Critical & Non-Critical Error List

DOC 77 – Critical Items (A DOC 77 must be entered for a critical item)

- Suspected Fraud Transaction
- Most Current Title Document
- Owner or Lienholder Name Left Off
- Owner or Lienholder Address
 - * Any typographical error in the street number, P.O. box number, or city
- Key Error title type, VIN, lien, mileage, purchase date, purchase price, and credit (rebate, trade-in, other)
- Tax Credit (name match)
- Skipped Assignment
- Missing or Incomplete Signatures
- Notarized Lien Release
- Current ID/OD when an out of state title has been submitted for an original or repossession title
- Missing, Incomplete, or Incorrect Paperwork power of attorney (POA), declaratory judgment, court order, death certificate, bill of sale (BOS), etc.

DOC 77 – Non-Critical Items (A DOC 77 **must not** be entered for a non-critical item)

- Middle Name/Initial
- Transfer on Death (TOD) Left Off
- Mail-to Address
- Subject to Future Advances (STFA)
- Lien Date
- Make/Kind of Vehicle (KOV)/Year
- Trade Amount Keyed as Rebate/Rebate Amount Keyed as Trade
- Other Credit Keyed as Trade/Rebate

Explanation on a DOC 77: Be as detailed as possible when entering your explanation. Clerk must explain why the transaction is incorrect or incomplete, if they are holding the transaction, if the transaction was rekeyed, etc. Central office should be able to fix the transaction just by looking at your correspondence on the DOC 77. Please see the examples below.
Data Entry Error: Fix [record the entire 27-digit transaction number]/[incorrect data] should be
Example: Fix 2014135116011DF527600110001/left off lienholder/lienholder should be JPMorgan Chase Bank, P.O. BOX 901098, Fort Worth, TX 76101
Additional Documents Needed: Hold [record the entire 27-digit transaction number]/holding for
Example: Hold 2014135116011DF527600110001/holding for customer's signature on app

Quick Reference Guide

Title Processing

- 1. Ownership Document—MSO/MCO, Title:
 - MSO—Manufacturer Statement of Origin/MCO—Manufacturer Certificate of Origin;
 - All title assignments used should be completed with:
 - * Previous owner(s) signature(s) (ALL OWNERS MUST SIGN INDIVIDUALLY);
 - * Sale date and price;
 - * Mileage, if vehicle is less than 10 years old;
 - * New purchaser(s) signature(s), if vehicle is less than 10 years old;
 - * Lienholder information, if applicable.
- 2. Lien release, if title shows lien for previous owner.
- 3. If Exemption 6 shows on the face of the title, this transaction cannot be a "gift" transaction.
- 4. ID/OD or current safety inspection (not more than 60 days old), if an out of state title.
- 5. Title application, if new purchaser has a lienholder on a Missouri dealer sale.
- 6. Title application or invoice, if a dealer sale without a lienholder for a new purchase.
- 7. Bill of sale (BOS) or invoice complete with purchase date, sale price, out of state dealer information, and purchaser name and address, if out of state dealer transaction.
- 8. Is the customer prepared for the payment today?
- 9. NOTE-for additional information, please see policy number MVI-01.

Homemade Trailer

- 1. Homemade trailers being titled for the first time, regardless of the length of the trailer, must be inspected by the Sheriff of the owner's county of residence or by an authorized officer of the Missouri State Highway Patrol (MSHP), who must complete an Application for Vehicle/Trailer Identification Number Plate or Verification (Form 5062) at the time of inspection.
 - On or after August 28, 2019, at the time of application for title and identification number plate for a homemade trailer less than 16 feet, a safety inspection may be accepted if the inspection was completed prior to August 28, 2019, in lieu of a Form 5062.
 - Any inspection completed on or after August 28, 2019 must be completed by a Sheriff or an authorized officer of the MSHP on a Form 5062.
 - Can only collect money on behalf of the MSHP and not the Sheriff's office.
- 2. The Department will discontinue the issuance of the MOHM identification number plate for homemade trailers 16 feet or more in length and will instead issue a DRX identification number plate for all homemade trailers, regardless of the length of the trailer.
- 3. NOTE-for additional information, please see policy number MVI-09.

Registration Process

- 1. Ownership record or plate number for TRIPS retrieval of information.
- 2. Current emissions and/or safety inspection(s), if required.
- 3. Proof of current insurance.
- 4. Paid personal property tax receipt(s) for the previous one or two years, as required.
- 5. Emblem Use Authorization, if specialty plate.
- 6. Stamped 2290, if registering a plate greater than 54,000 pounds.
- 7. Is the customer prepared for the payment today?
- 8. NOTE-for additional information, please see policy number MVII-01.

