

Questions/Responses from V.G. Young Conference, November 2004

INTERNET VEHICLE TITLE AND REGISTRATION SERVICES (IVTRS)

1. Will counties be able to process telephone registration without using IVTRS?

At this time, the telephone registration process is paired with IVTRS and it is an identical process. The transactions will be processed by credit card and transferred electronically to the county bank account.

2. Is there ever any problem with the county receiving the funds for Internet transactions?

No. After the accounts are set up by the vendors we send a one dollar test transaction to verify that the money reaches the county account. Once the county goes live, this is an automated process.

3. How does the county handle the accounting for Internet renewals?

Contact the RTS Customer Help Desk to obtain detailed instructions on Internet accounting procedures.

4. What happens when a customer renews their registration via IVTRS and the county rejects the transaction?

The fees are credited back to the customer's credit card minus the \$2.00 convenience fee.

POINT OF SALE STICKER PRINTING (POSSP)

5. Does TxDOT have any guidance to offer regarding the bonding of Remote Sticker Printing System (RSPS) equipment and transactions on the transfer diskettes that are used by subcontractors and dealers?

This is really a business concern of each tax office and of course your decision. It is recommended that the minimum bonding amount for RSPS equipment be \$5000 multiplied by the number of workstations assigned to each subcontractor/dealer. Coordinate, as deemed appropriate, with the county auditor and/or treasurer to determine how your county will bond the subcontractors/dealers. Please reference RTB 69-04 for further information.

6. What should a customer do with the void sticker?

The customer may be informed that the sticker is not valid and can be removed or destroyed.

- 7. Why doesn't the printer stop when it runs out of sticker paper? Often we must reprint stickers because the printer continues to print on the paper from another tray.**

Stickers should not print on paper from another tray. Please contact the RTS customer help desk as there may be a problem with your printer.

- 8. Will VTR train subcontractors for POSSP?**

No. VTR will train county personnel and the county will be responsible for training and support of the subcontractor.

- 9. When will counties with subcontractors be implemented to POSSP?**

Release 5.2.1 (subcontractor POSSP) was implemented in McLennan County in November as a pilot study. The pilot is going well and we plan to implement 5.2.1 in the remaining subcontractor counties beginning in mid-January.

- 10. How much training will the counties and subcontractors need to use POSSP?**

POSSP training is user friendly. VTR's training of the county personnel will take no more than one day. The county's training of the subcontractors can be completed in one half-day session. The time it will take to train all subcontractor locations will be determined by the number of subcontractors within the county.

- 11. How do the counties who use POSSP work when RTS is powered down?**

If the RTS is completely without power (power failure in the county), county tax offices have the option of issuing the temporary permits as a back-up. If the TxDOT mainframe is down and motor vehicle records are not accessible, RTS will work in Client Mode and will continue to print stickers. Please refer to RTB 65-04 for further information.

- 12. Can counties get more information about POSSP for dealers who use Dealer Title Applications (DTA)?**

RTS POSSP Version 5.2.2 DTA is currently in the program development phase. Upon completion, VTR will train the counties on the implementation and use of the POSSP Remote Sticker Printing System and the interface with DTA.

For additional information on POSSP equipment and training, please refer to RTB 127-04 for an overview.

REGISTRATION

- 13. Are assigned numbers required for homemade/shopmade trailers? Will it be a requirement to title all trailers?**

No, assigned numbers and titles are not a requirement for homemade/shopmade trailers if they are less than 4,000 pounds. The Transportation Code exempts trailers less than 4,000 pounds. .

- 14. When will the seasonal agriculture permits workaround be changed? The new procedure for POSSP is too time consuming.**

Seasonal Agricultural registration permits workaround project is scheduled for completion in fall 2005. Please refer to RTB 129-04 for further information.

REGISTRATION AND TITLE SYSTEM (RTS)

- 15. With the introduction of Windows XP, the system times the operator out after 10 minutes.**

- a. Why does it take so long to refresh the screen when the user logs back on?**

This response time is the result of the new operating system and older monitor equipment which should be resolved in mid-2005. In the interim, VTR is working with ISD to adjust the time in which the system stays awake before timing out.

