In-State Title Transfer

The first type of activity that we're going to learn to complete is a New Mexico In-state Title Transfer.

In-State Title Transfer	
New Manager springboard	
A majority of the Vehicle Services transactions can all be done from the same manager-the Vehicle Management manager. We will start by selecting this manager.	
	Select **Vehicle Management** manager

Vehicle Management	
This takes us to the **Vehicle Management** launch pad. There are a number of vehicle related transactions on this launch pad. Of these options, only **Title (and Register) a Vehicle** deals directly with titling and registering a vehicle. So for this watch it, We will select the **Title (and Register) a Vehicle** hyperlink.	
Vehicle Management manager	Select **Title (and Register) a Vehicle** hyperlink

Registration and Title Activity	
We are now on an activity springboard. All Vehicle Services transactions are considered activities and will be performed on springboards like this. Through these activities, Tapestry will gather all the information it needs and none of the extra information it does not need. The first piece of information we need to enter is the **VIN**	
VIN	**KMHDN56D05U177640**
When I tab off or click anywhere else within the springboard, the VIN becomes masked and a second, **Re-Enter VIN** field appears. We must enter the VIN again in order to ensure accurate keying. Note that it isn't possible to copy and paste in either of these fields. So, I will re-enter the VIN.	
Re-Enter VIN	**KMHDN56D05U177640**
I have received a hard error telling me that this VIN is a duplicate. Remember that fields in **red** are either incomplete or in error. They must be addressed by either correcting them or conducting a different activity. The **Stop** we see says that **This VIN already exists in the system.**	

Registration and Title Activity (cont.)	
In addition to the **Stop,** there is a hyperlink that can be selected to navigate to the **Vehicle Customer** springboard for the vehicle with this VIN. I will select this hyperlink since this vehicle already exists in Tapestry and I need to complete transactions for it from either its customer or account springboards.	
	Select **Go to duplicate VIN: KMHDN56D05U177640** hyperlink

Vehicle Customer springboard	
Before I continue transferring the title of this vehicle to a new owner, I want to highlight two points: 1) When it comes to Tapestry, we have several different kinds of customers. **Vehicles** and **Vessels** are considered customers. They have unique characteristics like VIN and HIN numbers just the same way individuals have social security numbers. We will discuss vehicles and vessels as customers throughout the course, but it's important to start thinking of vehicles and vessels as customers, not things that belong to individuals. 2) Even though we tried to begin a new Title and Registration activity for a vehicle, an **In-State Title Transfer** is initiated through the *existing* **Vehicle Customer** springboard. On this **Vehicle Customer** springboard, let's look at the **Accounts** sub-tab of the **Demographics** tab. We can see that the **Account ID** is **500TLR**. If we look in the customer attributes section of the springboard, we can see that this is actually a plate number. So going forward the **Account Id** will be the same as the **Plate Number** if one exists. Looking at the account in the **Accounts** sub-tab a little closer, we'll see that the **Account Type** is called a **Vehicle Ownership** account. So vehicles are customers and if they are registered, they have Vehicle Ownership Accounts identified by the plate number. We'll examine a Vehicle Ownership account springboard more closely in a few minutes. For now, I will continue with the New Mexico Title Transfer. Since a vehicle's title is specific to the vehicle and not connected to a vehicle's registration, all title activities for existing vehicle customers occur on the **Vehicle Customer** springboard. I am going to select the **Issuance Transaction** action button as the next step in this New Mexico Title Transfer.	
	Select **Issuance Transaction** action button
This launch pad has a number of title related transactions that I can perform for this vehicle. From here, I want to select the **Transfer Title (and Registration)** hyperlink.	

