



Texas Department of Transportation

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

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Registration and Title Bulletin # 013-01

To: All County Tax Assessor-Collectors

Subject: Internet Vehicle Registration Renewal Project (IVRR)

PURPOSE

To provide an update of the department's Internet Vehicle Registration Renewal Project (IVRR), which was launched in spring 2000.

BACKGROUND

Due to the growing interest of providing online services, and at the request of several counties, the Texas Department of Transportation (TxDOT) set out to develop a uniform method of processing vehicle registration renewals via the Internet. Lubbock County implemented a system first in their county.

We hired a contract manager in Spring 2000 to develop and implement the system. Several counties provided input in face-to-face meetings and conference calls. The State of Texas portal for IVRR, www.texasonline.com, (a neutral web site that neither the county nor TxDOT has to maintain), was selected for this project.

As you can imagine, developing an online system through the counties has been quite challenging. We've been faced with the task of applying online principles while complying with state law and existing registration policy. Our efforts were put to the test on September 30, 2000, when Harris became the first Texas county to offer IVRR through the state portal. By year's end, the pilot project for implementation also included Lubbock, Montgomery, Brazoria, and Liberty Counties. In January 2001, we added Travis and Williamson Counties. We want to thank these counties, especially Harris, for being patient and cooperative with us during the IVRR launch.

The pilot program is now complete, and successful. Because of those counties pioneering spirit, we have worked out most of the technical difficulties and are operating within expectations, and the program is sufficiently successful for statewide implementation.

STATEWIDE IMPLEMENTATION

After successfully completing the pilot phase of IVRR, this option is now available to all counties statewide. Participation, of course, is voluntary. Listed below are the requirements for IVRR.

- Obtain County Commissioner's Court approval to participate in the Texas IVRR system.
- Meet all technical requirements established by TxDOT for participation in the IVRR program. (Computer with Internet connectivity and browser and laser printer.)
- Process qualified Internet registration renewal transactions as submitted by registrant using current county approval processes.

- Allow a third party to accept electronic payment for vehicle registration renewal via the Internet on behalf of the county.
- Reconcile deposits with county financial institution records.
- Validate financial reports.
- Void and/or reissue registrations where claim is made that the registrant did not receive the registration, using existing county processes.
- Void registrations where claim is made that the transaction was not authorized by registrant.
- Report issues via Issues Reporting System provided by TxDOT.
- Communicate with the third-party vendor and registrants via email, regular mail, and other means as necessary.

Vehicle Titles and Registration Division Responsibilities:

- Fund and maintain vehicle registration web page and necessary links
- Quality control/quality assurance of third party vendor/state portal
- Coordinate with the counties to ensure uniform and acceptable Internet registration practices and procedures

GETTING STARTED

If you are interested in joining IVRR, the first step is to contact your local regional office manager; they will provide you with the necessary paperwork, discuss training and an implementation date. Generally, we can get your county on IVRR within one week after you return the necessary forms.

ENHANCEMENTS

Other features may be added to IVRR in the future. Since initial implementation, enhancements such as change of address features, and "Month of Eligibility" on customer screen have been added. Other enhancements include background county processing screen improvements. Other enhancements such as vehicle transfer notification and specialty license plate sales are planned.

VTR CONTACT PERSON(S)

If you have any questions about IVRR, please contact your local regional office manager; or, call me or Deputy Director Darrel Hunt at (512) 465-7570. Thank you very much.

Sincerely,



Jerry L. Dike, Director
Vehicle Titles and
Registration Division

cc: Commission
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