



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

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## **eLICENSING**

### **Release Notes**

### **Release 23.2**

**2/18/2023**

## Contents

About the Release ..... 3

eLICENSING Overview ..... 3

Summary of Bug Fixes ..... 4

Summary of Enhancements ..... 4

Bug Fix Details ..... 5

Enhancements ..... 6

**Table 1: Revision Table**

Version	Date	Description	Author
1.0	2/18/2023	Initial document	S. DeMar

## About the Release

The Release Notes contain business impacts related to the changes in the 23.2 Release of eLICENSING.

## eLICENSING Overview

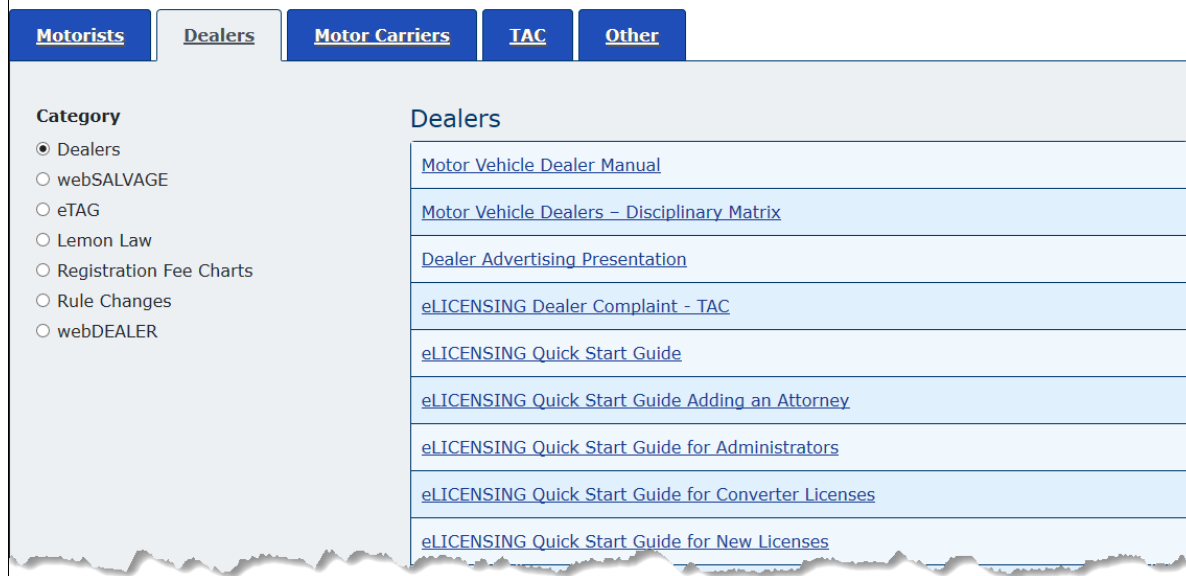
eLICENSING is a Salesforce application that has been customized to provide an online self-service hub for all motor vehicle dealers, salvage dealers, and industry licensees operating in Texas. Dealers and licensees can access licensing information, submit license applications and payments, and track the progress of submitted applications. Members of the public as well as tax assessor-collectors may use eLICENSING to file complaints against dealers.



### Getting Help

The documentation for eLICENSING is on the Texas Department of Motor Vehicles web site: <https://www.txdmv.gov>. Open the **About Us** menu, choose **Publications**, open the **Dealers** tab, and select **Dealers**.

#### Publications & Manuals



The screenshot shows a web interface with a navigation bar containing tabs for Motorists, Dealers, Motor Carriers, TAC, and Other. The Dealers tab is selected. On the left, a 'Category' list includes Dealers (selected), webSALVAGE, eTAG, Lemon Law, Registration Fee Charts, Rule Changes, and webDEALER. The main content area, titled 'Dealers', lists several documents:

- Motor Vehicle Dealer Manual
- Motor Vehicle Dealers – Disciplinary Matrix
- Dealer Advertising Presentation
- eLICENSING Dealer Complaint - TAC
- eLICENSING Quick Start Guide
- eLICENSING Quick Start Guide Adding an Attorney
- eLICENSING Quick Start Guide for Administrators
- eLICENSING Quick Start Guide for Converter Licenses
- eLICENSING Quick Start Guide for New Licenses

The eLICENSING documentation is also available:

**For Dealers:** <https://www.txdmv.gov/dealers/licensing/elicensing-resources>

**For Tax Assessors/Collectors:** Go to [www.txdmv.gov/tax-assessor-collectors](http://www.txdmv.gov/tax-assessor-collectors), open the **Resources** tab, select **Publications & Manuals | Dealers | Dealers**.

