



Texas Department of Transportation

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

January 16, 2001

Registration and Title Bulletin # 004-01

TO: All County Tax Assessor-Collectors

SUBJECT: Registration Refund Procedural Policy Change

PURPOSE

To provide information concerning the issuance of refunds.

BACKGROUND

RTB 86-00 advised of Version 4.1.5 enhancements to the Registration and Title System (RTS). Included were changes that required the county to enter an amount for each separate account item in several events, such as all Hot Check actions, Additional Collections and Refunds.

Prior to RTS Version 4.1.5, the regional office would enter the authorized registration fee refund amount into RTS, which included the \$.30 reflectorization fee and, if applicable, the \$1.00 automation fee collected by certain counties (for example \$41.80). The county would enter any other fees applicable to the refund, including local fees.

DETAILS

RTS Version 4.1.5 necessitates a change in the regional office and county procedures, as follows:

- ◆ After verification through RTS that the current registration has not been transferred to a new owner, the region shall now enter only the base registration fee into RTS to authorize the refund. For example, if the total registration fee is \$41.80, the region should enter \$40.50 into RTS on the RTG 004 Screen. (Attachment A). If the current registration has been transferred, the refund must be denied.
- ◆ The county must enter the \$.30 refund reflectorization fee and the \$1.00 refund automation fee, if applicable, plus any other fees to be refunded on the ACC006 Refund Screen. (Attachment B)
- ◆ In situations where no record was found, the county must enter the registration amount of \$40.50, plus the reflectorization, automation, and any other fees to be refunded. RTB 59-00 advised that if the \$1.00 is collected from a customer as part of a transaction and subsequently a refund is authorized, the \$1.00 should also be refunded. (Attachment C)
- ◆ If the regional office authorizes a **partial refund**, the county does not enter the \$.30 reflectorization and the \$1.00 automation fee and does not refund those amounts.
- ◆ Form VTR-304 is being revised (12-2000) to reflect these and other changes. You may copy the attached blank form as necessary until the printed supplies arrive. Please destroy all previous versions of Form VTR-304.
- ◆ The region may enter the authorized registration fee (example \$40.50) in the upper right hand corner of the revised VTR-304 and may also list the \$.30 reflectorization fee and, if applicable, the \$1.00 automation fee in this same area. (See attached Example) The county may then enter any other fees to be refunded on the Form VTR-304 and use these amounts to enter the correct figures into RTS on the ACC006 screen.

CONTACT(S)

We appreciate the efforts your offices make to ensure accuracy when processing these transactions. If you have any questions or need additional information, please contact your local VTR Regional Office. You may also contact me or Mr. Harry Morgan, Director of Field Operations, at 512/465-7480. Thank you very much.

Sincerely,

A handwritten signature in black ink that reads "Daniel Hunt". The signature is written in a cursive style with a large, stylized "D" and "H".

for Jerry L. Dike, Director
Vehicle Titles and
Registration Division

JLD:jg

Attachments



Texas Department of Transportation



RTS: Status Change	
Customer	Miscellaneous Reports Local Options Accounting Inventory Funds Log On
Status Change Record REG006	
Select choice: <input type="radio"/> Vehicle Junked	Plate No. [REDACTED]
Registration Refund REG004	
Select choice: <input checked="" type="radio"/> Full Refund <input type="radio"/> Partial or Double Registration	Enter registration refund \$ 40.50 ✓ Region enters this amount
<div>Enter Cancel Help</div>	
Owner Address 206 WINDY POINT SCHERTZ TX 78154 - 0000	
<div>OPT-OUT-INDIVIDUAL & COMMERCIAL REG ACTUAL MILEAGE</div>	
<div>Enter Cancel Help</div>	

ATTACHMENT A

County enters these amounts
plus any other applicable amounts

RTS: Refund	
Customer Miscellaneous Reports Local Options Accounting Inventory Funds Log On	
Refund ACC006	
-Register	Select refund item(s): Amount:
	REFUND - REGISTRATION FEE 40.50
	REFUND - AUTOMATION FEE 1.00
	REFUND - CHILD SAFETY FUND 0.00
	REFUND - DP PARKING CARD 0.00
	REFUND - REPLACEMENT FEE 0.00
	REFUND - REST. LIENS FEE 0.00
	REFUND - TITLE FEE 0.00
	REFUND - TOW TRUCK FEE 0.00
	REFUND - TRANSFER FEE 0.00
	REFUND - REFLECTORIZATION FEE 0.30
	REFUND - DELINQ TRANS PENALTY 0.00
	Total Credit Amount: 41.80
	Enter Amount:
	<input type="checkbox"/> Cash Refund
	<input type="button" value="Enter"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>

County

Trlr

Weight

Em

Capac

Gr

712167

NLY



01/02/2012

ATTACHMENT B

Refund ACC006	
Select refund item(s):	Amount:
REFUND - CIVIL RIGHTS ADD-ON FEE	0.00
√ REFUND - AUTOMATION FEE	1.00
REFUND - CHILD SAFETY FUND	0.00
REFUND - DP PARKING CARD	0.00
√ REFUND - REGISTRATION FEE	40.50
REFUND - REPLACEMENT FEE	0.00
REFUND - REST. LIENS FEE	0.00
REFUND - TITLE FEE	0.00
REFUND - TOW TRUCK FEE	0.00
REFUND - TRANSFER FEE	0.00
√ REFUND - REFLECTORIZATION FEE	0.30
Total Credit Amount: 41.80	
Enter Amount: <input type="text"/>	
<input type="checkbox"/> Cash Refund	
<input type="button" value="Enter"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

If no record found,
County enters these amounts
Plus any other applicable amounts

