Salvage Pool Operator User Guide

April 2018
webSALVAGE 4.0.0

Contents

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1 Overview

webSALVAGE is a web-based TxDMV application that allows for the electronic submission and processing of salvage and nonrepairable vehicle title applications. This User Guide documents the process, features, and operating instructions of webSALVAGE 3.1.0.

1.1 Audience

The intended audience of this document is salvage pool operator users and account administrators of webSALVAGE.

1.2 webSALVAGE Process Flow

A high-level view of how webSALVAGE streamlines the title approval process is shown in **Figure 1.**

Figure 1: Process Flow of webSALVAGE
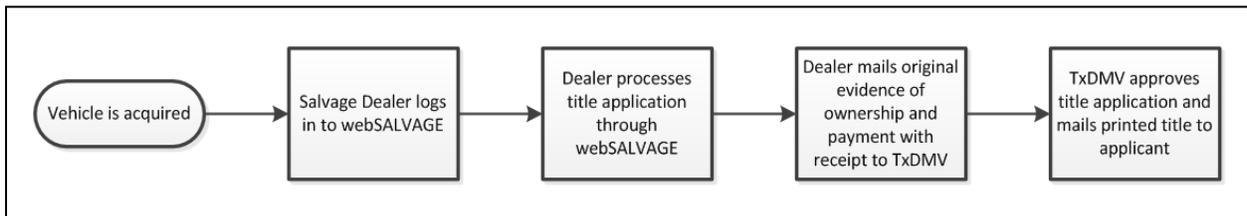
2 Features

webSALVAGE allows user to do the following:

- Create and manage Salvage Dealer Entity user accounts
- Create and submit salvage and nonrepairable vehicle title applications online
- Upload supporting documents
- Correspond with TxDMV electronically to correct returned salvage and nonrepairable vehicle title applications and electronically resubmit
- Generate reports

3 Getting Started

The user will use their existing license number. They can access the webSALVAGE application through the TxDMV online portal at http://www.txdmv.gov/dealers.

3.1 Setup

The first user account created for your dealership will be the administrator account by default. The administrator is responsible for administrating the salvage dealer entity account. For information on creating an account and administrator's functions refer to **Section 4.2** and **Section 4.3**.

3.2 You Should Know

The evidence of ownership (e.g., out of state title, Texas title, etc.) is not required to be submitted when submitting transactions using webSALVAGE. The ownership evidence must be maintained in accordance with Administrative Code, Section 221.72. Both sides of the ownership document must show the "Surrendered" stamp (**Figure 56**).

IMPORTANT SCANNING REQUIREMENT: The scanned images must be of the *original* documents. The scanned images CANNOT be copies of original documents. If the TxDMV determines the documents attached to a transaction are copies of the originals, the transaction will be returned, and the entity will be required to scan the originals.

The summary report is the only document required to be mailed when paying by check. No documents are required to be mailed when paying online. All documents, including the evidence of ownership, are maintained by the salvage pool operator.

4 Administrative Procedures

Procedures necessary for the typical operation of webSALVAGE such as logging in, adding and removing users, and establishing levels of application permissions are covered in this section.

4.1 Logging in to webSALVAGE

All webSALVAGE users, whether administrators or users, log in by the same process. Follow these steps:

1. Go to the webSALVAGE Login page (**Figure 2**) by clicking the webSALVAGE icon located on the TxDMV website at http://www.txdmv.gov/dealers.
2. On the Login page, select the **Salvage Vehicle Dealer** tab.
3. Enter your License No., Username, and Password, and click **Login**.

Figure 2: Login Page

The system will give an Invalid Login error message if the username or password is incorrect.

4. If you are a webSALVAGE administrator, this is the Home Page that will display upon logging in

Figure 3: Home Page of an Administrative User

5. If you are a webSALVAGE user with permissions to manage title applications, this is the Home Page that will display upon logging in:

Figure 4: Home Page of a Salvage User

6. If you are a webSALVAGE user with Read-Only permissions, this is the Home Page that will display upon logging in:

Figure 5: Home Page of a Read Only User

4.2 Creating User Accounts

Any new user not currently setup in webSALVAGE, whether an administrator or other user, will need to create a new user account. Once the new user's account is setup, an administrator will need to assign the appropriate permissions for the user. A user is a person who is authorized to use webSALVAGE. To register a new user with a webSALVAGE account, follow these steps:

1. Go to the webSALVAGE Login page.
2. On the Login page, select the **Salvage Vehicle Dealer** tab, and click **Create New User**.

Figure 6: Registering a New User

3. The Use Agreement page will display. Click **I Accept** to accept the agreement.

Figure 7: Use Agreement

4. On the Account Registration: Step-1: Account Search page, enter the License No. of the Salvage Dealer and the Business ZIP code, and click **Search.**

Figure 8: Enter the Salvage Dealer License No. and Business ZIP

5. An error message will display if the dealership account is not found.

Figure 9: Error Message Displays

6. If the webSALVAGE system locates the dealership account, the account information will be displayed. Checking the box and clicking **Accept** will certify acceptance of the statement displayed and will complete Step 1 of the registration process.

Figure 10: Certifying Acceptance of the webSALVAGE Account

7. On the Account Registration: Step-2: Create User page, the **Account Details** section will show the account details. Enter the new user's information (name, email, and phone), and click **Save**.

Figure 11: Creating User Account Information

8. A message will display indicating the new user account has been created.
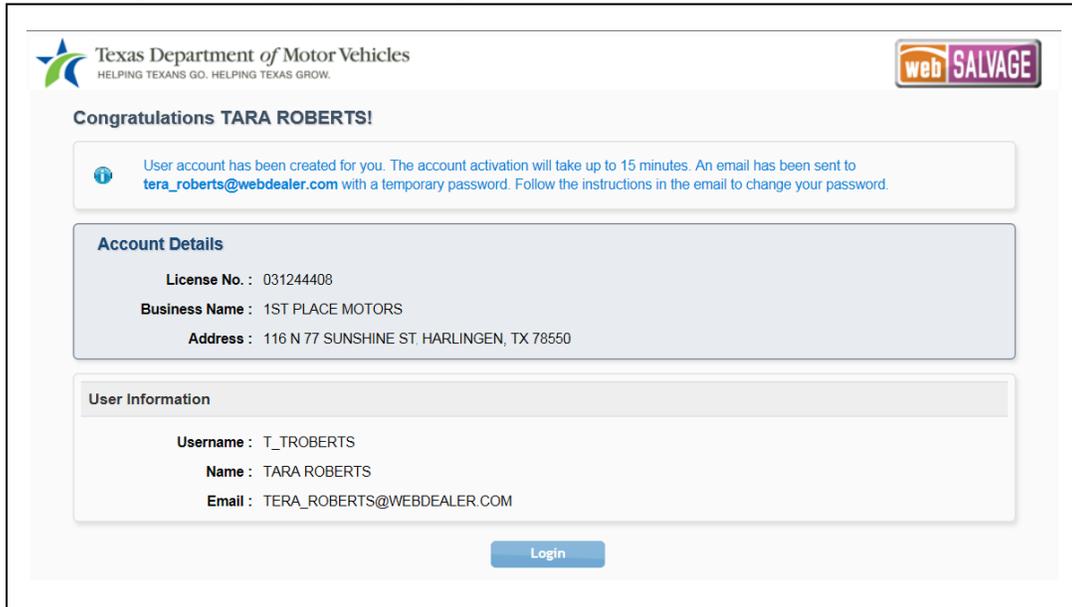
Figure 12: User Account Verification

9. An email will be sent to the new user with a temporary password. The user must use this password when logging in the first time. Use the **Change Password** utility on the drop down menu beneath the user's name on the Home Page to change the password.

