



**Arizona eTRP
DEALER USER GUIDE**



Arizona Automobile Dealer Association

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System Requirements

Web Browser

Due to the many different features of Internet web browsers, we cannot support every version of every browser. In order to get the most out of the system and ensure compatibility, you can use Microsoft Internet Explorer version 11.0, Firefox version 30 or newer, or Google Chrome version 36 or newer.

Printer

In order to print TRPs successfully, we recommend a **Laser Printer**. You do not need a color printer to print a TRP and registration, or the affidavits.

Logging on

To access the eTRP system, just enter trp.aada.com in your browsers address box, and you'll be redirected to the secure logon page. You can also enter the full URL: <https://edealertrp.aada.com> OR you can link to the logon page from the AADA Home page, www.aada.com using the menu selection 'eTRP Logon'.

The screenshot shows the eTRP login interface. At the top left, the eTRP logo is displayed. Below it, there is a light gray rectangular box containing the login form. The form includes a 'User name' label and a text input field, a 'Password' label and a text input field, a 'Forgot Password?' link, and a 'Log in' button.

1. Enter your user credentials.



User Id: Enter your registered email address.

Password: Enter your password.

2. Then press the '**Login**' button by clicking it once with your mouse, or by using the Tab key on your keyboard to move to the Logon button and then press enter.
3. All users are required to change their password at least once **every 30 days**. You can do this by pressing the '**Change Password**' button on the logon screen. If your 30 days has expired, or if this is the first time you have logged on to eTRP, the Password Change screen will be displayed automatically.

Changing or Resetting your Password

There are 2 options to accomplish a "Change Password".

1. One is to use the "**Forgot Password?**" from the Logon screen.

The screenshot shows the eTRP login interface. At the top left is the eTRP logo. Below it is a white login form with a dark blue border. The form contains three input fields: 'User name', 'Password', and 'Forgot Password?'. Below the 'Forgot Password?' field is a 'Log in' button. A black arrow points from the 'Forgot Password?' text to the 'Log in' button.

A new screen will populate asking for the **user name**.



eTRP

Password Reset Request

UserName
testuser@alldayvehicles.com

Send

You will receive a **message confirming the reset** and that is **has been sent** to the email address used.

eTRP

Password Reset Request

UserName
testuser@alldayvehicles.com

The password reset request has been sent.

Send

The email you receive will require you to use a link to **securely change your**



password. The link will only be available for 60 minutes. If you have exceeded 60 minutes you will need to restart the process.

Example

A password reset change request has been processed.

Please follow the link below to change your password

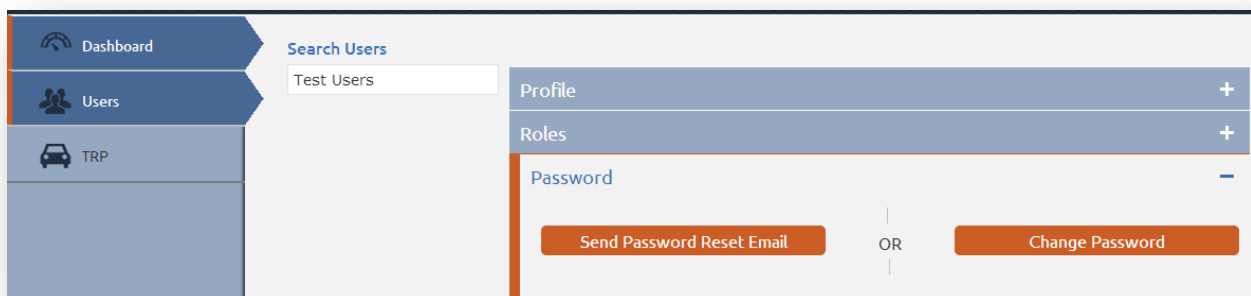
<https://trp.aada.com/Account/PasswordChange?a=2&b=2&c=07%2F17%2F2014%2011%3A26%3A20&d=623AB51D798CFA5B4C6EB6DA23A3BE18FAB1662C&e=07%2F17%2F2014%2012%3A26%3A20>

You will be taken to a screen that looks similar to the logon screen where you will enter your **new password** and **confirm password** and **click Reset**.

