

Processing & Handling / IVTRS Centralized Fulfillment for County Tax Assessor-Collectors

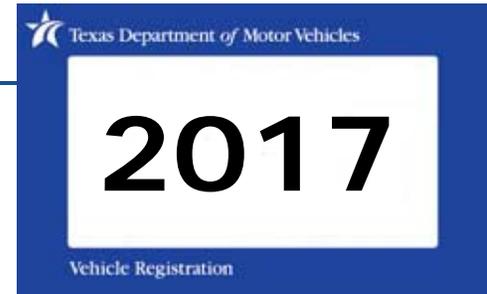


Texas Department *of* Motor Vehicles

October 2016

Agenda

- Processing & Handling Fee
 - Background, when collected
 - Exclusions
 - RTS screens and reports
 - Limited Service Deputies (webSUB)
 - Renewal Notice Revision for January 2017
 - Other January Changes



Agenda

- Centralized Fulfillment for internet renewals
 - IVTRS screens
 - Centralized process flow
 - POS – IVTRS screens
 - Sticker tracking – new customer visibility
- Miscellaneous
 - Plate replacement -“Needs” program eliminated
 - Daily renewal elimination
 - Removal of Vehicle Location Address

Background

- Processing & Handling Fee (P&H)
 - Replaces the \$1 Automation Fee and the \$1 Mail-In Fee
 - Automation Fee changes from \$1 to \$.50 on Jan. 1st
 - Authorized by statute (HB 2202, 83rd session) and administrative rule, including:
 - [§217.185](#) Allocation of P&H Fee
 - [§217.168](#) Deputy Fee Amounts

- Centralized Fulfillment
 - [§217.29](#) Vehicle Registration Renewal via Internet

P&H Fee Collected

Represents processing Nov. 1 – Dec. 31

- ▣ Renewals: Jan. 2017 expirations & later
- ▣ Private party title transfers: Jan. 2017 expirations - Reg. is current, within the window, vehicle registration is renewed
- ▣ Dealer title transfers: trans. date Jan. 1
- ▣ Temporary Permits: trans. date Jan. 1

P&H Exclusions

- P&H is not collected for the following transactions:
 - Replacement
 - Exchange (with no reg. fees collected)
 - Vehicle registered as Exempt
 - Receipts: Duplicate Receipt, Registration Correction, Inquiry Receipt, Inspection Fee Receipt
 - Reduced-Fee or No-Fee Military license plates

RTS and Reports

Texas Department of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

REGISTRATION & TITLE SYSTEM

Customer Miscellaneous Reports Local Options Accounting Inventory Funds Exit Help

Fees Due PMT004

Fees Description	Item Price
PERSONNEL FEE	\$10.00
REG FEE-DPS	\$1.00
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00
CHILD SAFETY FUND	\$1.50
PROCESSING AND HANDLING FEE	\$4.75
INSPECTION FEE-OB	\$14.25

Transaction Total: \$118.50
Previous Trans. Total: \$0.00
Total Due: \$118.50

Misc Fees
Credit
State Parks
Veterans' Fund
Organ Donor Fee
Special Olympics TX Fee

Mail In Walk In

Enter Cancel Help Preview Receipt

New radio buttons for transaction type. Neither is selected. Requires selection prior to proceeding.

- No longer Mail In checkbox

RTS and Reports – Cont'd

- Minimal change to existing reports
- New Compensation report

RTS.POS.5905		COUNTYWIDE COMPENSATION FEES REPORT								
		FLOYD SUMMARY								
WORKSTATION ID	: 100									
REQUESTED BY	: SYSTEM									
REPORT DATE	: 10/04/2016									
DESCRIPTION	CUSTOMER AMOUNT	QTY	SUBCONTRACTOR AMOUNT	QTY	DEALER TITLE AMOUNT	QTY	INTERNET AMOUNT	QTY	TOTAL AMOUNT	QTY

