

Title and Registration Changes

If a customer comes in and wishes to change something about the original transaction; name change due to marriage or divorce, change of address or add a name etc., we will conduct a title change. Title Changes will assess a \$5 fee in addition to any other registration fees that might be generated.

Tapestry also allows for Title Corrections which will occur when the clerk makes a mistake processing a vehicle activity. There will be no fees for these corrections unless the correction affects registration fees. Then a balance for the additional fees will be created. There will *not* be a fee for making the correction in the first place. In order for a partner to process a Title Correction, they must get in contact with their support vendor and they will initiate the correction for them. The partner can then pick up the activity and complete it.

Let's take a look at a title change

The Scenario:

Fiona Inez is here to change the name on her title because she recently got married. She does not have a title, so she will be using a duplicate title application.

Title Change (Change Owner Name)	
New Manager springboard	
Again, we're going to do an activity to an existing vehicle registration so we'll start in the Search manager.	
	Select Search manager

Search	
We're going to search for Fiona's vehicle from her license plate number.	
Search Field	TLR804
Recall that the Title and/or Registration Change activity is accessible from the Vehicle Ownership Account springboard. So let's select the Vehicle Ownership hyperlink.	
	Select Vehicle Ownership hyperlink

Vehicle Ownership Account	
We can see from the Owners section that her last name is Salas. Now her last name is Inez so we'll make that change on her registration.	
Title and Registration Changes, like all our other activities are started by selecting the Issuance Transaction action button.	
	Select Issuance Transaction action button
The Title and/or Registration Change activity is one of the activities with a wrench and screwdriver beside it. Since this change is being initiated by Fiona and is not necessary because of an MVD error, it's important that we do this as a Change transaction so that the fee is assessed correction.	

	Select Title and/or Registration Change hyperlink
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Information

This **Information** sub-section is an excellent example of how **Tapestry** will often prevent you from making huge mistakes. Right at the top we see *VIN, Brands and Odometer corrections excluded*. This is because only certain departments at the central office can make such corrections or changes.

Then we get a brief list of what the **Purpose** of a correction is:

- Intended for making changes to the current title
- Intended for making changes to the current registration
- Intended for making changes to both the current title and registration

And, as we discussed a few moments ago, there is an explanation of fees to be posted:

- Administrative Fee (\$2)
- Transaction Fee (\$3)
- Any fee differences between original transaction and the change

Now Tapestry wants to know what it is we want to correct. Notice that there are 5 types of information to be changed: **Vehicle Details, Lienholder Information and/or Owner Name, Owner Contact Information, Residential Mailing or Renewal Address, and Plate Information**. We can select one or all of these if more than one area needs correcting. These checkboxes are currently yellow which signifies that at least one of them must be selected to proceed.

At the bottom of this list is a **STOP** sign and a hyperlink that reads [Purchase Information – Use Excise Tax Activity](#). As it says, if the needed correction was to change the purchase price of the vehicle, thus affecting excise tax, there is a separate activity for that. We will learn more about correcting excise tax later.

Finally, there is a message at the bottom explaining that certain changes will automatically generate a new title. However, it is possible to generate a new title if desired by selecting the **Generate New Title** checkbox.

We're going to be changing Fiona's last name so let's select the **Lienholder Information and/or Owner(s) Name(s)** checkbox

Lienholder Information and/or Owner(s) Name(s)	Select checkbox
The Duplicate Title Application Needed and Collected? checkbox displays because this change will generate a new title. If we want to print the new title, we need a Duplicate Title application. Fiona would like a new title so we'll select this checkbox.	
Duplicate Title Application Needed and Collected?	Select checkbox
Now we can select the Next action button to proceed with the change.	
	Select Next action button

Add a Lien Holder

Since we marked the need to change **Lienholder Information and/or Owner(s) Name(s)**, Tapestry has now opened the sub-section for adding lienholders. There are no lienholders to add so we'll select the **No** action button.

Select **No** action button

Owner Information

Since we need to change Fiona's name, and the name fields are uneditable, we're going to utilize the **Override Name** hyperlink. Note that changing her name on the title and registration will have no impact on her credential. She'll need to complete that change in a separate, driver transaction.

Select **Override Name** hyperlink

Changing a name requires an override and a note.

Password

Active Directory **password**

Note

Married and changed name

Now we can select the **Ok** action button

Select **Ok** action button

The name fields are now editable, so we'll select the **Last Name** field and change it to **Inez**.

Last Name

Inez

Once we change the name, our Title Assignment updates to Inez. Having changed the name, we can select the **Next** action button.

Select **Next** action button

Fees

The change we made did not affect the registration fees or excise tax so the only fee is the standard \$5. As long as Fiona can pay this fee, we'll select the **Next** action button to continue to the **Summary** section.

Select **Next** action button

Summary

Again, we see a summary of the vehicle details and ownership for this customer and account. We can now select the **Submit** action button to complete the activity.

Select **Submit** action button

Vehicle Ownership Account

Let's look at a few key changes on this springboard. First, the title now has a **Cancelled** status. This is because a new title will be printed upon taking a payment. Secondly, there is a new **Title Number** in the **Account Attributes** section.

Let's take a payment to eliminate the balance and restore the Title Status.

Select **Accept a Payment** action button

Individual Payment Type

Cash hyperlink

Cashiering Payment

Select **Save** action button

Cashiering Interaction

Let's print the documents and then select the **Ok** action button to return to the **Vehicle Ownership Account** springboard.

Select **Quick Print** header button

If we look at the **Registration** and **Title** documents you'll see that they've both been updated to reflect the new last name.

Mail Print

Select **Print** header button

Close **IE** browser tabs

Select **OK** action button

Vehicle Ownership Account

The **Title** status is active again and the **Balance** is \$0. The active registration is now a corrected registration. One thing that has not changed is the name of Fiona in the **Owners** section. Again, this is because we did not change her name as a driver.

Navigation Panel

Select **Close All Managers** icon

