eMVR
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eMVR

General Information

Welcome to the AADA Electronic eMVR website. The Internet site was created to enable Arizona licensed dealers to obtain a unique non-certified Motor Vehicle Record (MVR) for vehicle or plate credit records.

The site is very simple and easy to use. By obtaining an eMVR electronically the processing time will be significantly reduced. The reduced processing time will mean that the dealership <u>no longer</u> needs to go into a Motor Vehicle Office to obtain a customer's vehicle or plate record.

The eMVR will display either a vehicle or plate credit record. The following records will display:

<u>Vehicle Record</u>
- Vehicle Information
- Title Information
- Customer/Registered/Legal Status
- Lienholder Information
- Relevant Status Codes

<u>Plate Credit Record</u>
- Plate Information
- Customer/Registered/Legal Status
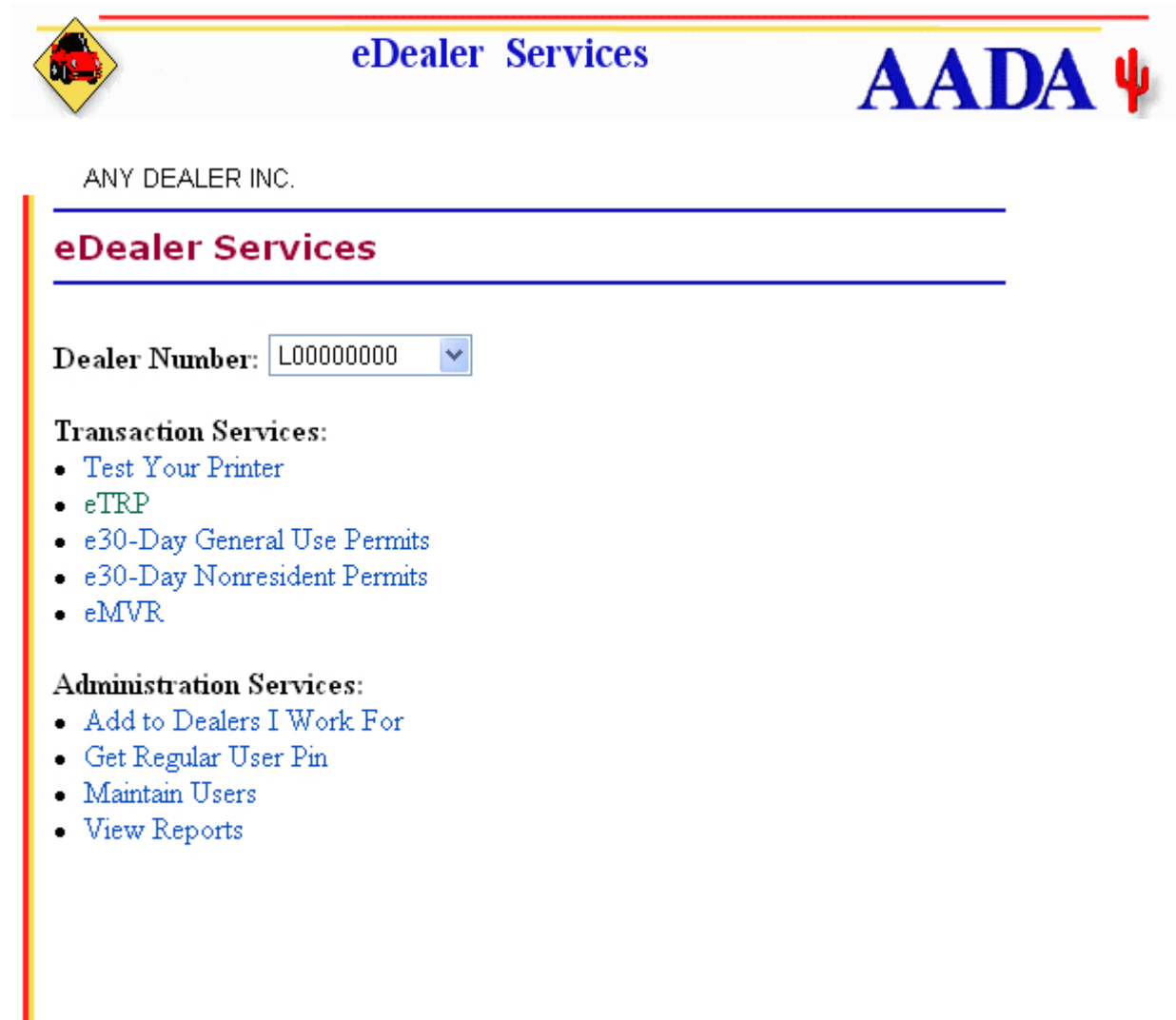- Relevant Status Codes