PROCEDURE NUMBER: LP017



MISSOURI DEPARTMENT OF REVENUE LICENSE OFFICES **OFFICAL PROCEDURE**



PROCEDURE TITLE: TRIPS VOID, OVERRIDE, AND DOCUMENT TYPE 77 REQUIREMENTS

ORIGINAL ISSUANCE DATE: 09/16/2008 REVISION DATE: 12/02/2019 PAGE 1 of 4

STATUTE/OTHER REFERENCE: N/A

FORM(S) REFERENCE: License Office Request Form

And Form 984 APPROVED BY: **BETH WHALEY**

I. OVERVIEW

The following procedure outlines the requirements for voiding a TRIPS transaction and processing a Document Type 77 (**DOC 77**).

- A DOC 77 is a type of transaction entered in the reject system to prevent a title from issuing.
- A separate file must be maintained in date order that contains all void reports and related receipts. Field coordinators will review the void files to monitor compliance with the requirements outlined herein during their monthly office visits.

II. VOIDING TRIPS TRANSACTION(S)

All license offices are required to complete the following for all pre-payment and post-payment voided TRIPS transactions. Refer to TRIPS Void Requirements.

SC	CENARIOS	PROCEDURE:
		Office Clerk's Responsibilities:
		 Retrieve inventory and all copies of the voided transaction receipt from the customer. Record "VOID" and the <u>reason</u> for the void on the transaction receipt(s). Obtain the customer's signature on the voided receipt next to the void reason <u>only when</u>: The transaction is not reprocessed; or The transaction is reprocessed with a decrease in total collections. Obtain management's (manager, assistant manager, or supervisor) approval and initials on the voided transaction receipt and any reprocessed transaction receipts. Obtain the approval/initials at the time of processing, when possible.
		Office Manager's (OM'S) or Supervisor's Responsibilities:
ALL VOIDS		 Review, approve, and initial each voided and reprocessed transaction receipt. Transactions voided by the OM must be approved and initialed by the Contract Manager, if separate from the OM, and vice versa. If there is not a separate contract manager, another employee (preferably with supervisor authority) must approve and initial the voided transaction. These requirements do not apply to one-person offices. Print the TRIPS Void Report, and verify; Each voided and reprocessed transaction has been accounted for; No other reprocessed transactions were processed in the same shipment (search transaction summary by name or VIN or TRIPS inquiry by VIN); Customer signatures were obtained for voids not reprocessed and voids reprocessed with a decrease in total collections; Net price, local tax rate, and other credit amounts for any decrease in collections (MV V-9); and Check or credit card payment amounts correspond with reprocessed transaction amounts.
		 Record your initials on the void report after completing the above verifications. Note any discrepancies on the report and take appropriate action.

SCENARIOS		PROCEDURE:
ALL VOIDS	ALL VOIDED TRIPS TRANSACTIONS (continued)	 Verify the voided inventory is accounted for as: Sold; In stock and available for sale; or "Voided" as instructed in <u>Inventory Insights, Volume 7</u>. If pre-payment void, the inventory may be sold to a future customer. If post-payment void, the inventory must be "voided". Staple the voided transactions, along with the corresponding reprocessed transactions, behind the TRIPS Void Report and file in a separate VOID file in date order for review by the field coordinator.
OVERRIDES	or Override Re	or supervisor must thoroughly review, initial, and approve each override on the Cashier eport. All <i>Request for Waiver of Title Penalty</i> forms must be completed by the customer itle penalties and initialed by the manager/supervisor.
Follow additional steps below depending on the type of transaction and whether the void occurred before or after payment was finalized.		
PRE- PAYMENT VOID	VOID <u>BEFORE</u> FINALIZED PAYMENT	To void the TRIPS transaction before the payment is finalized; select "VOID" on the payment screen.
POST-PAYMENT (MANUAL VOID)	BEFORE CLOSE OF CASHIER REPORT (ALL TRANSACTION TYPES) AFTER CLOSE OF CASHIER REPORT OR MULTIPLE VOIDS (ALL TRANSACTION TYPES)	 From the Cashier Report screen, enter the following in the "Reason" field: "Manual Void"; and Applicant's name. Submit cashier report and all voided transactions to manager/supervisor for review. Copies of manually voided transactions must be included in the MTAS envelope. Do not submit manually adjusted accounting or cashier reports. Record the following at the bottom of the cashier report: "Manual Void"; and Applicant's name. Submit cashier report and all voided transactions to manager/supervisor for review. Copies of manually voided transactions must be included in the MTAS envelope. Do not submit manually adjusted accounting or cashier reports.

