

# webSALVAGE Original Title Addendum

August 2023 webSALVAGE 23.4





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#### **Document Overview**

This document describes the latest changes made to the Texas Department of Motor Vehicles (TxDMV) webSALVAGE application.

## Scope

The scope of this addendum is to identify functional changes to the webSALVAGE application. This document does not provide step-by-step instructions on how to use webSALVAGE.

#### **Audience**

The intended audience of this document are insurance company users and salvage pool operator users processing on behalf of insurance companies in webSALVAGE.

## Introduction

The following descriptions identify the enhancements incorporated into webSALVAGE 23.4 for insurance company and salvage pool operator users:

- Allow electronic processing and submission of unrecovered stolen title applications to county tax assessor collectors for review and approval
- Appropriate assessment of the delinquent transfer penalty fee for title applications submitted 31 days or later from the sales tax date
- Salvage pool operators using their GDN are no longer limited to processing applications based on their GDN category



#### **Overview**

Original title applications are submitted electronically to county tax offices who utilize webDEALER to electronically review and approve the applications. Title applications include scanned images of the required documents necessary to process the application including, but not limited to, the evidence of ownership (e.g., MCO, out of state title, Texas title, etc.), and the *Application for Texas Title and/or Registration* (Form 130-U). The original evidence of ownership (e.g., MCO, out of state title, Texas title, etc.) must be stamped **SURRENDERED** on the <u>front and back</u>, scanned, and uploaded to webSALVAGE.

## Setup

To create an account or add users, please refer to the webSALVAGE User Guide located on our website under the Dealers tab and webSALVAGE radio button: <a href="Publications & Manuals">Publications & Manuals</a> | <a href="TxDMV.gov">TxDMV.gov</a>. This user guide also provides more detailed information on how to use webSALVAGE in general.

Note: Salvage dealers may utilize their general distinguishing number (GDN) to access and use webSALVAGE when their GDN has the salvage indicator on their license. On initial setup, the eTAG administrator for the dealer will have access to assign permissions to webSALVAGE for themselves and their users through eTAG: <a href="Login (txdmv.gov">Login (txdmv.gov</a>). Once permissions are obtained, the user can login to webSALVAGE.

Important: The county tax office will need to add your webSALVAGE account in webDEALER for you to submit transactions electronically to the county tax office for processing. The county will need your license number associated to your webSALVAGE account. In addition, you will work with the county tax office to establish a payment method for the original title applications. Payment for these applications will be handled directly with the county tax office and outside of webSALVAGE. It is highly recommended that payments be made via Automated Clearing House (ACH) to achieve the most benefit.

## **Set Salvage Pool Operator Designation**

Dealers processing original titles on behalf of insurance companies should set their webSALVAGE account as a Salvage Pool Operator to access the original titling option. This configuration can be set on the Account Details page.

**Note:** Insurance companies will automatically be able to process original title applications.





**Note:** Salvage pools using their GDN to access webSALVAGE will not see a list of users and cannot manage user accounts through the Account Details page in webSALVAGE but will do so through eTAG.

- 1. As a dealer administrator, select the **Administration** tab located at the top of the screen.
- 2. Click on the Salvage Configure button and select Salvage Pool Operator.

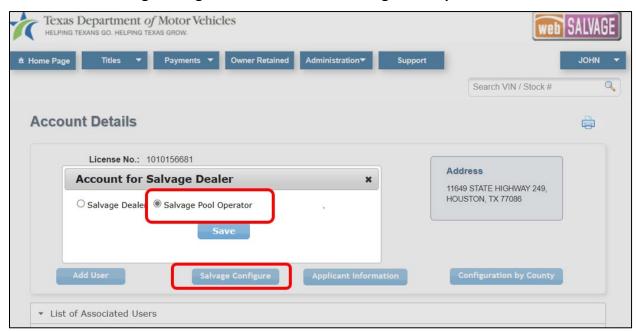


Figure 1 – Salvage Pool Operator Designation

# **Configuration by County**

The Configuration by County button on the Account Details page displays the allowances placed on your account by each county you are setup to process applications with.

1. From the Account Details page click the **Configuration by County** button.

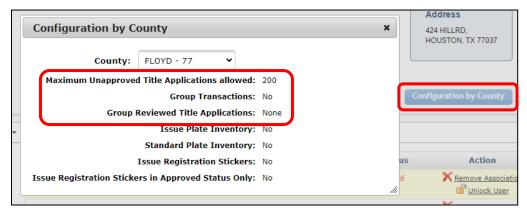


Figure 2: Configuration by County





2. The popup will show your configuration.

**Note:** The Maximum Unapproved Title Applications allowed can be set up to 5,000 at the county's discretion.

3. The county can also designate at their discretion whether the county groups title applications in the system for payment, whether your entity can group, or whether there is no grouping and payment is made individually for each transaction. Further information on grouping can be found in those sections below.

**Note:** The remaining plate and sticker related items in the pop-up will always display as No.

## **Processing an Original Title Application**

- 1. Click on **Start a New Title Application** from the Titles drop down menu or from the hyperlink in the Titles box on the homepage.
- 2. Select the **Original** radio button, enter the VIN, and click **Search**.



Figure 3: New Original Title Application - Enter VIN

- 3. If a Texas motor vehicle record exists, the current vehicle record information will display. You must verify the record against the title provided to you. Once confirmed, you may click on the Proceed button to advance to the Title Application page.
  - If a Texas motor vehicle record does not exist, the year, make, model, and body style of the vehicle will need to be entered if not populated on the Title Application page.



