Temporary Registration Permit (TRP)
User Manual

MERLIN Project

Montana Department of Justice, Motor Vehicle Division

Version .03

Authors

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Versions

Date	Version	Description	Author
	.01	Final Version	CSQA Section
	.02	Updated Version *(with new screenshots)*	CSQA Section
	.03	Updated Version (with new screenshots for new Attorney General	CSQA Section

Reviewers

Date	Version	Team Member Name

Table of Contents

1. Introduction 2
2. Overview: Temporary Registration Permit Service 2
2.1 Requirements needed to use the Temporary Registration Permit (TRP) service 2
2.2 Accessing the TRP service 3
2.3 Browser windows within the TRP service 4
3. Temporary Registration Permit (TRP) Service 4
3.1 Functions 4
3.1.1 Starting the TRP Service 4
3.1.2 Features of the Main Menu 5
3.1.3 Access Vehicle Search Service 5
3.1.4 Registered User Account 9
3.1.5 Create a TRP 14
3.1.6 Reprint a TRP 30
3.1.7 Void a TRP 35
3.1.8 Reissue a TRP 38
3.1.9 View TRP Activity Reports 43
3.2 Exception Processing 46
3.2.1 Offline Mode 46
3.2.2 Warning and Error Messages 48
3.3 Contacts 51
3.3.1 Problems Accessing TRP Service 51
3.3.2 Vehicle or Purchaser Date Problems 51
3.3.3 To Order TRP Sleeves 51
3.4 Glossary of Terms 51

1. Introduction

In 2004, the Montana Department of Justice-Motor Vehicle Division (MVD) launched a project for a web-based temporary registration permit (TRP) process to replace the current paper-based process. In 2005, the MVD piloted the process with five automobile dealers to evaluate the new TRP process's potential for statewide implementation. Testing was very successful with the MVD quickly moving forward with plans for statewide implementation.

Now there is one version of the TRP format and it is available online for selling vehicle dealers, MVD Title and Registration Bureau (TRB), county treasurer offices and financial institutions. The physical design of the new TRP is distinctive for a number of reasons:

- The TRP number has an eight-character alpha-numeric format;
- The characters are large for improved readability;
- The expiration date is clearly printed on the permit;
- The TRP is printed on a standard 8 ½ x 11 sheet of paper.

Even more noticeable is the location of the new TRP; vehicle owners no longer place the new permits in the vehicle's back window. Instead, the permit goes into a plastic sleeve and is attached where the vehicle's rear license plate would normally be displayed.

In addition to the physical features of the new TRP, law enforcement officers nationwide have the ability to identify vehicle and purchaser information using the unique TRP number, as it is searchable through the National Law Enforcement Teletype System (NLETS) in all 50 states, just as if it were a regular license plate.

Montana modeled the new TRP program after a similar program in Arizona. Montana's TRP project was developed by the MVD in cooperation with Montana Interactive, Limited Liability Corporation (LLC), a division of NIC, the world's largest provider of e-government services.

2. Overview: Temporary Registration Permit Service

2.1 Requirements needed to use the Temporary Registration Permit (TRP) service

1. **Internet Connection**

   The TRP service is accessed through an Internet connection.

2. **Browser**

   You will be able to use the services with newer versions of the following browsers: Microsoft Internet Explorer, Netscape Navigator, FireFox, and Mozilla. Browsers are a client software program used for searching and viewing various kinds of Internet resources such as information on the MVD web site.

3. **Adobe Reader®**

   The actual TRPs are created in Adobe Portable Document File (PDF) format. In order to view and print the TRP PDF, you need to have the current version of Adobe Reader installed on your computer. Adobe Reader® is easy to download and install by following the instructions for your type of computer. Download Adobe Reader® free at: http://www.adobe.com/products/acrobat/readstep2.html

4. **Printer**

   In order to print the TRP, you need to have a functioning printer connected to your computer or available on your local network. TRPs printed on laser printers look the best but most inkjet and dot matrix printers will work.

5. **Training**

   Someone within your organization must have attended a face-to-face training session or have completed the self-guided training available from the TRP website.

6. **mt.gov Registered User**

   Once you have completed, signed and submitted the three required forms for becoming a registered user, MI will assign you a Username and Password. This step must be completed before you can become an authorized user of the system (http://app.mt.gov/registered/).

7. **Purchasing of Sleeves**

   The TRPs are to be placed into a plastic sleeve and attached where the vehicle's rear license plate would normally be displayed. It is important to have a supply of plastic sleeves on hand when using the TRP service. To purchase the sleeves, refer to the *Contacts Information* section of this manual.

2.2 Accessing the TRP service

1. **TRP service URL (Uniform Resource Locator)**

   https://app.mt.gov/trp/

   Note: There is no "www" in this URL; this is ***not*** a misprint.

2. **Creating a Desktop Icon**

   a. For a quick reference to the TRP service, you can create a shortcut to the URL on your computer desktop. Complete the following steps to create a shortcut:

   - Go to your desktop.
   - Right-click your mouse somewhere on the desktop and select New from the menu.
   - Then select Shortcut from the New drop-down list.
   - A Shortcut icon will appear on your desktop along with a screen to Create Shortcut. Enter the URL of the service you want to create a Shortcut for (in this case the TRP service shown above).
   - Select Next after you type in the URL.
   - The following screen will ask if you want to name your Shortcut icon. Please type in a meaningful name for your icon (i.e., TRP Service).
   - After you have typed in a name for your icon, select Finish to complete the process.

3. **Add to your Favorites**

   a. You may add the TRP site to your list of Favorites by completing the following steps:

   - Go to your Toolbar when on the Internet.
   - On your Toolbar click on Favorites
   - Select Add to Favorites from the drop-down list.

- The next screen will ask if you want to add this site to your favorites. Click OK to add it to your favorites.
- Select Favorites on your toolbar to make sure the site has been added to the list of favorites on your drop-down menu.

2.3 Browser windows within the TRP service

1. **TRP Window**

   This is the main window for the TRP service and is displayed when you first access the site. This is where you enter the vehicle and purchaser information to produce a TRP or view prior TRP activity.

2. **Adobe Window**

   In the TRP service you will be able to view and print the TRP. Both of these functions will open in a new browser window for Adobe Reader®. In order to navigate between these windows, you can use your desktop toolbar usually found at the bottom of your screen or you can exit out of each window by clicking on the X in the top, right corner of the window when you have successfully received all your results or printed the TRP. Since the Adobe Reader® window takes a lot of time to load you may want to leave that window open after the first TRP has been created and printed. If you leave the window open when the next TRP is created, you can click on this window and the newly created TRP should be displayed replacing the prior one.

   Note: In some cases, whenever a new TRP is created another Adobe Reader® window will appear. If you notice that multiple Adobe Windows are appearing then always close Adobe after you print a TRP.

3. **Vehicle Search Window**

   In the TRP service you will be able to perform a Vehicle Search resulting in a new browser window. In order to navigate between this window and the TRP service, you can use your desktop toolbar usually found at the bottom of your screen to select a window to open or you can exit out of each window by clicking on the X in the upper right-hand corner.

4. **Registered User Account Window**

   In the TRP service you will be able to view your Registered User Account resulting in a new browser window. Any registered user can change their password or view their billing summary. The only time a registered user of the TRP service will accumulate billing is if they use a pre-paid account instead of a credit card when paying for a TRP. The account may also show billing from the use of the driver license search transactions if your agency uses those other Montana Interactive (MI) services.

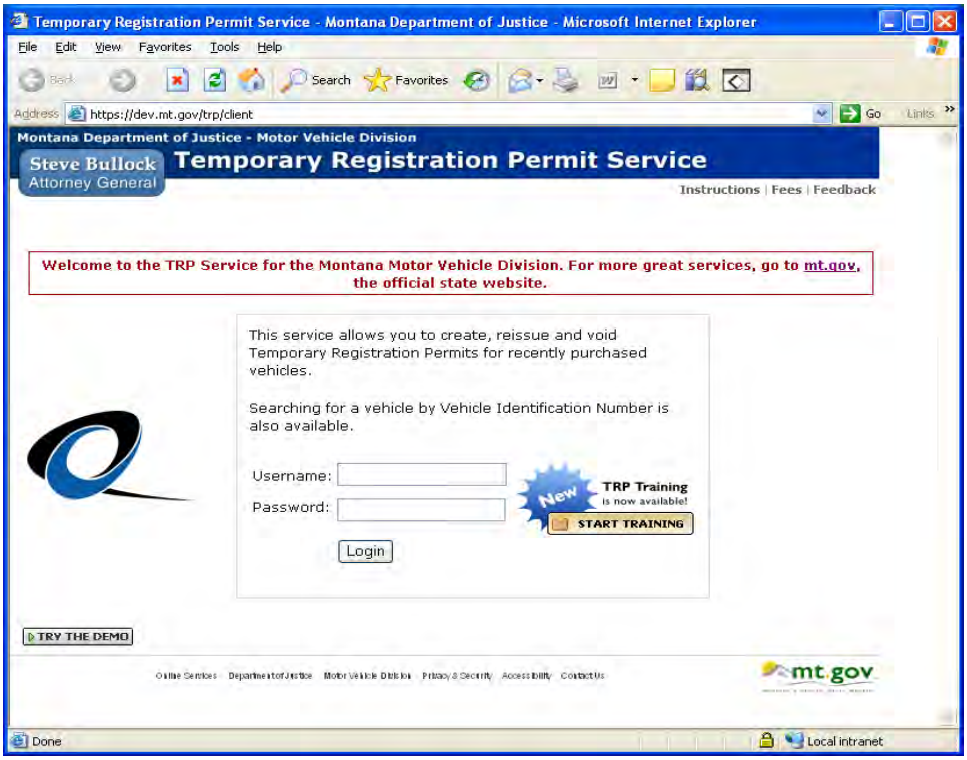
3. Temporary Registration Permit (TRP) Service

3.1 Functions

3.1.1 Starting the TRP Service

a. Authorized users will be able to start the TRP service from the Login screen. Users will enter their username and password and then select the Login option, as shown in Figure 1.

FIGURE 1



b. The next page that displays is the Main Menu page, as shown in Figure 2.

3.1.2 Features of the Main Menu

a. Create – Issue a TRP

b. View Activity – View TRP activity by selecting a date-range of data to display. TRP Activity includes the history of statuses and functions of a particular TRP. This option allows you to void, reprint or reissue a TRP.

c. View Specific – View specific TRP activity by entering a TRP number, purchaser or specific vehicle information (title or VIN). This option allows the user to narrow the search for a given TRP, vehicle or purchaser. This option allows you to void, reprint or reissue a TRP.

d. Search By VIN – Access the Montana Vehicle Search Service. This service will provide information on vehicles that have been titled or registered in the state of Montana.

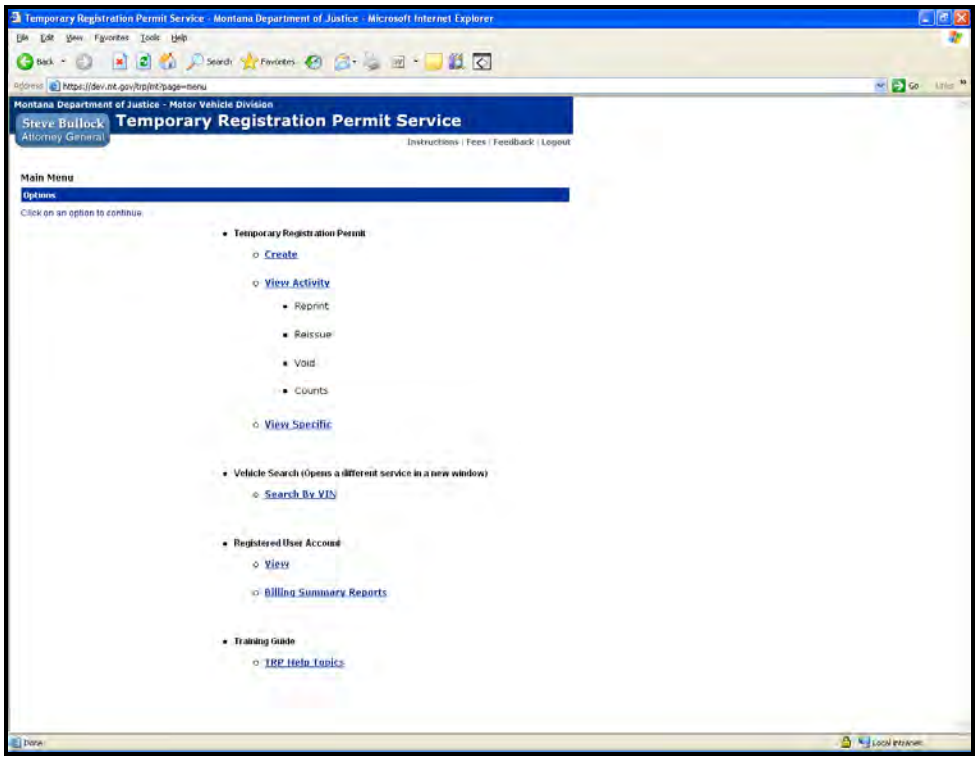
e. View – Change your password or view your billing summary.

f. Logout – Be sure to logout when you are finished using the service. Logging out will prevent unauthorized users from performing transactions on the TRP service on a shared or unattended computer.

3.1.3 Access Vehicle Search Service

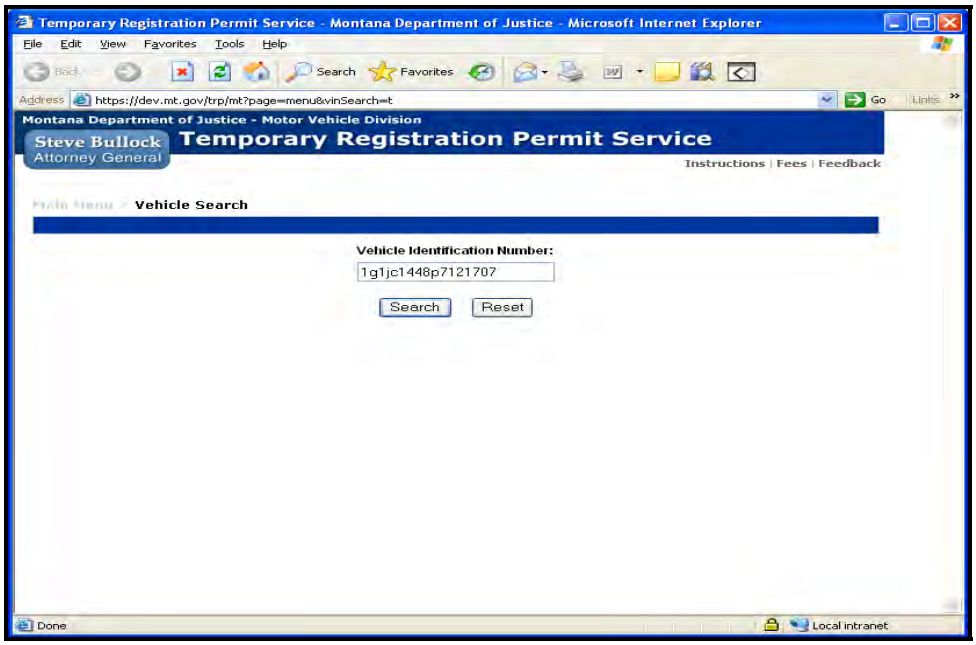
a. On the Main Menu page, select the Search by VIN option as shown in Figure 2.

FIGURE 2



b. A new browser window will open with the Vehicle Search page, as shown in Figure 3.

FIGURE 3

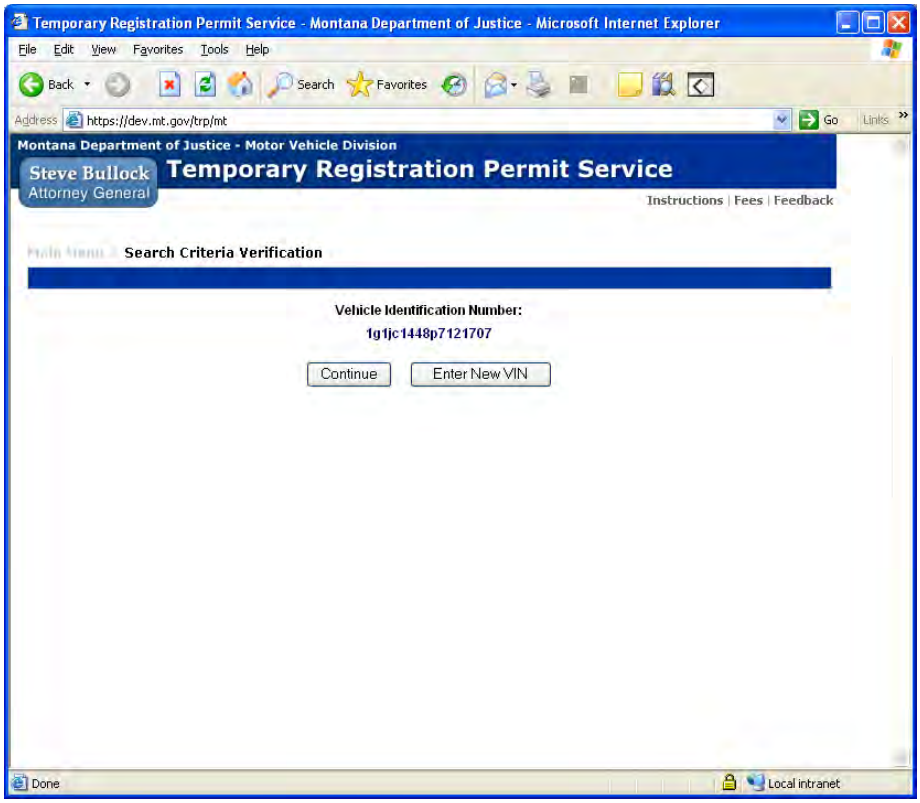


c. Enter the VIN in the window provided and select Search.

- You may select the Reset option to reset the service and enter a new VIN.

d. The next page to display is the Search Criteria Verification page, as shown in Figure 4.

FIGURE 4



- If the VIN you have entered is correct, select the Continue.
- If the VIN you have entered is incorrect, select the Enter New VIN option and repeat steps *c* - *d*.

e. The next page to display is the Vehicle Record page, as shown in Figures 5 – 7.

f. To print the vehicle record, select the Print Vehicle Record option as shown in Figure 5. Please remember that the printed record can only be used for your business purposes, in accordance with the agreement you signed.

Note: The following screenshots, which are Figures 5 – 7, are all contained on ***one*** webpage.