Vehicle Customer springboard (cont.)	
	Highlight **Transfer Title (and Registration)** hyperlink
Note that **(and Registration)** is in parentheses. This is because we can transfer the title only from the same transaction.	
	Select **Transfer Title (and Registration)** hyperlink

VIN	
We are on an activity springboard. Looking at the **Context Bar** I can see that it is a **Transfer Title and Registration** activity. On the left of the activity is the start a **Section Outline.** The **Section Outline** is made up of all the sections and sub-sections within each activity. Sections and sub-sections display one at a time as the activity is completed. We'll see more of how the **Section Outline** works as today's course continues. I must first select the transaction type from the drop-down menu. The choice I make in this field determines which fields will display next. I can select 1st Time Title, Lien/Bond Transactions, or Title Transfer. Each option will generate a different set of subsequent fields. This is how Tapestry helps us streamline transactions by only asking questions relevant to a particular transaction. Since I am conducting an in-state title transfer, I will select that option from the drop-down menu.	
Transaction Type	**Title Transfer**
After selecting the **Transaction Type,** Tapestry needs to know what kind of documentation the vehicle's new owner has presented. I need to select one from the **Document Acquired** drop-down menu. In this exercise, the owner has presented the **Certificate of Title** so that is the option I will select.	
Document Acquired	**Certificate of Title**
Notice that **Previous Title Number** and **Title State** are required fields.	
Previous Title Number	**1500102Z1000000**
Title State	**NM - New Mexico**
Now that all required fields in this sub-section are satisfied, there are a number of **action buttons** to select from. It is possible to save your progress and return to the activity within 90 days. To do so, select the **Save** action button. If you want to abandon the activity and have no intention to complete it in the future, select the **Cancel** action button.	

VIN (cont.)	
The **Previous** action buttons is currently grayed-out and un-selectable. That is because there is no previous sub-section to navigate. Finally, there is the **Next** action button. I will select this action button to proceed to the next sub-section.	
	Select **Next** action button

Vehicle Detail	
This is the **Vehicle Detail** sub-section. It is made up of two parts: **Vehicle Information** and **Insurance Information.** Notice that a number of fields in the sub-section are already populated. This is because the vehicle already exists in the system and these are the specifications for the vehicle according to Tapestry's records. If for some reason the vehicle information displayed here differs from the acquired documentation or is out-dated, it is possible to correct this information.	
	Highlight **VINQuery Override** checkbox
To make changes to any gray, uneditable fields, select the VINQUery Override checkbox at the bottom of the Vehicle Information portion of this sub-section. The information for this vehicle is accurate however, so I will begin entering required information into the **Primary Owner Type** field.	
Primary Owner Type	Select drop-down menu arrow
In Tapestry, owners can be either Businesses/Non-Profits, a Government, Individuals, or a Trust. In this particular exercise the primary owner will be an individual.	
Primary Owner Type	**Individual**
	Hover over **Color 1** and **Color 2**
Tapestry pulls in the vehicle's color from the Vehicle Customer springboard. However if the color of the vehicle has changed or a second color was added, we can use these drop-down fields to make those changes.	
In this case, the vehicle's paint color has changed and it is now Taupe.	
Color 1	**Taupe**
The next required field is to denote the **Odometer Code**.	
Odometer Code	Select drop-down field arrow
Tapestry records Odometer Codes to be **Actual, Exceeds Mechanical Limits, Exempt,** or **Not Actual.** In this case, we have an Odometer Statement and an **Actual** odometer code.	
Odometer Code	Select **Actual**
Next we must enter the Odometer Reading.	
Odometer Reading	**144000**
Units	Select drop-down field arrow
The next field allows us to change the units of the odometer reading. Some vehicles may record distance in kilometers so this will be helpful in those situations.	
Brands	Select drop-down field arrow