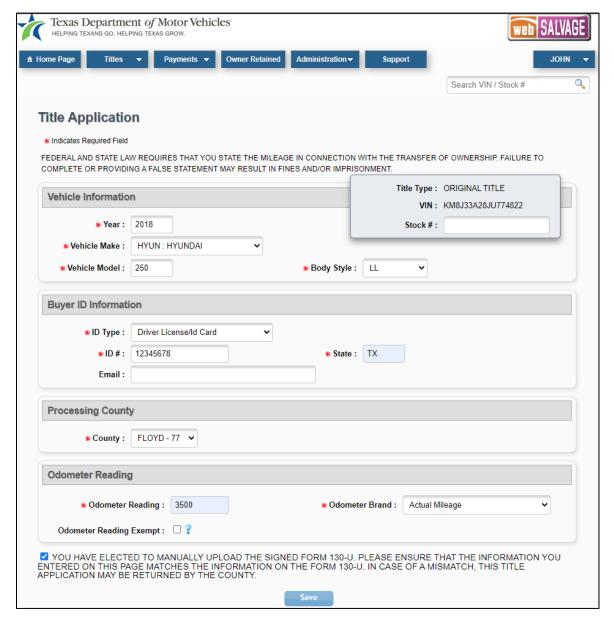


Figure 4: Title Application

#### **Title Application**

The Title Application page must be completed and saved before you can continue with the rest of the title application.

Complete all required fields of the Title Application page to save and continue:

1. Complete any missing vehicle data elements.



- 2. Enter the Insurance Company's or Agent's ID Type and ID #, and optionally enter an email in the Buyer ID Information section.
- 3. Select the county that will process the title application from the drop down in the Processing County section.

**Note:** This list will be limited to only the county tax offices you have worked with to have your webSALVAGE account added to their webDEALER account for processing.

- 4. In the Odometer Reading section, enter the Odometer Reading and select the Odometer Brand, or select Odometer Reading Exempt, if applicable.
- 5. Check the Certification Box and Save.

After the Title Application page is saved, the title application status is marked as In-Progress.

## Vehicle Information

1. Complete the Vehicle Information page.

**Note**: This screen will display different data elements based on the type of vehicle.

2. The application will default to **Title Only**; however, the system will allow for selecting **Title & Registration** or **Stolen (Waive Registration)**.

**Note:** Selecting **Title & Registration** will require additional steps in the application process. A current and passing vehicle inspection will be required. If one cannot be found in the cloud, then manual entry of the inspection details on the Inspection Information page and an upload of the Vehicle Inspection Report will be needed. License plates would be issued by the county tax office if the transaction is submitted to and will be indicated as such on the Plate and Sticker Information page. The final registration sticker receipt may be printed from the Title Search page once the county tax office approves the transaction.





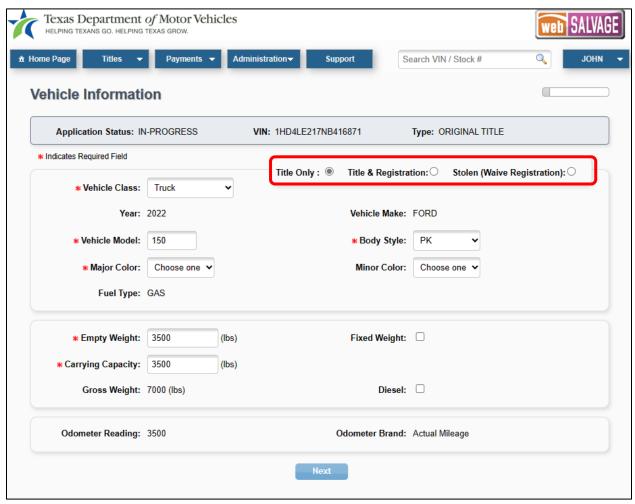


Figure 5: Vehicle Information

3. **Stolen (Waive Registration)** will only display as an option when there is no Texas record. This radio button should be selected for vehicles that were not titled in Texas but were stolen in Texas and are unrecovered. The certification statement must be selected to continue.



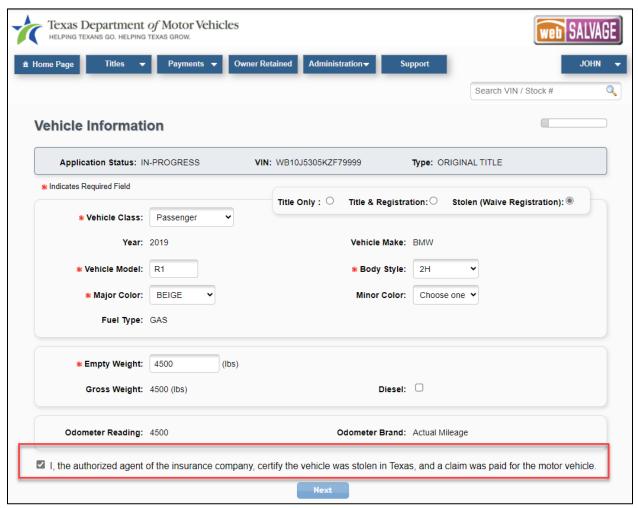


Figure 6: Vehicle Information for Stolen

**Note:** Texas records with a stolen remark may also be transferred into an insurance company's name through webSALVAGE. The system will recognize and display the stolen remark on the current vehicle record, allow the user to proceed, and require the transaction to be processed as Title Only. The stolen remark will reflect on the Title Preview page and will carry forward to the new title record.



