MOTOR VEHICLE: Frequently asked Questions

TRIO Motor Vehicle provides a way to maintain inventory for stickers, plates, MVR3s, decals, and boosters. Multiple inventory groups can also be set up so that tellers can have either their own separate inventory or one, shared inventory. An inventory listing of items entered into the system can also be printed for verification of items on hand. The following is a list of common questions that users have when entering an Electronic Registration.

MVR3 Input

Q. How do I process a trailer (TL) for a 2-year registration that has expired over a year?
A. Keep the expiration date at one year from process date and then flag the expiration as a 2 year registration. Bottom left of MVR3 input screen select 'Two Year?'

Q. What do I do when a person is doing a new registration with a new plate, but either my town level is not high enough to issue plates or they are receiving the plate at a BMV Branch Office?
A. You will enter the word NEW in the plate field. The system will automatically process the registration as an excise tax only transaction.

Q. How do I enter in a Lessor on the data input screen?
A. The Lessor option box needs to be changed from an N to a Y.

Q. If the primary registrant is deceased how do I replace with the surviving spouse?
A. Enter the surviving spouse name in the first name field and then type an 'N' in the type field code for the second owner name. In the reason field on the MVR-3 preview screen, double click in the codes field and select 'surviving spouse' and then the Return button.

Q. How do I process a plate change on a valid registration?
A. Do a correction with plate change.

Q. How do I register a vehicle with the same plate number as an existing vehicle with a different class?
A. In "New to System/Update", add 'X' to the end of the existing plate number and then enter the new vehicle. Before saving, be sure to remove the 'X' in the plate field. For example: System has PC TRIO and you want to register a vehicle as CR TRIO. When you enter the plate number in "New to System/Update" enter it as TRIOX. Enter all the information for this vehicle, making sure to remove the 'X' prior to saving. When you register, the system should bring up both the PC & CR plates and you will select the one you wish to register.

Q. How do I change the Mill rate?
A. Click in the mill rate field and enter in the accurate mil rate year (or step).
    1 = .024   2 = .0175   3 = .0135   4 = .001   5 = .0065   6 = .0004

Q. I am trying to process a registration and I am getting a message that states "Registrant must contact the Bureau of Motor Vehicles before completing this registration. This will be processed as an excise tax only transaction". What do I do?
A. First, contact BMV and make sure that this person is able to process a registration. If BMV specifically tells you that you are able to process this registration then you will go into New to System/Update and change the registrant's address to their actual and **F12**. Then process the registration as normal. NOTE: per BMV you MUST check with them before processing the registration. They do follow up with ALL registrations done to a person who was flagged as unable to process a registration.

Q. Why did the system charge for replacement plates on a re-registration with a new plate?
A. When the new plate was entered, there was a prompt that asked "Is this a lost, stolen, or replacement plate?" If you select no, it will not charge the additional plate fee for the new plates.

Q. Why am I getting a message that the VIN number is incorrect when trying to register a new vehicle?
A. Make sure that you entered the VIN number correctly, for example, you entered an O instead of zero (0), L instead of one (1). If entered correctly and still not found then you may need to search by year, make and model.

Q. What do I do when I can't enter in the month sticker for a registration?
A. Make sure that you have the number of stickers in either the N/C or CHG column.

Q. Why is the replacement plate registration printing 'do not operate under own power on the highway'?
A. Check the class code you entered. PC P1 is dune buggy and would print this message on a registration and PC P2 will not.

Q. How do you change the plates from a passenger plate to a Veterans plate on a valid registration?
A. Process a correction with a plate change.

Q. I am renewing a registration for a trailer and replacing the month sticker. How do I charge for the month sticker?
A. On the month sticker line type a 1 under CHG and enter the sticker #.

Q. How do I process a farm tractor for excise tax only when they don't have a plate?
A. Re-registration regular with plate of NEW. The system will process as excise tax only.

Q. I have a church that came in to register their bus. When I check the tax exempt box the program is still requiring me to enter in a base amount on the bus. Why?
A. You are still required to enter a base amount; however, no excise tax will be calculated. If this vehicle ever becomes non-exempt you will have the base price.

Q. I am trying to process an address correction on a valid (still active) registration for a person who just moved to town. When I try to do this I get the message "You may not perform a correction on a plate that is new to the system." How may I process this transaction?
A. You must first build this plate into the system. This is done by going into New to System/Update and entering in the plate for the vehicle that you will be processing the correction on. Once you select the class of the vehicle the system will prompt you for a subclass and you will then be taken into a blank New to System/Update screen. Here you will build the information into the system copying verbatim from the customer's yellow registration form, this includes entering in the OLD address. Once this information is entered into the system you will then be able to go and process the correction and change the address to the customer's current address.

Q. How do I reflect on a customer's registration that he is a Navy Cross recipient?
A. In the MVR3 data input screen, in the lower portion of the screen is a field that says Battle and there is a drop down box next to this field containing all of the various medals. Select the appropriate one and then this will print as a print priority (over the plate field on the registration).NOTE: this option is only available on a VT plate.

