

Duplicate Registration

Now that we've learned how to do a Registration Renewal, let's learn how to complete a Duplicate Registration request.

The Scenario:

Linda Christopher has come in to get a duplicate registration for the vehicle owned by herself and her husband, James. She has brought in her vehicle title.

Duplicate Registration	
<i>New Manager springboard</i>	
If I want to create a duplicate of something that means it already <i>exists</i> . So if I need to find an <i>existing</i> registration in Tapestry, where should I start?	
	Select Search manager

<i>Search</i>	
Linda doesn't have a registration, but she has brought in the vehicle's title. So we can search by the Last 8 of VIN .	
Search field	CH262569
Tapestry returns 3 search results. One is for a Last 8 Characters of VIN match to a 2012 Dodge Charger. The other two are individuals are owners linked to a vehicle with that portion of a VIN.	
We will navigate to the Vehicle Ownership Account springboard?	
	Select Vehicle Ownership hyperlink

<i>Vehicle Ownership Account</i>	
Here we can see that the Registration is still active and not set to expire until July 31 2019.	
Just as with the other activities we've done, we're going to find the Duplicate Registration request by selecting the Issuance Transaction action button.	
	Select Issuance Transaction action button
This time, we'll select the Duplicate Registration Request hyperlink.	
	Select Duplicate Registration Request hyperlink

Owner Information

This is a quick transaction. Unlike Duplicate Title, we don't have to worry about what owners are present. You simply need to enter **Insurance Information** and determine if there is a need to **Update Contact Info**.

As with other activities we've worked today, Tapestry only displays the **Owner Information** sub-section if we elect to change owner information in some way. If we had answered **No** to **Update Contact Info?** Tapestry would not make us go through this sub-section.

Linda wants to provide an updated phone number for her husband and a renewal address.

Before we get to the **Owner Address** sub-section, let's update her **Phone Type** and **Telephone Number**.

Primary Owner Phone Type – James Christopher	Home Phone
Telephone Number – James Christopher	505-687-1487
Having changed James's phone type and telephone number, let's select the Next action button to proceed to the Owner Address sub-section.	
Select Next action button	

Owner Address

We see the **Owner Physical Address** at the top and are going to leave it alone. Linda would like us to enter a **Renewal Address**. So we'll change the response to **Owner has same Renewal Address?** to **No**

Owner has same Renewal Address?	No
As we've seen before, answering No to this question opens several other fields for entering an address. Let's enter the Renewal Address together.	
Owner Renewal Address – Single Line	885 Pecos St Las Vegas
The address verifies so we can select the Next action button to continue.	
Select Next action button	

Fees

We are already in the **Fees** sub-section. That's how quick this transaction can be. We verify that Linda has the \$5 to pay for the transaction and then select the **Next** action button to proceed to the final section.

Select **Next** action button

Duplicate Registration

In the **Duplicate Registration** section we see a summary of the activity. After verifying everything is correct, we'll select the **Submit** action button to finish the activity and navigate back to the **Vehicle Ownership Account** springboard.

Select **Submit** action button

Vehicle Ownership Account

Let's **Accept a Payment** to complete the transaction with a **Cash** payment of \$5.

Select **Accept a Payment** action button

Individual Payment Type

Cash

Cashiering Payment

Tendered

5

Select **Save** action button

Cashiering Interaction

Let's print the documents and then close the PDFs.

Select **Quick Print** header button

Cashiering Receipt

Select **Print** header button

Close **Cashiering** IE browser tab

Registration

Select **Print** header button

Close **Registration** IE browser tab

Mail Activity

Select **X** icon

And now we can select the **OK** action button to return to the **Vehicle Ownership Account** springboard.

Select **OK** action button

Vehicle Ownership Account

Notice that the **Expires** date has not changed. In the **Account Registration History** on the **Registration** sub-tab, the active registration is a **Duplicate Registration** valid from today until the registration's expiration date.

You'll have a chance to do one of these on your own tomorrow if time allows.

Navigation Panel

Select **Close All Managers** icon