## Summary of Bug Fixes

LACE-6587	Create eTAGs for Associated Licenses for Converter New, Franchise New, and Franchise Amendments
LACE-9618	Prevent Social Security Numbers from Displaying in eLicensing
LACE-9520	Update the CID User Role and Profile Names in eLICENSING
LACE-9527	Correct the Multiple Payor Report to Pull the Receipt Account Name
LACE-9644	Update webDEALER with Existing Location/DBA Changes in eLICENSING
LACE-9658	Add a Hard Stop to the Application for Proposed Effective Date

## Summary of Enhancements

LACE-9364	Added the TAC Review Case Complaint Type
LACE-9511	Created New Third-Party Payor Questions on eLICENSING Application
LACE-9512	Added New Data Field(s) to the Payment Record and Application Record
LACE-9554	Updated the eLICENSING Application Received Email for GDN/FRN Applications Requiring Fingerprints
LACE-9607	Added an Indicator for Receipt of Identity Background
LACE-9631	Added General Manager and Dealer Principal to Identity Background

## Bug Fix Details

**LACE-6587      Create eTAGs for Associated Licenses for Converter New, Franchise New, and Franchise Amendments**

When an eTAG contact is identified in an approved New or Amendment franchise dealer application or an approved New Converter application, access to the eTAG database is created for associated GDN licenses automatically.

**LACE-9618      Prevent Social Security Numbers from Displaying in eLicensing**

In the eLICENSING web application, Social Security Numbers are now masked on the external application summary and show only the last four digits.

**LACE-9520      Update the CID User Role and Profile Names in eLICENSING**

Updated the CID User Role and Profile names to reflect the changes made in integrating CID with the ENF divisions.

Original User Role Name	New Name
CID Director	ENF/CID Director
CID Investigator	CSS Investigator
Field Service Manager	CSS Manager
Field Service Representative	CSS Compliance Specialist
Lead Investigator	CSS Investigator

Original Profile Name	New Name
CID Director	ENF/CID Director
CID Investigator	CSS Investigator
CID Field Service Manager	CSS Manager
CID Field Service Representative	CSS Compliance Specialist
CID Lead Investigator	CSS Investigator

**LACE-9527      Correct the Multiple Payor Report to Pull the Receipt Account Name**

The **Multiple Payor Report** now shows the expected output.

**LACE-9644      Update webDEALER with Existing Location/DBA Changes in eLICENSING**

When an existing location or DBA is edited or added to a New or Amendment application with an open or approved status in the eLICENSING system, the webDEALER system is now automatically updated.

**LACE-9658      Add a Hard Stop to the Application for Proposed Effective Date**

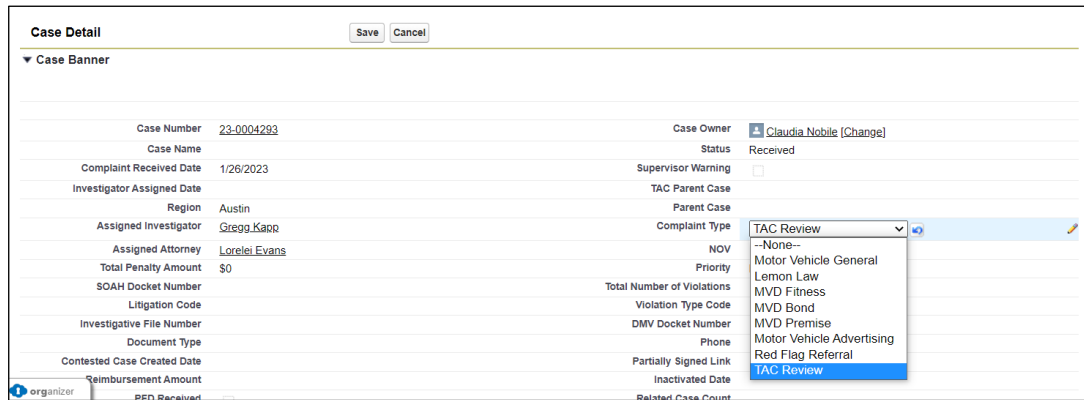
The Proposed Effective date must be populated for the application to continue processing.

