

# Commercial Fleet Buyer User Guide

June 2017 webDEALER 3.1.1



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# 1 Overview

Title work is submitted electronically to county offices. Transactions include scanned images of the required documents necessary to process the title application including, but not limited to, the evidence of ownership (e.g., MCO, out of state title), Form 130-U, odometer disclosure statement, and Vehicle Inspection Report (VIR). webDEALER provides a straight forward process to transfer information quickly from your system to webDEALER, as well as a manual entry option (keyboard entry). When you're ready, submitting the title application to the county is literally a click of a button.

# 1.1 Features

Entering title applications through webDEALER allows you to use a more streamlined title and registration application process and provides counties with a more efficient approval process. Benefits and features include:

- Validation of inventory allocated to you
- System monitoring of outstanding title transaction
- You can submit title applications electronically to multiple counties once approved and established by each county
- Ability to easily see the reason for the return of a title transaction
- Visibility of all title applications from start to finish
- Payments and fees for each application are calculated precisely



# **2 Getting Started**

#### 2.1 Setup

The county tax office and TxDMV staff are available to answer your questions.

In order to have access to webDEALER, you must have a Texas Department of Motor Vehicles (TxDMV) issued CFB ID. Your primary point of contact is the county tax assessor-collector's office. To receive a CFB ID and Username, please contact your county tax assessor-collector's office and provide the following information with a request to have a webDEALER CFB account set up:

- Business name
- The business address, city, state, zip
- Federal Employer Identification Number (FEIN) and Tax Permit Number
- Vehicle physical location (where the vehicle will be kept for titling purposes)
- The first and last name of your administrative user and their contact information (phone number and email address)

The county will assign the CFB administrator's permissions. The CFB administrator is responsible for managing user permissions.

See Appendix 3 – Equipment Requirements to ensure your equipment is compatible, and you have all needed supplies.

**Note:** Each county must authorize your CFB location to submit title applications to multiple counties,

#### 2.2 Recommendations

It is highly recommended that payments be made via Automated Clearing House (ACH) to achieve the most benefit from webDEALER. Your county tax office can assist with this process.

# 2.3 You Should Know

You cannot set a bookmark for webDEALER once the application has been started. You will need to access webDEALER through the login page each time.

The original evidence of ownership (e.g., MCO, out of state title) must be stamped **SURRENDERED** on the <u>front and back</u>, scanned, and uploaded to webDEALER. The **SURRENDERED** stamp on the back of the ownership document must be on the next blank assignment.

You are required to retain the stamped original evidence of ownership in your records.



Figure 1: Surrendered MCO

Scanned images must be of the original documents. The scanned images cannot be copies of original documents. If the county or TxDMV determines the documents attached to a title application are copies of originals, the transaction will be returned or rejected, and you will be required to scan the originals or obtain ownership through a court order or bond.

**Note:** Title applications with out of state titles containing value limiting brands (e.g., Rebuilt Salvage, Flood Damage, etc.) must be filed through the county tax office.



#### 2.4 Reminder Checklist

Please have the following items ready to begin processing your title applications:

- □ Internet capability
- URL for webDEALER (<u>https://webdealer.txdmv.gov</u>)
- □ Sticker paper and plate inventory provided by county, if applicable
- □ CFB ID set up and access to webDEALER verified
- □ Printer
- □ Scanner
- □ SURRENDERED stamp

If you have any questions, please contact your county tax office.

# **3** Administrator

webDEALER is intended to have at least two administrators with access to all Assigned Permissions. Administrator(s) can assign or un-assign permissions of CFB users in webDEALER; however, all users must be set up (or removed) through the county tax assessor-collector's office.

To add a second administrator or additional users, you will need to provide the first and last name of the user and their contact information to the county office, the county works with the TxDMV to set up the user in webDEALER.

Note: Creating CFB IDs, adding/removing users, and password resets must be completed by contacting the county tax assessor-collector's office.

#### 3.1 Setting User Permissions

1. The administrator logs into webDEALER.

Texas Depart HELPING TEXANS GO	tment of Motor Vehicles	web DEALER							
Login									
	* Indicates Required Field								
	Dealers County / TxDMV Commercial Fleet Buyer								
	* CFB ID : Enter Commercial Fleet Buyer ID								
	* Username : Enter User ID								
	* Password : Enter Password								
	🔒 Login								
	webDEALER v3.1.1 - Thursday April 12 2017								

Figure 2: Login Page



2. On the Home Page, click the Administration tab.

Velcome CFE	SUSER3						You last logge	d in on Feb 21, 2
Account : AVI	S RENT A CAR S	YSTEM LI	LC - 6929 N LAKE	WOOD AV	E, TULSA			
Titles		ſc						
Returned:	8		In-Progress T	itles	Reviewed Titles	Return	ed Titles	
In-Progress:	<u>o</u> <u>4</u>		Created On	Unit #	VIN		Vehicle	
Submitted:	<u>10</u>		Sep 26, 2016		1G1YY26U9751	06418	2015 CHEV CO	R
Reviewed:	<u>10</u>		Sep 27, 2016		2MEFM75W51X	688254	2016 MERC GR	A
Imported:	1		Jan 18, 2017		4T1BF1FK6HU3		2017 TOYT CA	м
Grouped:	1		Jan 31, 2017		5J8TB3H52HL0		2017 ACUR 25	
Retractions:	0						2017 1001 20	-
<ul> <li>Start a New Title App</li> </ul>	olication							
<ul> <li>Title Data Import</li> </ul>								

Figure 3: Home Page

- 3. The Account Details page displays your information and authorized users
- 4. On the Account Details page, click a User Name from the List of Associated Users.

CFB ID:	C10013			
Business Name:	RENT-A-WRECK OF	AMERICA, INC		ldress
Doing Business As:				5 MAIN ST., UREL, MD 20707
Contact Name:	WILLIAM CASH			
Email:				
Phone #:				
Tax Permit #:	12640866161			
FEIN / EIN:	264086616			
FEIN / EIN:	264086616		G	onfiguration by County
FEIN / EIN: List of Associated U			C	onfiguration by County
		Email	Status	onfiguration by County Action

Figure 4: Account Details Page



5. Select permissions for the user under the Assigned Permissions. Click **Save**.

User Details				
CFB ID:	148741			
CFB Name:	AVIS RENT A CAR SYSTEM LLC - A	VIS RENT A CAR SYSTEM LLC	;	
Username:	Active			
Name:	KATHY MCKEE	Email:	kathy.mckee@txdmv.gov	
Assigned Permission	IS			
✓ Administrator	(Manage Account and Users) 🤱			
☑ View Title				
☑ Add/Edit Title				
✓ Access Paym	ient			
Web Service	Access			
Save Cancel			View Associated C	FB(s)

**Figure 5: Assigned Permissions** 

Note: The Web Service Access permission is for setup of a vendor integrated solution.

#### **3.2 Configuration by County**

The Configuration by County button on the Account Details page displays the allowances placed on you by each county.

1. From the Account Details page click the **Configuration by County** button.

count Detail	S			
CFB	ID: C10013			
Business Nan	ne: RENT-A-WRECK OF	AMERICA, INC	A	ddress
Doing Business /	\s:			05 MAIN ST., AUREL, MD 20707
Contact Nan	ne: WILLIAM CASH			
Ema	ail:			
Phone	#:			
Tax Permit	#: 12640866161			
FEIN / E	IN: 264086616			
List of Associated	Users			onfiguration by County
User Name	Name	Email	Status	Action
FBUYER	FLEET BUYER	kathy.mckee@txdmv.gov	Active	
FOUTER (8)				

Figure 6: Account Details Page



2. The popup will show your configuration.

Note: The Maximum Unapproved Title Applications allowed can be set up to 5,000 at the county's discretion.

3. If you are assigned an inventory of license plates and stickers, there will be a "Yes" next to Issue Plate Inventory and Issue Registration Stickers.

Configuration by Co	ounty	×
County:	HARRIS - 101	
Maximum Unapproved	d Title Applications allowed: 250	
	Group Transactions: No	
Group F	Reviewed Title Applications: None	
	Issue Plate Inventory: Yes Issue Registration Stickers: Yes	
	ysical Location REET, LEANDER, TX 78554	

**Figure 7: Configuration with Inventory** 

If you are not assigned an inventory of license plates and stickers, there will be a "No" next to Issue Plate Inventory and Issue Registration Stickers.

Configuration by Co	punty	×
County:	HARRIS - 101	
Maximum Unapproved	Title Applications allowed: 250	
	Group Transactions: No	
Group R	eviewed Title Applications: None	
I	Issue Plate Inventory: No ssue Registration Stickers: No	
-	vsical Location EET, LEANDER, TX 78554	
		11.

**Figure 8: Configuration without Inventory** 



#### 3.3 Processing and Handling Fee

If you are set up with inventory by the county (issued license plates and stickers), you will be able to retain \$1.00 of the Processing and Handling Fee.

If this is the case, the fee amount due to the county will be different than the total amount shown on the payment screens.

Reviewed Title C	Group	os with Pa	ayme	ents l	Due			
Search Filter								
Group ID :			C	ounty :	Choose One		~	
Grouped Date:	FROM	01/22/2017		то	02/21/2017	Search		
• HARRIS						1	reviewed title	e group(s) foun
Group ID		Grouped Date			Grouped By	Titles in Group	Total Fees	Pay to Count
<u>C10014-101-30</u>	F	eb 21, 2017			Entity	10	\$1,085.75	\$976.0

Figure 9: Pay to County Fee

Note: Commercial fleet buyers that use webDEALER are still required to be deputized even if they have not been issued an inventory of registration stickers and license plates. These commercial fleet buyers may not retain any portion of the Processing and Handling Fee.

