



ARTS: Vehicle Registration & Titling

Standard Operating Procedures

Version 1.0 • April 2023

Iowa Department of Transportation- Motor Vehicle Division

Table of Contents

| | |
|---|-----|
| Changing Printers..... | 5 |
| Creating a Profile..... | 11 |
| Opening a Cash Drawer | 16 |
| Completing a Simple Prequalifier for a Registration Renewal Window..... | 20 |
| Completing a Title and Registration | 22 |
| Completing a Complex Prequalifier Window..... | 36 |
| For Security Interest..... | 42 |
| Out of State Dealer | 43 |
| Registration..... | 44 |
| Adding a Vehicle | 52 |
| Adding a Vehicle using VINA (Vehicle Identification Number Analysis)..... | 58 |
| Adding a Vehicle Using a Similar Vehicle | 60 |
| Adding a Customer..... | 62 |
| Adding a Customer to a Title and Registration Steps | 65 |
| Validating a Transaction..... | 72 |
| Accepting Payment for a Transaction..... | 75 |
| Finalizing the Transaction | 81 |
| Group Transactions..... | 84 |
| Adding a Security Interest During a T&R | 86 |
| Removing a Security Interest During a T&R..... | 90 |
| Applying Registration Credit..... | 92 |
| Title and Registration for a Leased Vehicle | 95 |
| Completing a Title and Registration for a 6 Ton or Greater Vehicle | 97 |
| Completing a Title and Registration for a Mobile Home | 99 |
| Completing a Title and Registration for aTrailer | 101 |
| Completing a Non-transferable Registration..... | 104 |
| Correcting a Title..... | 107 |
| Completing an EZ Registration Renewal..... | 109 |
| Completing a Regular Registration Renewal | 110 |
| Completing a Regular Registration Renewal (cont.)..... | 112 |
| Renewing a Large Truck Registration..... | 115 |
| Updating customer information | 117 |
| Updating Registration Information..... | 120 |
| Updating Registration Information for a Truck | 122 |
| Reprinting Vehicle Documents | 124 |
| Closing the Cash Drawer | 125 |
| Sweeping and Closing | 129 |
| Verifying Plate Inventory | 130 |
| Discretionary Edits | 135 |
| Recreating a Title | 136 |
| Title Snapshot (default lienholder) | 138 |
| Issuing a Salvage Title | 141 |
| Issuing a Junking Certificate..... | 143 |
| Adding and Releasing a Security Interest | 147 |

Dealer Inquiry..... 148

Reserving a Personalized Plate 152

Changing Your Password..... 154

Logging In 156

Locking the Console 157

Logging Out 158

Restocking Plate Inventory 159

Restocking Plate Inventory (cont.)..... 162

Verifying Title Stock Inventory..... 164

Dealer Reassignments..... 165

Ordering a Personalized, Qualified Plate..... 168

Adding a Correspondence..... 171

Searching for Correspondence 171

Using Notes in a Transaction 172

Viewing Notes..... 173

Terminating a Registration 176

Reinstating a Registration..... 178

Issuing a 30-day Permit..... 180

Issuing an In-Transit Title 182

Manufacturer Buy Back 185

Profiles – Managing Locations and Printers 188

Sending/Submitting Discretionary Edit to Queue 191

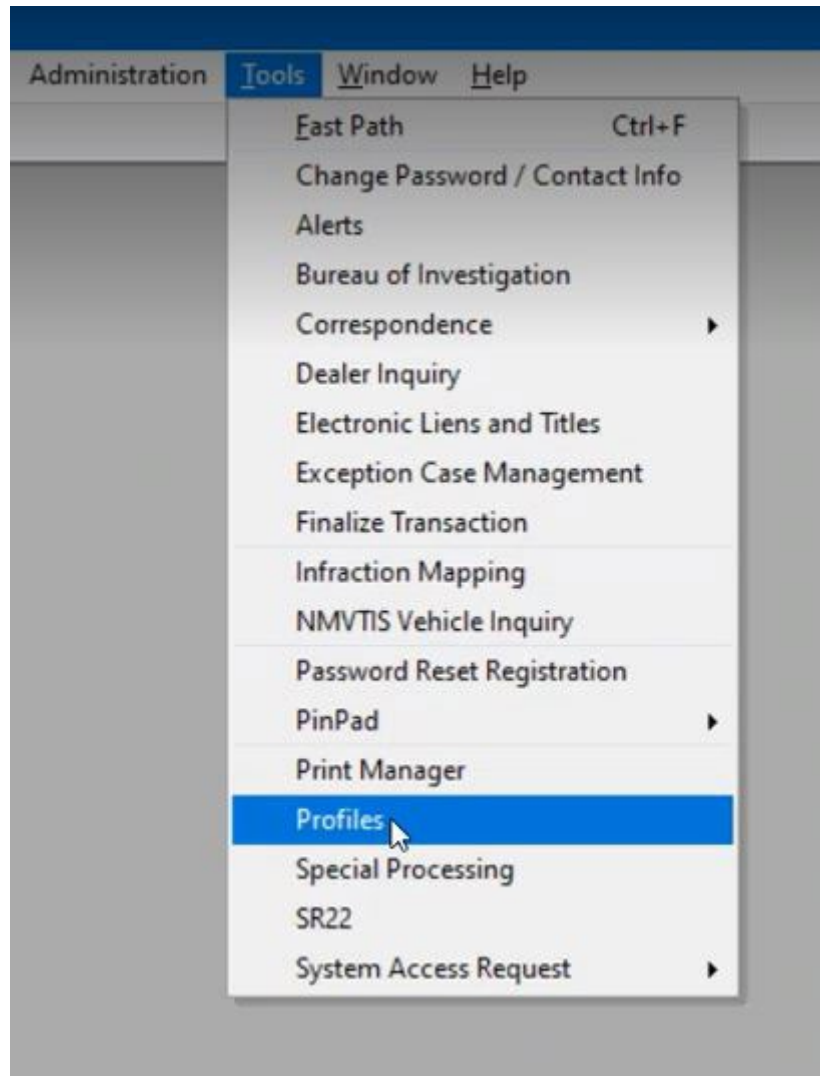
Approving a Discretionary Edit 198

Searching Correspondence in ARTS..... 203

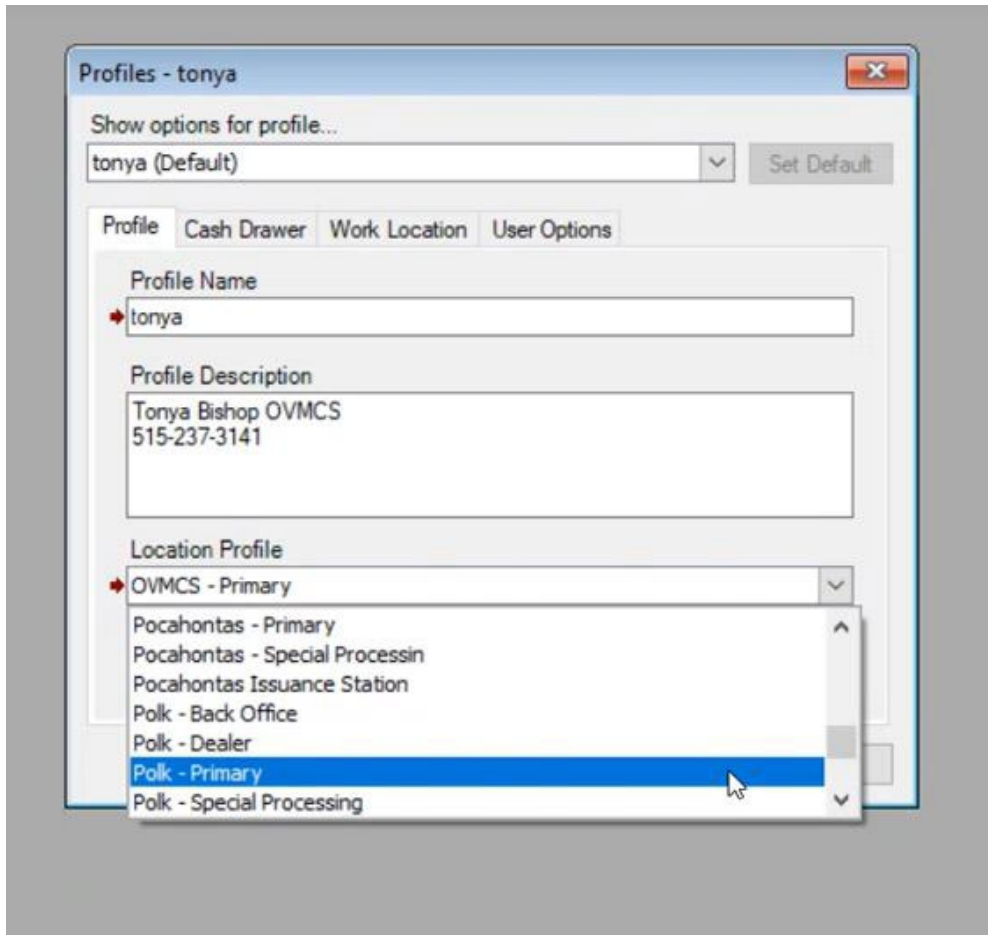
Using Notes in ARTS..... 205

Changing Printers

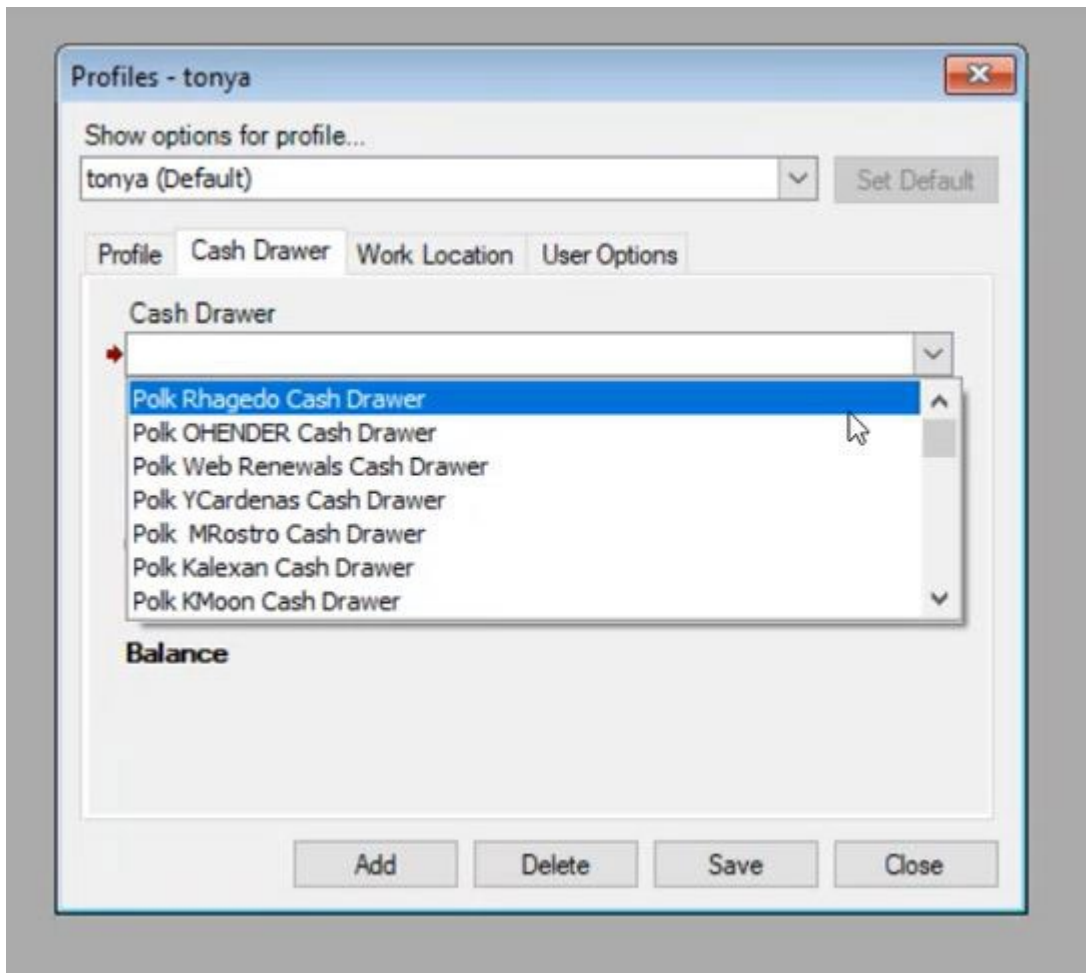
1. Go to Tools > Profiles.



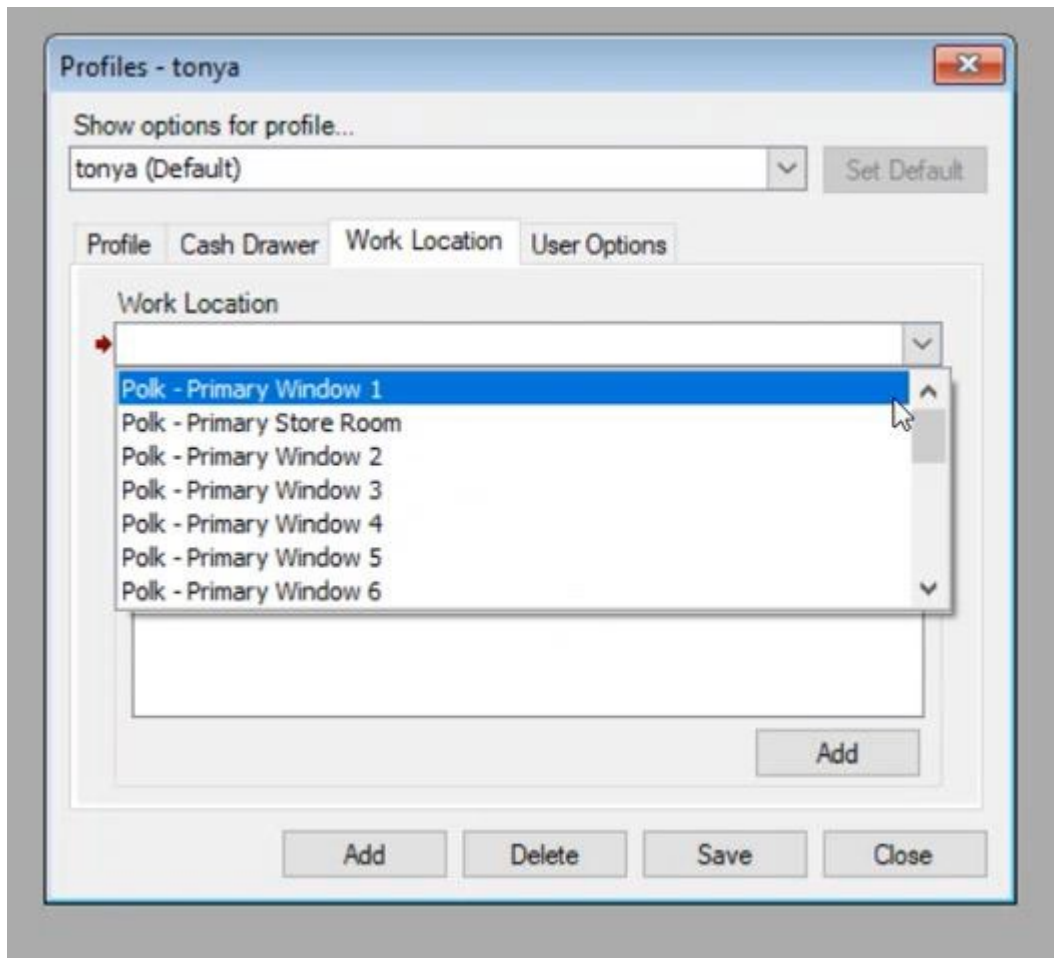
2. Select Location Profile dropdown and select appropriate location.



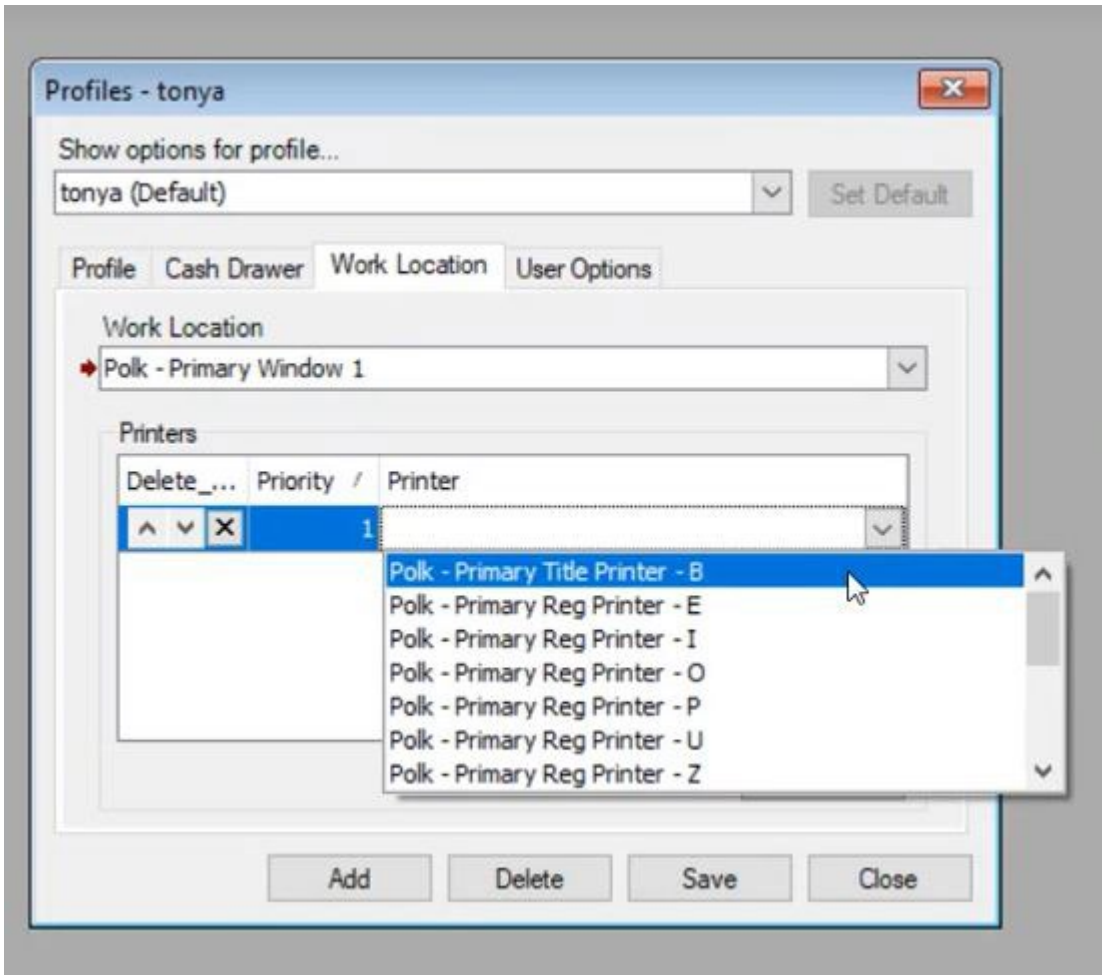
3. Select Cash Drawer tab.
4. Select drop down arrow and select the appropriate Cash Drawer.



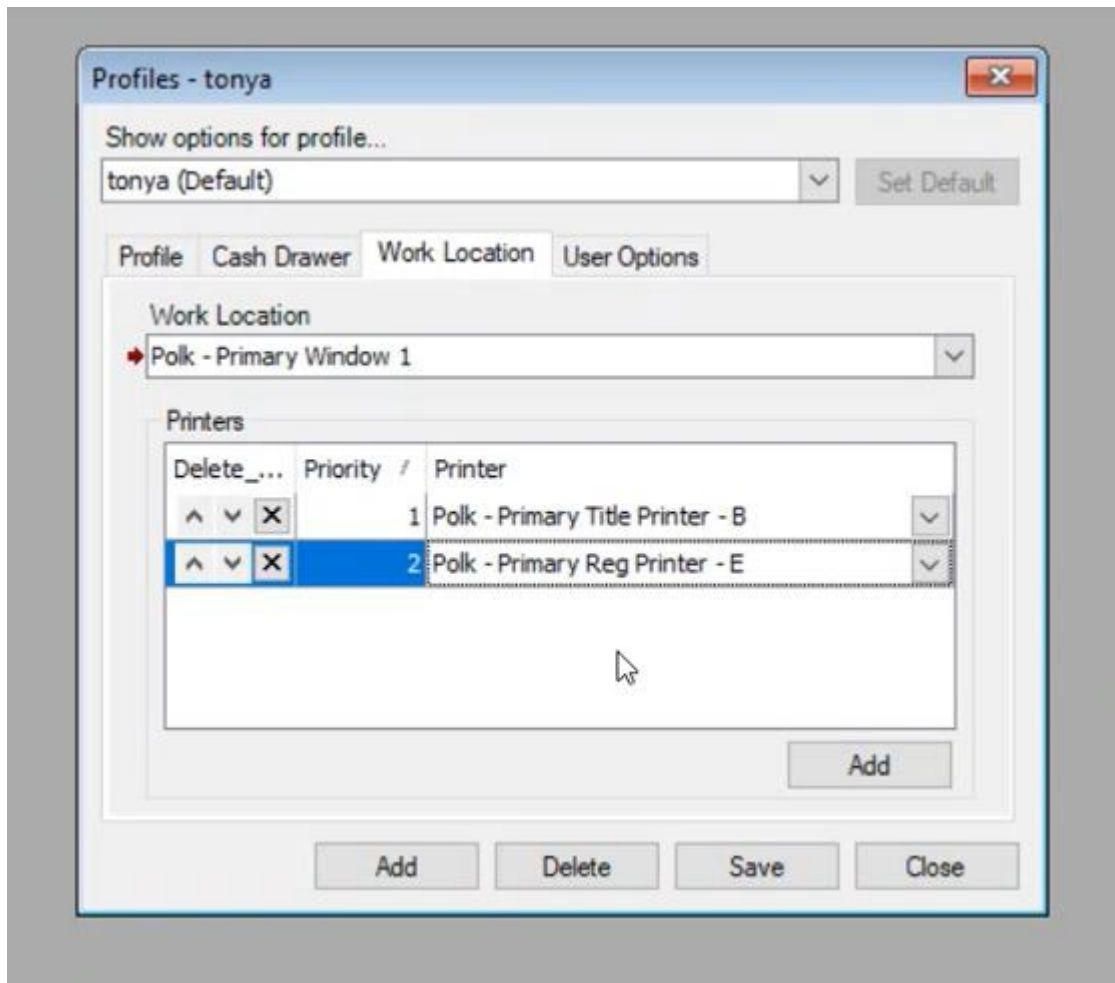
5. Select Work Location tab.
6. Select drop down arrow and select the appropriate Work Location.



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.



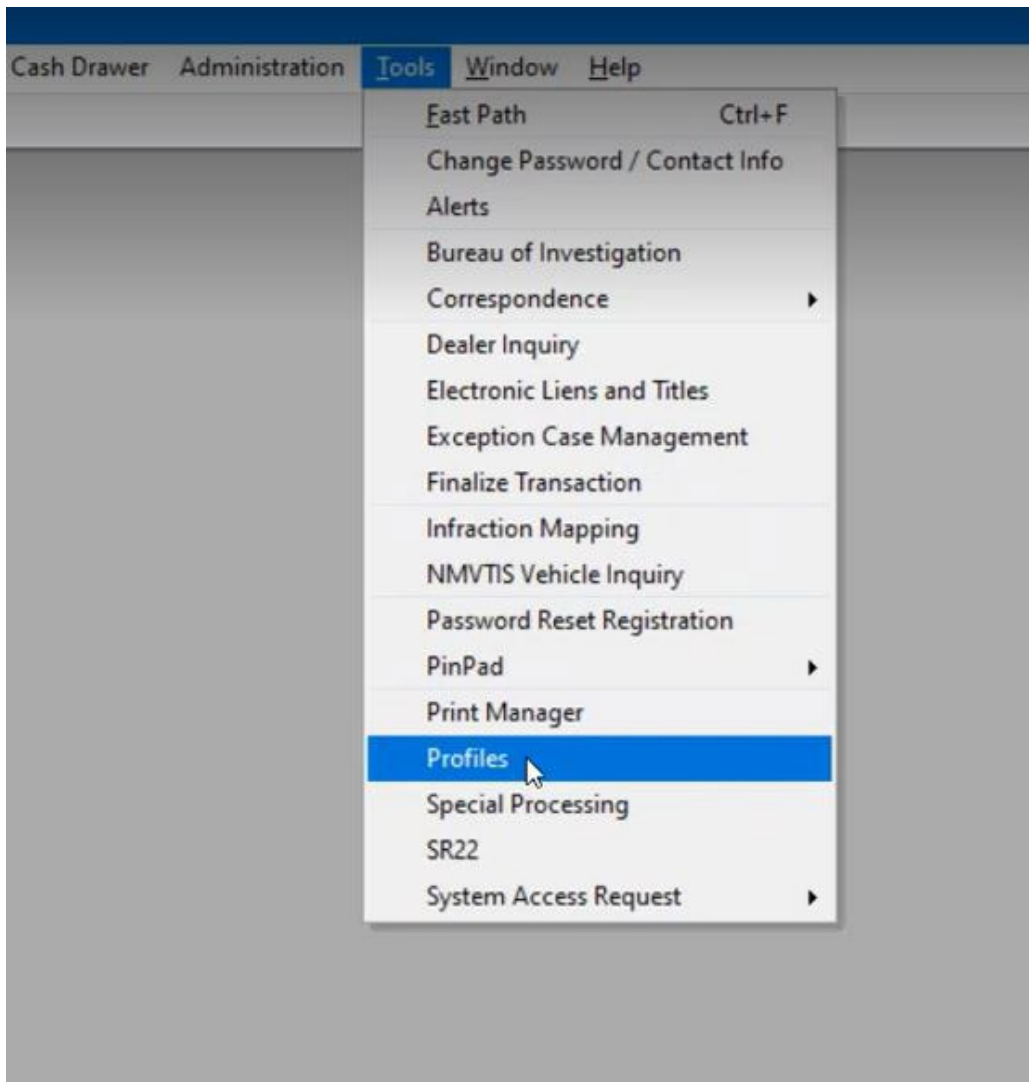
10. If user needs to change to a different printer select the X to delete.

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

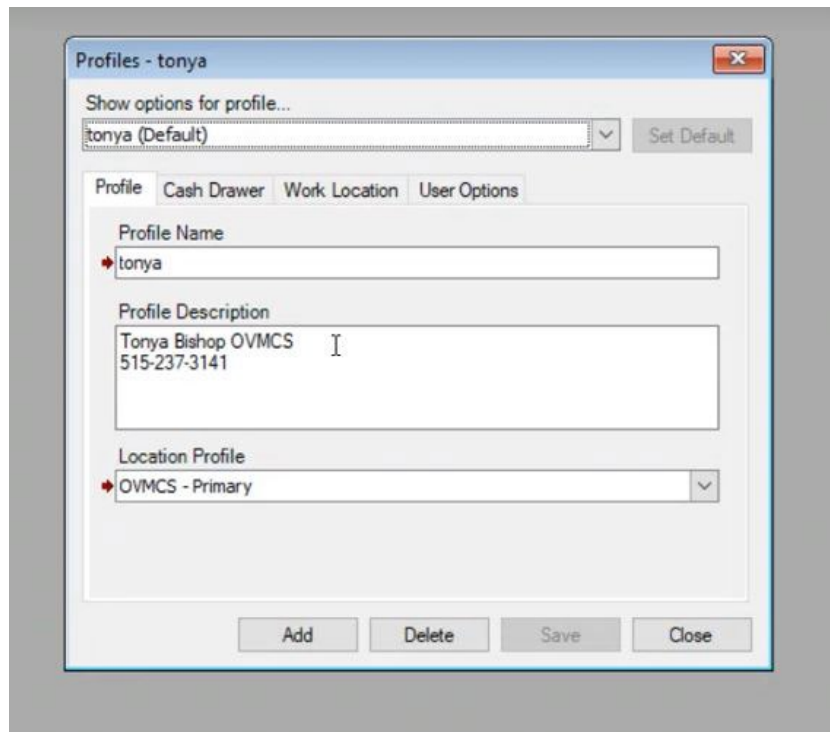
12. Select Save.

Creating a Profile

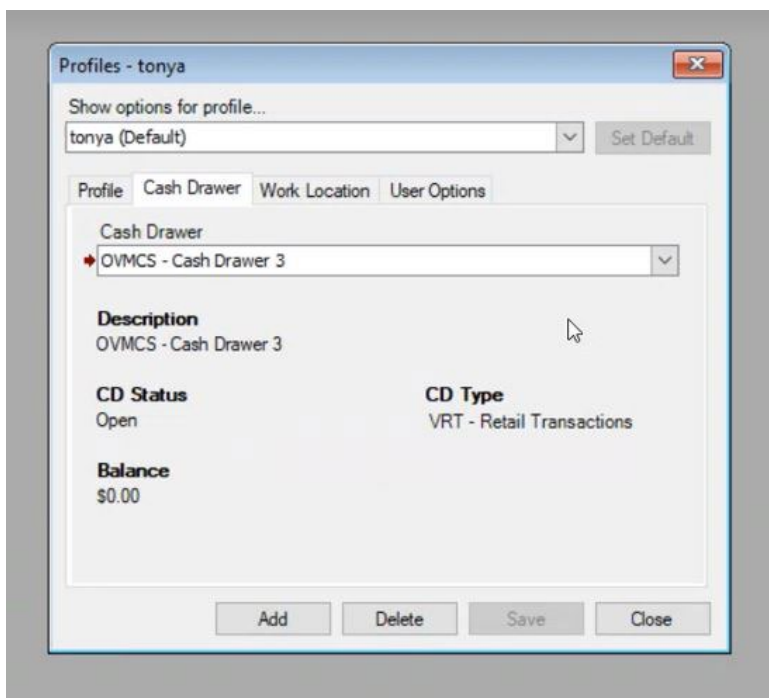
1. Double-click the VRT icon on the desktop to start the application.
2. Enter username and password.
3. Select Login.
4. On the Tools menu, select Profile. The Profiles window appears.



5. In the Profile Name field, enter Name (Default).
6. In the Location drop down menu, select (your county) - Primary.

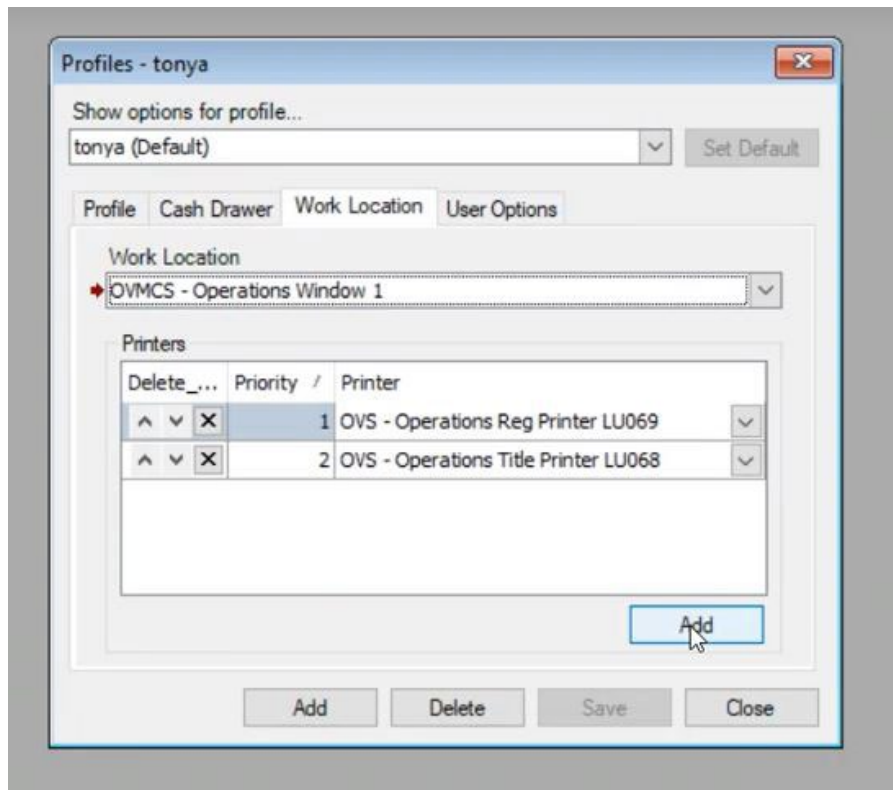
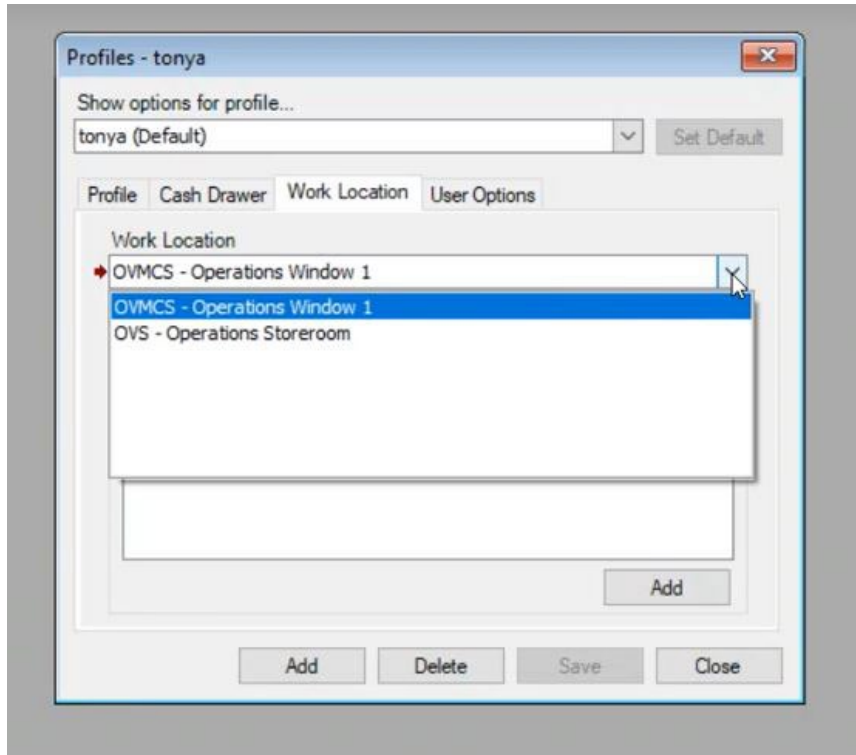


7. Cash Drawer tab, select (your county) Primary Retail CD (O or O2).
 - a. Verify the CD Status (Cash Drawer) says Open.



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.

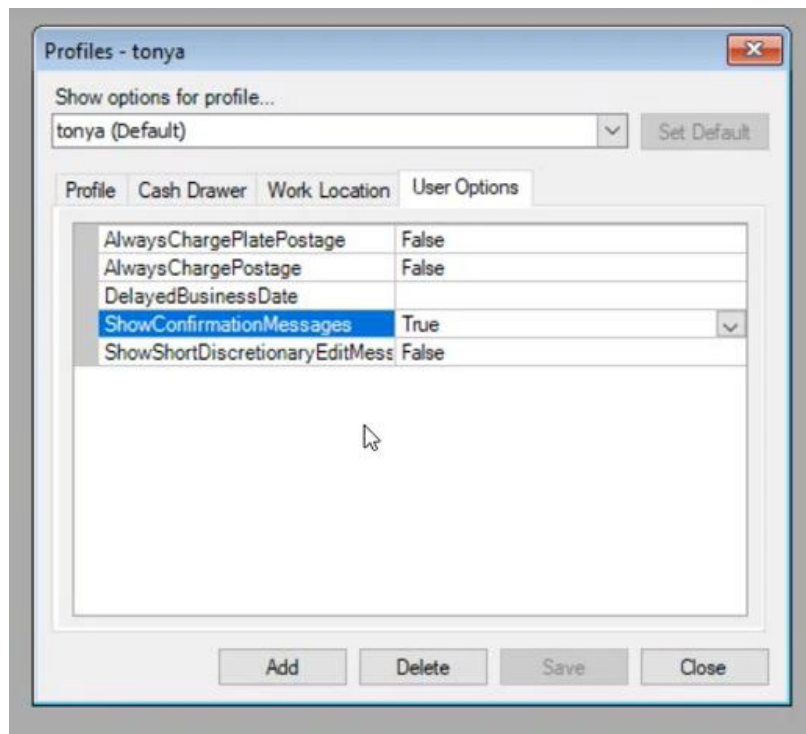
11. Select Add.

12. User Options tab

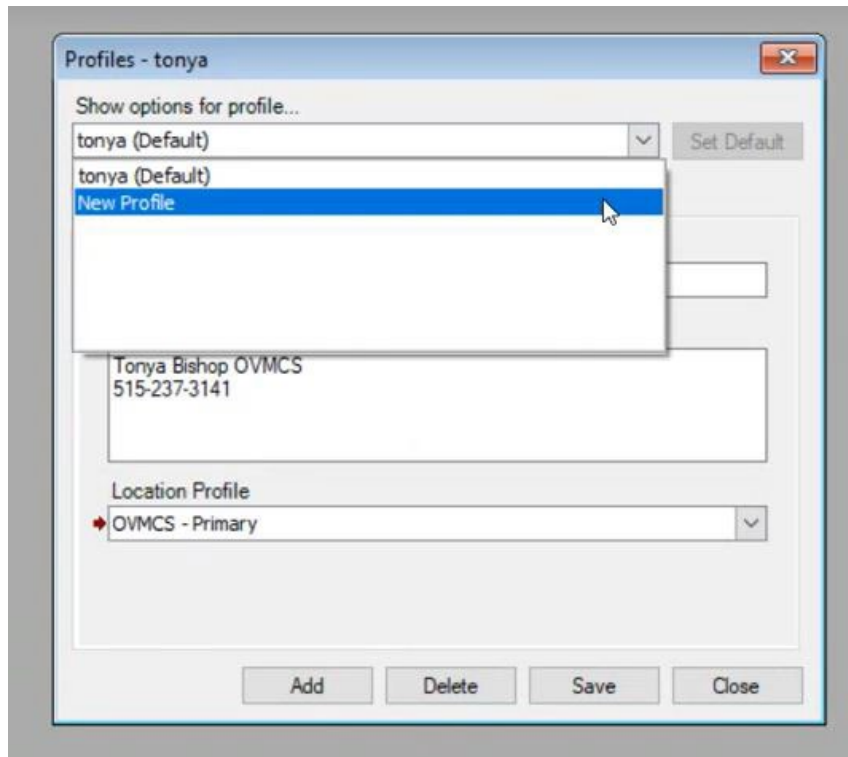
- a. Users are able to add postage for Plates or Registration by selecting True.
 - 1. Plate postage \$3.00
 - 2. Postage to mail Registration is \$1.00
 - 1. Fee can change
 - 3. DelayedBusinessDate – can be used for voided/canceled a registration that had already expired but needs reinstated. Input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

13. Select Save. You have created a profile.

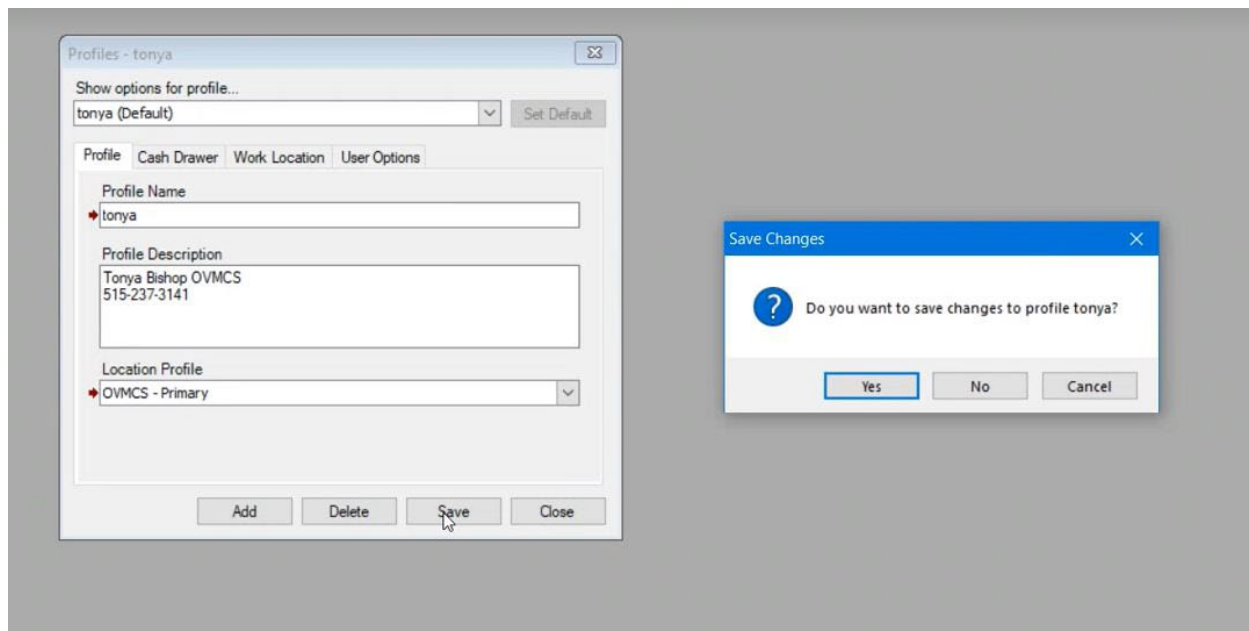
14. Select Show options for profile drop-down menu select the Window profile and click Set Default.



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.

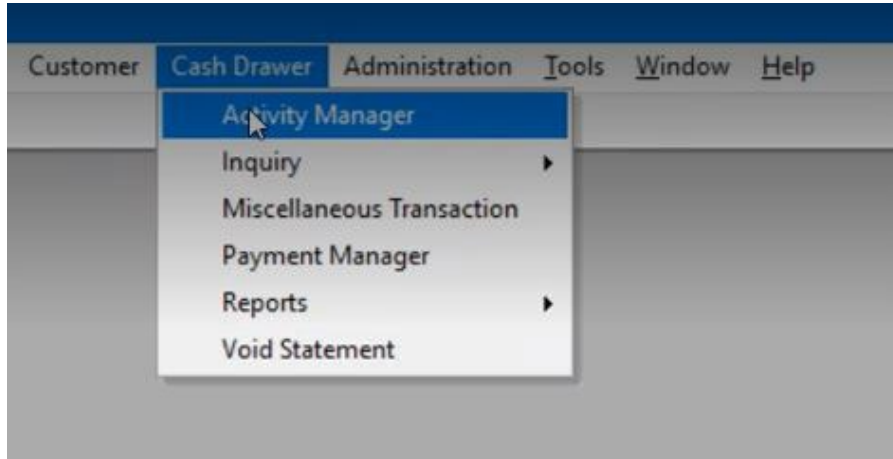


16. Select Save.

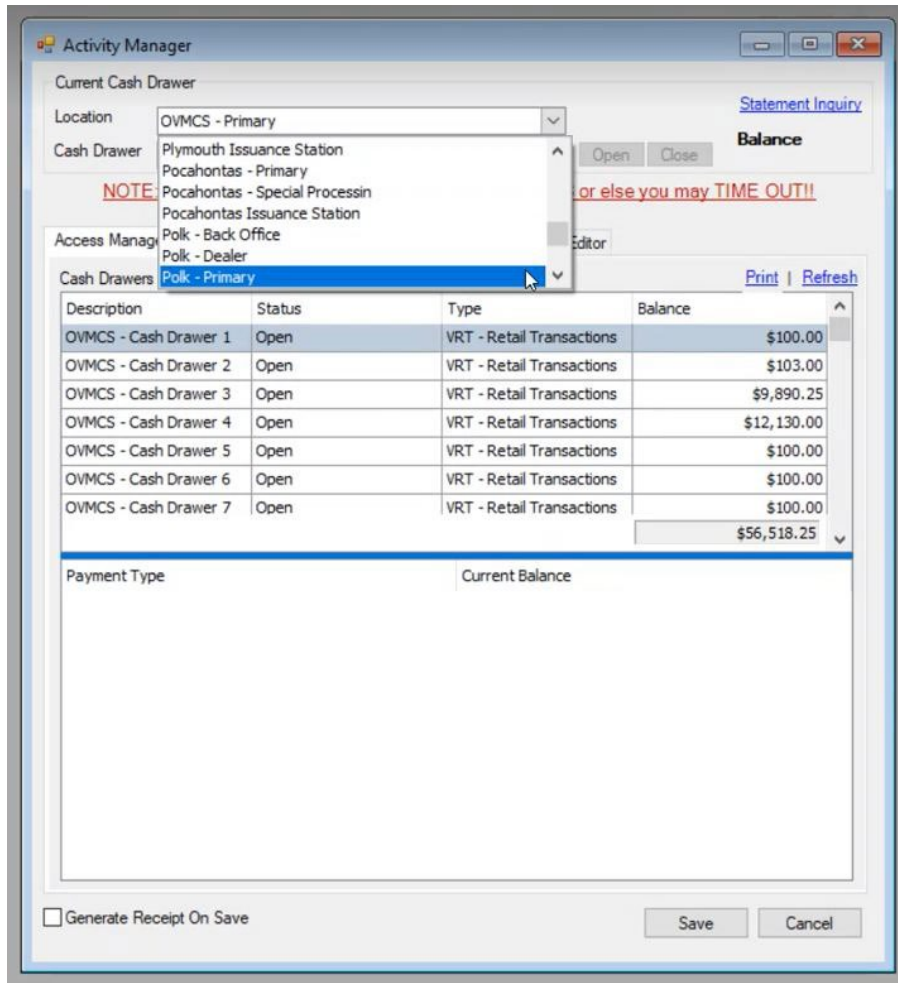


Opening a Cash Drawer

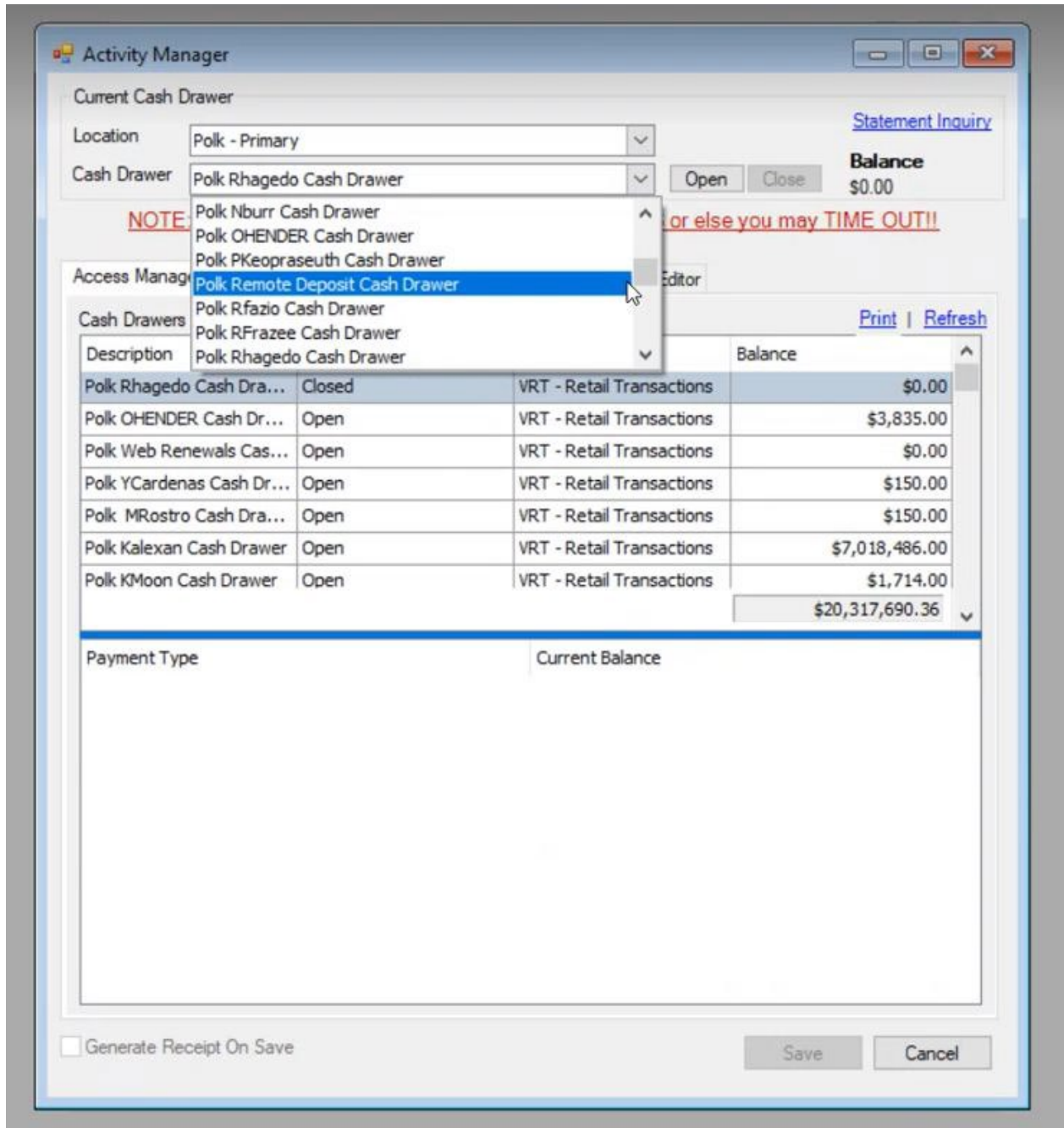
1. Select Cash Drawer.
2. Select Activity Manager.



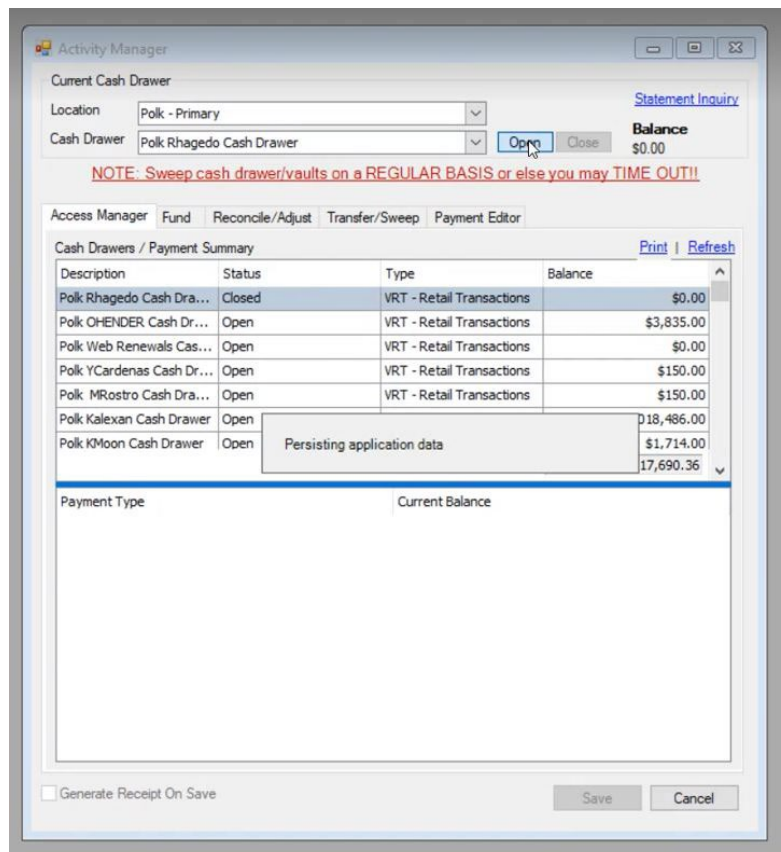
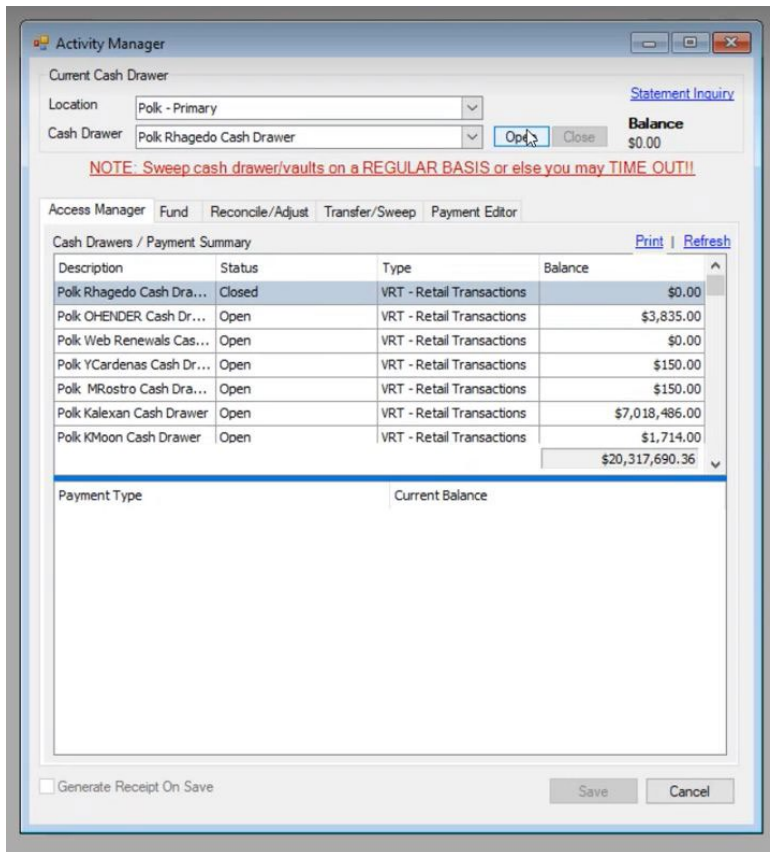
3. Select the Location drop-down, select the county assigned to your workstation.



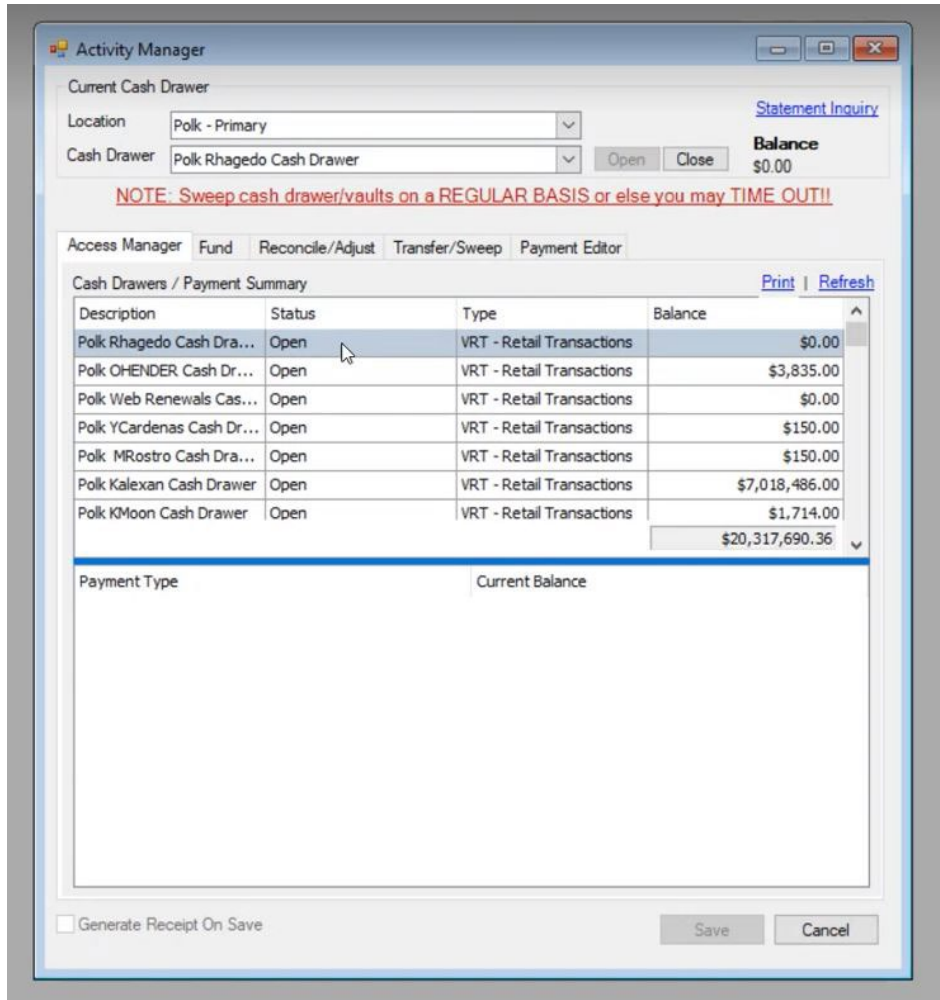
4. Select Current Cash Drawer drop-down, select the Cash Drawer.
 - a. Notice in the Cash Drawer/Payment Summary window a list of all the cash drawers available in the county along with their status and balance.



5. Select Open.



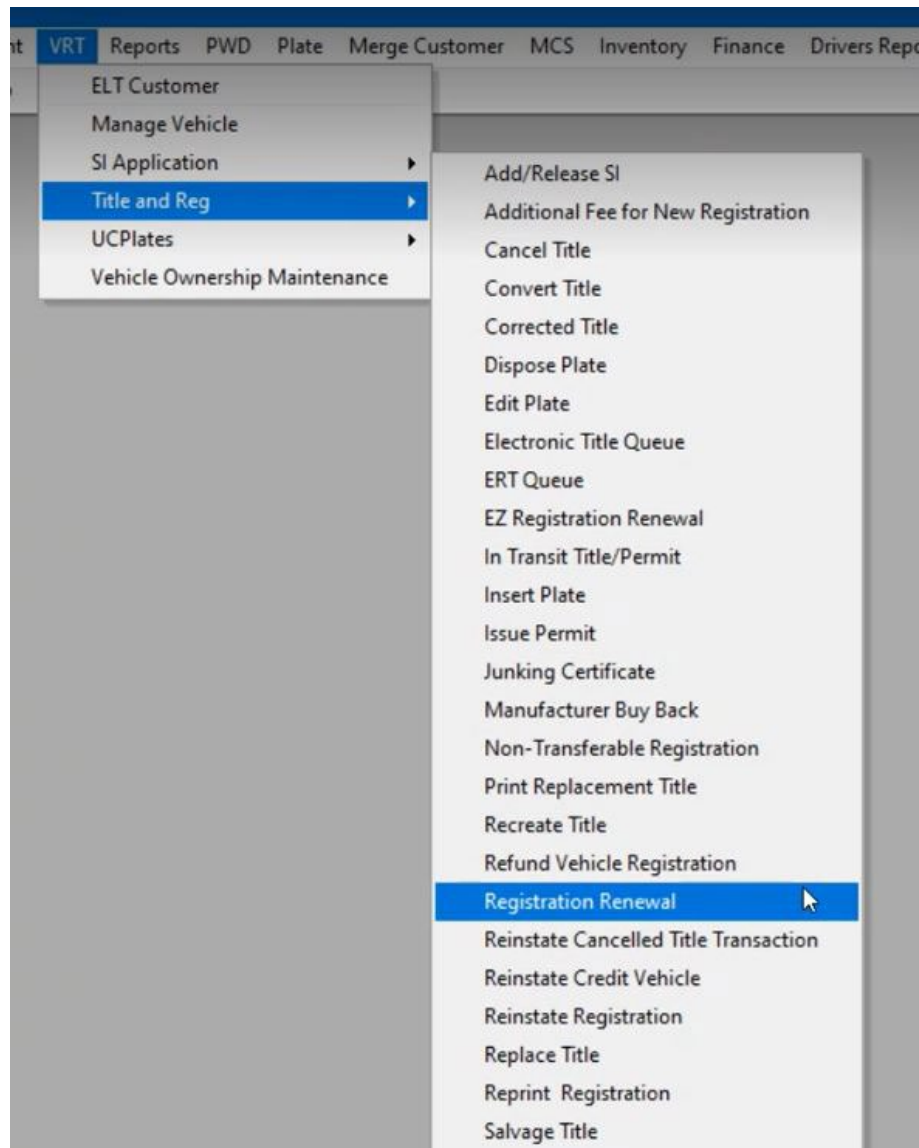
- Cash Drawer Status will change from Closed to Open. The cash drawer is now open and ready to make transactions.