- b. When the system “times out”, the screen has a message that indicates only the user that is currently logged in or the System Administrator can log back in. Who is the System Administrator? Can the System Administrator be a Tax Office Employee?**

The system administrator is TxDOT. TxDOT will revise the verbiage on this screen to clarify this information for the users. If the county employee is not available to log back onto the system, a call to the RTS Customer Help Desk is required.

- 16. When a record is called up in RTS, the remarks block is not able to always accommodate all of the remarks. Frequently, the “Hot Check” remark is not displayed and to see it the user must scroll through all of the remarks. Can the remarks block be enlarged to accommodate all of the remarks? If not, can the “Hot Check” remark be moved closer to the front such that it will always display?**

TxDOT has previously looked at enlarging the remarks section of the screen but due to the required information that must be displayed; we have been unable to make a significant improvement. TxDOT will review the priority order and will coordinate with the TACA Liaison Committee to possibly reprioritize the list.

- 17. When a record is called up in RTS by plate number and that plate number reflects “cancelled” but the record reflects a VIN, can the system be programmed to “click” on the VIN number to call up the current record?**

The TACA Liaison Committee will determine if there is sufficient interest among all counties, and VTR will analyze.

- 18. Can the size of the font be changed in RTS?**

Yes, the size of the font can be changed; however the font size will affect many things, including response time, and interfaces with other applications. If font size is an issue, we need to address it from a global standpoint; however this action will be deferred until the monitors are replaced. With the new monitors, font size and clarity may no longer be an issue.

- 19. Why have apportioned trailers not been removed from RTS?**

Apportioned trailers have not been removed because the last of the five year apportioned plates do not expire until the end of the year. Subsequently, administrative tables need to be changed and county audits must be complete after which these will be removed.

- 20. Is there a way that RTS could notify the county on transactions that are pending (real-time detection) instead of the 48-hour update?**

This would require an RTS program enhancement. All RTS program enhancement requests can be presented to TxDOT through your TACA liaison committee.

- 21. Can a check box be added to RTS in order to verify the motor carrier certificate?**

This would require an RTS program enhancement. All RTS program enhancement requests can be presented to TxDOT through your TACA liaison committee.

- 22. Rights of Survivor Transactions: Can the person who is not listed as an owner on the title be placed on the RTS record so microfilm would not need to be accessed?**

This would require an RTS program enhancement. All RTS program enhancement requests can be presented to TxDOT through your TACA liaison committee.

- 23. How are penalty fees on emission surcharges collected in RTS?**

Fees are manually calculated and collected using Additional Collections.

a. Is RTS going to be programmed to automatically prompt for the collection of these emissions fees?

TxDOT is developing an enhancement to the RTS to calculate and collect fees.

24. Can the General Distinguishing Number (Dealer P#) be added to the RTS database?

This would require a RTS program enhancement. All RTS program enhancement requests can be presented to TxDOT through your TACA liaison committee.

REPORTS

25. Questions regarding the new County Report detailing “multiple replacements”:

a. Can TxDOT provide an explanation of the report?

Yes, details of the report will be provided in an upcoming RTB to the counties.

b. What is the frequency of the report?

See above response.

c. Can RTS be programmed to track replacements on a particular vehicle? If so, it would be easier to stop the customer from receiving many replacements rather than monitoring a report after the fact.

This would require a RTS program enhancement. All RTS program enhancement requests can be presented to TxDOT through your TACA liaison committee.

SPECIALTY LICENSE PLATES

26. How can I obtain a special plate booklet?

The Texas License Plate Booklet (Book 292, DHT #142404) can be ordered through the regional offices.

TITLE

27. Why does the carrying capacity have to be shown for travel trailers?

The carrying capacity is required because the registration fees for travel trailers are calculated according to the gross weight. Please refer to RTBs 91-04 and 92-04 for more information.

MISCELLANEOUS

28. If a county wishes to increase a current fee or add a new fee to RTS, will the change be programmed in?

Yes, a county may increase or add the optional child safety fee or county fee for the road and bridge fund if notification is received by the September 1 deadline.

a. When will the new fee be reflected on Renewal Notices and when will it be collected in the county?

