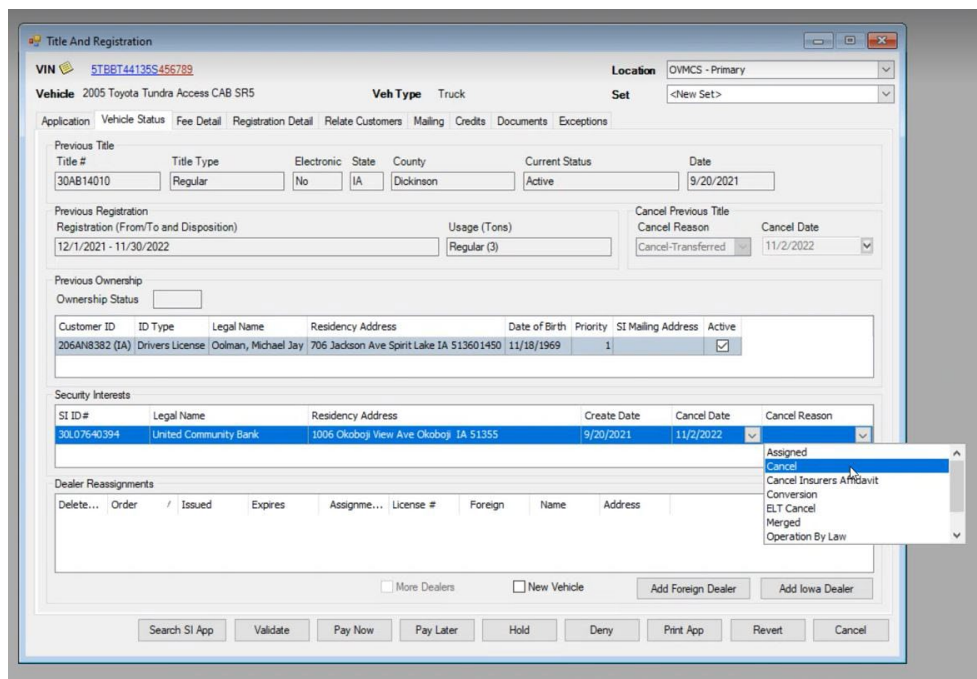
9. Select the Application tab and enter purchase prince in the Net Purch Amt.

10. If there is a tax exempt (Exmt Reason), no Net Purch Amt needed.

11. Select UT510.

12. Select Exemption Reason.

13. Select Save.

14. Select Relate Customers tab.

15. Select Add the purchaser or Owner.
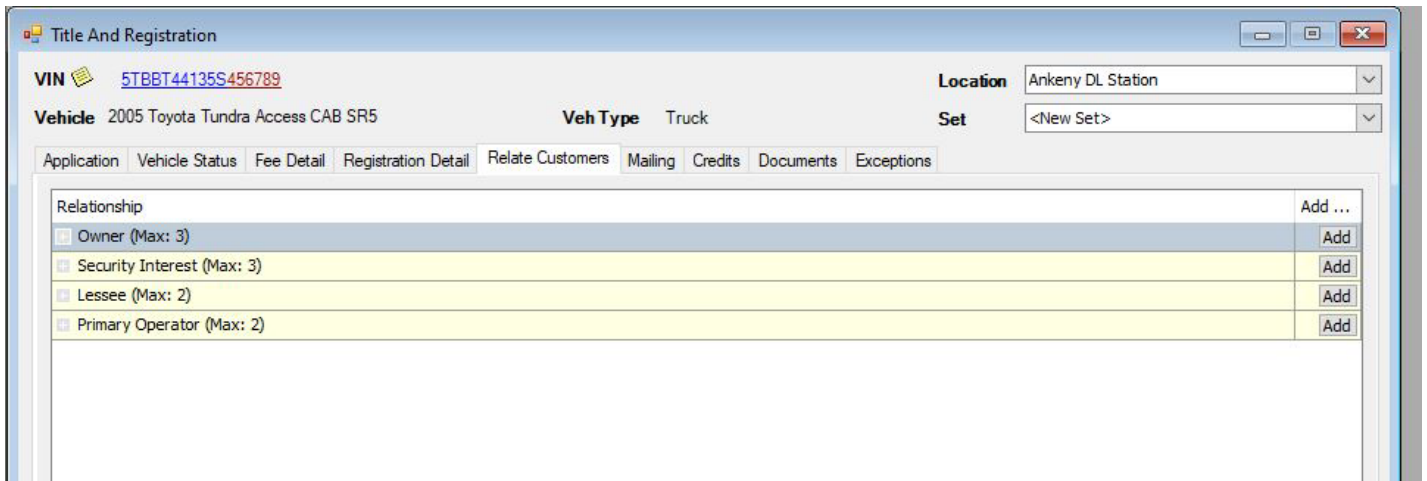
16. Under the Customer tab insert Identification # and Identification Type or Organization Name and select Search.
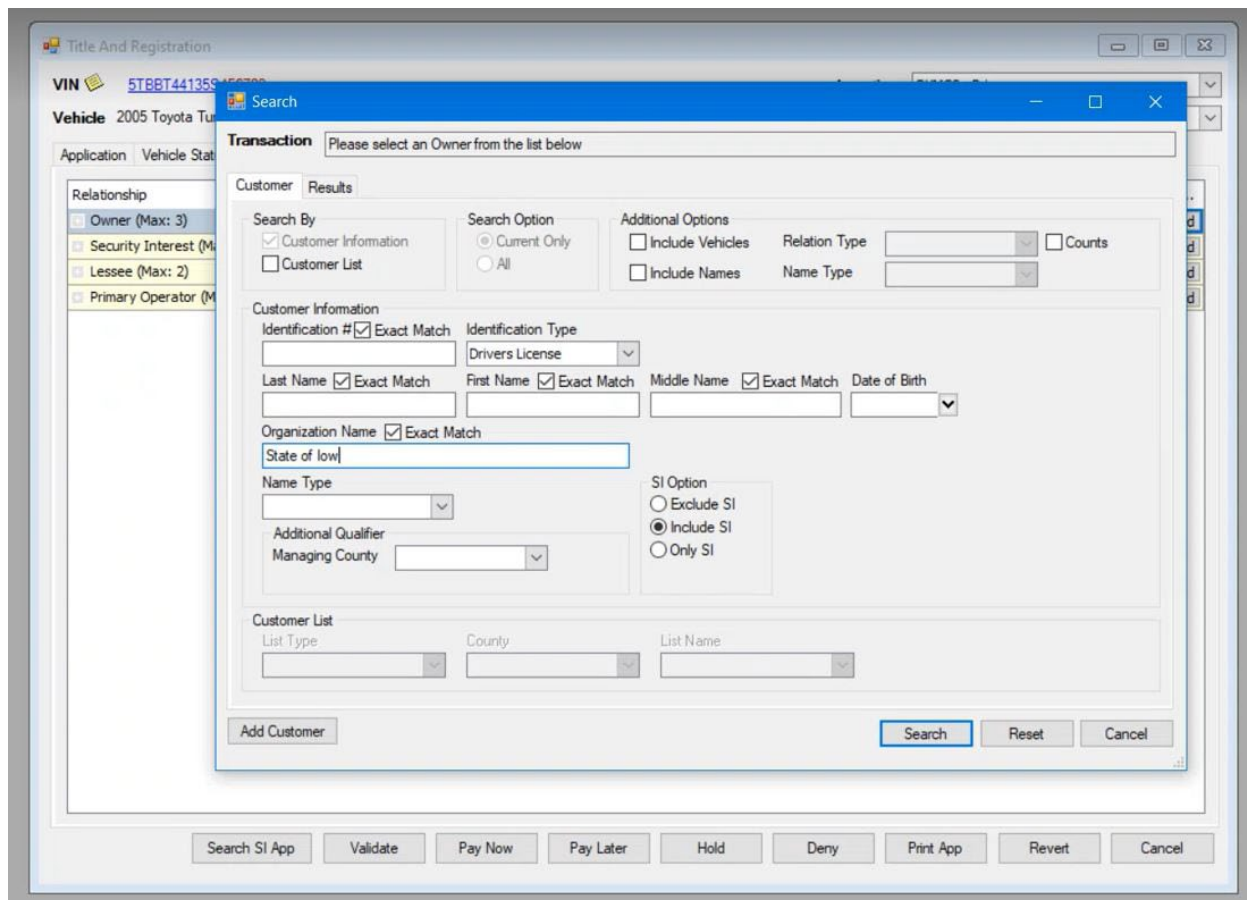
17. Results will appear.

18. Double click on the Customer # that the Title and Registration applies to.
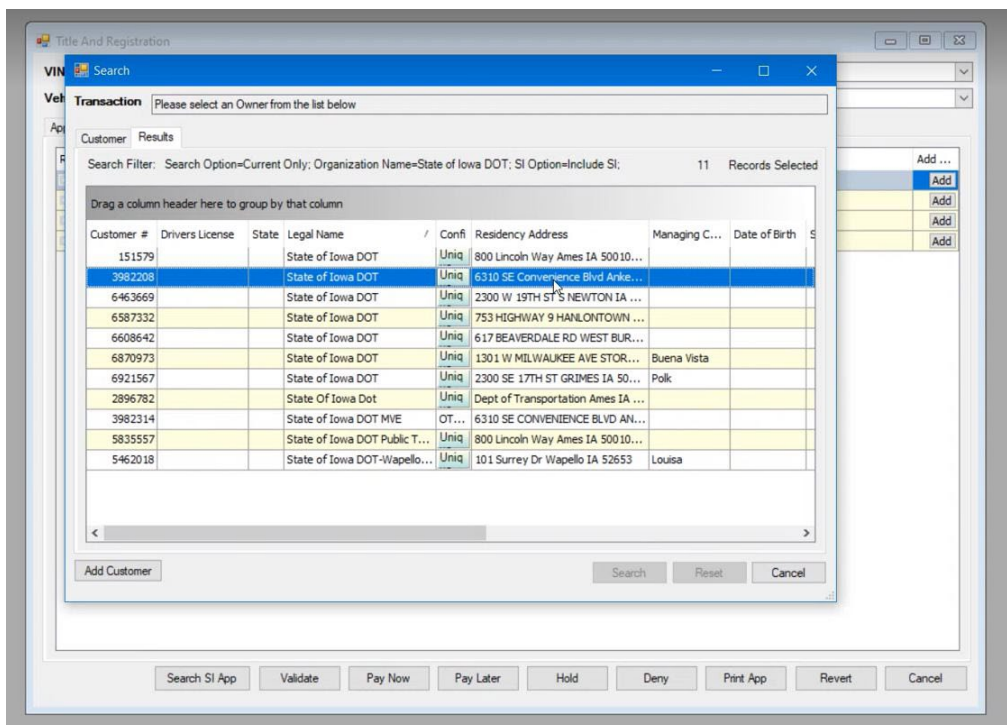
19. The select will appear under the Owner.
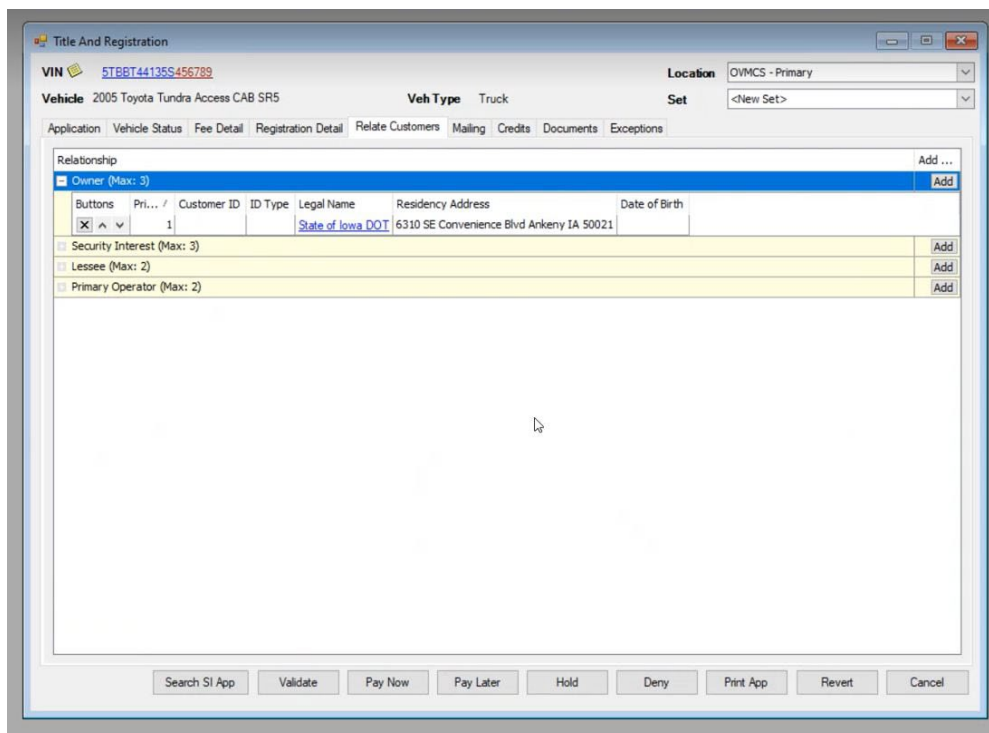
20. Select the Application tab.
    a. Insert an odometer number depending on year of the vehicle
    b. Odom Unit = Miles or Kilograms
    c. Reading Type = Actual or Not actual
    d. If on the tranfer if marked over 70 percent, select Yes on the Damage Over 70 Percent drop down.
    e. Odometer required on model vehicles 9 years old or newer.
    f. Damage disclosure required for 7 years old vehicles or newer.

21. Verify correct Customer under Legal Name.

22. Select Registration Exp Date.

23. Select Validate.

24. If any discretionary edits appear, select Auto Approve.
   a. Discretionary Edits – edits that are in ARTS to prevent something being issued to someone who should not have a title and registration. It is also there to prevent inaccurate data put on the transaction.
      i. NMVTIS Discretionary Edits send to the DOT.

25. If DEs are approved, X or close out.
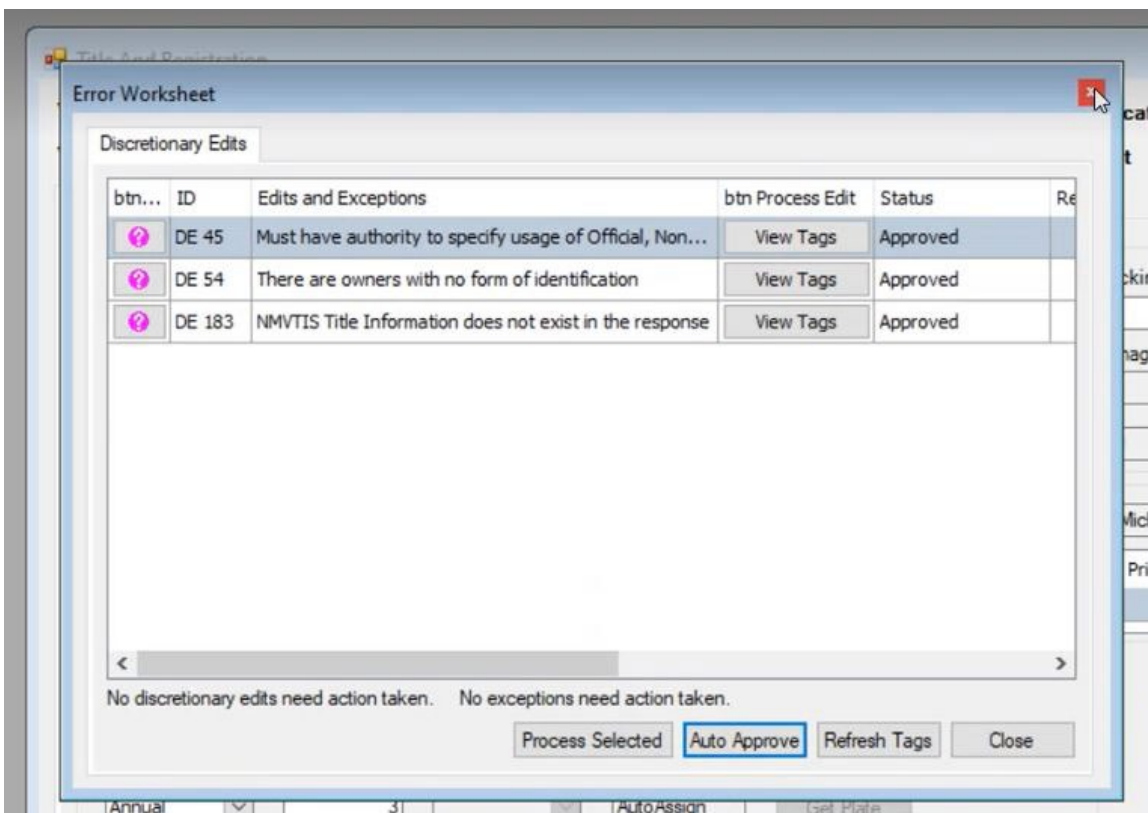
26. Select Pay Now.
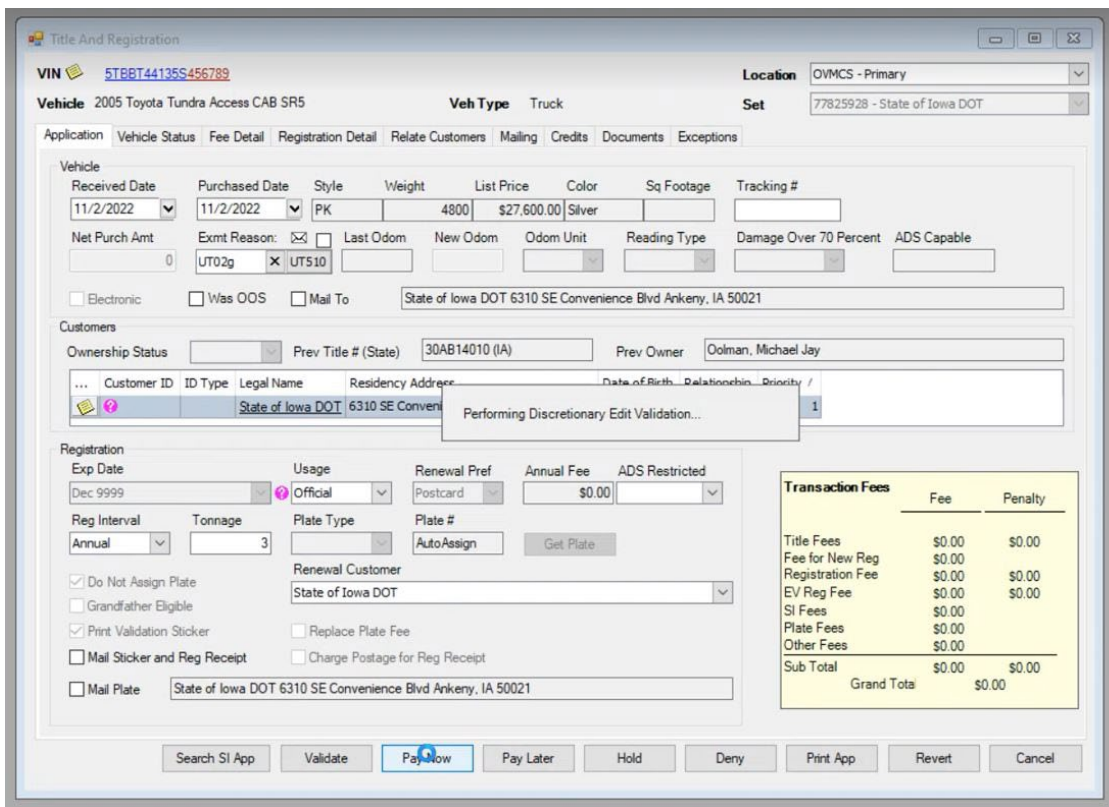
27. The Payment Manager window appears.

28. In the Type drop down menu select Type of payment.
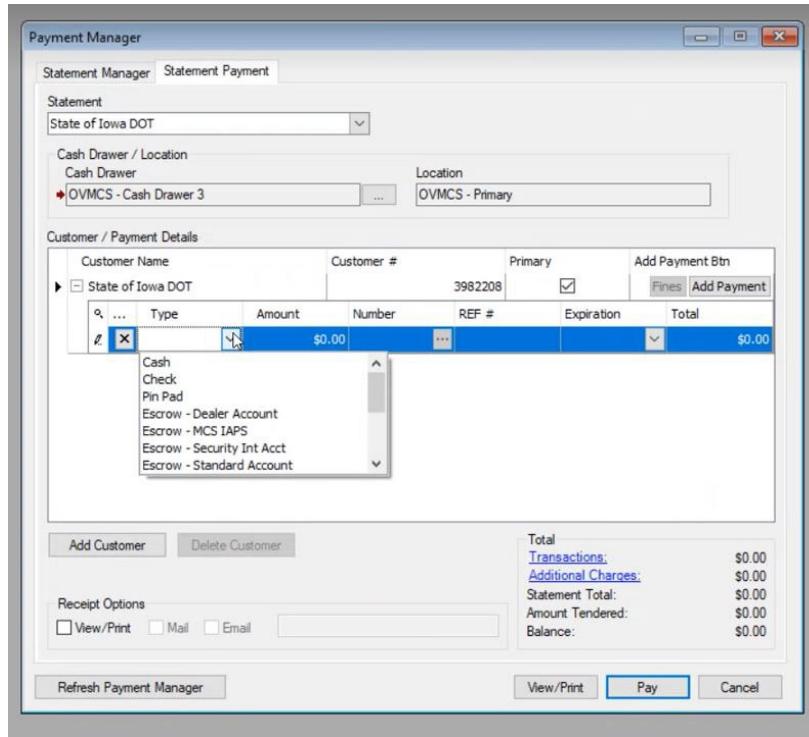
29. Select Pay. The Finalize Transactions window appears.
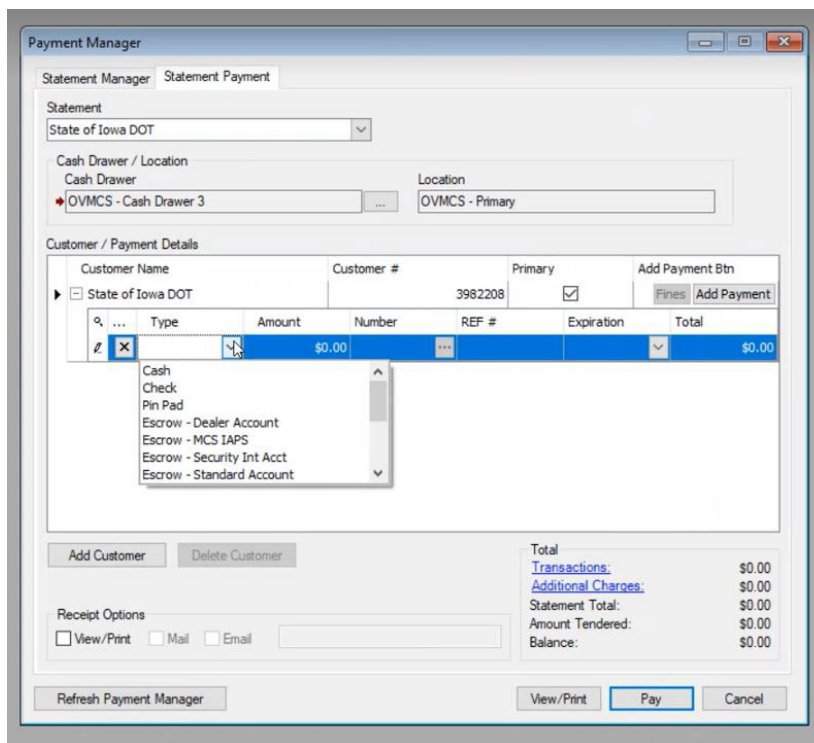
30. Select Finalize next to the Vehicle listed in the window.
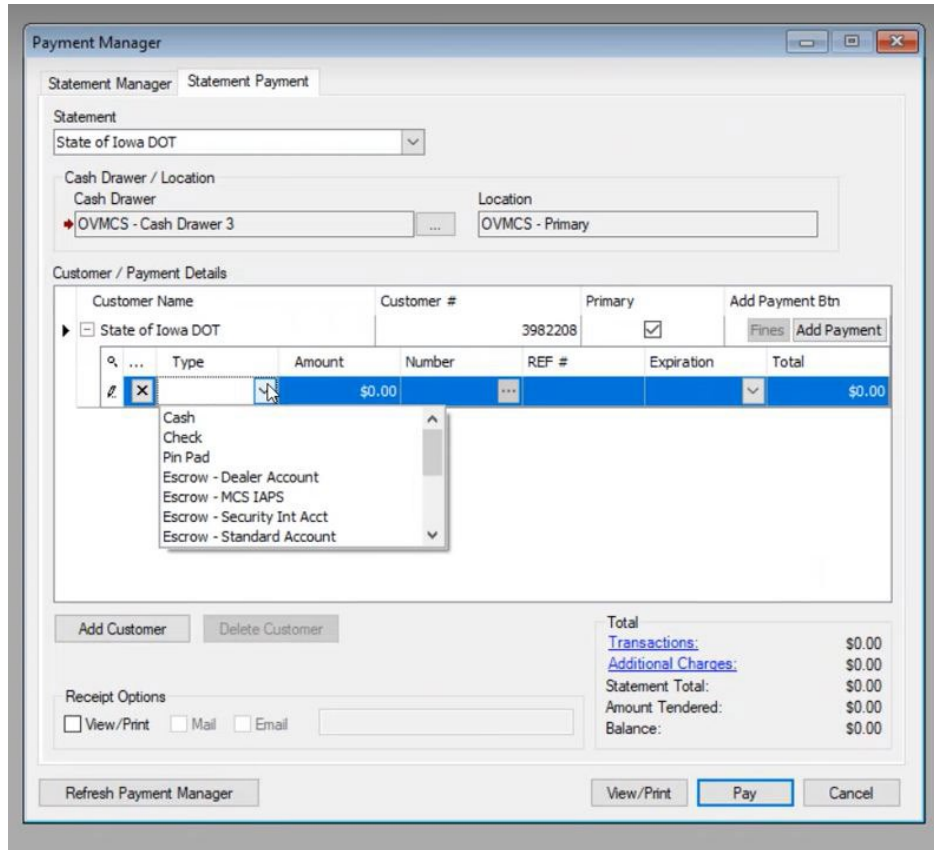
31. The Generate Credentials window appears. Select Generate.
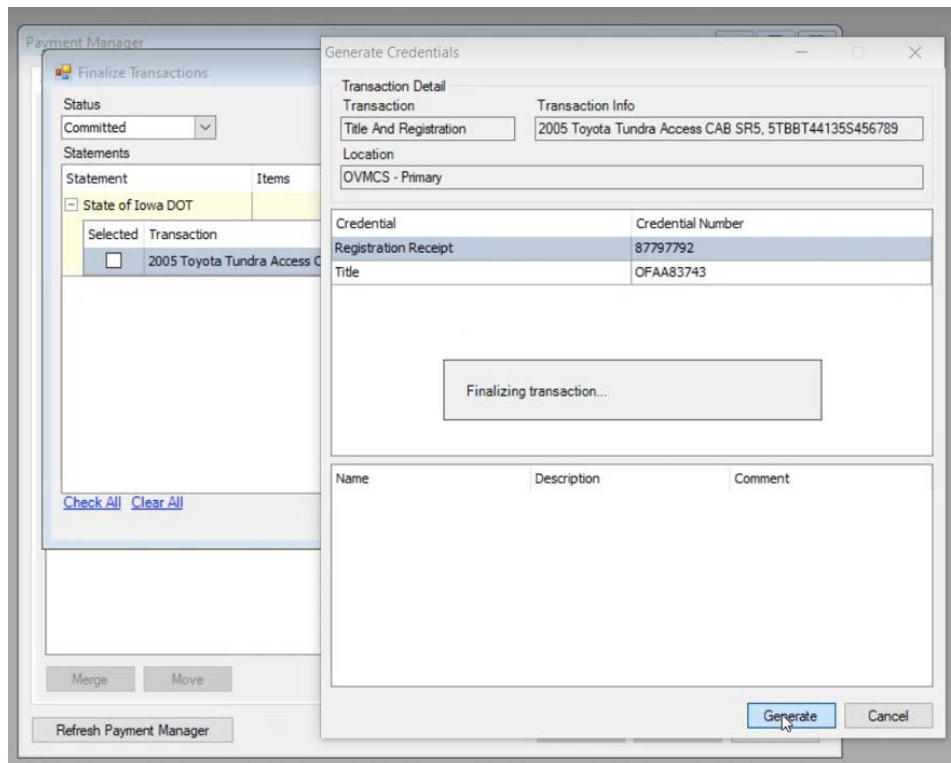
32. Title and Registration have printed. A confirmation window appears. Close out of the Finalize Transactions window.
    a. If title and reg printers are not set up beforehand, this transaction will not finalize.
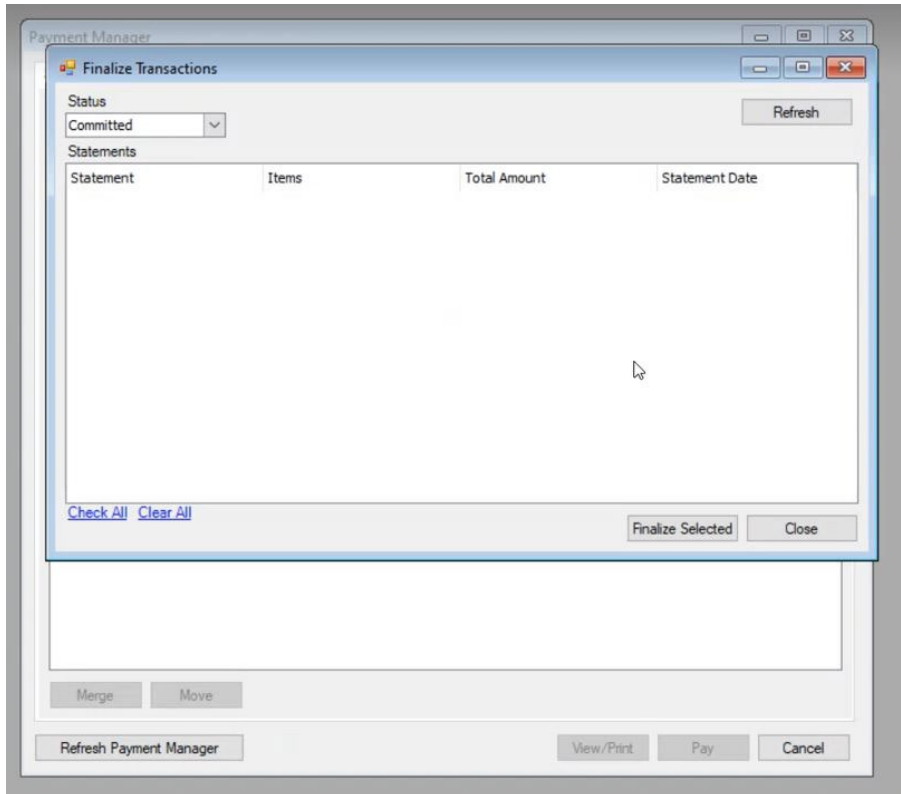
Completing a Complex Prequalifier Window

1. On the VRT menu, select Title and Reg > Title and Registration.

2. In the Purchase Date field, enter today's date.

3. Enter a VIN or the Title #.

4. In the Owner - 1 field, enter an SSN.
    a. Up to three owners can be listed by SSN in the Prequalifier.

5. If there is a Security Interest holder, enter their Federal ID Number. It is found on the Title and Registration Application.

6. Dealer Assignment can also be entered. On the back of the Title, it will show what dealer purchased the vehicle from the person on the "face" of the title. Assignment date is the date that was purchased from the previous owner.
    a. Iowa Dealer starts with the letter D and is followed by a Number specific to the dealer.
    b. Out of State Dealer many are built in by their state (do not use a D). Check the box under Foreign.
    c. If purchaser has a trade-in vehicle, it is allowed as a Credit from the registration of two vehicles. Enter the plate numbers under Vehicle ID #.

7. Select Continue.

8. Complete the Title and Registration
    a. Insert purchase price
    b. Exempt reason
    c. If the vehicle is 9 years old or new, insert odometer reading
    d. Reading type: Actual or Not Actual
    e. Any damage over 70%
        1. Federal odometer law change: Each year it is adds another year where the odometer is required that ends in 2030/2035. It will not be 9 model year or newer. Probably on 11 or 12 module years.

9. To view all customers attached to the record, select Relate Customers tab and it shows owners, security interest holder, lessee, or primary operator.
    a. If a primary operator needs added, select Add across from Primary Operator (Max:2) and add the primary operator.

10. If a wrong customer has been added, select the X and take that customer out.

11. Select Add across from Owner (Max: 3).

12. Select Add and Search for the correct customer.

For Security Interest

13. Select and double-click the individual or the organization. View the Title and Registration Application to verify the customer.
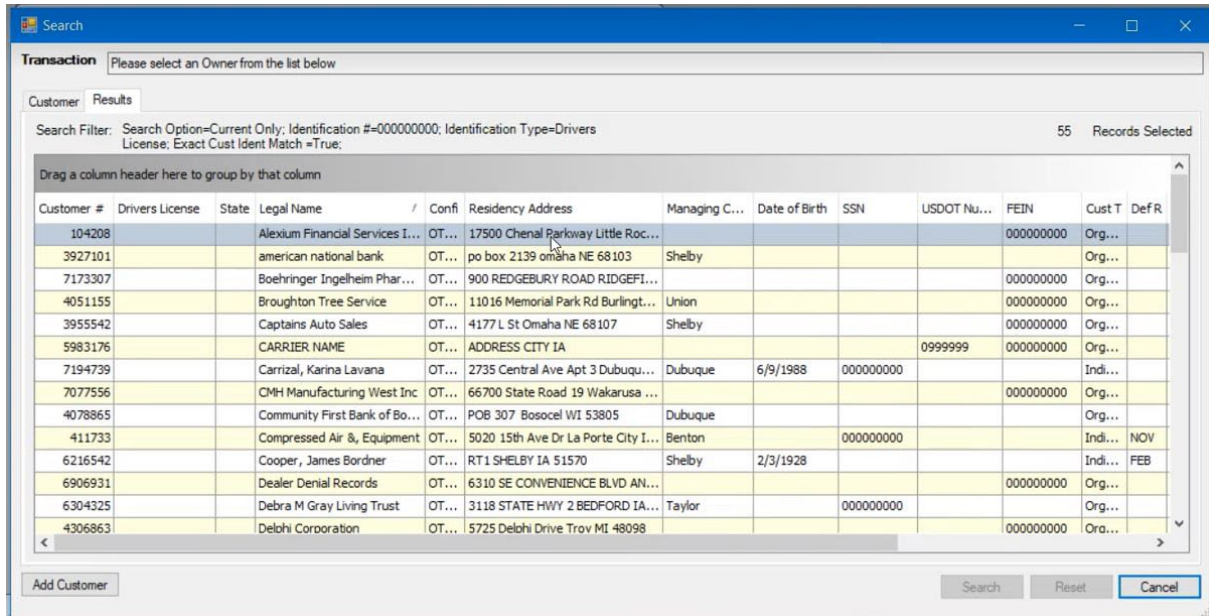
14. Select the Customer tab and put in the Identification #, Identification Type SSN, Include SI, and select Search.
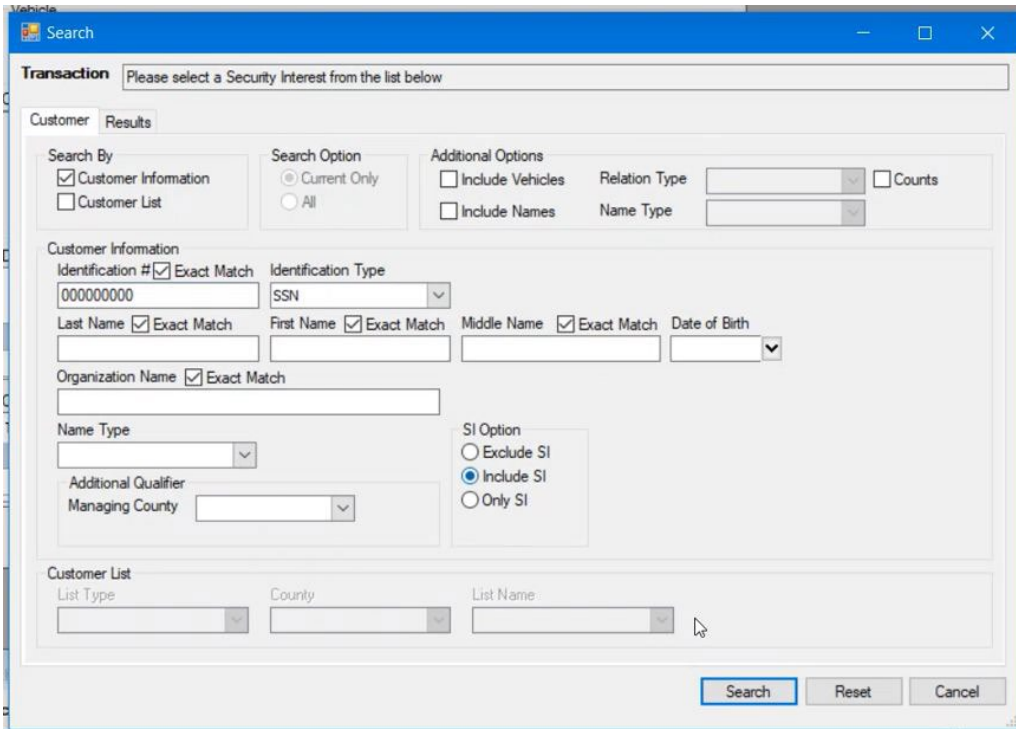
15. Select (double click) the Customer by verifying it on the Title and Registration.
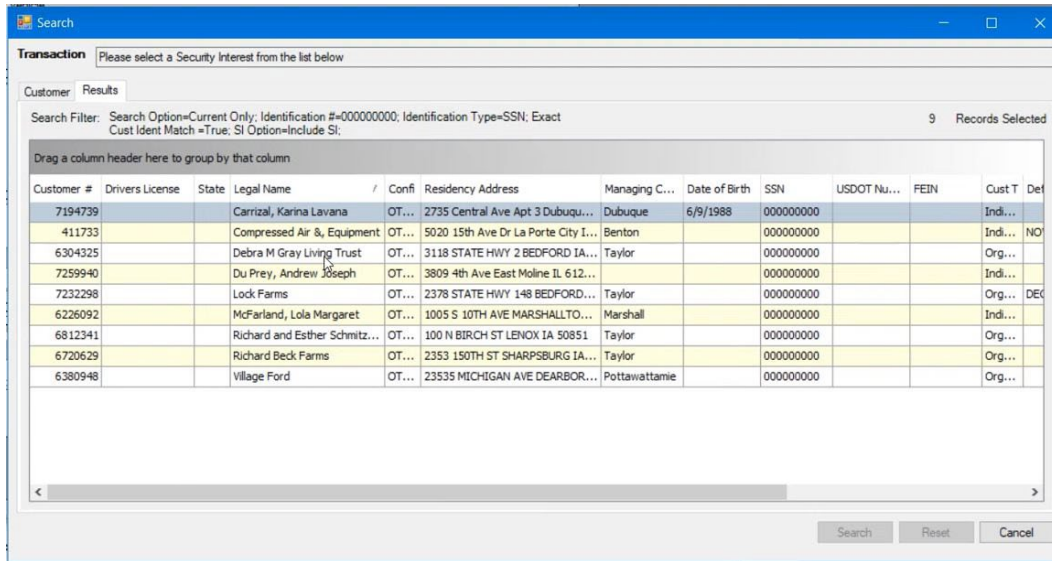
16. On the Title and Registration window select **Cancel** to close the window.