Note: At **<u>no time</u>** can a dealership obtain an eMVR for a friend, neighbor, relative or for personal use. Any misconduct or misrepresentation of the eMVR application will be subject to civil and/or criminal penalties.

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

eDealer Services Home Page

Steps to Apply for an eMVR

1. From the eDealer Services Home page, in the **Dealer Number** field, the dealer number will appear. If the processor or administrator is able to issue on behalf of **more than one dealership**, a drop down arrow will appear. **Select the dealership** that is applying for the eMVR.

2. Click on the **eMVR** link to proceed.

eDealer Services

AADA

ANY DEALER INC.

eDealer Services

Dealer Number: L00000000

Transaction Services:
- Test Your Printer
- eTRP
- e30-Day General Use Permits
- e30-Day Nonresident Permits
- eMVR

Administration Services:
- Add to Dealers I Work For
- Get Regular User Pin
- Maintain Users
- View Reports

Step 1a: Enter Information

Vehicle Information:

VIN: [   ]

or

Plate Number: [   ]

Customer Information:

Customer/AZ Driver License Number: [   ]

or

First: [   ] Middle: [   ] Last: [   ] Suffix: [(none) ▼]

or

Company Name: [   ]

Reason for Request:

[- please select -   ▼]

[Cancel] [Continue]

3. Under the Vehicle Information section, type the **Vehicle Identification Number** in the VIN field. If the <u>VIN is unknown</u>, enter the **Plate Number** in the Plate Number field.

Note: Only one-search criteria for Vehicle Information can be selected. This means either the VIN or Plate Number field must be filled, if neither one or more than one criteria is selected then the system will return an error message.

Note: When **searching by VIN**, the system will only search for the vehicle record. If **searching by Plate**, the first search will be the vehicle record. However, if the vehicle record is not found then the second search will be the Plate Credit record.

4. Under the Customer Information section, type in one of the following criteria:
  • Customer/AZ Drivers License Number/Company Number
      OR
  • Customer Name (First, Middle, Last)
      OR
  • Company Name

Note: Only one-search criteria for Customer Information can be selected. This means either the Customer/AZ Drivers License Number, Customer Name or Company Name field must be filled, if neither or more than one criteria is selected then the system will return an error message.

5. Under the Reason for Request section, click the drop down arrow to select one of the following reasons for the request:
   - Verify Ownership
   - Identify Vehicle/Ownership Restrictions
   - Verify Lien Information
   - Verify Most Recent Title
   - Verify Plate Credit Information

Note: Only <u>one-reason</u> can be selected. If more than one reason is selected then the system will return an error message.

6. Click the "**Continue**" button to proceed.

Note: Click the "Cancel" button to return to the eDealer Services Home page, if you wish to cancel the transaction.

Any Dealer

Step 1b: Confirm Information

VIN: 11111111111111111
Driver License/Customer Number: D00000000

☐ I acknowledge the DPPA Disclosure Statement below :
The manner in which the Motor Vehicle Division (MVD) may release information from its driver license or title and registration database is regulated by the Federal Driver's Privacy Protection Act (DPPA), 18 U.S.C. 2721-2725, as well as Title 28, Chapter 2, Article 5 of the Arizona Revised Statutes. It is the responsibility of the individual or entity making a request to gain knowledge of all state and federal laws which govern access to and use of MVD records, and to determine eligibility under these laws. Anyone who knowingly obtains, discloses, or uses information from an MVD record for a use not permitted under 18 U.S.C. 2721, and anyone requesting the disclosure of personal information who misrepresents their identity or makes a false statement in connection thereto, with the intent to obtain such information in a manner not authorized by law, is subject to civil and/or criminal penalties.