- 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.

Registration Renewal PreQualifier

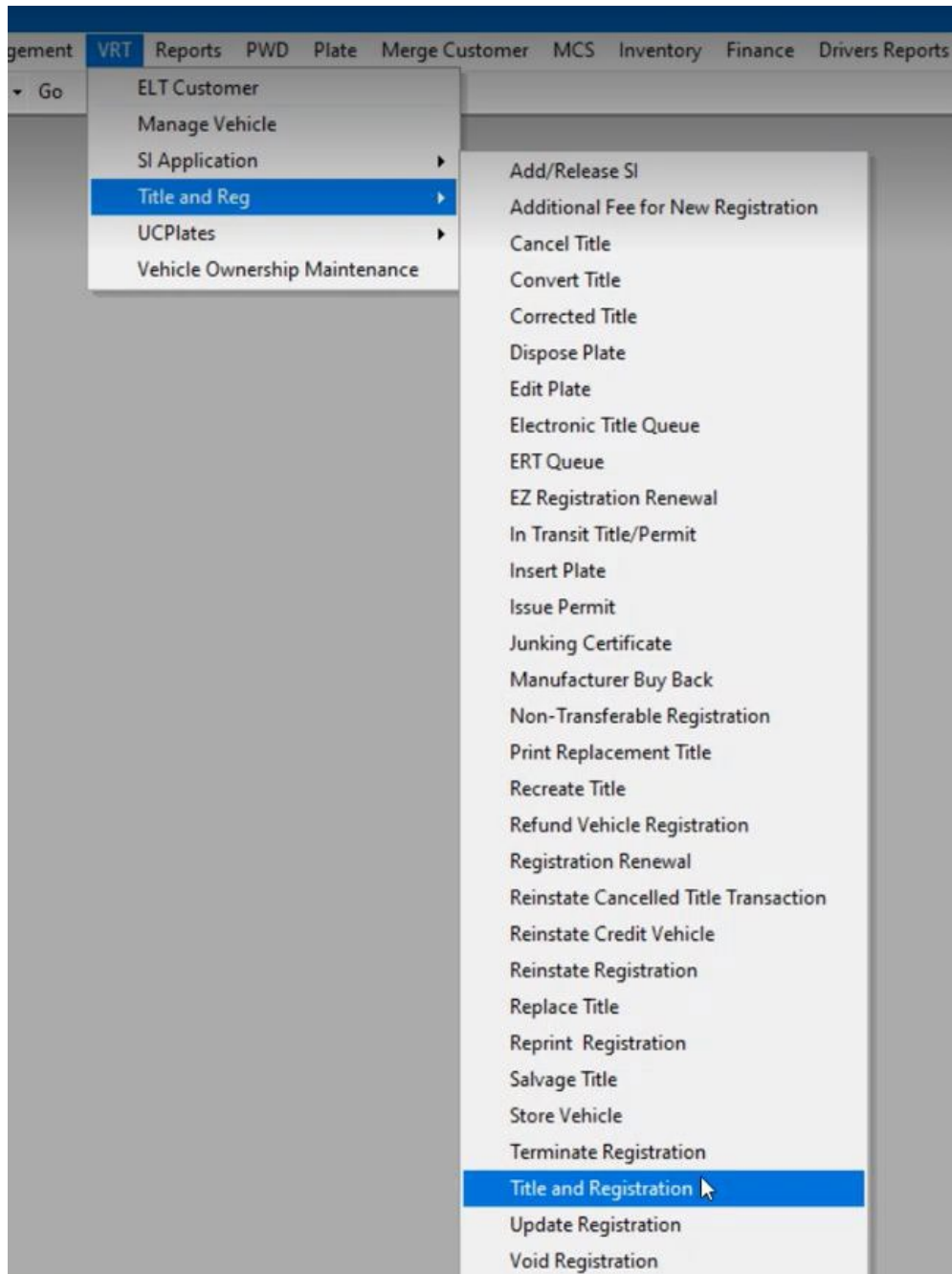
| | | |
|---------------|------------------|---------------------------------|
| Vehicle ID # | Vehicle ID Type | Vehicle Search |
| FGU527 | Plate | ▼ |
| Customer ID # | Customer ID Type | Customer Search |
| | Drivers License | ▼ |

Continue Reset Cancel

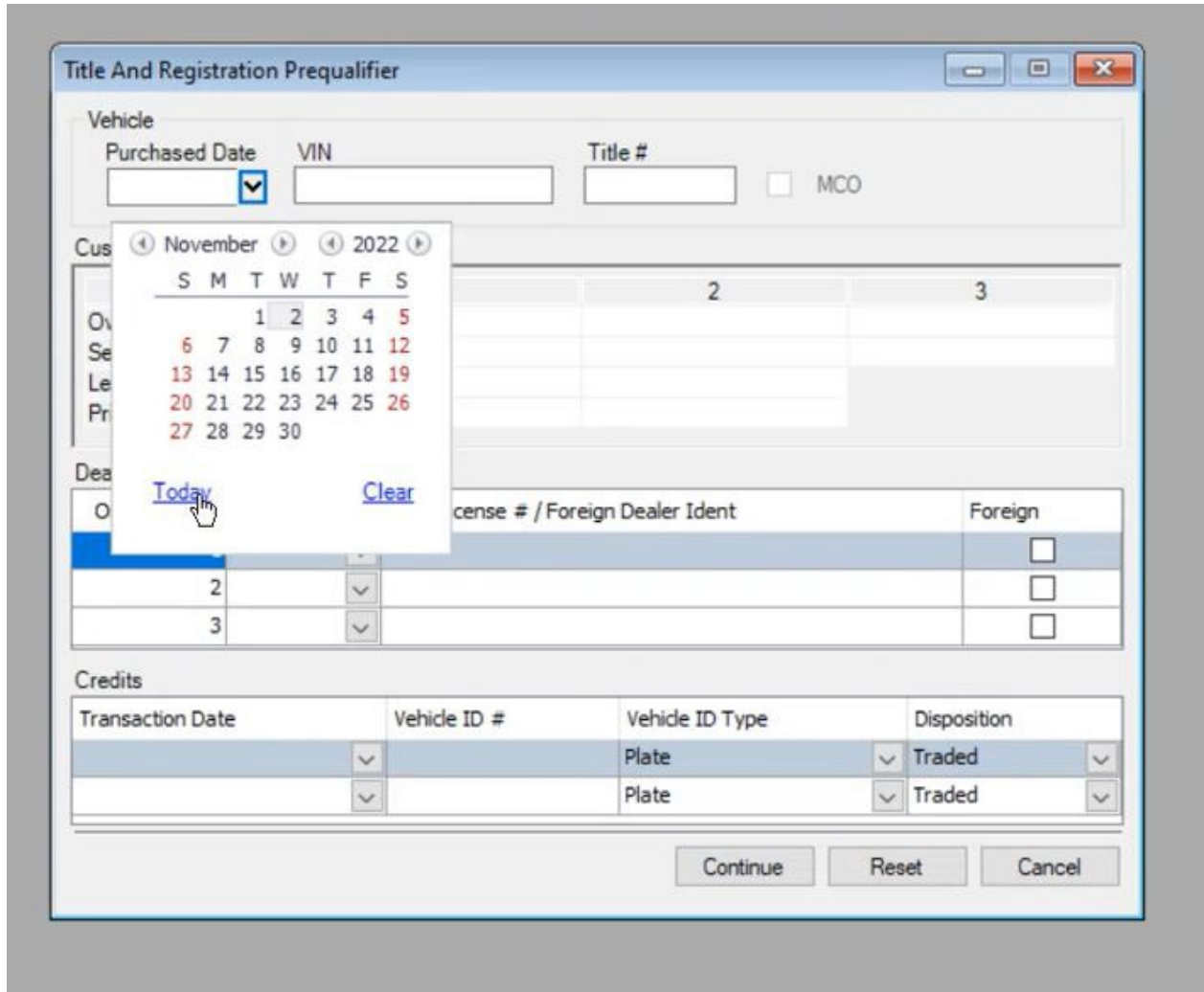
6. On the Registration Renewal window select Cancel to close the window. Notice the different data types that work in both the Vehicle Ident # and the Customer Ident #.

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.

Title And Registration Prequalifier

Vehicle

Purchased Date: 11/2/2022
 VIN: /456789
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment | Foreign |
|-------|----------------------|--------------------------|
| 1 | <input type="text"/> | <input type="checkbox"/> |
| 2 | <input type="text"/> | <input type="checkbox"/> |
| 3 | <input type="text"/> | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|----------------------|----------------------|-----------------|-------------|
| <input type="text"/> | <input type="text"/> | Plate | Traded |
| <input type="text"/> | <input type="text"/> | Plate | Traded |

Buttons: Continue, Reset, Cancel

Search

Transaction: Select the Purchased Vehicle. Cancelling will bring you back to the Application Prequalifier.

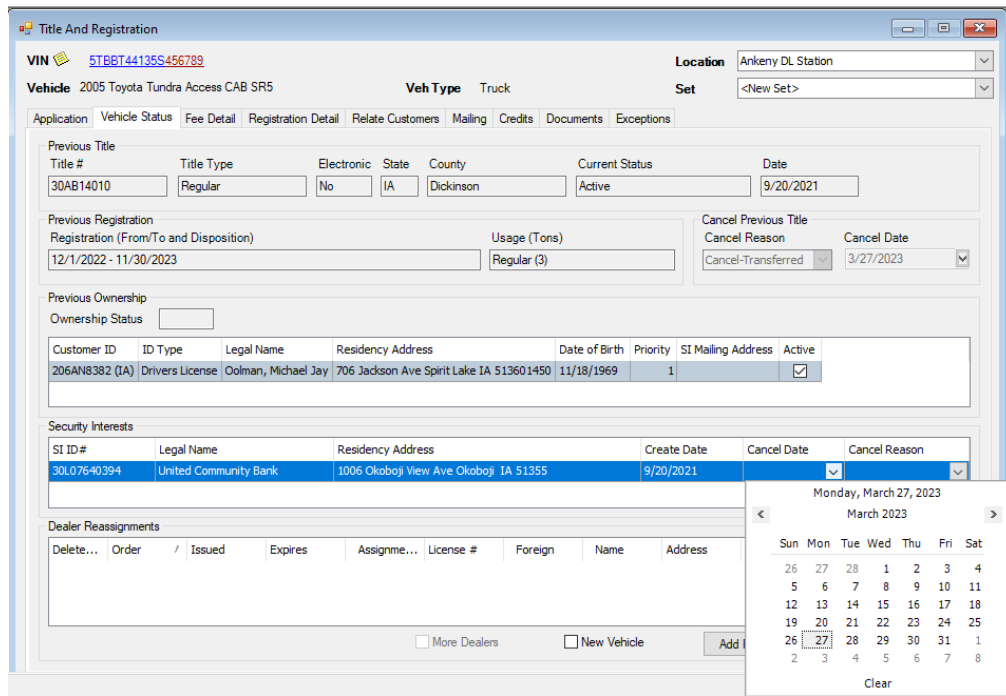
Vehicle Results

Search Filter: Identification #=/456789; Identification Type=VIN; Exact Match=On; 6 Records Selected

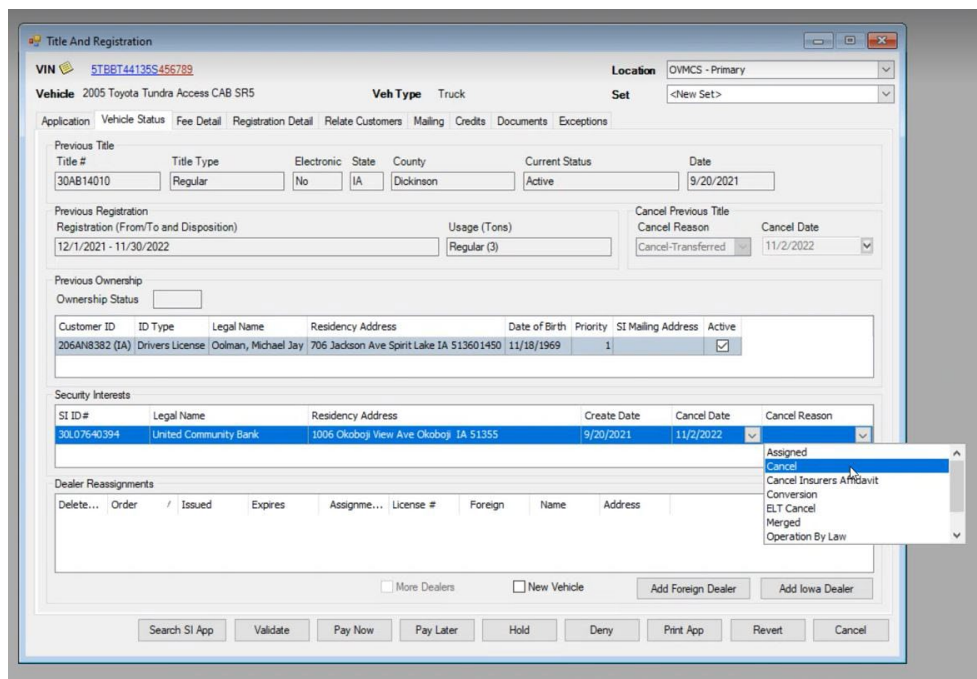
| Vehicle # | VIN | Title-MCO-State | Plate # | Last Reg Date | Disposition | Disp Date | Owner | Vehicle Type | Year | Make |
|-----------|--------------------|-----------------|---------|---------------|-------------|-----------|--------------------------------|-----------------------|------|--------|
| 2229429 | 1FJUPCKYB0RP456789 | 50AA87202-IA | | 12/31/2018 | Sold | 4/2/2018 | Barney's Services Inc | Tractor/Truck Tractor | 1994 | Freigh |
| 2868378 | 1JJV532W1WL456789 | PRW047230-IA | | 12/31/9999 | | | Hearland Equipment Inc of Iowa | Semi Trailer | 1998 | Frueh |
| 9494037 | 123456789 | | | | | | | Regular Trailer | 2016 | Speci |
| 11725696 | 3GTU2PEJ6HG456789 | 60AA74503-IA | | 4/30/2022 | Traded | 7/28/2021 | Cummins, Samuel Arthur | Truck | 2017 | GMC |
| 11738166 | 4JGFB4KB9MA456789 | 89AA49930-IA | | 11/30/2022 | Traded | 8/12/2022 | Smith, Dillon Forrest | Truck | 2021 | Merce |
| 11847135 | 5TB8T441355456789 | 30AB14010-IA | PU405 | 11/30/2022 | | | Colman, Michael Jay | Truck | 2005 | Toyot |

Buttons: Add Vehicle, Search, Reset, Cancel

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 price in the Net Purch Amt.

Vehicle 2005 Toyota Tundra Access CAB SR5 **Veh Type** Truck **Location** OVMCS - Primary

Application Vehicle Status Fee Detail **Registration Detail** Relate Customers Mailing Credits Documents Exceptions

Vehicle

| Received Date | Purchased Date | Style | Weight | List Price | Color | Sq Footage | Tracking # |
|---------------|----------------|-------|--------|-------------|--------|------------|------------|
| 11/2/2022 | 11/2/2022 | PK | 4800 | \$27,600.00 | Silver | | |

Net Purch Amt: 5000 Exmt Reason: Last Odom: New Odom: Odom Unit: Reading Type: Damage Over 50%: ADS Capable:

Customers

Ownership Status: Prev Title # (State): 30AB14010 (IA) Prev Owner: Oolman, Michael Jay

Registration

Exp Date: Oct 2023 Usage: Regular Renewal Pref: Postcard Annual Fee: \$0.00 ADS Restricted:

Reg Interval: Annual Tonnage: Plate Type: County Std Plate #: Get Plate

Do Not Assign Plate Grandfather Eligible Print Validation Sticker Mail Sticker and Reg Receipt Mail Plate

Transaction Fees

| | Fee | Penalty |
|--------------------|----------------|---------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$0.00 | \$0.00 |
| Registration Fee | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$25.00 | \$0.00 |
| Grand Total | \$25.00 | |

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

11. Select UT510.

12. Select Exemption Reason.

Transaction Certification UT510

Exemption Reason: Purchase Price:

Comment:

| Value | Description |
|-------|---|
| UT01 | Transfer by gift (please explain). |
| UT02a | Rehabilitation Facility. |
| UT02b | Rehabilitation Facility for Mentally Challenged Children. |
| UT02c | Care Facility (residential/intermediate for the Mentally Challen... |
| UT02d | Care Facility (residential) for the Mentally Ill. |
| UT02e | Educational Institution (Private, non-profit). |

Buttons: Save, Cancel

Vehicle 2005 Toyota Tundra Access CAB SR5 **Veh Type** Truck **Location** OVMCS - Primary

Application Vehicle Status Fee Detail **Registration Detail** Relate Customers Mailing Credits Documents Exceptions

Vehicle

| Received Date | Purchased Date | Style | Weight | List Price | Color | Sq Footage | Tracking # |
|---------------|----------------|-------|--------|-------------|--------|------------|------------|
| 11/2/2022 | 11/2/2022 | PK | 4800 | \$27,600.00 | Silver | | |

Net Purch Amt: 0 Exmt Reason: Last Odom: New Odom: Odom Unit: Reading Type: Damage Over 50%: ADS Capable:

Customers

Ownership Status: Prev Title # (State): 30AB14010 (IA) Prev Owner: Oolman, Michael Jay

Registration

Exp Date: Oct 2023 Usage: Regular Renewal Pref: Postcard Annual Fee: \$0.00 ADS Restricted:

Reg Interval: Annual Tonnage: Plate Type: County Std Plate #: Get Plate

Do Not Assign Plate Grandfather Eligible Print Validation Sticker Mail Sticker and Reg Receipt Mail Plate

Transaction Fees

| | Fee | Penalty |
|--------------------|----------------|---------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$0.00 | \$0.00 |
| Registration Fee | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$25.00 | \$0.00 |
| Grand Total | \$25.00 | |

13. Select Save.

Title And Registration

VIN 5TBBT44135S456789 Location OVMCS - Primary

Vehicle 2005 Toyota Tundra Access CAB SR5 Veh Type Truck Set <New Set>

Application Vehicle Status Fee Detail Registration Detail Relate Customers Mailing Credits Documents Exceptions

Vehicle

Received Date 11/2/2022 Purchased Date 11/2/2022

Net Purch Amt 0 Exmt Reason: UT510

Customers

Ownership Status

Registration

Exp Date Oct 2023

Reg Interval Annual

Print Validation Sticker

Transaction Certification UT510

Exemption Reason: UT02g

Comment

Purchase Price \$0.00

Trade-in Allowance \$0.00

Rebate Amount \$0.00

Net Purch Amt \$0.00

Performing standard validation...

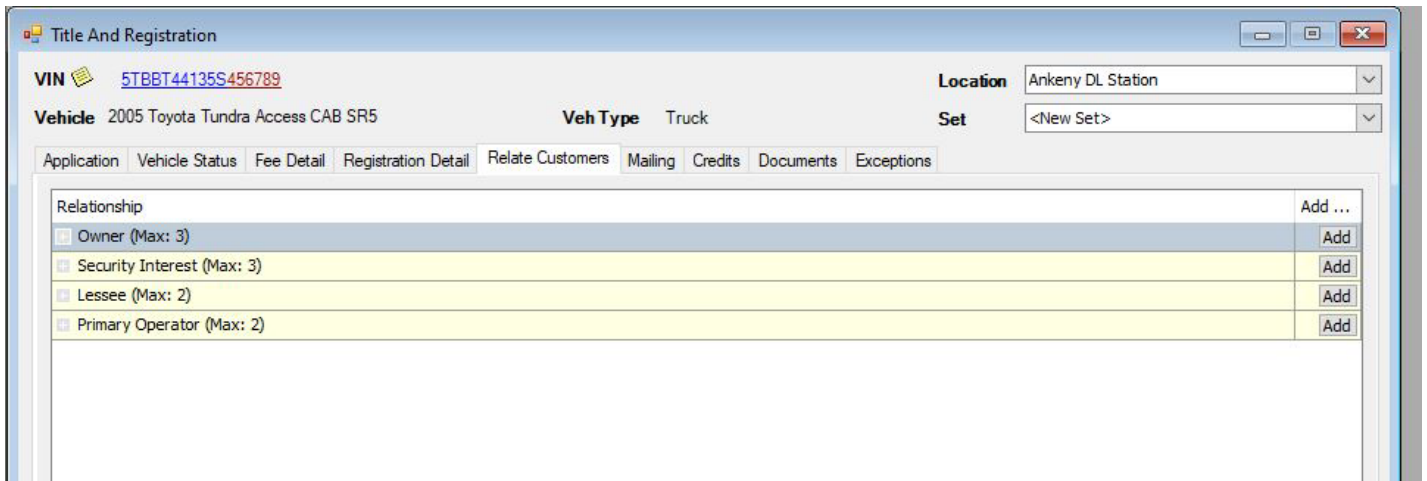
Save Cancel

| Fee | Penalty |
|-------------|----------------|
| \$25.00 | \$0.00 |
| \$0.00 | \$0.00 |
| \$0.00 | \$0.00 |
| \$0.00 | \$0.00 |
| \$0.00 | \$0.00 |
| \$0.00 | \$0.00 |
| \$0.00 | \$0.00 |
| Sub Total | \$25.00 \$0.00 |
| Grand Total | \$25.00 |

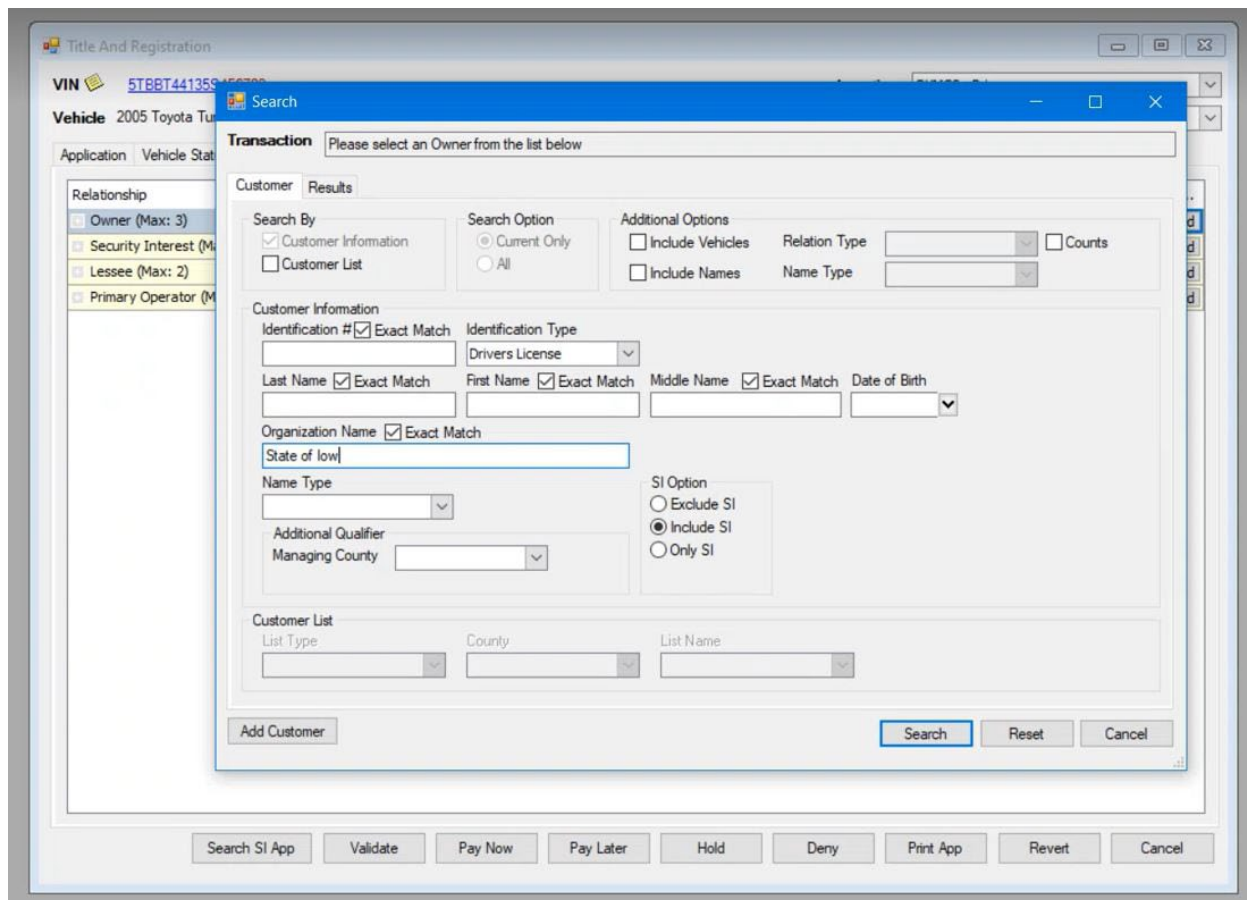
Search SI App Validate Pay Now Pay Later Hold Deny Print App Revert Cancel

14. Select Relate Customers tab.

15. Select Add the purchaser or Owner.

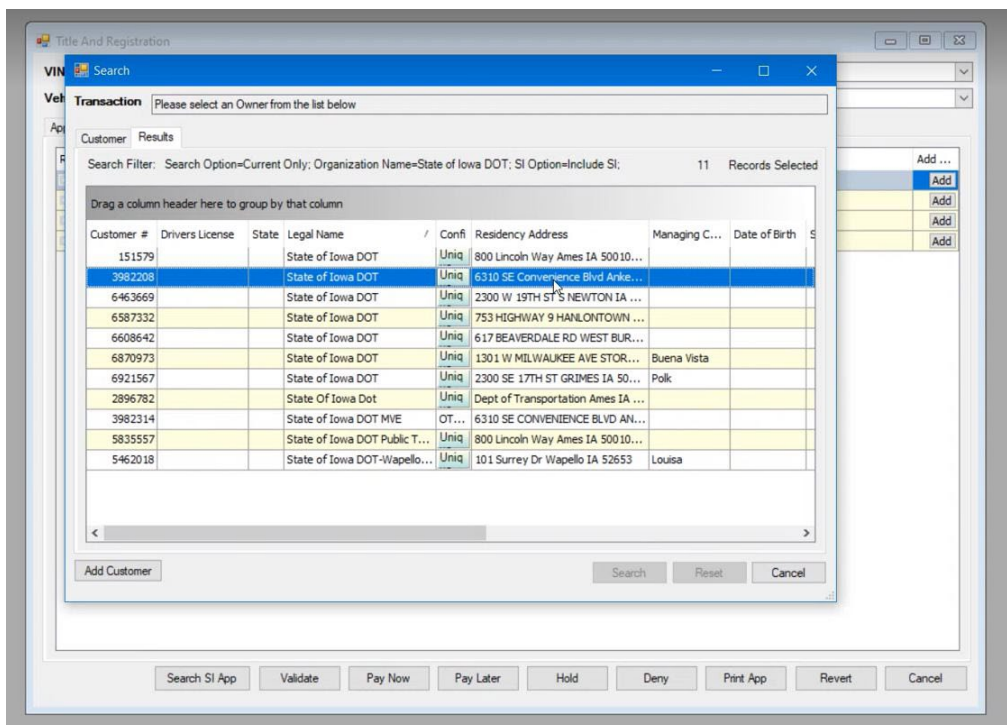


16. Under the Customer tab insert Identification # and Identification Type or Organization Name and select Search.

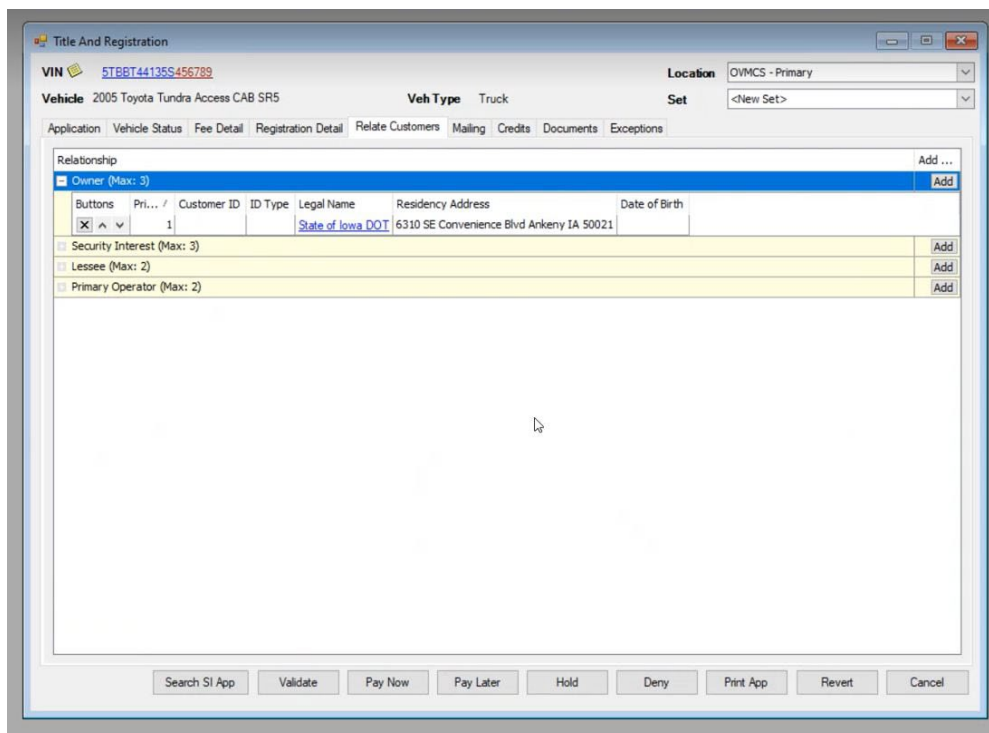


17. Results will appear.

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 transfer 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.

The screenshot shows the 'Title And Registration' application window. At the top, the VIN is 5TBBT44135S456789 and the location is OVMCS - Primary. The vehicle is a 2005 Toyota Tundra Access CAB SR5, a Truck, with a set of '<New Set>'. The 'Application' tab is selected.

Vehicle Information:

| | | | | | | | |
|---------------|----------------|-------|--------|-------------|--------|------------|------------|
| Received Date | Purchased Date | Style | Weight | List Price | Color | Sq Footage | Tracking # |
| 11/2/2022 | 11/2/2022 | PK | 4800 | \$27,600.00 | Silver | | |

Registration Details:

Exp Date: Oct 2023
 Usage: Regular (selected)
 Renewal Pref: Postcard
 Annual Fee: \$0.00
 ADS Restricted: [dropdown]

Customers:

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|-------------|-------------------|-------------------|--|---------------|--------------|----------|
| [icon] | State of Iowa DOT | State of Iowa DOT | 6310 SE Convenience Blvd Ankeny IA 50021 | | Owner | 1 |

Transaction Fees Table:

| | Fee | Penalty |
|--------------------|----------------|---------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$0.00 | |
| Registration Fee | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$25.00 | \$0.00 |
| Grand Total | \$25.00 | |

Buttons at the bottom: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel.

23. Select Validate.

Vehicle 2005 Toyota Tundra Access CAB SR5 **Veh Type** Truck **Set** <New Set>

Application | Vehicle Status | Fee Detail | Registration Detail | Relate Customers | Mailing | Credits | Documents | Exceptions

Vehicle

| Received Date | Purchased Date | Style | Weight | List Price | Color | Sq Footage | Tracking # |
|---------------|----------------|-------|--------|-------------|--------|------------|------------|
| 11/2/2022 | 11/2/2022 | PK | 4800 | \$27,600.00 | Silver | | |

Net Purch Amt: 0
Exmt Reason: UT02g UT510
Last Odom: New Odom: Odom Unit: Reading Type: Damage Over 70 Percent: ADS Capable:

Electronic Was OOS Mail To: State of Iowa DOT 6310 SE Convenience Blvd Ankeny, IA 50021

Customers

Ownership Status: Prev Title # (State): 30AB14010 (IA) Prev Owner: Dolman, Michael Jay

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|-------------|-------------------|------------|--|---------------|--------------|----------|
| | State of Iowa DOT | | 6310 SE Convenience Blvd Ankeny IA 50021 | | Owner | 1 |

Registration

Exp Date: Dec 9999 Usage: Official Renewal Pref: Postcard Annual Fee: \$0.00 ADS Restricted:

Reg Interval: Annual Tonnage: 3 Plate Type: Plate #: AutoAssign

Do Not Assign Plate Grandfather Eligible Print Validation Sticker Replace Plate Fee

Mail Sticker and Reg Receipt Charge Postage for Reg Receipt Mail Plate: State of Iowa DOT 6310 SE Convenience Blvd Ankeny, IA 50021

Transaction Fees

| | Fee | Penalty |
|------------------|--------|---------|
| Title Fees | \$0.00 | \$0.00 |
| Fee for New Reg | \$0.00 | \$0.00 |
| Registration Fee | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$0.00 | \$0.00 |
| Grand Total | \$0.00 | \$0.00 |

Buttons: Search SI App, **Validate**, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

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.

Error Worksheet

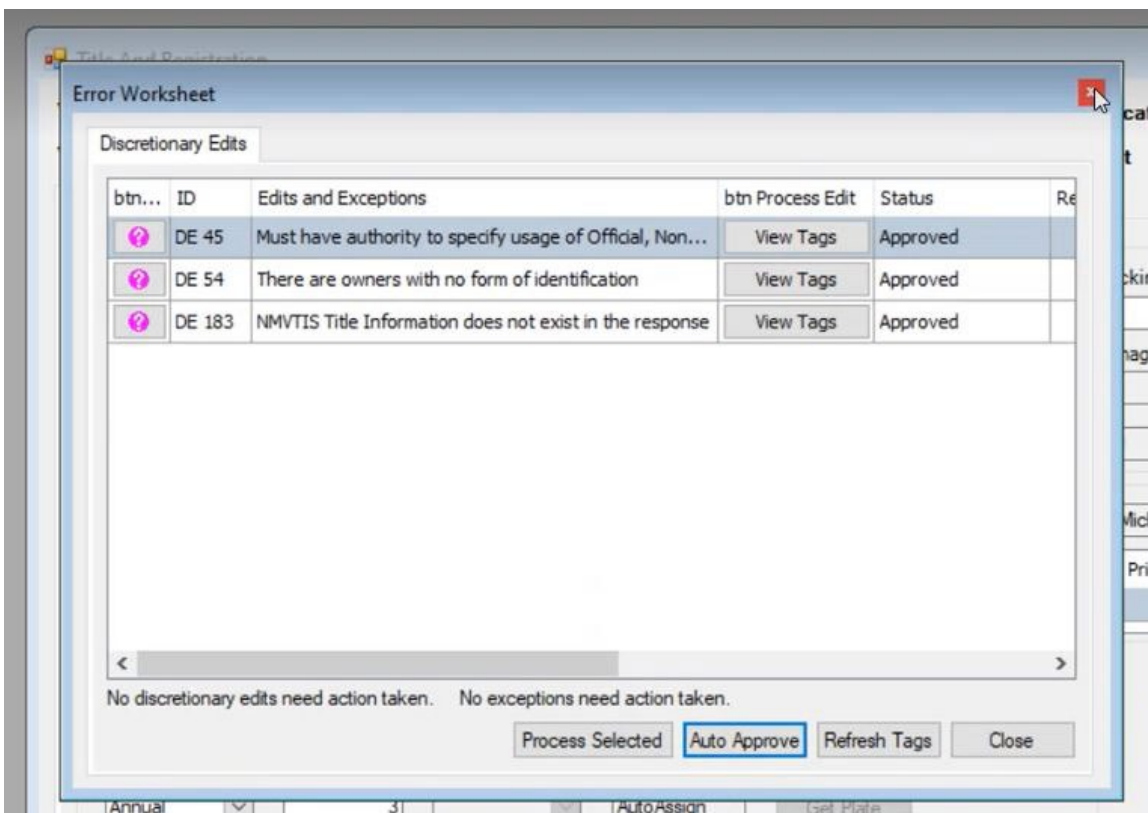
| btn... | ID | Edits and Exceptions | btn Process Edit | Status |
|--------|--------|--|------------------|----------------|
| | DE 45 | Must have authority to specify usage of Official, Non... | Process Edit | Needs Approval |
| | DE 54 | There are owners with no form of identification | Process Edit | Needs Approval |
| | DE 183 | NMVTIS Title Information does not exist in the response | Process Edit | Needs Approval |

3 discretionary edits need processing. No exceptions need action taken.

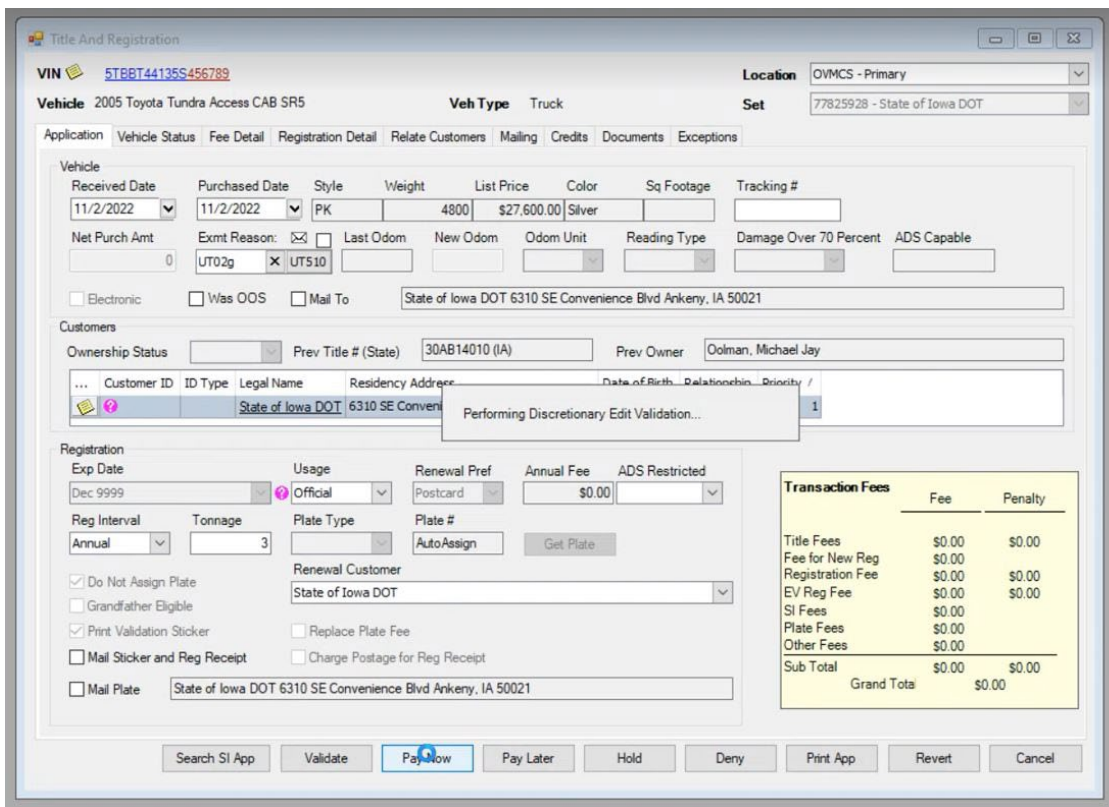
Buttons: Process Selected, **Auto Approve**, Refresh Tags, Close

Background application buttons: Search SI App, **Validate**, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

25. If DEs are approved, X or close out.

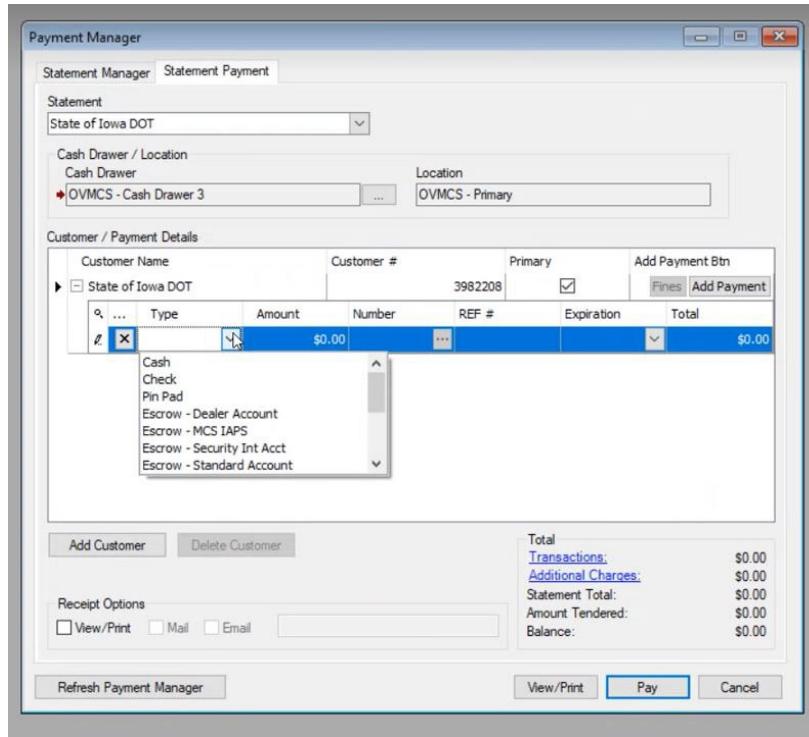


26. Select Pay Now.

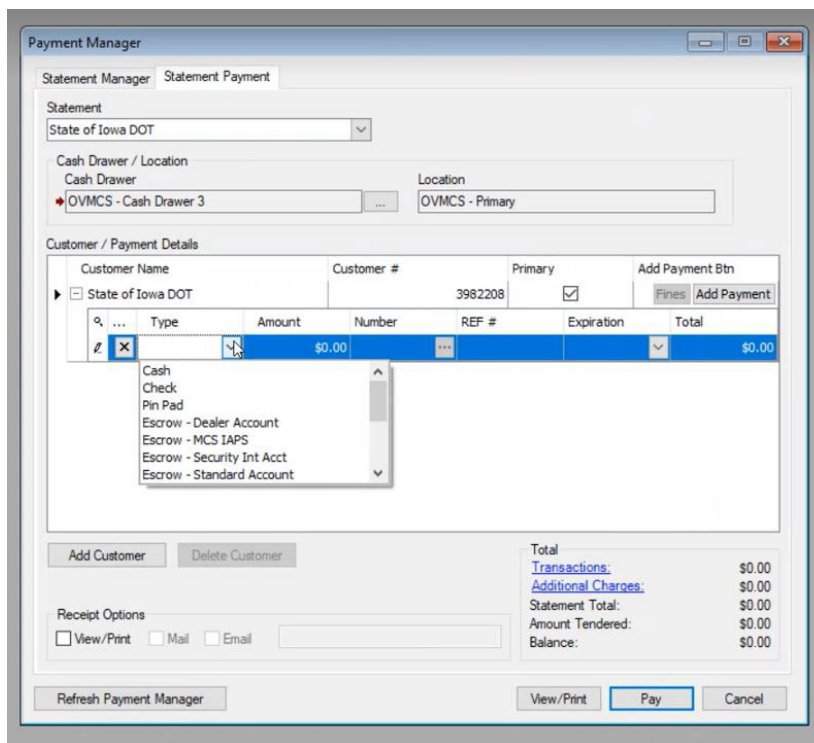


27. The Payment Manager window appears.

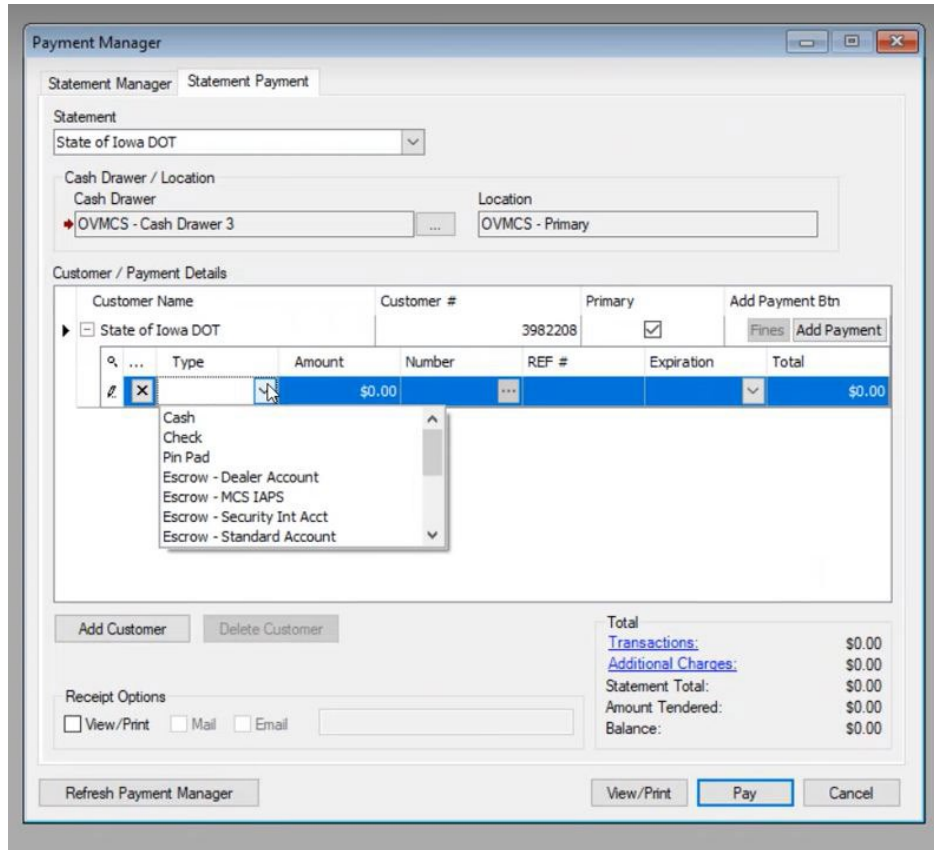
28. In the Type drop down menu select Type of payment.



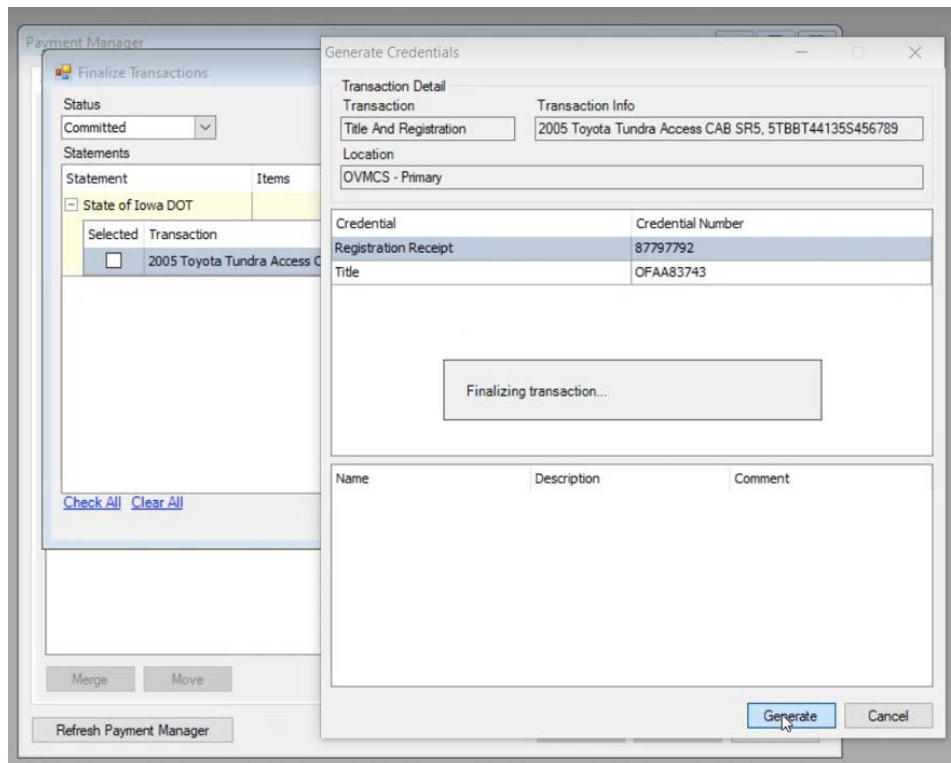
29. Select Pay. The Finalize Transactions window appears.



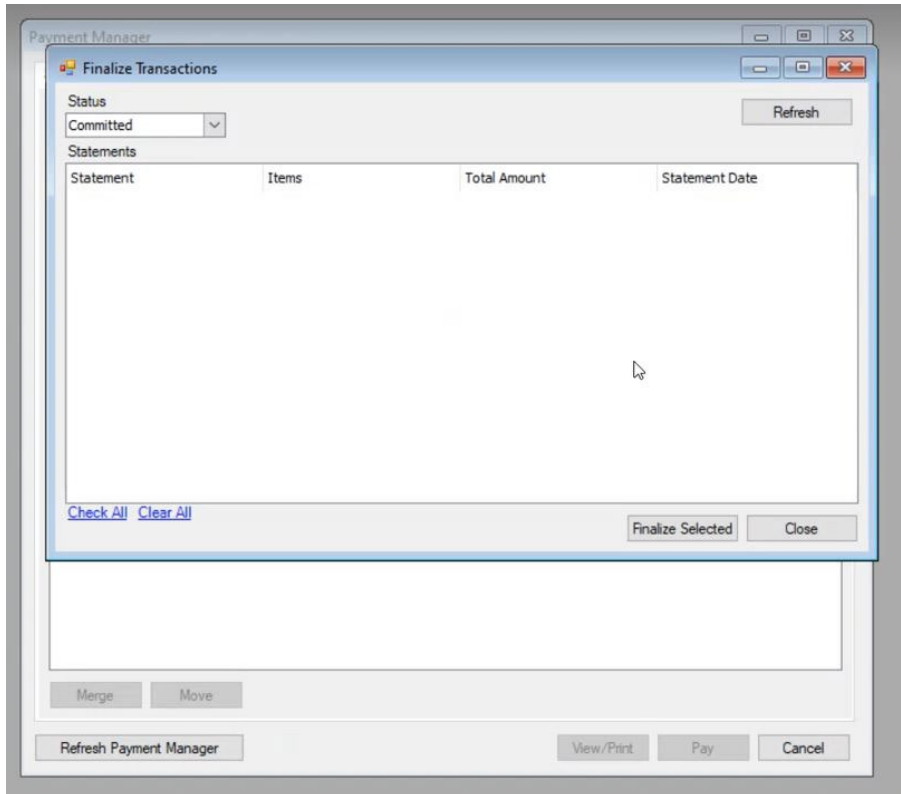
30. Select Finalize next to the Vehicle listed in the window.



31. The Generate Credentials window appears. Select Generate.

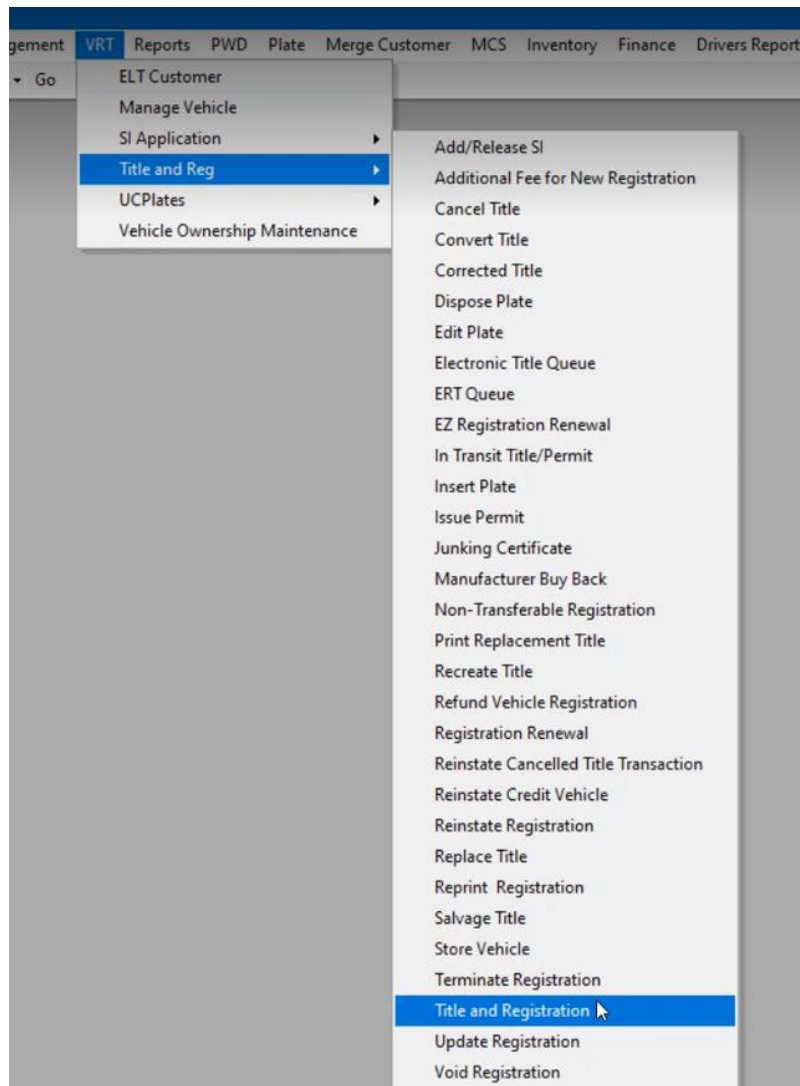


32. Title and Registration have printed. A confirmation window appears. Close out of the Finalize Transactions window.
- a. If title and reg printers are not set up beforehand, this transaction will not finalize.



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.

The screenshot shows the 'Title And Registration Prequalifier' window. The 'Vehicle' section has 'Purchased Date' set to a dropdown menu, 'VIN' and 'Title #' as text boxes, and an 'MCO' checkbox. A calendar overlay is open, showing 'November 2022' with the date '2' selected. Below the calendar are 'Today' and 'Clear' buttons. The 'Customers' section has a table with columns for Owner, Security Interest, Lessee, and Primary Operator, and rows for 1, 2, and 3 customers. The 'Dealer Assignments' section has a table with columns for Order, Assignment, Iowa License # / Foreign Dealer Ident, and Foreign, with rows for 1, 2, and 3 orders. The 'Credits' section has a table with columns for Transaction Date, Vehicle ID #, Vehicle ID Type, and Disposition, with rows for Plate and Traded. At the bottom are 'Continue', 'Reset', and 'Cancel' buttons.

3. Enter a VIN or the Title #.

The screenshot shows the 'Title And Registration Prequalifier' window. The 'Vehicle' section has 'Purchased Date' set to '11/2/2022', 'VIN' set to '1FTPW14564KC10718', and 'Title #' as an empty text box. The 'MCO' checkbox is unchecked. The 'Customers' section has a table with columns for Owner, Security Interest, Lessee, and Primary Operator, and rows for 1, 2, and 3 customers. The 'Dealer Assignments' section has a table with columns for Order, Assignment, Iowa License # / Foreign Dealer Ident, and Foreign, with rows for 1, 2, and 3 orders. The 'Credits' section has a table with columns for Transaction Date, Vehicle ID #, Vehicle ID Type, and Disposition, with rows for Plate and Traded. At the bottom are 'Continue', 'Reset', and 'Cancel' buttons.

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

Title And Registration Prequalifier

Vehicle
 Purchased Date: 11/2/2022
 VIN: 1FTPW14564KC10718
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|-----------|---|---|
| Owner | 000000000 | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | | | <input type="checkbox"/> |
| 2 | | | <input type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

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.

Title And Registration Prequalifier

Vehicle
 Purchased Date: 11/2/2022
 VIN: 1FTPW14564KC10718
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|-----------|---|---|
| Owner | 000000000 | | |
| Security Interest | 000000000 | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|-------------------------------------|
| 1 | 10/6/2022 | D5 | <input type="checkbox"/> |
| 2 | 10/12/2022 | IL225 | <input checked="" type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Plate | Disposition |
|------------------|--------------|-------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Search: Searching for customer 000000000...

Buttons: Continue, Reset, Cancel

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.

Title And Registration

VIN: 1FTPW14564KC10718 Location: OVMCS - Primary

Vehicle: 2004 Ford F150 Supercrew Veh Type: Truck Set: <New Set>

Application | Vehicle Status | Fee Detail | Registration Detail | **Relate Customers** | Mailing | Credits | Documents | Exceptions

Relationship Add ...

Owner (Max: 3) Add

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|---------|--------|-------------|---------|---|---|---------------|
| X ^ v | 1 | 000000000 | FEIN | Alexium Financial Services Incorporated | 17500 Chenal Parkway Little Rock AR 72223 | |

Security Interest (Max: 3) Add

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date Received | SI Mailing Address |
|---------|--------|-------------|---------|---------------------------|-----------------------------------|---------------|-------------------------------------|
| X ^ v | 1 | 000000000 | SSN | Debra M Gray Living Trust | 3118 STATE HWY 2 BEDFORD IA 50833 | 11/2/2022 | 3118 STATE HWY 2 , BEDFORD IA 50833 |

Lessee (Max: 2) Add

Primary Operator (Max: 2) Add

Search SI App Validate Pay Now Pay Later Hold Deny Print App Revert Cancel

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

Title And Registration

VIN **1FTPW14564KC10718** Location **OVACS - Primary**

Vehicle **2004 Ford F150 Supercrew** Veh Type **Truck** Set **<New Set>**

Application Vehicle Status Fee Detail Registration Detail **Relate Customers** Mailing Credits Documents Exceptions

Relationship Add ...

