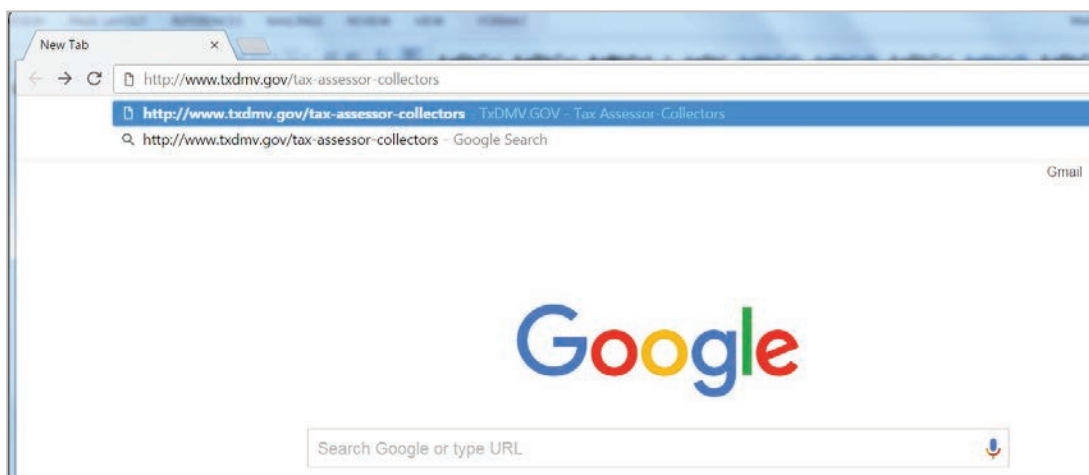


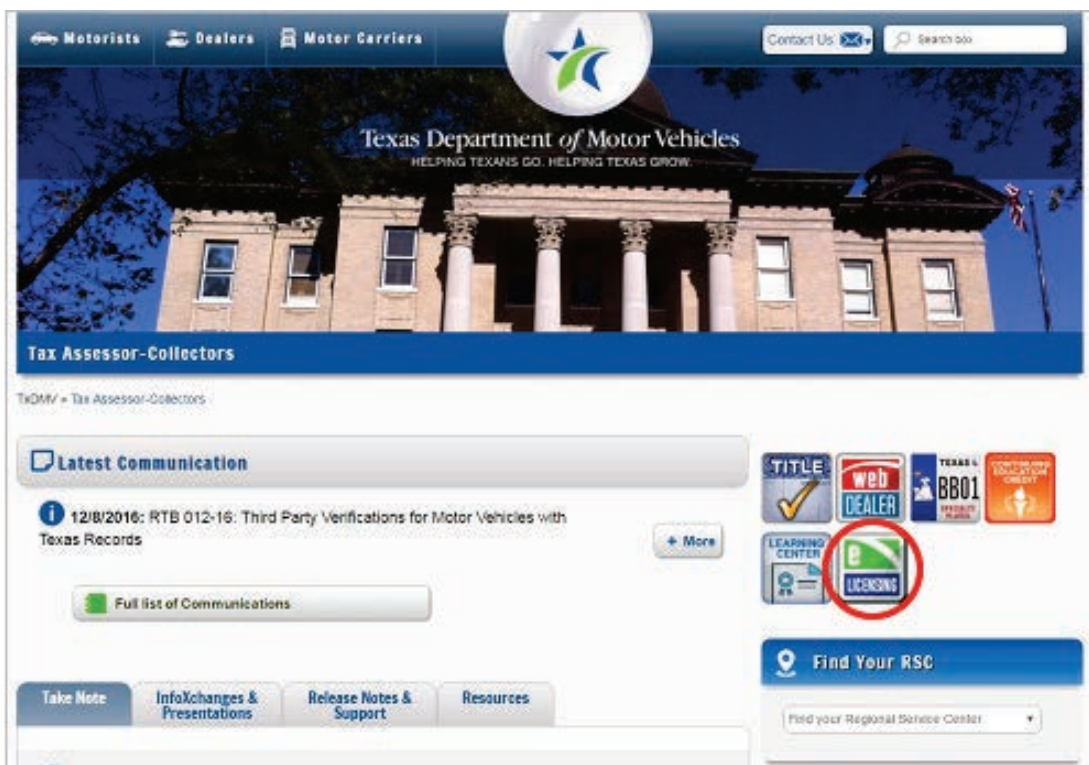
Filing a Dealer Complaint in eLICENSING

As a TAC staff member, you can submit a complaint about a dealer who has not submitted their required monthly reports/declarations, such as their vehicle inventory declaration 30 days after opening, their monthly declaration of motor vehicle inventory tax statement, or their annual tax statement. You can also file a complaint about a dealer who been open for one year and has not sold at least 5 vehicles.

