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eLIENHOLDER MVR

General Information

Welcome to the AADA Electronic eLienholder MVR website. The Internet site was created to enable Arizona licensed dealers to obtain a non-certified special Lienholder Motor Vehicle Record (MVR). The fee per record response is \$1.50. The \$1.50 fee will also be charged for a "No Record Found" response.

The site is very simple and easy to use. By obtaining an eLienholder MVR electronically the processing time will be significantly reduced. The reduced processing time will mean that the dealership no longer needs to go into a Motor Vehicle Office to obtain a customer's Lienholder information.

The eLienholder MVR will display the following:

- Vehicle information
- Title information
- Customer Number (if given as a search criteria)
- Lienholder information

Note: At no time can a dealership obtain an eLienholder MVR for a friend, neighbor, relative, or for personal use. Any misconduct or misrepresentation of the eLienholder MVR application will be subject to civil and/or criminal penalties.

The following instructions serve as a step-by-step guide through the entire eLienholder MVR process along with answers to some additional questions.

eDealer Services Home Page

Steps to Apply for an eMVR

1. From the eDealer Services Home page, in the **Dealer Number** field, the dealer number will appear. If the processor or administrator is able to issue on behalf of **more than one dealership**, a drop down arrow will appear. **Select the dealership** that is applying for the eLienholder MVR.
2. Click on the **eLienholder MVR** link to proceed.

 **eDealer Services** 

eDealer Services

Dealer Number:

Transaction Services:

- [Test Your Printer](#)
- [eTRP](#)
- [e30-Day General Use Permits](#)
- [e30-Day Nonresident Permits](#)
- [eMVR](#)
- [eLienholder MVR](#) ←

Administration Services:

- [View Reports](#)
- [Add to Dealers I Work For](#)
- [Get Regular User Pin](#)
- [Maintain Users](#)
- [Service Access](#)

The eLienholder MVR service is located in the eDealer Services Home page above. This is one of many services offered by AADA.

An Administrator will have access to all services offered above. A Processor will have limited access under the Administration Services section.

Step 1a: Enter Information

Vehicle Information:

VIN:

Customer Information:

Customer/AZ Driver License Number:

or

First: Middle: Last: Suffix:

or

Company Name:

Reason for Request: Verify lien information

Step 1a: Enter Information

- Under the Vehicle Information section, type the **Vehicle Identification Number** in the VIN field.
- Under the Customer Information section, type in **one** of the following criteria:
 - Customer/AZ Drivers License Number/Company Number
 - OR**
 - Customer Name (First, Middle, Last) and Suffix (Jr., Sr., III), if applicable
 - OR**
 - Company Name

Note: Only one-search criteria for the Customer Information section can be selected. This means either the Customer/AZ Drivers License Number, Customer Name or Company Name field must be filled. If neither one or more than one criteria is selected then the system will return an error message.

Note: The Reason for Request will automatically populate to Verify Lien Information.

- Click the “**Continue**” button to proceed.

Note: Click the “Cancel” button to return to the eDealer Services Home page. This will cancel the transaction.

Step 1b: Confirm Information

6. The system will return the search criteria entered on the prior page. **Verify** the information displaying, is correct.
7. Answer the question, “Is the VIN and customer information correct?”
 - Click the “**Yes, Continue**” button to continue the process
 - Click the “**No, Go Back**” button to return to Step 1a Enter Information

Step 1b: Confirm Information

VIN: 1FTRW08L73KD31011

Driver License/Customer Number: D00317378

Is the vehicle and customer information correct ?

No, Go Back

Yes, Continue

Step 2: Pay Fee

There is a fee of \$1.50 for applying for an eLienholder MVR.

Note: You will be charged a fee of \$1.50 for the search of an eLienholder MVR, even if the results display “**No record found**”.

Important: The “**Note**”, which displays towards the bottom of the screen, indicates the system will update its records between 11:50pm and 12:10am every day. Therefore, no eLienholder MVRs can be applied for during this time period.

8. Click the “**Submit**” button to proceed.

Note: Canceling the transaction at this time, by clicking the “Cancel” button, will return the user to the eDealer Services Home page and you will not be charged.

Step 2: Pay Fee

Total Fee Due: \$1.50

AADA will bill you for payment.