# **4 Starting Title Applications**

#### 4.1 How to Start a Title Application

There are three ways to begin title applications:

- Using a webDEALER title integration service (Web Service)
- Using an imported file
- Creating a title application manually

#### 4.1.1 Web Service

1. Transfer the data from your system.

The title application will appear in the "Imported" status link in the Titles box on the Home Page. Click the blue number adjacent to the word "Imported" in the Titles box to view the imported applications. Additionally, you can also locate transactions from the Home Page by placing your cursor over the Titles tab and selecting Title Search from the dropdown. Use the search filter box with the status of "Import," and click the VIN to open the Title Preview page of the application you wish to complete.

count: AVIS	RENT A CAR S
es	
rned:	<u>8</u>
ress:	<u>4</u>
ed:	<u>10</u>
ed:	<u>10</u>
d:	1
əd:	1
tions:	0
rt a New Title Applic	cation
Data Import	

Figure 10: Imported on Home Page



2. Use the search filter box to assist in locating transactions to be worked. Click the VIN of the application you wish to complete to open the Title Preview page.

Search Filter				
County :	Choose One			
Type :	Application Status	ş 🗸		
Status :	IMPORT	-		
Application Date :	FROM	то		
Search				
<u>VIN</u> ≑	<u>Unit #</u> \$	Vehicle	Owner Name(s)	Application Date \$
1FTEW1EF5FF852145	87679	2015 FORD	CECILIA MICHELLE CARBONE	04/14/2017
1G11C5SL1EF851247	87678	2014 CHEV ML1	JOSEPH M CHUMBLEY LORRAINE M CHUMBLEY	04/14/2017
KMHHT6KD7EU852141	87677	2014 HYUN GEN	LAURA ANN PEREZ JOHN ALEXANDER PEREZ	04/14/2017
WAUAFAFLXFN852147	87676	2015 AUDI 4TP	ALFRED TIBERI DIAZ	04/14/2017
1N6BA0ED7EN582147	87675	2014 NISS	WALTER CONLEY BARTHELL BARBARA JOANN BARTHELL	04/14/2017
IN4AL3AP9FC152145	87674	2015 NISS A2S	REBECCA SUE ROSARIO RAYMOND ELI ROSARIO	04/14/2017

Figure 11: Imported on Title Search

3. Click on the **Begin Title Application** button to start the Title Application.

tle Preview						6
				Application Status:	IMPORTED	
Title Application				Created By:	JASON ERICKSON	
Unit #:	87679			Created On:	Apr 14, 2017	
Processing County:						
Title Application has r	not been initiated	for this title Begin Title	Application			
Vehicle Informatio	'n			VIN	1FTEW1EF5FE852145	
Vehicle Informatio Vehicle Class:				VIN: Year/Make/Model:	1FTEW1EF5FF852145 2015 FORD	
Vehicle Class:						
Vehicle Class: Registration Class:	  PK	Minor Color:				
Vehicle Class: Registration Class: Body Style:	 PK BLACK	Minor Color: Odometer Brand:				

**Figure 12: Begin Title Application** 



#### 4.1.2 Using an Imported File

Follow these steps to import a file:

1. On the Home Page, click Title Data Import from the Titles box.

Titles	
Returned:	<u>3</u>
In-Progress:	4
Submitted:	<u>15</u>
Reviewed:	<u>5</u>
Imported:	<u>4</u>
Retractions:	2
<u>Start a New Title Appli</u> <u>Title Data Import</u>	ication

Figure 13: Title Data Import on Home Page

From any other page, hover your cursor over the **Titles** tab, and click **Title Data Import** from the dropdown.

2. Browse for the file to import.

Title Data Import		
* Title Data Import File:	Brow	wse



- 3. Locate and select file.
- 4. The text box populates with the file name.
- 5. Click **Import**.
- 6. From the File Type dropdown, select Unit # or VIN to retrieve the record.
- 7. Enter the number to locate, and click **Show Record**.

Search Import Record	
Type: Unit No	
Unit No: Show Record	

Figure 15: Search for Imported Record



8. The Record Review section displays the record for your verification before it is imported. If the correct record is displayed, click Accept Record.

Search Import Record			
Туре:	Unit No		
Unit No:	87689 Show Record		
Record Review			
Unit No:	87689		
VIN:	1FA6P8TH1F7514896		
Buyer:	AVIS FLEET SERVICES		
Buyer Address:	11161 FM 967		
Vehicle Year / Make / Model:	2015 / FORD / MUS		

Figure 16: Accept Record

9. If you choose to only import one record, click **Title Application** or **Title Preview** to see the vehicle information and begin the title application.

The vehicle information in the title application is populated with the VIN, unit number, year, make, model, and body style, as applicable.

#### To proceed with a previously imported file:

- 1. If title applications were previously imported, locate these transactions from the Home Page. Click the blue number adjacent to the word "Imported" in the Titles box.
- 2. Once the application is found, click the **VIN** to open the Title Preview page.
- 3. Click on the **Begin Title Application** button to begin the title application.

Additionally, you can also locate the transaction from the Home Page by placing your cursor over the Titles tab and selecting Title Search from the dropdown. Use the search filter box with the status of "Import," and click the VIN to open the Title Preview.

Note: Please refer to Appendix 1 – Importing System Files for more information.



#### 4.1.3 Creating a Title Application Manually

To create an application by entering all information manually, begin on the Home Page.

1. Click on Start a New Title Application in the Titles box.

Titles	
Returned:	<u>3</u>
In-Progress:	4
Submitted:	<u>15</u>
Reviewed:	<u>5</u>
Imported:	<u>4</u>
Retractions:	<u>2</u>
<u>Start a New Title Appli</u> <u>Title Data Import</u>	ication

Figure 17: Start a New Title Application

2. Enter the VIN, and click Search.

Title Applicati	on
* Indicates Required Fie	ld
VIN Search	
* VIN	: Search



3. If a motor vehicle record exists in the department's Registration and Title System, webDEALER will prevent the user from continuing.

If a motor vehicle record does not exist, the Title Application page of the title application will populate with the year, make, model, and body style of the vehicle. These values must be entered by you if they are not populated.

#### 4.2 First Page of Title Application

The first page of the title application must be completed and saved before you can continue with the rest of the title application. Follow these steps to complete this page:

- 1. Optionally enter the Unit No.
- 2. The Buyer ID Information (ID Type and ID #) is prepopulated.
- Select the county that will process the title application from the dropdown in the Processing County section.
- 4. In the Sales Price and Odometer Reading section, enter the Sales Price (after rebate), the Odometer Reading, and select the Odometer Brand, or select Odometer Reading Exempt, if applicable.
- 5. Check the box next to the certification statement, and click **Save**.

MPLETE OR PROVIDING A FALSE STATEMENT MAY F	ESULT IN FINES AND/OR IMPRISONMENT		
ehicle Information		VIN : 1J4GK58K14W4	53255
<b>* Year</b> : 2004			
* Vehicle Make : JEEP : JEEP	<b>v</b>		
* Vehicle Model :	* Body Style : LL	Y	
Buyer ID Information			
* ID Type : FEIN/EIN			
* ID # : 20100			
Email :			
Processing County			
* County : Choose One 💌			
ales Price and Odometer Reading			
* Sales Price (after Rebate) :			
* Odometer Reading :	* Odometer Brand :	Actual Mileage	~
Odometer Reading Exempt : 🛛 💡			

Figure 19: First Page of Title Application

6. When the title application is saved, the status is marked as In-Progress, and you are advanced to the Vehicle Information page.

Note: Once this page is saved, the information contained cannot be changed. If any information is incorrect, the application must be voided and another application created.

# **5** Completing Title Applications

After the Title Application page is saved it is marked as In-Progress.

Fill out the information on each page, to complete the remainder of the title application, click Next.

Note: If you select the VIN for an In-Progress title from the Home Page or the Title Search page, the Title Preview page for the title application will open. You will have to click the edit icon located in the upper right corner of each section in order to complete that section. Additionally, you will have to save each section once the information is entered by clicking Save.

#### **5.1 Vehicle Information**

- 1. Complete the Vehicle Information page
- 2. Click Next.

Application Status: IN	N-PROGRESS	VIN: 1J4GK58K14W34125	
dicates Required Field			
* Vehicle Class:	Passenger 💌		
Year:	2004	Vehicle Make:	JEEP
* Vehicle Model:	250	* Body Style:	2D 💌
<b>* M</b> ajor Color:	GRAY 🔽	Minor Color:	Choose one
* Empty Weight:	4000 (lbs)		
Gross Weight:	4000 (lbs)	Diesel:	
Odometer Reading:	Exempt	Odometer Brand:	

**Figure 20: Vehicle Information** 

#### **5.2 Lienholder Information**

Cash sales and financed sales are indicated on this page.

1. To record a lien, select Lienholder(s). You will automatically advance to the next page.

Lienholder Information		
Application Status: IN-PROGRES	SS VIN: 1J4GK58K14W34125	
* Indicates Required Field		
* Type of Sale:   No Lien	O Lienholder(s)	
* Title Type: 💿 Paper 🤇	⊖ Electronic	
	Previous Next	

**Figure 21: Lienholder Information** 

Note: If No Lien is selected, you will need to indicate Paper or Electronic for the Type of Title.

