

Vehicle Services Division

County Officials Orientation Program 2018

Welcome!

OVERVIEW OF THE TN DEPT. OF REVENUE

ABOUT VEHICLE SERVICES

- HOW EACH VS WORK UNIT WORKS WITH THE COUNTIES
- ➤ WHAT'S COMING UP!



About TN Dept. of Revenue



As Tennessee's chief tax collector, Revenue (DOR) is responsible for the administration of state tax laws and motor vehicle title and registration laws established by the legislature and the collection of taxes and fees associated with those laws.



LINKS

About the Dept. of Revenue (video)

https://www.youtube.com/watch?v=EqVehaU27QE&feature=youtu.be

Department of Revenue's website

https://www.tn.gov/revenue/

Revenue's Annual Report

https://www.tn.gov/revenue/news---events/hot-topics/annual-report-now-available.html

Legislative Summaries

https://www.tn.gov/revenue/tax-resources/legal-resources/legislative-summaries.html

County Clerk Guide

https://tnclerks.zendesk.com

VTRS Web Inquiry

https://vehiclelookup.revenue.tn.gov/#/login

Online Law Book

http://www.lexisnexis.com/hottopics/tncode/



About Vehicle Services

Vehicle Title & Registration is administered by the Tennessee Department of Revenue through its Vehicle Services Division. Working in concert with the Department of Revenue's Vehicle Services Division, County Clerks in each of Tennessee's 95 counties across the state register vehicles and assist with title transactions. Serving as deputy registrars and agents of the State, County Clerks share responsibility for administering Tennessee's motor vehicle title and registration laws.

County Clerks ensure all vehicles operating on the road are properly titled and registered and also hold the important responsibility of collecting appropriate sales tax and other fees and taxes related to motor vehicles.



Vehicle Services Division - Administration



Allison Raymer Vehicle Services Director



Diane Miller VS Manager Training and Front Office



Jennifer Lanfair Assistant Director



Michelle Hudson **Assistant** Director



Katie Bryan Communications Manager



Keri Miano ASA/Front Office



Elizabeth Sibal Manager - Call Center/Research



Maria LaBoard Manager -Exceptions/ Operations



Brandon **McArthur** County Clerk Liaison



Amanda Waggoner ASA/Front Office



Sean Lane EIVS Manager



Tammie Moyers Manager -Exceptions/ Operations



Belinda **Boddie** County Clerk Liaison



Motor Carrier Manager



Anti-Theft Manager

lackie Wilson



Maria LaBoard, Manager Maria.LaBoard@tn.gov 615-253-7255

CDPU (County Daily Processing Unit)

Deonna Louallen, Supervisor Deonna.Louallen@tn.gov, 615-253-5160

Although the majority of titles are issued at local county clerk offices, there are times when the county is not able to issue a title due to a variety of reasons. This work is put into a work grid where the CDPU unit examines applications and then either issues the titles or rejects the application sending a rejection letter to the applicant/lien holder.





Maria LaBoard, Manager

About Incomplete Applications

WHEN TO SEND A TITLE APPLICATION TO VS

- ✓ When the system prohibits due to a fatal stop or system error.
- ✓ When an application is supported with an out-of-state registration, with or without a lien.
- ✓ When an application is supported with a Salvage or Non-repairable title and the vehicle has not been through the rebuilt process.
- ✓ When there is an odometer discrepancy.
- ✓ Missing documentation (odometer, signatures, title...)





Maria LaBoard, Manager

About Incomplete Applications, cont'd

- Common reasons counties send incompletes when they can complete it:
 - ✓ Vehicle was repossessed
 - ✓ Application is supported with a Divorce Decree
 - ✓ Application is supported with an Affidavit of Inheritance
 - ✓ Vehicle is leased
 - ✓ Confiscated Vehicle Sale
 - ✓ Sheriff Sale
 - ✓ Undercover Sale





Maria LaBoard, Manager

About Incomplete Applications, cont'd

- Most common examining issues
 - ✓ Issuing duplicate prior to 15 days after the initial title issuance
 - ✓ VIN's not entered correctly
 - ✓ Write the word "COPY" on Xerox/scanned copies of titles
 - ✓ Attaching the out-of-state title to a Registration Transaction
 - ✓ Failure to bring brands forward from out-of-state titles to Tennessee Titles





Maria LaBoard, Manager

About Incomplete Applications, cont'd

- Tips
 - ✓ Always check VTRS prior to issuing a duplicate title
 - ✓ Check VTRS to make sure there are no stops on the record and that the supporting Tennessee title is the most current title
 - ✓ Check out-of-state titles thoroughly for title brands





Maria LaBoard, Manager

NOL (Noting of Liens)

Rita Sanford, Supervisor Rita.sanford@tn.gov, 615-253-7332

This work group examines/keys lien applications and issues titles for Noting of Liens. They also reject applications if documentation is insufficient.