4. When **Stolen (Waive Registration)** is selected, the Title Preview page will reflect the Stolen remark and VIN Certification Waived remark when Out of State Title or the VTR-331-INS is selected as ownership evidence. These remarks will carry forward to the new title record once approved by the county tax office.

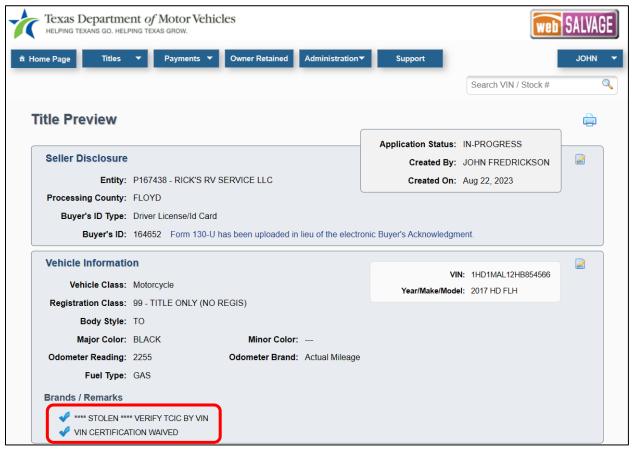


Figure 7: Title Preview Page



#### Lienholder Information

1. **No Lien** or **Lienholder(s)** may be selected. If **Lienholder(s)** is selected, then you can follow the prompts to add lien information.

Note: If Stolen (Waive Registration) was selected, No Lien will be the only option.

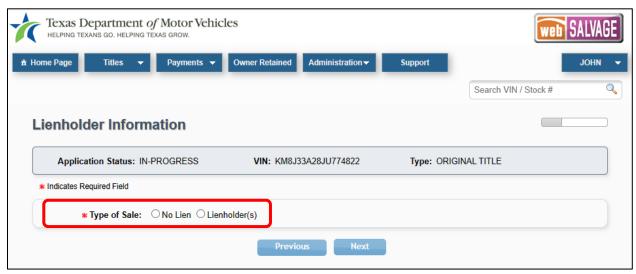


Figure 8: Lienholder Information

#### **Owner Information**

1. Complete the Owner Information page. The owner name and address can either be manually entered or selected from a pre-saved dropdown list in order to auto-populate those fields. This pre-saved information is maintained through the Account Details page by an Administrator.

**Note:** If **Title & Registration** was selected, a Renewal Recipient Address may be entered on this page.



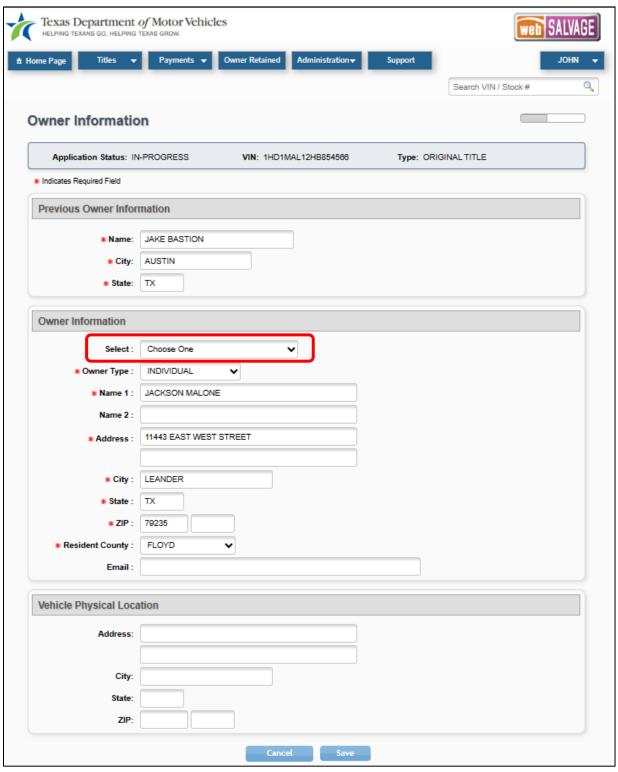


Figure 9: Owner Information



#### **Sales Tax Information**

1. The **Sales Tax Category** will default to Exempt with an **Exempt Reason** as Other. Enter the **Sales Tax Date** and continue.