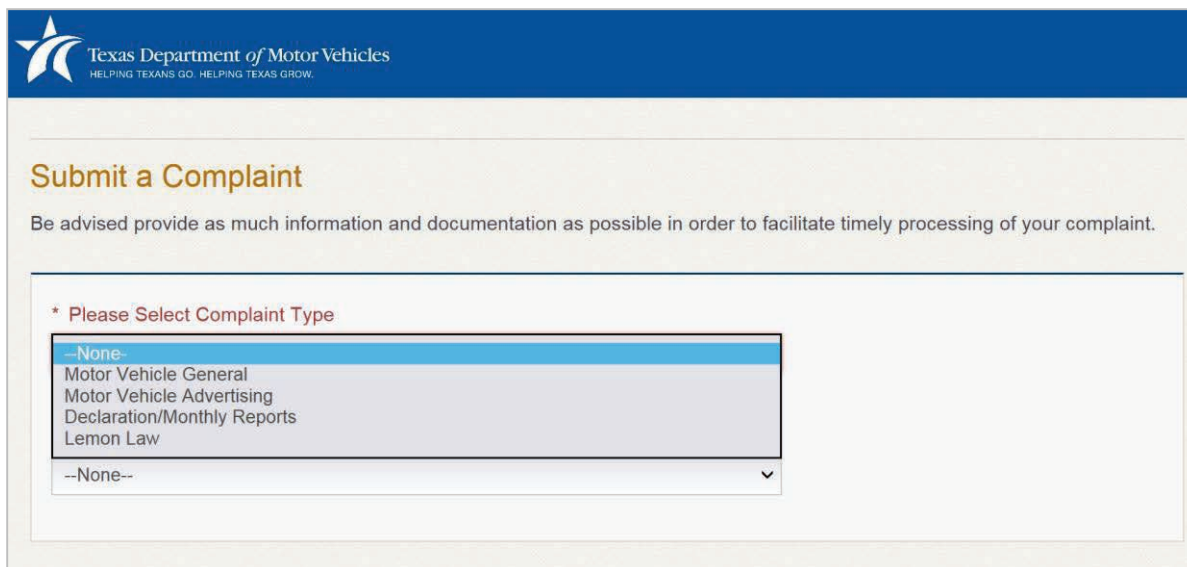
1. Open a web browser (preferably Google Chrome) and type in your TAC TxDMV URL (www.txdmv.gov/tax-assessor-collectors).



