dealertrack technologies

# OLRS
(Online Registration System)

## Virginia Rental

## DEALER TITLE ONLY
## New User Guide

| Rental Dealer ID | Rental Dealer Password |
| --- | --- |
| | |
| “CAPS LOCK” must be “ON: when entering login information | |

OLRS Customer Support
Phone: 800.374.4771
Fax: 860.448.3187

Trainer:_________________

Phone:_________________

DMV Online Dealer Helpesk
Phone: 804.367.0906
Fax: 804.367.7046
Email: oldealers@dmv.virginia.gov

# OLRS Deal Processing

## 1 Organize the information

The Deal information and documents needed for titling the vehicle are organized and checked for accuracy. Any additional information is obtained.

**Menu Action:** *None*
**Held/step:** *None*
**Page: 2**

## 2 Enter the data

A new Deal is started in the OLRS and the Owner, Vehicle and Registration Tabs are completed as necessary.

**Menu Action:** *Add New Deal*
**Held/step:** *N-0*
**Pages:** ***3 - 6***

## 3 "Pend" the Deal

The Deal is validated by DMV to check for stops, VIN issues and compliance. Plates and decals have been assigned.

**Menu Action:** *1 Plate & Registration*
**Held/step:** *R-2*
**Page:** ***7***

## 4 Review/Edit the Deal

All information on the Owner, Vehicle and Registration Tabs is reviewed. Assigned inventory is inspected. Any necessary corrections to the deal or inventory are made.

**Menu Action:** *None*
**Held/step:** *R-2*
**Page:** ***8***

## 5 Finalize the Deal

The Deal is titled and the lien is recorded. Taxes and fees will be debited via ACH by 10am the next business day. Deals may be finalized Monday through Friday.

**Menu Action:** *4 Title & Bundle Final*
**Held/step:** *R-4*
**Page:** ***9 - 10***

## 6 Bundle the documents

The remaining fields on the VSA-17a are completed and all of the original deal documents are organized into a Bundle and shipped to DMV.

**Menu Action:** *None*
**Held/step:** *R-4*
**Page: 11**

# Organize the information 1

**This step may be completed:** **Anytime prior to entering the Deal information into the OLRS.**

**To complete this step you will:**

## A. Locate and compile the documents necessary for titling the vehicle.

1) All vehicles titled through the OLRS always require:
   - VSA-17a
   - MCO, Title or Bill of Sale (for Dealer-Helds only)
2) If used in the Deal, also compile the following:
   - Reassignment(s)
   - Power of Attorney(s)
   - Odometer disclosure(s)
   - VSA-10 License plate application if requesting personalized ("reserved") plates

## B. Review the documents for accuracy and complete any remaining fields.

1) Compare the Vehicle Identification Number (VIN) on all documents to ensure you have the correct MCO or Title and the correct vehicle.
2) Compare the stated odometer reading on all documents to ensure that it is recorded correctly.
3) If a lien will be recorded, obtain the Lien Holder's DMV code.
4) Obtain a copy of the vehicle's emissions test report if needed.

> **Tip:** After the VSA-17a has been completed and thoroughly reviewed for accuracy, it can be used as the primary source of information when entering data.

**Deal Held/Step is now:** **None**

**After this step:** **Enter the Deal information into the OLRS.**

# Enter the information 2

**Before this step:** **Organize the Deal information.**

**This step may be completed:** **On any day of the week.**

**To complete this step you will:**

## A. Create a new, blank Deal in the OLRS.

1) Click the **Menu** button.
2) Choose **Add New Deal**.


***A new, blank Deal has now been created and the Owner Tab will be displayed.***

## OR, Create a new Deal based on a previous Deal.

Deals may be created using information copied from a previous Deal.

1) Select the Deal to be copied on the Deals list.
2) Click the **Menu** button.
3) Choose **Clone Another From Current**.