Out of State Dealer

17. Under the Customer tab insert Customer Information. Identification #, select OOS Dealer License under Identification Type.

18. Select Search.
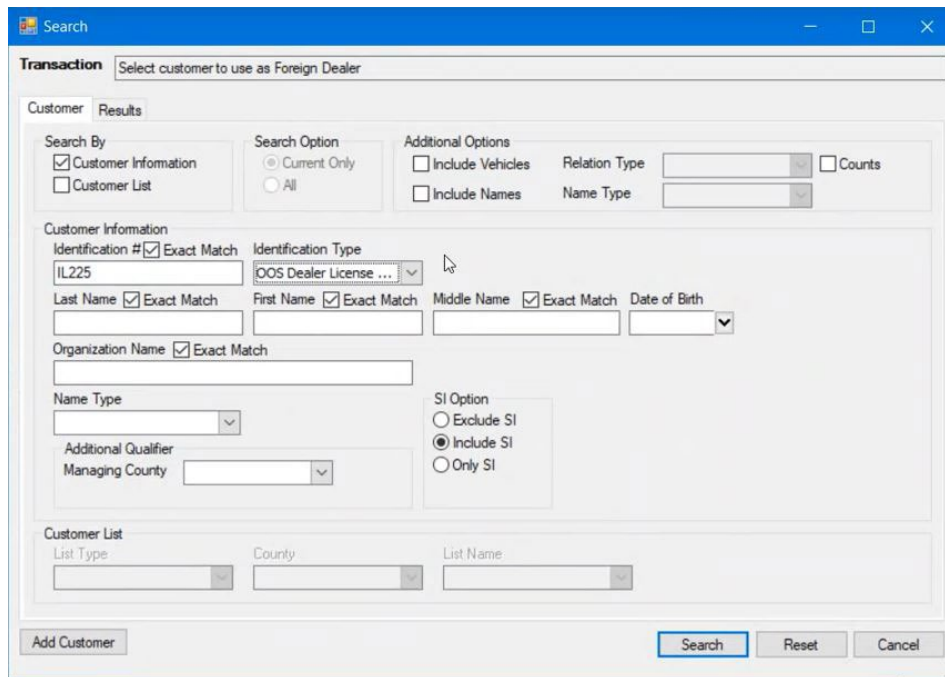
Registration

19. Under the Application tab, complete the Registration fields required.
    a. For truck insert Tonnage.

20. If counties have plates at their location the Plate # will AutoAssign.

21. Select Get Plate

22. Insert Plate #

23. Select Get Plate

24. Transaction Fees
    a. Title Fee $25.00
    b. Passed 30 days from purchase date there is a $10.00 penalty fee.
    c. Fee for New Reg is the tax that will show.

25. Plate has been reserved for this transaction.

26. Select OK.

27. Select OK

28. Verify the plate shows. Select Validate.

29. Form Errors – a white exclamation in a red circle – cannot proceed unless the error is corrected.
    a. Check Vehicle Status for errors.
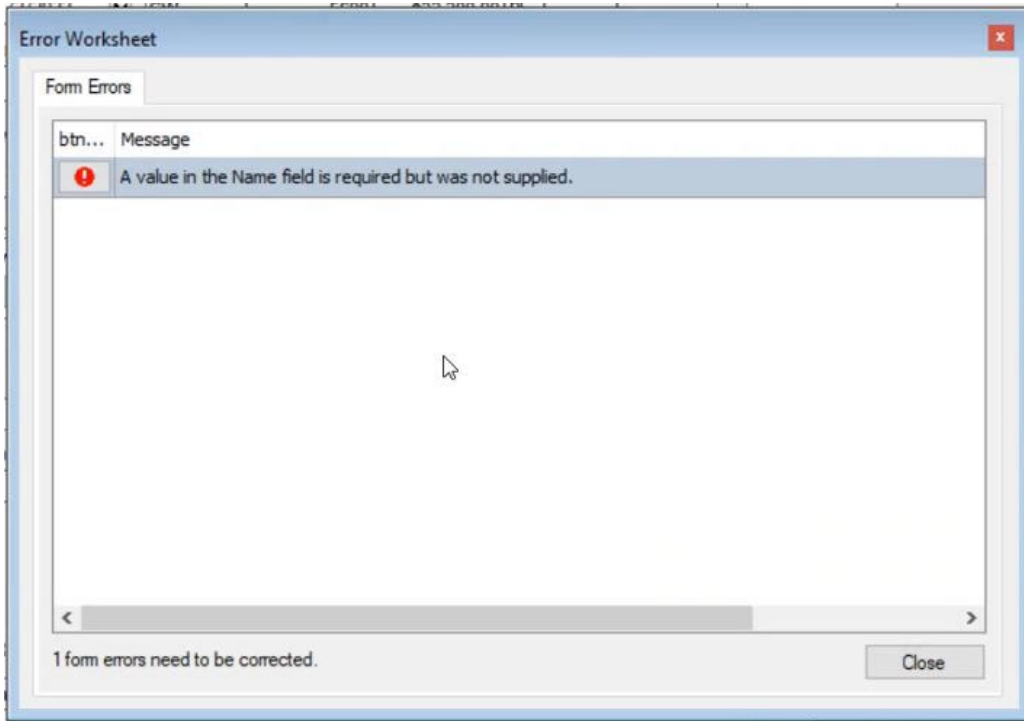
30. Select Validate again.
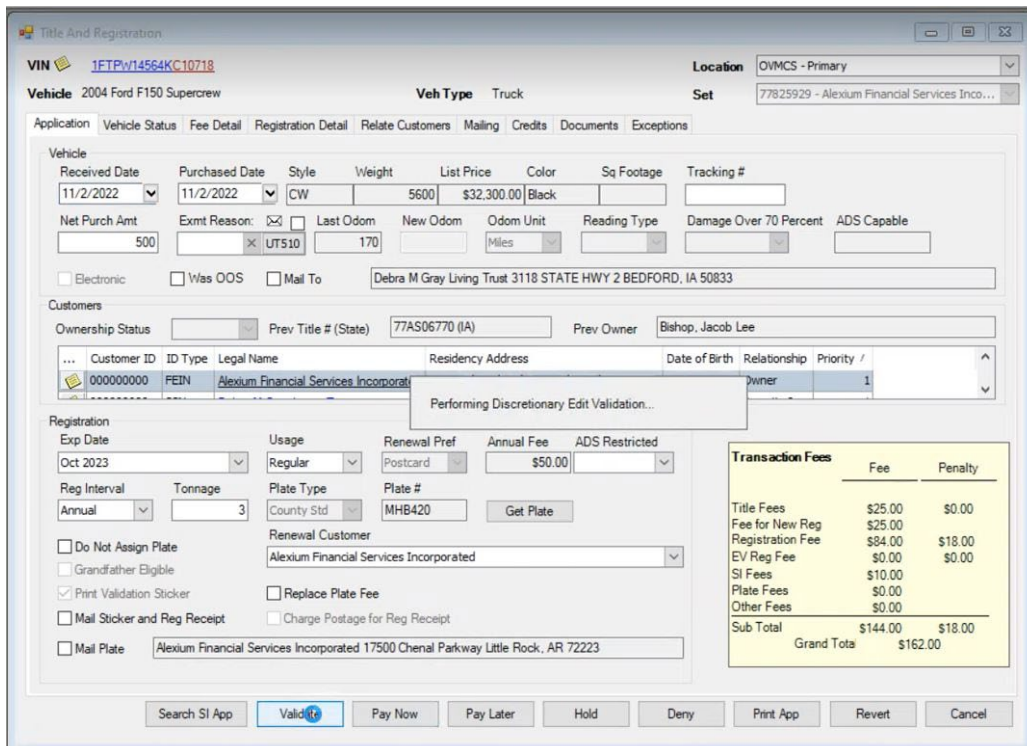
31. Discretionary Edits (DE)
    a. Read what the edit says
    b. Some Discretionary Edits can be Auto Approved, others have to be sent to the county supervisor or the DOT.
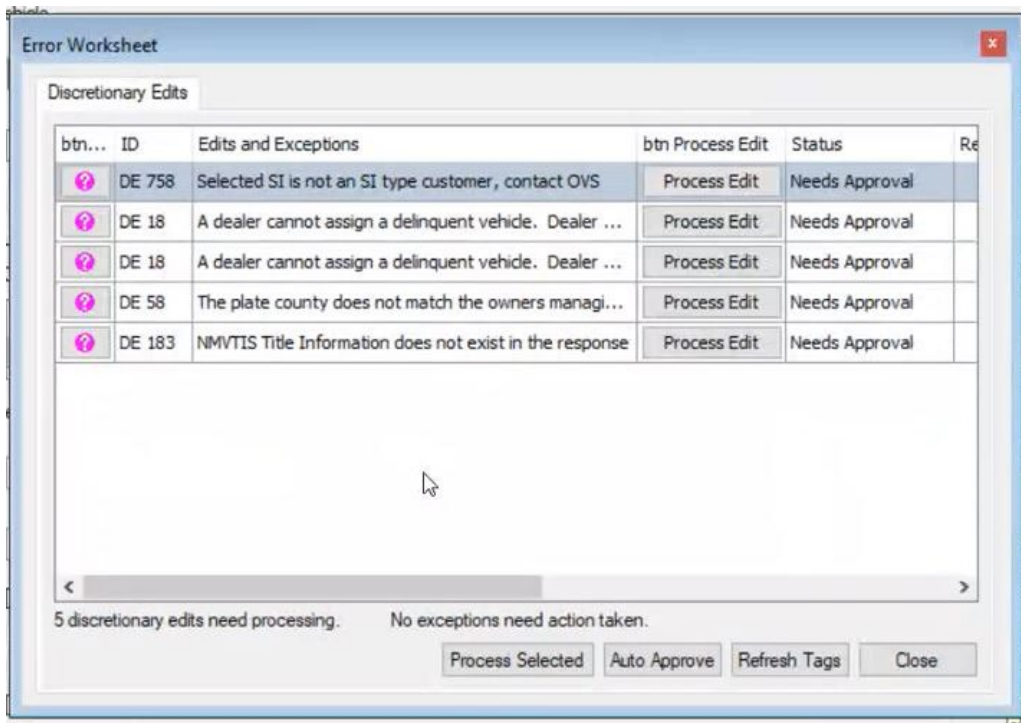
32. To select the customer, select the box under Primary.
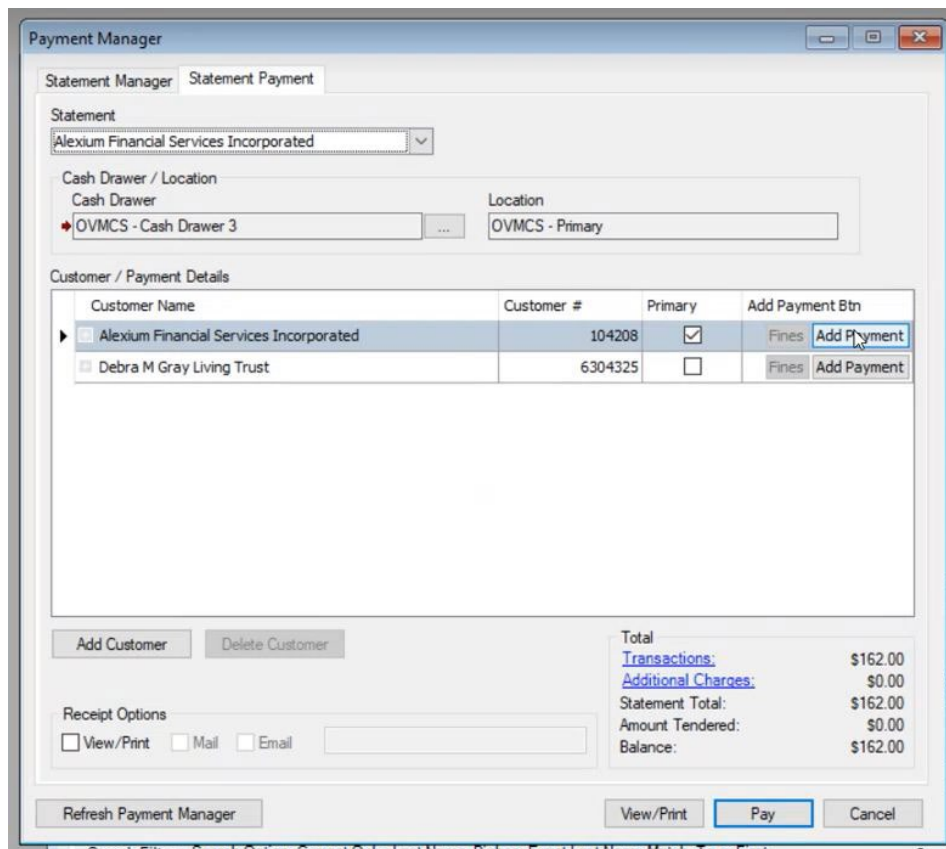
33. Select Add Payment

34. Select payment Type.
    a. If payment is a Check, add the Check Number

35. Select Pay

36. The Finalize screen will appear.

37. Select Finalize.
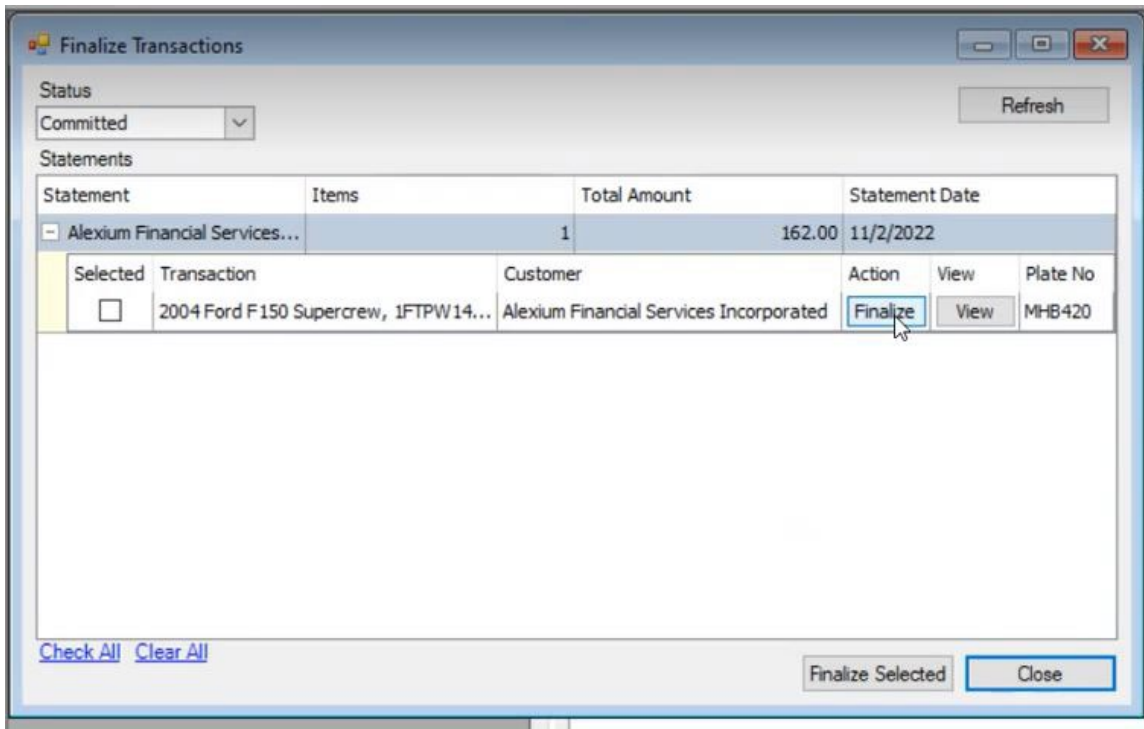
38. The Generate Credentials screen will appear.

39. Select Generate to Finalize Transaction.

40. A Title and Registration will be issued with a plate assigned.

Adding a Vehicle

1. Go to VRT > Manage Vehicle
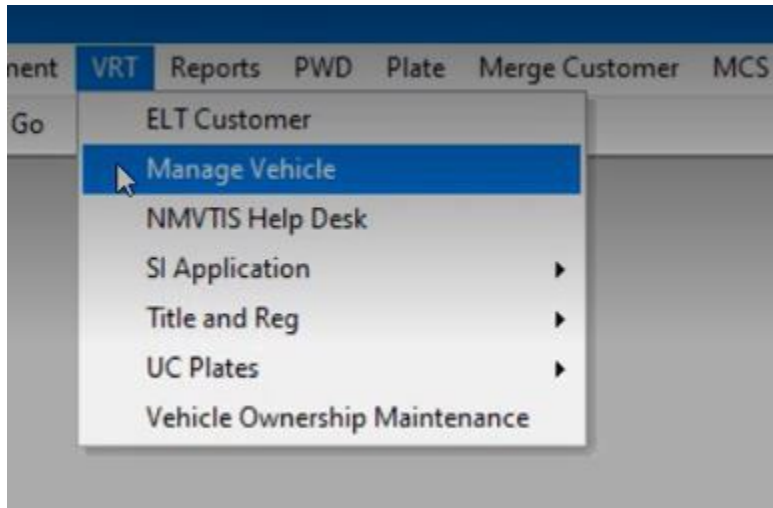
2. Insert the VIN in the Identification # field

3. Select Search
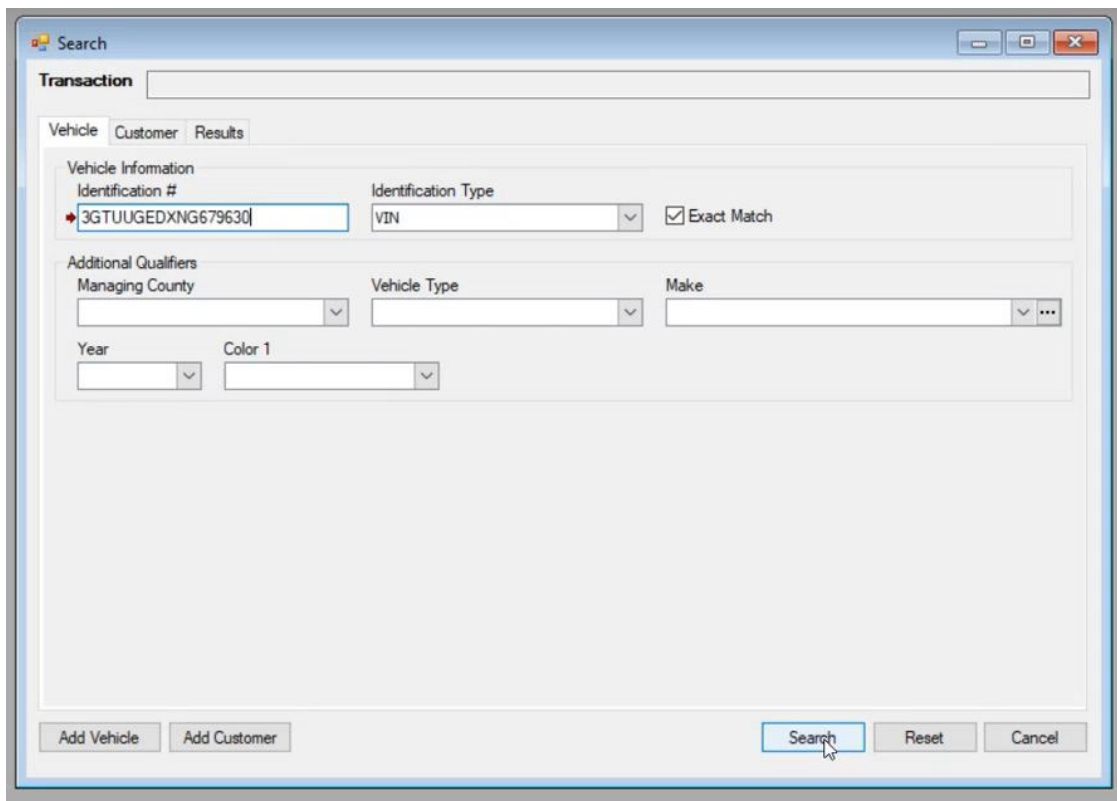
4. Select Add Vehicle
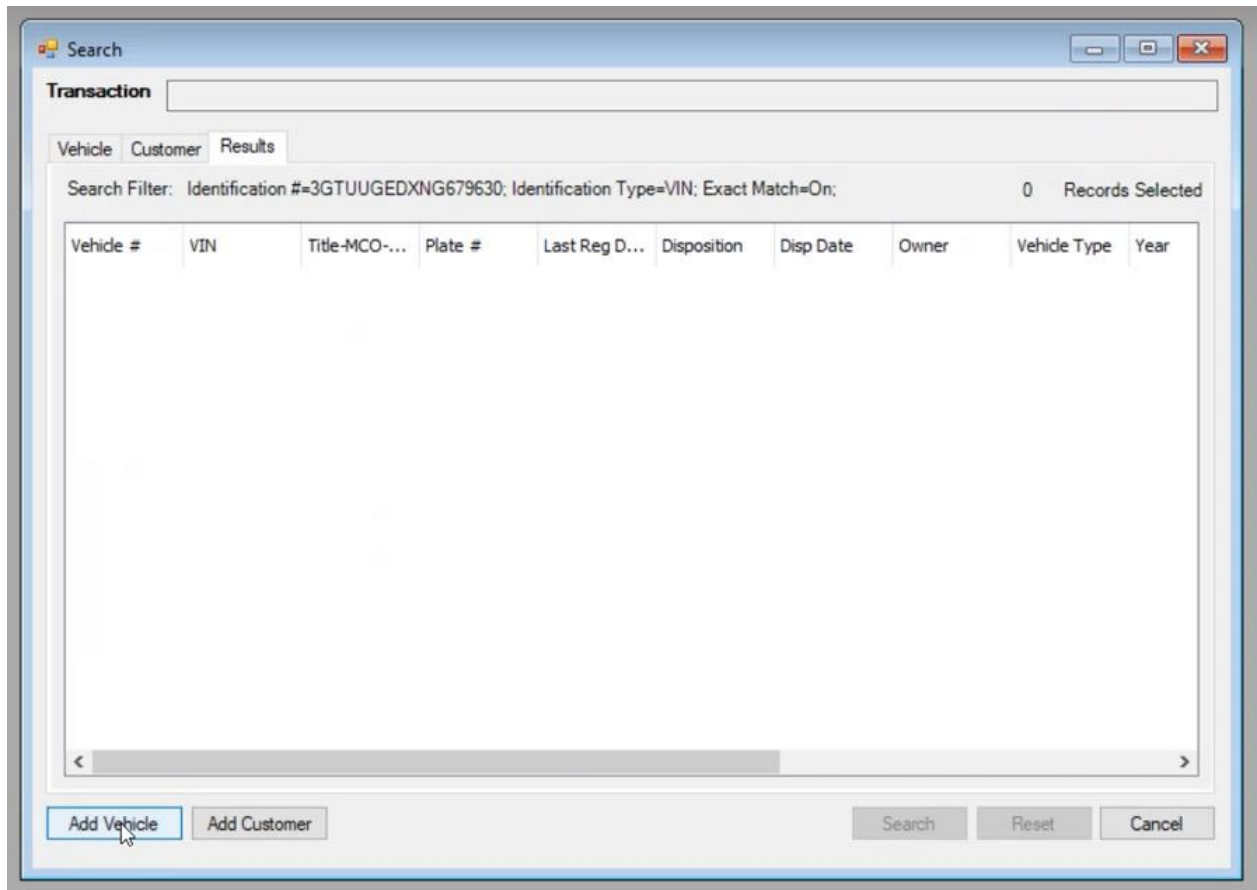
5. The Vehicle Maintenance screen will appear, and the fields will pre-populate.
   a. If the field do not pre-populate, all of the following must be completed:
      i. Vehicle Number
      ii. Type
      iii. Year
      iv. Make
      v. Model
      vi. Color
      vii. Fuel Type

6. Review the Ownership document to verify all information is correct.

7. Update information if necessary and select Save.

8. Select the Ownership tab.

9. Select Effective Date.

10. Select Ownership Document type

11. Put in MCO# (in the bottom left-hand corner, usually in red)

    a. If there is no MCO#, use the Invoice Number in the top right-hand corner.

12. If the Dealer information is needed, type in Dealer License # and select Search.

13. Add any other relevant information to the Vehicle Maintenance screen

14. Select Save to save the vehicle record.

15. Note: To make sure the vehicle is there, select the Vehicle tab and Search. The record should appear.

16. Double click on the record.

17. The record will appear.

Vehicle Data Conflict

This vehicle is used in a pending ERT deal. Choose the data to use:

	Existing DOT data	Data from pending ERT deal
Color 1	White	1
Color 2		
Color 3		
Fuel Type	Gasoline	Gasoline
GVWR	7100	6001
List Price	66100	66100
Make	GMC	GMC
Model	Sierra K1500 Denali	Sierra K1500 Denali
Year	2022	2022
# of Cylinders	8	8
Style	PK	PK
VIN	3GTUUGEDXNG679630	3GTUUGEDXNG679630
VIN Origin	Manufacturer Assigned	1
Credential Date	9/26/2022 12:00:00 AM	1/1/0001 12:00:00 AM
Credential #		
Credential Owner Name	Bob Brown GMC Inc	Bob Brown GMC Inc
Credential State		
Credential Type	A. MCO	0
Vehicle Type	Truck	Truck
Weight	5400	5400
Tonnage		
Usage		

| Select existing DOT data | Select data from pending ERT deal |

Adding a Vehicle using VINA (Vehicle Identification Number Analysis)

1. Go to VRT > Manage Vehicle
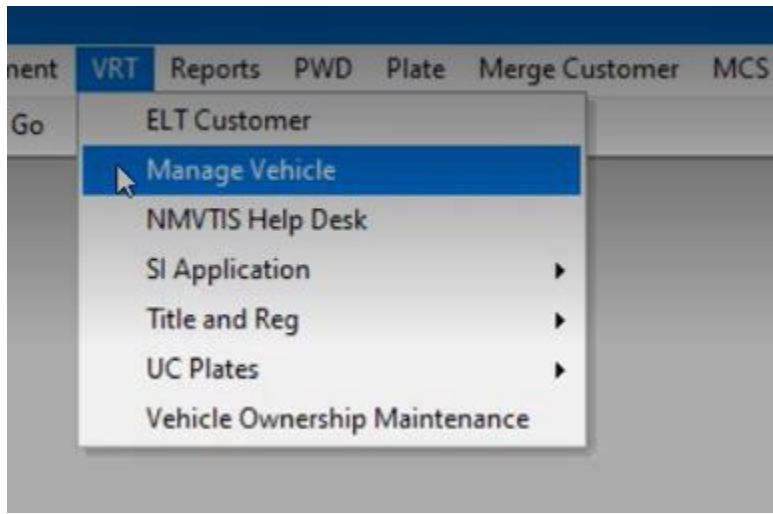
2. Insert the VIN in the Identification # field.
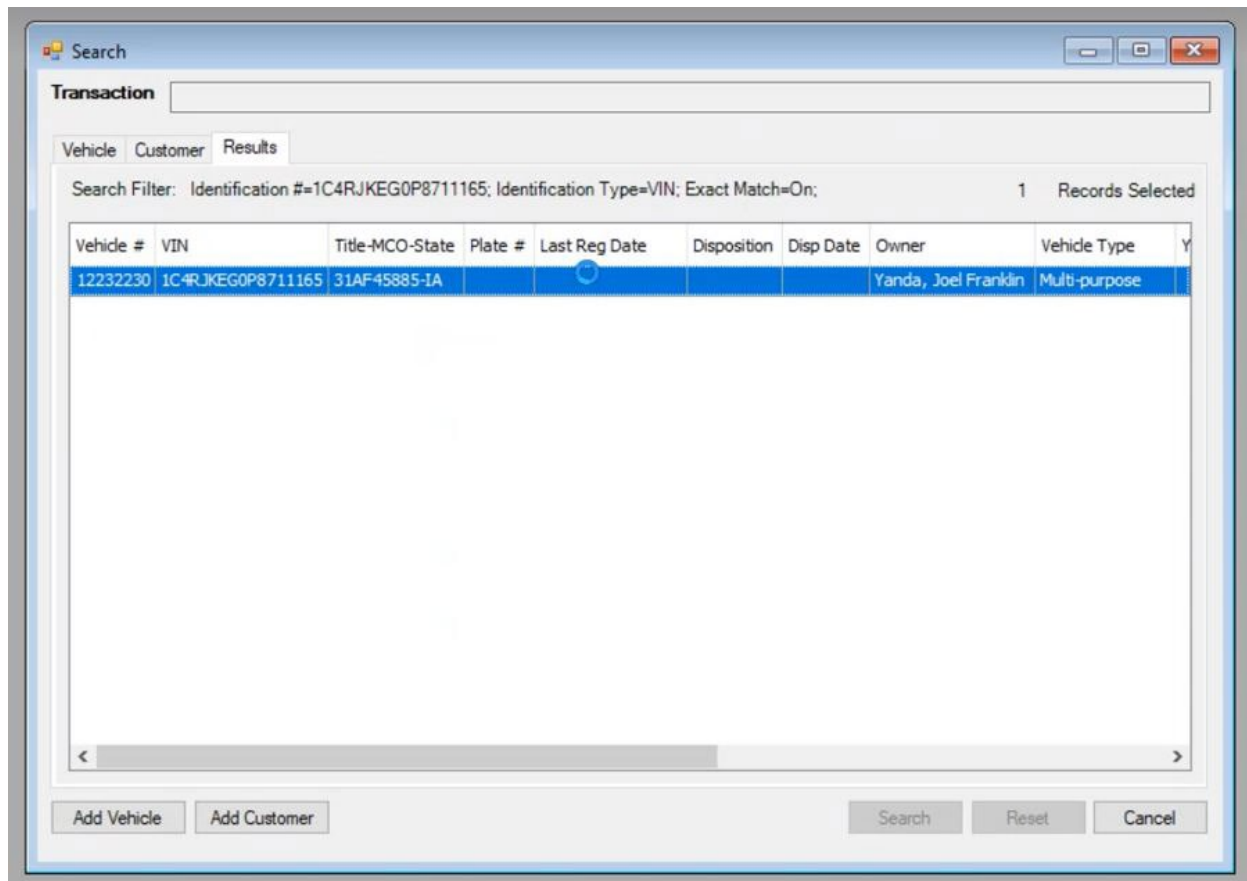
3. Select Search.

4. Once vehicles are added, select VINA/NMVTIS Inquiry or Search NMVTIS in Vehicle Maintenance.
   a. VINA/NMVTIS Inquiry brings up two screens
   b. If adding a vehicle and the screen pops up automatically and there are two choices and the pre-populated fields do not match, update the fields to reflect the Iowa record.
   c. For questions, please contact the County Liaisons or the Dealer section in the County Manual.

Adding a Vehicle Using a Similar Vehicle

1. Go to VRT > Manage Vehicle
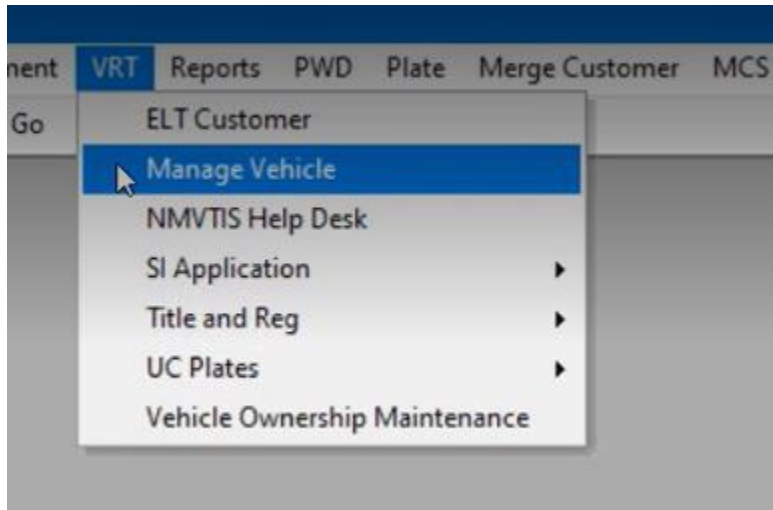
2. Insert the entire VIN in the Identification # field.

3. Delete some of the digits of the VIN and uncheck the Exact Match box.
    a. If there are no results, continue to take of digit from the end of the VIN and select Search until similar vehicles appear.