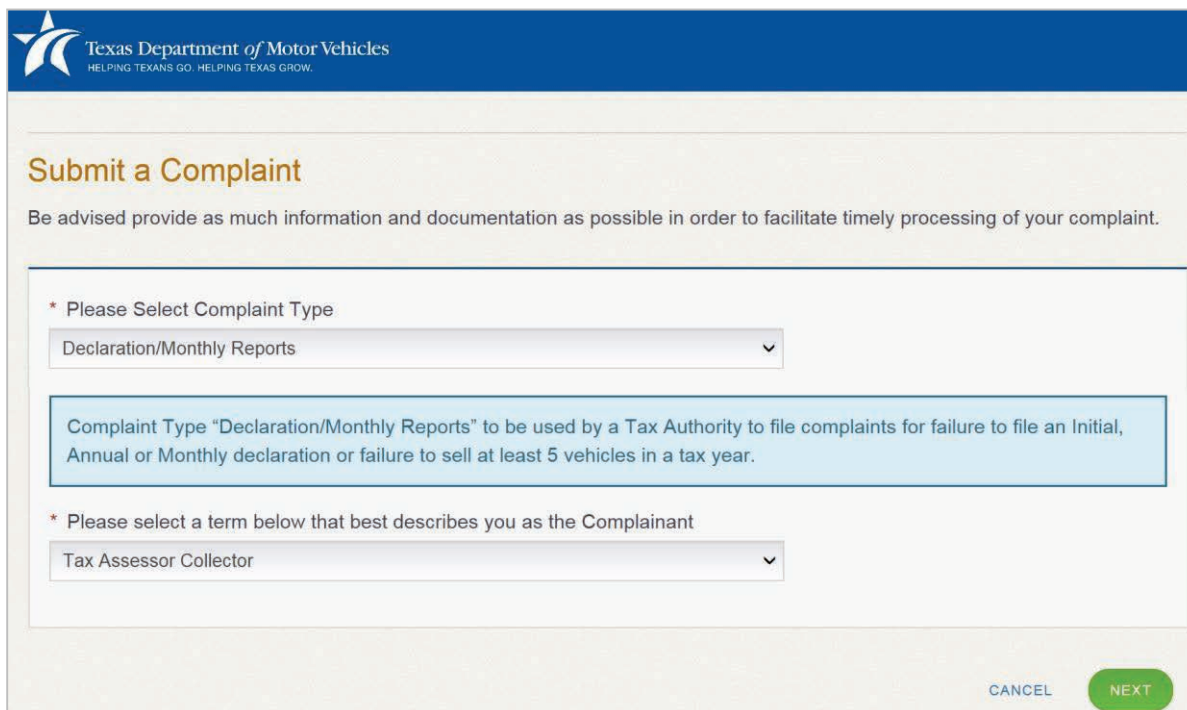
2. Locate and click the **eLICENSING** button.