**Tip:** The Clone Another function copies the following information from the Deal selected on the Deals list:

**Owner Tab**: Customer Number, Type, Name and Address as well as the selling dealer ID

**Vehicle Tab**: 1st 8 digits of VIN, New/Used/Demo

**Registration Tab**: Transaction Type, Plate Type, Expiration and Sales Price

**Only use the Clone Another From Current function if all of the above information is identical from the previous deal to the new deal. If any of the information is different, use the Add New Deal function instead.**

## B. Complete the required fields on the Owner, Vehicle and Registration Tabs.

Sections 2a, 2b and 2c provide additional information about completing the Owner, Vehicle and Registration Tabs.

**Deal Held/Step is now:** **N-0**

**After this step:** **Complete the Owner Tab.**

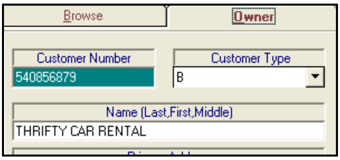
# Complete the Owner Tab 2a

**Before this step:** **Create a new Deal in the OLRS.**

**To complete this step you will:**

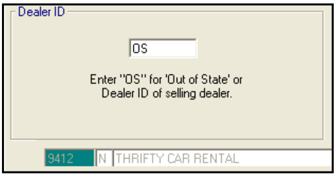
## A. Identify the Owner of the Vehicle.

1) Enter the business' s **Tax ID#**.
2) Select the Customer type of **B** for Business.
3) Enter the name of the business as it is recorded on the DMV record for the Tax ID.




## B. Identify the selling dealer.

1) Enter the license number of the selling dealer or OS if the dealer was located outside of Virginia.



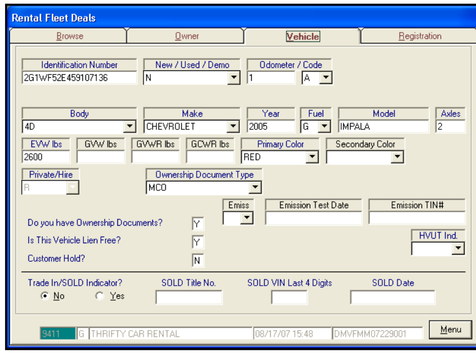

**After this step:** **Complete the Vehicle Tab.**

# Complete the Vehicle Tab 2b

**Before this step:** **Complete the Owner Tab.**

**To complete this step you will:**

## A. Identify the Vehicle.




1) Enter the **Vehicle Identification Number**.

The VIN decodes and populates the **Body**, **Make**, **Year**, **Fuel**, **Model** and **Axles** fields.

2) Verify the accuracy of the decoded information and revise if necessary.

## B. Describe the vehicle.

1) Select **New**, **Used** or **Demo**.
2) Enter the **Odometer** reading and **Code**.
3) Enter the **EVW** and, if necessary, the **GVW**, **GVWR**, and **GCWR**.
4) Enter the **Primary Color** and Secondary Color if necessary.

## C. Describe the ownership documents.

1) Declare the **Ownership Document Type**.

    If a VA Title, complete the **Prior State**, **Title Date** and **Title Number** fields.

    If an Out-of-State Title, complete the **Prior State** and **Title Number** fields only.

## D. Complete the Yes/No questions.

1) Answer Y/N for **Do you have Ownership Documents**.
2) Answer Y/N for **Is this vehicle Lien Free**.

    If No, complete the Lien Holder popup window.

3) Answer Y/N for **Customer Hold**.

## E. Enter the Emissions information if applicable.

Emissions test results are available online at:
**http://www.virims.com/ins-reports/**

## F. Declare payment of the Heavy Vehicle Use Tax if necessary.

## G. Declare Trade-In information if applicable.

1) Answer Y/N to the Trade-In indicator.

    If Yes, complete the **Sold Title No.**, **Sold VIN** and **Date** fields.