FIGURE 5

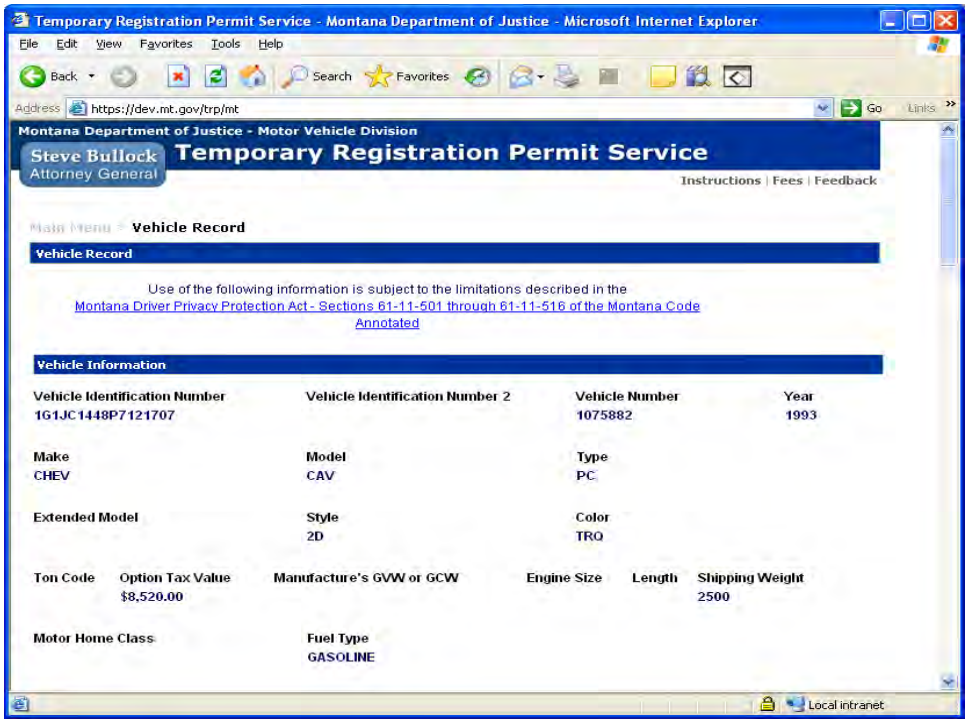


FIGURE 6

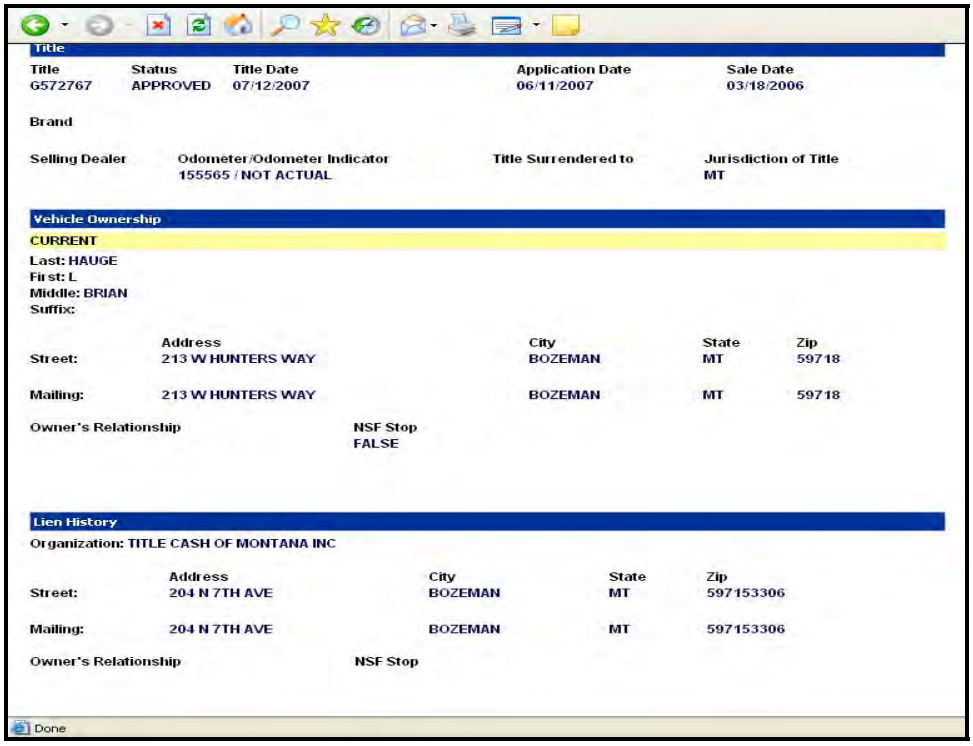
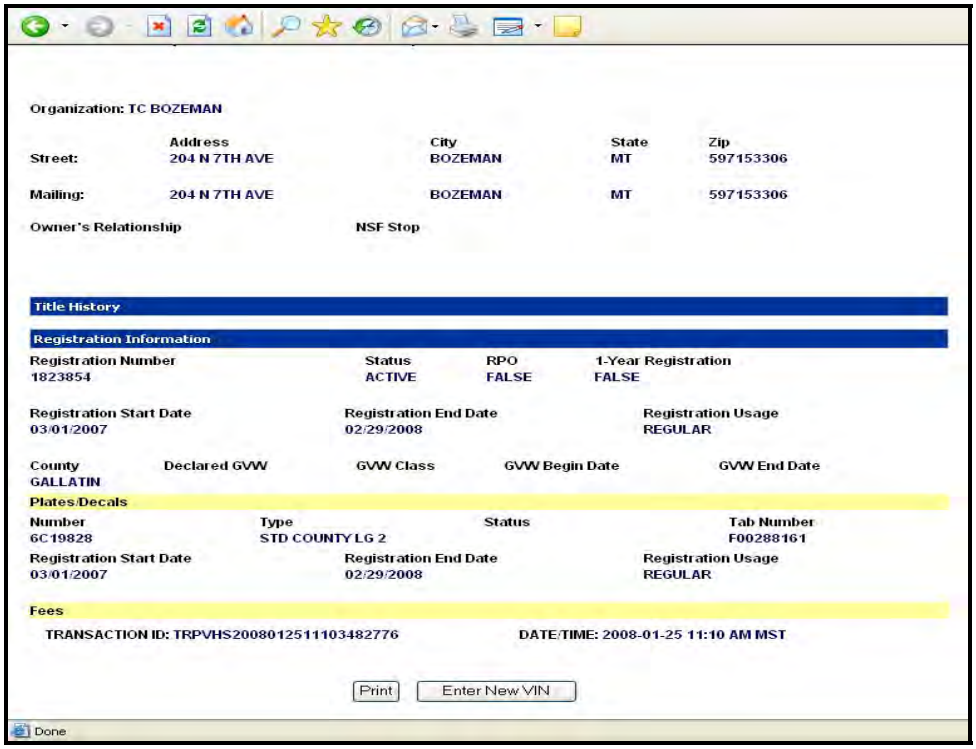


FIGURE 7



g. Enter a new VIN for a vehicle record search by selecting the Enter New VIN option at the bottom of the vehicle record, as shown in Figure 8.

h. To exit the Vehicle Search Service, click on the X located at the top right-hand corner of the Vehicle Record page, as shown in Figure 8.

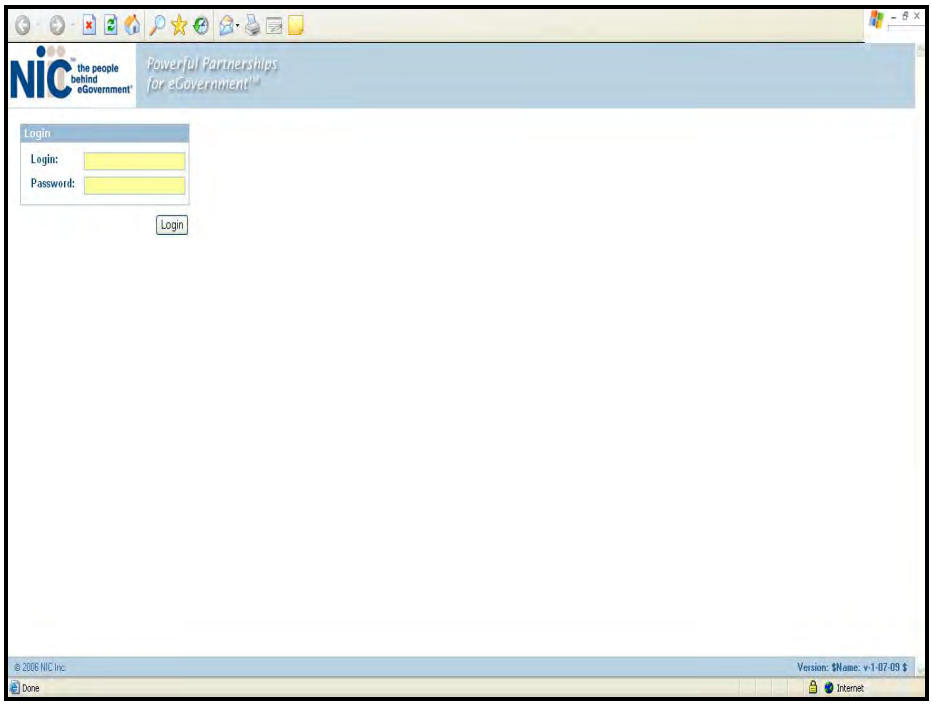
3.1.4 Registered User Account

a. On the Main Menu page, select the View option under Registered User Account, as originally shown in Figure 2

b. You will be directed to the NIC Customer Service page where you will need to enter your Registered Username (Customer ID Number) for the Login and your password, as shown in Figure 8.

- Select the Login option to continue.

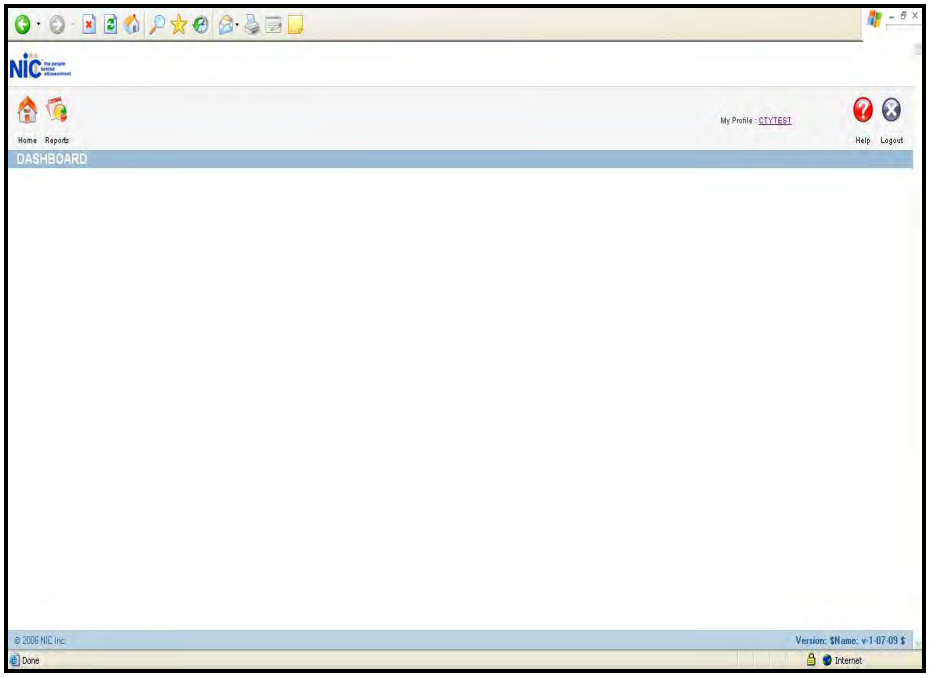
FIGURE 8



c. The next page to display is the NIC Report Dashboard Customer Service page, as shown in Figure 9.

- To change your password click on your username link by the My Profile label in the upper right-hand corner.

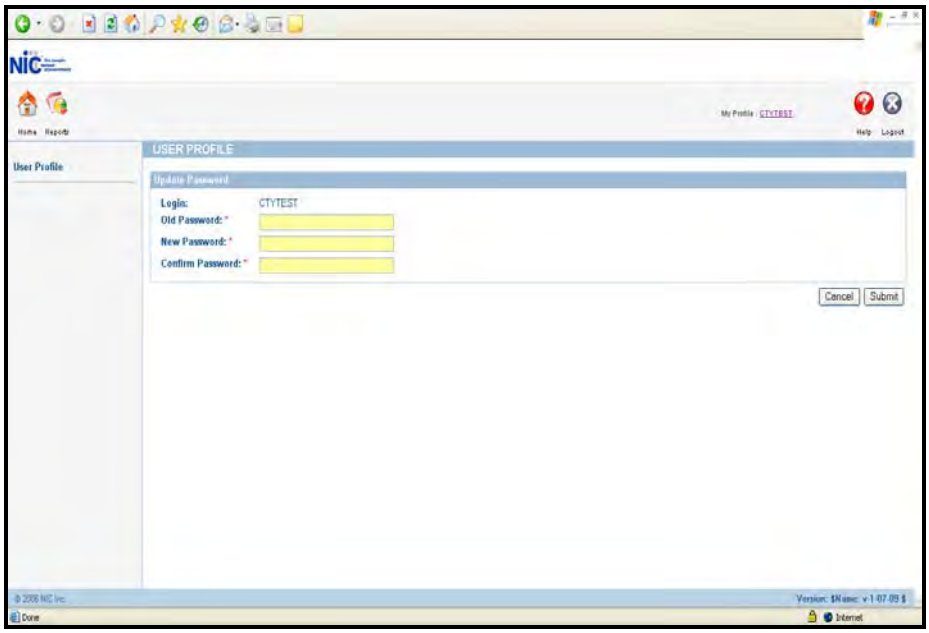
FIGURE 9



d. The User Profile screen appears allowing you to change your password, as shown in Figure 10.

- Enter your current password and the new password in the appropriate fields; select Submit.

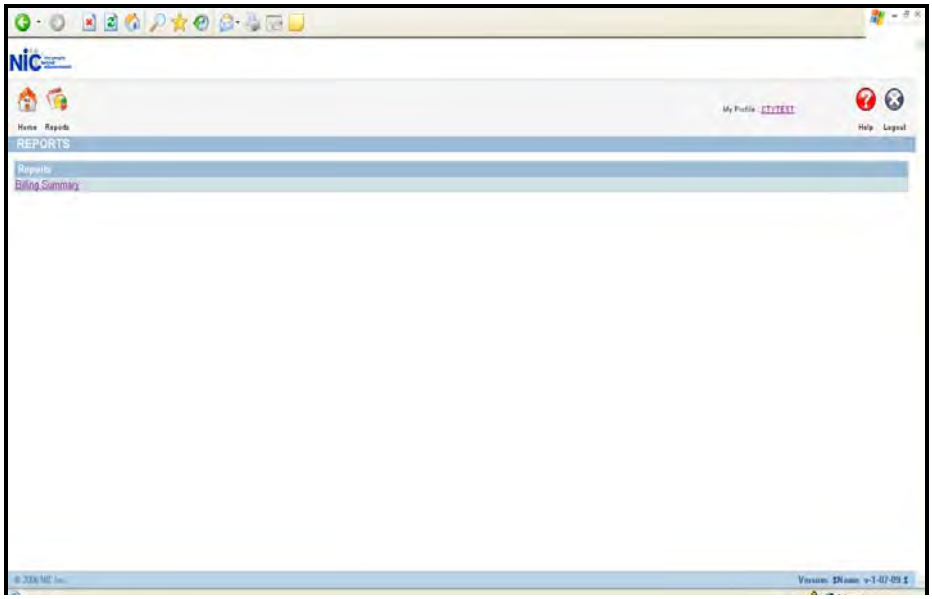
FIGURE 10



e. To view all of your billing reports, select the reports icon from the Dashboard on the main customer service page, as originally shown in Figure 9.

f. To view your billing summary, select the underlined Billing Summary link under the Reports title, as shown in Figure 11.

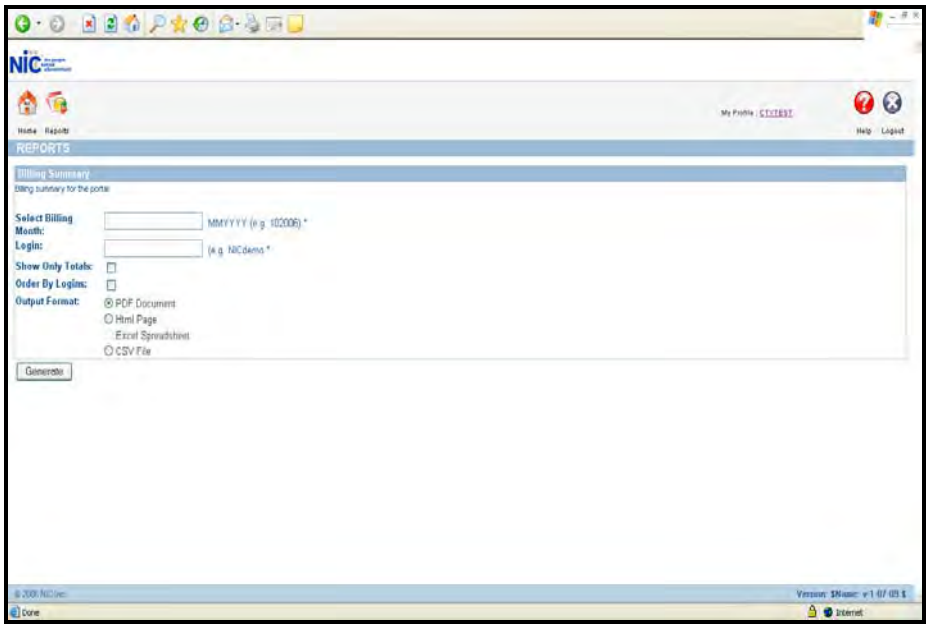
FIGURE 11



g. The next page to display is the Billing Summary page as shown in Figure 12.

- Enter the billing month you want to see.
- You can refine your search by entering a specific username or Customer ID number in the Login field.
- There are 4 different types of output options to choose from: PDF document, HTML page, Excel spreadsheet or CSV file. Choose one and click on Generate to view your billing summary report.

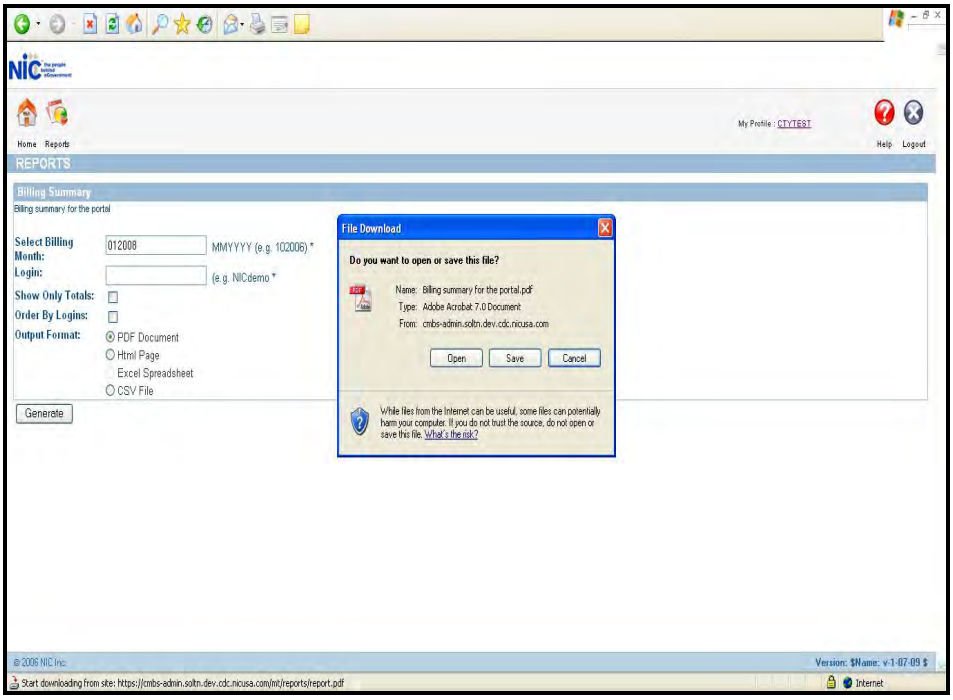
FIGURE 12



h. A File Download dialogue box will appear, as shown in Figure 13.

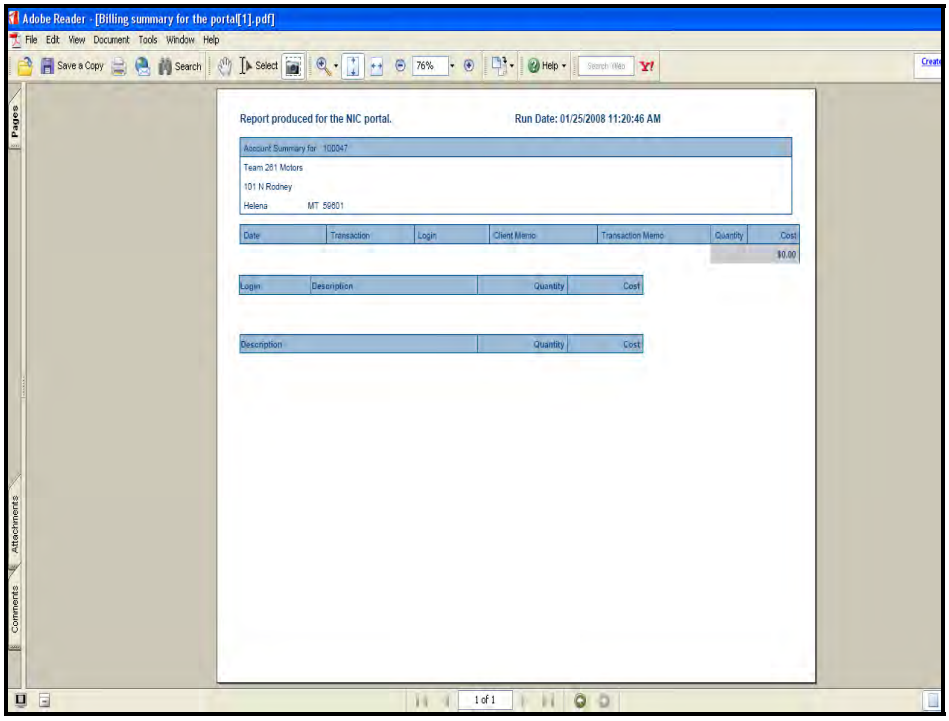
- Select Open to open the billing summary report document.

FIGURE 13



i. The next page to appear is the Billing Summary report in Adobe Reader, as shown in Figure 14.

FIGURE 14



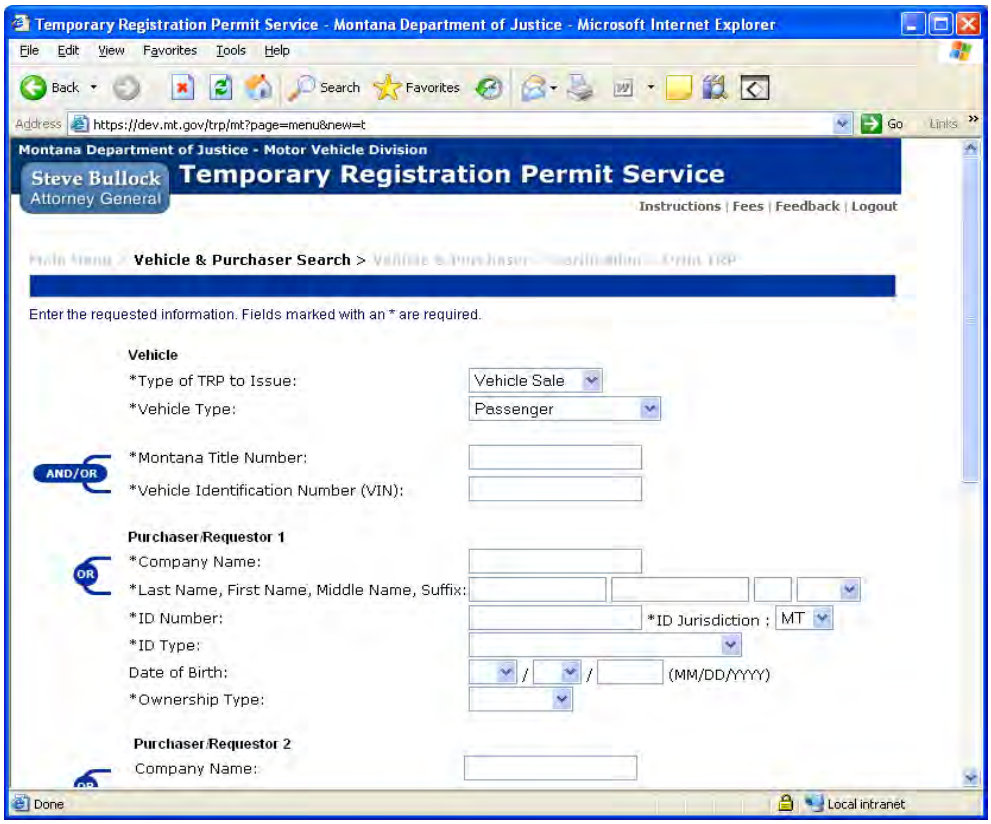
3.1.5 Create a TRP

a. To start the TRP creation process, select the Create option on the Main Menu page, as originally shown in Figure 2.

b. The next page to display is the Vehicle & Purchaser Search page, as shown in Figure 15.