III. DOCUMENT TYPE 77 (DOC 77)

- A. DOC 77 applies only to TRIPS **title** transactions and **must be** entered the same day or before the incorrect transaction's shipment is closed. See <u>Attachment A</u> for some examples of when a DOC 77 must and must not be keyed. Please note that <u>Attachment A</u> may not cover all situations. If you are uncertain whether an error is critical or not, please contact a TIO.
 - If the shipment is already closed and the transaction must be stopped, contact a TIO as soon as possible.
 - See <u>Attachment A-2</u> for a Quick Reference Guide that can be used to help prevent DOC 77s.
- **B.** If the VIN was keyed incorrectly on the transaction, it must be keyed the same way on the DOC 77.
- **C.** Only enter **one DOC 77 per VIN**, as one entry will stop all subsequent transactions for that vehicle/VIN.
- D. Do not rekey the transaction unless the customer requests a new title receipt or an incorrect tax amount was collected.

Т	RANSACTION TYPE	PROCEDURE
1	RANGACTION TIPE	IF NO ADDITIONAL DOCUMENTS ARE NEEDED FROM THE CUSTOMER:
		Clerks <u>must enter a DOC 77 the same day or before the incorrect</u>
		transaction's shipment is closed; and
		 Use the Reject System (DMTR) to enter a DOC 77 (outlined in Attachment B-B4).
		Record the assigned reject number on the TRIPS receipt.
		Send the transaction in that day's shipment with the other TRIPS title transactions as outlined in LP020.
		 Add correspondence to the reject stating the transaction was sent in that day's shipment. Make sure to reference the shipment number.
		Example: sending reject 0394000801 in shipment 230.
		IF ADDITIONAL DOCUMENTS ARE NEEDED FROM THE CUSTOMER:
		After the DOC 77 is entered into the Reject System (DMTR), the license
		office must obtain the required documentation from the customer to
	SECTION I	complete the transaction; and
	SECTION	 Inform the customer the transaction is being held;
IN	ALL TITLE TRANSACTIONS	 Request the documentation/fees required to complete the transaction; and
P	INANOAOTIONO	Hold the transaction for 10 business days to allow time for the
뭀		customer's response. Please note: the transaction must not be held
9		for more than 10 business days.
		 During the 10 business day holding period, notify the customer at least two (2) times to complete the transaction/DOC 77.
<u> </u>		Add correspondence to the reject each time the customer is
FINAIIZED IN TRIPS BEFORE CLOSING SHIPMENT		contacted.
S.		Example: 8/6 sent postcard, need lien release from GMAC
出		Example: 8/12 called customer, left message.
		Once the additional documents/fees are collected, the license office
		must send the complete title transaction in that day's shipment with the
		other TRIPS title transactions as outlined in LP020.
IZE		 Add correspondence to the reject stating the transaction was sent in that day's shipment. Make sure to reference the shipment number.
₹		Example: received docs from customer, sending reject 0394000801
匝		in shipment 230.
		If the license office is unable to get the required documentation from the
		customer, see Section III (Documentation not obtained from customer).
		IF PROCESSING A NEW TITLE TRANSACTION:
		A new title transaction with the correct information may be processed
		ONLY if the customer requests a new receipt or if sales tax was collected
		incorrectly. Clerks must follow the DOC 77 process and rekey the
	SECTION II	transaction:
		 Edit fees when applicable or charge additional fees. Provide customer with the correct and incorrect TRIPS receipts.
	CUSTOMER REQUESTS	 Completely black out or cover the barcode at the top of the original
	NEW RECEIPT OR	incorrect transaction and submit it as a supporting document to support
	INCORRECT TAX	the collection of fees.
	AMOUNT COLLECTED	Enter the voided (entire 27-digit) transaction number in the Comments
		field on Page 7 of the TRIPS Titling Processing screen.
		If the wrong site code was used, make a manual correction to the Local
		Tax Accounting Report by subtracting the amount from the incorrect
		site code, add the amount to the correct site code, and submit to MTAS.

