## A simple step by step guide how to clear deficient transactions

🗬 TNClerk - Master Menu			_		×
User: BIS SUPPORT Station: wk03	Master	Menu	<u>T&amp;R Ref G</u>	iuide	
SYSTEMS   SYSTEMS    SYSTEMS     SYSTEMS         SYSTEMS	5	MI 17. Cash/Check D 18. Daily Check D 19. System Setup 20. User Mainten 21. Sales Tax Cal 22. Transfer MVD 23. Close/Open D 24. Change Passo 25. Credit Card Re 26. Bad Checks 27. Web User Mai 28. Notary Applic 29. Statistical Ch 30. Budget 31. MonetraAudit 32. Change Report 33. Cash Drawer 34. Index Book V	SCELLANEOUS Report Deposit Listing D and Configuration ance culator Files To/From State Daily Files words eport intenance ation arting rt Counter iewer		
Esc = Exit Sel	ect Option			Cloc	k In

Select 1. MVD Title Applications just like you are going to enter a new transaction

Select 1. MVD Transactions to get to the MVD screen

Motor Vehicle Titles		-		$\times$
	Lake County			
1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13.	Lake County Motor Vehicle Titles MVD Transactions Title System Web Renewal Processing 201 Balance Report Renewal Balance Report Certificate of Title and Registration Report Renewal and Registration Report Renewal and Registration Report New Vehicle Report Sales Report Mail Report Audit Report Donor/Helping Schools Report Wheel Tax Reports	-		
14. 15. 16. 17. 18.	Selected Plate Listings Daily Renewal Report City Sticker Report Intake Clerk Reports New / Used Vehicle Report	T		
Esc = Exit	Select Option	HKEY_L(	OCAL_MAI	CHINE

Select the date and Invoice number as usual. If you have opened an invoice to fix a transaction on a certain date and invoice number it will be available here.

Title And Registration						
Title And Registration						
	Transaction Date					
	Site Number					
Esc - E <u>x</u> it	Current Date: 10/03/2019 Version 1.0.3454	F10 - <u>C</u> ontinue				

At the bottom of the "T&R Transaction Entry" screen select the F-5 Change button

👄 Title And F	Registration (Version - 1.0.3454)				- 🗆 ×
☐ F2 = Renew ☐ F6 = Return	val Mail Fee To Last Type	T & R Tr	ansaction Entr	Trans Date: 07/	<sup>15/2019</sup> Site No: 1 Drawer: 3 <sup>19196</sup> User: BIS
	Transaction Type .				•
	Select or e	nter a transaction	type (Esc to Car	ncel)	BIS CHAT
Esc - E <u>x</u> it	F1 - <u>M</u> anual Override	F3 - <u>P</u> lacard	F5 - <u>C</u> hange	F8 - <u>D</u> ealer	F12 - <u>A</u> ccess State

Once you are in the change screen do not enter any information into the search fields. Place a check in the Deficient Box on the lower right portion of the screen and select the F-5 Search button.

👄 Record Search			_	
Exp. Date		Exact Match	🕱 201 🗹 i	Renewals 🔽
VIN	Invoice No	Che	eck Number	
Current Title No		_/ Enc	d Date	
License No	Company			
Transaction Class	Company	First	м	Last
Issue Year	Owner 1			
State Decal No	Owner 2			
County Decal No	Street No/Name			
City Decal No	City, State, Zip			-
Make	Model		Year	
Body	Туре		Color	
Dealer			Control Number .	
Gift Voucher No	Clerk Username			
1. The	Deficient Check Pey			
County Invoice Exp.		VIN		
		VIII	Omici	0301
			2 E 5 Soarch	
			2. F-5 Search	
<				>
	Soarch For & Rocard	Chango		
		Change		
Esc - Exit Print Deca	al F5 - <u>S</u> earch F		F10 - <u>M</u> aintenance	F11 - <u>R</u> eprint

Once the search has completed you can choose to print the grid which will print a list of all deficient transactions, navigate multiple screens of transactions, and see the reason the transaction did not verify. Double click on any transaction in the window to open the transaction for editing.