4. Select Search

5. The search displays the Results tab with a list of records.

6. Use the information from the similar vehicle record in ARTS to build the record for the new/used vehicle.

Adding a Customer

1. Customer > Manage Customer
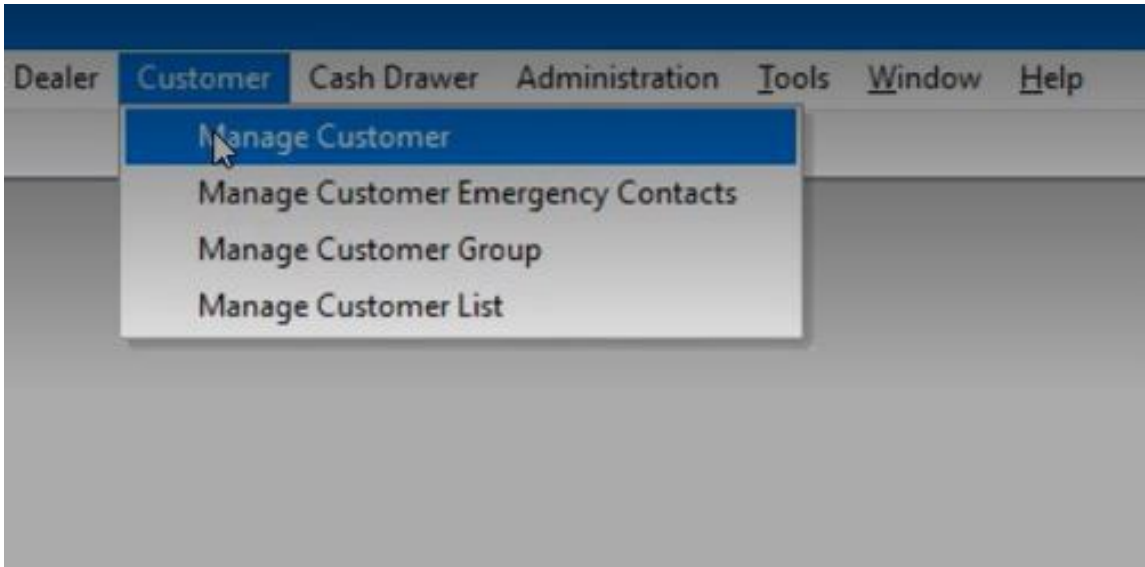
2. Customer tab appears.

3. Select Add Customer
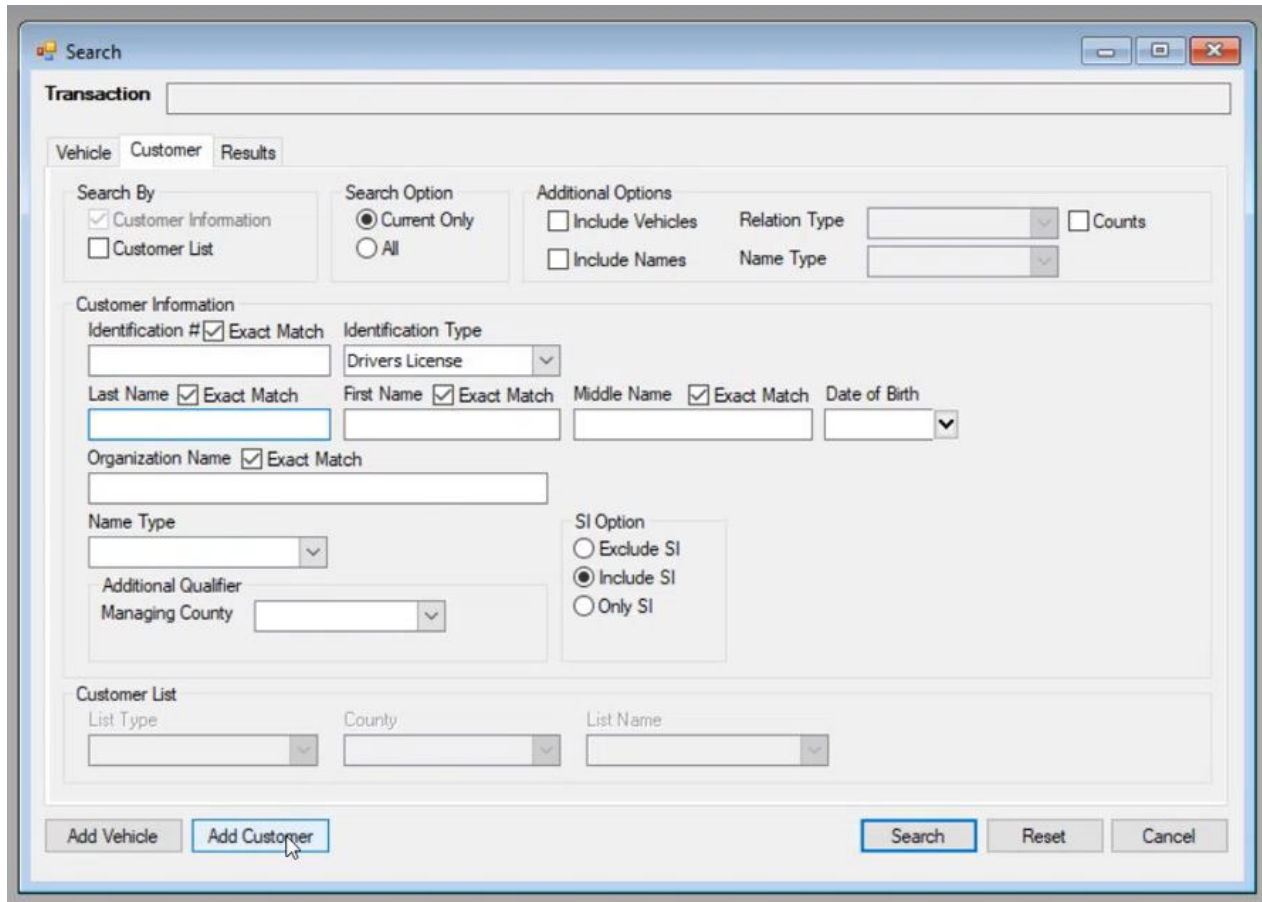
4. Customer Maintenance window appears under the General tab. Select Customer Type.

5. Under Individual enter the following fields (full legal name):
    a. Last Name
    b. First Name
    c. Middle Name
        i. Check the box if there is no middle name.
    d. Date of Birth
    e. Residency Address
        i. Address
        ii. City/State
        iii. Zip/Country
        iv. County

6. If the customer has a mailing address that is different from their residency address (PO Box) fill-in the necessary fields.

7. Select Validate Address to make sure the address is correct.

8. Select Identification Type.

9. Select SSN.

10. Insert their Social Security Number under Identification #

11. Select Country from dropdown.

12. Select Save.

Adding a Customer to a Title and Registration Steps

1. VRT > Title and Reg > Title and Registration

2. Insert VIN.

3. Select Purchased Date.

4. Select Continue.

5. If the vehicle does not appear in the Results tab, select Add Vehicle.

6. Complete the fields needed under the Ownership tab.

7. Select Save.

8. In the title transfer fill-out the necessary fields.
   a. Net Purch Amt
   b. New Odom
   c. Odom Unit
   d. Reading type

9. Select the Relate Customer tab

10. Select Add Owner under Relationship

11. The Customer tab will appear.

12. Complete the Identification # field and select the identification Type.

13. Select Search, the customer will be added.

14. The customer has been added.

Validating a Transaction

1. VRT > Title and Reg > Title and Registration

2. Insert VIN.

3. Select Purchased Date.

4. Select Continue.

5. All the choices for a Title and Registration are at the bottom of the Title and Registration window/screen.

6. Select Validate.

7. This transaction Validated with no errors.
   a. Depending on the errors, clerks, supervisors, and the DOT can Auto Approve errors.

Accepting Payment for a Transaction

1. VRT > Title and Reg > Title and Registration
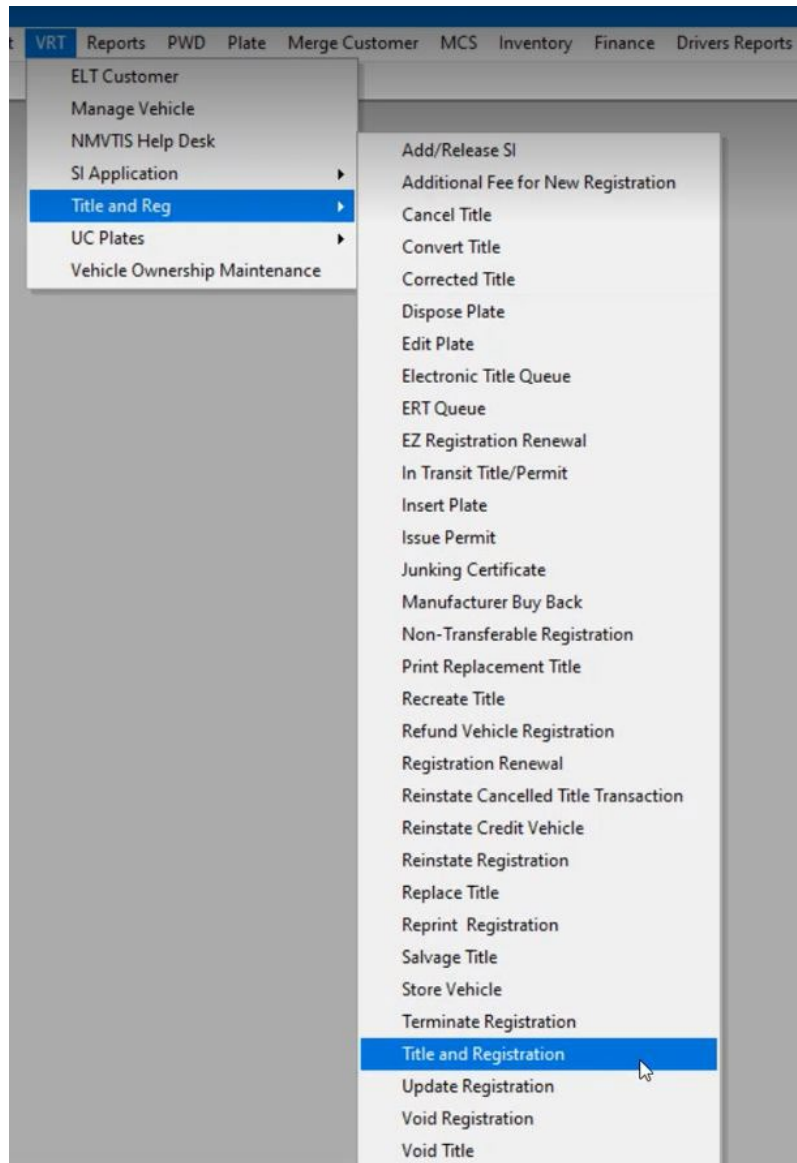
2. Search VIN.

3. Double click on the customer.

4. Under the Application tab, select Pay Now.

5. Payment Manager window will pop up

6. Select Type

7. If paying with a Check, complete Check Number
    a. If the check is from someone else, select Add Customer and add that customer in payment manager

8. Select Pay

9. The Finalize Transactions window will appear.

10. Select Finalize
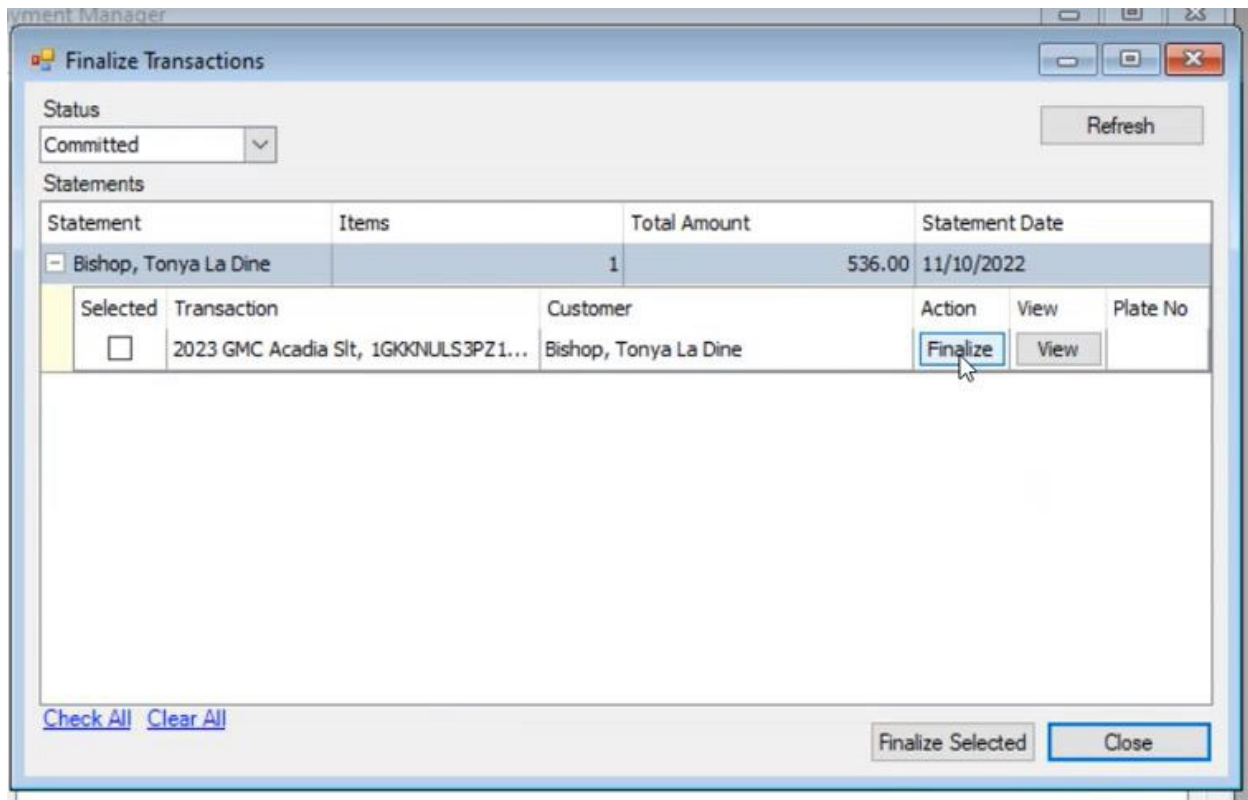
11. The Generate Credentials window will appear. This window will display the Registration Receipt and the Title Credential Number.

12. Select Generate
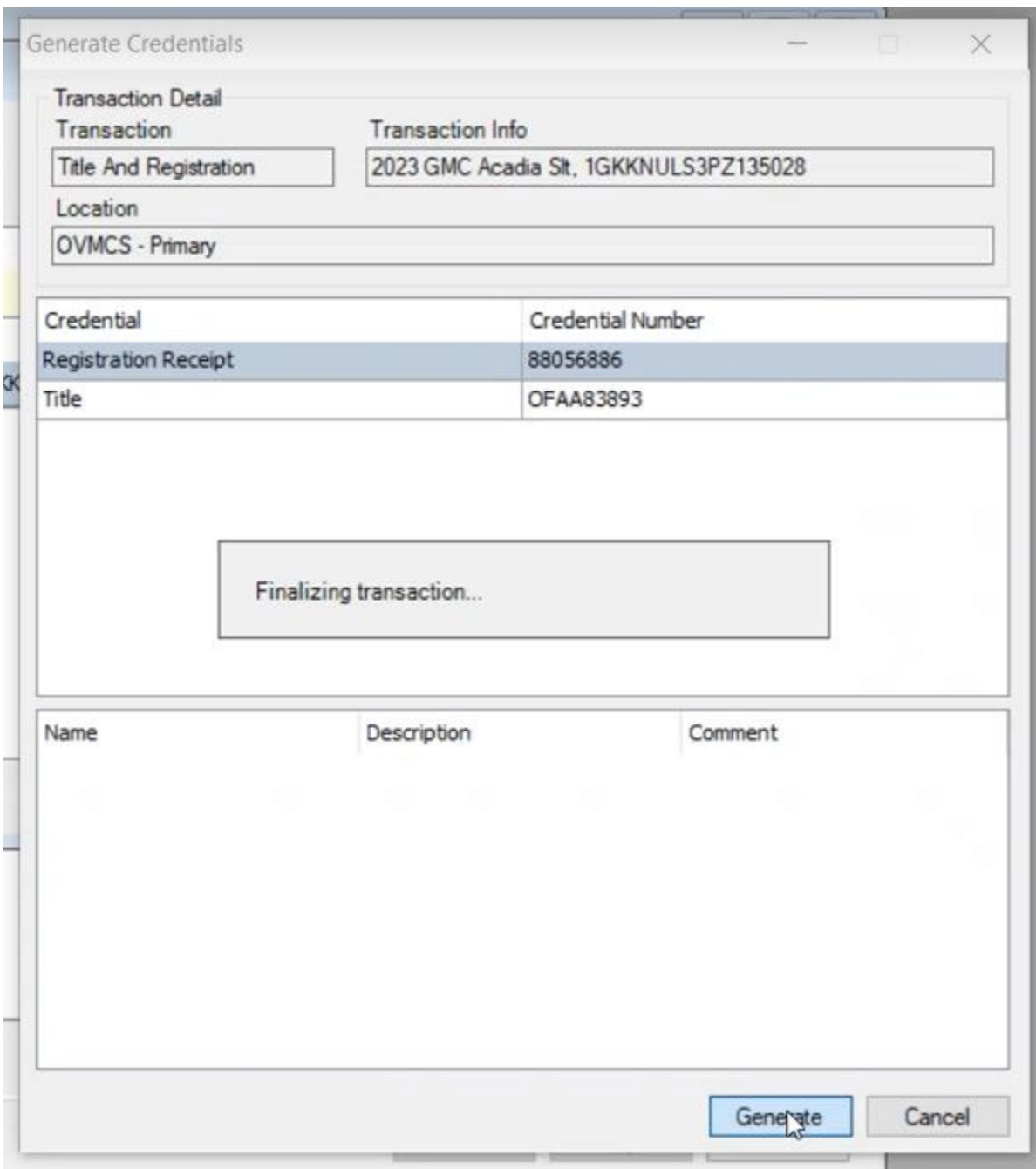
13. Once it generates the document, go to the printer to grab your document.

Finalizing the Transaction

1. Select the + icon next to the customer name.

2. Select Pay.

3. The Finalize Transactions window will appear.

4. Select Finalize.
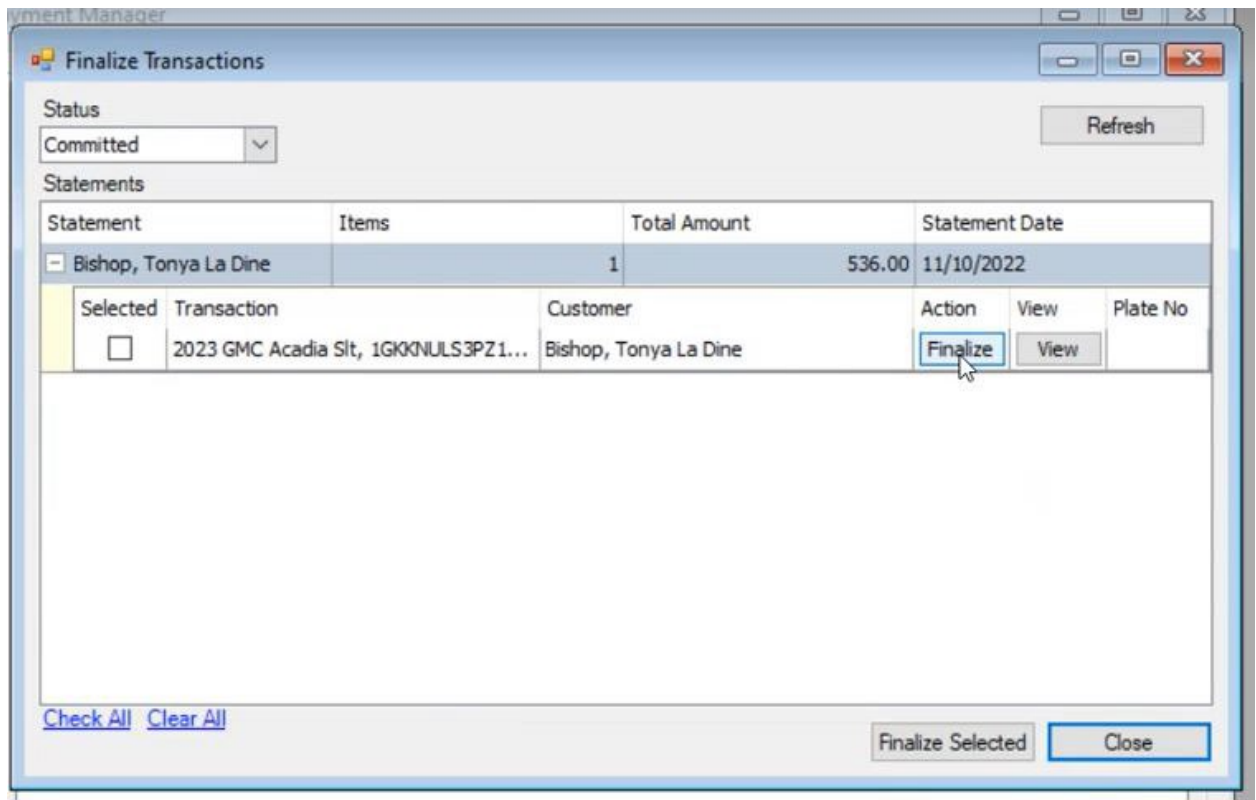
5. The Generate Credentials window will appear. This window will display the Registration Receipt and the Title Credential Number.

6. Select Generate.
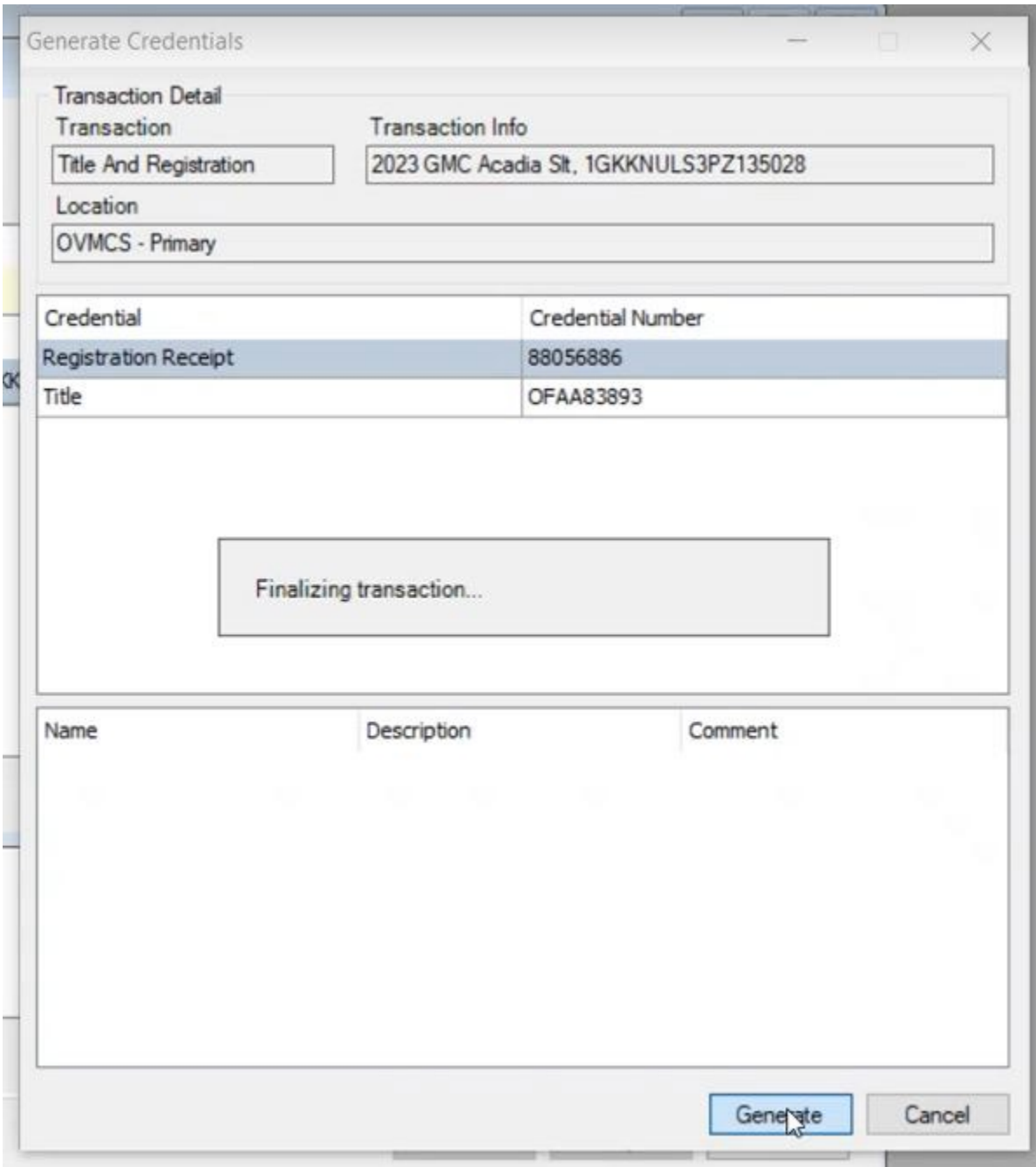
7. Once it generates the document, go to the printer to grab your document.

Group Transactions

14. VRT > Title and Reg > Title and Registration
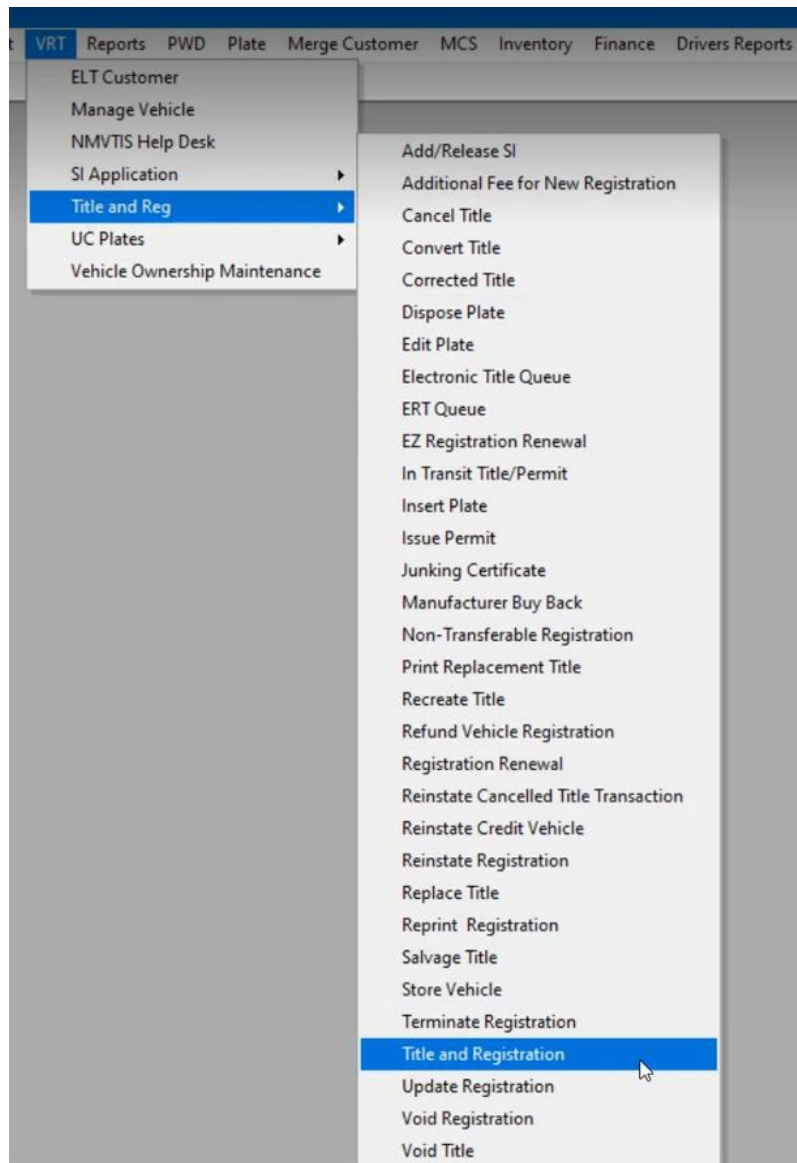
15. Search VIN.

16. Double click on the customer.

17. Under the Application tab, select Pay Now.

18. Continue the other transactions
    a. When all transactions have been paid, go to Payment Manager window hold down ctrl key and select each one that needs to be grouped to pay out.

19. Select Merge

20. All transactions in that group will be paid out

Adding a Security Interest During a T&R

1. VRT > Title and Reg > Title and Registration

2. Insert VIN.

3. Select Purchased Date.

4. Select the Relate Customer tab

5. Select Add across from Security Interest
   a. Iowa allows up to three lien holders per vehicle record

6. Complete the Federal ID Number for them or complete the Name fields.

7. Select Search.

8. ARTS will bring up Security Interest holders.

9. Select the Customer (double click).

10. Security Interest should appear for that Title and Registration.

Removing a Security Interest During a T&R

1. VRT > Title and Reg > Title and Registration

2. Insert VIN.

3. Select Purchased Date.

4. Select the Relate Customer tab

5. Hit the X under Security Interest to remove the incorrect lien holder.

Applying Registration Credit

1. On the VRT menu, select Title and Reg and then Title and Registration. The Title and Registration Prequalifier window appears.
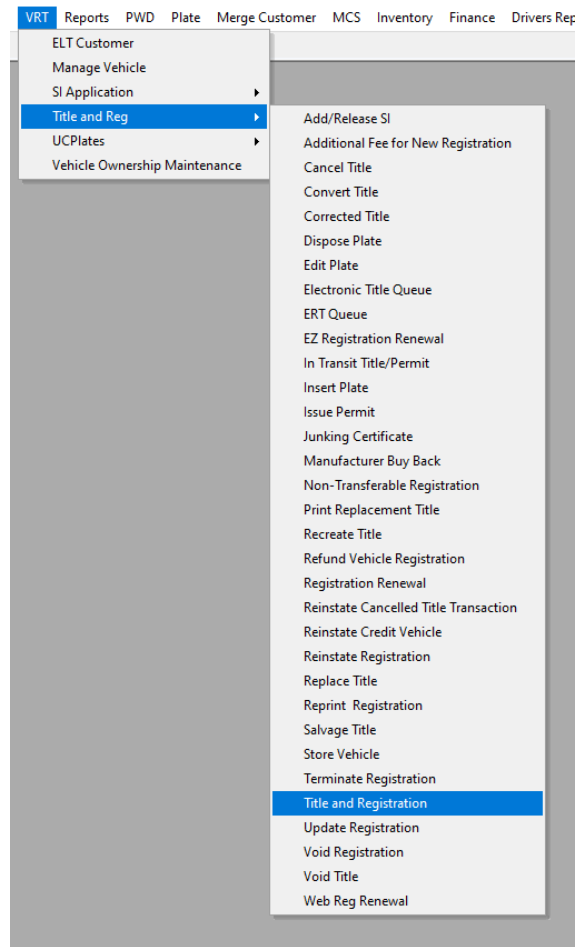
2. In the Purchase Date field, enter today's date.

3. In the Owner - 1 field, enter SSN from the sample data.

4. In the VIN field, enter the VIN from the sample data.

5. In the Credits field, enter the Transaction Date today's date.

6. In the Credits field, enter the Plate from the sample data.

7. In the Credits field, enter the Disposition as Sold.

8. Click Continue.

9. Click the Credits tab. In the window there are vehicle with credit information. If multiple vehicle credits are available, they can all be applied to the same registration. If vehicle credit was not added during the prequalifier, it can be added in the window using the Add button.

10. In the Action drop-down menu select Credit. Notice the credit shows as applied in the center of the window.

11. Click Validate and resolve any errors. Collect payment and generate credentials.

Title and Registration for a Leased Vehicle

1. Select VRT.

2. Select Title and Reg.

3. Select Title and Registration. The Title and Registration Prequalifier window appears.
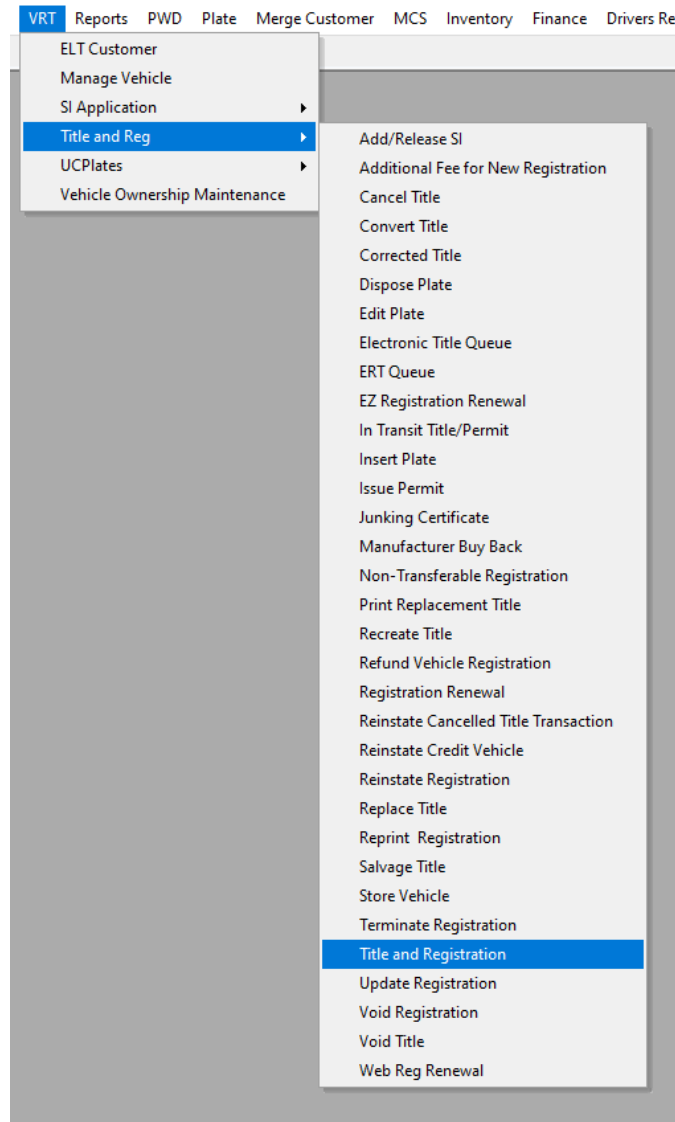
4. In the Purchase Date field, enter today's date.

5. In the VIN field, enter the VIN.

6. In the Owner - 1 field, enter the Bank that holds the lease.

7. In the Lessee - 1 field, enter the SSN from the Customer.

8. Select Continue. The Title and Registration window appears.

9. Select the Relate Customers tab. Verify the leasing company is in the Owner field, and the customer information is in the Lessee field. If you did not add the Lessee using the prequalifier, the Lessee can be added at this time by clicking on the Add button in the Lessee field.

10. Select the Mailing tab. Verify the Title Mailing Instructions designate the leasing company in the Mail To field, and the Registration Mailing Instructions designate the lessee in the Mail To field.

11. Select Validate and resolve any errors. Collect payment and generate credentials.

Completing a Title and Registration for a 6 Ton or Greater Vehicle

1. Select VRT.

2. Select Title and Reg.
3. Select Title and Registration. The Title and Registration Prequalifier window appears.

4. In the Purchase Date field, enter today's date.

5. In the VIN field, enter the plate.

6. In the Owner - I field, enter the SSN.

7. Select Continue. The Title and Registration window appears.

8. In the Tonnage field.

9. In the Reg Interval field, enter Semi-Annual.

10. In the Exp Date field, select December 2004 (Annual). Steps 6-8 are the steps unique to title and registration for a truck greater than six tons. The rest of the transaction can be completed as any other vehicle.

11. Select Validate and resolve any errors. Collect payment and generate credentials.

Completing a Title and Registration for a Mobile Home

1. Select VRT.

2. Select Title and Reg.
3. Select Title and Registration. The Title and Registration Prequalifier window appears.

4. In the Purchase Date field, enter today's date.

5. In the VIN field, enter the plate.

6. In the Owner - I field, enter the SSN.

7. Select Continue. The Title and Registration window appears.

8. In the Usage field, select Special Mobile Home. Notice that most of the fields in the vehicle area at the top of the Application Tab grey out. Step 6 is the step unique to title and registration for a mobile home. The rest of the transaction can be completed as any other vehicle with the exception of the grayed-out fields.

9. Select Validate and resolve any errors. Collect payment and generate credentials.

Completing a Title and Registration for aTrailer

1. Select VRT.

2. Select Title and Reg.

3. Select Title and Registration. The Title and Registration Prequalifier window appears.
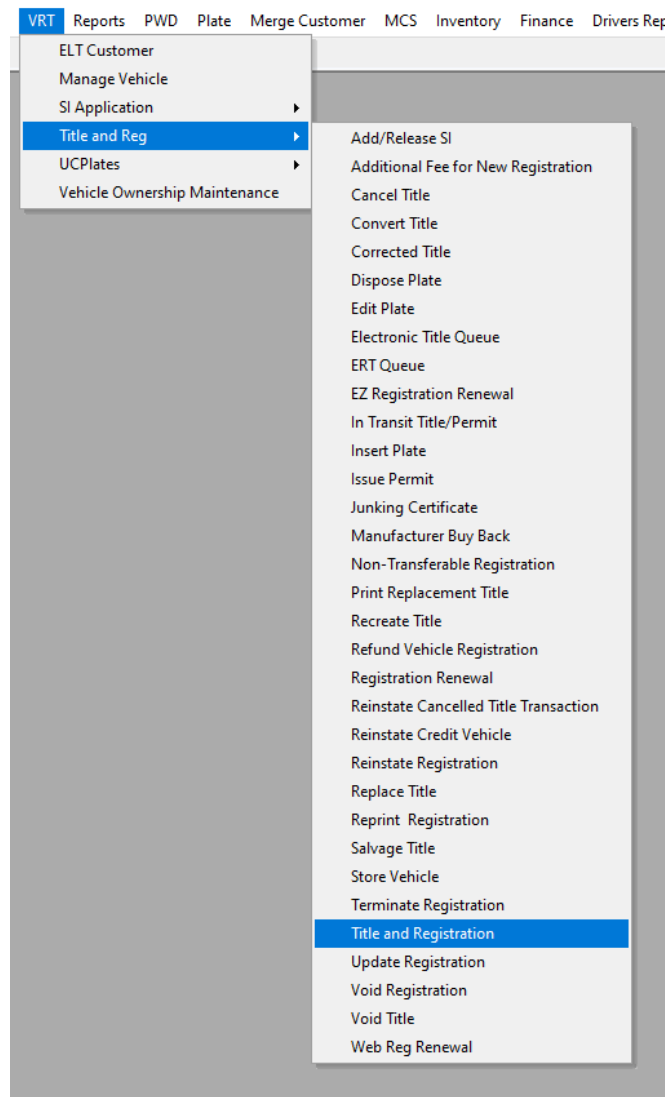
4. In the Purchase Date field, enter today's date.