		 Send the transaction in that day's shipment with the other TRIPS title transactions as outlined in <u>LP020</u>. The new TRIPS receipt should be on top of all other supporting documents. Add correspondence to the reject stating the transaction was sent in that day's shipment. Make sure to reference the shipment number. Example: reprocessed with correct info per customer, sending reject 0394000801 in shipment 230.
	SECTION III DOCUMENTATION NOT OBTAINED FROM CUSTOMER	 If submitting the incomplete Doc 77 transaction: If the license office was unable to obtain the documentation required to complete the transaction within the 10 business day period, the incomplete transaction must be entered in Miscellaneous Accounting as an incomplete reject and batched with non-TRIPS Miscellaneous Accounting transactions as outlined in LP020. Completely black out or cover the barcode at the top of the original incorrect transaction and submit as a supporting document to support the collection of fees. The miscellaneous receipt should be on top of all other supporting documents. Add correspondence to the reject stating the incomplete transaction was sent in that day's shipment. Make sure to reference the shipment number. Example: sending reject 0394000801 in shipment 230 as uncorrected.

Attachment A

DOC 77 – Critical Items (A DOC 77 **must** be entered for a critical item)

- Suspected Fraud Transaction
- Most Current Title Document
- Owner Name Left Off
- Owner or Lienholder Address
 - * Any typographical error in the street number, P.O. box number, or city
- Key Error title type, VIN, lien, mileage, purchase date, purchase price, and credit (rebate, trade-in, other)
- Tax Credit (name match)
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DOC 77 – Non-Critical Items (A DOC 77 **must not** be entered for a non-critical item)

- Middle Name/Initial
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- Lien Date
- Make/Kind of Vehicle (KOV)/Year
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- Other Credit Keyed as Trade/Rebate

#
Explanation on a DOC 77: Be as detailed as possible when entering your explanation. Clerk must explain why the transaction is incorrect or incomplete, if they are holding the transaction, if the transaction was rekeyed, etc. Central office should be able to fix the transaction just by looking at your correspondence on the DOC 77. Please see the examples below.
Data Entry Error: Fix [record the entire 27-digit transaction number]/[incorrect data] should be
Example: Fix 2014135116011DF527600110001/left off lienholder/lienholder should be JPMorgan Chase Bank, P.O. BOX 901098, Fort Worth, TX 76101
Additional Documents Needed: Hold [record the entire 27-digit transaction number]/holding for
Example: Hold 2014135116011DF527600110001/holding for customer's signature on app

Attachment A-2

Title Processing

- Ownership Document—MSO/MCO, Title:
 - MSO—Manufacturer Statement of Origin/MCO—Manufacturer Certificate of Origin;
 - All title assignments used should be completed with:
 - * Previous owner(s) signature(s) (ALL OWNERS MUST SIGN INDIVIDUALLY);
 - * Sale date and price;
 - Mileage, if vehicle is less than 10 years old;
 - * New purchaser(s) signature(s), if vehicle is less than 10 years old;
 - * Lienholder information, if applicable.
- 2. Lien release, if title shows lien for previous owner.
- 3. If Exemption 6 shows on the face of the title, this transaction cannot be a "gift" transaction.
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- 5. Title application, if new purchaser has a lienholder on a Missouri dealer sale.
- 6. Title application or invoice, if a dealer sale without a lienholder for a new purchase.
- 7. Bill of sale (BOS) or invoice complete with purchase date, sale price, out of state dealer information, and purchaser name and address, if out of state dealer transaction.
- 8. Is the customer prepared for the payment today?
- 9. NOTE-for additional information, please see policy number MVI-01.

