

Vehicle Registration System (VRS)

Digital Documentation Upload

User Guide

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wwinteractive

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WVDMV DIGITAL TITLING OVERVIEW

The new Dealer Submission Portal will allow you to upload electronically your paperwork to the WVDMV. As part of the system, you will NOT mail anything to DMV unless directly requested by DMV. You must be a VRS user and use a full filing in order for these instructions to apply. If you are using an Express Registration, you must “Complete Express Registration” to access electronic upload feature.

You are responsible for keeping your original documents for a total of 5 years with the first 2 years being in paper form and the remaining 3 years can be paper or electronic. The online systems provided by the state do not count as storage areas.

As part of this system, there is an additional \$25.00 digital titling fee that can be passed onto the user as a separate line item on the invoice. The \$25.00 will be collected with your monthly VRS portal fee on the 10th of each proceeding month. This fee does NOT replace any existing fees.

Creating a Full Filing

1. Login to the system at <https://apps.wv.gov/dmv/vrs>
2. Start a full Vehicle Transaction from the main menu by clicking on “Create New Vehicle Registration” under Vehicle Registration Tools section.

The screenshot shows the user interface of the Vehicle Registration System. At the top, there is a navigation bar with the West Virginia logo and the text "west virginia State Agency Directory | Online Services". Below this is the "West Virginia Department of Transportation Division of Motor Vehicles" header. The main content area is titled "Vehicle Registration System" and includes a "Current Dealer Group: West Virginia Interactive (Change)" link. The main menu is divided into several sections: "Message Center" with a notification for 524 DMV Filings, "Express" with a "Learn More" link, "Vehicle Registration Tools" (where "Create New Vehicle Registration" is highlighted with a red box), "Search Tools", "User Options", and "Dealership Management".

3. Go through like you do today and create your transaction.
4. Enter one of the control numbers sent to complete your transaction.

5. Print the TR-1 form, but skip printing the cover sheet and temp tag. Make note of the title number for later.

Create New Vehicle Registration – Title and Registration Application

Congratulations, your registration was successfully processed.
You will need ADOBE Reader, which is a free plug-in, to view and print your documents.
Please make sure you load the correct TRP paper into your printer and click "Generate and Print TRP" once ready.

Based on the information you entered, we have determined that you may need to submit the following documents to the DMV documents not shown, but you traditionally submit, you should send them as well. The DMV will not process your filing until the paperwork.

- Original Title (if already titled in West Virginia)
- Title Application - (if not already titled in West Virginia)
- Manufacturer's Statement of Origin (if new vehicle/trailer/boat never titled in any state)
- DMV Coversheet generated by online system

Documents

Step 1: Verify that you loaded the correct TRP paper with Inventory Control Number **173001** into your printer.
Step 2: **Generate and Print Temporary Plate**
Step 3: Load regular paper into your printer.
Step 4: **Generate and Print Title Application (DMV-1-TR)** (Optional if previously titled in WV)
Step 5: **Generate and Print DMV Cover Sheet**

Transaction ID: **87745**
Inventory Control Number: **173001**
TRP Number: **112208**
Title Number NVR000001133
Vehicle Identification Number: **3TMCZ5ANXNM457073**
Completed On: **11/12/2021 at 4:57 PM**
Payment Pending (Estimated ACH Withdrawal Request
Date: 11/27/2021)

READY TO SEND DOCUMENTATION TO DMV – Full Filing

6. If you haven't already, scan and save all of your documents to your computer. Remember if your scanner supports multiple pages, just scan everything into one packet.
7. Go back to the main menu of VRS by clicking Home in the top right-hand corner.
8. Press Ctrl+G on your keyboard and type in the title number to open that transaction directly and select "Go".