Vehicle Detail (cont.)	
If the vehicle has a brand it can be added in this field. Next are two questions regarding the lease and lien status of the vehicle. Select Yes or No as is appropriate. Note that answering yes for either of these questions does not mean we have to enter lessor or lien holder information right away. It is simply a way to tell Tapestry that those fields will be necessary within the **Ownership** section of the activity. However, for this exercise, the vehicle is not leased and there is no lien holder. So I will select **No** from the drop-down fields for both questions.	
Is this a leased vehicle?	**No**
Is there a lien holder?	**No**
Title Only checkbox	Hover over **Title Only** checkbox
Next we see a **Title Only** checkbox. If the owner does not wish to register the vehicle and only wants a title, select this checkbox. However, in this situation the owner does want to register the vehicle so that they can legally operate it on New Mexico roads so we will leave the box unchecked. Now that I've entered the **Vehicle Information**, I next need to enter **Insurance Information**. This is required since the vehicle will be registered. The company name and policy number are required.	
Company Name	**State Farm**
Policy Number	**584572592**
The state field defaults to New Mexico. However, it can be changed if the owner presents sufficient documentation that their out-of-state insurance meets New Mexico's minimum liability requirements. The last two fields are for the insurance Effective Date and Expiration Date.	
Effective Date	**07/25/2017**
Expiration Date	**01/25/2017**
Tapestry has generated a hard error because the expiration date I entered is before the effective date. Tapestry knows this not possible so it gives me a hard error. Remember, a **Hard Error** is one that must be corrected before continuing. In this case, I miss-typed the year. Once I correct that date, I will be able to proceed. Before entering the date, notice that I'm using a two digit month, two digit day, four digit year separated by slashes. Throughout the course we'll be using a variety of date formats, just as a reminder that you have lots options when it comes to entering dates.	
Expiration Date	**01/25/2018**
Notice that in this sub-section, the **Previous** action button is available. If I select it, Tapestry will navigate back to the **VIN** sub-section. I still have the options to cancel or save the activity from this sub-section. However, with all required fields satisfied, I will select the **Next** action button to continue.	
	Select **Next** action button

Transfer Information	
Let's take a moment to evaluate the **Section Outline.** I have just finished the **Vehicle Details** section containing the **VIN,** and the **Vehicle Detail** sub-sections. Now I am in the **Ownership** section which contains first, the **Transfer Information** sub-section. Here is where I add purchase information for this vehicle. At this time there are two required fields and two uneditable fields. Depending on the **Purchase Type** selected, additional fields may appear or the other fields may disappear. In this case, the vehicle was purchased from an individual here in New Mexico.	
Purchase Type	Select drop-down arrow
Purchase Type	**In State Transfer**
Notice that **Purchase Date** is still required, but now the **Purchase Price** is also required. Additionally, Tapestry has added an NADA Value field.	
Purchase Date	**07-25-2017**
Purchase Price	**2400**
The NADA Value field pre-populates due to the interface Tapestry has with NADA. If the interface does not return a value, I can select the NADA Value hyperlink to navigate to the NADA website. This will allow me to research the vehicle in question quickly. Tapestry evaluates the excise tax owed based on the Purchase Price and NADA Value fields. Tapestry will make its calculation on whichever value is higher.	
	Highlight **Add Additional Transfer** hyperlink
Notice the **Add Additional Transfer** hyperlink. This will be used for double, triple, or other multiple transfers. However, in this case there are no additional transfers and I can continue to the next sub-section.	
	Select **Next** action button

Owner Information	
This next sub-section is where we will enter **Owner Information.**	
Proof of Identity	
Use drop down to select **Proof of Identity**	Select **Driver's License**
Tapestry wants to know what identity document customer is using. Notice that the **Owner Type** has already been selected. Recall that I was asked to select a primary owner type in the **Vehicle Detail** sub-section. If the primary owner type is not what we see in this field, it will be necessary to navigate back to that **Vehicle Detail** sub-section to select a different primary owner type. In this case, the new primary owner is, indeed, an individual. The next field is **Credential State.** This field defaults to New Mexico; it is a green, editable field. If the owner presents a credential from another state, it can be changed.	

Next, it is necessary to enter information into at least 1 of the following 3 fields. The first two fields, **Credential Number** and **SSN** will enable Tapestry to search its database for a matching individual. If an individual is located, Tapestry will pull that individual's information into the vehicle activity from the credential account or non-driver profile.

