**Texas Department of Motor Vehicles**

HELPING TEXANS GO. HELPING TEXAS GROW.

# Registration and Title System
# Refactored Point of Sale System

# Release 5

### Release Date: January 8, 2016

# About These Release Notes

These Release Notes contain information about new features added and issues resolved and reported in this product release of the RTS POS (Release 5) as well as a summary of the POS issues that have not yet been resolved.

The *Registration and Title System Refactored Point of Sale System 2015 and Cognos Enterprise Reporting Release Notes* that contains information about refactored RTS POS and Cognos is available from the **RTS Refactoring Resources section, Training** tab on the TAC Hub (www.txdmv.gov/tax-assessor-collectors).

## Contents

# New Features in Release 5

The following features were added from Information Technology Service Requests (ITSRs):

- New option for a Voluntary contribution to Special Olympics during vehicle registration

- Change the option of a fixed $1 Donor Fee to field where the customer can enter a larger amount to donate during vehicle registration

- Replacing the Hot Check (Credit, Redeemed and Deduct) functions in the Accounting event to Insufficient Funds Credit, Insufficient Funds Redeemed, and Deduct Insufficient Funds to be able to handle disputed payments made by checks and credit/debit cards as well as hot checks

- Making the license plate replacement fees consistent for all vehicle types

- Enabling the Carrying Capacity of a private bus to be entered

# Making a Voluntary Contribution Option to Special Olympics During Registration

A new option to make a voluntary contribution to the Special Olympics is now displayed on the Fees Due PMT104 page for people who are registering or renewing registration on their vehicle. This option will be similar to the existing Miscellaneous Fee, State Parks, and Veterans Fund options where the customer specifies an amount they wish to donate.

The contribution is collected and remitted monthly (to the comptroller) in the same manner as the other voluntary contribution options sited above and will deposited to the Special Olympics Texas Fund.

# Changing the Organ Donor Option

The checkbox for the Organ Donor Fee displayed on the Fees Due PMT104 page (which automatically added $1 to the Fees Due) is now a button to display the pop-up to fill in an amount a customer wishes to donate (like the State Parks or Veterans' Fund buttons). There is no change to the remittance process.

**FORMER PROCESS:**



**NEW PROCESS:**

# Handling Insufficient Funds Payments

In the Accounting event, 3 Insufficient Funds functions replace the Hot Check functions to handle disputed credit and debit card payments in the same manner as hot checks.
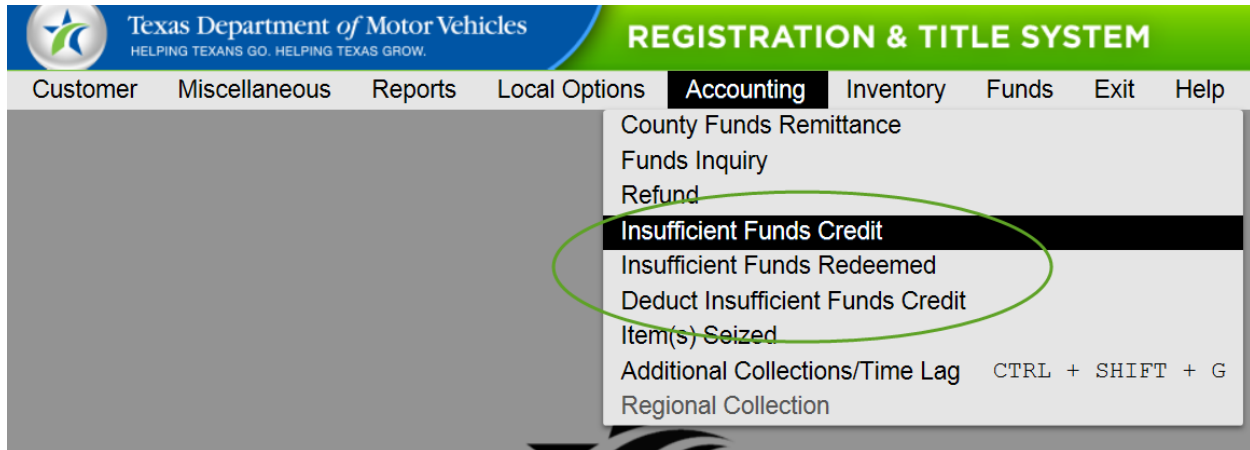