Jump to Transaction [X]

Transaction #:

Title #:

If this doesn't load your transaction, then you can find your transactions in Transaction Reports:

1. On main menu, under Transaction Reports, click on 'Advanced Search'
2. Right under the Activity Report header, you will see a drop down that says, 'Search on...', click on the box and choose Title Number
3. To the right of the drop down, type in your title number

4. Click 'Search'

Activity Report

Title Number

OR

Search Type: Full Filings Express Filings Both

Dealership License:

Dealership Locations:

Date Range: To

Status:

5. In the results, click on the 'Trans #' to open the details.

Trans #	Dealer License	TRP #	Title #
87745	DUC00000	112208	NVR000001133

9. Once you find your transaction, click on the 'Upload Documentation' button.

TRANSACTION DETAIL REPORT: 87703
 Audit Id: 2eee1bcc-96c4-4aee-bd64-cd41b1a09ffc

Title and Registration Application Without Temp Tag
 Void | Amend | Print DMV Forms

Vehicle Information

Sale Date: 11/1/2021
 Title Number: NVR000001107

10. Review the title information verify all information is correct.
11. If you want to edit it, click on the button with three dots in top right and choose 'Edit'. Once done, click 'Save' Note: you cannot edit anything that impacts DMV fees associated the deal

Pending Submitted Approved Rejected

Transaction Detail: NVR000001107

Title Details PENDING

Sections
[Title Details](#)
[Owner Details](#)

12. Click on the 'Upload Evidence' button in top right

Pending Submitted Approved Rejected

Transaction Detail: NVR000001107

Title Details PENDING

Sections
[Title Details](#)
[Owner Details](#)

13. You can Drag & Drop your file or click on the box to browse for your file.

14. Choose the type of document.


Body Category	Primary Exterior Color	Secondary Exterior Color
97	—	—
Use	Commercial Vehicle	Vehicle Class
—	No	A - Cars and Trucks
Reading Date	Odometer Status	
11/01/2021	Actual Mileage	

15. Repeat as needed to upload more documents. Note: DMV has requested that documents come in Packet format, scanned into one document.

16. Once finished uploading your documents, click 'Save'

Upload Evidence

Attach evidence for this transaction.


Drag & drop file(s) or browse

File Name	Type
vv-packet.pdf	PACKET ✕

CANCEL SAVE

17. Click the 'Submit to State' button

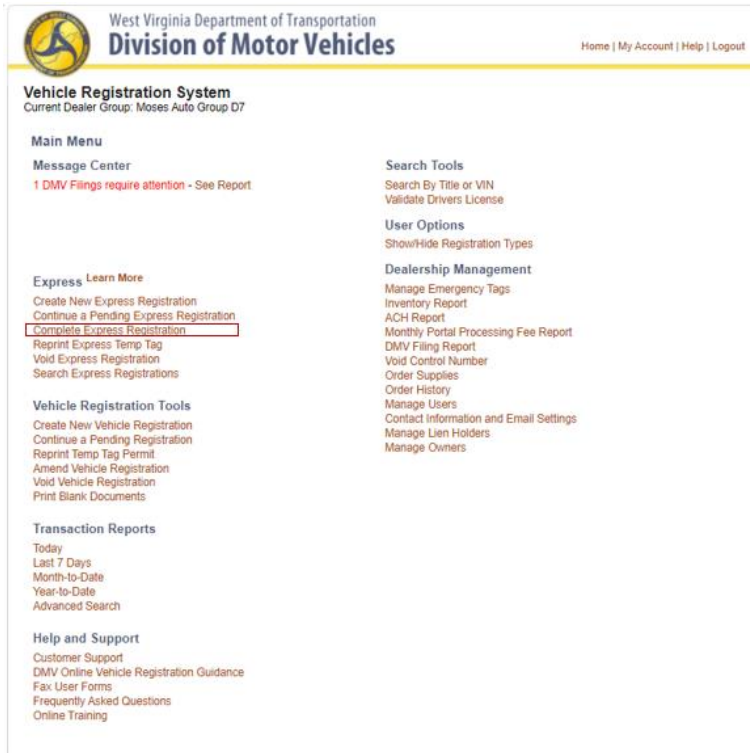
Pending Submitted Approved Rejected

Transaction Detail: NVR000001107

UPLOAD EVIDENCE SUBMIT TO STATE ...

Converting an Express transaction to a Full Filing

1. Complete the express registration
2. When ready to convert to full filing, click “Complete Express Registration”



3. Find registration you need to complete and click “Complete”



4. Follow guided steps for your transaction. You will need purchase price (excluding trade-ins), previous title state, trade-ins, liens, and odometer statement. Information previously entered on express form will be prefilled.