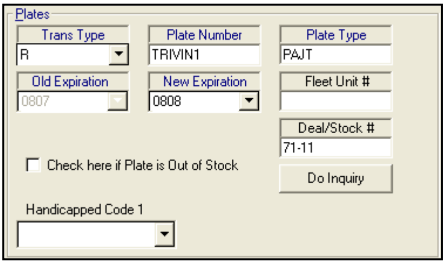
**After this step:** **Complete the Registration Tab.**

# Complete the Registration Tab 2c

**Before this step:** **Complete the Vehicle Tab.**

**To complete this step you will:**

## A. Select a Transaction Type.




If issuing new plates:

1) Select **Title with New Plates**.
2) Enter the **Plate Type**.
3) Set the **New Expiration**.

If transferring plates:

1) Select **Title with Transfer of Plates**.
2) Enter the **Plate Number**.
3) Click the **Do Inquiry** button.
4) Enter a **Handicapped Code** if required.

If transferring and renewing plates:

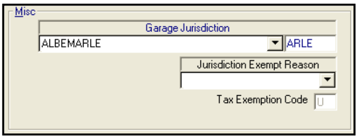
1) Select **Title with Transfer and Renew**.
2) Enter the **Plate Number**.
3) Click the **Do Inquiry** button.
4) Set the **New Expiration**.
5) Enter a **Handicapped Code** if necessary.

If doing a Title Only:

1) Select **Title Only**.

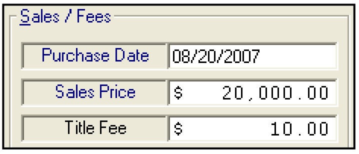
## B. Enter a Fleet Unit # and/or a Deal/Stock # if desired.

## C. Enter jurisdiction and exemptions.




1) Enter the **Garage Jurisdiction**.
2) Select a Property Tax **Jurisdiction Exempt Reason** if applicable.

## D. Complete the Sales/Fees section.




1) Enter the **Purchase Date**.
2) Enter the Dealer's Processing **Fee**.
3) Enter the **Sales Price**.

**After this step:** **Pend the Deal.**

# “Pend” the Deal 3

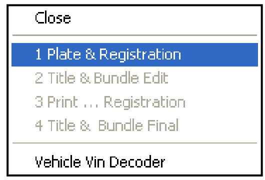
**Before this step:** **Organize and Enter the Deal.**

**This step may be completed:** **Anytime after the required Deal information has been entered into the OLRS.**

**To complete this step you will:**

## A. Transmit the deal.

1) Click the **Menu** button.
2) Choose **1 Plate & Registration**.
3) Click **OK** to the pull list popup.




## B. Check the Browse Tab - Message Box.

A successfully pended Deal will display a message of:
**M0583 Transaction Processed Edit Only**.
If error messages are displayed, resolve any identified issues.

## C. Check the Browse Tab - Held/Step.

Verify that the Deal was pended. Deal status is displayed on the Browse Tab Deals list in the columns Held and Step.

N-0: Deal not pended
L-1: Deal pended but may have error(s)
R-1: A pended Deal
R-4: A finalized

## D. Inspect assigned plates and decals.

If new plates or decals were assigned to a Deal, all items should be visually inspected and set aside. If any assigned item is unusable or missing, the status of the item should be flagged in the item status field on the Browse Tab and the Deal updated to issue the next assignable piece of inventory.

**Deal Held/Step is now:** **L-1 or R-1**

**After this step:** **Review the Deal.**

# Review/Edit the Deal 4

**Before this step:** **Organize, Enter and Pend the Deal.**

**This step may be completed:** **Anytime after the deal has been pended and always before finalizing it.**

**To complete this step you will:**

## A. Review the Owner, Vehicle and Registration Tabs:

It is the responsibility of the user to ensure the accuracy of all of the information in a Deal. Every piece of information should be verified for accuracy prior to the Deal being finalized.