- Features of the TRP service pages:
  - Asterisk – Required information is indicated by an asterisk (*). All required fields must be completed before the service will allow you to continue with the creation process.
  - Drop-down Lists – Some fields provide a drop-down list of choices indicated by an arrow. Simply move your mouse down the list until the desired information is highlighted and then left-click your mouse. The information you have chosen should appear in the box.
  - And/Or and Or – Areas with And / Or and Or offers the user a logical choice of information to be entered.
  - Continue Option – Upon entering all of the vehicle and purchaser information, you may choose to continue on with the creation process by clicking the Continue button.
  - Main Menu – The user may cancel the process and return to the Main Menu page by clicking on the Main Menu button.

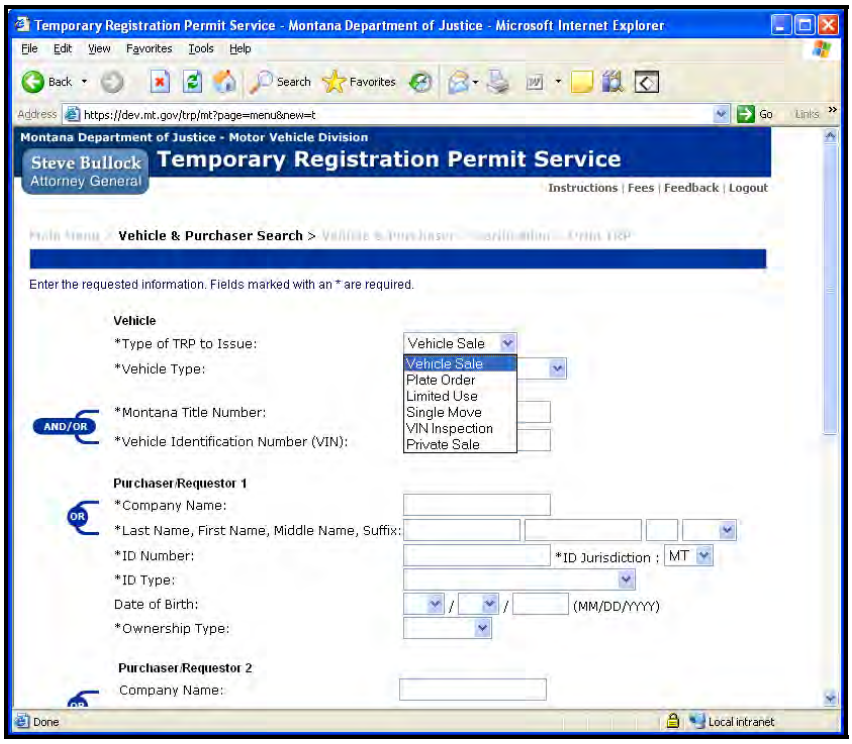
FIGURE 15



c. Select the type of TRP to be issued from the drop-down list of choices, as shown in Figure 16

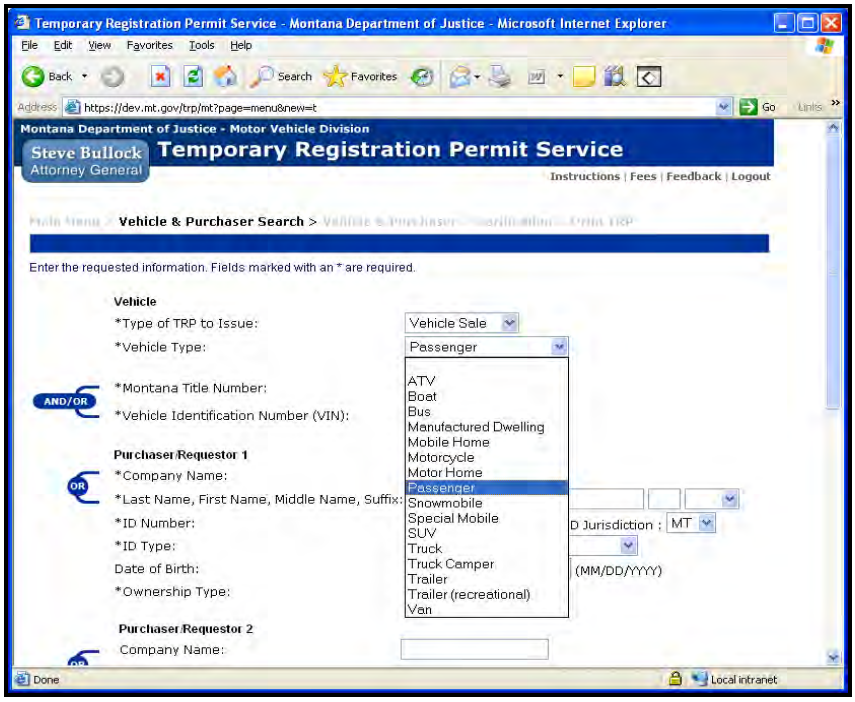
- Plate Order – When a replacement or reorder transaction is performed, a Plate Order TRP will be issued. County and TRB operators should be the only users that can create a Plate Order TRP type.
- Limited Use – Implement a Limited Use TRP from the MI TRP service. County and TRB operators should be the only users who can created a Limited Use TRP type
- Single Move – The MVD operators will create a new Single Move Permit TRP on the TRP service. County and TRB operators should be the only users that can create a Single Move TRP type.
- VIN Inspection – The MVD operators will create a new VIN Inspections TRP on the TRP service. County, TRB and FOB operators should be the only users that can create a VIN Inspection TRP type.
- Courtesy Delivery – The dealers will create a new Courtesy Delivery TRP that will be issued to the new owners of the vehicle. Dealers should be the only users that can create a Courtesy Delivery TRP type.
- Private Sale – The county operators and TRB operators will create a new Private Sale TRP that will be issued to the new owners of the vehicle. Private Sale TRPs will be processed the same as a Vehicle Sale TRP.
- SI Demo – An SI Demo TRP type will be issued when a financial institution allows a potential buyer to test drive a vehicle. One SI Demo TRP will be issued for 40 days that will be used for multiple test drives. Operators of financial institutions should be the only users that can create a SI Demo TRP type.
- Auto Auction – The auto auction operators will create a new Auto Auction TRP on the TRP Service and the load program will load the vehicle information on the R900 system. Auto auctions only sell vehicles to dealers (including out-of-state dealers) that use the Auto Auction TRP to transport the vehicle to their dealerships. Auto auctions dealer license numbers will be the only users that can create a 72-Hour TRP type. Auto auction dealer license numbers have the letter ‘A’ following the county number.

FIGURE 16



d. Select the type of vehicle from the drop-down list of choices, as shown in Figure 17.

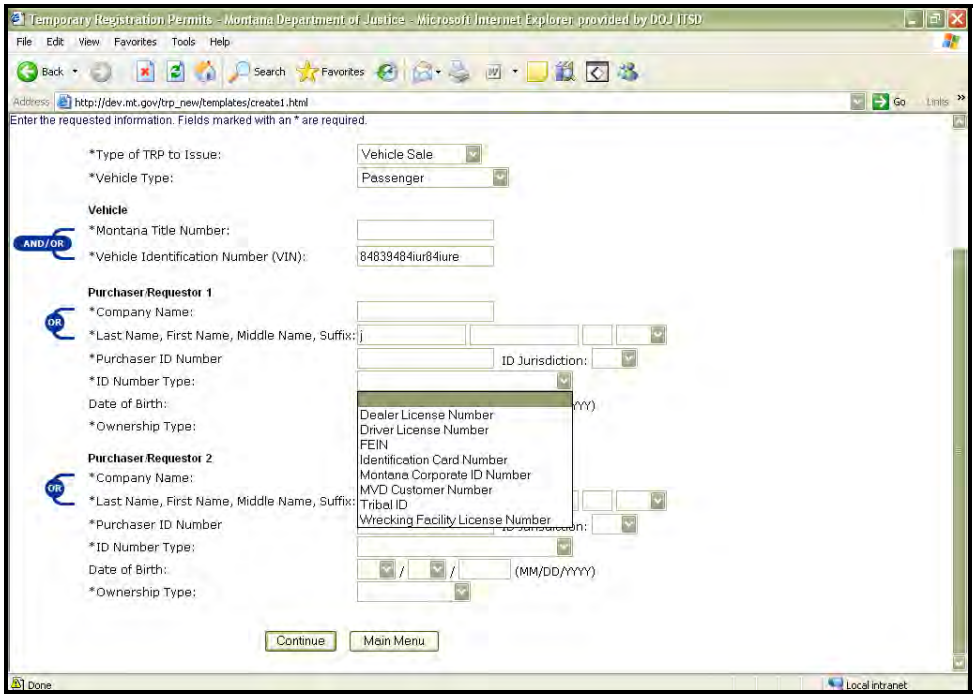
FIGURE 17



e. Enter the Montana title number and/or the VIN of the vehicle, as shown in Figure 18.

- If the vehicle has been previously titled in Montana and you have that title number, you may enter it in the Montana Title Number field. You do not have to enter the VIN, but are welcome to if you know that information.
- If you do not have the title number or the vehicle has never been titled in Montana, you can enter the Vehicle Identification Number (VIN). You must enter *either* the title number *or* the VIN for the vehicle; you do *not* need to enter both numbers to proceed.

FIGURE 18



f. Enter the purchaser's information in the fields provided as it is to appear on the title. If the purchaser does not have a suffix or a middle name, those fields can be left blank. At least one purchaser is required, as shown above in Figure 18.

- If the purchaser wants the vehicle titled in two names, use both the Purchaser 1 and Purchaser 2 fields to enter the names.
- If either of the purchasers are a business, enter the business name in the Company Name field.

g. Enter the Montana-issued identification number in the Purchaser ID Number field, if the purchaser has a Montana driver license. **Note:** Businesses may enter FEINs, Montana Corporate ID number, etc.

- You can enter the driver license number if the purchaser is licensed in another state. Be sure to select the correct ID Jurisdiction that the license has been issued from.
- If the purchaser(s) is a current Montana driver, the legal name and address will automatically be populated on the next page with the driver information that is maintained within the motor vehicle database for that purchaser.

- MVD is moving in the direction of titling vehicles in the purchaser's legal name, as it appears on the face of their driver license.

h. You may enter the birth of the purchaser in the Date of Birth field, which is provided after the identification number type has been entered.

i. Enter the Ownership Type by selecting one of the choices provided in the drop-down list.

- Depending on the user, the Ownership Type will have some of the following listed in the drop down:
- If the purchase is a lease situation, the Lessee information must be entered in either the Purchaser 1 or Purchaser 2 section, and the Ownership Type would be marked as Lessee. In the other purchaser name field, the Lessor would be entered and the Ownership Type marked as Lessor.
- Purchaser
- TRP Requestor
- LLC

j. Seller Fields – dealers may see more than their own dealership, if certain TRP Types are selected (Single move); county offices and the TRB will see all dealers.

k. If a lien is to be perfected, users will need to fill this out at this time; the system will allow users to print out and send the information immediately.

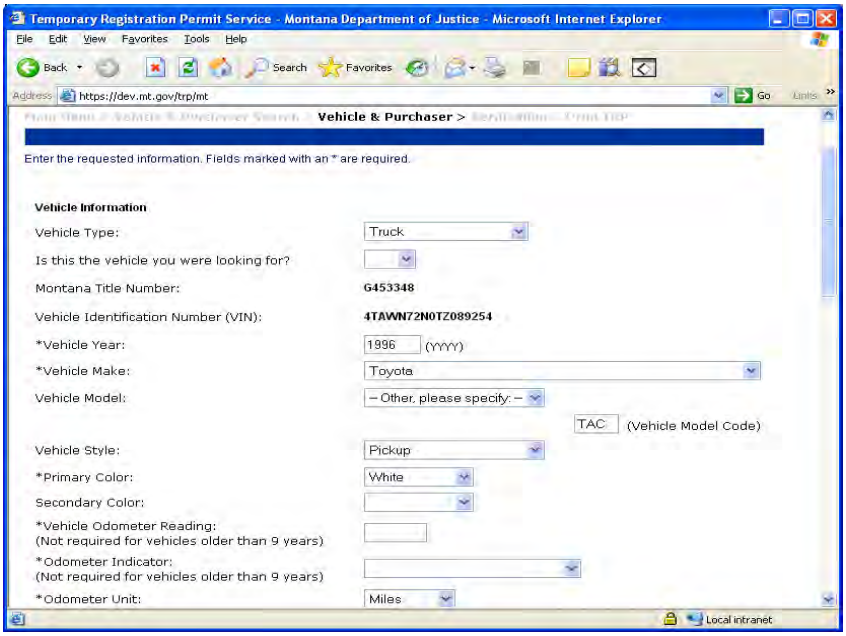
l. Select the Continue option to proceed with the TRP creation process.

- To stop the TRP creation process and return to the Main Menu page, select the Main Menu option.

m. The next page to display is the Vehicle & Purchaser page, as shown in Figures 19–21.

- If the Montana title number or VIN entered on the previous page matches information on either the MVD database or the VIN validation software, the associated information will automatically populate certain vehicle information fields on the screen, as shown in Figure 19.

FIGURE 19



n. The user must verify that the pre-filled information is correct and enter any remaining information that is required for the vehicle (as indicated by the asterisk next to the field descriptions).

- If the vehicle make, model or style is not listed as one of the choices in the drop-down menu, select the Other Please Specify option. Another field will appear that allows the user to enter an abbreviation for the vehicle make, model or style, as shown in Figure 19.

o. Enter the actual date-of-sale in the Vehicle Sale Date field, as shown in Figure 20. The service will not allow a future date to be entered.

Note: The TRP expiration date is calculated from the date of issuance, *not* the date-of-sale. The TRP should be issued on the date the purchaser takes possession of the vehicle.

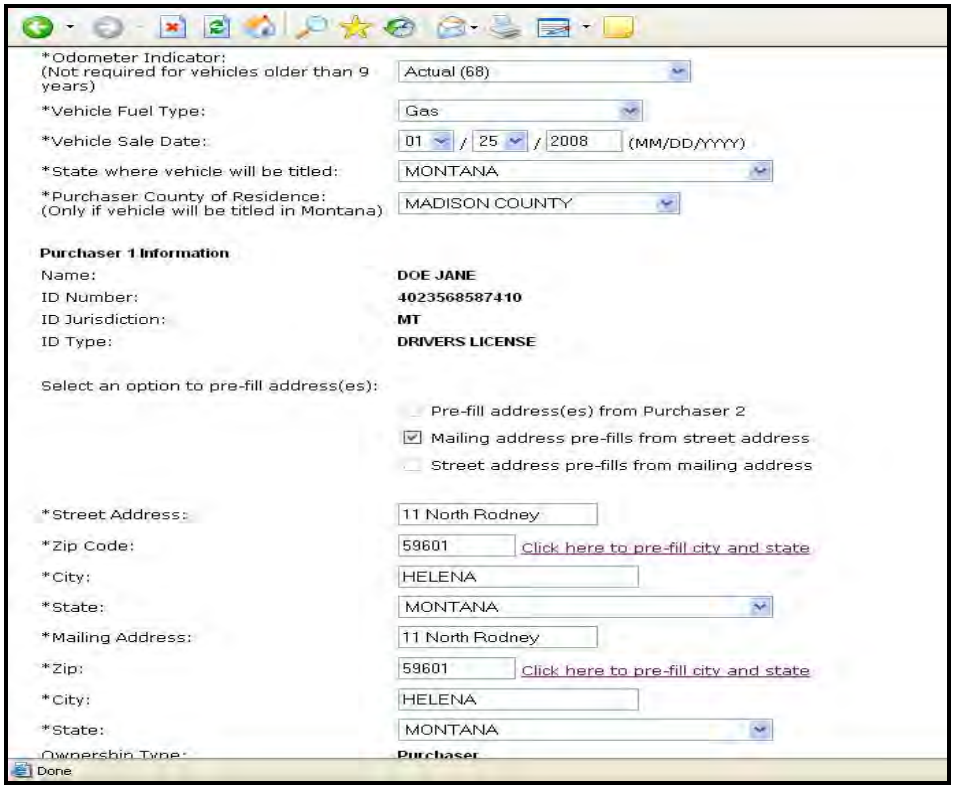
p. In the State Where Vehicle Will Be Titled field, select the appropriate state or province from choices provided in the drop-down list.

- If the vehicle is to be titled in Montana, select the county in which the vehicle will reside from the choices provided in the drop-down list, as shown in Figure 20.

q. Enter the address information for Purchaser 1 in the appropriate fields provided, as shown in Figure 20.

- The user may select one of the pre-fill option boxes, or enter the information in the fields provided.
- To pre-fill the City, State field, enter the zip code and then click on the highlighted line next to the zip code field, as shown in Figure 20.

FIGURE 20



r. Enter the address information for Purchaser 2 in the appropriate fields provided, as shown in Figure 21.

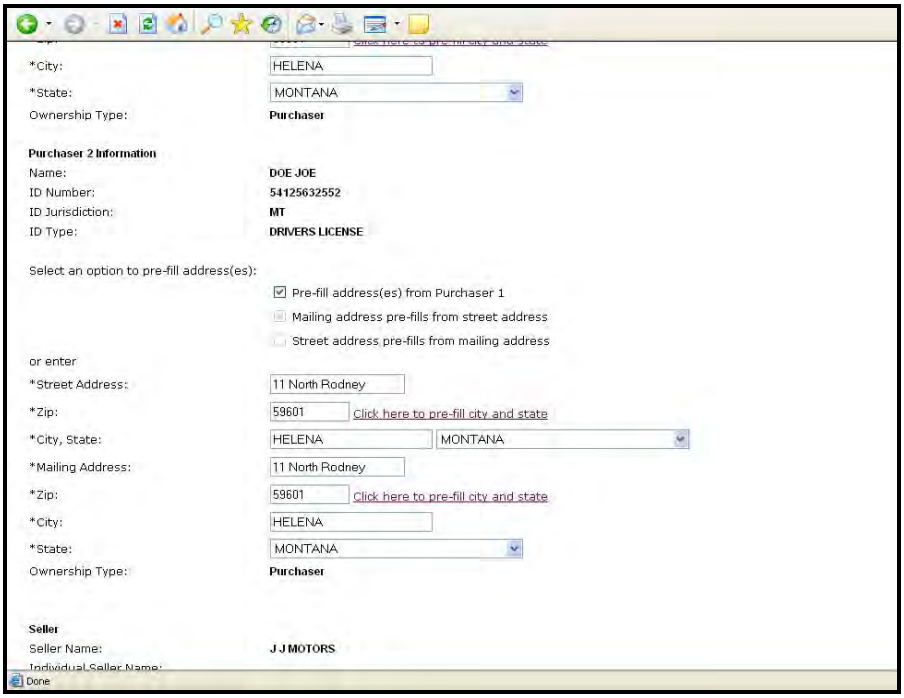
- The user may select one of the pre-fill options boxes or enter the information in the fields provided.
- To pre-fill the City, State field, enter the zip code and then click on the highlighted line next to the zip code field, as shown in Figure 21.

s. Seller information is entered on the prior page, only address can be updated on this page.

t. If LLC Agent information was selected on the previous page, there will be an Agent name required on this page.

u. If there is an SI to be perfected, it will show this at the bottom of the page.

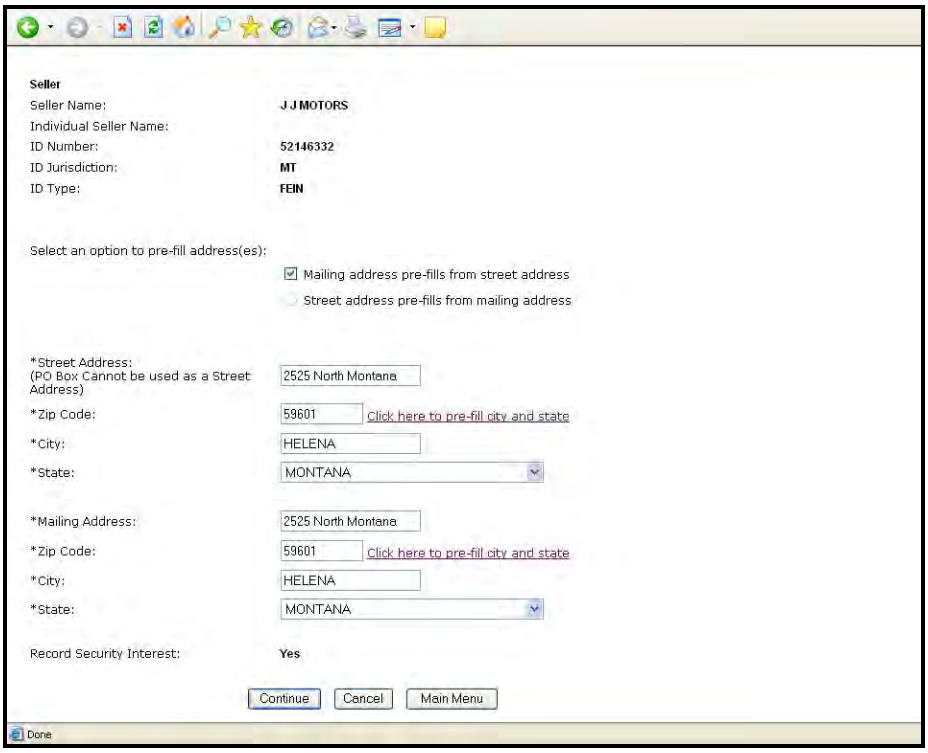
FIGURE 21



v. To continue the TRP creation process, select the Continue option at the bottom of the Vehicle and Purchaser page, as shown in Figure 22.

