

# eREPOSSESSION TITLE TABLE OF CONTENTS

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## **eREPOSSESSION TITLE – General Information**

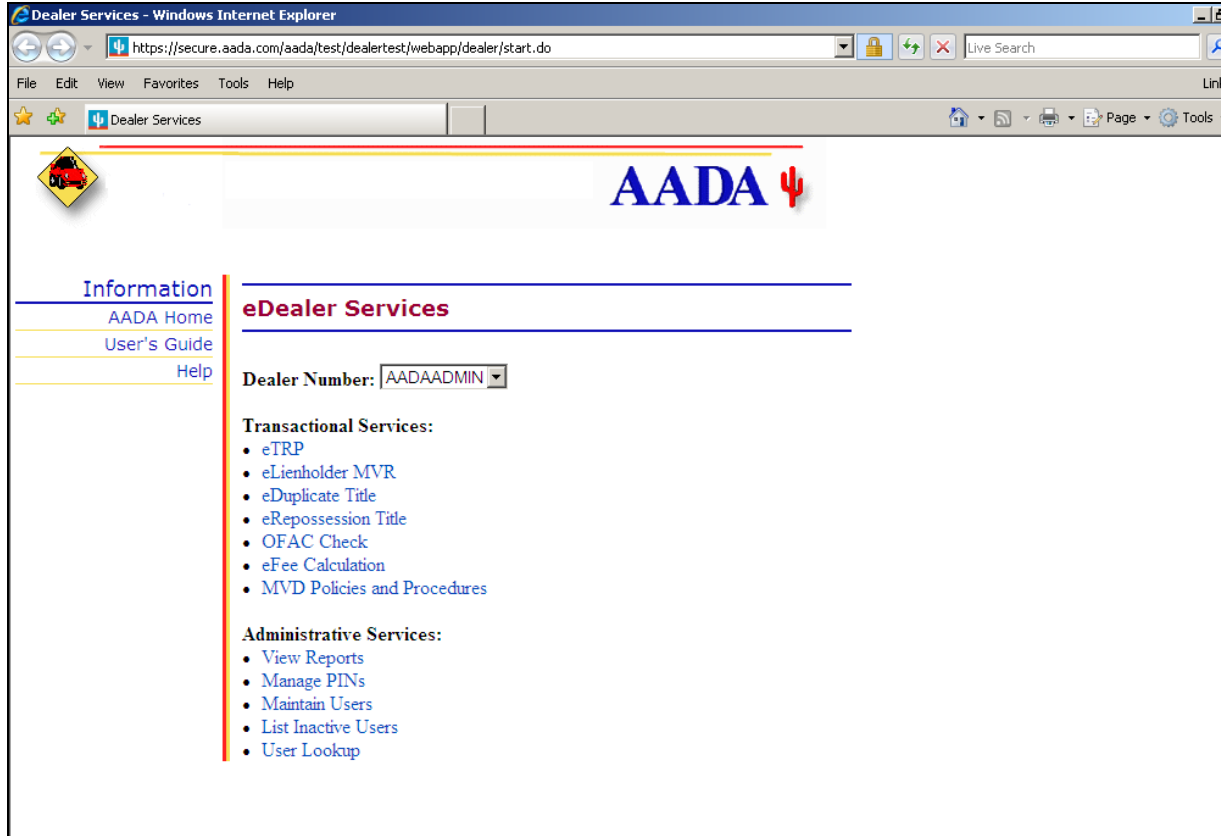
Welcome to the Secure Gateway Repossession Service. This service will enable Arizona Motor Vehicle Dealers the ability to electronically request a Repossession Title using the AADA Secure Gateway.

An Arizona Motor Vehicle Dealer can electronically request a Repossession title when the Motor Vehicle Dealer is the first Lienholder on record

When obtaining an **eRepossession Title** electronically, the Motor Vehicle Dealer will no longer need to go into a Motor Vehicle Office to obtain a Repossession title.

The following instructions will serve as a step-by-step guide through the entire **eRepossession Title** process.

## eDealer Services Home Page



The eDealer Services Home Page contains four sections.

The sections are:

1. Dealer Name
2. Dealer Number
3. Transactional Services
4. Administrative Services

**Note:** Not all users will see every option displayed above on the Home Page. What displays will depend upon the access level the user was granted

## **eDealer Services Home Page - Continued**

The eDealer Services Home Page defined:

### **Dealer Name**

The first section displays the name of the Motor Vehicle Dealer for which the processor is working.

### **Dealer Number**

The second section contains the Motor Vehicle Dealer number. If a processor works for multiple Motor Vehicle Dealers, he/she will need to use the drop down box to indicate the Motor Vehicle Dealer number for the subsequent requests.

### **Transactional Services**

The third section allows the user to select the desired service transaction, e.g. **eRepossession Title**, by clicking on the link to begin the **eRepossession Title** request process.

### **Administrative Services**

The fourth section allows the user to select the desired administrative functions for the Motor Vehicle Dealer, e.g. **View Reports** and **Maintain Users**.

## Issue a Repossession Title

1. From the eDealer Services Home Page, click the **eRepossession Title** link to proceed.

### Repossession Affidavit - Enter Information

#### Vehicle Information

2. Type the Vehicle Identification Number in the **VIN** field.
3. Type in the Vehicle Year in the **Vehicle Year** field.
4. Type in the first five characters of the Vehicle Make in the **Vehicle Make** field.

#### Registered Owner Information

Only one of the search criteria in Customer Information section can be entered. Once information is entered in a field, the other fields will be disabled.

6. Type the Customer's AZ Customer/Driver License Number in the **Customer/AZ Driver License Number** field. The field must contain one (1) alpha, and eight (8) or nine (9) numeric characters total, e.g. B12345678 or 527001234.