Maria LaBoard, Manager

NOL (Noting of Liens)

- What do clerks need to understand about noting of liens:
 - ✓ Counties are not to issue noting of liens when an additional lien is being noted. Mark these as incompletes and send to the State. By law we have to notify the 2nd lienholder of their lien notation.
 - ✓ Noting of Lien Applications must be supported with the Tennessee Title and Security agreement.
 - ✓ Existing liens must be discharged unless noting an additional lien.





Maria LaBoard, Manager

NOL (Noting of Liens)

- Tips/advice
 - ✓ Always check VTRS prior to issuing a noting of lien for stops and to make sure the title supporting the noting of lien application is the current title.





Maria LaBoard, Manager

CERT (Correspondence Error Review Team)

Deonna Louallen, Supervisor

The CERT team examines all returned reject letters and their supporting documents determining if applicants have complied with our request. This team issues the title or re-rejects the documentation for additional information. This team also corrects all title errors.



Maria LaBoard, Manager

CERT (Correspondence Error Review Team)

Deonna Louallen, Supervisor

Tips/advice

- ✓ When documents to clear a rejection are brought into your office, attach a copy of the rejection letter and send to the State.
- ✓ Reject letters can usually be found in FileNet.
- ✓ If the letter is not available, attach the Batch Category Form.





Tammie Moyers, Manager Tammie.moyers@tn.gov 615-532-1263

Plate & Supply

Jarvus Jones, Supervisor Jarvus.jones@tn.gov 615-532-1264

This unit is responsible for handling all plate requests, decal requests (Hearing Impaired, HOV, County Names, Months, Perm Fleet, Disabled, Military, and Surviving Spouse), Dealer Drive Out Tags, Controlled Title Stock, Title Extension Forms, Disabled Placards, Certificates of Destruction, Plate Production/Manufacturing, Reconciling TRICOR Invoices, and keying/destroying returned titles.





Tammie Moyers, Manager

Plate & Supply

- What do clerks need to know
 - ✓ All questions for this group as well as orders for forms/decals/plates should be emailed to dg_plate&supply.team@tn.gov
 - ✓ Understanding "New Metal" vs. "Redesigned Plates"

<u>New Metal</u> – All currently registered, under the class type receiving new metal, must receive new metal upon expiration of their current registration. No new metal will be produced and no one can renew on old metal.

<u>Redesigned</u> – The re-designed plate will receive a new class code and issue year. Customers may choose to keep the old design or change to the new design for an additional \$2.00 fee. No further old design will be produced and only the new design will be produced. Counties may choose to destroy the old design or sale it to customers who wish to have the old design.





Tammie Moyers, Manager

Plate & Supply

- Important dates
 - ✓ TRICOR and Central Stores close for inventory each year the last couple of weeks in June and the first week of July. Please make sure you have reviewed your inventory for needed items and if possible email dg_plate&supply.team@tn.gov the last week of May no later than the first week of June.
 - ✓ Here is a timeline of license plates that receive new metal every year or every other year.
 - Dealer yearly
 - Rescue Squad -yearly
 - National Guard Officers yearly
 - Tennessee State Guard Officers yearly
 - Supreme Court Judiciary- every odd year





Plate & Supply

Tammie Moyers, Manager

- Ordering Process
 - 1. Complete the "Order request for Forms" or an "Order Request for License Plates", found in the Guide and on the revenue website forms page.
 - 2. Email the form to dg_plate&supply.team@tn.gov (faxing not recommended)
- Inventory tips
 - ✓ Review inventory on a regular basis to ensure that you have a three month supply according to your monthly sales.
 - ✓ Any obsolete stock should be destroyed in your county.
 - Complete Certificate of Destruction (in Guide and on forms page) along with an itemized listing of stock (in Guide and on forms page)
 - 2. Email completed forms to Vehicle Services Division at dg_plate&supply.team@tn.gov (faxing not recommended)





Tammie Moyers, Manager

Renewal/RO (Registration Only)

Betty Sue Wright, Supervisor Betty.sue.wright@tn.gov 615-253-7276

This unit is responsible for handling Renewal and Registration Only errors. When counties key customer renewals and RO's, all errors are reported on a daily report. The errors are corrected for the transaction to be completed. This team also works the State Issue RO queue, where scanned RO images are verified for accuracy and the customer's record is updated in the system





Tammie Moyers, Manager

What is RO?