## B. Edit the Deal (if necessary).

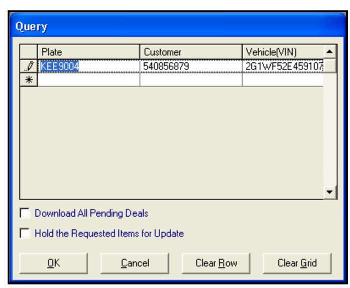
Successfully pended Deals will display a "Held" of **R** in the Deals List of the Browse Tab. Deals in an **R** need to be unlocked for editing. Deals displaying a Held of **N** or **L** do not need to be unlocked.

To unlock a pending Deal for editing:

1) Click the **Menu** button.
2) Choose **Query Deals from Server**.


The query deals window will open.

3) Check the **Hold Requested Items for Update** box.
4) Click **OK.**




The Deal will be unlocked and show a "Held" status of "L" on the Browse Tab.

5) Make any necessary changes to the Deal.

Changes to the Deal are saved on the server when the Deal is finalized.

**Tip:** If the Deal will be queried onto another PC or accessed by another user on the same PC, it is advisable to lock the Deal after making any changes. To lock a Deal:

1) Click the **Menu** button.
2) Choose **Update Change the Server**.

**Deal Held/Step is now:** **L-1 or R-1**

**After this step:** **Finalize the Deal.**

# Finalize the Deal 5a

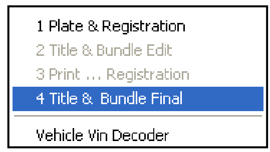
**Before this step:** **Organize, Enter, Pend and Review the Deal.**

**This step may be completed:** **Monday through Friday except for Federal Reserve Holidays.**

**WARNING: Complete this step only after the Deal has been reviewed and** all of the dealership's criteria for titling have been **met. Finalized transactions can not be edited or voided in the OLRS.**

**To complete this step you will:**

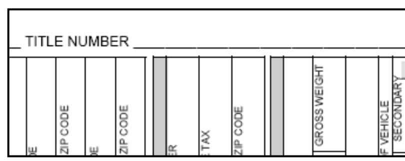
## A. Finalize the Deal in the OLRS.




1) Click the **Menu** button.
2) Choose **4 Title & Bundle Final**.
3) Click **OK** to the pull list popup.
   This pull list becomes the cover sheet for the Deal.

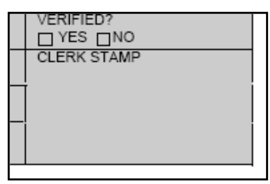
## B. Complete the VSA-17a Title Application.

1) Write the new Title Number shown on the Browse Tab in the Title Number field on the front right margin of the VSA-17a.

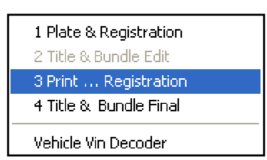



2) Complete the **DMV USE ONLY** section at the bottom of the back side of the VAS17a.

   Fill in the **CLERK STAMP** box with:
   The **Bundle date**
   The **Dealership's name**
   **#291**



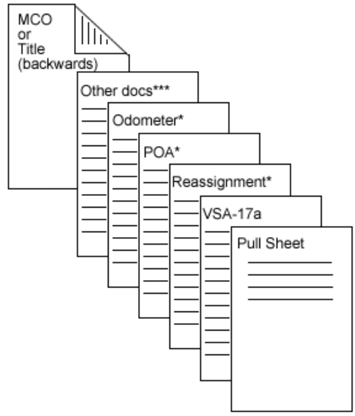

## C. Print a Registration Card.




1) Click the **Menu** button.
2) Choose **3 Print … Registration**.
3) Click **OK** to the confirmation popup box.