You agree to be billed by AADA for payment when you click on the Submit button below.

You will be charged \$1.50 for the Motor Vehicle Record. If the search information provided results in no record being found, you will still be charged the \$1.50.

Note: Transactions cannot be completed between 11:50pm and 12:10am Arizona time.

Cancel

Submit

Step 3: View MVR Results

9. The system will return the search criteria entered from Step 1. **Verify** the information displaying, is correct. The information displayed is as follows:
- **Search criteria** used to locate the record
 - The **date the transaction was performed**
 - **Vehicle Information** (VIN, make, year and body style)
 - **Title Information** (Title issue date, if no title date then “Electronic Title” will display)
 - **Lienholder Information** (Customer number, if applicable, name, date of lien, address and legal status; if no Lienholder the word “None” will appear).

Step 3: View eMVR Results

eLienholder MVR

VIN 1FTRW08L73KD31011

Driver License/Customer Number D00317378

ARIZONA MOTOR VEHICLE RECORD AS OF 04/13/2005

VIN 1FTRW08L73KD31011

MAKE FORD

YEAR 2003

VST 12PU

TITLE INFORMATION ISSUE DATE 09242003

CUST/DL# NAME

LIEN1 E00145083 LONG BEACH ACCEPTANCE DATE 08212003 LEGAL STATUS AND

ADR PO BOX 11450 SANTA ANA CA 927111450

LIEN2 E00069773 ALAMO FINANCING LP DATE LEGAL STATUS

ADR 4680 CONFERENCE WAY SOUTH BOCA RATON FL 33431

LIEN3 DATE

ADR

Print MVR

Request Another MVR

Quit

Step 3: View MVR Results – Continued

10. Scroll down and click the “**Print MVR**” button to print a copy of the eLienholder MVR.

11. A dialog box will appear. If more than one copy is needed, change the Number of Copies field with the desired number then click the “**Print**” button to print the eLienholder MVR request.

Note: The record may only be printed while it is displayed on the computer screen.

12. Once the MVR has printed, click one of the other options:

- The “**Request Another MVR**” button to return the user to Step 1 Enter Information for an additional eLienholder MVR request, or
- The “**Quit**” button to return to the eDealer Services Home page

Step 3: View eMVR Results

eLienholder MVR

VIN 1FTRW08L73KD31011

Driver License/Customer Number D00317378

ARIZONA MOTOR VEHICLE RECORD AS OF 04/13/2005

VIN 1FTRW08L73KD31011

MAKE FORD

YEAR 2003

VST 12PU

TITLE INFORMATION ISSUE DATE 09242003

CUST/DL# NAME

LIEN1 E00145083 LONG BEACH ACCEPTANCE **DATE** 08212003 **LEGAL STATUS AND**
ADR PO BOX 11450 SANTA ANA CA 927111450

LIEN2 E00069773 ALAMO FINANCING LP **DATE** **LEGAL STATUS**
ADR 4680 CONFERENCE WAY SOUTH BOCA RATON FL 33431

LIEN3 **DATE**
ADR

Print MVR

Request Another MVR

Quit

Steps to View Reports

There are three types of reports to choose from: an Activity Report, User Audit Report & a Summary Report.

The different reports can be found on the following pages:

- the **Activity Report**, continue with the steps below
- the **User Audit Report**, go forward to page 11
- the **Summary Report**, go forward to page 13

Activity Report

1. From the eDealer Service Home page, scroll down and click the **View Reports** link to proceed.

Step 1: Choose A Report Type To View

2. The screen will default to the Activity Report option; click the “**Continue**” button to proceed.

Note: Click the “Go Back” button to return to the eDealer Services Home page.

Step 2: Choose A Service To View

3. Click the **eLienholder MVR** link to proceed.

Note: Click one of the available links, if desired:

- The **Back to Reports** link to return to the Choose a Report Type to View screen to select a different report.
- The **Back to Home Page** link to return to the eDealer Services Home page.

Step 3: Enter Criteria To View Activity Report

4. The **Start Date** field will default to the current date. If a different date is desired, click the Start Date field to change.
5. The **End Date** field will default to the current date. If a different date is desired, click the End Date field to change.
6. The **MVR** field will default to the “ALL” option however, if the not found option is desired, click the drop down arrow to retrieve this selection.