😝 Record Search		- 🗆 X
Exp. Date	Ex	act Match 🕱 201 🗹 Renewals 🔽
VIN	Invoice No	Check Number
Current Title No	Start Date	— End Date
License No	Company	
Transaction Class		First M Last
Issue Year	Owner 1	
State Decal No	Owner 2	
County Decal No	Street No/Name	
City Decal No	City, State, Zip	<u> </u>
Make	Model	Year
Body	Туре	Color
Dealer		Control Number
Gift Voucher No	3. The reason the	
	transaction failed to verify	₩ Deficient
		Delicient
Invoice Exp License Class	Issue Yr VIN User	Linghia to uplidate transportion: This uphialo has a period
017 18051 01/31/2019 7655H 3082	2007 1HGCM664174085550 CBYSTIE	This doesn't look like a plate transfer, so the current pl
025 18054 02/28/2019 6B27U2 1000	2006 1G1ZT54855E154227 BETHANY	Unable to validate vehicle: Eatal stop code: EIVS Sus
N02 18059 02/28/2019 6899U7 1000	2006 1FMFU16L44LA87021 CRYSTIE	Unable to validate vehicle: Fatal stop code: Financial
017 18060 02/28/2019 6B36U7 1000	2006 2G4WC552861201694 CRYSTIE	2 fees sent, but 0 outstanding (00500).
N01 18072 03/31/2019 7B06U5 1000	2006 1G1BC5SMXG7242401 BETHANY	Error parsing request ison
001 18082 03/31/2019 7B14U1 1000	2006 2G1WT57K491255993 ALICIA	It appears as though the new odometer reading is less
N05 18103 TITLE ONLY CA	0 APPLY FOR VIN PLATE CRYSTIE	10.00 for vin plate shaw farms
02 1 The button to print the enti	re list	×
R		2. Navigation Buttons
Esc - E <u>x</u> it Print Grid Print D	ecal F5 - <u>S</u> earch	F10 - <u>M</u> aintenance F11 - <u>R</u> eprint

If the invoice has been closed for the day of the transaction you will need to re-open it so you can edit and/or re-verify the transaction.

Invalid Inv	roice	$\times$
<u> </u>	Invoice number 18348 has been closed. Transaction can not be edited.	
	ОК	

If you need BIS Clerk Support to help you with opening a transaction for processing give them a call or contact them in the Chat program.

🗢 T&R Trans	action Change Mode	saction has been clos	ed to further proce	- 🗆 X		
	ID Transaction Type	59216 017 - CORRECTION OF REGISTRATION				
	PLATE:	H281785				
	CLASS:	4203 - H2 TRUCKS				
	VIN:	1FT7W2BT4JEB04575				
	Title Number:	1480000036				
	Make:	FORD				
	Year:	2018				
	Model:	F26				
	Body:	РК				
	Name:	٢				
	Street No.	35				
	Street Name	HARRINGTON RD				
	City, State, Zip	RIDGELY TN 380806274	1			
	The bar will turn b if successful	lue and say "VERIFIED"	Change record to	edit the transaction or		
	NOT VERIFIED					
Esc - E <u>x</u> it	F2 - <u>P</u> rint 201		F8 - Change <u>U</u> ser Info	F10 - <u>C</u> hange Record		

If you have been successful the bar at the bottom of the screen will turn blue and say VERIFIED. If not, you may need to go to <a href="https://vehiclelookup.revenue.tn.gov/#/">https://vehiclelookup.revenue.tn.gov/#/</a> and check the transaction there. If it is not the latest transaction or there is any difficulty verifying a transaction, please give BIS Clerk Support a call and they will gladly assist you clearing the deficiency.