## D. Organize the Deal documents for the Bundle.

With one staple in the upper left corner, staple the Deal documents together in the following order:




- ☐ Pull list (with Title Number)
- ☐ VSA-17a Application for Title
- ☐ Reassignment(s)
- ☐ Power of Attorney(s)
- ☐ Odometer disclosure(s)
- ☐ Other documents (when necessary)
    - Buyers Orders
    - DMV-required forms
    - OLRS VIN Inquiry reports
    - Letters of correction
- ☐ MCO or Title (facing backward)

**Deal Held/Step is now:** **R-4**

**After this step:** **Process another Deal or create the Bundle.**

# Bundle the documents 6

**Before this step:** **Organize, Enter, Pend, Review and Finalize the Deal.**

**This step may be completed:** **When finished finalizing Deals.**

**To complete this step you will:**

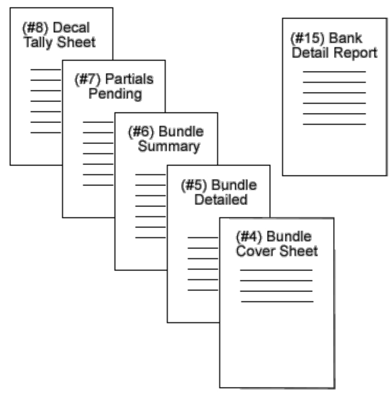
## A. Photocopy the Deal docs (if not already done).

Copies must be made of every original document being submitted to DMV as part of a Bundle. These copies are to be retained by the dealership in accordance with standard DMV policy. Never bundle and ship any document that has not been photocopied.

## B. Print the Bundle Reports.

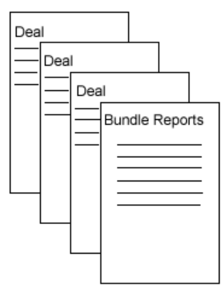
1) Click on **File**.
2) Choose the **Reports** option.
3) Select the report **17 One click DMV Report**.
4) Enter the **Bundle Date**.
5) Click **OK**.

**Withhold the Dealer Bank Transaction Detail Report as your invoice.**




## C. Assemble the Bundle.

Attach the Bundle Reports to all of the day's Deals with a binder clip or paper clip. Do not staple the reports to the Deals.




## D. Ship the Bundle

Ship the bundle to DMV via UPS using DMV's UPS ground account number.

**Deal Held/Step is now:** **R-4**

**After this step:** **Deal processing is complete.**

# Renewals

The OLRS allows for processing of registration renewals as a standalone transaction or as part of a Title with Transfer and Renewal transaction. To process a standalone renewal:

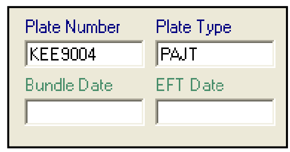
## A. Access the Renewals window of the OLRS.

1) Click on **File**.
2) Choose the **Renewals** option.

The Renewals window will open.

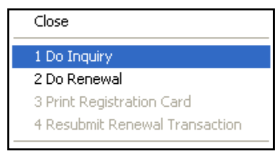

## B. Query the vehicle information into the OLRS.

1) Enter the **Plate Number** into the plate number field on the Browse Tab.
2) Enter the **Plate Type** into the plate type field.




3) Click the **Menu** button.
4) Choose **1 Do Inquiry**.

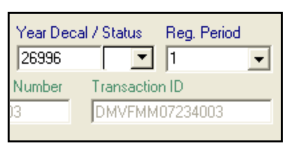
The VIN of the vehicle associated with the queried plate will populate the VIN field on the Browse Tab.




## C. Verify the queried information on the Owner, Vehicle and Registration Tabs.

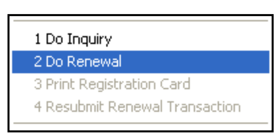
## D. Set the new renewal period.

Enter **1** for a new one-year or **2** for a new two-year registration into the **Reg Period** Field.



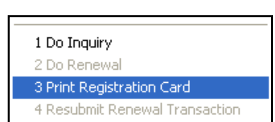

## E. Renew the plate.

1) Click the **Menu** button.
2) Choose **2 Do Renewal**.




