

## DIRECT MAIL PROCEDURES

**Background:** The title transaction assembly procedures have been revised to improve resource utilization, reduce the amount of time the department takes to issue an original title, and reduce the period required to image title transaction documents. The new assembly procedures require the bulk of title transaction documents to be shipped directly to the department's imaging vendor (OpenText) while Specially Marked Envelopes are shipped to the Vehicle Titles and Registration (VTR) Division.

### **Office Considerations:**

**Timeframe:** Your office should hold the title transaction paperwork for a minimum of three business days to reconcile errors, process rejection requests, or correct title transactions once a transaction has been entered into the Registration and Title System (RTS). All transaction paperwork, excluding Specially Marked Envelopes, can be mailed to the vendor no earlier than the fourth business day (refer to RTB #005-15). Subsequently, the corresponding Specially Marked Envelopes should be sent to VTR.

Typical Timeframe For A Transaction	
DAY 1	Title transactions processed at county.
DAY 2	Transactions are electronically compared against the National Motor Vehicle Title Information System (NMVTIS) title record and brand histories.
DAY 3	Error reports identifying inconsistencies received at county (see "Reports" below).  County locates erroneous transactions, examines, and processes rejection correction if necessary; otherwise, paperwork placed in appropriate Specially Marked Envelope.
DAY 4 to DAY 14	Title Packages can be mailed to OpenText. Specially Marked Envelopes can be mailed to VTR.

**Reports:** The Invalid VIN and County Error reports are generated and sent to each Regional Service Center (RSC) on a daily basis. The reports detail transactions involving invalid VINs and other errors (as applicable) that should be addressed/corrected by the county tax office prior to mailing title transaction paperwork to OpenText or VTR. An additional report is sent directly to each county that details NMVTIS errors. These reports are designed to identify errors prior to release and require counties to make corrections before the title package is mailed from their office. A title in process with a rejection or NMVTIS error will not be released until the reason for rejection is cleared.

**Original paperwork requests:** A county will no longer be able to request the return of original paperwork under these revised procedures. Original documents will no longer be available for return once the original title transaction paperwork is sent to OpenText for imaging.

**Rejection requests:** All rejection requests must be sent electronically to your RSC in accordance with RTB #004-14 (Title Package Processing). Electronic rejection requests should be submitted immediately once identified and must be requested prior to release of the title. (Titles will automatically issue seven calendar days from the date of processing unless there is a hard stop on the record.) Paper rejection requests and Title Package Reports (TPRs) have been eliminated and must not be included in any transaction paperwork that is sent to OpenText.

**Corrections:** All rejected transactions must be processed using the RTS Correct Title Rejection event. This includes transactions that do not require data to be corrected in RTS. For rejections requiring original signatures on evidence of ownership or applications, submit an affidavit of fact or new application respectively, but process this through the RTS Correct Title Rejection event as well. Copies of the imaged transaction will be returned from your RSC to be used to correct the rejection if necessary. Copies of the imaged transaction should not be included when the transaction is reprocessed as a Correct Title Rejection unless the transaction requires further handling by and is being sent directly to VTR in a Specially Marked Envelope. This method of correction improves tracking by assigning the transaction a new document number and eliminates the need for Specially Marked Resubmit Envelopes (refer to RTB #004-14).

# TITLE TRANSACTION DOCUMENTS - ASSEMBLY PROCEDURES

## (Sent to OpenText)

**Assembly:** Documents should be assembled in the following order for each title transaction and securely stapled together one inch from the top left corner:

**NOTE:** This list is not intended as an all-inclusive list of supporting evidence.

1. **VTR-500-RTS, *Title Application Receipt***
2. **Form 130-U, *Application for Texas Title***, and when applicable, followed by **VTR-131, *Application for Title Only*** or **VTR-272, *Application for Registration Purposes Only***
3. **Evidence of Ownership:**
  - Manufacturer's Certificate of Origin (MCO)
  - Form 30-C, *Texas Certificate of Title*
  - Form 30-CCO, *Texas Certified Copy of Title*
  - Negotiable out-of-state title
  - Out-of-state/country registration receipt
  - Foreign evidence of ownership
  - Valid Court Order (county level or higher)
  - County Tax Assessor-Collector's Ruling
  - Original Surety Bond or Form VTR-130-SB, *Certificate of Title Surety Bond* (and, if applicable, a Surety Bond Rider and a Power of Attorney)
  - Form 97, *United States Government Certificate to Obtain Title to a Vehicle*
  - Bill of Sale
4. **Other Supporting Evidence:**
  - Form VTR-31-RTS, *Tax Collector's Receipt for Texas Title Application/Registration/Motor Vehicle Tax*
  - Form VTR-41-A, *Dealer's Reassignment of Title for a Motor Vehicle*
  - Form VTR-271, *Power of Attorney to Transfer Motor Vehicle*
  - Form VTR-271-A, *Power of Attorney for Transfer of Ownership to a Motor Vehicle*
  - Bill of Sale
  - The TxDMV Regional Service Center's "Rejection" letter establishing the amount of the bond
  - Form VTR-130-SOF, *Bonded Title Application* or *Tax Collector Hearing Statement of Fact*
  - Documents used to establish the bond amount (i.e., photocopies or printouts of the applicable reference pages or the original appraisal of the vehicle)
  - For persons claiming the orthopedically handicapped exemption to motor vehicle sales tax, Form 14-318, *Texas Motor Vehicle Orthopedically Handicapped Exemption Certificate*
  - Form 14-317, *Affidavit of Motor Vehicle Gift Transfer*
5. **Out-of-state Vehicles:**
  - Form VTR-272-B, *Vehicle Identification Number Self-Certification*
  - Form VI-30, *Out-of-State Identification Certificate*
  - Form VTR-270, *Statement of Physical Inspection*
  - Form VTR-68-A, *Application for Assigned or Reassigned Number*

# SPECIALLY MARKED ENVELOPES - ASSEMBLY PROCEDURES

## (Sent to VTR)

*Specially Marked Envelopes contain unique transaction types and supporting documentation that require additional processing within VTR.*

### IMPORTANT NOTES

- **DO NOT SUBMIT** Non-Title Vehicle Receipts, Vehicle Transfer Notifications, Additional Collections Receipts, Funds Remittance Reports, Funds Summary Reports, Hot Check Redemptions, Title Package Reports, Rejection Requests, or Voided Transactions.
- **TRANSACTIONS REQUIRING ADDITIONAL PROCESSING SHOULD BE** sorted by type and placed within separate, appropriate Specially Marked Envelopes or behind colored coversheets.

### Examples of Unique Transaction Types:

The following transaction types should be submitted in 8 ½" x 11" Specially Marked Envelopes or under a colored coversheet and should **ALWAYS** be sent to VTR. These transactions should **NEVER** be sent directly to OpenText.

#### Apportioned RPO Envelope

- All Registration Purposes Only Apportioned transactions

#### NMVTIS Envelope

- Errors unable to be corrected by the county and sent to the department for review and removal of the NMVTIS HOLD
- Any transaction with a BRAND HOLD, even after the transaction has been corrected to apply the brand

#### Red Flag Envelope

- Suspicious documentation that suggests possible title fraud or odometer tampering

#### Special Handling Envelope

*Similar transactions should be labeled and grouped together within this envelope.*

- Transactions that have any "Legal Restraint" (CR, DCYM, OP, OR, etc.) on the record
- Transactions involving "Switched Ownership Evidence"
- Transactions that have a "STOLEN" remark on the record
- Transactions involving VTR-852, *ASE Safety Inspection and Application for Custom Vehicle or Street Rod License Plates* (Send the VTR-852 and transaction together; do **NOT** separate.)
- Transactions involving "Invalid VINs" with proof of VIN validation (VTR-68-A, VTR-270, etc.)

#### Specialty Plate Envelope

- Qualifying Specialty License Plate applications such as: Exempt Vehicle, Military, Organizational Membership, or Veteran **without** the accompanying title transaction (The actual title application should stay with the bundles sent to OpenText for imaging.)

## MAILING

#### Mail Specially Marked Envelopes To:

Texas Department of Motor Vehicles  
Vehicle Titles and Registration Division  
PO Box 26420  
Austin, TX 78755-0420

#### Mail Original Title Transaction Documents To:

OpenText  
10537 Gulfdale Drive  
San Antonio, TX 78216

*Note: Do not include checks.*