Owner (Max: 3) Add

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|-------------------------------------|--------|-------------|---------|---|---|---------------|
| <input checked="" type="checkbox"/> | 1 | 000000000 | FEIN | Alexium Financial Services Incorporated | 17500 Chenal Parkway Little Rock AR 72223 | |

Security Interest (Max: 3) Add

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date Received | SI Mailing Address |
|-------------------------------------|--------|-------------|---------|---|-----------------------------------|---------------|-------------------------------------|
| <input checked="" type="checkbox"/> | 1 | 000000000 | SSN | Debra M Gray Living Trust | 3118 STATE HWY 2 BEDFORD IA 50833 | 11/2/2022 | 3118 STATE HWY 2 , BEDFORD IA 50833 |

Lessee (Max: 2) Add

Primary Operator (Max: 2) Add

Search SI App Validate Pay Now Pay Later Hold Deny Print App Revert Cancel

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

12. Select Add and Search for the correct customer.

Title And Registration

VIN: 1FTPW14564K10718

Location: OVMCS - Primary

Vehicle: 2004 Ford F150 Supercrew

Veh Type: Truck

Set: <New Set>

Application | Vehicle Status | Fee Detail | Registration Detail | Relate Customers | Mailing | Credits | Documents | Exceptions

Relationship

Owner (Max: 3) Add ...

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|---------|--------|-------------|---------|---|---|---------------|
| [X] ^ v | 1 | 000000000 | FEIN | Alexium Financial Services Incorporated | 17500 Chenal Parkway Little Rock AR 72223 | |

Security Interest (Max: 3) Add

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date Received | SI Mailing Address |
|---------|--------|-------------|---------|---------------------------|-----------------------------------|---------------|-------------------------------------|
| [X] ^ v | 1 | 000000000 | SSN | Debra M Gray Living Trust | 3118 STATE HWY 2 BEDFORD IA 50833 | 11/2/2022 | 3118 STATE HWY 2 , BEDFORD IA 50833 |

Lessee (Max: 2) Add

Primary Operator (Max: 2) Add

Search SI App | Validate | Pay Now | Pay Later | Hold | Deny | Print App | Revert | Cancel

Title And Registration

VIN: 1FTPW14564K10718

Location: OVMCS - Primary

Vehicle: 2004 Ford F150 Supercrew

Veh Type: Truck

Set: <New Set>

Application | Vehicle Status | Fee Detail | Registration Detail | Relate Customers | Mailing | Credits | Documents | Exceptions

Vehicle

Received Date: 11/2/2022 | Purchased Date: 11/2/2022 | Style: CW | Weight: 5600 | List Price: \$32,300.00 | Color: Black | Sq Footage: | Tracking #: |

Net Purch Amt: | Exmt Reason: [X] UT510 | Last Odom: 170 | New Odom: | Odom Unit: Miles | Reading Type: | Damage Over 70 Percent: | ADS Capable: |

Electronic: | Was OOS: | Mail To: Debra M Gray Living Trust 3118 STATE HWY 2 BEDFORD, IA 50833

Customers

Ownership Status: | Prev Title # (State): 77AS06770 (IA) | Prev Owner: Bishop, Jacob Lee

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority / |
|-------------|---------|---|---|---------------|--------------|------------|
| 000000000 | FEIN | Alexium Financial Services Incorporated | 17500 Chenal Parkway Little Rock AR 72223 | | Owner | 1 |

Registration

Exp Date: Oct 2023 | Usage: Regular | Renewal Pref: Postcard | Annual Fee: \$0.00 | ADS Restricted: |

Reg Interval: Annual | Tonnage: | Plate Type: County Std | Plate #: | Get Plate: |

Do Not Assign Plate: | Grandfather Eligible: | Print Validation Sticker: [X] | Mail Sticker and Reg Receipt: | Mail Plate: Alexium Financial Services Incorporated 17500 Chenal Parkway Little Rock, AR 72223

Replace Plate Fee: | Charge Postage for Reg Receipt: |

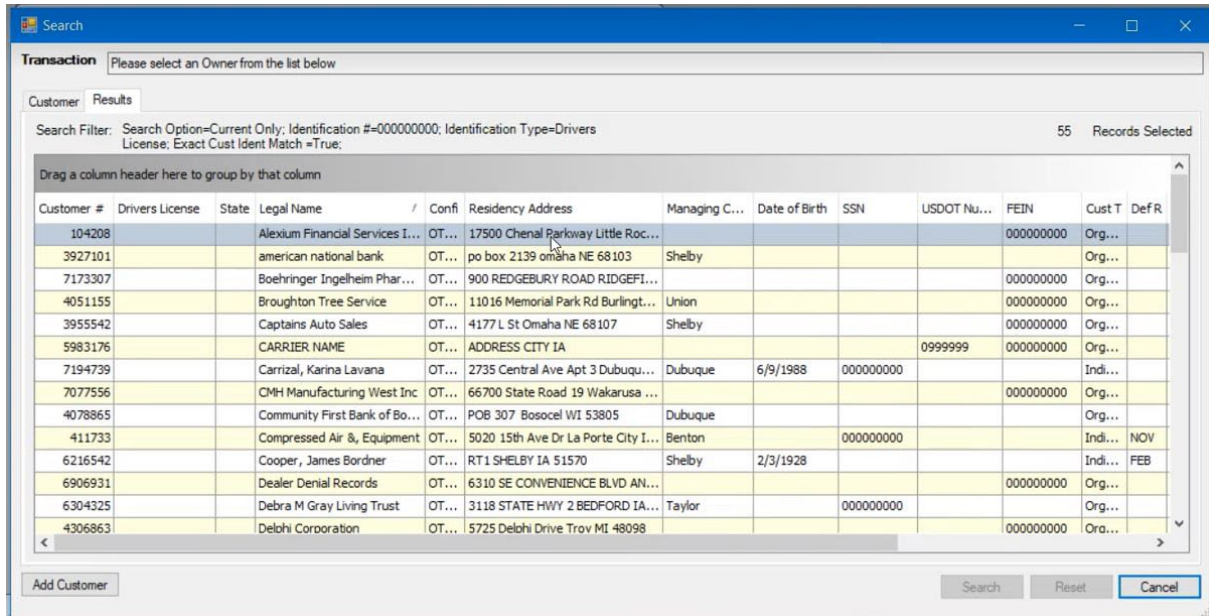
Renewal Customer: Alexium Financial Services Incorporated

| Transaction Fees | Fee | Penalty |
|------------------|---------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$0.00 | |
| Registration Fee | \$34.00 | \$18.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$10.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$69.00 | \$18.00 |
| Grand Total | | \$87.00 |

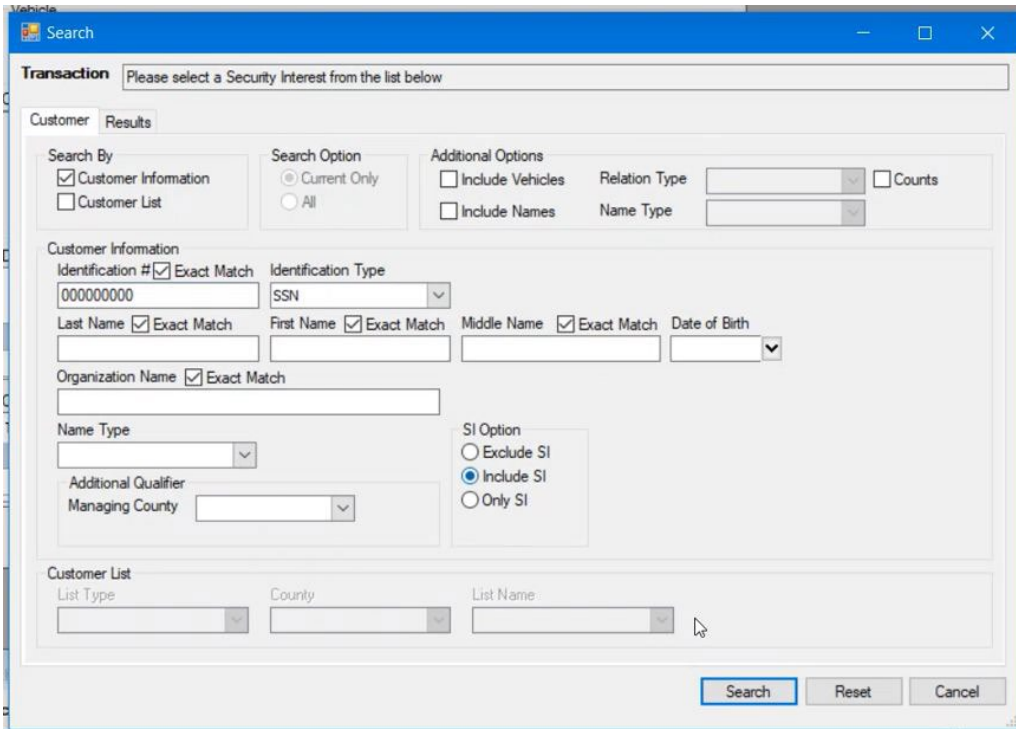
Search SI App | Validate | Pay Now | Pay Later | Hold | Deny | Print App | Revert | Cancel

For Security Interest

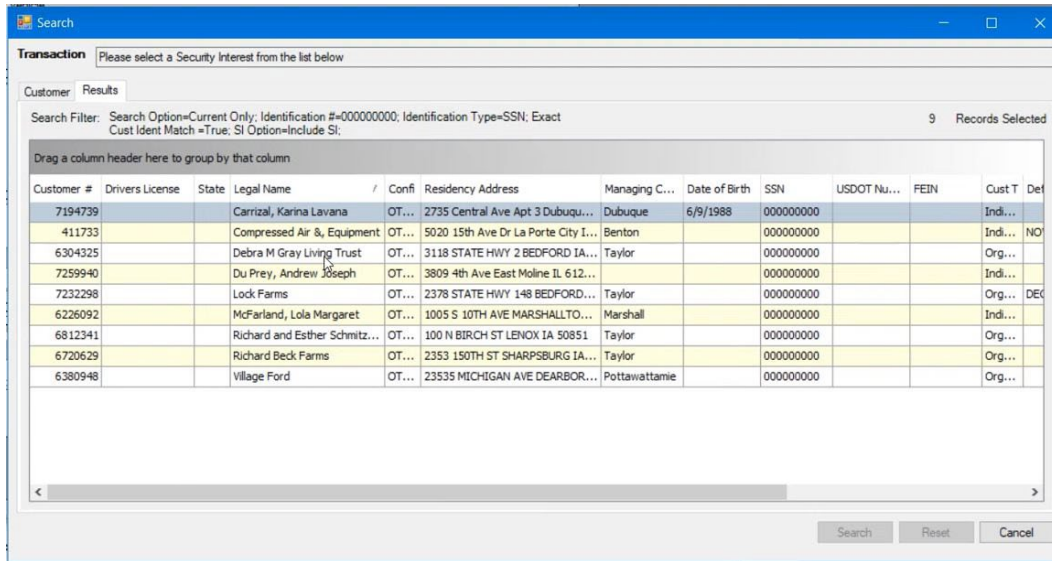
13. Select and double-click the individual or the organization. View the Title and Registration Application to verify the customer.



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.

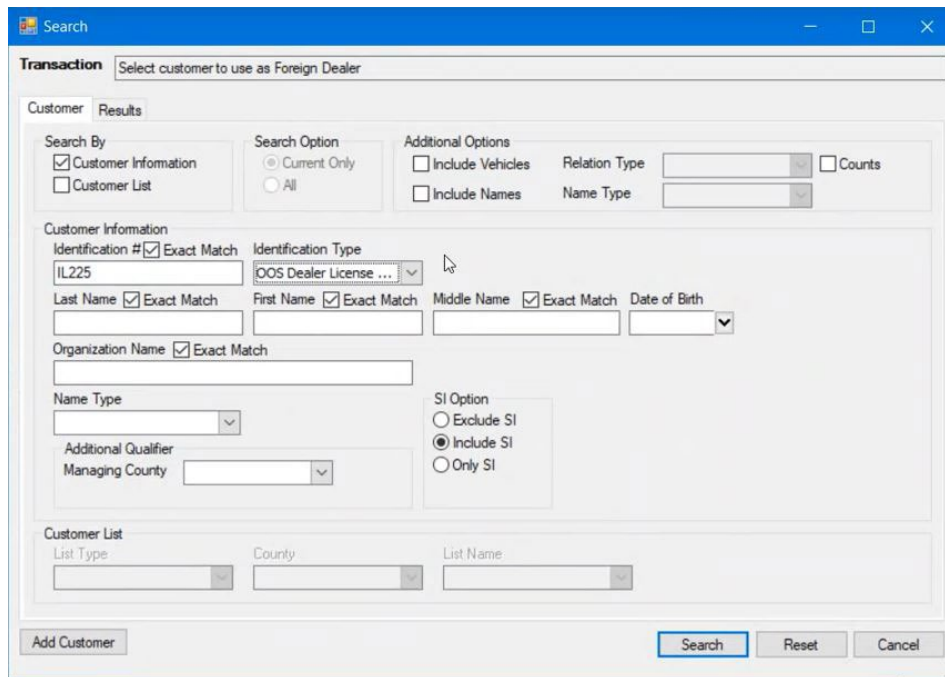


16. On the Title and Registration window select **Cancel** to close the window.

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

The screenshot displays the 'Title And Registration' application window. The main form is for a 2004 Ford F150 Supercrew truck. A 'Get Plate' dialog box is open, showing the 'Plate # MHB420' and 'Plate Config Description County Std lg 2'. The dialog also includes fields for 'Vehicle Type' (Truck) and 'Usage' (Regular). The main form shows various registration details, including 'Exp Date' (Oct 2023), 'Reg Interval' (Annual), and 'Tonnage' (3). A fee schedule table is visible in the bottom right corner of the main form.

| | Fee | Penalty |
|------------------|----------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$25.00 | |
| Registration Fee | \$84.00 | \$18.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$10.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$144.00 | \$18.00 |
| Grand Total | \$162.00 | |

24. Transaction Fees

- Title Fee \$25.00
- Passed 30 days from purchase date there is a \$10.00 penalty fee.
- Fee for New Reg is the tax that will show.

The screenshot shows the 'Title And Registration' application window. The vehicle is a 2004 Ford F150 Supercrew with VIN 1FTPW14564K10718. The customer is Alexium Financial Services Incorporated. The registration details show an annual fee of \$0.00. A 'Transaction Fees' table is visible on the right side of the window.

| | Fee | Penalty |
|------------------|---------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$0.00 | \$0.00 |
| Registration Fee | \$34.00 | \$18.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$10.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$69.00 | \$18.00 |
| Grand Total | \$87.00 | |

25. Plate has been reserved for this transaction.

26. Select OK.

The screenshot shows the same 'Title And Registration' application window as above, but with a 'Get Plate' dialog box open. The dialog box contains the message: 'Plate MHB420 has been reserved for this transaction.' and has 'OK' and 'Cancel' buttons. The background application window is partially obscured by the dialog box.

27. Select OK

Get Plate

Vehicle Type: Truck
Usage: Regular
Registration Exp Date: October 2023

Plate #
MHB420

Buttons: Get Plate, Auto Assign #, OK, Cancel

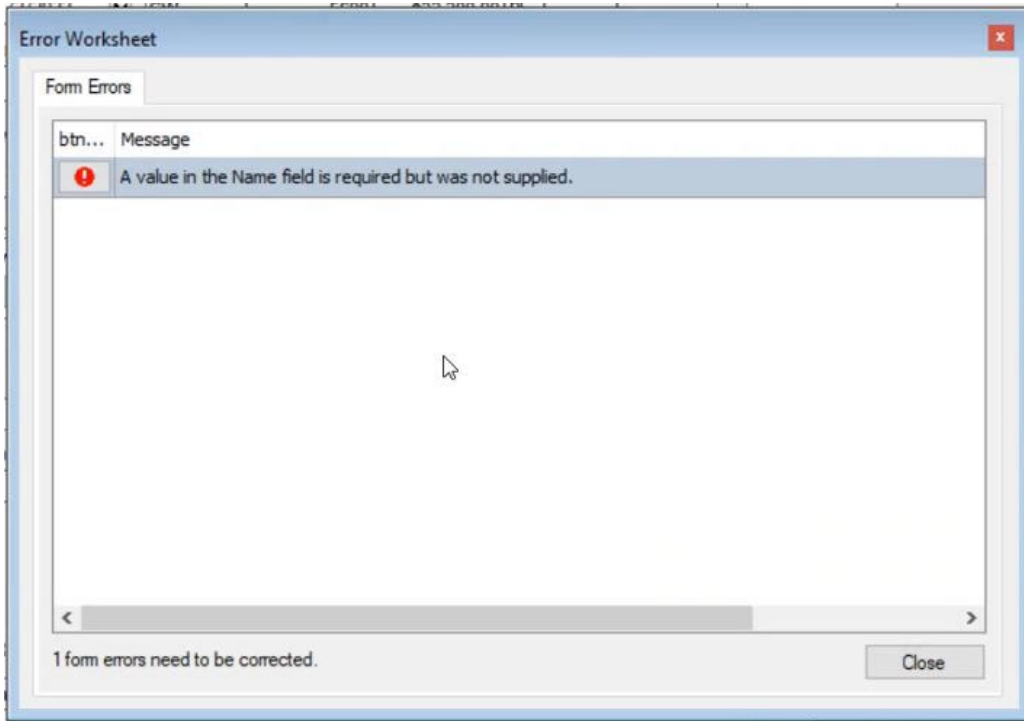
| Fee | Penalty | |
|--------------------|-----------------|----------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$25.00 | \$0.00 |
| Registration Fee | \$84.00 | \$18.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$10.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$144.00 | \$18.00 |
| Grand Total | \$162.00 | |

28. Verify the plate shows. Select Validate.

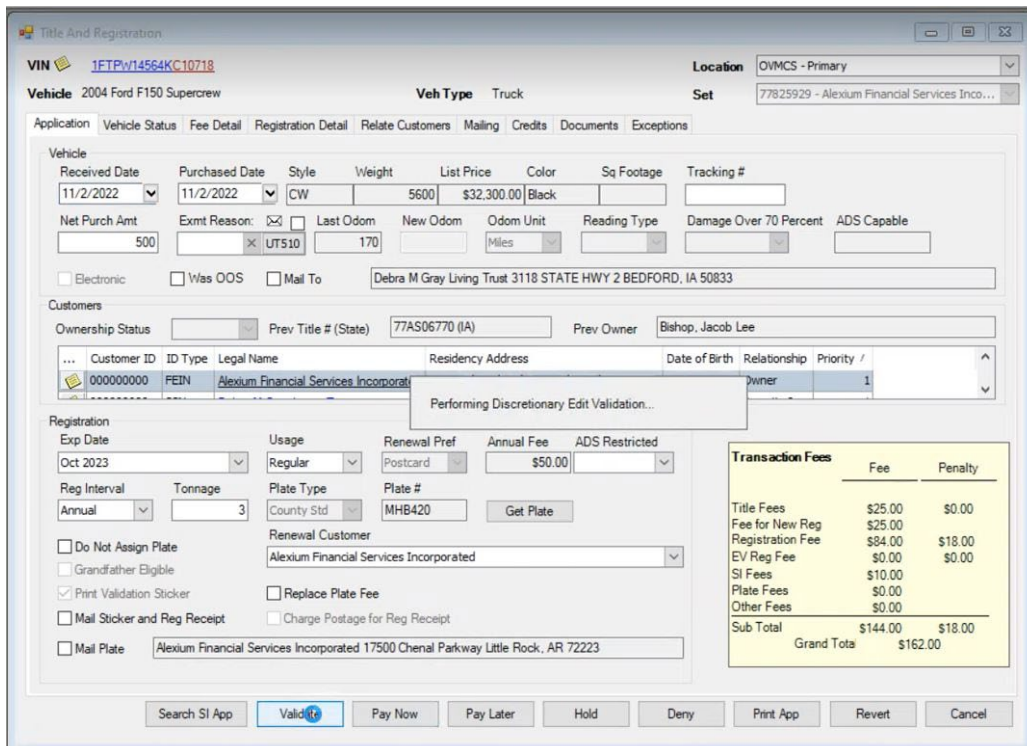
Buttons: Search SI App, **Validate**, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

| Transaction Fees | Fee | Penalty |
|--------------------|-----------------|----------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$25.00 | \$0.00 |
| Registration Fee | \$84.00 | \$18.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$10.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$144.00 | \$18.00 |
| Grand Total | \$162.00 | |

29. Form Errors – a white exclamation in a red circle – cannot proceed unless the error is corrected.
- Check Vehicle Status for errors.

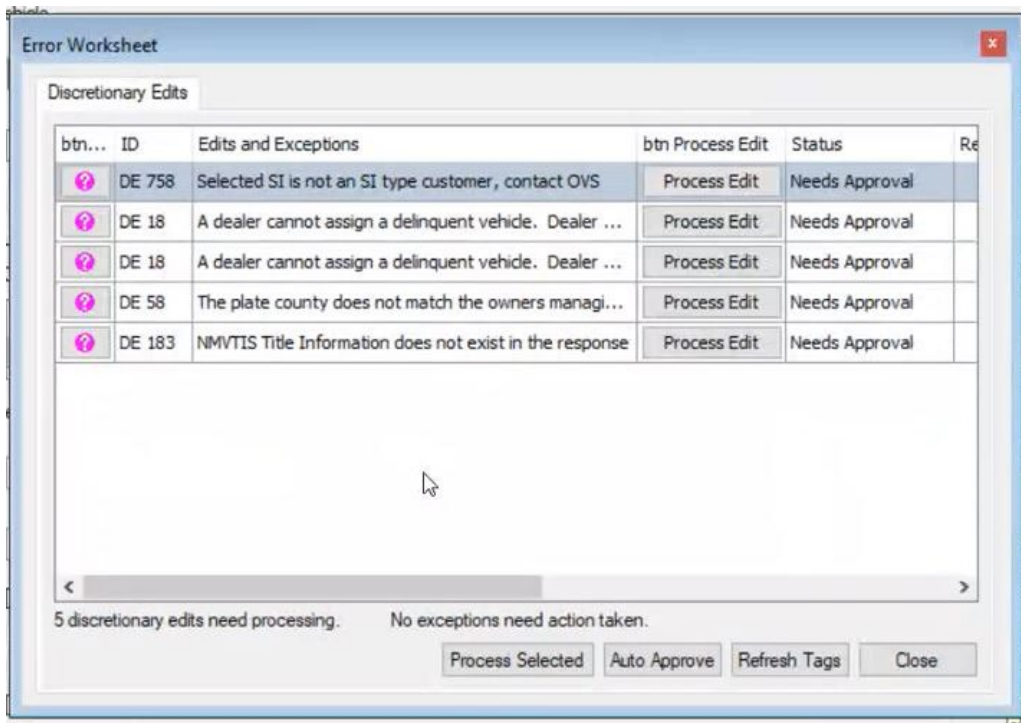


30. Select Validate again.

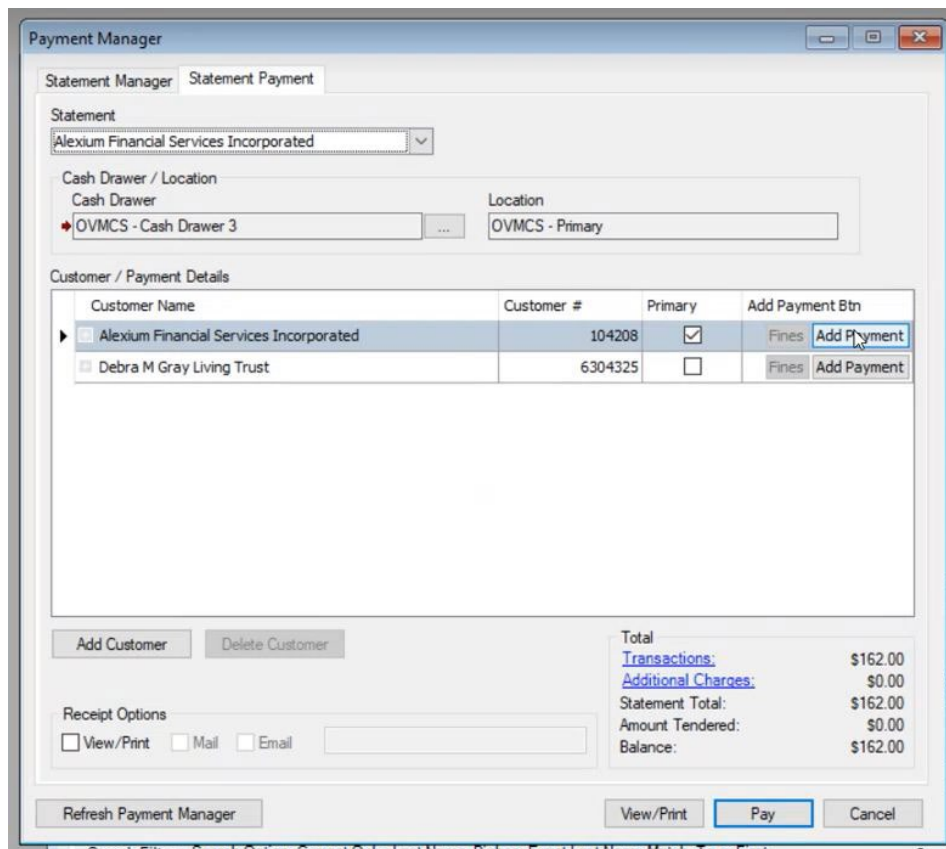


31. Discretionary Edits (DE)

- 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

The screenshot shows the 'Payment Manager' application window. It has two tabs: 'Statement Manager' and 'Statement Payment'. The 'Statement Payment' tab is active.

Statement

Statement: Alexium Financial Services Incorporated

Cash Drawer / Location

Cash Drawer: OVMCS - Cash Drawer 3

Location: OVMCS - Primary

Customer / Payment Details

| Customer Name | Customer # | Primary | Add Payment Btn | |
|---|------------|-------------------------------------|-----------------|-------------|
| Alexium Financial Services Incorporated | 104208 | <input checked="" type="checkbox"/> | Fines | Add Payment |

| Type | Amount | Number | REF # | Expiration | Total |
|-------|----------|--------|-------|------------|----------|
| Check | \$162.00 | 1235 | | | \$162.00 |

Debra M Gray Living Trust

Preparing statement for payment

Total

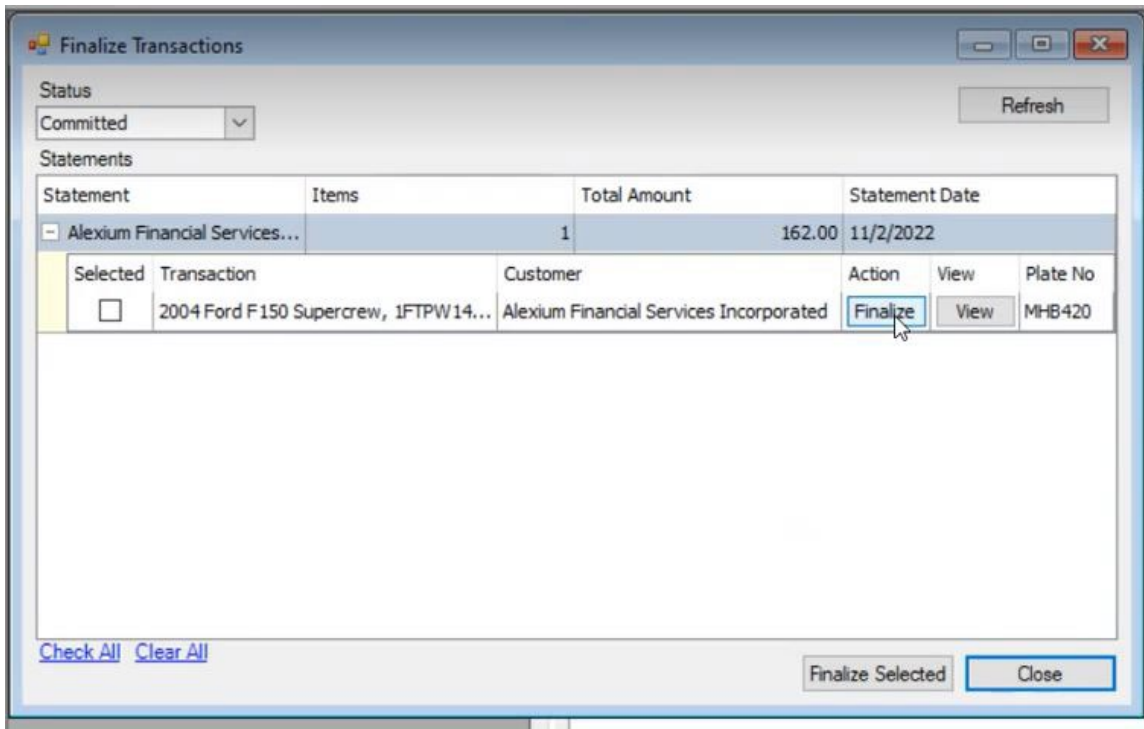
| | |
|---------------------|----------|
| Transactions: | \$162.00 |
| Additional Charges: | \$0.00 |
| Statement Total: | \$162.00 |
| Amount Tendered: | \$162.00 |
| Balance: | \$0.00 |

Receipt Options: View/Print Mail Email

Buttons: Refresh Payment Manager, View/Print, Pay, Cancel

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.

The screenshot shows a software window titled "Generate Credentials". It contains the following fields and sections:

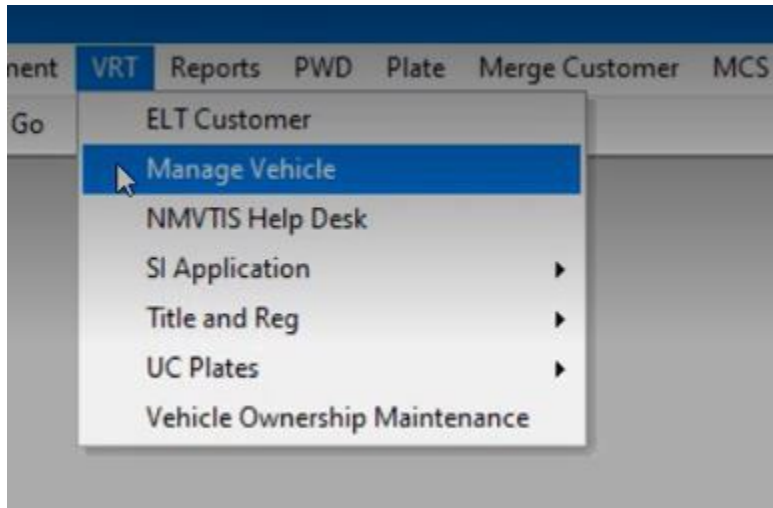
- Transaction Detail**
 - Transaction**: "Title And Registration" (selected)
 - Transaction Info**: "2004 Ford F150 Supercrew, 1FTPW14564KC10718"
 - Location**: "OVMCS - Primary"
- Credential Information Table**

| Credential | Credential Number |
|------------------------------------|-------------------|
| Plate | MHB420 |
| Reg Receipt and Validation Sticker | MHB42010202301 |
| Title | OFAA83744 |
- Finalizing transaction...** (A large grey box with this text is centered in the middle of the window.)
- Log Table**

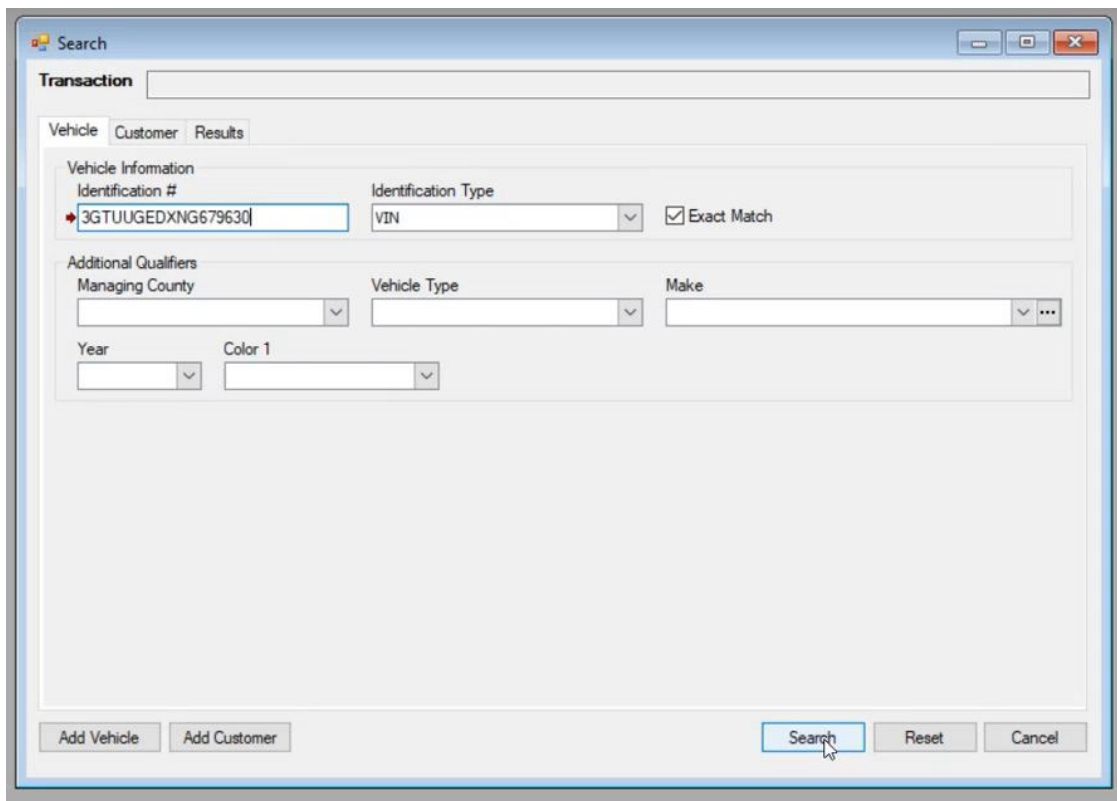
| Name | Description | Comment |
|------|-------------|---------|
|------|-------------|---------|
- Buttons**: "Generate" (highlighted in blue) and "Cancel" (disabled).

Adding a Vehicle

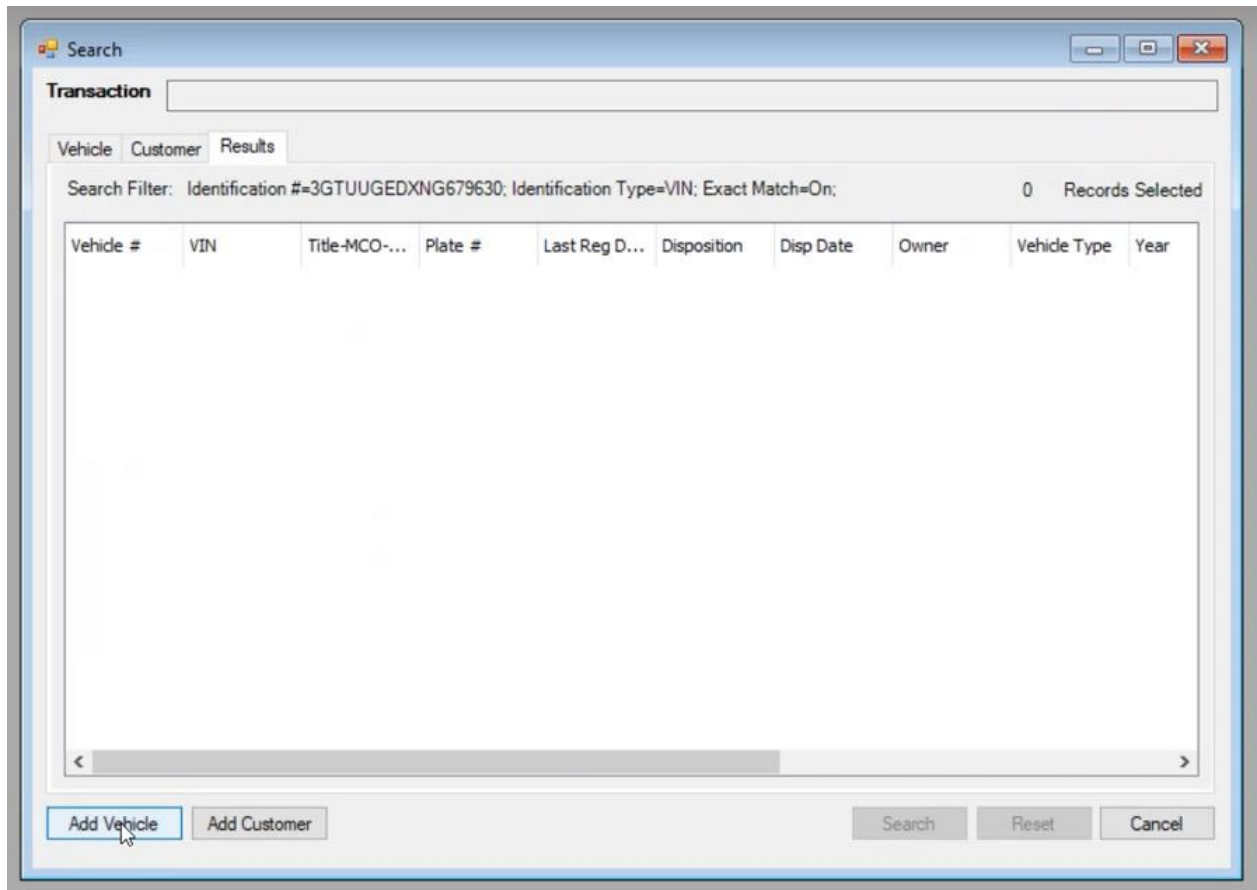
1. Go to VRT > Manage Vehicle



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.

The screenshot shows a software window titled "Vehicle Maintenance - (New:1)". At the top, it displays pre-populated information: VIN 3GTUUGEDXNG679630, Make GMC, Model Sierra K1500 Denali, Year 2022, and Style PK. Below this is a tabbed interface with "Identification" selected. The Identification section includes fields for VIN (3GTUUGEDXNG679630), VIN Origin (Manufacturer Assigned), Vehicle # (-1), and a checked "Certified" box. A dropdown menu for "Type" is open, showing options like Motorcycle, Multi-purpose, Regular Trailer, Semi Trailer, Tractor/Truck Tractor, Travel Trailer, and Truck (which is selected). Other fields include Year (2022), Make (GMC), Extended Model, Style (PK), Color 3, and Custom Paint Description. The "Attributes" section contains fields for List Price (\$66,100.00), Fuel Type (Gasoline), # Cylinders (8), Weight (5,400), GVWR (7,100), and Square Footage. There are also fields for ADS Capable and ADS Level. At the bottom, there are sections for Odometer (Reading, Type, Unit) and Damage Amount (New, Cumulative). The bottom of the window features buttons for "VINA/NMVTIS Inquiry", "Search NMVTIS", "Remove", "Save", and "Cancel".

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.

Vehicle Maintenance - (New:1)

VIN 3GTUUGEDXNG679630 **Make** GMC
Type Truck **Model** Sierra K1500 Denali
Year 2022 **Style** PK **Color**

General Summary Characteristic Bond Inspection **Ownership** Identification Odometer Designation Color Damage

Non-Resident Ownership

Effective Date: 10/17/2022 Ownership Document: A. MCO

MCO #: G88759688 Credential #: Credential State: Credential Date: 9/26/2022

Dealer License Number: D1408 Dealer Search: Select Iowa Dealer or [Select Foreign Dealer](#)

Name: Bob Brown GMC Inc Dealer License #: Assignment Date: 11/10/2022 Search

Address Line 1: 1405 SE Oralabor Rd Foreign Dealer #: Search

Address Line 2: City: Ankeny State: IA Zip Code: 50021 Country: USA

VINA/NMVTIS Inquiry Search NMVTIS Remove **Save** Cancel

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

Search

Transaction

Vehicle Customer Results

Vehicle Information

Identification # 3GTUUGEDXNG679630 Identification Type VIN Exact Match

Additional Qualifiers

Managing County Vehicle Type Make

Year Color 1

Add Vehicle Add Customer Search Reset Cancel

16. Double click on the record.

Search

Transaction

Vehicle Customer Results

Search Filter: Identification #=3GTUUGEDXNG679630; Identification Type=VIN; Exact Match=On; 1 Records Selected

| Vehicle # | VIN | Title-MCO-State | Plate # | Last Reg Date | Disposition | Disp Date | Owner | Vehicle Type | Year | Ma |
|-----------|-------------------|-----------------|---------|---------------|-------------|-----------|-------|--------------|------|----|
| 12274245 | 3GTUUGEDXNG679630 | | | | | | | Truck | 2022 | GN |

Add Vehicle Add Customer Search Reset Cancel

17. The record will appear.

Vehicle Data Conflict

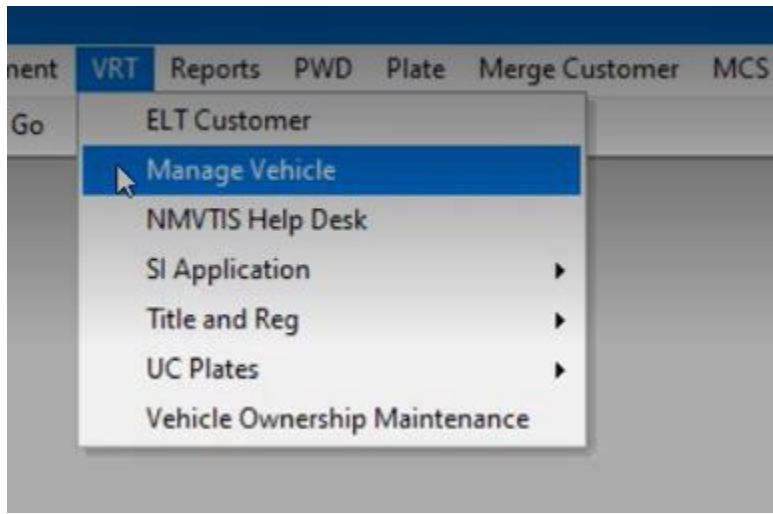
This vehicle is used in a pending ERT deal. Choose the data to use:

| | 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 | | |

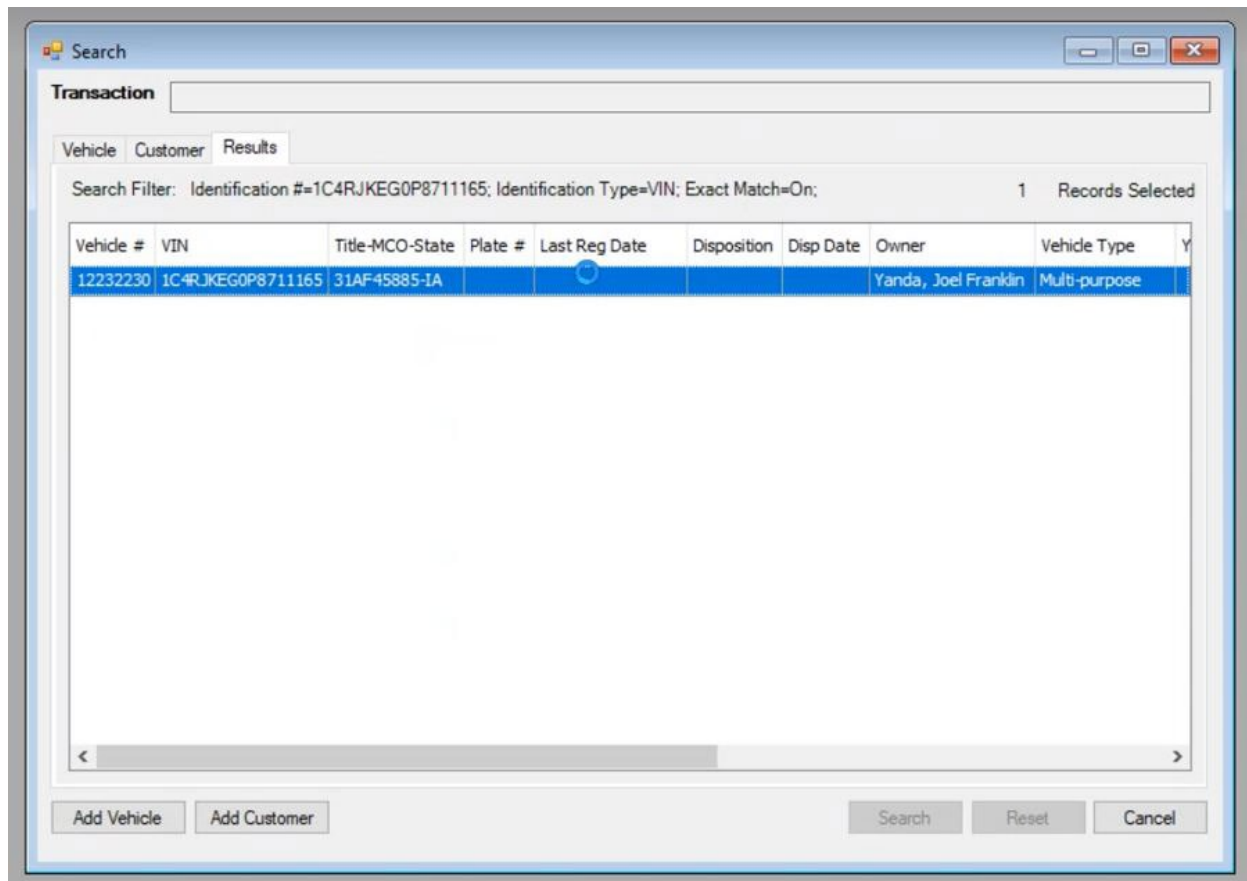
Select existing DOT data Select data from pending ERT deal

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.

Vehicle Maintenance - 12232230

VIN 1C4RJKEG0P8711165 **Make** Jeep
Type Multi-purpose **Model** Grand Cherokee L Summit
Year 2023 **Style** UT **Color** Red

General Summary Characteristic Bond Inspection Ownership Identification Odometer Designation Color Damage

Identification
 VIN: 1C4RJKEG0P8711165 VIN Origin: Manufacturer Assigned Vehicle #: 12232230 Certified

Type: Multi-purpose Year: 2023 Make: Jeep Add ...

Description
 Model: Grand Cherokee L Summit Extended Model: Style: UT Add ...

Color 1: Red Color 2: Color 3: Custom Paint Description:

Attributes
 List Price: \$63,700.00 Fuel Type: Gasoline # Cylinders: 5 Weight: 5,000 GVWR: Square Footage:

ADS Capable: ADS Level:

Odometer
 Reading: 12 Type: Actual Unit: Kilometers Damage Amount: New: Cumulative:

VINA/NMVTIS Inquiry Search NMVTIS Remove Save Cancel

View VINA/NMVTIS Results

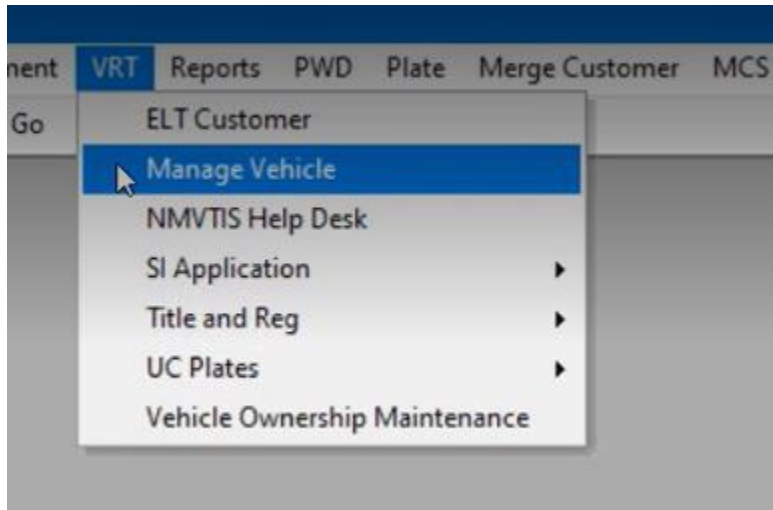
| | Iowa | VINA | NMVTIS |
|--------------|-------------------------|-------------------------|--------|
| Vehicle Type | Multi-purpose | Multi-purpose | |
| VIN | 1C4RJKEG0P8711165 | 1C4RJKEG*P | |
| Year | 2023 | 2023 | |
| Make | Jeep | Jeep | |
| Model | Grand Cherokee L Summit | Grand Cherokee L Summit | |
| Style | UT | UT | |
| List Price | \$63,700.00 | 63700 | |
| Fuel Type | Gasoline | Gasoline | |
| Weight | 5,000 | 5000 | |
| GVWR | | 6001 | |

View NMVTIS Response

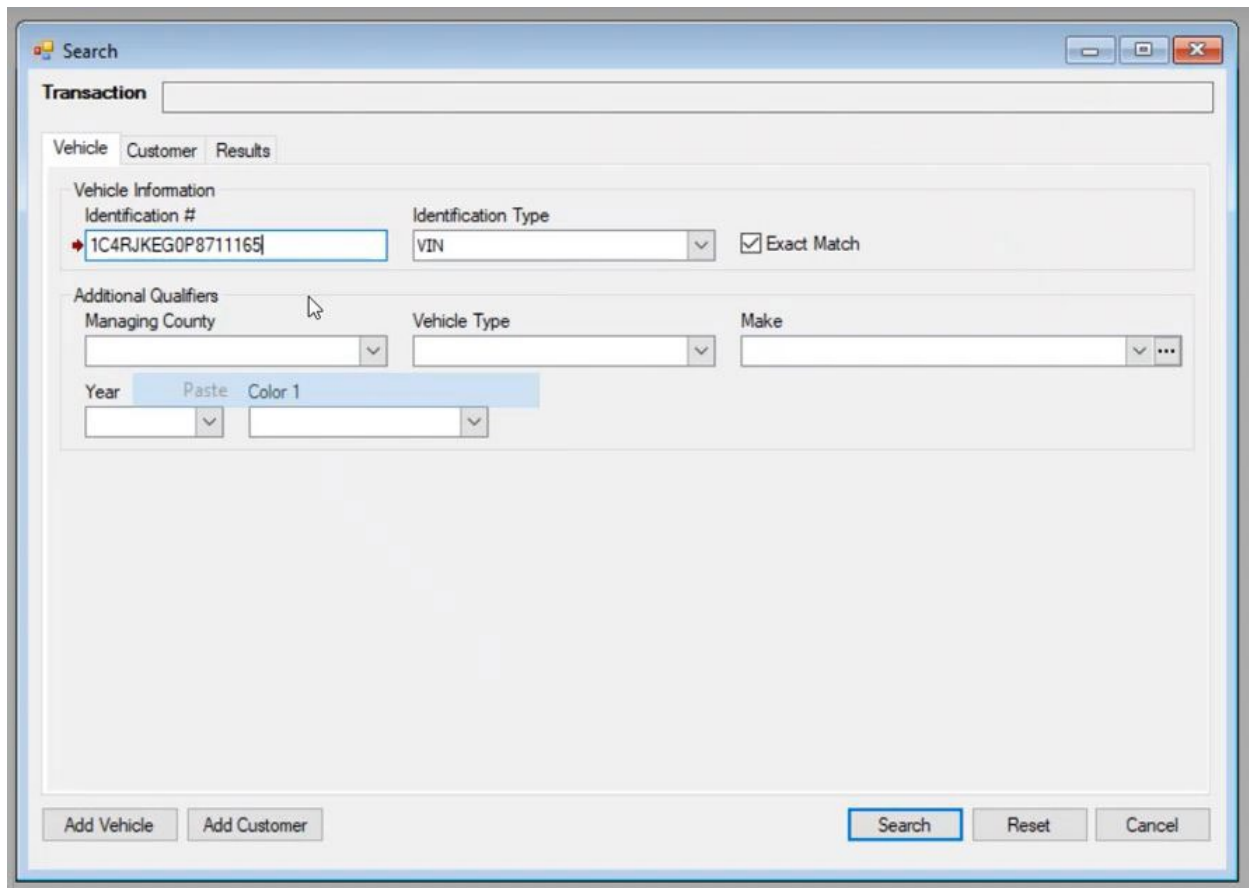
Search NMVTIS Cancel

Adding a Vehicle Using a Similar Vehicle

1. Go to VRT > Manage Vehicle



2. Insert the entire VIN in the Identification # field.

A screenshot of a 'Search' window in a software application. The window has a title bar with 'Search' and standard window controls. Below the title bar is a 'Transaction' search bar. The main area is divided into tabs: 'Vehicle', 'Customer', and 'Results'. The 'Vehicle' tab is active. Under 'Vehicle Information', the 'Identification #' field contains the VIN '1C4RJKEG0P8711165'. The 'Identification Type' dropdown is set to 'VIN', and the 'Exact Match' checkbox is checked. Under 'Additional Qualifiers', there are dropdown menus for 'Managing County', 'Vehicle Type', and 'Make'. At the bottom, there are buttons for 'Add Vehicle', 'Add Customer', 'Search', 'Reset', and 'Cancel'.

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

Transaction

Vehicle Customer Results

Vehicle Information

Identification # Identification Type Exact Match

1C4RJKEG0P8 VIN

Additional Qualifiers

Managing County Vehicle Type Make

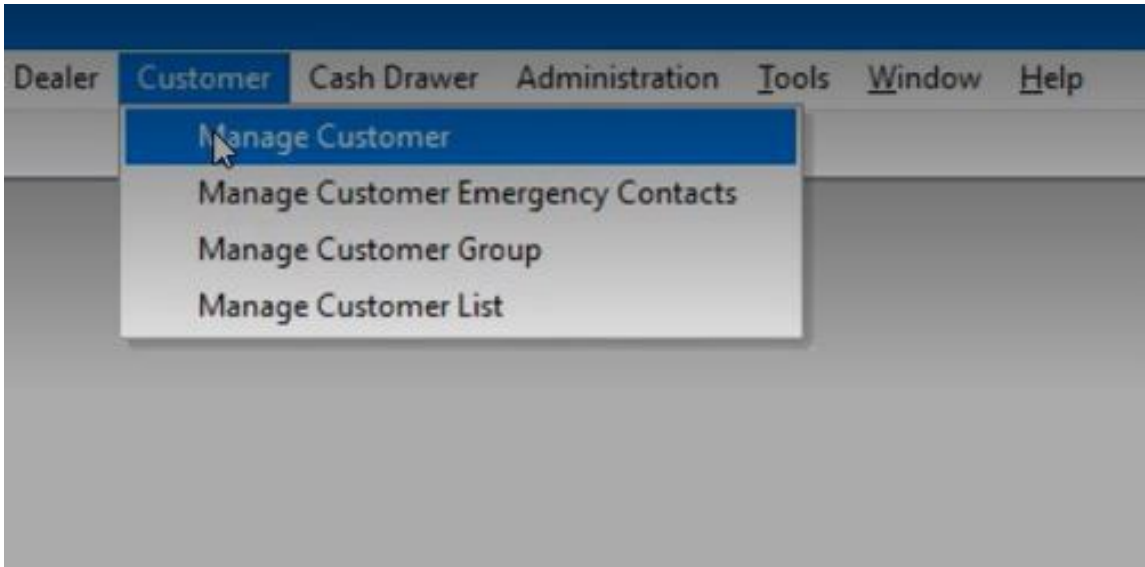
Year Color 1

Add Vehicle Add Customer Search Reset Cancel

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.

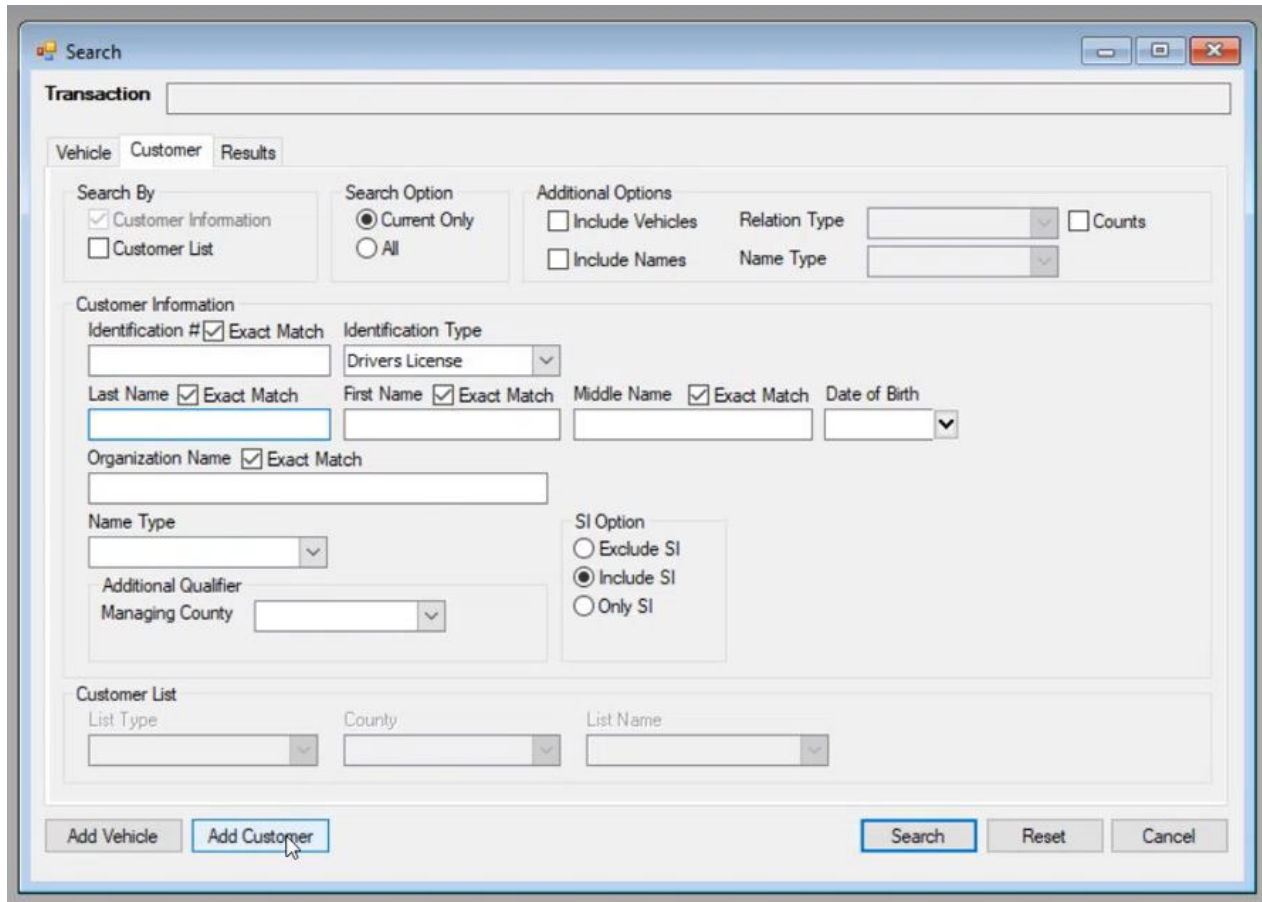
Adding a Customer

1. Customer > Manage Customer



2. Customer tab appears.

3. Select Add Customer



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

The screenshot shows the 'Customer Maintenance - (New:1)' window. The 'General' tab is active. The 'Customer Type' dropdown menu is open, showing 'Individual' and 'Organization' options. The 'Individual' option is selected. The window contains various fields for customer information, including 'Residency Address', 'Mailing Address (optional)', 'Identification', and 'Contact'. The 'Residency Address' and 'Mailing Address' sections show 'City / State' as 'IA' and 'Zip / Country' as 'USA'. The 'Not Checked' label is highlighted in yellow. The 'Contact' section shows a table with columns for 'Contact Type', 'Contact Value', and 'Preferred'.