Homemade Trailer

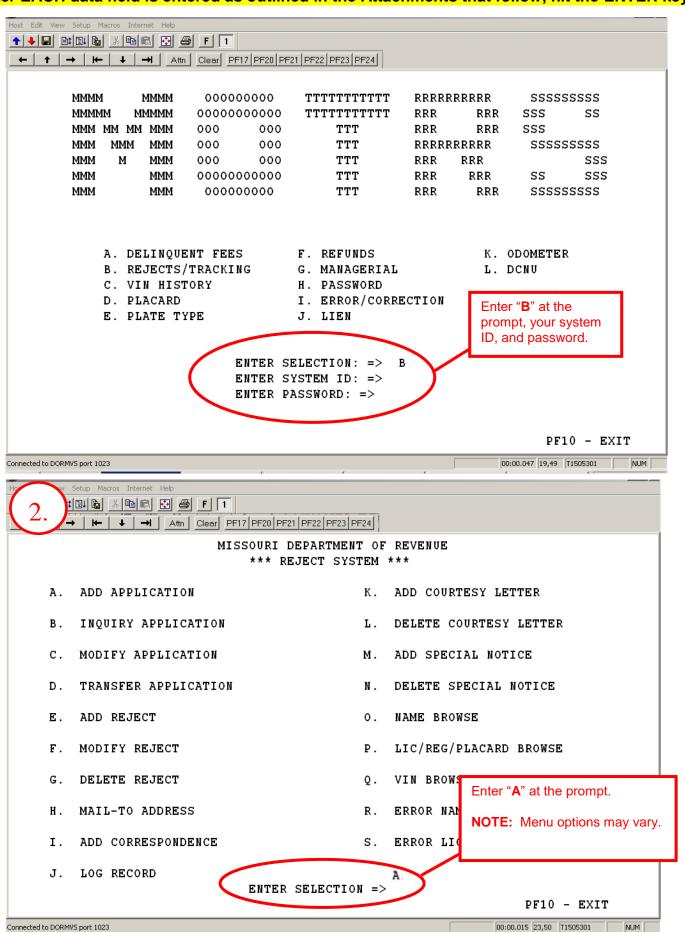
- 1. Homemade trailers being titled for the first time, regardless of the length of the trailer, must be inspected by the Sheriff of the owner's county of residence or by an authorized officer of the Missouri State Highway Patrol (MSHP), who must complete an Application for Vehicle/Trailer Identification Number Plate or Verification (Form 5062) at the time of inspection.
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- 2. The Department will discontinue the issuance of the MOHM identification number plate for homemade trailers 16 feet or more in length and will instead issue a DRX identification number plate for all homemade trailers, regardless of the length of the trailer.
- 3. NOTE-for additional information, please see policy number MVI-09.

Registration Process

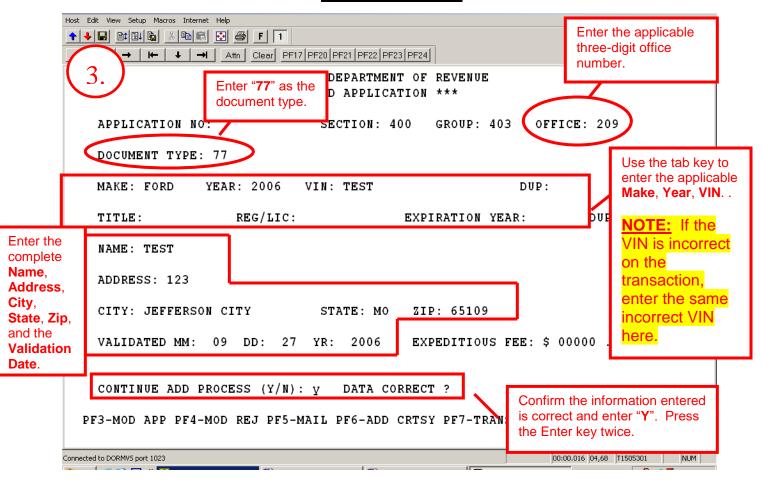
- 1. Ownership record or plate number for TRIPS retrieval of information.
- 2. Current emissions and/or safety inspection(s), if required.
- 3. Proof of current insurance.
- 4. Paid personal property tax receipt(s) for the previous one or two years, as required.
- 5. Emblem Use Authorization, if specialty plate.
- 6. Stamped 2290, if registering a plate greater than 54,000 pounds.
- 7. Is the customer prepared for the payment today?
- 8. NOTE-for additional information, please see policy number MVII-01.

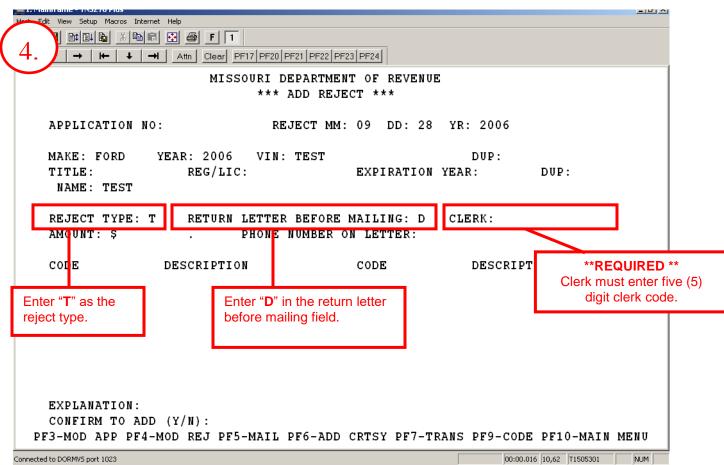
ATTACHMENT B

After EACH data field is entered as outlined in the Attachments that follow, hit the ENTER key.