5. In the Owner - I field, enter the SSN.

6. Select Continue. The Search window appears with no results.

7. Select Add Vehicle**.** The Vehicle Maintenance window appears.

8. In the VIN field, enter NOVIN.

9. Select type in the Type field.

10. In the Year field, enter year.

11. In the Make field, select make.

12. On the Ownership tab, enter the previous owner information.

13. Select Save. Notice that most of the fields in the vehicle area at the top of the Application Tab grey out. In addition, the VIN at the top is designated as NOVIN. Larger trailers will have a VIN. The rest of the transaction can be completed as any other vehicle with the exception of the greyed-out fields.

14. Select Validate and resolve any errors. Collect payment and generate credentials

Completing a Non-transferable Registration

1. Select VRT.

2. Select Title and Reg.

3. Select Non-Transferable Registration. The Non-Transferable Registration Prequalifier window appears.
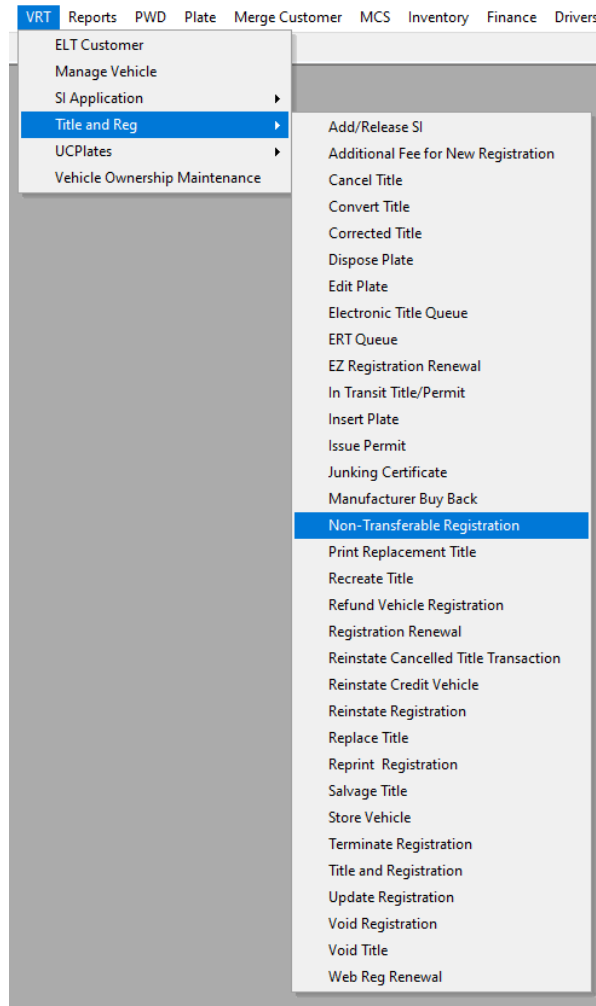
4. In the Purchase Date field, enter today's date, In the situation where a vehicle is being brought in from out of state, the Purchase Date field is the date the vehicle was moved to the state.

5. In the VIN field, enter a VINA VIN.

6. In the Owner - I field, enter the SSN.

7. Select Continue. The Search Vehicle window appears.

8. This vehicle is not in the system so you must do an Add Vehicle. The Title and Registration window appears.

9. Select Validate and resolve any errors, collect payment and generate credentials. Notice that a title is not printed during Generate Credentials process.

Correcting a Title

1. Select VRT.

2. Select Title and Reg.
3. Select Corrected Title. The Corrected Title Prequalifier window appears.

4. In the VIN field, enter the VIN.

5. Select Continue.

6. The Results tab appears. Select the correct vehicle from the list. The Corrected Title window appears. For this lab a customer meant to add his or her spouse to the title.

7. On the Relate Customers tab in the Owner field click the Add button. The Search window appears.
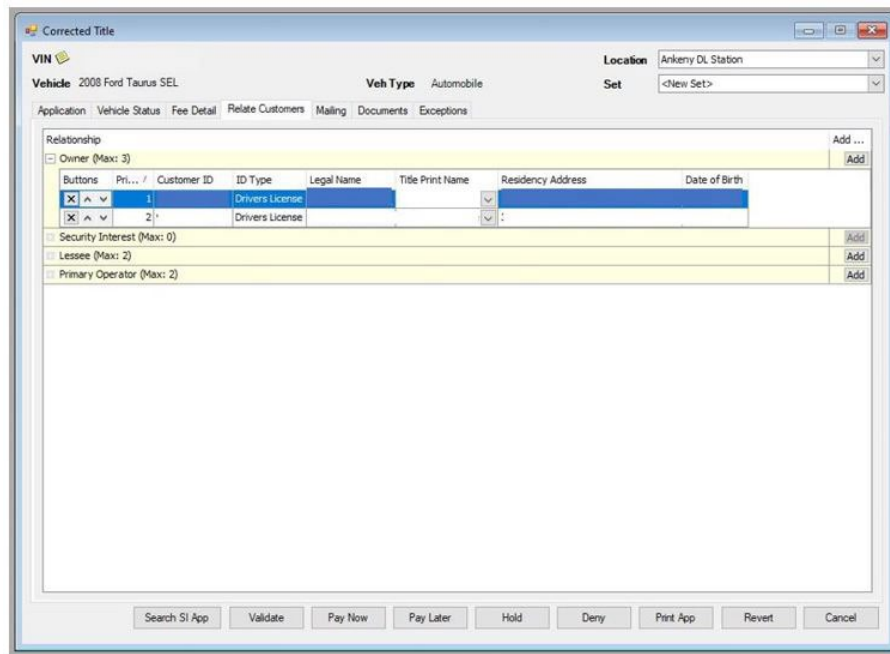
8. Enter the customer information.

9. Select Search button. The Results window appears.

10. Select the correct customer for this transaction. The spouse has now been added to the owners associated with this vehicle.
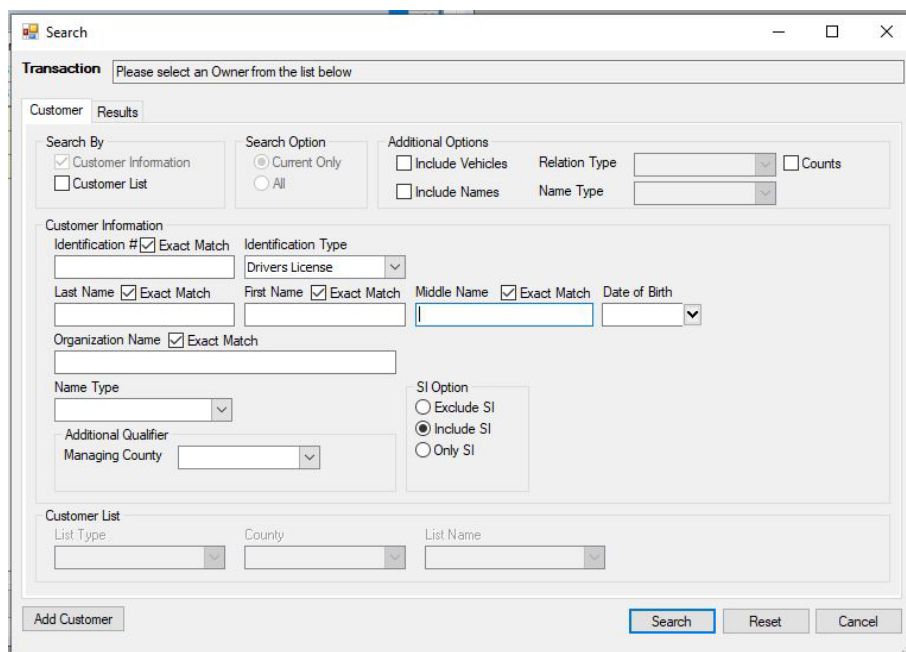
Completing an EZ Registration Renewal

1. Select VRT.

2. Select Title and Reg.
3. Select EZ Registration Renewal. The EZ Registration Renewal window appears.
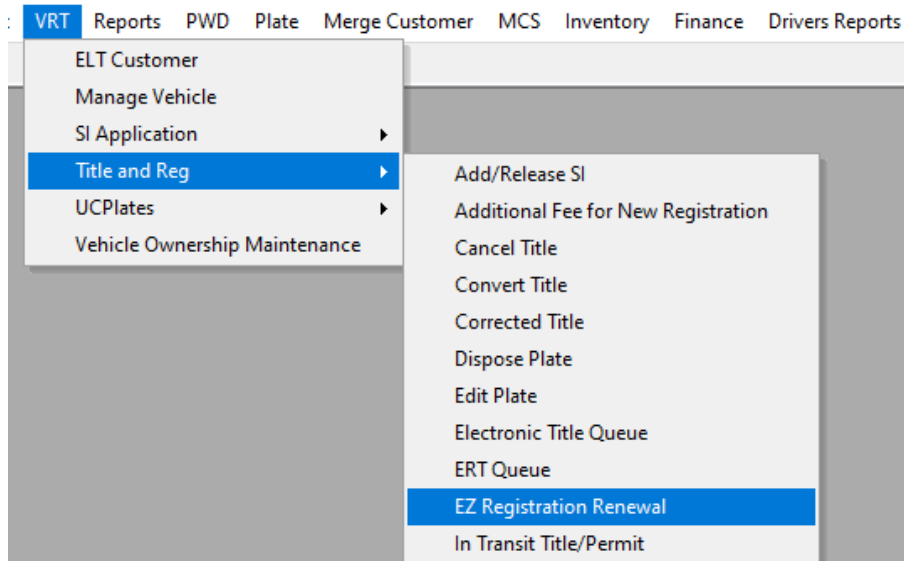
4. In the Vehicle ID# field enter the plate.
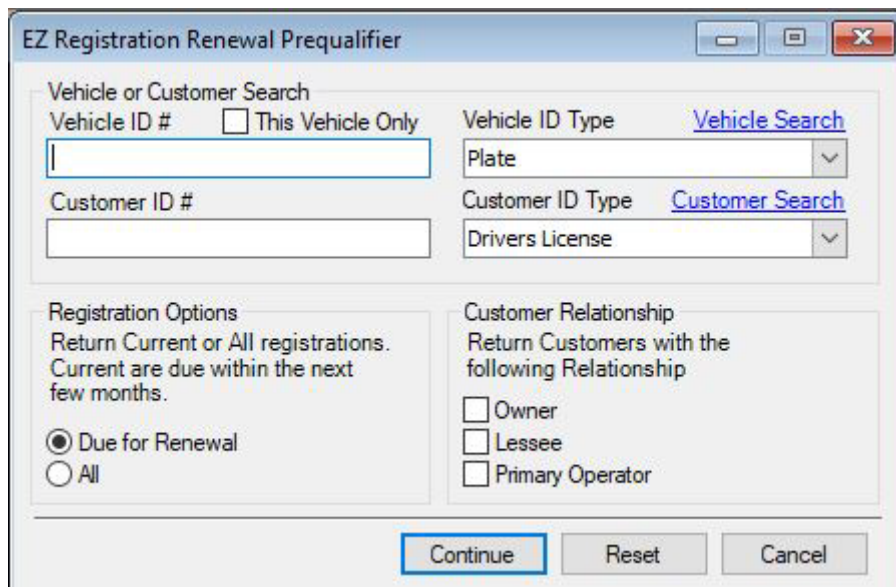
5. Select Continue. The EZ Renewal window appears. One or more vehicles appear in the window.

6. Check the box next to the vehicle and select Continue. Notice the Fee Amount fields become visible and display the charges for renewal. This includes any late fees and penalties.

7. Select Pay Now.

8. Process the remainder of this transaction normally using cash.

Completing a Regular Registration Renewal

1. Select VRT.

2. Select Title and Reg.

3. Select Registration Renewal. The Registration Renewal Prequalifier window appears.
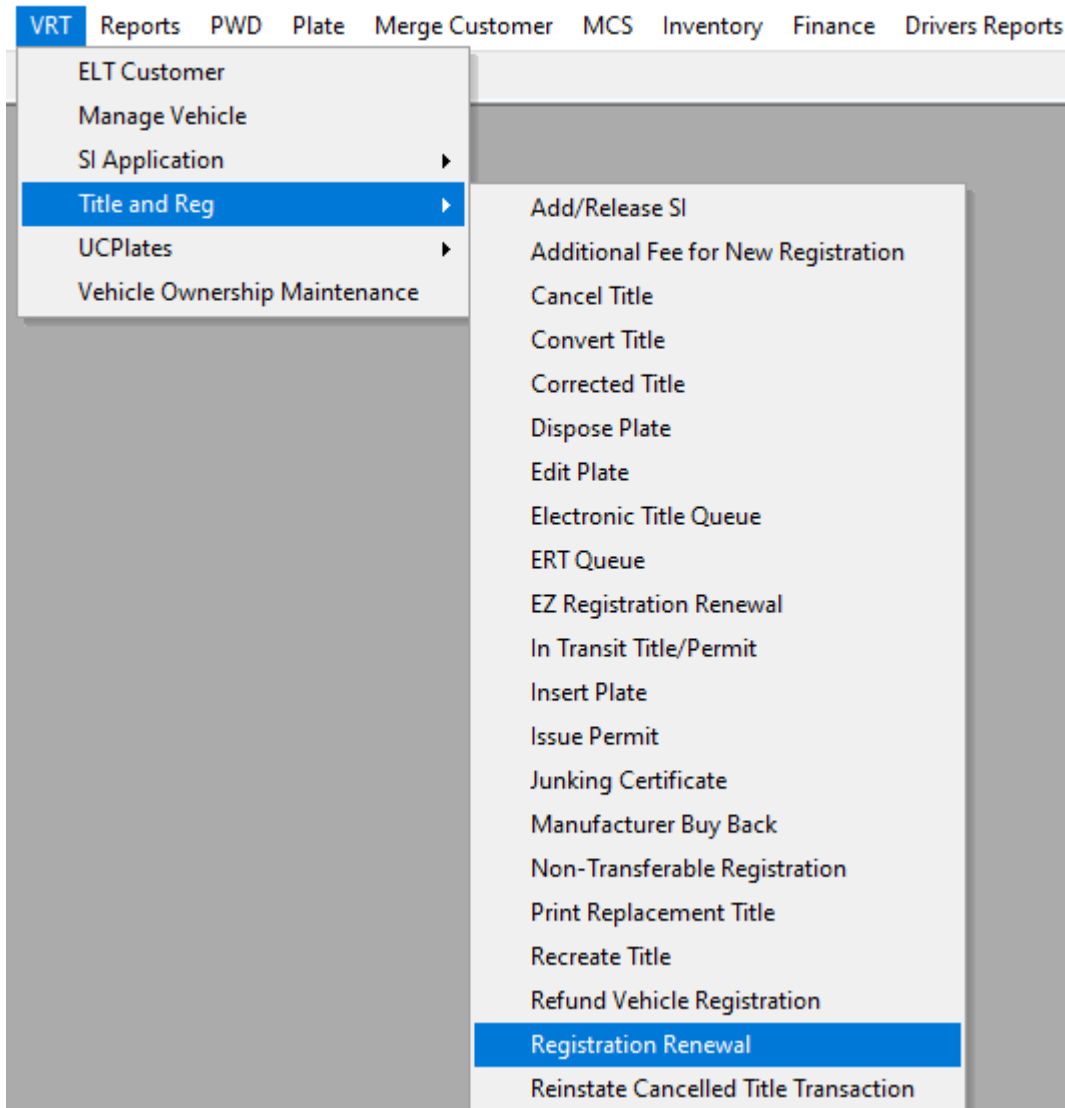
4. In the Vehicle ID # field, enter the Plate.
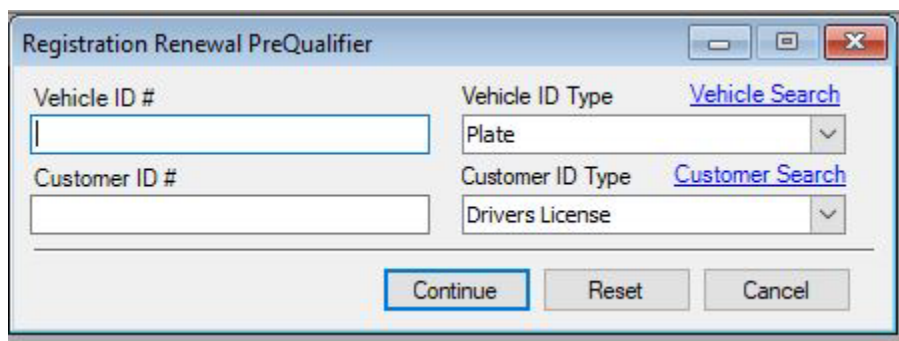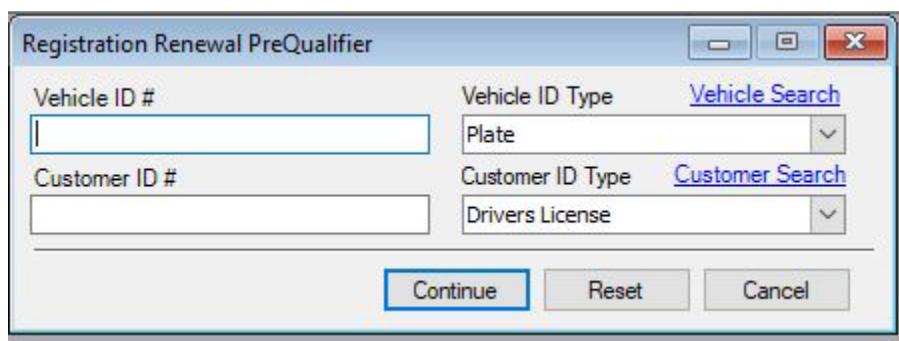
5. Select Continue. The Registration Renewal window appears. From this window changes can be made to the vehicle by selecting the VIN in the upper left corner of the window. Changes can be made to the customer information by selecting the name in the Customer window.

6. In the Current Plate field set the Plate Disposition to Damaged.

7. Select Get Plate. The Get Plate window appears.

8. In the Plate Config Description drop down menu select the County Standard-large 2.

9. Select the Auto Assign # button.

10. Select the 01 (button).

11. Select the Replace Plate Fee to charge for the plate. The damaged county standard plate has now been exchanged for a new county standard plate as part of the registration renewal.

12. Select Validate and resolve any errors. Collect payment and generate credentials.

Completing a Regular Registration Renewal (cont.)

1. Select VRT.

2. Select Title and Reg.

3. Select Registration Renewal. The Registration Renewal Prequalifier window appears.
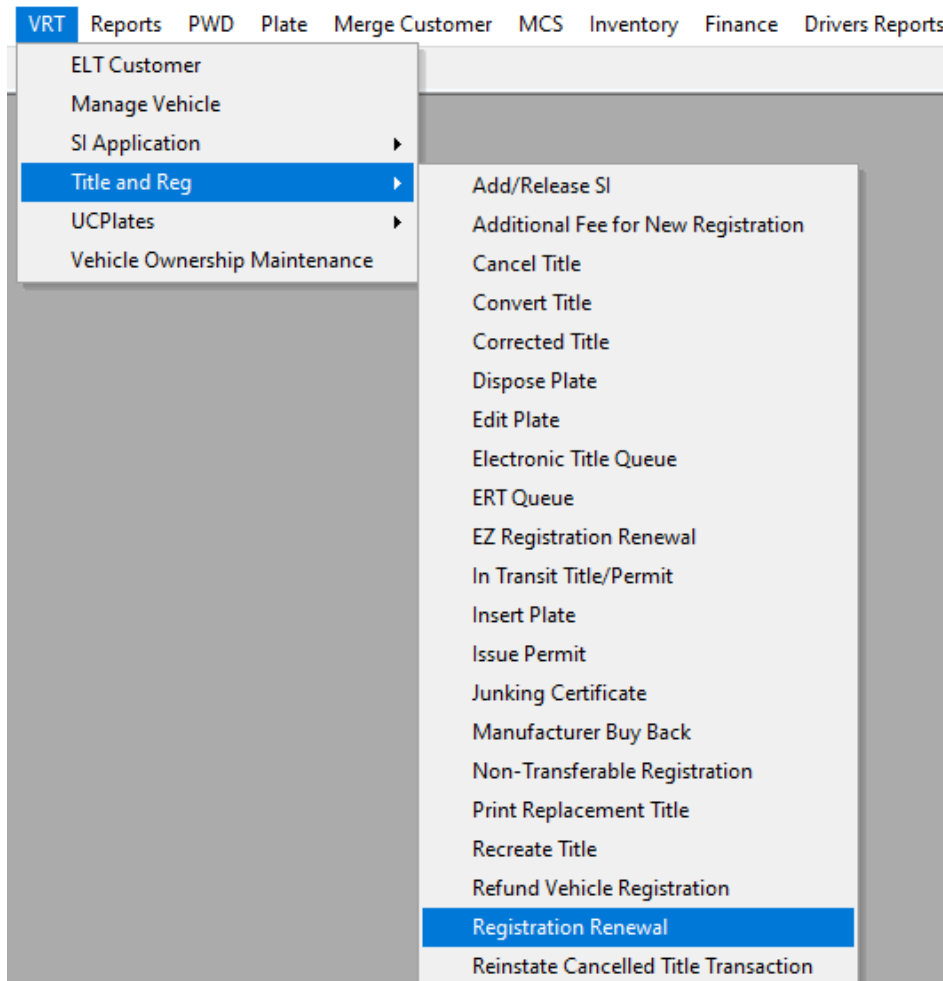
4. Select Customer Search. The Search window appears.

5. Enter the last name of the customer.

6. Select Search.

7. The Results tab appears. Select Managing County label to sort the results by county.

8. Locate your customer and select the customer name. Vehicle information for this customer appears in the bottom window.

9. Double-click the vehicle number. The registration renewal window appears.

10. Select Validate and resolve any errors. Collect payment and generate credentials.

Renewing a Large Truck Registration

Large commercial vehicles weighing greater than six tons allow for semi-annual registration. Instead of registration being based on birth date registration are due in June and December.

1. Select VRT.

2. Select Title and Reg.

3. Select Registration Renewal. The Registration Renewal Prequalifier window appears.
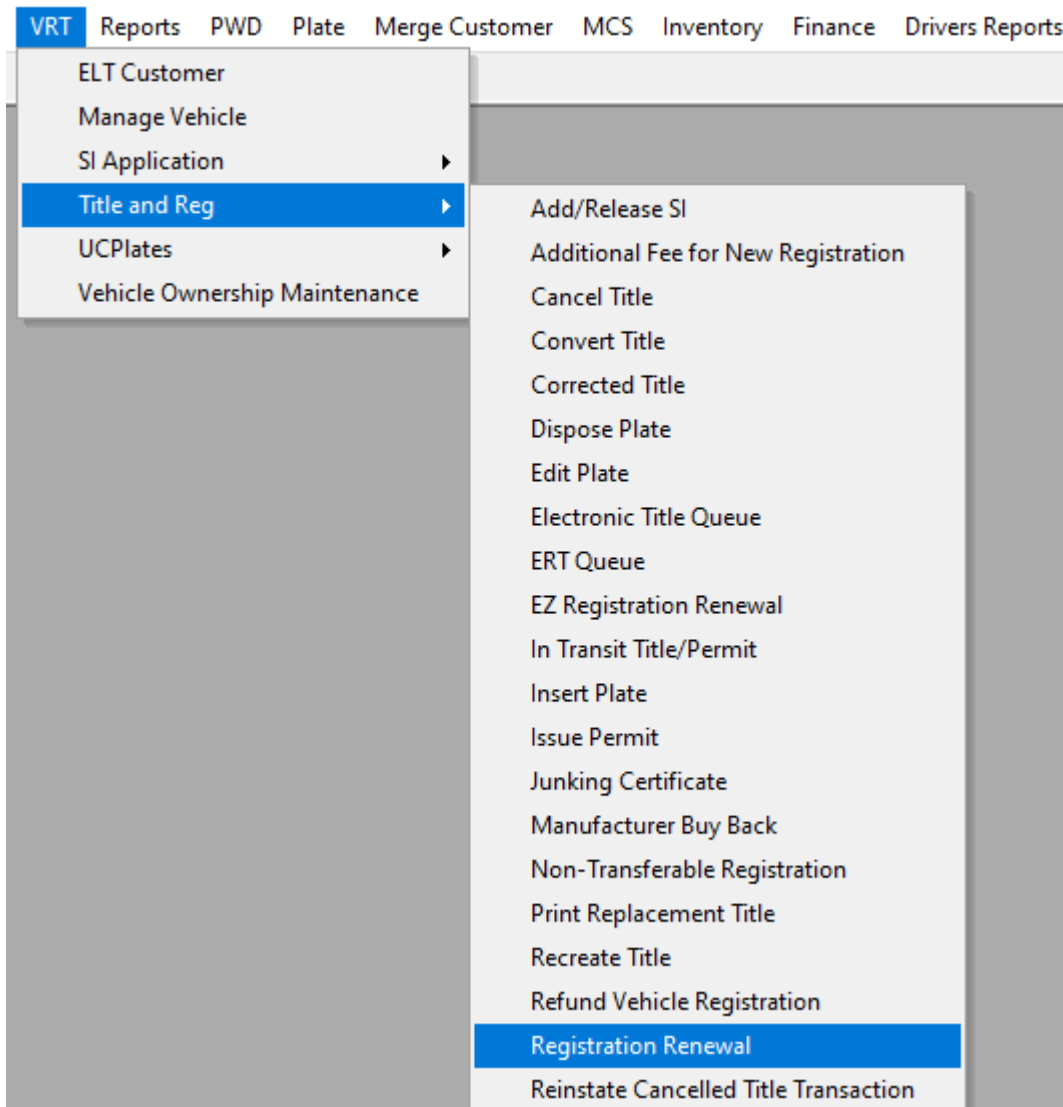
4. In the Vehicle ID # field, enter the Plate from the sample data.

5. Select Continue.
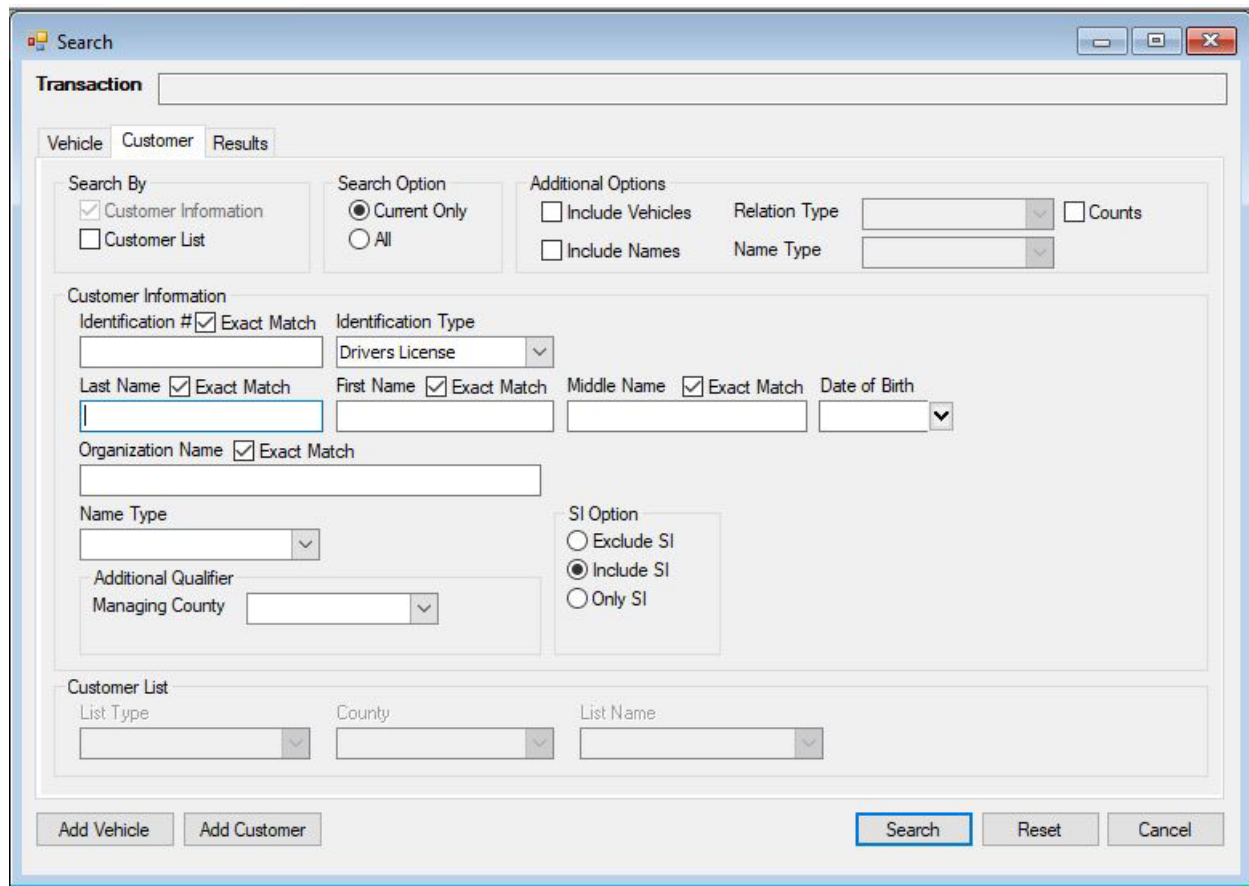
6. The Registration Renewal window appears. The customer now has the option of setting up the renewal intervals and changing the tonnage.

7. Select the Application tab, and in the Exp Date field select December 2004.

8. In the Reg Interval field select Semi-Annual.

9. In the Tonnage field increase the weight so that it is 3 tons higher than the current weight.

10. Select Validate and resolve any errors. Collect payment and generate credentials.

Updating customer information

1. On the Customer menu, select Manage Customer. The Search window appears. This window can be used to search for customer information using any of the fields listed in the window. The more detailed the information is that you provide increases the likelihood of a positive match.
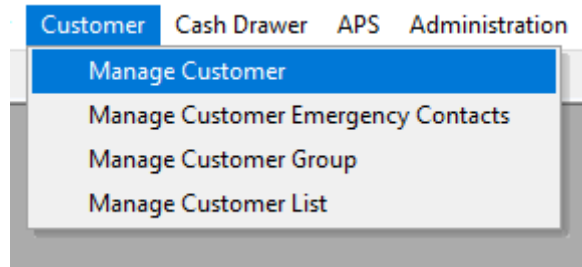
2. Enter information in Last Name and First Name fields.

3. Select Search.

4. The Results tab appears. Select the correct customer name from the list. The Customer Maintenance window appears.
    1. From this screen you can update or modify almost all the information that is available about a customer.
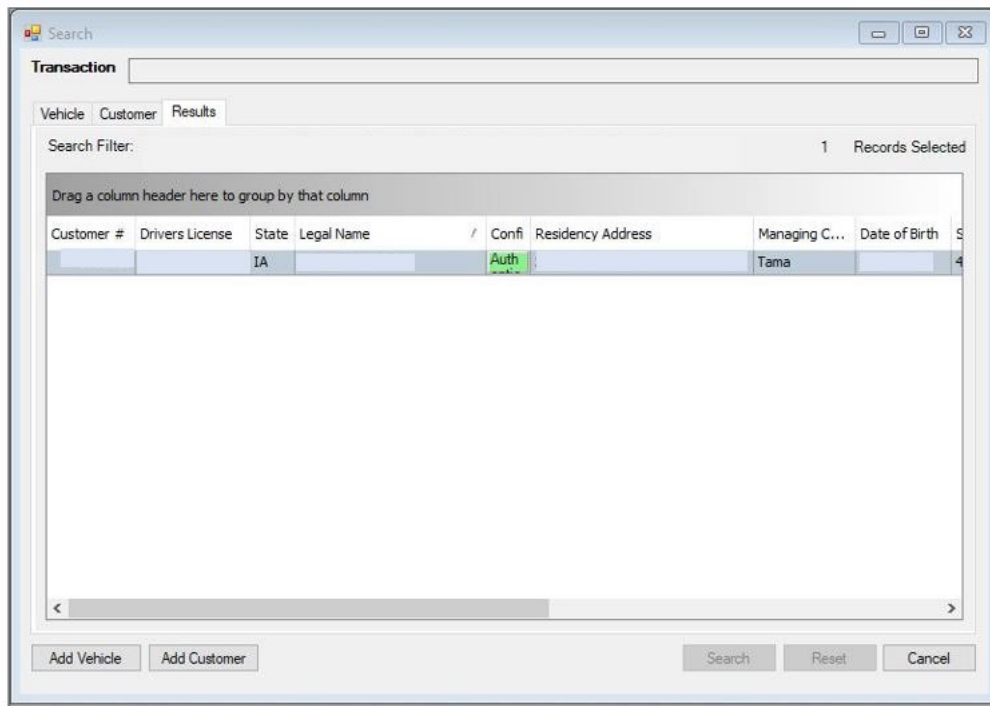
5. On the General tab in the Contact field change the Contact Type to Mobile Phone.
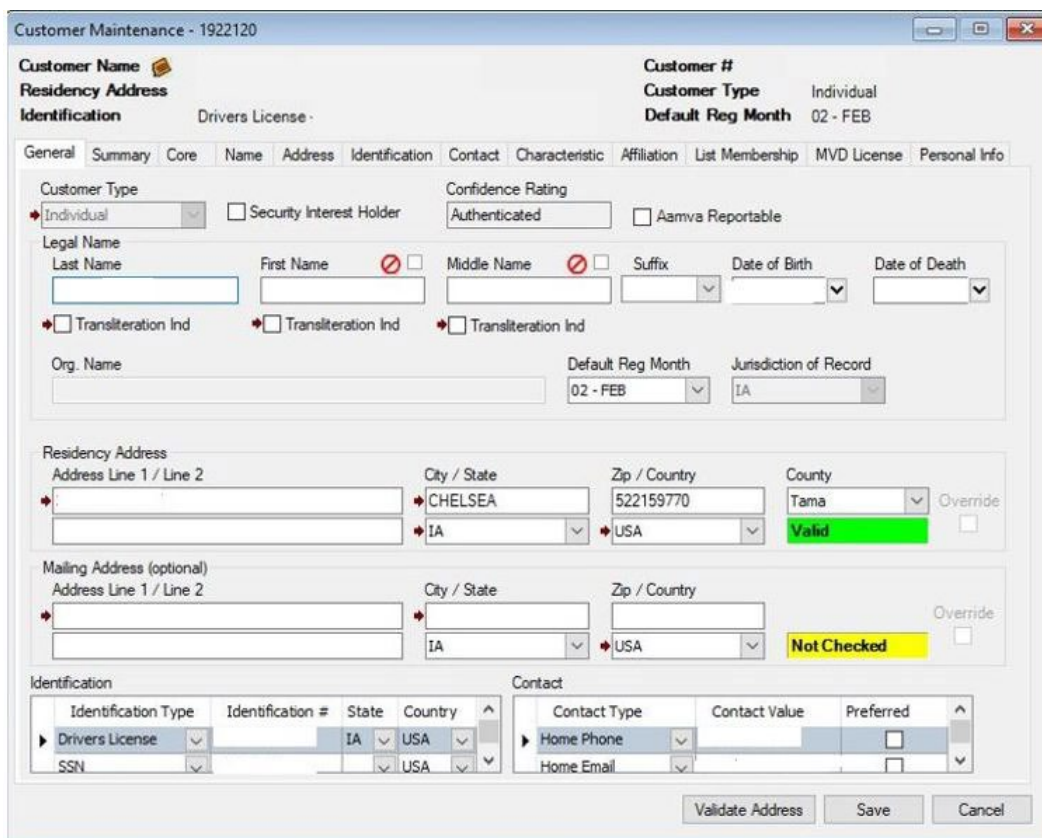
6. In the Contact Value field enter 555-1212.

7. Check on the Preferred button. This indicates the mobile phone as the best way to contact this person.

8. In the Address Line 1 / Line 2 fields change the address to 6543 Glenn Ave, Apt #201. Leave the remaining city, state, zip as is.

9. Select Save. The customer information has been updated.

10. Repeat steps 1-4 again with the same customer.

11. Select the Address tab and notice the new residency listed, and the old residency with the locked icon next to it. This can be used to view address history for the customers.

Updating Registration Information

1. Select VRT.

2. Select Title and Reg.

3. Select Update Registration. The Update Registration Prequalifier window appears.
   a. This window can be used to search for vehicle registration using customer or vehicle information.

4. Enter the VIN in the Vehicle ID # field.

5. Select Continue.

6. The Results tab appears. Select the correct vehicle from the list. The Update Registration window appears. From this screen you can update or modify information that is associated with the registration of the vehicle. For this exercise you have a customer that had plates stolen and need to have replacement plates.

7. Select the Application tab in the Plate Changes field and change the Plate Disposition to Stolen.

8. In the Plate Type field select County Standard.

9. Select Get Plate. The Get Plate window appears.

10. Select Auto Assign # button. Verify that is has assigned a plate number.

11. Select OK.

12. Select Replace Plate Fee to charge for the plate. The new plate field now has a plate assigned. Notice the $5 charge added to the transaction for the cost of the replacement plate.