Activity Report - Continued

7. Reports can be sorted automatically by clicking on the following criteria buttons, under the **Sort By** field:

- **Transaction Date** is used to sort by the date a transaction was processed, with the most current date at the top of the page
- **User ID** is used to sort by the User ID Number. This type of report will show productivity by user
- **Dealer Number** is used to sort by the Dealer Number, with the lowest Dealer Number at the top of the page.

8. Click the “**Submit**” button to proceed.

Step 4: Activity Report Review

9. If a record was found, an Activity Report will show the following information:
- The Dealership Name and desired dates of transactions being displayed
 - Total Amount of Lienholder (LH) MVR Inquiries
 - Date
 - Time
 - User ID
 - Plate
 - VIN
 - Customer Number
 - Customer' Last Name
 - Record Found (yes or no)
 - Amount charged
 - Total Amount charged

Note: If a record was not found, then the information that was entered as the search criteria will appear.

10. To print, select “**File**” and from the drop down menu select the “**Print**” option. A print dialog box will appear, and you click the “**Print**” button to print the report.

11. Click one of the following links:

- **Back to Reports** to select a different report.
- **Back to Home Page** to return to the eDealer Services Home page.

User Audit Report

The administrator will use the audit report to monitor processor activity. The report is intended to help the administrator administer the users' activity at their dealership.

Step 1: Choose A Report Type To View

1. Click the drop down arrow to select the User Audit Report option; click the "**Continue**" button to proceed.

Note: Click the "Go Back" button to return to the eDealer Services Home page.

Step 2: Enter Criteria To View Report

2. The **Start Date** field will default to the current date. If a different date is desired, click the Start Date field to change.
3. The **End Date** field will default to the current date. If a different date is desired, click the End Date field to change.
4. The **Action** field will default to the "ALL" option, however there are other options available. Click the drop down arrow to retrieve any one of the following:
 - **Register** - when a user is registered for the application under the dealership, or when a user clicks "Adds to Dealers I Work For"
 - **Remove user** - when an Administrator removes a user from the dealership in "Maintain Users"
 - **Add Service** - when an Administrator adds service to a user in "Service Access"
 - **Delete Service** - when an Administrator removes services for a user in "Service Access"
 - **Change Role** - when a users role is changed between Processor and Administrator
 - **All** – all of the above.
5. Reports can be sorted automatically by clicking one of the following criteria buttons, under the **Sort By** field:
 - **Transaction Date** is used to sort by the date a transaction was processed, with the most current date at the top of the page
 - **User ID Affected** is used to sort by the User ID Number. This type of report will show productivity by user
6. Click the "**Submit**" button to proceed.

User Audit Report - Continued

Step 3: User Audit Report Review

7. A User Audit Report will show the following information:

- Dealer Number
- The Dealership Name and desired dates of information being displayed
- Date
- Time
- User ID Affected
- Action (removed user, registered, add service, remove service, change role)
- Action Description (TRP, 30-Day Nonresident, etc.)
- User ID Responsible (Administrator only)

Dealer Number	Dealer Name	Date	Time	User ID Affected	Action	Action Description	User ID Responsible
L00006578	AADA ADMIN USE	02-23-05	09:27:24	melani	register		melani
L00002753	PUTT PUTT CAR SALES	02-23-05	09:28:20	nsitra3	register		nsitra3
L00004475	L 2 GROUP INC	02-23-05	09:28:39	nsitra92	register		nsitra92
L00001917	ORACLE FORD MERCURY INC	02-23-05	10:49:43	nsitra3	register		nsitra3
L00001917	ORACLE FORD MERCURY INC	02-23-05	10:52:29	nsitra3	change role	From Admin to Processor	nsitra
L00004475	L 2 GROUP INC	02-23-05	13:02:10	nsitra92	add service	Reports	nsitra
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:07:29	nsitra92	register		nsitra92
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:17:44	nsitra3	remove user		nsitra92
L00004475	L 2 GROUP INC	02-23-05	13:29:05	nsitra3	register		nsitra3
L00004475	L 2 GROUP INC	02-23-05	13:30:42	nsitra92	remove service	Reports	nsitra3
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:48:06	nsitra92	remove service	30 Day General Use	nsitra34
L00002753	PUTT PUTT CAR SALES	02-23-05	14:48:43	nsitra92	register		nsitra92
L00002753	PUTT PUTT CAR SALES	02-23-05	14:50:39	nsitra92	add service	Reports	nsitra34

8. To print, select “**File**” and from the drop down menu, select the “**Print**” option. A print dialog box will appear, and you click the “**Print**” button to print the report.

