



RTS News – July 2005

A digest of information about the Registration and Title System, published for county tax offices

Progress on POSSP Form Defects

After reports were received of customers experiencing difficulty removing the windshield sticker from the Point of Sale Sticker Printing (POSSP) form, TxDOT identified a manufacturing defect with the silicone patch (adhesive buffer) on the back of the form. Consequently, there has been a complete inspection of warehouse stock and notification to the counties to inspect stock already received prior to placing in the printer.

Analysis of the warehouse stock of POSSP forms revealed defects, but this stock has been replaced. To correct the problems, the manufacturing process has been changed, quality controls have been improved, and TxDOT's vendor sampling frequency has increased. Production began in June using the improved manufacturing process (refer to RTB's #59-05 and #63-05 for detailed info).

Recommendations For Counties

When a box of POSSP forms is opened, a form should be inspected and tested. If the form is defective, set the box aside and contact your VTR regional office. Also, it is recommended that multiple pallet stock should not be double stacked (one pallet on top of another).

What To Do With Defective Forms

If a customer experiences any sticker defects, please issue a no-charge replacement sticker. Please forward the defective sticker to:

**Texas Department of Transportation
Vehicle Titles and Registration Division
Special Services Branch
4000 Jackson Avenue
Austin, Texas 78731**

POSSP form supply requests are to be submitted through your VTR regional office (refer to RTB #66-05).

IVTRS Update

We have 106 participating counties. May Internet renewals totaled 61,081. Please contact your local Vehicle Titles and Registration (VTR) regional office to enroll.

Equipment Replacement Project

The equipment replacement project is on track to begin this summer and complete in the fall. RTB #044-05 includes information on the equipment, including switch boxes, to be replaced.

Contact Phones

The RTS Help Desk phone numbers are (877) 933-2020, or locally in Austin at (512) 302-2020. The help desk is available from 7:00 a.m. - 5:30 p.m. Monday through Friday.

After Hours Support

The RTS Help Desk offers after hours support Monday through Friday until 7:00 p.m. and Saturday from 8:00 a.m. through 1:00 p.m. Please contact the Help Desk if you wish to be added to our after hours support schedule.

RTS "Fix" on Font

The RTS "fix" to enlarge the name and address font on the RTS Receipt has been distributed statewide. This change allows receipt compatibility with U.S. Post Office specifications for bulk mailing.

Statewide POSSP Counties

With the addition of Harris and Bexar counties during the week of June 20th, POSSP has now been implemented statewide.