Dealer Plates - Dealer Manual

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Intro 🔗

Beginning this year, dealer plates will be renewable instead of new metal being issued annually. TNClerk's dealer menu has new additions to facilitate this change, which will be explained in detail throughout this guide. The changes include a new button used to search for renewable dealer plates and a grid to display them.

Loading the Dealer Application 🔗

To begin, from the Master Menu, select MVD Title Applications from the main menu as shown below.
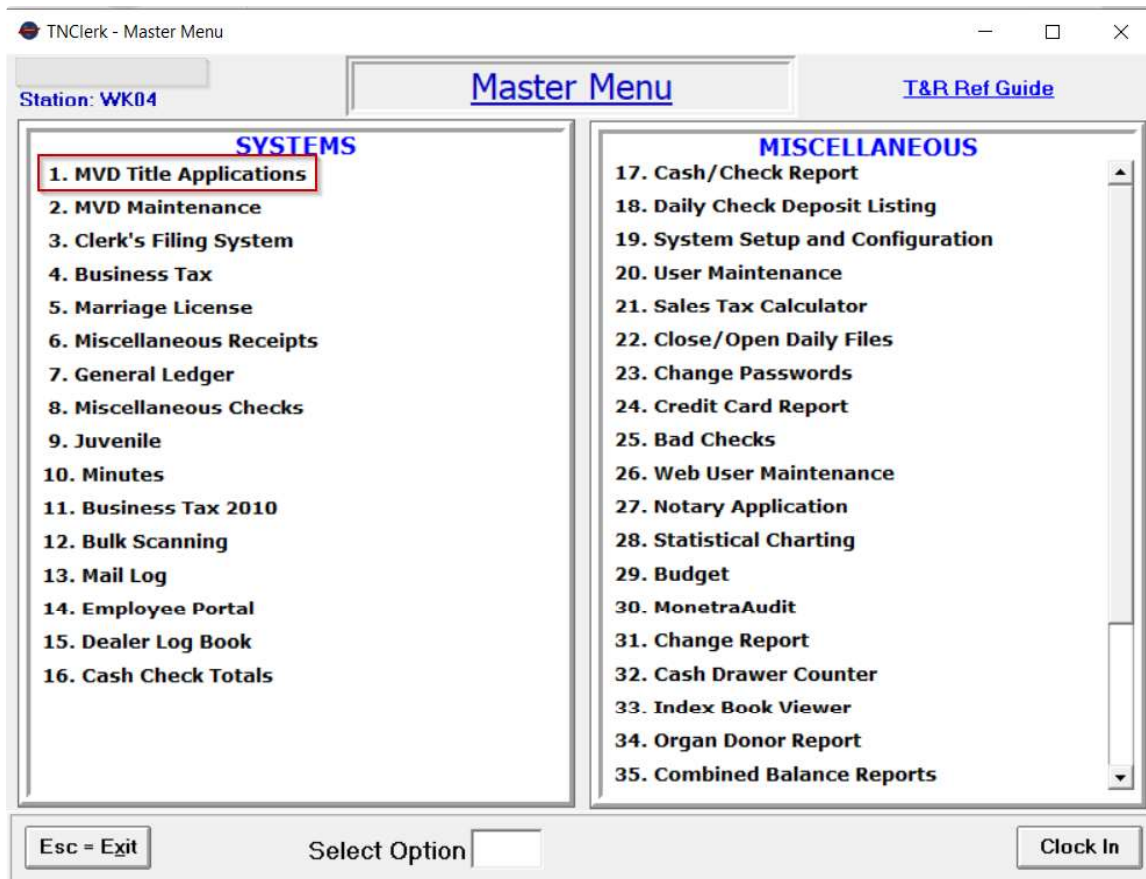
From the Motor Vehicle Titles Menu select MVD Transactions.
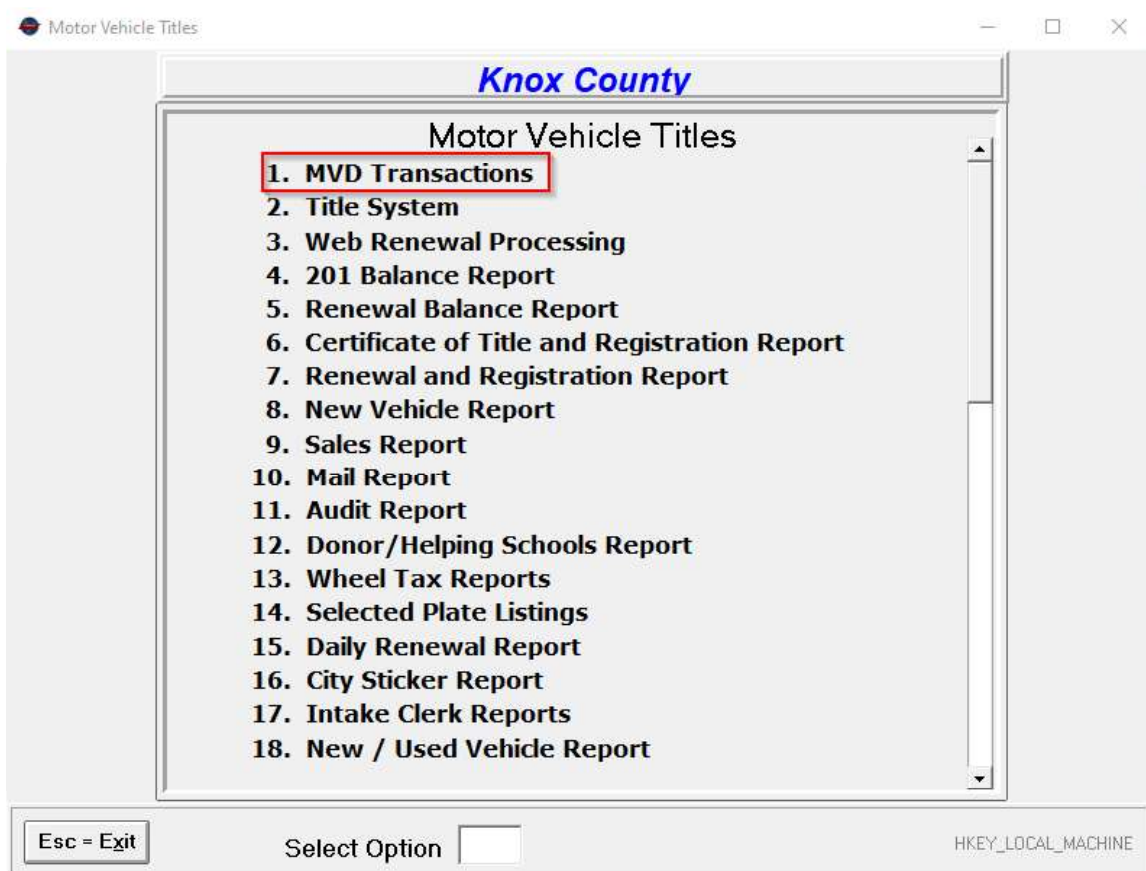
The date and invoice can be selected from the screen that appears after (shown below). Once everything is correct, press F10 – Continue to load Motor Vehicle.