## F. Print the Registration card.

1) Click the Menu button.
2) Choose **3 Print Registration Card**.



The OLRS allows Deals to be transmitted to a pending or finalized status in groups called batches. Transmitting Deals as a “batch” removes the user input necessary to transmit each Deal individually.

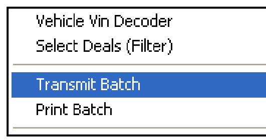
Deals may be pended as a batch, finalized as a batch or both.

## A. Add new Deals to the OLRS.

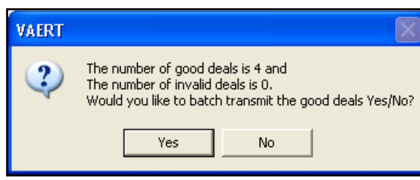
1) Click the **Menu** button.
2) Choose **Add New Deal** or **Clone Another From Current**.
3) Enter the information required for the transaction.
4) Repeat the process of adding and entering new Deals until all of the Deals have been keyed in.

## B. Pend the transactions as a batch.

1) Click the **Menu** button.
2) Choose **Transmit Batch**.




The OLRS will read through all of the Deals and will display a message reporting how many good Deals were found and how many invalid Deals were found




3) Select Yes to continue and pend the Deals, or select No to return to the Deals window and make any necessary revisions.

## C. Review the Deals and inventory as needed.

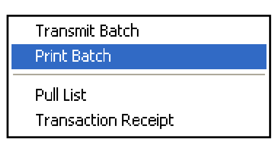
## D. Finalize the transactions as a batch.

1) Click the **Menu** button.
2) Choose **Transmit Batch**.

## E. Print Registration Cards using Print Batch.

To print a Registration card for every Deal on the Deals list:

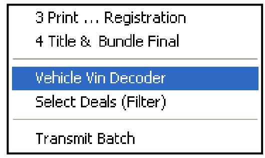
1) Click the **Menu** button.
2) Choose **Print Batch**.



# Vehicle inquiries

The **Vehicle VIN Decoder** can be used to verify information about any vehicle already titled in the business's name.

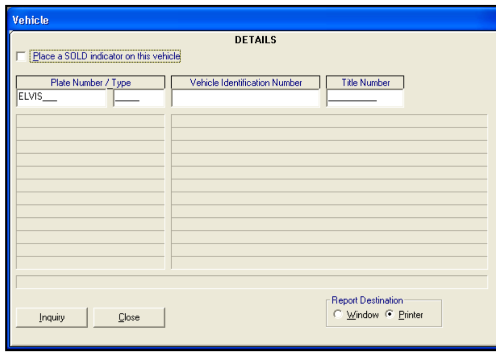
1) Click the **<u>Menu</u>** button (or use the **<u>File</u>** menu).
2) Choose **<u>Vehicle VIN Decoder</u>**.




***The Vehicle Inquiry window will open.***

3) Enter information into the:

   **<u>Plate Number</u>** field
   **OR**
   **<u>VIN</u>** field
   **OR**
   **<u>Title Number</u>** field




4) Choose the **<u>Report Destination</u>**:

   The Window
   The Printer

5) Click on the **<u>Inquiry</u>** button.

***A popup box will open asking if the vehicle inquired on should be reported as having been traded in.***

6) Click **YES** to report the vehicle as having been traded in.
7) Click **NO** if the vehicle has not been traded in.

**Note:** If **YES** was selected on the Trade-In/Sold popup, do not also enter this vehicle's information in the Trade In/Sold Indicator section on the Vehicle Tab. Likewise, if reporting this Trade-In on the Vehicle Tab, select **NO** on the popup.

# Plate and Decal Inventory

Plate and decal inventory is monitored by Dealertrack and reorders are placed when needed. Dealers must notify Dealertrack within 24 hours of receiving inventory. Inventory is not available for issue until the OLRS has been updated with the plate or decal numbers. Inventory must be secured per DMV requirements when not being used.