13. Select Validate and resolve any errors. Collect payment and generate credentials.

Updating Registration Information for a Truck

1. Select VRT.

2. Select Title and Reg.

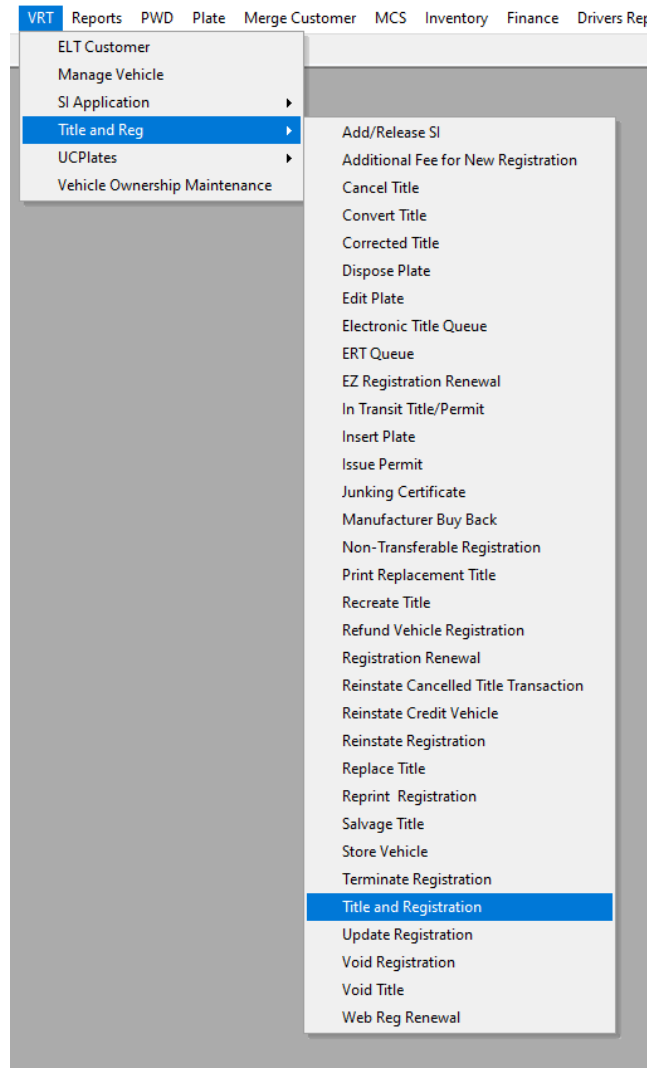3. Select Update Registration. The Update Registration Prequalifier window appears. This window can be used to search for vehicle registration using customer or vehicle information.

4. Enter the VIN in the Vehicle ID # field.

5. Select Continue.

6. The Results tab appears. Select the correct vehicle from the list. The Update Registration window appears. From this screen you can update or modify information that is associated with the registration of the vehicle.

7. Select the Application tab in the Registration area. Change the Tonnage. Notice the new fees that have been calculated for the vehicle.

8. Select Validate and resolve any errors. Collect payment and generate credentials.

Reprinting Vehicle Documents

Reference: On the Help menu, click Contents. On the Search tab enter Reprint Registration. On the results select Reprinting a registration.

Sample data: Use a Vehicle from the sample data sheet.

Scenario: The customer in this scenario is disorganized and has lost his title and registration documents. He needs to have these items reprinted.

STEPS

1. Using the steps outlined in the help, reprint the Registration for the vehicle in the sample data.
2. When the transaction is ready to be paid select Pay Later. This allows the transaction to be grouped with the charges for replacing the title.

Reference: On the Help menu, click Contents. On the Search tab enter Replace Title. On the results select Requesting a replacement title.

STEPS

1. Using the steps outlined in the help, reprint the Title for the vehicle in the sample data.
2. When the transaction is ready to be paid select Pay Now. At the payment manager verify that both the title and registration charges are being included on the same transaction.
3. Complete the remainder of this transaction using the information from the sample data.

Closing the Cash Drawer

1. Select Cash Drawer.

2. Select Activity Manager.
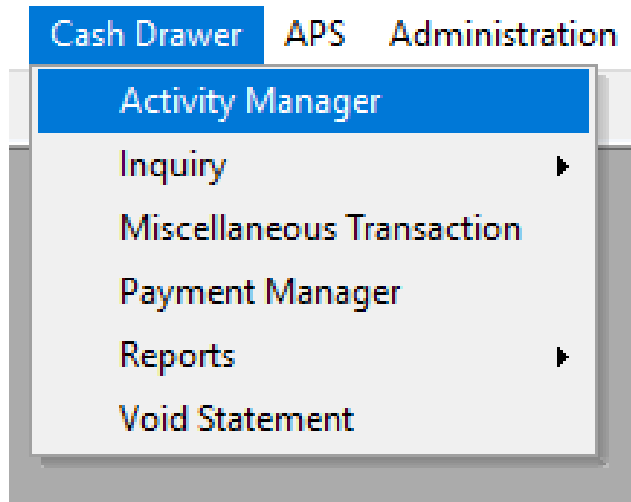
3. Select the Location drop-down.

4. Select the county assigned to your workstation.
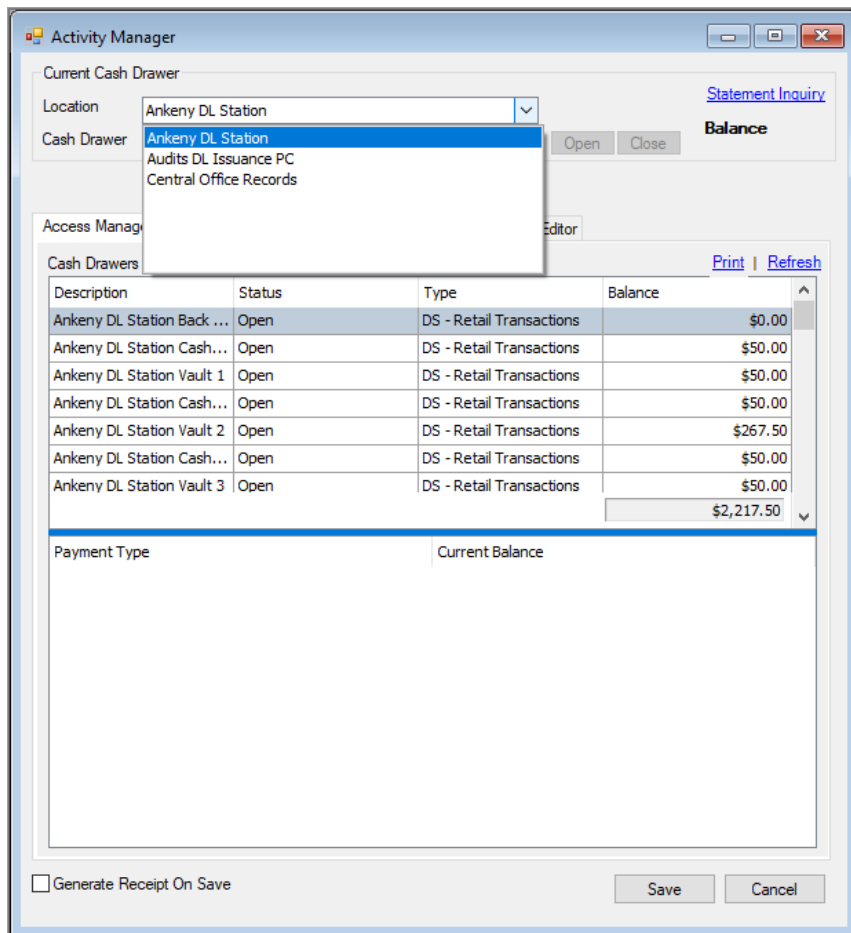
5. Select Current Cash Drawer drop-down.

6. Select the (County) Retail CD (01 or 02).
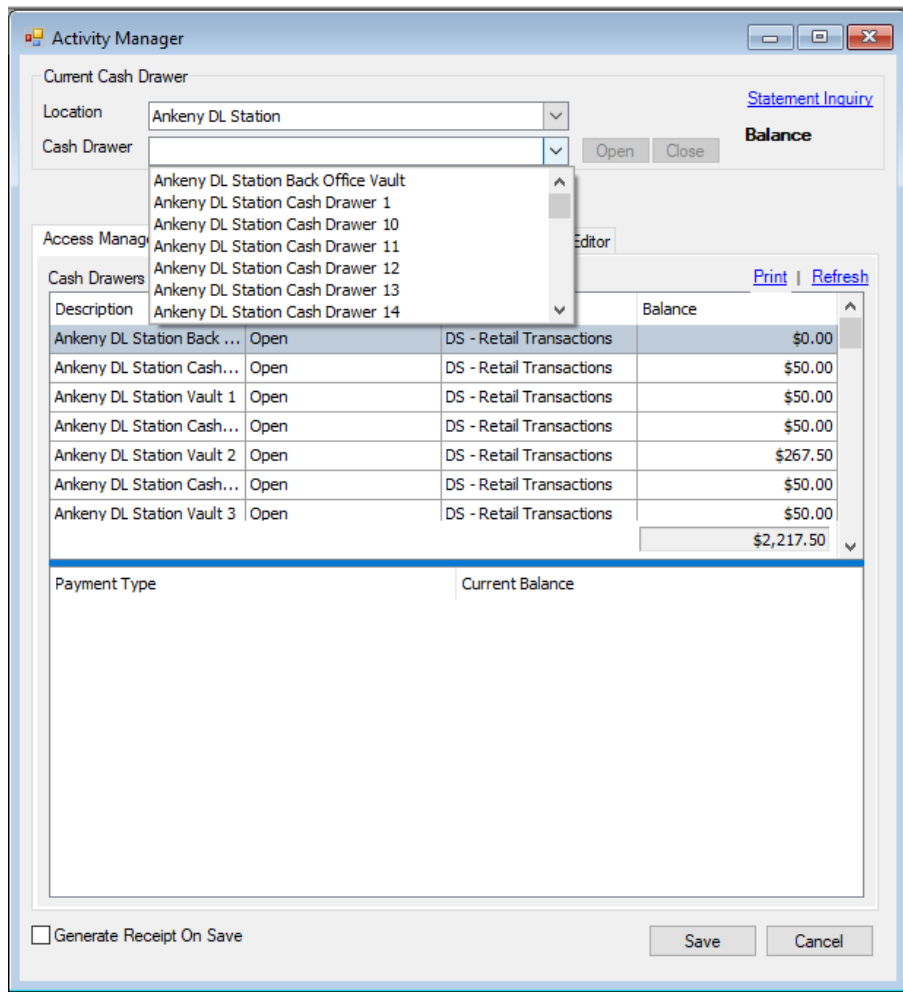
7. Select the Reconcile/Adjust tab.
8. Select the + to expand the payment.
    a. How much cash does your cash drawer contain?
    b. How many checks does your cash drawer contain?
    c. What is the current check balance for your cash drawer?
    d. What is the overall balance for your cash drawer?
    e. To reconcile your drawer, you must compare the actual amount in the drawer to the stated amount. For this lab we will say that one of the checks in your cash drawer was accidentally written for a dollar less than the stated amount.

9. Select Adjusted Amount.

10. Select Reason drop-down.

11. Select Customer Under Payment.

12. Select Save.
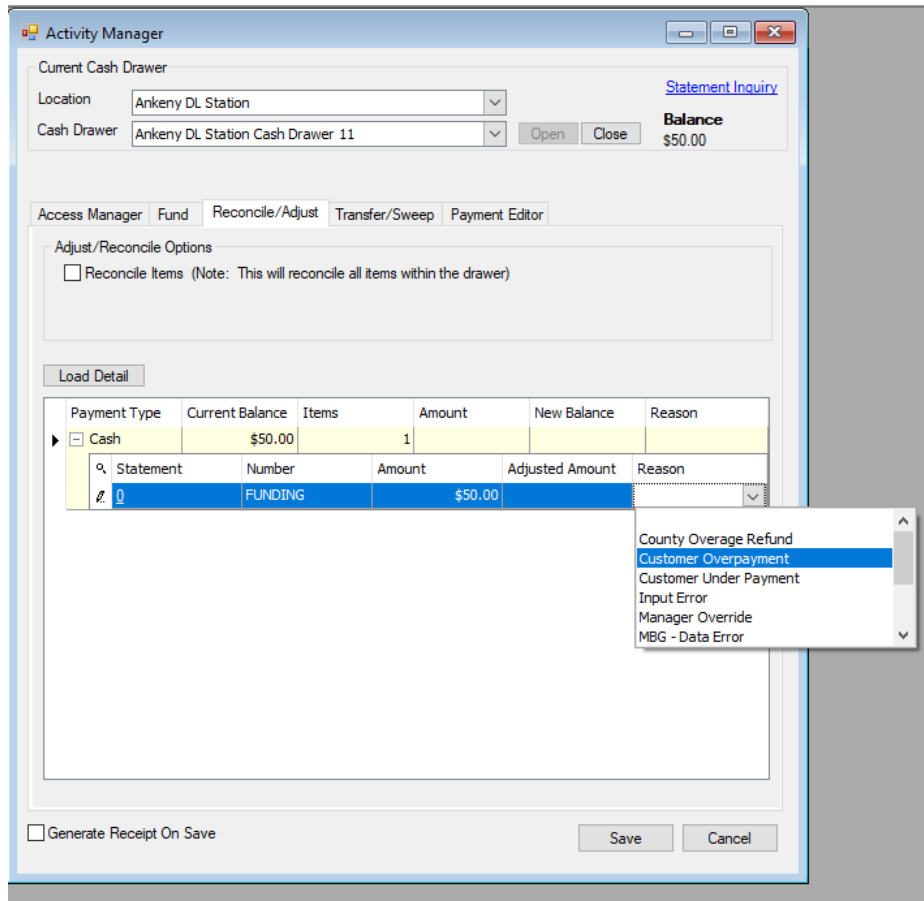
Sweeping and Closing

The check has been adjusted and the cash drawer will now balance. Now the checks and excess cash need to be transferred to the back office to be combined with other cash drawer funds and sent to the bank.

1. Select Transfer/Sweep tab.

2. Select the Target CD radio button.

3. Select Target CD drop-down.

4. Select the Manager or Back Office cash drawer.

5. In the Sweep Options area select the To Minimum radio button.

6. Check the Generate Receipt On Save box at the bottom of the window.

7. Select *Save*. The ARTS: Sweep Receipt window appears.

8. Select the print icon.

9. Close the window.

10. Select Close, next the Current Cash Drawer drop-down.

Verifying Plate Inventory

1. Select Inventory.

2. Select Manage Inventory.
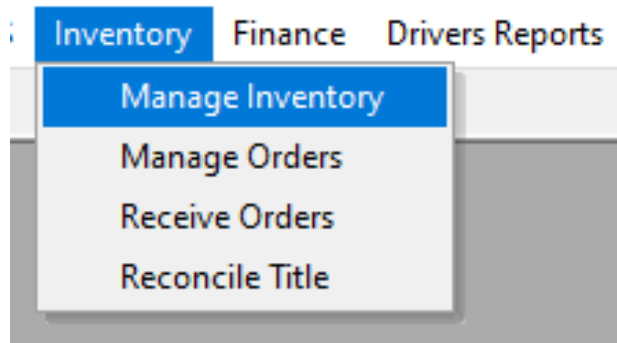
3. Select the Location drop-down.

4. Select the county assigned to your computer station.
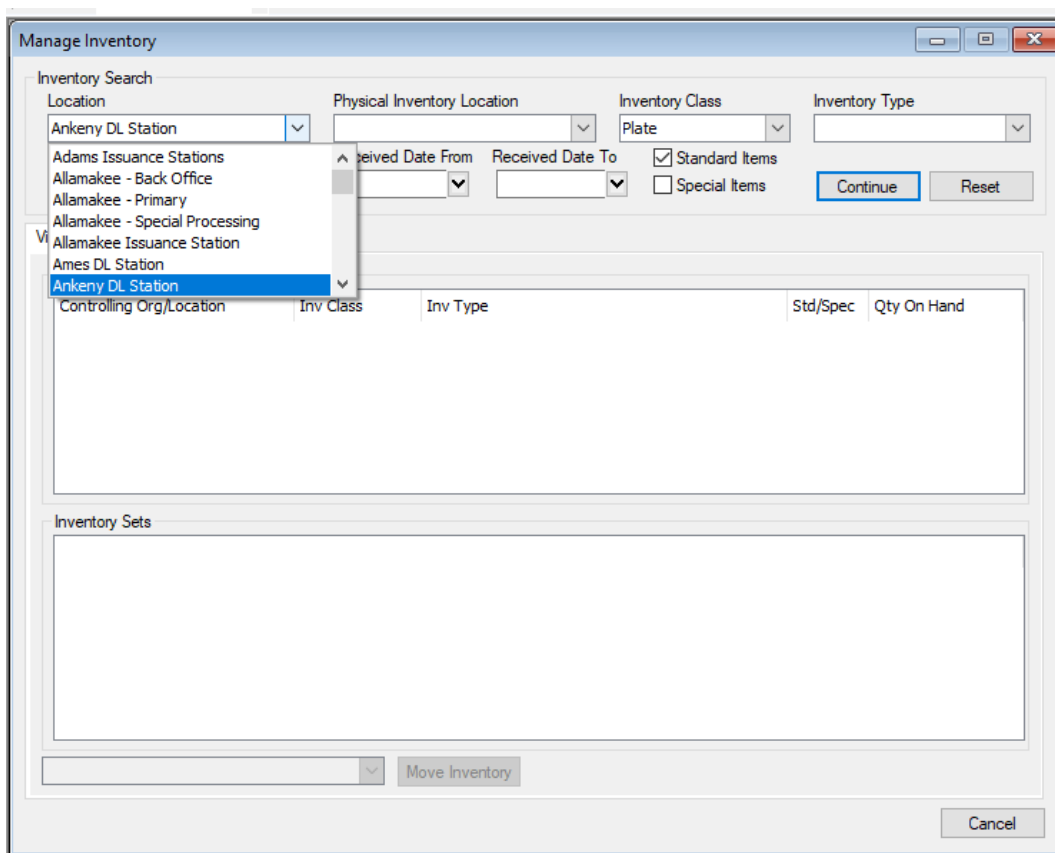
5. Select Physical Inventory Location drop-down.

6. Select Window I.
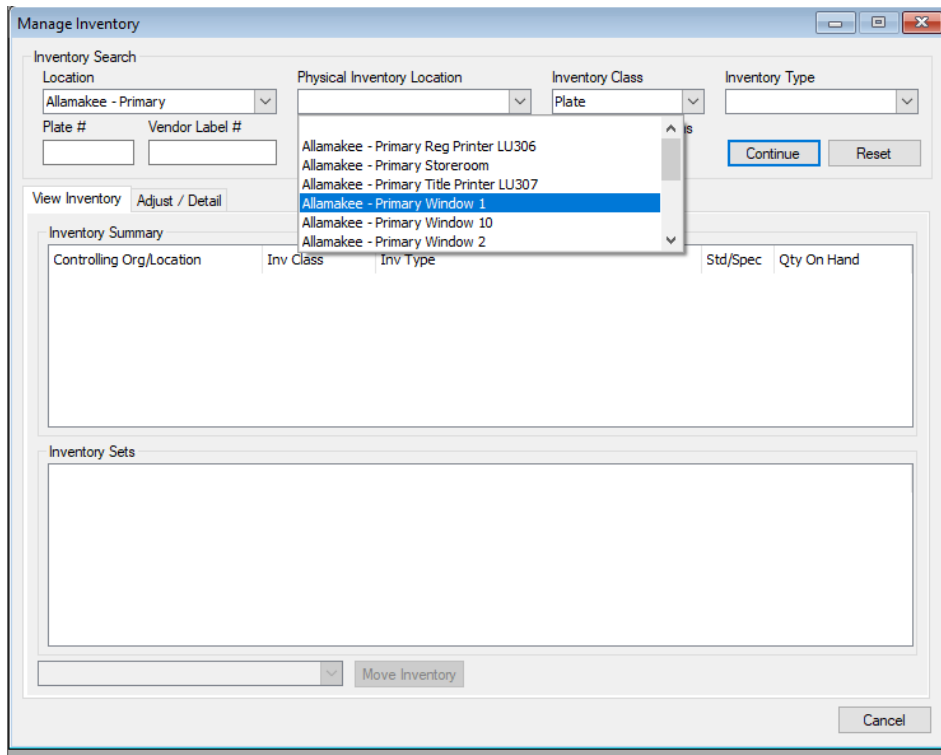
7. Select Inventory Class drop-down.

8. Select Plate.
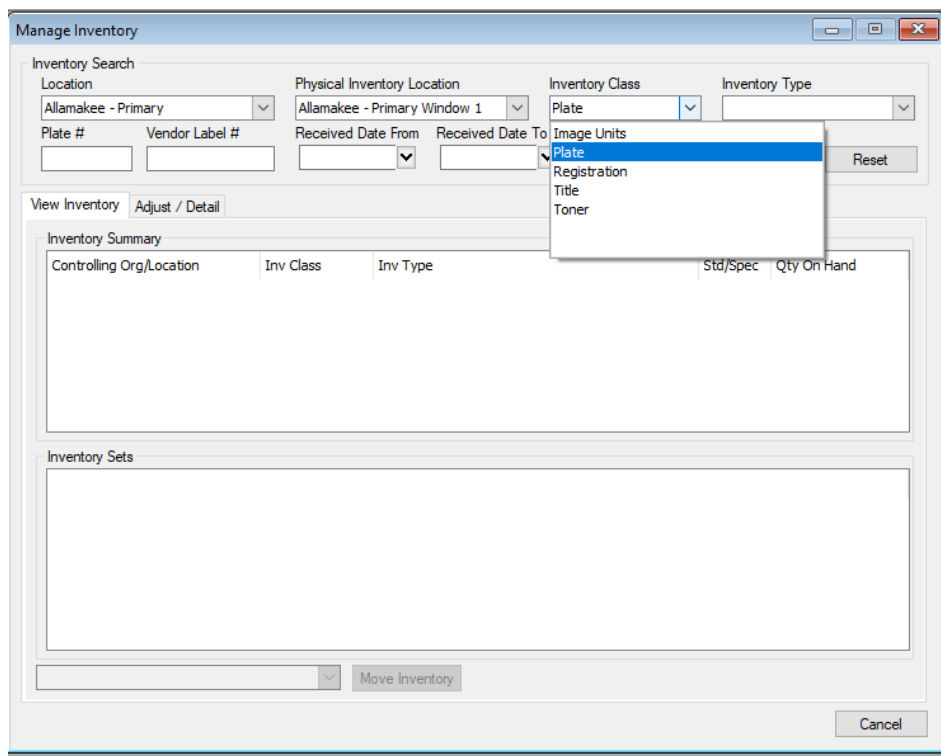
9. Select Inventory Type drop-down.

10. Select County Std Lg 1.

11. Select Continue.
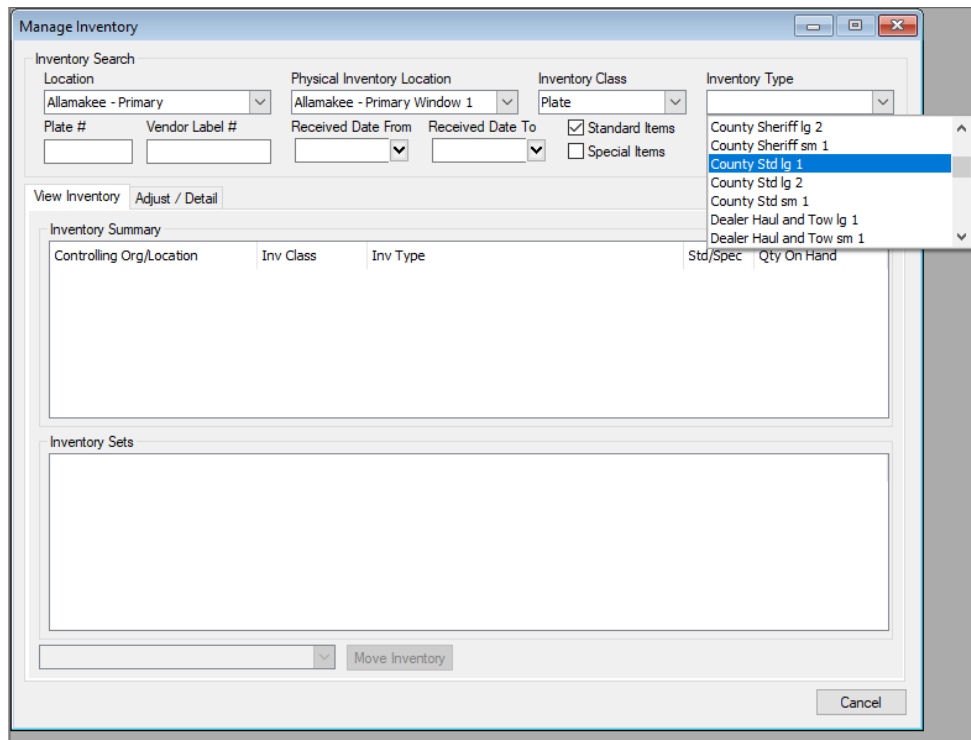
This displays a list of all of the Large County Standard plates series that are currently assigned to the window. If there are one or more series of plates listed, double-click them to see a detailed list of every plate in that series. This list must be matched to the physical inventory on hand to ensure they match. If they match, move on to title stock verification.

1. Select Inventory Summary.

2. Double-click the first series of plates in the list.
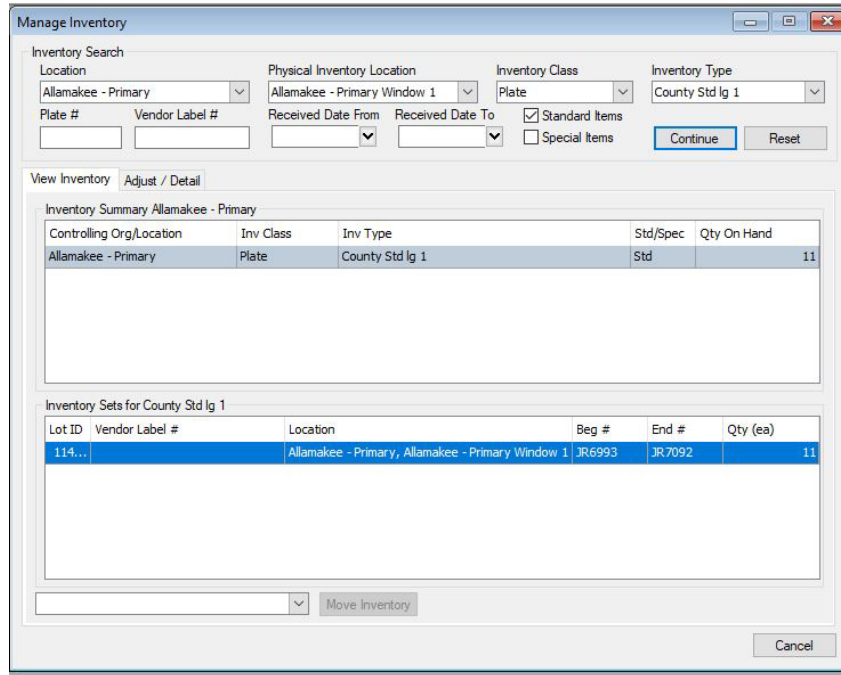
3. CD0l, select the first plate in the series.

4. CD02, select the last plate in the series.
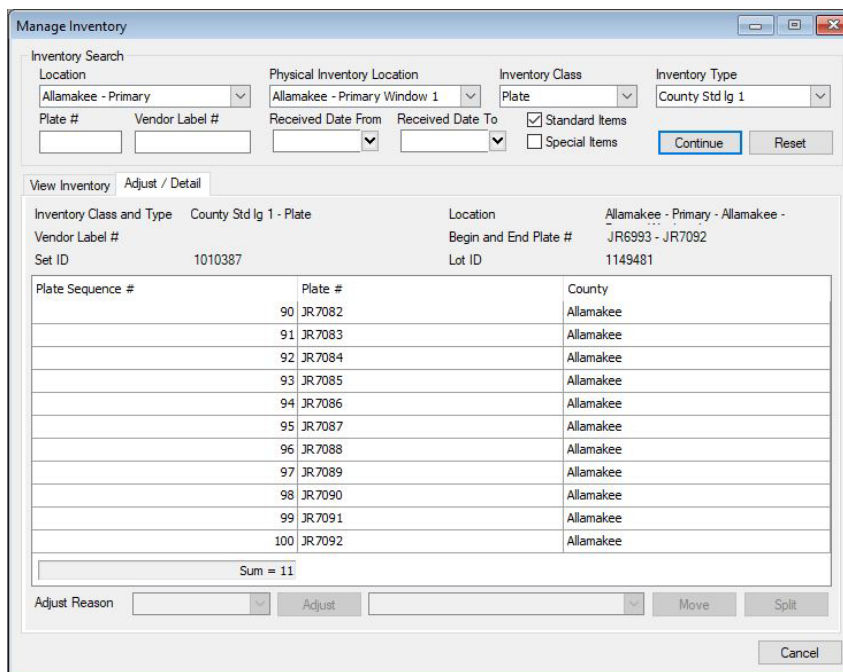
5. Select Adjust Reason drop-down list.

6. Select Missing.
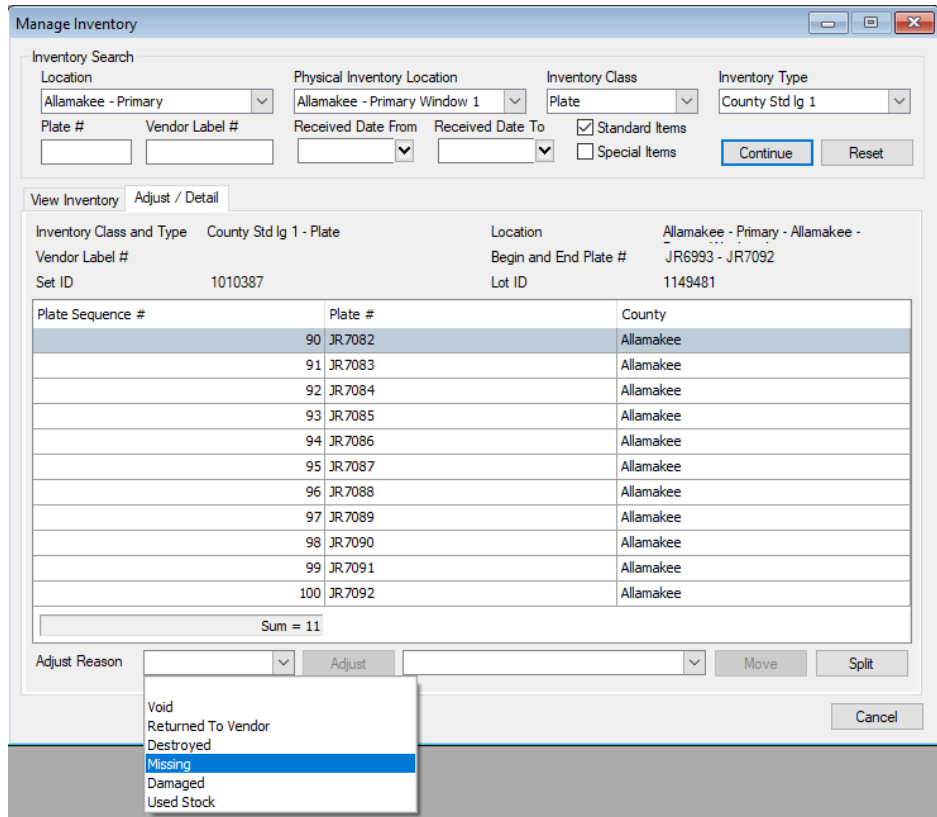
7. Select Adjust.
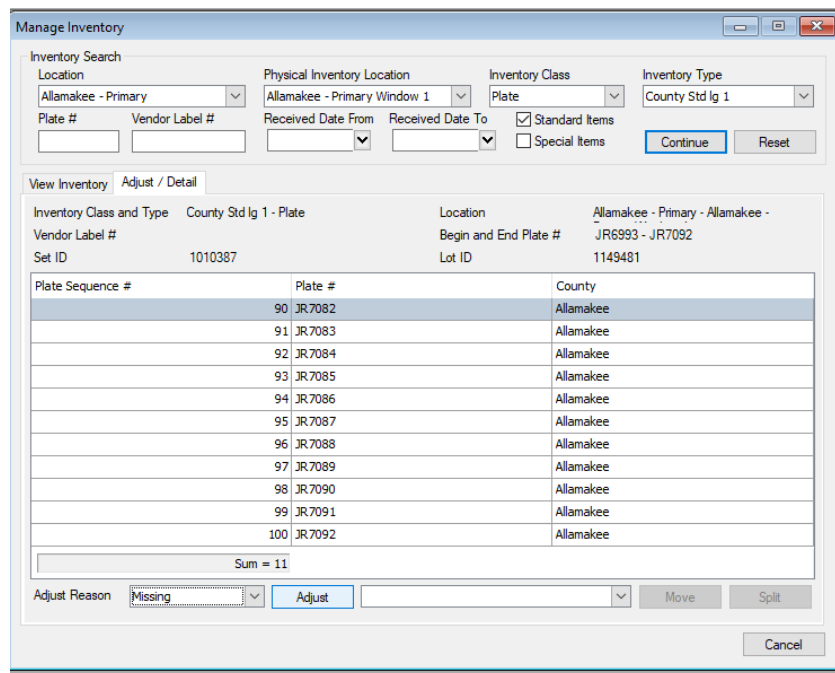
The message "The Adjust completed successfully" appears. Notice that the plate number you marked as missing has been removed from the list.

Discretionary Edits

Discretionary edits must be resolved to complete the transaction. Their purpose is to ensure that complete, accurate, and valid information is being entered with each transaction.

1. Execute a standard title and registration transaction using the customer from another county and a vehicle from the sample data.

2. Select Validate.

3. Resolve any standard errors you may have - do not auto approve any discretionary edits.

4. Select Validate button again. The Error Worksheet appears for discretionary edits.

5. Select the DE# to highlight the row.

6. In the Error Worksheet, select Process Selected. The Override Request window appears.

7. On the Override Request window, select Send To Queue

8. In the Send to Queue window double-click the Manager Queue.

9. Verify the queue has been added to the list and select Continue.

10. Because the customer is at the window waiting, verify that the due date in the Override Request window is set to today, and the priority is set to Urgent.

11. Select Send Request.

12. Inform the instructor that you have sent an override request that needs to be approved. Notice in the Error Worksheet window that the status has changed to Request Issued.

13. When the instructor informs you that your request has been processed, click the Refresh Tags button at the bottom of the Error Worksheet window. The status has been changed to Approved.

14. Close the Error Worksheet window.

15. On the Title and registration window, select Validate. This returns a message that says "Transaction validated successfully with no errors.

16. Collect payment and generate credentials.

Recreating a Title

Customers can bring in an Iowa title that may not exist in VRT. Typically, this is due to the title being so old it was purged from the system. When this occurs, the title needs to be recreated in VRT so there is a record of ownership and subsequently can have transactions placed using that vehicle.

1. Select VRT.

2. Select Title and Reg.

3. Select Recreate Title. The Recreate Title Prequalifier window appears.

4. Enter the VIN in the Vehicle ID # field.

5. Select Continue. The Results tab appears. There is nothing on the list because the vehicle is not in the system.

6. Select Add Vehicle. The Vehicle Maintenance window appears.

7. Add the vehicle information from the sample data and click Save. The Recreate Title window appears.

8. On the Application tab in the Title Number field enter the title number from the original title.

9. In the Title Type field enter the title number from the original title.

10. In the Issue Date field enter the issue date from the original title.

11. In the Start and End fields enter the registration dates from the original registration.

12. In the Usage field enter the usage from the original registration.

13. In the Reg Interval field enter the value from the original registration.

14. On the Relate Customers tab in the Owner field click the Add button and enter the name from the original title. This completes the information required to recreate the title in VRT.

15. Select Commit.

Title Snapshot (default lienholder)

When a security interest was not converted into the new system, it contains a placeholder labeled. Default Lienholder I. In this situation, before the security interest can be released you must verify that the default lien holder is holding the place of the security interest that actually exists on the title. This can be done using the Title Snapshot.

1. Perform a standard title and registration for this vehicle. Notice that this vehicle still has a security interest listed that must be resolved. The name of the security interest holder is default lien holder I. This can be cancelled the same way known security interest holders are cancelled, but you must first verify the names.

2. Select Reports.

3. Select Title Reports. The Title Reports window appears.
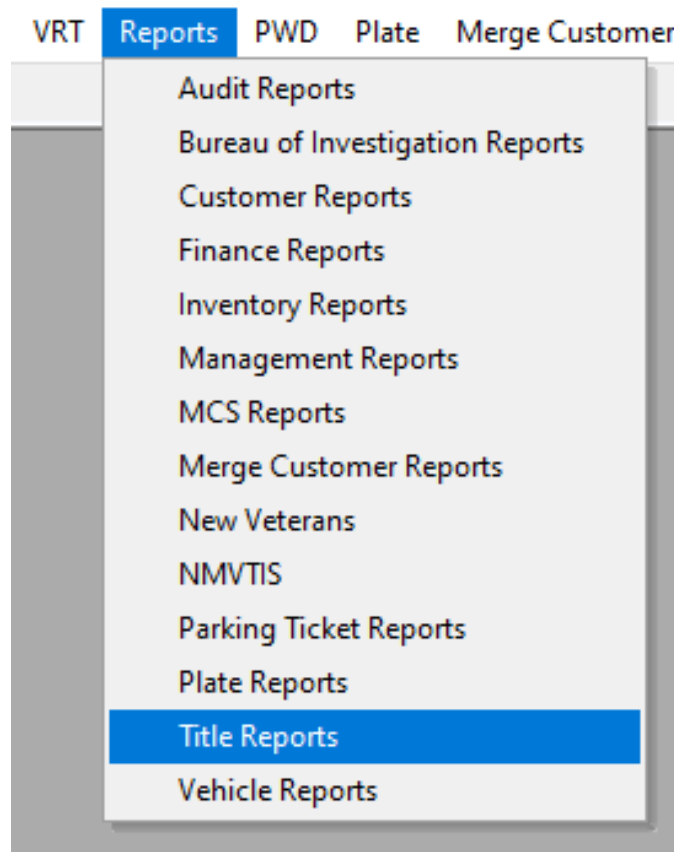
4. Select Title Snapshot.