**Or**

Type in the **Customer's, First Name, Middle Name, Last Name** in the appropriate fields. If a customer has only one name, type it into the "Last" field.

**Or**

Type either the **Company Number** or **Company Name** in the appropriate field.

#### First Lienholder Information

7. Type the Lienholder Customer Number in the **Lienholder Customer Number** field.
8. Type the Lienholder Agent's Full Name in the **Lienholder Agent's Full Name** field. This is the First and Last Name of the Agent processing the title over eDealer Services.

## Issue Repossession Title – Continued

9. Check both boxes:

- I certify I am currently licensed by the Arizona Department of Financial Institutions.
- I certify that I am the legal owner and a lienholder of record for the vehicle described above, that the vehicle is physically located in Arizona and that I repossessed the vehicle upon default pursuant to the terms of the lien and all applicable laws and regulations, and that the State of Arizona, its agencies, employees and agents shall not be held liable for relying on the contents of this affidavit.

10. Click **Continue** to proceed.

### Confirm Information

11. The system will return the search criteria entered on the prior page. Verify the information displayed is correct.

12. Answer the question, **Is this the correct record?**

- Click **Yes, Continue** to continue the process
- Click **No, Go Back** to return to the prior page

### Enter Mailing Address

13. Type in the mailing address information desired. **All fields are required.**

- **Name:** Type the name of the recipient in this field
- **Mailing Address:** Type the mailing address of the recipient in this field
- **City:** Type the City of the recipient in this field
- **State:** Type the State of the recipient in this field
- **Zip:** Type the Zip Code of the recipient in this field

14. Click "**Continue**" to proceed.

## Pay Fee

MVD charges a fee of \$4.00 for issuing a Duplicate Title.

**Note:** Clicking “**Cancel**” at this time will return the User to the **eDealer Services Home Page** canceling the transaction and will **not** charge the account.

15. Click “**Continue**” to proceed

## View Confirmation

The confirmation page for duplicate title will appear showing

- Confirmation Number
- Time
- Date
- VIN
- Lienholder Customer Number (if applicable)
- Lienholder’s Email Address (if applicable)
- Registered Owner Customer Number
- Sales Total

16. Select one of the following options:

- Click “**Print Confirmation**” to print your confirmation information.
- Click “**Back to Home Page**” to return to the eDealer Services Home Page.

## View Reports

There are two reports specific to this service to choose from: an Activity Report and a Summary Report.

### Activity Report

1. From the eDealer Services Home Page, click the **View Reports** link to proceed.

### **Choose a Report Type to View**

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

### **Choose a Service to View**

3. Click the **eRepossession Title** link to proceed.

### **Enter Criteria to View Report**

4. The **Start Date** field will default to the current date. For a different date, click the **Start Date** field to activate and change the date.
5. The **End Date** field will default to the current date. For a different date, click the **End Date** field to activate and change the date.
6. Reports will sort automatically after clicking on one of the following buttons, under the **Sort By** field:
  - **Transaction Date:** used to sort by the date a transaction was processed, with the most current date at the top of the page.
  - **User ID:** used to sort by the User ID Number. This type of report will show activity by user.
7. Click the **Submit** button to proceed.



## View Reports – Continued

### Activity Report Review

8. If a record was found, an **Activity Report** will show the following information:
- Motor Vehicle Dealer Name and the selected transaction start and end date
  - Total Repossession Title Count
  - Date
  - Time
  - User ID
  - VIN
  - Customer/Company Number
  - Customer Last Name/Company
  - First Lienholder Customer Number
  - Lienholder Agent Name
  - Transaction Amount

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

9. To print, select the **File** option located on the menu bar. From the drop down menu, select the **Print** option. A dialog box will appear. Click the **Print** button to print the report.

**Note:** Select **page setup** to change the page orientation from **Portrait** to **Landscape**.

10. Click one of the following links:
- **Back to Reports** to return to the Choose a Report Type to View screen to select a different report.
- Or**
- **Back to Home Page** to return to the eDealer Services Home Page.

## View Reports – Continued

### Summary Report

1. From the eDealer Services Home Page, click the **View Reports** link to proceed.

### Choose a Report Type to View

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

### Choose a Service to View

3. Click the **eRepossession Title** link to proceed.
4. The **Date field** will default to the current month and year. For a different date, click the **Date field** to type in a new date. The date must be entered using a two-digit month and four-digit year, e.g. 02 / 2009
5. Click **Submit** to proceed.
6. A Summary Report will appear on the screen displaying the following information:
  - Motor Vehicle Dealer Name and the selected transaction month and year
  - Date
  - The Total Repossession Title Count for each day of the month
  - Transaction Total
7. To print, select **File** and from the drop down menu select the **Print** option. A dialog box will appear. Click the **Print** button to print the report.
8. Click one of the following links:
  - **Back to Reports** to return to the **Choose a Report Type to View** screen to select a different report.

**Or**

  - **Back to Home Page** to return to the eDealer Services Home Page.

## **Update Mailing Address for Titles – Administrator Only**

eDealer Services allows Motor Vehicle Dealers to store a mailing address for titles that are processed. This does not affect the mailing address on file with the Motor Vehicle Division Dealer Licensing Unit.

1. From the eDealer Services Home Page, click the **Update Mailing Address for Titles** link.

### **Enter Title Mailing Address**

2. Type in the **Name** of the person or company receiving the Duplicate Title.
3. Type in the **Mailing Address** of the person or company receiving the Duplicate Title.
4. Type in the **City, State,** and **Zip** code of the person or company receiving the Duplicate Title.
5. Click the **Update Mailing Address** button to submit this information.