### A. Inspect what was recieved.

1) Plates:

The plate numbers are stamped or written on the outside of the box (e.g., JKG 3101 - 3150). Open the box and verify these plates are inside. Notate the received plate numbers and plate type on a fax cover sheet or dealer letterhead.

2) Decals:
Inside the box is a consignment sheet. Check what was received against the consignment sheet and note any discrepancies.

### B. Fax confirmation to Dealertack.

Within 24 hours of receiving plates or decals, fax the decal consignment sheet or, for plates, a fax cover sheet listing the plate numbers (as printed on the box). Be sure to include the name of the dealership and the Dealer ID.

Fax to: 860.448.3187

Attention: Virginia Inventory Control

### C. Fax confirmation to DMV.

Within 24 hours of receiving plates or decals, fax a copy of the decal consignment sheet to DMV at the number listed at the bottom right corner of the consignment sheet.

Fax to: 804.367.1096

# Processing Checklist

## When ready to process a Deal:

- ☐ Deal docs organized and completed
- ☐ New Deal created in the OLRS
- ☐ Owner, Vehicle and Registration Tabs completed
- ☐ Deal “Pended”
- ☐ Deal reviewed for accuracy and edited if necessary
- ☐ Assigned plate and decal inventory inspected

## When dealership’s criteria for titling have been met:

- ☐ Deal “Finalized”
- ☐ Registration Card printed
- ☐ Title Number field and “DMV Use” section on VSA 17a-completed
- ☐ Original Deal documents photocopied if not yet done
- ☐ Deal docs organized for the Bundle

## When finished finalizing deals for the day:

- ☐ Bundle Reports printed and secured to Deal docs with a binder clip
- ☐ Dealer “Bank Transaction Detail Report” withheld for dealer’s accounting process
- ☐ Bundle sent to DMV within 5 business days

# Actions Quick List

## Deal processing:

| | |
|---|---|
| Start a new Deal | Menu > Add New Deal |
| Pend a Deal | Menu > 1 Plate and Registration |
| Finalize a Deal | Menu > 4 Title and Bundle Final |
| Void/Cancel a Pending Deal | Menu > Void on Server |
| Delete a Deal from Deals list | Menu > Delete from PC |
| Vehicle Inquiries | Menu > Vehicle VIN Decoder > *(Enter a Plate or VIN or Title Number)* > Inquiry |

## Renewals:

| | |
|---|---|
| Open Renewals window | File > Renewals |
| Start a new Renewal | Menu > Add New Deal |
| Pend a Renewal | Menu > Do Inquiry |
| Finalize a Renewal | Menu > Do Renewal |

## Editing Deals:

| | |
|---|---|
| Unlock a Pending Deal | Menu > Query Deals from Server > Hold for Update > OK |
| Lock Deal | Menu > Update (Change the Server) |
| Updating Inventory | (*Item status* = Damaged) > Menu > Update (Change the Server) |

## Printing Documents:

| | |
|---|---|
| Individual Registration Card | Menu > 3 Print Registration |
| Registration Cards for ALL deals | Menu > Print Batch |
| Transaction Receipt | Menu > Transaction Receipt |
| Bundle Reports | File > Reports > 17 One Click DMV Bundle Reports > *(Enter Bundle Date)* > OK |
| Individual copy of a Bank Report/Invoice | File > Reports > 15 Bank Transaction Detail Report > *(Enter Bundle Date)* > OK |
| Plate/Decal Inventory | File > Reports > (*Select:* 1 Plates, 2 Month Decals and/or 3 Year Decals) > OK |

## Keyboard Shortcuts:

| | |
|---|---|
| Move from field to field | “Tab” key |
| Open the Deals Menu | “Enter” |
| Select item on Deals Menu | Number or underlined letter of item |