Figure 13: Change Password Utility

10. An administrator can view the Account Details page, which will show the new user has been added to the List of Associated Users.

Figure 14: Account Details Page Showing the New User

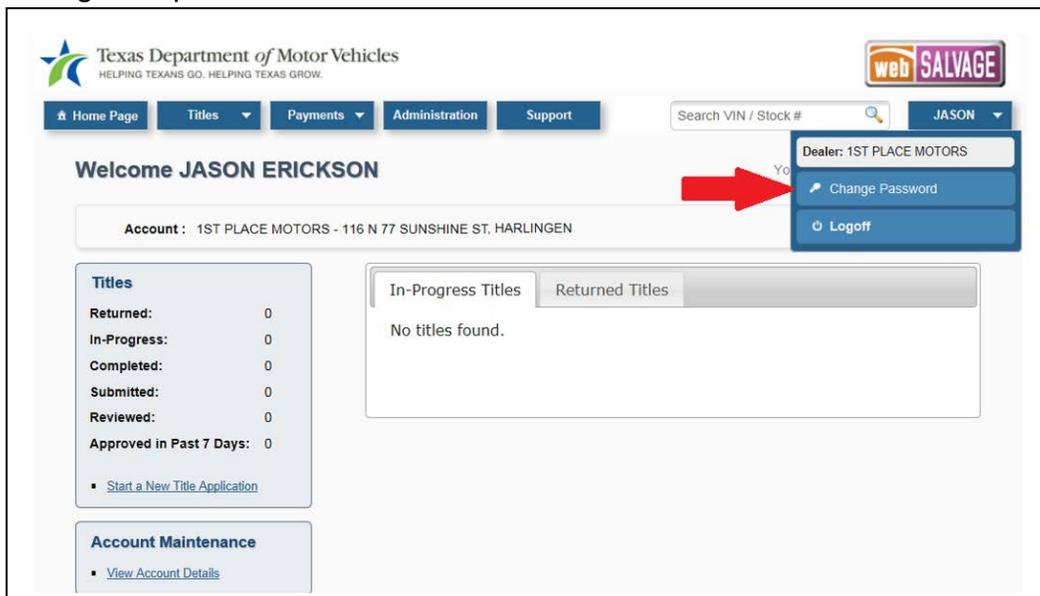# 4.3 Functions for webSALVAGE Administrators

4.3.1 Granting Permissions to Users

The webSALVAGE account administrator may grant different levels of permissions to users. These individuals must be registered users (refer to **4.2** for instructions on enrolling users in webSALVAGE). An administrator may authorize the user to manage accounts and users, view title applications, add and edit title applications, and access payments.

Follow these instructions to grant permissions to users:

1. From the Home Page, click **View Account Details** in the **Account Maintenance** area.

Figure 15: Viewing Account Details Page

2. On the Account Details page, click a User Name from the List of Associated Users to grant permissions to a user who is already associated with this account. To grant permissions to this user, go to Step 6.

Figure 16: Account Details Page

3. If you want to grant permissions to a user not seen in the List of Associated Users, you must search for the user by clicking **Add User**.

Figure 17: Adding a User

4. On the Search User page, enter the Username, and click **Search**.
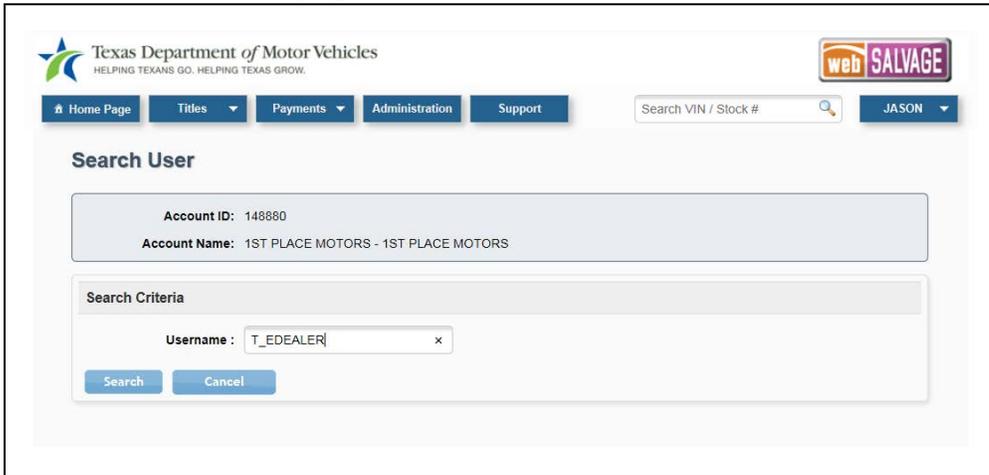
Figure 18: Searching for a New User

5. When the new user is located, click **Add to Account** to open the **User Details** page.
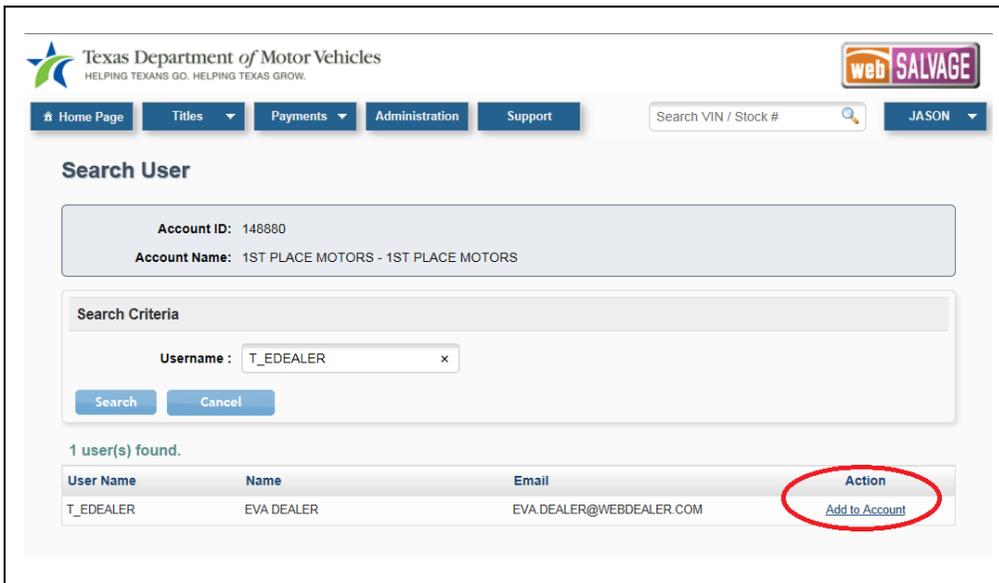
Figure 19: Add the New User to the Salvage Dealer Account

