



COAT Fall Conference 2019

TOPICS

➤ **VEHICLE SERVICES**

- Who We Are
- Friday Updates/Information
 - Recent Topics
 - Plate Information
- Revised Forms
- EIVS Stats
- Personalized Plate Website – BIS Demo

Vehicle Services – Who We Are



Jennifer Lanfair - Asst. Director

- TBD - EIVS
- Robyn Meeks - Motor Carrier
- Merinda Anthony and Miranda Kelton - Call Center/Research/NCIC
- Diane Miller - Communications/County Clerk Liaison Team



Allison Raymer - Director



Michelle Hudson – Asst. Director

- Jackie Wilson—Rebuilt and Salvage Support
- Maria LaBoard – TNState Transactions
- Tammie Moyers – Inventory Unit/Specialized Application Team

Vehicle Services – Who We Are

County Clerk Liaison Team

- Kris, Tanner, Belinda and Diane
 - Tanner/Kris - visited 34 counties in 3 months
 - Belinda/Diane will schedule local visits



Call Center Managers

- Merinda Anthony and Miranda Kelton
 - Call Volume – approx. 3000 calls a week



Vehicle Services – FRIDAY UPDATES

- Emails will be sent out on Fridays regarding important information or updates that have been made to the guide.
 - New Plates
 - New Forms
 - Various Guide Updates
 - Miscellaneous Important Items
- Please also look for alerts on VTRS a day or two after regarding some of these emails and other important information.

Vehicle Services – Recent Topics

- **County Clerk Liaison Team Call Center Line** - 615-532-1137, Email: CountyClerk.Help@tn.gov
- **POD Order Shipments** – Shipment information
- **Tennessee State Guard and National Guard** – Lists provided. There will not be new metal issued for the Tennessee State Guard Officers license plate (class 3995)
- **HIT Report** - If your county issued a title that appears on the HIT report, our National Crime Information Center (NCIC) Representative will reach out to you regarding the transaction. You will need to void the title and remit to the State as an incomplete for us to complete the process.
- **License Plate and Forms Order Form** – Revised to one page
- **Recap Reports** - Robbie.Keller@tn.gov and please copy Julie.Bair@tn.gov. You can also fax your report to 615-532-8936.
- **Consular ID's** – Not acceptable as a form of ID
- **Permanent Disabled Placard** - The Dynamic Accessibility Act provides a more modern symbol
- **Inventory Transfer** – Procedures sent and guide page created
- **HVUT Certification** – Completed – Thank you!
- **Certification of Ownership** - \$3,000 or less OR 30 years old or older
- **Procedures for Destroying License Plates** – Information in guide
- **Web Inquiry Features** – Class Listing Report and Make Listing Report
- **HOV Smart Pass** – Program has ended
- **Guide Updates** – Collections of recent guide updates

Vehicle Services – License Plates

- **New License Plates**

- **Methodist LeBonheur Healthcare**
 - 3014/2019
- **Down Syndrome Awareness**
 - 3035/2019
- **Rakkasans**
 - 3009/2019
- **Paratroopers**
 - 3988/2019
- **Jackson State University**
 - 3021/2019

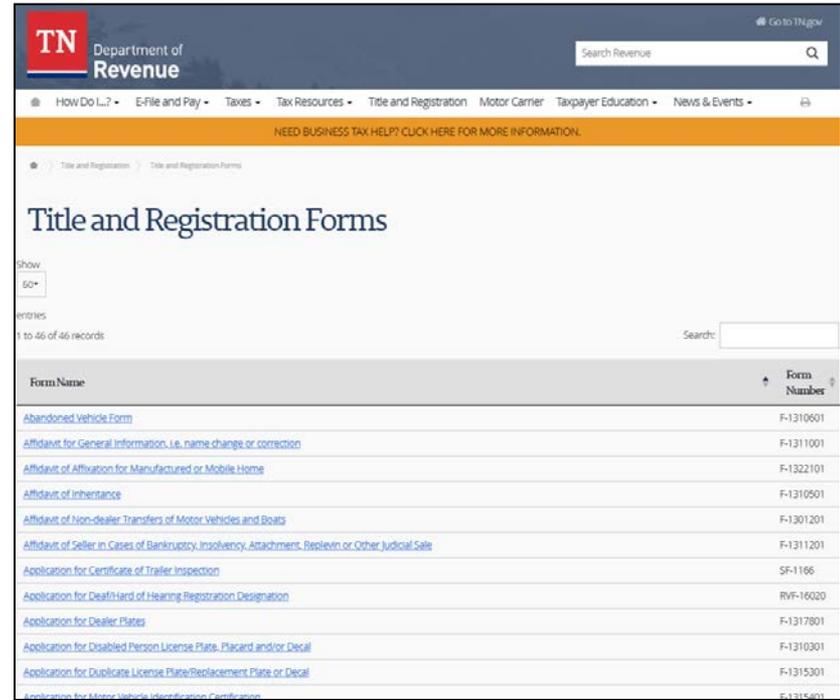
- **Redesigned License Plates**

- **Silver Star Valor**
 - 3032/2019 – regular
- **Lipscomb University**
 - 3891/2019 – regular

Online License plate book in the guide is up to date. Older versions of the hard copy are still available. For copies, please contact us at CountyClerk.Help@tn.gov.

