



June 1, 2023

**Registration and Title Bulletin # 001-23**  
**Policy and Procedure**

**TO:** All County Tax Assessor-Collectors

**SUBJECT:** Procedure for Title Rejection Requests Made by a County Tax Assessor-Collector

**PURPOSE**

The purpose of this bulletin is to provide guidance on the procedure for title rejection requests made by a county tax assessor-collector's office through the Registration and Title System (RTS).

**DETAILS**

Currently, when a title transaction is outside the void window and the title has not been issued, a county tax assessor-collector (county) submits a request by email to their local Texas Department of Motor Vehicles (TxDMV) Regional Service Center (RSC), requesting the title transaction be rejected. Staff from TxDMV then manually process the rejection within the system.

Effective June 12, 2023, a county will no longer need to submit title rejection requests by email to their local TxDMV RSC. Instead, a county will submit title rejection requests through a new Reject Title in Process event in RTS located under the Miscellaneous menu item. The new rejection permission to access this event is mapped to the same eLearning modules as the void permission and will automatically be granted to RTS users that have the void permission upon implementation. If an employee does not need access to request title rejections in RTS, the county administrator can update their permissions under the Employee Security event. Employees who need access to the new permission will need to complete the appropriate eLearning modules as indicated in the updated RTS-to-Module Mapping spreadsheet.

A county can only submit rejection requests for title transactions the county originally processed. When processing a title rejection request, a clear and concise explanation for the rejection (40 alphanumeric character limit), must be provided in the free-form dialogue box. RTS will reflect the title transaction has been rejected the following business day, and the rejected transaction and reason will display on the new Cognos Title Rejections Report. If a title record is rejected in error, the rejection must be cleared the following business day after the record updates by completing the transaction through the Correct Title Rejection event in RTS.

After the title has been rejected, counties should continue to follow the existing correction and retention process outlined in Chapter 2 of the *Motor Vehicle Title Manual*. This chapter will be updated with the next quarterly revision. Programming will be implemented with RTS Release 23.3, which will be deployed the weekend of June 9. Detailed release notes will be provided to outline the changes, including the new Cognos report.

**COUNTY ACTION**

As of June 12, 2023, begin submitting title rejection requests through the new Reject Title in Process event in RTS and ensure appropriate employees have the new permission. Continue to correct title rejections through the Correct Title Rejection event, which includes instances when a rejection was submitted in error. Once a transaction is corrected, continue to mail the title transaction to the vendor for imaging or TxDMV for special handling as applicable. As outlined in the manual, transactions that are not immediately corrected should continue to be retained for two years.

**CONTACT**

If you have any questions, please contact your local TxDMV RSC.

Sincerely,

*A. Quintero*

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