Title And Registration

Title And Registration

Transaction Date . . . . `03/21/2022` ▼

Invoice No . . . . `22080` ▼

Site Number . . . . `1`

Cash Drawer . . . . `1`

Fleet/Batch Mode . . . . ☐

Current Date: 04/08/2022
Version 1.0.4130

Esc - Exit   F10 - Continue

Everything for dealer can be found by pressing F8 – Dealer, highlighted in the figure below.

Title And Registration (Version - 1.0.4130)   — ☐ ✕

☐ F2 = Renewal Mail Fee   **T & R Transaction Entry**   Trans Date: 03/21/2022   **Site No: 1**
☐ F6 = Return To Last Type   KNOX COUNTY   Invoice: 22080   **Drawer: 1**

Transaction Type . . . [   ] ▼

Web Dealer

Select or enter a transaction type   (Esc to Cancel)   BIS CHAT

Esc - Exit | F1 - Manual Override | F3 - Placard | F5 - Change | F8 - Dealer | F12 - Access State

New Dealer Plate Transactions 🔗

First the dealer **MUST** be set up in Dealer Maintenance.

Once the dealer has been established you can enter into the Dealer system from the T & R Transactions screen by pressing F8 - Dealer as shown above.

From the Dealer Transaction screen enter the following information to complete the Transaction as shown here:

- Expiration Date should always be 5/21/#### of the following year on every dealer plate transaction.
- Select the dealer from the drop down and then hit ENTER this is important.
    - If you tab you will update the record with new information.

- Enter the Beginning and Ending License plates
- Enter the Class
- Enter the Issue Year
- Enter the License Type
- If this is the first time they have purchased dealer plates of this class for the year you should check the Master License box.
  - IF the box is grey and not able to be checked, they have already purchased a Master Plate for this class this year.
- There may also be wheel tax and other fees listed that can be selected based on the county, make sure you select the appropriate fees.
- Once everything has been entered, select F11 - Calculate.
  - The total due will adjust.
- Once everything has calculated correctly, you can then select F12 - Checkout.
- This will complete the transaction and print all your document automatically.

Renewing Dealer Plates 🔗

- Once in the Dealer Transaction screen, a form will be loaded as shown below. There are new changes that can be seen.

- The fields noted in the figure above with an asterisks and text to the right of them are required fields in order to search for renewable dealer plates.
- Once the fields form is filled out, users can press the F3 – Renew button to find the dealer's plates that are up for renewal.
- The search finds plates that expire a year prior to the expiration date entered.
  - For example, if the user were to enter 05/31/2023 into the expiration date field, fill out the rest of the form and press F3 – Renew, a grid would be loaded with plates of the dealer that expire 05/31/2022 and prior.
- Below is an example showing the grid that comes up when renewing the plates for RV's for Less LLC.

- Above figure shows the form before pressing F3 – Renew.

- The user will see a grid, such as the one in the figure above, which will display the plates up for renewal. Each plate has a checkbox next to it to allow the user to select the plates that need to be renewed, or deselect plates that should not be renewed.
- There are buttons in the grid window for checking or unchecking multiple plates at once.
  - F2 – Check 50 checks the first 50 plates in the grid,
  - F3 – Check 100 checks the first 100 plates,
  - F6 – Check All checks all of the plates and
  - F7 – Uncheck All will uncheck all of the plates.

- Once the plates that need to be renewed are checked, the user can press Esc – Exit to close the renewal grid and go back to the dealer form.

- As shown in the figure above, it will keep a count of Total Renewals, where applicable. Also, if needed, the user can issue dealer plates during the same transaction as renewing other dealer plates. However, users do not have to issue plates in order to renew other plates.
- Fee information can be entered as normal to denote if the master license is being issued/renewed, as well as any additional fees that may need to be charged.
- Once that is complete, the user can press F12 – Checkout to confirm the amount due and enter the payment into the payment window as usual.
- Once payment is entered, the transaction will be saved and all paperwork will be printed, including a registration card with decal for each plate issued and renewed.

Lost/Stolen Dealer Plate Transaction 🔗

- From the Dealer Transaction screen input the following shown below.

- Plate Expiration should be based on the current plate(s) expiration date.
- Select the dealer from the drop down and then hit ENTER this is important.
  - If you tab you will update the record with new information.
- Enter the Class
- Enter the Issue Year
- Enter the License Type
- Once this is entered select Lost/Stolen button shown above this will open a selection screen for the plates you want to replace.

- Select the plates you want to replace and then select Esc - Exit button.