READY TO SEND DOCUMENTATION TO DMV – Express Filing

1. If you haven’t already, scan and save all of your documents to your computer. Remember if your scanner supports multiple pages, just scan everything into one packet.
2. Go back to the main menu of VRS by clicking Home in the top right-hand corner.

- Press Ctrl+G on your keyboard and type in the title number to open that transaction directly and select "Go".

If this doesn't load your transaction, then you can find your transactions in Transaction Reports:

- On main menu, under Transaction Reports, click on 'Advanced Search'
- Right under the Activity Report header, you will see a drop down that says, 'Search on...'.', click on the box and choose Title Number
- To the right of the drop down, type in your title number
- Click 'Search'

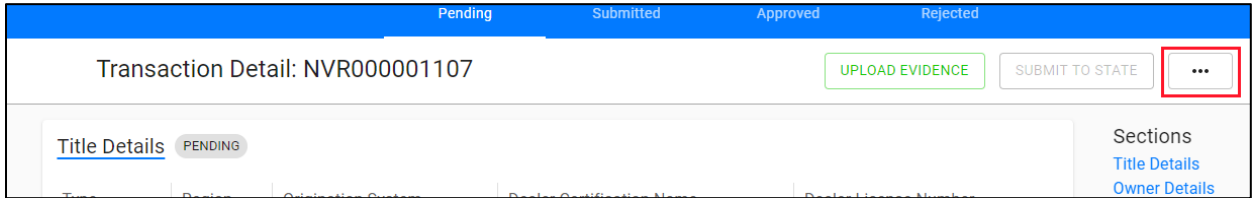
- In the results, click on the 'Trans #' to open the details.

Trans #	Dealer License	TRP #	Title #
87745	DUC00000	112208	NVR000001133

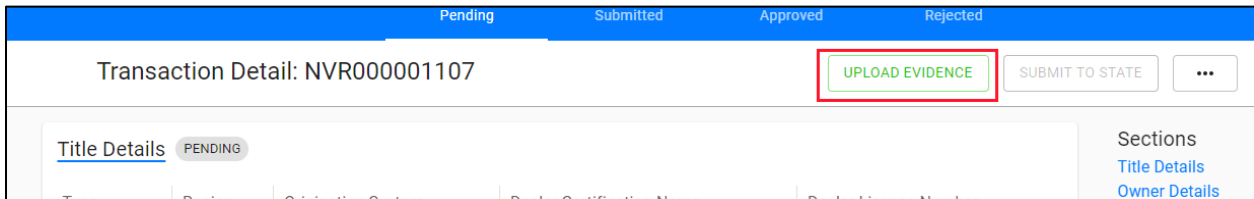
- Once you find your transaction, click on the 'Upload Documentation' button.

- Review the title information verify all information is correct.

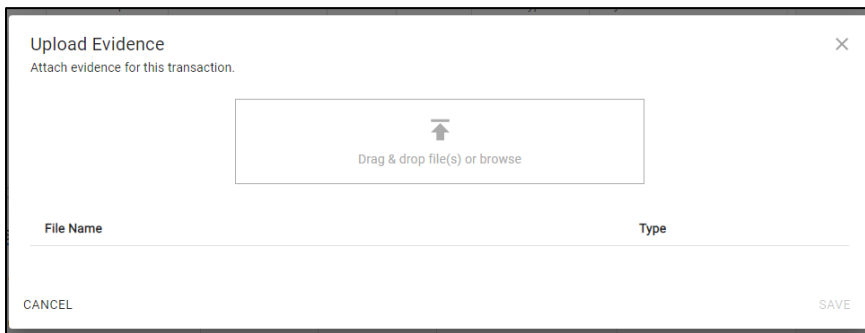
13. If you want to edit it, click on the button with three dots in top right and choose 'Edit'. Once done, click 'Save' Note: you cannot edit anything that impacts DMV fees or Vehicle VIN associated the deal



