Duplicate Title

On occasion, for a variety of reasons an owner might need a Duplicate Title.

The Scenario:
Marc Dixon has come into our office and requested a duplicate title on his 2011 Chevy Malibu.

Duplicate Title	
New Manager springboard	
Since Marc would like a Duplicate Title for an existing Vehicle Customer, we need to start locating the vehicle within Tapestry. In other words, we need to **Search** for the vehicle customer. Let's select the **Search** manager hyperlink to begin.	
	Select **Search** manager

Search Manager	
Search Manager	
One of the easiest ways to search for a customer is to enter the last name comma the first name. Very few results will be returned with this method.	
Search field	**Dixon, Marc**
It pulled in 2 results, pulled in his Credential Account and the Vehicle Account and Customer Account. Since we are looking to complete a **Duplicate Title** activity, we will focus on the first result. There are two hyperlinks, though. Since title activities are most commonly done from the **Vehicle Customer** springboard, let's select the **2011 Chevy Malibu (PV)** hyperlink in order to navigate to that springboard.	
	Select **2011 Chevy Malibu (PV)** hyperlink

Vehicle Customer Springboard	
Vehicle Customer Springboard	
Before we request the duplicate title, let's see the titles Tapestry has for this vehicle by selecting the **Titles** sub-tab.	
Demographics tab	Select **Titles** sub-tab
Here we can see there is 1 STANDARD title. It is an original issuance, issued on July 31, 2015. Let's select the **Issuance Transaction** action button to begin the **Duplicate Title Request.**	
	Select **Issue Transaction** action button
As you may recall from our first exercise to transfer a New Mexico title, these activities relate directly to the vehicle's title, liens, status, and details. Let's select the **Duplicate Title Request** hyperlink to continue.	
	Select **Duplicate Title Request** hyperlink

Application Review	
Application Review	
We are on another vehicle activity – this time a **Duplicate Title** activity. Our first sub-section in this	

activity is **Application Review**. The questions in this sub-section are asked in such an order that you can be sure you've collected everything you need in order to give the customer a duplicate title. If you answer them carefully, Tapestry won't let you send a title out the door to someone who shouldn't have one.

So let's start answering these questions:

Application Reviewed?	**Yes**
The next question asks if we want to **Update Contact Information?** If we select yes, Tapestry will generate sub-sections where updates can be made. If we select no, Tapestry will skip those sub-sections. This is similar to how Tapestry doesn't make us look at a lienholder sub-section after we've told it there was no lienholder.	
Update contact Information?	**No**
Is this a registered owner?	**Yes**
We can't just take this guy's word for it that he is Marc Dixon. Tapestry next requires us to enter **Proof of Identity.**	
Proof of Identity	Select drop-down arrow
We can choose from **Owner's New Mexico DLN** or **Other ID Type**. If we select **Other ID Type**, we'll be able to select from a list that reflects your business practices with respect to acceptable forms of identification. Zack hands us his New Mexico credential, though.	
Proof of Identity	**Owner's New Mexico DLN**

Application Review (cont.)	
Owner DLN	**020000414**
	Select **Next** action button

Vehicle Duplicate Title	
The **Vehicle Duplicate Title** sub-section is not editable at all. This sub-section simply states what will be printed on the duplicate title. Again, if anything needs to be changed, this should be done through a difference activity.

Let's select the **Next** action button to continue. | |
| | Select **Next** action button |

Fees	
As we've seen before, this is the last sub-section where we can **Save** the activity for completion at a later time. All duplicate titles will have a $5 fee. After confirming this with the owner, select the **Next** action button.	
	Select **Next** action button

Duplicate Title
Finally, the activity culminates in the **Duplicate Title** section. This provides a summary of the title to be duplicated. To process the activity, select the **Submit** action button.

	Select **Submit** action button

Customer springboard	
We would like to collect our fees, so we're going to select our plate hyperlink and it brings us to the Vehicle Ownership account.	
	Select **503TLR hyperlink**

Vehicle Ownership springboard	
We can see in the **Accounts** listing of the **Accounts** sub-tab that there is now a $5 balance.	
	Select **Accept a Payment** action button
Individual Payment Type	Select **Check** hyperlink

Cashiering Payment	
Check	
Routing Number	**10722122141**
Account Number	**5412252**
Check Number	**5841**
	Select **Save** action button

Cashiering Interaction	
	Select **Quick Print** header button
This time we only get 2 PDF browser tabs because we are only printing the cashiering receipt and a title document. There will be no registration to print.	
Print Title Application and Title	Select **Print** header button on both
	Select **Close** icon for **IE** browser tabs
Mail Print	Select **X** icon to close
	Select **OK** action button

Account Ownership springboard	
Let's select the **Titles** sub-tab.	
Demographics tab	Select **Titles** sub-tab
In comparison to the first time we viewed this sub-tab, we can see that this is a **Duplicate** Issue Type and that the Issued date is today's date. In case you want to see the previous title, you would use the **Show History** header button.	
Navigation Panel	Select **Close Manager** icon