6. On the User Details page, check the permissions you want the user to have, and click **Save**.
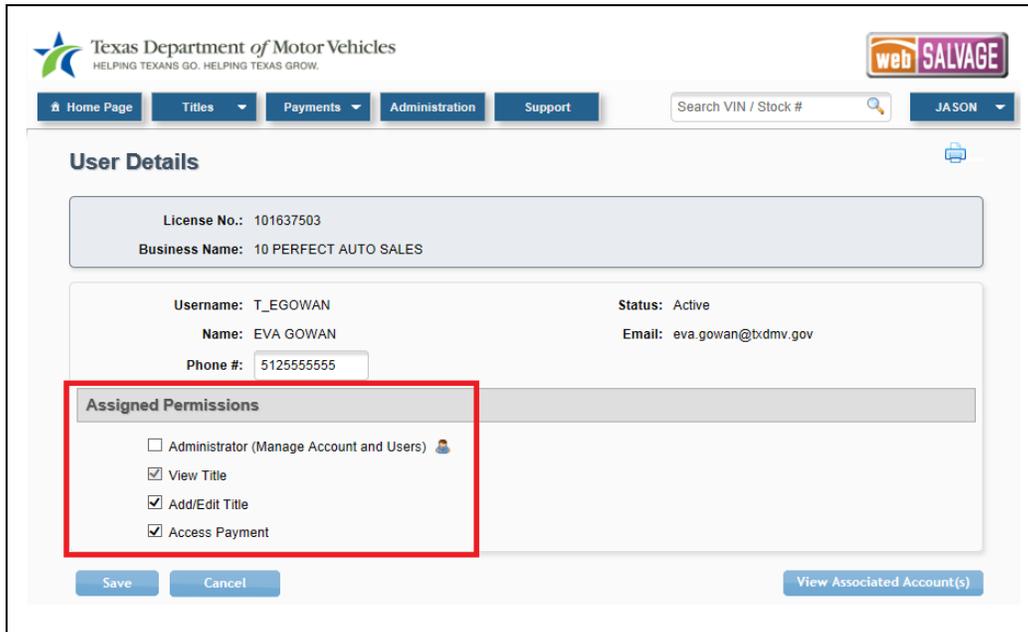
Figure 20: User Details Page

7. If desired, view other locations where the user is authorized by clicking **View Associated Account(s)**.

Figure 21: Accounts Associated with User

4.3.2 Removing a User's Association to an Account

Only an administrator can remove an existing user from a webSALVAGE account. Follow these instructions to delete a user's association to an account:

1. As administrator, log in to the dealership's webSALVAGE account.
2. On the Home Page, click **View Account Details** in the **Account Maintenance** area (refer to **Figure 15**).
3. On the Account Details page, find the user listed in the List of Associated Users.
4. Click **Remove Association**. The user's association to this account will be removed, but the user's association to other accounts will remain in place.

Figure 22: Remove a User's Association to an Account

4.3.3 Adding Applicant Information to an Account

Applicant information can be saved to webSALVAGE enabling you to automatically populate the name and address of the applicant within webSALVAGE. Follow these instructions to add an applicant's information into webSALVAGE:

1. As administrator, log in to the dealership's webSALVAGE account.
2. On the Home Page, click **View Account Details** in the **Account Maintenance** area (refer to **Figure 15**).

3. Click the **Applicant Information** button.

Figure 23: Selecting Applicant Information

4. Enter the applicant information and, click **Submit**.

Figure 24: Entering Applicant Information

Once submitted, the applicant information can be selected on the applicant information page of the application **(Figure 36)** for faster processing, which eliminates the need to retype the same information for multiple applications.

5 Title Application Procedures

The procedures for viewing, starting, completing, and submitting a vehicle title application via webSALVAGE are explained in this section. **Figure 25** graphically displays how a title application's status progresses on the Title Preview page as stages are completed.
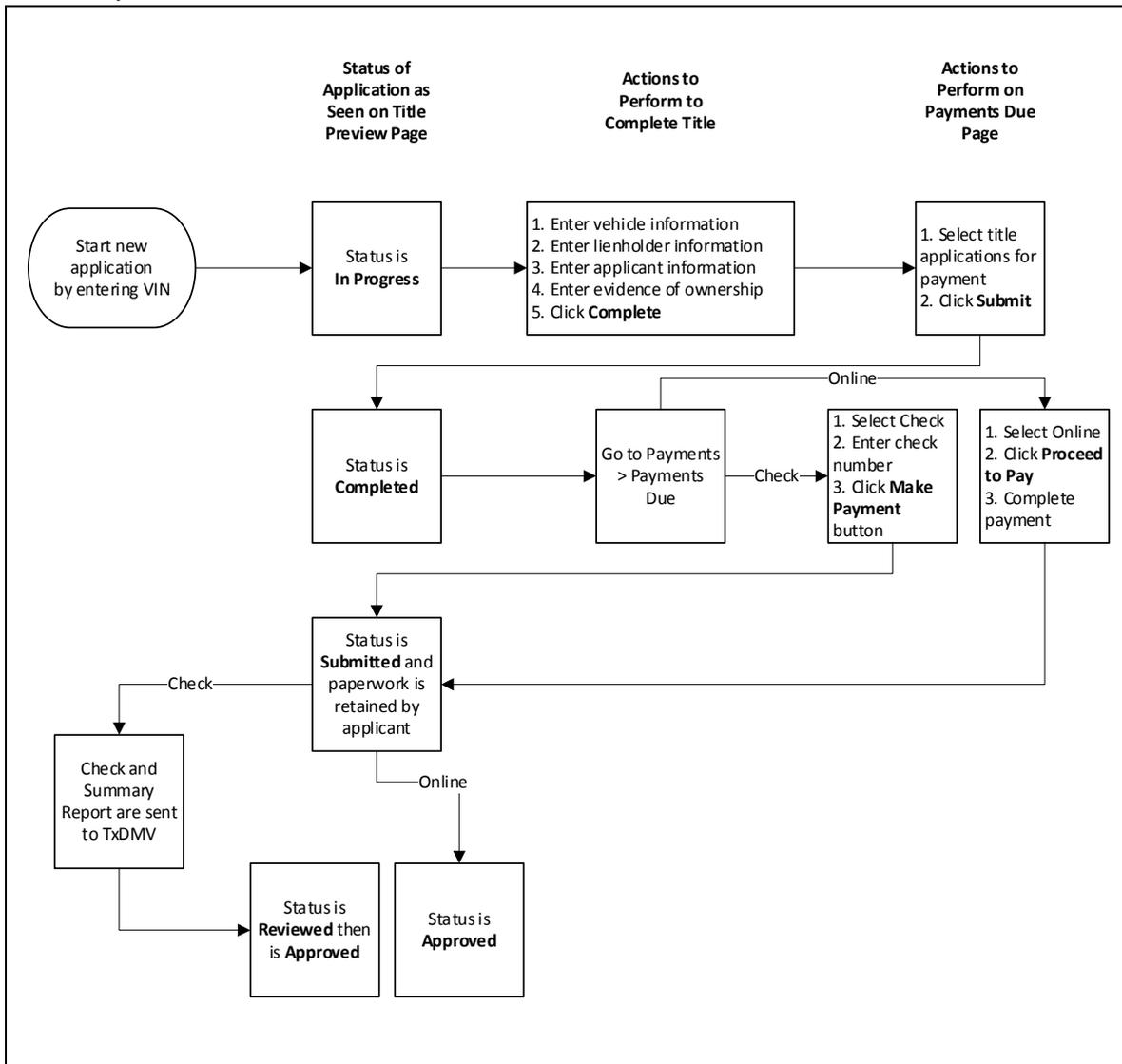
Figure 25: Title Application Process