Registration Only is simply renewing, transferring, or purchasing a registration for a vehicle that has already been titled and registered in the applicant's name.





Renewal/RO (Registration Only)

Tammie Moyers, Manager

Common Errors:

✓ Renewing a personalized plate that has been expired over 365 days without verifying with Vehicle Services that the applicant is still the owner and there has not been a new owner of the configuration.

Tips/Advice

- ✓ License plates that an applicant had to be qualified to receive the license plate can be transferred from two names to one name as long as the one name is the qualifying applicant. Example: Disabled Persons license plate.
- ✓ Do not attach the out-of-state title to the Registration Only Application
- ✓ Attach a copy of the rejection letter to the out-of-state title and mail to the state.
- ✓ Mark the Registration Only transaction as incomplete and send to the State for processing





Tammie Moyers, Manager

SAT (Specialized Application Team)

Sheila Crockett, Supervisor Sheila.crockett@tn.gov 615-532-7408

This unit is responsible for handling plate requests by federal government agencies. They also deal with the Title/Registration requests for all state/local government agencies, Bellsouth/UPS fleets, Nissan/Volkswagen OEM, and dealer plates. De-titles (when mobile homes are permanently affixed to land) are also handled by this team.





Tammie Moyers, Manager

SAT (Specialized Application Team)

Sheila Crockett, Supervisor

- Government Service must be titled and registered in the government agencies name or leased in the government agencies name prior to registering a blind or undercover registration
- De-Titles only mobile homes that are being de-titled are processed directly through the State. If they are just titling a mobile home they go directly through the county clerk's office.
- Fleets Nissan, Volkswagen, UPS, and FedEx title and register directly through the State.





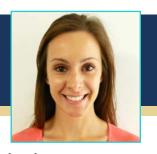
Tammie Moyers, Manager

SAT (Specialized Application Team)

Sheila Crockett, Supervisor

- What do counties need to know about government registrations, fleets, de-titling?
 - ✓ Any county may completely process a <u>local government service agency</u>. Do not send these in as incompletes unless there is an issue that prevents the county from processing the application.
 - ✓ If a customer is just titling a mobile home they go directly through the county clerk's office.
 - ✓ AT&T and UPS vehicles that are a part of the Commercial Fleet Program processed by the State cannot be renewed by the County Clerk's.
 - ✓ Nissan and Volkswagen Fleet Vehicles are processed by the state.
 - ✓ Questions pertaining to these items may be emailed to dg_SAT.team@tn.gov.





Call Center (888)871-3171 or (615)741-3101

Supervisors:

Pamela Pennimon, pamela.pennimon@tn.gov, 615-253-5164 Paula Bynum, paula.bynum@tn.gov, 615-532-7407 Lauren Schexnider, lauren.schexnider@tn.gov. 615-253-7260

Elizabeth Sibal, Manager Elizabeth.sibal@tn.gov 615-770-6844

This unit is responsible for answering calls from taxpayers, lending institutions, law enforcement, attorneys, dealers, tow companies, garage keepers and other states. Call Center representatives remove stops, update or correct a registration records and key title corrections. They examine documentation for the complete chain of ownership and lien information.





Elizabeth Sibal, Manager

Call Center - County Clerk Line (press option 6)

(Supervisors: Pamela Pennimon, Paula Bynum, Lauren Schexnider)

This unit is responsible for answering calls from the 95 county clerk offices. Call Center representatives remove stops, update or correct records and key title corrections. They examine documentation for the complete chain of ownership and lien information from documentation.





Elizabeth Sibal, Manager

- Counties can now call Vehicle Services for many VTRS edits.
 - ✓ send requests to CountyClerkHelp@tn.gov or call the call center



Examples:

Title Status Change: County is attempting to do a transaction with the title and receives message that it is not valid and has been surrendered when it has not. VS can change the title status.

Change Owner Name/Address/Name Code: The owner's information is incorrect, possibly due to conversion and the title was already printed with the correct information, VS can make the edit.



Examples, cont'd:

Change Plate Information (plate number, expiration date, county of registration, class, issue year): County does a renewal then the state does a transaction that sets the expiration date back. VS can update the information.