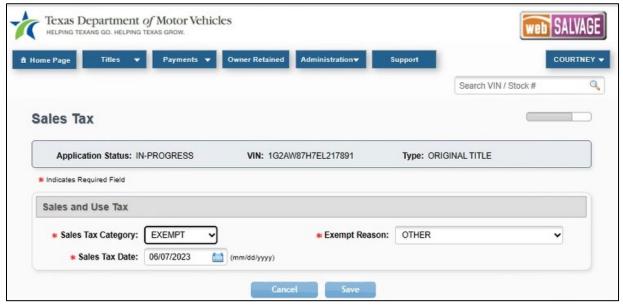


Figure 10: Sales Tax Information

## **Evidence of Ownership and Supporting Documents**

1. Select the appropriate Evidence of Ownership document from the **Document Type** dropdown.

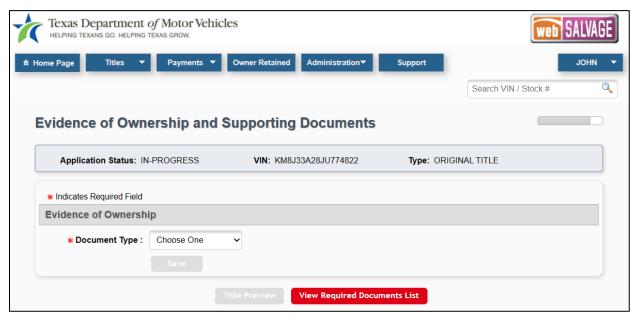


Figure 11: Sales Tax Information





- 2. If submitting a Texas title or Certified Copy of Texas Title, the title information will prepopulate. Verify the title information in the system matches the title.
- 3. If out of state title is selected, the Title Number, Issue Date, and issuing State/Country must be entered.

**Note:** Counties will have the ability to add the VIN Certification Waived remark to the vehicle record when it is applicable for applications submitted with an out of state title or VTR-331-INS as ownership evidence.

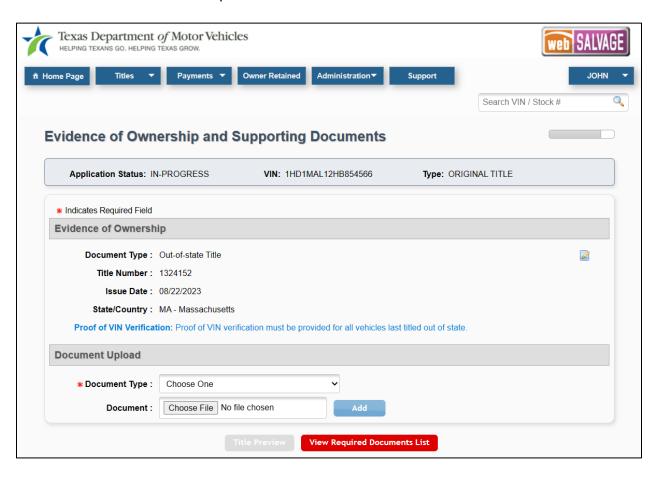


Figure 12: Evidence of Ownership



4. You can click the View Required Documents List to view missing documents.



Figure 13: Required Document List

5. Upload the appropriate evidence of ownership and supporting documents.

**Note:** The evidence of ownership and supporting documents can be uploaded as a single PDF or as multiple individual files. To upload a single PDF, you must first scan the multiple documents into a single PDF. The order of which the documents in the single upload PDF must appear is the *Application for Texas Title and/or Registration* (Form 130-U), Ownership Evidence, and other Supporting Evidence/Documents.

6. Select **Upload Complete Transaction** or individual documents from the **Document Type** dropdown menu.

**NOTE:** The **Upload Complete Transaction** option only appears in the initial dropdown list. Once any other single document has been uploaded, the **Upload Complete Transaction** option is not offered.

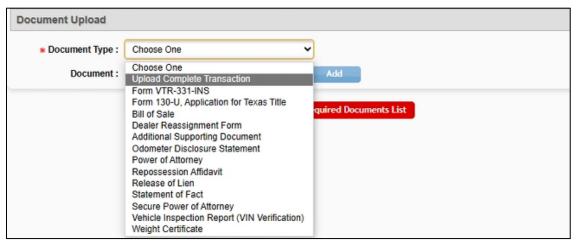


Figure 142: Document Type Selection

7. Each document is shown at the top of the page as they are uploaded. Title Preview becomes available when all document requirements are met. Click **Title Preview** to continue.





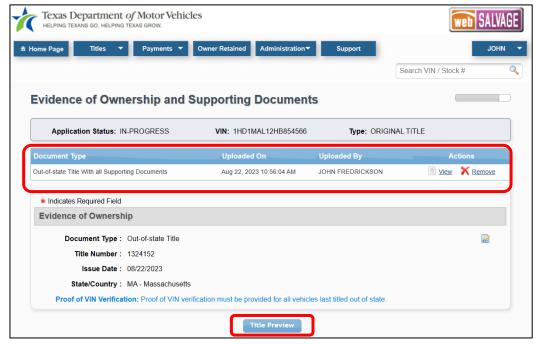


Figure 15: Evidence of Ownership and Supporting Documents Completed

#### <u>Fees</u>

- 1. From the Title Preview page, click the edit icon next to Computed Fees.
- 2. webSALVAGE will calculate the applicable fees, click **Save** to complete the application.

Note: If the title transaction is submitted 31 days from the sales tax date, the transaction will be assessed the delinquent transfer penalty of \$25. An additional \$25 for each subsequent 30 day period or portion of a 30 day period will be assessed, up to a maximum of \$250.

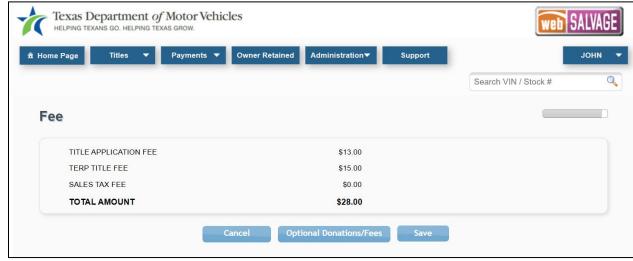


Figure 16: Computed Fees





# **Submitting Title Applications**

Follow these steps when the title application is complete:

- Click Submit from the Title Preview page to send the application to the county electronically.
- 2. To locate the submitted application, use the search filters. The status of "Submitted" will narrow your search. Use the date range to further narrow your results.
- 3. The Title Search page will reflect all original, salvage, and nonrepairable title applications processed by the entity and indicate the title type.