TITLE										
P&H DD TITLE CONV COMP					-55.00	3			-55.00	3
P&H FSD TITLE CONV COMP	-133.31	7							-133.31	7
TOTAL TITLE:	-133.31		0.00		-55.00		0.00		-188.31	
REGISTRATION										
P&H FSD REG CONV COMP	-36.00	5							-36.00	5
P&H FULL SRVC COMP	-4.00	4							-4.00	4
P&H LIMITED SRVC COMP					-3.00	3			-3.00	3
P&H TMP PERMIT FULL SRVC CMP	-14.25	3							-14.25	3
TOTAL REGISTRATION:	-54.25		0.00		-3.00		0.00		-57.25	
REPORT TOTAL	-187.56		0.00		-58.00		0.00		-245.56	

webSUB

- New line items on report to reflect subcons compensation and amount due to the county

Batch Detail

County: MCLENNAN Batch ID: 1370 Status: Open Batch Total: \$344.00 **Pay to County: \$339.00**

Actions	Date ↑	Time	Plate ↓	Expires ↓	Print Qty ↓	New Plate ↓	Insur ↓	Insp ↓	Amount ↓	User Name ↓
View Reprint Void	07/21/2016	05:40 PM	CGF8053	07/2016	1		Verified		\$75.50	XHAMIL
View Reprint Void	07/21/2016	05:39 PM	GDY1147	07/2016	1		Verified		\$75.50	XHAMIL
View Reprint Void	07/21/2016	05:36 PM	DTL0376	07/2016	1		Verified		\$75.50	XHAMIL

Batch 1370 Detail

County: MCLENNAN Location: PILONS PLACE Status: Open
Report Generated: 07/28/2016 03:11 PM

Date	Plate	VIN	Expires	Print Qty	New Plate	Insur	Insp	Amount	User Name
07/21/2016	CGF8053	19UUA8F54DA015201	07/2016	1		V		\$75.50	XHAMIL
07/21/2016	GDY1147	2HKRM4H56FH672269	07/2016	1		V		\$75.50	XHAMIL
07/21/2016	DTL0376	1FM5K7D96EGC35179	07/2016	1		V		\$75.50	XHAMIL
07/21/2016	W33611	1C9BB38B1VM110656	07/2016	1		N		\$31.25	XHAMIL
07/21/2016	1185487	1FTMF1CW5AKE27184	07/2016	1		N		\$7.50	XHAMIL
07/18/2016	BG25908	1FTPX14V37KD41428	07/2016	1		V		\$78.75	XHAMIL
				XHAMIL	6	Sub Total		\$344.00	
				Batch 1370	6	Total Collected		\$344.00	
						Less Compensation		(\$5.00)	
						Pay to County		\$339.00	

Report Counts - Renewals Completed: 6 Voided Renewals: 0

webSUB

- New location type descriptions – webSUB county admin. will need to update the existing locations

Add/Modify Location

Location Detail

Location Name *	<input type="text"/>	Street Address *	<input type="text"/>
	<input type="text"/>		<input type="text"/>
Location Type *	<input type="text" value="Agent"/>	City *	<input type="text"/>
Contact *	<input type="text" value="Exempt Agency"/>	State *	<input type="text"/>
E-mail *	<input type="text" value="Dealer Deputy"/>	Zip Code *	<input type="text"/> - <input type="text"/>
Phone *	<input type="text" value="TAC Walk-in"/>		
	<input type="text" value="TAC Mail"/>		
	<input type="text"/>		

Registration Renewal Notice

TOTAL FEE DUE \$ 74.50

FOR QUESTIONS CALL YOUR LOCAL TAX ASSESSOR-COLLECTOR: 512-854-9473

correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

YOUR LICENSE IS BEING CONVERTED TO AN ELECTRONIC LICENSE.

PLATES AND REGISTRATION

RAKESH RAMANATHAN
MARK "X" FOR ADDRESS CHANGE

DR8V069 07 025 74.50

1HGCP26319A197209 22700941126143246

*** UPDATE ADDRESSES HERE ***
OWNERS ADDRESS: _____ RENEWAL RECIPIENT ADDRESS: _____

LICENSE NO.	DRBV069
PLT	PASSENGER-TRUCK PLT
REGIS. EXP. MON YR	JUL 2017
VEH/REG CL	PASS/PASSENGER-LESS/EQL 6000
PLATE TYPE/STICKER TYPE	PSP/MS
YEAR/MAKE/BODY STYLE	2009/HOND/4D
REGISTRATION FEE	\$ 51.75
LOCAL FEE	11.50
INSPECTION FEE	10.25
PROCESSING AND HANDLING FEE	4.75
TOTAL FEE	\$ 74.50
Donate to Support TX Veterans	\$ _____

□ Front of renewal

□ Back of renewal

Processing and Handling Fee

The processing and handling fee listed in the amount due covers the cost of processing your vehicle registration. These costs include state and county services; printing of annual renewal notices; windshield or plate registration stickers; and other related services and materials.