Change Former Title/State: County keys the wrong former title number/state. VS can edit the information.



Examples, cont'd:

Transaction Status Change: County receives "there is a pending incomplete transaction" – VS can change it from Incomplete to Complete.

Change Vehicle Information: County keys incorrect make, model, year, color, body, odometer indicator, odometer, new/used, fuel type, vehicle type, vehicle use, gross weight, axles, class/seat, company vehicle #, purchase date.



Examples, cont'd:

Add Lien Holder: County adds a lien to the vehicle but it does not appear on VTRS. VS can add a lien but CANNOT remove a lien.

VIN correction when correct VIN not already on VTRS:

County keys a titling transaction incorrectly. It's the only transaction for the incorrect VIN and the correct one is not on VTRS and the title has already been issued. VS can go in and change the VIN (not merge VINs).



Vehicle Services can NOT make the following edits:

- Merge existing records together (wrong and the right VINs are on VTRS with transactions under both)
- Remove lienholder
- Change/update title #
- Pulling a record through that did not make it to VTRS
- Change title brands
- Remove plate from history
- Call BIS with issues completing 03 transaction





Elizabeth Sibal, Manager

Research Group/NCIC (National Crime Information Center)

(Supervisors: Pamela Pennimon, Paula Bynum, Lauren Schexnider)

This unit is responsible for examining and processing (or rejecting) Vehicle Information Requests (VIR's) and Requests for Verification of Ownership (abandoned) applications. This group also includes a Terminal Agency Coordinator with NCIC (National Crime Information Center) who adds and removes stops on reported stolen vehicles, processes the NCIC Hit report in which some VINs are signified as stolen, and runs stolen VINs for Law Enforcement and Vehicle Services teams.





Elizabeth Sibal, Manager

Research Group/NCIC (National Crime Information Center)

(Supervisors: Pamela Pennimon, Paula Bynum, Lauren Schexnider)

- ✓ NCIC-only clerks offices may call to inquire about running a VIN for stolen, the customers cannot call themselves.
- ✓ For questions about VIRs or AVs, email Vehicleservices.research@tn.gov
- ✓ The County Clerk Guide explains exactly what is needed for the county to process AVs.





Robyn Meeks, Manager Robyn.meeks@tn.gov 615-532-1265

IRP (International Registration Plan)

(Supervisor: Romany Hanna, romany.hanna@tn.gov, 615-770-6842)

IRP is an agreement among states of the US, the District of Columbia and provinces of Canada providing for payment of commercial motor carrier registration fees. To operate in multiple states or provinces, motor carriers must register in their base jurisdiction (state or province). The IRP team handles registrations for TN based carriers via TNTAP, mail, fax, e-mail and walk-in. The IRP unit also issues titles and Tennessee Temporary Authorization Permits. Remittance for credentials is accepted and receipts are issued.





HVUT

Robyn Meeks, Manager

- ✓ HVUT: a fee assessed annually on heavy vehicles operating on public highways at registered gross weights equal to or exceeding 55,000 pounds.
- ✓ TNClerk will flag every transaction for applicable plates to prompt the clerk to ask the registrant to provide proof that HVUT was paid OR proof of HVUT exemption. No proof of HVUT or exemption is required within 60 days of the date of purchase of the vehicle.
- ✓ The HVUT form expires June 30 of each year. However, it must be filed and paid by August 31 of each year. We can accept current year or expired year during the filing period.
- ✓ Audits are performed each year to ensure proof of HVUT has been acquired by the county and/or state issuing the registration.





IRP

Robyn Meeks, Manager

(Supervisor: Romany Hanna)

IRP Title-Only

IRP Registrants have the option to apply for title-only through the county clerk's office prior to registering the vehicle with IRP. Requirements include:

- Form: TITLE ONLY VERIFICATION FOR OUT OF STATE IRP REGISTRATION
- Original Title or MSO
 - ➤ MSO must accompany a bill of sale ALWAYS. Some original titles may not have the bill of sale, but the purchase price must be shown on the title or shown in the title documents.
- Sales Tax Exemption, if applicable.
- Owner's Authorization to Lessee form, if applicable.





