West Virginia Dealer Association Training
2022
Message from the Commissioner

Over 100,000 Titles issued in new system!!!

Titles in 2021 were issued 30 days from car sale

Titles in 2022 were issued 17 days from car sale
Overview

- Electronic Liens and Titles
- DMV Collection Changes
- Upcoming New Features
- Using Dealer Portal and VRS
Electronic Liens and Titles
Electronic Lien and Title

Electronic Lien & Title is a program that allows for the electronic exchange of lien and title information with lienholders in lieu of a paper certificate of title.

- **REDUCE**
  - Fraud, errors, confusion at the end of the loan, & lengthy cycle times

- **ELIMINATE**
  - Paper storage, mailing/handling costs, & “lost” titles

- **IMPROVE**
  - Customer service, secure online storage, ease of lien management, real-time lookup, & customer experience
ELT Life Cycle

1. Customer is pre-approved for an auto loan
2. Dealer creates Title Application through VRS or CVR
3. Title Application is submitted to the DMV
4. DMV approves the Title Application
5. DMV requests confirmation of the lien from the lending institution
6. Lending institution verifies the lien with the DMV
7. Lending institution holds electronic title for life of loan
Selling a Car with ELT

1. Payoff Loan with Bank with instructions on where to send title.

2. Bank will release lien

3. Bank will request paper title mailed to Dealership

4. DMV mails title directly to the Dealership
How Banks or Buy Here/Pay Here Enroll

https://dmv.wv.gov/elt
DMV Collection Changes
DMV Money Collection Changes

Current DMV Collection Process
14 days after transaction created

OR

Immediately after DMV issues title

New DMV Collection Process
Immediately after DMV issues title

Changes will go in effect in December 2022

Portal fees still collected on the 10th of each month for proceeding month.
Upcoming New Features

- **New Transaction types**: Salvage, Reconstructed, Repossessions
- **New Tax-Exempt Reasons**: Military, Senior Center
- **Additional Editing Capabilities in Dealer Portal**
- **Multiple Owner/Address Support**
- **DMV Fee Corrections**
- **No More Coversheets**
Future Editing Capabilities in Dealer Portal

In addition to the current editable fields, the following fields will be editable *SOON!*

**Vehicle Details**
- VIN
- Make
- Model
- Model Year
- Body Style

**Trade-Ins**
- Addition/removal of trade ins

**Lien Info**
- Addition/removal of liens

**Sale Info**
- Sale Type
- Company Name (if Lease)
- Company Code (if Lease)
- Transaction Date
- Purchase Price (if Purchase)
- Lease Price (if Lease)
- Down Payment (if Lease)
- Monthly Payment (if Lease)
- Term (if Lease)
- Tax Status
- Tax Exempt Reason (if status is EXEMPT)

**Insurance Info**
- Insurance Company Information
- Policy Information
Using Dealer Portal and VRS
Creating and Submitting Title Requests

1. Select “Create New Vehicle Registration” under “Vehicle Registration Tools”
2. Choose transaction type
3. Follow guided steps for your transaction. You will need transfer information, owner information, vehicle information, purchase price (excluding trade-ins), previous title state, trade-ins, liens, insurance information, and odometer statement. You will also need an Inventory Control Number for temp tags.
4. Print Temp Tag or Transfer Slip along with completed TR-1/ DMV-1L form.

When ready to send to DMV
5. Login to VRS and find transaction.
6. Click on the “Upload Documentation” button.
7. Upload MCO/previous title, other supporting documentation, and system generated TR-1/DMV-1L form to DMV. Do not mail a check or any paperwork.
8. Submit to DMV
9. Keep original documents for 3 years in paper or electronic form.
Title Applications are organized into the following statuses:

**PENDING**
The Title Application has been initiated. Additional action, such as evidence upload, is required for submission.

**SUBMITTED**
The Title Application is complete and has been submitted to the state DMV for review & processing.

**APPROVED**
The Title Application has been approved by the state DMV.

**REJECTED**
The Title Application has been rejected by the state DMV. Additional action is required for resubmission.
To view the status of a Title Application:

Use the status toolbar to view Title Application by their associated statuses

The status of the Title Application will display in the Title Details section of the record
# Editing Fields in Dealer Portal

As of today, the following fields can be edited in Dealer Portal:

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Title</td>
<td>Previous Title Number, Previous Title State</td>
</tr>
<tr>
<td>Owner Details</td>
<td>Full Name, Email, Phone, Phone Type, Address, Identification</td>
</tr>
<tr>
<td>Vehicle Details</td>
<td>Fuel Type, Use, Brands, Odometer, Measurements (Weight)</td>
</tr>
<tr>
<td>Lien Info</td>
<td>Issue Date, Type, Amount (Note: Lienholder Name &amp; Address can be edited for paper liens only)</td>
</tr>
<tr>
<td></td>
<td>**Note: Lienholders’ names &amp; addresses **ARE NOT to be edited for ELT liens! <strong>!</strong></td>
</tr>
<tr>
<td>Trade-Ins</td>
<td>Owner Name, VIN, Make, Model, Year, Title Number, Title Region Code, Amount</td>
</tr>
</tbody>
</table>
Editing Fields in Dealer Portal

To the fields of a Transfer Agreement:

1. Select the 3 dots to access the edit function

2. Select the edit button to begin editing the Transfer Agreement

3. Edit the desired fields & select the save button when editing is complete to save the Transfer Agreement
Dealing with Rejection...

• Send back/DMV Rejections notices are no longer mailed

• Two options to see them:
  • VRS Email Alerts
  • Rejected Tab in Dealer Portal

• Review the reason from DMV and resubmit through Dealer Portal
Manage Contact Information and Email Settings

- Available to administrative users only
- Can update dealership addresses, low Inventory warning, and maximum vehicle sale price
- Can signup for system generated emails which includes rejections

Steps:
1. Click on “Contact Information and Email Settings” under Dealership Management
2. Select Dealership location and click “Edit”
3. Update information as desired.
4. Click “Save”
1. Dealership notified via current sendback process.
2. Locate request on the “Rejected” tab of the Dealer Portal.
3. Click “Edit” and make any necessary changes, including uploading any additional evidence.
4. Click “Submit to State.”
Please note our phone number and email address has changed!

Phone: 877-260-5414

Email: vrs@wvinteractive.com

Training Videos: https://dmv.wv.gov/vrs