Subject:

FW: April Vehicle Central Programs (VCP) Motor Vehicle Newsletter



# **MOTOR VEHICLE NEWSLETTER**

Iowa DOT Central Programs Bureau
April 2024

## Tips, Tricks & Reminders

#### **Current Fast Path Codes**

	Fast Path		Fast Path
Add/Release SI	si	Print Replacement Title	tp
Additional Fee for New Registration	aut	Recreate Title	trt
Cancel Title	tc	Refund Vehicle Registration	ref
Corrected Title	tcr	Registration Renewal	rr
		Reinstate Cancelled Title	
Dispose Plate	tdp	Transaction	rctt
Edit Plate	ер	Reinstate Credit Vehicle	rcv
Electronic Title Queue	*	Reinstate Registration	rri
Electronic Registration and Titling			
Queue	ertq	Replace Title	trp
EZ Registration Renewal	ezrr	Reprint Registration	rrp
In Transit Title/Permit	ti	Reserve Plate	pr
Insert Plate	ip	Salvage Title	ts

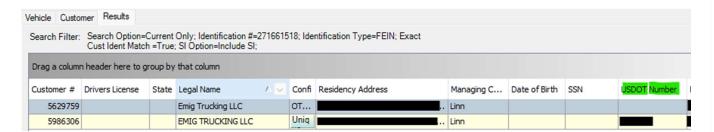
Issue Permit (30 days)	pi	Set Manager	sm
Junking Certificate	tjc	Store Vehicle	rsv
Manage Customer	cust	Terminate Registration	rc
Manage Vehicle	veh	Title and Registration	tr
Manufacturer Buy Back	tm	Update Registration	ru
Miscellaneous Transaction	misc	Void Registration	rvr
Non-Transferable Registration	rnt	Void Title	tvt
NSF Management	nsf	Web Reg Renewal	wrr
		Work Management	wm

<sup>\*</sup>coming soon

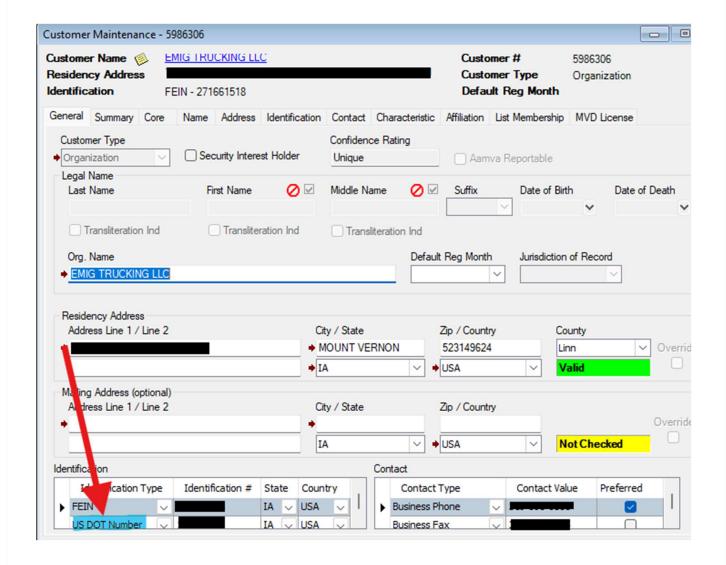
#### **Motor Carrier Services (MCS) Customer Records**

Motor Carrier Services customer records are for utilization by the Office of Motor Carrier Services only. When searching for customers, and a MCS customer record is located, counties may not use that record. For vehicle transactions counties must utilize a NON-Motor Carrier Services customer record, and if one does not exist, you must create a new customer record.

MCS customer records are easily identified by observing that the customer's name is ALL CAPITALIZED and there is a US DOT number (highlighted in green below). Below is an example of a county customer record and a MCS customer record and how it should look and identifying the difference.



Below is an example of where to locate the US DOT number when the Customer Maintenance screen is open (highlighted in blue below).



#### **Verifying Correct Customer for Refund**

Multiple counties have reached out to us within the last month, advising they're seeing counties processing a claim for refund on the wrong customer. They're being processed on the current owner vs the prior owner of the vehicle which is causing issues for the customers (in one case, the current owner was pulled over by law enforcement for not having valid plates).

Please remember how important it is to pay attention to the details and to make sure to select the correct customer when using registration credit or when a customer is requesting a refund.

### Iowa Department of Transportation