- Enter the Beginning and Ending plate of the replacements.
  - MUST be the same class/year as the plates being replaced.
- There may also be wheel tax and other fees listed that can be selected based on the county, make sure you select the appropriate fees.
- Once everything has been entered, select F11 - Calculate.
  - The total due will adjust.
- Once everything has calculated correctly, you can then select F12 - Checkout.
- This will complete the transaction and print all your document automatically.

Mutilated Dealer plate replacement. 🔗

- You will follow the above directs for Lost/Stolen Dealer Plate Transaction.
- Once you have selected your plates you are replacing and get to this screen.

- Enter the Beginning and Ending plate of the replacements.
  - MUST be the same class/year as the plates being replaced.
- There may also be wheel tax and other fees listed that can be selected based on the county, make sure you select the appropriate fees.
- **Special: For mutilated plates you will also select the Mutilated button.**
- Once everything has been entered, select F11 - Calculate.
  - The total due will adjust.
- Once everything has calculated correctly, you can then select F12 - Checkout.
- This will complete the transaction and print all your document automatically.

Resubmitting Transactions 🔗

- To resubmit a dealer transaction you must first go into the Dealer Transaction screen.
- Once you are in dealer transaction you will enter the following shown here.

- Enter a plate number from the transaction.
- Enter the Invoice number from the transaction.
- Once entered select F6 - Retrieve.
- This will pull up the dealer transaction and allow it to be resubmitted shown here.

- This will show the transaction, you will not be able to edit the transaction, for assistance editing an email should be sent to TNClerkSupport@l3verticals.com.
- Once you have the transaction up, you will select Re-Submit.
- This will complete the transaction and print all your document automatically.

Delete Dealer Transaction 🔗

- From the Dealer Transaction Screen input the following information.
- The Plate and Invoice numbers in the top left corner
- Then Click F6-Retrieve at the bottom of the screen

- A screen will appear with a list of plates for the selected transaction, click Esc- Exit.

- Click F5 - Delete Trans at the bottom of the screen
- If the F5 - Delete Trans button does not appear send an email to TNClerkSupport@I3verticals.com.

- Deleting will require supervisor credentials.

- Choose Yes/No to return the plates to inventory
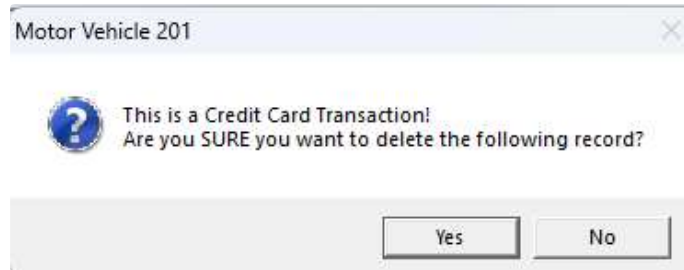
- Input reason for deletion then Click OK

- If transaction is a credit card transaction, then the following window will populate, select Yes.

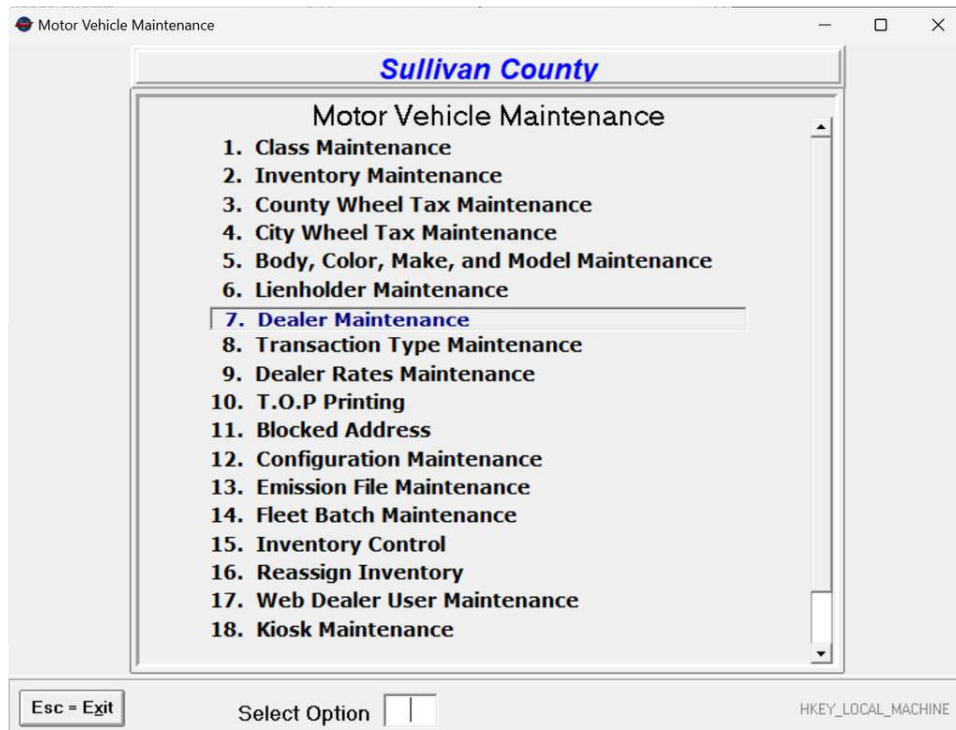- Data will be deleted.

