Welcome!

• OVERVIEW OF THE TN DEPT. OF REVENUE
• ABOUT VEHICLE SERVICES
• HOW EACH VS WORK UNIT WORKS WITH THE COUNTIES
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.
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 hold the important responsibility of collecting appropriate sales tax and other fees and taxes related to motor vehicles.
Introduction to Vehicle Services

We are ...

- A division within the Department of Revenue.

- Vehicle Services registered 7,875,717 vehicles which represents $359 million in revenue for the 20-21 fiscal year.*

- Our mission is to offer the highest quality of customer service with respect, courtesy and individual professionalism.

- The Vehicle Services team pledges to provide accurate and timely vehicle title, registration and tax information to each customer in the most efficient manner.

*2020-2021 TN DOR Annual Report
LINKS

- County Clerk Guide
  https://tnclerks.zendesk.com

- Department of Revenue's website
  https://www.tn.gov/revenue/

- VTRS Web Inquiry
  https://vehiclelookup.revenue.tn.gov//#/login

- Revenue's Annual Report

- About the Dept. of Revenue (video)
  https://www.youtube.com/watch?v=bBdSw4Y0vRo&t=17s

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

- Online Law Book
  http://www.lexisnexis.com/hottopics/tncode/
About Vehicle Services – Communications

➢ Title & Registration Website

www.tn.gov/revenue
About Vehicle Services – Communications

➢ County Clerk Guide

https://tnclerks.zendesk.com/hc/en-us
• **Call Center & Research**
  
  - **Call Center** responds to calls from the public and 95 county clerks regarding vehicle titling and registration. They also issue and correct titles, as well as remove stops called in by the county clerk offices.

  - **NCIC (National Crime Information Center)** terminal which supports law enforcement and state agencies in the recovery of stolen vehicles.

  - **NMVTIS (National Motor Vehicle Title Information System)** helpdesk that responds to questions regarding NMVTS, which Tennessee joined September 2020. NMVTIS offers state and customer information regarding vehicle title history, odometer, and brand history.

  - **Research** processes Abandoned Vehicle requests, Vehicle Information Requests and mobile home de-titles.
Introduction to Vehicle Services

- **County Clerk Support**
  - Liaisons between the State and 95 county clerks.
  - Informs clerks on recent legislative decisions, updates forms and letters.
  - Updates and edits the County Clerk Guide and website.
  - Supports dealers with EZ Dealer Tags.
  - Responds to county clerk emails, Zendesk tickets and phone calls.
  - Assists the Inventory Unit with license plate order requests.
Introduction to Vehicle Services

- **Inventory & Specialized Application Unit**
  - *Inventory Unit*
    - Begins plate production and completes order requests for county clerk’s controlled and non-controlled stock.
    - Handles license plate order requests.
    - Handles drive out tags.
  - *Specialized Application Unit (SAT)*
    - Processes title and/or registration applications for specific companies and special groups (government service agencies.)
    - Discharges liens
Introduction to Vehicle Services

- **TNState Unit**
  - Processes title applications which are sent into the State in an incomplete status, by the county clerk.
  - Processes applications which were previously rejected for additional information.
  - Issues titles not processed by either county clerk or call center.
  - Processes second noting of liens.
Introduction to Vehicle Services

- **Rebuilt & Salvage Support Unit**
  - Also known as Anti-Theft.
  - Processes salvage, non-repairable and rebuilt title applications.
  - Collaborates with Special Investigations (SI) to inspect rebuilt vehicles from dealers and general public.
  - Processes county clerk transactions which require review for salvage/rebuilt process.
  - Completes requests for replacement VINs and TN VINs.
  - Responds to Zendesk questions and phone calls.
Introduction to Vehicle Services

- **Electronic Insurance Verification System (EIVS)**
  - Established in January 2017 in response to the James Lee Atwood Jr. law.
  - Created to help reduce the number of uninsured drivers in the state of Tennessee.
  - Collaborates with all insurance companies to decrease the unconfirmed VINs supplied by Full Book of Business.
  - Responds to customers via Zendesk, chat, fax and phone calls.
Introduction to Vehicle Services

• **Motor Carrier**
  – Responsible for titling and registration of commercial vehicles.
  – Responsible for IRP, IFTA and UCR registration.
  – Collects fuel taxes via TNTAP/process via TR3.
  – Responds to customer phone calls and Zendesk questions.
Thank you!!!