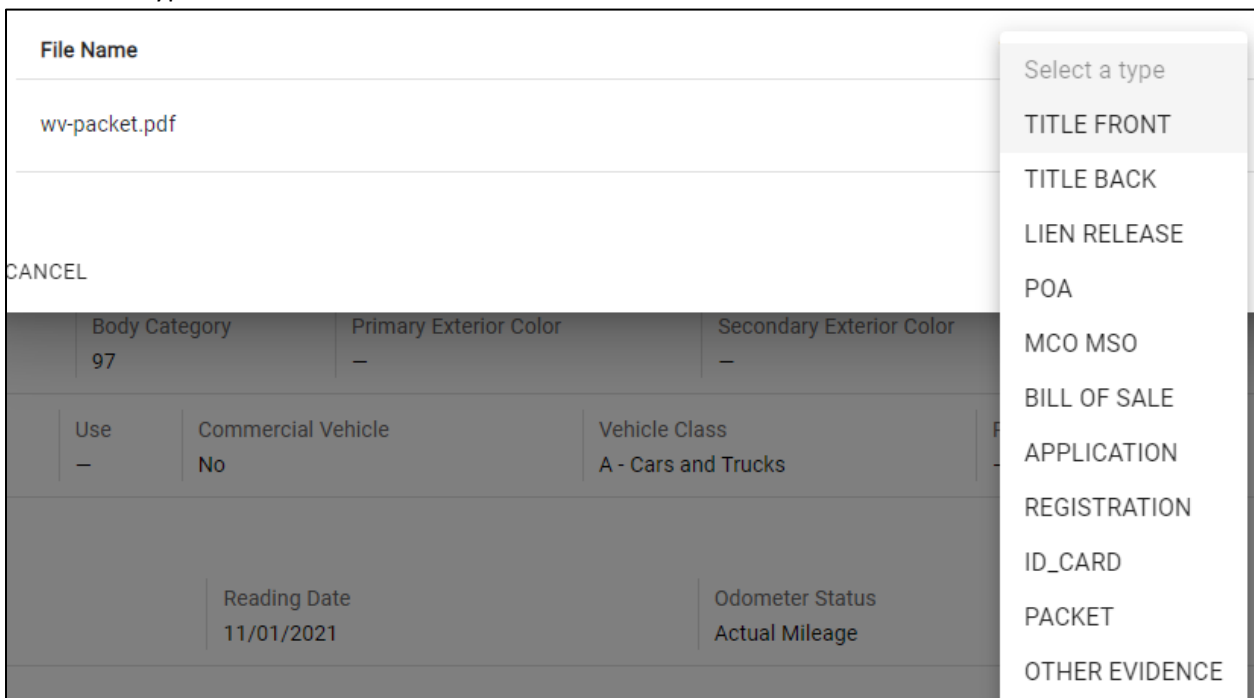
14. Click on the 'Upload Evidence' button in top right



15. You can Drag & Drop your file or click on the box to browse for your file.



16. Choose the type of document.



- Repeat as needed to upload more documents. Note: DMV has requested that documents come in Packet format, scanned into one document.
- Once finished uploading your documents, click 'Save'

File Name	Type
wv-packet.pdf	PACKET

- Click the 'Submit to State' button

Transaction Detail: NVR000001107

UPLOAD EVIDENCE SUBMIT TO STATE ...

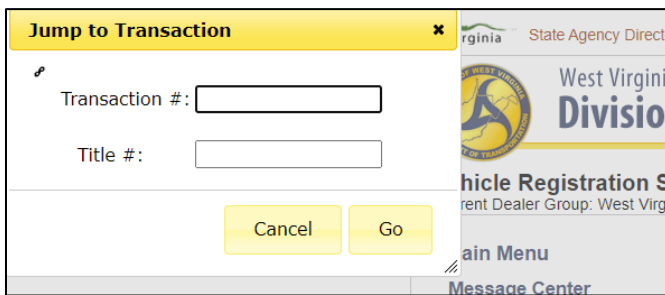
Dealing with Send Backs/Rejection

If you get a send back, these titles will show under the Rejected tab in the Dealer Submission Portal.



