



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Title Application Processing Guidelines

The following information outlines which title application transactions can and should be processed in webDEALER and which transactions must be processed over the counter at the county tax office. **PLEASE NOTE: This document will be updated accordingly and does not encompass all possible transaction types. During webDEALER system outages, all transactions must be processed over the counter or held until the system is restored.**

webDEALER

Listed below are transactions that can and should be processed in webDEALER.

- Passenger Cars and Trucks
- Farm Trucks & Trailers*
- Motorcycle
- Moped
- Trailer
- Travel Trailer
- Token Trailer
- Apportioned
- Off-Highway Use Only (ATV/ROV/UTV & Off-Highway Motorcycles)**
- Title Only
- Operation of Law (**with** title being surrendered)***
- Dealer Resale – Title Only (cannot be a Salvage title)
- Combination

* Farm Plates – An ePLATE assignment is required to carry forward for webDEALER processing of new or customer supplied farm plates.

** Off-Highway Use Only (ATV/ROV/UTV & Off-Highway Motorcycles) – VIN decoding errors may occur. See [“Not authorized to Title or Register this vehicle class \(5721\)”](#) error below.

*** Additional information about Operation of Law can be found in Chapter 16 in the [Title Manual](#)

Errors

If an error is presented in webDEALER that prevents processing, the transaction will need to be processed by the county in the Registration and Title System (RTS). The following are examples of errors that may appear:

“Multiple records returned for this VIN (2104)”

- A vehicle identification number (VIN) is associated with more than one record in the Texas Department of Motor Vehicles database.

“Not authorized to Title or Register this vehicle class (5721)”

- The dealer license type does not allow for the type of transaction, *or* the VIN was not properly decoded to allow processing.

County Tax Office

Listed below are transactions that cannot be processed in webDEALER and must be submitted to the county for processing in RTS.

- Bus
- Classic
- Antique
- Exempt
- Tow Truck
- Forestry
- Salvage
- Initial qualifying or special plate applications
- Out of state titles requiring brands (i.e. Rebuilt Salvage, Flood, etc.)
- Non-titled transactions (trailer, machinery, etc.)
- MCO surrendered is greater than 2 yrs old
- Operation of law (without title being surrendered)
- Title corrections (correcting owner name, address, misspelling, etc.)*
- Dealers with pending administrative actions against their license and not allocated license plates
- Courtesy deliveries
- Other evidence of ownership (bonded titles, court orders, foreign evidence, etc.)

* Title corrections apply to titles that have been issued or rejected in RTS with incorrect information.

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