- 2. Enter the Certified Lienholder Id and date of lien.
- 3. If the lienholder is Electronic Lien Title (ELT) Certified, leave Type of Title as Electronic.
- 4. Click Search.

Lienholder Information				
Application Status: IN-PROGRESS	VIN: 1J4GK58K14W34125			
* Indicates Required Field				
Certified Lienholder Local Lienhold	ler			
Lien No:	1			
* Lienholder Id:	20491933900			
* Date:	02/08/2017 🛗 (mm/dd/yyyy)			
* Title Type:	Electronic      Printed			
	Cancel Search			

Figure 22: Certified Lienholder

5. Confirm the ELT Certified Lienholder results.



6. Click Save.

Application Status: IN-PROGRES	S VIN: 3C3CFFBR8CT113265	
Indicates Required Field		
Certified Lienholder		
Lien No * Lienholder Id * Date * Type of Title	20491933900	
Certified Lienholder Name// CROSSROADS EQUIP LEASE & FII 9121 HAVEN AVE, RANCHO CUCAMONGA, CA 91730	4	

Figure 23: Certified Lienholder Verification

- 7. If lienholder does not have a Certified Lienholder Id, select the Local Lienholder tab, and complete all required fields.
- 8. Click Save.

Lienholder Information	
Application Status: IN-PROGRESS	VIN: 1FDXE45S42HA18891
* Indicates Required Field	
Certified Lienholder Local Lienholde	r
Lien No: 1 * Date:	(mm/dd/yyyy)
* Name:	
* Address:	
* City:	☑ USA
* State:	
* ZIP:	Cancel Save

Figure 24: Local Lienholder



9. The lien is added to the list. Click Next.

Appli	ication Status	s: IN-PROGRESS	VIN: 1J4GK58K14W34125		
Lien No	Туре	Date	Name	Certified ID	Action
1	Etitle	Feb 13, 2017	CROSSROADS EQUIP LEASE & FIN 9385 HAVEN AVE, RCH CUCAMONGA, CA 91730	20491933900	X Delete

**Figure 25: Lienholder Information** 

#### **5.3 Owner Information**

Complete the Owner Information page. Click Next.

If Texas Dealership is selected, a Dealer GDN is required. If Out-of-State Dealership is selected, a business name, city, and state is required. If CFB Owner is selected, the CFB owner information prepopulates. Complete remaining fields as applicable. Click Next.

Application Status: IN	-PROGRESS	VIN: 1J4GK58K14W34125	
Indicates Required Field			
Previous Owner Infor	mation		
* Previous Owner :	○ Texas Dealership ○ Out-of-S	State Dealership   CFB Owner	
* Business Name :	AVIS RENT A CAR SYSTEM LI	LC	
* City :	TULSA		
* State :	ок		
Owner Information			
* Name :	AVIS RENT A CAR SYSTEM LI	LC	
* Address :	6929 N LAKEWOOD AVE		
- Address .			
* City :	TULSA		
* State :			
* ZIP :	74117 1808		
* Resident County :			
Renewal Recipient Inf	ormation		
Name :		(if different than owner)	
Address :			
City :			
State :			
ZIP :			

**Figure 26: Owner Information** 



#### **5.4 Vehicle Physical Location**

If applicable, enter the Vehicle Physical Location. Click Next.

Application Status: IN	N-PROGRESS VIN: 1J4GK58K14W34125
Address:	123 MAIN STREET
City:	LEANDER
State:	TX
ZIP:	78554

**Figure 27: Vehicle Physical Location** 

**Note:** If you are a rental company, the Vehicle Physical Location page will be prepopulated with the information provided to the county tax office upon the initial setup; otherwise, the vehicle's physical location is optional.

#### 5.5 Plates and Sticker Information

Depending on the processing county chosen on the first page of the title application and how you are configured by that county, you may or may not have plates to assign.

- 1. Enter the Plate Number if plates are supplied to you by the county where the title application is being submitted.
- 2. Click Next.

Plate and Sticker Information
Application Status: IN-PROGRESS VIN: 1J4GK58K14W34125
* Indicates Required Field
Plate Information
* Plate Source : New Plate     * Plate Number :
Sticker Information
Sticker Type :      Windshield      Plate
Previous Next

Figure 28: Plate and Sticker Information with Inventory



- 3. If plates are not supplied to you by the county where the title application is being submitted, the Plate Source will indicate (County Supplied).
- 4. Click Next.

Application 9	itatus: IN-PROGRESS	VIN: 1GNEC13R4XJGG4122
Indicates Required	Field	
Plate Informat	ion	
	Plate Source : New Plate (County Supplied	
Sticker Inform	ation	
	Sticker Type :      Windshield      Plate	

**Figure 29: County Supplied Plates** 

#### **5.6 Sales Tax Information**

- 1. Select a Sales Tax Category.
- 2. If Exempt is selected, you will also need to select an Exempt Reason.
- 3. Enter the sales tax information.
- 5. Click Next.

Application Status: IN-PROGRESS	VIN: 1XP6DB9X2JD741266 Unit #: 32156
Indicates Required Field	
Sales and Use Tax	
* Sales Tax Category: EXEMPT	* Exempt Reason: Choose One 🗸
<b>* Sales Tax Date:</b> 04/08/2017	(mm/dd/yyyy)
Sales Price: \$36,001.00 (\$	Rebate has been deducted)
Trade-in Allowance: \$	Choose Exempt Reason if applicable

Figure 30: Sales Tax Information



# 5.7 Evidence of Ownership and Supporting **Documents**

- 1. Select the appropriate Evidence of Ownership document in **Document Type**.
- 2. If submitting an out of state title, the Title Number, Issue Date, and issuing State/Country must be entered.

#### 3. Click Save.

Evidence of Own	vidence of Ownership and Supporting Documents				
Application Status: IN	PROGRESS VIN: 1GNEC13F	14XJGG4122			
* Indicates Required Field					
Evidence of Ownersh	p				
* Document Type :	Out-of-State Title				
<ul><li>* Title Number :</li><li>* Issue Date :</li></ul>	1234588523 02/14/2012 (mm/dd/yyyy)				
* State/Country :	IA - Iowa				
	Save				
	Title Preview View Require	ed Documents List			

Figure 31: Evidence of Ownership

4. You can click the View Required Documents List to view missing documents. .



**Figure 32: Required Document List** 

5. Upload the appropriate evidence of ownership and supporting documents.

**Note:** The evidence of ownership and supporting documents can be uploaded as a single PDF or as multiple individual files. The single file upload capability is available for all title applications. To upload a single PDF, you must first scan the multiple documents into a single PDF. The order of which the documents in the single upload PDF must appear is found in Appendix 4 – Document Upload Order.

6. Select Upload Complete Transaction or individual documents from the Document Type drop down menu.

NOTE: The Upload Complete Transaction option only appears in the initial drop down list. Once any other single document has been uploaded, the Upload Complete Transaction option is not offered.

- 7. Browse for the file you want to upload.
- 8. Click Add.

vidence of Own	ership and Supportin	g Documents	
Application Status: IN	I-PROGRESS	/IN: 1GNEC13R4XJGG4122	
* Indicates Required Field			
Evidence of Ownersh	ip		
Document Type :	Out-of-state Title		
Title Number :	1234588523		
Issue Date :	02/14/2012		
State/Country :	IA - Iowa		
Proof of VIN Verifica	tion: The Vehicle Inspection Report or	VI-30 must be uploaded for all Out-of-State titles.	
Document Upload			
* Document Type : Document :	Choose One Upload Complete Transaction Out-of-State Title Form 130-U, Application for Texas T Form VTR-441 Additional Supporting Document Odometer Disclosure Statement Out of State Identification Certificate Power of Attorney Release of Lien Statement of Fact Vehicle Inspection Report (VIN Verif Weight Certificate	(VI-30) uired Documents List	

**Figure 33: Document Type Selection** 

9. Each document is shown at the top of the page as they are uploaded. Title Preview becomes available when all document requirements are met. Click Title **Preview** to continue.

Document Type		Uploaded On	Uploaded By	A	ctions
Out-of-state Title		Feb 23, 2017 11:42:06 AM	CFB USER3	View	X <u>Remove</u>
Form 130-U, Application for Texas	s Title	Feb 23, 2017 11:42:20 AM	CFB USER3	View	X <u>Remove</u>
Additional Supporting Document		Feb 23, 2017 11:42:43 AM	CFB USER3	View	X <u>Remove</u>
* Indicates Required Field					
Evidence of Ownershi	p				
Document Type :	Out-of-state Title				
Title Number :	1234588523				
Issue Date :	02/14/2012				
State/Country :	IA - Iowa				
Proof of VIN Verification	ion: The Vehicle Inspe	ction Report or VI-30 must be upload	ded for all Out-of-State titles.		
Document Upload					
* Document Type :	Choose One				
			Browse	Add	

Figure 34: Evidence of Ownership and Supporting Documents Completed

### **5.8 Inspection Information**

webDEALER will verify the vehicle has a current, passing safety inspection. The inspection must be current when the application is submitted to the county.

#### 5.8.1 Current, Passing Inspection

Validate the inspection is passing, and the inspection date is current. An inspection is current when the inspection expiration date (month/year) is greater than the creation date in webDEALER and the date submitted to the county. A new inspection will be required if the inspection expiration is the same month/year as the creation date in webDEALER or as of the date you submit the application to the county.

If the inspection information is available electronically at the time of application, the Inspection Information section will not show on the Title Preview page, and you are not required to upload the VIR for inspection purposes.