If your vehicle is eligible to renew online at www.texas.gov, the total amount due will reflect a \$1.00 discount from the processing and handling fee.

January Changes

- Temporary Permits
 - P&H charged per permit (trans. date Jan. 1, 2017)
 - Entity processing retains entire P&H fee
 - Online Temp. Permit updates
- Combination License Plates
 - Windshield Sticker Printed for 3/2018
 - Cannot renew online
- Changes that affect Texas Dealers
 - Dealer transactions, will not assess P&H fee until Jan. 1, 2017

January Changes - cont'd

- ▣ FSD reg. and title convenience fee

Fees Due PMT004

Fees Description	Item Price
TITLE APPLICATION FEE	\$13.00
TEXAS MOBILITY FUND FEE	\$15.00
SALES TAX FEE	\$28.50
TITLE CONVENIENCE FEE	\$0.00
WINDSHIELD STICKER	

CONVENIENCE FEES PMT006

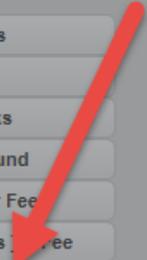
Enter Title Convenience Fee Amount (up to \$20.00):

Charge \$9.00 Registration Convenience Fee

OK

Misc Fees
Credit
State Parks
Veterans' Fund
Organ Donor Fee
Special Olympics Fee
Convenience Fee

View Inspection
Preview Receipt



IVTRS: Centralized Fulfillment

- ✓ Customer enters Plate and partial VIN
- ✓ Changes to eligibility page



The screenshot shows the Texas Department of Motor Vehicles website interface for registration renewal. At the top, there is a banner with the Texas Department of Motor Vehicles logo and the slogan "HELPING TEXANS GO. HELPING TEXAS GROW." On the right side of the banner, there is a graphic of a red classic car with the text "Put Texas in your corner." and "En Español". Below the banner, there is a red navigation bar with the text "Registration Renewal: Identification" and two links: "Contact your county tax office" and "View shopping cart". The main content area contains a light gray box with the instruction: "To identify the vehicle you want to register, please enter your vehicle's license plate number and the last 4 digits of your Vehicle Identification Number (VIN)." Below this instruction, there are two input fields: "License Plate Number:" and "Last 4 digits of VIN (Vehicle Identification Number):", each followed by a question mark icon. Below the input fields are two buttons: "Continue" (green) and "Cancel" (red). At the bottom of the page, there is a link: "Learn more about vehicle registration at registeredtexan.com or TxDMV.gov". In the bottom right corner, there is the Texas.gov logo and two links: "Read our Privacy Policy" and "Need Help?".

IVTRS: Centralized Fulfillment

□ County confirmation

Registration Renewal: Confirm County [Contact your county tax office](#) [View shopping cart](#)

Is TRAVIS COUNTY your current county of residence?

[Learn more about vehicle registration at registeredtexan.com or TxDMV.gov](#)

 [Read our Privacy Policy](#) [Need Help?](#)

Registration Renewal: Select County [Contact your county tax office](#) [View shopping cart](#)

Choose your current county of residence.

Owner County:

[Learn more about vehicle regis](#)

[MV.gov](#)

 [Read our Privacy Policy](#) [Need Help?](#)

- ANDERSON Co, PALESTINE
- ANDREWS Co, ANDREWS
- ANGELINA Co, LUFKIN
- ARANSAS Co, ROCKPORT
- ARCHER Co, ARCHER CITY
- ARMSTRONG Co, CLAUDE
- ATASCOSA Co, JOURDANTON
- AUSTIN Co, BELLVILLE
- BAILEY Co, MULESHOE

IVTRS: Address verification / Insurance Hard Stop

- ❑ New Smarty Streets – address verification tool

I am renewing this registration for an: Individual Entity

First Name: SOUMYA

Middle Name:

Last Name: VARIK

Name Suffix:

Entity:

Address Line 1:

Address Line 2:

City:

State:

Zip:

E-mail:

Confirm E-mail:

Phone: (512) 465-1475 (xxx) xxx-xxxx

YOU DIDN'T ENTER ENOUGH INFORMATION X

Take me back so I can try again.