You are now ready to log back on.

2. Second option would be to **inform your Administrator** that you need assistance with a password reset.

Dealer Administrators will logon, access the “**Users**” option, search for the user and use the Password tool.

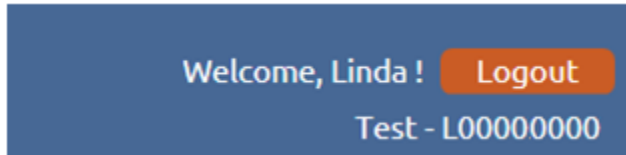


Note: Your password must be at least 8 characters and of those 8 characters must have at least 1 upper case and 1 lower case and have 1 number as well.

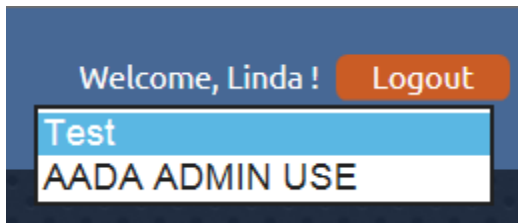


Multiple Dealers Access

Your current dealership is displayed in the top right corner of your browser.



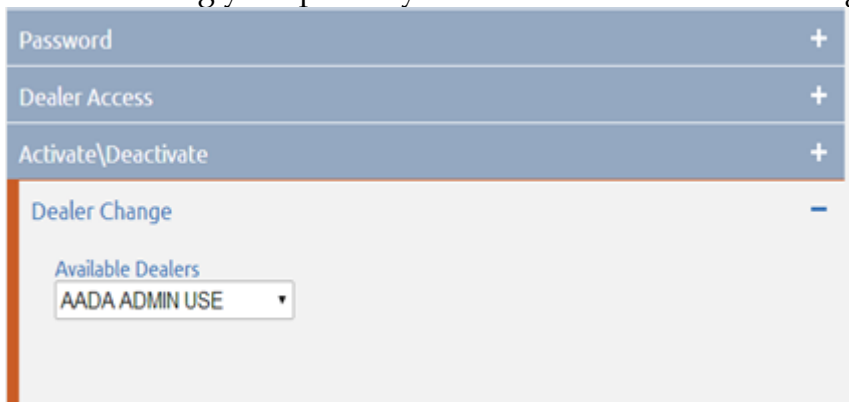
To change the dealership, click on the dealership name and a menu will appear listing your dealers.



Alternatively you can also select the Users Icon and search for your name



After accessing your profile you can access the Dealer Change section to switch dealers.





Dashboard

Dashboard	Delinquent Dealer List	
Users	Dealer Name	Delinquent? Start
TRP		Yes 09/15/14

The dashboard notifies users of dealer payment delinquencies with the eTRP system. These delinquencies will result in a dealer's access being removed until properly resolved.

Testing Your Printer

The screenshot shows the eTRP interface with a printer dialog window open. The dialog window displays a sample TRP with the following information:

2014 **MAKEX**
07-16-14
A000000

Dealer Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX Dealer Number: XXXXXXXX
VIN: XXXXXXXXXXXXXXXXXXXX Issue Date: 07-16-2014
Arizona Temporary Registration Plate 1600000140007

Directions: Place in plastic cover in license plate holder

Please Cut Here. Tearing May Destroy The Temporary Registration

Motor Vehicle Division **ARIZONA TEMPORARY VEHICLE REGISTRATION**

Temporary Plate Number A000000	Issue Date 07-16-2014	Expiration Date 07-16-2014
Vehicle Identification Number XXXXXXXXXXXXXXXXXXXX		Gross Vehicle Weight 111111
Year 2014	Make MAKEX	Body Style CODE
Dealer Name XXXXXXXXXXXXXXXXXXXX		Dealer Number XXXXXXXXXX
Owner Name or Company Name XXXXXXXXXXXXXXXXXXXX		

Press the button 'Print TRP'. The printer dialog window will open with a sample TRP. Click 'Print' to send the TRP to your printer. The window will need to be closed when you have successfully printed.



