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eINSURANCE VERIFICATION


General Information

Welcome to the AADA Electronic eInsurance Verification website. This Internet site was created to enable Arizona dealerships to verify insurance policy information on file with the Motor Vehicle Division (MVD).

This site is very simple and easy to use. By obtaining eInsurance Verification electronically, dealer phone calls to the MVD Insurance will be significantly reduced.

The following instructions serve as a step-by-step guide through the entire eInsurance Verification process, along with answers to some additional questions.

eDealer Services

Dealer Number: 

Transactional Services:

- [Test Your Printer](#)
- [eTRP](#)
- [e30-Day General Use Permits](#)
- [e90-Day Nonresident Permits](#)
- [eDriver License MVR](#)
- [eRegistration and Title MVR](#)
- [eLienholder MVR](#)
- [eInsurance Verification](#) ←
- [eFee Calculation](#)
- [MVD Policies and Procedures](#)

Administrative Services:

- [Add to Dealers I Work For](#)
- [Get Regular User Pin](#)
- [Maintain Users](#)
- [Service Access](#)

The eInsurance Verification service, located on the eDealer Services Home Page above is one of many services offered on the AADA website.

Steps to Apply for an eInsurance Verification

The following steps are to verify if the Motor Vehicle Division has insurance policy information on file.

1. On the eDealer Services Home Page, the **Dealer Name** will display. If the processor or administrator is able to inquire on behalf of **more than one dealership**, a drop down box that lists the Dealer Numbers associated to the processor or administrator will display, **i.e. L00001234**. **Select the Dealership's dealer number** applying for the eInsurance Verification.
2. Click the **eInsurance Verification** link to proceed.

Note: The eDealer Services Home Page will appear differently for a Processor than an Administrator user.

Enter Information

All fields are **required** to have information in them for the system to continue with the process.

3. Type the **Vehicle Identification Number (VIN)** in the **Vehicle Identification Number (VIN)** field.
4. Type in the **Insurance Policy Number** in the **AZ Insurance Policy Number** field. This number can be found on the insurance card.
 - If the policy number displays a dash (-) include them when typing in the policy number
 - If only a "BINDER" has been issued, then type in the word "Binder".
5. Type in the **Make of the vehicle** in the **Vehicle Make** field.
6. Type in the **Year of the vehicle** in the **Vehicle Year** field.

Must select either Individual or Company and fill in the information:

Individual

7. Type in the **Customer's AZ Driver License Number** in the **Customer/AZ Driver License Number** field. The field must contain 1 alpha and 8 numbers or 9 numbers (Social Security Number) total, **i.e. B12345678 or 527001234.**

OR

Type in the **Customer's Name (First, Middle, Last)** in the **First, Middle and Last** fields. Select the **Customer's Suffix** by clicking the drop down arrow, if applicable.

Company

8. Type in the **Company's Customer Number** in the **Company Number** field. The field must contain 1 alpha and 8 numbers or 9 numbers (EIN) total, **i.e. E0005891 or 607001234.**

AND

Type in the **Company's Name** in the **Company Name** field.

9. Click the "**Continue**" button to proceed.
10. Check the disclaimer box.

Confirm Data Entered

11. The system will return the search criteria entered on the prior page. **Verify the information displaying is correct.**
12. Answer the question, "Is this vehicle and customer information correct?"
 - Click the "**Yes, Continue**" button to continue the process
 - Click the "**No, Go Back**" button to return to the prior page

View Verification Results

The system will return with a message stating the outcome of its search.

13. Depending on the type of message that is returned, click one of the following buttons:

- The **“Print”** button will print the Insurance Verification results
- The **“Request Another Insurance Verification”** button will return you to the first screen to start a different Insurance Verification search
- The **“Quit”** button will return you to the eDealer Services Home Page
- The **“Try Again”** button will return you to the prior page to change any of the search criteria. This will only display when a result was a “No Record” found.

Note: This service is free of charge

Steps to View Reports – Administrator Only

There are three types of reports to choose from: an Activity Report, a Summary Report and a User Audit Report.

The different reports can be found on the following pages:

- The **Activity Report**, continue with the steps below
- The **Summary Report**, go forward to page 9
- The **User Audit Report**, go forward to page 10

Activity Report

1. From the eDealer Services Home Page, click the **View Reports** link to proceed.

Choose a Report Type to View

2. The screen will default to the Activity Report; click the “**Continue**” button to proceed.

Note: Click the “**Go Back**” button to return to the eDealer Services Home Page.

Choose a Service to View

3. Click the **eInsurance Verification** link to proceed.

Note: Click one of the available buttons, if desired:

- The “**Back to Reports**” buttons to return to the Choose a Report Type to View screen to select a different report
- The “**Back to Home Page**” button to return to the eDealer Services Home Page

Enter Criteria to View Report

4. The **Start Date** field will default to the current date. If a different date is desired, click the Start Date field to activate and change the date.
5. The **End Date** field will default to the current date. If a different date is desired, click the End Date field to activate and change the date.