9. Click one of the following links:

- **Back to Reports** to select a different report.
- **Back to Home Page** to return to the eDealer Services Home page.

Summary Report

Step 1: Choose a Report Type to View

1. Click the drop down arrow to select the Summary Report option; click the **“Continue”** button to proceed.

Note: Click the “Go Back” button to return to the eDealer Services Home page.

Step 2: Choose A Service To View

2. Click the **eLienholder MVR** link to proceed.

Note: Click one of the available links, if desired:

- **Back to Reports** to select a different report.
- **Back to Home Page** to return to the eDealer Services Home page.

Step 3: Enter Criteria to View Summary Report

3. The **Date** field will default to the current month and year. If a different date is desired, click the date field to change. This must be entered by the two-digit month and four-digit year i.e. **06/ 2005**
4. Click the **“Submit”** button to proceed.

Step 4: Summary Report Review

5. A Summary Report will appear on the screen displaying the following information:
 - The Dealership Name & desired month & year of transactions being displayed
 - Date
 - Total of eLienholder MVR Inquiries for a particular day
 - Total amount received for that particular day
 - Totals for a particular month (at the bottom of each column)
6. To print, select **“File”** and from the drop down menu select the **“Print”** option. A print dialog box will appear and you click the **“Print”** button to print the report.
7. Click one of the following:
 - **Back to Reports** to select a different report.
 - **Back to Home Page** to return to the eDealer Services Home page.

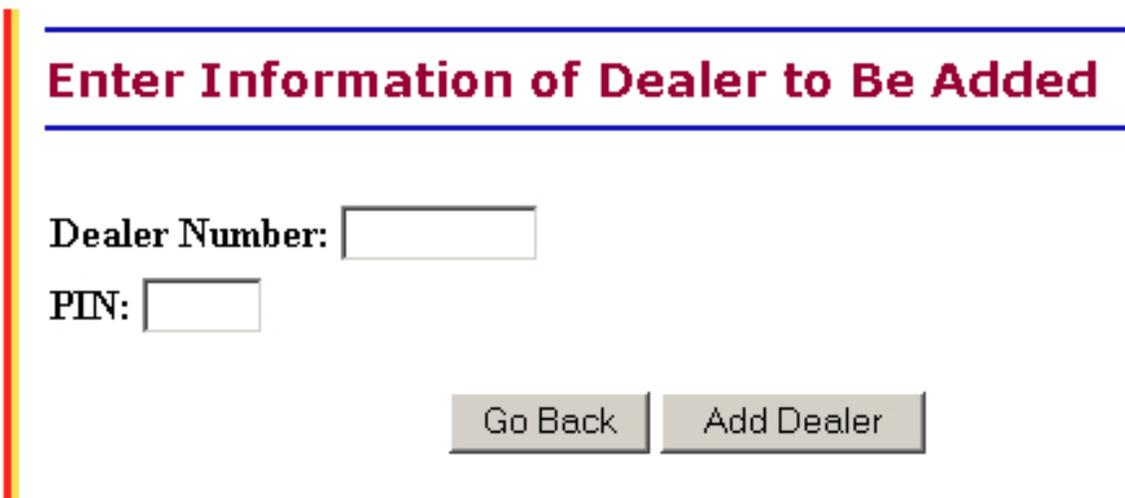
Steps to Add To Dealers I Work For

This process must be performed **prior** to applying for an eLienholder MVR search for a **NEW** dealer.

1. From the eDealer Services Home page, scroll down and click the **Add To Dealers I Work For** link.

Step 1: Enter Information of Dealers to Be Added

2. Type in the **NEW Dealer Number** of the dealership the user is authorized to search for Lienholder MVRs.
3. Type in the **PIN number** of the dealership to be added. You can obtain the number from the Administrator at the new dealership, or from the AADA Helpdesk.
4. Click the “**Add Dealer**” button to add the new dealer.