You can keep printing copies and making the required adjustments until the sample TRP prints properly.

Issuing a TRP

Enter Vehicle Information

When you select 'Issue' from the **Menu**, the screen pictured below is displayed.

This screen requires the following information from you:

1. **VIN:** Enter the full Vehicle Identification Number (VIN).

2. **Primary Color:** Select the Primary Color of the vehicle from the dropdown list.
3. **Secondary Color:** If applicable, select the Secondary Color of the vehicle from the dropdown list. You can also click on the 'Color Chart' link to the right of the list to display and select from color samples.
4. Upon tab to next field for Vehicle Make, a check against MVD will be made. If there is information available it will be populated in the vehicle description fields. If not you will need to enter the Make, Year, Model & GVW when applicable.
5. **Is there a plate to transfer** (defaulted to Yes)? If there is no plate to transfer, skip this question and continue to Owner 1. If there is a plate to transfer enter the plate

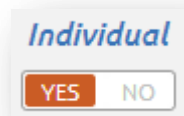


number. Then select a button for what to do with the creditable fees – **Use Credit, Refund Credit, or No Credit or Refund.** (If there are creditable fees and you select ‘No Credit or Refund’, the system will tell you, as you are required to use them. The same is true if you request a Credit or Refund and there are no creditable fees available.)

Enter Owner Information(s)

Owner 1

<i>Individual</i>	<i>Cust/AZ DL License Number</i>	<i>Date of Birth</i>	<i>Multiple Owners</i>
<input checked="" type="radio"/> YES <input type="radio"/> NO	<input type="text"/>	<input type="text"/>	<input type="radio"/> YES <input checked="" type="radio"/> NO
<i>First Name</i>	<i>Last Name</i>		
<input type="text"/>	<input type="text"/>		
<i>Street</i>			
<input type="text"/>			
<i>City</i>	<i>State</i>	<i>Zip Code</i>	
<input type="text"/>	Select ▼	<input type="text"/>	



- By default the owner is set to “Individual”.
 - If your customer is a **Company**; click on “NO”.
- Enter Customer / AZ Driver’s License Number:** Just type the number into the box. **Companies** will frequently use their **Federal Id Number**; **individuals** often use their **Driver’s License Number**.
- If you selected “Transfer Plate” on the Vehicle Information Screen; when you submit from the Confirmation page, if the owner and **plate cannot be matched** you will receive a **message “Transfer Plate Not Found”**.
 - Click on the message confirming receipt of the error message and select the “Back” button.
 - Review the plate number and customer number for accuracy.

- c. If correct and match cannot be found, the plate cannot be used in the request for TRP.
 - d. If new information is entered; a new check against MVD will be made.
9. **Owner's Date of Birth:** Enter the birth date in the format **MM/DD/YYYY**, like 01/31 /1957. If the owner is a **Company**, just leave the **birth date blank**. If for some reason you do not know the Customer / Arizona Driver's License Number, leave both items blank, but if you do you will have to enter more Owner information by hand in the coming fields.
- a. You can also use the pop up calendar.
10. **Are there multiple owners?** This is **defaulted to No**. If **Yes** select the applicable **button**.
11. If you selected **Multiple Owners**, you will see the following additional fields display for **owner 2**:

The screenshot shows a form titled "Owner 2". It has a header "Owner 2" and a horizontal line below it. The form contains the following fields and controls:

- Individual:** A radio button group with "YES" (selected) and "NO" options.
- Cust/AZ DL License Number:** A text input field.
- Date of Birth:** A text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Submit:** An orange button.
- Cancel:** A grey button.

An arrow points from the "Submit" button to the text of step 12.