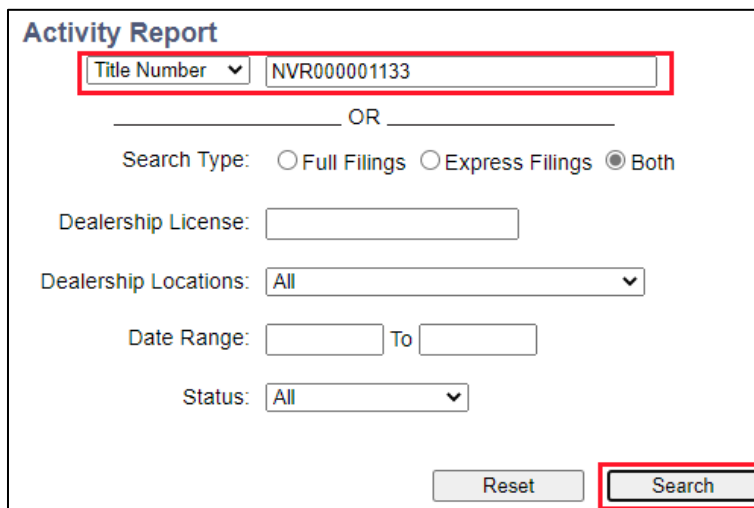
You will also get a sendback document issued by DMV that can be viewed within VRS under the transaction details. To view the transaction details:

1. Go back to the main menu of VRS by clicking Home in the top right-hand corner.
2. Press Ctrl+G on your keyboard and type in the title number to open that transaction directly and select "Go".



If this doesn't load your transaction, then you can find your transactions in Transaction Reports:

11. On main menu, under Transaction Reports, click on 'Advanced Search'
12. Right under the Activity Report header, you will see a drop down that says, 'Search on...', click on the box and choose Title Number
13. To the right of the drop down, type in your title number
14. Click 'Search'



Activity Report

Title Number ▼ NVR000001133

OR

Search Type: Full Filings Express Filings Both

Dealership License:

Dealership Locations: All ▼

Date Range: To

Status: All ▼

Reset Search

15. In the results, click on the 'Trans #' to open the details.

Trans #	Dealer License	TRP #	Title #
87745	DUC00000	112208	NVR00000113

16. Scroll down to the transaction history section and click on the 'Sendback Form' link

Transaction History

Date/Time	TRP#	Trans ID	Type	Reason	User	Comment
1/25/2022 9:37:00 PM		90091	SentBack		wsmith	Registration on transfer plate was expired Sendback Form
1/25/2022 3:25:17 PM		90091	DigitalTitleRejected			Rejected By DMV

In most cases, the issue will be documentation based. In these cases, just click on the Upload Documentation button and upload new documentation to DMV. Resend to DMV once completed.

If the sendback is requesting additional funds:

1. Print the sendback form from VRS
2. Write a check to DMV.
3. Scan the sendback form and check as a document in the Dealer Submission Portal.
4. Mail form and check to DMV.
5. In Dealer Submission Portal, submit deal back to the state.

Amending Digital Deals Before Submitting to DMV

**Note: If you have already submitted your deal to DMV and it is still in the "Submitted" state, please contact the helpdesk to have it rejected. If you need to make changes requiring additional funds, print the coversheet and mark necessary changes. You will need to upload the corrected coversheet and a scan of check being mailed to DMV in Dealer Submission Portal. You cannot use this process to change VIN.*

You can edit most details of a transaction as long as they don't change the VIN or fees due. To edit the deal, you will need to open the transaction in the Dealer Submission Portal and edit it. To do so:

1. If you haven't already, scan and save all of your documents to your computer. Remember if your scanner supports multiple pages, just scan everything into one packet.
2. Go back to the main menu of VRS by clicking Home in the top right-hand corner.
3. Press Ctrl+G on your keyboard and type in the title number to open that transaction directly and select "Go".