<table>
<tr><td colspan="2">Owner Information (cont.)</td></tr>
<tr><td colspan="2">For example, I am going to enter the owner's NM credential number and tab off of it.</td></tr>
<tr><td>Credential Number</td><td>020000155</td></tr>
<tr><td></td><td>Select Tab key</td></tr>
<tr><td colspan="2">Notice that when I tab-off the Credential Number field, the SSN field, and No ID fields are no longer required. If the owner did not select to provide their credential number, I could have also entered their Social Security Number. Alternatively, if they provided no ID, I could have denoted that by selecting the No ID checkbox.

I mentioned that entering the Credential Number would allow Tapestry to find the individual and pull in their information. This is best practice for two reasons. First, it saves time and typing for Tapestry to pull in the owner's information. Saving typing will reduce data entry errors. Secondly, Tapestry will link the Vehicle Ownership account to the Individual Customer. To initialize this search of Tapestry, select the Search for Owner action button.</td></tr>
<tr><td></td><td>Select Search for Owner action button</td></tr>
<tr><td colspan="2">This sub-section has been populated with significantly more information. The owner's social security number, name, and date of birth fields' auto-populate and are not editable. If the information displayed doesn't match the owner's ID, double check the credential number that was entered. If there was a data entry error, use the Clear Owner Information action button to clear these fields and re-enter the correct credential number. In this exercise, however, the primary owner is indeed Thomas Edward Jermain.

Below these un-editable fields, there are fields that can be changed.</td></tr>
<tr><td></td><td>Highlight DBA field</td></tr>
<tr><td colspan="2">First there is a DBA field. If Thomas wanted to use his vehicle for business purposes, but didn't want the business to actually own the vehicle, I could enter the name of his business here.</td></tr>
<tr><td></td><td>Highlight Veterans Certificate Number field</td></tr>
<tr><td colspan="2">Next is Veterans Certificate Number field. Veterans are allowed discounted rates on their vehicle and vessel registrations, with some restrictions. By entering a Veteran's Certificate Number, Tapestry will know to apply the discount when calculating the owner's fees.

The next fields are for the owner's contact information, their email address and phone number. If such information is available on the owner's credential account, Tapestry will pull it in along with the owner's name, SSN, and birthday. It is possible to update this information for the vehicle's records. However, it is important to note that changing this contact information here does not change it on the owner's credential account.

The View Existing Customer hyperlink allows you to navigate to the Individual Customer springboard whose information populated above.</td></tr>
<tr><td></td><td>Highlight Add Additional Owner hyperlink</td></tr>
</table>

Below the contact information, there is a hyperlink labeled **Add Additional Owner.** Select this hyperlink to add secondary owners to the vehicle. Before we add secondary owners to this vehicle, first notice the **Title Assignment** section at the bottom.	
	Highlight **Title Assignment Line 1**

Owner Information (cont.)	
It currently reads **Jermain Thomas Edward** reflecting the name of the primary owner at the top. Watch how this title assignment changes once we add another owner.	
	Select **Add Additional Owner** hyperlink
Tapestry begins to build a table of additional owners. With this table you can add additional records with the **Add Record** icon and deleting records with the **Delete Record** icon. First, I must select the **Owner Type** for this secondary owner. For this exercise, it will be another individual.	
Owner Type	**Individual**
Notice that once I select Individual, Tapestry displays the same fields we saw above. These fields will differ, depending on which owner type is selected. Next, I must select the relationship between the owners: AND or OR	
Relationship	**AND**
Now I can enter the credential state and number for the secondary owner. However, just like with the primary owner, we can also collect their Social Security number or no ID at all. **If they ask:** This state field doesn't default to New Mexico, because only the primary owner needs to be a New Mexico resident. For this exercise, the secondary owner also has a New Mexico credential.	
Credential State	**NM – New Mexico**
Credential Number	**020000074**
Again, in order for Tapestry to search the database for this credential number, I need to select the **Search for Owner** action button.	
	Select **Search for Owner** action button.
As we saw before, Tapestry pulls in the personal and contact information associated with that credential account. Notice how the Title Assignment has changed.	
	Highlight **Title Assignment** lines
The **Title Assignment** now reflects both owners in the order that they were added in this sub-section.	
	Highlight **Manual Assignment** hyperlink
If the title ought to read some other way, use the **Manual Assignment** hyperlink to make the title assignment lines editable. As a special note, the character limit per line for the Title Assignment is 40 characters per line with Tapestry.	