12. Select "Submit" to continue to the confirmation screen.

Confirm TRP

Vehicle Information

<i>VIN</i>	<i>Primary Color</i>	<i>Secondary Color</i>	
TESTAVIN12345678	BLU		
<i>Vehicle Make</i>	<i>Vehicle Year</i>	<i>Body Style</i>	<i>Gross Vehicle Weight</i>
FORD	2012	4DSD	
<i>Transfer Plate</i>	<i>Refund Address</i>		
NONE			

Owner 1

<i>Cust/AZ DL License Number</i>	<i>Date of Birth</i>
<i>First Name</i>	
TEST USER	
<i>Address</i>	
4701 N 24TH ST PHOENIX , AZ 85016	

[Issue](#) [Back](#)

13. Review all information for accuracy and select “Issue”. If any information needs to be corrected select the “Back” button.

14. A new screen will populate in which you can print the TRP. The **Issue Date** will default to today's date. If you need to, you can backdate it **up to two days**, but it cannot be a future date.
15. If necessary, you can select a different **Body Style** from the list.
16. For **Commercial** vehicles, enter the **Gross Vehicle Weight (GVW)** up to 80000 pounds.

The screenshot shows the eTRP system interface. On the left is a navigation menu with 'Dashboard', 'Users', and 'TRP' (selected). The main content area displays a large TRP with the text '2015 HONDA', '08-30-14', and 'E000085'. Below the TRP is a 'Print TRP' button. A dashed line indicates where to cut the TRP. Below the cut line, there is a section for 'Motor Vehicle Division' and 'ARIZONA TEMPORARY VEHICLE REGISTRATION' with fields for 'Issue Date', 'Expiration Date', 'Gross Vehicle Weight', and 'Body Style'.

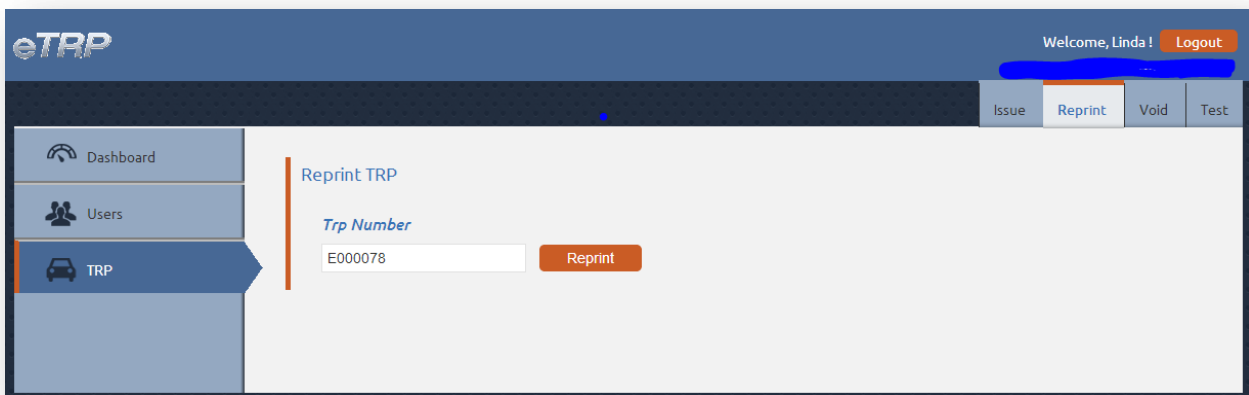
Motor Vehicle Division		ARIZONA TEMPORARY VEHICLE REGISTRATION	
Temporary Plate Number	E000085	Issue Date	07-16-2014
Vehicle Identification Number	TESTAVIN123456789	Expiration Date	08-30-2014
Year	2015	Gross Vehicle Weight	
Make	HONDA	Body Style	4DSW

17. Select the "Print TRP".
18. A print dialog box will open. Select "Print TRP".

Reprint a TRP

If a TRP is lost or damaged; you can Reprint the TRP **within 45 days**.

1. To reprint a TRP access the tool “**Reprint**”. Enter the TRP number and select the Reprint button.



2. Press the button ‘**Print TRP**’. The printer dialog window will open with a sample TRP. Click ‘Print’ to send the TRP to your printer. The window will need to be closed when you have successfully printed.
3. You can keep printing copies and making the required adjustments until the sample TRP prints properly. When you are done, press the ‘Cancel’ button in the window above to return to the Main Menu.

