

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.



MISSOURI DEPARTMENT OF REVENUE
 LICENSE OFFICES
****OFFICIAL 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](#).

SCENARIOS		PROCEDURE:
ALL VOIDS	ALL VOIDED TRIPS TRANSACTIONS	<p><u>Office Clerk’s Responsibilities:</u></p> <ul style="list-style-type: none"> • 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> <ul style="list-style-type: none"> ○ 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. <ul style="list-style-type: none"> ○ Obtain the approval/initials at the time of processing, when possible. <p><u>Office Manager’s (OM’S) or Supervisor’s Responsibilities:</u></p> <ul style="list-style-type: none"> • 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; <ul style="list-style-type: none"> ○ 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)	<ul style="list-style-type: none"> • Verify the voided inventory is accounted for as: <ul style="list-style-type: none"> ○ Sold; ○ In stock and available for sale; or ○ “Voided” as instructed in Inventory Insights, Volume 7. <ul style="list-style-type: none"> ◆ 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	<ul style="list-style-type: none"> ○ Manager and or supervisor must thoroughly review, initial, and approve each override on the Cashier or Override Report. All <i>Request for Waiver of Title Penalty</i> forms must be completed by the customer for all waived title 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 BEFORE 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)	<ul style="list-style-type: none"> • From the Cashier Report screen, enter the following in the “Reason” field: <ul style="list-style-type: none"> ○ “Manual Void”; and ○ Applicant’s name. • Submit cashier report and all voided transactions to manager/supervisor for review. <ul style="list-style-type: none"> ○ Copies of manually voided transactions must be included in the MTAS envelope. Do not submit manually adjusted accounting or cashier reports.
	AFTER CLOSE OF CASHIER REPORT OR MULTIPLE VOIDS (ALL TRANSACTION TYPES)	<ul style="list-style-type: none"> • Record the following at the bottom of the cashier report: <ul style="list-style-type: none"> ○ “Manual Void”; and ○ Applicant’s name. • Submit cashier report and all voided transactions to manager/supervisor for review. <ul style="list-style-type: none"> ○ 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 [Attachment A](#) for some examples of when a DOC 77 must and must not be keyed. Please note that [Attachment A](#) 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 [Attachment A-2](#) 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.**

TRANSACTION TYPE	PROCEDURE
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">FINALIZED IN TRIPS BEFORE CLOSING SHIPMENT</p> <p style="text-align: center;">SECTION I ALL TITLE TRANSACTIONS</p>	<p>IF NO ADDITIONAL DOCUMENTS ARE NEEDED FROM THE CUSTOMER:</p> <ul style="list-style-type: none"> • Clerks <u>must enter a DOC 77 the same day or before the incorrect transaction's shipment is closed</u>; and <ul style="list-style-type: none"> ◦ 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. <ul style="list-style-type: none"> ◦ 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. <p>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 complete the transaction; and</p> <ul style="list-style-type: none"> • Inform the customer the transaction is being held; • Request the documentation/fees required to complete the transaction; and • Hold the transaction for 10 business days to allow time for the customer's response. Please note: the transaction must not be held for more than 10 business days. <ul style="list-style-type: none"> ◦ During the 10 business day holding period, notify the customer at least two (2) times to complete the transaction/DOC 77. ◦ Add correspondence to the reject each time the customer is contacted. Example: 8/6 sent postcard, need lien release from GMAC 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. <ul style="list-style-type: none"> ◦ 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 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).
<p style="text-align: center;">SECTION II CUSTOMER REQUESTS NEW RECEIPT OR INCORRECT TAX AMOUNT COLLECTED</p>	<p>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 transaction:</p> <ul style="list-style-type: none"> • Edit fees when applicable or charge additional fees. <ul style="list-style-type: none"> ◦ Provide customer with the correct and incorrect TRIPS receipts. • Completely black out or cover the barcode at the top of the original incorrect transaction and submit it as a supporting document to support the collection of fees. • 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.

		<ul style="list-style-type: none">• Send the transaction in that day's shipment with the other TRIPS title transactions as outlined in LP020.<ul style="list-style-type: none">◦ 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.
	<p style="text-align: center;">SECTION III</p> <p style="text-align: center;">DOCUMENTATION NOT OBTAINED FROM CUSTOMER</p>	<p>IF SUBMITTING THE INCOMPLETE DOC 77 TRANSACTION:</p> <p>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.</p> <ul style="list-style-type: none">• 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)
- 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

Attachment A-2

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.