I can add as many owners as I want to the vehicle by selecting the **Add Additional Owner** hyperlink, but we're going to stick with just these two.

Owner Information (cont.)	
If for some reason, Tapestry does not pull in the correct information and you realize that it is because you miss-keyed either the credential number or SSN, select the **Clear Owner Information** action button. This is the only way to edit those fields once you've searched Tapestry. Then, you'll be able to research Tapestry by re-selecting the **Search for Owner** action button. The last field on this sub-section asks about the signatures required on the title in order to transfer it.	
	Highlight **Are all required signatures captured?** hyperlink
Both signatures of the owners are required because of the "and" relationship between them. If I select **No** . . .	
Are all required signatures captured?	**No**
. . . I get a hard error notifying me that I must collect all of them. So I will select **Yes** to reflect that I do have both signatures.	
Are all required signatures captured?	**Yes**
With all fields in the Owner Information sub-section satisfied, I can proceed by selecting the **Next** action button.	
	Select **Next** action button

Owner Address	
The next sub-section is the **Owner Address** sub-section. Just as Tapestry pulled in the owner's personal information from the credential number I entered, it also pulled in the **Owner Physical Address** from the primary owner's credential account. You'll notice that the **Single Line** field is green and editable. However, just as with the contact information in the previous sub-section, changing address information in this activity will not affect the addresses on the credential account.	
	Highlight **Owner has same Mailing Address?**
If the credential account has both a residential address and a mailing address, they will both pull in from the credential – as you can see here. The last field in this sub-section refers to the **Owner Renewal Address**.	
	Highlight **Owner has same Renewal Address?**
If the owner would like to receive their renewal notices at an address different from either their physical or mailing addresses, select **No** from the drop-down to enter that address.	

In this example, the primary owner knows they will be in California when his renewal notice will be sent out. So I will select **No** from the drop-down menu and you'll see that the typical Tapestry address fields display.	
Primary Owner has same Renewal Address?	**No**
Address fields for Vehicle Services will work exactly the same as they do for Driver Services. The **Attention** line is not needed and the address can be entered on a single line for efficiency. Also, Tapestry will check the address against the USPS database to verify it is a real address.	

Owner Address (cont.)	
One major difference between Driver Services addresses and Vehicle Services addresses is that some addresses in Vehicle Services can be out of state addresses. The Renewal Address is one example of this. Just be sure that if the address is out of state you enter the state abbreviation or the zip-code so that Tapestry doesn't limit its address search to cities in New Mexico.	
Single Line	**753 Hacienda Dr Camarillo CA**
Notice that the address does verify, even though it is an out-of-state address. The last element in this sub-section is a checkbox with the caption: **Commuter vehicle in Bernalillo County for 60 days or more**. If the vehicle is driven to Bernalillo County 60 or more days a year, it must adhere to that county's Emissions Compliance standards no matter where the owner's physical address may be. The vehicle does not fall into that category so I will not select the checkbox. However, we will see how Tapestry manages Emissions requirements in future exercise. With all of the address fields satisfied, I will select the **Next** action button to continue.	
	Select **Next** action button

Documents	
We've now completed the **Ownership** section and moved to the **Required Documents** section and **Documents** sub-section. This is the sub-section where we will scan and record the documents collected during the activity. Note the red text that tells us Scanning Required! Click to Scan. Let's select this hyperlink to simulate scanning now.	
	Select Scanning Required! Click to Scan hyperlink

Documents (cont.)	
Having "scanned" the documents we can select the **Complete Scanning** action button.	
	Select **Complete Scanning** action button
	Select **Next** action button