5.1 Viewing Salvage Title Applications

All webSALVAGE users can search for and view title applications. These processes occur on the Home Page. **Figure 26** shows the locations on the Home Page where you can search for, or select, title applications to view.

Figure 26: Viewing Salvage Title Applications

5.2 Starting a Salvage Title Application

If you have been granted permissions by an administrator to create title applications, follow these steps to initiate a new title application:

1. After logging in and opening the webSALVAGE Home Page, select **New Title Application** from the **Titles** menu or by clicking **Start a New Title Application** in the **Titles** area.

Figure 27: Starting New Title Application

2. On the Title Application page, select whether the vehicle is a salvage or a nonrepairable vehicle then enter the vehicle identification number (VIN) in the search field. Click **Search**.
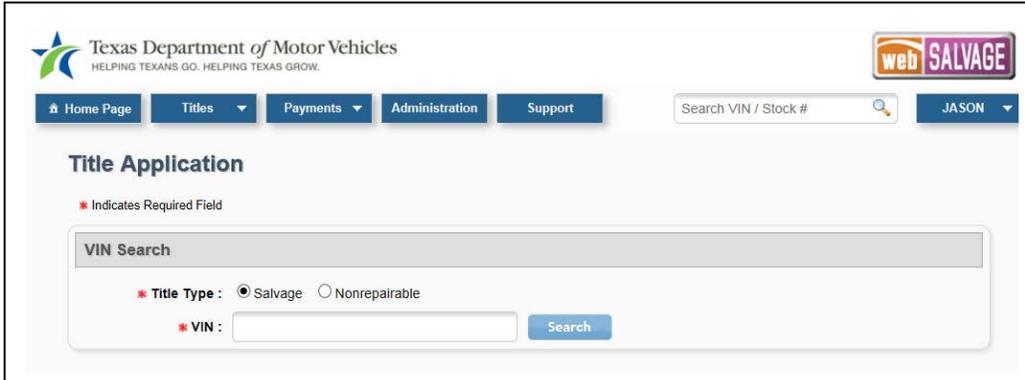
Figure 28: Searching for a Vehicle Title

3. If a Texas record already exists for the vehicle, the Title Application page will show the existing vehicle record. Verify this is the correct vehicle, and click **Proceed**.

Figure 29: Existing Vehicle Record

Note: If the application returns an error, the application will need to be processed through the submission of a paper application and the original evidence of ownership.

4. Complete the Vehicle Information and odometer reading fields on the Salvage Title Application page. You may optionally enter a stock number. To certify the information in the vehicle record is correct, check the certification box at the bottom of the page. Click **Save**.

Figure 30: Salvage Title Application

Remember to select the following check boxes if applicable:

- DOT Proof Required
- Manufacturer Buyback
- Flood Damage

5. On the Lienholder Information page, select No Lien or Record New Lien.
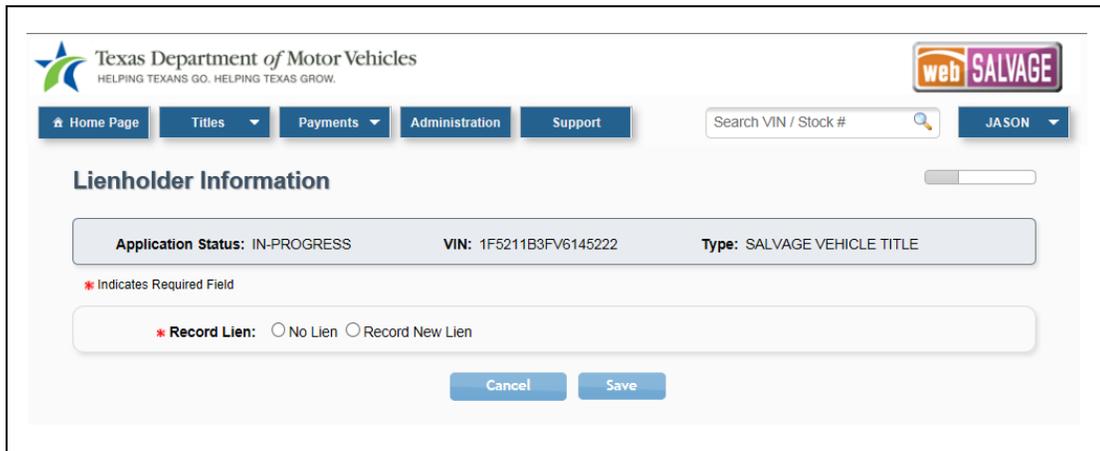
Figure 31: Indicating Lien Information

6. If you select No Lien, and click **Next**, you will be taken to the Previous Owner Information page **(Figure 35).**

7. If Record New Lien is selected, the Lienholder Information page displays two tabs: one for **Certified Lienholder (Figure 32)** and one for **Local Lienholder (Figure 33)**.

