

Questions/Responses from the TACA Conference
May 2006

Registration and Title System (RTS)

- 1. Can RTS be programmed to populate tonnage (for out-of-state vehicles) by VIN?**

No. The VIN does not contain tonnage information. We are working on providing a resource guide by gross weight based on manufacturer's recommendations.

- 2. Is the Invalid/Valid default going to be changed in RTS?**

Yes. There will no longer be a default. The deputy will be required to select either "invalid" or "valid" on every transaction.

- 3. When processing payment information and an error is discovered, can the RTS screens maintain the previously entered data when "backing up" in the transaction to make corrections?**

VTR will evaluate a request for RTS to retain the previous data and only re-compute if changes affecting the calculation have been made.

- 4. Are counties having problems with the new RTS printers?**

No statewide problems regarding the printers have been reported. We encourage you to please call the RTS Help Desk with all printer problems. A ticket is generated and tracked, enabling us to determine if the problem is statewide.

- 5. Can the RTS receipt reflect payment by debit card?**

Yes. RTS can be programmed to show payment by a debit card and reflect the associated county debit card fee. VTR is considering adding this feature and more information will be forthcoming.

- 6. Why does it take more than 24 hours to get an RTS workstation operational?**

There is a 24-hour expectation to get a workstation operational when encountering outage problems. Outages resulting from connection components with RTS that are controlled by TxDOT do not extend beyond the 24-hour time frame and are routinely met. However, outage resolution associated with the phone lines are out of TxDOT's control.

In instances requiring diagnosis of a workstation problem, the service level expectation for our vendor is that they arrive within four business hours. Once the problem is diagnosed, if it is determined that a rebuilt/replacement hard drive is required, the timeline is dependent on obtaining the part(s) and shipment to the workstation location.

Additionally, problems occur when the RTS workstations are powered off rather than logged off.

NOTE: RTS workstations should never be turned off unless instructed by VTR/ISD.

Registration

7. Can a single sticker be issued to cover vehicle safety inspection and vehicle registration?

This issue has been discussed in past legislative sessions. At this time, we do not know if this issue will be proposed in the next legislative session. Many barriers are involved since DPS and TxDOT are separate state agencies with different statutory authorities.

8. Can the online registration process be modified to prevent customers from entering the wrong credit card number?

We are currently working on a program change to require a 3-digit security number which should reduce/eliminate these mistakes.

9. When multiple online registrations occur, can the registration be individually identified on the county's Vendor Payment Reports (VPR)? This will enable the daily deposit made to the county's bank to be matched to each transaction.

The VPR will list transaction ID's and the amounts paid by date. A transaction ID with large money amounts may indicate multiple transactions. A search of the Transaction Reconciliation Report for the breakdown of that ID may be made which will yield the individual transaction amounts; those added together will determine the total for that ID.

10. Can the customer's name be included on the receipt for registration renewals processed at subcontractor locations?

No, currently the customer's name cannot be included on the registration renewal receipt processed at a subcontractor location. Since subcontractors are not directly connected to the RTS database, customer information is not retrieved during the registration renewal process.

- 11. When renewing a vehicle with Seasonal Agriculture registration that has expired, why does the reason default to “valid”?**

Unless the vehicle has been apprehended, the clerk must always select “valid” since 12 months of continuous registration is not required on Seasonal Agriculture registration.

- 12. When transferring ownership for a vehicle displaying Seasonal Agriculture registration, is it possible to have access to the month field rather than having to escape back to change the month?**

Seasonal Agriculture registration can be issued for a period of one to six months. The RTS system defaults to six months registration, but the clerk has the option to make changes to the number of months issued on the REG029 screen.

Title

- 13. Is there an option for the counties to issue CCOs?**

TxDOT is required by statute to issue and print certified copies of titles. The current stringent verification process helps to prevent fraud. The process can be time consuming and could create a delay in assisting other customers.

- 14. Will the 130-U, *Application for Texas Certificate of Title*, be revised as a result of Standard Presumptive Value (SPV)?**

Yes. The form will be modified for county offices to record the SPV or appraised value.

- 15. Can counties submit appraisals with the title application report?**

Our Office of General Counsel has determined that counties may submit appraisal forms with the title packages but such submittal does not absolve them from the statutory requirement to retain a copy of the form in their offices.

- 16. Can counties require a copy of a death certificate when processing transactions involving Heirship Affidavits?**

Transportation Code §501.074 requires an affidavit showing that administration of the estate is not necessary, identifying all heirs, and a statement by the heirs supplying the name(s) for the certificate of title application. Additional documentation is not required and is not in accordance with the statute.

17. How can counties determine if MCOs for Chinese motorcycles are legitimate?

Vehicles manufactured in other countries must register with the National Highway Traffic Safety Administration (NHTSA), which certifies that they meet U.S. safety and equipment compliance standards. Approved manufactured vehicles should bear a label that is permanently affixed by the original manufacturer certifying compliance. RTB #127-05 provided additional information.

18. Can the *County of Title Issuance*, Form VTR-136, be revised to show the county name?

The form was revised (Rev. 5/2006) to require the county name to be hand written by the purchaser. The purchaser information now includes an explanation regarding the fees collected at the time of purchase of the vehicle and an explanation that some of the fees are used by the county for funding local government.

Additional Items

19. Does VTR have plans to close other regional offices?

The closing of the San Angelo Regional Office was a business decision. The volume of customers using that office did not warrant continued operation. There are no current plans to close other regional offices.

20. Were counties allowed to choose which regions they were assigned to?

No. The realignment process was based on equitable distribution of registered vehicles, RTS transactions, and number of counties. As a result, seven counties were assigned to the Abilene Region, three were assigned to the Midland/Odessa Region and five counties formerly in the Abilene region were reassigned to other regions.

21. With the closing of the San Angelo Regional Office, will the affected counties get a toll-free number to contact their newly assigned regional office?

No. There are no plans to provide a toll-free number at this time.

22. Can the General Distinguishing Number (GDN) list be added to the RTS help feature or a web-based alphabetical GDN list be provided?

The GDN list is maintained by the Motor Vehicle Division. It is updated every three months and available on disk and hard copies. VTR will consider this request.

23. Can reports that have no content be prevented from printing?

Yes, but some counties prefer receiving these reports to verify that the report was not lost or missed.

24. Will rules for the Insurance Verification Database address a situation where a customer states that they have insurance and presents an insurance card, but the information is not verified in the database?

Yes, rules will be developed to address this issue.

25. Why are county accounts being debited when charge backs on IVTRS occur?

County accounts should not be debited. In reviewing our agreement with BearingPoint, the problem appears to be a concern with state agencies as a whole. Charge backs are occurring when the customer disputes a charge. The credit card company acts on behalf of the card user, so a charge back takes place. The county tax offices are notified and they in turn notify the customer to either fix the issue or their registration will be canceled. The county receives their payment when the customer pays. BearingPoint will discuss this issue with the Comptroller's office to resolve the problem with the credit card companies. We will provide additional information as it becomes available.

26. Storage space for TxDOT and other informational pamphlets is a problem.

We understand that county display space is sometimes very limited. We suggest only displaying the newest or the most requested information pamphlets. Another consideration may be rotating the pamphlets on a regular basis rather than attempting to display all the pamphlets at one time.

If storage of all the TxDOT forms is another issue, perhaps utilizing the RTS workstations for printing of the forms on demand may assist you with this problem.