



August 10, 2023

## **Registration and Title Bulletin # 002-23**

### **Policy and Procedure**

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

**SUBJECT:** Revised Procedures for Special Handling Transactions

#### **PURPOSE**

The purpose of this bulletin is to provide guidance on processing changes pertaining to special handling transactions.

#### **DETAILS**

Currently, all title transactions that require further processing by the department are required to be physically mailed to the department using a specially marked envelope. This includes, but is not limited to, certain National Motor Vehicle Title Information System (NMVTIS) holds, all brand holds, and restraints such as stolen and invalid vehicle identification numbers (VINs).

Effective immediately, all transactions that require special handling should be scanned and emailed to the department and not physically mailed in a specially marked envelope. While the department encourages all counties to immediately begin scanning and emailing these transactions, you may continue to physically mail the transactions to the department if you do not have a scanner.

#### **NMVTIS Transactions**

NMVTIS transactions that require department handling should be emailed to [VTR\\_NMVTIS\\_Rejections@txdmv.gov](mailto:VTR_NMVTIS_Rejections@txdmv.gov). Each email must list the VIN in the subject line and contain only one scanned transaction per email. Scan the complete title transaction along with any supporting documents. This includes the front and back of the ownership evidence or any other documents that contain pertinent information. The body of the email must contain the VIN, title number, and NMVTIS error code(s).

#### **Special Handling Transactions**

All other special handling transactions should be emailed to [VTR\\_Special\\_Handling@txdmv.gov](mailto:VTR_Special_Handling@txdmv.gov). Each email must list the VIN in the subject line and contain only one scanned transaction per email. Scan the complete title transaction along with any supporting documents. This includes the front and back of the ownership evidence or any other documents that contain pertinent information. The body of the email must contain the VIN, title number, and the special handling category, such as stolen, legal restraint, invalid VIN, switched evidence, etc.

There are no changes to the types of transactions that require submission to the department for special handling. Continue to submit supporting evidence required to resolve the transaction such as statements of fact for errors, stolen reports, and VIN verifications, as applicable to the transaction. Further information on the types of transactions that require department action can be found in the *NMVTIS Guide* in Chapters 2 and 3 or the *Motor Vehicle Title Manual* in Chapter 2.

Both documents will be updated with the next quarterly revision to accommodate the scanning process.

Once a special handling transaction has been scanned and emailed to the appropriate department email address as indicated above, the original title paperwork should be sent to OpenText to be imaged.

The email addresses are for internal use only and should not be provided to the public. A response from these email addresses will only be provided in the event the department did not receive all supporting evidence to resolve the transaction or the scanned documents were not legible. If this occurs, an email containing a rejection letter will be returned to the original sender for correction. Any status updates or unrelated general email inquiries should not be submitted to these email addresses and should be submitted to your Regional Service Center for handling.

The scanned documents are not required to be in color but must show all information and be legible. Scanners must be capable of at least 200 DPI, but the department recommends 300 DPI, which is the most common resolution for desktop scanners.

### **COUNTY ACTION**

Begin scanning and emailing all special handling transactions to the appropriate TxDMV email address. Ensure there is only one transaction submitted per email and provide all the required documents and requested information. Ensure the scanned documents are complete and legible. Once scanned and emailed, send the original title paperwork for imaging. If your office does not have a scanner, continue to physically mail these transactions in a specially marked envelope to the department and not OpenText. Direct any status updates or general inquiries to your local Regional Service Center and not the email addresses provided. Do not share the email addresses with the public.

### **CONTACT**

If you have any questions, please contact your local TxDMV Regional Service Center.

Sincerely,



Annette Quintero, Director  
Vehicle Titles and Registration Division  
Texas Department of Motor Vehicles