5. Enter the Title Number from the Vehicle Status tab on the Title and Registration window and select Search.
    a. The Title Snapshot is displayed. The security interest on this screen needs to match the security interest listed on the title being used for the Title and Registration transaction.

Title Snapshot

Regular

						Electronic:	No	
		Issuing Co.	**Tama**			ERT:	No	
T	:15	Managing Co.	**Tama**	Valid No.	DH2OS02201701	Designation:		
V	W88G166378			Issue Dt:	08/26/2016	F	DH2OS	
Type:	**Automobile**	Year:	**2008**	Make:	**Ford**	Model:	**Taurus SEL**	Style: **4D**
Cyl:	**6**	Color:	**White**	Fuel Type:	**Gasoline**	Weight:	**3700**	Sq.Ft.	RM: **2**
LP:	**$24,000**	GVWR:		ADS Capable:		Updated:	08/26/2016	
Odometer:	**124,941 Miles Actual**			Cumulative Damage:				

Owner(s)

	Fee	Penalty
Ryan Lee	Title Fees	$25.00	$0.00
	Fee for New Registration	UT01	
	Registration Fees	$49.00	$0.00
	Si Fees	$0.00	
Next Fee:	Next YR:	Plate Fees	$2.00	
	Other Fees	$0.00	
	Totals	$76.00	$0.00
	Prev Title:	86AA25354 IA	
	Tracking #:		

1st Security Interest
Date: If there are NO Security Interests "X" here: [X]
Held By: No:
Address:
Cancellation of 1st Security Interest
Date: _____   No: _____
                                       Date: _____
Holder: _____   CO Treas _____
By: _____   By: _____

2nd Security Interest
Date:
Held By: No:
Address:
Cancellation of 2nd Security Interest
Date: _____   No: _____
                                       Date: _____
Holder: _____   CO Treas _____
By: _____   By: _____

3rd Security Interest
Date:
Held By: No:
Address:
Cancellation of 3rd Security Interest
Date: _____   No: _____

6. Close the Title Reports window.

7. Cancel the Default Lienholder 1 on the Title and Registration transaction.

8. Select Validate and resolve any errors. Collect payment and generate credentials.

Issuing a Salvage Title

When a vehicle is excessively damaged it requires a salvage title.

1. On the VRT menu, select Title and Reg and then Salvage Title. The Salvage Title Prequalifier window appears.
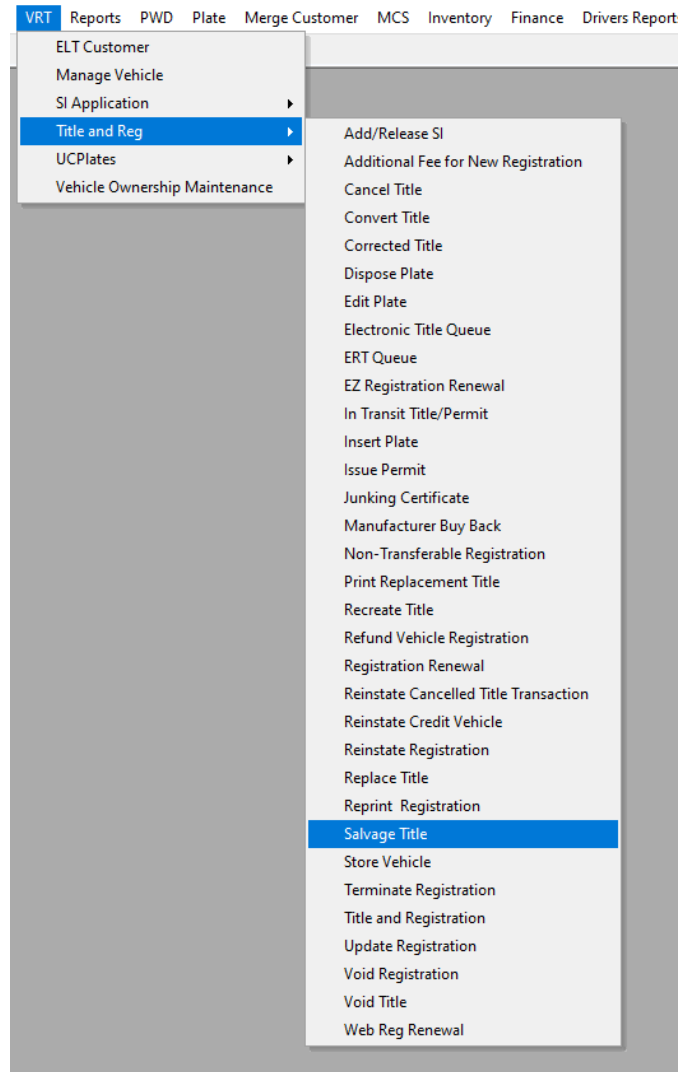
2. In the Purchased Date field, enter today's date.

3. In the VIN field, enter the VIN from the sample data.

4. In the Owner - I field, enter the FEIN from the sample data.

5. Click Continue.

6. The Salvage window appears. On the Application tab in the ~~Received Date field~~ Purchased Date field enter today's date.

7. In the New Odom field enter the odometer reading from the sample data.

8. On the Documents tab click the Add button.

9. On the new line that was added, in the Documentation Description field select. Damage Disclosure Statement.

10. Click Validate and resolve any errors. Collect payment and generate credentials. The the salvage title has been issued.

Issuing a Junking Certificate

If a vehicle has reached the end of its life and is taken to a junk yard or dismantled for parts, it must have a junking certificate issued. Issuing this certificate allows the record to be effectively closed in the system for tracking purposes.

1. Select VRT.

2. Select Title and Reg.

3. Select Junking certificate. The Junking Certificate Prequalifier window appears.
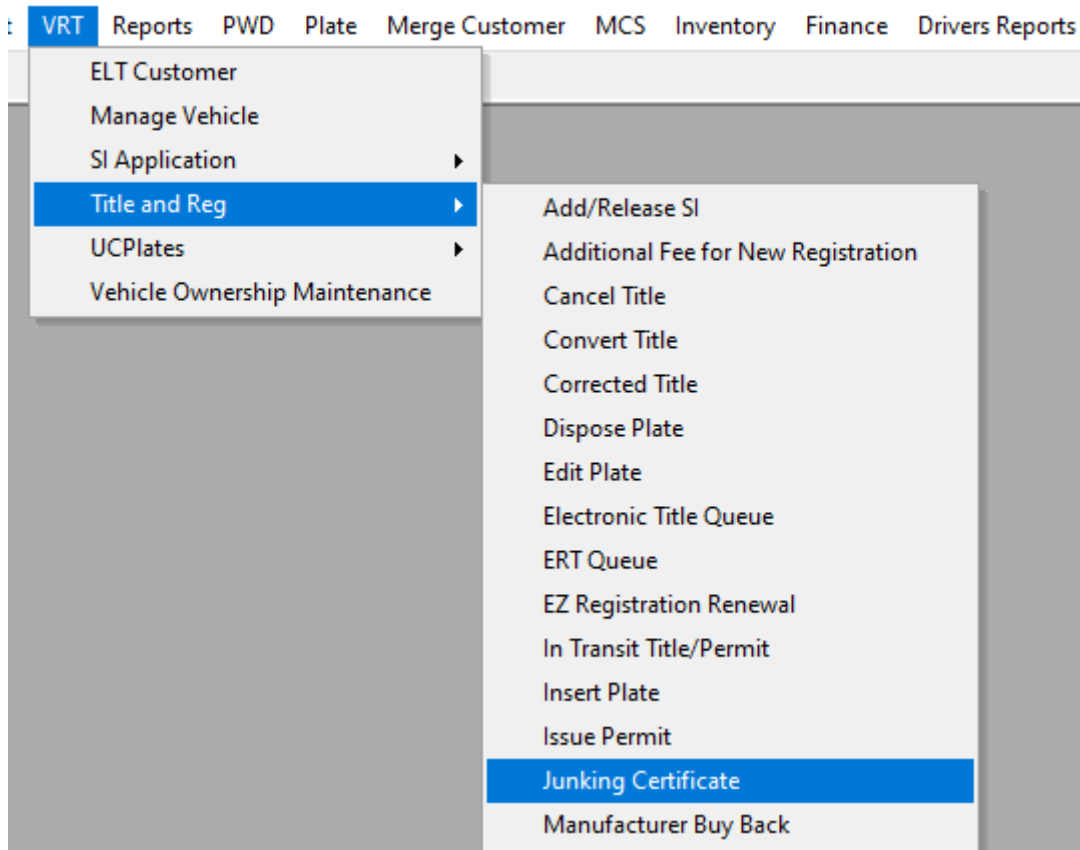
4. In the Purchased Date field, enter today's date.

5. In the VIN field, enter the VIN.

6. In the Owner - I field, enter the Bank.

7. Select Continue.

8. The Junking Certificate window appears. On the Application tab in the Received Date field Purchased Date field enter today's date.

9. Select the Documents tab.

10. Select the Add button.

11. On the new line that was added, in the Documentation Description field select Damage Disclosure Statement.
    a. Even though there was no damage since the salvage title was issued a damaged disclosure statement must still be completed.

12. Select Commit. Collect payment and generate credentials.

Adding and Releasing a Security Interest

There are different ways to add and remove a security interest from a vehicle, but these methods are all smaller pieces of another transaction. In some cases, the only transaction that needs to take place is the adding or removing of the SI. In these situations, the Add/Release SJ is used.

Reference: On the Help menu, click Contents. On the Search tab enter Security Interest. On the results select Adding a security interest to a vehicle.

Sample data: Use a Vehicle and Bank from the sample data sheet

STEP: Add a security interest to the vehicle in the sample data.

Reference: On the Help menu, click Contents. On the Search tab enter Security Interest. On the results select Releasing a security interest to a vehicle.

Sample data: Use the sample data to complete this lab.

STEP: Release the security interest on the vehicle in the sample data.

Dealer Inquiry

Contained in the dealer inquiry are tools that allow you to calculate fees and estimate costs. These tools are designed to speed up your time spent estimating costs for customers.

1. Select Tools.

2. Select Dealer Inquiry. The Dealer Inquiry window appears.
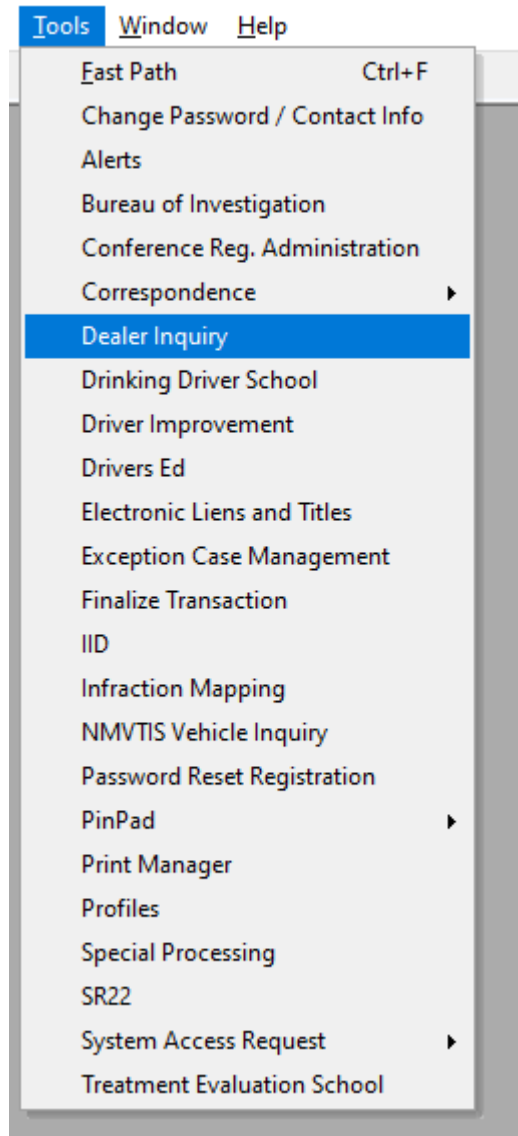
3. Select Weight and List Price Calculator.

4. Enter year.

5. Enter make.

6. Enter model.

7. Select Calculate.

8. Select the + for the appropriate vehicle in the search results.

9. Select Vehicle Inquiry.

10. In the Identification # field enter the plate number.

11. In the Identification Type field enter VIN.

12. Select Search.

Dealer Inquiry

📁 Credit Calculator

📁 Fee Estimator

📁 Truck Rate Calculator

📁 Vehicle Inquiry

📁 Weight and List Price Calculator

Vehicle Inquiry

Search

Search by Vehicle

Vehicle
Identification #

Identification Type
VIN

Search

Vehicle Inquiry

See Also:
Auto/MPV Rate Calculator Values

Help

Vehicle

VIN	1FAHP24W88G166378	Type	Automobile
Vehicle	2008 Ford Taurus SEL 4D	Colors	White
Weight	3700	GVWR	
Cylinders	6	List Price	$24,000.00
Odometer	124941 Miles - Actual	Cuml. Damage	
Sq. Footage		ADS Capable	
Designations			

Title

Title Number	86AA73215	Title Type	Regular
Title Status	Active	Status since	8/26/2016
Security Interests Exists	No	Electronic	No

Plate

Plate #	DH2OS	Plate Type	County Std
Assignment Date	3/19/2018	Personalized	Yes
Issued Date	3/19/2018	Due for Replacement on Renewal Date	No

Registration

StartDate	EndDate	RegistrationStatus	ADS Restricted	AnnualFee	Tonnage	Usage	Plate	PlateType	StickerNumber
3/1/2023	2/29/2024			$50.00	0	Regular	DH2OS	County Std	DH2OS02202401

13. Select Credit Calculator.

14. In the Sale Date field enter today's date in xx/xx/xxx format.

15. In the Registration End Date field, enter the end date.

16. In the Annual Registration Fee field, enter the annual fee.

17. Select Calculate.

Dealer Inquiry

📁 Credit Calculator

📁 Fee Estimator

📁 Truck Rate Calculator

📁 Vehicle Inquiry

📁 Weight and List Price Calculator

Credit Calculator

Credit Criteria	
Sale Date	Registration End Date
03/17/2023	02/29/2024
Annual Registration Fee	
50.00	
Results	
Credited Months	Estimated Credit

Calculate

Credit Calculator

Credit Criteria	
Sale Date	Registration End Date
03/17/2023	02/29/2024
Annual Registration Fee	
50.00	
Results	
Credited Months	Estimated Credit
12	50.00

Calculate
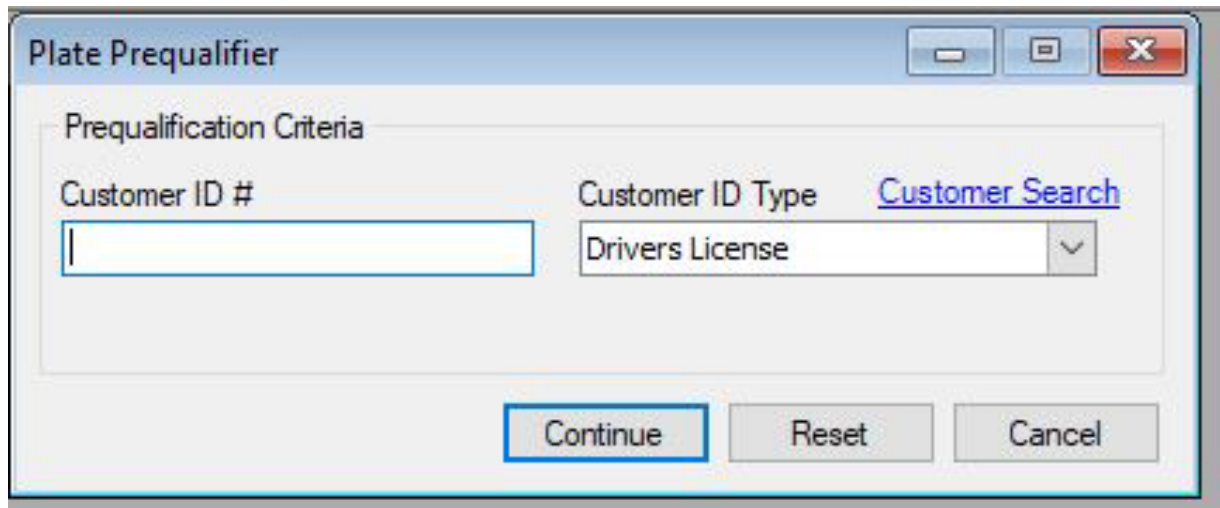
Reserving a Personalized Plate

Customers can now reserve custom plate text for 30-days using VRT.

1. Select Plate.

2. Select Reserve Plate. The Plate Prequalifier window appears.
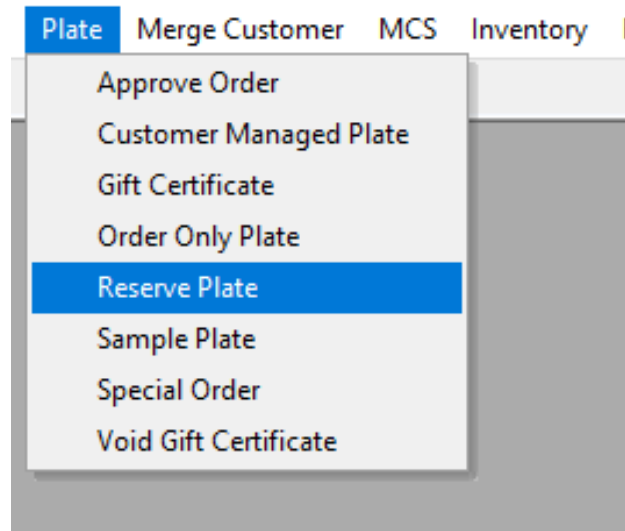
3. In the Identification # field, enter the SSN.

4. Select Continue.

5. The Reserve Plate window appears. In the Personalized Text field, enter personalized plate characters.

6. In the Comment field, enter the meaning of the personalized characters.

7. Select Save. The personalized plate has now been reserved for 30-days for this customer.

Changing Your Password

1. Select Tools menu.

2. Select Change Password. The Change Password window appears.
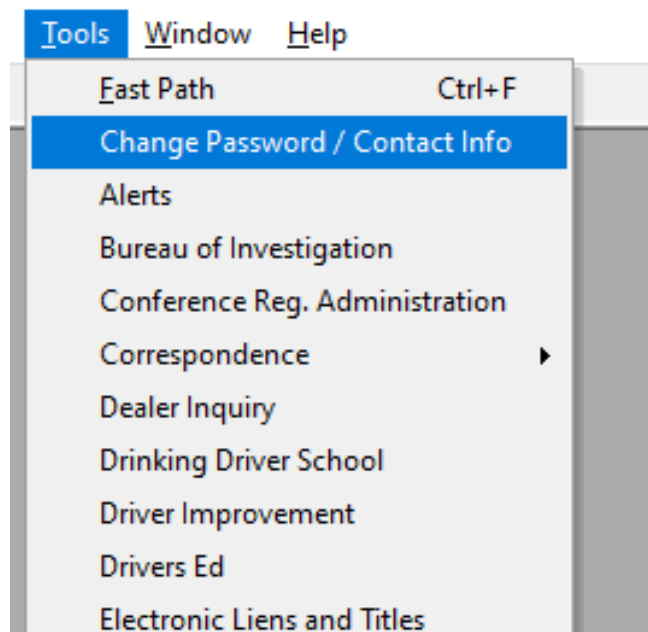
3. Next to Old Password, enter your current password.

4. Next to New Password, enter a new password.

5. Next to Confirm New Password, enter the new password again to confirm it.

6. Select OK.

Logging In

VRT is a secure application that requires each agent to have a unique username and password to login to the system.

1. Double-click the VPN icon on the computer desktop.

2. Double-click the ARTS Console icon on the computer desktop.
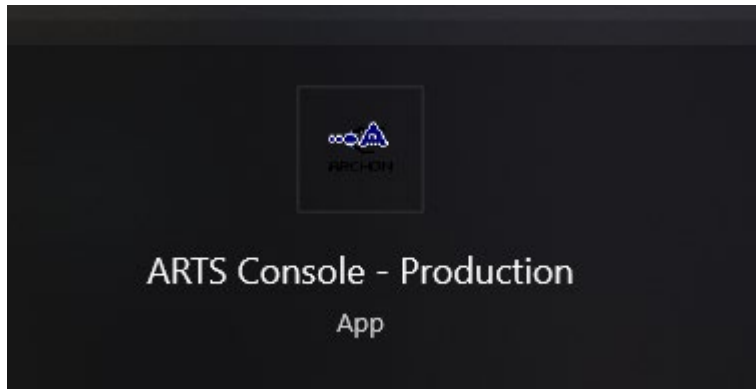
3. Enter your username and password.

4. Select Login. The ARTS Console appears.
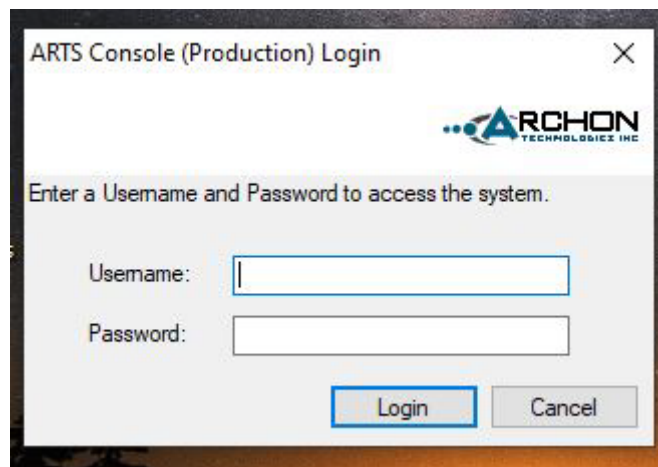
Did you have trouble logging in? Check the following:
- Is the caps lock turned on?
- Tum off and try again.
  Is the num lock turned off?
- Turn on and try again.
- Did you capitalize the capital letters

Locking the Console

It is important to maintain security when using VRT. If you leave your computer for any length of time you must lock the console to prevent unauthorized use

1. Select Console.

2. Select Lock Console.
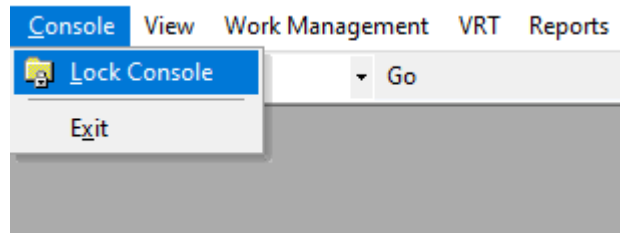
3. Enter your username and password.

4. Select Login.
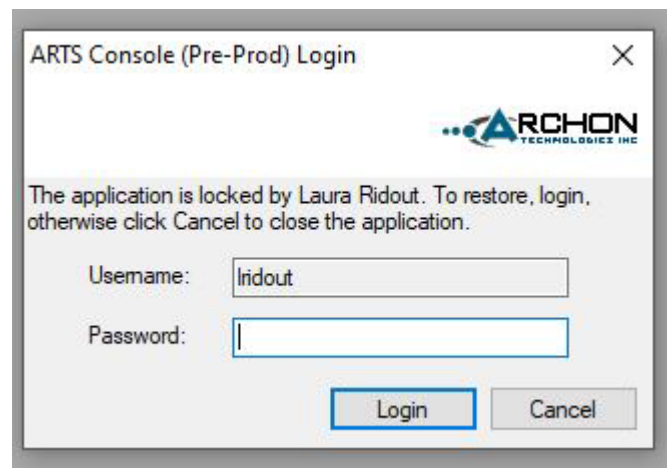
Note that the console locks itself automatically if it has been inactive for more than 15 minutes. This does not affect other applications on your desktop.

Logging Out

At the end of the day, log out of the system.

1. In the ARTS Console, close all open windows.

2. Select Console.

3. Select Exit. The console closes.
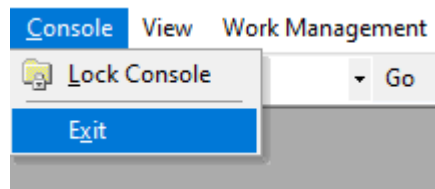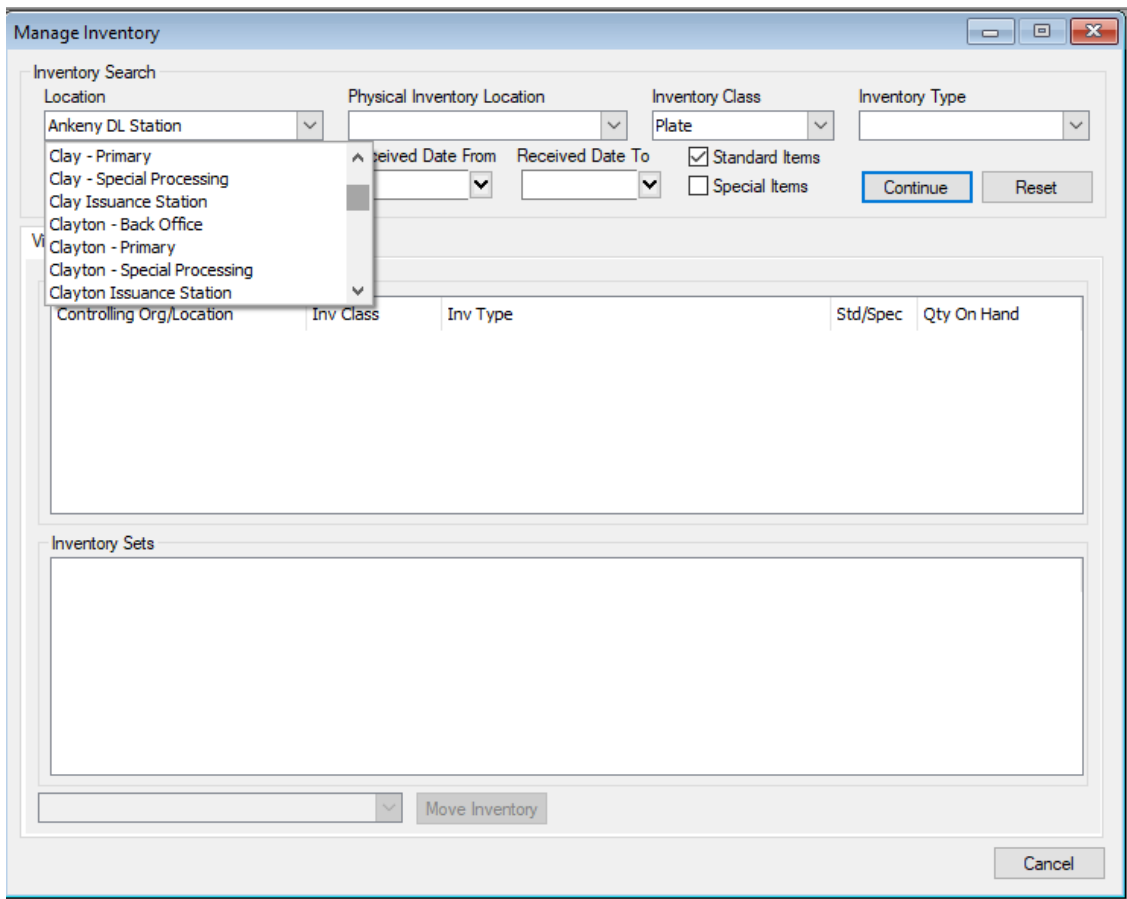
Restocking Plate Inventory

Restocking plates begins with you getting plates from the storeroom and bringing them to your window. Once there, those plates must be checked into the system so that VRT has the proper plate sequence in place.

1. Select Inventory.

2. Select Manage Inventory.

3. On the Location drop down list, select the county assigned to your workstation.

4. Select Physical Inventory Location drop-down.

5. Select Storeroom.

6. Select Inventory Class drop-down, select Plate.
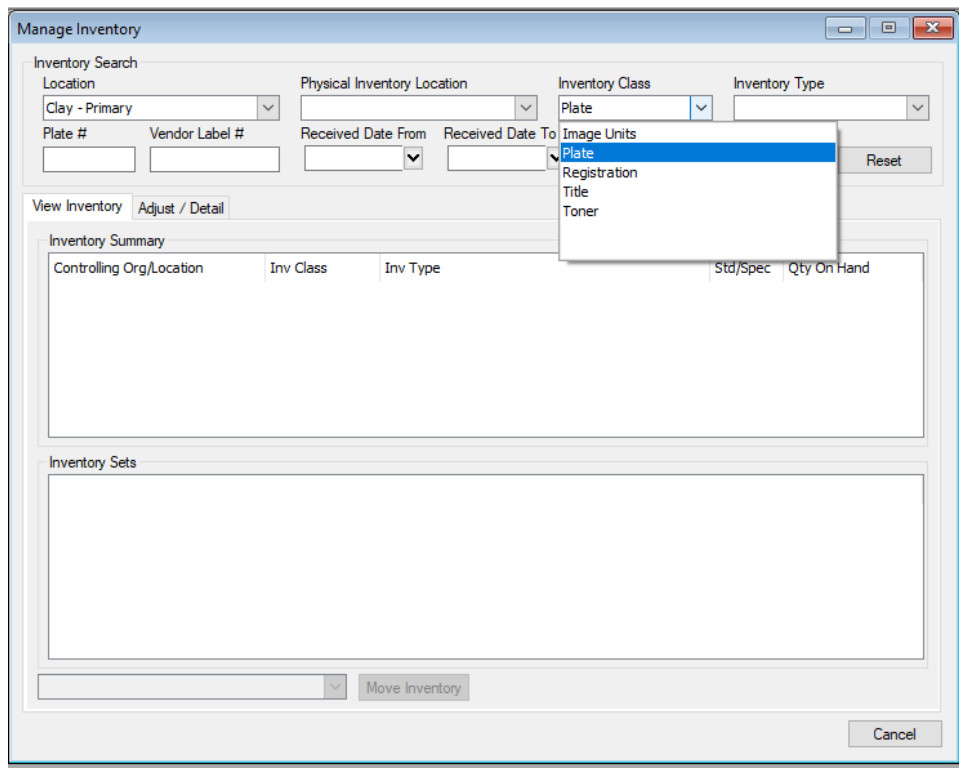
7. Select Inventory Type drop-down, select County Standard, large, 1.

8. Select Continue.

Restocking Plate Inventory (cont.)

1. A list of all of the Large County Standard plates series that are currently available in the storeroom appears. Now take a series of plates from the storeroom and move it to your window.

2. On the Inventory Sets window, double-click the series of plates you just added from the storeroom

3. Select the first plate in the series. Holding down the Ctr! key, select the second and third plates in the series.

Select Adjust Reason drop-down, select Damaged.

4. Select Adjust.

Notice that the plates disappear from the list and the next plate in the series is at the top of the list. The correct "next plate" appears when you begin doing registrations and issuing plates.

The process outlined above can be used to move inventory to and from the storeroom or to another window. It depends on what the local process is in your county office.

Verifying Title Stock Inventory

Verify the title stock assigned to the printer you are using. This procedure differs at each county office, but this is a process everyone should understand how to do.

1. On the Inventory menu, click Manage Inventory.

2. On the Location drop down list, select the county assigned to your workstation.

3. On the Physical Inventory Location drop down list, select Primary Title Printer.

4. On the Inventory Class drop down list, select Title.

5. On the Inventory Type drop down list, select Title Stock.

6. Click the Continue button.

A list of each of the title stock series that are currently assigned to the title printer appears. If you have one or more series of title stock listed, you can double-click them to see the series list. Unlike the plates, you can only see the range of the series, not the individual plates. The printer must be checked to verify that the next available stock is within the range on the list. If it does not match contact a supervisor to verify and adjust the title stock in that printer.

The process to move and adjust title stock is a supervisor feature of VRT. It depends on what the local process is in your county office.

The process outlined above can be used to move inventory to and from the storeroom or to another window. It depends on what the local process is in your county office.

Dealer Reassignments

When the customer purchases a vehicle from a dealer it is important to enter the dates of the dealer reassignment, so the customer does not get penalized for delinquent registration fees.

1. Select VRT.

2. Select Title and Reg.

3. Select Title and Registration. The Title and Registration Prequalifier window appears
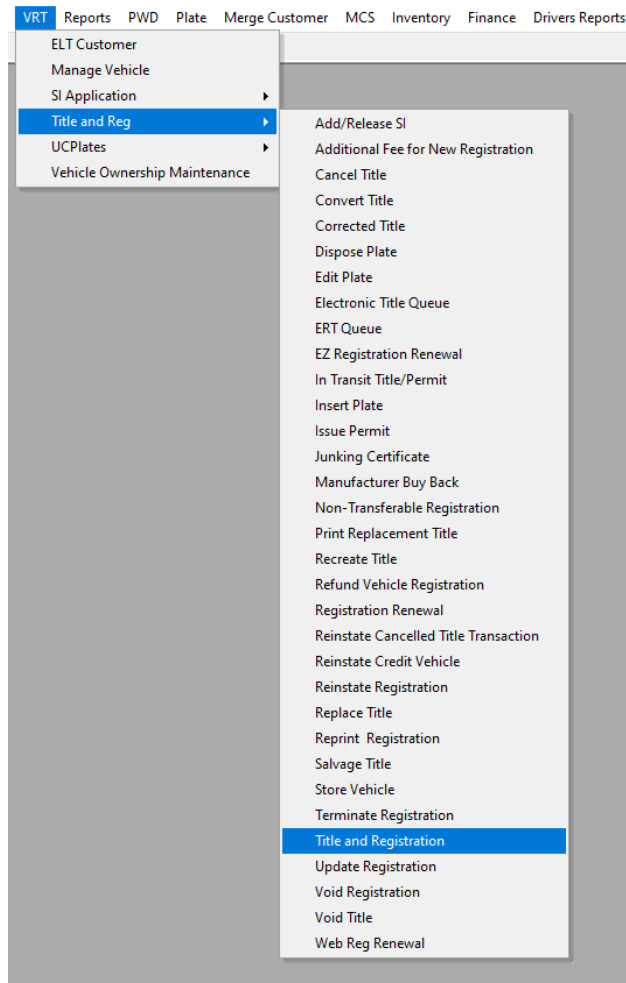
4. In the Purchase Date field, enter today's date.

5. In the VIN field, enter the plate from the sample data.

6. In the Owner - I field, enter the SSN.

7. In the Dealer Reassign -I field, enter the dealer number.

8. Select Continue.

9. The Title and Registration window appears. Select the Vehicle Status tab. At the bottom of the window there is a Dealer Reassignments field. This field contains the dealer entered in the prequalifier. If no dealer was entered using the prequalifier, the dealer can be added at this time by clicking on the Add button in the Dealer Reassignments field.

10. In the Assignment Date field enter the date.

11. Select Validate and resolve any errors. Collect payment and generate credentials.

Ordering a Personalized, Qualified Plate

1. Select Plate.
2. Select Special Order. The Plate Prequalifier window appears.
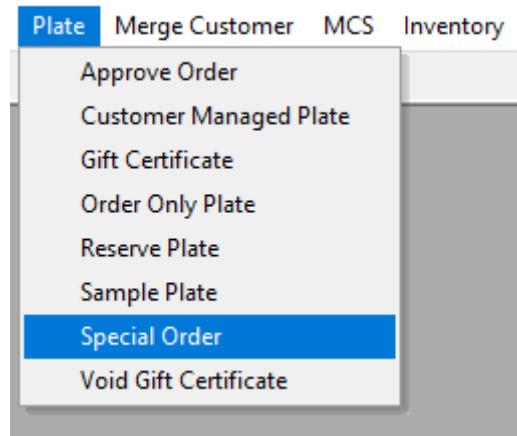
3. In the Identification # field, enter the SSN.

4. Select Continue. The Order Plate window appears.
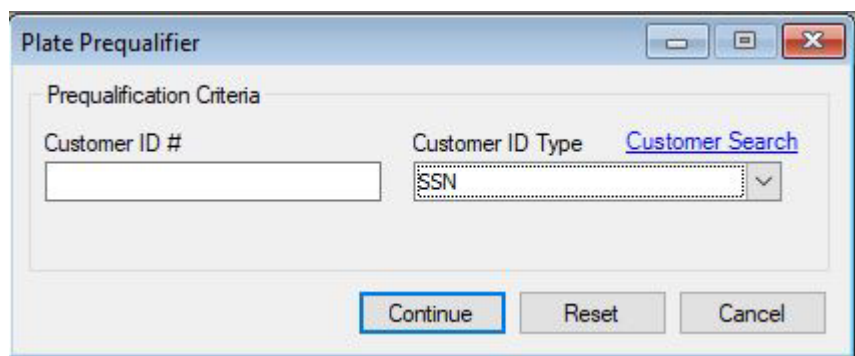
5. Select the Application tab.