After locating the vehicle record, clicking the Enter button on the vehicle record displays the Insufficient Funds ACC004 page (previously the Hot Check ACC004 page).
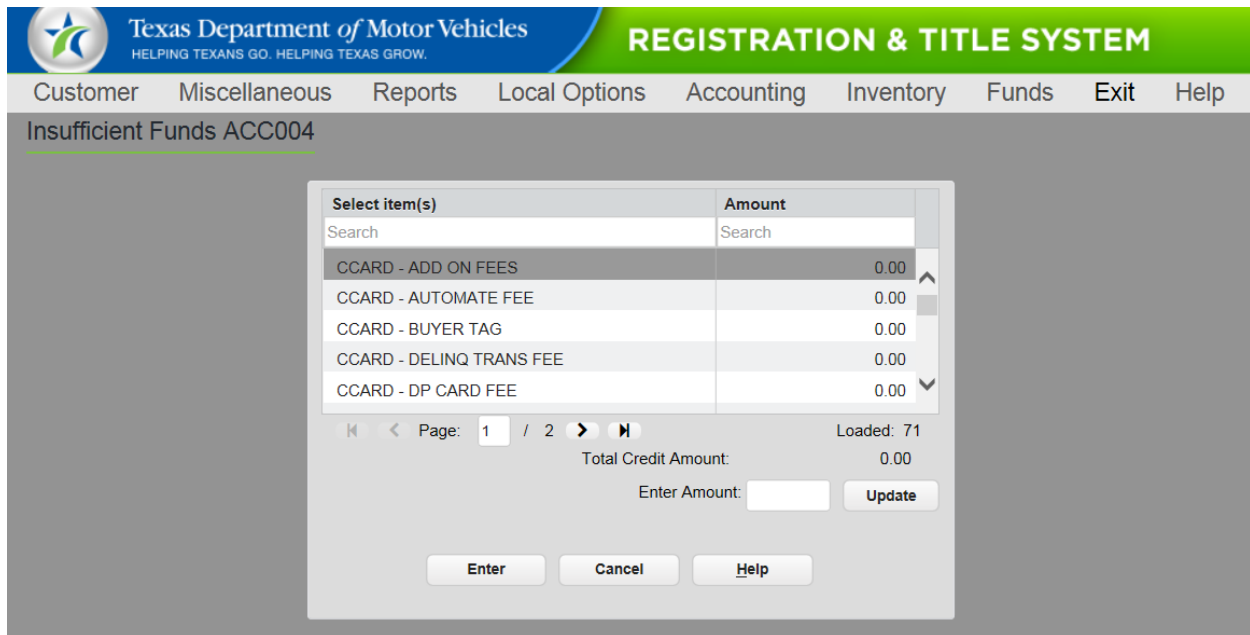


You can now search for the type of credit and fee – either CCard for credit/debit card or HOT CHECK – or the Amount paid by typing it in the Search field at the top of the list.

You can also page through the results using the page number or the forward/backward errors and the last page/first page arrows (located directly below the displayed results).

## Changing $5 License Plate Replacement Fees to $6

This change makes the following license plate replacement fee of $5 for certain vehicles to be consistent with the majority of license plate replacement fees that are $6:

- Antique Motorcycle

- Antique Classic Auto

- Classic Motorcycle

- Classic Truck

- Classic Travel Trailer

- Machinery

- Military Vehicle

- Military Motorcycle

- Old Plate

- Permit

## Adding the Carrying Capacity for Private Buses

The Carrying Capacity field is now enabled in applicable events for vehicles registered in the Private Bus More Than 6000 and Private Bus Less/EQL 6000 registration class.

# Issues in the Release Not Yet Fixed

The following are new issues reported since the last release but not fixed in this release. Please note that these issues may have been reported by county, region, or headquarters users and may not apply to all POS users.

| Issue | Description and Mitigation |
|---|---|
| DMVRTS-11331 | **The RTS Core link disappears from the Search By Owner page if action is not taken within 10 minutes of displaying the page.**<br><br>Users must close the browser and start their transaction again. |
| DMVRTS-11332 | **In the RTS Core, the number of the View Detail Title page is not displayed in the upper right corner.**<br><br>This is a cosmetic error that does not affect processing. |
| DMVRTS-11342 | **After viewing a selected record and then closing the View Record SB002 page to return to the Search Criteria SB001 page, the options to View Record or Select Record are not active.**<br><br>Users must select a different record and then select the record again to make the Select Record button available for that record. |
| RRTS - 2580 | **On the Enter registration expiration month and year, you cannot press the Cancel button until an incorrect date is corrected.**<br><br>This is being investigated. |
| RRTS - 2606 | **The IVTRS page contains a typographical error where the Address field contains 2 colons.**<br><br>This is a cosmetic error that will be addressed in a later release. |
| RRTS - 2619 | **After a system error on the PMT001 page during an exchange transaction, the license plate requested displays on the vehicle record but also displays in the available inventory balance.**<br><br>This is being investigated. |

# Summary of POS Issues Not Yet Fixed

The following is a summary of issues reported since the initial product release that have not yet been resolved.