**Figure 35: Inspection Information Not Shown** 

#### 5.8.2 Inspection Expires

If the inspection expires before submitting the title application to the county, current inspection information must be entered or updated. The VIR must be uploaded when you manually enter or update new inspection information.

You will be presented with a message The Inspection Has Expired on the Title Preview page if the inspection expires prior to submitting the title application. Current inspection information will need to be entered or updated prior to submitting the application.

Inspection Inform	ation The Inspect	ion Has Expired.			
Date of Inspection:	Apr 7, 2014				
Inspection Type:	1YR	Inspection Fee:	7.50	Vehicle Inspection Report	





#### 5.8.3 Inspection is Not Valid or Available

If the vehicle inspection was not available electronically, or the inspection was not current and passing upon the start of a new title application, you will be presented with the message, Incomplete Data in the Inspection Information section on the Title Preview page. Follow these steps:

1. Click the edit icon in the top right corner of the Inspection Information section to enter the Date of Inspection and Inspection Type.

	Document Type	Uploaded On	
	P Out-of-state Title With all Supporting Documents	Apr 13, 2015 2:03:40 PM	
Inspectio	on Information Incomplete Data		

**Figure 37: Inspection Information Shown** 

2. When selecting the edit icon, webDEALER will again query the state inspection database for a current and passing inspection. If a valid inspection record is found, you will be prompted with the message "Inspection verified. Select Cancel button to return to Title Preview."

Inspection verified. Select Cancel button to retur	m to Title Preview.	
Application Status: IN-PROGRESS	VIN: 3C3CFFBR8CT113244	

**Figure 38: Inspection Verified** 

- 3. Click **Cancel** to return to Title Preview. No further action is required by you, and the Inspection Information section will no longer appear on the Title Preview page.
- 4. If a record is not found, you must manually enter the Date of Inspection, select an Inspection Type from the drop down list, and upload a VIR on the Inspection Information page. Click Save.



Inspection Information		D
Application Status: IN-PROGRE	SS VIN: 1GNEC13R4XJGG4122	
* Indicates Required Field		
* Date of Inspection : * Inspection Type :	02/16/2017 🛗 (mm/dd/yyyy) 2YR 🔽	
* Vehicle Inspection Report :	Browse	
	Cancel Save	

Figure 39: Inspection Information

- 5. Remove the existing VIR, if applicable.
- 6. A new VIR must be uploaded when you manually enter or update new inspection information. This can be done on the Inspection Information page or on the Evidence of Ownership and Supporting Documents page. Upload the VIR.

Note: The VIN on the VIR should match the VIN for the vehicle receiving registration.

Note: If a vehicle was last titled out of state, a VIR is required for VIN verification even if the inspection was verified.

#### **5.9 Fees**

Follow these steps to calculate fees and input optional fees:

1. From the Title Preview page, click the edit icon next to Computed Fees. If the state's portion of the inspection fee is due, it will appear as a line item on the Fees screen.

	ax Information		6
Sales Tax	x Category: SALES/USE		
Sale	es Tax Date: Jan 2, 2017		
5	Sales Price: \$25,000.00		
	Document Type	Uploaded On	
		Jan 17, 2017 11:50:55 AM	
	Certified Copy of Texas Title With all Supporting Documents	001117,2017 11.50.55 AM	
	<u>Certified Copy of Texas Title With all Supporting Documents</u>	001117, 2017 11.50.55 AM	

**Figure 40: Computed Fees** 



2. The registration period of 12 or 24 months will be determined and calculated automatically by the vehicle's registration class, ownership evidence surrendered, and the inspection type received.

Application Status: IN-PROGRESS	VIN: 1GNEC13R4XJGG4122	
12 Months of Registration Fees Expirat	ion Month/Year: 01/2018	
TITLE APPLICATION FEE	\$13.00	
TEXAS MOBILITY FUND FEE	\$20.00	
SALES TAX FEE	\$0.00	
WINDSHIELD STICKER	\$50.75	
REG FEE-DPS	\$1.00	
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00	
CHILD SAFETY FUND	\$1.50	
INSPECTION FEE-1YR	\$7.50	
PROCESSING AND HANDLING FEE	\$4.75	
TOTAL AMOUNT	\$108.50	

Figure 41: Fee Page

Note: 24 months of registration is required for eligible registration classes of new passenger cars or light trucks sold on a MCO by a Texas dealership when a two year inspection is issued.

- Additional changes can be made to the donations portion of the page. To make a contribution to the Organ Donor Donation Fund, Veterans' Fund, State Parks, or Special Olympics TX, click Optional Donations/Fees.
- 4. When the correct amount is displayed, click on **Update Fees**.

Organ Donor Donation: \$	
··· <b>·</b>	2.00
Veterans' Fund: \$	5.00
State Parks Donation: \$	5.00
Special Olympics Tx: \$	3.00

**Figure 42: Optional Fees and Donations** 

5. When the fee amounts are correct on the Fee page, click **Save**.



# **6** Submitting Title Applications

Follow these steps when the title application is complete:

1. Click **Submit** from the Title Preview page to send it to the county electronically.

iration Date: 1/2018	
Fee Description	Fee Assessed
TITLE APPLICATION FEE	\$13.00
TEXAS MOBILITY FUND FEE	\$20.00
SALES TAX FEE	\$15,951.38
BUYERS TAG	\$5.00
WINDSHIELD STICKER	\$50.75
PERSONALIZED PLATE FEE	\$30.00
REG FEE-DPS	\$1.00
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00
CHILD SAFETY FUND	\$1.50
INSPECTION FEE-1YR	\$7.50
PROCESSING AND HANDLING FEE	\$4.75
Total Fees	\$16,094.88

Figure 43: Submit Title Application

- 2. Once submitted, you are taken to the Title Search page.
- To locate the submitted application, use the search filters. The status of "Submit" will narrow your search to only title applications that have been submitted to the county. Use the date range to further narrow your results.

Searc	h Filter							
	County :	Choose	e One		~	]		
	Type :	Applica	ition Status 🗸					
	Status :	SUBMI	т 💌		Retraction Reque	sts Only 📋		
S	Submission date :	FROM	02/27/2017	то	02/27/2017	1		
Searc	ch							
<u>v</u>	<u>IN</u> \$		<u>Unit #</u> ≑	<u>County</u> \$	Vehicle	0	wner Name(s)	Submitted On
<u>10</u>	GNEC13R4XJGG4122			HARRIS	1999 CHEV 250	A۱	/IS RENT A CAR SYSTEM	02/27/2017

**Figure 44: Title Search for Submitted Title Applications** 



# 7 Grouping Title Applications

Title applications in the Reviewed status can be grouped for payment.

You may be able to group and ungroup title applications provided you have been authorized by the county to do so. Alternatively, counties can authorize themselves to group your title applications for payment.

#### 7.1 Grouping by County

The county may group transactions together to show which applications they want you to make a payment on. If the grouping functionality is set up for the county to do the grouping, you will only be able to view the groups on the Reviewed Title Groups with Payments Due page.

You can access the Reviewed Title Groups with Payments Due in the following ways:

- On the Home Page, click the number adjacent to Grouped in the Titles box.
- On the Home Page, select the **Reviewed Titles** tab, then click on a Group ID.
- From any page, select Titles Grouped for Payment under the Payments tab at the top of the page.

ome Page Titles	<ul> <li>Payment</li> </ul>	s 🔻 Administration	Support S	earch VIN / Deal # / Unit #	CI			
Velcome CFB	Titles Gro	ouped for Payment		You last looge	ed in on Feb 27, 2			
		ments Completed						
Account: AVIS	RENT A CAR SYS	TEM LLC - 6929 N LAKEWOO	D AVE, TULSA					
Titles		In-Progress Titles	Reviewed Titles	Returned Titles				
Returned:	Z							
In-Progress:	<u>5</u>	Grouped on	Group ID	<b>#Title Applications</b>	Total Fees			
Submitted:	<u>11</u>	Feb 21, 2017	C10014-101-30	10	\$976.00			
Reviewed:	<u>14</u>							
Imported:	1							
Grouped:	1							
Retractions:	0							

Figure 45: Titles Grouped for Payment from the Home Page



1. On the Title Groups with Payments Due page, use the Search Filter to narrow down your results in order to find the group of titles you want to view.

Note: The results may show different amounts in the Total Fees and the Pay to County because you may be able to retain \$1.00 of the Processing and Handling Fee depending on your set up by the county. You will pay the amount that is under the Pay to County column.

Reviewed Title G	roup	s with Pa	ayme	nts	Due			
Search Filter								
Group ID :			C	ounty :	Choose One		~	
Grouped Date:	FROM	02/27/2017		то	02/27/2017	Search		
• HARRIS						1	reviewed title	e group(s) found
Group ID	(	Grouped Date			Grouped By	Titles in Group	Total Fees	Pay to County
C10014-101-31	F	eb 27, 2017			County	4	\$444.00	\$440.00

Figure 46: Title Groups with Payment Due

- 2. Click on a Group ID to open the Payment Details page.
- 3. The Group Details page displays the details of the group and the title applications associated with the group.

