



# West Virginia Dealer Association Training 2024



## Message from the Commissioner

- **Over 1.6 Million Titles in New System**
- **Titles issued within 19 days from sale of car**
- **50% Faster than 2021**
- **Test Driver Fraud**



# Overview

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- Saving Lien Holders
- Managing Contact Information and Emails
- Using Dealer Portal and VRS
- Duplicate Title Portal

# Saving Lien Holders in VRS

# Saving Lien Holders

VRS allows you to auto-fill lien holder information for faster and more accurate transactions. You can save multiple lien holders.

Steps:

1. Under Dealership Management, click “Manage Lien Holders”
2. Start typing the name of the bank and if it’s enrolled in ELT, remaining information will auto complete
3. Fill in address if need
4. Click Add button.

## Dealership Management

Contact Information and Email Settings

Manage Emergency Tags

Void Control Number

Order Supplies

Order DMV Forms

Manage Users

Manage Lien Holders

Manage Owners



# Managing Contact Information and Emails

# 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. Under the contact information section, enter email address and choose email type:  
Sent Back
4. Click “Add”
5. Add multiple if you wish
6. Scroll to bottom of page and hit ‘Save’

## Dealership Management

Contact Information and Email Settings

Manage Emergency Tags

Void Control Number

Order Supplies

Order DMV Forms





# Using VRS and Dealer Portal

# 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.

[Demo](#)

# Viewing Status in Dealer Portal

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.

# Viewing Status in Dealer Portal



Q Title Number

Title Number

SEARCH



- Title Applications ^
- Pending**
- Submitted
- Approved
- Rejected

Date Created	Title Number ↓	VIN	Vehicle Details	Owner
05/16/2024	NVRZ00FL8860	4S3BNEN61G3006094	2016/SUBA/LEG	WUNDERLICH, JOYCE OR CARL
12/12/2022	NVRT00001766	1C4RDJG9JC385633	2018/DODG/DUR	WATSON, JANE A
10/12/2022	NVRT00001656	JS2AE35S9R5104333	1994/SUZI/SFT	Test Owner 5
05/26/2022	NVR866499415	1C6RR6NT8FS583506	2015/RAM/150	Kessler, Gilbert O

Use left navigation to search by status

Transaction Detail: NVR000003707

UPLOAD EVIDENCE

View Status on Transactions

Title Details **PENDING**

# Editing Fields in Dealer Portal

Transaction Detail: NVR000003707 VOID SUBMIT TO STATE

UPLOAD EVIDENCE 1 EDIT

Title Details PENDING

Sections  
[TITLE DETAILS](#)  
[PREVIOUS TITLE](#)



Transaction Detail: NVR000003707 VOID

UPLOAD EVIDENCE CANCEL SAVE 3

Previous Title

\*Previous Title State  
Statement of Origin Previous Title Number

2

# Withdrawing a Transaction

Transactions that have been submitted to DMV but **not yet approved** can be withdrawn to allow for edits and resubmit to DMV.

1. Search for the transaction needing correction
2. Click “Withdraw” in top right
3. Click “Edit” and make any necessary changes, including uploading any additional evidence.
4. Click “Submit to State.”

Transaction Detail: NVR000003614 WITHDRAW

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Title Details SUBMITTED

Type	Region	Origination System
ORIGINAL	West Virginia	VRS
Dealer Certification Name	Dealer License Number	
Digital Dealership	DUC00000	

Sections

- [TITLE DETAILS](#)
- [PREVIOUS TITLE](#)
- [OWNER DETAILS](#)
- [VEHICLE DETAILS](#)
- [REGISTRATION](#)

# Resubmitting a Rejected Transaction

Dealership notified via current sendback process.

1. Locate request on the “Rejected” tab of the Dealer Portal.
2. Review Rejection Reason
3. Click “Upload Evidence” or the “...” to edit and make any necessary changes
4. Click “Submit to State.”

Transaction Detail: NVR000001942

VOID **SUBMIT TO STATE**

**3** **UPLOAD EVIDENCE** **EDIT**

**2** **Rejection Reason**  
Evidence Does Not Match Application. Note: testing

**4**

Title Details REJECTED

Type	Region	Origination System
ORIGINAL	West Virginia	VRS

Sections

- TITLE DETAILS
- PREVIOUS TITLE
- OWNER DETAILS
- VEHICLE DETAILS
- REGISTRATION
- INSURANCE
- LIEN(S)
- SALE

# Duplicate Title Requests



# Duplicate Title Requests

- Submit Online for Faster Service
- Ability to request title to be printed without liens being released
- Ability to track progress
- Ability to respond to rejections without completing new form
- Receive title in the mail shortly after approval

## Vehicle Registration Tools

Create New Vehicle Registration  
Continue a Pending Registration  
Reprint Temp Tag Permit  
Amend Vehicle Registration  
Void Vehicle Registration  
Upload Registration  
Print Blank Documents  
**Request Duplicate Title**

<https://go.wv.gov/dealerduptitle>

# VRS Support

Phone: 877-260-5414

Email: [vrs@wvinteractive.com](mailto:vrs@wvinteractive.com)

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



**tyler**  
technologies