3. On the *Submit a Complaint* page:

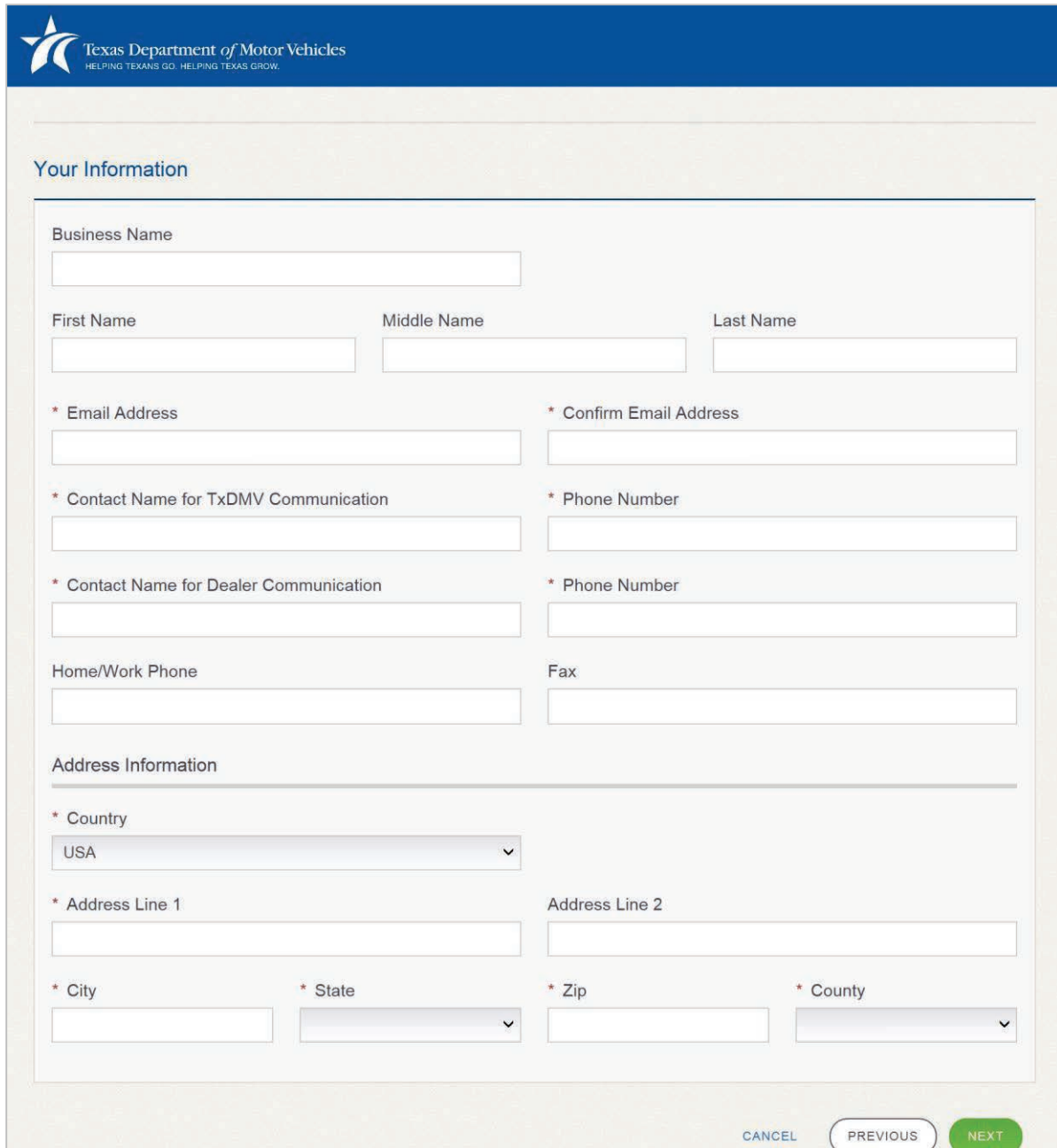


a. For **Complaint Type**, click **Declaration/Monthly Reports**.



- b. For **Term below that best describes you**, click **Tax Assessor Collector** or **Appraisal District**.
- c. Click the **NEXT** button.