## Enhancements

### LACE-9364 Added the TAC Review Case Complaint Type

Investigators can investigate, address, process, and track TAC Review cases when created. Neither the complainant nor respondent will be linked up with a license in the system. These cases will stop as Closed No Violation (CN) or Referred to Law Enforcement.

When creating an internal or external complaint case, select **TAC Review** from the **Complaint Type** drop down menu.

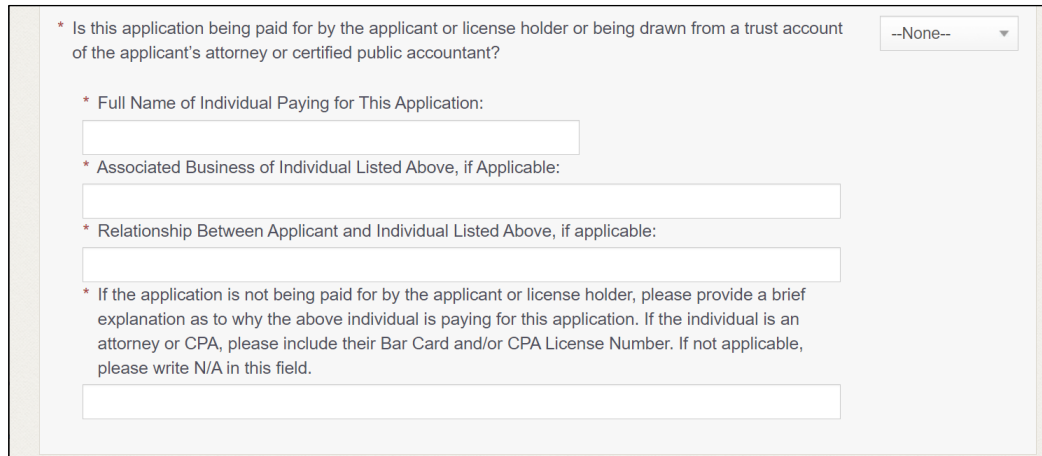


The screenshot shows a 'Case Detail' form with a 'Complaint Type' dropdown menu open. The dropdown menu lists the following options: --None--, Motor Vehicle General, Lemon Law, MVD Fitness, MVD Bond, MVD Premise, Motor Vehicle Advertising, Red Flag Referral, and TAC Review. The 'TAC Review' option is highlighted in blue. The form also displays various case details such as Case Number (23-0004283), Case Owner (Claudia Nobile), Status (Received), and Assigned Investigator (Gregg Kapp).

### LACE-9511 Created New Third-Party Payor Questions on eLICENSING Application

On external eLICENSING applications where a payment is required, a new **Third-Party Payor Information** section displays the following questions:

- Full Name of Individual Paying for This Application:
- Associated Business of Individual Listed Above, if Applicable:
- Relationship Between Applicant and Individual Listed Above:
- Please provide a brief explanation as to why the above individual is paying for this application.

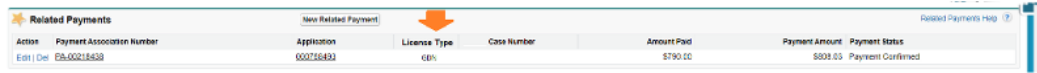


The screenshot shows the 'Third-Party Payor Information' section of the application form. It includes a dropdown menu for the question: '\* Is this application being paid for by the applicant or license holder or being drawn from a trust account of the applicant's attorney or certified public accountant?' with a '--None--' option. Below this are four text input fields corresponding to the questions listed in the previous block: '\* Full Name of Individual Paying for This Application:', '\* Associated Business of Individual Listed Above, if Applicable:', '\* Relationship Between Applicant and Individual Listed Above, if applicable:', and '\* If the application is not being paid for by the applicant or license holder, please provide a brief explanation as to why the above individual is paying for this application. If the individual is an attorney or CPA, please include their Bar Card and/or CPA License Number. If not applicable, please write N/A in this field.'