Activity Report - Continued

6. Reports can be sorted automatically by clicking a radio button, under the **Sort By** field:
 - **Transaction Date** is used to sort by the date a transaction was processed, with the most current date at the top of the page
 - **User ID** is used to sort by the User ID Number. This type of report will show productivity by user
7. Click the “**Submit**” button to proceed or “**Back to Reports**” buttons to return to the Choose a Report Type to View screen to select a different report

Activity Report Review

8. If a record was found, an Activity Report will show the following information:
 - The Dealer Name and month and year of transactions being displayed
 - Total Insurance Verification Count
 - Date
 - Time
 - User ID
 - Policy Number
 - Vehicle Identification Number (VIN)
 - Make of the vehicle
 - Year of the vehicle
 - Customer Number
 - Customer Name
 - Record Found
9. To print, select “**File**” and from the drop down menu select the “**Print**” option. A dialog box will appear. Click the “**Print**” button to print the report.

Note: Paper size may require changing to landscape, using page setup.

10. Click one of the following buttons:
 - The “**Back to Reports**” button to return to the Choose a Report Type to View screen to select a different report, or
 - The “**Back to Home Page**” button to return to the eDealer Services Home Page

User Audit Report

The administrator will use the audit report to monitor processor activity. The report is intended to help the administrator administer the user at their dealership.

1. From the eDealer Services Home Page, click the **View Reports** link to proceed.

Choose a Report Type to View

2. Click the drop down arrow to select the **User Audit Report** option; click the **“Continue”** button to proceed.

Note: Click the **“Go Back”** button to return to the eDealer Services Home Page.

Note: Click the **“Back to Reports”** button to return to the Choose a Report Type to View screen to select a different report

Enter Criteria to View Report

3. The **Start Date** field will default to the current date. If a different date is desired, click the Start Date field to activate and change the date.
4. The **End Date** field will default to the current date. If a different date is desired, click the End Date field to activate and change the date.
5. The **Action** field will default to the **“All”** option however, if a different option is desired, click the drop down arrow to retrieve one of the following actions:
 - **Register** is when a user is registered under the Dealership.
 - **Remove User** is when an administrator removes a user from the “Maintain Users” section.
 - **Add Service** is when an administrator adds services to a user in the “Service Access”
 - **Delete Service** is when an administrator removes services for a user in the “Service Access”
 - **Change Role** is when the AADA Helpdesk has changed a user role.

User Audit Report - Continued

6. Reports can be sorted automatically by clicking a radio button, under the **Sort By** field:
 - **Date** is used to sort by the date a transaction was processed, with the most current date at the top of the page
 - **User ID Affected** is used to sort by the User ID Number.
7. Click the “**Submit**” button to proceed or “**Back to Reports**” button to return to the Choose a Report Type to View screen to select a different report.

User Audit Report Review

8. If a record was found, a User Audit Report will show the following information:
 - The Dealer Name and month and year of transactions being displayed
 - Date
 - Time
 - User ID Affected
 - Action
 - Action Description
 - User ID Responsible
9. To print, select “**File**” and from the drop down menu select the “**Print**” option. A dialog box will appear. Click the “**Print**” button to print the report.
10. Click one of the following buttons:
 - The “**Back to Reports**” button to return to the Choose a Report Type to View screen to select a different report, or
 - The “**Back to Home Page**” button to return to the eDealer Services Home Page

Summary Report

1. From the eDealer Services Home Page, click the **View Reports** link to proceed.

Choose a Report Type to View

2. Click the drop down arrow to select the **Summary Report** option; click the **“Continue”** button to proceed.

Choose a Service to View

3. Click the **eInsurance Verification** link to proceed.

Note: Click one of the available buttons, if desired:

- The **“Back to Reports”** button to return to the Choose a Report Type to View screen to select a different report
 - The **“Back to Home Page”** button to return to the eDealer Services Home Page
4. The **Date** field will default to the current month and year. If a different date is desired, click the **Date** field to activate and change. This date must be entered by a two-digit month and four-digit year, **i.e. 02 / 2009**
 5. Click the **“Submit”** button to proceed.

Summary Report Review

6. A Summary Report will appear on the screen displaying the following information:
 - The Dealer Name and month and year of transactions being displayed
 - Date
 - The Total Insurance Verification Count
7. To print, select **“File”** and from the drop down menu select the **“Print”** option. A dialog box will appear, click the **“Print”** button to print the report.
8. Click one of the following:
 - The **“Back to Reports”** button to return to the Choose a Report Type to View screen to select a different report, or
 - The **“Back to Home Page”** button to return to the eDealer Services Home Page

Steps to Maintain Users of the System – Administrator Only

1. From the eDealer Services Home Page, click the **Maintain Users** link to proceed.

Maintain Users

The screen will appear with all processors and administrators of the Dealership. When necessary, use this screen to revoke a processor and/or administrator.

2. Under the **Remove** column, click the radio button next to the processor and/or administrator to be **revoked**.
3. Click the **“Update”** button to accept the deletion of the processor/administrator.

Note: Revoking a processor and/or administrator from one dealership **does not** automatically revoke from all dealerships. **Each dealer must revoke the processor or administrator individually.**

Note: Click the **“Go Back”** button to return to the eDealer Services Home Page.

Steps to Service Access for the System – Administrator Only

1. From the eDealer Services Home Page, click the **Service Access** link to proceed.

Service Access

2. The screen will appear with all Users and the services each User may access.
3. An Administrator may add services by checking the box or delete services by un-checking the box.
4. Click the **“Update”** button to complete the updates.

Note: Click the **“Click here to delete user(s)”** link to take you to the Maintain Users screen if this action is desired.

Note: Click the **“Go Back”** button to return to the eDealer Services Home Page.