- To return to the Vehicle and Purchaser Search page, select the Cancel option.
- To discontinue the TRP creation process and return to the Main Menu page, select Main Menu.

FIGURE 22



w. If there is a Security Interest to record, the next page to display is the Security Interest Perfection page, as shown in Figures 23 and 24.

- Fill in the necessary information in the appropriate fields provided.

FIGURE 23

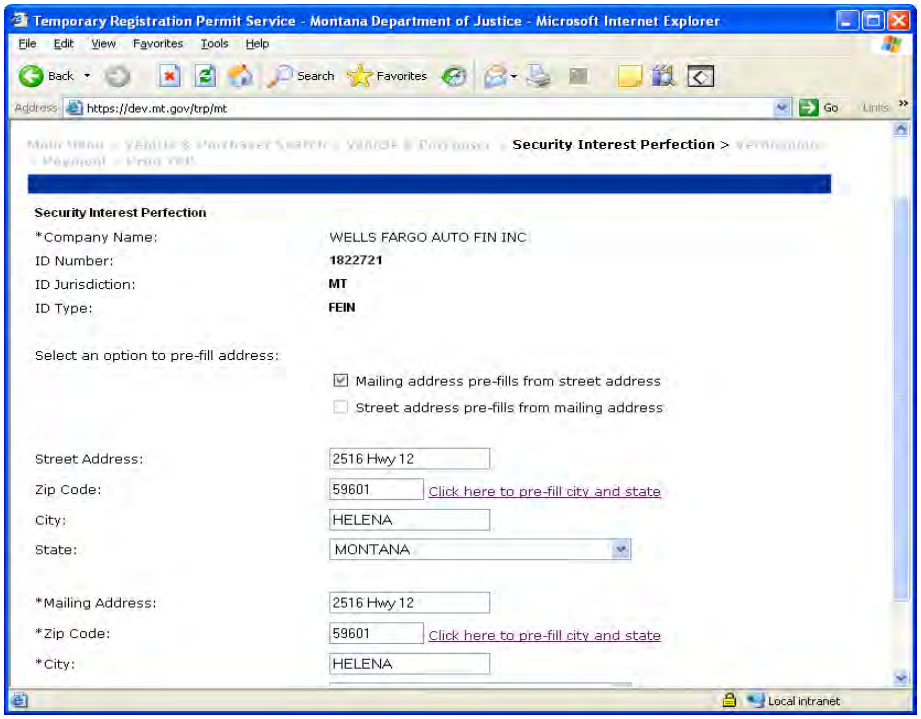
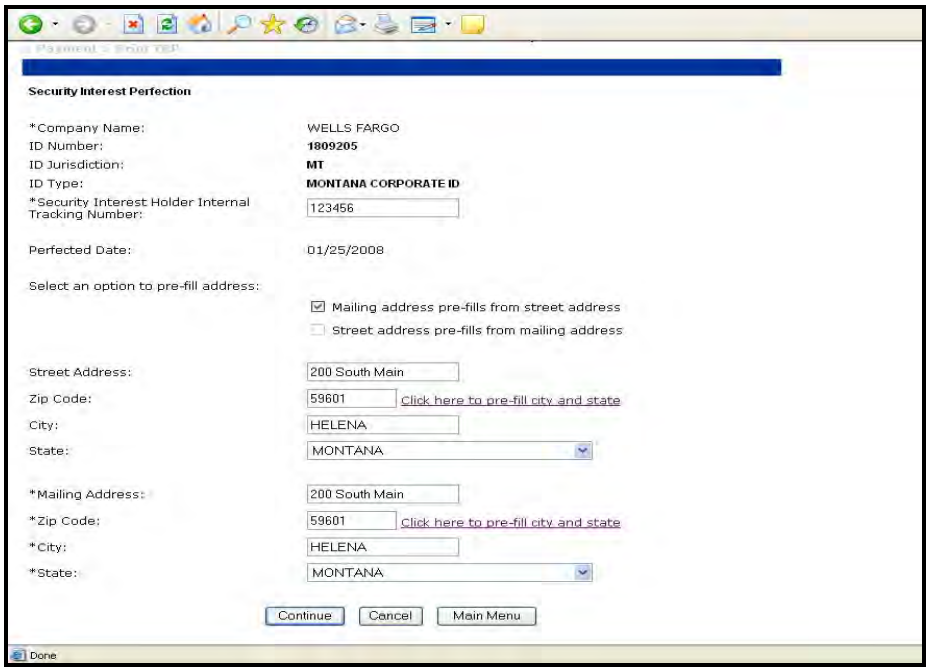


FIGURE 24



x. The next page to display is the Verification page, as shown in Figures 25 – 28.

- Verify that all of the information is correct.

FIGURE 25

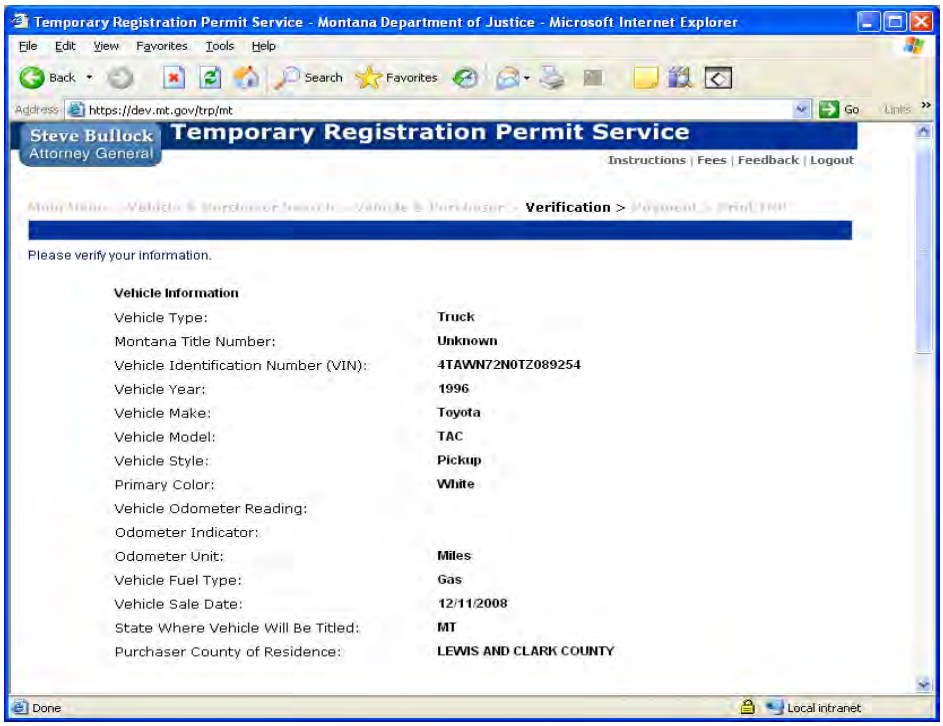


FIGURE 26

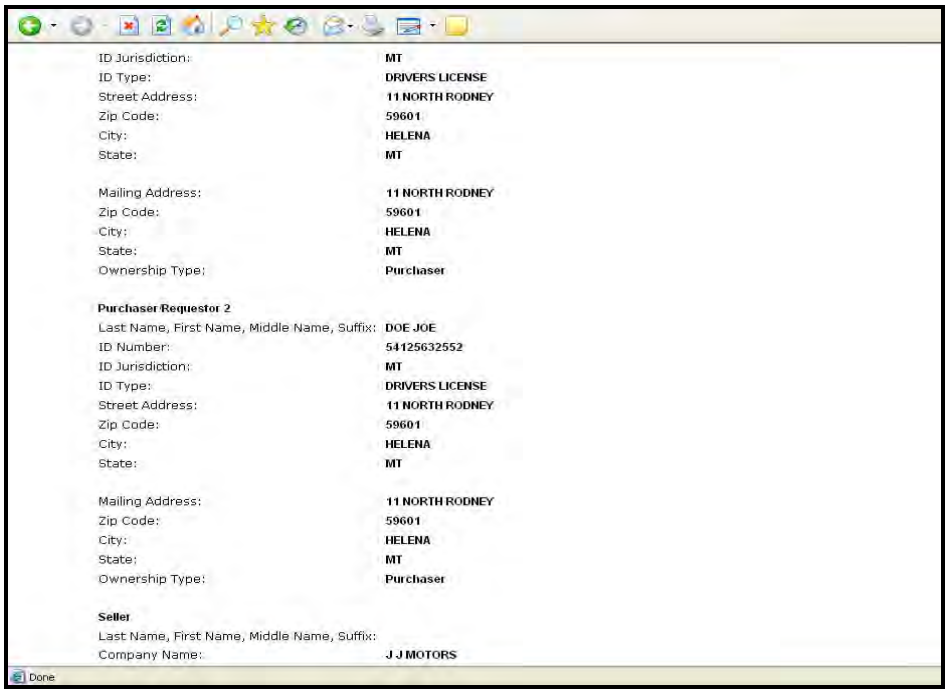
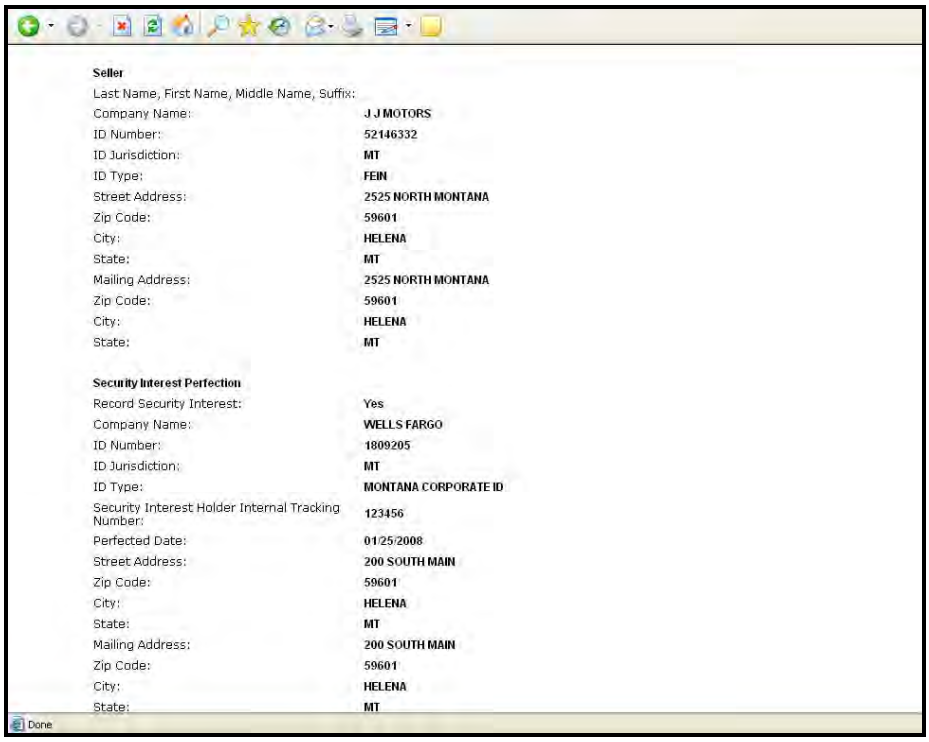


FIGURE 27



Seller

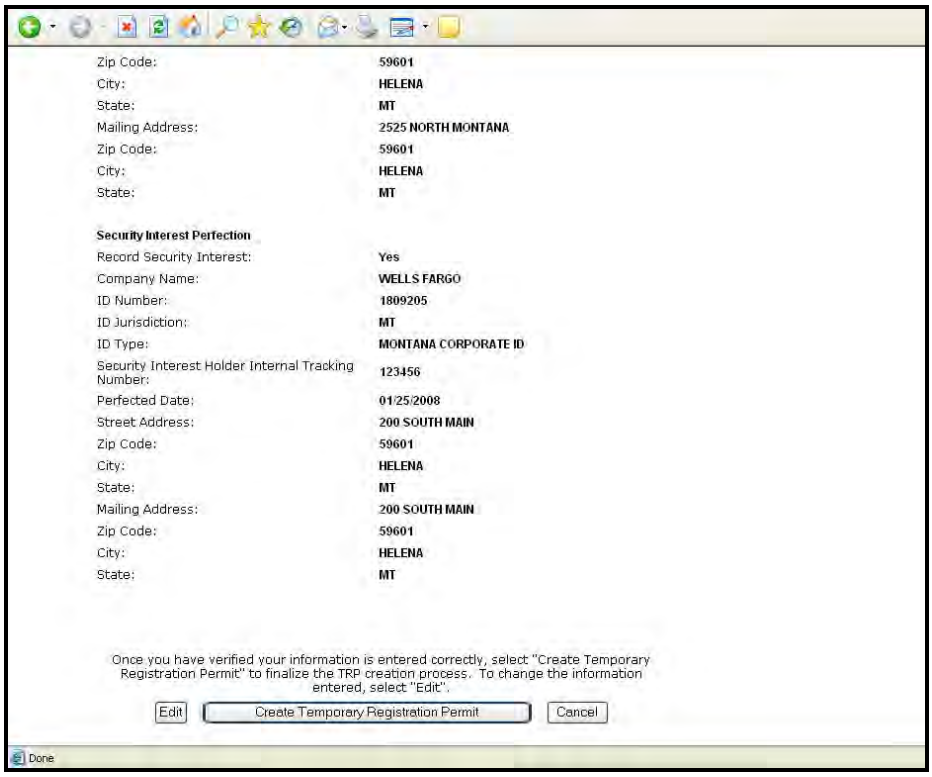
Last Name, First Name, Middle Name, Suffix:	
Company Name:	J J MOTORS
ID Number:	52146332
ID Jurisdiction:	MT
ID Type:	FEIN
Street Address:	2525 NORTH MONTANA
Zip Code:	59601
City:	HELENA
State:	MT
Mailing Address:	2525 NORTH MONTANA
Zip Code:	59601
City:	HELENA
State:	MT

Security Interest Perfection

Record Security Interest:	Yes
Company Name:	WELLS FARGO
ID Number:	1809205
ID Jurisdiction:	MT
ID Type:	MONTANA CORPORATE ID
Security Interest Holder Internal Tracking Number:	123456
Perfected Date:	01/25/2008
Street Address:	200 SOUTH MAIN
Zip Code:	59601
City:	HELENA
State:	MT
Mailing Address:	200 SOUTH MAIN
Zip Code:	59601
City:	HELENA
State:	MT

Done

FIGURE 28



Zip Code:	59601
City:	HELENA
State:	MT
Mailing Address:	2525 NORTH MONTANA
Zip Code:	59601
City:	HELENA
State:	MT

Security Interest Perfection

Record Security Interest:	Yes
Company Name:	WELLS FARGO
ID Number:	1809205
ID Jurisdiction:	MT
ID Type:	MONTANA CORPORATE ID
Security Interest Holder Internal Tracking Number:	123456
Perfected Date:	01/25/2008
Street Address:	200 SOUTH MAIN
Zip Code:	59601
City:	HELENA
State:	MT
Mailing Address:	200 SOUTH MAIN
Zip Code:	59601
City:	HELENA
State:	MT

Once you have verified your information is entered correctly, select "Create Temporary Registration Permit" to finalize the TRP creation process. To change the information entered, select "Edit".

Edit | Create Temporary Registration Permit | Cancel

Done

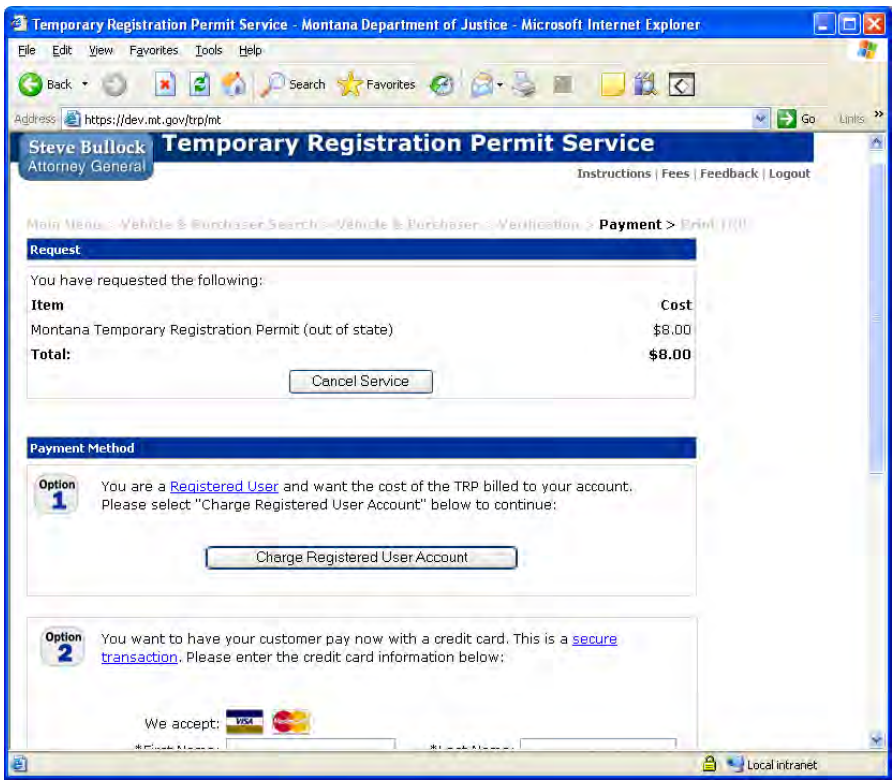
y. Select the Create Temporary Registration Permit option to complete the TRP creation process, as shown in Figure 28.

- If this is a vehicle sale and the vehicle is to be titled in Montana, no fee screen will appear. A fee of $3.00 will be applied to the purchaser's registration fees and collected at the time of registration.
- For other types of TRPs issued that do not include the sale of a vehicle, additional fees may be added to the original TRP fee and all fees will be collected at time of TRP issuance. If it is a vehicle sale and the vehicle is to be titled in another state or province, the next screen to display is a fee screen. A fee of $8.00 will be required. From the fee screen if the customer decides not to continue with the purchase, the user may select the Cancel Service option to cancel the TRP creation and no fee will be collected.

z. Select the Edit option to edit incorrect information and repeat steps *t-u*.

aa. Select the Cancel option to cancel the TRP creation process, as shown in Figure 28.

FIGURE 29

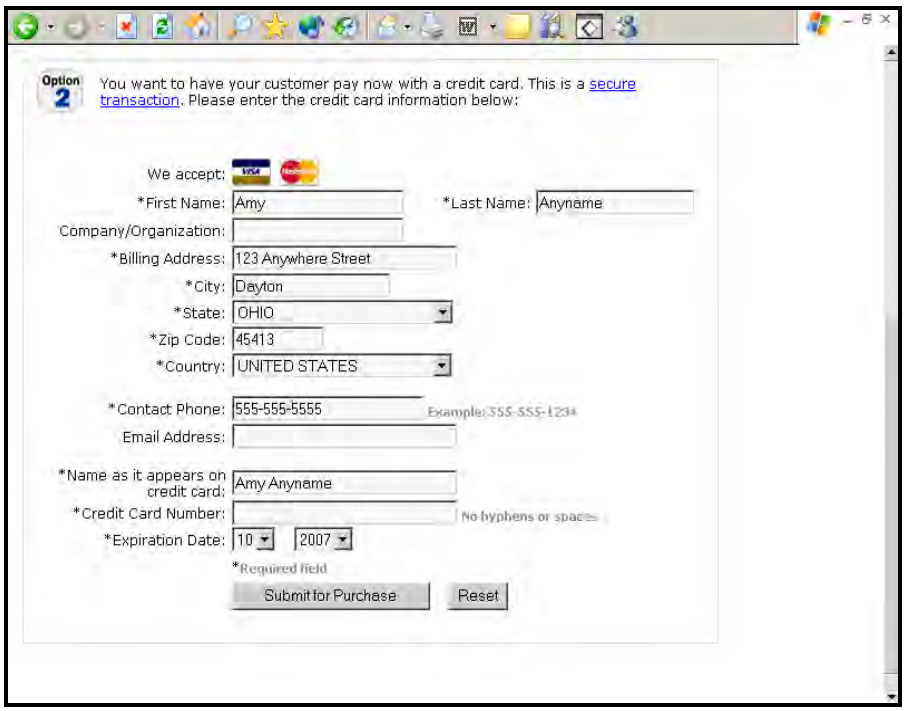


bb. To continue, choose a Payment Method option.

- From the fee page, if the customer decides not to continue with the purchase, the user may select the Cancel Service option to cancel the TRP creation process as shown in Figure 29. No fee will be collected.