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.

Customer Maintenance - (New:1)

Customer Name **Customer #**
Residency Address **Customer Type**
Identification **Default Reg Month**

General Summary Core Name Address Identification Contact Characteristic Affiliation List Membership MVD License Personal Info

Customer Type: Individual Security Interest Holder Confidence Rating:

Legal Name
 Last Name: Doe First Name: Jane Middle Name: Suffix: Date of Birth: Date of Death:

Transliteration Ind Transliteration Ind Transliteration Ind

Org. Name: Default Reg Month: Jurisdiction of Record:

Residency Address
 Address Line 1 / Line 2: City / State: Zip / Country: County: Override:
 IA USA Not Checked

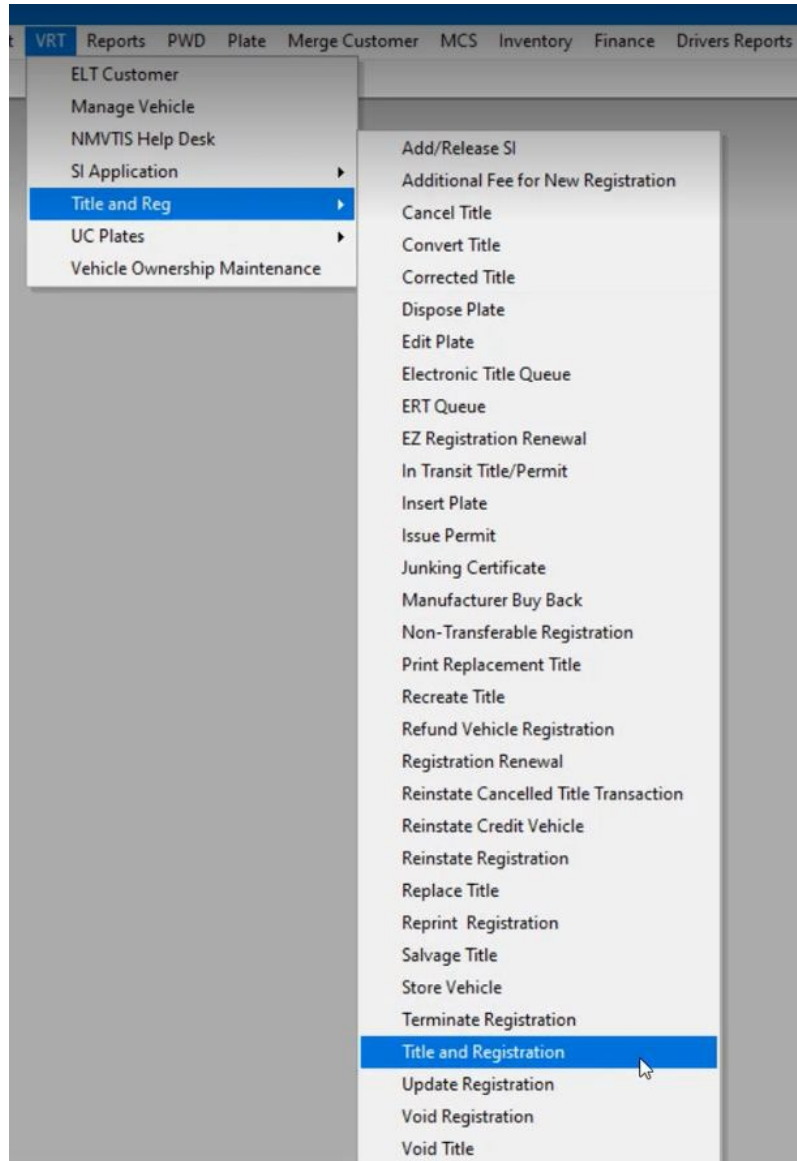
Mailing Address (optional)
 Address Line 1 / Line 2: City / State: Zip / Country: County: Override:
 IA USA Not Checked

| Identification | | | | Contact | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-------------------------------------|
| Identification Type | Identification # | State | Country | Contact Type | Contact Value | Preferred |
| SSN | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input checked="" type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |

Validate Address Save Cancel

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.

Title And Registration Prequalifier

Vehicle

Purchased Date: 10/7/2022
 VIN: 1GKKNULS3PZ135028
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | ▼ | | <input type="checkbox"/> |
| 2 | ▼ | | <input type="checkbox"/> |
| 3 | ▼ | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| ▼ | | Plate | Traded |
| ▼ | | Plate | Traded |

Continue Reset Cancel

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.

Vehicle Maintenance - (New:2)

VIN 1GKKNULS3PZ135028 **Make** GMC
Type Multi-purpose **Model** Acadia Slt
Year 2023 **Style** UT **Color**

General Summary Characteristic Bond Inspection **Ownership** Identification Odometer Designation Color Damage

Non-Resident Ownership

Effective Date: 11/10/2022 Ownership Document: A. MCO

MCO #: 123456 Credential #: Credential State: Credential Date: 5/9/2022

Dealer License Number: Clear Dealer Search: Select Iowa Dealer or [Select Foreign Dealer](#)

Name: Bishop Auto Dealer License #: Assignment Date: 11/10/2022 Search

Address Line 1: 111 Main St Foreign Dealer #: Search

Address Line 2: City: Omaha State: NE Zip Code: 00000 Country: USA

VINA/NMVTIS Inquiry Search NMVTIS Remove **Save** Cancel

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

Title And Registration

VIN **1GKKNULS3PZ135028** Location OVMCS - Primary

Vehicle 2023 GMC Acadia Slt Veh Type Multi-purpose Set <New Set>

Application Vehicle Status Fee Detail Registration Detail **Relate Customers** Mailing Credits Documents Exceptions

Vehicle

Received Date 11/10/2022 Purchased Date 10/7/2022 Style UT Weight 4300 List Price \$41,300.00 Color Blue Sq Footage Tracking #

Net Purch Amt 5000 Exmt Reason: [X] [] Last Odom New Odom 25 Odom Unit Miles Reading Type Actual Damage Over 70 Percent ADS Capable

Electronic Was OOS Mail To

Customers

Ownership Status Prev Title # (State) 123456 0 Prev Owner Bishop Auto

| Customer ID | ID Type | Legal Name | Residency ... | Date of Birth | Relationship | Priority |
|-------------|---------|------------|---------------|---------------|--------------|----------|
| | | | | | | |

Registration

Exp Date Oct 2023 Usage Regular Renewal Pref Postcard Annual Fee \$430.00 ADS Restricted

Reg Interval Annual Tonnage Plate Type County Std Plate # AutoAssign Get Plate

Do Not Assign Plate
 Grandfather Eligible
 Print Validation Sticker
 Mail Sticker and Reg Receipt
 Mail Plate

Renewal Customer
 Replace Plate Fee
 Charge Postage for Reg Receipt

| Transaction Fees | Fee | Penalty |
|--------------------|-----------------|---------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$250.00 | \$0.00 |
| Registration Fee | \$464.00 | \$5.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | \$0.00 |
| Plate Fees | \$0.00 | \$0.00 |
| Other Fees | \$0.00 | \$0.00 |
| Sub Total | \$739.00 | \$5.00 |
| Grand Total | \$744.00 | |

Search SI App Validate Pay Now Pay Later Hold Deny Print App Revert Cancel

9. Select the Relate Customer tab

10. Select Add Owner under Relationship

The screenshot shows a software window titled "Title And Registration". At the top, there are fields for "VIN" (1GKKNULS3PZ135028), "Location" (OVMCS - Primary), "Vehicle" (2023 GMC Acadia Slt), "Veh Type" (Multi-purpose), and "Set" (<New Set>). Below these fields is a tabbed interface with the following tabs: Application, Vehicle Status, Fee Detail, Registration Detail, Relate Customers (selected), Mailing, Credits, Documents, and Exceptions. The "Relate Customers" tab contains a table with the following rows:

| Relationship | Add ... |
|---|---------|
| <input type="checkbox"/> Owner (Max: 3) | Add |
| <input type="checkbox"/> Security Interest (Max: 3) | Add |
| <input type="checkbox"/> Lessee (Max: 2) | Add |
| <input type="checkbox"/> Primary Operator (Max: 2) | Add |

At the bottom of the window, there is a row of buttons: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

11. The Customer tab will appear.

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

13. Select Search, the customer will be added.

Transaction Please select an Owner from the list below

Customer Results

Search By
 Customer Information
 Customer List

Search Option
 Current Only
 All

Additional Options
 Include Vehicles
 Include Names
Relation Type
Name Type
 Counts

Customer Information
Identification # Exact Match 484866957 Identification Type SSN
Last Name Exact Match First Name Exact Match Middle Name Exact Match Date of Birth
Organization Name Exact Match
Name Type
Additional Qualifier
Managing County
SI Option
 Exclude SI
 Include SI
 Only SI

Customer List
List Type County List Name

Add Customer Search Reset Cancel

14. The customer has been added.

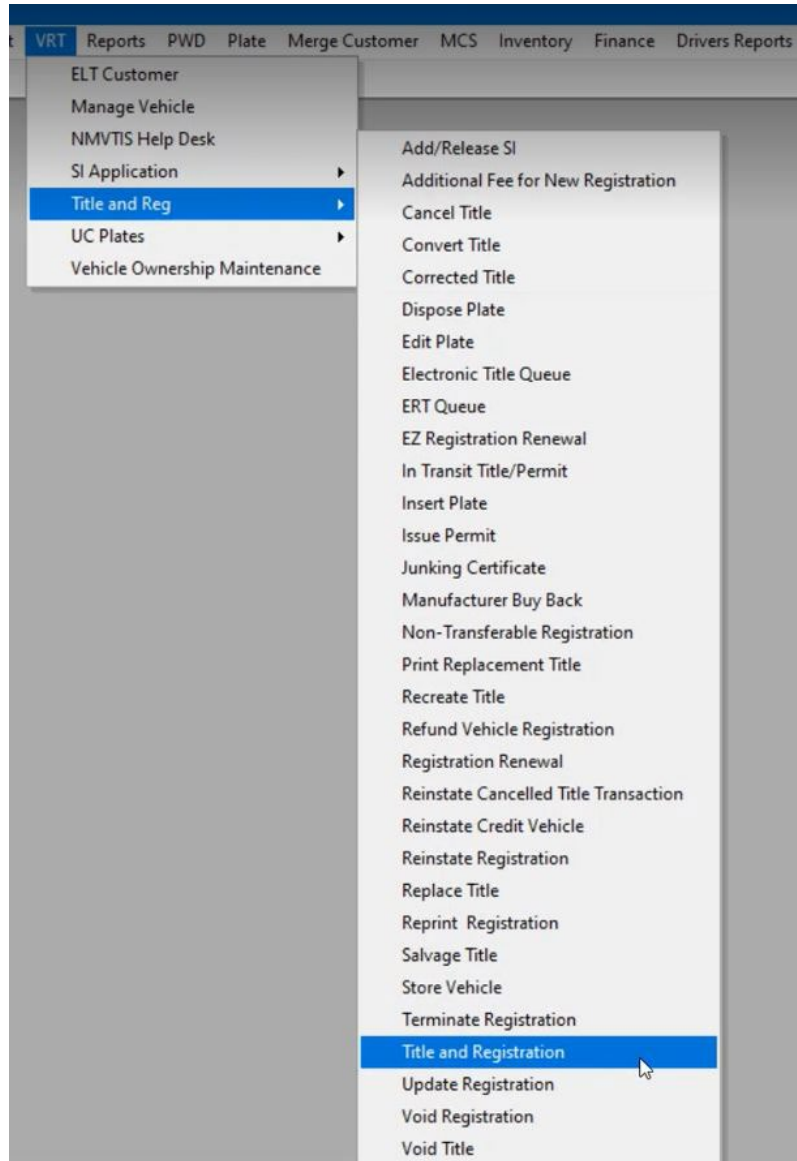
The screenshot shows a software window titled "Title And Registration". At the top, it displays the VIN "1GKKNULS3PZ135028" and the vehicle "2023 GMC Acadia Slt". The location is set to "OVMCS - Primary" and the vehicle type is "Multi-purpose". Below this, there are tabs for "Application", "Vehicle Status", "Fee Detail", "Registration Detail", "Relate Customers", "Mailing", "Credits", "Documents", and "Exceptions". The "Registration Detail" tab is active, showing a table of relationships. The first relationship is an "Owner (Max: 3)" with the following details:

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|---------|--------|----------------|-----------------|-----------------------|---------------------------------------|---------------|
| X ^ v | 1 | 615WW8758 (IA) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH ST DES MOINES IA 503161105 | 10/29/1960 |

Below the table, there are sections for "Security Interest (Max: 3)", "Lessee (Max: 2)", and "Primary Operator (Max: 2)", each with an "Add" button. At the bottom of the window, there are buttons for "Search SI App", "Validate", "Pay Now", "Pay Later", "Hold", "Deny", "Print App", "Revert", and "Cancel".

Validating a Transaction

1. VRT > Title and Reg > Title and Registration



2. Insert VIN.
3. Select Purchased Date.
4. Select Continue.

Title And Registration Prequalifier

Vehicle
 Purchased Date: 10/7/2022
 VIN: 1GKKNULS3PZ135028
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | | | <input type="checkbox"/> |
| 2 | | | <input type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

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

Title And Registration

VIN: 1GKKNULS3PZ135028
 Location: OVMCS - Primary
 Vehicle: 2023 GMC Acadia Slt
 Veh Type: Multi-purpose
 Set: <New Set>

Application: Vehicle Status | Fee Detail | Registration Detail | Relate Customers | Mailing | Credits | Documents | Exceptions

Vehicle

Received Date: 11/10/2022
 Purchased Date: 10/7/2022
 Style: UT
 Weight: 4300
 List Price: \$41,300.00
 Color: Blue
 Sq Footage:
 Tracking #:

Net Purch Amt: 5000
 Exmt Reason: UTS10
 Last Odom:
 New Odom: 25
 Odom Unit: Miles
 Reading Type: Actual
 Damage Over 70 Percent:
 ADS Capable:

Electronic
 Was OOS
 Mail To: Bishop, Tonya La Dine 3011 E 8TH ST DES MOINES, IA 503161105

Customers

Ownership Status: Prev Title # (State): 123456 () Prev Owner: Bishop Auto

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|---------------|-----------------|-----------------------|---------------------------------------|---------------|--------------|----------|
| 615WW8758 (A) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH ST DES MOINES IA 503161105 | 10/29/1960 | Owner | 1 |

Registration

Exp Date: Apr 2023
 Usage: Regular
 Renewal Pref: Postcard
 Annual Fee: \$430.00
 ADS Restricted:

Reg Interval: Annual
 Tonnage:
 Plate Type: County Std
 Plate #:

Do Not Assign Plate
 Grandfather Eligible
 Print Validation Sticker
 Mail Sticker and Reg Receipt
 Mail Plate: Bishop, Tonya La Dine 3011 E 8TH ST DES MOINES, IA 503161105

Replace Plate Fee
 Charge Postage for Reg Receipt

| Transaction Fees | Fee | Penalty |
|------------------|----------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$250.00 | |
| Registration Fee | \$249.00 | \$12.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$524.00 | \$12.00 |
| Grand Total | \$536.00 | |

Buttons: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

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

The screenshot displays the 'Title and Registration' application window. The main interface is partially obscured by a 'Validate Transaction' dialog box. The dialog box contains the following text:

Validate Transaction

Transaction validated successfully with no errors.

OK

The background application window shows the following details:

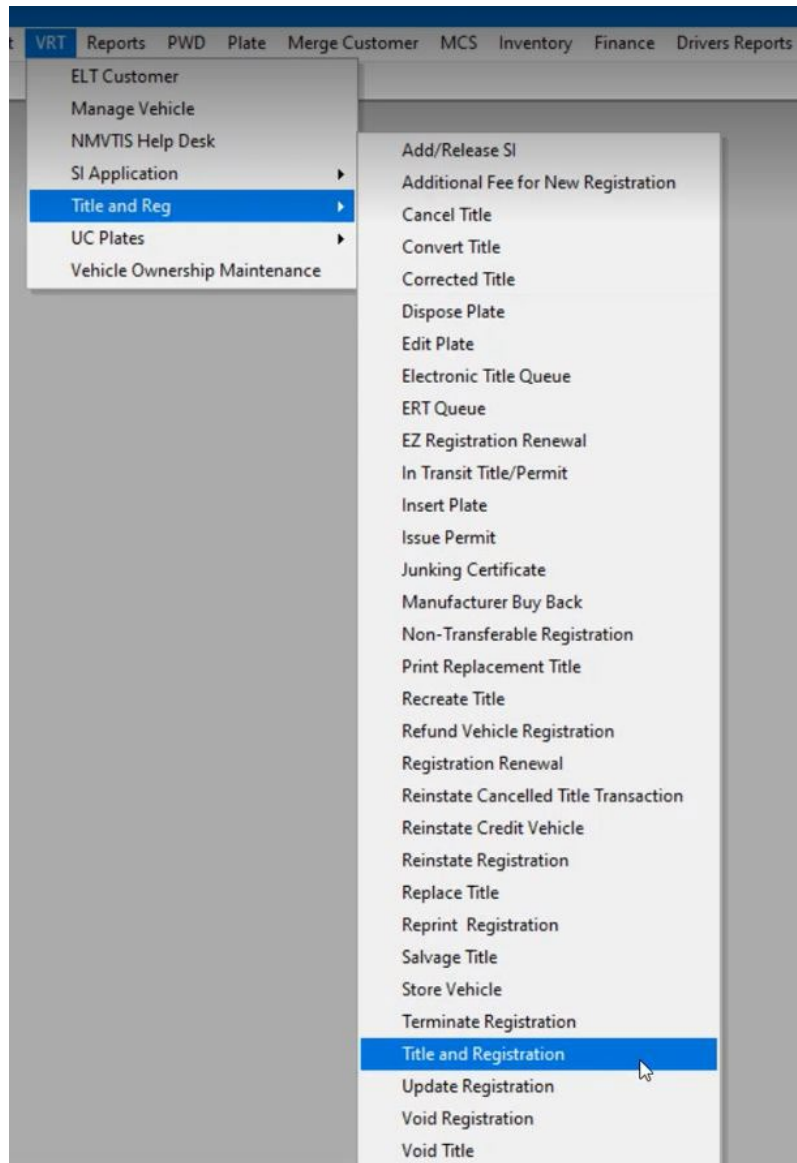
- VIN:** 1GKKNULS3PZ135028
- Vehicle:** 2023 GMC Acadia Slt
- Veh Type:** Multi-purpose
- Location:** OVMCS - Primary
- Set:** <New Set>
- Vehicle Information:**
 - Received Date: 11/10/2022
 - Purchased Date: 10/7/2022
 - Style: UT
 - Weight: 4300
 - List Price: \$41,300.00
 - Color: Blue
 - Sq Footage: [Empty]
 - Tracking #: [Empty]
 - Net Purch Amt: 5000
 - Exmt Reason: [Empty]
 - Last Odom: UT510
 - New Odom: 25
 - Odom Unit: Miles
 - Reading Type: Actual
 - Damage Over 70 Percent: [Empty]
 - ADS Capable: [Empty]
- Customers:**
 - Ownership Status: [Empty]
 - Prev Title # (State): 123456 ()
 - Customer ID: 615WW8758 (IA)
 - ID Type: Drivers License
 - Legal Name: Bishop, Tonya La Dine
 - Residency Address: 3011 E 8TH ST DES MOINES, IA 503161105
- Registration:**
 - Exp Date: Apr 2023
 - Usage: Regular
 - Renewal Pref: Postcard
 - Reg Interval: Annual
 - Tonnage: [Empty]
 - Plate Type: County Std
 - Plate #: AutoAssign
 - Get Plate: [Button]
 - Renewal Customer: Bishop, Tonya La Dine
 - Print Validation Sticker: [Checked]
 - Mail Sticker and Reg Receipt: [Unchecked]
 - Mail Plate: [Unchecked]
- Fee Summary Table:**

| | Fee | Penalty |
|--------------------|-----------------|----------------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$250.00 | |
| Registration Fee | \$249.00 | \$12.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$524.00 | \$12.00 |
| Grand Total | \$536.00 | |

Buttons at the bottom of the application window include: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

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.

Title And Registration

VIN **1GKKNULS3PZ135028** Location OVMCS - Primary

Vehicle 2023 GMC Acadia Slt Veh Type Multi-purpose Set 78060164 - Bishop, Tonya La Dine

Application Vehicle Status Fee Detail Registration Detail Relate Customers Mailing Credits Documents Exceptions

Received Date 11/10/2022 Purchased Date 10/7/2022 Style UT Weight 4300 List Price \$41,300.00 Color Blue Sq Footage Tracking #

Net Purch Amt 5000 Exmt Reason: [x] [] Last Odom UT510 New Odom 25 Odom Unit Miles Reading Type Actual Damage Over 70 Percent ADS Capable

Electronic Was OOS Mail To Bishop, Tonya La Dine 3011 E 8TH ST DES MOINES, IA 503161105

Ownership Status Prev Title # (State) 123456 0 Prev Owner Bishop Auto

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|----------------|-----------------|-----------------------|-------------------|---------------|--------------|----------|
| 615WW8758 (IA) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH | | | 1 |

Validating and preparing transaction for payment...

Exp Date Apr 2023 Usage Regular Renewal Pref Postcard Annual Fee \$430.00 ADS Restricted

Reg Interval Annual Tonnage Plate Type College UI Plate # IMNANA [Get Plate](#)

Do Not Assign Plate Grandfather Eligible Print Validation Sticker Mail Sticker and Reg Receipt Mail Plate Bishop, Tonya La Dine 3011 E 8TH ST DES MOINES, IA 503161105

Renewal Customer Bishop, Tonya La Dine Replace Plate Fee Charge Postage for Reg Receipt

| Transaction Fees | Fee | Penalty |
|------------------|----------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$250.00 | |
| Registration Fee | \$249.00 | \$12.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$524.00 | \$12.00 |
| Grand Total | \$536.00 | |

Search SI App Validate **Pay Now** Pay Later Hold Deny Print App Revert Cancel

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

The screenshot shows the 'Payment Manager' window with the 'Statement Payment' tab selected. The 'Statement' dropdown is set to 'Bishop, Tonya La Dine'. Under 'Cash Drawer / Location', 'OVMCS - Cash Drawer 3' is selected for the Cash Drawer and 'OVMCS - Primary' for the Location.

The 'Customer / Payment Details' section contains a table with the following data:

| Customer Name | Customer # | Primary | Add Payment Btn | | | |
|-----------------------|------------|-------------------------------------|-----------------|-------------|--|--|
| Bishop, Tonya La Dine | 1537468 | <input checked="" type="checkbox"/> | Fines | Add Payment | | |

Below this is a transaction table with columns: Type, Amount, Number, REF #, Expiration, Total.

| Type | Amount | Number | REF # | Expiration | Total |
|------|----------|--------|-------|------------|----------|
| [X] | \$536.00 | [...] | | | \$536.00 |

At the bottom, there are buttons for 'Add Customer' (highlighted with a mouse cursor), 'Delete Customer', 'Refresh Payment Manager', 'View/Print', 'Pay', and 'Cancel'. A summary box on the right shows:

| | |
|---------------------|----------|
| Total | |
| Transactions: | \$536.00 |
| Additional Charges: | \$0.00 |
| Statement Total: | \$536.00 |
| Amount Tendered: | \$536.00 |
| Balance: | \$0.00 |

Receipt Options include checkboxes for 'View/Print', 'Mail', and 'Email'.

8. Select Pay

Payment Manager

Statement Manager Statement Payment

Statement
 Bishop, Tonya La Dine

Cash Drawer
 OVMCS - Cash Drawer 3

Location
 OVMCS - Primary

Customer / Payment Details

| Customer Name | Customer # | Primary | Add Payment Btn | | | |
|-----------------------|------------|-------------------------------------|-----------------|-------------|--|--|
| Bishop, Tonya La Dine | 1537468 | <input checked="" type="checkbox"/> | Fines | Add Payment | | |

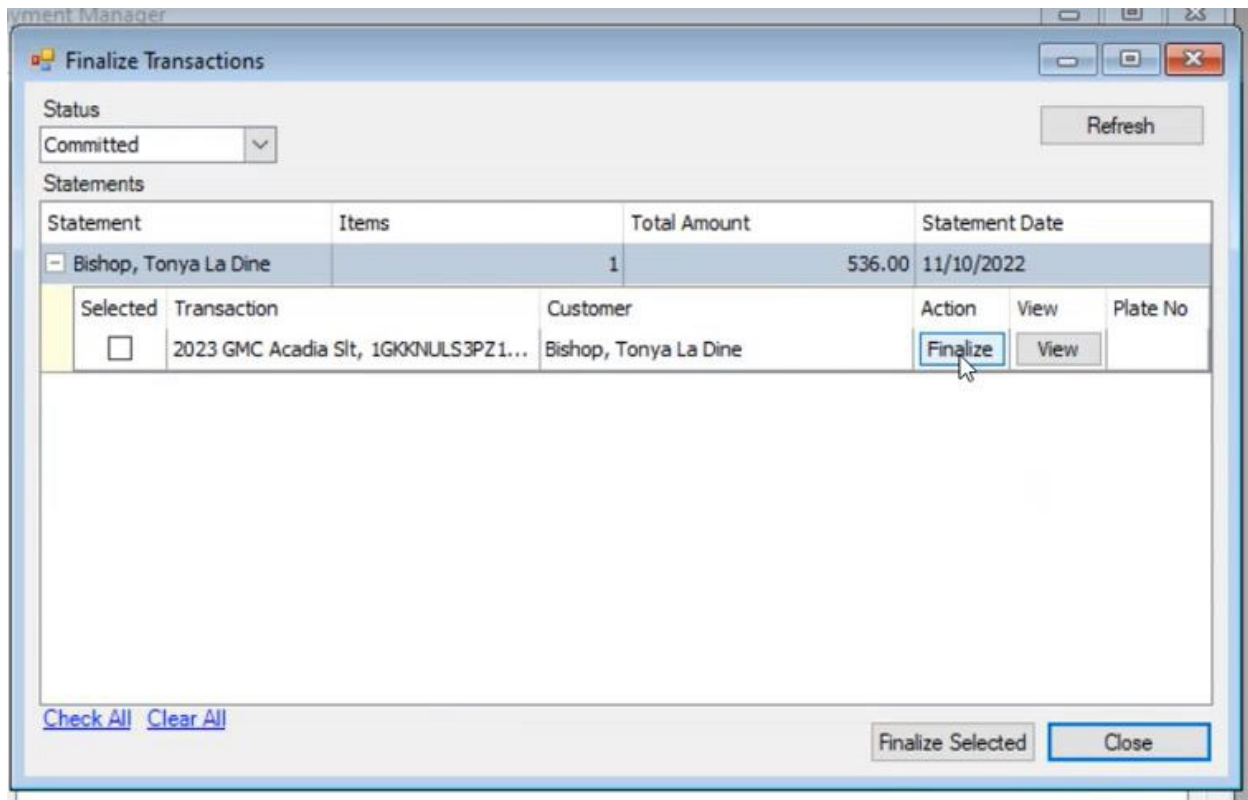
| Type | Amount | Number | REF # | Expiration | Total |
|------|----------|--------|-------|------------|----------|
| Cash | \$536.00 | | | | \$536.00 |

View/Print Mail Email

[Transactions:](#) \$536.00
[Additional Charges:](#) \$0.00
 Statement Total: \$536.00
 Amount Tendered: \$536.00
 Balance: \$0.00

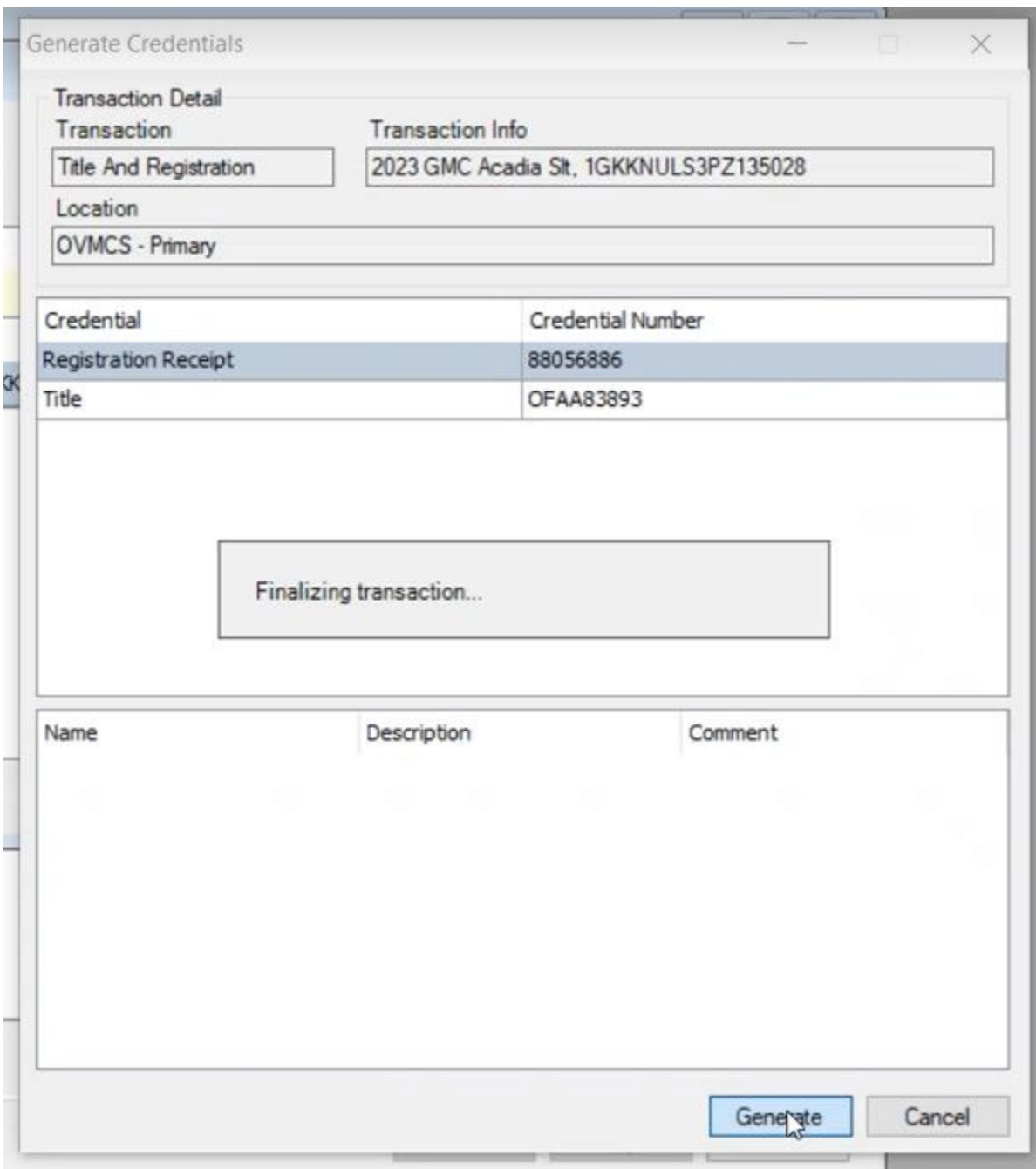
9. The Finalize Transactions window will appear.

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.

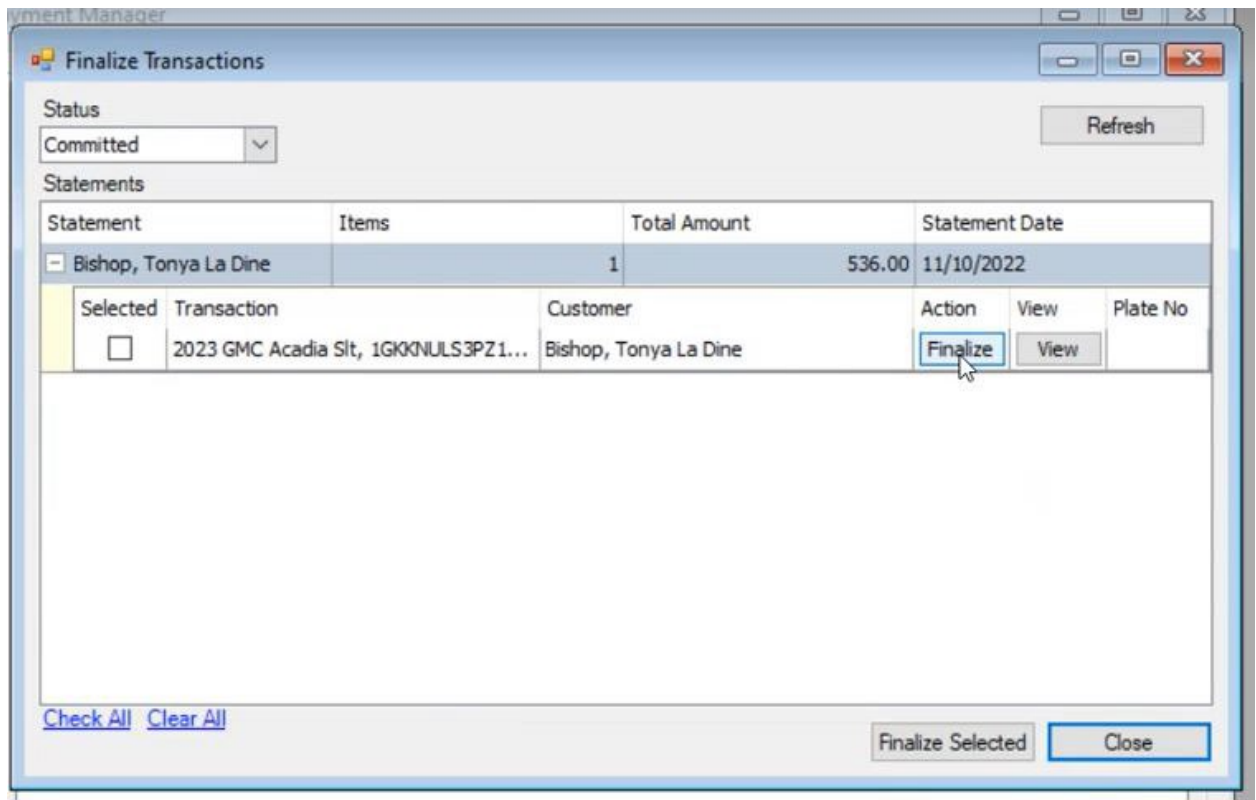
The screenshot shows the 'Payment Manager' application window. It has two tabs: 'Statement Manager' and 'Statement Payment'. The 'Statement' dropdown is set to 'Bishop, Tonya La Dine'. The 'Cash Drawer' is 'OVMCS - Cash Drawer 3' and the 'Location' is 'OVMCS - Primary'. The 'Customer / Payment Details' section shows a table with one entry for 'Bishop, Tonya La Dine' with a 'Cash' type and an amount of '\$536.00'. At the bottom right, a summary table shows the total amount tendered as '\$536.00'.

| Customer Name | Customer # | Primary | Add Payment Btn | |
|-----------------------|------------|-------------------------------------|-----------------|-------------|
| Bishop, Tonya La Dine | 1537468 | <input checked="" type="checkbox"/> | Fines | Add Payment |

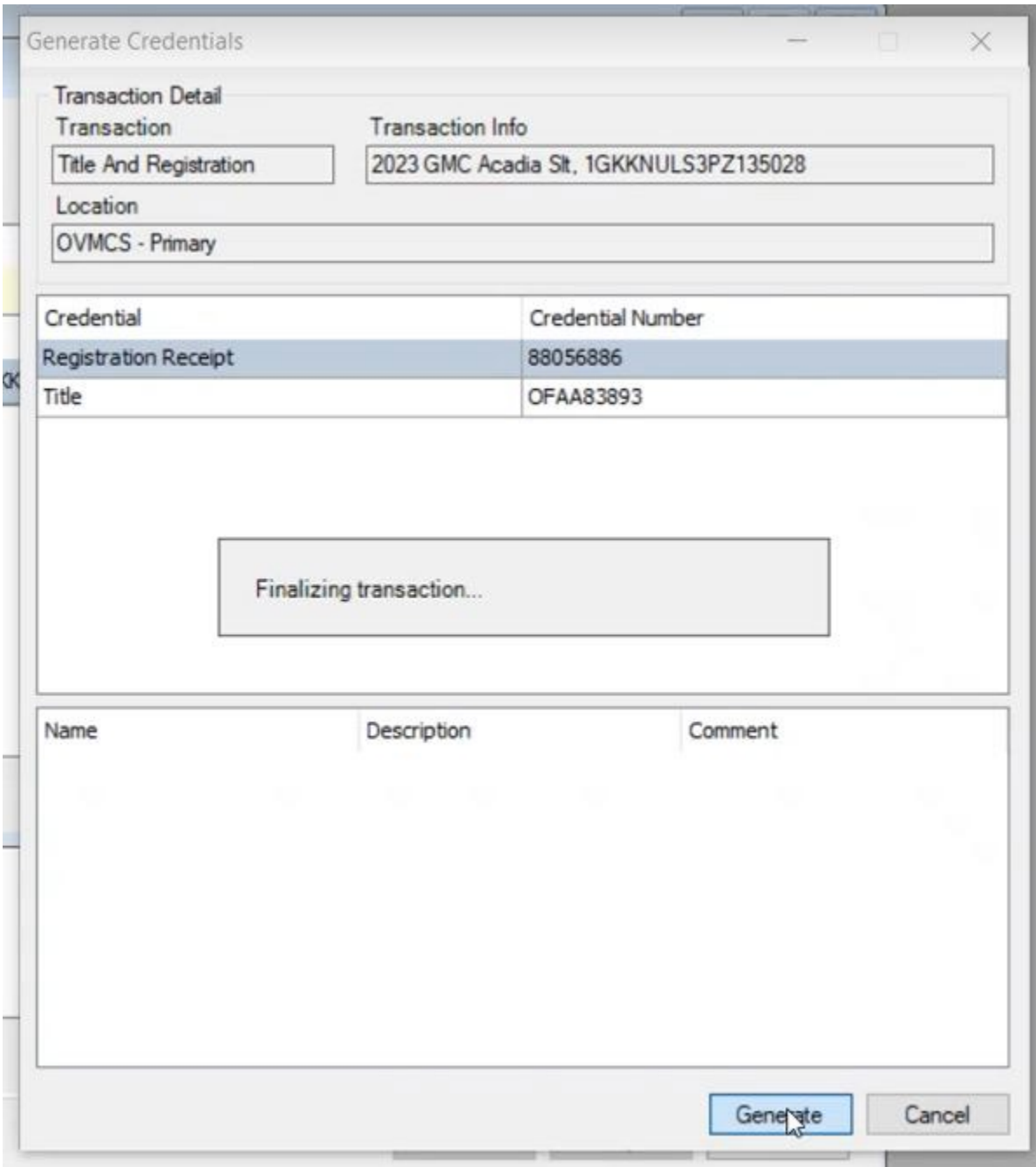
| Type | Amount | Number | REF # | Expiration | Total |
|------|----------|--------|-------|------------|----------|
| Cash | \$536.00 | ... | | | \$536.00 |

| | |
|----------------------------|----------|
| <u>Transactions:</u> | \$536.00 |
| <u>Additional Charges:</u> | \$0.00 |
| Statement Total: | \$536.00 |
| Amount Tendered: | \$536.00 |
| Balance: | \$0.00 |

3. The Finalize Transactions window will appear.
4. Select Finalize.



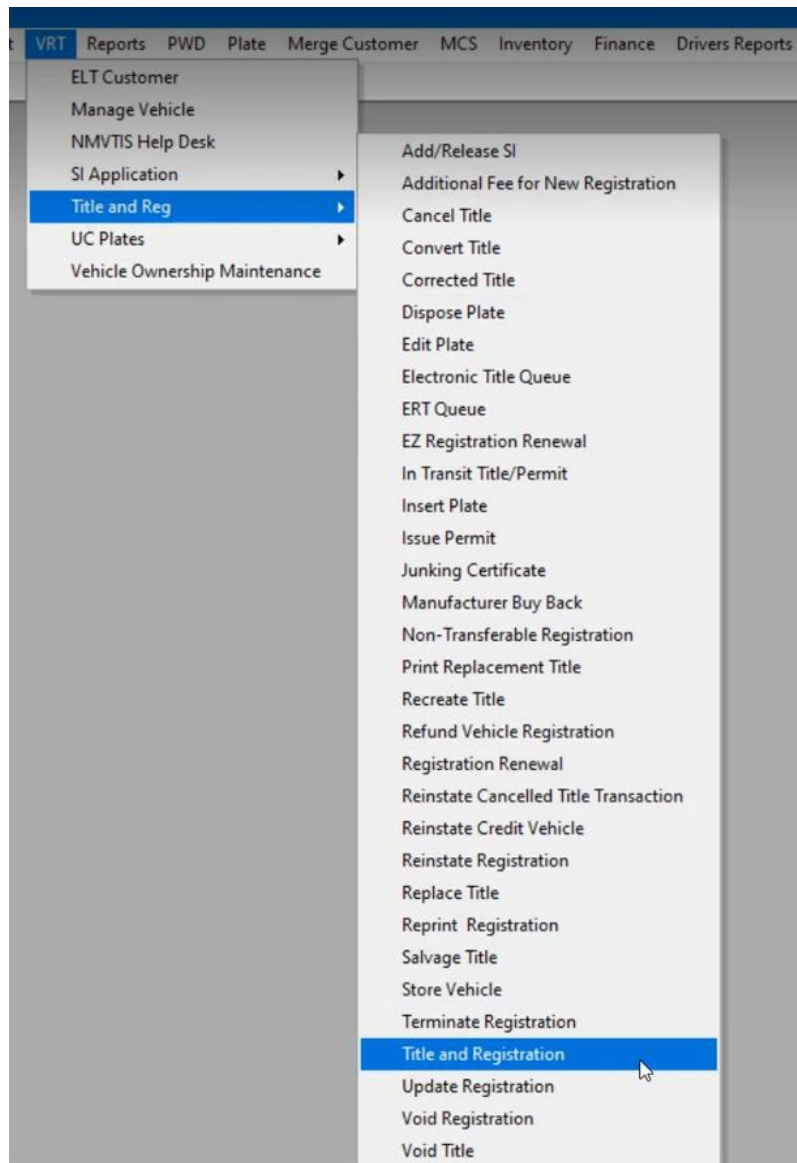
5. The Generate Credentials window will appear. This window will display the Registration Receipt and the Title Credential Number.
6. Select Generate.



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.

The screenshot shows the 'Title and Registration' application window. At the top, the VIN is 1GKKNULS3PZ135028 and the location is OVMCS - Primary. The vehicle is a 2023 GMC Acadia Slt, Multi-purpose, with a set number 78060164. The application tab is selected, and a 'Pay Now' button is highlighted. A pop-up message reads 'Validating and preparing transaction for payment...'. A table of transaction fees is visible on the right side of the screen.

| Transaction Fees | Fee | Penalty |
|------------------|----------|---------|
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$250.00 | |
| Registration Fee | \$249.00 | \$12.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$524.00 | \$12.00 |
| Grand Total | \$536.00 | |

18. Continue the other transactions

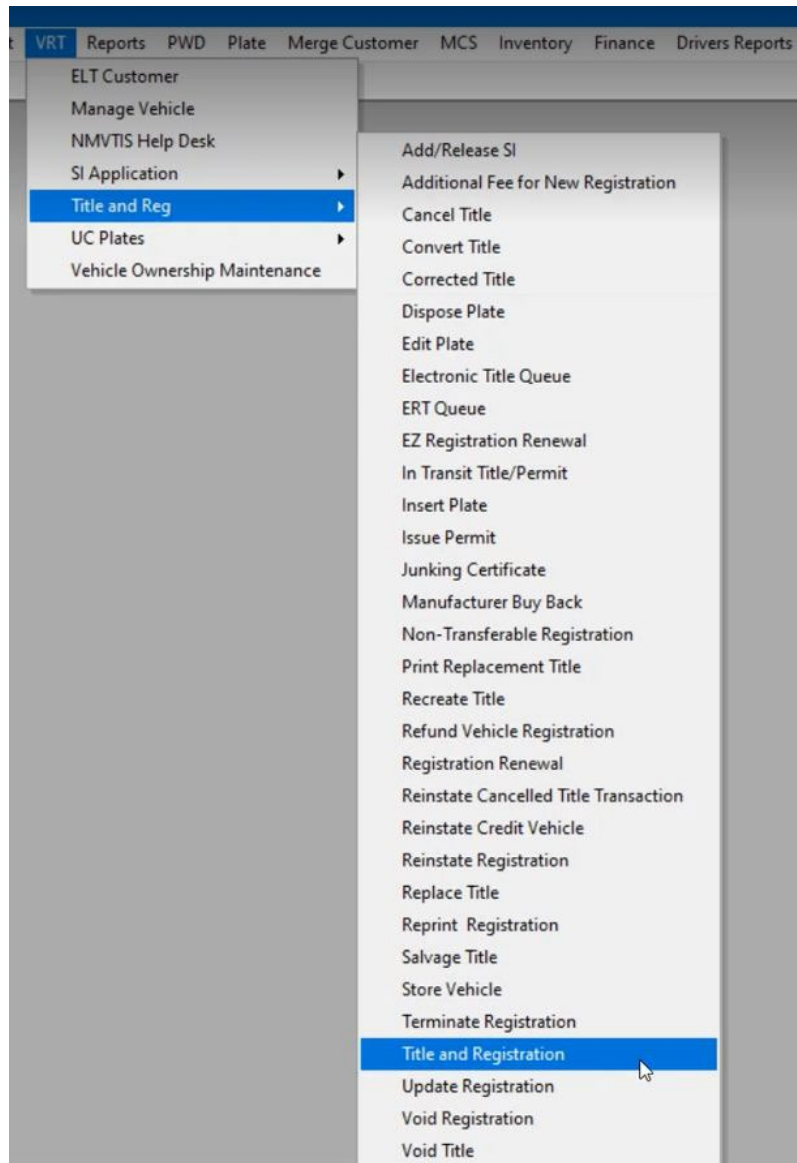
- a. When all transactions have been paid, go to Payment Manager window hold down ctrl key and select each one that needs to be grouped to pay out.

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.

Title And Registration Prequalifier

Vehicle
 Purchased Date: 10/7/2022
 VIN: 1GKKNULS3PZ135028
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | | | <input type="checkbox"/> |
| 2 | | | <input type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

4. Select the Relate Customer tab
5. Select Add across from Security Interest
 - a. Iowa allows up to three lien holders per vehicle record

Title And Registration

VIN: 1GKKNULS3PZ135028
 Location: OVMCS - Primary
 Vehicle: 2023 GMC Acadia SR
 Veh Type: Multi-purpose
 Set: <New Set>

Application | Vehicle Status | Fee Detail | Registration Detail | **Relate Customers** | Mailing | Credits | Documents | Exceptions

Relationship

| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Add ... |
|---------|--------|------------------|-----------------|-----------------------|---------------------------------------|---------------|---------|
| [X] ^ v | | 1 615WW8758 (IA) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH ST DES MOINES IA 503161105 | 10/29/1960 | Add |
| | | | | | | | Add |
| | | | | | | | Add |
| | | | | | | | Add |

Buttons: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

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).

| Customer # | Drivers License | State | Legal Name | Confi | Residency Address | Managing C... | Date of Birth | SSN | USDOT Nu... | FEIN |
|------------|-----------------|-------|-------------------------------|-------|-------------------------------------|---------------|---------------|-----|-------------|------------|
| 4280538 | | | US Bank NA | OT... | 9918 Hibert St Ste 301 San Dieg... | | | | | 952922914 |
| 5263140 | | | US Bank NA | OT... | 1133 Rankin St Ste 100 Saint Pa... | | | | | 411973763 |
| 6493419 | | | US Bank NA | OT... | PO BOX 3427 OSHKOSH WI 54903 | | | | | 340841368 |
| 6666719 | | | US Bank NA | OT... | 284 STATE RT 72 NORTH REESV... | Polk | | | | 526524651 |
| 6850188 | | | US Bank NA | OT... | PO BOX 1015 OSHKOSH WI 54903 | | | | | 3810841368 |
| 7261481 | | | US Bank NA | OT... | 331 S BROADWAY AVE ALBERT ... | | | | | 410256895 |
| 5389359 | | | US Bank NA (Direct Capital) | OT... | 155 Commerce Way Portsmouth ... | | | | | 020468001 |
| 4317389 | | | US Bank NA Attn: Receivin... | OT... | 155 COMMERCE WAY PORTSMO... | | | | | 411973763 |
| 5481185 | | | US Bank NA Lien Perfection... | OT... | Po Box 3427 Oshkosh WI 54903 | | | | | 310847368 |
| 5463029 | | | US Bank NA ND | OT... | 7360 Alexandria Pike Alexandria ... | | | | | 516524651 |
| 6130940 | | | US Bank National | OT... | 2615 GRAND AVE AMES IA 50010 | | | | | 073000545 |
| 3921839 | | | US Bank National Association | OT... | 777 E Wisconsin Ave Milwaukee ... | | | | | 410417860 |
| 4007176 | | | US Bank National Association | OT... | PO Box 547 Humboldt IA 505480... | Humboldt | | | | 310841368 |
| 5992311 | | | US Bank National Association | OT... | 400 CITY CENTER OSHKOSH WI ... | | | | | 410255900 |

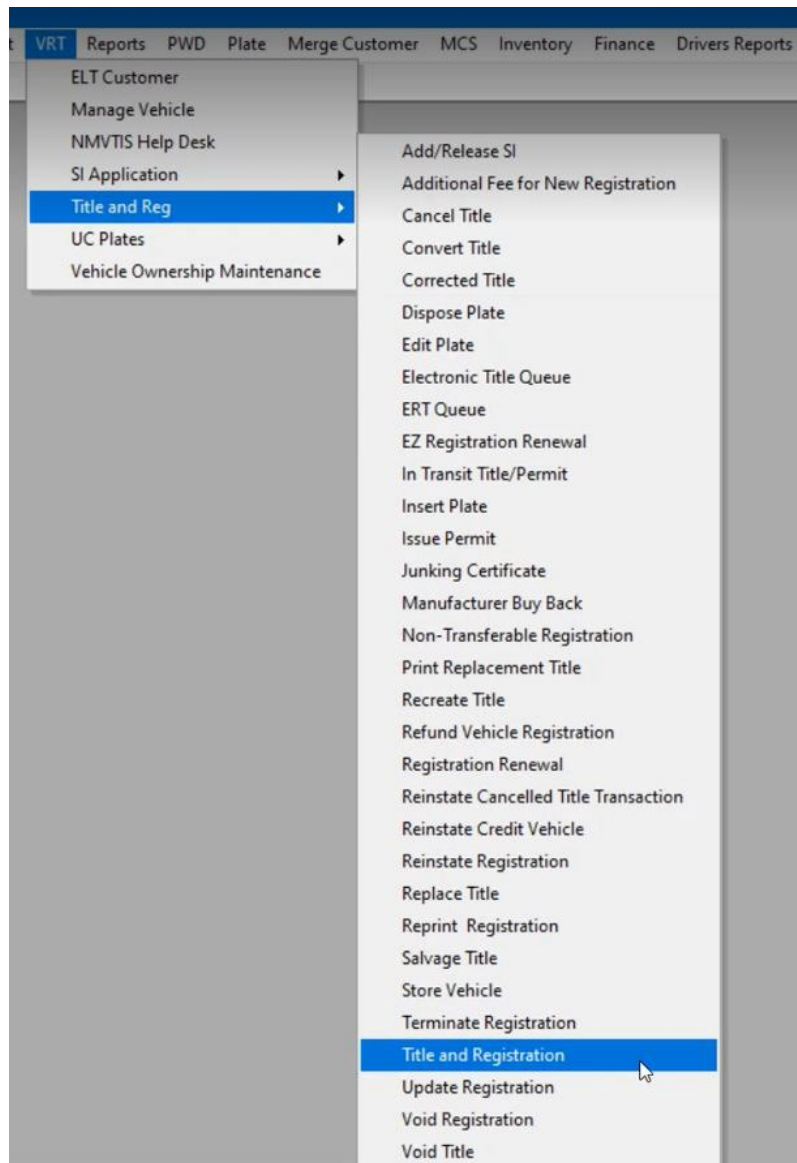
10. Security Interest should appear for that Title and Registration.

The screenshot shows a software window titled "Title And Registration". At the top, it displays the VIN "1GKKNULS3PZ135028" and the vehicle information "2023 GMC Acadia Slt". The "Veh Type" is "Multi-purpose". The "Location" is "OVMCS - Primary" and the "Set" is "<New Set>". Below this, there are several tabs: "Application", "Vehicle Status", "Fee Detail", "Registration Detail", "Relate Customers", "Mailing", "Credits", "Documents", and "Exceptions". The "Registration Detail" tab is active, showing a table of relationships. The table has columns for "Buttons", "Priority /", "Customer ID", "ID Type", "Legal Name", "Residency Address", and "Date of Birth". There are three rows: "Owner (Max: 3)", "Security Interest (Max: 3)", and "Lessee (Max: 2)". The "Security Interest" row is highlighted in blue and contains the following data: "1", "3810841368", "FEIN", "US Bank NA", "PO BOX 1015 OSHKOSH WI 54903", "11/10/2022", and "PO BOX 1015, OSHKOSH WI 54903". At the bottom of the window, there are several buttons: "Search SI App", "Validate", "Pay Now", "Pay Later", "Hold", "Deny", "Print App", "Revert", and "Cancel".

| Buttons | Priority / | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|---------|------------|----------------|-----------------|-----------------------|---------------------------------------|---------------|
| X | 1 | 615WW8758 (IA) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH ST DES MOINES IA 503161105 | 10/29/1960 |
| X | 1 | 3810841368 | FEIN | US Bank NA | PO BOX 1015 OSHKOSH WI 54903 | 11/10/2022 |

Removing a Security Interest During a T&R

1. VRT > Title and Reg > Title and Registration



2. Insert VIN.
3. Select Purchased Date.

Title And Registration Prequalifier

Vehicle
 Purchased Date: 10/7/2022
 VIN: 1GKKNULS3PZ135028
 Title #:
 MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | | | <input type="checkbox"/> |
| 2 | | | <input type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

4. Select the Relate Customer tab
5. Hit the X under Security Interest to remove the incorrect lien holder.

Title And Registration

VIN: 1GKKNULS3PZ135028
 Location: OVMCS - Primary
 Vehicle: 2023 GMC Acadia Slt
 Veh Type: Multi-purpose
 Set: <New Set>

Application: Vehicle Status | Fee Detail | Registration Detail | **Relate Customers** | Mailing | Credits | Documents | Exceptions

Relationship

| Buttons | Priority / | Customer ID | ID Type | Legal Name | Residency Address | Date of Birth |
|---------|------------|----------------|-----------------|-----------------------|---------------------------------------|---------------|
| X | 1 | 615WW8758 (IA) | Drivers License | Bishop, Tonya La Dine | 3011 E 8TH ST DES MOINES IA 503161105 | 10/29/1960 |

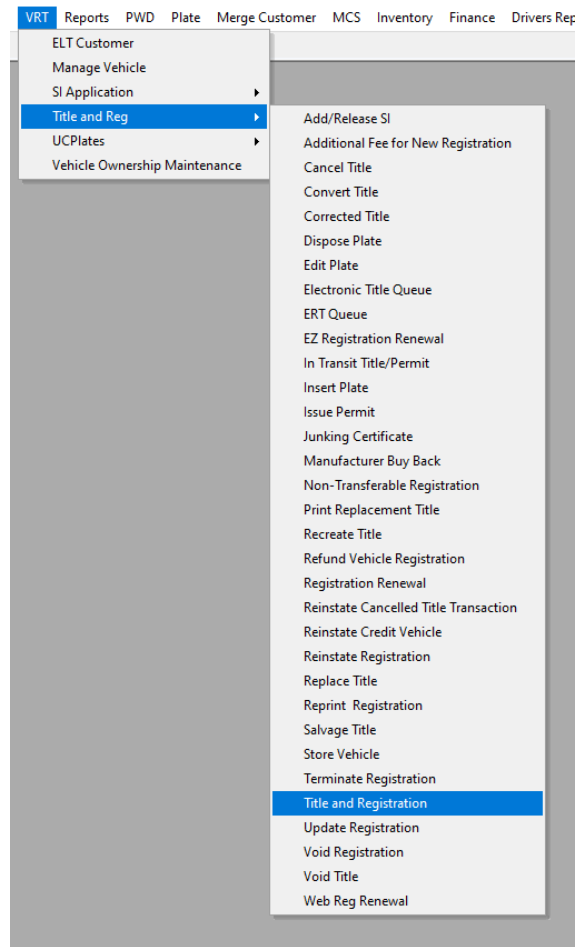
| Buttons | Pri... | Customer ID | ID Type | Legal Name | Residency Address | Date Received | SI Mailing Address |
|---------|--------|-------------|---------|------------|------------------------------|---------------|--------------------------------|
| X | 1 | 3810841368 | FEIN | US Bank NA | PO BOX 1015 OSHKOSH WI 54903 | 11/10/2022 | PO BOX 1015 , OSHKOSH WI 54903 |

Lessee (Max: 2)
 Primary Operator (Max: 2)

Buttons: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, Cancel

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.

The screenshot shows the 'Title And Registration Prequalifier' window. The 'Purchased Date' dropdown is open, displaying a calendar for March 2023. The date 3/17/2023 is selected. The window includes fields for VIN, Title #, and MCO. Below these are sections for Customers, Dealer Assignments, and Credits. The Dealer Assignments table has columns for Order, Assignment, Iowa License # / Foreign Dealer Ident, and Foreign. The Credits table has columns for Transaction Date, Vehicle ID #, Vehicle ID Type, and Disposition.

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.

The screenshot shows the 'Title And Registration Prequalifier' window after data entry. The 'Purchased Date' is 3/17/2023. The 'Owner - 1' field contains an SSN. The 'VIN' field contains a VIN. The 'Credits' table has '3/17/2023' in the Transaction Date, a plate number in the Vehicle ID #, and 'Sold' in the Disposition. A dropdown menu is open over the Disposition field, showing options like 'Add/Delete name', 'Family Transfer', 'Junked', 'Sold', 'Surviving Spouse', and 'Traded'.

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.