IRP

Robyn Meeks, Manager

(Supervisor: Romany Hanna)

IRP – Sales Tax Exemption

Qualified Sales Tax Exemptions Include:

- Registrants who hold Motor Carrier (MC) Number with Federal Motor Carrier Safety
 Administration- since clerks does not have access to this portal, this number should be
 included on the form.
 - MC numbers are designed for registrants who are Authorized for Hire (TCA 67-6-331 The motor vehicle or trailer will be used to transport passengers or cargo principally (more than 50%) in interstate or foreign commerce.)
- Registrants who are exempt for hire, meaning exclusively hauling exempt commodities
 (not federally regulated), are also sales tax exempt. (See Exempt Commodities) Exempt
 for hire registrants will not hold a MC number and carriers will follow the third optionThe motor vehicle or trailer will be used to transport exempt commodities as defined by
 federal law.





Robyn Meeks, Manager

IFTA (International Fuel Tax Agreement)

(Supervisor: Romany Hanna)

IFTA is an agreement between the lower 48 states of the United States and the Canadian provinces, to simplify the reporting of fuel use by motor carriers that operate in more than one jurisdiction. Operating carriers with IFTA receive an IFTA license and two decals for each qualifying vehicle. The carrier files a quarterly fuel tax report which is used to determine the net tax or refund due and to redistribute taxes from collecting states to states that it is due. This unit verifies and processes applications, keys IFTA tax returns and verifies e-filed returns, issues temporary permits and receipts for remittances (payments through iNovah).





Robyn Meeks, Manager

UCR (Unified Carrier Registration) and Intrastate Authority (Supervisor: Romany Hanna)

Vehicles engaged in interstate travel must register through UCR, based on the size of their fleet. The UCR unit verifies and processes applications, issues receipts utilizing the national UCR database, and issues credentials from the system.

Intrastate Authority allows for-hire motor carriers and private towing and wrecker services to use any of the public highways of Tennessee for the transportation of persons or property, or both, in intrastate commerce. This unit verifies and processes Intrastate Authority applications, verifies and enters Insurance and Process Agent information, assists customers and issues credentials, accepts remittance for credentials and issues receipts through the system.



About Vehicle Services – Anti-Theft Unit



Jackie Wilson, Manager Jackie.wilson@tn.gov 615-741-6857

Anti-Theft is a unit within Vehicle Services that process applications for Salvage, Non-Repairable and Rebuilt Titles. By law a motor vehicle less than 10 model years old that has sustained 75% or more damage is subject to Salvage and Rebuilt Laws. The vehicle must be issued a salvage certificate until such time it is rebuilt and made road worthy again. Vehicles issued non-repairable titles cannot be driven upon the highways again and can only be used for parts.

About Vehicle Services – Anti-Theft Unit



Jackie Wilson, Manager

- The County Clerk's role in the rebuilt process is to issue a title with the proper brands (rebuilt, flood, etc.), after the vehicle has gone through the rebuilt process and has been approved and inspected by the state.
- The owner will bring an approval letter and copies of the ownership documents to the County Clerk's office for title issuance.
- New functionality is being developed by BIS which will eliminate the need for the owner to bring copies of the ownership in to the County Clerk's Office. The images of the ownership documents will soon be available on VTRS for the County Clerk to access. This new process will also eliminate the need to for the County Clerk to re-enter information in their system as the owner information will populate when the State's Database is accessed.



About Vehicle Services – EIVS



EIVS (Electronic Insurance Verification System)

Shaun Lane, Manager Antonio.lane@tn.gov 615-770-6835

The Tennessee Department of Revenue is launched a new insurance verification system in January 2017 to encourage compliance with the state's Financial Responsibility Law. Under the program, all insurance carriers registered to write personal automobile liability policies in Tennessee must register with the Department and provide required policy information. The state's new insurance verification system will check the policies provided by the insurance companies against all currently registered Vehicle Identification Numbers (VINs) in Tennessee. This will happen on a continual basis. If the system is unable to confirm insurance coverage for a vehicle, a notice will be sent to that owner directing the registrant to www.DriveInsuredTN.com where he or she can provide proof of minimum liability insurance or exemption. If a customer does not respond to the initial notice, subsequent notices will follow. Failure to comply with the notices could result in fines and eventual vehicle registration suspension.