Reviewed Title Groups with Payments Due							Ċ	
Search Filter								
Group ID	: C10014-101-3	1 County :	Choose One			-		
Grouped Date	е: FROM 02/27/2	017 🛗 то	02/27/2017	Sea	irch			
Group Details								
Group ID: C10014-101-31 Grouped By: County								
Grouped Date:	Feb 27, 2017		Tot	tal Fee: \$444.00				
Pay To County:								
* HARRIS						4 Title(s	;) in Grou	
VIN								
	A Contraction of the Contraction	0	Culouitted Date	Destaurad Data	Develtion	Total	Pay To	
	Vehicle	Owner(s)	Submitted Date		Penalties	Fees	County	
4T1BF1FK6HU304421	Vehicle 2017 TOYT CAM	Owner(5) AVIS RENT A CAR SYSTEM LLC	Submitted Date	Reviewed Date	Penalties \$10.00		County	
		AVIS RENT A CAR				Fees	Pay To County \$117.50 \$107.50	
4T1BF1FK6HU304421	2017 TOYT CAM	AVIS RENT A CAR SYSTEM LLC AVIS RENT A CAR	Feb 21, 2017	Feb 27, 2017	\$10.00	Fees \$118.50	County \$117.50	

**Figure 47: Group Details** 

4. Remit the amount shown next to Pay To County.


# 7.2 Grouping by CFB

If a county has authorized you to group title applications, you will create groups from the reviewed titles that you want to pay for together. Once grouped, payment can be processed, and the title applications can be approved as a group by the county.

Follow these steps to group title applications:

1. Navigate to the Group Reviewed Titles for Payment page by clicking on Group Reviewed Titles under the Payments tab.

Texas Department of HELPING TEXANS GO. HELPING TEX				Web DEALER
â Home Page 🛛 Titles 🔻	Payments 🔻 Administration	Support	earch VIN / Deal # / Unit #	СГВ
Welcome CFB USE	Group Reviewed Titles		You last loop	red in on Feb 27, 2017
	Titles Grouped for Payment		100 10011033	
Account: AVIS RENT	Payments Completed	VE, TULSA		
Titles	In-Progress Titles	Reviewed Titles	Returned Titles	
Returned: 7				
In Drogroes:	Created On II	nit # VTN	Vehicle	

Figure 48: Group Reviewed Titles

2. On the Group Reviewed Titles for Payment page, choose the county for which you want to group and optionally filter by date. Select the titles you want to group together, and click the **Group Titles** button.

Search Filter	Titles for Pay	rment Filte Coun Da	ity or	V		
Submission Date: F	ком 02/27/2017	то 02/27/2017		Search		
• HARRIS					3 titl	e(s) found
	Vehicle	Select applications to	Submit Date	Reviewed Date	Total Fees	Pay To County
✓ 1J4GK58K14W37458	2004		EM Feb 27, 2017	Feb 27, 2017	\$108.50	\$107.50
✓ IGNEC13R4XJ415574	1999 CHEV 125	AVIS RENT A CAR SYST LLC	EM Feb 27, 2017	Feb 27, 2017	\$108.50	\$107.50
IGNEC13R4XJGG4122	1999 CHEV 250	AVIS RENT A CAR SYST	EM Feb 27, 2017	Feb 27, 2017	\$108.50	\$107.50
Group Titles	Click Group T	itles			Total Selected:	\$322.50

Figure 49: Group Reviewed Titles for Payment



3. A confirmation pop-up window will display after clicking Group Titles.

Group Reviewed Ti	les for Payment		×
Processing County:	HARRIS		
Payment Amount:	322.50	Grouped By: CFB USER3	
Group Date:	02/27/2017	Grouped By: CFB USER3	
Titles in Group:	3 Title(s)		
Group for Payment	Cancel		

Figure 50: Group Reviewed Titles for Payment Confirmation

- 4. Click Group for Payment to confirm these are the title applications you want grouped.
- 5. After you click Group for Payment, the Group Reviewed Titles for Payment page is displayed with a confirmation message at the top, which includes the Group ID.

Texas Department of Motor Vehicles Helping Texans go. Helping Texas grow.	Web DEALER
â Home Page Titles ▼ Payments ▼ Administration Support	Search VIN / Deal # / Unit # 🤇 CFB 🗸
Group Reviewed Titles for Payment	ê.
Reviewed title applications have been grouped successfully. Group ID: C10014-	101-32.

Figure 51: Confirmation Message and Group Number

6. The group can be found on the Reviewed Title Groups with Payments Due page. The Group ID number is shown to the left of the group.

Reviewed Title	Groups with Pa	ayments I	Due			
Search Filter						
Group I	D:	County :	Choose One		~	
Grouped Da	te: FROM 01/28/2017	то	02/27/2017	Search		
▼ HARRIS				1	reviewed title	e group(s) found.
Group ID	Grouped Date		Grouped By	Titles in Group	Total Fees	Pay to County
C10014-101-32	Feb 27, 2017	1	Entity	3	\$325.50	\$322.50

Figure 52: Reviewed Title Groups with Payments Due



## 7.3 Ungrouping Reviewed Title Application Groups

If you have been authorized to group title applications, you will also have the ability to ungroup them. Ungrouping reviewed title groups allows you to process payment individually or to add them to a new group.

**Note:** You cannot ungroup county grouped titled applications.

Note: If a county disables grouping, all of your existing groups will automatically be ungrouped.

Follow these steps to ungroup a group of title applications:

1. Click Titles Grouped for Payment under the Payments tab to access the Reviewed Title Groups with Payments Due page.

Texas Departm HELPING TEXANS GO. HE		Vehicles	Web DEALER
â Home Page Titles	▼ Paymer	nts 🔻 Administration Support	Search VIN / Deal # / Unit # 🔍 CFB
Welcome CFE		Reviewed Titles	You last logged in on Feb 27, 2017
Welcome of E		rouped for Payment	
Account : AVIS	S RENT Paymen	Its Completed	A
Titles		In-Progress Titles Review	ved Titles Returned Titles
Returned:	<u>7</u>		
In-Progress:	3	Created On Unit # VIN	Vehicle
Submitted:	<u>10</u>	Feb 22, 2017	VBAEH73444B215662 2004 BMW 645
Reviewed:	17	Feb 22, 2017 1	J4GK58K14W456748 2004 JEEP 215
Imported	4		

**Figure 53: Titles Grouped for Payment** 

2. Filter by County or Date, and locate the Group you wish to ungroup. Click on the Group ID.

eviewed Title G	roups with F	ayments l	Due			
Search Filter						
Group ID :		County :	Choose One		~	
Grouped Date:	FROM 01/28/2017	то	02/27/2017	Search		
HARRIS				1	reviewed title	group(s) four
Group ID	Grouped Dat	e	Grouped By	Titles in Group	Total Fees	Pay to Count
C10014-101-32	Feb 27, 2017		Entity	3	\$325.50	\$322.

Figure 54: Reviewed Title Groups with Payments Due



3. Once the Group Details are open, click **Ungroup**.

Search Filter							
Group ID	C10014-101-32	2 County :	Choose One			~	
Grouped Date	e: FROM 01/28/20	017 🛗 то	02/27/2017	Sea	arch		
Group Details							
Group ID:	C10014-101-32		Group	ped By: Entity			
Grouped Date:	Feb 27, 2017		То	tal Fee: \$325.50			
Grouped Date: Pay To County:			To	tal Fee: \$325.50			
			To	tal Fee: \$325.50		3 Title(s	;) in Gro
Pay To County:		Owner(5)		tal Fee: \$325.50 Reviewed Date	Penalties	3 Title(s Total Fees	;) in Gro Pay <sup>-</sup> Coun
Pay To County:	\$322.50	Owner(s) AVIS RENT A CAR SYSTEM LLC			Penalties \$0.00	Total	Pay
Pay To County: HARRIS	\$322.50 Vehicle	AVIS RENT A CAR	Submitted Date	Reviewed Date		Total Fees	Pay <sup>*</sup> Coun

**Figure 55: Ungroup Title Applications** 

4. A confirmation popup will display to verify you want to ungroup these applications. Click Yes to confirm.

Confirm Request	×
The Reviewed Title Group will be ungrouped for:	
Group ID: C10014-101-32	
Grouped For: HARRIS	
Are you sure ? Yes No	

Figure 56: Ungroup Confirmation

5. This group is now ungrouped, and you may regroup these title applications as necessary.



# 8 Returned Title Applications

A title application may be returned by the county for a number of reasons: the documents scanned were not the originals, the images were unreadable, missing signatures, incorrect information, etc. When an application is returned, its status will be changed from Submitted or Reviewed to Returned, and it can be found in the list of Returned Titles.

You can find a returned title application in the following ways:

- On the Home Page, click the number adjacent to Returned in the Titles box.
- On the Home Page, select the **Returned Titles** tab then click on a VIN.
- From any page, select **Title Search** under the **Titles** tab at the top of the page, and use the Search Filter to select a status of "Returned."