Table options / processing

Q. How do I add a make code?
A. In Table options / processing select Make codes. Scroll to the bottom of the Make codes grid, to the first empty line and add the make, being sure to **F12** when you are done.

Q. How do I add a new teller?
A. Select Table options / processing, select Operator ID codes, and then add new user. Be sure to **F12** to save.

Q. How do I remove a teller?
A. Select Table options / processing, select Operator ID codes, click on the # next to the teller to be removed (this will highlight the teller info) and hit the 'delete' key. Be sure to **F12** to save.

Q. How do I find out what another town / city's residence code is?
A. In Table Options / Processing, Residence / State codes. If you want to print this list you can click on file in the upper left corner and print table or hit F5. If you want the list in alphabetical order by city / town, double click on the title Town Name.

Q. How do we change a fee that is currently being charged by the system? For example, the agent fee for processing a new registration.
A. Go into Table options / processing and click on the fees tab. Find the fee that you would like to change and simply type the new fee in. **F12** to save.

CTA / Use Tax forms

Q. How do I process a Use Tax form?
A. On the MVR3 data input screen, use either the File drop down menu to select the Use Tax option or hit the hot key (F4) for Use Tax form, or double click S.T. on the input screen.

Q. How do I get to the CTA form input screen?

A. On the MVR3 data input screen, use either the File drop down menu to choose the CTA option or hit the hot key (F3) for CTA form, or double click Title on the input screen.

Q. I processed a registration but I forgot to do a sales tax form, what do I do?
A. You will need to hand type the sales tax form and process an exception report item –OR- void the registration and reprocess. You can set a reminder for CTA's and Use Tax in File Maintenance (file maint > customize > select "Yes" under CTA and Use tax reminders > **F12** to save). You will also want to make sure to make a manual notation on your sales tax count on your reports for BMV.

Q. I am processing a double title application. When would I put in the information for the 2nd title?
A. While on the CTA screen, check the double CTA box. Once you complete the first application and save, the system will bring up a double CTA information box. Complete this information and save it.

Q. I printed the title application but it printed out of alignment. Since I will be printing to a new CTA form, what do I do?
A. Simply select the print Certificate of Title Application again. This will prompt you for a new CTA number. Enter in the number and print again.

Printing

Q. I am unable to get past the print MVR3, save registration, print sales tax screen. I just want to save the forms.
A. You need to complete all the steps before it will allow you to save the registration.

Q. I am unable to print. What can I do?
A. From the general entry menu, select M System Maintenance, 1 Custom Settings, and then 2 "Printer Setup". Make sure that your printers are set to the correct printer you're trying to print to. Select Test page and select file system object, a message should print to that printer. (Be sure to put in a blank piece of paper before printing the test page, otherwise you will print to your MVR# forms.)

Q. I cannot get the Town Summary and Town Detail reports to print but the other reports printed fine.
A. Go to the fees table in table/option processing and make sure all of the fields have a value, then try reprinting these reports. If they still will not print contact Support.

Close Reports

Q. I closed off my periods and no date is showing for the end of period.
A. Make sure that you save the reporting dates when you close off your reporting period.

Q. I want to see a list of registrations that I have done since my last closeout, but I do not want to close out my period at this time. How can I view this information?
A. Go into Process End of Period and select Interim Reports. You will then select the type of report that you want to run (registration listing, town summary, town detail, etc). You then can either display or print the report.

General Questions

Q. I received a double year sticker from the post office where someone had found it. How can I find out whose it is?
A. Select New to System/Update and then access the File menu and select search (or simply hit F5). This brings up a screen where you will select search criteria. Select year sticker and enter in the year sticker number at the bottom of the screen and hit <enter>.

Q. How do I delete inventory?
A. In inventory maintenance, select item to delete. You can double click on the entire range or you can select add/remove inventory, select remove from inventory and enter the range to be removed. You must enter a comment before you process.

Q. I have entered a VIN and the system is telling me that it is an invalid VIN. What should I do?
A. The system will let you process this. Simply answer "Yes" when the system asks if the VIN should be used. Compare with the customers insurance card or any other document that may have the VIN printed on it. The system will flag this VIN as a forced VIN.

Q. Why must I go through all the Redbook screens on a brand new vehicle with Maroney sticker?
A. You do not. When the system prompts for VIN # on the Redbook screen hit the 'quit' button. The system will take you directly to the MVR3 input screen.

Q. I just received a MV update CD and want to know if everyone has to be out of the system before we do the update?
A. YES.

Q. I processed a duplicate registration, then a NRT. I made an error and need to void the transaction. The system will not allow me to void the duplicate – not found. How do I void?
A. Void the NRT first then the duplicate.

Q. I am trying to find some 2008 double year stickers. I want to know if they were issued or voided, etc. How do I find this out?
A. Go into inventory status, click on the double year stickers and then double click on the year. The system will list out all inventories for the specified year. I = issued   A = available   V = voided

Q. I processed a registration and then processed a correction on the registration. I then voided the original registration. Why is the registration no longer on the report?
A. Because you voided the registration. You should not void a registration that you process a correction on.