Is the vehicle and customer information correct ?

[No, Go Back]   [Yes, Continue]

7. The system will return the search criteria selected on the prior page. **Verify** the information displaying, is correct.

8. The Driver's Privacy Protection Act (DPPA) Acknowledgement Statement **must be checked** in order to continue with the process. The statement is acknowledgement of misconduct which is subject to civil and/or criminal penalties.

9. Scroll down and answer the question, "Is the vehicle and customer information correct?"
    - Click the "**Yes, Continue**" button to continue the process
    - Click the "**No, Go Back**" button to return to Step 1 Enter Information

Step 2: Pay Fee

There is a fee of $3.00 for applying for an eMVR.

Note: You will be charged a fee of $3.00 for the search of an MVR, even if the results display "**No record found**".

Important: The "**Note**", which displays towards the bottom of the screen, indicates the system will update its records between 11:50pm and 12:10am every day. Therefore, no eMVRs can be applied for during this 20-minute period.

10. Scroll down and click the "**Submit**" button to proceed.

Note: Canceling the transaction at this time, by clicking the "Cancel" button, will return the user to the eDealer Services Home page and you will not be charged.

Step 2: Pay Fee

Total Fee Due: $3.00

AADA will bill you for payment.

You agree to be billed by AADA for payment when you click on the Submit button below.

You will be charged $3.00 for the Motor Vehicle Record. If the search information provided results in no record being found, you will still be charged the $3.00.

Note: Transactions cannot be completed between 11:50pm and 12:10am Arizona time.

Cancel   Submit

Step 3: View MVR Results

11. The system will return the search criteria selected from Step 1. **Verify** the information displaying, is correct.

Note: Remember an eMVR search result could be any one of the following:
- A Vehicle Record
- A Plate Record
- No Record Found. If this result appears, click the **Back to Home Page** link to return to the eDealer Services Home page

12. Scroll down to the bottom of the screen; click the "**Print MVR**" button to print a copy of the MVR.

13. A dialog box will appear, if more than one copy is needed change the Number of Copies field with the desired number then click the "**Print**" button to print the MVR request.

Note: The record may only be printed while it is displayed on the computer screen.

14. Once the MVR has printed, click one of the other options:
- "**Request Another MVR**" to return to Step 1
- "**Quit**" to return to the eDealer Services Home page

DEALER NAME

Step 3: View Special MVR Results

DEALER/FINANCIAL FULL VEHICLE MVR

VIN JM2UF3139K0782048
Customer Number D01174191

ARIZONA MOTOR VEHICLE RECORD AS OF 01/06/2005

PLATE 993XXX-001	TAB 786904X	CAT A	VIN 1HGEJ6679YL057481
MAKE HOND	YEAR 2000	VST 4DSD	FLP 015730
GVW 000000	FUEL G	MFR JUL 2000	EXP JUN 30,2005
	PRD 00000000	FNED 00000000	TRP IN PROGRESS Yes

TITLE	ST	DATE	FILM	OTC	OD	CODE
A33641C188540	AZ	01011999	0188029H41		0000020	A

Step 3: View MVR Results (continued)

```
           CUST/DL# NAME         LEGAL STATUS
OWNER 1 D01174191 TEST,A,TEST    OR
OWNER 2 D01174192 NANCY,A,TEST


M/ADR   1801 W JEFFERSON ST CITY   PHOENIX ST   AZ CO   07
L/ADR                       CITY            ST      CO   00

COMMENTS

         CUST/DL# NAME

LIEN1 D05555555 JOHN,D,TEST      DATE 06182000 LEGAL    OR
                                              STATUS

ADR   P.O. BOX 6070 CRYPRESS CA 90630

LIEN2 D06666666 MAY,ELLEN,TEST DATE 06182000 LEGAL
                                             STATUS

ADR   P.O. BOX 6070 CRYPRESS CA 90630

LIEN3                           DATE          LEGAL
                                              STATUS

ADR


* AT LEAST ONE CUSTOMER NUMBER IS NOT AVAILABLE FOR
THIS VEHICLE RECORD.

TITLE & REGISTRATION STATUS CODES
01 - STOP
07 - DISMANTLED
25 - OWNER-REGISTRATION-VEHICLE-TITLE

AT LEAST ONE CUSTOMER NUMBER DISPLAYS THE
FOLLOWING CUSTOMER/DRIVER STATUS CODES
039 - ABANDONED VEHICLE FEE DUE
```