Registration	
Looking at our Section Outline, we can see that we've moved to another section – the **Registration and Fees** section. The first sub-section to complete is the **Registration** sub-section. The first question Tapestry poses is **Use Existing Plate?** If the owner already has a plate that they wish to use, perhaps a Prestige Plate or the plate from their previous vehicle, I would select **Yes** from this drop-down and then enter the Existing Plate Number. We will see this functionality in action in a later exercise. For now, we will proceed without an existing plate. The owner isn't entirely sure which plate they would like, perhaps the **Standard Yellow Plate.**	
Plate Type	**Yellow**
As with all drop-down menus in Tapestry, it isn't necessary to type in the proper name of the selection. Typing a portion of that choice will filter the menu to only the desired selection. Arrow down to or use your mouse to select **Standard Yellow Plate**.	
	Select **Arrow down** key
Before entering a Registration Term, suppose the customer wants to view that plate type. To display an image of the plate, select the **Plate Type** hyperlink.	
	Select **Plate Type** hyperlink.
To view other plate types, use the **Plate Type** drop-down in the **Plate Image** window to select another plate type. For example, the Breast Cancer plate.	
Plate Image Window	Select **Plate Type** drop-down arrow
Plate Type	Scroll to **Breast Cancer Awareness Plate**
Plate Type	**Breast Cancer Awareness Plate**
Even though the Plate Image window displays a Breast Cancer Plate, the **Plate Type** field in the activity still says Standard Yellow Plate. In order for this change to take effect, I need to select the **OK** action button within the Plate Image window	
	Select **OK** action button
Registration sub-section	Highlight **Plate Type** field
The Plate Type field has now updated to reflect the new selection. The next field in this sub-section is the **Registration Term**. As you know, different vehicles have different registration terms available to them.	
	Select **Registration Term** drop-down arrow
Since I am performing this transfer on a passenger vehicle, Tapestry will only allow me to select a 1 or 2 year registration.	
Registration Term	**2 years**
	Expire Date field
After entering the registration term, Tapestry automatically calculates the expiration date and enters it into the **Expire Date** field. Once all fields are completed, now select the **Next** action button to continue to the next sub-section.	
	Select **Next** action button

Plate Information	
The Plate Information sub-section assigns a specific plate number to the vehicle. This number is the next plate number in my inventory. Tapestry knows exactly which plates should be in my inventory and pulls them in sequentially. The three fields in this sub-section are gray and not editable. The **Plate Type** and **Description** fields populate based on my selection in the previous sub-section. In order to make a change to either field, I must return to the previous sub-section by either selecting it in the Section Outline or utilizing the Previous action button. The **Plate Number** is un-editable, because Tapestry controls the inventory. This means I cannot go flipping through the inventory at my desk until I find a plate number that the owner likes. There may be legitimate reasons why you cannot issue the pictured plate, however. This is when we can select **Missing**, **Damaged** or **Grab Next Inventory** action buttons.	
	Missing action button
If I go to my inventory and cannot locate the plate number that is pictured, I can select this **Missing** action button.	
	Damaged action button
If I find the plate number in question but find it to be damaged and un-issuable, I can select this **Damaged** action button.	
	Grab Next Inventory action button
If there is a legitimate business reason why the pictured plate number cannot be assigned to the vehicle, I can select this **Grab Next Inventory** action button. Doing so will require a manager to enter their credentials and approve skipping the plate. One example where this might be necessary is if the owner objects to a plate number which includes **666** in it. In this instance, let's suppose that I cannot locate **1000BC** in my inventory. The next plate number I have is **1001BC**. So in order to change the plate number in the activity, I will select the **Missing** action button.	
	Select **Missing** action button.
You can see that the plate number changes both in the picture and in the Plate Number field. What you can't see is that **1000BC** has now been marked as missing within my inventory and will not be pulled in the next time I issue a Breast Cancer Awareness Plate. Your manager *will* be able to see if you have marked several plates as missing or damaged so be sure you don't abuse this function in order to cherry pick plates for vehicle owners. (mildly threatening voice) Now that the correct plate number is being assigned to this vehicle, I will select the **Next** action button to continue.	
	Select **Next** action button