| Issue | Description and Mitigation |
|---|---|
| DMVRTS-3812 | **For RSPS Status Update, the error displayed is not helpful if the flash drive is not inserted when the Enter key is pressed.**<br>Users must insert the flash drive and then press the **Enter** key. |
| DMVRTS-4252 | **On the Reprint Reports page, the reports are not listed alphabetically.**<br>This cosmetic error will not be fixed at this time. |
| DMVRTS-5822 | **On a duplicate receipt printed from the Hot Checked Redeemed page, the data does not print in the correct format.**<br>This cosmetic issue will not be fixed at this time. |
| DMVRTS-5867 | **On the Payment Confirmation page, the space bar is not available when selecting the Payment Type.**<br>Users should not be able to change the Payment Type on this page at this point in the transaction. |
| DMVRTS-6675 | **Selecting the Cancel button to return to the KEY021 page, changing the Funds Types option, and then pressing the Tab key may cause the cursor to jump up to the address bar (URL) of the Internet browser.**<br>Users must use the mouse to manually position the cursor in a field on the POS page. |
| RRTS-83 | **On the Session Expired page that displays when the system detects no activity for more than 30 minutes, selecting Stay on Page does not refresh the computer screen.**<br>Users should select Leave Page or exit POS when a Session Expired message displays. |
| RRTS-227 | **On the Primary Evidence Surrendered Table of the TTL0011 page, the cursor displays in the Texas Title area instead of in the search area.**<br>Users must use the mouse to manually position the cursor in the search area. |
| RRTS-284 | **On the REG008 page, selecting a new value for Vehicle Class (instead of PASS) and then pressing the Tab key causes the cursor to move to the Registration Class field, but the existing value in the field is not highlighted and typing into the field adds the new text in front of the current value instead of replacing it.**<br>Users must manually highlight the value with the mouse before typing new text in the field. |
| RRTS-341 | **Working in another related application (like WebDealer) but not directly in the POS may cause users to be logged out of the POS if they are not actually pressing keys in the POS application pages.** |

| Issue | Description and Mitigation |
|---|---|
| | Users must log into RTS POS again if they have not actively used the RTS POS application for 30 minutes or more. |
| RRTS-349 | **During a registration involving Special Plates, pressing the ESC key to go back to the previous page and then cancelling the transaction causes a system error to display.**<br><br>Users must exit the RTS application, and then log back in and perform the transaction again. |
| RRTS-355 | **When processing a transaction, an error message may display that states "Take note of any unsaved data and click here or press ESC to continue Code 502."**<br><br>Users must exit the RTS application, and then log back in and perform the transaction again. |
| RRTS-360 | **A certificate error may display the first time users open the RTS POS.**<br><br><br><br>Users must:<br>1. On the RTS POS, click **Exit** from the access bar and choose a sign-off option.<br>2. On the browser window, click the **X** in the corner of the window to close it.<br>3. On the desktop, click the **RTS POS** icon to open the RTS POS again. |
| RRTS-369 | **When declining an IVTRS transaction, entering information into the Comments field and pressing the Enter key does not display the next page.**<br><br>Users should not enter a comment when declining an IVTRS transaction. |
| RRTS-467 | **After typing in the payment for a transaction, pressing Enter causes a system error to display.**<br><br>Users must begin the transaction again. |
| RRTS-473 | **When running a report in RTS, typing the Start Time and/or End Time as a string without colons (for example, 83045) causes a system error to display.**<br><br>Users must manually type in colons between the hour, minutes, and seconds specified (for example, 8:30:45) when entering a specific Start Time and/or End Time while configuring a report in the RTS POS. |
| RRTS-491 | **When printing several renewal receipts in a row, the receipts do not print in the order they are sent to the printer.**<br><br>Users must carefully match the receipt to the correct transaction for the customer. |
| RRTS-619 | **When processing an Internet renewal where the customer changed their address, pressing the Enter key on the Vehicle Information and Processing REG103 page displays the REG105 page and then pressing the Enter key on that page causes the REG103 page to display again, which appears to keep the user from continuing to process the transaction.**<br><br>Users can press the Tab key to reach the Enter button or use the mouse to click |

| Issue | Description and Mitigation |
|---|---|
| | the Enter button to continue processing the Internet renewal.) |
| RRTS-662 | **Processing a title correction where an invalid document number was entered causes NMVTIS to reject the title correction and a system error message to display.**<br><br>Users must process the registration correction and keep the Title Type as Original and then enter Apportioned. |
| RRTS-714 | **The system cannot process a large number of print jobs (including renewals) sent to the printer in a continuous stream.**<br><br>Until the amount of time the printer cleanup tasks take between print jobs can be shortened, users should limit the number of jobs sent to the printer at one time. |
| RRTS-753 | **System is slow**<br><br>TxDMV is investigating resolutions to the issues reported. |
| RRTS-843 | **During a title transaction, when returning to the previous page from the Sales Tax page, the State and ZIP code entry is not retained nor can the user enter this information again**<br><br>Users must cancel the transaction and start it over again. |
| RRTS-844 | **While processing a personalized disabled veteran plate, when returning to the Special Plate Information SPL002 page from the Fees Due payment page, no revisions are allowed to information.**<br><br>Users must cancel the transaction and start it over again. |
| RRTS-856 | **When processing a title transaction, a system error may display.**<br><br>Users must cancel the transaction and start it over again. |