[Print MVR]

[Request Another MVR]   [Quit]

Steps to View Reports – <u>Administrator Only</u>

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

The different reports can be found on the following pages:
- the **Activity Report**, continue with the steps below
- the **User Audit Report**, go forward to page 11
- the **Summary Report**, go forward to page 13

<u>Activity Report</u>

1. From the eDealer Services Home page, scroll down and click the **View Reports** link to proceed.

Step 1: Choose A Report Type To View

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

Note: Click the "Go Back" button to return to the eDealer Services Home page.

Step 2: Choose A Service To View

3. Click the **eMVR** link to proceed.

Note: Click one of the available links, if desired:
- the **Back to Reports** link to return to the Choose a Report Type to View screen to select a different report
- the **Back to Home Page** link to return to the eDealer Services Home page

Step 3: 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 change.

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

6. The **MVR** field will default to the "ALL" option. However, if the <u>not found</u> option is desired, click the drop down arrow to retrieve this selection.

Activity Report - Continued

7. Reports can be sorted automatically by clicking on the following criteria buttons, 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
    - **Dealer Number** is used to sort by the Dealer Number, with the lowest Dealer Number at the top of the page.

8. Click the "**Submit**" button to proceed.

Step 4: Activity Report Review

9. If a record was found, an Activity Report will show the following information:
    - The Dealership Name and desired dates of transactions being displayed
    - Total Amount of MVR Inquiries
    - Date
    - Time
    - User ID
    - Plate
    - VIN
    - Customer Number
    - Customer' Last Name
    - Record Found (yes or no)
    - Amount charged
    - Total Amount charged

Note: If a record was <u>not found</u>, then the information that was entered as the search criteria will appear.

10. To print, select "**File**" and from the drop down menu, select the "**Print**" option. A print dialog box will appear, and you click the "**Print**" button to print the report.

11. Click one of the following links:
    - **Back to Reports** to select a different report.
    - **Back to Home Page** to return to the eDealer Services Home page.

Note: Click the "Go Back" button to exit if Step 1 Choose a Report Type to View screen appears.

User Audit Report

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

Step 1: Choose A Report Type To View

1. 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.

Step 2: Enter criteria To View Report

2. The **Start Date** field will default to the current date. If a different date is desired, click the   Start Date field to change.

3. The **End Date** field will default to the current date. If a different date is desired, click the End Date field to change.

4. The **Action** field will default to the "ALL" option however there are other options available, click the drop down arrow to retrieve any one of the following:

   * **Register** - when a user is registered for the application under the dealership, or when a user clicks "Adds to Dealers I Work For"
   * **Remove** - when an administrator removes a user from the dealership in "Maintain Users"
   * **Add Service** - when a user is granted access to a service in "Service Access"
   * **Delete Service** - when a users access to a service is deleted in "Service Access"
   * **Change Role** - when a users role is changed between processor and administrator
   * **All** - any of the above.

5. Reports can be sorted automatically by clicking one of the following criteria buttons, 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 Affected** is used to sort by the User ID Number. This type of report will show productivity by user

6. Click the "**Submit**" button to proceed.

User Audit Report - Continued

Step 3: User Audit Report Review

7. A User Audit Report will show the following information:

- Dealer Number
- The Dealership Name and desired dates of information being displayed
- Date
- Time
- User ID Affected
- Action
- Action Description
- User ID Responsible