Figure 32: Certified Lienholder
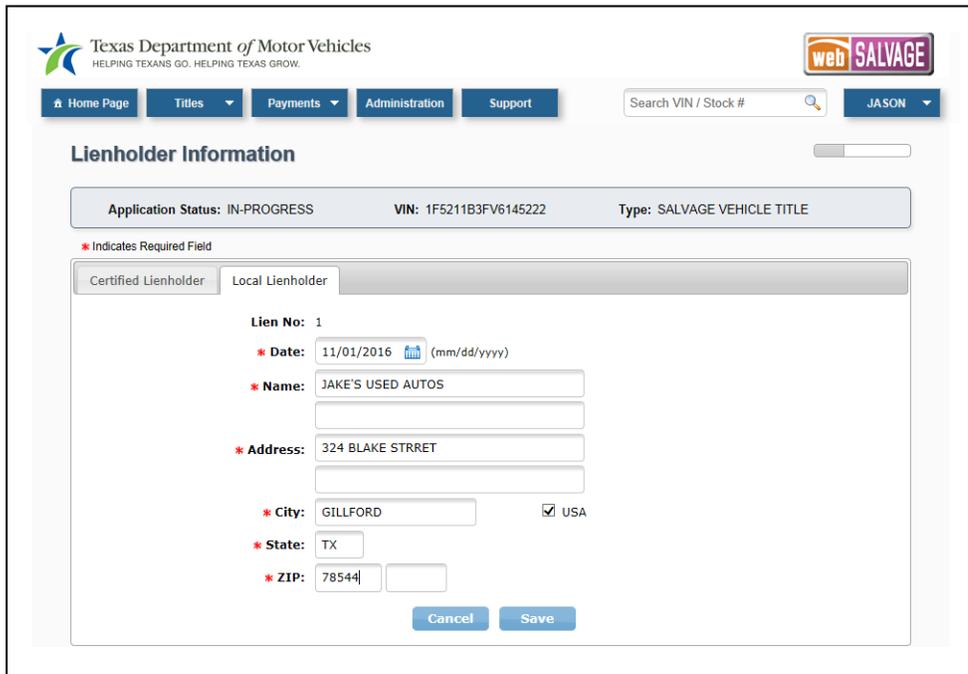
Figure 33: Local Lienholder

8. If you selected the **Certified Lienholder** tab on the Lienholder Information page, enter the Certified Lienholder ID and date of lien. Click **Search**. The Certified Lienholder information will appear at the bottom. Select **Save** once you verify the Lienholder Information is correct.
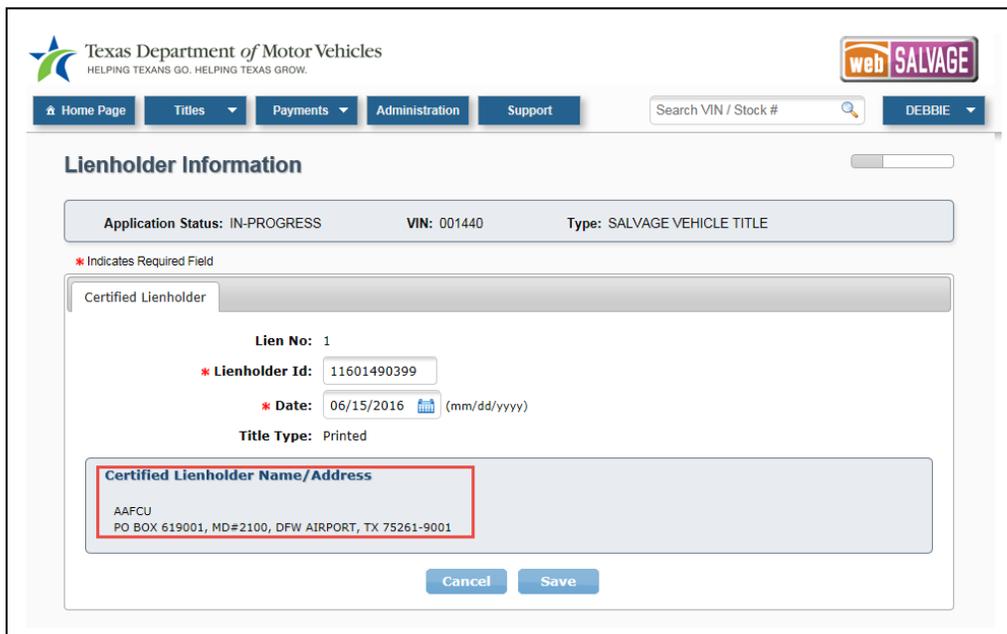
Figure 34: Certified Lienholder Information Is Displayed

Note: A new lien cannot be recorded on a nonrepairable vehicle.

9. The Previous Owner Information page will display. The previous owner is the seller. Complete this information and, click **Next**.

Figure 35: Previous Owner Information Page

10. Complete the applicant information on the Applicant Information page. The name and address auto-populate if the applicant name is already in the system and they are selected using the drop down box. For information about how to add an applicant's information, refer to **Section 4.3.3.** Otherwise, the information must be manually entered. Click **Next**.

Note: The applicant is who you are filing the application for.

Figure 36 Applicant Information

11. After completing the lienholder, previous owner, and applicant information, the appropriate evidence of ownership and other supporting documents can be uploaded. The evidence of ownership and supporting documents can be uploaded as a single PDF file or as multiple, individual files.

Select **View Required Documents List** on the Evidence of Ownership and Supporting Documents page. The missing documents required to complete the application will be listed in the **Missing Documents** pop-up window.
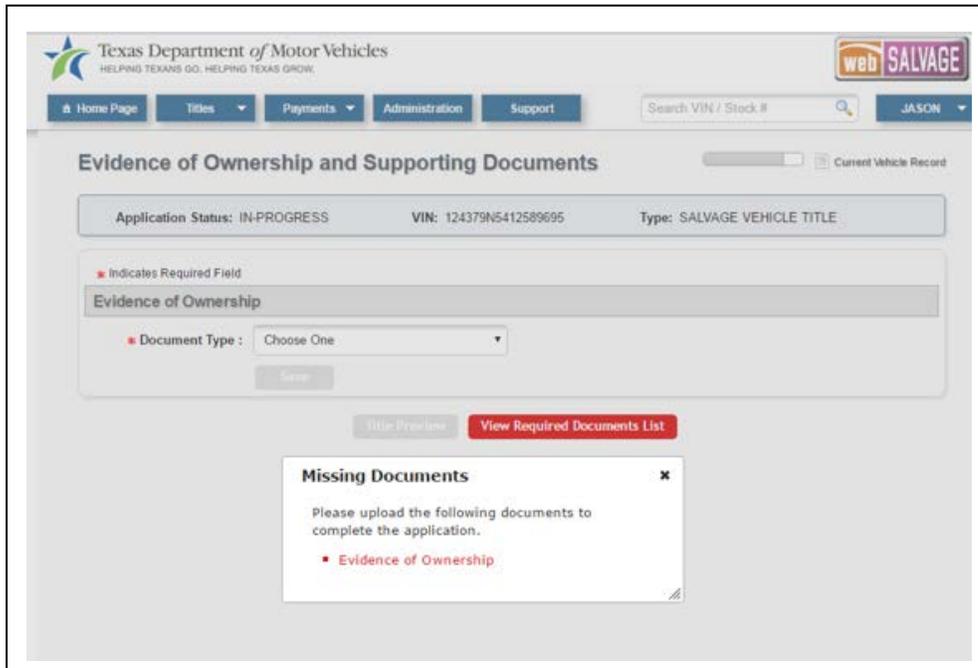
Figure 37: Required Documents List

12. Follow these steps to select the evidence of ownership and upload it along with the additional supporting documents:

    1. Select the type of ownership evidence from the **Document Type** drop down menu in the **Evidence of Ownership** section (**Figure 38**).