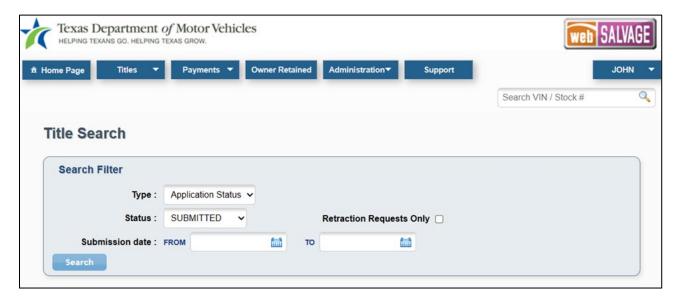


Figure 17: Title Search for Submitted Title Applications

# **Grouping Title Applications**

Title applications in the Reviewed status can be grouped for payment.

You may be able to group and ungroup title applications provided you have been authorized by the county to do so. Alternatively, counties can authorize themselves to group your title applications for payment.



#### **Grouping by County**

The county may group transactions together to show which applications they want you to make a payment on. If the grouping functionality is set up for the county to do the grouping, you will only be able to view the groups on the Reviewed Title Groups with Payments Due page.

You can access the Reviewed Title Groups with Payments Due page by clicking the **Titles Grouped for Payment** under the **Payments** tab at the top of the page.



Figure 18: Titles Grouped for Payment

1. On the Reviewed Title Groups with Payments Due page, use the Search Filter to narrow down your results to find the group of titles you want to view.

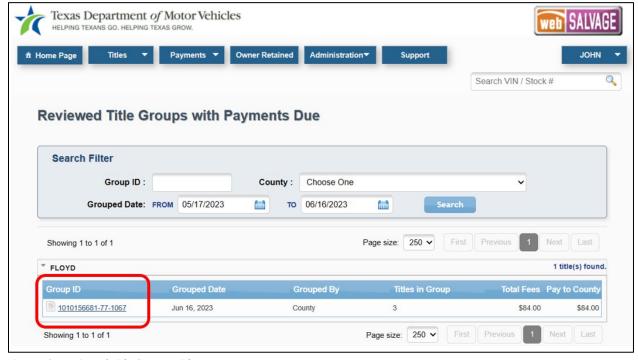


Figure 19: Reviewed Title Groups with Payment Due

2. Click on a **Group ID** to open the Group Details.



3. The Group Details displays the title applications associated with the group.

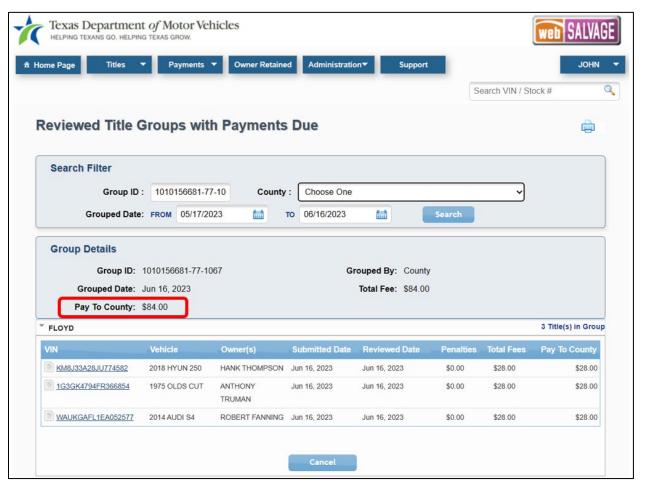


Figure 20: Group Details

4. Remit the amount shown next to Pay To County.

#### **Grouping by Entity**

If a county has authorized you to group title applications, you will create groups from the reviewed titles that you want to pay for together. Once grouped, payment can be submitted to the county for processing, and the title applications can be approved as a group by the county.

To group title applications, follow these steps:

 Navigate to the Group Reviewed Titles for Payment page by clicking on Group Reviewed
 Titles under the Payments tab.





Figure 21: Group Reviewed Titles

2. On the Group Reviewed Titles for Payment page, choose the county for which you want to group and optionally filter by date. Select the titles you want to group together by selecting the checkboxes and click the **Group Titles** button.

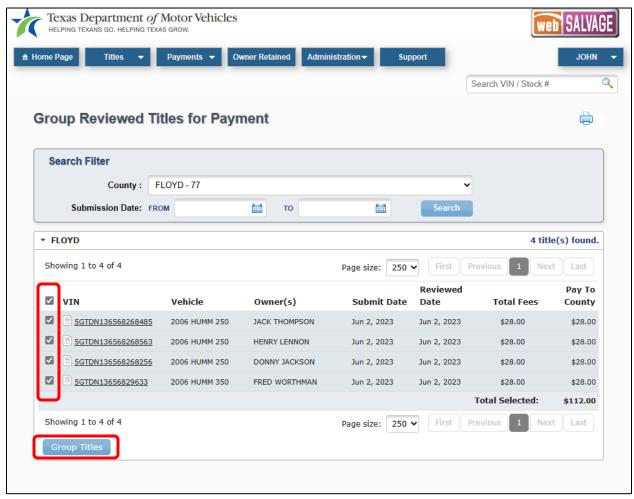


Figure 22: Group Reviewed Titles for Payment

3. A confirmation pop-up window will display after clicking **Group Titles**.





Figure 23: Group Reviewed Titles for Payment Confirmation

- 4. Click **Group for Payment** to confirm these are the title applications you want grouped.
- 5. After you click **Group for Payment**, the Group Reviewed Titles for Payment page is displayed with a confirmation message, which includes the Group ID.