- Option 1 – Click on the Charge Registered User Account to bill the fee to the Registered User's account rather than a credit card as shown in Figure 29. This would also be the selection for those users accepting cash or e-checks from the customer.
- Option 2 – Enter the billing and credit card information in the fields provided. Required information is marked by an asterisk (*), as shown in Figure 29.

FIGURE 30



cc. To continue with the TRP process, select the Submit for Purchase option as shown in Figure 30.

- To clear the entered information, select the Reset option.
- The TRP service automatically calculates the expiration date as 40 days from the date the TRP is issued.

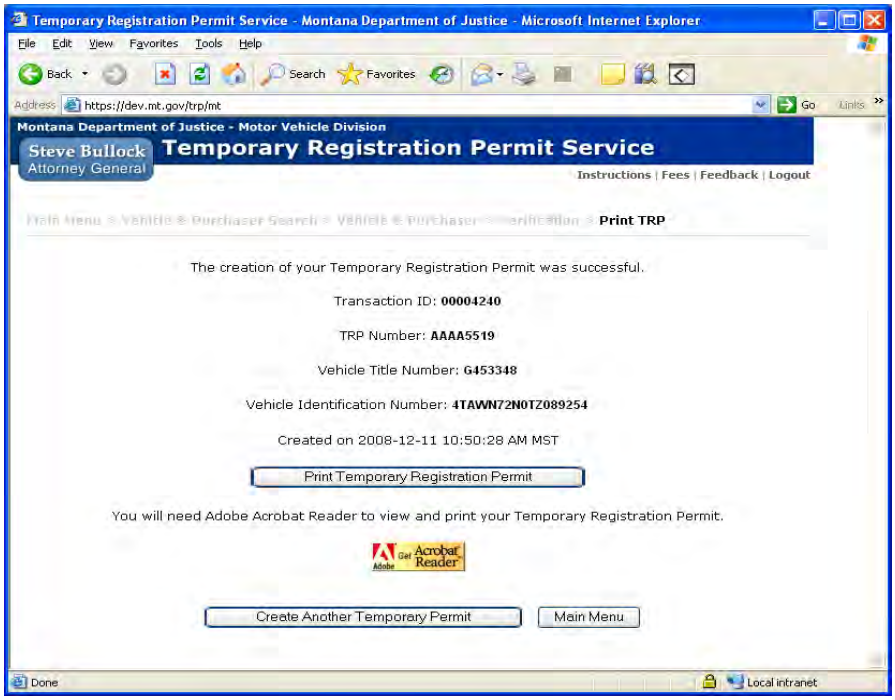
dd. The next page to display is the Print TRP page, as shown in Figure 31. At this point, the TRP is created. The information associated with the TRP has been sent to the MVD motor vehicle system and is accessible to counties, the TRB and law enforcement.

ee. If a lien was perfected, you will also see the button to Print Lien. Make sure to print and mail this important document.

ff. To continue the printing process, select the Print Temporary Registration Permit option as shown in Figure 31.

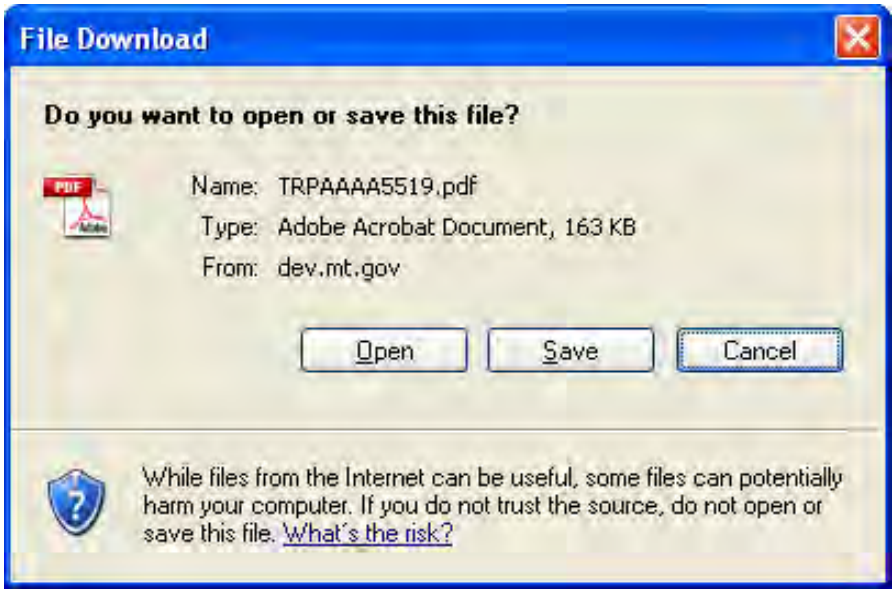
- This activates Adobe Reader browser, which allows you to view and print the created TRP.
- The TRP service automatically calculates the expiration date as 40 days from the date of issuances of the TRP.

FIGURE 31



gg. The next window to display asks you if you want to open the file or save it to your computer. Select the Open option, as shown in Figure 32.

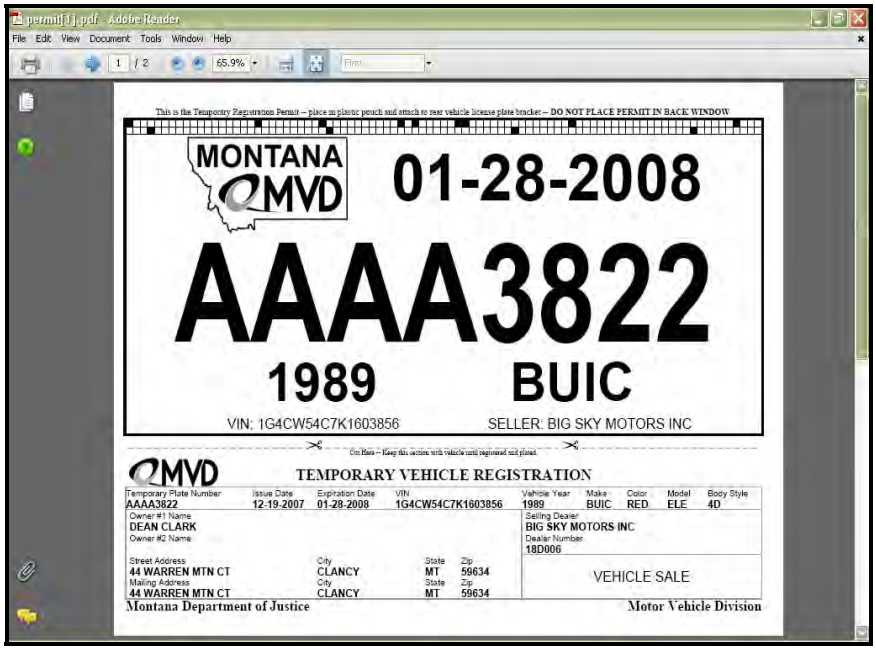
FIGURE 32



hh. The next page to display is the Adobe Reader window, as shown in Figure 33.

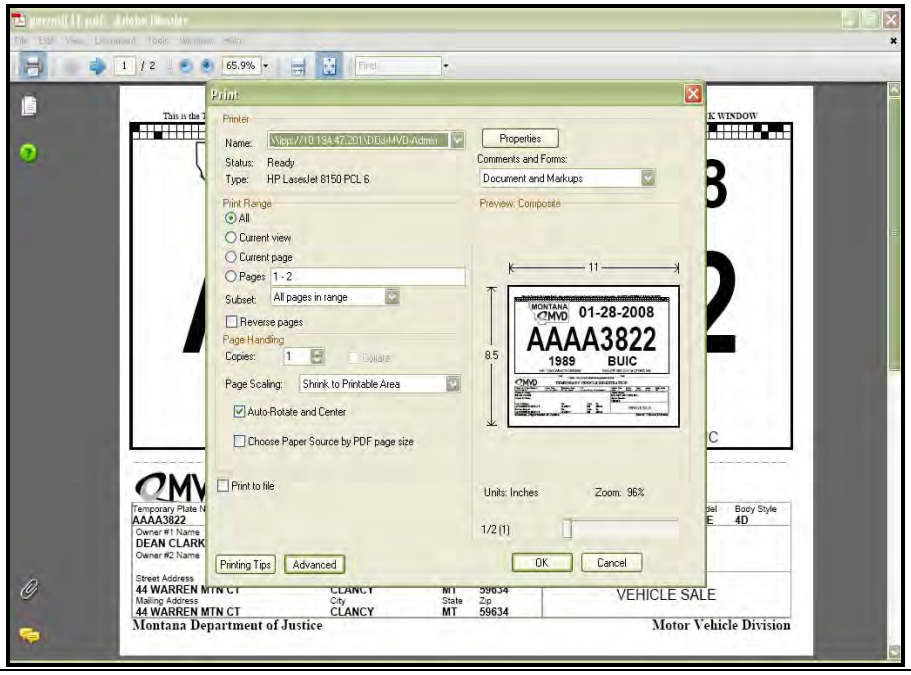
- The sample shown in Figure 33 demonstrates how the TRP will appear to the user in Adobe Reader.

FIGURE 33



- To print the TRP, either select the Printer Icon or select File > Print from the Toolbar at the top of the Adobe Reader print page.
  - The TRP will print as it appears in the center of the screen, as shown in Figure 33

FIGURE 34



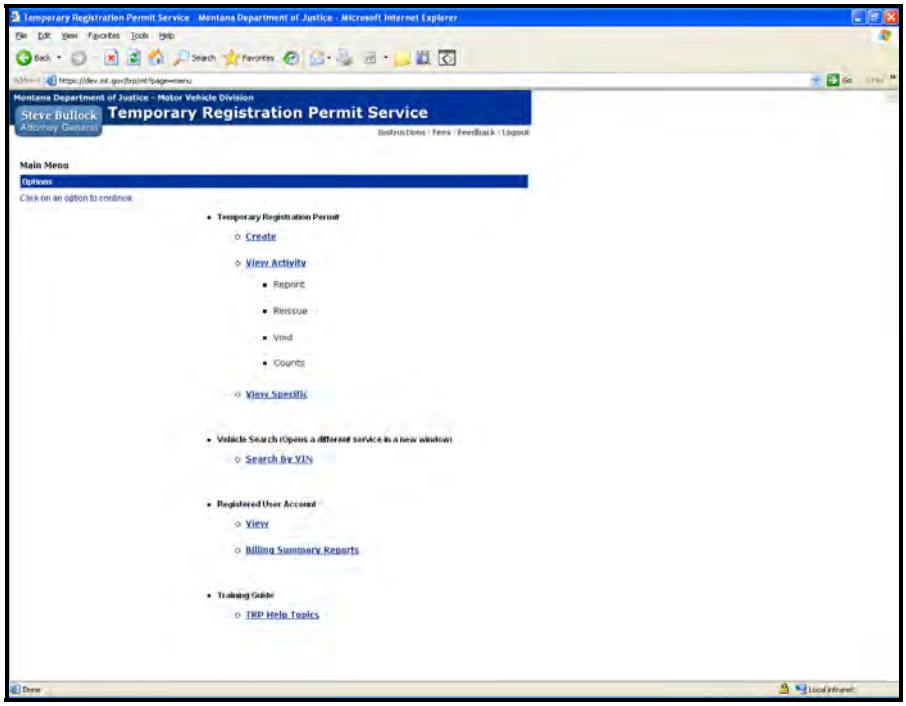
ii. To exit the Adobe Reader page, click on the X at the top right-hand corner of the page.

- This will bring you back to the TRP Print page, as originally shown in Figure 31.

3.1.6 Reprint a TRP

a. You may reprint the TRP without voiding. From the Main Menu page select the View Specific option, as originally shown in Figure 2.

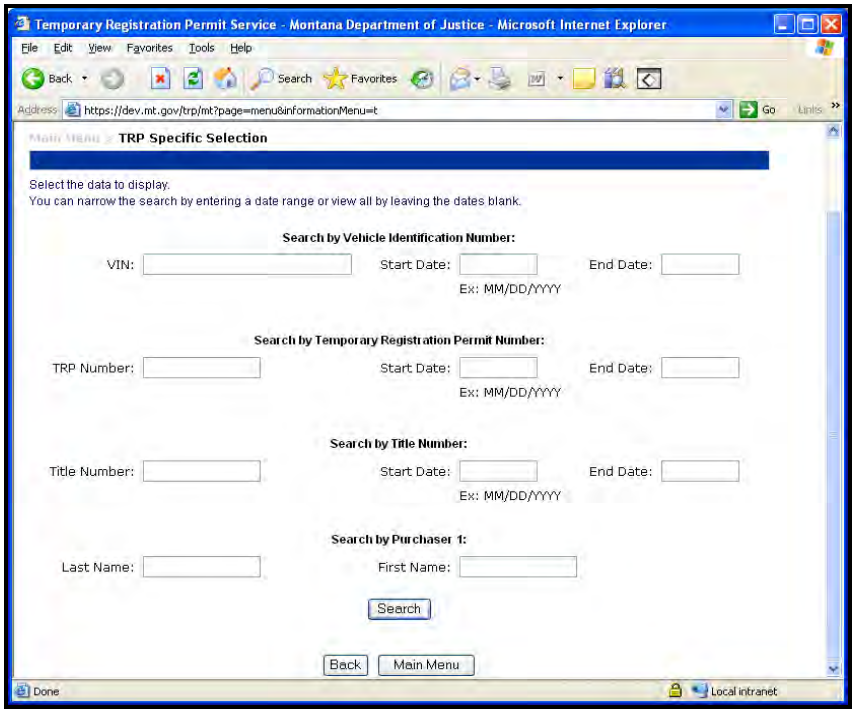
FIGURE 2



b. The next page to display is the TRP Specific Selection Screen page, as shown in Figure 35.

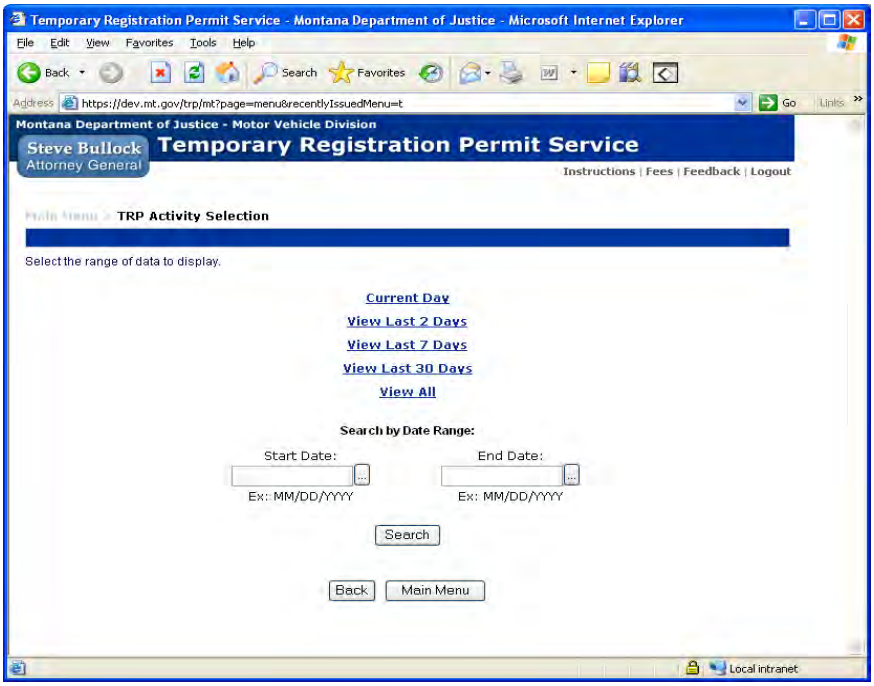
c. Select the type of search to be performed. Users can limit the search by VIN, TRP number, title number or Purchaser 1 name. The user can choose to limit the amount of data returned by entering a date range, as shown in Figure 35.

FIGURE 35



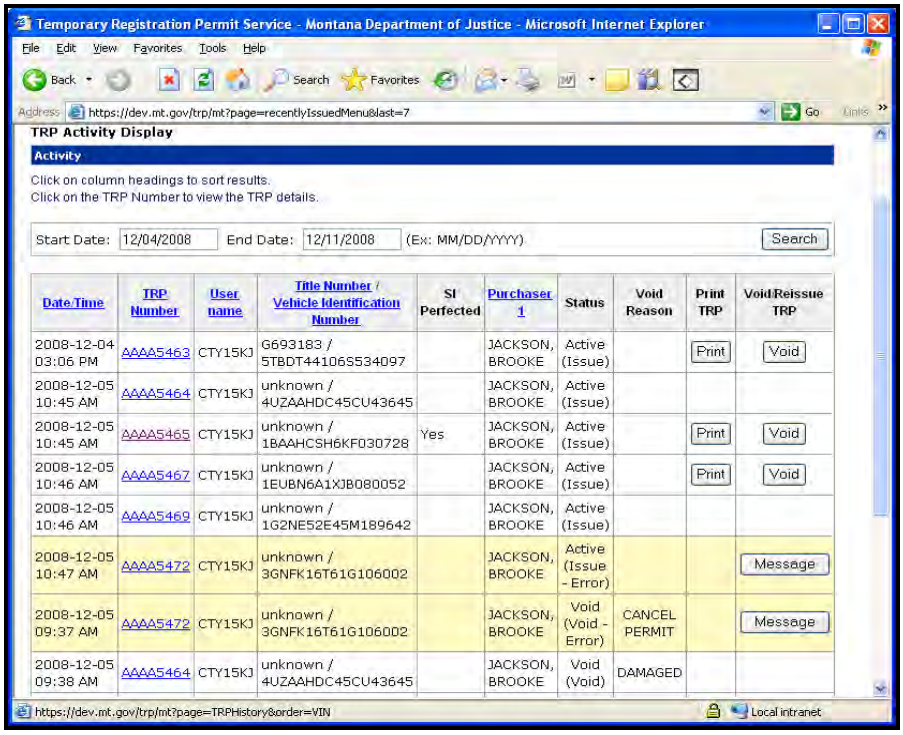
d. The next page to display is the TRP Activity Selection page, as shown in Figure 36. You can select the range of data to display to help narrow down your search criteria.

FIGURE 36



e. The next page to display is the TRP Activity Display page, as shown in Figure **37**

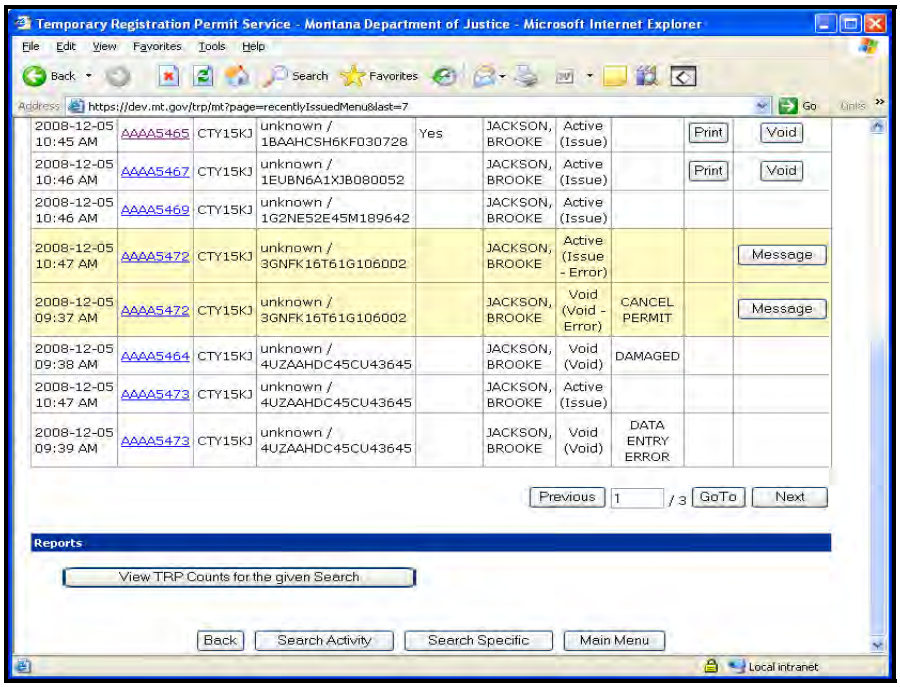
FIGURE 37



Date/Time	TRP Number	User name	Title Number / Vehicle Identification Number	SI Perfected	Purchaser 1	Status	Void Reason	Print TRP	Void/Reissue TRP
2008-12-04 03:06 PM	AAAA5463	CTY15KJ	G693183 / 5TBDT44106S534097		JACKSON, BROOKE	Active (Issue)		Print	Void
2008-12-05 10:45 AM	AAAA5464	CTY15KJ	unknown / 4UZAAHDC45CU43645		JACKSON, BROOKE	Active (Issue)			
2008-12-05 10:45 AM	AAAA5465	CTY15KJ	unknown / 1BAAHCSH6KF030728	Yes	JACKSON, BROOKE	Active (Issue)		Print	Void
2008-12-05 10:46 AM	AAAA5467	CTY15KJ	unknown / 1EUBN6A1XJB080052		JACKSON, BROOKE	Active (Issue)		Print	Void
2008-12-05 10:46 AM	AAAA5469	CTY15KJ	unknown / 1G2NE52E45M189642		JACKSON, BROOKE	Active (Issue)			
2008-12-05 10:47 AM	AAAA5472	CTY15KJ	unknown / 3GNFK16T61G106002		JACKSON, BROOKE	Active (Issue - Error)			Message
2008-12-05 09:37 AM	AAAA5472	CTY15KJ	unknown / 3GNFK16T61G106002		JACKSON, BROOKE	Void (Void - Error)	CANCEL PERMIT		Message
2008-12-05 09:38 AM	AAAA5464	CTY15KJ	unknown / 4UZAAHDC45CU43645		JACKSON, BROOKE	Void (Void)	DAMAGED		

f. Find the line of information belonging to the TRP that is to be reprinted, as shown in Figure 38.