Fees	
The last sub-section with the **Registration and Fees** section is the **Fees** sub-section. In this sub-section we can see all the components of the fees the owner will be responsible for.	
	Highlight each bill item
This activity is comprised of four components: **Vehicle Excise Tax**, **Plate Fees**, **Vehicle Registration Fees**, and **Vehicle Title Fees**. Some of these fees include more itemized fees that can be viewed with the **Expand** icon at the far right of each line.	
Vehicle Registration Fees	Select **Expand** icon
Utilizing the **Expand** opens up to see the breakdown of the fees.	
	Highlight **Override Fees** header button
If it is necessary to override any fees, the **Override Fees** header button can be used along with a manager's approval to do so. After verifying the fees with the owner, I now have two choices: **Save** the activity for later or proceed to the **Summary** section. We need to have the owner verify that what we enter into Tapestry is correct. So at this time, you would send the information to the signature pad. By selecting the **Send Vehicle Verification** action button. We don't have any here in training so we'll simulate this step by selecting the **Bypass Signature Pad hyperlink**. This point in the activity is where I need to verify the owner has a method of payment. Once I submit the activity, it will create an open interaction that must be completed or reversed before closing my drawer at the end of the day. If I select the **Save** action button, the activity will be saved and the owner will have 90 days to return to any MVD facility office and complete the activity. If the owner has a form of payment, I will select the **Next** action button to proceed to the Summary section.	
	Select **Next** action button

Summary –
This is the **Summary** section. All vehicle activities in Tapestry conclude with such a section that briefly outlines the information that was recorded within the activity. For example, this activity pertains to a passenger vehicle with this VIN, this year/make/model, is owned by these people, and the total fees for the activity will be $217.00. Notice that there is no longer a **Save** action button. If it necessary to save the activity for completion at a later time, use the **Previous** action button or select the **Fees** sub-section in the Section Outline. There is also no **Next** action button. That is because this is the final section of the activity. Since this is the final section, the **Submit** action button is available! In this exercise, the owner does have payment, so I will select the **Submit** action button to finish the activity.

	Select **Submit** action button
By selecting the **Submit** action button, Tapestry creates a new Vehicle Ownership Account for this vehicle.	

Vehicle Customer springboard	
Since our activity started from the **Vehicle Customer** springboard, that is where Tapestry automatically navigated to. You should notice a few differences from when we first began. First, the Account number in the Customer Attributes section is no longer identified by a license plate number. At this time it is just a system generated number. Similarly, the Account ID that is blue and active in the **Accounts** sub-tab is the same system generated number. Secondly, the previous license plate number is grayed out, signifying that it is a historical record and inactive. Before I take a payment, I want to show you the **Vehicle Ownership Account** springboard. To navigate to that springboard, I will select the **Account ID** hyperlink here in the Customer Attributes section.	
WoCustomer Attributes section	Select **Act ID** hyperlink

Vehicle Ownership Account springboard
This is the Vehicle Ownership Account springboard. The Account Attributes section contains much of the same information as the Vehicle Customer springboard including the Title Number, VIN, Vehicle Details, and Vehicle Color. There is additional information as well. We see a Commence Date for the account, registration and insurances statuses, the Title Assignment, and an address for the owner. The registration status is in red type and listed as **Expired** because it has not yet been paid for. Until the balance has been resolved, the registration status will not be Active. To the right of the Account Attributes section is the Owners Section. This section will list the owners according to a specific hierarchy: Lessors, Lien holders, Primary owner, and Secondary owners. Since the activity we completed did not include a lessor or lien holder, we only see the Primary and Secondary owners. You'll note that their names are blue hyperlinks. If I were to select either name, I would navigate to that individual's customer springboard because Tapestry has created a link between their Individual Customer springboards and this Vehicle Ownership Account springboard. Finally, there are tabs and sub-tabs at the bottom of this springboard like the other account springboards you've seen throughout Tapestry. The **Registration** tab and sub-tab are what display by default. In it, there is a list of the **Account Registration History.** Since this is a brand new account, there is only one item in the list. It is a transfer and the listing includes information about when the registration will be valid, its expiration date, the plate type, plate ID, and which office issued the

