



# Frequently Asked Questions About Search By Owner

The use or reuse of search results and information obtained by the Search by Owner feature is restricted to use in performing vehicle registration and titling transactions. Any other use is strictly prohibited and may subject the user to prosecution under state or federal driver privacy protection laws.

## List of Questions

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- Is the search performed on the physical address or the registration renewal address (for example, a leased vehicle has different owner address and renewal address)?
- Frequently in our county, the social security office will send customers to view list of vehicles, which can affect their benefits. Should we share this list or is a TAC decision?
- Can I stack records and renew more than one vehicle using Search by Owner?
- Can we run a report for customers who want a listing of all vehicles in their name, and if so is there a fee associated?
- Are there plans to add columns for registration expiration date or scofflaw matches?

## Supporting Materials for the Search by Owner Feature

Click the  on your desktop (or enter <http://www.txdmv.gov/rtf-refactoring-resources> in your web browser) to access support materials like recorded webinars and job aid references, and guides (for example, Running the Daily, Weekly, and Monthly Reports).



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Question	Answer
Do we have to use Search by Owner?	No, you are not required to use Search by Owner. This feature was added to RTS based on feedback submitted by county users. You can continue to use or limit vehicle record searches to using the plate, VIN, or document number.
Are there ethical guidelines for using Search by Owner (like searching on a celebrity name to see how many cars he owns)?	If you are not performing a TxDMV transaction, you should not look up any person. If the requesting customer is not in front of you, you should not search for their name.
Who will have access to Search by Owner? Can access be limited?	Any RTS user who has access to the KEY001 page can use Search by Owner, such as users who have the security access to perform Registration and Title transactions in order to search by Plate, VIN, or Document Number.  Currently, the two types of search functionality cannot be separated (that is, users who can search by Plate, VIN, or Document Number can also Search by Owner).
Will using Search by Owner slow RTS performance statewide?	No, the use of Search by Owner will not slow the RTS system when used under the appropriate guidelines.
What does the system search when performing a Search by Owner?	The system performs Search by Owner on the RTS database using exactly the criteria you enter (first name only, last name only, or first and last name combination).
How far back will the system search for records for a Search by Owner?	The system will search RTS for all "active" or currently registered vehicles. Vehicle records that have not had activity within the past 18 months or are archived will not be included in the search results.



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Can I use Search by Owner functionality to provide lienholders with vehicle information?	You should only use the Search by Owner functionality to perform TxDMV transactions. Search by Owner is not intended, and should not be used for conducting lookups or other county business when a TxDMV transaction is not being performed. The release of information is restricted by DPPA, as it is today.
During a title transaction, will records for vehicles previously owned by the customer be returned in the search results?	When a title transfer is in progress, you can search by both the previous owner and new owner names. Once the title transfer is complete (the title has been released), you can search by the name of the owner only.
Will title only records (for example, TONLY04) display in the search results from a Search by Owner?	Yes, since title only records include owner information in RTS, they will be displayed if they match the search criteria used in the Search by Owner search as well as searching for title only records specifically.
Will Search by Owner search for multiple owners if more than one owner is listed?	This search feature has been designed to search all RTS name and address fields in the database. This means the search will return multiple owners and the owner, recipient and vehicle location addresses.
Can we use Search by Owner when a husband, wife, or other relative wants to perform a transaction on behalf of their family member?	This follows the same process as today. For example, if a wife is attempting to renew registration for a vehicle listed under her husband's name, you can use Search by Owner to locate the appropriate record and complete the transaction. However, if the wife only wants to get a listing of vehicles under her husband's name without performing a specific transaction, you should not Search by Owner.
After a change is made to an owner name (like for a vehicle title transfer transaction), when will the new name display in the results of a Search by Owner?	Changes to owner names will follow the current timeline used for updating information in the system. For example, the new name will be available within 48 hours for a search conducted through the Search by Owner feature just as it is through the default Plate number, VIN, and Document Number inquiry.



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When I sort the list of results, will it change the records displayed?	Sorting vehicle records resulting from an owner name search does not change which records are displayed, it simply sorts the original results returned.
Is the search performed on the physical address or the registration renewal address (for example, a leased vehicle has different owner address and renewal address)?	Since leased vehicles often list the lessor in the owner address and the lessee in the recipient address, you can search by either of the name and address combinations.
Frequently in our county, the social security office will send customers to view list of vehicles, which can affect their benefits. Should we share this list or is a TAC decision?	You should only use the Search by Owner functionality to perform TxDMV transactions. Search by Owner is not intended, and should not be used for conducting lookups or other county business when a TxDMV transaction is not being performed. The release of information is still restricted by DPPA.
Can I stack records and renew more than one vehicle using Search by Owner?	Just like today, if you work through a renewal transaction until reaching the Transaction Pending page and setting the transaction aside, you can go back to the search page to Search by Owner for a different vehicle record and then process that transaction at the same time. However, just as you do today, you must enter your search criteria again when pulling each additional vehicle record.
Can we run a report for customers who want a listing of all vehicles in their name, and if so is there a fee associated?	You cannot run a report using the Search by Owner results for a customer. You should not use Print Screen to capture and print out the results either. Search by Owner is intended as an alternate way to help you locate the vehicle record of a customer needing a vehicle registration or titling transaction if the customer does not have the VIN or plate number.
Are there plans for columns for registration expiration date or scofflaw matches?	These suggested enhancements have been shared with the RTS project team for consideration. However, currently there are no plans to add in this functionality.