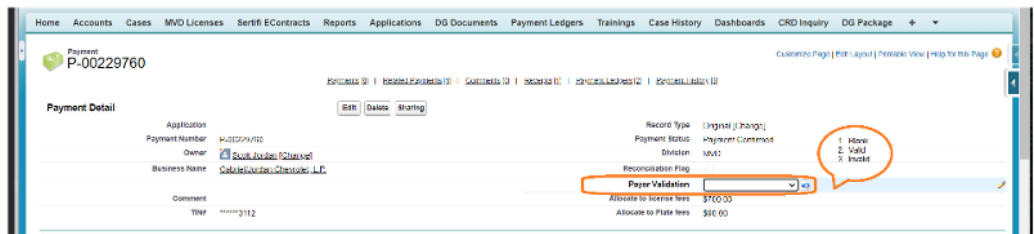
**LACE-9512 Added New Data Field(s) to the Payment Record and Application Record**

To provide License Specialists with information when reviewing payments associated with an application, the **License Type** and **Payor Validation** fields were added to the Payment Record.

- Added the **License Type** field to the **Related Payments** section of the Payment Record.



- Added the new **Payor Validation** drop-down field to the **Payment Detail** section of the Payment Record. The options are **Blank**, **Valid**, or **Invalid**.



- Added the new **Payor Validation** field as a read-only field to the Payment section of all the associated Application(s).

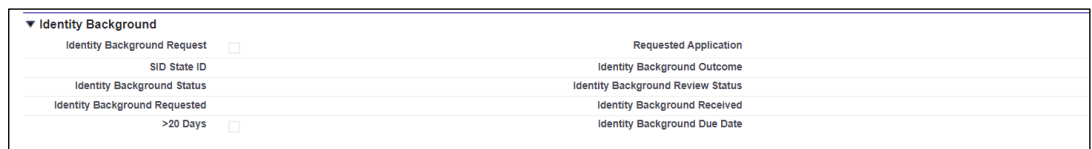


**LACE-9554 Updated the eLICENSING Application Received Email for GDN/FRN Applications Requiring Fingerprints**

To alert dealers to the new Fingerprinting process, the eLICENSING Application Received email for GDN & Franchise applications that require fingerprinting was updated to include the new Fingerprinting processing procedure that started 9/1/2022.

**LACE-9607 Added an Indicator for Receipt of Identity Background**

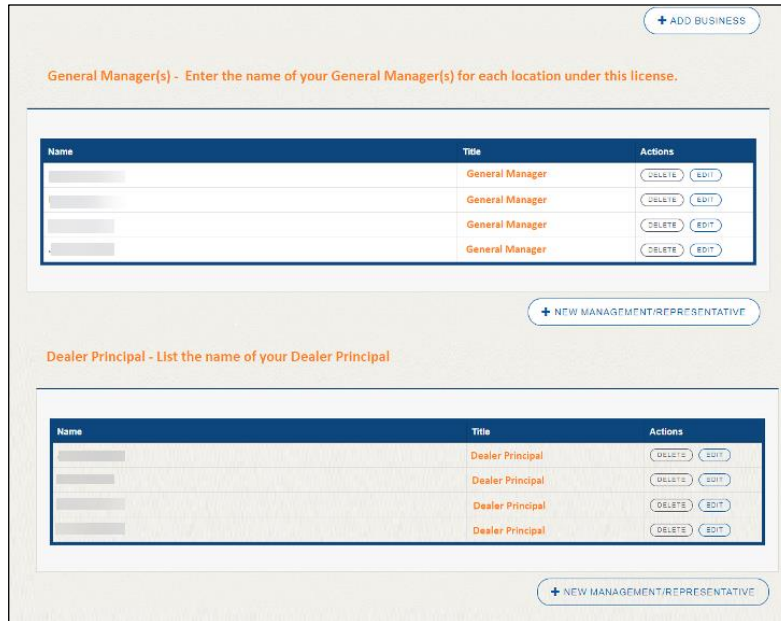
So Fingerprint Specialists can identify which contacts on an application have not completed their Identity Background within a 21-day period, the **>20 Days** check box was added to the Identity Background section of the contact record.