4. On the *Your Information* page:



Your Information

Business Name

First Name Middle Name Last Name

* Email Address * Confirm Email Address

* Contact Name for TxDMV Communication * Phone Number

* Contact Name for Dealer Communication * Phone Number

Home/Work Phone Fax

Address Information

* Country
USA

* Address Line 1 Address Line 2

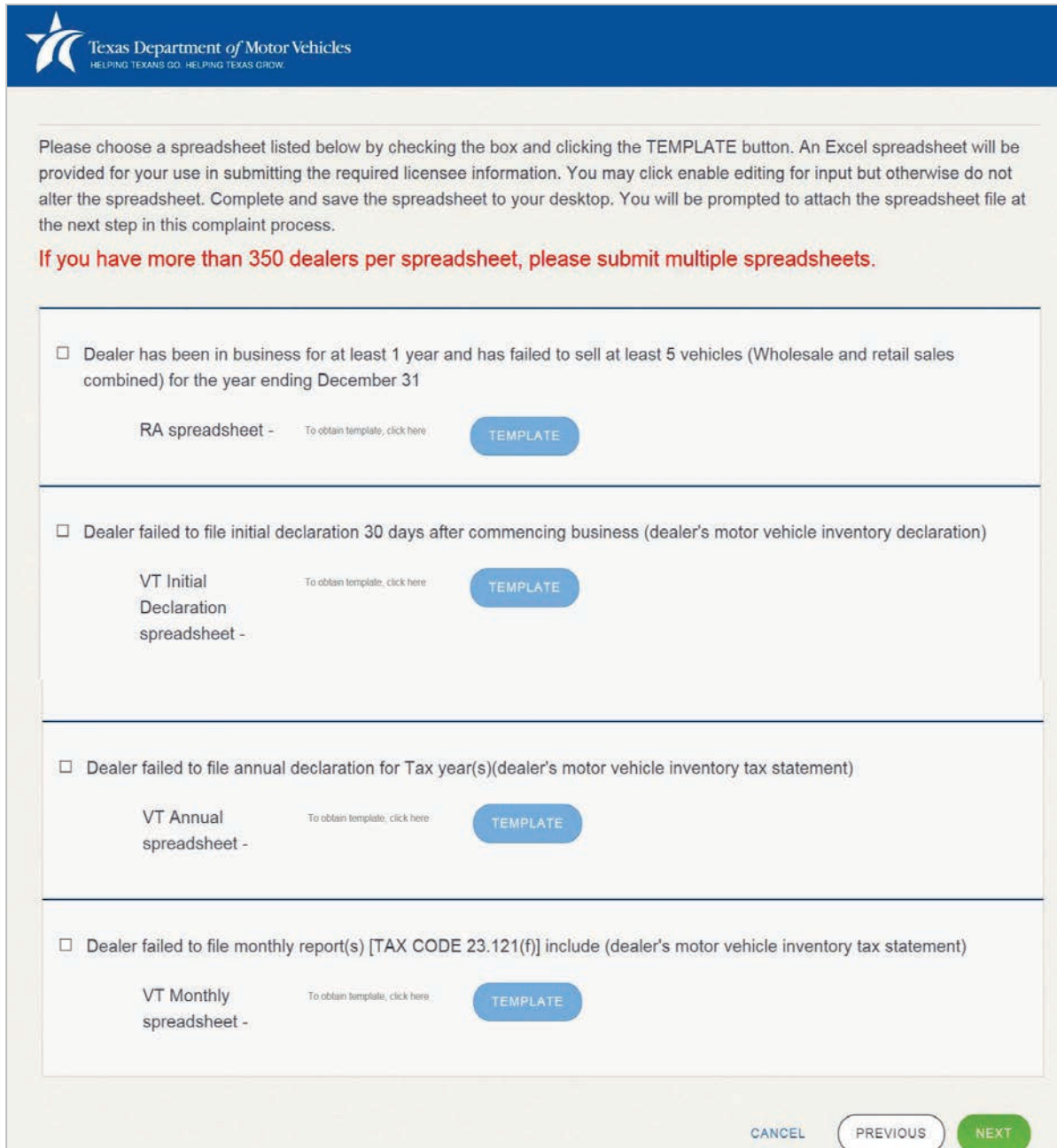
* City * State * Zip * County

CANCEL PREVIOUS NEXT

- For **Business Name**, type in the name of your county office.
- For **First Name**, type in your legal first name.
- For **Last Name**, type in your legal last name.
- For **Email Address**, type in your email address where you can receive email about this complaint.
- For **Confirm Email Address**, type in the identical information.

- f. For **Contact Name for TxDMV Communication**, type in the name of the person who can be contacted about this complaint and then type in the **Phone Number** at which this person can be contacted.
- g. For **Contact Name for Dealer Communication**, type in the name of the person whom the dealer may contact and then type in the **Phone Number** at which this person can be contacted.
- h. For **Home/Work Phone**, type in your telephone number.
- i. For **Fax**, optionally type in a fax telephone number to which written information may be sent.
- j. For Address Information section, type in and select the appropriate information.
- k. Click the **NEXT** Button.

5. On the spreadsheet page:



The screenshot shows a web page from the Texas Department of Motor Vehicles. At the top is a blue header with the department's logo and name. Below the header, a paragraph explains the process: users must choose a spreadsheet by checking a box and clicking a 'TEMPLATE' button. An Excel spreadsheet will be provided for submitting licensee information. A red instruction states: 'If you have more than 350 dealers per spreadsheet, please submit multiple spreadsheets.' The main content area contains four rows, each with a checkbox, a description of the required information, a link to obtain the template, and a 'TEMPLATE' button. The rows are: 1. Dealer has been in business for at least 1 year and has failed to sell at least 5 vehicles (Wholesale and retail sales combined) for the year ending December 31. 2. Dealer failed to file initial declaration 30 days after commencing business (dealer's motor vehicle inventory declaration). 3. Dealer failed to file annual declaration for Tax year(s)(dealer's motor vehicle inventory tax statement). 4. Dealer failed to file monthly report(s) [TAX CODE 23.121(f)] include (dealer's motor vehicle inventory tax statement). At the bottom right are three buttons: 'CANCEL', 'PREVIOUS', and 'NEXT'.

Please choose a spreadsheet listed below by checking the box and clicking the TEMPLATE button. An Excel spreadsheet will be provided for your use in submitting the required licensee information. You may click enable editing for input but otherwise do not alter the spreadsheet. Complete and save the spreadsheet to your desktop. You will be prompted to attach the spreadsheet file at the next step in this complaint process.

If you have more than 350 dealers per spreadsheet, please submit multiple spreadsheets.