ATTACHMENT B

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

Host Edit View Setup Macros Internet Help

← ↑ → ← ↓ → Attn Clear PF17 PF20 PF21 PF22 PF23 PF24

MMMM	MMMM	000000000	TTTTTTTTTTT	RRRRRRRRR	SSSSSSSS
MMMMM	MMMMM	00000000000	TTTTTTTTTTT	RRR RRR	SSS SS
MMM MM MM	MMM	000 000	TTT	RRR RRR	SSS
MMM MMM	MMM	000 000	TTT	RRRRRRRRR	SSSSSSSS
MMM M	MMM	000 000	TTT	RRR RRR	SSS
MMM	MMM	00000000000	TTT	RRR RRR	SS SSS
MMM	MMM	000000000	TTT	RRR RRR	SSSSSSSS

A. DELINQUENT FEES F. REFUNDS K. ODOMETER
B. REJECTS/TRACKING G. MANAGERIAL L. DCNU
C. VIN HISTORY H. PASSWORD
D. PLACARD I. ERROR/CORRECTION
E. PLATE TYPE J. LIEN

ENTER SELECTION: => B
ENTER SYSTEM ID: =>
ENTER PASSWORD: =>

PF10 - EXIT

Connected to DORMVS port 1023 00:00.047 19,49 T1505301 NUM

Enter "B" at the prompt, your system ID, and password.

ENTER SELECTION: => B
ENTER SYSTEM ID: =>
ENTER PASSWORD: =>

Host Edit View Setup Macros Internet Help

← ↑ → ← ↓ → Attn Clear PF17 PF20 PF21 PF22 PF23 PF24

2.

MISSOURI DEPARTMENT OF REVENUE
*** REJECT SYSTEM ***

A. ADD APPLICATION	K. ADD COURTESY LETTER
B. INQUIRY APPLICATION	L. DELETE COURTESY LETTER
C. MODIFY APPLICATION	M. ADD SPECIAL NOTICE
D. TRANSFER APPLICATION	N. DELETE SPECIAL NOTICE
E. ADD REJECT	O. NAME BROWSE
F. MODIFY REJECT	P. LIC/REG/PLACARD BROWSE
G. DELETE REJECT	Q. VIN BROWSE
H. MAIL-TO ADDRESS	R. ERROR NAME
I. ADD CORRESPONDENCE	S. ERROR LIC
J. LOG RECORD	

ENTER SELECTION => A

PF10 - EXIT

Connected to DORMVS port 1023 00:00.015 23,50 T1505301 NUM

Enter "A" at the prompt.
NOTE: Menu options may vary.

ENTER SELECTION => A

ATTACHMENT B-2

3.

DEPARTMENT OF REVENUE
D APPLICATION ***

APPLICATION NO: SECTION: 400 GROUP: 403 OFFICE: 209

DOCUMENT TYPE: 77

MAKE: FORD YEAR: 2006 VIN: TEST DUP:

TITLE: REG/LIC: EXPIRATION YEAR: DUE

NAME: TEST

ADDRESS: 123

CITY: JEFFERSON CITY STATE: MO ZIP: 65109

VALIDATED MM: 09 DD: 27 YR: 2006 EXPEDITIOUS FEE: \$ 00000

CONTINUE ADD PROCESS (Y/N): Y DATA CORRECT ?

PF3-MOD APP PF4-MOD REJ PF5-MAIL PF6-ADD CRTSY PF7-TRAN

Enter the applicable three-digit office number.

Enter "77" as the document type.

Use the tab key to enter the applicable Make, Year, VIN. .

NOTE: If the VIN is incorrect on the transaction, enter the same incorrect VIN here.

Enter the complete Name, Address, City, State, Zip, and the Validation Date.

Confirm the information entered is correct and enter "Y". Press the Enter key twice.

Connected to DORMVS port 1023

4.