6. In the Vehicle Type field, select Automobile.

7. In the Plate Type field, select Silver Star.

8. In the Personalized Text - I field enter the personalized text.

9. In the Meaning - I field enter the meaning for the personalized text. The customer may also select two alternate personalized text plates in case the first is not approved.

10. On the Documents tab in the Documentation Description field check mark the box to verify the customer has the appropriate documentation.

11. In the Document Reference# field enter the number from the proof document.

12. Select Validate and resolve any errors. Collect payment and generate credentials. The personalized plate has now been ordered and submitted to OVS for final approval.

Adding a Correspondence

1. The correspondence log allows you to enter a record of conversation with a customer. If this log is maintain by all agent this also allows you to see records of past conversations between customers and other agents. This reduces the amount of hearsay.

2. Reference: On the Help menu, click Contents. On the Search tab enter Correspondence. On the results select Logging a customer correspondence.

3. Make an entry to the Correspondence log documenting what happened.

Searching for Correspondence

1. Reference: On the Help menu, click Contents. On the Search tab enter Correspondence. On the results select Searching customer correspondence records.

2. Retrieve the record of this phone call so you can determine where his folder is located.
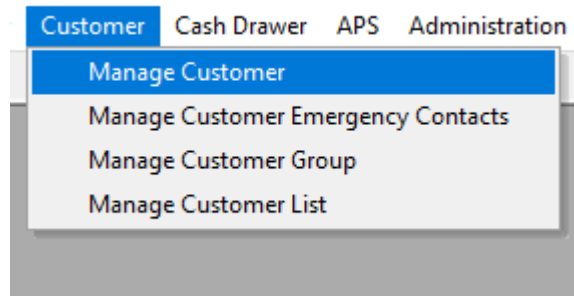
Using Notes in a Transaction

Notes can be used to document information about a customer. This feature can be used to annotate anything about a customer but be sure to keep your notations professional.

1. On the Help menu, click Contents. On the Search tab enter Notes. On the results select Notes Management window.

2. Reference: On the Help menu, select Contents. On the Search tab enter Notes. On the results select Notes Management window.

3. Perform a standard Title and Registration using the customer and vehicle from the sample data.

4. Enter taxable amount and assign the gift status.

5. Select Note Icon next to the customer's name. The Notes Management window appears.

6. Select New Note.

7. In the Note Subject field, give your note an appropriate title.

8. In the Note Text field, document what has just occurred.

9. Select Save.

10. Close the notes window

11. Complete the remainder of this transaction.

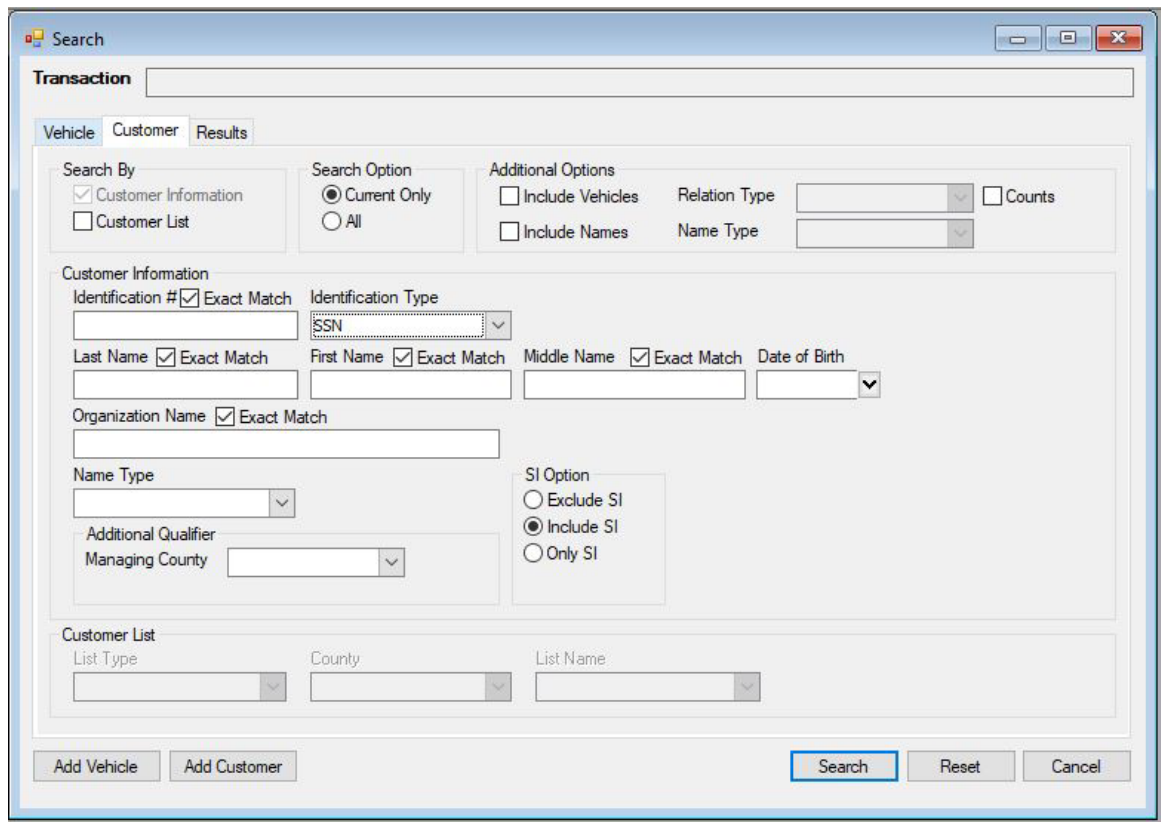12. The note has been added to the customer.

Viewing Notes

Notes can be retrieved at any time for review. It is a good idea to be aware of what the note icon looks like when there are notes on a customer. They might contain valuable information to help you through a transaction. Notes can be viewed from anywhere the note icon
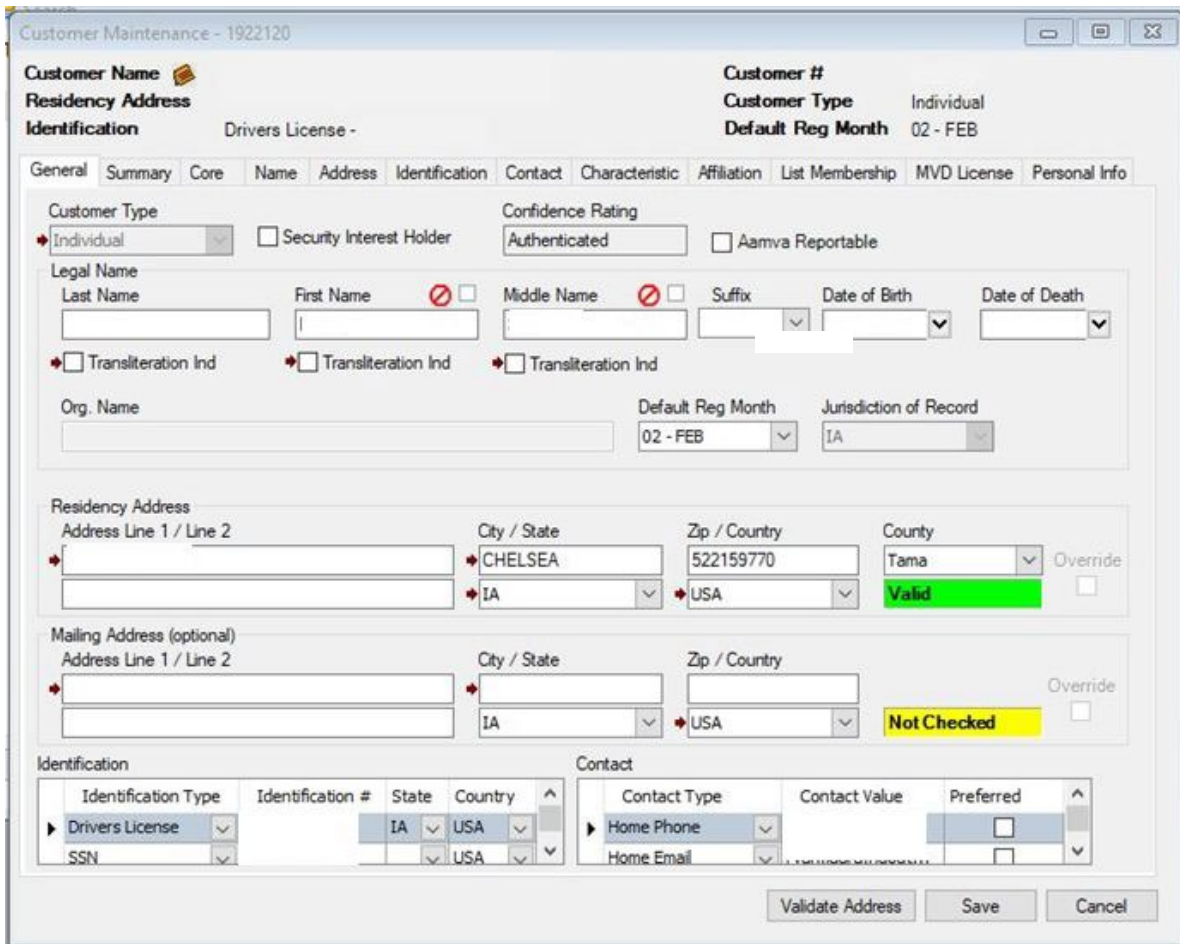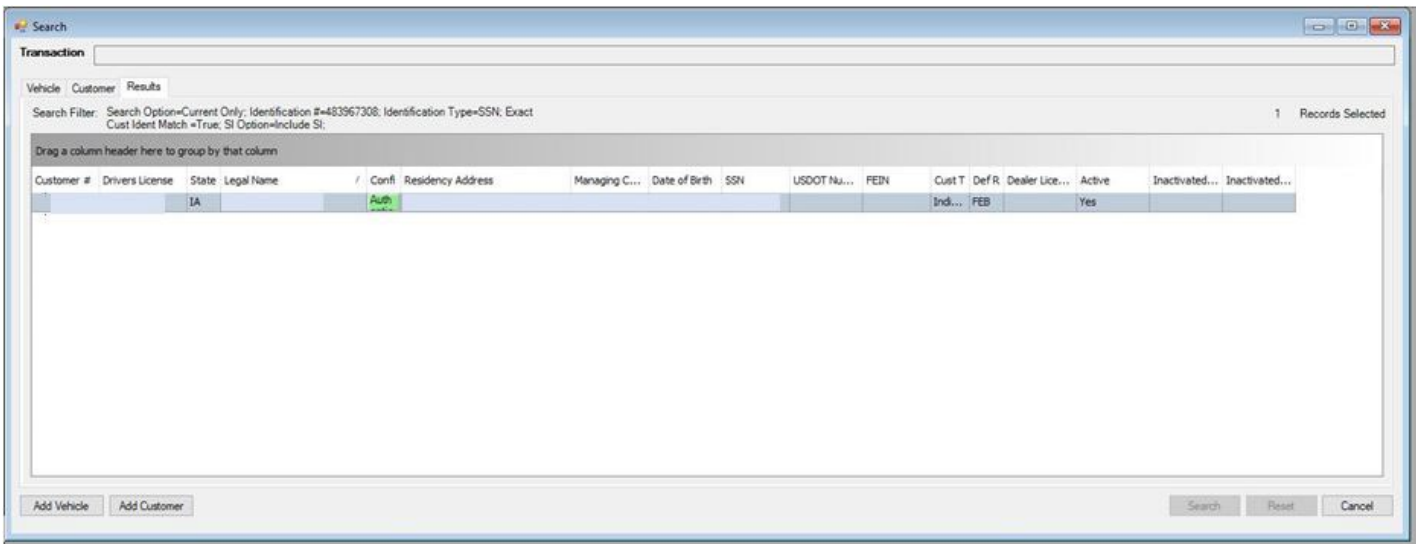
1. Select Customer.
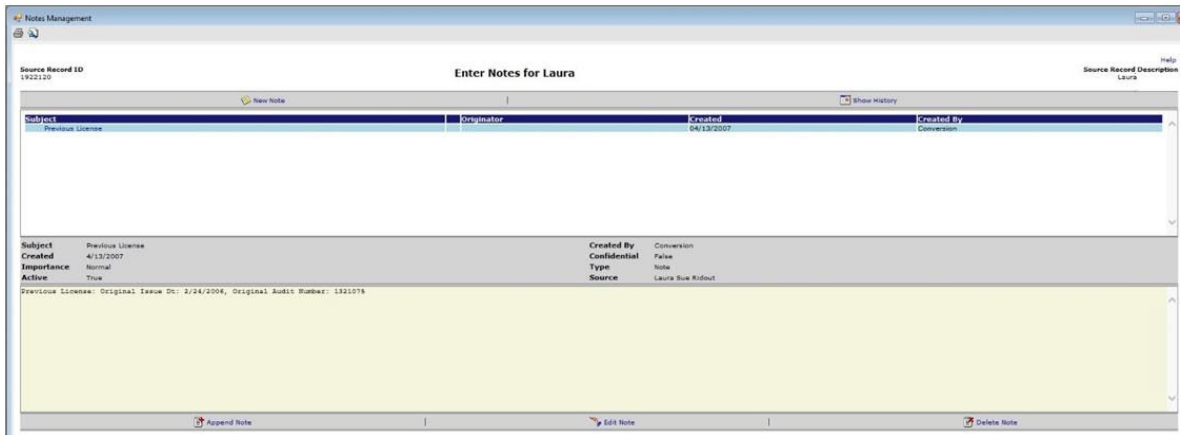
2. Select Manage Customer. The search window appears.

3. In the Identification # field enter the SSN.

4. Select Search.

5. Select the Results tab.

6. Select the customer. The Customer Maintenance window appears.

7. Select the Note Icon after Customer Name.

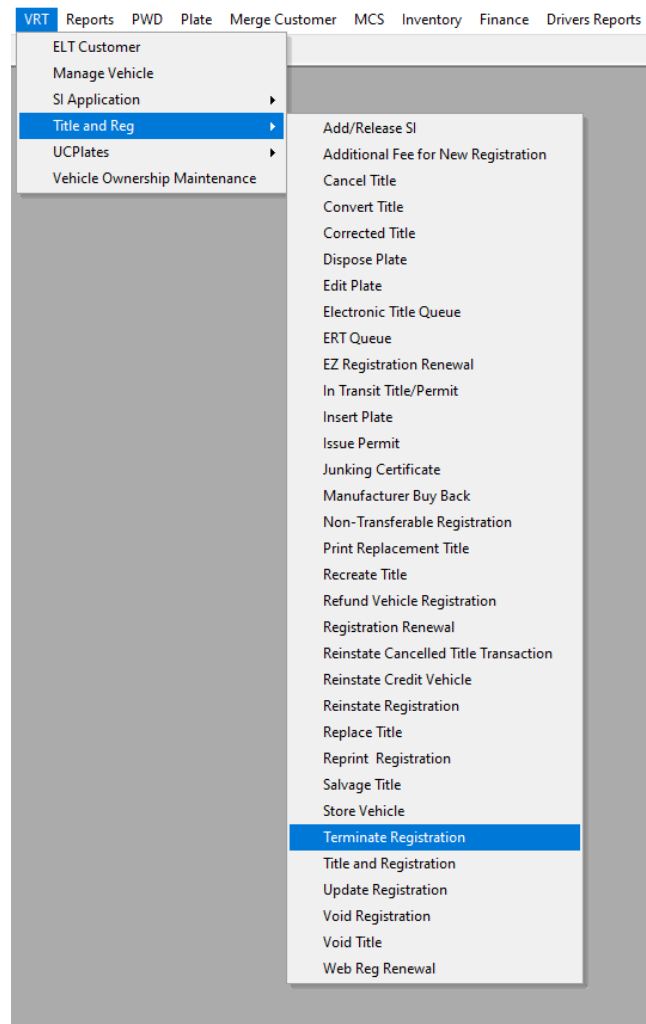8. The Notes Management window appears. The window contains the list of notes.

9. Select the note subject line that you wish to read. From here additional notes can be added. If the investigator wishes to append to your notes with additional notes from his investigation it can be done from this window.

Terminating a Registration

There are many reasons to terminate a registration that range from a revocation due to a bounced check to a suspension from not paying parking tickets. Every termination reason has its own process for how it is created and resolved but adding the termination to the registration is the same in VRT no matter what the cause is.

1. Select VRT.

2. Select Title and Reg.

3. Select Terminate Registration, The Terminate Registration Prequalifier window appears.
    1. This window can be used to search for vehicle registration using customer or vehicle information.

4. In the Vehicle ID # field, enter the VIN.

5. Select Search.

6. The Results tab appears. Select the connect vehicle from the list. The Rev/Susfferm Registration window appears. This screen looks similar to the standard registration window except that most of the fields are grayed out.

7. On the Application tab in the Received Date field, enter the effective date of the suspension.

8. In the Reason field, select Suspended,

9. In the Plate Disposition field, select Removed. (If the customer returns their plates, then this changes to Returned.)

10. Select Commit. The registration has now been suspended.
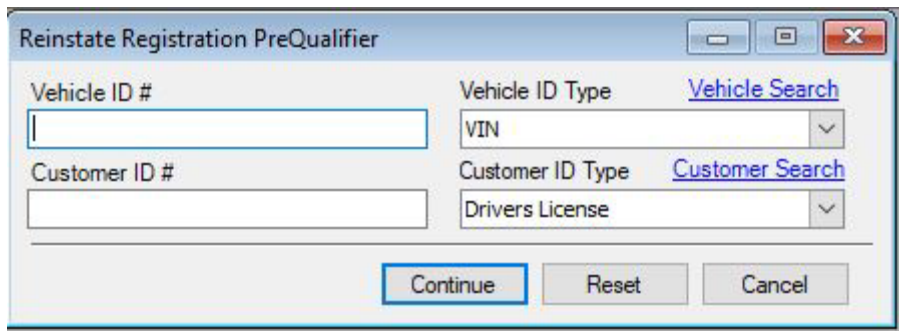
Reinstating a Registration

When a registration has been terminated, a customer may correct the offending issues on whatever caused the termination. Once these items have been taken care of, the registration may be reinstated per Iowa vehicle regulations.

1. Select VRT.

2. Select Title and Reg.

3. Select Reinstate Registration. The Reinstate Registration Prequalifier window appears.
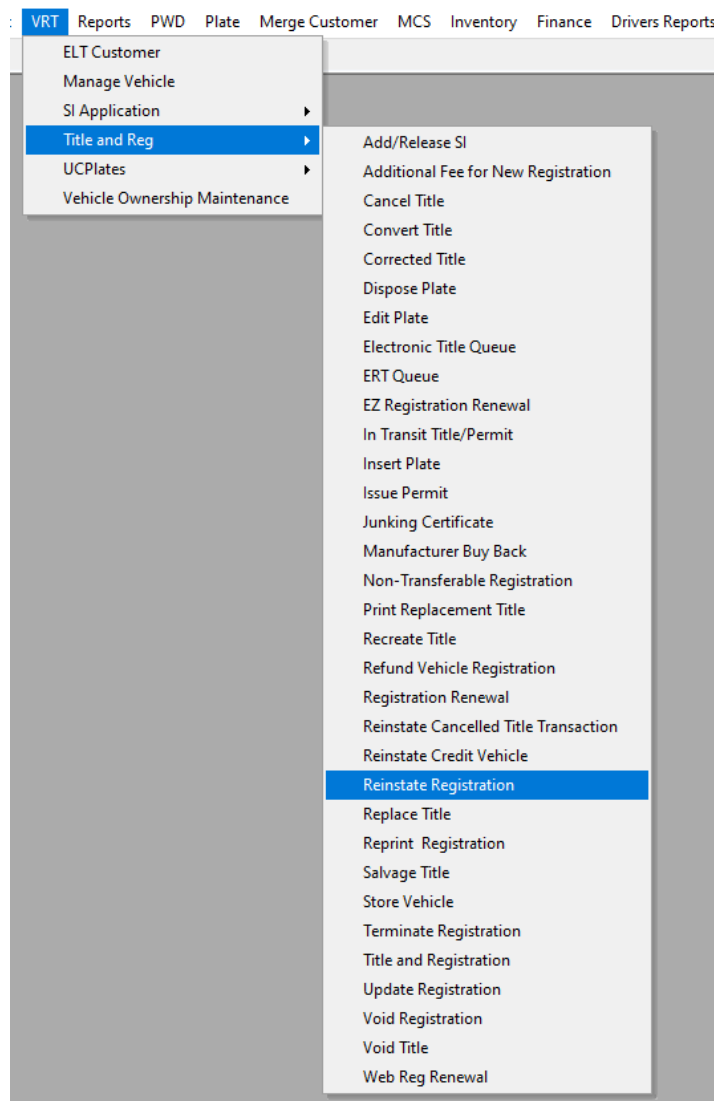
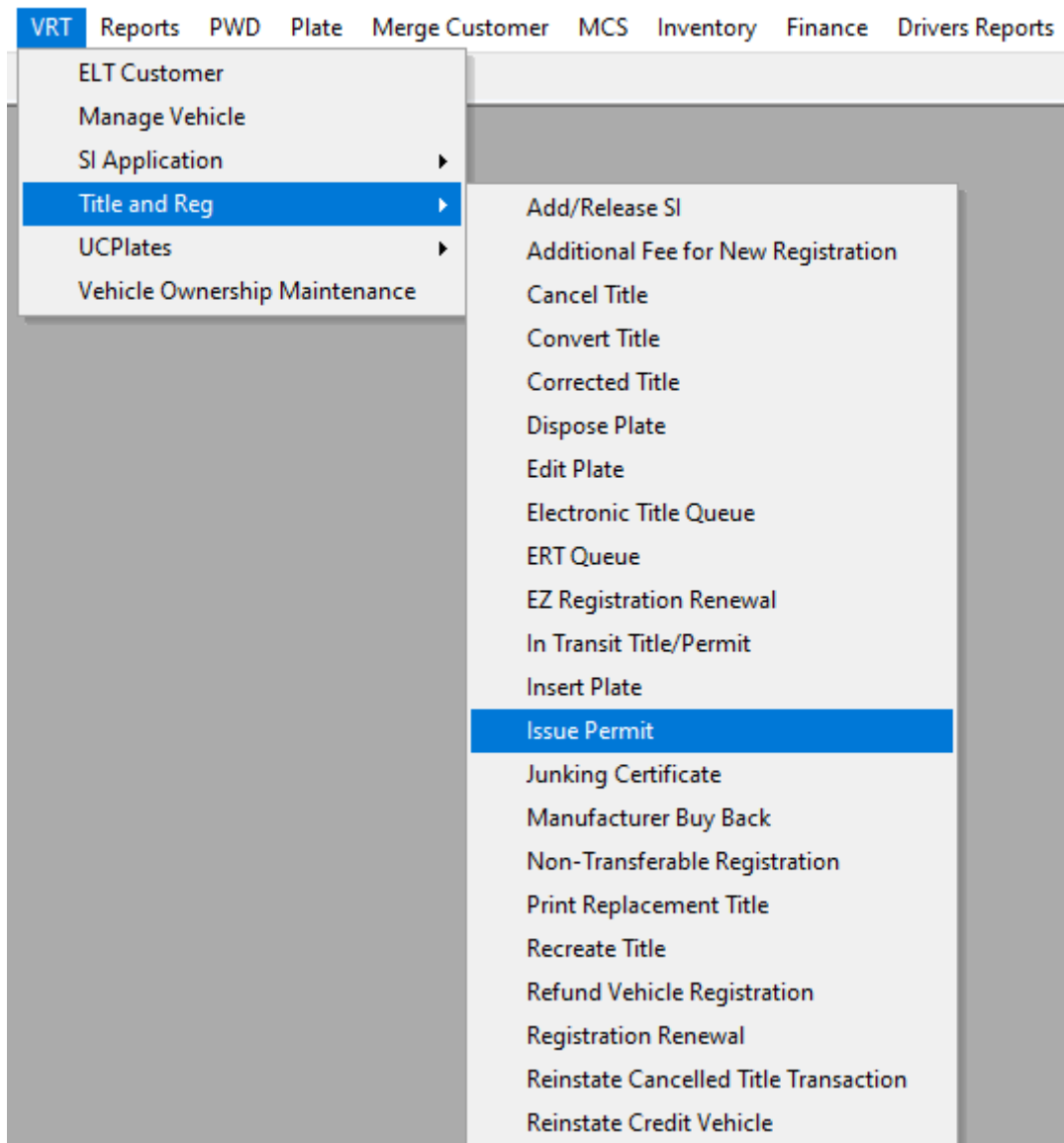4. In the Vehicle ID # field, enter the VIN.

5. Select Continue.

6. The Results tab appears. Select the correct vehicle from the list. The Reinstate Registration window appears.

7. On the Application tab in the Plate field check the Plate Disposition.
   1. If the disposition is set to Removed, then inform the customer to put the plates back onto their vehicle.
   2. If the disposition is set to Returned, then new plates must be issued using the Get Plate button.

8. Select Validate and resolve any errors. Collect payment and generate credentials.

Issuing a 30-day Permit

If a vehicle is delinquent the owner may request a temporary permit to be allowed to operate the vehicle.

1. Select VRT.

2. Select Title and Reg.

3. Select Issue Permit. The Issue Permit Prequalifier window appears.

4. In the Vehicle ID # field, enter the VIN.

5. Select Continue.

6. The Issue Permit window appears. Verify the customer and vehicle information are correct.

7. Select Pay Now. Complete the remainder of this transaction.

Issuing an In-Transit Title

If a customer from out of state purchases a car that does not be titled and registered in Iowa, they must obtain an In Transit Title to transport the car back to their home state. This can be done with a new or used vehicle.

1. Select VRT.

2. Select Title and Reg.

3. Select In Transit Title/Permit. The In Transit Prequalifier window appears.

4. In the Purchased Date field, enter today's date.

5. In the VIN field, enter the VIN.

6. In the Owner· I field, enter the SSN.

7. Select Continue.

8. The Results tab appears. Enter the customer and vehicle information. The In Transit window appears. This screen looks similar to the standard title and registration window.

9. On the Application tab in the Received Date field and Received Date field, enter today's date.

10. In the Taxable Amount field enter the purchase price from the sample data.

11. Check the In Transit Title button.

12. Check the In Transit Permit button.

13. In the Plate Disposition field select Removed. If the customer returns their plates, then this is changed to Returned.

14. Select Commit.

Manufacturer Buy Back

Lemon laws exist to protect buyers from vehicles with hidden problems. When this law is enacted, dealers must take back the vehicle. In this situation there is a specific process in VRT for reversing the registration.

1. Select VRT.

2. Select Title and Reg.

3. Select Manufacturer buy back. The Manufacturers Buy Back Prequalifier window appears.
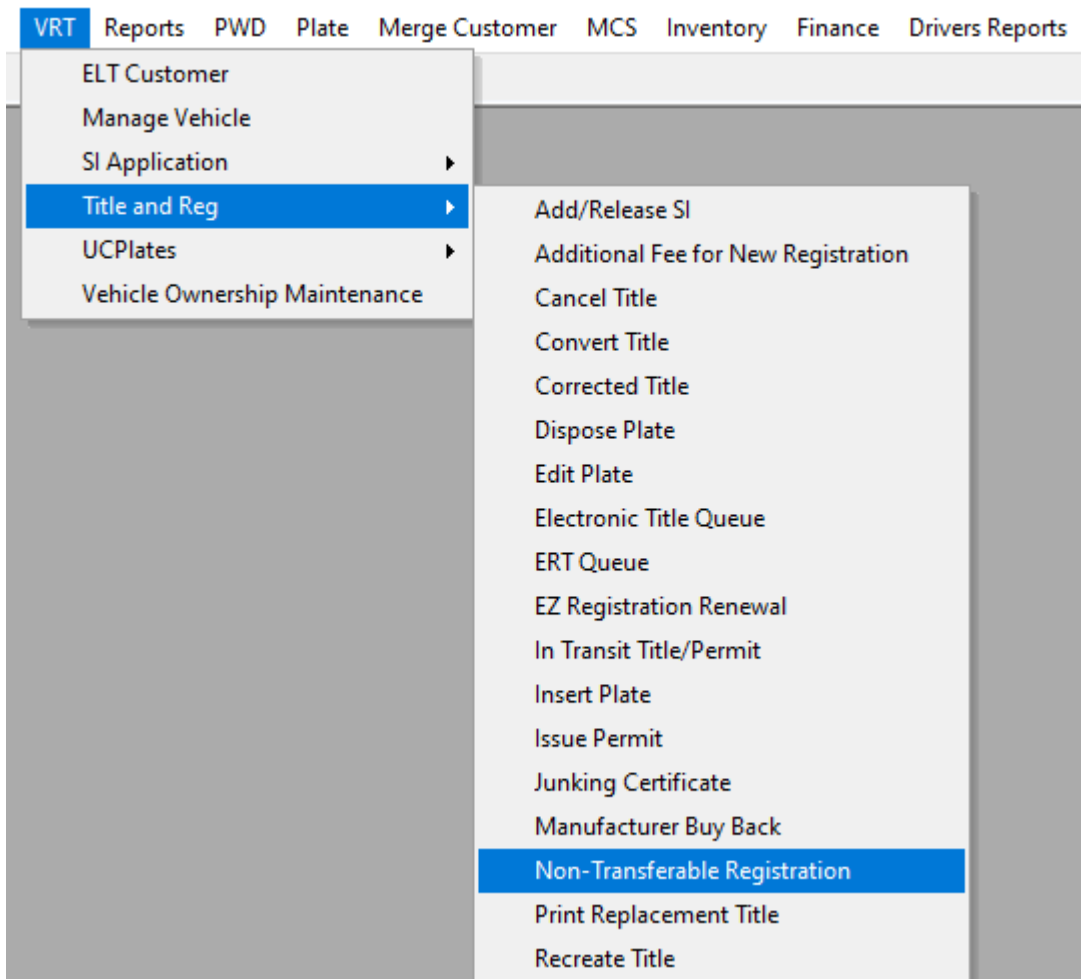
4. In the Purchased Date field, enter today's date.

5. In the VIN field, enter the VIN.

6. In the Owner - 1 field, enter the Dealer Number.

7. Select Continue.

8. The Manufacturer Buy Back window appears. On the Application tab in the Received Date field Purchased Date field enter today's date.

9. In the Damage Amt field enter $ amount.

10. Select Pay Now. Complete the remainder of this transaction.

Profiles – Managing Locations and Printers

1. Sign into ARTS.

2. Select Tools.

3. Select Profiles.

4. Add your name in Profile Name.

5. In the Profile Description, add your name, work location and contact phone number.

6. Select your County Primary under Location Profile drop-down.
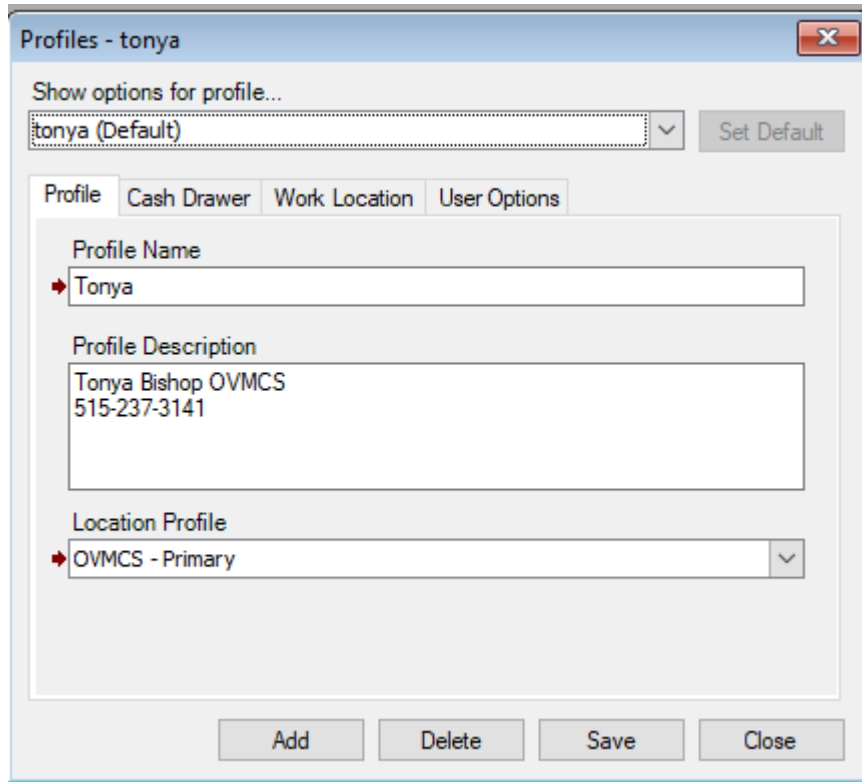
7. Select the Cash Drawer tab and select the cash drawer for your county.
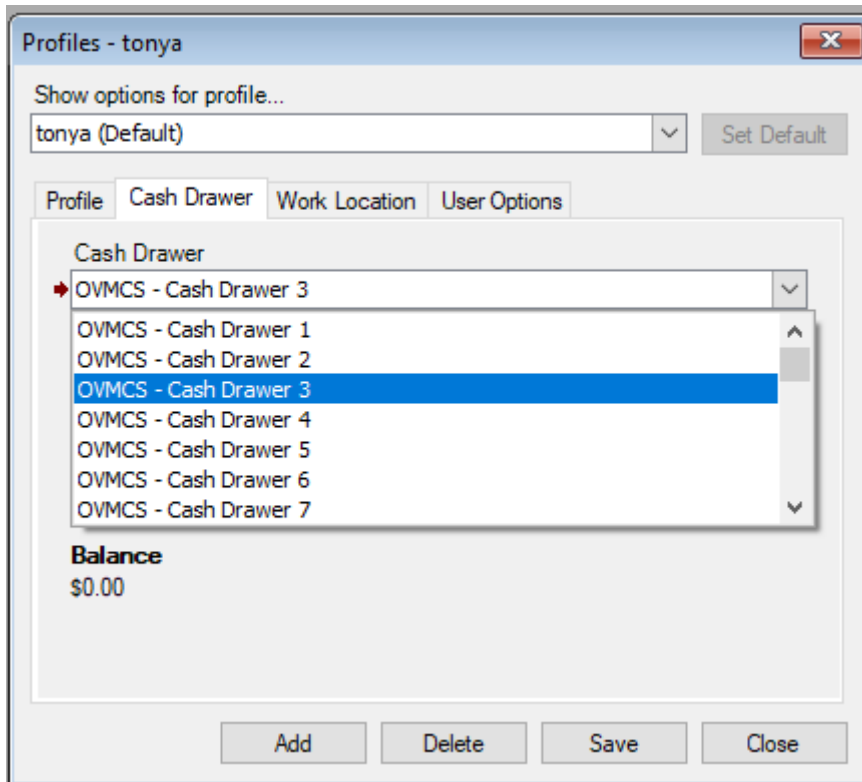
8. Select the Work Location tab.
   a. Some location will have several to choose from, be aware of the Work Location you need to choose.

9. Select Add (to add printers).
   a. DL does not have printers.
   b. Vehicle must add a title printer and registration printer.
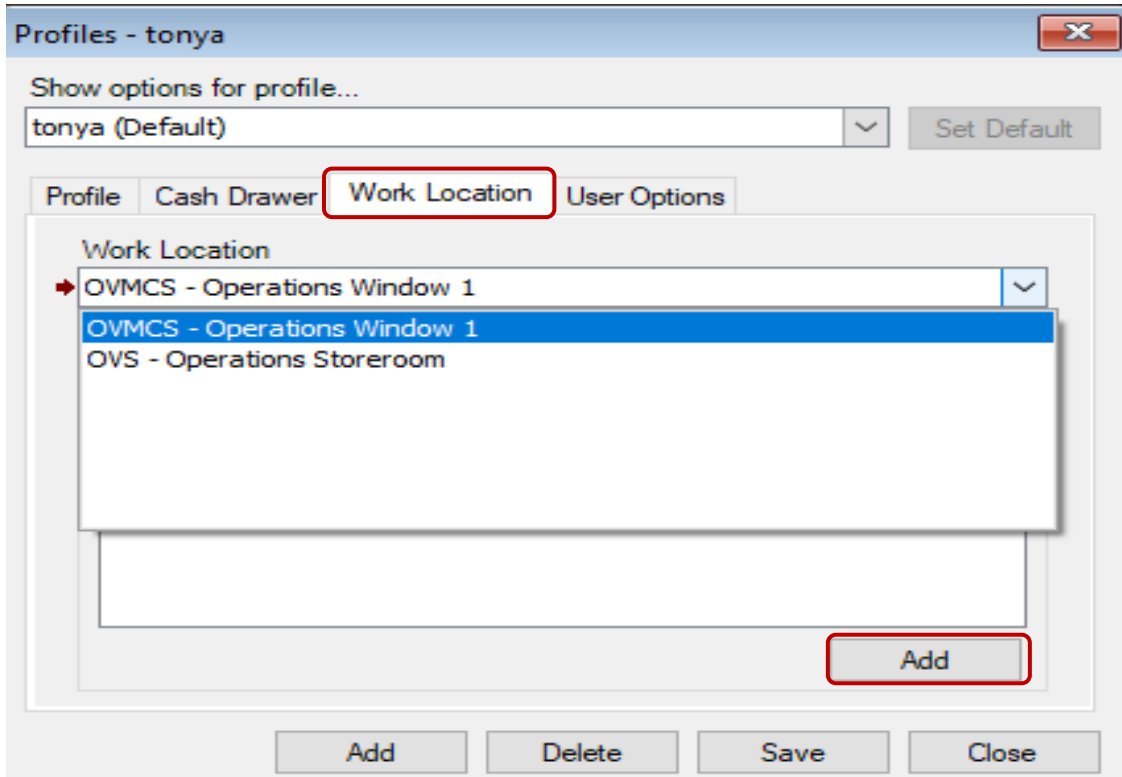
   c. Use Work Location tab for printer breakdown or to change printers.
      i. Delete old printers to Add new/temporary printers.
      ii. You do not have to set up a new profile.