The screenshot shows the 'Credits' tab in the 'Title and Registration' application. The vehicle is a 2008 Ford Taurus SEL. The 'Credits' table shows one credit entry with the following details:

| ... | Action | Title# | Plate# | Plate Disp | Disp Date | Veh ... | Reg End | Credit Summary | Credit Summary 2 | Select Ownership | Previous Refund Issued |
|-----|--------|--------------|--------|------------|-----------|---------|-----------|----------------------------|------------------|------------------|--------------------------|
| X | Credit | 86AA73215... | | Transfer | 3/17/2023 | Sold | 2/29/2024 | 12 Mon @ \$50.00 = \$50.00 | | Select Ownsp | <input type="checkbox"/> |

Below the table, there is a section for 'Mailing Instructions' with fields for 'Mail To', 'Deliver To', 'Address Type' (set to Residency), 'Address Line 1', 'Address Line 2', 'City' (CHELSEA), 'State' (IA), 'Zip' (5221597), and 'County' (USA). There is also a checkbox for 'Request Refund for Excess Credit'.

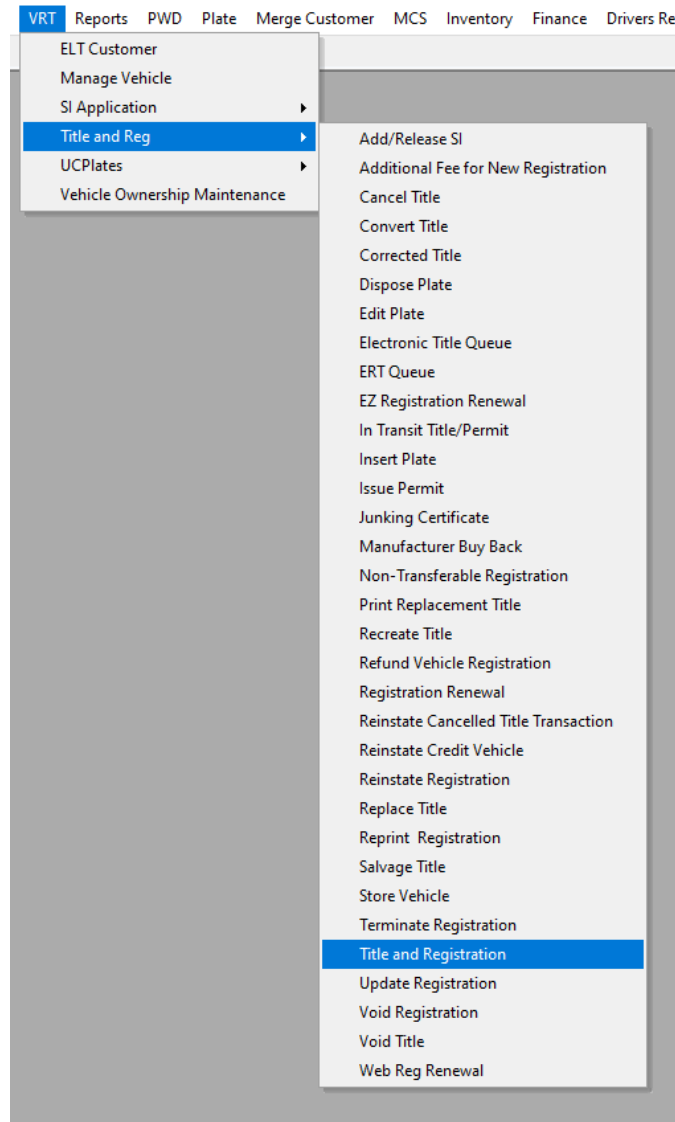
At the bottom right, a summary shows:

| | |
|-------------------------|---------|
| Available Credit | \$50.00 |
| Applied To Reg Fees | \$50.00 |
| Available Excess Credit | \$0.00 |

An 'Add' button is located below the summary. At the bottom of the window, there are several action buttons: Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

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.

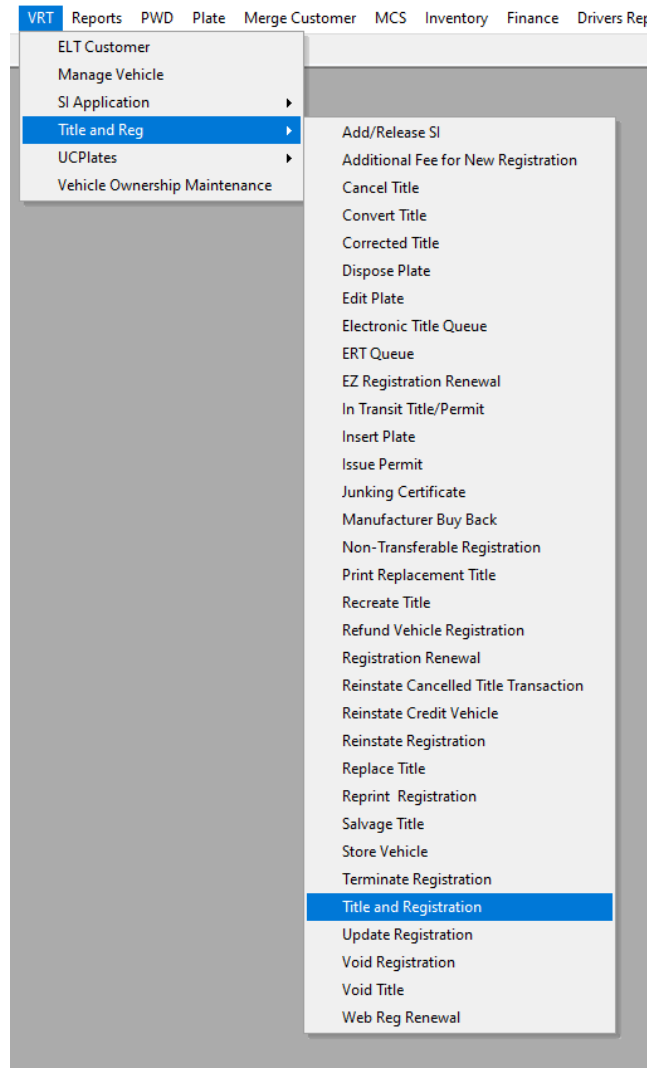


4. In the Purchase Date field, enter today's date.
5. In the VIN field, enter the VIN.
6. In the Owner - 1 field, enter the Bank that holds the lease.
7. In the Lessee - 1 field, enter the SSN from the Customer.
8. Select Continue. The Title and Registration window appears.

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.

Title And Registration Prequalifier

Vehicle

Purchased Date: 3/17/2023 | VIN: | Title #: | MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | ▼ | | <input type="checkbox"/> |
| 2 | ▼ | | <input type="checkbox"/> |
| 3 | ▼ | | <input type="checkbox"/> |

Credits

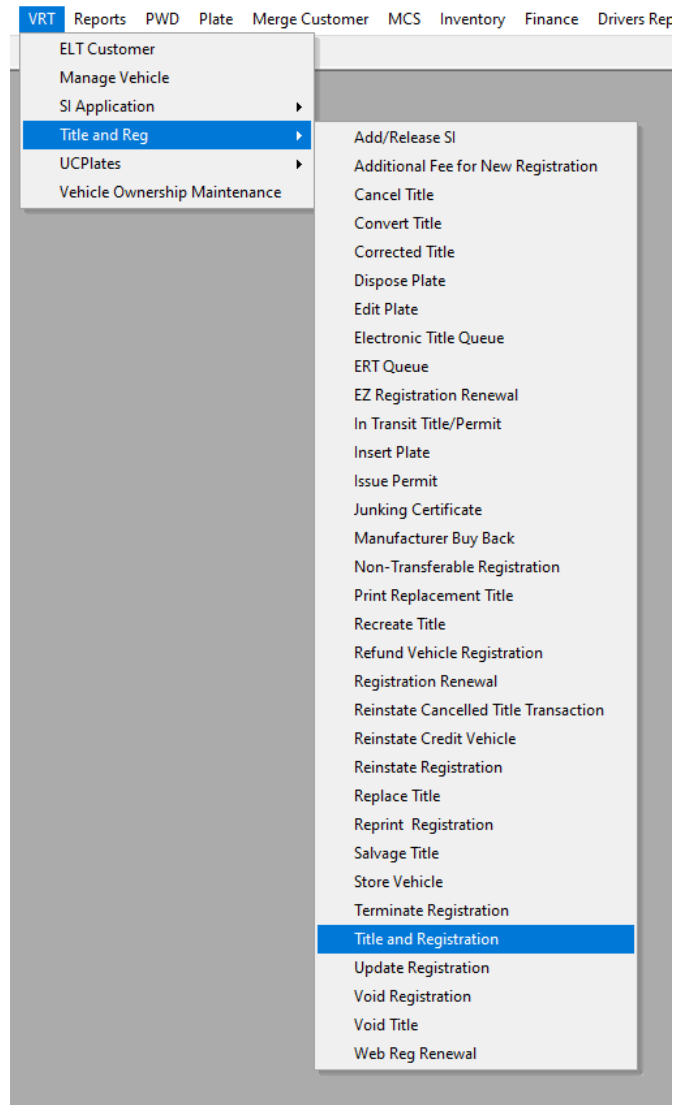
| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| ▼ | | Plate ▼ | Traded ▼ |
| ▼ | | Plate ▼ | Traded ▼ |

Continue | Reset | Cancel

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.

Title And Registration Prequalifier

Vehicle

Purchased Date: 3/17/2023 | VIN: | Title #: | MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | | | <input type="checkbox"/> |
| 2 | | | <input type="checkbox"/> |
| 3 | | | <input type="checkbox"/> |

Credits

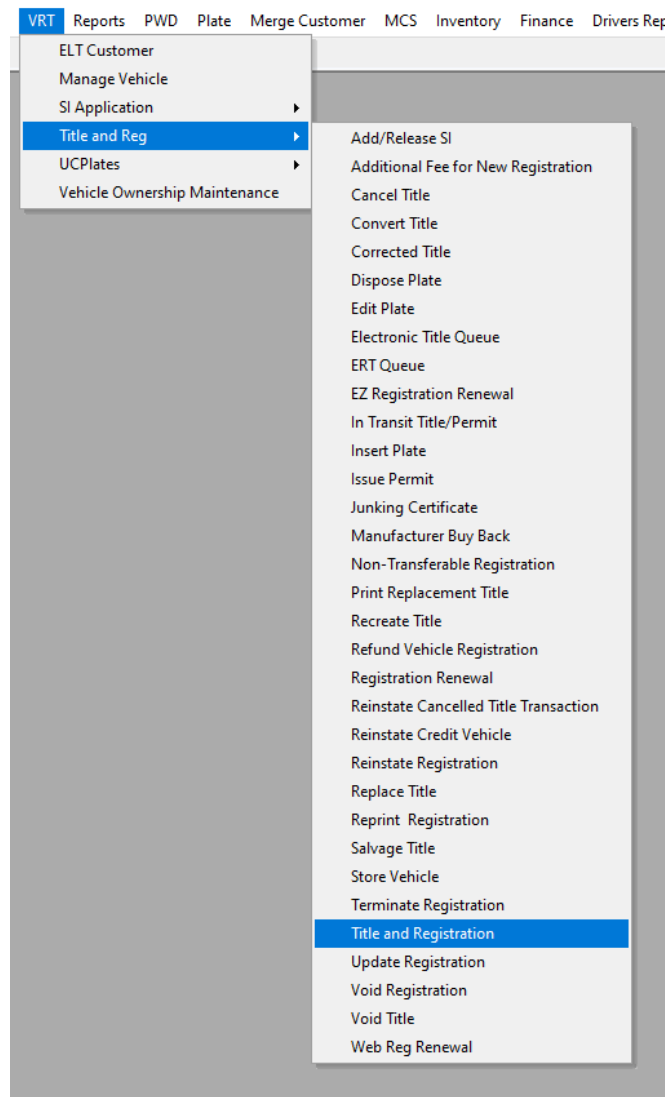
| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

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 a Trailer

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.

Search

Transaction Select the Purchased Vehicle. Cancelling will bring you back to the Application Prequalifier.

Vehicle Results

Search Filter: Identification #=: Exact Match=On; 0 Records Selected

| Vehicle # | VIN | Title-MCO-... | Plate # | Last Reg D... | Disposition | Disp Date | Owner | Vehicle Type | Year |
|-----------|-----|---------------|---------|---------------|-------------|-----------|-------|--------------|------|
|-----------|-----|---------------|---------|---------------|-------------|-----------|-------|--------------|------|

Add Vehicle Search Reset Cancel

Vehicle Maintenance - (New:1)

VIN Make
Type Model
Year Style Color

General Summary Characteristic Bond Inspection Ownership Identification Odometer Designation Color Damage

Identification
VIN VIN Origin Vehicle # Certified

Type Year Make

Description
Model Extended Model Style

Color 1 Color 2 Color 3 Custom Paint Description

Attributes
List Price Fuel Type # Cylinders Weight GVWR Square Footage
ADS Capable ADS Level

Odometer
Reading Type Unit
Damage Amount
New Cumulative

Search Similar Vehicles Search NMVTIS Remove Save Cancel

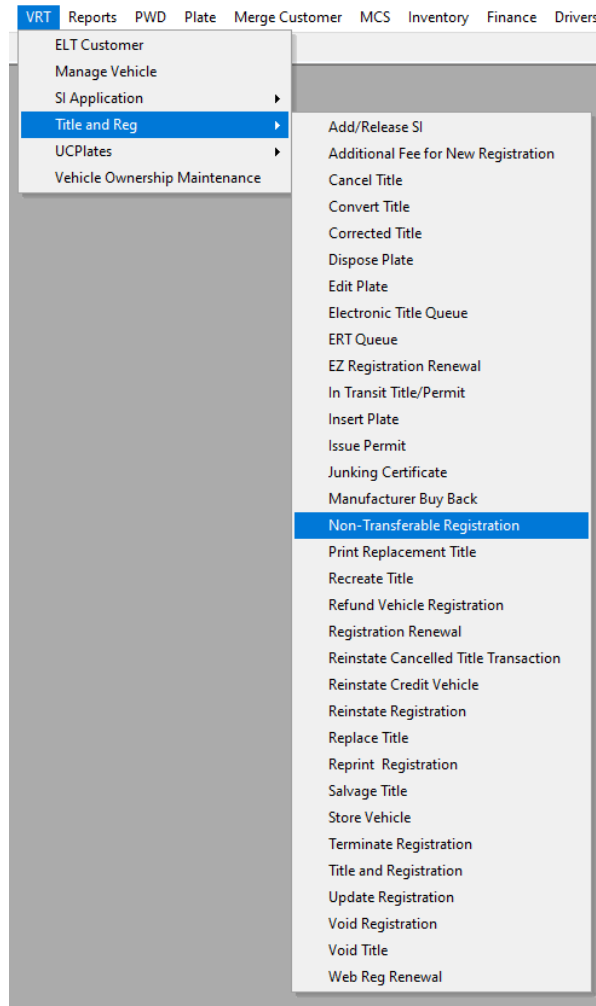
8. In the VIN field, enter NOVIN.
9. Select type in the Type field.
10. In the Year field, enter year.
11. In the Make field, select make.

The screenshot shows the 'Vehicle Maintenance - (New:1)' application window. At the top, the following information is displayed: VIN: NOVIN, Make: Aluma Ltd, Type: Small Regular Trailer, Model: (empty), Year: 2004, Style: (empty), and Color: (empty). Below this is a tabbed interface with the 'Identification' tab selected. The 'Identification' section contains fields for VIN (NOVIN), VIN Origin (dropdown), Vehicle # (-1), and a 'Certified' checkbox. Below these are dropdowns for Type (Small Regular Trailer), Year (2004), and Make (Aluma Ltd), with an 'Add ...' button. The 'Description' section includes Model (dropdown), Extended Model (text), Style (dropdown), Color 1, 2, and 3 (dropdowns), and Custom Paint Description (text). The 'Attributes' section has List Price, Fuel Type (dropdown), # Cylinders (dropdown), Weight, GVWR, and Square Footage (text), as well as ADS Capable (dropdown) and ADS Level (dropdown). The 'Odometer' section has Reading, Type, and Unit (text). The 'Damage Amount' section has New and Cumulative (text). At the bottom are buttons for 'Search Similar Vehicles', 'Search NMVTIS', 'Remove', 'Save', and 'Cancel'.

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.

Non-Transferable Registration Prequalifier

Vehicle

Purchased Date: 3/17/2023 | VIN: VINA VIN | Title #: | MCO

Customers

| | 1 | 2 | 3 |
|-------------------|-----------|---|---|
| Owner | 483967308 | | |
| Security Interest | | | |
| Lesse | | | |
| Primary Operator | | | |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|------------------|--------------|-----------------|-------------|
| | | Plate | Traded |
| | | Plate | Traded |

Buttons: Continue, Reset, Cancel

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

Search

Transaction Select the Purchased Vehicle. Cancelling will bring you back to the Application Prequalifier.

Vehicle Results

Search Filter: Identification #=VINA VIN; Identification Type=VIN; Exact Match=On; 0 Records Selected

| Vehicle # | VIN | Title-MCO-... | Plate # | Last Reg D... | Disposition | Disp Date | Owner | Vehicle Type | Year |
|-----------|-----|---------------|---------|---------------|-------------|-----------|-------|--------------|------|
| | | | | | | | | | |

Buttons: Add Vehicle, Search, Reset, Cancel

The screenshot shows a software window titled "Search" with a close button in the top right corner. Below the title bar is a "Transaction" section with a text box containing the instruction: "Select the Purchased Vehicle. Cancelling will bring you back to the Application Prequalifier." Below this are two tabs: "Vehicle" (selected) and "Results".

The "Vehicle" tab contains two main sections:

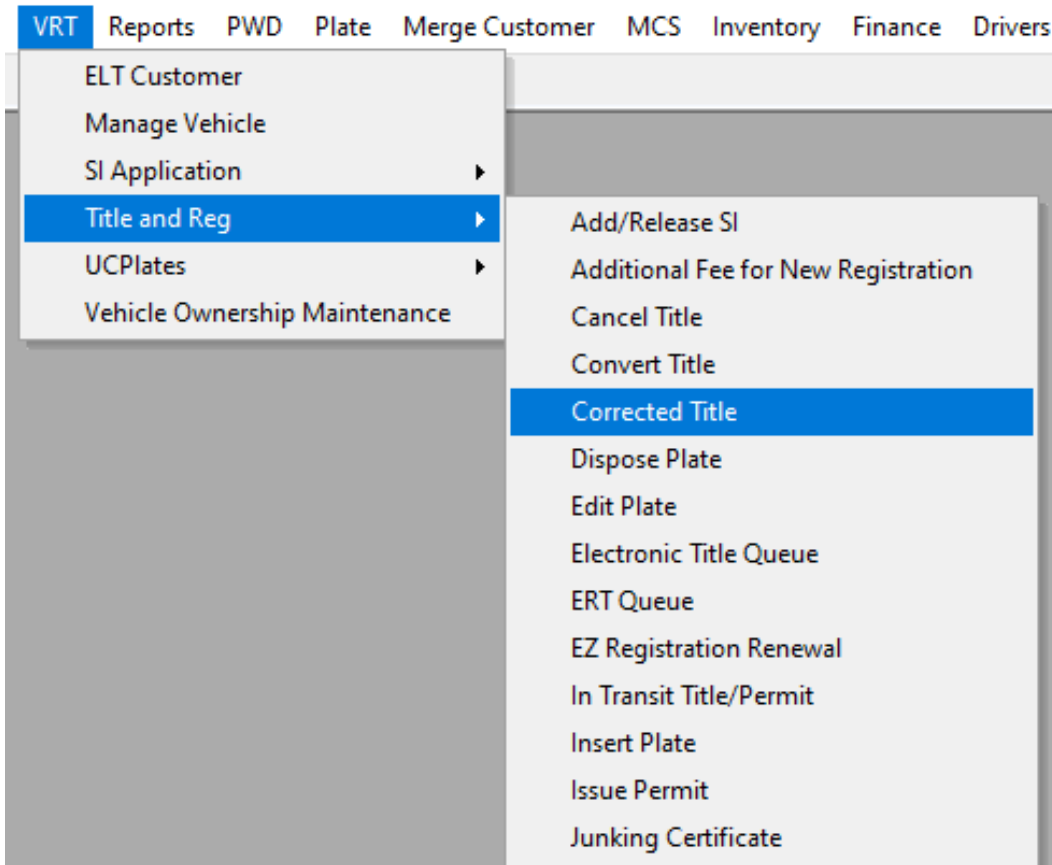
- Vehicle Information:** Includes a text field for "Identification #" with a red arrow pointing to the text "VIN", a dropdown menu for "Identification Type" set to "VIN", and a checked checkbox for "Exact Match".
- Additional Qualifiers:** Includes dropdown menus for "Managing County", "Vehicle Type", "Make", "Year", and "Color 1". The "Make" dropdown has a three-dot menu icon to its right.

At the bottom of the window are four buttons: "Add Vehicle", "Search" (highlighted with a blue border), "Reset", and "Cancel".

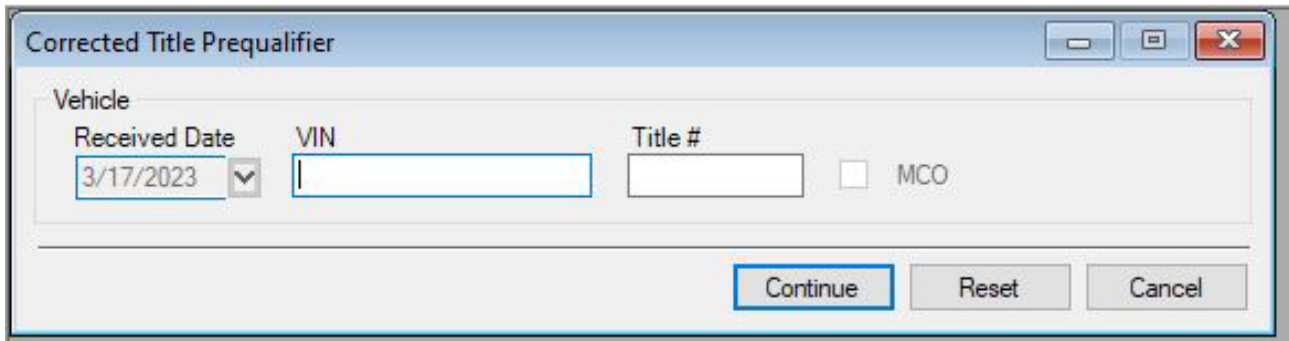
9. Select Validate and resolve any errors, collect payment and generate credentials. Notice that a title is not printed during Generate Credentials process.

Correcting a Title

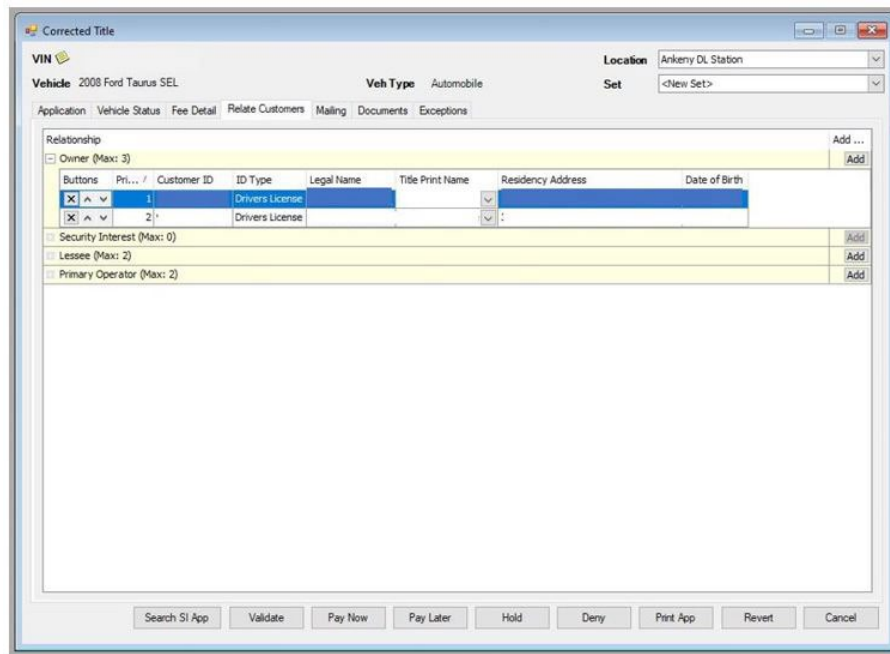
1. Select VRT.
2. Select Title and Reg.
3. Select Corrected Title. The Corrected Title Prequalifier window appears.



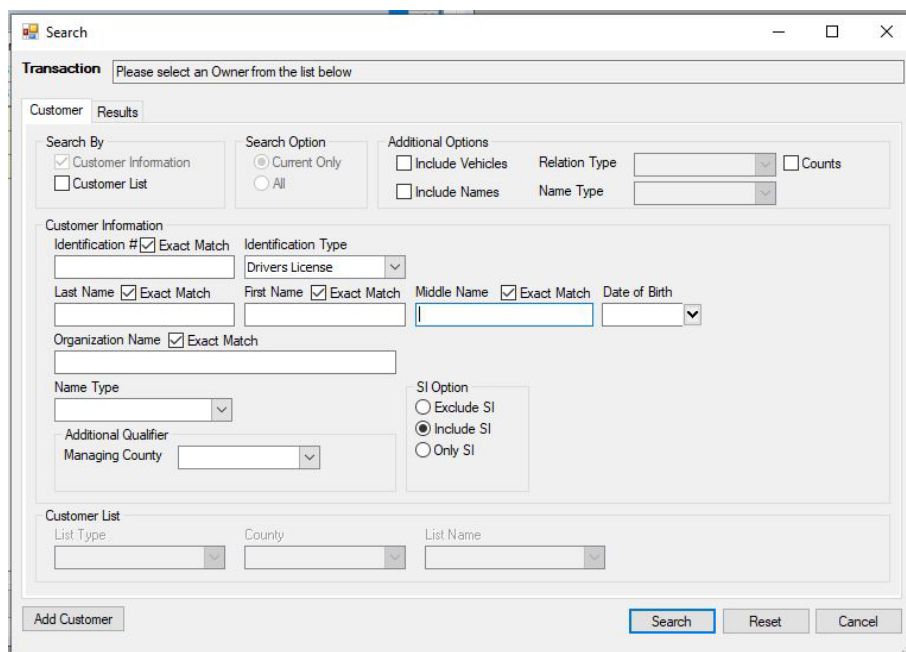
4. In the VIN field, enter the VIN.
5. Select Continue.

A screenshot of a 'Corrected Title Prequalifier' dialog box. The window has a title bar with standard minimize, maximize, and close buttons. Below the title bar, there is a 'Vehicle' section containing three input fields: 'Received Date' (a dropdown menu showing '3/17/2023'), 'VIN' (an empty text box), and 'Title #' (an empty text box). To the right of these fields is a checkbox labeled 'MCO'. At the bottom of the dialog box, there are three buttons: 'Continue' (highlighted with a blue border), 'Reset', and 'Cancel'.

- 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.
- On the Relate Customers tab in the Owner field click the Add button. The Search window appears.

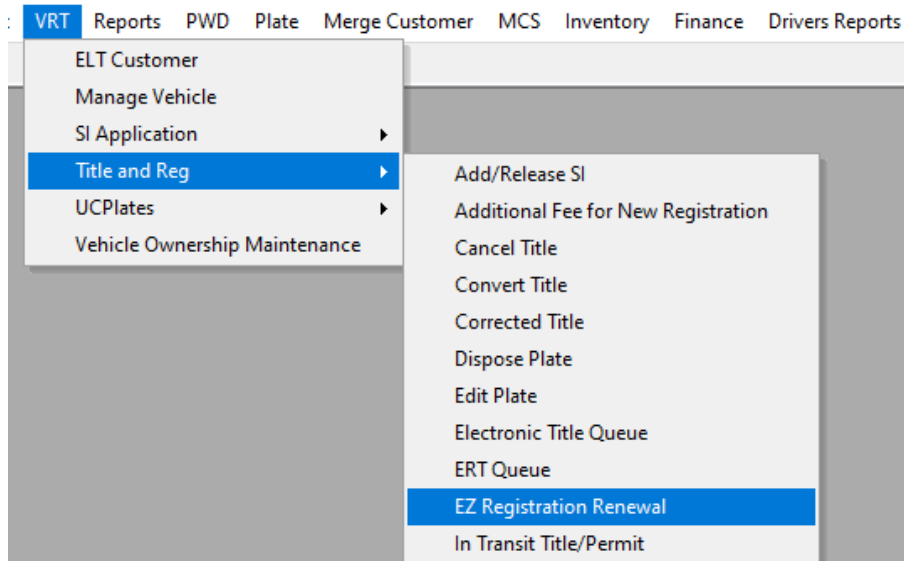


- Enter the customer information.
- Select Search button. The Results window appears.
- Select the correct customer for this transaction. The spouse has now been added to the owners associated with this vehicle.

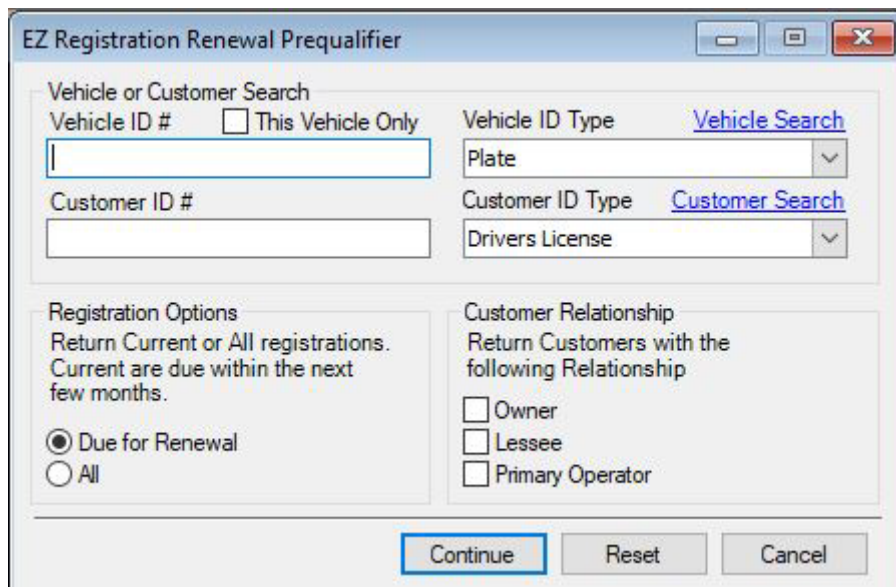


Completing an EZ Registration Renewal

1. Select VRT.
2. Select Title and Reg.
3. Select EZ Registration Renewal. The EZ Registration Renewal window appears.



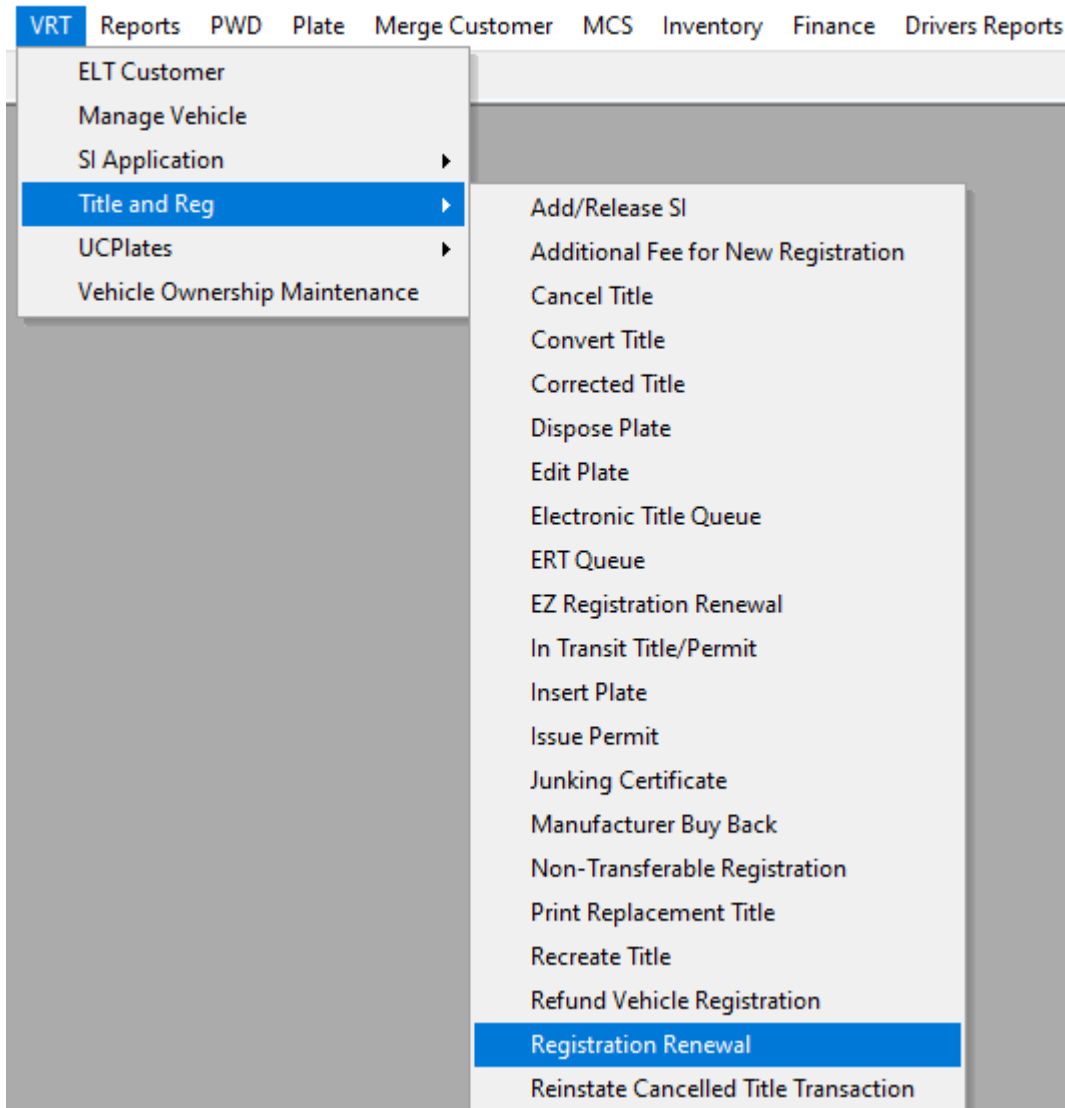
4. In the Vehicle ID# field enter the plate.



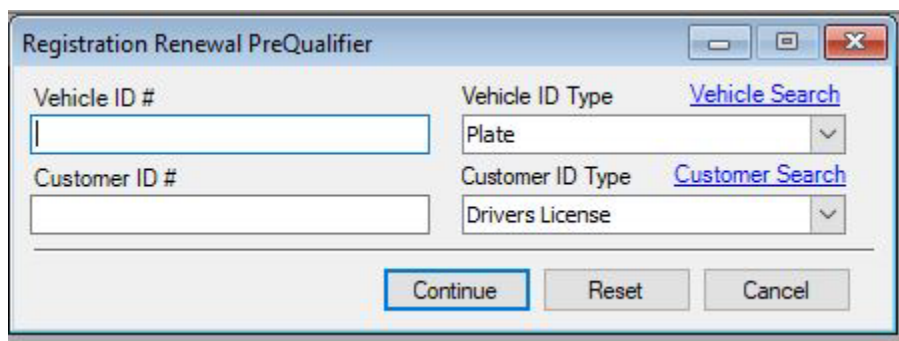
5. Select Continue. The EZ Renewal window appears. One or more vehicles appear in the window.
6. Check the box next to the vehicle and select Continue. Notice the Fee Amount fields become visible and display the charges for renewal. This includes any late fees and penalties.
7. Select Pay Now.
8. Process 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.



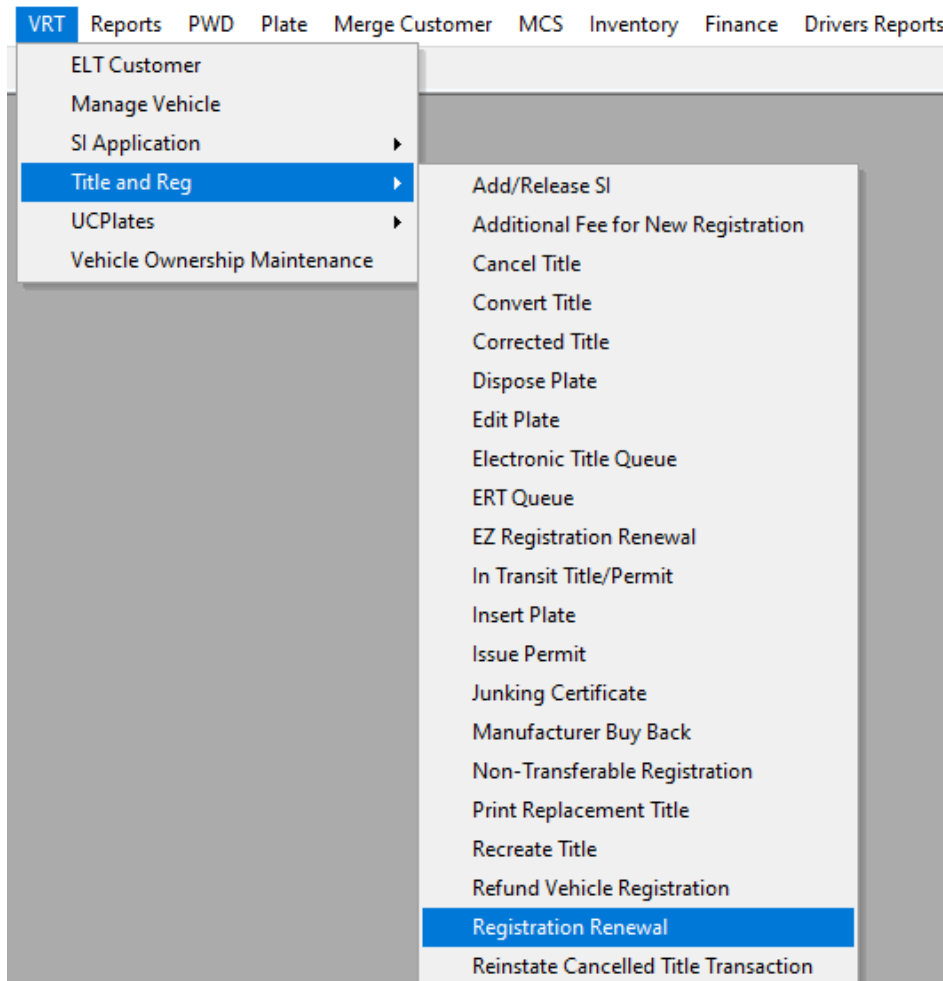
4. In the Vehicle ID # field, enter the Plate.



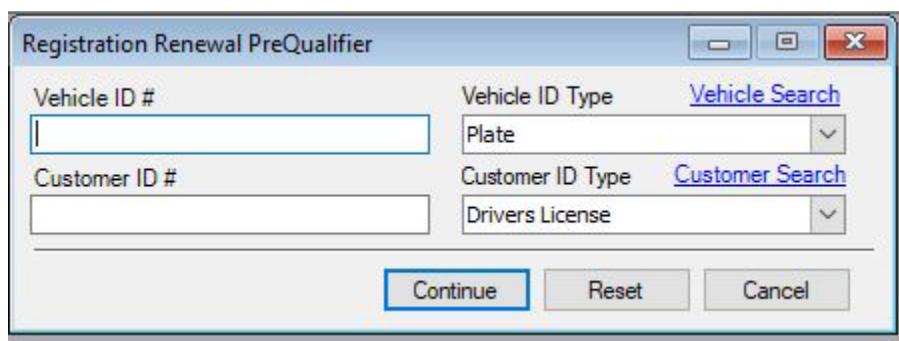
5. Select Continue. The Registration Renewal window appears. From this window changes can be made to the vehicle by selecting the VIN in the upper left corner of the window. Changes can be made to the customer information by selecting the name in the Customer window.
6. In the Current Plate field set 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.

A screenshot of a 'Registration Renewal PreQualifier' dialog box. It features two input fields: 'Vehicle ID #' and 'Customer ID #'. To the right of each field is a dropdown menu for 'Vehicle ID Type' and 'Customer ID Type'. The 'Vehicle ID Type' dropdown is set to 'Plate' and has a blue link 'Vehicle Search' next to it. The 'Customer ID Type' dropdown is set to 'Drivers License' and has a blue link 'Customer Search' next to it. At the bottom of the dialog are three buttons: 'Continue', 'Reset', and 'Cancel'. The 'Continue' button is highlighted with a blue border.

5. Enter the last name of the customer.

6. Select Search.

The screenshot shows the 'Search' window with the 'Customer' tab selected. The 'Transaction' field contains the text 'Please select a Customer from the list below'. The 'Search By' section has 'Customer Information' checked. 'Search Option' is set to 'Current Only'. 'Additional Options' includes 'Include Vehicles' checked and 'Include Names' unchecked. 'Relation Type' and 'Name Type' are dropdown menus. 'Counts' is unchecked. The 'Customer Information' section has 'Identification #', 'Last Name', 'First Name', 'Middle Name', and 'Organization Name' all with 'Exact Match' checked. 'Identification Type' is 'Drivers License'. 'Date of Birth' is a dropdown. 'Name Type' and 'Additional Qualifier' are dropdowns. 'SI Option' has 'Include SI' selected. The 'Customer List' section has 'List Type', 'County', and 'List Name' dropdowns. At the bottom are 'Add Vehicle', 'Search', 'Reset', and 'Cancel' buttons.

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

The screenshot shows the 'Search' window with the 'Results' tab selected. The 'Search Filter' field is empty, and '1 Records Selected' is shown. A table displays search results. A dropdown menu is open over the 'Managing County' column, showing options: '(Custom)', '(Blanks)', '(Non blanks)', and 'Tama'. Below the table is another table with vehicle details.

| Customer # | Drivers License | State | Legal Name | Confi | Residency Address | Managin... | Date of Birth |
|------------|-----------------|-------|------------|-------|-------------------|------------|---------------|
| | | IA | | Auth | | (Custom) | /1976 |

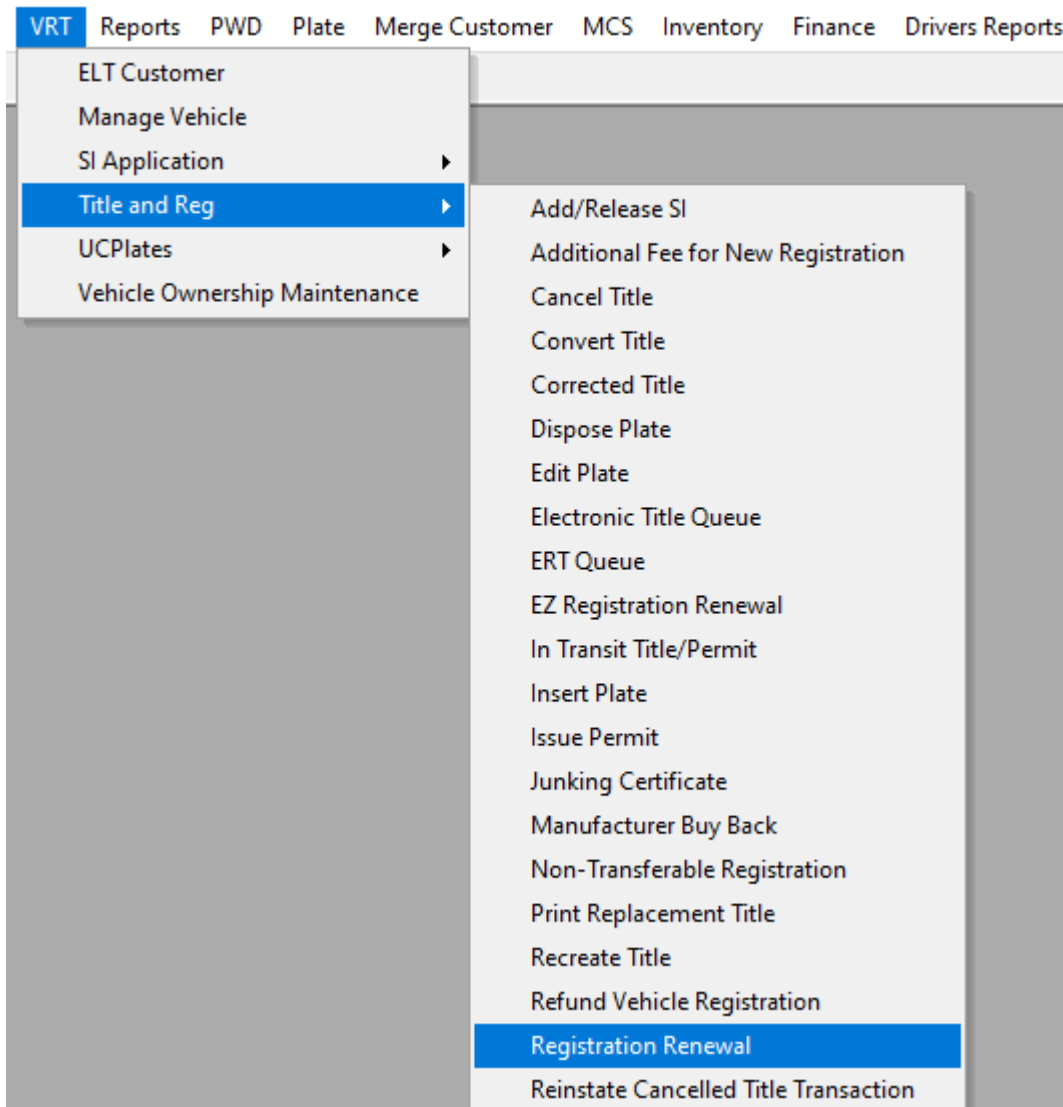
| Vehicle # | VIN | Title-MCO-... | Plate # | Last Reg M... | Disposition | Disp Date | Relationship | Vehicle Type | Year |
|-----------|--------------|---------------|---------|---------------|-------------|-----------|--------------|----------------|------|
| | 5TDBZRFHX... | 86AB04934... | | 2/29/2024 | | | Owner 1 | Multi-purpose | |
| | 47CFTFL22... | 86AA92319... | | 2/28/2022 | | | Owner 2 | Travel Trailer | |
| | 3C6UR5CJ2... | 86AA79838... | | 8/31/2023 | | | Owner 1 | Truck | |
| | 1FAHP24W... | 86AA73215... | | 2/29/2024 | | | Owner 1 | Automobile | |

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.

Registration Renewal PreQualifier

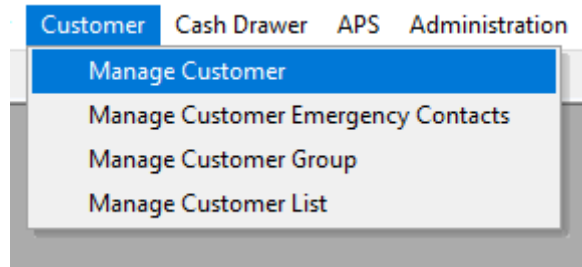
Vehicle ID # Vehicle ID Type [Vehicle Search](#)
Plate

Customer ID # Customer ID Type [Customer Search](#)
Drivers License

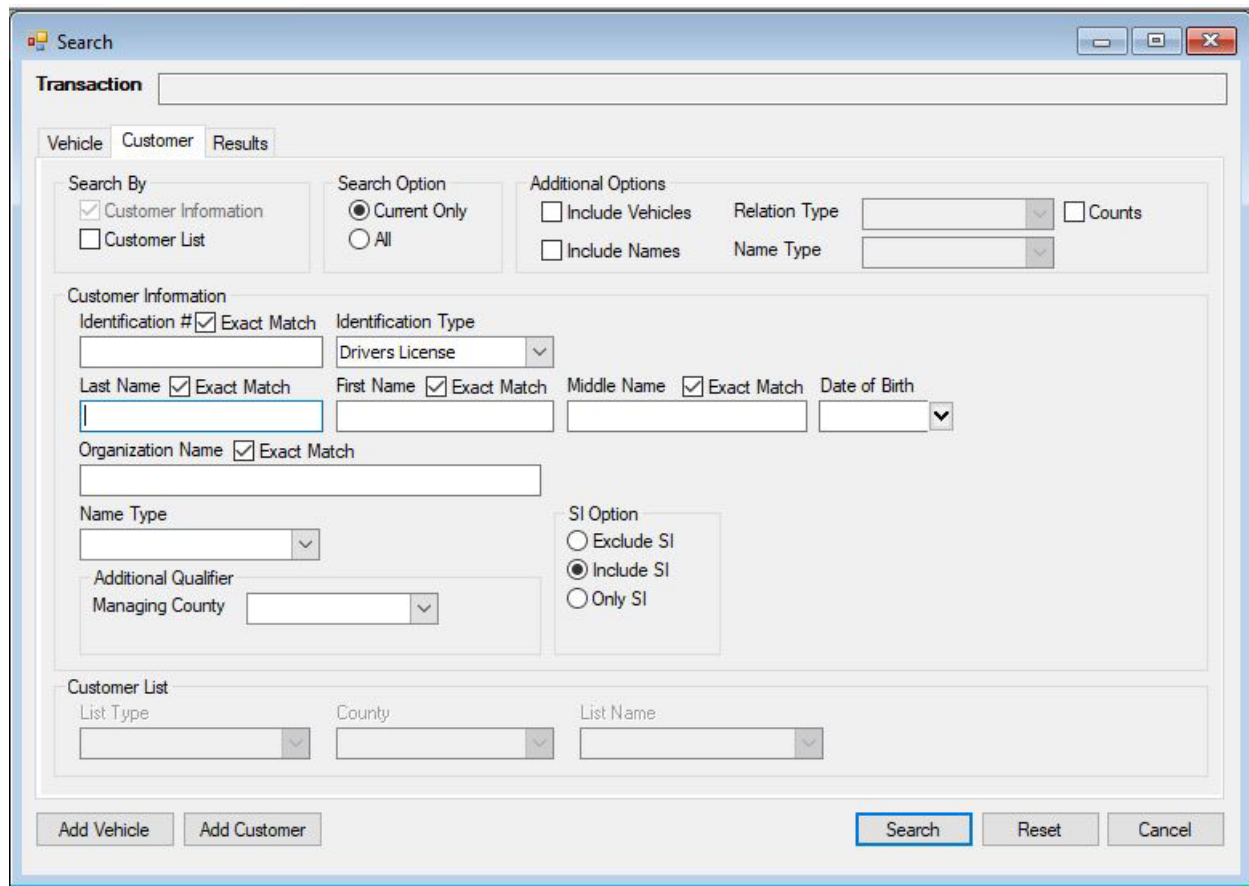
6. The Registration Renewal window appears. The customer now has the option of setting up the renewal intervals and changing the tonnage.
7. Select the Application tab, and in the Exp Date field select December 2004.
8. In the Reg Interval field select Semi-Annual.
9. In the Tonnage field increase the 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

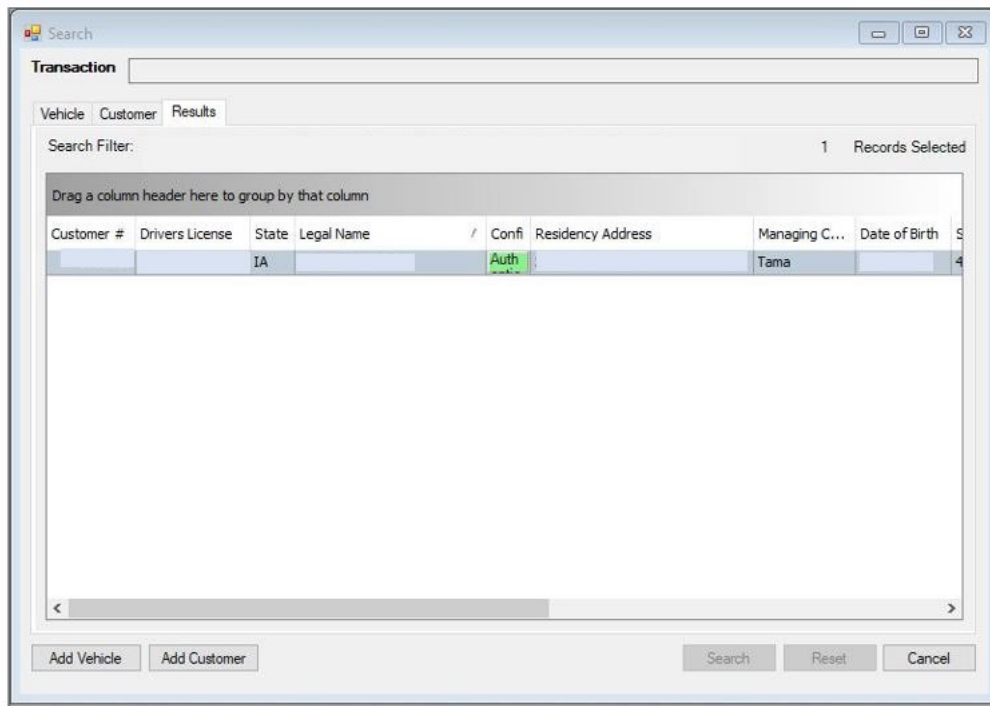
1. On the Customer menu, select Manage Customer. The Search window appears. This window can be used to search for customer information using any of the fields listed in the window. The more detailed the information is that you provide increases the likelihood of a positive match.



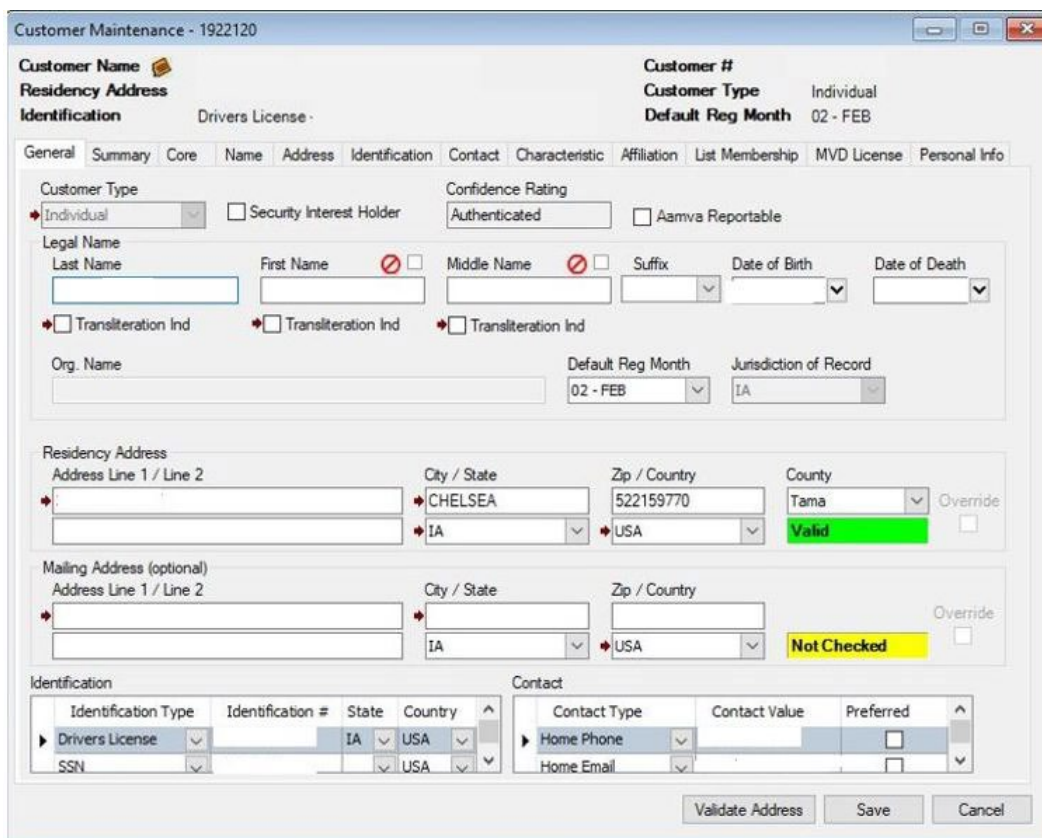
2. Enter information in Last Name and First Name fields.
3. Select Search.

A screenshot of a 'Search' window. The window has a title bar with 'Search' and standard window controls. Below the title bar is a 'Transaction' field. There are three tabs: 'Vehicle', 'Customer', and 'Results', with 'Customer' selected. The 'Search By' section has two checkboxes: 'Customer Information' (checked) and 'Customer List' (unchecked). The 'Search Option' section has two radio buttons: 'Current Only' (selected) and 'All' (unchecked). The 'Additional Options' section has two checkboxes: 'Include Vehicles' (unchecked) and 'Include Names' (unchecked). There are also 'Relation Type' and 'Name Type' dropdown menus, and a 'Counts' checkbox. The 'Customer Information' section has several fields: 'Identification #' (with 'Exact Match' checked), 'Identification Type' (set to 'Drivers License'), 'Last Name' (with 'Exact Match' checked), 'First Name' (with 'Exact Match' checked), 'Middle Name' (with 'Exact Match' checked), 'Date of Birth' (with a dropdown arrow), 'Organization Name' (with 'Exact Match' checked), 'Name Type' (with a dropdown arrow), and 'Additional Qualifier' (set to 'Managing County'). The 'SI Option' section has three radio buttons: 'Exclude SI' (unchecked), 'Include SI' (selected), and 'Only SI' (unchecked). The 'Customer List' section has three dropdown menus: 'List Type', 'County', and 'List Name'. At the bottom, there are buttons for 'Add Vehicle', 'Add Customer', 'Search' (highlighted in blue), 'Reset', and 'Cancel'.

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.