☐ Dealer has been in business for at least 1 year and has failed to sell at least 5 vehicles (Wholesale and retail sales combined) for the year ending December 31

RA spreadsheet - [To obtain template, click here](#) [TEMPLATE](#)

☐ Dealer failed to file initial declaration 30 days after commencing business (dealer's motor vehicle inventory declaration)

VT Initial Declaration spreadsheet - [To obtain template, click here](#) [TEMPLATE](#)

☐ Dealer failed to file annual declaration for Tax year(s)(dealer's motor vehicle inventory tax statement)

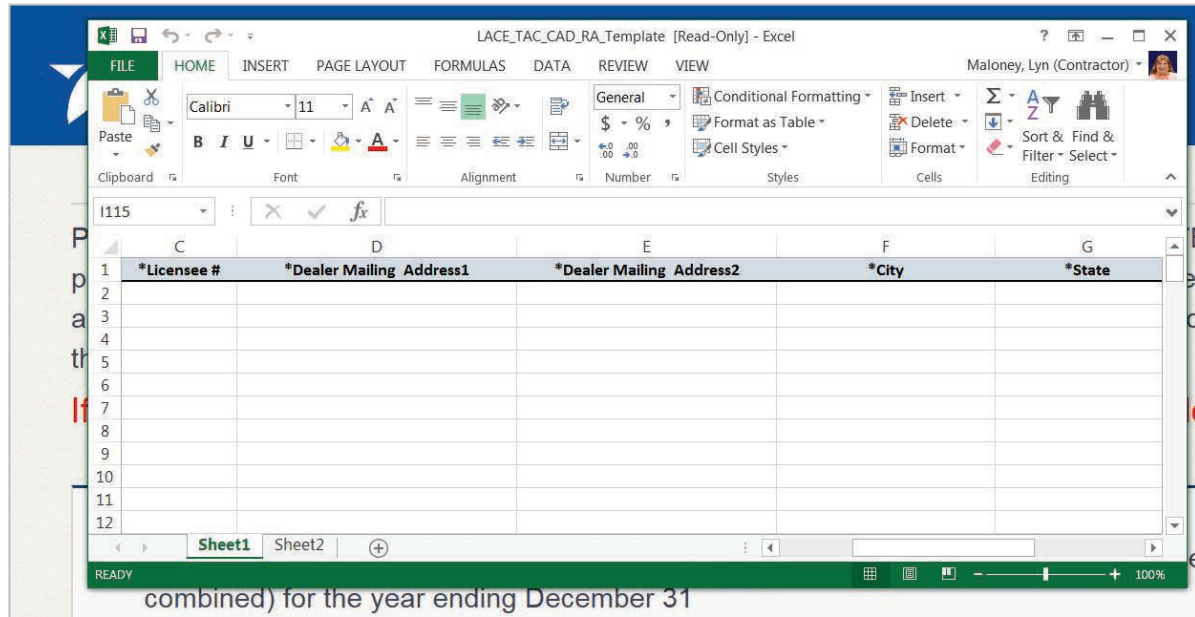
VT Annual spreadsheet - [To obtain template, click here](#) [TEMPLATE](#)

☐ Dealer failed to file monthly report(s) [TAX CODE 23.121(f)] include (dealer's motor vehicle inventory tax statement)

VT Monthly spreadsheet - [To obtain template, click here](#) [TEMPLATE](#)