Figure 24: Confirmation Message and Group Number

6. The group can be found on the Reviewed Title Groups with Payments Due page. The Group ID number is shown to the left of the group.

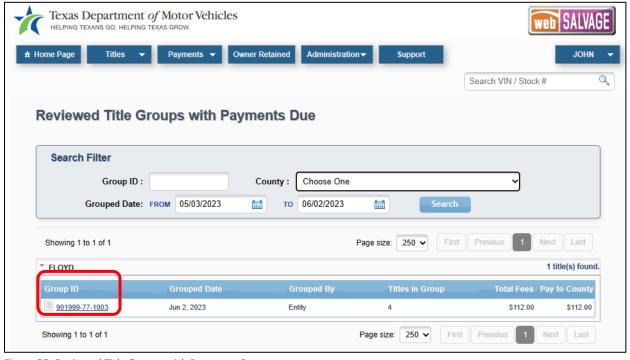


Figure 25: Reviewed Title Groups with Payments Due



#### **No Grouping**

If a county has not setup grouping for themselves or you, the reviewed title applications will reflect on the Title Search page under the Reviewed status. Payment should still be made to the county for each transaction. The county will approve the title applications individually.

#### <u>Ungrouping Reviewed Title Application Groups</u>

If you have been authorized to group title applications, you will also have the ability to ungroup them. Ungrouping reviewed title groups allows you to process payment individually or to add them to a new group.

**Note:** You cannot ungroup title applications grouped by the county or transactions already approved by the county.

Note: If a county disables grouping, all of your existing groups will automatically be ungrouped.

Follow these steps to ungroup a group of title applications:

1. Click **Titles Grouped for Payment** under the **Payments** tab to access the Reviewed Title Groups with Payments Due page.



Figure 26: Titles Grouped for Payment



2. Filter by County or Date and locate the Group you wish to ungroup. Click on the **Group ID**.

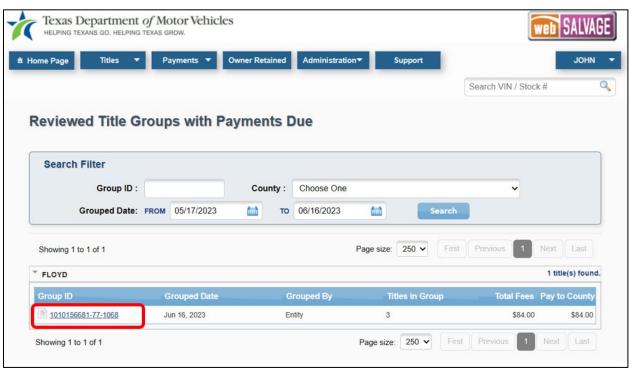


Figure 27: Reviewed Title Groups with Payments Due

3. Once the Group Details are open, click **Ungroup**.



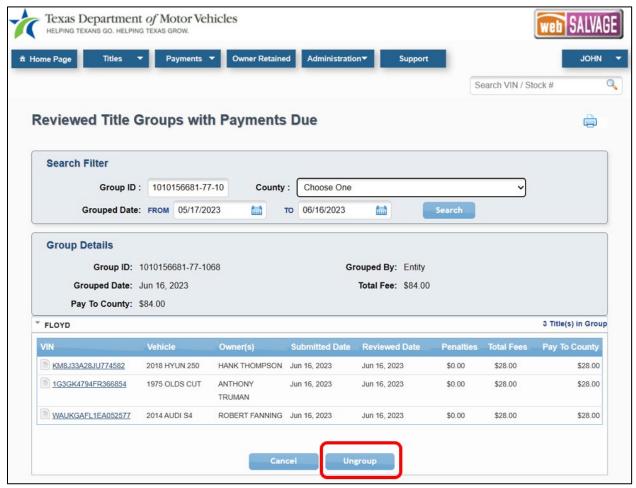


Figure 28: Ungroup Title Applications

4. A confirmation popup will display to verify you want to ungroup these applications. Click **Yes** to confirm.



Figure 29: Ungroup Confirmation

5. This group is now ungrouped, and you may regroup these title applications as necessary.



## **Retracting Title Applications**

A title application may be returned by the county. This may occur for a number of reasons: the documents scanned were not the originals, the images were unreadable, missing signatures, incorrect information, etc. When an application is returned, its status will be changed from Submitted or Reviewed to Returned, and it can be found in the list of Returned Titles.

In addition, you may request to retract a title application before the application is approved by the county. If the county approves the retraction request, the application's status will be changed from Submitted to Returned, and it can be found in the list of Returned Titles.

**Note:** The county must approve the retraction request before the application is returned to you.

Follow these steps to request a retraction on a submitted title application:

1. Locate the title application by using the search filter on the Title Search page. Filtered for a Status of "SUBMITTED."