- Exit Transaction and deletion is completed.

Dealer System Maintenance 🔗

Dealer Business Maintenance 🔗

- From the Master Menu select MVD Maintenance.
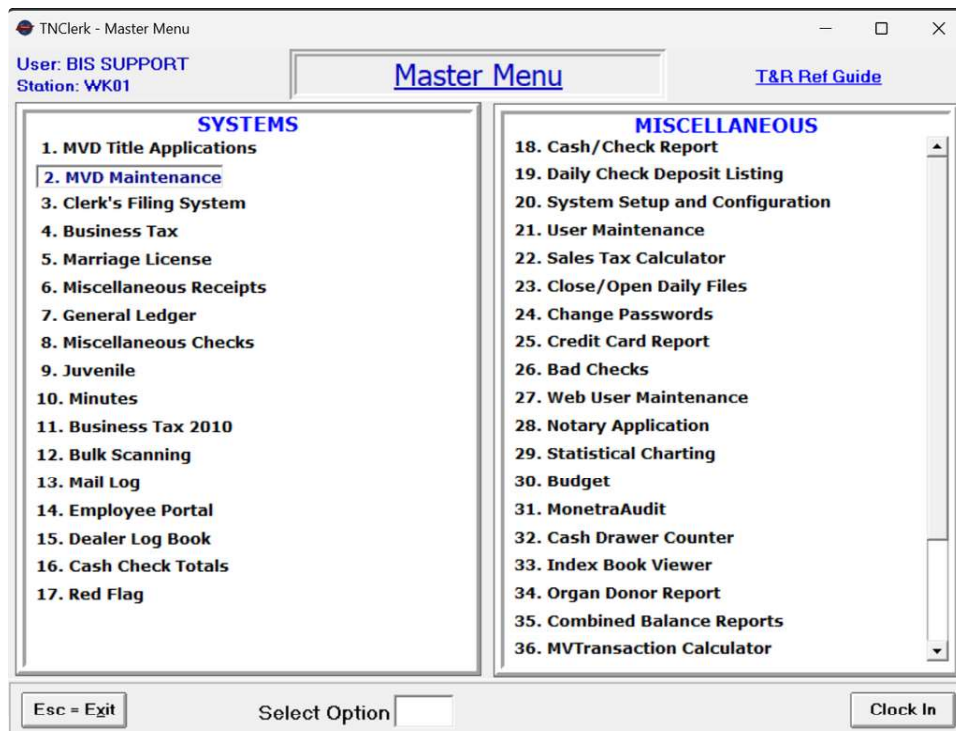
- From the MVD Maintenance Menu select Dealer Maintenance

- Once you are in the Dealer Maintenance Menu You can either enter a new Dealer, or retrieve an existing Dealer

Enter new Dealer 🔗

- Example shown here.
- **Notes:**
  - Dealer number and State No should always match for ease of finding them in the system.
  - Plates per year are based on State parameters.
  - Expiration date should always be the last day of May the follow year.