About Vehicle Services – EIVS



Shaun Lane, Manager

- Clerks assist in confirming insurance and taking payments for EIVS stops when customer goes to renew their vehicle.
- ➤ The EIVS call center cannot take over the phone payments. Customers can pay at DriveInsuredTN.com, pay at their local county clerk or send in a money order to Vehicle Services
- ➤ When EIVS information is being imputed, information needs to be saved at State level as well for the updated information to display at the EIVS call center



About Vehicle Services – EIVS



Shaun Lane, Manager

- > Customers can use the website (www.driveinsuredtn.com) to make payments and submit insurance information to confirm insurance.
- > Customers need to have their pin number (which can be found on the notice they received) and the plate number of the vehicle in question to log in.
- > All affidavits for exemptions can also be submitted through the website.
- Reach the EIVS Unit directly at (888)871-3171 or (615)741-3101, OPTION 2



About Vehicle Services – Administration Support and Training



Diane Miller, Manager Diane.miller@tn.gov 615-253-0093

The Administrative team works to support our internal staff as well as external customers. This unit handles calls, supply requests and orders, onboarding and off boarding, job postings, invoices, RFS requests, general HR inquiries, time entry, data entry, badge access and often times are assigned special projects. This unit is essentially the liaison between Vehicle Services and other divisions in and outside of Revenue. The Training Officer coordinates and tracks training requirements for employees in the Vehicle Services Division and works with the management staff on special projects.



Communications/County Clerk Support

County Clerk Liaisons:
Belinda Boddie, belinda.boddie@tn.gov, 615-532-1137
Brandon McArthur, brandon.mcarthur@tn.gov, 615-532-1139

Katie Bryan, Manager Katie.julian@tn.gov 615-253-7262

This work group assists County Clerks, Department Staff, and the general public with title and registration questions that require additional attention. They work with management staff to ensure answers to questions are consistent with the law and divisional policies and procedures, updating the County Clerk Guide, website, forms and letters as needed.

When hiring a new employee, modifying employee information or system access level or removing system access for an employee, the county submits the add/modify/delete request to this group.

Other responsibilities of this group include creating fiscal impact notes for proposed legislation, handling commissioner/governor/legislator constituent complaints and visiting county offices.





Print-On-Demand paper is automatically

Sent to counties on the following dates. Quantity is based on the prior years usage plus a percentage of overage. Supplemental shipments may be requested.

- December 1
- March 1
- June 1
- September 1
- Add/modify/delete employees
 - 1. Fill out the VTRS Access Revision Form/Confidentiality Disclosure of Tennessee
 - 2. Send to countyclerk.help@tn.gov





➤ How Vehicle Services

Katie Bryan, Manager

- Communicates with County Clerk Offices
 - ✓ Newsletter
 - ✓ Emails
 - ✓ County visits
 - ✓ COAT, Summer Clerks Meeting, regional meetings
 - ✓ County Clerk Guide (always check "Guide Updates")
 - ✓ Upcoming VTRS Message Alert System







➤ Title & Registration Website

Katie Bryan, Manager

www.tn.gov/revenue



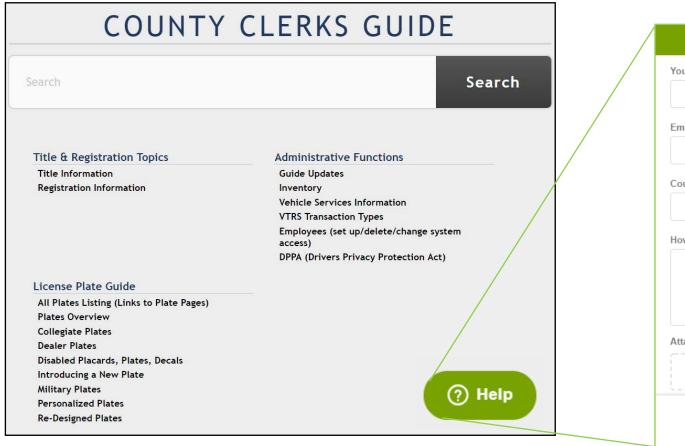


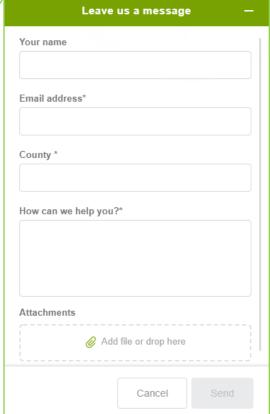


County Clerk Guide

Katie Bryan, Manager

https://tnclerks.zendesk.com/hc/en-us







Vehicle Services

- VTRS AFTER GO-LIVE PRIORITIES
- EZ Tag
- Electronic lien and title (ELT)
- NMVTIS
- Online Personalized Plate Ordering
- VTRS Fee Report button



QUESTIONS/COMMENTS

Thank you!!!