Texas Depart HELPING TEXANS GO.	ment of Mot Helping texas gro	or Vehicles				ĺ	web DEALER
â Home Page 🛛 Titl	es 🔻 Pay	ments 🔻 Adminis	tration Su	pport	Search VIN / [	Deal # / Unit # 🔍	СҒВ
	Search	•					5 1 07 0047
Welcom New	Title Application		•			You last logged in	on Feb 27, 2017
Acco Title I	)ata Import	9	N LAKEWOOD A	AVE, TULSA			
Titles		In-Prog	gress Titles	Reviewed Titles	Returne	ed Titles	
Returned: In-Progress:	2	Return	ed On Unit	# VIN		Vehicle	
Submitted:	<u>10</u>	Feb 27		5J8TB3H52HL	.004221	2017 ACUR 250	
Reviewed:	<u>16</u>	Feb 27,	2017	1J4GK58K14W	V456748	2004 JEEP 215	
Imported:	1						
Grouped:	1						
Retractions:	0						
Start a New Title A	pplication						
<u>Title Data Import</u>							
		) ]					
Account Mainte							
<ul> <li><u>View Account Deta</u></li> </ul>	ills						

**Figure 57: Returned Title Application** 



# 8.1 Reviewing a Returned Title Application

Follow these steps to review a returned title application:

1. Select the returned title application you wish to resubmit by clicking on the **VIN**.

Title Search						
Search Filter						
County :	Choose One			~		
Туре :	Application Sta	atus 🔽				
Status :	RETURN	~				
Returned Date : 1	FROM	<b>a</b>	то			
VIN 🚖	<u>Unit #</u> \$	County \$	Vehicle		Owner Name(s)	Returned On \$
5J8TB3H52HL004221		HARRIS	2017 ACUR 250		AVIS RENT A CAR SYSTEM LLC	02/27/2017
1J4GK58K14W456748		HARRIS	2004 JEEP 215		AVIS RENT A CAR SYSTEM LLC Export options	02/27/2017 :

Figure 58: Title Search – Returned Title Applications

2. Clicking the Application Status RETURNED (in red) in the upper-right corner of the Title Preview page displays a Transaction History pop-up that will explain the reason for the return.

Title Application				Application Status Returned By:		<b>)</b>
Unit #:				Returned On:	Feb 27, 2017	
Processing County: HAR	RIS		(			
Buyer's ID Type: FEIN	/ EIN					
Buyer's ID Type: FEIN Buyer's ID: 2010						
		History		×	LEVERY 14WAER749	
Buyer's ID: 2010 Vehicle Information Vehicle Class: Pass	0 Transaction	History Type	Ву	×	₩558K14W456748 Di JEEP 215	
Buyer's ID: 2010	0 Transaction		By W AUSER2	×		

**Figure 59: Transaction History** 

- 3. After closing the Transaction History pop-up, click on one of the edit icons to the right of a section to open the section's page.
- 4. Correct the information, and click Save to view the Title Preview page with the correction. (Refer to Section 10 – Resubmitting Title Applications.)



# **9** Retracting Title Applications

You may request to retract a title application before it is approved by the county. If the county approves the retraction request, the application's status will be changed from Submitted to Returned, and it can be found in the list of Returned Titles on the Home Page (refer to Figure 57).

**Note:** The county must approve the request before the application is returned to you.

Follow these steps to request a retraction on a submitted title application:

1. Locate the title application by using the Search Filter on the Title Search page. Filter for a Status of "SUBMIT."

	rch Filter					
	County :	Choose One		~		
	Type : A	pplication Status	-			
	Status : S			Retraction Requests O	inly 🗌	
	Submission date : FR	ом	то			
Sea	rch					
	<u>VIN</u> \$	<u>Unit #</u> \$	<u>County</u> ≑	Vehicle	Owner Name(s)	Submitted On
	1XP6DB9X2JD601ED2		HARRIS	2015 PTRB 122	AVIS RENT A CAR SYSTEM	02/28/2017

Figure 60: Title Search Page

- 2. Click the VIN of the title application you want to retract.
- 3. On the Title Preview page, click the **Retract** button at the bottom of the page.

CNTY ROAD BRIDGE ADD-ON FEE	\$10.00	
CHILD SAFETY FUND	\$1.50	
INSPECTION FEE-1YR	\$7.50	
PROCESSING AND HANDLING FEE	\$4.75	
Total Fees	\$108.50	
Cancel Retract		

**Figure 61: Retract a Title Application** 



4. The Retraction Request pop-up box will appear. Enter the Reason for the request. This reason will be visible to the county. Click Retract.

Please confirm and p	provide the reason for retraction of this title appl	lication.
VIN:	C10014 - AVIS RENT A CAR SYSTEM LLC 1FDWF36L5YEA45123	Requested By: CFB USER3
Vehicle: * Reason:	2000 FORD 205	
	You have 328 characters remaining	

**Figure 62: Retraction Request** 

- 5. If the county approves the retraction request, the status of the application will change to Returned.
- 6. Make the corrections, and resubmit the application. (Refer to Section 10 -Resubmitting Title Applications.)

## 9.1 Viewing Retraction Requests

You can find a retracted title application request in the following ways:

• On the Home Page, click the number next to Retractions in the Titles box.

Account : AV	IS RENT A CAR SY	STEM LLC	- 6929 N LAKE	WOOD AVE	, TULSA		
es		Ir	I-Progress T	itles	Reviewed Titles	Returned	d Titles
ırned:	Z		-				
rogress:	2	0	reated On	Unit #	VIN		Vehicle
itted:	<u>12</u>	F	eb 28, 2017		1HSRKGTR2LH	2306	1990 INTL 251
wed:	<u>12</u>	F	eb 28, 2017		1XP6DB9X2JD6	00412	2016 PTRB 255
ted:	1						
ed:	1						
tions:	1						

Figure 63: Retraction Requests – Home Page



From any page, select **Title Search** under the **Titles** tab at the top of the page, • and use the Search Filter to select a status of "Submit" with the Retraction Requests Only check box checked.

Title	e Search	ı							
Se	arch Filter								
		County :	Choose (	One		~	•		
		Type :	Applicatio	on Status 🗸					
	(	Status :	SUBMIT	~		Retraction Reque	ests Only 🔽		
	Submissio	on date :	FROM		то	1			
S	earch								
	<u>VIN</u> \$			<u>Unit #</u> \$	County \$	Vehicle		Owner Name(s)	Submitted On \$
	1FDWF36L5	YEA45123			HARRIS	2000 FORD 205		AVIS RENT A CAR SYSTEM	02/28/2017
Prin								Export options	: 🗐 Excel 🔑 PDF

Figure 64: Title Search Retraction Requests

Follow these steps to review a retracted title application request:

- 1. On the Title Search page, click the VIN.
- 2. The Title Preview page will display.
- 3. If the request is pending county approval, the Application Status will be in red, and there will be a warning on the Title Preview page.

Title Preview					þ
	REQUESTED. VIEW REQU	IEST WITH APPLI	CATION STATUS	ICON (5817)	
Title Application				Application Status: SUBMITTED Submitted By: CFB USER3	
Unit #:				Submitted On: Feb 28, 2017	
Processing County:	HARRIS				
Buyer's ID Type:	FEIN / EIN				
Buyer's ID:	20100				
Vehicle Informati	on				
Vehicle Class:	Passenger			VIN: 1FDWF36L5YEA45123	
Registration Class:	25 - PASSENGER-LESS/E	QL 6000		Year/Make/Model: 2000 FORD 205	
Body Style:	2H				
Major Color:	BEIGE	Minor Color:			
Odometer Reading:	EXEMPT C	dometer Brand:			





# **10 Resubmitting Title Applications**

After you have corrected the title application, as applicable, follow these steps to resubmit:

- 1. Verify the corrected information appears on the Title Preview page.
- 2. Once verified, click Submit.
- 3. The Submit Returned Title Application pop-up will open. Enter the reason for the resubmission of the application (optional).
- 4. Click Submit.

Transaction Histo	ory		
Date	Туре	Ву	
Feb 27, 2017	Returned	W AUSER2	
Reason: Evidence of Ow	nership missing from upload		
Vehicle: 200	GK58K14W456748	d	Submitted By: CFB USER3
You	have 320 characters remain	ing	
	have 520 characters remain		

**Figure 66: Submit Returned Title Application** 

5. The status of the application will be changed to Submitted, and the title application is resubmitted to the county for review.



# **11 Voiding Title Applications**

At any time prior to submitting the title application to the county tax office, or after it has been returned by the county tax office, you can void the application.

Follow these steps to void a title application:

- 1. Select Title Search under the Titles tab.
- 2. On the Title Search page, use the Search Filter to locate the title application.
- 3. Click the **VIN** of the title application you want to void.
- 4. On the bottom of the Title Preview page, click **Void**.

Expiration Date: 1/2018	
Fee Description	Fee Assessed
TITLE APPLICATION FEE	\$13.00
TEXAS MOBILITY FUND FEE	\$20.00
SALES TAX FEE	\$15,951.38
BUYERS TAG	\$5.00
WINDSHIELD STICKER	\$50.75
PERSONALIZED PLATE FEE	\$30.00
REG FEE-DPS	\$1.00
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00
CHILD SAFETY FUND	\$1.50
INSPECTION FEE-1YR	\$7.50
PROCESSING AND HANDLING FEE	\$4.75
Total Fees	\$16,094.88

**Figure 67: Voiding Title Application** 



# **12 Printing Receipts**

The first opportunity to print a title application receipt is immediately after the application is submitted to the county. It will have a webDEALER Title ID number.

Receipts for submitted, reviewed, and approved title applications can be printed individually or as a group. Follow these steps to print transaction receipts:

- 1. In the search filter on the Title Search page, choose a status of "Submit," "Reviewed," or "Approve."
- 2. Check the boxes next to the VINs of the title applications for which you want to print receipts.