Dealer Number	Dealer Name	Date	Time	User ID Affected	Action	Action Description	User ID Responsible
L00006578	AADA ADMIN USE	02-23-05	09:27:24	melani	register		melani
L00002753	PUTT PUTT CAR SALES	02-23-05	09:28:20	nsitra3	register		nsitra3
L00004475	L 2 GROUP INC	02-23-05	09:28:39	nsitra92	register		nsitra92
L00001917	ORACLE FORD MERCURY INC	02-23-05	10:49:43	nsitra3	register		nsitra3
L00001917	ORACLE FORD MERCURY INC	02-23-05	10:52:29	nsitra3	change role	From Admin to Processor	nsitra
L00004475	L 2 GROUP INC	02-23-05	13:02:10	nsitra92	add service	Reports	nsitra
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:07:29	nsitra92	register		nsitra92
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:17:44	nsitra3	remove user		nsitra92
L00004475	L 2 GROUP INC	02-23-05	13:29:05	nsitra3	register		nsitra3
L00004475	L 2 GROUP INC	02-23-05	13:30:42	nsitra92	remove service	Reports	nsitra3
L00001917	ORACLE FORD MERCURY INC	02-23-05	13:48:06	nsitra92	remove service	30 Day General Use	nsitra34
L00002753	PUTT PUTT CAR SALES	02-23-05	14:48:43	nsitra92	register		nsitra92
L00002753	PUTT PUTT CAR SALES	02-23-05	14:50:39	nsitra92	add service	Reports	nsitra34

8. To print, select "**File**" and from the drop down menu, select the "**Print**" option, a print dialog box will appear click the "**Print**" button to print the report.

9. Click one of the following links:
   - the **Back to Reports** link to return to the Choose a Report Type to View screen to select a different report, or
   - the **Back to Home Page** link to return to the eDealer Services Home page

Summary Report

Step 1: Choose a Report Type to View

1. Click the drop down arrow to select the Summary Report option; click the "**Continue**" button to proceed.

Note: Click the "Go Back" button to return to the eDealer Services Home page.

Step 2: Choose A Service To View

2. Click the **eMVR** link to proceed.

Note: Click one of the available links, if desired:
   - **Back to Reports** to select a different report.
   - **Back to Home Page** to return to the eDealer Services Home page.

Step 3: Enter Criteria to View Report

3. The **Date** field will default to the current month and year. If a different date is desired, click the date field to change. This must be entered by the two-digit month and four-digit year i.e. **02/ 2005**

4. Click the "**Submit**" button to proceed.

Step 4: Summary Report Review

5. A Summary Report will appear on the screen displaying the following information:
   - The Dealership Name & desired month & year of transactions being displayed
   - Date
   - Total of MVR Inquiries for a particular day
   - Total amounts received for that particular day
   - Totals for a particular month (at the bottom of each column)

6. To print, select "**File**" and from the drop down menu, select the "**Print**" option. A print dialog box will appear and you click the "**Print**" button to print the report.

7. Click one of the following:
   - **Back to Reports** to select a different report.
   - **Back to Home Page** to return to the eDealer Services Home page.
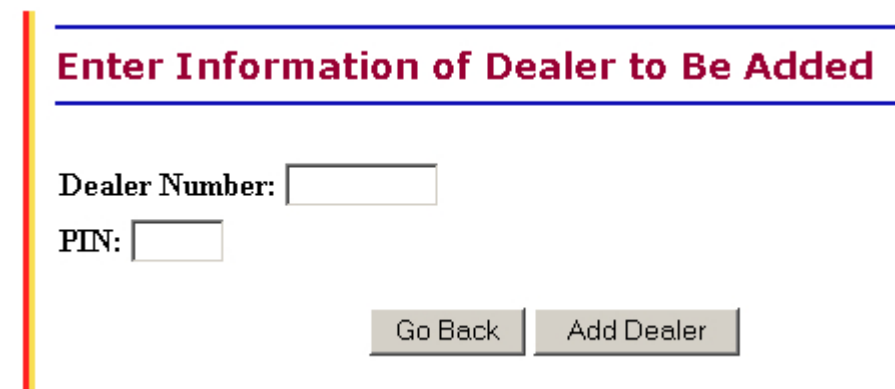
Steps to Add To Dealers I Work For – <u>Administrator Only</u>

This process must be performed **prior** to applying for an eMVR search for a <u>NEW</u> dealer.

1. From the eDealer Services Home page, scroll down and click the **Add To Dealers I Work For** link.

Step 1: Enter Information of Dealers to Be Added

2. Type in the **<u>NEW</u> Dealer Number** of the dealership the user is authorized to search for MVR's.

3. Type in the **PIN number** of the dealership to be added. You can obtain the number from the eMVR administrator at the new location.