Figure 38: Select Ownership Evidence

    2. Click **Save**. The evidence of ownership you have selected will be shown on the page in the **Evidence of Ownership** section.

3. Select the type of evidence you chose in Step 1 from the **Document Type** drop down menu then browse through your computer to find the document, and click **Add**. This attaches the document to the title application (**Figure 39)**. You can also upload a complete transaction.
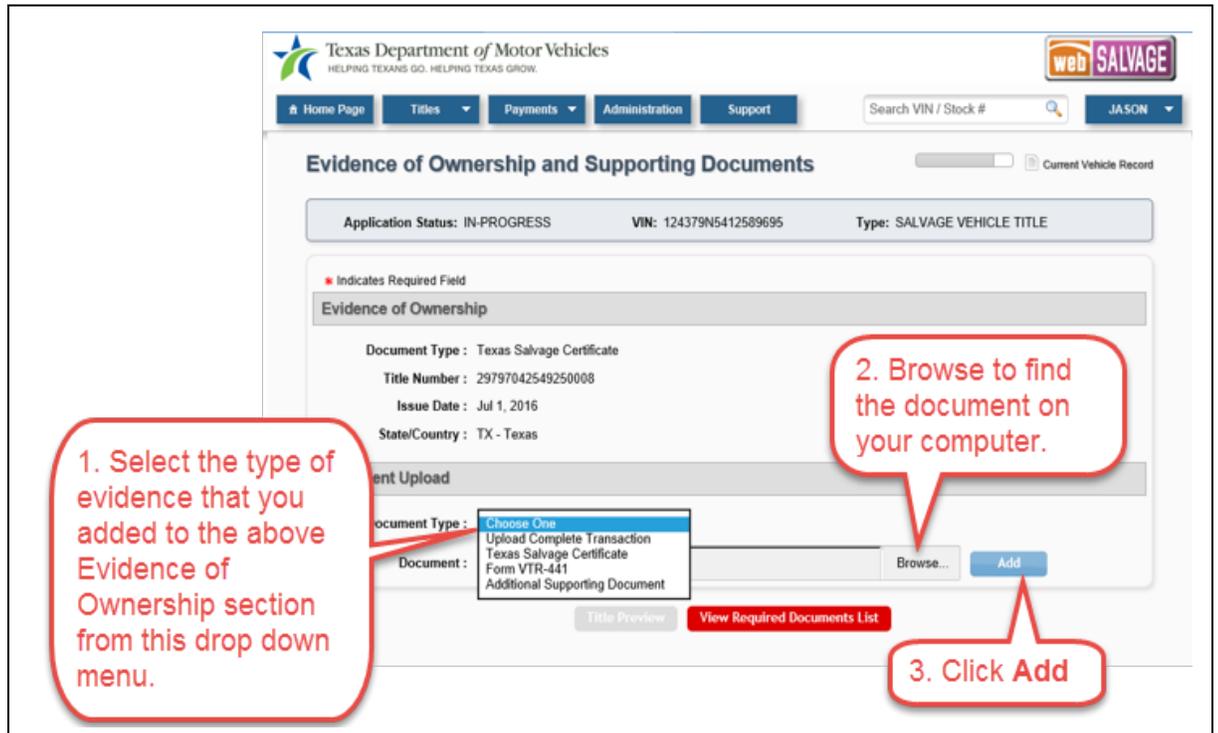
Figure 39: Finding and Adding Evidence of Ownership to a Title Application

4. Follow this procedure to attach other supporting documents to the title application.
5. You can see the list of documents you have added to the title application in the **Document Type** section of the Evidence of Ownership and Supporting Documents page.
6. When you have completed uploading documents, view the Title Preview page by clicking **Title Preview**.

13. **Figure 40** shows the Title Preview page displaying the title application as In-Progress. The vehicle, lienholder, previous owner, and applicant information has been entered, and the evidence of ownership and supporting documents have been uploaded. Fees that are owed are shown in the **Computed Fees** section. Clicking **Void** will void this title application. Clicking **Cancel** will not void the application, but will return you to the Title Search page with In-Progress title applications listed (i.e., the application you were working on has not progressed to the Completed status, but is marked as In-Progress).

If you have completed every section of the Title Preview page and wish to move an In-Progress title application to a Completed title application, click **Complete** on the Title Preview page.

Figure 40: Title Preview Page Showing In-Progress Status

14. **Figure 41** shows the title application with a Completed status.

Figure 41: Title Preview Page Showing Completed Status

Note: Even though the application is marked Completed, it will not be transmitted to TxDMV until payment has been submitted (refer to **5.3**).

5.3 Submitting Completed Title Applications and Making a Payment

After title applications have been correctly completed (as shown in **Figure 41**), follow these steps to make the payment due on the application, and submit it to the TxDMV:

1. From any page, select **Payments > Payments Due** (**Figure 42**) to open the Payments Due page.

Figure 42: Selecting Payments Due

2. The Payments Due page shows all title applications for which payment is still owed. Check one or more boxes for which you will be submitting payment, and click **Submit**.

Figure 43: Selecting the Title Application for Payment

3. When the Record Payment box opens, select either check or online payment type. If you selected more than one application on the Payments Due page to create a batch of title applications for payment (**Figure 43**), and are paying by check, enter the single check number of the check that is paying for all of those applications (**Figure 44**). Click **Proceed to Pay.** This changes the status of the title application(s) to Submitted and submits them to TxDMV. If paying online, click **Proceed to Pay** to open the online payment portal.