FIGURE 38



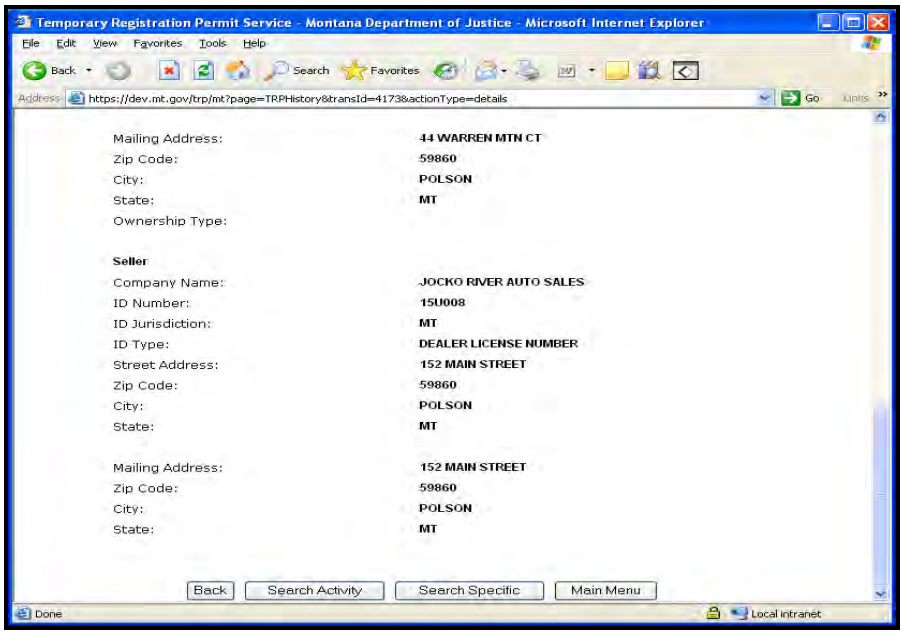
2008-12-05 10:45 AM	AAAA5465	CTY15KJ	unknown / 1BAAHCSH6KF030728	Yes	JACKSON, BROOKE	Active (Issue)		Print	Void
2008-12-05 10:46 AM	AAAA5467	CTY15KJ	unknown / 1EUBN6A1XJB080052		JACKSON, BROOKE	Active (Issue)		Print	Void
2008-12-05 10:46 AM	AAAA5469	CTY15KJ	unknown / 1G2NE52E45M189642		JACKSON, BROOKE	Active (Issue)			
2008-12-05 10:47 AM	AAAA5472	CTY15KJ	unknown / 3GNFK16T61G106002		JACKSON, BROOKE	Active (Issue - Error)			Message
2008-12-05 09:37 AM	AAAA5472	CTY15KJ	unknown / 3GNFK16T61G106002		JACKSON, BROOKE	Void (Void - Error)	CANCEL PERMIT		Message
2008-12-05 09:38 AM	AAAA5464	CTY15KJ	unknown / 4UZAAHDC45CU43645		JACKSON, BROOKE	Void (Void)	DAMAGED		
2008-12-05 10:47 AM	AAAA5473	CTY15KJ	unknown / 4UZAAHDC45CU43645		JACKSON, BROOKE	Active (Issue)			
2008-12-05 09:39 AM	AAAA5473	CTY15KJ	unknown / 4UZAAHDC45CU43645		JACKSON, BROOKE	Void (Void)	DATA ENTRY ERROR		

- Click on the highlighted TRP number to view the details of the TRP to ensure you have selected to correct TRP to be reprinted.
- The next page to display is the TRP Detail page, as shown in Figures 39 – 41.

FIGURE 39

FIGURE 40

FIGURE 41



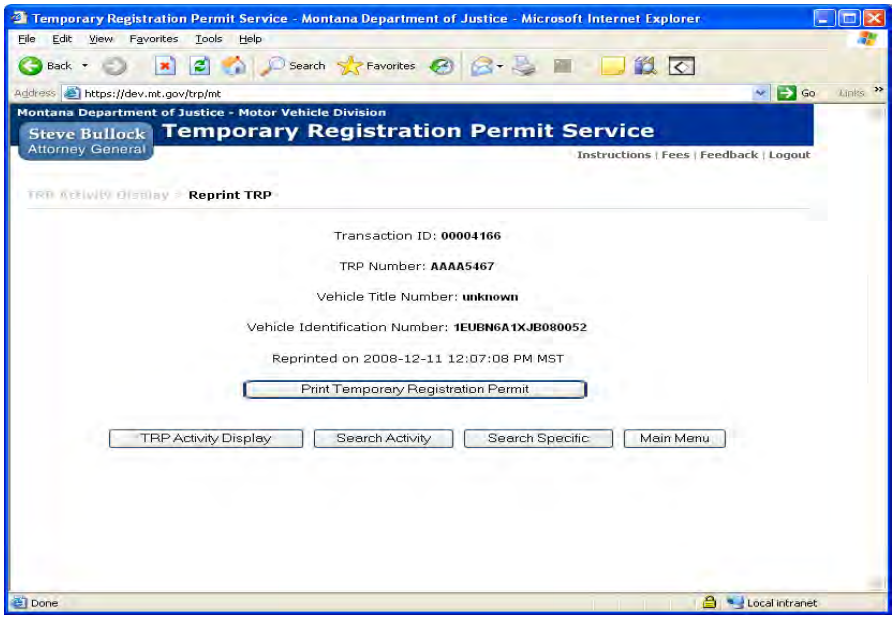
- To return to the TRP Display page, select the Back option on the TRP Detail page, as shown in Figure 41.

g. To start the TRP reprint process, select the Print option, as originally shown in Figure 36.

h. The next page to display is the Reprint TRP page, as shown in Figure 42.

i. To complete the TRP reprint process, select the Print Temporary Registration Permit button.

FIGURE 42



j. The next page to display is the Adobe Reader window, as originally shown in Figure 43.

- The reprinted TRP will appear as it was originally created. It will display the original TRP number, issue date and expiration date.

3.1.7 Void a TRP

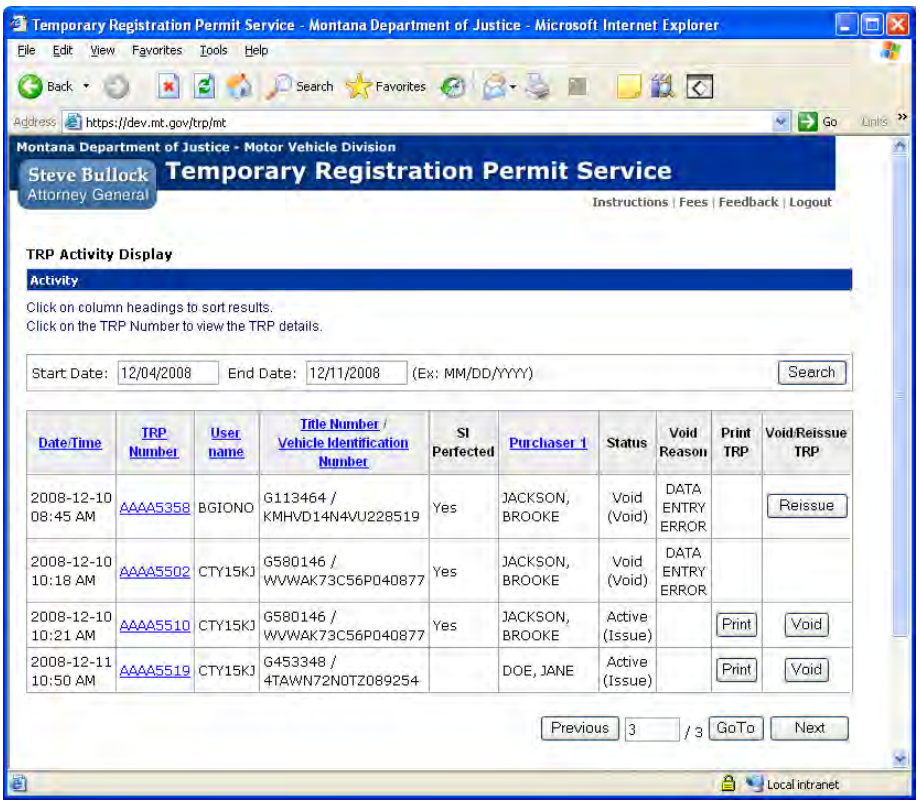
a. From the Main Menu screen select the View Specific option to begin the search for the TRP to be voided, as originally shown in Figure 2.

- Follow the steps for the View Specific process, as originally shown in Figure 35.

b. The next page to display is the TRP Activity Display page, as shown in Figure 43.

- Find the line of information for the TRP to be voided.
- Select the Void option, as shown in Figure 43.

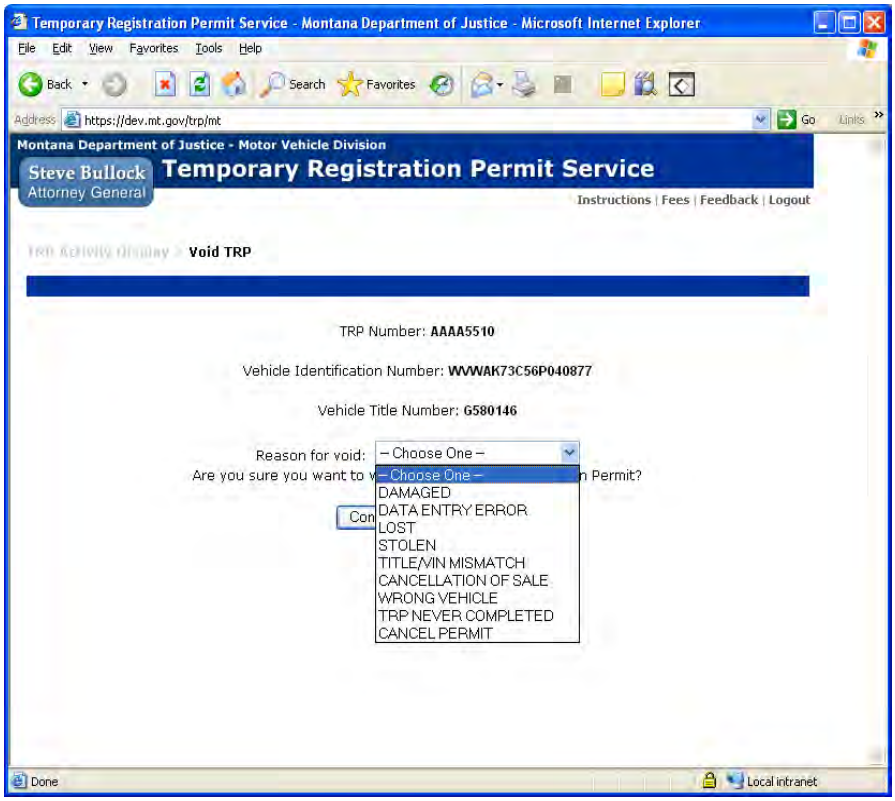
FIGURE 43



c. The next page to display is the Void TRP page, as shown in Figure 44.

d. Select the reason for voiding the TRP from the drop-down menu, as shown in Figure 44.

FIGURE 44



- If the TRP has not expired and the title and registration process has not been started, the initial TRP can be voided for on of the following reasons:
  - Damaged – The TRP was damaged or destroyed after the initial TRP was placed on the vehicle. The TRP may be reissued.
  - Lost – The purchaser lost the TRP. The TRP may be reissued.
  - Stolen – The TRP was stolen from the purchaser. The TRP may be reissued.
  - Data Entry Error – The user mistyped information or needs to adjust the number of purchasers on the TRP. The TRP may be reissued with the correct information.
  - Title/VIN Mismatch – The user entered the title and VIN when creating the TRP and the system detects that the title was for one vehicle and the VIN was for another vehicle. The TRP must be reissued with the correct information.
  - Cancellation of Sale – The purchaser no longer wants the vehicle. The TRP is cancelled from the system and the vehicle may be sold to another purchaser using the Create TRP option.
  - Wrong Vehicle – The VIN does not match the vehicle to which the TRP was issued. The TRP is cancelled and the Create TRP option can be used to issue the TRP to the correct vehicle.

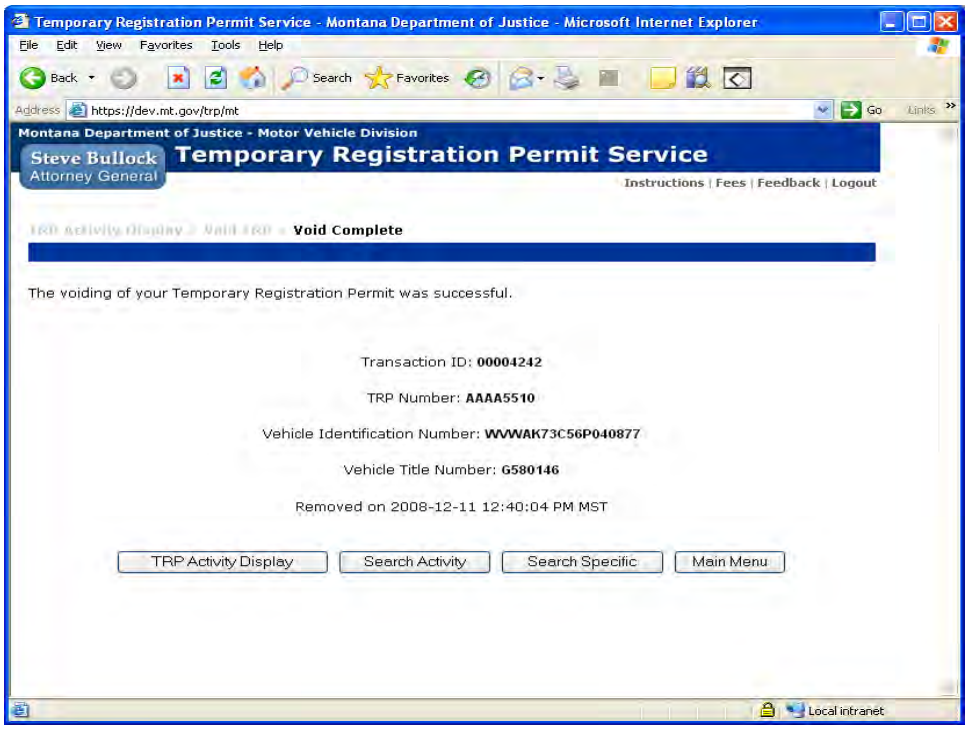
- If the TRP has expired and the title and registration process has not been started, the TRP can be voided for the following reasons:
  - TRP Never Completed – The title and registration process was never completed for the TRP and the next sale needs to take place. The TRP is cancelled and the vehicle may be sold to another purchaser using the Create TRP option.
  - Cancellation of Sale – The purchaser not longer wants the vehicle. The TRP is cancelled from the system and the vehicle may be sold to another purchaser using the Create TRP option.
  - Wrong Vehicle – The VIN does not match the vehicle to which it was issued. The TRP is cancelled and the Create TRP option can be used to issue the TRP to the correct vehicle.

e. Select the Continue at the bottom of the screen to complete the void process, as shown in Figure 44.

f. Select the Cancel option on the bottom of the screen to cancel the void process, as shown in Figure 44.

g. The next page to display will be the Void Complete page, as shown in Figure 45.

FIGURE 45



h. Select the TRP Activity Display option to return to the Activity Display page, where you should see the voided TRP function, as shown in Figure 46. Keep in mind that TRPs voided with the following reasons will not display the Reissue button:

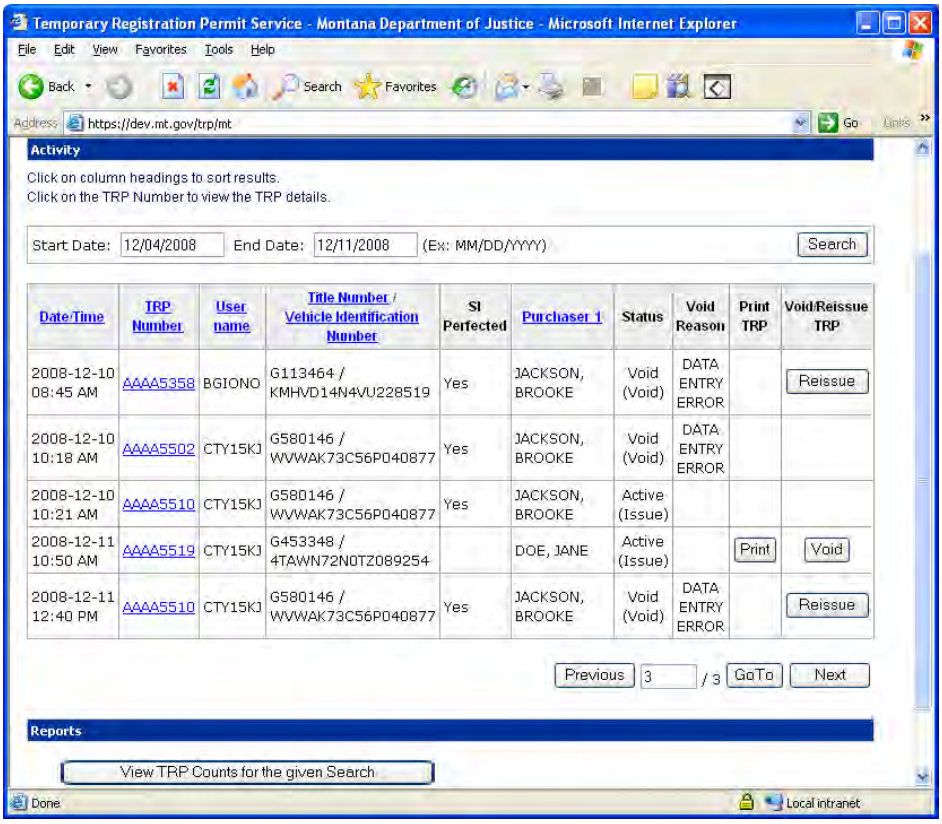
- Cancellation of sale
- Wrong vehicle
- TRP Never Completed

3.1.8 Reissue a TRP

a. From the Main Menu page select the View Specific option, as originally shown in Figure 2.

b. The next page to display is the TRP Activity Display page, as shown in Figure 46.

FIGURE 46



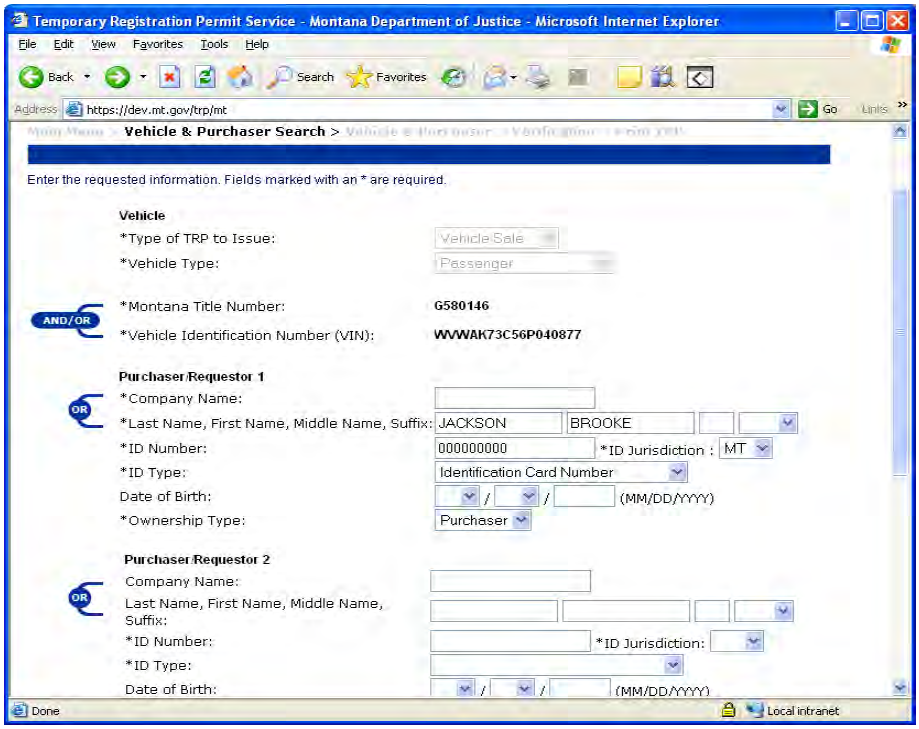
c. Select the Reissue button to start the reissue process, as shown in Figure 46.

d. The next page to display is the Vehicle & Purchaser Search screen, as shown in Figures 47 – 51.

- Note: The following screenshots, which are Figures 47 – 51, are all contained on ***one*** webpage.