4. Click the "**Add Dealer**" button to add the new dealer.

Enter Information of Dealer to Be Added

Dealer Number: [   ]
PIN: [   ]

[Go Back]   [Add Dealer]

Note: The next time the user searches for an eMVR, a <u>drop down box</u> will appear on the eDealer Services Home page, giving the ability to select the correct dealer license number.

5. A **confirmation page** will return and display updated information. Verify that the screen displays the new dealer number and name added.

Steps to Get Regular User PIN – <u>Administrator Only</u>

1. From the eDealer Services Home page, scroll down and click the **Get Regular User PIN** link.

Administration Services:
- View Reports
- Add to Dealers I Work For
- Get Regular User Pin
- Maintain Users
- Service Access

Step 1: PIN Information

2. The dealership information will appear. **Verify** this is the correct dealership.

3. **Write down** the Dealer Name/Number and Processor PIN Number. The PIN number can be changed at any time by clicking the **Generate New PIN** link. This number will instantaneously change.

4. Click the **Back to eDealer Services Home** link to return to the eDealer Services Home page.

ANY DEALER INC.

PIN Information

Dealer Number: L00000000
Dealer Name: ANY DEALER INC.
Dealer Type: N

Processor PIN: 8305 Generate new PIN

Back to eDealer Services Home

Steps to Maintain Users of the System – <u>Administrator Only</u>

1. From the eDealer Services Home page, scroll down and click: **Maintain Users**

Step 1: Maintain Users

The screen will appear with ALL processors /administrators of the eDealer Services applications. When necessary use this screen to revoke a processor/administrator.

2. Under the "Remove" column, click the button next to the processor/administrator to be **revoked**.

3. Click the "**Update**" button to accept the deletion of the processor/administrator.

ANY DEALER INC.

Maintain Users

Dealer Name: ANY DEALER INC.
Dealer Number: L00000000

Registered Users	Role	Remove
JUDY_SALES@DEALER.COM	Processor	☐
BEN_FINANCE@DEALER.COM	Processor	☐
OFFICE_MANAGER@DEALER.COM	Administrator	☐
GSM@DEALER.COM	Administrator	☐

[Go Back] [Update]

Note: Revoking a processor/administrator from one authorized dealership does not automatically revoke all dealers. Each dealership must be revoked individually.

Note: Click the "Go Back" button to return to the eDealer Services Home page.

4. A **confirmation screen** will return and display updated information. Click the **Back to eDealer Services Home** link to return to the eDealer Services Home Page.

Note: After a user is removed, we recommend that you go to the **Get Regular User Pin**, from the eDealer Services Home page and generate a new pin.

Steps for Service Access

This screen will show all services offered by AADA (with the exception of eTRP). The user's dealership may not be currently authorized for one or more of the services. If there are questions about which services may be used or not, contact the MVD Dealer Licensing unit. To the left of the screen, the authorized applications for which the **user may use** will be checked. To the right of the screen, the processor/administrator's name will appear next to the services offered by AADA.

1. An administrator can grant or delete functions by clicking the **appropriate box**, displayed under the available service.
2. Click the "**Update**" button to finalize the approval or deletion of services.
3. Click the "**Go Back**" button to return to the Dealer Services Home page.

Note: If the administrator is in the Service Access application and realizes that they need to remove a user, click the **Click here to delete user(s)** link. This will take the administrator to the Maintain Users screen.

Note: Current processors at the dealership will default with access to 30-Day General Use Permits, and 30-Day Nonresident Permits.
Any NEW processor will default with no access. The administrator will be responsible for assigning access to each service.

ANY DEALER INC.

Service Access

Dealer Name: ANY DEALER INC.
Dealer Number: L00000000

All services offered by AADA are listed in the table. However, your dealership may not be currently authorized for one or more of these services. If you have a question about which services you may use, please contact Dealer Licensing.

30 Day General Use	30 Day Non-Resident	MVR	Reports	
☑	☑	☐	☐	JUDY_SALES@DEALER.COM Processor
☑	☑	☐	☐	BEN_FINANCE@DEALER.COM Processor
☑	☑	☑	☑	OFFICE_MANAGER@DEALER.COM Administrator
☑	☑	☑	☑	GSM@DEALER.COM Administrator

[Go Back] [Update]

Click here to delete user(s).