Figure 44: Select Payment Type

4. Once payment is complete, the Payments Due page displays with a message on the top of the page identifying the batch number associated with the check or online payment.
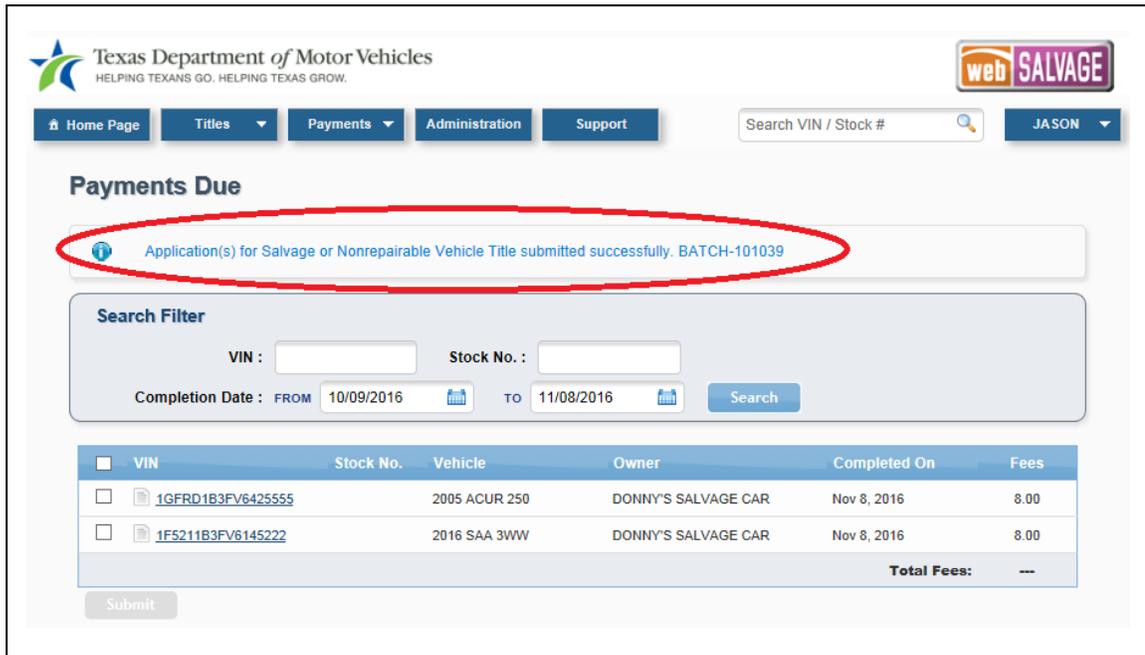
Figure 45: Batch ID Number

5. Although the title application and supporting documents are now submitted to TxDMV, you must mail the payment if paying by check. In the mailing to TxDMV, include the payment (check), matching the amount on the summary report, and the **Summary Report** (refer to **6.2**). No documentation is required to be mailed if paying online.

Note: When paying by check, the summary report, and payment can be mailed in the same envelope.

6. Upon receipt of the payment, TxDMV will review the title application, and if the title application, supporting documents, and fees are correct, TxDMV will mark the title application as Approved and will mail the Salvage or Nonrepairable Vehicle Title to you.

5.3.1 Submitting a Batch of Payments

Instead of making payment for each title application, you can select more than one application and create a batch of applications on the Payments Due page. One payment can then be made for the entire batch.

Figure 46: Creating a Batch of Title Applications for Payment

5.4 Reviewing Completed Payments

If you want to review the title applications you have batched together, go to the Title Search page (from the menu, select Titles > Title Search), and search for the status of Submitted. This will display a list of submitted title applications that have been paid for, and the right-most column will show the Batch ID of the payments. A Batch ID is the identifier given a single or multiple title application payment. Clicking a Batch ID will display the Payments Completed page, which contains the payment details associated with a single payment or batch of payments.

Figure 47: Submitted Titles with Batch IDs

Alternatively, after you have submitted a title application for payment, go to the Payments Completed page if you want to review the payment details for that transaction.

1. You can display the Payments Completed page from any page by clicking **Payments > Payments Completed**. A list of payment batches is shown. The Viewed column indicates whether or not the batch has been viewed by TxDMV.
2. Click on the Batch ID to review the payment details of the batch.

Note: A Batch ID may encompass a payment for a single title application or a group of title applications.

Figure 48: Payments Completed Page Showing a List of Payments

3. View the payment details on the Payments Completed page.

Figure 49: Payments Completed Page Showing Payment Details

Note: From the Payments Completed page the Summary Report for that batch can be printed. The Summary Report is required when submitting payment by check; refer to **(Section 6.2)** for more information.

5.5 Voiding a Title Application

A title application may be voided by clicking **Void** on the Title Preview page of an In-Progress, Returned, or Completed title application.

5.6 Resubmitting a Returned Title Application

A title application may be returned by the TxDMV 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 to Returned, and it can be found in the list of Returned Titles on the Home Page.

Figure 50: Returned Titles Shown on the Home Page

Follow these steps to resubmit a returned title:

1. To see a list of returned title applications, select the **Returned Titles** tab, or click on the number next to Returned in the **Titles** area.
2. Click the VIN of the returned title application you wish to resubmit to TxDMV.

3. 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.
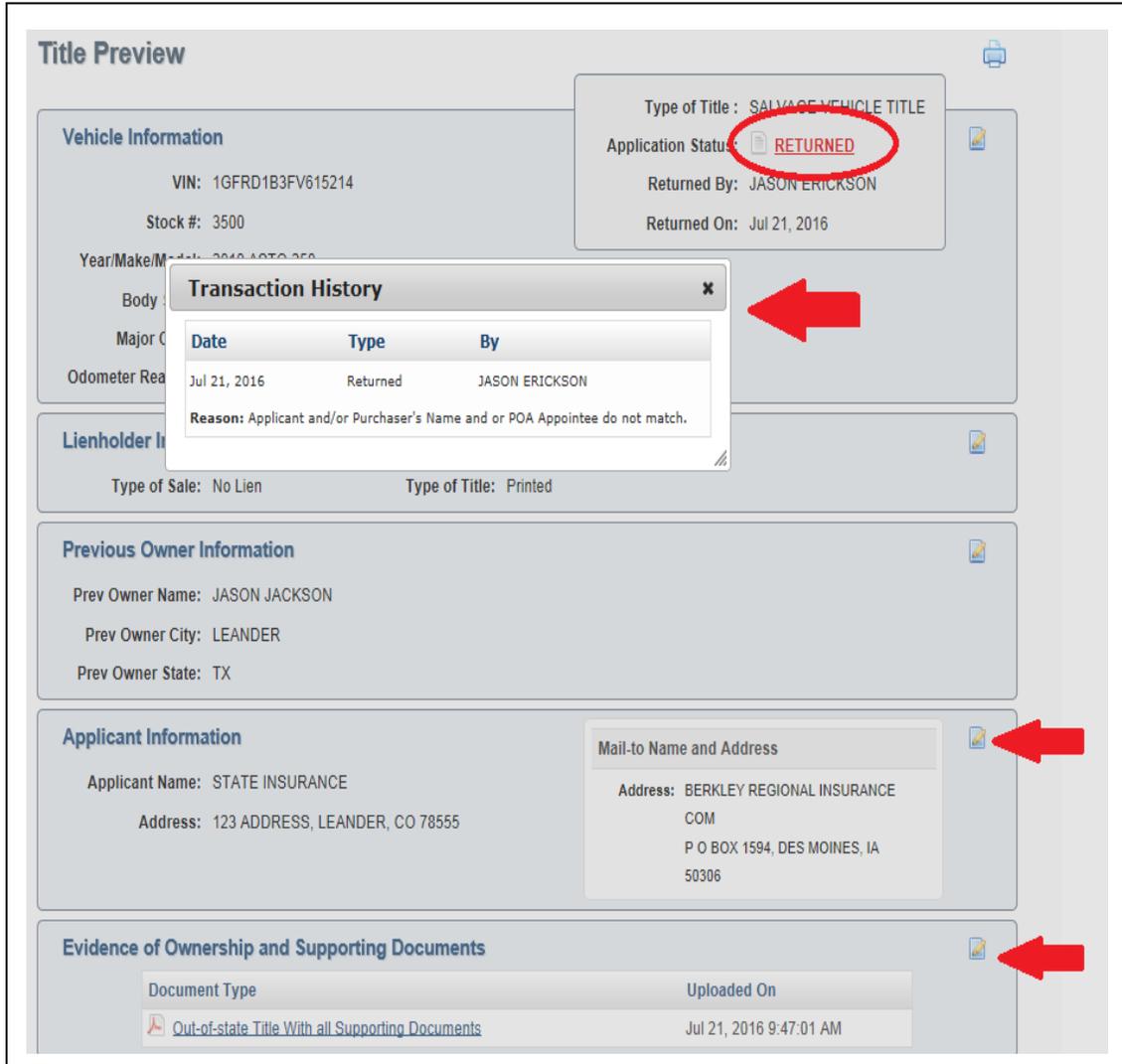
Figure 51: Transaction History Pop-Up