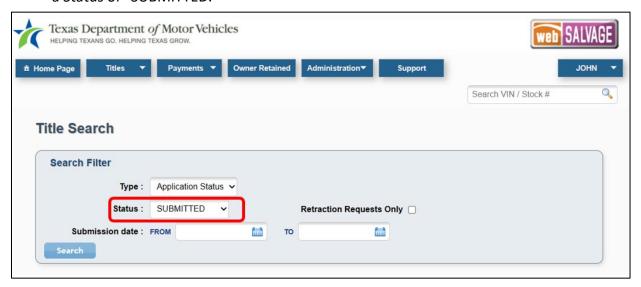


Figure 30: Title Search Page

- 2. Click the **VIN** of the title application you want to retract.
- 3. On the Title Preview page, click the **Retract** button at the bottom of the page.



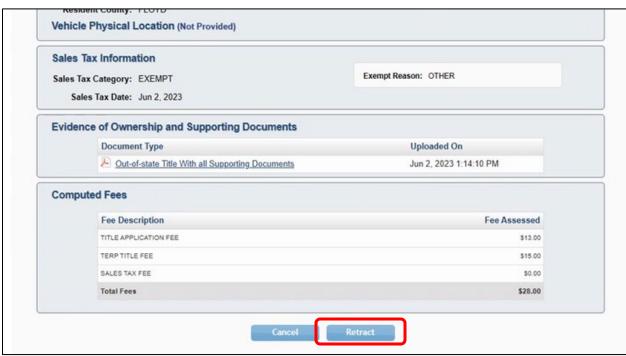


Figure 31: Retract a Title Application

4. The Retraction Request pop-up box will appear. Enter the Reason for the request. This reason will be visible to the county. Click **Retract**.

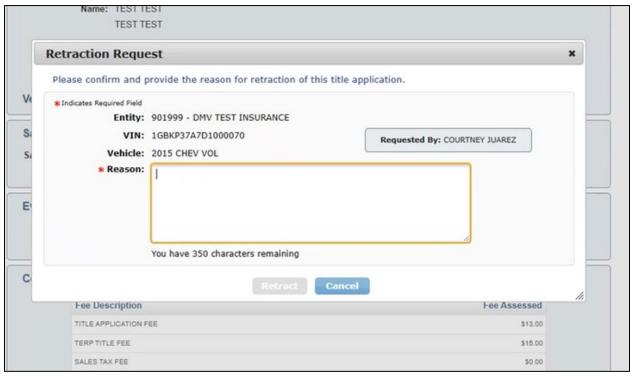


Figure 32: Retraction Request





5. If the request is pending county approval, the Application Status will be in red, and there will be a warning on the Title Preview page.

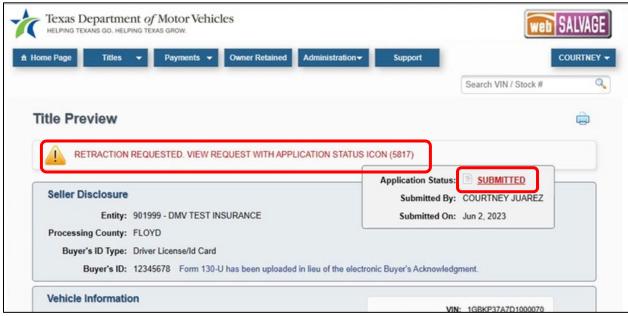


Figure 33: Submitted Retraction Request

- 6. If the county approves the retraction request, the status of the application will change to Returned.
- 7. Make the corrections and resubmit the application.



#### **Viewing Retraction Requests**

You can find a retracted title application request in the following ways:

• On the Home Page, click the number next to Retractions in the Titles box.

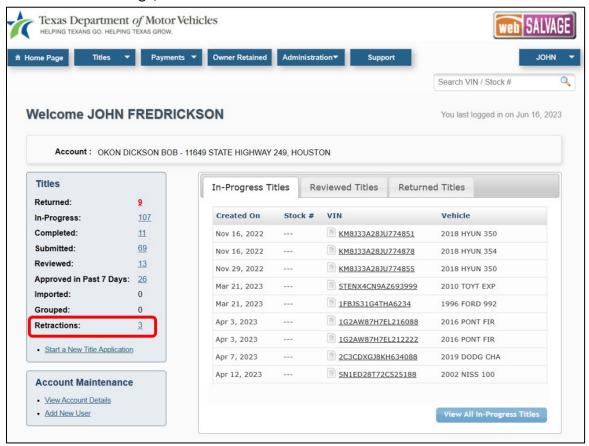


Figure 34: View Retraction Requests - Home Page

From any page, select Title Search under the Titles tab at the top of the page, and use
the Search Filter to select a status of "Submitted" with the Retraction Requests Only
check box checked.



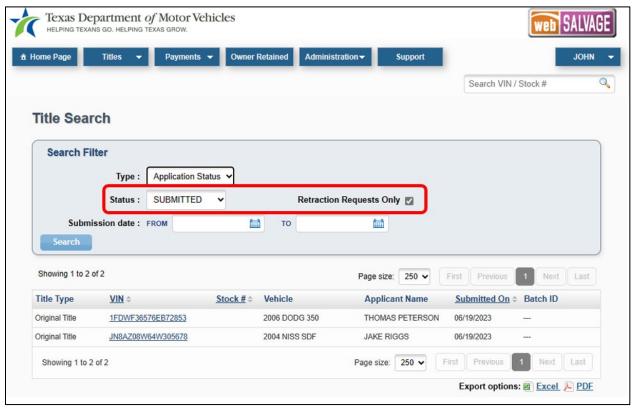


Figure 35: Title Search Retraction Requests

Follow these steps to review a retracted title application request:

- 1. On the Title Search page, click the VIN.
- 2. The Title Preview page will display.
- 3. If the request is pending county approval, the Application Status will be in red, and there will be a warning on the Title Preview page.