The county will begin collecting the fee on new and out of state vehicles on January 1, 2005. On currently registered vehicles, the fee will be reflected on February renewals.

29. When will TxDOT be able to reinsert the *E-New It* mailer with the renewal notices?

*TxDOT is looking at options for including an *E-New It* reminder included with the renewal notice and/or making the four current notifications more prominent.*

30. How much money do we spend mailing renewals, and will this ever be discontinued?

Six million dollars are spent annually on mailing renewals. VTR has no plans to discontinue the mailings.

31. Can TxDOT get involved with training local law enforcement about vehicle registration?

Yes, we currently provide training to law enforcement in many regions. Contact your local VTR Regional Office to request training.

32. Are CDs available for the new Registration and Title manuals? If so, how do I obtain one?

The CDs are currently available. Please contact your local VTR Regional Office if you are interested in obtaining a copy.

33. I would like to comment on the new Title and Registration manuals. To whom should I direct my questions and comments?

Please direct all questions and comments to your local VTR Regional Office.

34. Why are there two types of disabled placards and will there still be two types when RTS is programmed to handle them?

The provisions of HB 1032, Acts of the 76th legislature, provided for the issuance of Disabled Person Identification Placards.

TxDOT is developing an enhancement to the RTS to accommodate the issuance of the various Disabled Person Identification Placards. Please refer to RTB 129-04 for further information.

35. Regarding salvage vehicles, owner-retained registration continues to be current in the system. When a customer comes in, they are upset because the registration is still current. How do I prevent this?

TxDOT is aware of the situation and registration for all salvage vehicle transactions is being invalidated; however, there are old transactions left in the system whose registration has not been invalidated. TxDOT is developing an enhancement to RTS to automatically invalidate upon issuance of a salvage document.

36. If a county has old power packs that have not been picked up, what should be done?

Contact your local VTR Regional Office if you have old power packs that need to be picked up. Remaining power packs will be picked up when the new printers and flat screen monitors are delivered. Please notify the VTR Regional Office that you have old power packs.

37. When will the inventoried stickers be picked up?

TxDOT is currently finalizing the contract with the vendor, and the collection could begin sometime in January 2005.

38. When will the flat screen monitors and new printers be available?

The new printers and flat screen monitors should be replaced mid-2005.

39. When the clerks call the help desk with a printer problem, why are they asked to lift the printer and disconnect it? The printers are much too heavy for some to lift.

On occasion, counties have been asked to lift printers in an attempt to reseat paper trays, thereby avoiding the need for a service call. Any clerk in the counties who feels that performing this task is too difficult should notify the RTS Customer Help Desk and a service call will be set up.

40. If a dealership loses the Form 31, is there any penalty to the dealer?

No, VTR does not assess a penalty; however, this is a discretionary call by the county.

41. How does the county get set up for customers to use debit and credit cards as payment?

The counties should contact their financial institution to initiate acceptance of credit & debit cards. However, RTS does not accommodate debit cards. Counties may contact the RTS Customer Help Desk for assistance in setting the fee (flat or percentage) the county will charge for processing a credit card.

42. What do we do if we receive defective toner cartridges? For example, sometimes the toner is damaged or does not come in the plastic container.

Toner cartridges are warranted against defects in material and workmanship for a minimum of one year from the assembly date. Please reference RTB 27-04 for further information.

43. What are some of the things that VTR is currently working on?

- \$1.00 "Reg. Fee—DPS" (insurance fee) for tow trucks, farm trucks, and farm truck tractors*
- Disabled Person Placards*
- Seasonal Agriculture*
- Salvage Titles*
- Special Plates*
- Point of Sale Sticker Printing (POSSP)*
- RTS Equipment Replacement*

For further information, please reference RTB 129-04.

44. Will a tour of the TDCJ license plate plant in Huntsville ever be made available?

For a tour of the TDCJ license plate plant, please contact your local VTR Regional Office, which will coordinate it for you.

45. Could consideration be given to increasing the \$1 fee for mailing license plates?

According to Transportation Code §502.101, counties may collect a \$1 service charge for the mailing of license plates. Contact your TACA Jurisprudence Committee or TACA Board.