registration. Notice that at this time, it is not a hyperlink. Before taking payment, we can't select it for more information. Finally, as time goes on, individual renews, replaces, or otherwise change their registration, this registration history will also grow.

Vehicle Ownership Account springboard (cont.)	
I will now take a payment by selecting the **Accept a Payment** action button at the top of this springboard.	
	Select **Accept a Payment** action button
At this time we are going to collect payment. We can accept **Cash**, **Check** or **Credit Card** for payment.	
Individual Payment Type	Select **Cash** hyperlink

Cashiering Payment	
I am going to accept $220.00 and then save the payment.	Enter in $220.00
	Select **Save** action button

Cashiering Interaction	
The Cashiering Interaction springboard shows that the Account ID is now represented by the recently registered Plate Number. The second thing to notice is the **Titles to Print** section. It gives you information about the title specifically. In particular, this is where the control number for the title is assigned. Just as plates can be missing or damaged, it is possible that title stock might also be missing or damaged with a manager override. If the title with control number displayed falls into either situation, selecting the **Correct** hyperlink will allow you to print on different title stock. You'll notice that there is a **Print** hyperlink in the Titles to Print section. While that is one option for printing the title, selecting the **Quick Print** header button will still be the fastest print method.	
	Select **Quick Print** header button.
As you can see we have the Mail Print, we can select each one of our print by selecting the Print header button. This efficiency of printing is why we call it the **Quick Print** header button. Select **Print** action button to print each item, **Standard Title**, **Cashiering Receipt/Title Application Form** and the **Registration** document. Each item is broken into areas of what paper it will be printed on. Such as **Standard Title**-printed on Title stock paper, **Cashiering Receipt** and **Title Application** printed on plain white paper and **Registration** is printed on registration stock paper. The first print job will be for **Cashiering Receipt** and **Title Application**. At this time, you will load the white paper, registration stock paper, and title stock in the correct order and print all of them at once.	
	Close Registration **IE tab**
The second print job will be for **Registration** document forms for all vehicles being titled.	
	Close Title **IE tab**

Cashiering Interaction (cont.)	
The third print job is for **Standard Title** that will need to printed.	
	Close **IE tab**
	Select the **X icon** to close the print page
Returning to the Tapestry browser tab, we can see that some things have changed. To exit the Cashiering Interaction springboard and return to the springboard where you initiated your payment from, select the **OK** action button in the upper right corner.	
	Select **OK** action button

Vehicle Ownership Account springboard	
We are returned to the Vehicle Ownership Account springboard. Let's take note of how things have changed. 1) The balance is now 0. 2) There is now a Title status 3) The Registration status is now active and there is an Expires date above the Commence date. 4) The Account ID in the Account Attributes section has been replaced with the Plate number and Plate Type 5) In the Account Registration History, the type no longer reads Transfer; it is now considered a New Reg If we needed to see the details of the activity we just completed, we could select the New Reg hyperlink to view the activity. We can navigate back to the Vehicle Customer Springboard by selecting the VIN hyperlink within the Account Attributes.	
	Select **KMHDN56D05U177640** hyperlink

Vehicle Customer springboard	
On the Vehicle Customer springboard, there are also some changes to note. In particular, notice that the Vehicle Ownership Account we created by registering a new license plate to the vehicle is now denoted by that plate number – both in the Customer Attributes section and in the list of Accounts. We will look at additional features and information within the springboards in the next exercise. Return to the New Manager springboard by selecting this **Close All Managers** icon in the **Navigation Panel.**	
Navigation Panel	Select **Close All Managers** icon