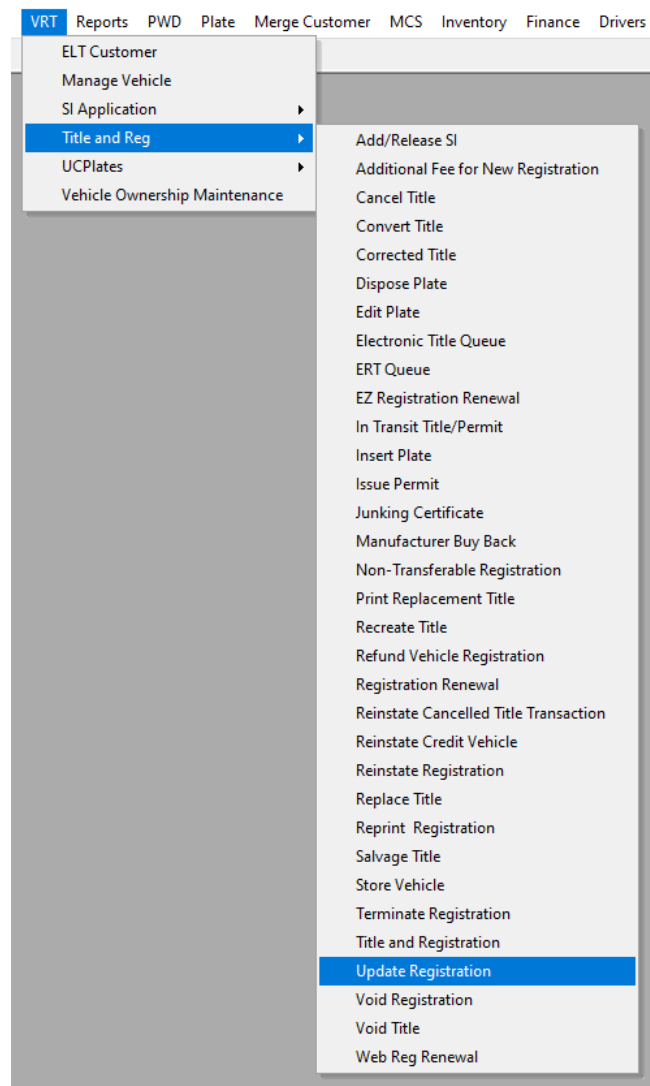


- In the Contact Value field enter 555-1212.
- Check on the Preferred button. This indicates the mobile phone as the best way to contact this person.
- In the Address Line 1 / Line 2 fields change the address to 6543 Glenn Ave, Apt #201. Leave the remaining city, state, zip as is.
- Select Save. The customer information has been updated.

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

Update Registration PreQualifier

Vehicle ID #

Vehicle ID Type [Vehicle Search](#)
Vehicle #

Customer ID #

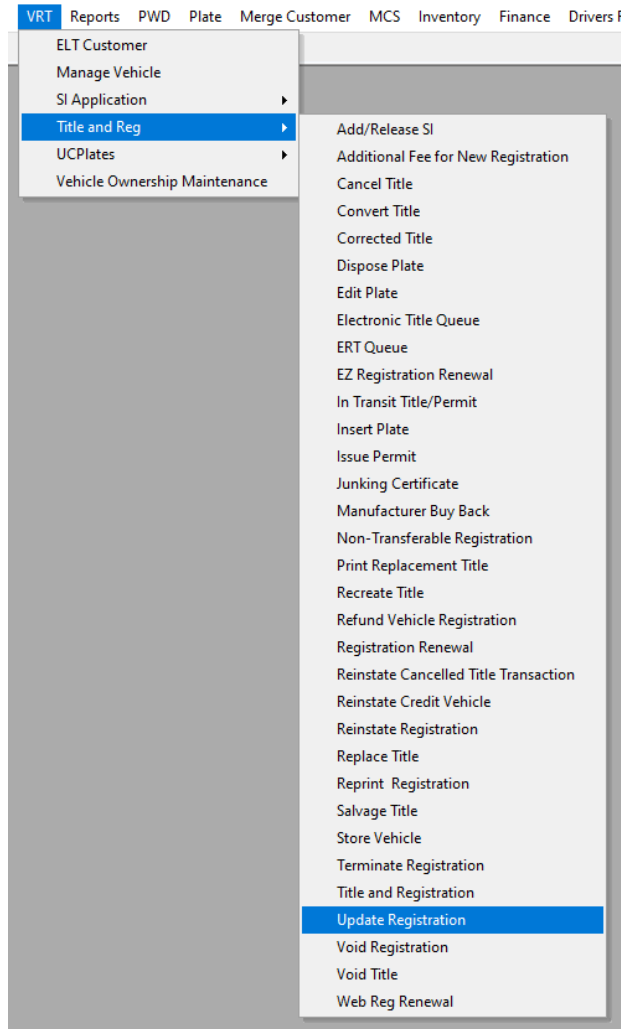
Customer ID Type [Customer Search](#)
Drivers License

Continue Reset Cancel

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 it 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.

Update Registration PreQualifier

Vehicle ID #

Vehicle ID Type [Vehicle Search](#)

Vehicle #

Customer ID #

Customer ID Type [Customer Search](#)

Drivers License

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.

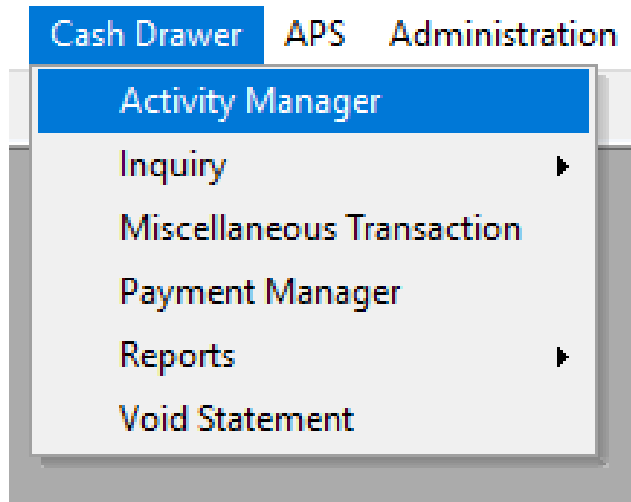
Reference: On the Help menu, click Contents. On the Search tab enter Replace Title. On the results select Requesting a replacement title.

STEPS

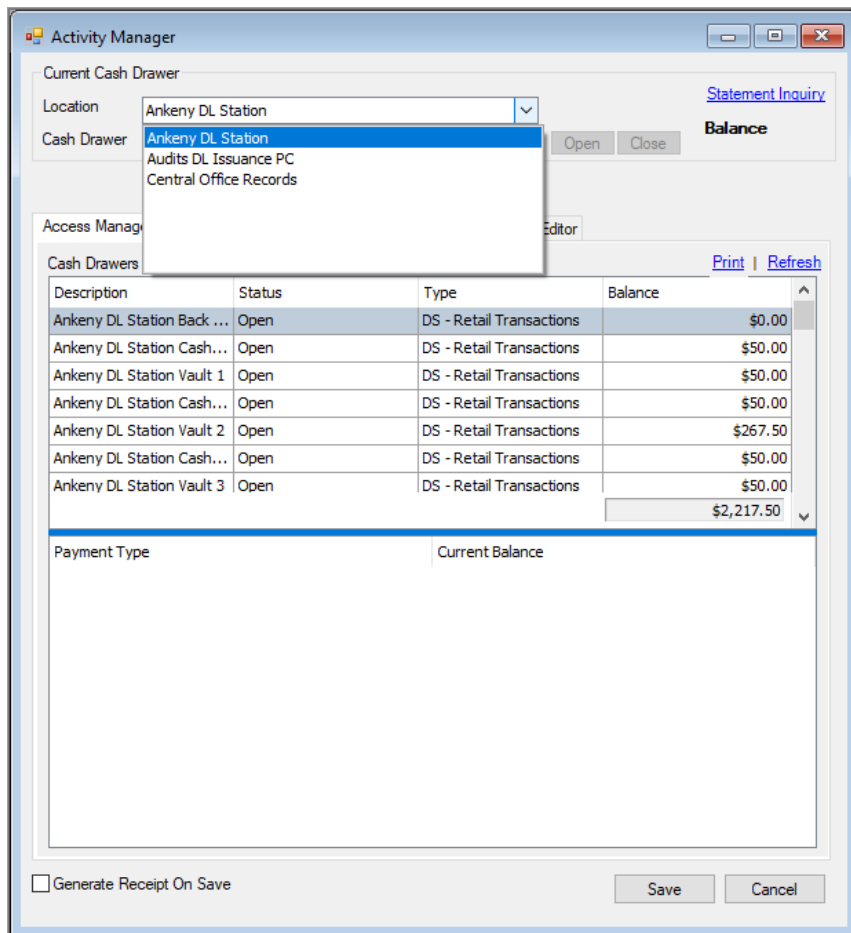
1. Using the steps outlined in the help, reprint the Title for the vehicle in the sample data.
2. When the transaction is ready to be paid select Pay Now. At the payment manager verify that both the title and registration charges are being included on the same transaction.
3. Complete the remainder of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

Closing the Cash Drawer

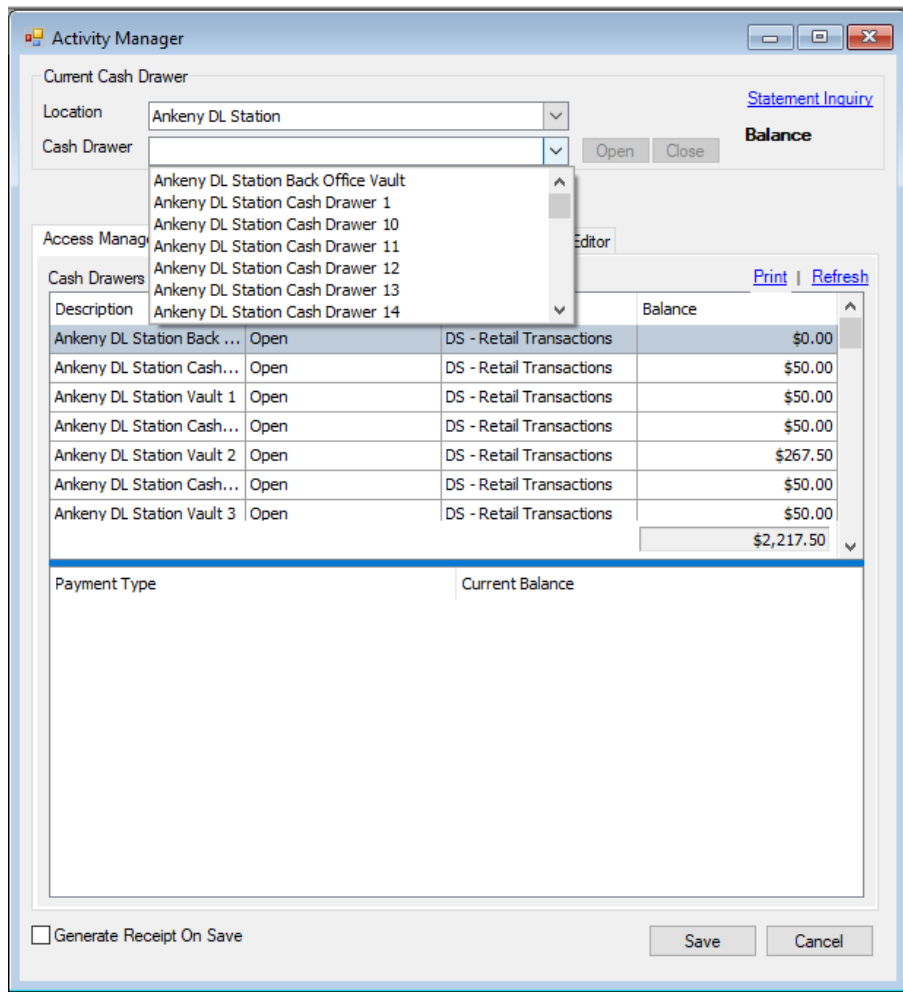
- 1. Select Cash Drawer.
- 2. Select Activity Manager.



- 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).

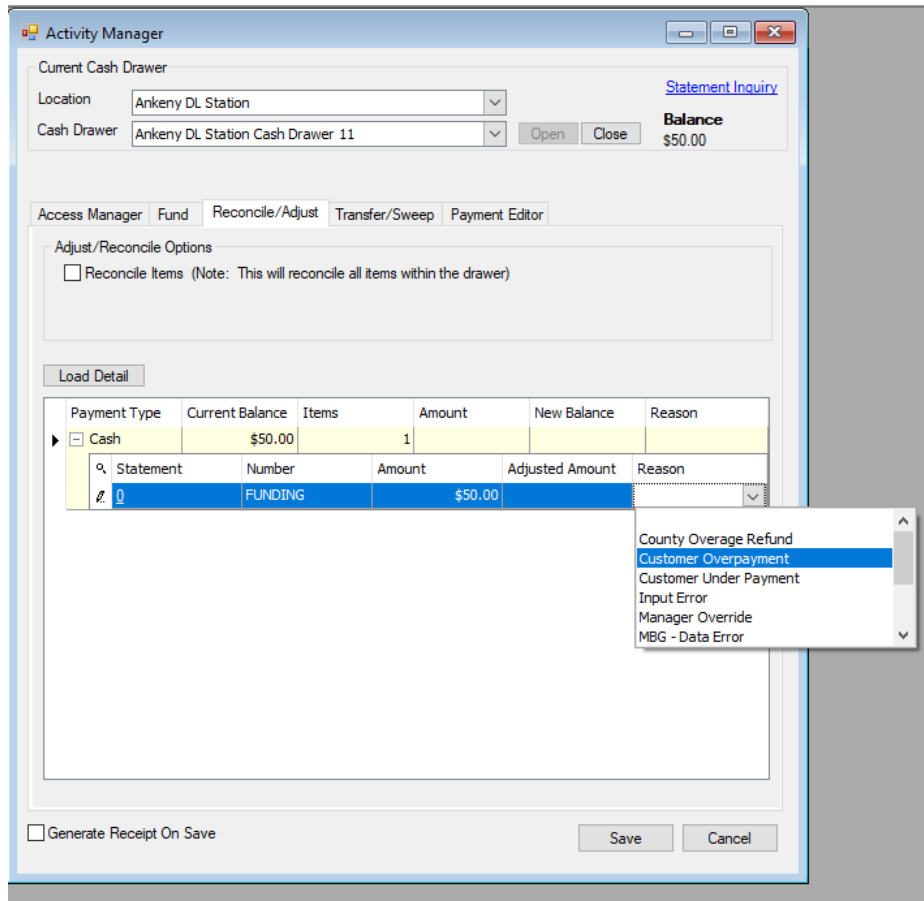


7. Select the Reconcile/Adjust tab.
8. Select the + to expand the payment.
 - a. How much cash does your cash drawer contain?
 - b. How many checks does your cash drawer contain?
 - c. What is the current check balance for your cash drawer?
 - d. What is the overall balance for your cash drawer?
 - e. 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.

The screenshot shows the 'Activity Manager' window with the 'Reconcile/Adjust' tab selected. The 'Current Cash Drawer' section includes a dropdown for 'Location' (Ankeny DL Station) and another for 'Cash Drawer' (Ankeny DL Station Cash Drawer 1). A 'Balance' of \$50.00 is displayed. Below this are tabs for 'Access Manager', 'Fund', 'Reconcile/Adjust', 'Transfer/Sweep', and 'Payment Editor'. The 'Adjust/Reconcile Options' section has a checkbox for 'Reconcile Items' with a note. A 'Load Detail' button is present above a table with the following columns: Payment Type, Current Balance, Items, Amount, New Balance, and Reason. At the bottom, there is a checkbox for 'Generate Receipt On Save' and 'Save' and 'Cancel' buttons.

| Payment Type | Current Balance | Items | Amount | New Balance | Reason |
|--------------|-----------------|-------|--------|-------------|--------|
| | | | | | |

9. Select Adjusted Amount.
10. Select Reason drop-down.
11. Select Customer Under Payment.
12. Select Save.



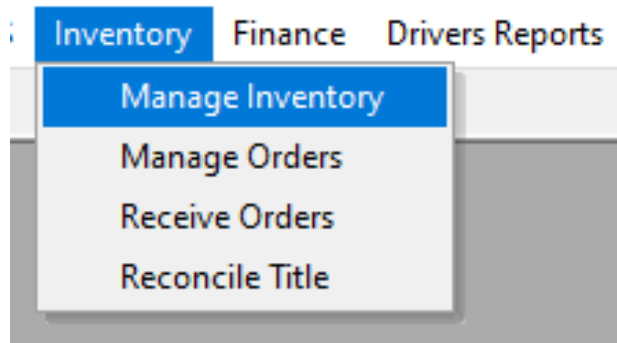
Sweeping and Closing

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.

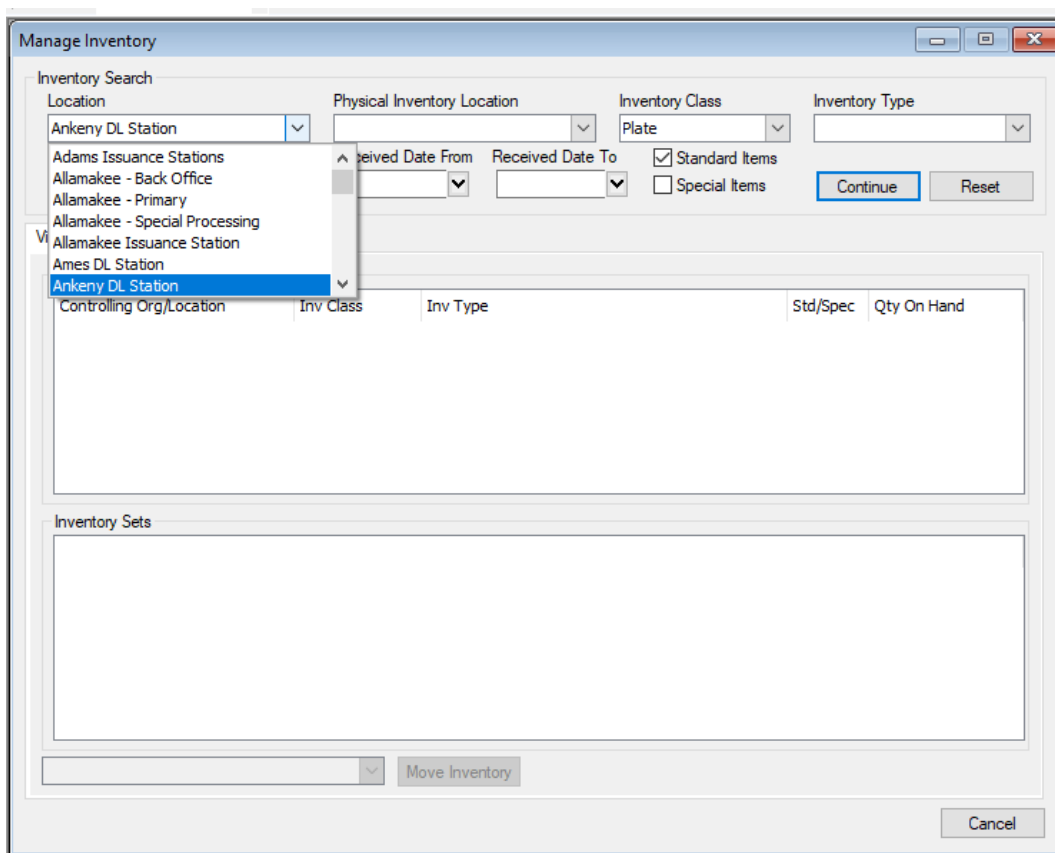
1. Select Transfer/Sweep tab.
2. Select the Target CD radio button.
3. Select Target CD drop-down.
4. Select the Manager or Back Office cash drawer.
5. In the Sweep Options area select the To Minimum radio button.
6. Check the Generate Receipt On Save box at the bottom of the window.
7. Select *Save*. 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.

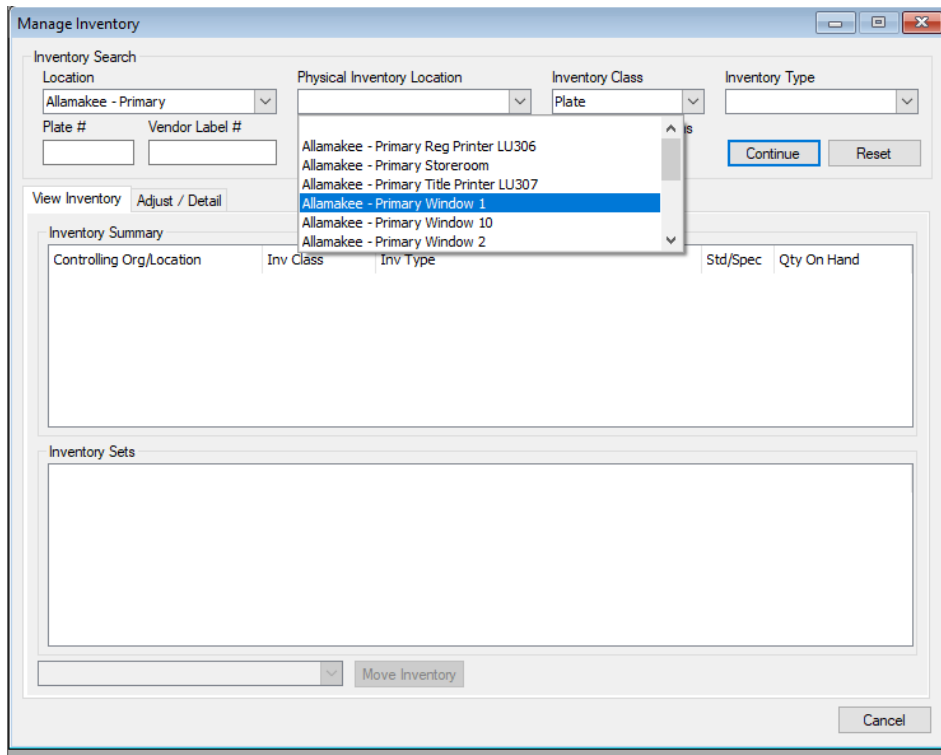


3. Select the Location drop-down.
4. Select the county assigned to your computer station.



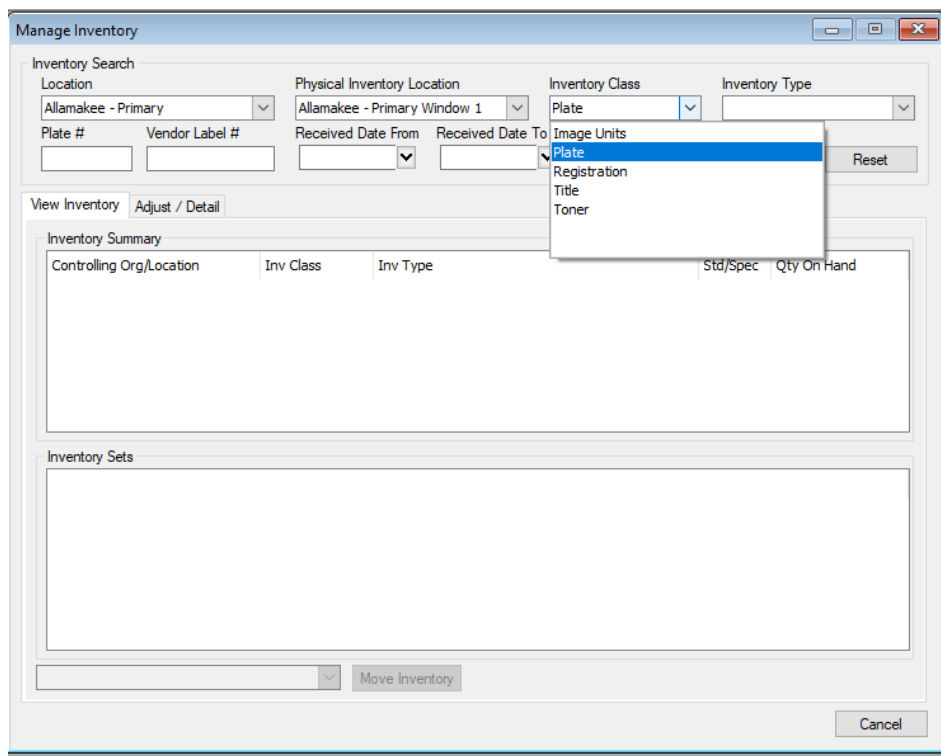
5. Select Physical Inventory Location drop-down.

6. Select Window I.



7. Select Inventory Class drop-down.

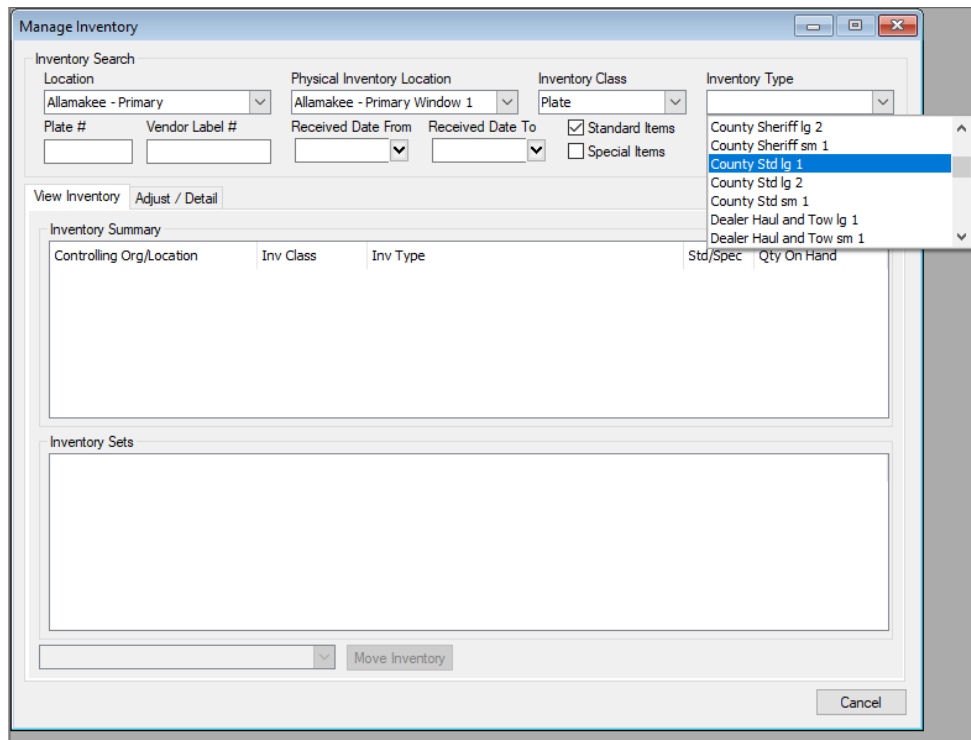
8. Select Plate.



9. Select Inventory Type drop-down.

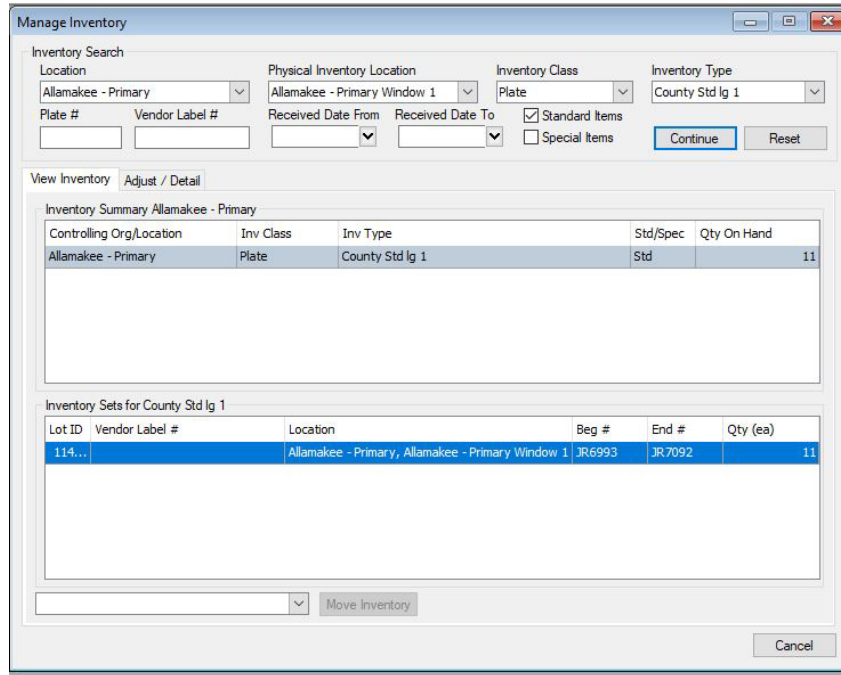
10. Select County Std Lg 1.

11. Select Continue.

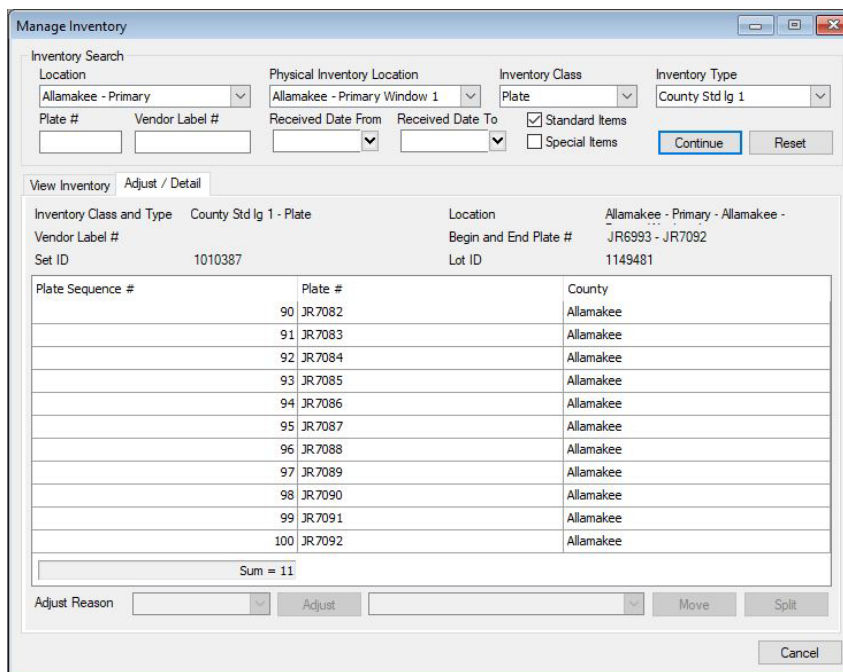


This displays a list of all of the Large County Standard plates series that are currently assigned to the window. If there are one or more series of plates listed, double-click them to see a detailed list of every plate in that series. This list must be matched to the physical inventory on hand to ensure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

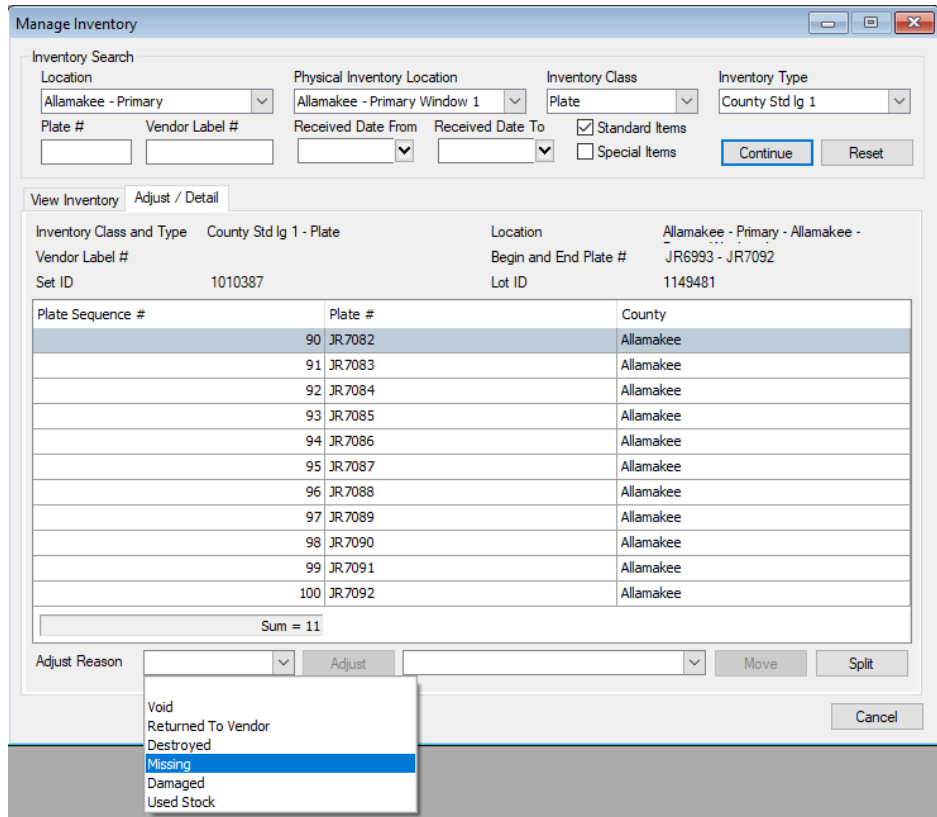


3. CD01, select the first plate in the series.
4. CD02, select the last plate in the series.

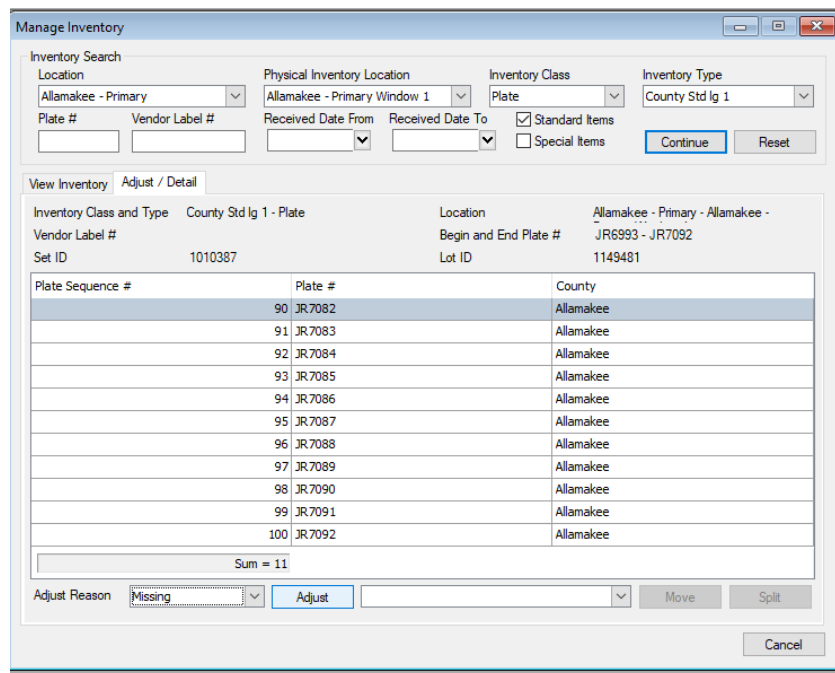


5. Select Adjust Reason drop-down list.

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

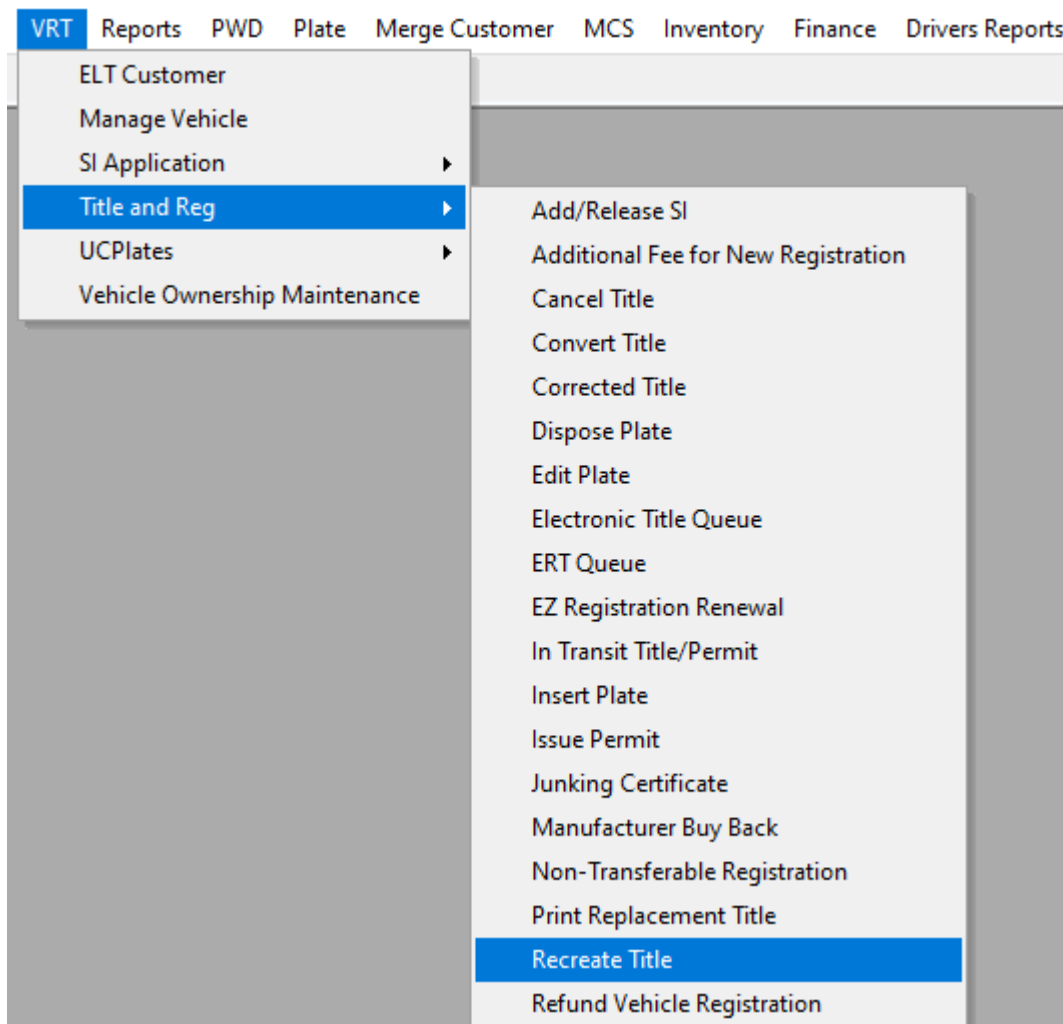
Discretionary edits must be resolved to complete the transaction. Their purpose is to ensure that complete, accurate, and valid information is being entered with each transaction.

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.

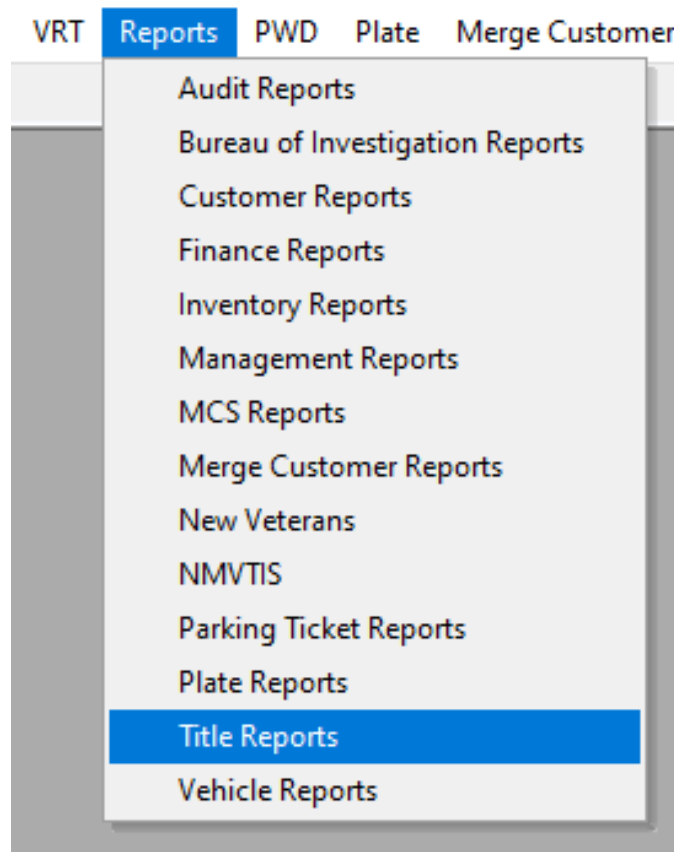
| Recreate Title Prequalifier | | | |
|-----------------------------|----------------------|----------------------|------------------------------|
| Vehicle | | | |
| Purchased Date | VIN | Title # | <input type="checkbox"/> MCO |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Customers | | | |
| | 1 | 2 | 3 |
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |
| Continue Reset Cancel | | | |

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

Issuing Co. **Tama** Electronic: **No**
 Managing Co. **Tama** ERT: **No**
 Valid No. **DH20502201701** Designation: **DH20S**
 Issue Dt: **08/26/2016** Style: **4D**
 Model: **Taurus SEL** RM: **2**
 Weight: **3700**
 Updated: **08/26/2016**
 Cumulative Damage:

| | | | | |
|---------------------------------------|---------------------|----------------------------|----------------------------|--------|
| Type: Automobile | Year: 2008 | Make: Ford | Model: Taurus SEL | Sq.Ft. |
| Cyl: 6 | Color: White | Fuel Type: Gasoline | Weight: 3700 | |
| LP: \$24,000 | GVWR: | ADS Capable: | Updated: 08/26/2016 | |
| Odometer: 124,941 Miles Actual | Cumulative Damage: | | | |
| Owner(s): Ryan Lee | | | | |

| | | | |
|-----------|----------|--|--|
| Next Fee: | Next YR: | | |
| | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------|---|----------------|------------|----------------|------------|----------------|---------------|--------------------------|-------------|--|-------------------|----------------|---------------|---------|---------------|--|------------|---------------|--|------------|---------------|--|---------------|----------------|---------------|
| | <table border="0"> <tr> <td></td> <td style="text-align: center;"><u>Fee</u></td> <td style="text-align: center;"><u>Penalty</u></td> </tr> <tr> <td>Title Fees</td> <td style="text-align: right;">\$25.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Fee for New Registration</td> <td style="text-align: right;">UT01</td> <td></td> </tr> <tr> <td>Registration Fees</td> <td style="text-align: right;">\$49.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>SI Fees</td> <td style="text-align: right;">\$0.00</td> <td></td> </tr> <tr> <td>Plate Fees</td> <td style="text-align: right;">\$2.00</td> <td></td> </tr> <tr> <td>Other Fees</td> <td style="text-align: right;">\$0.00</td> <td></td> </tr> <tr> <td>Totals</td> <td style="text-align: right;">\$76.00</td> <td style="text-align: right;">\$0.00</td> </tr> </table> | | <u>Fee</u> | <u>Penalty</u> | Title Fees | \$25.00 | \$0.00 | Fee for New Registration | UT01 | | Registration Fees | \$49.00 | \$0.00 | SI Fees | \$0.00 | | Plate Fees | \$2.00 | | Other Fees | \$0.00 | | Totals | \$76.00 | \$0.00 |
| | <u>Fee</u> | <u>Penalty</u> | | | | | | | | | | | | | | | | | | | | | | | |
| Title Fees | \$25.00 | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | |
| Fee for New Registration | UT01 | | | | | | | | | | | | | | | | | | | | | | | | |
| Registration Fees | \$49.00 | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | |
| SI Fees | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| Plate Fees | \$2.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Fees | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| Totals | \$76.00 | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | |
| Prev Title: 86AA25354 1A | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tracking #: | | | | | | | | | | | | | | | | | | | | | | | | | |

1st Security Interest If there are NO Security Interests "X" here:

Date: _____ No: _____

Held By: _____ Address: _____

Cancellation of 1st Security Interest

Date: _____ No: _____

Holder: _____ CO Treas: _____

By: _____

2nd Security Interest

Date: _____ No: _____

Held By: _____ Address: _____

Cancellation of 2nd Security Interest

Date: _____ No: _____

Holder: _____ CO Treas: _____

By: _____

3rd Security Interest

Date: _____ No: _____

Held By: _____ Address: _____

Cancellation of 3rd Security Interest

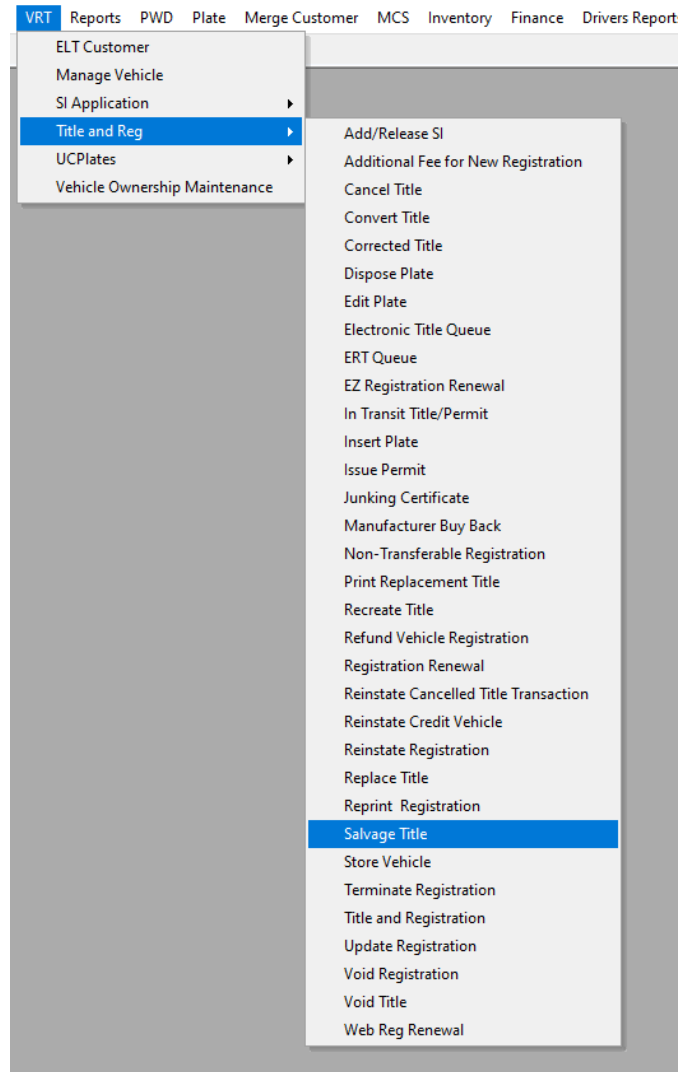
Date: _____ No: _____

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.

Salvage Prequalifier

Vehicle

Purchased Date: 3/17/2023 (dropdown) | VIN: [] | Title #: [] | MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------|---------------------------------------|--------------------------|
| 1 | [dropdown] | | <input type="checkbox"/> |
| 2 | [dropdown] | | <input type="checkbox"/> |
| 3 | [dropdown] | | <input type="checkbox"/> |

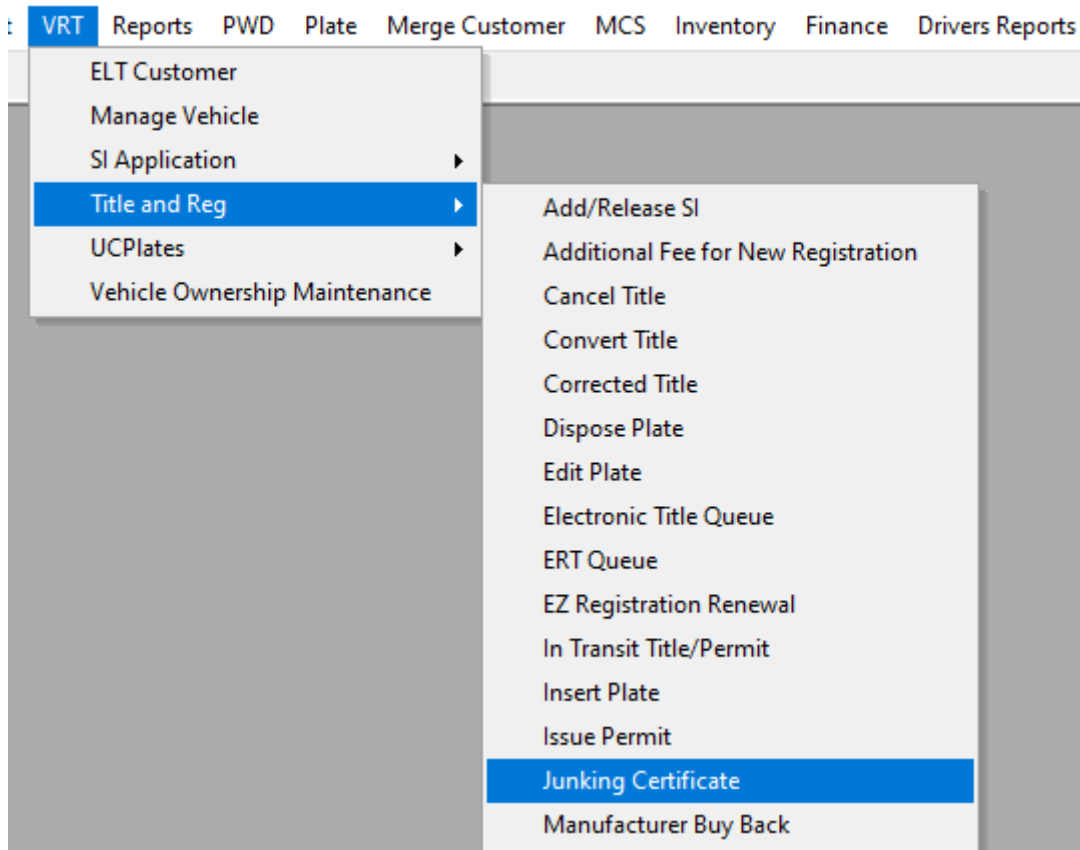
Continue (highlighted) | Reset | Cancel

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.

Junking Certificate Prequalifier

Vehicle

Purchased Date: [] VIN: [] Title #: [] MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Continue Reset Cancel

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

Junking Certificate

VIN [] **Location** Ankeny DL Station **Set** <New Set>

Vehicle 2008 Ford Taurus SEL **Veh Type** Automobile

Application Vehicle Status Relate Customers Mailing Documents Exceptions

Vehicle

Received Date: 3/17/2023 Purchased Date: 3/17/2023 Style: 4D Weight: 3700 List Price: \$24,000.00 Color: White Sq Footage: [] Tracking #: []

Net Purch Amt: [] Exmt Reason: [] Last Odom: 124941 New Odom: [] Odom Unit: [] Reading Type: [] ADS Capable: []

Electronic Was OOS Mail To: []

Customers

Ownership Status: [] Prev Title # (State): B6AA73215 (IA) Prev Owner: Ridout, Laura Sue

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|-------------|-----------------|------------|-------------------|---------------|--------------|----------|
| [] | Drivers License | | | | Owner | 1 |

| Transaction Fees | Fee | Penalty |
|------------------|--------|---------|
| Title Fees | \$0.00 | \$0.00 |
| Fee for New Reg | \$0.00 | |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$0.00 | \$0.00 |
| Grand Total | \$0.00 | \$0.00 |

Search SI App Validate Commit Pay Later Hold Deny Print App Revert Cancel

9. Select the Documents tab.

10. Select the Add button.

The screenshot shows the 'Junking Certificate' application window. At the top, the VIN is 2008 Ford Taurus SEL and the vehicle type is Automobile. The 'Documents' tab is selected, showing a table with the following data:

| Open | Documentation Description | Document Reference # | Comment |
|-------------------------------------|---------------------------|----------------------|---------|
| <input type="checkbox"/> | Junking Certification | | |
| <input checked="" type="checkbox"/> | Ownership Document | | |

The 'Add' button is located at the bottom right of the table area. Below the table are several action buttons: Search SI App, Validate, Commit, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

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.

The screenshot shows the 'Junking Certificate' application window with the VIN 1FAHF. The 'Documentation Description' dropdown menu is open, showing the following options:

- Correction Certificate
- Damage Disclosure Statement (highlighted)
- Death Certificate
- Death In Testate Affidavit
- Death Testate Affidavit
- Decree Of Dissolution
- Disabled Veteran Certification

The 'Add' button is visible at the bottom right of the table area. Below the table are several action buttons: Search SI App, Validate, Commit, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

12. Select Commit. Collect payment and generate credentials.

Junking Certificate

VIN 1FAH

Vehicle 2008 Ford Taurus SEL Veh Type Automobile

Location Ankeny DL Station

Set <New Set>

Application Vehicle Status Relate Customers Mailing Documents Exceptions

| Open | Documentation Description | Document Reference # | Comment |
|-------------------------------------|-----------------------------|----------------------|---------|
| <input type="checkbox"/> | Junking Certification | | |
| <input checked="" type="checkbox"/> | Ownership Document | | |
| <input type="checkbox"/> | Damage Disclosure Statement | | |

Add

Search SI App Validate **Commit** Pay Later Hold Deny Print App Revert Cancel

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.

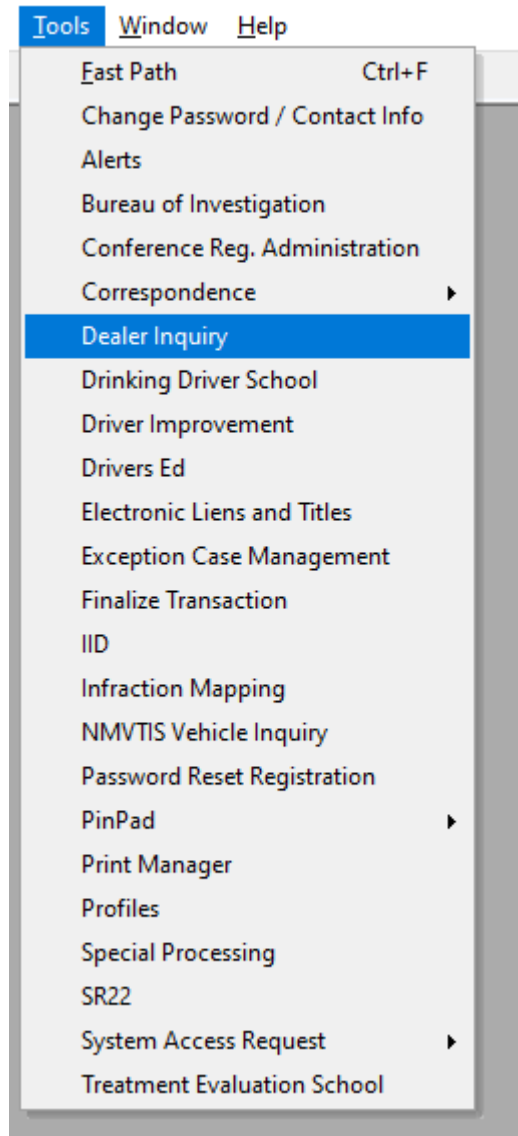
Sample data: Use the sample data to complete this lab.

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.

Dealer Inquiry

- 📁 Credit Calculator
- 📁 Fee Estimator
- 📁 Truck Rate Calculator
- 📁 Vehicle Inquiry
- 📁 Weight and List Price Calculator

Weight and List Price Calculator

Rate Criteria

Rates apply to autos and multi-purpose vehicles, plus trucks that are 2010 and newer with weight <= 10,000

Enter either a VIN or Year/Make/Model

VIN

Year

Make

Model

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

Weight and List Price Calculator

| VIN/VIN Prefix | Year | Make | Model | Style | Vehicle Type | Cylinders | Weight | ListPrice | Rating Source | Certified |
|----------------|------|-----------|------------|-------|--------------|--------------|--------|------------------|---------------|-----------|
| 1FAFP13P*2 | 2002 | Ford/FORD | Escort/ESC | SD | Automobile | 4 | 2500 | 14000 | RB | True |
| | | | | | | | | AnnualFee | | |
| | | | | | | Years | | | | |
| | | | | | | 0 - 7 | | | \$150.00 | |
| | | | | | | 8 - 9 | | | \$115.00 | |
| | | | | | | 10 - 11 | | | \$80.00 | |
| | | | | | | 12+ | | | \$50.00 | |
| 2FAFP13P*2 | 2002 | Ford/FORD | Escort/ESC | SD | Automobile | 4 | 2500 | 14000 | RB | True |
| 3FAFP13P*2 | 2002 | Ford/FORD | Escort/ESC | SD | Automobile | 4 | 2500 | 14000 | RB | True |

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
▼

Vehicle Inquiry Help

See Also:
Auto/MPV Rate Calculator Values

| | | | |
|---------------------|-------------------------|---------------------|-------------|
| Vehicle | 1FAHP24WB8G166378 | Type | Automobile |
| VIN | 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 Type | Regular |
| Title Number | 86AA73215 | Status since | 8/26/2016 |
| Title Status | Active | Electronic | No |
| Security Interests Exists | No | | |

| | | | |
|------------------------|-----------|--|------------|
| Plate | DH20S | Plate Type | County Std |
| Plate # | | Personalized | Yes |
| Assignment Date | 3/19/2018 | Due for Replacement on Renewal Date | No |
| Issued Date | 3/19/2018 | | |

| Registration | | | | | | | | | |
|--------------|-----------|--------------------|----------------|-----------|---------|---------|-------|------------|---------------|
| StartDate | EndDate | RegistrationStatus | ADS Restricted | AnnualFee | Tonnage | Usage | Plate | PlateType | Stk-kerNumber |
| 3/1/2023 | 2/29/2024 | | | \$50.00 | 0 | Regular | DH20S | County Std | DH20S02202401 |

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 <input type="text" value="03/17/2023"/> | Registration End Date <input type="text" value="02/29/2024"/> |
| Annual Registration Fee <input type="text" value="50.00"/> | |
| Results | |
| Credited Months <input type="text"/> | Estimated Credit <input type="text"/> |

Credit Calculator

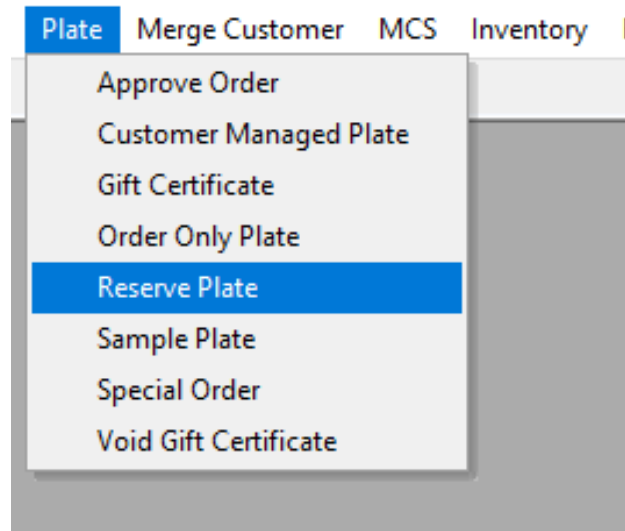
Credit Criteria

| | |
|---|--|
| Sale Date <input type="text" value="03/17/2023"/> | Registration End Date <input type="text" value="02/29/2024"/> |
| Annual Registration Fee <input type="text" value="50.00"/> | |
| Results | |
| Credited Months <input type="text" value="12"/> | Estimated Credit <input type="text" value="50.00"/> |

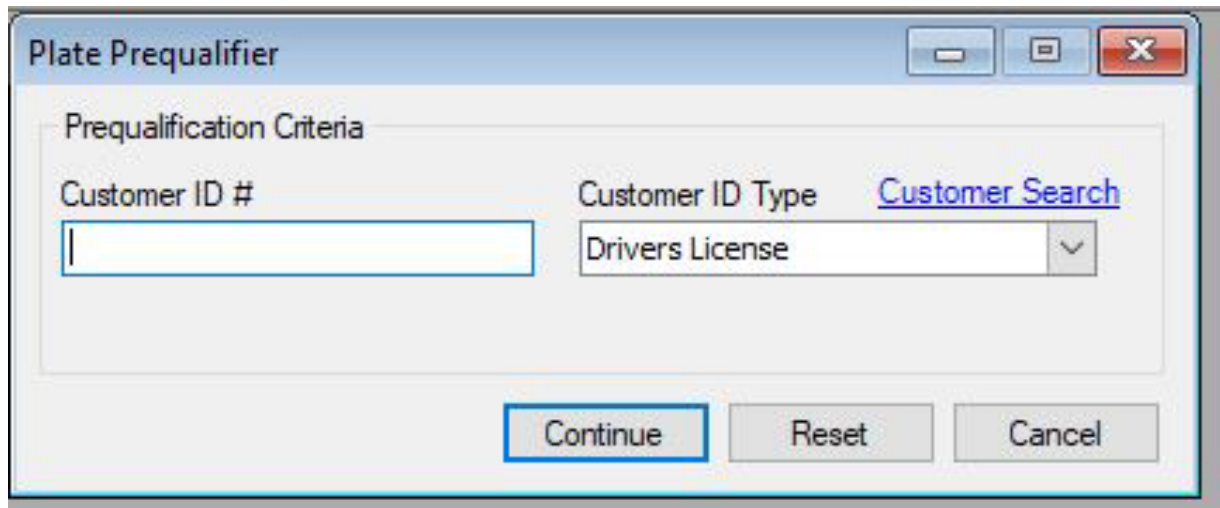
Reserving a Personalized Plate

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.

