Helpful Hints

IVTRS Customer Trace numbers: Each trace number starts with the county number followed by the VR (vehicle registration). The next six digits are the plate number. The last five digits are randomly assigned by the system as a unique identifier. (Example: 227VRP22SKH9FGVA)

IVTRS search: An IVTRS search can be simplified by inputting only the trace number or the plate number without any other search criteria such as date and status.

Cleaning Flat Panel Monitors

To clean flat panel monitors, use Fellows Moist Wipes or ReadRight Notebook Screen Kleen Pads. These products don't contain ammonia or alcohol, which can damage the screens. Please ask your cleaning crews not to wipe monitors with harmful cleaners.

IVTRS Transactions Grow

IVTRS is now used in 87 counties. In March, IVTRS transactions grew by 24 percent for a total of 50,786 transactions. Harris County had the highest totals in March with 10,874 (an increase of 2,373 from February). Dallas County had 7,633 transactions in March, and Tarrant County had 5,168.

New positions

We extend congratulations to Michael Cuellar and Jeff Kirk (New Assistant Directors of Field Operations). Sandra Doyle, currently the PDC Manager, is serving as the interim manager of the RTS Help Desk.

Power Outages

If you have a scheduled or unscheduled power outage, call the RTS Help Desk. This will allow for the proper closeout and shutdown procedure. An open ticket allows the RTS Help Desk to monitor the status and alert others of the shutdown/outage. Reports will not be generated if the power is out for a prolonged time, but the RTS Help Desk can assist you with obtaining them.

New Releases & Upgrades

Release 5.1.6—Equipment Replacement & OS2/Windows XP Roll-Over

This project provides all counties with new RTS workstations (CPU, keyboard, mouse, and an additional paper tray for the printers) and changes the RTS Operating System from OS/2 to Windows XP. The new paper tray is to accommodate the Point-of-Sale Sticker Printing. During the transition, please be mindful of the following:

- Existing cables must reach the new equipment, so if you are switching from a desktop to a tower, please be aware of this limitation. Also, please clean your work space prior to installation.
- If you do not receive the equipment three days before the scheduled installation, please call the RTS Help Desk at 877-933-2020.
- The old equipment is usually picked up within a few days after installation.

If you have any questions, please call the RTS Help Desk.

Release 5.2.0—Point-of-Sale Sticker Printing (POSSP)

Distribution of release 5.1.6 sets the stage for the introduction of Point-of-Sale Sticker Printing. The pilot program was successfully launched in Caldwell County July 21 and in Bastrop County August 5. McLennan, Williamson and Harris will also serve as pilot counties. The Remote Sticker Printing System (RSPS) hardware (laptop computer, scanners, laser printers, and wireless ports) has been purchased. RSPS will be provided to counties with subcontractors and/or with dealers that utilize DTA.

Facts about County Wide Reports

The county wide reports are used for balancing each office/LAN/substation combined work totals and are useful when reconciling other reports such as (RTS.MF.4602) Monday Registration Report and the (RTS.MF.4552) Week-to-Date Reports. During the batch process, the substation summary collects each completed closeout from each individual office/LAN/substation. As the County Wide Report runs, it combines each office/LAN/substation total. After reviewing the county wide/substation summary reports, if a user finds that a workstation(s) has not been closed out, follow these steps:

1. Identify workstations that were not previously closed out and not included on county wide/substation summary reports.
2. Closeout the workstations and run any necessary detailed reports (do not attempt if new transactions have been processed).
3. Rerun substation summary (for the office/LAN/substation that had new closeouts) by accessing funds/funds management/rerun substation summary for the date the transactions were processed.
4. Rerun County Wide Report by accessing funds/funds management/rerun county wide for the date the transactions were processed.

IVTRS Transactions and the Vendor Payment Report

Processing IVTRS transactions and coming up with funny numbers? Working with these transactions directly from the Vendor Payment Report in complete, one-day increments will streamline the balancing process. Watch the vendor report for any transactions that were declined by the tax office, since they will appear as negative amounts indicating that they were removed from the deposit. *Note:* To participate in IVTRS, contact your VTR Regional Office.