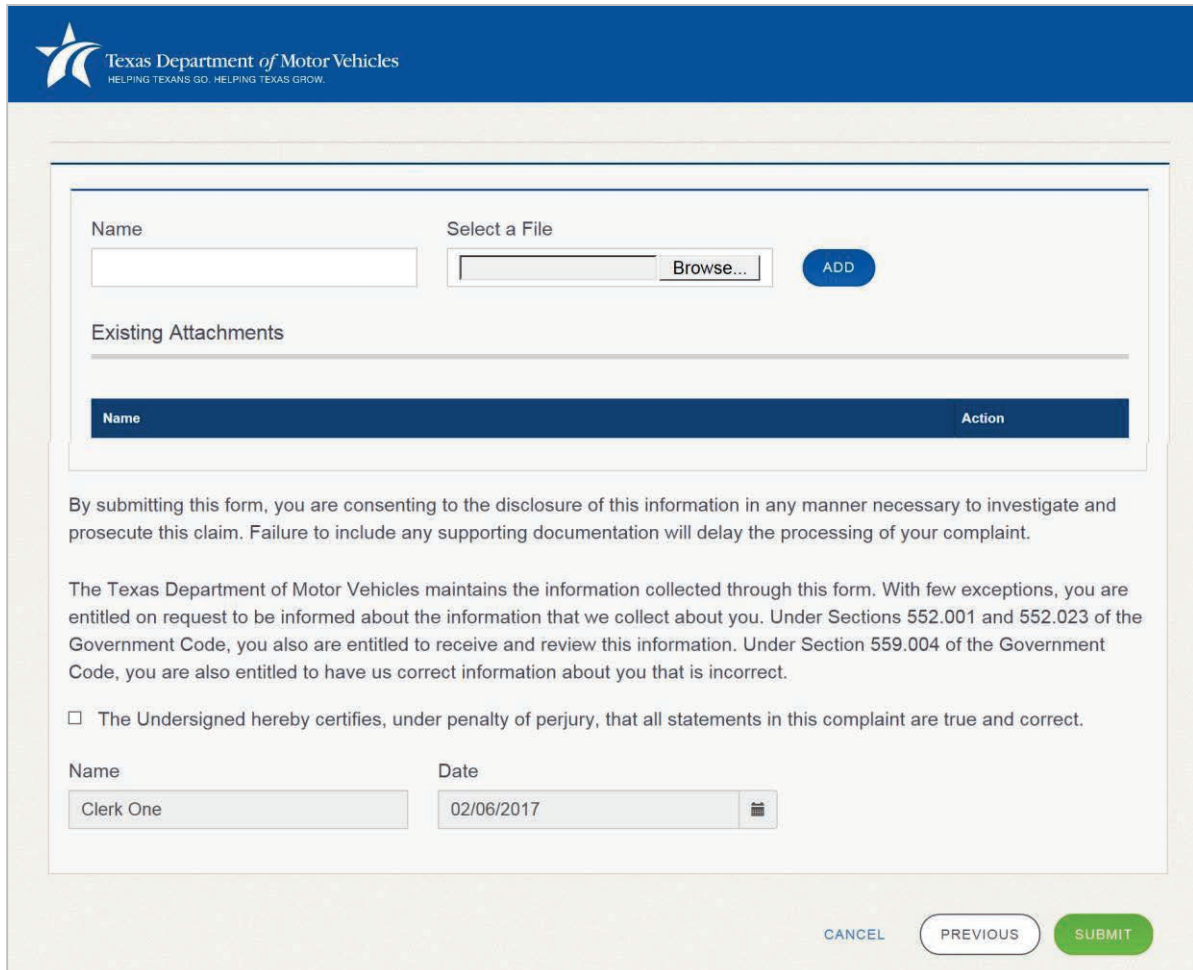
[CANCEL](#) [PREVIOUS](#) [NEXT](#)

- a. Click the checkbox of the appropriate information and then click the Template button.



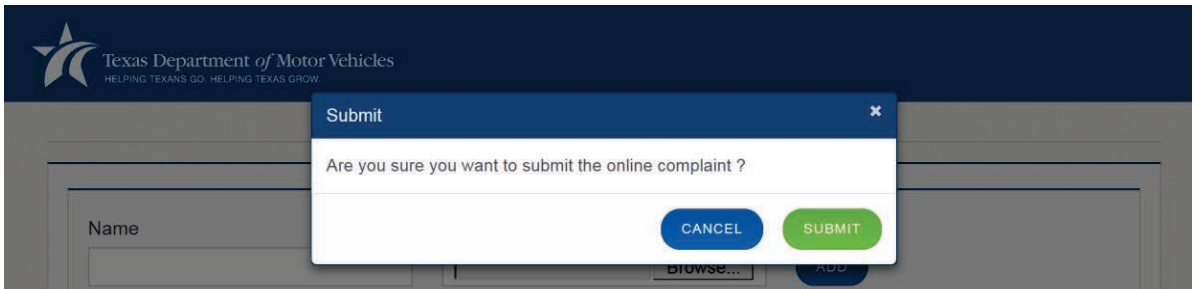
- b. In the template displayed in the Excel spreadsheet, carefully type in the correct information and save it to your local computer (or a shared resource you can access).
- c. Click the **NEXT** button.