A screenshot of a 'Plate Prequalifier' dialog box. The window title is 'Plate Prequalifier'. It contains a section titled 'Prequalification Criteria' with two input fields: 'Customer ID #' (an empty text box) and 'Customer ID Type' (a dropdown menu currently showing 'Drivers License'). A blue hyperlink labeled 'Customer Search' is positioned to the right of the 'Customer ID Type' dropdown. At the bottom of the dialog, there are three buttons: 'Continue' (highlighted with a blue border), 'Reset', and 'Cancel'.

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.

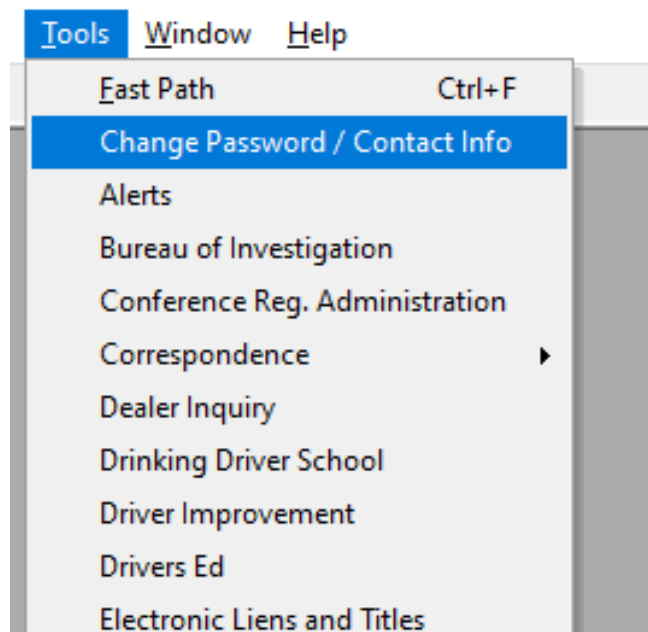
The screenshot shows a software window titled "Reserve Plate" with standard window controls (minimize, maximize, close) in the top right corner. The window contains the following fields and sections:

- Transaction Type:** Reserve Plate
- Transaction Date:** 3/17/2023
- Customer Name:** (empty field)
- Customer #:** (empty field)
- Residency Address:** (empty field)
- Customer Id:** (empty field)
- Application Data:**
 - Expiration Date:** 4/16/2023 (dropdown menu)
 - Status:** Pending (text field)
- Plate Request:**
 - Plate Number:** (empty field with a red arrow icon to its left)
 - Plate Configuration:** (empty text field)
 - County:** (empty text field)
- Personalized Text Request:**
 - Personalized Text:** (empty field with a red arrow icon to its left)
 - Comment:** (empty text field)

At the bottom right of the window, there are two buttons: "Save" (highlighted with a blue border) and "Cancel".

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.

Change Password

ARCHON TECHNOLOGIES INC

Password Policy
Passwords must be changed every 60.00 days.
At least 1.00 day(s) must elapse between changes.
Passwords must be at least 8 characters long.
You cannot reuse any of the last 24 passwords.
Passwords must contain any three of the following four groups of characters:
Uppercase characters of European languages
Lowercase characters of European languages
Base 10 digits (0 through 9)
Nonalphanumerics: ~!@#\$%^&*~_+='|()\}[]:;'"<>.,?/

Username:

Old Password:

New Password:

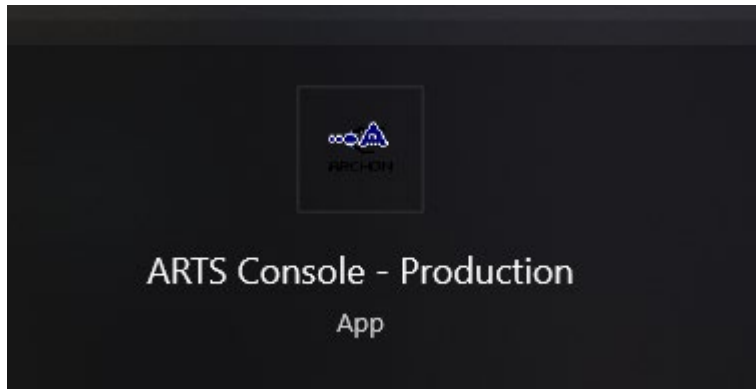
Confirm New Password:

OK Cancel

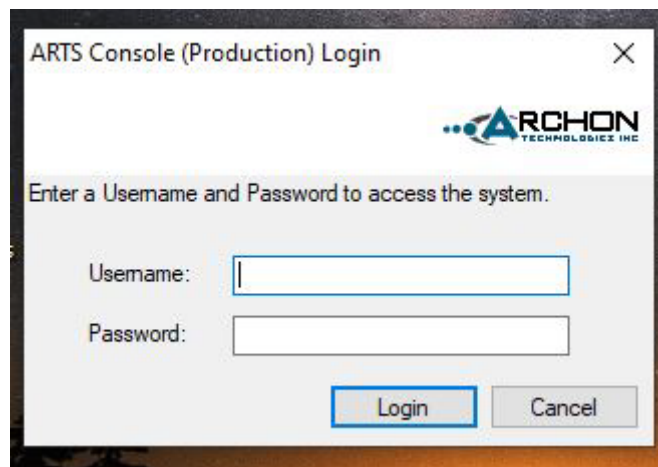
Logging In

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.



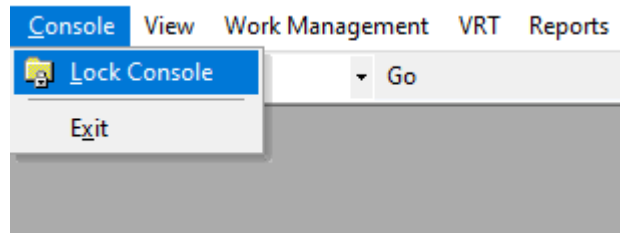
Did you have trouble logging in? Check the following:

- Is the caps lock turned on?
- Turn off and try again.
Is the num lock turned off?
- Turn on and try again.
- Did you capitalize the capital letters

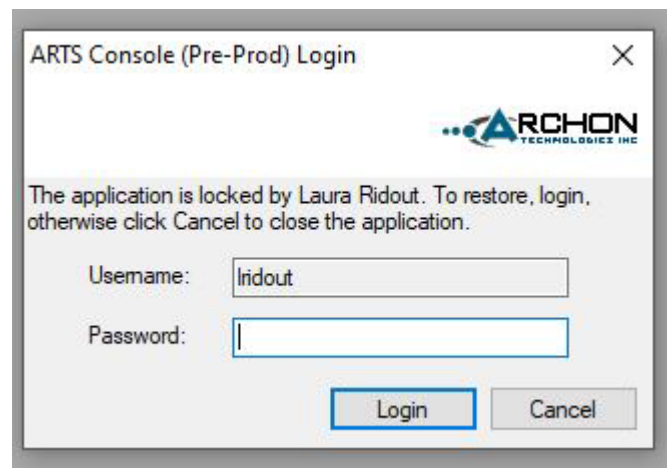
Locking the Console

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.

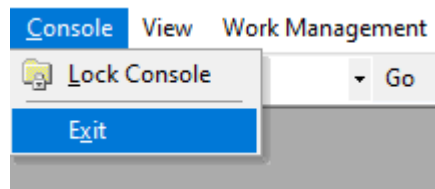


Note that the console locks itself automatically if it has been inactive for more than 15 minutes. This does not affect other applications on your desktop.

Logging Out

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

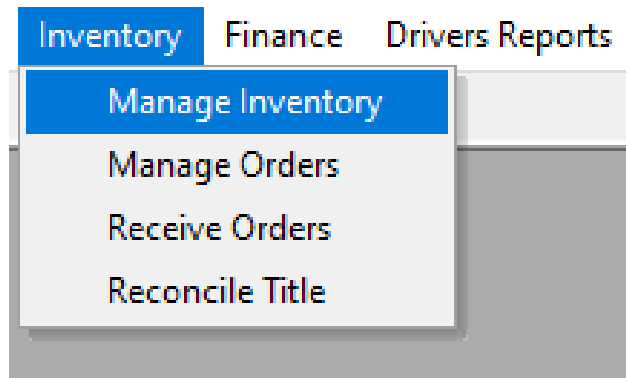
1. In the ARTS Console, close all open windows.
2. Select Console.
3. Select Exit. The console closes.



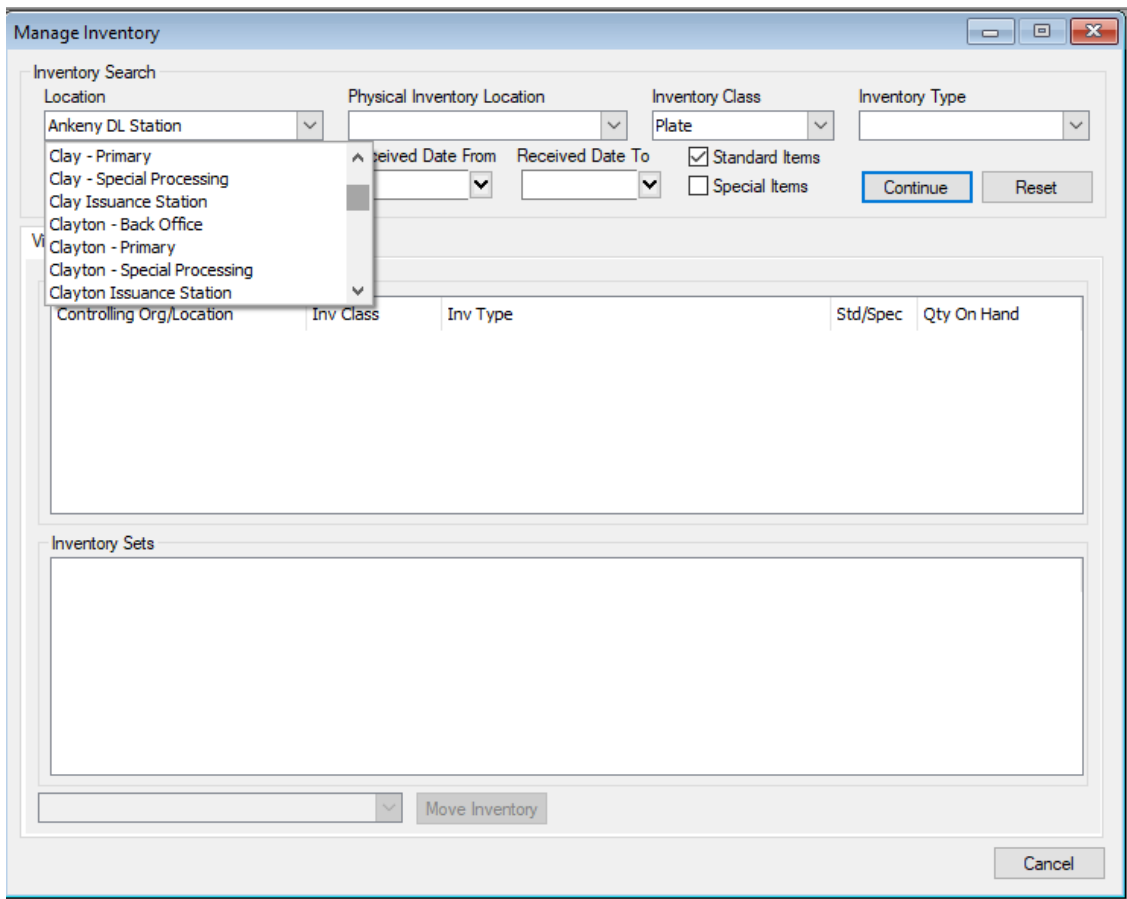
Restocking Plate Inventory

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.



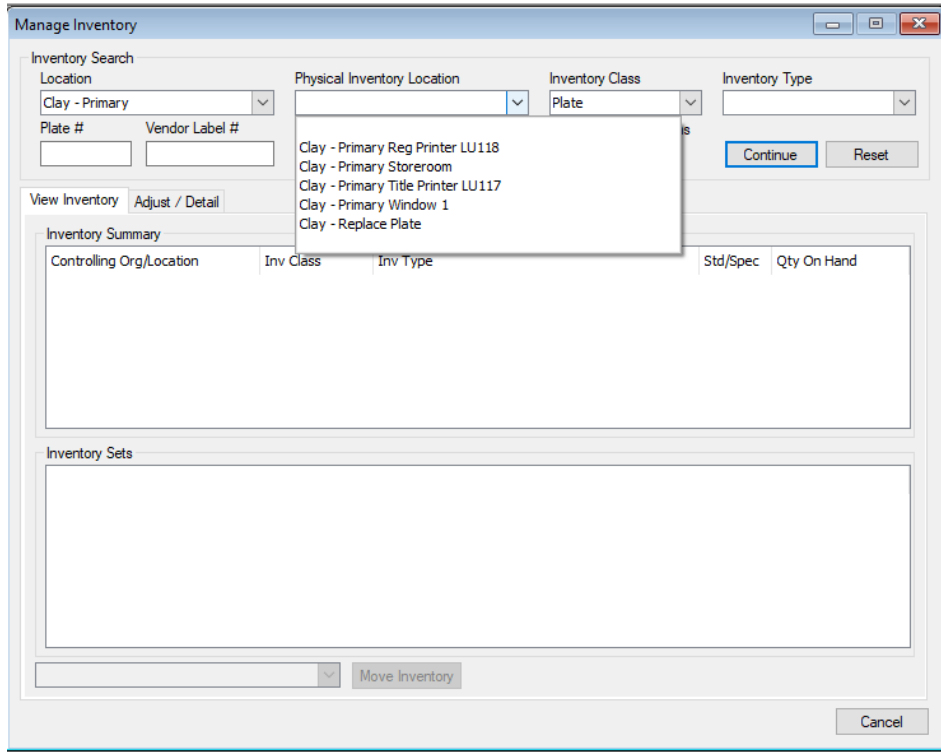
3. On the Location drop down list, select the county assigned to your workstation.



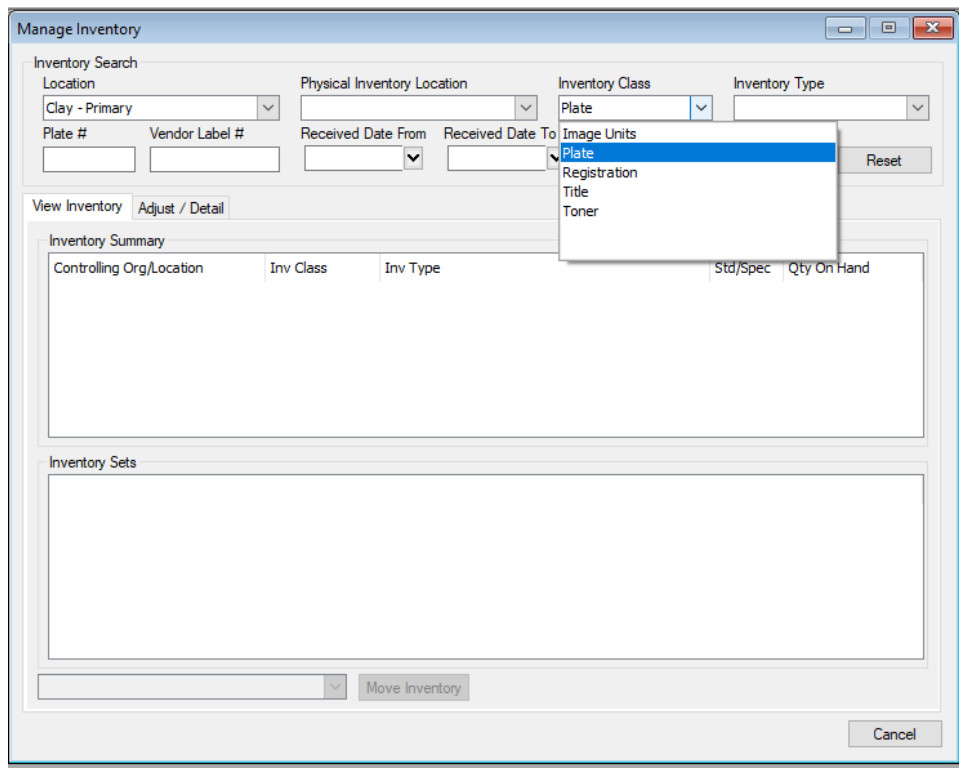
The screenshot shows the 'Manage Inventory' window. It features several search and filter fields:

- Inventory Search:** Location (Ankeny DL Station), Physical Inventory Location, Inventory Class (Plate), and Inventory Type.
- Filters:** Received Date From, Received Date To, Standard Items (checked), and Special Items (unchecked).
- Buttons:** Continue and Reset.
- Table:** A table with columns: Controlling Org/Location, Inv Class, Inv Type, Std/Spec, and Qty On Hand.
- Inventory Sets:** A section for listing inventory sets.
- Bottom:** A dropdown menu and a 'Move Inventory' button.
- Cancel:** A button at the bottom right.

- Select Physical Inventory Location drop-down.
- Select Storeroom.



- Select Inventory Class drop-down, select Plate.



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

The screenshot shows the 'Manage Inventory' window. In the 'Inventory Search' section, the 'Inventory Type' dropdown menu is open, displaying a list of options. The 'Inventory Type' field is currently set to 'Plate'. The dropdown menu lists the following options: Amateur Radio sm 1, Apportioned Annual, large, 1, Apportioned Permanent, large, 1, Blackout lg 2, Blackout sm 1, Breast CA lg 2, and Breast CA sm 1.

8. Select Continue.

The screenshot shows the 'Manage Inventory' window after the 'Inventory Type' has been selected. The 'Inventory Type' dropdown is now set to 'Blackout lg 2'. The 'Continue' button is highlighted in blue. The 'Inventory Summary' table is populated with the following data:

| Controlling Org/Location | Inv Class | Inv Type | Std/Spec | Qty On Hand |
|--------------------------|-----------|---------------|----------|-------------|
| Polk - Primary | Plate | Blackout lg 2 | Std | 73 |

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.

The screenshot shows the 'Manage Inventory' window. The 'Inventory Search' section has 'Location' set to 'Polk - Primary', 'Physical Inventory Location' to 'Polk - Primary Store Room', 'Inventory Class' to 'Plate', and 'Inventory Type' to 'Blackout Ig 2'. The 'View Inventory' section shows an 'Inventory Summary' table with one row: 'Polk - Primary' | 'Plate' | 'Blackout Ig 2' | 'Std' | '73'. Below it is the 'Inventory Sets for Blackout Ig 2' table:

| Lot ID | Vendor Label # | Location | Beg # | End # | Qty (ea) |
|--------|----------------|---|--------|--------|----------|
| 922... | | Polk - Primary, Polk - Primary Store Room | JEE418 | JEE467 | 1 |
| 927... | | Polk - Primary, Polk - Primary Store Room | JGB310 | JGB359 | 1 |
| 934... | | Polk - Primary, Polk - Primary Store Room | JJT322 | JJT371 | 1 |
| 942... | | Polk - Primary, Polk - Primary Store Room | JMC927 | JMC976 | 1 |
| 101... | | Polk - Primary, Polk - Primary Store Room | KPN400 | KPN449 | 1 |
| 102... | | Polk - Primary, Polk - Primary Store Room | KWL426 | KWL475 | 1 |

Select Adjust Reason drop-down, select Damaged.

The screenshot shows the 'Manage Inventory' window with the 'Adjust / Detail' tab selected. The 'Inventory Class and Type' is 'Blackout Ig 2 - Plate'. The 'Adjust Reason' dropdown menu is open, showing the following options: Void, Returned To Vendor, Destroyed, Missing, Damaged, and Used Stock. The 'Damaged' option is highlighted. The 'Adjust' button is visible next to the dropdown.

4. Select Adjust.

The screenshot shows the 'Manage Inventory' application window. The 'Inventory Search' section includes dropdowns for Location (Polk - Primary), Physical Inventory Location (Polk - Primary Store Room), Inventory Class (Plate), and Inventory Type (Blackout Ig 2). There are also input fields for Plate # and Vendor Label #, and date range fields for Received Date From and Received Date To. Checkboxes for Standard Items and Special Items are present, along with Continue and Reset buttons.

The 'View Inventory' section has tabs for 'View Inventory' and 'Adjust / Detail'. The 'Adjust / Detail' tab is active, showing the following details:

| | | | |
|--------------------------|-----------------------|-----------------------|---------------------------------------|
| Inventory Class and Type | Blackout Ig 2 - Plate | Location | Polk - Primary - Polk - Primary Store |
| Vendor Label # | | Begin and End Plate # | JEE418 - JEE467 |
| Set ID | 792784 | Lot ID | 922520 |

Below the details is a table with the following data:

| Plate Sequence # | Plate # | County |
|------------------|---------|--------|
| 36 | JEE453 | Polk |

At the bottom of the table, it says 'Sum = 1'. Below the table are buttons for Adjust Reason (set to 'Damaged'), Adjust, Move, Split, and Cancel.

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.

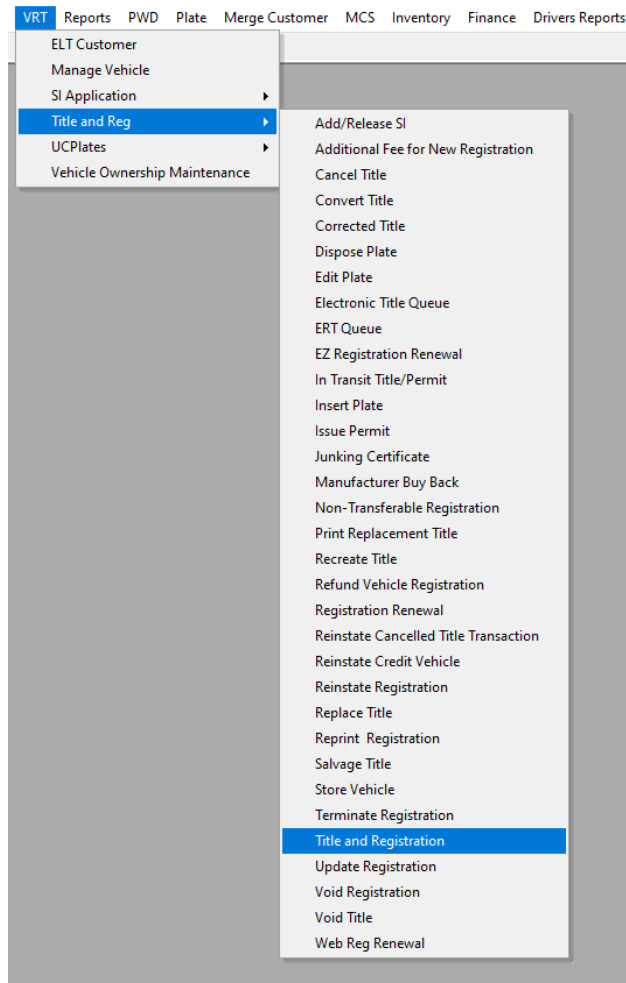
The process to move and adjust title stock is a supervisor feature of VRT. It depends on what the local process is in your county office.

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.

Title And Registration Prequalifier

Vehicle

Purchased Date VIN Title # MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------------|---------------------------------------|--------------------------|
| 1 | <input type="text"/> | | <input type="checkbox"/> |
| 2 | <input type="text"/> | | <input type="checkbox"/> |
| 3 | <input type="text"/> | | <input type="checkbox"/> |

Credits

| Transaction Date | Vehicle ID # | Vehicle ID Type | Disposition |
|----------------------|----------------------|-----------------|-------------|
| <input type="text"/> | <input type="text"/> | Plate | Traded |
| <input type="text"/> | <input type="text"/> | Plate | Traded |

Continue Reset Cancel

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.

Title And Registration

VIN [] Location: Ankeny DL Station

Vehicle: 2008 Ford Taurus SEL Veh Type: Automobile Set: <New Set>

Application: **Vehicle Status** | Fee Detail | Registration Detail | Relate Customers | Mailing | Credits | Documents | Exceptions

Previous Title

| Title # | Title Type | Electronic | State | County | Current Status | Date |
|-----------|------------|------------|-------|--------|----------------|-----------|
| 86AA73215 | Regular | No | IA | Tama | Active | 8/26/2016 |

Previous Registration

Registration (From/To and Disposition): 3/1/2023 - 2/29/2024 Usage (Tons): Regular

Cancel Previous Title

Cancel Reason: Cancel-Transferred Cancel Date: 3/17/2023

Previous Ownership

Ownership Status: And

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Priority | SI Mailing Address | Active |
|----------------|-----------------|------------|-------------------|---------------|----------|--------------------|-------------------------------------|
| 624AH7783 (IA) | Drivers License | | | | 1 | | <input checked="" type="checkbox"/> |
| 973AA5333 (IA) | Drivers License | | | | 2 | | <input checked="" type="checkbox"/> |

Security Interests

| SI ID# | Legal Name | Residency Address | Create Date | Cancel Date | Cancel Reason |
|--------|------------|-------------------|-------------|-------------|---------------|
| | | | | | |

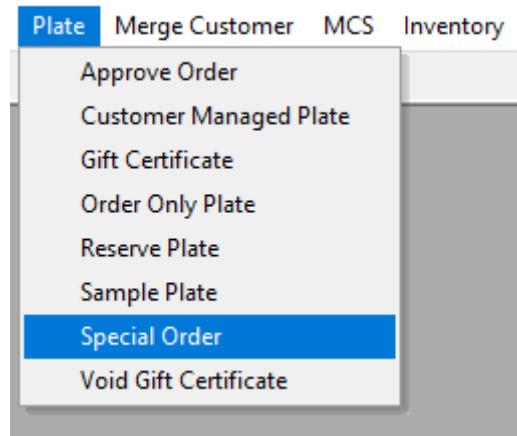
Dealer Reassignments

| Delete... | Order | Issued | Expires | Assignment Date | License # | Foreign | Name | Address |
|-----------|-------|--------|---------|-----------------|-----------|---------|------|---------|
| | | | | | | | | |

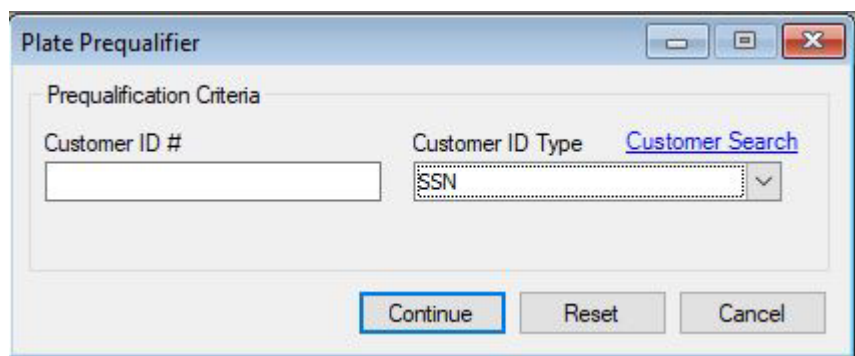
More Dealers New Vehicle

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.

Order Special Plate

Transaction Type Order Special Plate Transaction Date 3/17/2023 Location Ankeny DL Station

Customer Name Customer # Set <New Set>

Residency Address Cust ID Drivers License 624AH7783 (IA)

Application Documents Fee Detail Mailing Purchaser

Application and Vehicle Information

Received Date 3/17/2023 Vehicle Type Automobile Vehicle Usage Regular OVS Replace Plate

Fake Order

Plate Request

Plate Type (Choose Vehicle Usage first.) Blackout County Plate Configuration Blackout lg 2 Amateur Radio

| Priority | Personalized Text | Meaning | Status |
|----------|-------------------|---------|---------|
| 1 | | | Pending |
| 2 | | | Pending |
| 3 | | | Pending |

Plate Qualifications

| Characteristic / Document | Received | Characteri... | Pending Do... |
|---------------------------|----------|---------------|---------------|
| | | | |

Comment Mail To

Mail Plate Print Certificate

Replace Plate Fee

OVS Managed Location

| Transaction Fees | |
|------------------|---------|
| | Fee |
| EV Reg Fee | \$0.00 |
| Plate Fees | \$60.00 |
| Other Fees | \$0.00 |
| Grand Total: | \$60.00 |

Validate Pay Now Pay Later Hold Print App Revert Cancel

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.

Order Special Plate

Transaction Type Order Special Plate Transaction Date 3/17/2023 Location Arkeny DL Station

Customer Name Customer # 1922120 Set <New Set>

Residency Address Cust ID Drivers License 624AH7783 (IA)

Application Documents Fee Detail Mailing Purchaser

| R... | Open | Documentation Description | Document Reference # | Comment |
|------|------|---------------------------|----------------------|---------|
|------|------|---------------------------|----------------------|---------|

Add

Validate Pay Now Pay Later Hold Print App Revert Cancel

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

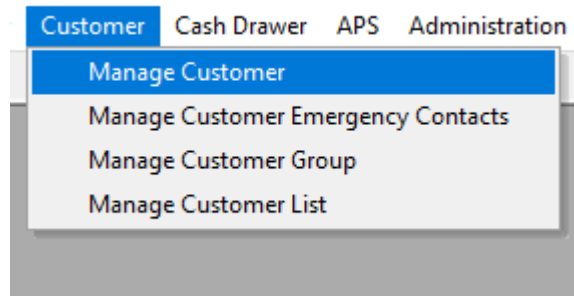
Notes can be used to document information about a customer. This feature can be used to annotate anything about a customer but be sure to keep your notations professional.

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.

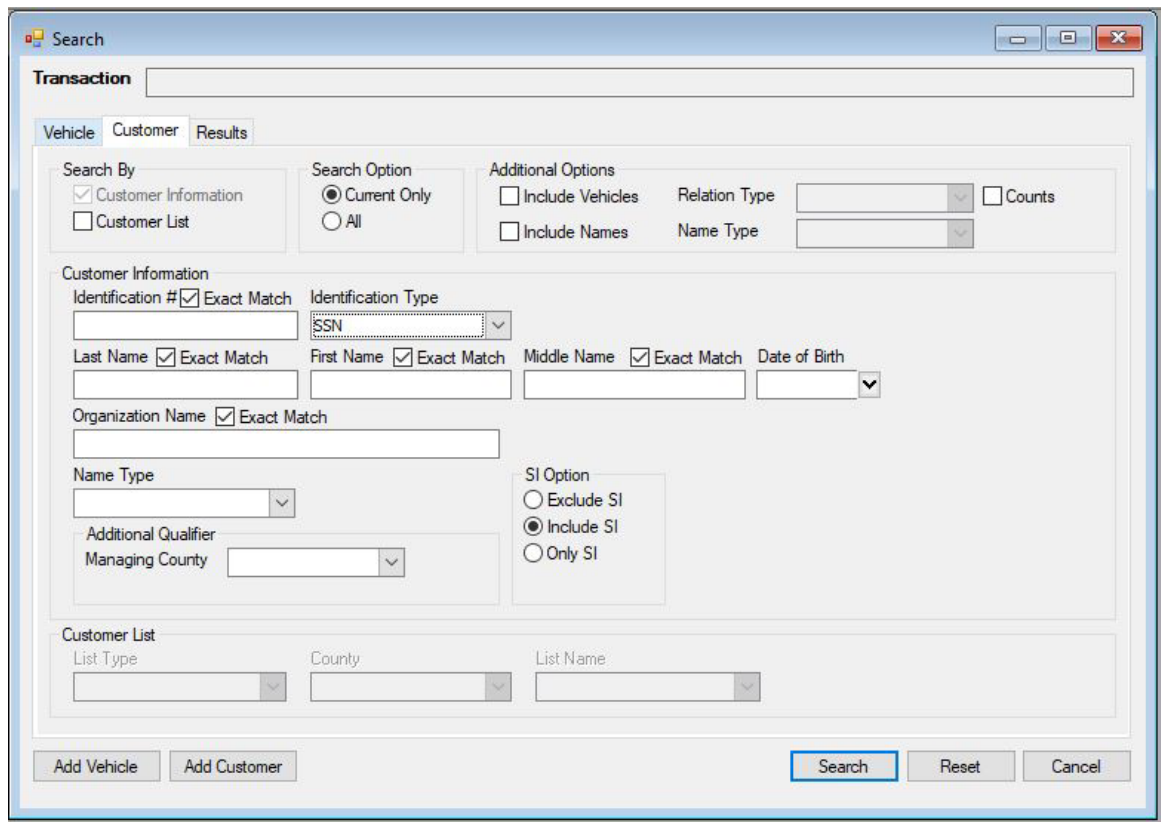
Viewing Notes

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

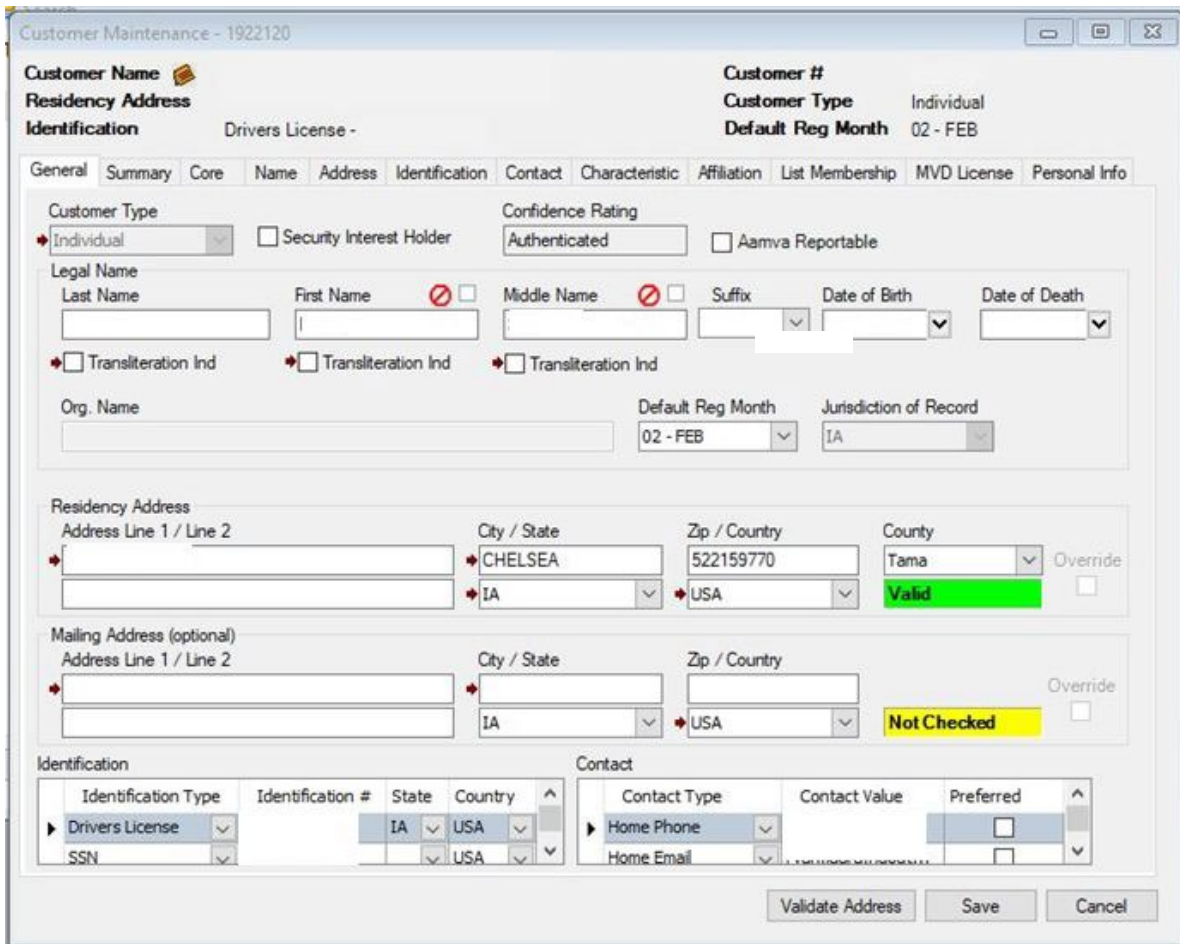
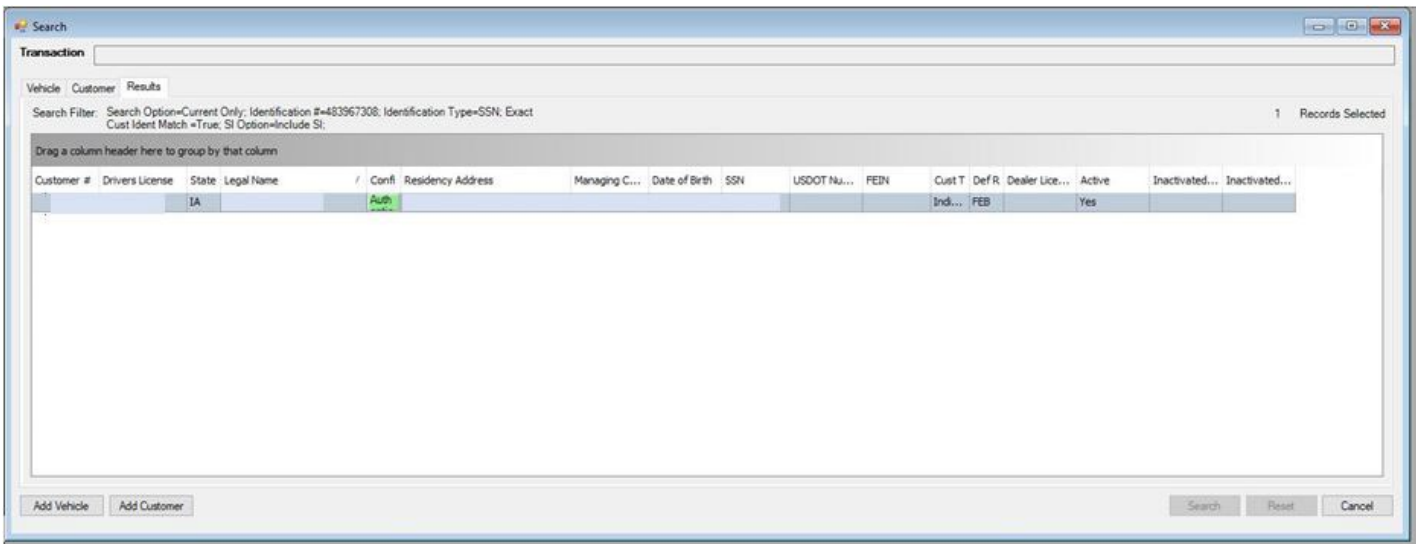
1. Select Customer.
2. Select Manage Customer. The search window appears.



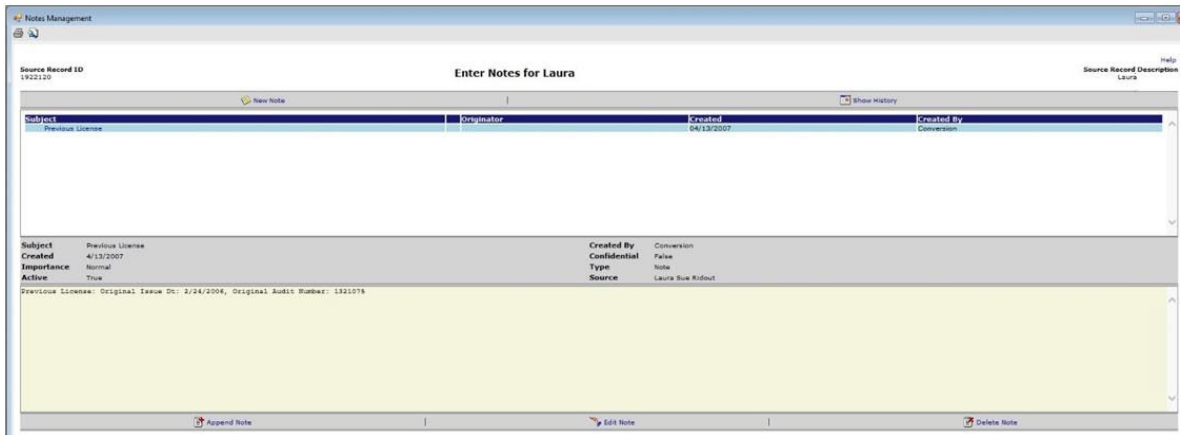
3. In the Identification # field enter the SSN.
4. Select Search.

A screenshot of a 'Search' window in a software application. The window has a title bar with 'Search' and standard window controls. Below the title bar is a 'Transaction' search field. The main area is divided into several sections: 'Vehicle' (selected), 'Customer', and 'Results'. Under 'Customer', there are search criteria sections: 'Search By' (with checkboxes for 'Customer Information' and 'Customer List'), 'Search Option' (with radio buttons for 'Current Only' and 'All'), and 'Additional Options' (with checkboxes for 'Include Vehicles', 'Include Names', 'Counts', and 'Name Type'). The 'Customer Information' section includes fields for 'Identification #', 'Last Name', 'First Name', 'Middle Name', 'Date of Birth', and 'Organization Name', each with an 'Exact Match' checkbox. The 'Identification #' field contains 'SSN'. There are also dropdown menus for 'Identification Type' (set to 'SSN'), 'Name Type', and 'Managing County'. An 'SI Option' section has radio buttons for 'Exclude SI', 'Include SI' (selected), and 'Only SI'. At the bottom, there are 'Add Vehicle', 'Add Customer', 'Search', 'Reset', and 'Cancel' buttons.

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.

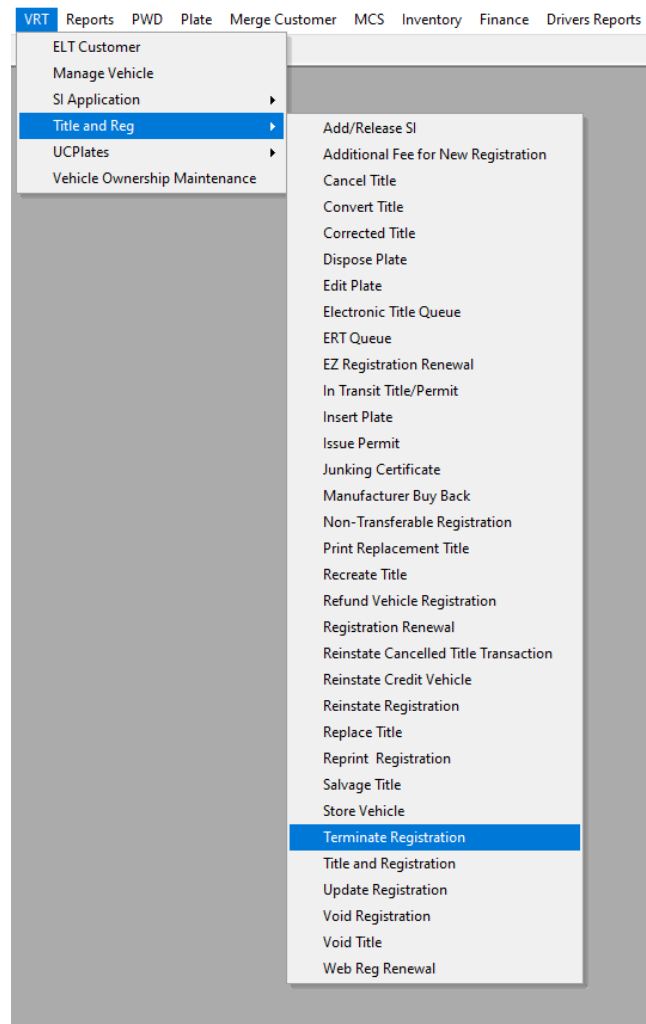


9. Select the note subject line that you wish to read. From here additional notes can be added. If the investigator wishes to append to your notes with additional notes from his investigation it can be done from this window.

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.

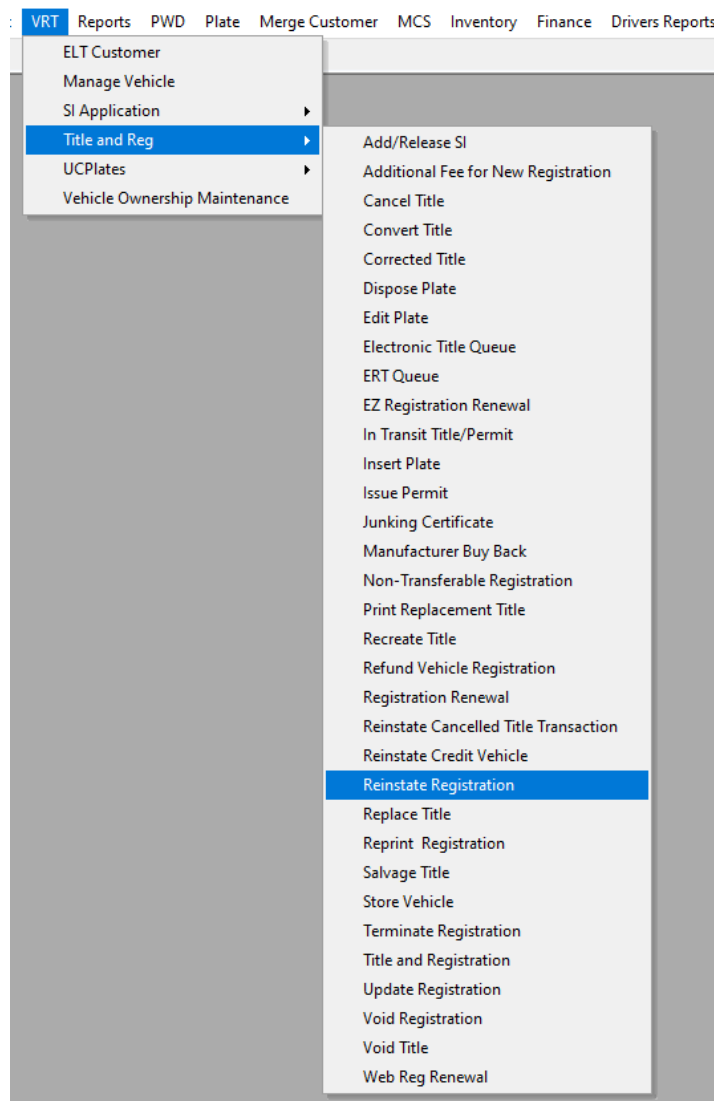
The screenshot shows a dialog box titled "Terminate Registration PreQualifier". It has a standard Windows window header with minimize, maximize, and close buttons. The dialog contains two input fields: "Vehicle ID #" and "Customer ID #". To the right of these fields are two dropdown menus: "Vehicle ID Type" (currently set to "Plate") and "Customer ID Type" (currently set to "Drivers License"). Above the "Vehicle ID Type" dropdown is a blue link labeled "Vehicle Search", and above the "Customer ID Type" dropdown is a blue link labeled "Customer Search". At the bottom of the dialog are three buttons: "Continue" (highlighted with a blue border), "Reset", and "Cancel".

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.

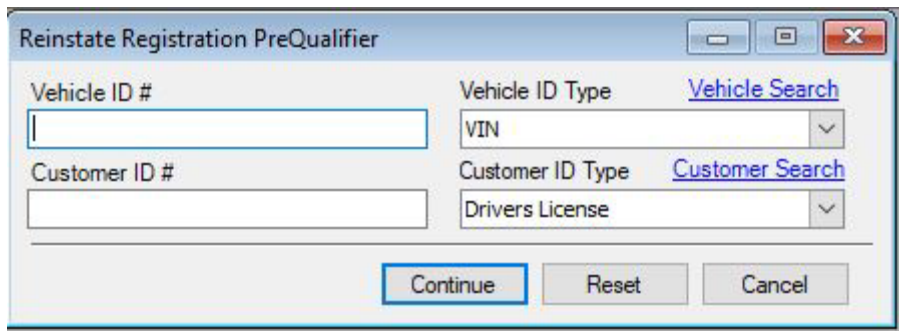
Reinstating a Registration

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 Reinstatement Registration. The Reinstatement Registration Prequalifier window appears.



4. In the Vehicle ID # field, enter the VIN.
5. Select Continue.



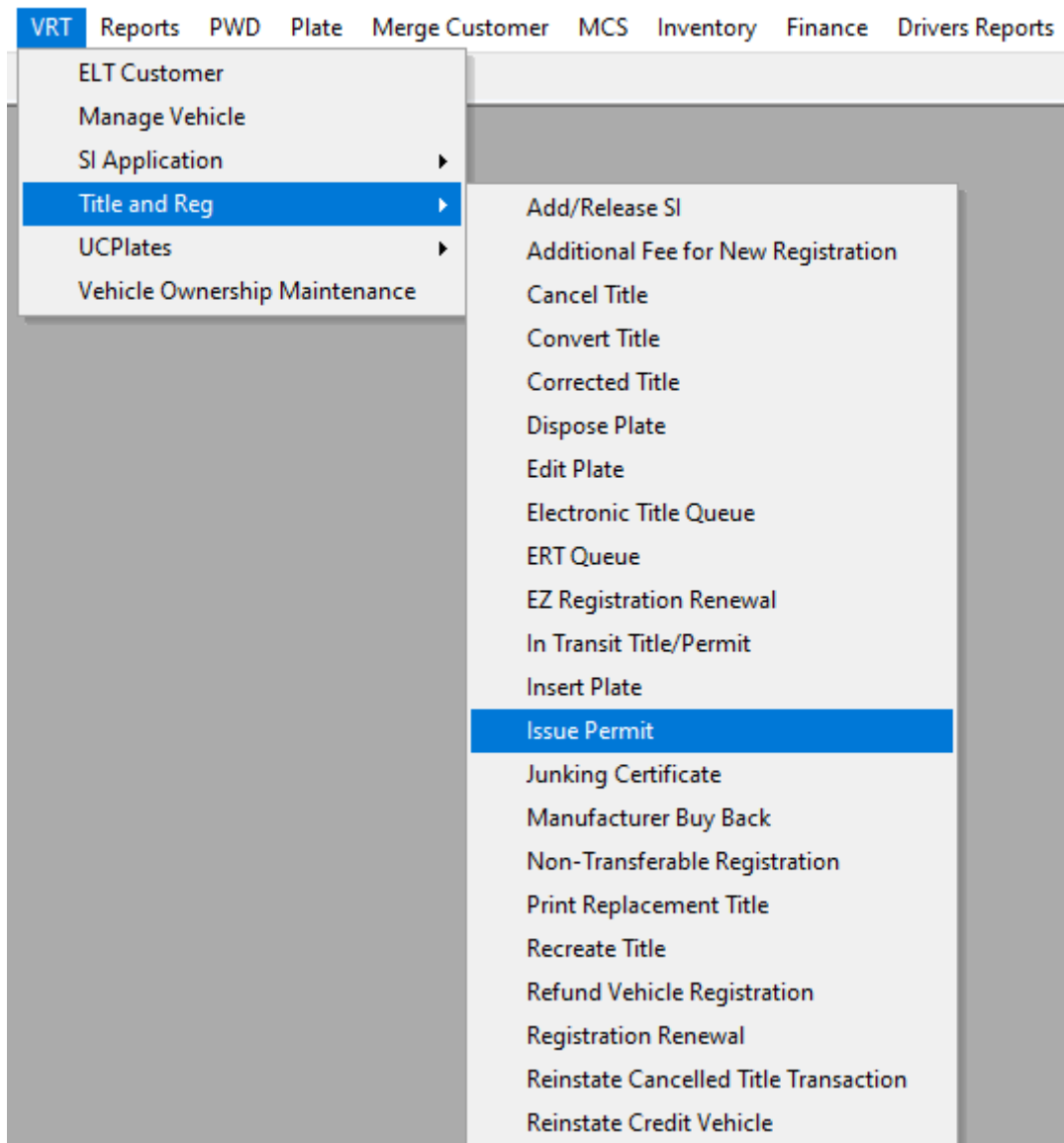
The screenshot shows a software window titled "Reinstatement Registration PreQualifier". It contains two columns of input fields. The first column has "Vehicle ID #" and "Customer ID #", both with empty text boxes. The second column has "Vehicle ID Type" with a dropdown menu showing "VIN" and a link "Vehicle Search"; "Customer ID Type" with a dropdown menu showing "Drivers License" and a link "Customer Search". At the bottom, there are three buttons: "Continue" (highlighted with a blue border), "Reset", and "Cancel".

6. The Results tab appears. Select the correct vehicle from the list. The Reinstatement 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.

Issue Permit PreQualifier

Vehicle ID #

Vehicle ID Type [Vehicle Search](#)
VIN

Customer ID #

Customer ID Type [Customer Search](#)
Drivers License

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

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

Issue Permit

VIN: .

Vehicle: 2008 Ford Taurus SEL Veh Type: Automobile Location: Ankeny DL Station

Reg: 3/1/2023 - 2/29/2024 Usage/Tons: Regular Set: <New Set>

Application | Fee Detail | Mailing | Documents

Received Date: 3/17/2023 Tracking #:

4/16/2023

| Permit Start Date | Permit End Date | Renewal Pref | Weight | List Price | Color | Color 2 | Sq Footage | Damage |
|-------------------|-----------------|--------------|--------|-------------|-------|---------|------------|--------|
| 3/17/2023 | | Postcard | 3,700 | \$24,000.00 | White | | | |

| Start | End | Us... | Tonnage | Plate Type | Veh Type | Annual Fee |
|----------|-----------|---------|---------|--------------|------------|------------|
| 3/1/2023 | 2/29/2024 | Regular | | 0 County Std | Automobile | \$50.00 |

Customer

| Customer ID | ID Type | Legal Name | Print Name | Residency Address | Date of B... | Relations... | Priority |
|-------------|---------|------------|------------|-------------------|--------------|--------------|----------|
| 624AH7783 | Driv... | | | | | Owner | 1 |

Plate Changes

| Plate Disposition | Plate Type | Plate # |
|-------------------|------------|---------|
| Current Plate | County Std | |

Mail Permit

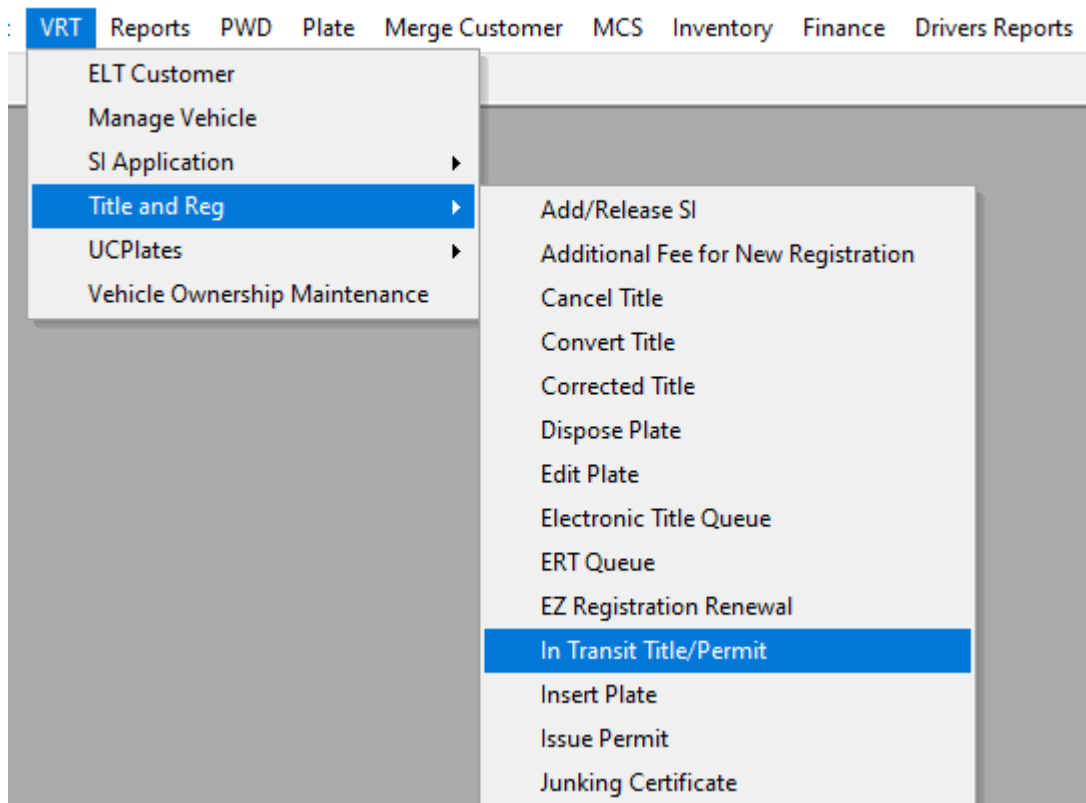
Mail To:

| Transaction Fees | Fee | Penalty |
|-------------------|---------|---------|
| Registration Fees | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| Plate Fees | \$0.00 | |
| Other Fees | \$25.00 | |
| Sub Total | \$25.00 | \$0.00 |
| Grand Total: | | \$25.00 |

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.