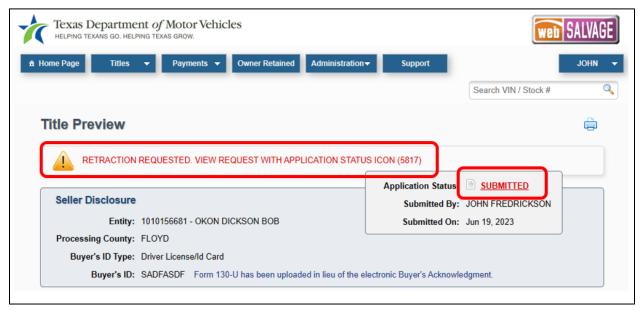


Figure 36: Title Preview - Retraction Request Message

After the county returns the transaction, you can correct and resubmit the transaction back to the county for processing.

# **Printing Receipts**

Final receipts may be printed from the Title Search page once the county approves the transaction.

1. In the Search Filter on the Title Search page, choose a status of "Approved."



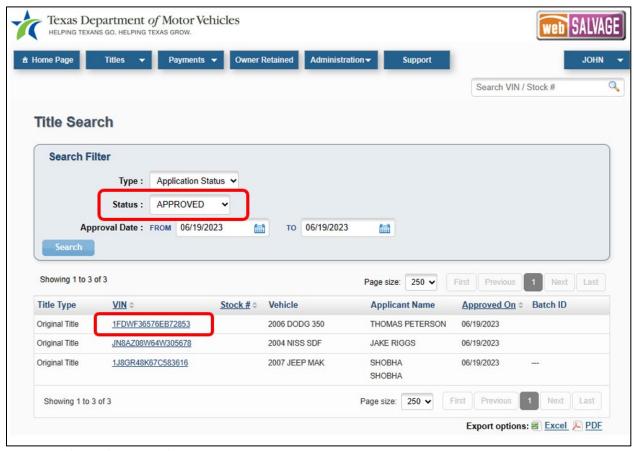


Figure 37: Title Search - Approved

- 2. Select the VIN hyperlink to review the Title Preview page.
- 3. Click the **Final Receipt** button and the receipt will generate for printing.



Figure 38: Title Preview – Final Receipt





## **Payments**

The county tax office will collect payment for all title applications. For each payment collected, the county tax office will record the payment(s) and make a note in the payment details.

Follow these steps to view the payments recorded by the county tax office:

1. Click on Payments Completed under the Payments tab.



Figure 39: Access Payments Completed

2. Click a Batch ID number to display the Payment Details.

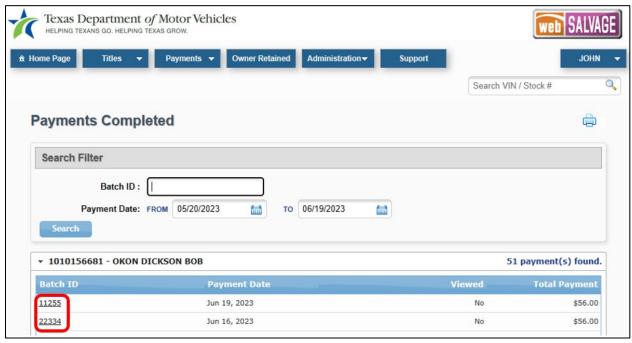


Figure 40: Payments Completed Reference Number

3. The Payment Details will show with the payment information for that group of title applications.





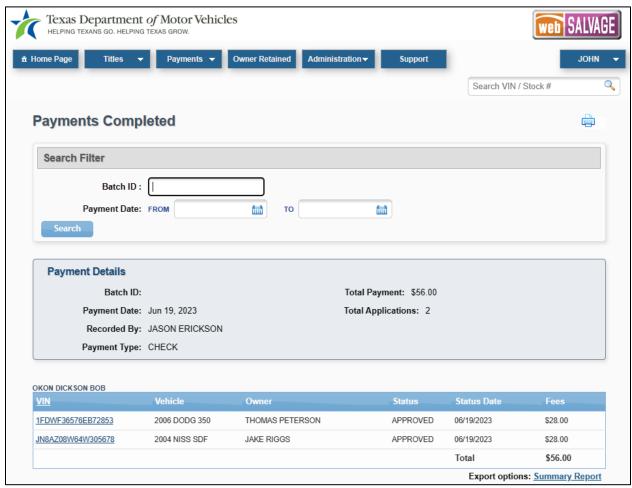


Figure 41: Payment Details

# Appendix 1 - Document Upload Order

Note: This list is not intended as an all-inclusive list of supporting evidence.

- 1. Application for Texas Title and/or Registration (Form 130-U)
- 2. Evidence of Ownership such as Texas Title, Out of State Title, etc.
- 3. Other Supporting Evidence such as Release of Lien or TxDMV issued forms, etc.
- 4. Out of state vehicles will need VIN verification
- 5. Additional Supporting Documents