Edit existing Dealer 🔗

- Type in the Dealer name in the drop down menu for Dealer Name

- This will retrieve the dealer account in the system for updating as needed.

- Reasons you may need to update dealer maintenance include:
  - Address moved
  - Phone number changed
  - Update Expiration Date each year
  - Update number of plates per year
  - Set Active/Inactive
  - Email address changed
  - If your dealer number and your state numbers do not match, please send an email to TNClerkSupport@i3verticals.com and support can make that correction, make sure to let us know what number you want used.
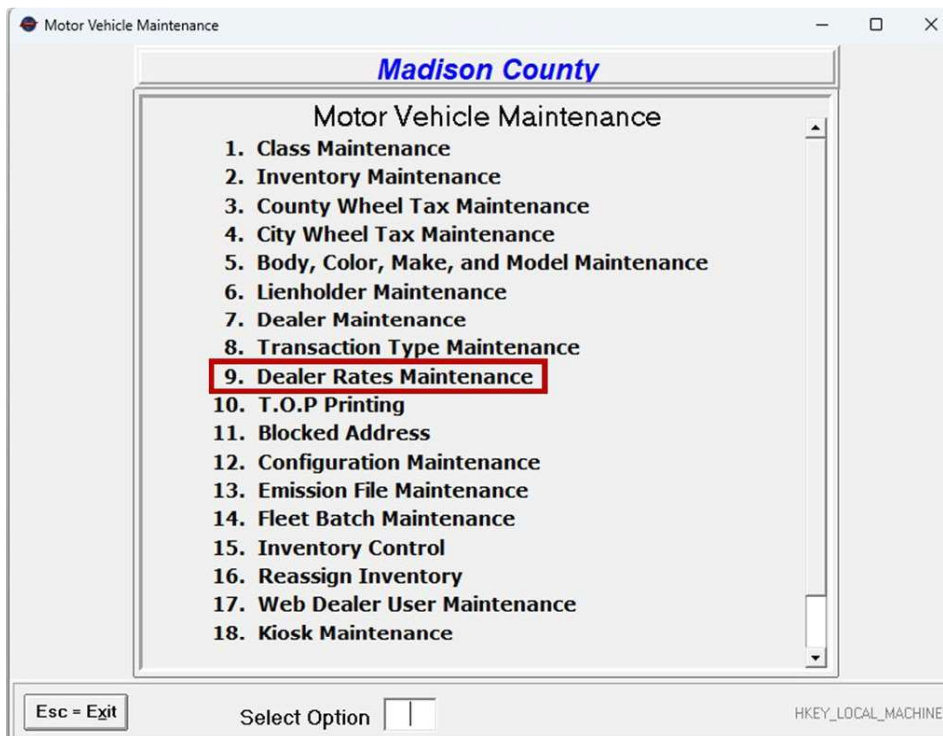
Dealer Rates Maintenance 🔗

This page will show you how to access and change the dealer rates in TNClerk

- Log into TNClerk - this will require a username and password
- Enter Username and Password - this will take you to the Master Menu.

- Select MVD Maintenance from the Master Menu. (If this is not available on their list, they do not have the clearance given to them for this menu.)
- This will take you to the Motor Vehicle Maintenance menu

- Select Dealer Rates Maintenance from the Motor Vehicle Maintenance menu. (If this is not available on their list, they do not have the clearance given to them for this menu.)
- This will take you to the Dealer Rates Menu

- From here select the Class from the drop down menu.
- This will bring up the current Dealer Plate Rates for that class.

- From here you can double click into any of the boxes and change the rates as needed.

- Once you have made your changes select F2-Save to save changes.
- Once you have saved your changes you can select a different Class from the drop down menu as seen above.
- Once all changes have been saved, select Esc-Exit to exit the menu.
- This should resolve any rates issues the clerk may be encountering with Dealer Plates.