

Texas Department of Transportation

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

December 12, 2001

Registration and Title Bulletin # 167-01

TO: All County Tax Assessor-Collectors

SUBJECT: VTR Customer Help Desk Assistance Via the Internet

PURPOSE

To provide information on the use of the Internet as an alternative method of obtaining assistance from the VTR Customer Help Desk.

DETAILS

Effective immediately, counties may request assistance from the Help Desk via the Internet at **RTS-Helpdesk@dot.state.tx.us**. This service is for the sole use of county tax office personnel seeking RTS assistance on problems and issues that do not require immediate responses. Some scenarios for potential use are:

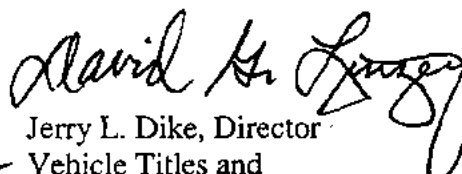
- Lengthy requests such as funds adjustments and explanations of Report Inventory
- Problems requiring research such as inquiries on deletion of old inventory and examinations of error reports
- Requests for reports, change name of Tax Assessor-Collector, address change and set up of electronic funds transfers (EFT)

Please continue to call our toll-free number 1-877-933-2020 when you need immediate assistance. We request that this E-mail address not be shared with the public.

VTR CONTACT PERSONS

If you have any questions, please contact the VTR Customer Help Desk or your local regional office. Thank you very much.

Sincerely,


Jerry L. Dike, Director
Vehicle Titles and
Registration Division

JLD:mdv

cc: VTR Administration