Sending/Submitting Discretionary Edit to Queue

1. Select Process Edit.
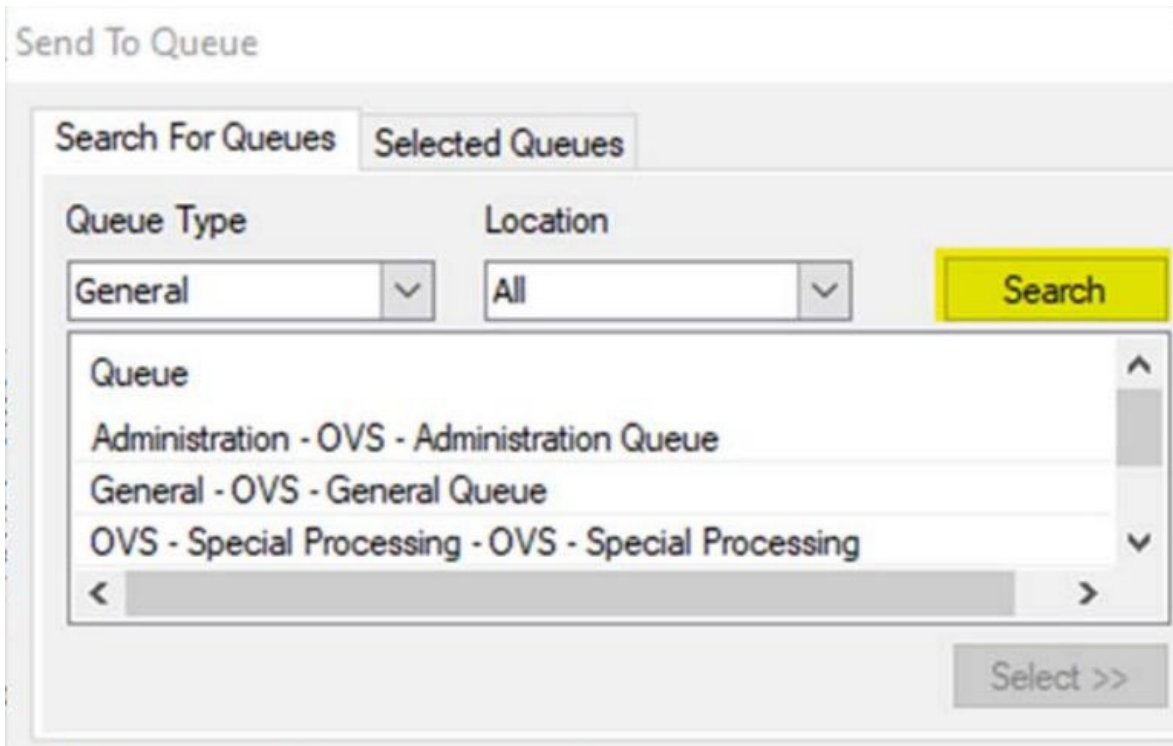
2. Select Send to Queue.

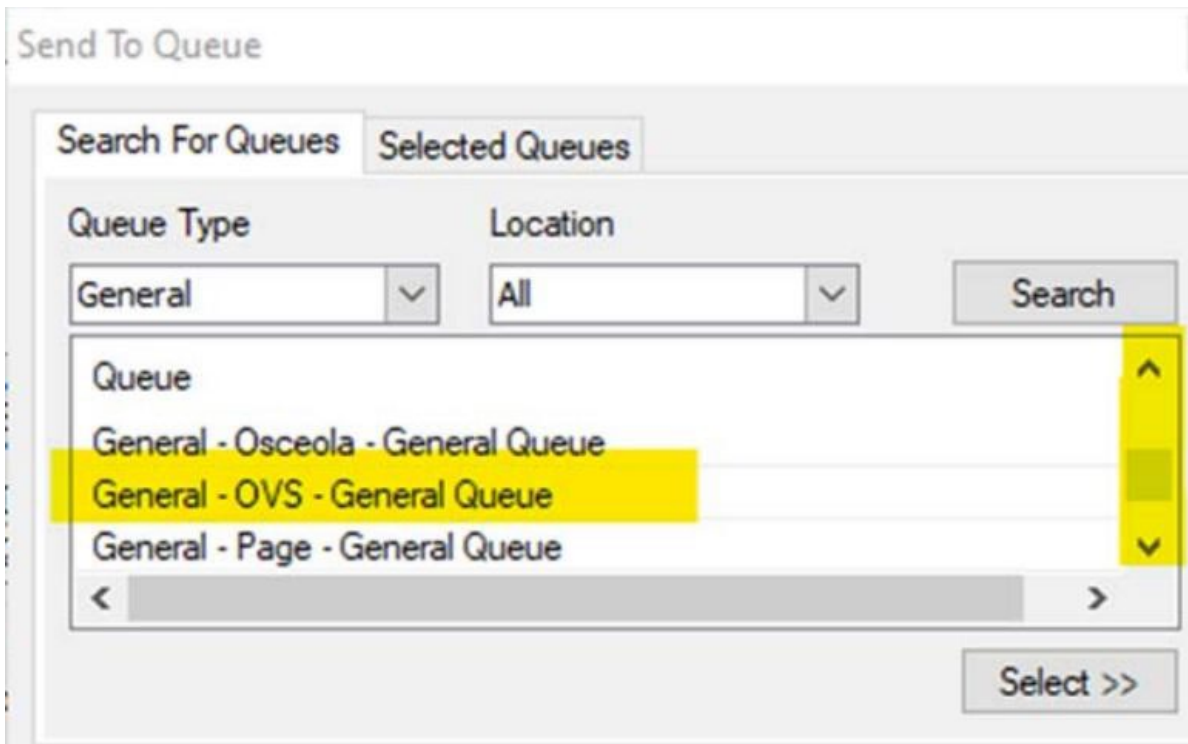3. Select General in the Queue Type drop-down.
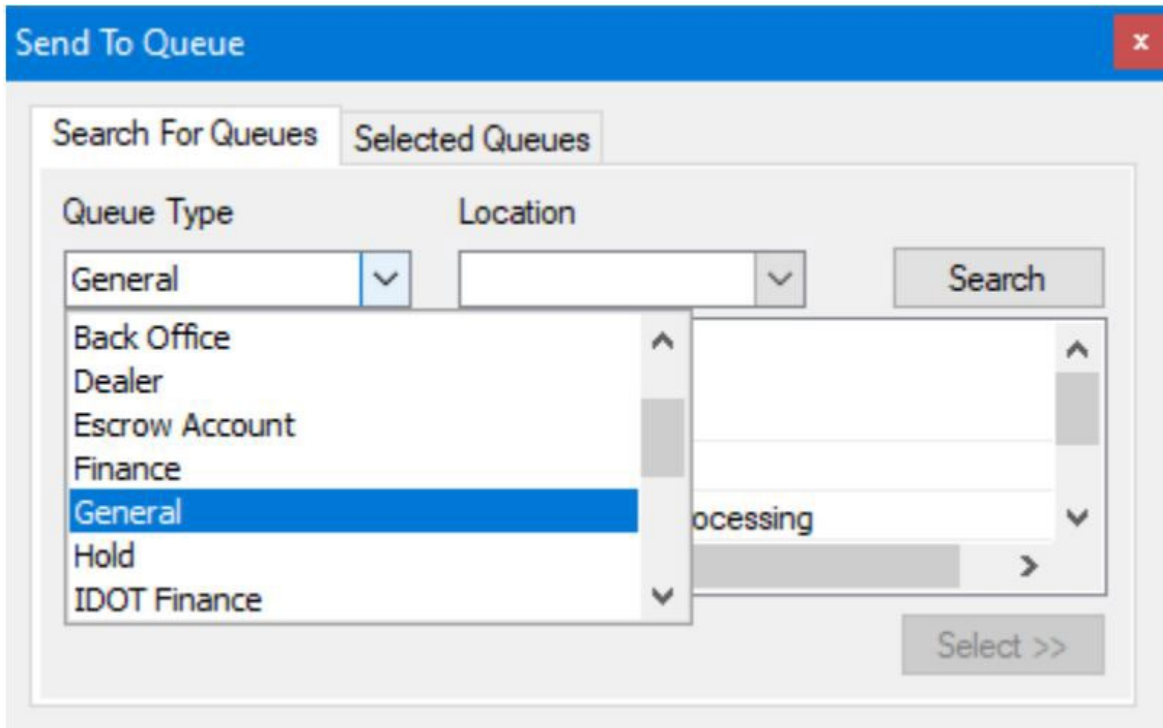
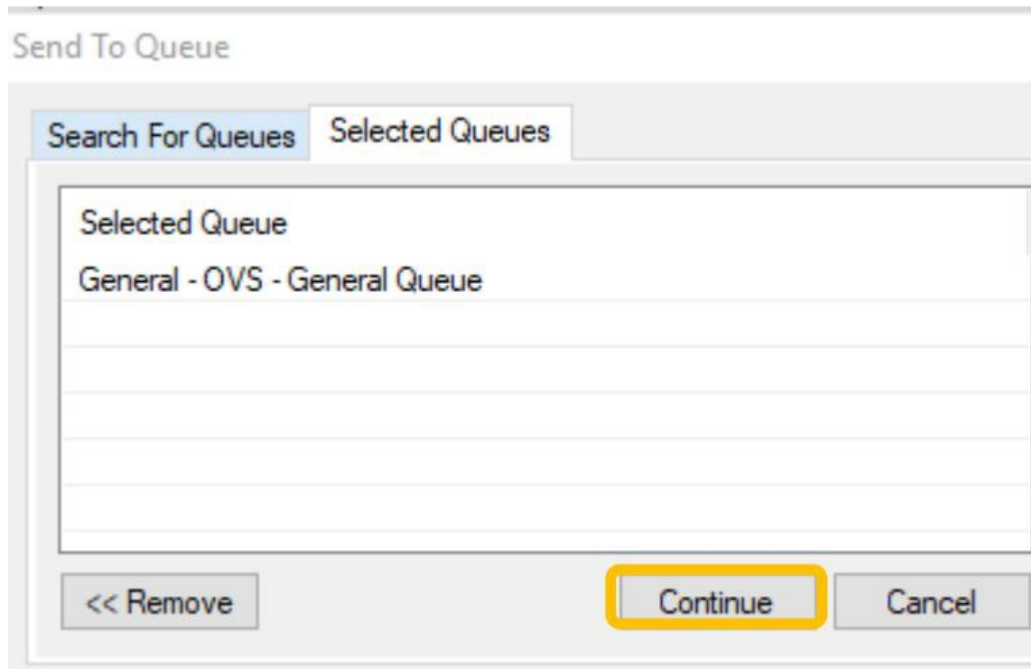4. Select All in the Location drop-down.
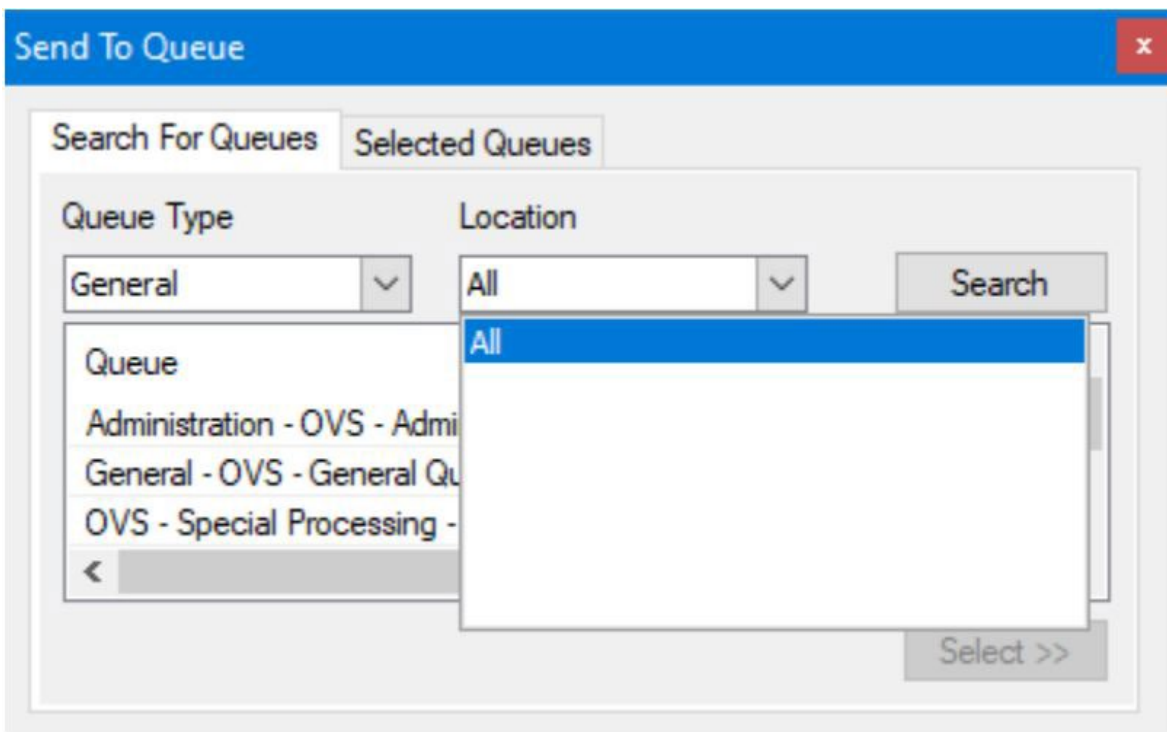
5. Select Search.

6. Find General – OVS – General Queue by using the bar on the right side to scroll.

7. Double click General – OVS – General Queue.

8. Select Continue.

9. Additional notes must be typed AFTER the prepopulated text under Request Comment.

10. Select Send Request.

Override Request

Create Override | View Tag

JSI report return from NMVTIS. Refer to OVMCS for approval

Approval Level Required: 85

Send Request

Send Request for Waiver

General - OVS - General

Request Comment

This is a request for an override approval. JSI report return from NMVTIS. Refer to OVMCS for approval. VIN WMWMF33528TU69199. |

Send To Queue   **Send To User**

Due Date   Priority
12/3/2019   ▼   → Urgent - Immedi... ▼   ☐ Return Receipt   **Send Request**

Create Tag

Approval Level: [   ]

⦿ Approve   ◯ Deny   ◯ Defer

Reason
→ [▼]

Tag Comment
[   ]

Create Tag

Cancel

Approving a Discretionary Edit

1. In ARTS on the tool bar locate Work Management. Only DOT and Supervisor's will have Work Management Console under the drop down.
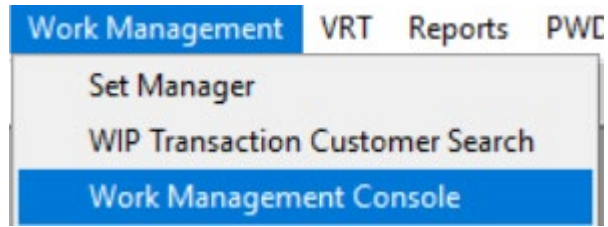
2. Status should read Open, and Transaction Type should read All. Add Created Date From and Create Date To.

3. Double-click on a request.
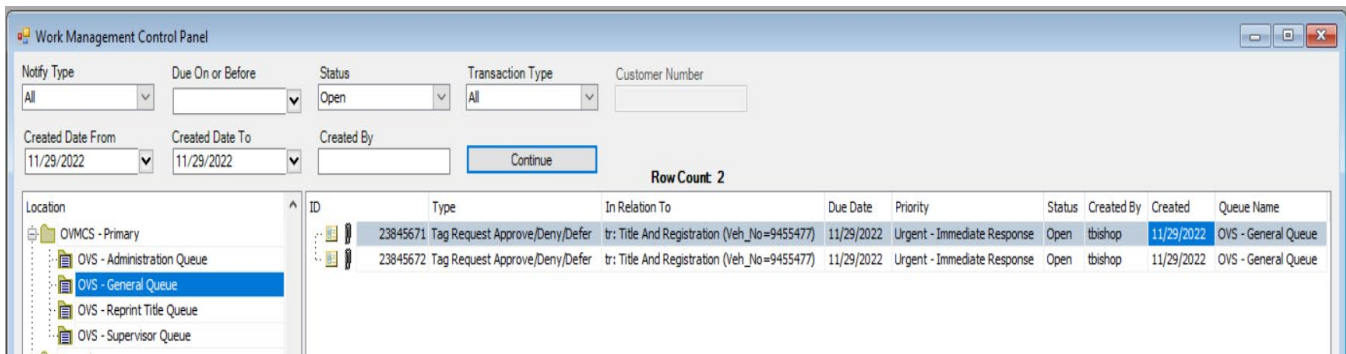
4. Double-click in the Attachments area to open the transaction to view the tabs.

5. To close the transaction and go back to the message detail, select the X in the top right-hand corner.

6. Select Continue.

7. The Respond to a Request window will appear.

8. Select Approved and use the drop-down and select a Reason and complete Response Message.
   a. Select Deferred if corrections need to be made on the transaction.
   b. Select Deny if the tranaction should not be created or it is incorrect.
      i. After a request is denied, the transaction will need to be deleted. A new transaction will need to be started.

9. Select Create when all required fields are complete.

If there is no Reason or Response Message is noted, an error will appear.

Example of an acceptable Response Message.
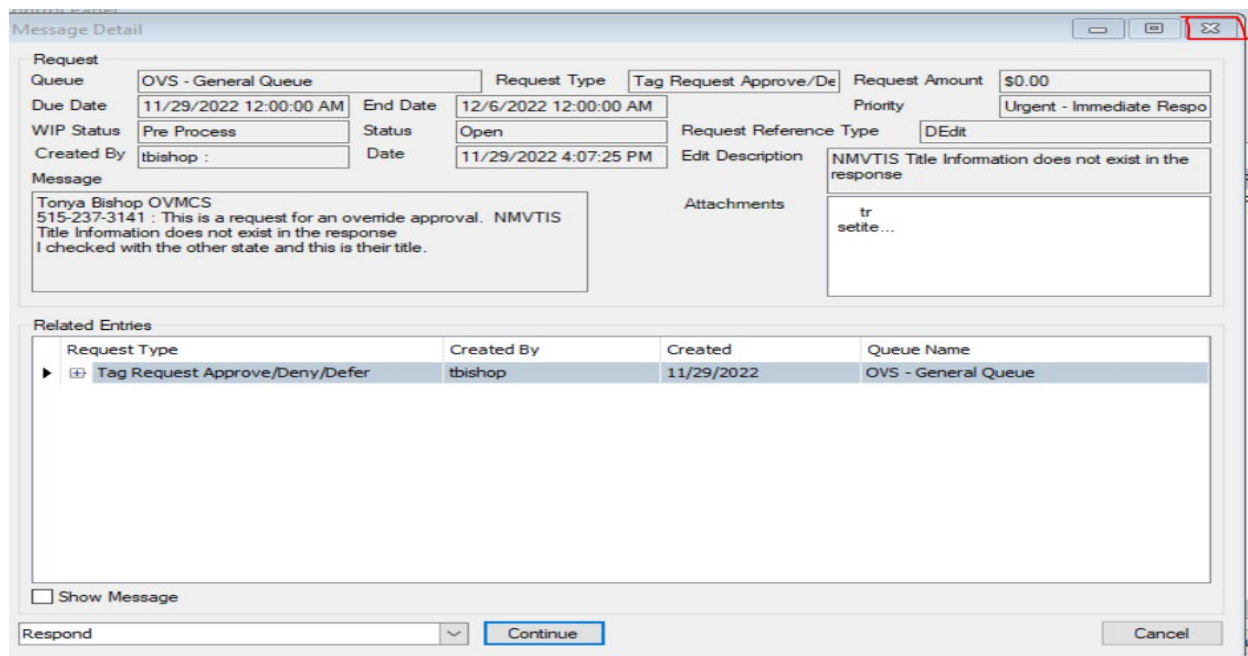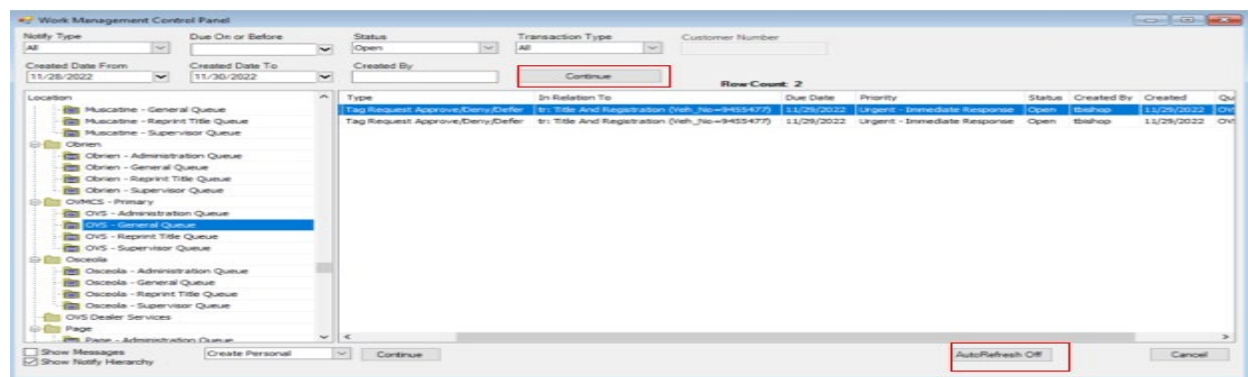
10. Select Yes
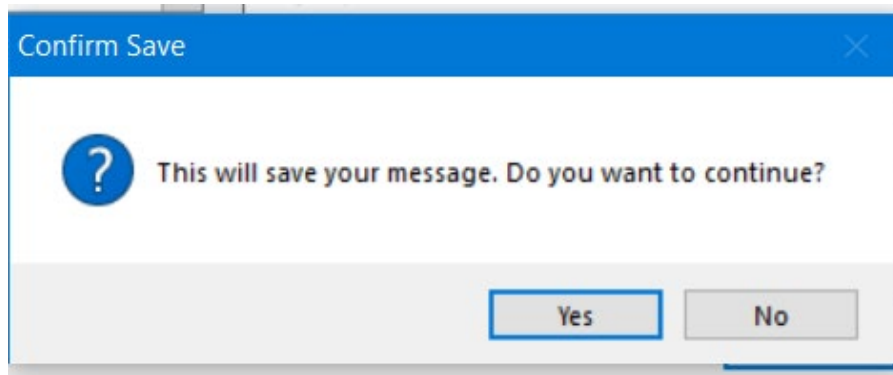
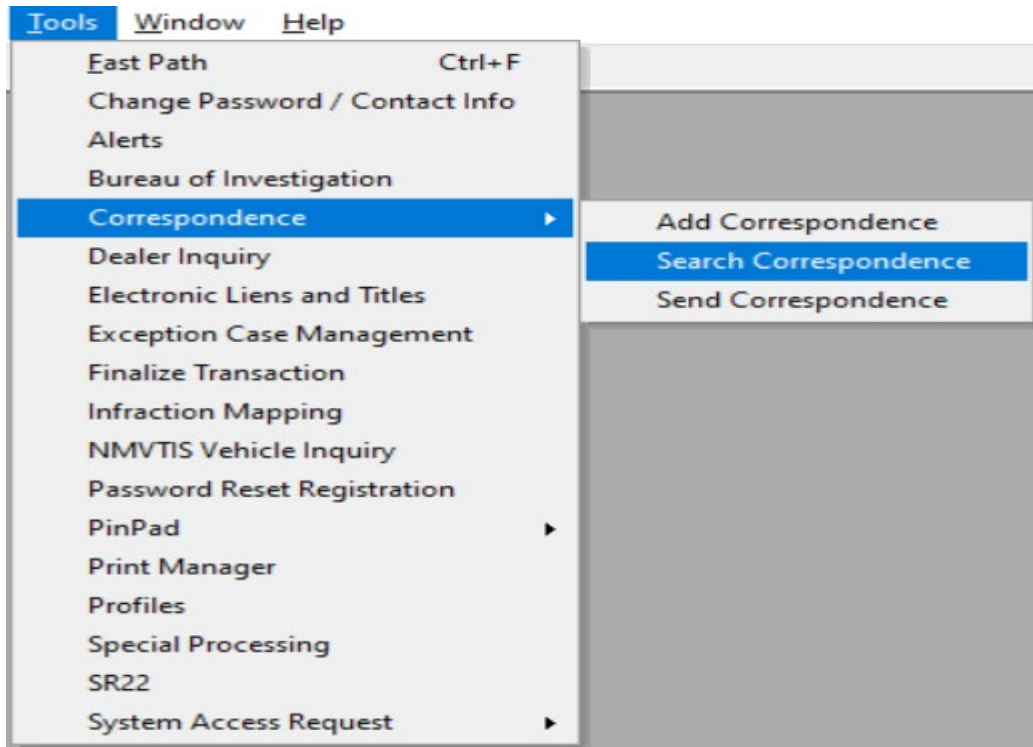11. Select X in the top right-hand corner to close out of the Message Detail.

12. Select AutoRefresh or Continue or close the Work Management Control Panel.
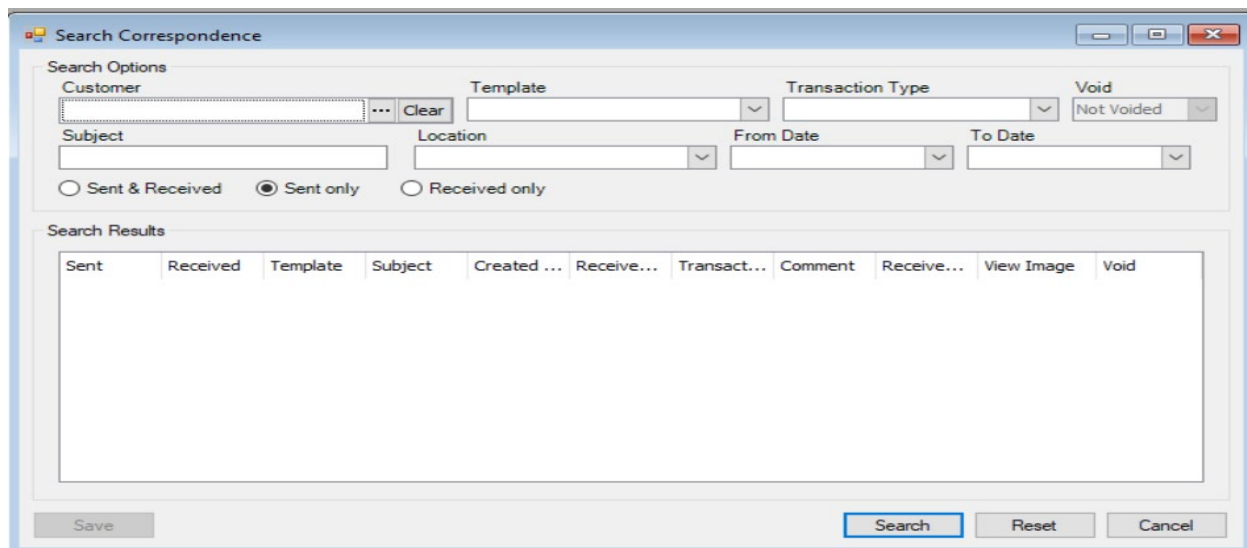
Searching Correspondence in ARTS

1. Select Tools.

2. Select Correspondence.

3. Select Search Correspondence.

4. Search Correspondence window will pop up when you click on search correspondence.

5. Search by customer, template, transaction type, subject, location and to and from dates in sent & received, sent only or received only.

6. Once customer is added, select Search.
    a. The search will bring up both driver and vehicle items.
    b. Some images imaging system (ERMS) are not viewable without access to ERMS.
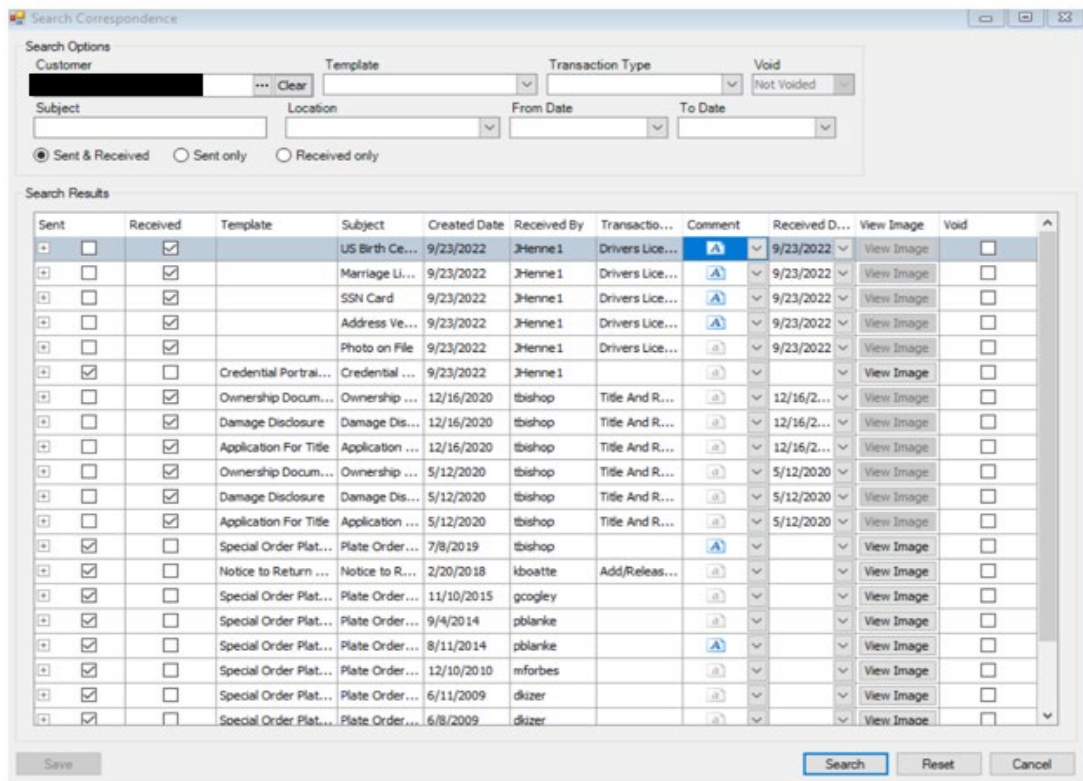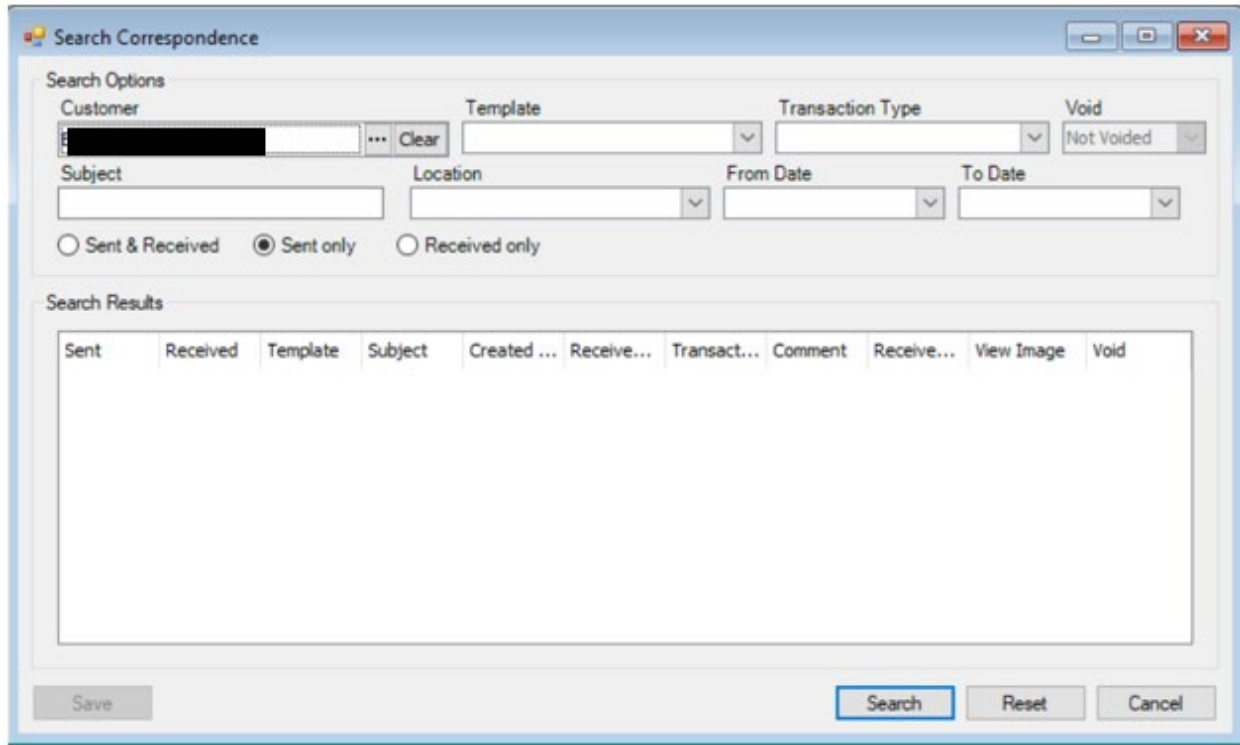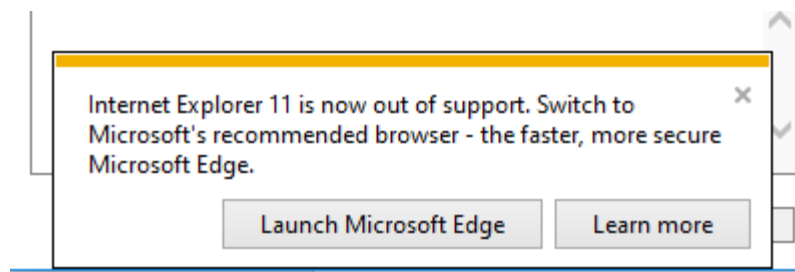
Using Notes in ARTS

1. All customers and vehicles in ARTS have a sticky note.

2. A yellow sticky note indicates no information on the note.

3. A green sticky note indicates information/text on the note.

4. Select or click on the sticky note to view the note.
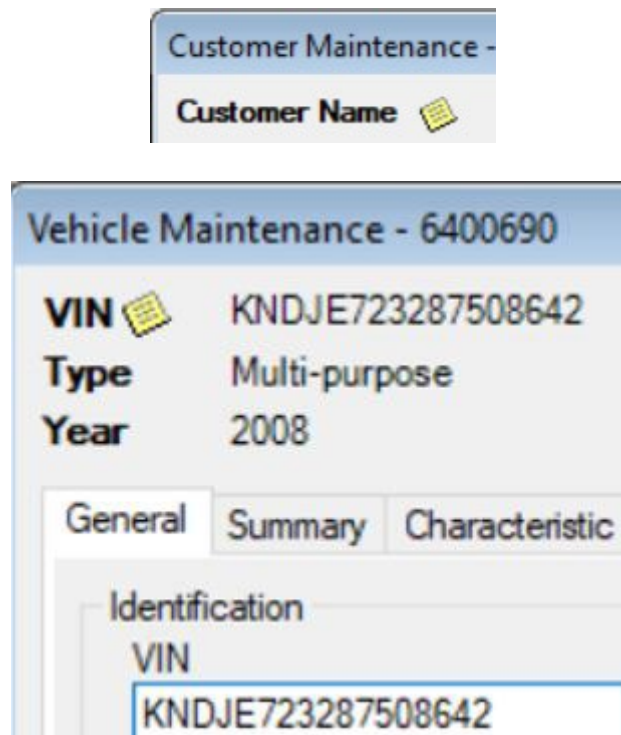
5. Select Launch Microsoft Edge.

6. Add a Note Subject. Add the note in the Note Text field.

7. Please indicate if the note is Critical, High, Low, or Normal.
    a. Importance defaults to Normal.
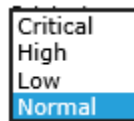
8. Select the Confidential box and no one will be able to view the Note.

9. Select Save.

10. Select Edit Note to update, add, or delete text.

11. Select Delete Note to delete the sticky note.

12. Select X to close the note.

13. The note will turn green once the note is closed.