RTS Vers
11-10-20

Data Server 
Record Retrieval 

GRECC COUNTY, TEST GRECC MAIN OFFICE WORKSTATION R250230

ATTACHMENT C



REGISTRATION FEE REFUND REQUEST/AUTHORIZATION

EXAMPLE

PLEASE PRINT OR TYPE

VTR-304 DHT 142409

Rev 12-00

TO: _____, TAX ASSESSOR-COLLECTOR
_____/_____
COUNTY/NUMBER

ADDRESS

CITY/STATE/ZIP

AC/PHONE _____/_____
CT PERSON _____

BY AUTHORITY OF THE T
A REFUND OF REGISTRA
AUTHORIZED AGENT OI

☐ PLATE ☐

Region enters these amounts

AUTHORIZED REGISTRATION FEE
\$40.50
LIST OTHER FEES
\$ 1.00 automation
\$.30 reflectorization
\$ _____
\$ _____
\$ _____ LOCAL FEES*
\$ _____ GRAND TOTAL

ALL APPLICABLE SATISFACTORY EVIDENCE SUCH AS THE PLATE, STICKER, AND/OR LICENSE RECEIPT
MUST BE SURRENDERED BEFORE AUTHORIZATION IS GRANTED

*AUTHORIZATION FOR REFUND OF LOCAL FEES
MUST BE MADE BY THE COUNTY

VEHICLE INFORMATION

LICENSE NUMBER YEAR/MAKE STICKER NUMBER MONTH/YEAR
VIN NUMBER DOCUMENT NUMBER

OWNER INFORMATION

REGISTERED OWNER PHONE NUMBER
STREET ADDRESS CITY/STATE/ZIP
MAILING ADDRESS CITY/STATE/ZIP
SIGNATURE OF OWNER OR AUTHORIZED AGENT REQUESTING REFUND

REASON FOR REFUND

NOTE: VEHICLES WRECKED AFTER THE EFFECTIVE DATE MAY ONLY RECEIVE A CREDIT VOUCHER IF SUFFICIENT UNUSED REGISTRATION REMAINS.

ON _____ THE VEHICLE WAS: ☐ *SOLD ☐ *WRECKED ☐ *JUNKED
*DATE PRIOR TO THE EFFECTIVE DATE OF REGISTRATION

OR THE VEHICLE WAS: ☐ DOUBLE REGISTERED ☐ REGISTERED IN ERROR ☐ OTHER

DISPOSITION OF PLATES/VALIDATION STICKER/RECEIPTS

REMARKS: _____

! County Use Only !

APPROVAL

! VTR Use Only !

RTS TRANSACTION ID
SIGNATURE OF AUTHORIZED COUNTY PERSONNEL
DATE REFUND ISSUED/MAILED TO APPLICANT CHECK #
SIGNATURE OF OWNER OR AGENT RECEIVING REFUND

APPLICATION RECEIVED ☐ IN PERSON ☐ BY MAIL
RECORD UPDATED ☐ YES ☐ NO
AUTHORIZED REFUND ☐ FULL ☐ PARTIAL

RTS AUTHORIZATION DATE REGIONAL OFFICE /PHONE

AUTHORIZED SIGNATURE FOR THE VEHICLE TITLES AND REGISTRATION DIVISION



VTR-304 DHT 142409
Rev 12-00

REGISTRATION FEE REFUND REQUEST/AUTHORIZATION

PLEASE PRINT OR TYPE

TO: _____, TAX ASSESSOR-COLLECTOR

COUNTY/NUMBER

ADDRESS

CITY/STATE/ZIP

AC/PHONE _____/
CONTACT PERSON _____

BY AUTHORITY OF THE TEXAS TRANSPORTATION CODE §502.183
A REFUND OF REGISTRATION FEES IS ISSUED TO THE OWNER OR
AUTHORIZED AGENT OF THE FOLLOWING VEHICLE FOR THE

☐ PLATE ☐ STICKER ☐ PLATE AND STICKER

AUTHORIZED REGISTRATION FEE
\$ _____
LIST OTHER FEES
\$ _____
\$ _____
\$ _____
\$ _____
\$ _____
\$ _____ LOCAL FEES*
\$ _____ GRAND TOTAL

ALL APPLICABLE SATISFACTORY EVIDENCE SUCH AS THE PLATE, STICKER, AND/OR LICENSE RECEIPT
MUST BE SURRENDERED BEFORE AUTHORIZATION IS GRANTED

*AUTHORIZATION FOR REFUND OF LOCAL FEES
MUST BE MADE BY THE COUNTY

VEHICLE INFORMATION

LICENSE NUMBER YEAR/MAKE STICKER NUMBER MONTH/YEAR

VIN NUMBER DOCUMENT NUMBER

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REGISTERED OWNER

PHONE NUMBER

STREET ADDRESS

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MAILING ADDRESS

CITY/STATE/ZIP

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DISPOSITION OF PLATES/VALIDATION STICKER/RECEIPTS
REMARKS: _____

↓ County Use Only ↓

APPROVAL

↓ VTR Use Only ↓

RTS TRANSACTION ID

SIGNATURE OF AUTHORIZED COUNTY PERSONNEL

DATE REFUND ISSUED/MAILED TO APPLICANT

CHECK #

SIGNATURE OF OWNER OR AGENT RECEIVING REFUND

APPLICATION RECEIVED

☐

IN PERSON

☐

BY MAIL

RECORD UPDATED

☐

YES

☐

NO

AUTHORIZED REFUND

☐

FULL

☐

PARTIAL

RTS AUTHORIZATION DATE

REGIONAL OFFICE /PHONE

AUTHORIZED SIGNATURE FOR THE VEHICLE TITLES AND REGISTRATION DIVISION