6. To upload and attach documentation that supports the complaint:



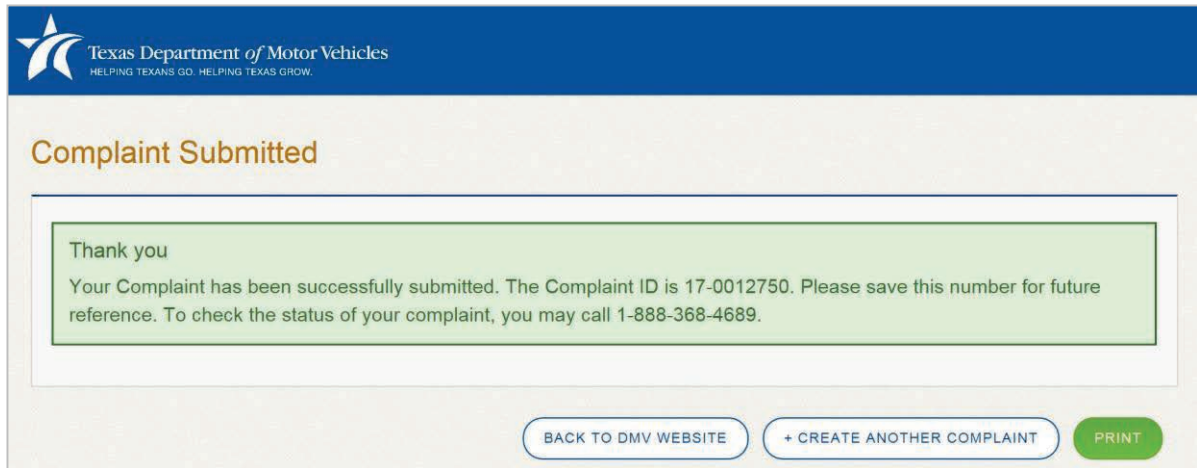
The screenshot shows the Texas Department of Motor Vehicles eLICENSING portal. At the top is the header with the logo and tagline. Below is a form titled "Name" and "Select a File". The "Name" field is empty. The "Select a File" section has a "Browse..." button and an "ADD" button. Below this is a section titled "Existing Attachments" which is currently empty. A table with headers "Name" and "Action" is shown. Below the table is a paragraph of text: "By submitting this form, you are consenting to the disclosure of this information in any manner necessary to investigate and prosecute this claim. Failure to include any supporting documentation will delay the processing of your complaint." Another paragraph follows: "The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Sections 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect." Below this is a checkbox labeled "The Undersigned hereby certifies, under penalty of perjury, that all statements in this complaint are true and correct." At the bottom, there are fields for "Name" (containing "Clerk One") and "Date" (containing "02/06/2017"). At the very bottom are three buttons: "CANCEL", "PREVIOUS", and "SUBMIT".

- Type the name of the document you saved.
 - Click the **Browse** button to navigate to the saved spreadsheet file and select it.
 - Click the **ADD** button.
 - Scroll down and click the agreement checkbox.
 - Click the **SUBMIT** Button
7. On the *Submit* confirmation popup, click the **SUBMIT** button.



The screenshot shows the same Texas Department of Motor Vehicles eLICENSING portal, but with a confirmation popup titled "Submit" in the foreground. The popup contains the text "Are you sure you want to submit the online complaint ?" and two buttons: "CANCEL" and "SUBMIT". The background form is partially visible and dimmed.

8. On the *Complaint Submitted* page:



Complaint Submitted

Thank you

Your Complaint has been successfully submitted. The Complaint ID is 17-0012750. Please save this number for future reference. To check the status of your complaint, you may call 1-888-368-4689.

[BACK TO DMV WEBSITE](#) [+ CREATE ANOTHER COMPLAINT](#) [PRINT](#)

9. Carefully note the complaint ID for future reference and then, to continue, click the:

- **PRINT** button to send this page to your local default printer.
- **BACK TO DMV WEBSITE** to close this page and return to the page you began on
- **CREATE ANOTHER COMPLAINT** to go back to the page where you can submit another complaint.