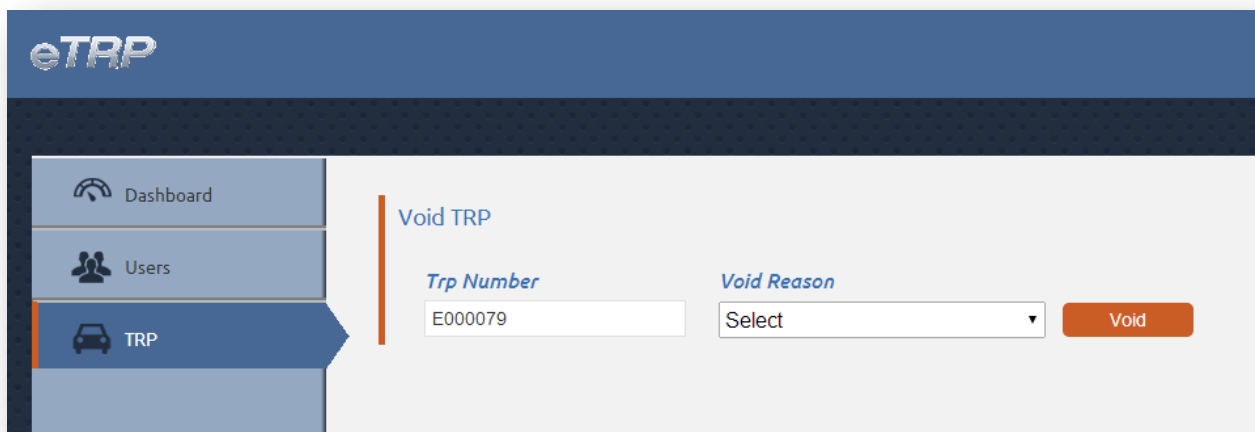
Voiding a TRP

Licensed motor vehicle dealers and title service companies will have the capability to electronically void TRPs **within 45 days**.

1. To void a TRP access the Void tab. Enter the TRP # and reason. Select the “Void” button.

Reasons for a Void:

- Deal Unwound
- Entered Wrong Information

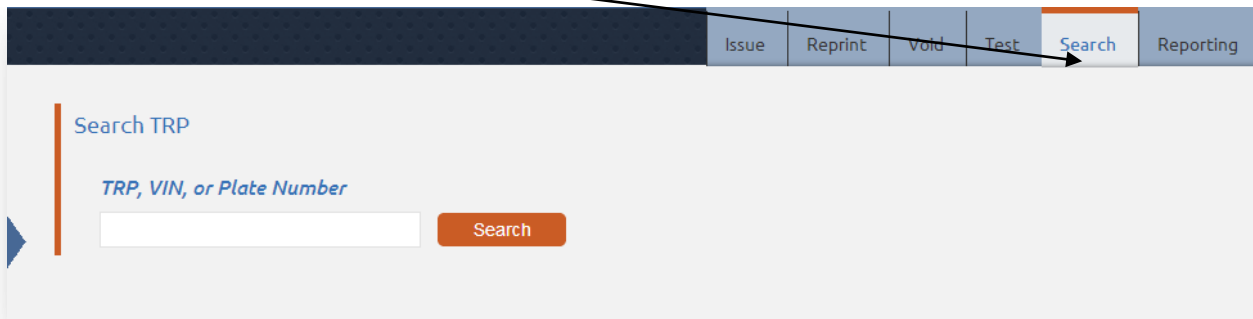


The screenshot shows the eTRP web application interface. On the left is a navigation menu with three items: 'Dashboard' (with a dashboard icon), 'Users' (with a group of people icon), and 'TRP' (with a car icon). The 'TRP' item is highlighted with a blue arrow pointing to the right. The main content area is titled 'Void TRP' and contains two input fields: 'Trp Number' with the value 'E000079' and 'Void Reason' with a dropdown menu showing 'Select'. To the right of these fields is an orange 'Void' button.