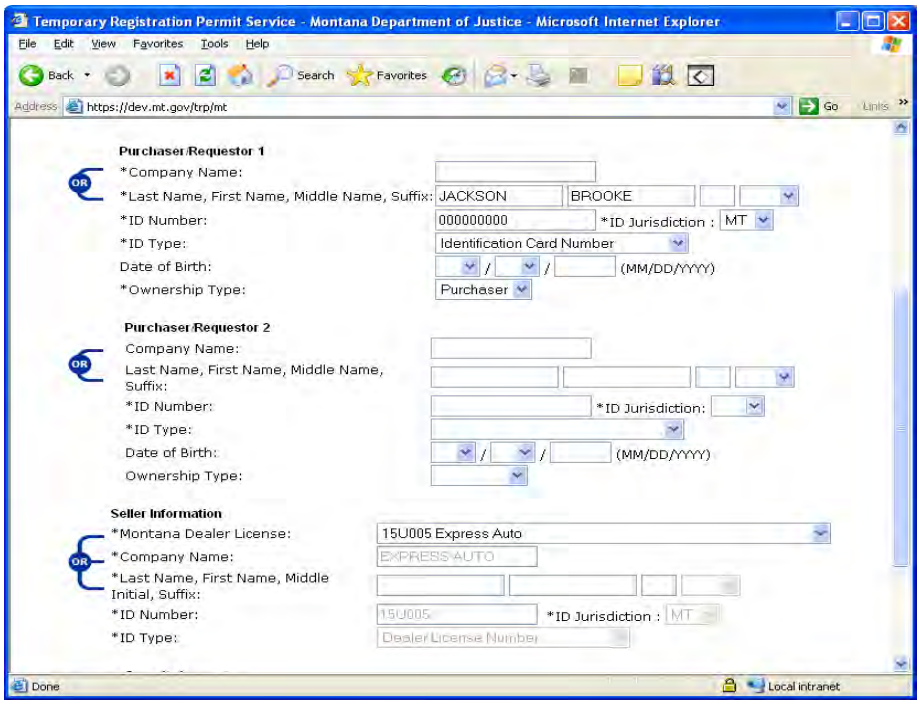
e. The user may edit any incorrect vehicle and purchaser information that is displayed in unprotected fields, as indicated in Figure 47.

FIGURE 47



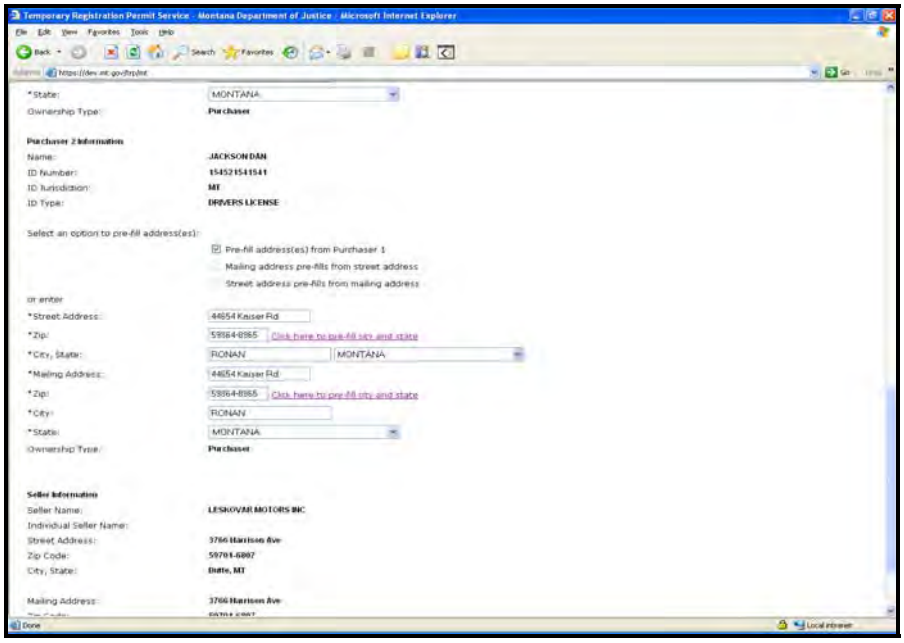
f. A second purchaser may be added by completing the open fields for the Purchaser Requestor 2 Information, as shown in Figure 48 and 49.

FIGURE 48



g. Change the purchaser name from a purchaser to a company name, or form a company name to a purchaser name by clicking the Change to Personal Name or Change to a Company Name links, as shown in Figure 49.

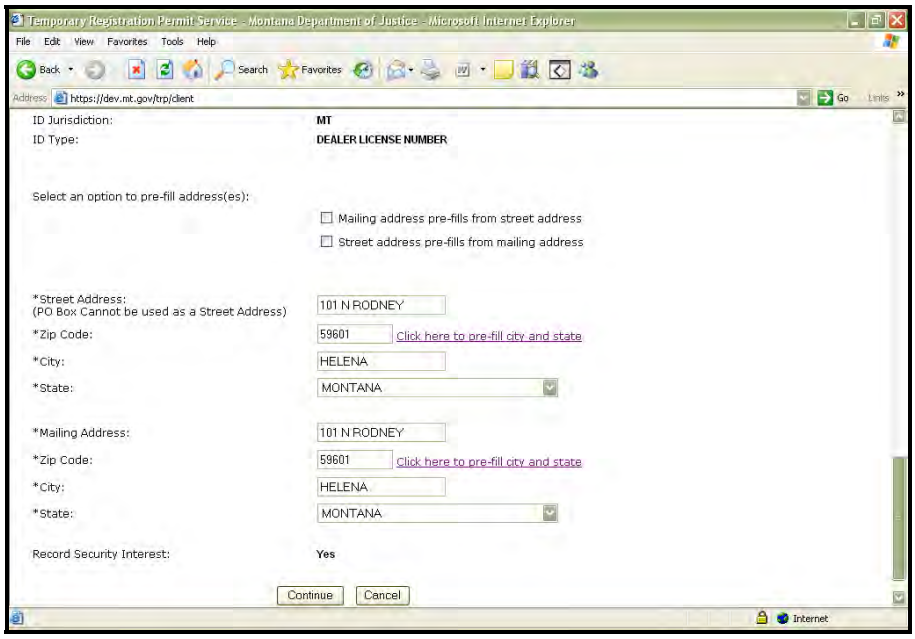
FIGURE 49



h. Remove a second purchaser by eliminating the customer information in the Purchaser 2 Information, as shown in Figure 50.

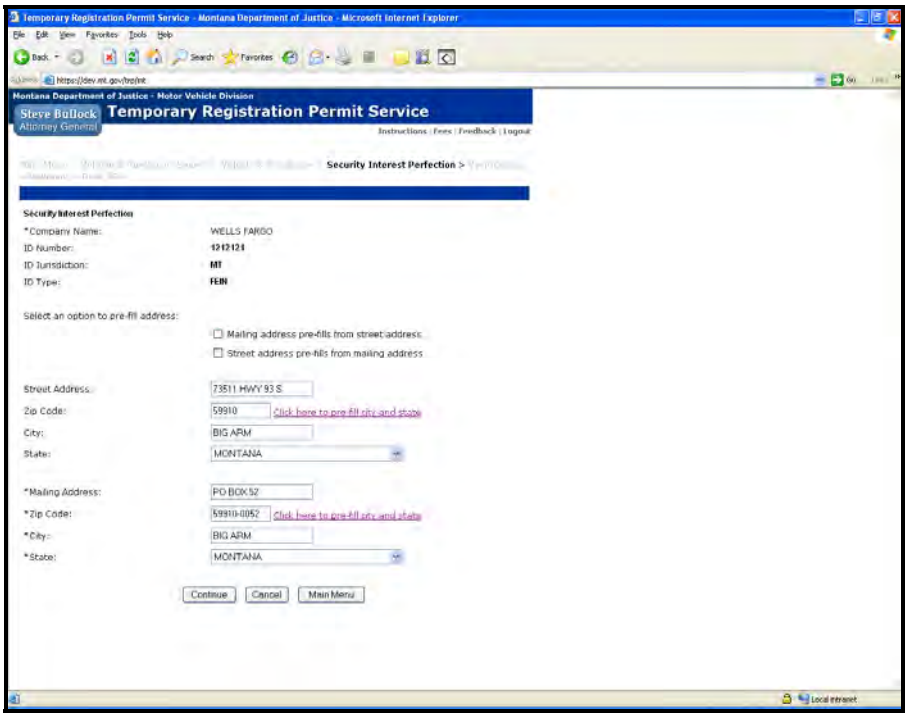
i. Select the Continue option to proceed with the re-issuance process, as shown in Figure 50.

FIGURE 50



j. If there is an SI to be perfected, the next page to display is the Security Interest Perfection page, as shown in Figure 51.

FIGURE 51



k. The next page to display is the Reissue TRP Verification page, as shown in Figures 52 and 53. (If there is no SI to perfect, this page will display directly after the Reissue TRP page.)

FIGURE 52

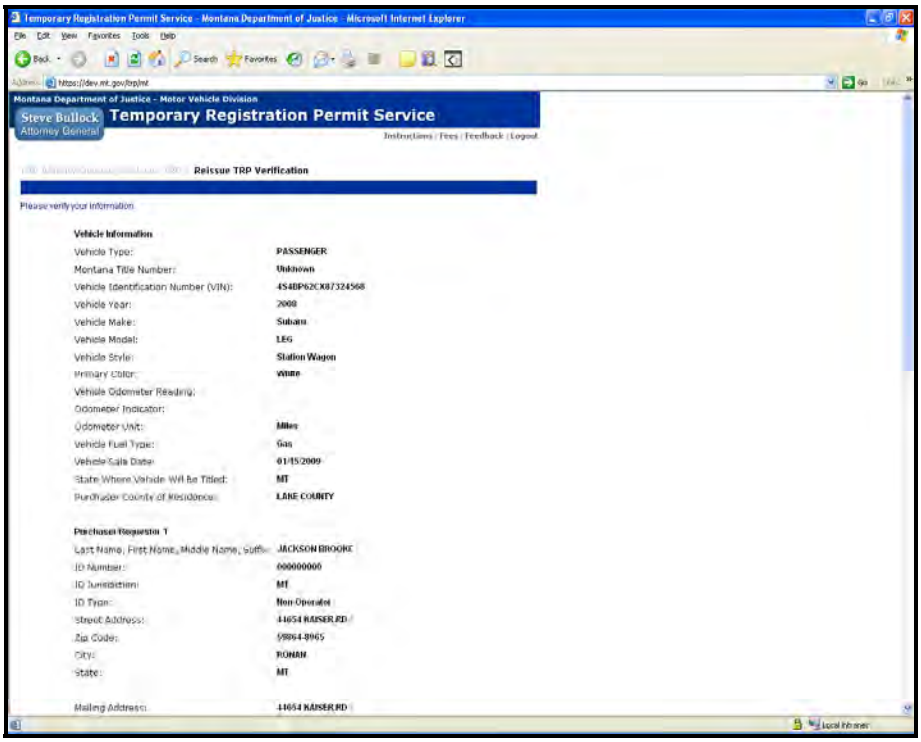
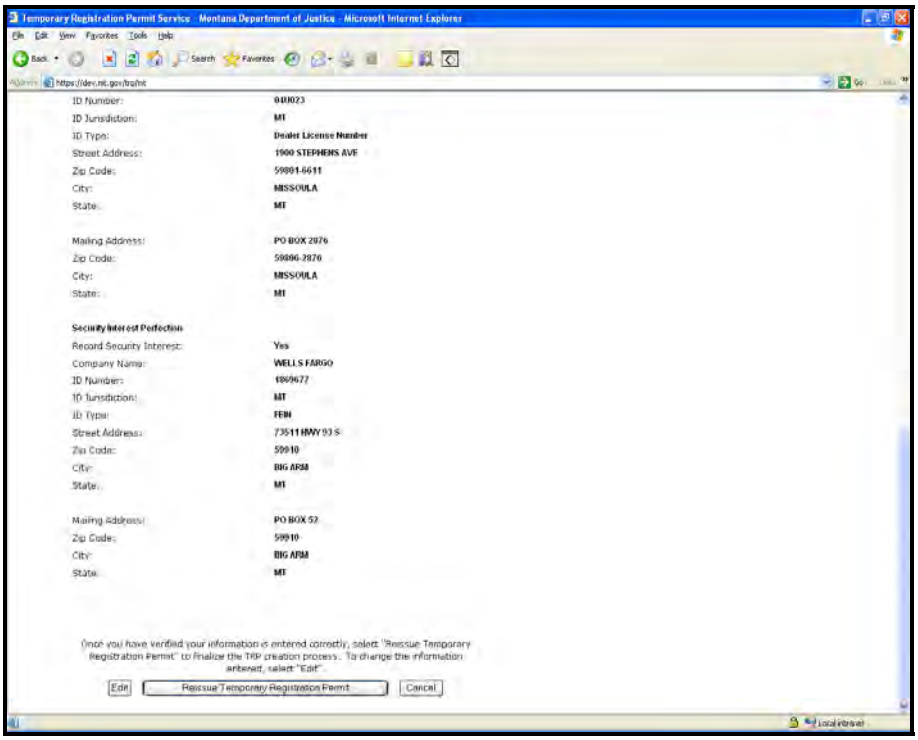


FIGURE 53



l. Verify that the information entered is correct.

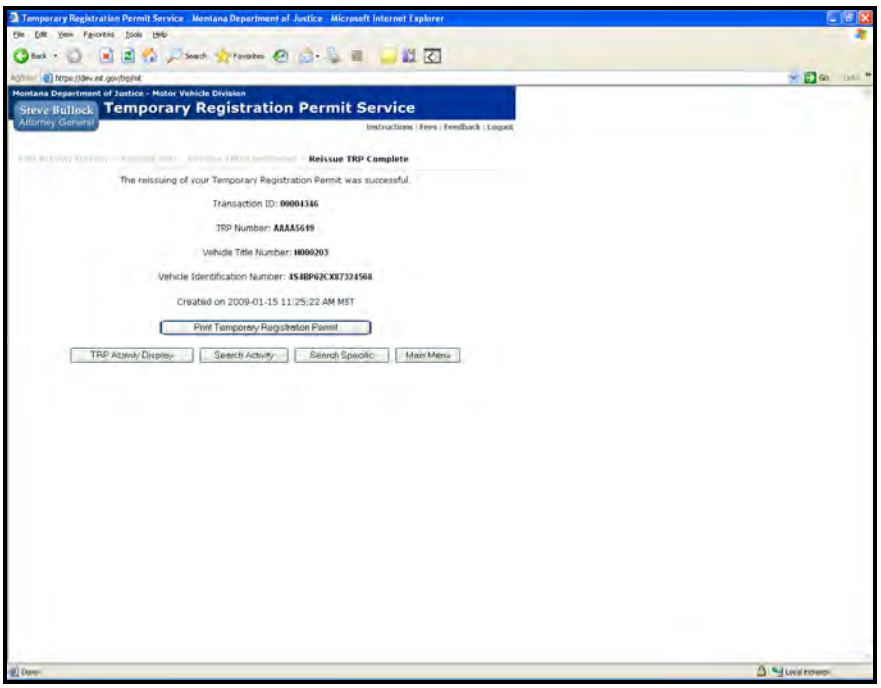
m. Select the Reissue Temporary Registration Permit option to continue with the reissue process, as shown in Figure 53.

n. Select the Edit option to edit any incorrect information.

o. Select the Cancel option to cancel the reissue transaction.

p. The next page to display is the Reissue TRP Complete page, as shown in Figure 54.

FIGURE 54



q. Select the Print Temporary Registration Permit option to continue with the printing process, as shown in Figure 54.

r. The next page to display is the Adobe Reader window, as originally shown in Figure 34.

- The expiration date remains the same.
- A new TRP number is assigned.

3.1.9 View TRP Activity Reports

a. Registered users will be able to view the history of activity relating to a TRP. The history shows specific information about the TRP such as the associated vehicle, the purchaser of the vehicle, the type of action taken on the TRP, who took the action and the date and time the action was taken. Reports are available showing the number of TRPs issued, voided, reissued, printed, reprinted and the number of VIN searches performed within a given date-range search. Users can only view activity for their dealership.

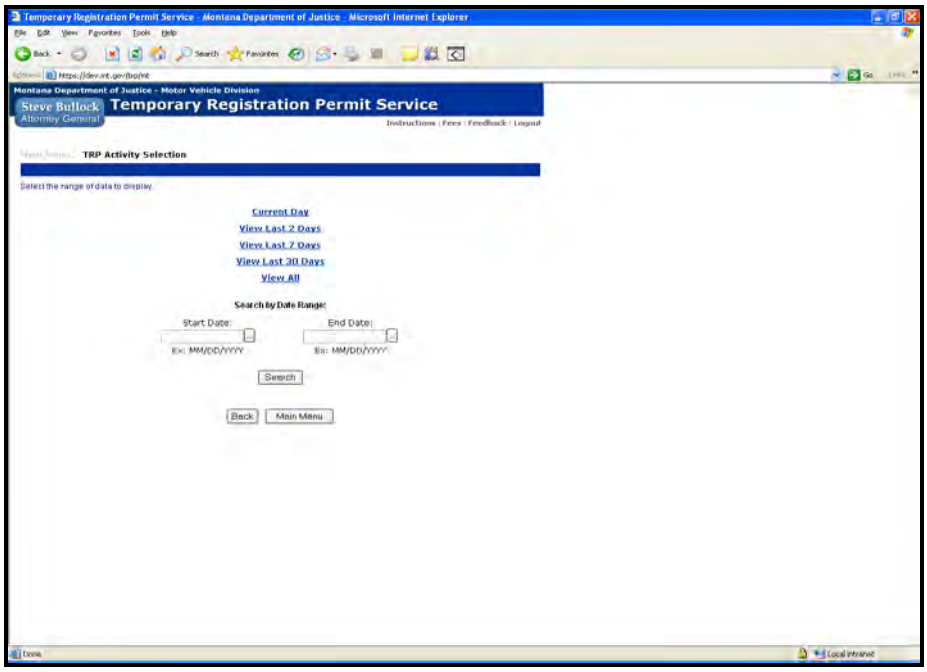
b. To access the activity history, select the View Activity option from the Main Menu page, as originally shown in Figure 2.

c. Upon selection of the View Activity option, the next page to display is the TRP Activity Selection page, as originally shown in Figure 37.

d. Select the date-range option of your chose, as shown in Figure 55.

- You may choose to enter a specific start and end-date for the search. Once the dates are entered, select the Search option, as shown in Figure 55.

FIGURE 55

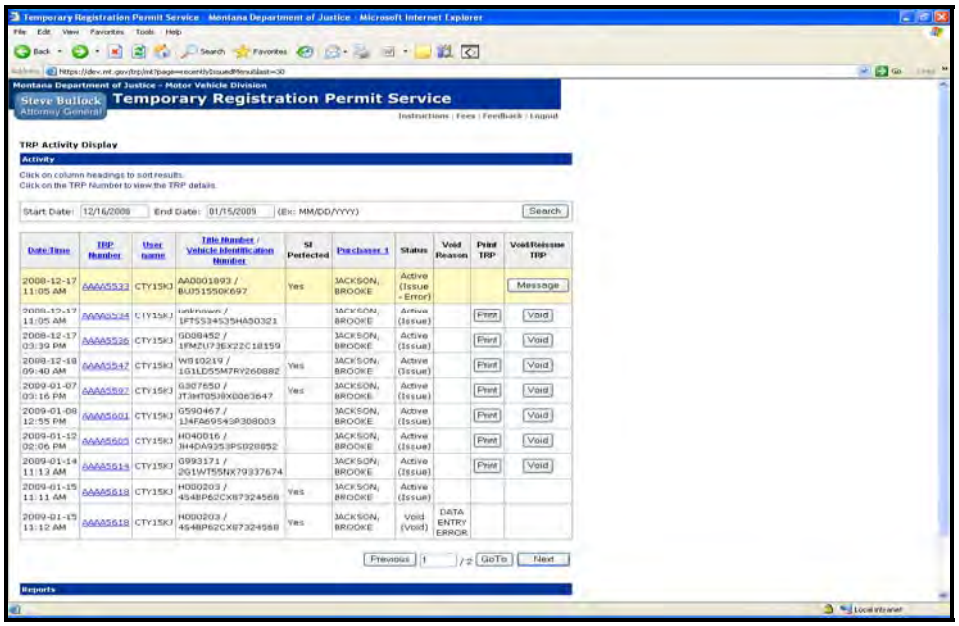


e. The next page to display is the TRP Activity Display page, as shown in Figure 56.

- In the Status column, a status will display after each activity has been completed for a given TRP.
  - Active – Displays when the TRP is active, either due to issuances, reprinting or reissuing.
  - Void – Displays after the TRP has been voided for a void-reason.
  - VoidX – Displays when the TRP was voided after the TRP expired for a void-reason.
  - Complete – Displays when the title and registration process has been completed.
  - Expired – Displays when the expiration date of the TRP has been reached, and the Purchaser has not completed the title and registration process with the MVD.
- Under the status area in parenthesis is the action that was performed, which gave the TRP the current status.
  - (Issue) – Displays when the action for the TRP was created.
  - (Void) – Displays when the TRP has been voided.
  - (Reissue) – Displays when the TRP has been reissued.

- (Reprint) – Displays when the TRP has been reprinted.
- (Admin Void) – Displays when the TRP has been voided by the TRB.