In Transit Prequalifier

Vehicle

Purchased Date:
 VIN:
 Title #: MCO

Customers

| | 1 | 2 | 3 |
|-------------------|----------------------|----------------------|----------------------|
| Owner | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Security Interest | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Lessee | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Primary Operator | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------------------------|---------------------------------------|--------------------------|
| 1 | <input type="button" value="v"/> | <input type="text"/> | <input type="checkbox"/> |
| 2 | <input type="button" value="v"/> | <input type="text"/> | <input type="checkbox"/> |
| 3 | <input type="button" value="v"/> | <input type="text"/> | <input type="checkbox"/> |

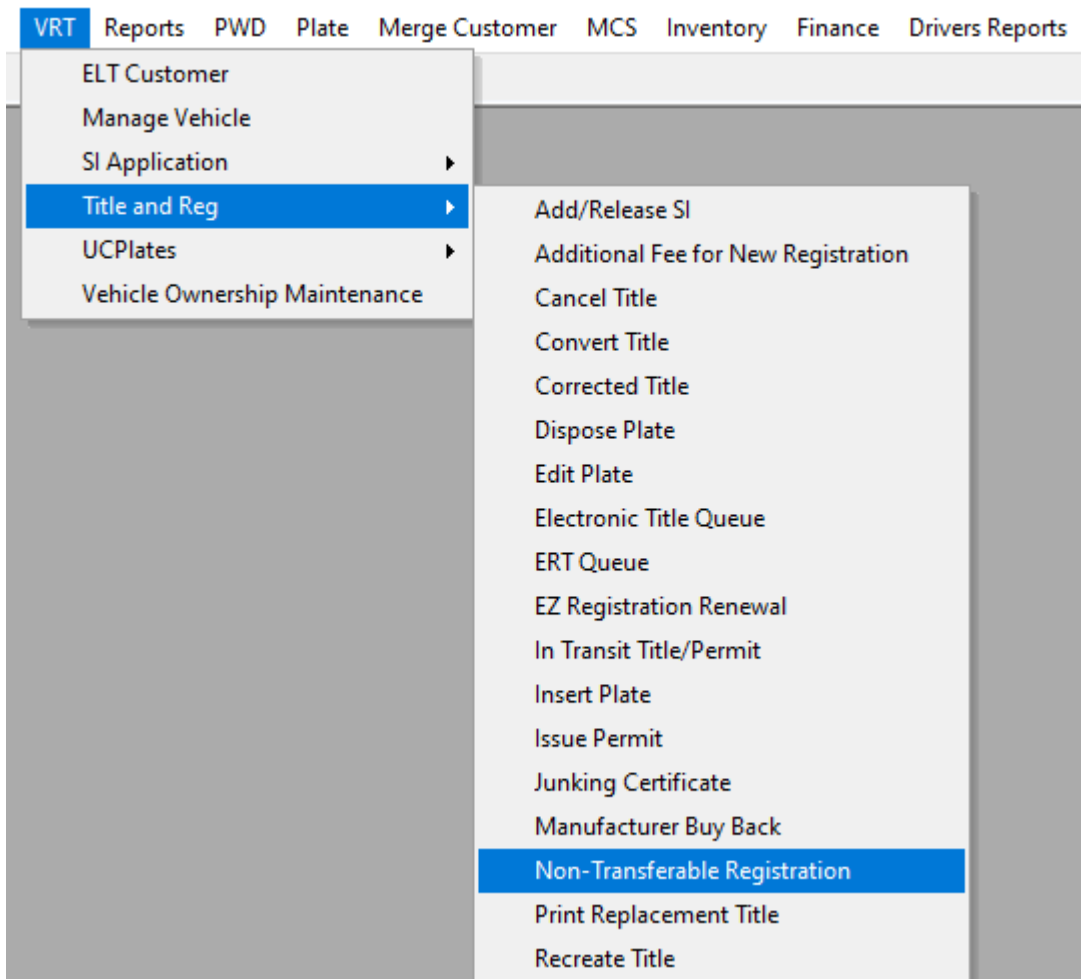
8. The Results tab appears. Enter the customer and vehicle information. The In Transit window appears. This screen looks similar to the standard title and registration window.
9. On the Application tab in the Received Date field and Received Date field, enter today's date.
10. In the Taxable Amount field 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.

The screenshot shows the 'In Transit' application window. At the top, it displays 'VIN' and 'Vehicle' information: 2008 Ford Taurus SEL, Veh Type: Automobile, Location: Ankeny DL Station, and Set: <New Set>. Below this are tabs for Application, Vehicle Status, Fee Detail, Relate Customers, Mailing, Documents, and Exceptions. The 'Vehicle' section contains fields for Received Date (3/17/2023), Purchased Date (3/17/2023), Style (4D), Weight (3700), List Price (\$24,000.00), Color (White), Sq Footage, and Tracking #. A red box highlights the 'Net Purch Amt' field. Other fields include Exmt Reason (UT510), Last Odom (124941), New Odom, Odom Unit (Miles), Reading Type, Damage Over 70 Percent, and ADS Capable. There are also checkboxes for Electronic, Was OOS, and Mail To. The 'Customers' section shows Ownership Status, Prev Title # (86AA73215 IA), and Prev Owner (Ridout, Laura Sue). A table below lists customer information with columns for Customer ID, ID Type, Legal Name, Residency Address, Date of Birth, Relationship, and Priority. A red box highlights the 'In Transit Title' and 'In Transit Permit Exp' checkboxes. The 'In Transit / Permit' section includes a date dropdown for 'In Transit Permit Exp' (4/16/2023). On the right, a 'Transaction Fees' table shows fees and penalties for Title Fees, Fee for New Reg, EV Reg Fee, SI Fees, Plate Fees, and Other Fees, with a Sub Total of \$28.00 and a Grand Total of \$28.00. At the bottom, there are buttons for Search SI App, Validate, Pay Now, Pay Later, Hold, Deny, Print App, Revert, and Cancel.

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.

Manufacturer Buy Back Prequalifier

Vehicle

Purchased Date:
 VIN:
 Title #: MCO

Customers

| | 1 | 2 | 3 |
|-------------------|---|---|---|
| Owner | | | |
| Security Interest | | | |
| Lessee | | | |
| Primary Operator | | | |

Dealer Assignments

| Order | Assignment ... | Iowa License # / Foreign Dealer Ident | Foreign |
|-------|----------------------------------|---------------------------------------|--------------------------|
| 1 | <input type="button" value="v"/> | | <input type="checkbox"/> |
| 2 | <input type="button" value="v"/> | | <input type="checkbox"/> |
| 3 | <input type="button" value="v"/> | | <input type="checkbox"/> |

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.

Manufacturer Buy Back

VIN **Location** Ankeny DL Station

Vehicle 2008 Ford Taurus SEL **Veh Type** Automobile

Set <New Set>

Application Vehicle Status Fee Detail Relate Customers Mailing Documents Exceptions

Vehicle

Received Date: 3/17/2023 Purchased Date: 3/17/2023 Style: 4D Weight: 3700 List Price: \$24,000.00 Color: White Sq Footage: Tracking #:

Net Purch Amt: Exmt Reason: [X] [] Last Odom: 124941 New Odom: Odom Unit: Miles Reading Type: Damage Over 70 Percent: ADS Capable:

Electronic Was OOS Mail To:

Customers

Ownership Status: Prev Title # (State): 86AA73215 (IA) Prev Owner: Ridout, Laura Sue

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|----------------|-----------------|------------|-------------------|---------------|--------------|----------|
| 624AH7783 (IA) | Drivers License | | | | Owner | 1 |

| Transaction Fees | Fee | Penalty |
|--------------------|----------------|----------------|
| Title Fees | \$15.00 | \$0.00 |
| Fee for New Reg | \$0.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$15.00 | \$0.00 |
| Grand Total | | \$15.00 |

Search SI App Validate **Pay Now** Pay Later Hold Deny Print App Revert Cancel

Profiles – Managing Locations and Printers

1. Sign into ARTS.
2. Select Tools.
3. Select Profiles.
4. Add your name in Profile Name.

Profiles - tonya

Show options for profile...

tonya (Default) Set Default

Profile Cash Drawer Work Location User Options

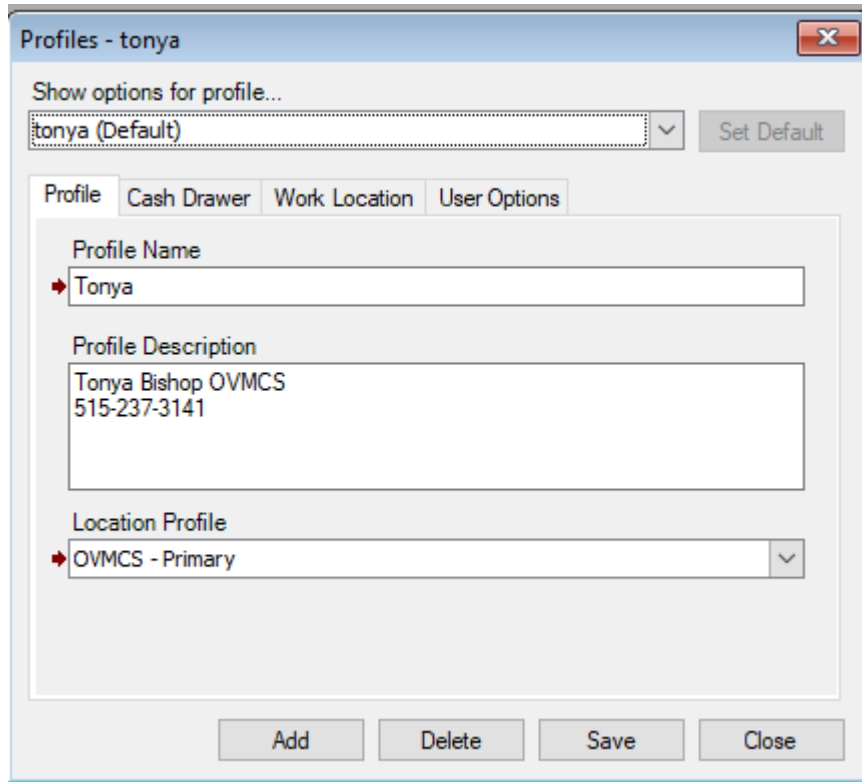
Profile Name
Tonya

Profile Description
Tonya Bishop OVMCS
515-237-3141

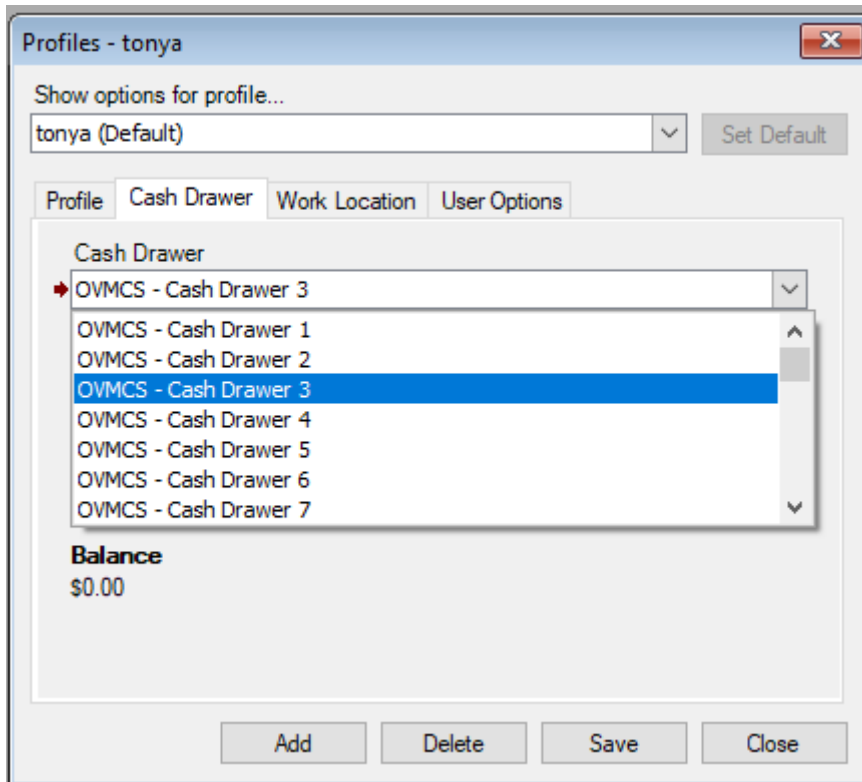
Location Profile
OVMCS - Primary

Add Delete Save Close

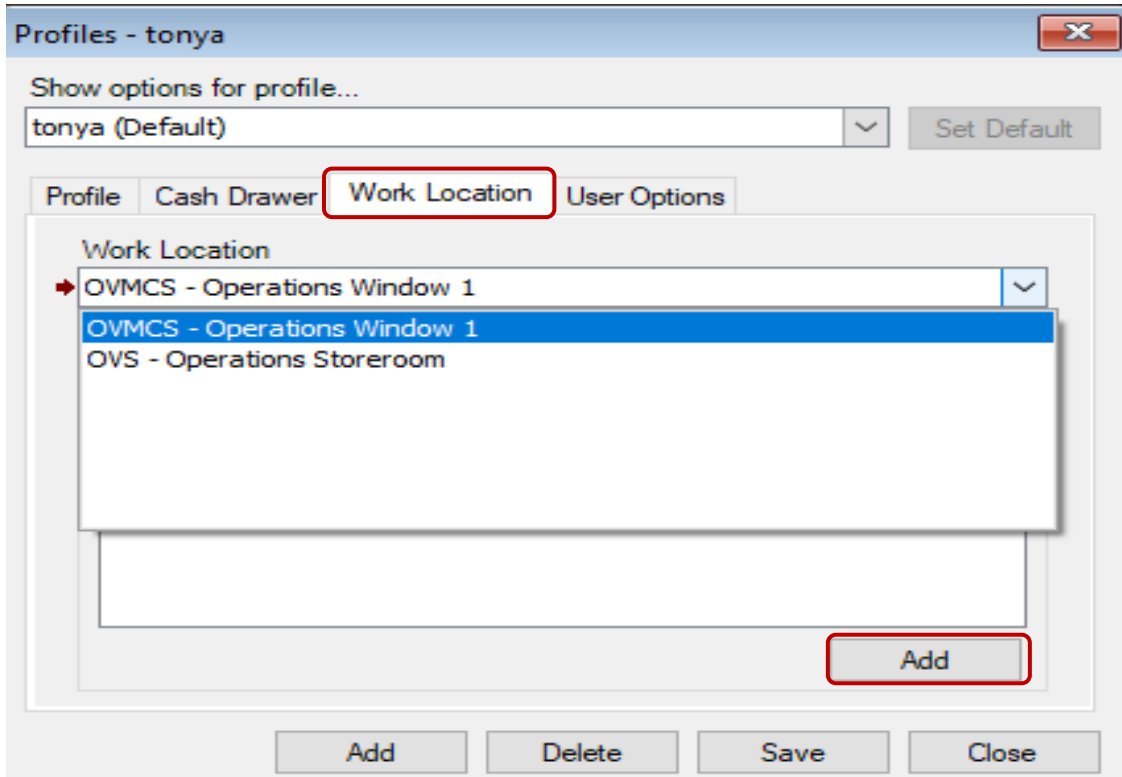
- In the Profile Description, add your name, work location and contact phone number.
- Select your County Primary under Location Profile drop-down.



- 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.

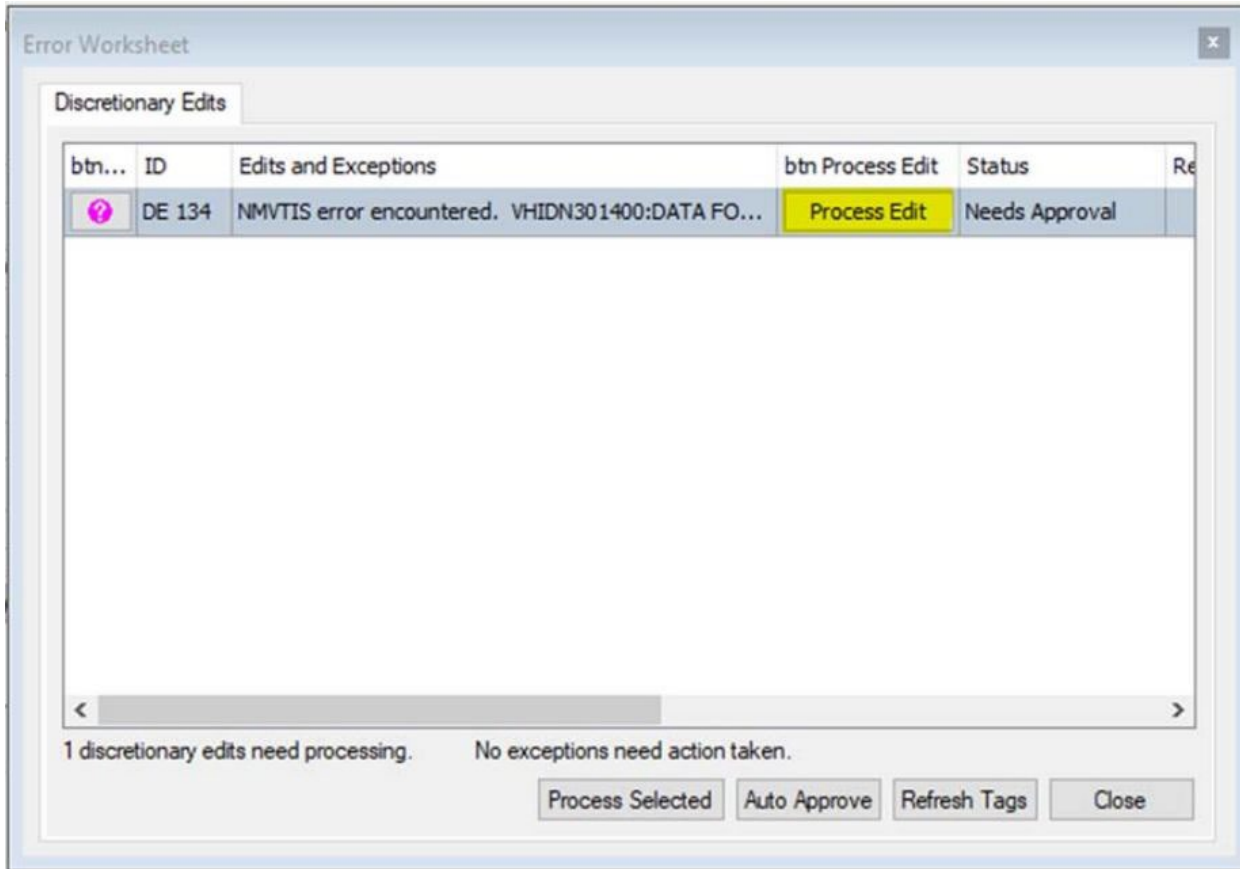


- c. Use Work Location tab for printer breakdown or to change printers.
 - i. Delete old printers to Add new/temporary printers.
 - ii. You do not have to set up a new profile.

| Printers | | |
|---|------------|--------------------------------------|
| Delete_... | Priority / | Printer |
| <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> | 1 | OVS - Operations Reg Printer LU069 |
| <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> | 2 | OVS - Operations Title Printer LU068 |

Sending/Submitting Discretionary Edit to Queue

1. Select Process Edit.



2. Select Send to Queue.

Create Override View Tag

NMVTIS error encountered. VHIDN301400:DATA FOR MANUFACTURER NOT ON FILE

Approval Level Required: 30

Send Request

Send Request for Waiver

Request Comment

This is a request for an override approval. NMVTIS error encountered. VHIDN301400:DATA FOR MANUFACTURER NOT ON FILE

Send To Queue Send To User

Due Date 11/21/2022 Priority Urgent - Immedi... Return Receipt Send Request

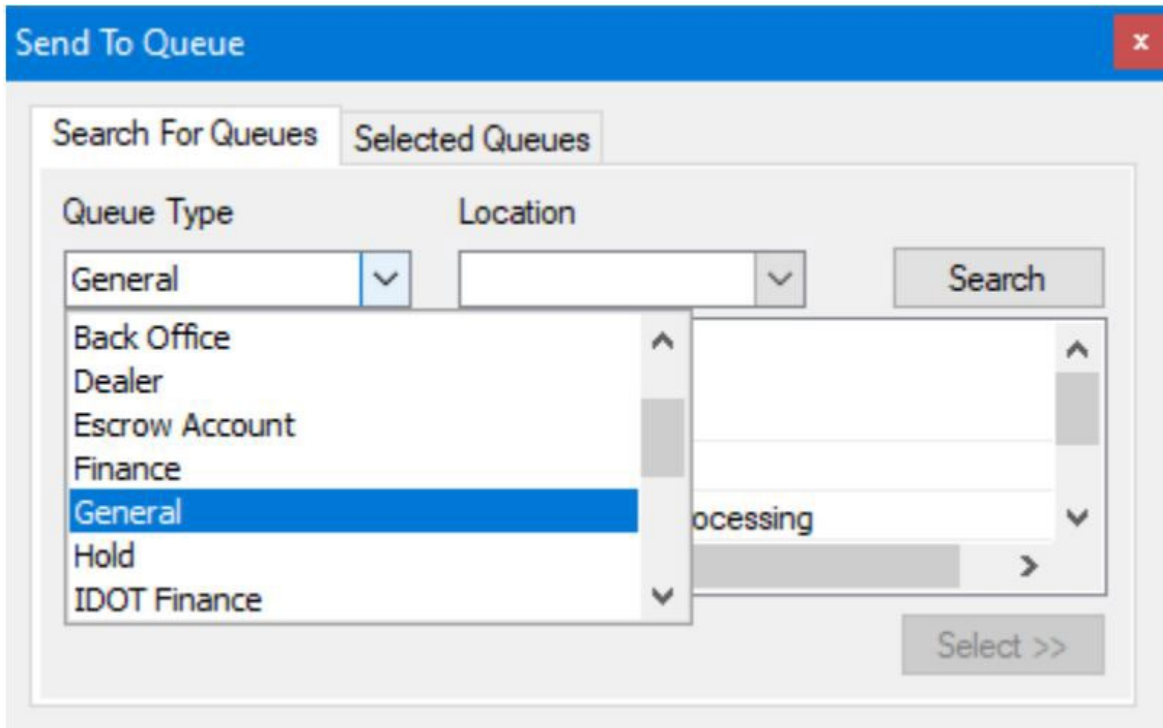
Create Tag

Approval Level: Reason Approve Deny Defer Tag Comment

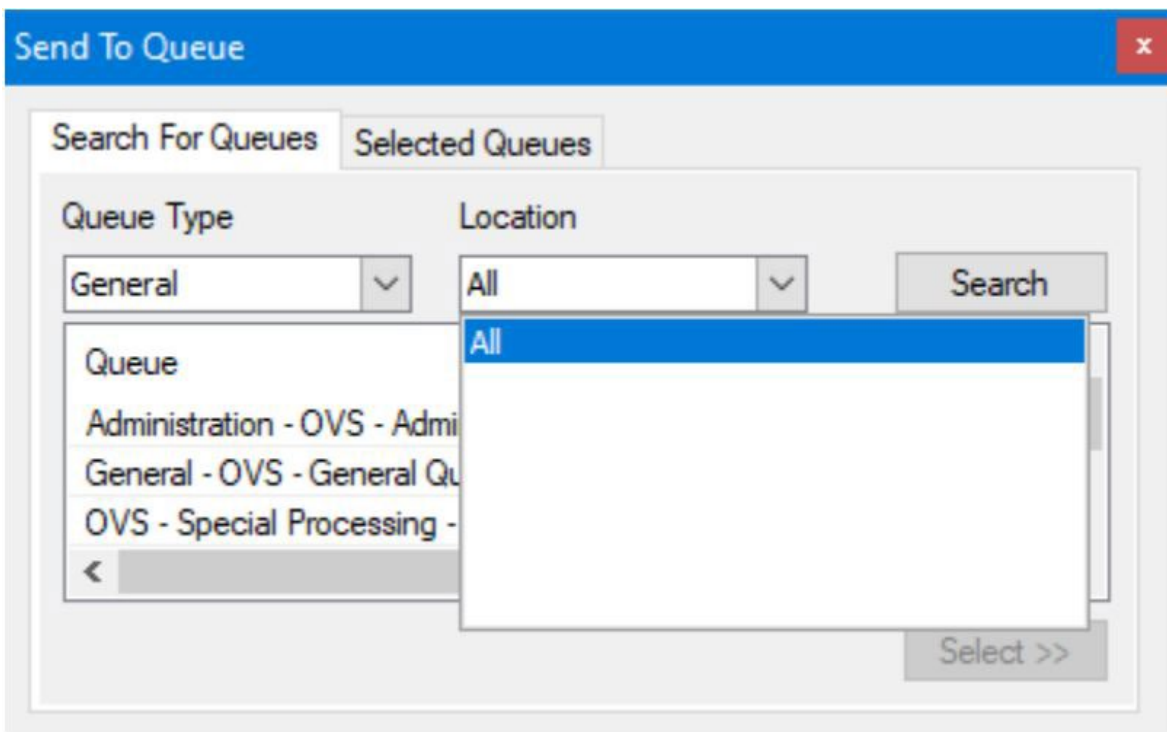
Create Tag

Cancel

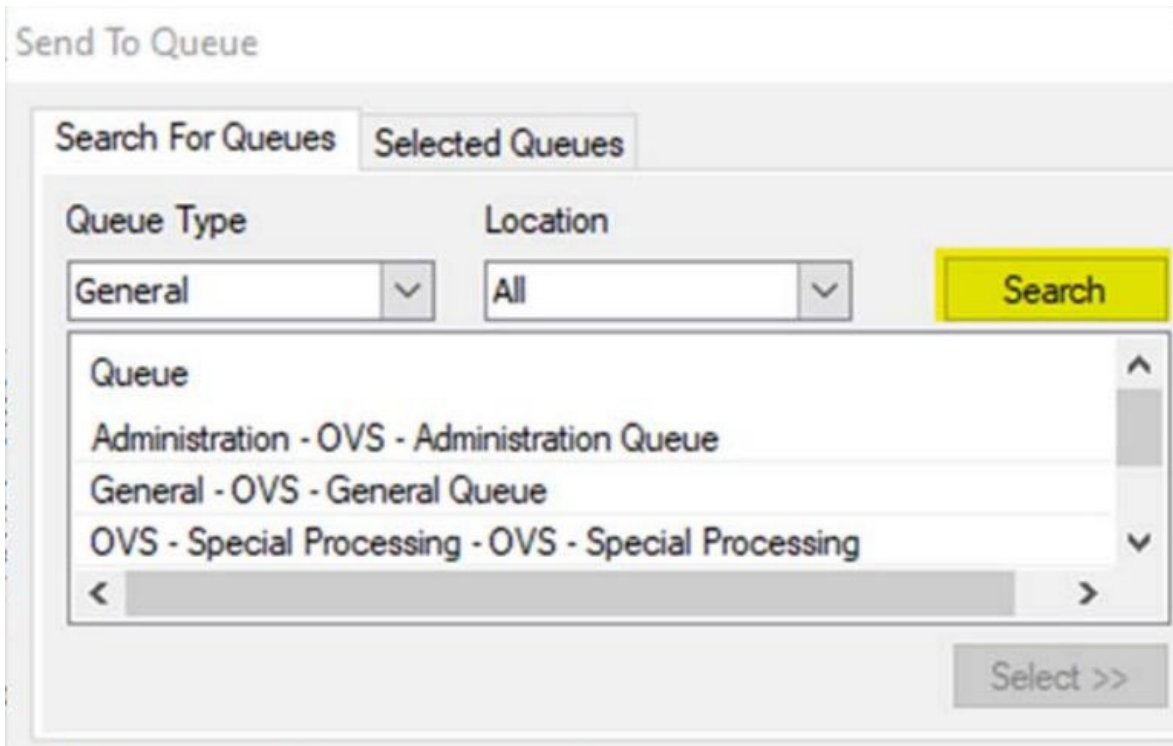
3. Select General in the Queue Type drop-down.



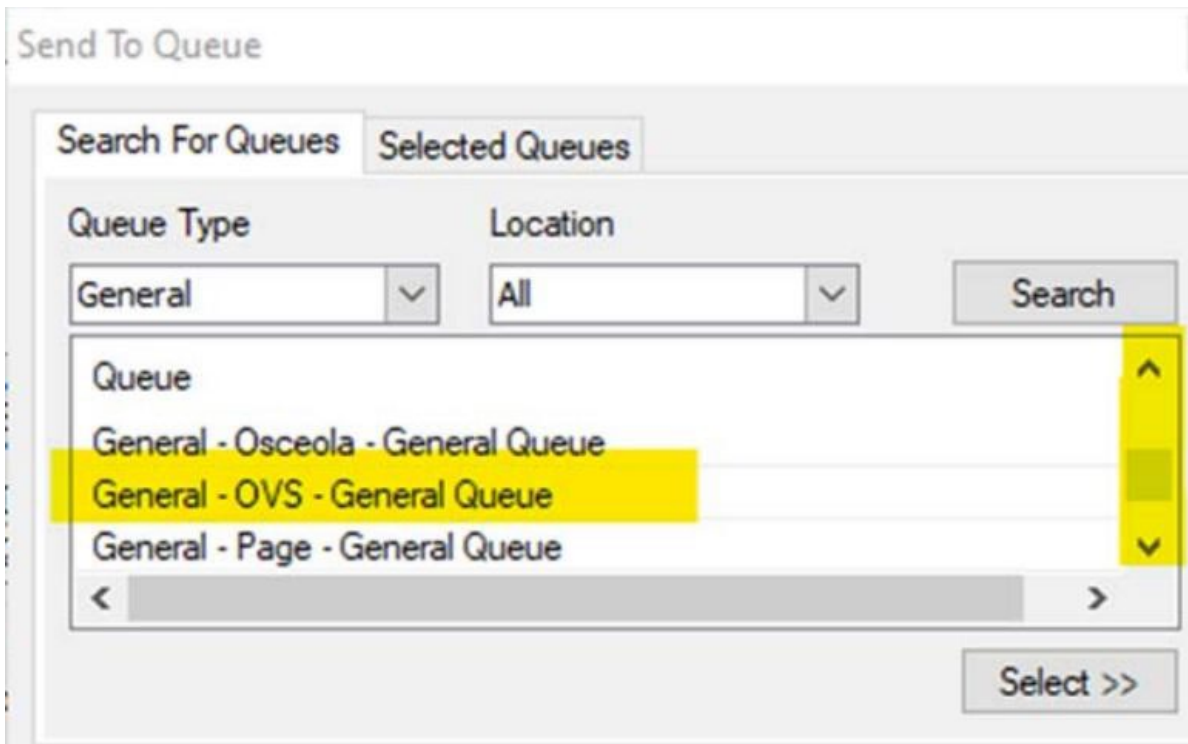
4. Select All in the Location drop-down.



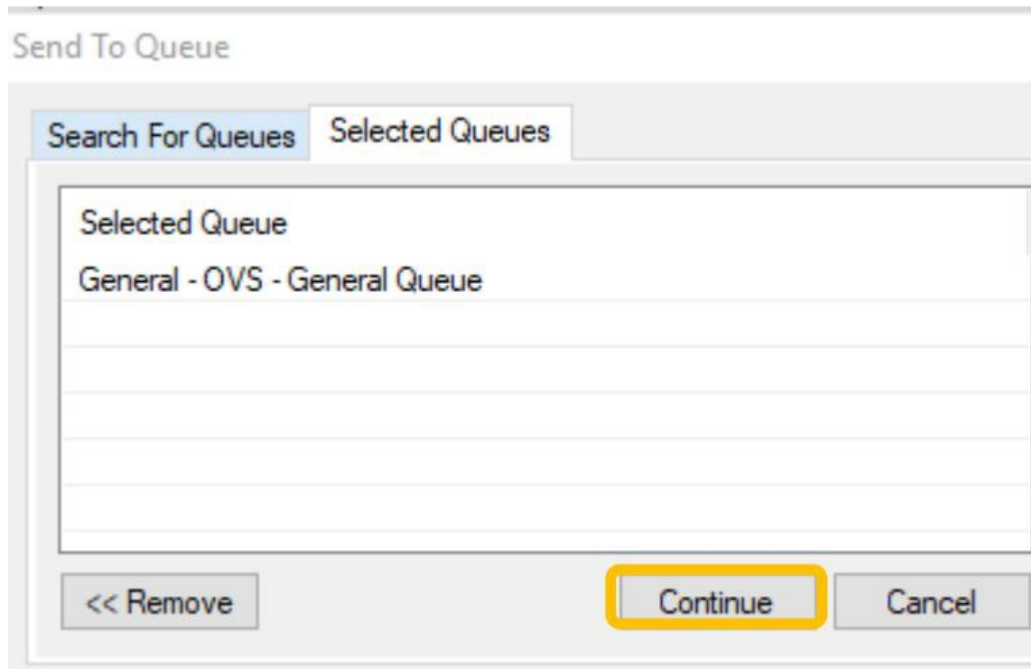
5. Select Search.



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.



The image shows a dialog box titled "Send To Queue". It has two tabs: "Search For Queues" and "Selected Queues". The "Selected Queues" tab is active, showing a list with one entry: "General - OVS - General Queue". Below the list are three empty rows. At the bottom of the dialog, there are three buttons: "<< Remove", "Continue", and "Cancel". The "Continue" button is highlighted with a yellow border.

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

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

Send To Queue Send To User

Due Date 12/3/2019 Priority Urgent - Immedi... Return Receipt Send Request

Create Tag

Approval Level: Reason Approve Deny Defer Tag Comment

Create Tag

Cancel

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 WMWWMF33528TU69199. |

Send To Queue Send To User

Due Date 12/3/2019 Priority Urgent - Immedi... Return Receipt Send Request

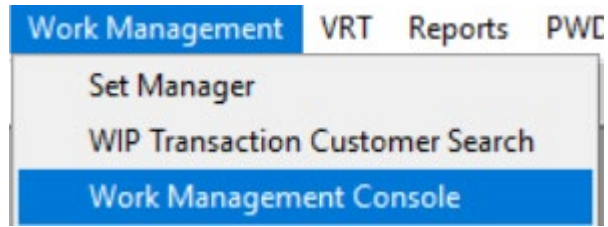
Create Tag

Approval Level: Reason Approve Deny Defer Tag Comment Create Tag

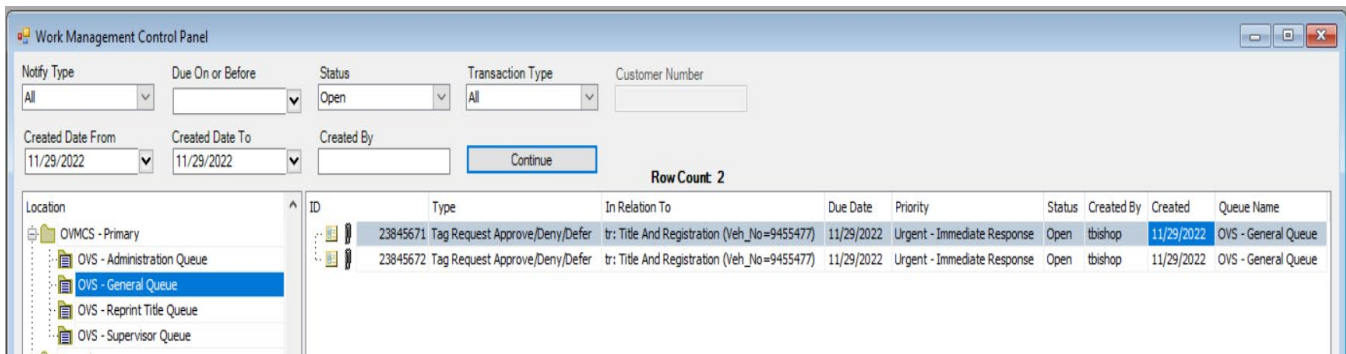
Cancel

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.

Message Detail

Request Queue: OVS - General Queue Request Type: Tag Request Approve/Deny/Defer Request Amount: \$0.00

Due Date: 11/29/2022 12:00:00 AM End Date: 12/6/2022 12:00:00 AM Priority: Urgent - Immediate Respo

WIP Status: Pre Process Status: Open Request Reference Type: DEdit

Created By: tbishop Date: 11/29/2022 4:07:25 PM Edit Description: NMVTIS Title Information does not exist in the response

Message: Tonya Bishop OVMCS 515-237-3141 : This is a request for an override approval. NMVTIS Title Information does not exist in the response. I checked with the other state and this is their title.

Attachments: In settle...

Related Entries

| Request Type | Created By | Created | Queue Name |
|--------------------------------|------------|------------|---------------------|
| Tag Request Approve/Deny/Defer | tbishop | 11/29/2022 | OVS - General Queue |

Show Message

Respond [dropdown] **Continue** Cancel

Title And Registration

VIN: 3GCUKRECKGG107730 Location: OVMCS - Primary

Vehicle: 2016 Chevrolet Silverado K1500 Lt Veh Type: Truck Set: 78141171 - Captains Auto Sales

Application: Vehicle Status Fee Detail Registration Detail Relate Customers Mailing Credits Documents Exceptions

Vehicle

Received Date: 11/29/2022 Purchased Date: 11/1/2022 Style: CW Weight: 5400 List Price: \$41,400.00 Color: Gray Sq Footage: Tracking #:

Net Purch Amt: 6000 Exmt Reason: [x] UT510 Last Odom: 35381 New Odom: 102589 Odom Unit: Miles Reading Type: Actual Damage Over 70 Percent: No ADS Capable:

Electronic Was OOS Mail To: Captains Auto Sales 4177 L St Omaha, NE 68107

Customers

Ownership Status: Prev Title # (State): 31AE05278 (IA) Prev Owner: [redacted]

| Customer ID | ID Type | Legal Name | Residency Address | Date of Birth | Relationship | Priority |
|-------------|---------|---------------------|--------------------------|---------------|--------------|----------|
| 00000000 | FEIN | Captains Auto Sales | 4177 L St Omaha NE 68107 | | Owner | 1 |

Registration

Exp Date: Oct 2023 Usage: Regular Renewal Pref: Postcard Annual Fee: \$436.00 ADS Restricted:

Reg Interval: Annual Tonnage: Plate Type: County Std Plate #: AutoAssign Get Plate

Do Not Assign Plate Renewal Customer: Captains Auto Sales

Grandfather Eligible Replace Plate Fee

Print Validation Sticker Charge Postage for Reg Receipt

Mail Sticker and Reg Receipt Mail Plate: Captains Auto Sales 4177 L St Omaha, NE 68107

| Transaction Fees | | |
|--------------------|-----------------|---------------|
| | Fee | Penalty |
| Title Fees | \$25.00 | \$0.00 |
| Fee for New Reg | \$300.00 | |
| Registration Fee | \$436.00 | \$0.00 |
| EV Reg Fee | \$0.00 | \$0.00 |
| SI Fees | \$0.00 | |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.00 | |
| Sub Total | \$761.00 | \$0.00 |
| Grand Total | \$761.00 | |

Search SI App Validate Pay Now Pay Later Hold Deny Print App Revert Cancel

7. The Respond to a Request window will appear.

Respond to a Request

Approved Deny Deferred Close Request after responding

Reason

Queue Name
OVS - General Queue

CC Queue >

CC User > tbishop

Response Message

Create Cancel

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 transaction 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.

Respond to a Request

Approved Deny Deferred Close Request after responding

Reason

Acknowledge
Auto Approved
County Discretion
Customer Had No Documentation
Customer Is Known
Customer Showed Documentation
Other

Response Message

CC User > tbishop

Create Cancel

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

Respond to a Request

Approved Deny Deferred Close Request after responding

Reason: [Empty dropdown] [Error icon]

Response Message: [Empty text area] [Error icon]

Queue Name: OVS - General Queue

CC Queue > [Empty list]

CC User > tbishop

Create Cancel

Error Worksheet

Form Errors

| btn... | Message |
|--------------|----------------------------------|
| [Error icon] | Please select a Reason. |
| [Error icon] | Please enter a Response Message. |

2 form errors need to be corrected.

Close

Example of an acceptable Response Message.

Respond to a Request

Approved Deny Deferred Close Request after responding

Reason: Acknowledge [Error icon]

Response Message: Okay to process. [Error icon]

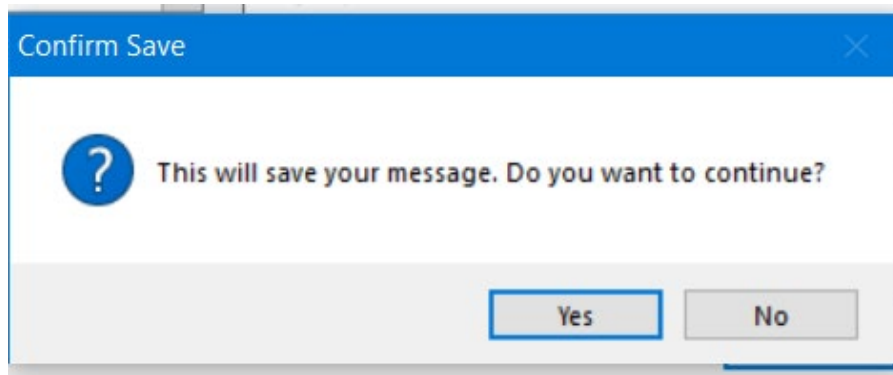
Queue Name: OVS - General Queue

CC Queue > [Empty list]

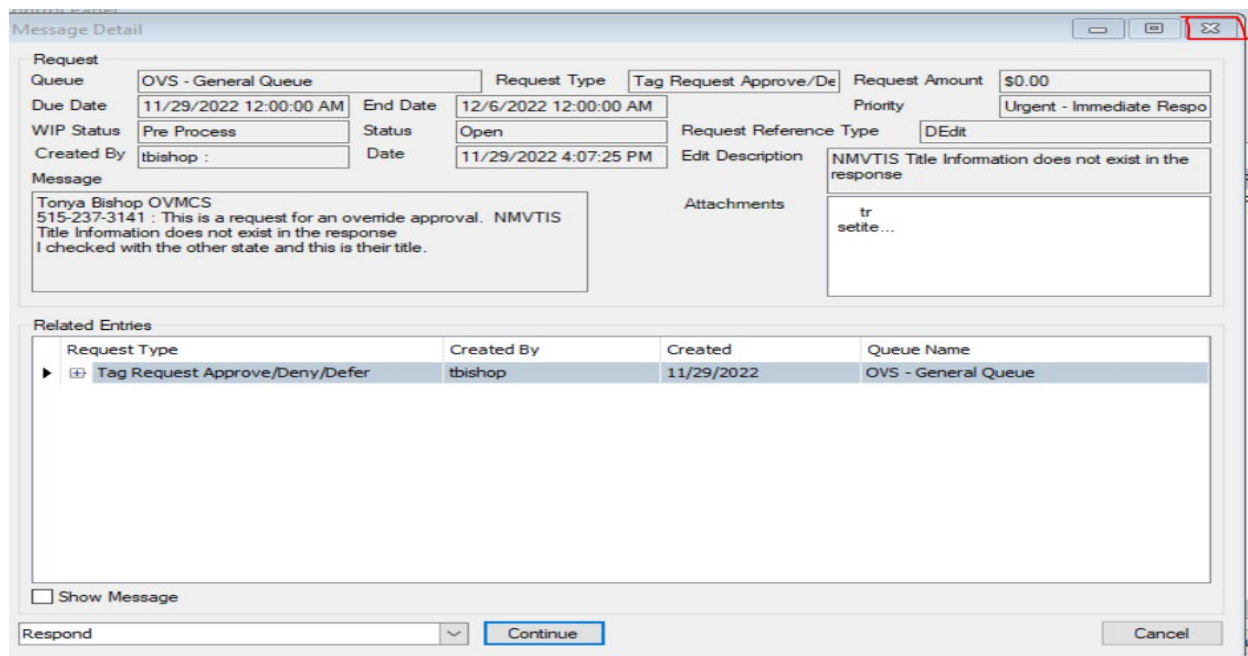
CC User > tbishop

Create Cancel

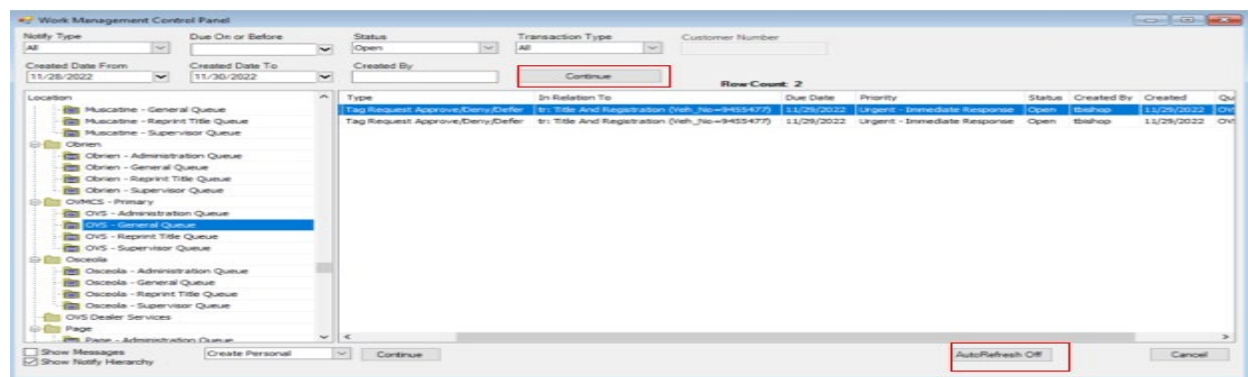
10. Select Yes



11. Select X in the top right-hand corner to close out of the Message Detail.

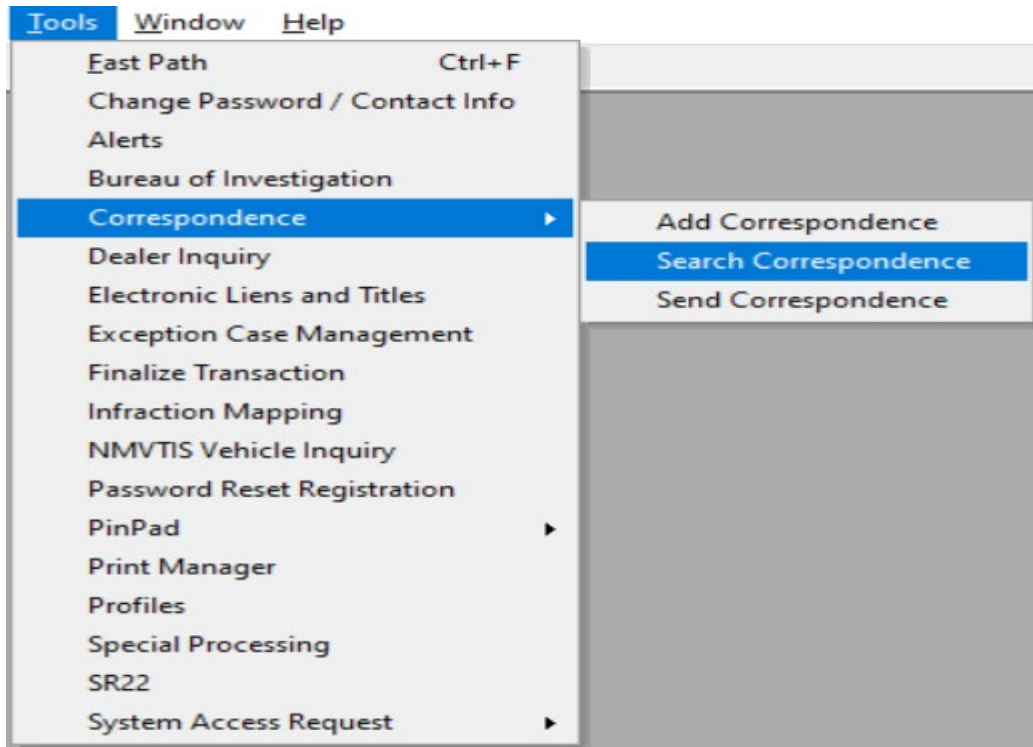


12. Select AutoRefresh or Continue or close the Work Management Control Panel.

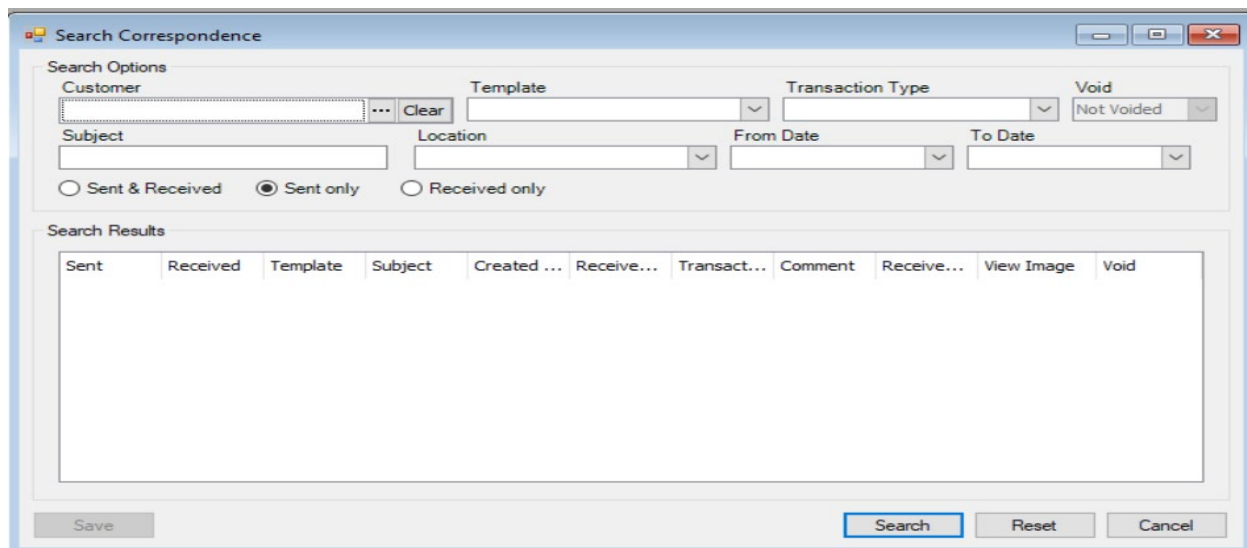


Searching Correspondence in ARTS

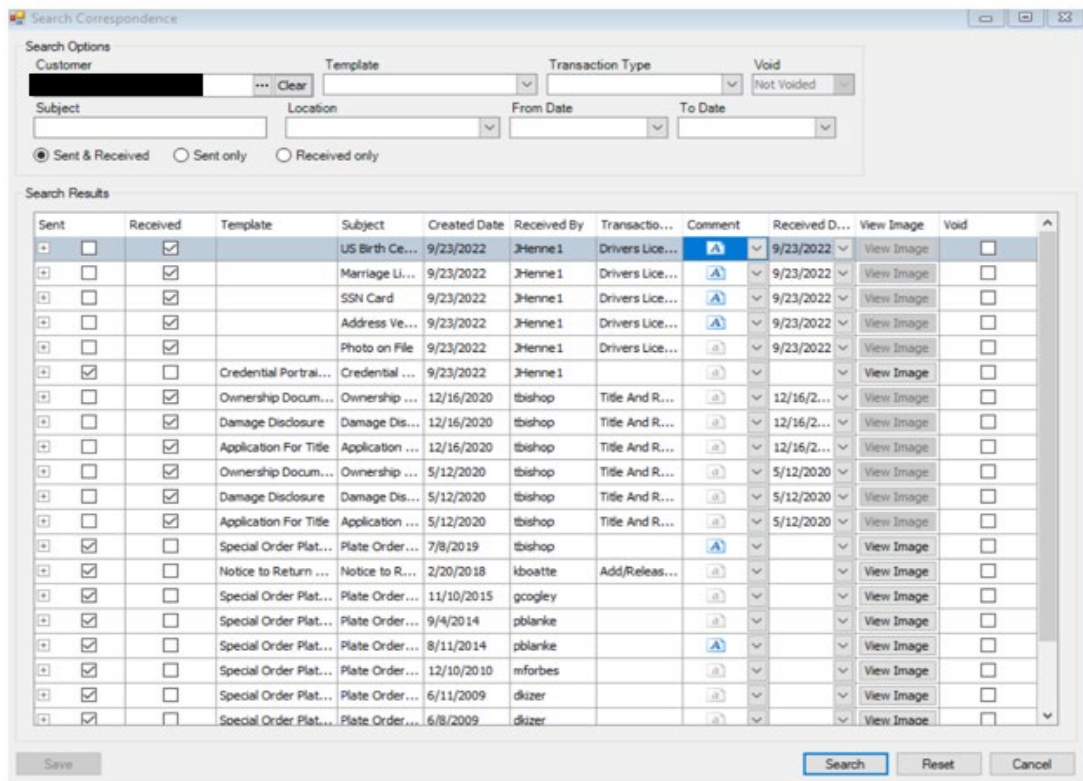
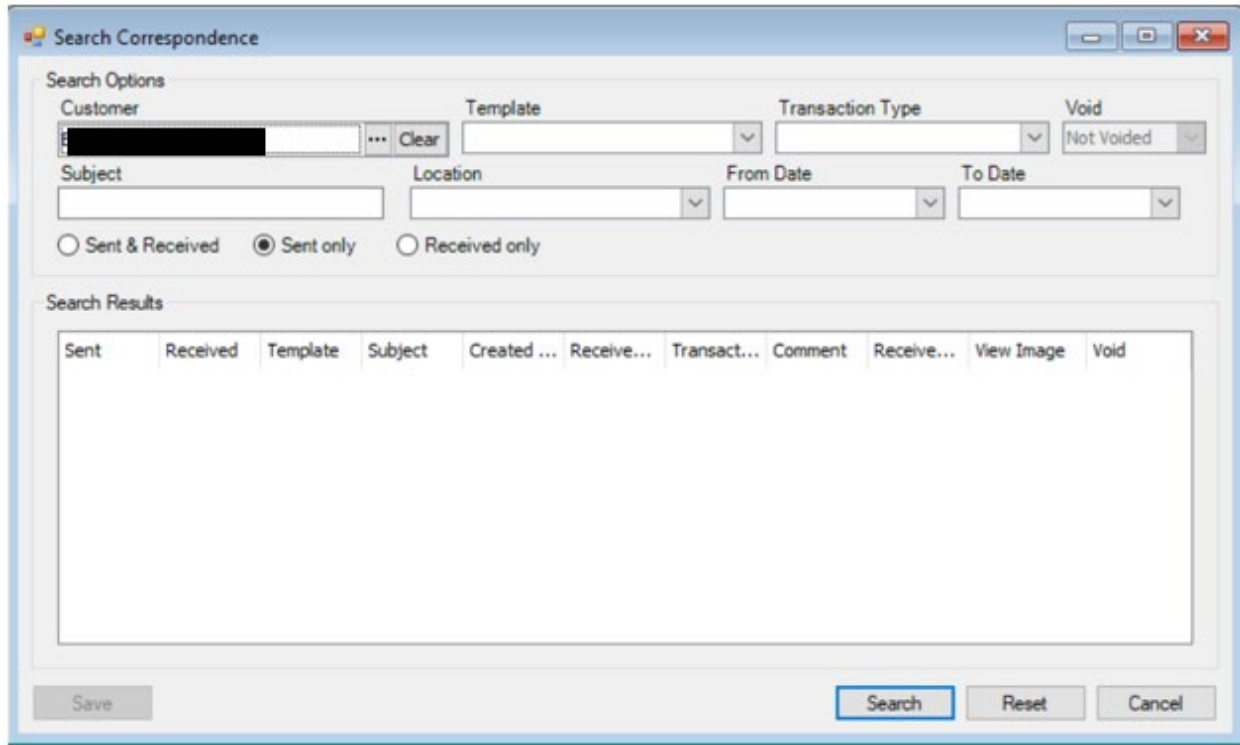
1. Select Tools.
2. Select Correspondence.
3. Select Search Correspondence.



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

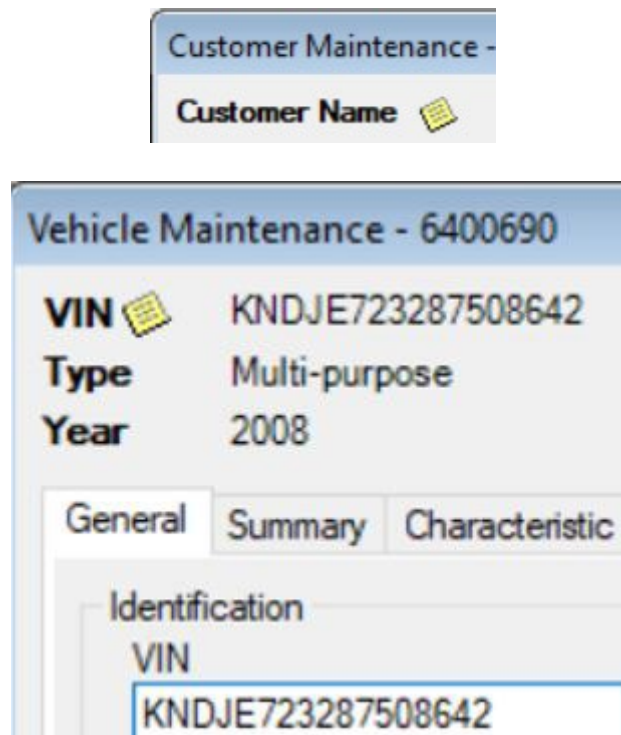


5. Search by customer, template, transaction type, subject, location and to and from dates in sent & received, sent only or received only.
6. Once customer is added, select Search.
 - a. The search will bring up both driver and vehicle items.
 - b. Some images imaging system (ERMS) are not viewable without access to ERMS.

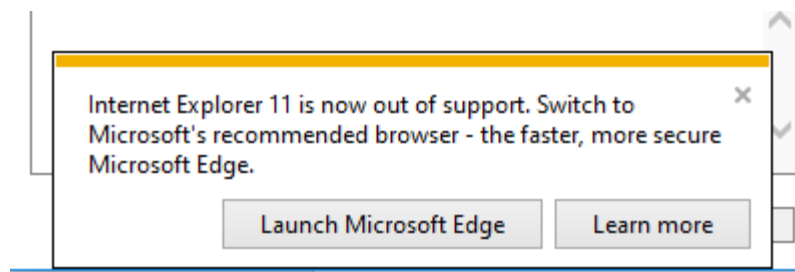


Using Notes in ARTS

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.



[Help](#)

New Note

To add a new note, edit the information below and then click the save button.

Originator
Tonya Bishop

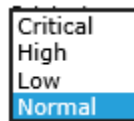
Importance Type
Normal Note

Note Subject
Testing Notes

Confidential
 Show Notification

Note Text
This is a test

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.

[Help](#)

New Note

To add a new note, edit the information below and then click the save button.

Originator
Tonya Bishop

Importance Normal Type Note

Note Subject
Testing Notes

Confidential
 Show Notification

Note Text
This is a test

12. Select X to close the note.

Notes Management

Source Record ID: 1537468

Enter Notes for Tonya La Dine Bishop

Source Record Description: Tonya La Dine Bishop

New Note | Show History


| Subject | Originator | Created | Created By |
|---------------|--------------|------------|------------|
| Testing Notes | Tonya Bishop | 12/07/2022 | tbishop |

Subject: Testing Notes **Created By:** tbishop
Created: 12/7/2022 **Confidential:** False
Importance: Normal **Type:** Note
Active: True **Source:** Tonya La Dine Bishop


This is a test

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

Customer Maintenance - 1537468

| | | |
|-------------------|---|------------|
| Customer Name |  | [REDACTED] |
| Residency Address | | [REDACTED] |
| Identification | | [REDACTED] |

Vehicle Maintenance - 6400690

| | | |
|------|---|-------------------|
| VIN |  | KNDJE723287508642 |
| Type | | Multi-purpose |
| Year | | 2008 |

General Summary Characteristic

Identification

VIN

KNDJE723287508642