Search Records

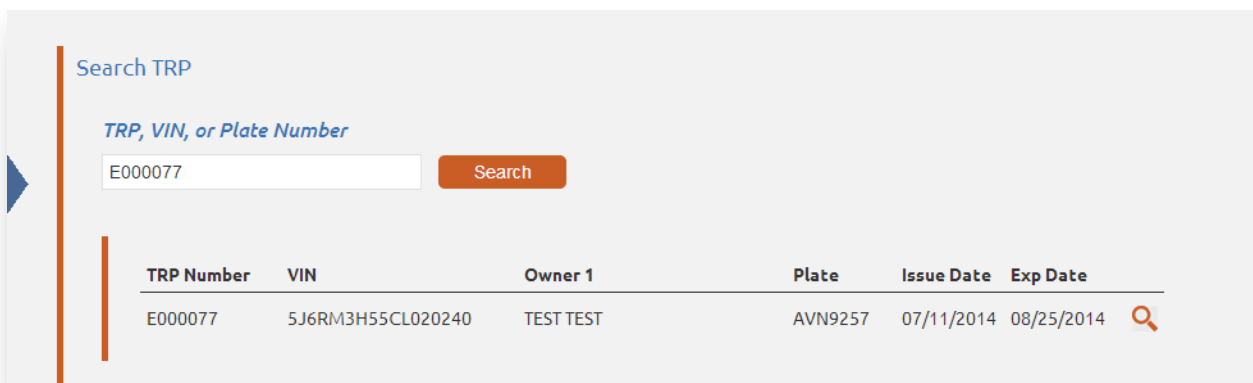
Records processed through AADA can be searched by the TRP number, VIN number, Plate number or by Customer name. If **searching by a customer name** you must enter the **full first and last name or full company name**.

1. Access the tool "Search" and enter the search criteria.



The screenshot shows the top navigation bar with buttons for 'Issue', 'Reprint', 'Void', 'Test', 'Search', and 'Reporting'. The 'Search' button is highlighted in orange. Below the navigation bar, the 'Search TRP' section contains a text input field with the placeholder text 'TRP, VIN, or Plate Number' and an orange 'Search' button.

2. If a record is located it will populate in the screen providing the TRP number, VIN number, Plate number (if applicable), Issue date and Expiration date.



The screenshot shows the search results table. The input field contains 'E000077' and the 'Search' button is orange. The table has columns for TRP Number, VIN, Owner 1, Plate, Issue Date, and Exp Date. A magnifying glass icon is visible in the bottom right corner of the table area.

TRP Number	VIN	Owner 1	Plate	Issue Date	Exp Date
E000077	5J6RM3H55CL020240	TEST TEST	AVN9257	07/11/2014	08/25/2014



To see all details for the record; access the Icon . This will expand the details allowing you to see all information captured upon request and the current status of the TRP.

Reporting

There are five reports to assist users with research and accountability.. Reports include the following:

- TRP Dealer Activity Detail - Individual (*available to Admin and Standard Users*)
- TRP Dealer Activity Detail (*Admin only for all users within a designated dealer*)
- TRP Expiration Warning Report
- TRP Billing Report (*Admin only*)
- TRP User Report (*Admin Only*)

TRP Dealer Activity Detail Individual – Is a list of TRPs created by the logged in user within a designated dealer and includes the transactions current status.

Example

TRP Dealer Activity Detail Individual								
Date From: 07/01/2014 Date To: 07/30/2014								
TRANS DATE	TRP NUMBER	DEALER NAME	VIN	OWNER 1 NAME	STATUS	VOIDED	VOID REASON	FEE
7/1/2014 9:14 AM	E000067	ALL DEALER VEHICLES	SAMPLEVIN12345678	JOHN DOE	INCOMPLETE	NO		\$0.00



TRP Dealer Activity Detail – Is a list of TRPs created by all users within a designated dealer and includes the transactions current status.

Requires a start and end date. Once you have entered the date(s), select “View”.