If this doesn't load your transaction, then you can find your transactions in Transaction Reports:

4. On main menu, under Transaction Reports, click on 'Advanced Search'
5. Right under the Activity Report header, you will see a drop down that says, 'Search on...', click on the box and choose Title Number
6. To the right of the drop down, type in your title number
7. Click 'Search'

8. In the results, click on the 'Trans #' to open the details.

Trans #	Dealer License	TRP #	Title #
87745	DUC00000	112208	NVR00000113

9. Once you find your transaction, click on the 'Upload Documentation' button.

TRANSACTION DETAIL REPORT: 87703
Audit Id: 2eee1bcc-96c4-4aee-bd64-cd41b1a09ffc

Title and Registration Application Without Temp Tag
[Void](#) | [Amend](#) | [Print DMV Forms](#) Upload Documentation

Vehicle Information

Sale Date: 11/1/2021
Title Number: **NVR000001107**

10. If you want to edit it, click on the button with three dots in top right and choose 'Edit'. Once done, click 'Save' Note: you cannot edit anything that impacts DMV fees or Vehicle VIN associated the deal

Pending Submitted Approved Rejected

Transaction Detail: NVR000001107 ...

UPLOAD EVIDENCE SUBMIT TO STATE

[Title Details](#) PENDING

Sections
[Title Details](#)
[Owner Details](#)

Frequently Asked Questions:

Q: Can I still mail paperwork or money to the DMV on digital deals?

A: No. If you mail in paperwork for a digital deal, it will be returned. You must submit it via the Dealer Submission Portal. The only time that you will send in paperwork or additional fees is when directly requested by DMV to do so.

Q. Do I still mail in paperwork for deals completed before my dealership is switched to digital?

A. Yes. All deals submitted and issued a 7 digit title number will still be mailed to DMV for processing. This would be any deal that you had outstanding before switched over.

Q: I typically only use the Express feature; can I still use the digital upload feature?

A: Yes, but you must first convert the express filing to a full filing before you can access the upload documentation feature.

Q: What if I made a mistake on a digital deal? Can I edit my information once the transaction has been completed in VRS?

A: Most of the information submitted can be edited while in the "Pending" tab. You cannot edit VIN information – so triple check your VIN before you submit. VRS provides a validation feature that populates the vehicle data based on the VIN provided. If your vehicle information is incorrect, your VIN has likely been entered incorrectly.

Q: I see there's a \$25 fee for the Digital Title Fee. Am I responsible for this fee?

A: This fee can be passed on to the customer! After 24 hours, the fee is non-refundable. So if have to void and resubmit for some reason such as wrong VIN, you will have to pay the Digital Title Fee on the corrected submission. Digital Title Fees are collected on the 10th of each month for the preceding month.

Q: When my transaction has been submitted on a digital deal, how long will it take DMV to see the transaction.

A: As soon as your transaction is successfully submitted to the state, it will immediately be put into the DMV queue for review. Processing time will vary, but you can access check your Submitted, Approved, and Rejected tabs to see when DMV has acted on your submission.

Q: What happens when a digital deal is rejected?

A: When you see a transaction in the "rejected" tab, don't worry. DMV will process this as a sendback and you will be able to follow the typical sendback process. If your sendback does not require a void, or additional funds, you can easily upload additional documentation into your transaction right in the rejected transaction and resubmit it to the DMV for review.

Q. What should I do if I realize any information is wrong and the customer has already left my office?

A. If vehicle information (VIN) on the temporary tag is incorrect then you must void the transaction. The customer must return the incorrect temporary tag in order to receive a new, correct tag. You must physically have the voided temporary tag in order to receive a refund!

If you only need to make minor changes to a filing (such as lien, insurance, address, etc.) you may amend the transaction in the Dealer Submission Portal before you submit to DMV for approval. If you have already submitted to DMV for approval and its pending DMV, please contact the Help Desk to have your transaction rejected.

Q. What should I do if the lien falls through and a new lienholder is involved with a transaction?

A. You may amend the transaction in the Dealer Submission Portal before you submit to DMV for approval. If you have already submitted to DMV for approval and its pending DMV, please contact the Help Desk to have your transaction rejected.

Q. How do I get a refund for voided transactions?

A. You must first void the transaction within VRS. Then follow the instructions closely that immediately follow a void. For transactions that are voided before funds are collected, a refund will not be necessary. For voided transactions that occur after the funds have been collected, you must complete a [DMV Application for Refund \(DMV-38-AB\)](#) and submit it to the DMV. If your transaction is pending at DMV, please contact the Help Desk to have your transaction rejected to allow you to void.