Se	arch Filter						
	County :	Choose One					
	Type :	Application Sta	tus 🗸				
	Status :	REVIEWED					
	Reviewed Date :	FROM		то	<b>(11)</b>		
S	earch						
s	earch	<u>Unit #</u> \$	<u>County</u> \$	Vehicle	Owner Name(s)	<u>Reviewed On</u> \$	Group Id
S		<u>Unit #</u> \$ 	<u>County</u> ≎ HARRIS	Vehicle 2015 CHEV COR	Owner Name(s) AVIS RENT A CAR SYSTEM LLC	Reviewed On ≎ 02/21/2017	Group Id

3. Click **Print Receipt(s)** button at the bottom of the page.

**Figure 68: Print Receipts** 

**Note:** The first receipt will always print without a watermark. This is the owner's copy (Figure 69). If you need a copy of the receipt for the lienholder, click the **Print Receipt(s)** button a second time. This copy will have a watermark (Figure 70).



## 12.1 Owner's Receipt

This receipt example is for a CFB that does not have plate and sticker inventory. The plate number will show on the receipt if you have plate and sticker inventory.

COUNTY: HARRIS	TAC NA DATE:	ME: ANN HARRIS 02/28/2017	BENNEII EFFECIIVE DAIE	02/28	3/2017
PLAIE NO: DOCUMENI NO:	IIME: USER:	02:19PM CUSER3	EFFECTIVE DATE EXPIRATION DATE WEB TITLE ID: '	z: 1/20 7009	018
OWNER NAME AND ADDRESS AVIS RENT A CAR SYSTEM LLC 6929 N LAKEWOOD AVE TULSA, OK 74117-1808	;				
VEHICLE LOCATION ADDRESS 123 MAIN SIREEI LEANDER, IX 78554		IRATION CLASS: TYPE: PASSENG IZATION: ER TYPE: WS	PASSENGER-LESS/EQ ER-IRUCK PLI	6000	
VEHICLE IDENTIFICATION NO YR/MAKE: 2000/FORD MODEL: EMPTY WT: 3500 CARRYING BODY VEHICLE IDENTIFICATIO PREV OWNER NAME: AVIS RENT	G CAPACITY: 0 DN NO:	GROSS WI:	IVL IRLR L/W/SQF	PE:	
INVENIORY IIEM(S) PASSENGER-IRUCK PLI	YR				
WINDSHIELD STICKER VEHICLE RECORD NOIATIONS PAPER TITLE MAJOR COLOR: BEIGE	2018	WINDSHIELD	SED ICATION FEE LITY FUND FEE FEE SIICKER S BRIDGE ADD-ON FEE ITY FUND FEE-1YR AND HANDLING FEE IOTAL	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	13.0 20.0 50.7 1.0 10.0 1.3 7.5 4.5 108.5
ODOMETER READING: EXEMPT OWNERSHIP EVIDENCE: OUI-OP 1ST LIEN					
		Date of Assign	SALES TAX CATEGOR: PERMII NO ment/Sales Tax Date	b: 2001	.00
2ND LIEN		_	Sales Pric	se ș	10,000.0
3RD LIEN		Less	S Irade In Allowand Taxable Amoun Sales Tax Pa: Other State Tax Pa: Tax Penal TOTAL TAX PA:	id \$ id \$ iy \$ ID \$	0.0 0.0 0.0

Figure 69: Owner's Receipt



## **12.2 Duplicate Receipt**

Once the owner's receipt is printed, it will enable a duplicate receipt to be printed with a watermark. To print a second copy, click the **Print Receipt(s)** button.

WEB DEALER ORIGINAL TITLE TAC NAME: ANN HARRIS BENNEIT DATE: 02/28/2017 EFFE TIME: 02:19PM EXPI USER: CUSER3 WEB COUNTY: HARRIS EFFECIIVE DATE: 02/28/2017 EXPIRATION DATE: 1/2018 WEB TITLE ID: 7009 PLATE NO: DOCUMENT NO: OWNER NAME AND ADDRESS AVIS RENI A CAR SYSTEM LLC 6929 N LAKEWOOD AVE TULSA, OK 74117-1808 VEHICLE LOCATION ADDRESS 123 MAIN STREET REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER-TRUCK PLT LEANDER, IX 78554 ORGANIZATION: STICKER TYPE: WS VEHICLE IDENTIFICATION NO: 1FDWF36L5YEA45123 YR/MAKE: 2000/FORD MODEL: 205 BODY SIYLE: 2H UNIT NO: EMPTY WT: 3500 CARRYING CAPACITY: 0 GROSS WT: 3500 TRAILER TYPE: BODY VEHICLE IDENTIFICATION NO: PREV OWNER NAME: AVIS RENT A CAR SYSTEM L PREV CITY/STATE: TULSA, OK INVENIORY IIEM(S) PASSENGER-IRUCK PLT YR WINDSHIELD STICKER 2018 FEES ASSESSED 13.00 20.00 0.00 50.75 1.00 TITLE APPLICATION FEE TEXAS MOBILITY FUND FEE SALES TAX FEE \$ VEHICLE RECORD NOTATIONS S PAPER TITLE MAJOR COLOR: BEIGE WINDSHIELD STICKER REG FEE-DPS ŝ 10.00 1.50 7.50 4.75 CNIY ROAD BRIDGE ADD-ON FEE CHILD SAFETY FUND INSPECTION FEE-1YR PROCESSING AND HANDLING FEE ŝ TOTAL 108.50 ODOMETER READING: EXEMPT BRAND: OWNERSHIP EVIDENCE: OUT-OF-STATE TITLE 1ST LIEN SALES IAX CATEGORY: EXEMPT PERMIT NO: 200100 Date of Assignment/Sales Tax Date: 02/21/2017 Sales Price \$ 10,00 Less Trade In Allowance \$ 10,000.00 2ND LIEN 10,000.00 Taxable Amount \$ Sales Tax Paid \$ Less Other State Tax Paid \$ 0.00 3RD LIEN Tax Penalty \$ TOTAL TAX PAID \$ 0.00 THIS RECEIPT IS YOUR PROOF OF APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION.

Figure 70: Duplicate Receipt

# **12.3 Final Receipt**

After the title application is approved by the county, a copy of the county approved final receipt can be printed from the Title Preview page. The county approved receipt will have a webDEALER Title ID number, a Document number, and a bar code.

WEB DEALER ORIGINAL TITLE	07740742792250002
COUNTY: FLOYD TAC N PLATE NO: TV18623 DOCUMENT NO: 07740742792250002 USER:	NME: DELIA SUAREL 02/28/2017 EFFECTIVE DATE: 02/28/2017 11.51AM EXPIRATION DATE: 1/2018 077-JESSEll MEB TILLE ID: 4636
OWNER NAME AND ADDRESS AVIS RENT A CAR SYSTEM LLC THIRD ST NOTASULGA, MD 20707	
VEHICLE LOCATION ADDRESS 4871 METRIC DEVY AUSTIN, TX 78539	REGISTRATION CLASS: DASSENGER-LESS/EQL 6000 PLATE TYPE: DASSENGER-IRUCK PLT ORGANIZATION: STICKER TYPE: WS
VEHICLE IDENTIFICATION NO: 1FASP8TH1F53 IR/MANE: 2015/FORD MODEL: MUE BODY ST BODY VEHICLE IDENTIFICATION NO: PREV ONNER NAME: IEST DELAER INVENTOR: IENT(5) TR DASENNER IENT 51 DELAER INVENTOR: IENT(5) TR DASENNER IENT 51 VEHICLE RECORD NOTATIONS ACTUAL MILEAGE PADER TITLE MAJOR COLOR: BLACK	44655       VEHICLE CLASSIFICATION: DASS         YLE:       DE UNIT NO         GROSS WT:       100 TRAILER TYPE:         TUL TRER L/W/SOFT:       0 0*         PREV CITY/STATE: ROUND ROCK, IX         TELE ASSESSED         TILLE APPLICATION FEE         SALES TAX FEF         MINDSHIELD STICKER         REG FEE-DSC         NINDSHIELD STICKER         CONT: ROAD BRIDGE ADD-ON FEE         INSCIENT FEE-LING FEE         PROCESSING AND RANDLING FEE         102.00
ODOMETER READING: 10 BRAND: A OWNERSHID ZVIDENCE: MANUFACTURER'S CERI IST LIEN	
2ND LIEN	Date of Assignment/Sales Tax Date: 02/22/2017 Less Trade In Allowance 22,222.00 Issible Amount 22,222.00 Issible Amount 22,222.00 Less Other Stars Tax Date 0.00 Less Other Stars Tax Date 0.00 TOTAL TAX PAID 0.00
3RD LIEN	Less Other States Tax Daid & 0.00 Tax Denalty & 0.00 TOTAL TAX DAID & 0.00
THIS RECEIPT IS YOUR PROOF OF APPLICATI	ON FOR CERTIFICATE OF TITLE AND REGISTRATION.
TV1B623	
01 18	VOID DO NOT USE/ NO USE
WILLIAMSON F5344655	

Figure 71: Final Receipt

# **13 Payments**

The county tax office will collect payment for all approved title applications. For each payment collected, the county tax office will record the payment(s) and make a note in the payment details.