Example

TRANS DATE	TRP NUMBER	DEALER NAME	VIN	OWNER 1 NAME	STATUS	VOIDED	VOID REASON	FEE	PROCESSED BY
7/1/2014 9:14 AM	E000067	ALL DEALER	SAMPLEVIN12345678	TEST USER	INCOMPLETE	NO		\$0.00	ANOTHER USER

Expiration Warning Report – Is a list of TRPs that are within 10 days or less of the expiration date.

Note: *No date or date range required.*

Example

DEALER NUMBER	DEALERNAME	TRP NUMBER	OWNER 1	EXPIRATION DATE	DAYS TO EXPIRE
L00000000	ALL DEALER VEHICLES	E000007	TEST USER	08/01/2014	8

TRP Dealer Billing Report - Is a list and total of completed TRPs that will be billed to the dealer.

Requires a start and end date. Once you have entered the date(s), select “View”.

Note: *Billing occurs on a monthly basis.*



Example

TRANS DATE	TRP NUMBER	DEALER NUMBER	DEALER NAME	VIN	FEE
7/1/2014 9:31 AM	E000068	L00000000	All Dealer Vehicles	SAMPLEVIN12345678	\$1.00
Grand Total					\$1.00

TRP User Report - This lists all users under the specified license. If no license is given when accessing the report it will display all users from all licenses the user has access to.

Name	Email Address	Status	Dealer Name	Roles Assigned
Dave Smith	dave@aada.com	Active	DEMO DEALER	TRP Dealer User,
Jamie Smith	jamie@aada.com	Active	DEMO DEALER	TRP Dealer User,
Fahad Smith	Fahad@aada.com	Active	DEMO DEALER	TRP Dealer User,
Meckenzie Smith	meckenzie@aada.com	Active	DEMO DEALER	TRP Dealer User,
Jonathan Smith	jonathan@aada.com	Active	DEMO DEALER	TRP Dealer User,
Mayeli Smith	mayeli@aada.com	Active	DEMO DEALER	TRP Dealer Admin ,TRP Dealer User,
Kristen Smith	kristen@aada.com	Active	DEMO DEALER	TRP Dealer User,
Dell Smith	dell@aada.com	Active	DEMO DEALER	TRP Dealer User,

Admin Tools

Manage Users

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with 'Dashboard', 'Users', and 'TRP'. The 'Users' tab is active. The main area is titled 'Search Users' and contains a search input field. To the right is a 'Profile' form with the following fields: First Name, Last Name, Address, Address 2, City, State (dropdown menu with 'None' selected), Zip, Phone, Extension, Fax, Email, Default Role (dropdown menu with 'Select' selected), and Default Dealer. There are three icons (person, edit, save) in the top right of the profile section.

When accessing the users tab you can search for existing users by entering their first name into the search users field. If they are a current user their full name will appear and must be clicked on to populate their information.

The screenshot shows the 'Manage Users' interface with search results. The search input field contains 'Jamie Montague'. The profile form is populated with the following information: First Name: JAMIE, Last Name: MONTAGUE, Address, Address 2, City, State: NONE, Zip, Phone, Extension, Fax, Email: JAMIE@EDEALERSVCS.C... Below the profile form are two expandable sections: 'Roles' and 'Password', each with a plus sign icon.



If the user's name fails to populate in the search box, then you can proceed to add the user by completing the blank profile page with the required information.




Once the information is entered and the save button has been clicked, a password e-mail will automatically be generated and sent to the user's e-mail address. The user screen will also update to now include the option to edit the user. It's important to note that adding additional administrator users will require their role section to be updated to include both the TRP Dealer Admin as well as TRP Dealer User roles.

Default Dealer

Default Dealer can be changed at any time by administrators only under the dealer access tab of a user. Changing the selected dealer to a blue icon will select it as the



default dealer. Grey will remove the dealer access from that user. Confirm the update with the save button.

Profile	+
Roles	+
Password	+
Dealer Access -	
Available Dealers	 
<input type="text"/>	
FORD	
KIA	