Use it the way I typed it.
(4000 JACKSON AVE Texas USA)

IVTRS: Address verification / Insurance Hard Stop

I am renewing this registration for an: Individual Entity

First Name: SOUMYA

Middle Name:

Last Name: VARIK

Name Suffix:

Entity:

Address Line 1: 4000 Jackson Ave

Address Line 2:

City: Austin

State: Texas

Zip: 78731

E-mail: SOUMYA.VARIKKUMANCHERI@TXDMV.GOV

Confirm E-mail: SOUMYA.VARIKKUMANCHERI@TXDMV.GOV

Phone: (512) 465-1475 (xxx) xxx-xxxx

- ❑ Insurance no longer entered on address page
- ❑ Insurance verified at beginning – hard stop if insurance cannot be verified

IVTRS: Checkout



Texas Department of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.



12 17



Put Texas
in your car

En Español

Registration Renewal: Vehicle Confirmation and Fees Due
Contact your county tax office
 View shopping cart

Make sure the description below matches your vehicle. At right are the anticipated fees to register your vehicle, — a great deal when you consider the time, effort, and gasoline necessary to register your vehicle in person at the county tax office!

Vehicle Information		Fees Due For 12 months Registration Term:	
Plate No	BPW52F	WINDSHIELD STICKER	50.75
Vehicle Identification No	1FTDE14G2CHB47359	REG FEE-DPS	1.00
Document No	0000000000045004	CNTY ROAD BRIDGE ADD-ON FEE	10.00
Model Year	2000	CHILD SAFETY FUND	1.50
Make	FORD	PROCESSING AND HANDLING FEE (NON-REFUNDABLE)	4.75
Exp. Date	8/2016		
Vehicle Major Color	<input type="text"/>	Donate to Support Texas Veterans: ?	<input type="text" value="0.00"/>
Vehicle Minor Color	<input type="text"/>	Donate \$5 (or more) to State Parks: ?	<input type="text" value="0.00"/>
<p>Purchased registration remains with this vehicle and will not be refunded if the vehicle is sold.</p>		Organ Donor Contribution:	<input type="text" value="0.00"/>
		Donate to Support Special Olympics:	<input type="text" value="0.00"/>
		Subtotal	68.00
		Online Discount	-1.00
		Grand Total Due in Fees & Donations ?	67.00

Verify vehicle information and continue?
 Yes
No

IVTRS: New Error Messages

Registration Renewal: Cannot renew in current shopping cart [Contact your county tax office](#) [View shopping cart](#)

Vehicles registered in different counties cannot be added to the same shopping cart.

[Continue](#)