Follow these steps to view the payments recorded by the county tax office:

1. Click on Payments Completed under the Payments tab.

ome Page Titles		Payments 🔻	-	Administration itles	Supp			Deal # / Unit #	CF
Nelcome CFB		Titles Grouped for Payment							ged in on Feb 28, 2
Account: AVIS		ayments Cor	nplei	led					
Titles			ſ	In-Progress T	itles	Reviewed Titles	Returne	ed Titles	
Returned:	Z								
In-Progress:	<u>2</u>			Created On	Unit #	VIN		Vehicle	
Submitted:	<u>12</u>			Feb 28, 2017		1HSRKGTR2L	12306	1990 INTL 2	51
Reviewed:	<u>12</u>			Feb 28, 2017		1XP6DB9X2JD	600412	2016 PTRB 2	255
Imported:	1								
Grouped:	1								
Retractions:	1								
<ul> <li>Start a New Title Applic</li> </ul>	cation								
<u>Title Data Import</u>									

Figure 72: Access Payments Completed

2. Click a **Reference #** to display the Payment Details.

Search Filter									
Reference # :									
Payment Date:	FROM	01/30/2017	<b>(11)</b>	то	03/01/2017	61			
Search									
avment(s) found.									
Reference #	Payme	ent Date	County				Viewed	Fee Collected	Paid To Count
2345	Mar 1, 2	047	HARRIS CO		,	Mar 1	, 2017 8:57:01 AM	\$188.25	\$188.25

Figure 73: Payments Completed Reference Number



3. The Payment Details will show with the payment information for that group of title applications.

Payments Con	npl	leted					Ē
Search Filter							
Reference	e#:	12345	×				
Payment Da	ate:	FROM	то				
Search							
Payment Details							
Reference	e #:	12345		Payment Type: CA	SH		
Fee Collect	ted:	\$188.25		Paid To County: \$18	8.25		
Payment Da	ate:	Mar 1, 2017		Check No:			
+ HARRIS COUNTY						1 tit	tle(s) found.
	U	nit			Penaltie		Paid To
VIN	#	Vehicle	Owner	Approved On	5	Total Fee	County
2MEFM75W51X688254		2016 MERC GRA	AVIS RENT A CAR SYST	FEM Mar 1, 2017	\$10.00	\$188.25	\$188.25
				Total:	\$10.00	\$188.25	

Figure 74: Payment Details



## **Appendix 1 – Importing System Files**

Imported files must be in comma-separated values (CSV) format. A CSV file format for the Title Data File can be found in Appendix 2 – Title Data File Format for Import.

When selecting records to import, these records are not deleted from your import file. You are retrieving a copy of the record to place into webDEALER. When you return to webDEALER to import additional records, all records in the original file will be listed, including the ones imported earlier.

By selecting the status of Import on the Title Search page, all records that have been imported, but not used to create an application will be listed. By using the status of Import and giving a date range, all files that have been imported (meeting your other search criteria) will be listed.



### Appendix 2 – Title Data File Format for Import

The Export/Import file is a CSV file. If no information is to be presented in any one field, a comma is necessary to represent the empty field.

The import file can be checked for accuracy by uploading to the secure website: https://webdealer.txdmv.gov/title/dmsFileCheck.do

Pos	Field	Import Requirement	Format	
1	Deal_No	Required		
2	Sale_Type	Required	"P" = Purchase "L" = Lease	
3	Sale_Date	Required	Any date format	
4	New_Used	Required	"New" or "Used"	
5	Original_Price (Retail)			
6	Rebate_Amt	2 of the 3 fields required		
7	Sales_Price (after rebate)	2 of the 5 helds required		
8	Trade1_Amt	Optional		
9	Trade1_VIN	Optional		
10	Trade1_Make	Optional		
11	Trade1_Model_Year	Optional		
12	Trade2_Amt	Not used		
13	Trade2_VIN	Not used		
14	Trade2_Make	Not used		
15	Trade2_Model_Year	Not used		
16	VIN	Required		
17	Vehicle_Class	Optional but required in webDEALER	"C" = Car "T" = Truck	
18	Make	Optional but required in webDEALER		
19	Model	Optional but required in webDEALER		
20	Model_Year	Optional but required in webDEALER		
21	Body_Type	Optional but required in webDEALER		
22	Empty_Weight	Optional but required in webDEALER		
23	Major_Color_Cd	Optional but required in webDEALER		
24	Minor_Color_Cd	Optional		
25	Odometer_Reading	Required		
26	Owner1_Full_Name	Required		

27	Owner2_Full_Name	Optional	
28	Owner_Street1	Optional but required in webDEALER	
29	Owner_Street2	Optional	
30	Owner_City	Optional but required in webDEALER	
31	Owner_County	Optional but required in webDEALER	
32	Owner_State	Optional but required in webDEALER	
33	Owner_Zip_Cd	Optional but required in webDEALER	
34	Owner_Zip_Cd_P4	Optional	
35	Owner_Country	Optional	
36	Owner_Postal_Cd	Optional	
37	Owner_Email_Address	Optional	
38	Owner_Phone	Optional	
39	Lien_Date	Optional but required in webDEALER	
40	Finance_Company	Optional	"Cash", or Finance Company Name or Abbreviation
41	Certified_Lien_No	Optional but may be required in webDEALER	
42	Lien_Name1		
43	Lien_Name2		
44	Lien_Street1		
45	Lien_Street2	None of these fields are	
46	Lien_City	required, and not	
47	Lien_State	necessary if Certified	
48	Lien_Zip_Cd	Lien No. is provided.	
49	Lien_Zip_Cd_P4	]	
50	Lien_Country		
51	Lien_Postal_Cd		
52	Recipient_Full_Name	Optional	
53	Recipient_Street1	Optional	
54	Recipient_Street2	Optional	
55	Recipient_City	Optional	
56	Recipient_State	Optional	
57	Recipient_Zip_Cd	Optional	
58	Recipient_Zip_Cd_P4	Optional	



### **Appendix 3 – Equipment Requirements**

Each location must have the proper equipment and infrastructure necessary for the webDEALER application.

### **Operating System**

This application was designed for use on Windows and Macintosh (MAC) operating systems. Other systems such as Linux and UNIX may be able to run the application, but will not be supported.

#### **Internet Connection**

This application requires access to the Internet; a high speed Internet connection is recommended.

#### Web Browsers

The system was designed to be compatible with the latest web browsers.

Web	Browser	Website	Version Requirements
Ø	Internet Explorer	www.microsoft.com/ie	Internet Explorer versions 8.0 and later Note: Compatibility Mode should be turned off
3	Firefox	www.mozilla.com/firefox	Latest version
Ì	Safari	www.apple.com/safari	Safari is a web browser designed and developed by Apple for the Macintosh Operating System.
0	Chrome	www.google.com	Chrome is a freeware web browser developed by Google.

You may visit any of the browser's websites to confirm that you have the latest version installed. To check your browser version on a Windows machine, open the browser and click Help, About [Browser Name] where [Browser Name] is the name of the browser you are using.

## Adobe Acrobat Reader

Adobe Acrobat Reader is used to view Portable Document Format (PDF) documents. Using Adobe Acrobat Reader, you may choose to view, print, or save these documents. If you don't already have the program installed, you may click here to download Adobe Acrobat Reader.

### **Printer Requirements**

Printers used to print registration stickers must meet the following minimum specifications:

- Printer must be laser technology
- Media size must support, at the minimum, 8.5 x 11 in
- Memory: 32MB
- Processor Speed: 400MHz
- Print Languages: HP PCL6 & 5e, HP postscript level 3 emulation; direct PDF (v 1.4) printing
- Print Speed: Up to 30ppm, exact speed varies depending on the system configurations, software program, and document complexity
- Print Resolution, black: up to 1200 x 1200 dpi
- The laser jet printer fuser modes must have the capability to adjust heat range (from low, normal, high) in order to impose print on the documents
- The laser jet printer needs to come with LPT and/or USB connections based on computer system needs
- Printer must have the capability to adjust the X Y setting to compensate for alignment

Printers must be on the approved list provided by the TxDMV or be approved by the county. Please contact your county tax office for a list of approved printers.

County tax offices may choose to approve printers that are not on the list of department approved printers. Alignment is the most frequent challenge encountered with other printers, especially light weight printers. Print testing is necessary to ensure proper alignment and print quality. Counties will decide how many test stickers should be printed for their review, and sticker paper used for testing should also be taken into consideration.



The following criteria should be followed when verifying test sticker appearance:

- 1. Ensure proper alignment on all print areas of the sticker paper.
- 2. The ink should dry in a reasonable time period. Once dry, the ink should be tested to ensure it does not smear or scratch off on the sticker portions of the form.

### **Scanner Requirements**

The scanned document must show all information and be readable. Information that is not captured on the scan or is unreadable, could delay processing.

Scanners must be capable of at least 200 DPI, but we recommend 300 DPI, which is the most common resolution for desktop scanners.

### **Surrendered Stamp**

Each location must have a SURRENDERED stamp for stamping surrendered on the ownership evidence.

- Ink: Black
- Text: Arial
- Size: 1/4 in. H x 2-1/4 in. L





### Appendix 4 – Document Upload Order

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

- 1. Application for Texas Title and/or Registration (Form 130-U)
- 2. Evidence of Ownership:
  - Manufacturer's Certificate of Origin
  - Out of State Title
- 3. Other Supporting Evidence:
  - Dealer's Reassignment of Title for a Motor Vehicle (Form VTR-41-A)
  - Release of Lien
  - Weight Certificate
- 4. Out of State Vehicles:
  - Vehicle Inspection Report
- 5. Additional Supporting Documents



## Appendix 5 – Support Information

Issue	Contact	Contact Information	Hours
Title/Registration Questions	County Tax Office	Local phone or e-mail	Local Hours
System Process or Business Policy/Procedure	TxDMV Regional Service Center	Local phone or e-mail	<b>Monday – Friday</b> 8:00 AM – 5:00 PM
webDEALER System Issues	TxDMV IT Service Desk	(877) 933-2020	Monday – Friday 7:00 AM – 7:00 PM Saturday 8:00 AM – 3:30 PM