ATTACHMENT B-2





ATTACHMENT B-3

MISSOURI DEPARTMENT OF REVENUE *** ADD REJECT *** APPLICATION NO: REJECT MM: 04 DD: 21 YR: 2015 MAKE: FORD YEAR: 2006 VIN: TEST DUP: Œ: REG/LIC: EXPIRATION YEAR: DUP: Enter "9999" Œ: TEST as the reject code. . CT TYPE: T RETURN LETTER BEFORE MAILING: D CLERK: лит: \$ 0000000 . 00 PHONE NUMBER ON LETTER: CODE DESCRIPTION CODE DESCRIPTION 9999 EXPLANATION IS MANDATORY WITH CODE 9999 EXPLANATION: Void 2014135116011DF527600110001 CONFIRM TO ADD (Y/N): Confirm the information entered is correct and enter "Y". **Explanation:** Be as detailed as possible when entering your explanation. Clerk must explain why the transaction is incorrect or incomplete, if they are holding the transaction, if the transaction was rekeyed, etc. Central office should be able to fix the transaction just by looking at your correspondence on the DOC 77. Please see the examples below.

Data entry error:

Fix [record the entire 27-digit transaction number]/[incorrect data] should be _____

Example:

Fix 2014135116011DF527600110001/left off lienholder/lienholder should be JPMorgan Chase Bank, PO BOX 901098, Fort Worth TX 76101

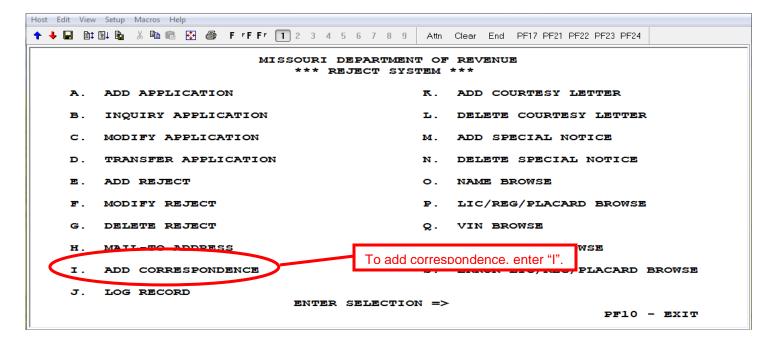
Additional documents needed:

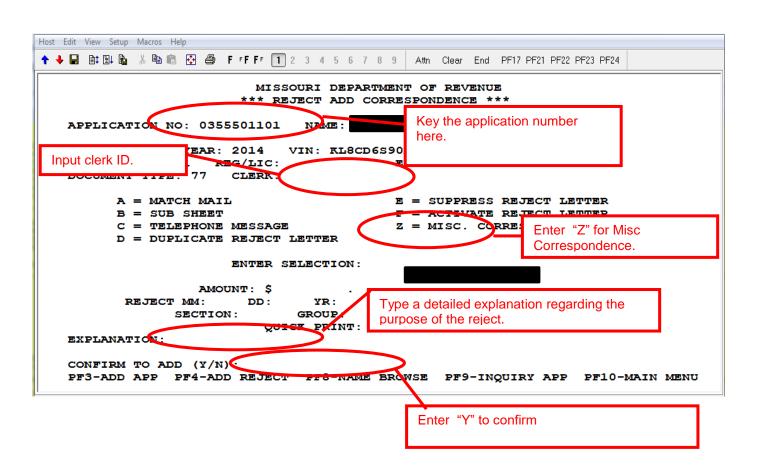
Hold [record the entire 27-digit transaction number]/holding for ______

Example

Hold 2014135116011DF527600110001/holding for customer's signature on app

ATTACHMENT B-4





Vocabulary Cheat Sheet

Below are the definitions of words and abbreviations commonly used in the Motor Vehicle Bureau.

<u>Reject</u> –	Transaction that must be corrected before title issuance
<u>DOC 77</u> –	Procedure to stop title issuance when an error is discovered after the title transaction is complete
Brief –	Errors generated when title transaction information that does not align with the predetermined quality control checks
MVB –	Motor Vehicle Bureau
LOB –	License Office Bureau
IACB –	Internal Audit Compliance Bureau – audits license office operations and transactions for accuracy
<u>FC</u> –	Field coordinator – works with license offices and License Office Bureau
<u>OM</u> –	Office managers in license offices