Clicking Continue returns user to the plate/VIN lookup

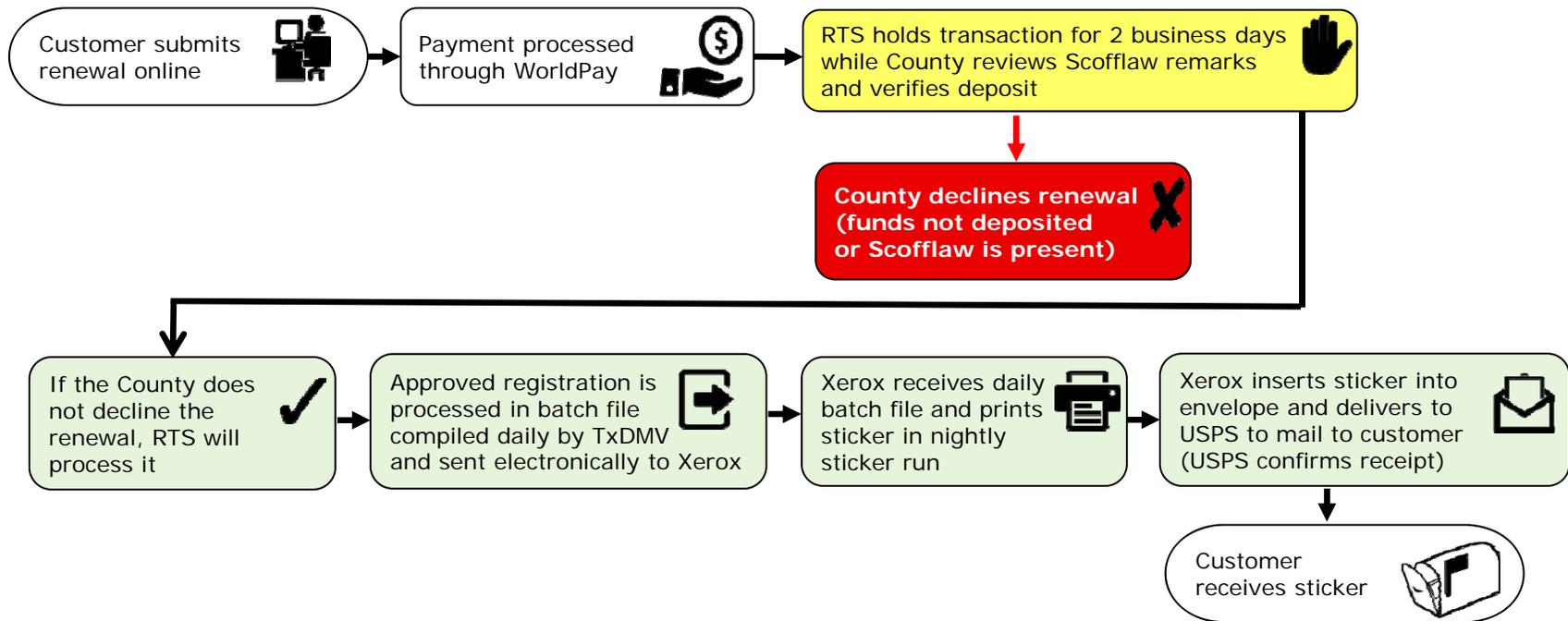
Registration Renewal: Cannot renew in current shopping cart [Contact your county tax office](#) [View shopping cart](#)

Due to implementation of the processing and handling fee, 2016 and 2017 registration renewals cannot be added to the same shopping cart.

[Continue](#)

Clicking Continue returns user to the plate/VIN lookup

Centralized Printing and Mailing of Online Renewals



POS IVTRS – Centralized Trans.

Vehicle Information and Processing REG103

Vehicle Detail Record		Status:	Centralized New
Owner Name:	OTHA	Plate No:	CCMN93
Recipient Name:	TIMMOTHY	VIN:	2X6849
Recipient Address:	Redding, TX 12345-4321	Document No:	0000000012590274
New Exp Mo/Yr:	1/2017	Empty Weight:	10200
Title Issue Date:	04/09/1997	Carrying Capacity:	23800
Plate Age:	3	Gross Weight:	34000
Internet Trace No:	229VRCCMN93TTV	Tonnage:	0.0
Transaction Id:			
Texas Agriculture or Timber Registration Number	12365478965		

Approve
 Hold
 Decline

Send Email

Comments:

Annotations:

- Status shows Centralized New
- For centralized fulfillment transactions, the "View Insurance" and "View/Change Address" buttons are always disabled
- For centralized fulfillment transactions, Decline is the only option.
- Comments field remains enabled and is mandatory for centralized fulfillment transactions
- Email is disabled.
- Decline options are not available.