A check mark displays only if the **Identity Background Received** date is blank, and the current date is greater than 20 Days from the **Identity Background Requested** date.

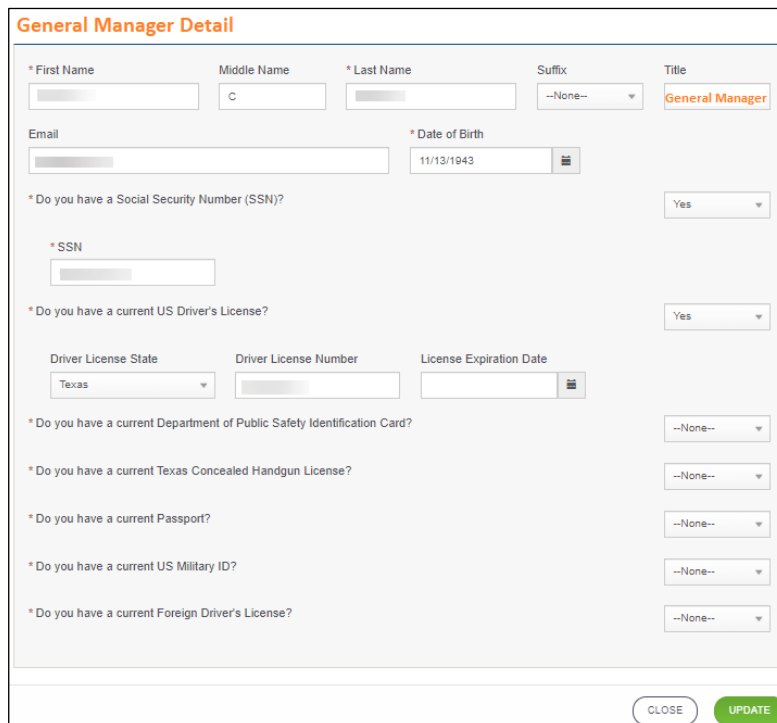
**LACE-9631 Added General Manager and Dealer Principal to Identity Background**

Dealers need the ability to add General Managers and Dealer Principals to the ownership & management section of an application in order to comply with the Board Rule that General Managers and Dealer Principals must be fingerprinted.



The screenshot shows a web interface with two main sections. The top section is titled "General Manager(s) - Enter the name of your General Manager(s) for each location under this license." It contains a table with columns for Name, Title, and Actions. The table lists four entries, each with the title "General Manager" and "DELETE" and "EDIT" buttons. Below the table is a "+ NEW MANAGEMENT/REPRESENTATIVE" button. The bottom section is titled "Dealer Principal - List the name of your Dealer Principal" and contains a similar table with four entries, each with the title "Dealer Principal" and "DELETE" and "EDIT" buttons. Below this table is another "+ NEW MANAGEMENT/REPRESENTATIVE" button. At the top right of the interface is a "+ ADD BUSINESS" button.

Detail pages were added on the external application for General Manager and Dealer Principal. The detail page for Dealer Principal is the same as the General Manager page shown below.



The screenshot shows the "General Manager Detail" form. It includes the following fields and options:

- \* First Name: [Text Input]
- Middle Name: [Text Input, value: C]
- \* Last Name: [Text Input]
- Suffix: [Dropdown Menu, value: --None--]
- Title: [Text Input, value: General Manager]
- Email: [Text Input]
- \* Date of Birth: [Date Picker, value: 11/13/1943]
- \* Do you have a Social Security Number (SSN)? [Dropdown Menu, value: Yes]
- \* SSN: [Text Input]
- \* Do you have a current US Driver's License? [Dropdown Menu, value: Yes]
- Driver License State: [Dropdown Menu, value: Texas]
- Driver License Number: [Text Input]
- License Expiration Date: [Date Picker]
- \* Do you have a current Department of Public Safety Identification Card? [Dropdown Menu, value: --None--]
- \* Do you have a current Texas Concealed Handgun License? [Dropdown Menu, value: --None--]
- \* Do you have a current Passport? [Dropdown Menu, value: --None--]
- \* Do you have a current US Military ID? [Dropdown Menu, value: --None--]
- \* Do you have a current Foreign Driver's License? [Dropdown Menu, value: --None--]

At the bottom right, there are "CLOSE" and "UPDATE" buttons.