4. Clicking on the icons to the right of a section will open up the section page, so that you can correct the information. Click **Save** when you are finished editing.

5. After the Title Preview page reopens with the corrected information, click **Submit**. The **Submit Returned Title Application** pop-up will open. Enter the reason for the resubmission of the application, and click **Submit**. The status of the application has been changed to Submitted, and it is resubmitted to the TxDMV.

Submit Returned Title Application ✕

Transaction History

Date	Type	By
Jul 8, 2016	Returned	JASON ERICKSON

Reason: Applicant and/or Purchaser's Name and or POA Appointee do not match.

Please confirm, and provide the reason for submission of this title application.

VIN: 1GDG6P1B3FV612678
Vehicle: 2015 GMC 250

Submitted By: JASON ERICKSON

Reason: Applicant name updated.

You have 326 characters remaining

Submit   Cancel

Figure 52: Submit Returned Title Application Pop-Up Window

6. You can confirm the status of the title has changed from Returned to Submitted by seeing it in the list of Submitted Titles on the Title Search page.
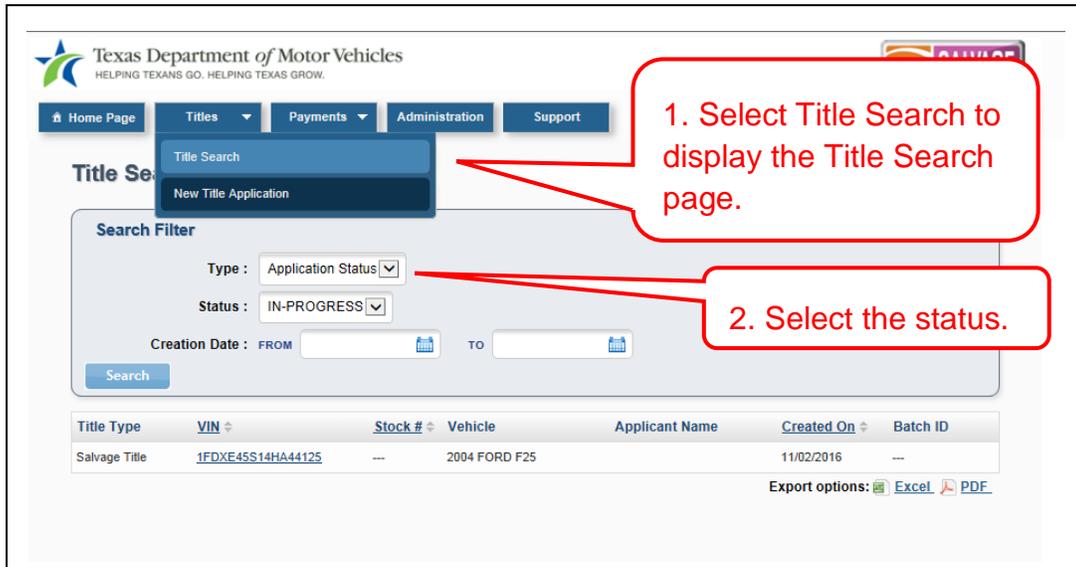
Figure 53: Title Search Page Shows Status of Titles

6 Generating Reports

From the Title Search page, reports can be generated on every stage of a title application as it moves through webSALVAGE. An Excel or a PDF report can be produced for title applications in the following statuses:

- In-Progress
- Completed
- Submitted
- Returned
- Reviewed
- Approved
- Voided

6.1 Status Reports

 Follow these instructions to generate a report on the status of title applications:

1. From any page, click **Titles > Title Search**.
2. Select the applicable status in the Search Filter box.
3. Click **Search**. A list of applicable title applications will be displayed.
4. Click one of the Export options at the lower right of the page (Excel or PDF).

Figure 54: Generating a Status Report

6.2 Completed Payments (Summary) Report

A PDF report can be generated on completed payments. Follow these instructions to generate a completed payments report:

1. On any page, click **Payments > Payments Completed**.
2. Click on the batch for which you want a payment report.
3. On the Payments Completed page for that batch, click the Export options: **Summary Report** at the lower right of the page.
4. The **Summary Report** needs to be included when you mail in the payments for the title applications.

Figure 55: Payments Summary Report

Appendix A: Equipment Requirements

In order for the implementation to be successful, each location must include the proper equipment and infrastructure necessary for the webSALVAGE 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
Internet Explorer	www.microsoft.com/ie	Internet Explorer versions 8.0 and later. *Note: Compatibility Mode should be turned off*
Firefox	www.mozilla.com/firefox	Latest version.
Safari	www.apple.com/safari	Safari is a web browser designed and developed by Apple for the Macintosh Operating System.
Chrome	www.google.com	Chrome is a freeware web browser developed by Google.

You may visit any of the browser's websites to confirm 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 the documents. If you do not already have the program installed, you may click on https://get.adobe.com/reader/ to download Adobe Acrobat Reader.

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 both sides of the ownership evidence.

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

¼ in. Height **SURRENDERED**

2 1/4 in. Length

Figure 56: Surrendered Stamp