POS/TPE Reports

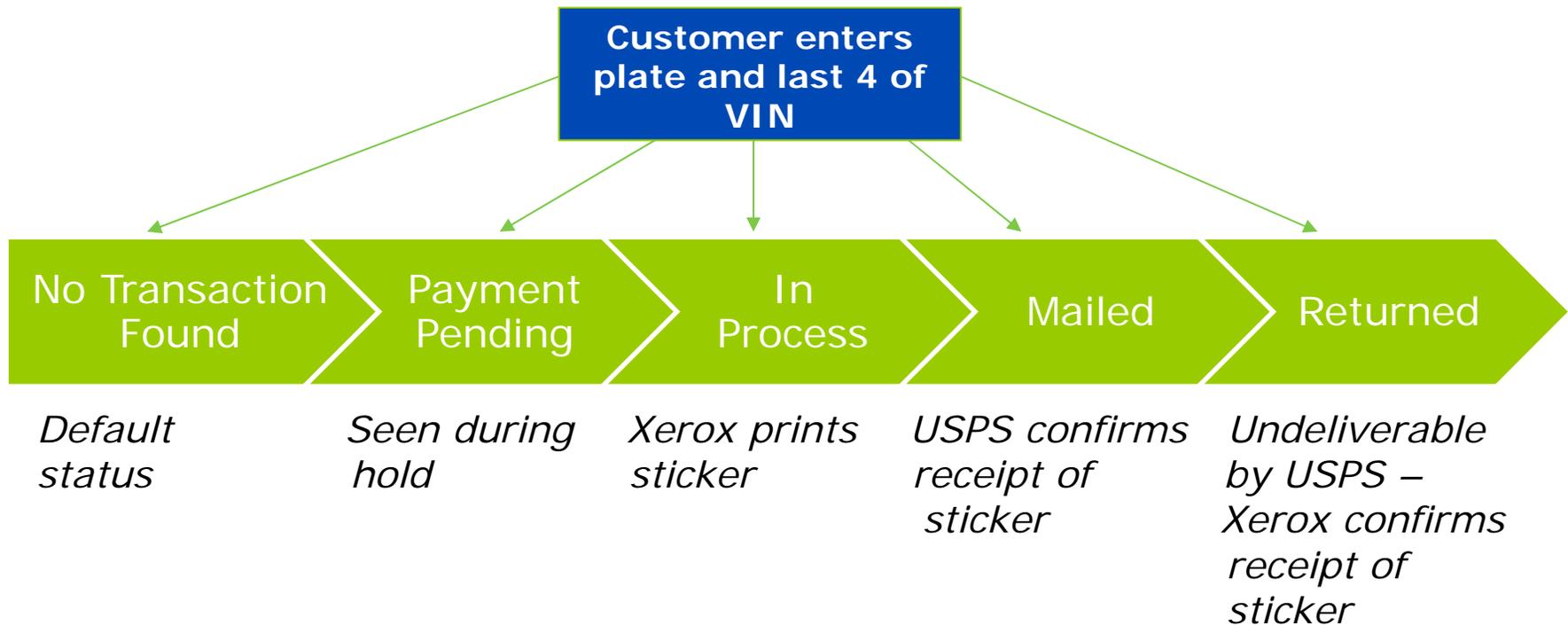
- CF transactions processed under new workstation 99
 - Close out for 'virtual' workstation 99 is automated
 - Run Transaction Reconciliation report & Funds reports for workstation 99

- Two TPE Net Revenue Detail reports
 - 2016 & 2017

- One TPE Batch Summary report

Sticker Tracking Tool

Customer Tracking Portal



Sticker Tracking Tool

Motorists Dealers Motor Carriers Contact Us

Texas Department of Motor Vehicles
HELPING TEXANS GET HELPING TEXANS

About TxDMV

TxDMV's Sticker Tracking

Dude, Where's My Sticker?

Registration Expirations prior to 1/1/2017:
County is processing your registration. Please contact your county for more information.

License Plate

Last 4 digits of VIN

I'm not a robot 

Go

Google Inc. provides our human verification service above ("I'm not a robot"). The multimedia content (text, audio, images) you encounter while using this service is generated in an "as-is" basis by Google. This multimedia content DOES NOT reflect pictures or positions of any of the following:

- the Texas Department of Motor Vehicles (TxDMV),
- the State of Texas,
- any member agency of the State of Texas,
- any elected or appointed official.

If you encounter inappropriate content in the verification service, please click the "Report a Problem" link at the bottom left corner of the verification screen.

Find Your Local Office

Regional Service Centers Map



Sticker Tracking Tool

The screenshot shows the Texas Department of Motor Vehicles (TxDMV) Sticker Tracking Tool interface. At the top, there is a navigation bar with links for Materials, Dealers, and Motor Carriers, along with a Contact Us button. The main header features the TxDMV logo and a banner image of a person pushing a shopping cart. Below the banner is a blue bar with the text "About TxDMV".

The main content area is titled "Dude, Where's My Sticker?". It displays the following information:

- Plate: PENDING
- VIN: 12345678901234567
- Make: CHEV
- Model: IMPALA
- Expiration Date: MAY 2018
- County: TRAVIS

Below this information is a progress bar with three icons: a credit card, an envelope, and a document. The first icon is highlighted, indicating the current status.

Under the progress bar, the text reads "Payment Pending" and "You may see charges on your credit card statement, however, there is a two business day processing hold."