Vehicle Services – Form Review

- Many forms are being revised to include:
 - Overview of the purpose of the form
 - Clear, concise instructions including next steps
 - Organized sections with necessary fields only
 - Uniformity
 - Reducing the number of forms



The screenshot shows the TN Department of Revenue website. The page title is "Title and Registration Forms". Below the title, there is a search bar and a table listing various forms. The table has two columns: "Form Name" and "Form Number".

Form Name	Form Number
Abandoned Vehicle Form	F-1310501
Affidavit for General Information, i.e. name change or correction	F-1311001
Affidavit of Affirmation for Manufactured or Mobile Home	F-1322101
Affidavit of Inheritance	F-1310501
Affidavit of Non-dealer Transfers of Motor Vehicles and Boats	F-1301201
Affidavit of Seller in Cases of Bankruptcy, Insolvency, Attachment, Receivership or Other Judicial Sale	F-1311201
Application for Certificate of Trailer Inspection	SF-1166
Application for Death/Hard of Hearing Registration Designation	RWF-16020
Application for Dealer Plates	F-1317801
Application for Disabled Person License Plate, Placard and/or Decal	F-1310301
Application for Duplicate License Plate/Replacement Plate or Decal	F-1315301
Application for Motor Vehicle Identification Certification	F-1315401

IMPORTANT: Please ensure that county websites link directly to Vehicle Services forms at

<https://www.tn.gov/revenue/title-and-registration/forms.html>

Vehicle Services – New or Updated forms

- Order Form for Plates and Forms
- Low/Medium Speed Affidavit
- Insurance Coverage Failure Fee Refund
- Temporary Plate Application
- Temporary Operating Permit

Coming soon...

- Agricultural Use Affidavit
- TNVIN/Replacement VIN Application

Many more to come...

Have ideas or suggestions?

**Email us at
CountyClerk.Help@tn.gov
if you have feedback
about forms, letters,
website, etc.!**

Vehicle Services – EIVS

Percentage of Registrants with Insurance Confirmed by County

Anderson	68.83%
Bedford	72.05%
Benton	79.32%
Bledsoe	79.26%
Blount	73.17%
Bradley	80.23%
Campbell	78.75%
Cannon	80.58%
Carroll	82.89%
Carter	78.79%
Cheatham	81.10%
Chester	81.42%
Claiborne	80.13%
Clay	81.17%
Cocke	77.63%
Coffee	77.96%
Crockett	78.34%
Cumberland	78.40%
Davidson	77.44%
Decatur	82.55%
Dekalb	78.68%
Dickson	81.83%
Dyer	77.66%
Fayette	83.02%
Fentress	79.87%
Franklin	82.63%

Gibson	81.84%
Giles	80.43%
Grainger	78.15%
Greene	79.27%
Grundy	78.47%
Hamblen	76.83%
Hamilton	82.17%
Hancock	80.32%
Hardeman	78.02%
Hardin	80.80%
Hawkins	83.13%
Haywood	80.20%
Henderson	81.49%
Henry	82.27%
Hickman	80.91%
Houston	81.46%
Humphreys	81.15%
Jackson	82.31%
Jefferson	82.61%
Johnson	76.39%
Knox	79.97%
Lake	74.09%
Lauderdale	78.02%
Lawrence	83.21%
Lewis	81.95%
Lincoln	84.14%

Loudon	83.32%
Macon	80.29%
Madison	77.53%
Marion	77.07%
Marshall	82.75%
Maury	81.13%
McMinn	77.00%
McNairy	79.45%
Meigs	77.92%
Monroe	77.88%
Montgomery	75.99%
Moore	84.26%
Morgan	76.39%
Obion	81.01%
Overton	84.33%
Perry	80.28%
Pickett	79.16%
Polk	81.01%
Putnam	81.83%
Rhea	73.56%
Roane	82.06%
Robertson	79.03%
Rutherford	82.70%
Scott	80.58%
Sequatchie	70.57%
Sevier	76.13%

Shelby	71.60%
Smith	80.06%
Stewart	82.28%
Sullivan	81.91%
Sumner	86.16%
Tipton	81.49%
Trousdale	80.85%
Unicoi	79.46%
Union	78.69%
Van Buren	80.82%
Warren	78.77%
Washington	82.34%
Wayne	80.89%
Weakley	83.25%
White	81.64%
Williamson	89.24%
Wilson	86.40%

Dept. of Revenue - Important Links

- **About the Dept. of Revenue (video)**
<https://www.youtube.com/watch?v=EqVehaU27QE&feature=youtu.be>
- **Department of Revenue's website**
<https://www.tn.gov/revenue/>
- **Legislative Summaries**
<https://www.tn.gov/revenue/tax-resources/legal-resources/legislative-summaries.html>
- **County Clerk Guide (T&R)**
<https://tnclerks.zendesk.com>
- **VTRS Web Inquiry**
<https://vehiclelookup.revenue.tn.gov/#/login>
- **Online Law Book**
<http://www.lexisnexis.com/hottopics/tncode/>
- **Revenue Help (all FAQs)**
<https://revenue.support.tn.gov/hc/en-us>



Questions?

Thank you!