MISSOURI DEPARTMENT OF REVENUE
*** ADD REJECT ***

APPLICATION NO: REJECT MM: 09 DD: 28 YR: 2006

MAKE: FORD YEAR: 2006 VIN: TEST DUP:

TITLE: REG/LIC: EXPIRATION YEAR: DUP:

NAME: TEST

REJECT TYPE: T RETURN LETTER BEFORE MAILING: D CLERK:

AMOUNT: \$. PHONE NUMBER ON LETTER:

CODE	DESCRIPTION	CODE	DESCRIPT
------	-------------	------	----------

EXPLANATION:
CONFIRM TO ADD (Y/N):

PF3-MOD APP PF4-MOD REJ PF5-MAIL PF6-ADD CRTSY PF7-TRANS PF9-CODE PF10-MAIN MENU

Enter "T" as the reject type.

Enter "D" in the return letter before mailing field.

****REQUIRED****
Clerk must enter five (5) digit clerk code.

Connected to DORMVS port 1023

ATTACHMENT B-3

5.

MISSOURI DEPARTMENT OF REVENUE
*** ADD REJECT ***

APPLICATION NO: REJECT MM: 04 DD: 21 YR: 2015

Enter "9999"
as the reject
code. .

MAKE: FORD YEAR: 2006 VIN: TEST DUP:
LE: REG/LIC: EXPIRATION YEAR: DUP:
E: TEST
ECT TYPE: T RETURN LETTER BEFORE MAILING: D CLERK:
UNT: \$ 000000 . 00 PHONE NUMBER ON LETTER:

CODE
9999

CODE DESCRIPTION CODE DESCRIPTION

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

Host Edit View Setup Macros Help
F F F F 1 2 3 4 5 6 7 8 9 Attn Clear End PF17 PF21 PF22 PF23 PF24

MISSOURI DEPARTMENT OF REVENUE
*** REJECT SYSTEM ***

A. ADD APPLICATION	K. ADD COURTESY LETTER
B. INQUIRY APPLICATION	L. DELETE COURTESY LETTER
C. MODIFY APPLICATION	M. ADD SPECIAL NOTICE
D. TRANSFER APPLICATION	N. DELETE SPECIAL NOTICE
E. ADD REJECT	O. NAME BROWSE
F. MODIFY REJECT	P. LIC/REG/PLACARD BROWSE
G. DELETE REJECT	Q. VIN BROWSE
H. MAIL-TO ADDRESS	WSE
I. ADD CORRESPONDENCE	P. LIC/REG/PLACARD BROWSE
J. LOG RECORD	

ENTER SELECTION =>

PF10 - EXIT

Note: A red circle highlights option I, and a red box with an arrow points to it containing the text "To add correspondence, enter 'I'."

Host Edit View Setup Macros Help
F F F F 1 2 3 4 5 6 7 8 9 Attn Clear End PF17 PF21 PF22 PF23 PF24

MISSOURI DEPARTMENT OF REVENUE
*** REJECT ADD CORRESPONDENCE ***

APPLICATION NO: 0355501101 NAME: [REDACTED]

YEAR: 2014 VIN: KL8CD6S90

REG/LIC: [REDACTED]

DOCUMENT TYPE: 77 CLERK: [REDACTED]

A = MATCH MAIL
B = SUB SHEET
C = TELEPHONE MESSAGE
D = DUPLICATE REJECT LETTER

E = SUPPRESS REJECT LETTER
F = ACTIVATE REJECT LETTER
Z = MISC. CORRE: [REDACTED]

ENTER SELECTION: [REDACTED]

AMOUNT: \$ [REDACTED]

REJECT MM: DD: YR: [REDACTED]

SECTION: GROUP: [REDACTED]

QUICK PRINT: [REDACTED]

EXPLANATION: [REDACTED]

CONFIRM TO ADD (Y/N): [REDACTED]

PF3-ADD APP PF4-ADD REJECT PF8-NAME BROWSE PF9-INQUIRY APP PF10-MAIN MENU

Annotations:
- Red circle around "APPLICATION NO: 0355501101" with box: "Key the application number here."
- Red circle around "CLERK:" with box: "Input clerk ID."
- Red circle around "Z = MISC. CORRE:" with box: "Enter 'Z' for Misc Correspondence."
- Red circle around "EXPLANATION:" with box: "Type a detailed explanation regarding the purpose of the reject."
- Red circle around "CONFIRM TO ADD (Y/N):" with box: "Enter 'Y' to confirm"

Vocabulary Cheat Sheet

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

Reject – Transaction that must be corrected before title issuance

DOC 77 – 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

FC – Field coordinator – works with license offices and License Office Bureau

OM – Office managers in license offices