At the bottom, there is a "Questions?" section with contact information: "Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4669) or by email at AskDMV@txdmv.gov". A link for "Perform Another Query" is also present.

On the right side of the interface, there are two utility sections:

- "Find Your Local Office" with a search input field for "Find your County Tax Office".
- "Regional Service Centers Map" with a map of Texas showing various regional service centers labeled with abbreviations like AM, LR, WF, BL, LV, etc.

Sticker Tracking Tool

The screenshot shows the Texas Department of Motor Vehicles (TxDMV) Sticker Tracking Tool interface. At the top, there is a navigation bar with links for 'Motorists', 'Dealers', and 'Motor Carriers', along with a 'Contact Us' button. Below this is a banner image of a child in a shopping cart being pushed by an adult, with the TxDMV logo and the text 'Texas Department of Motor Vehicles' overlaid. A blue bar below the banner contains the text 'About TxDMV'.

The main content area is titled 'TxDMV's Sticker Tracking' and features a large heading 'Dude, Where's My Sticker?'. Below this heading, the following information is displayed:

- Plate: **PROCESS**
- VIN: **12345678901234567**
- Make: **CHEV**
- Model: **IMPALA**
- Expiration Date: **MAY 2018**
- County: **TRAVIS**

Below the information is a progress indicator consisting of three circular icons connected by a horizontal line. The first icon, representing a document, is highlighted with a blue circle and a blue line, indicating the current step. The second icon, representing an envelope, and the third icon, representing a sticker, are in grey circles and are not highlighted.

Under the progress indicator, the text reads 'In Process' and 'Your registration renewal sticker is being processed.'

At the bottom of the main content area, there is a question: 'Questions? Please contact TxDMV for assistance at 1-800-DMV-GOTX (1-800-362-4600) or by email at AutoDMV@txdmv.gov' followed by a link 'Perform Another Query'.

On the right side of the interface, there are two utility sections:

- 'Find Your Local Office' with a search input field labeled 'Find your County Tax Office'.
- 'Regional Service Centers Map' with a map of Texas showing various counties labeled with abbreviations (e.g., AM, LB, HP, BL, LV, SP, BK, JS, WJ, AV, ST, LA, WC, EC, PH).

Sticker Tracking Tool

The screenshot shows the Texas Department of Motor Vehicles (TxDMV) website. At the top, there are navigation links for Materials, Dealers, and Motor Carriers, along with a Contact Us button. The main header features the TxDMV logo and the text "Texas Department of Motor Vehicles" and "HELPING TEXANS GET HELPING TEXAS DONE". Below the header is a banner image of two children pushing a shopping cart. A blue bar below the banner contains the text "About TxDMV".

The main content area is titled "Dude, Where's My Sticker?". It displays the following information:

- Plate: MAILED
- VIN: 12345678901234567
- Make: CHEV
- Model: IMPALA
- Expiration Date: MAY 2018
- County: TRAVIS

To the right of this information is a "Find Your Local Office" section with a search box labeled "Find your County Tax Office". Below that is a "Regional Service Centers Map" showing a map of Texas with various counties labeled with abbreviations.

Below the vehicle information is a progress bar with three icons: a mail envelope, a mail envelope, and a document with a checkmark. The first icon is highlighted, indicating the current status.

Mailed
Your registration renewal sticker has been delivered to the USPS for mailing on **September 19, 2018**.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GO TEX (1-888-328-4662) or by email at AutDMV@tdmrv.gov

[Perform Another Query](#)

Sticker Tracking Tool



About TxDMV

TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Plate **ABC1234**
VIN **12345678901234567**
Make **CHEV**
Model **IMPALA**
Expiration Date **MAY 2018**
County **TRAVIS**



Returned

Undeliverable by USPS. Contact your local county tax assessor-collector's office to purchase a replacement sticker. Total replacement fee is \$6.50.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4669) or by email at AskDMV@txdmv.gov

[Perform Another Query](#)

Find Your Local Office

Find your County Tax Office

Regional Service Centers Map



Miscellaneous

- Needs Program eliminated
 - “New Plates Required” on renewal
 - Plate replacements and fee

- Daily Renewals eliminated
 - POS changes

- Vehicle Location Address Removed from the Registration Renewal Receipt



Questions?