FIGURE 56

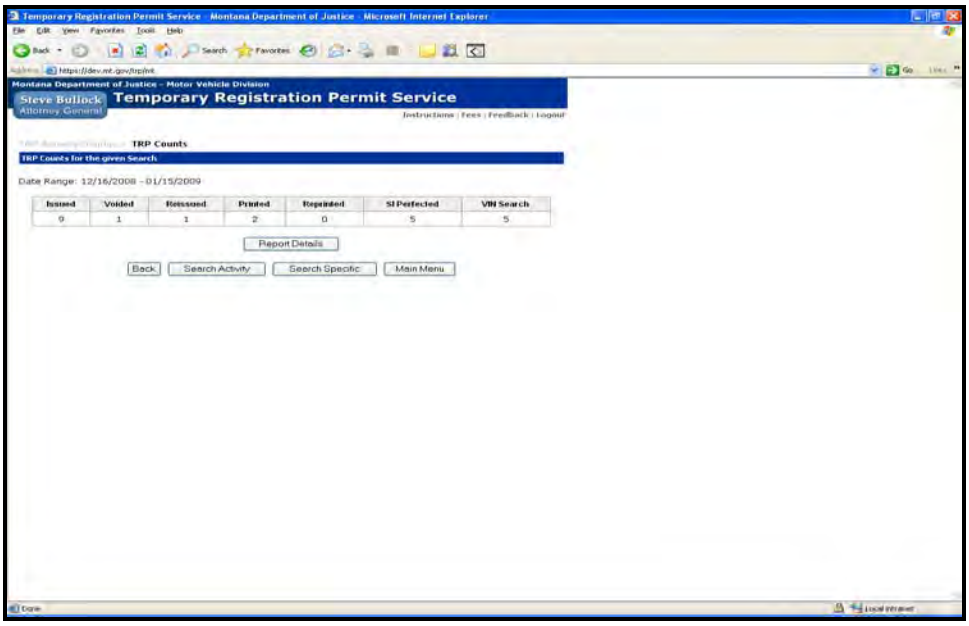


f. You can scroll through the activity using the Previous, Next and Go To buttons, as shown in Figure 56. Previous and Next display one page at a time; Go To will display the page that the user enters.

g. You can view the TRP count by selecting the View TRP Counts for the Given Search.

h. The next page to display is the TRP Counts page, as shown in Figure 57.

FIGURE 57



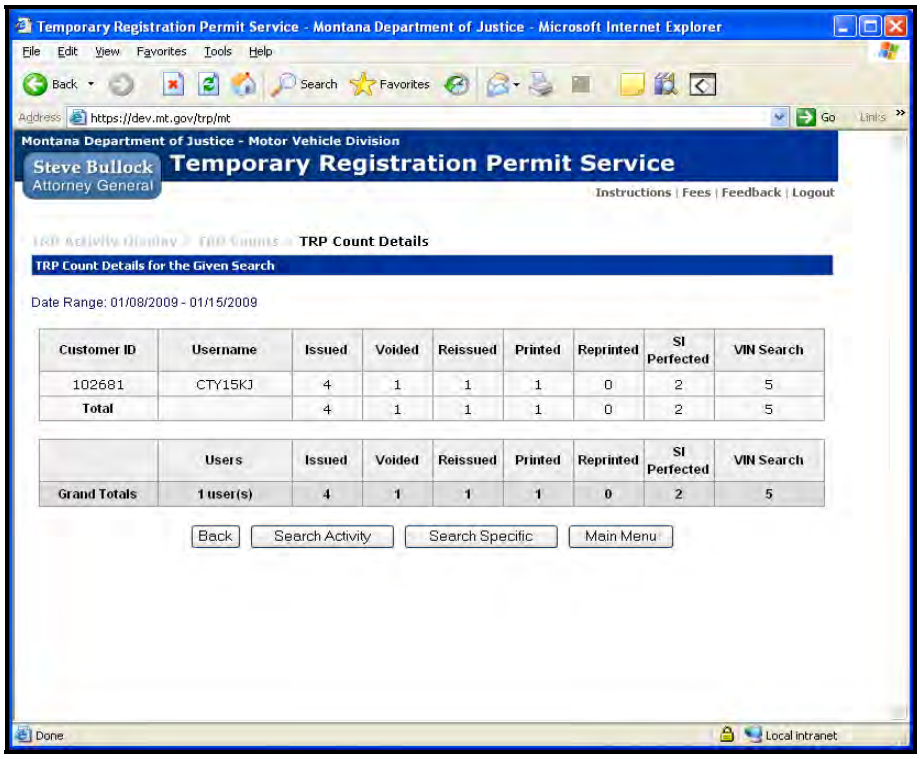
- On this page the user can view the total number of TRPs that have been issued, voided, reissued, printed, reprinted and how many VIN searches were performed within the selected date range.

i. To view further details regarding the TRP counts, select the Report Details option, as shown in Figure 57

j. The next page to display is the TRP Count Details page, as shown in Figure 58.

k. To exit the TRP Count Details page, choose one of the options at the bottom of the page, as shown in Figure 58.

FIGURE 58



Customer ID	Username	Issued	Voided	Reissued	Printed	Reprinted	SI Perfected	VIN Search
102681	CTY15KJ	4	1	1	1	0	2	5
Total		4	1	1	1	0	2	5

	Users	Issued	Voided	Reissued	Printed	Reprinted	SI Perfected	VIN Search
Grand Totals	1 user(s)	4	1	1	1	0	2	5

3.2 Exception Processing

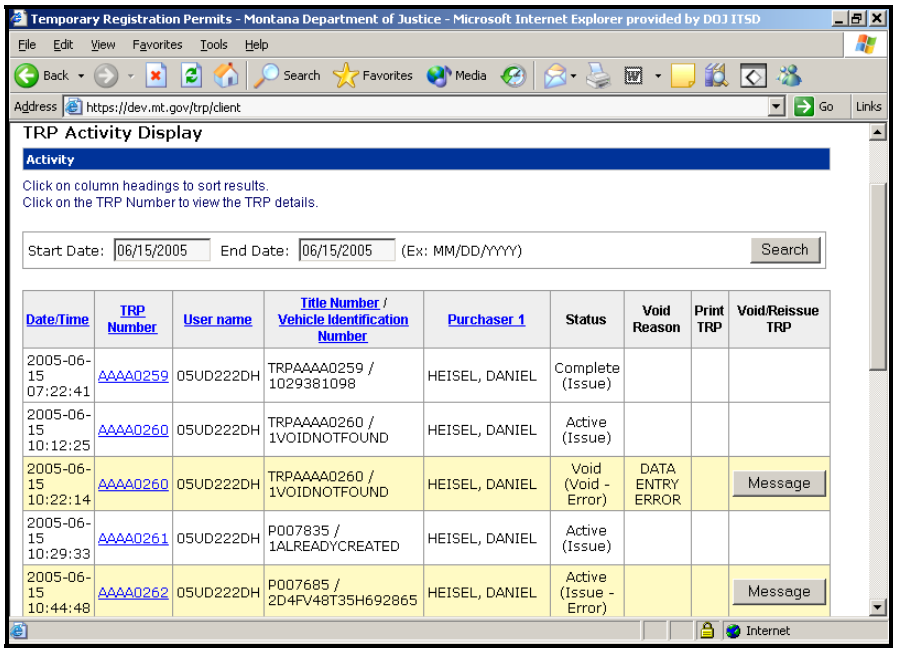
3.2.1 Offline Mode

a. In rare instances the MVD system may not be available to directly communicate with the TRP service, resulting in the need to process TRPs using the TRP service in Offline mode. In this mode, areas that would normally be pre-filled in the TRP service will be empty because the TRP service is unable to send or receive vehicle or driver license information. In addition, users will not be able to verify the current status of the vehicle, or determine if a vehicle has been surrendered or junked.

b. When the MVD system is Offline, the user may continue to process the TRP. When the connection returns, the TRP service will try to load the information onto the MVD system.

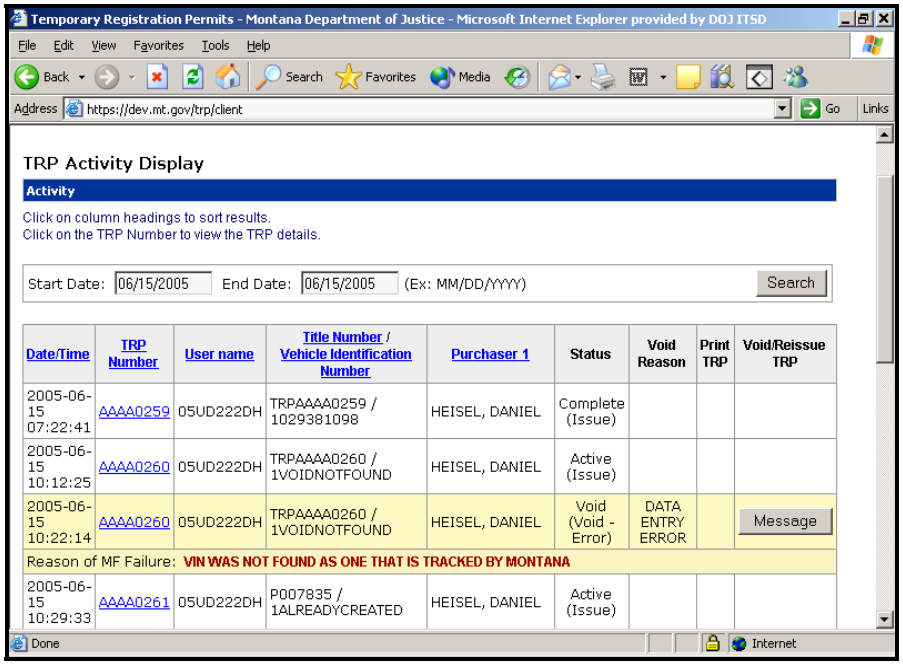
- If an error occurs during the load, the TRP information line on the TRP Activity Display screen will be highlight yellow, as shown in Figure 59.

FIGURE 59



c. The Message button on the highlighted TRP information line can be clicked to view the error, as shown in Figure 60.

FIGURE 60

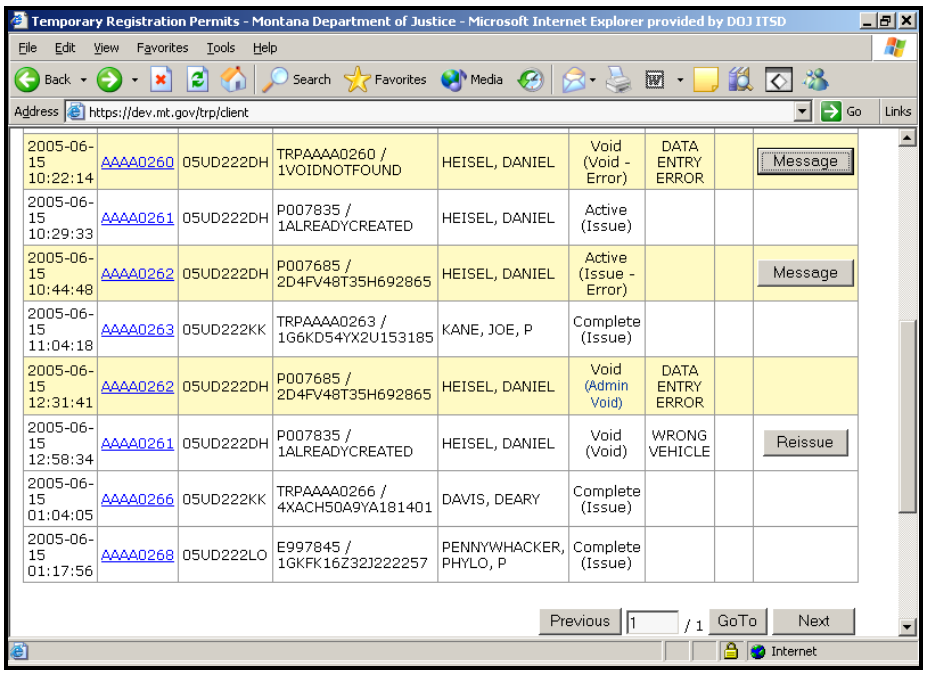


d. The dealership should fix the error if they are able and then send the new TRP to the purchaser.

e. If the MVD can fix the error without affecting the paperwork or the transaction, they will do so and an Admin Void message will appear on the highlighted TRP information line, as shown in Figure 61.

- At that point, the MVD may reissue the TRP or they may contact the issuing dealer to request that the dealer reissue the TRP to the purchaser.

FIGURE 61



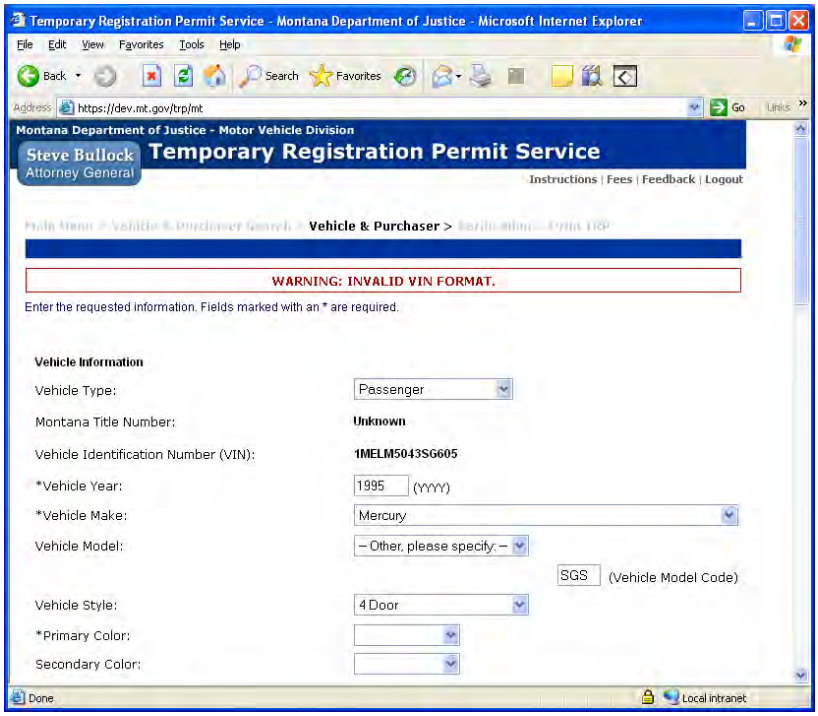
2005-06-15 10:22:14	AAAA0260	05UD222DH	TRPAAAA0260 / 1VOIDNOTFOUND	HEISEL, DANIEL	Void (Void - Error)	DATA ENTRY ERROR		Message
2005-06-15 10:29:33	AAAA0261	05UD222DH	P007835 / 1ALREADYCREATED	HEISEL, DANIEL	Active (Issue)			
2005-06-15 10:44:48	AAAA0262	05UD222DH	P007685 / 2D4FV48T35H692865	HEISEL, DANIEL	Active (Issue - Error)			Message
2005-06-15 11:04:18	AAAA0263	05UD222KK	TRPAAAA0263 / 1G6KD54YX2U153185	KANE, JOE, P	Complete (Issue)			
2005-06-15 12:31:41	AAAA0262	05UD222DH	P007685 / 2D4FV48T35H692865	HEISEL, DANIEL	Void (Admin Void)	DATA ENTRY ERROR		
2005-06-15 12:58:34	AAAA0261	05UD222DH	P007835 / 1ALREADYCREATED	HEISEL, DANIEL	Void (Void)	WRONG VEHICLE		Reissue
2005-06-15 01:04:05	AAAA0266	05UD222KK	TRPAAAA0266 / 4XACH50A9YA181401	DAVIS, DEARY	Complete (Issue)			
2005-06-15 01:17:56	AAAA0268	05UD222LO	E997845 / 1GKFK16Z32J222257	PENNYWHACKER, PHYLO, P	Complete (Issue)			

3.2.2 Warning and Error Messages

a. When processing a TRP function, the user may encounter a WARNING or an ERROR message.

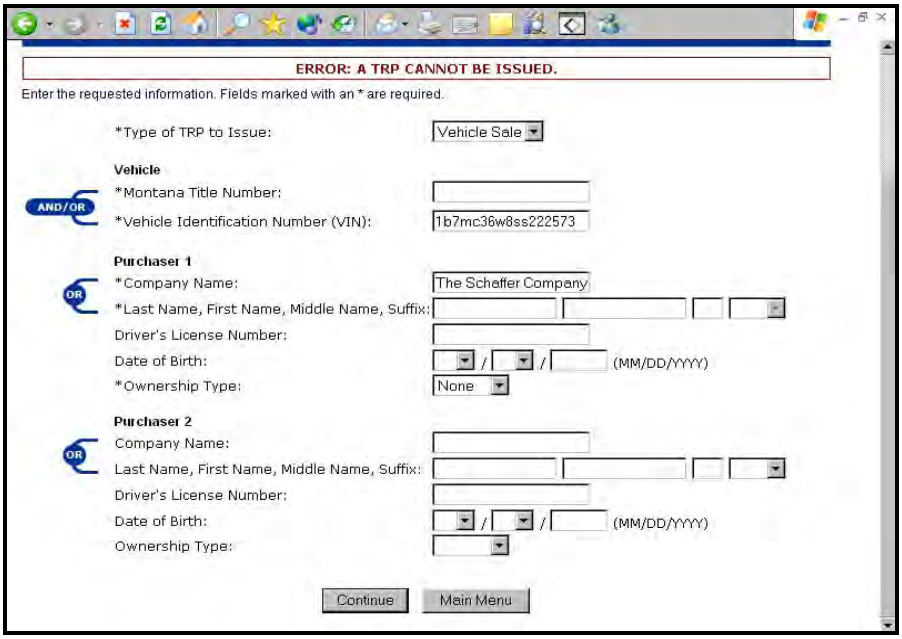
- WARNING messages indicate to the user that they should either re-verify the information they are entering for the vehicle, supply missing information or it may indicate the status of the vehicle they are processing. A warning message will not stop a user from completing the TRP process they have started, as shown in Figure 62.

FIGURE 62



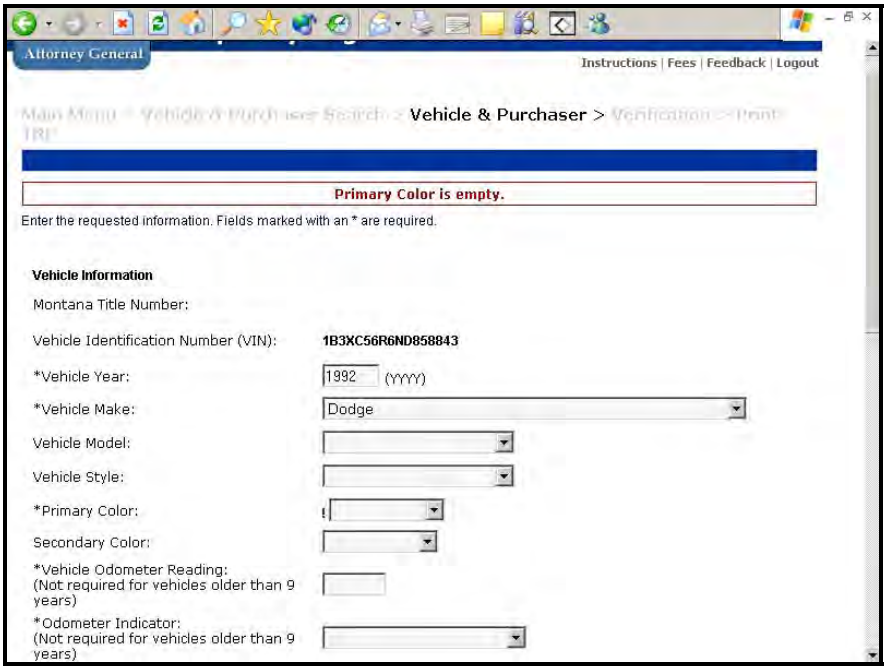
- ERROR messages indicate to the user there is a current action on the TRP or vehicle they are trying to process or required information has not been entered. Error messages will stop the user from completing the TRP process, as shown in Figures 63 and 64.
    - Error messages displayed in all uppercase letters, as shown in Figure 63, indicate that the error is related to vehicle and purchaser data. In these cases the user might need to contact the TRB.

FIGURE 63



- Error messages displayed in lowercase letters, as shown in Figure 64 indicate the error is related to missing information in the required fields during the TRP processing.
- An exclamation mark (!) will appear next to the required field that must be completed before the service will allow you to continue.

FIGURE 64



3.3 Contacts

3.3.1 Problems Accessing TRP Service

- For problems accessing the TRP service, or how the pages are operation contact:

  TRP Service – mt.gov

  Within Helena: 449-3468

  Outside of Helena: 1-866-449-3468

3.3.2 Vehicle or Purchaser Date Problems

- For vehicle or purchaser data problems contact:

  Title and Registration Bureau Help Desk: 1-800-877-7409

3.3.3 To Order TRP Sleeves

- Marilyn J. Olsen: molsen@mtada.com or 406-442-1233
- Jim Robinson: jrmtiada@midrivers.com or 406-874-2207; Fax: 406-874-2253

3.4 Glossary of Terms

WORD	DEFINITION
Authorized User	People who have registered with mt.gov and are approved to use the TRP service.
Browser	Browsers are a client software program used for searching and viewing various kinds of Internet resources, such as information on our Web site.
Desktop	A display on a computer screen comprised of background and icons representing equipment, programs and files.
Icon	A small picture that represents an object or program.
Logon	Logon, Username and Customer ID are all used interchangeably in this document.
MVD	Montana Motor Vehicle Division of the Montana Department of Justice.
Offline	The MVD's computer system is unavailable to receive information from the TRP service.
Populate	Fields are filled with required information. Pre-populated (or pre-filled) fields mean they are automatically filled with data by the application, without human intervention.
TRB	Title and Registration Bureau of the Montana Motor Vehicle Division.
TRP	Temporary Registration Permit is used to operate a vehicle until a plate can be issued.
URL	Universal Resource Locator; or less formally called a Web address.
User	For the purposes of this manual, a user is anyone who has authority to use the TRP service.
VIN	Vehicle Identification Number.