Enter Information of Dealer to Be Added

Dealer Number:

PIN:

Note: The next time the user searches for an eLienholder MVR, a drop down box will appear on the eDealer Services Home page, giving the ability to select the correct dealer license number.

5. A **confirmation page** will return and display updated information. Verify that the screen displays the new dealer number and name added.

Steps to Get Regular User PIN – Administrator Only

1. From the eDealer Services Home page, scroll down and click the **Get Regular User PIN** link.

Administration Services:

- [View Reports](#)
- [Add to Dealers I Work For](#)
- [Get Regular User Pin](#) ←
- [Maintain Users](#)
- [Service Access](#)

Step 1: PIN Information

2. The dealership information will appear. **Verify** this is the correct dealership.
3. **Write down** the Dealer Name/Number and Processor PIN Number. The PIN number can be changed at any time by clicking the **Generate New PIN** link. This number will instantaneously change.
4. Click the **Back to eDealer Services Home** link to return to the eDealer Services Home page.

ANY DEALER INC.

PIN Information

Dealer Number: L00000000
Dealer Name: ANY DEALER INC.
Dealer Type: N

Processor PIN: 8305 [Generate new PIN](#)

[Back to eDealer Services Home](#)

Steps to Maintain Users of the System – Administrator Only

1. From the eDealer Services Home page, scroll down and click: **Maintain Users**

Step 1: Maintain Users

The screen will appear with ALL Processors / Administrators of the eDealer Services applications. When necessary, use this screen to revoke a Processor / Administrator.

2. Under the “Remove” column, check the box next to the Processor / Administrator to be **revoked from the system**.
3. Click the “**Update**” button to accept the deletion of the Processor / Administrator.

ANY DEALER INC.

Maintain Users

Dealer Name: ANY DEALER INC.
Dealer Number: L00000000

Registered Users	Role	Remove
JUDY_SALES@DEALER.COM	Processor	<input type="checkbox"/>
BEN_FINANCE@DEALER.COM	Processor	<input type="checkbox"/>
OFFICE_MANAGER@DEALER.COM	Administrator	<input type="checkbox"/>
GSM@DEALER.COM	Administrator	<input type="checkbox"/>

Note: Revoking a Processor / Administrator from one authorized dealership does not automatically revoke them out of the other dealerships they work for. Each dealership must be revoked individually.

Note: Click the “Go Back” button to return to the eDealer Services Home page.

4. A **confirmation screen** will return and display updated information. Click the **Back to eDealer Services Home** link to return to the eDealer Services Home Page.

Note: After a user is removed, we recommend that you go to the **Get Regular User Pin** link, from the eDealer Services Home page and generate a new pin.

Steps for Service Access – Administrator Only

This screen will show all services offered by AADA (with the exception of eTRP). The user's dealership may not be currently authorized for one or more of the services. If there are questions about which services may be used or not, contact the MVD Dealer Licensing Unit. For any other question(s) contact the AADA Help Desk at 1-800-678-3875 or by email at ehelp@aada.com

To the left of the screen, the authorized applications, for which the **user may use**, will be checked. To the right of the screen, the Processor / Administrator's name will appear next to the services offered by AADA.

1. An administrator can grant or delete functions by clicking the **appropriate box**, displayed under the available service.
2. Click the **"Update"** button to finalize the approval or deletion of services.
3. Click the **"Go Back"** button to return to the eDealer Services Home page.

Note: If the Administrator is in the Service Access application and realizes that they need to remove a user, they click the **Click here to delete user(s)** link. This will take the Administrator to the Maintain Users screen. Current processors at the dealership will default with access to 30-Day General Use Permits, and 30-Day Nonresident Permits. **Any NEW processor will default with no access. The Administrator will be responsible for assigning access to each service.**

ANY DEALER INC.

Service Access

Dealer Name: ANY DEALER INC.
Dealer Number: L00000000

All services offered by AADA are listed in the table. However, your dealership may not be currently authorized for one or more of these services. If you have a question about which services you may use, please contact Dealer Licensing.

30 Day General Use	30 Day Non- Resident	MVR	Reports	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	JUDY_SALES@DEALER.COM Processor
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BEN_FINANCE@DEALER.COM Processor
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OFFICE_MANAGER@DEALER.COM Administrator
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GSM@DEALER.COM Administrator

[Click here to delete user\(s\).](#)