

Introduction

Trainer Materials

Vehicle Registration Workbooks
Lesson Plan

Welcome

Welcome everyone and introduce yourself.
Have trainees introduce themselves giving their name, assignment, and work experience.

Class Structure

Schedule: Starting/ending times, breaks, lunch (if any).
Facilities: Restroom locations, drinking fountains, break room, parking, phones, evacuation route, local restaurants, etc.
Training Room: General rules about eating, drinking, etc.

Overview

This DMV training course for California Law Enforcement Telecommunications System (CLETS) has been prepared in conjunction with law enforcement agencies.

In order for this training to be successful, it is important to have a reasonable expectation of the outcome. The goal of this class is to develop a routine method of deciphering basic information related to the validity of a vehicle to operate upon the roadways.

This class will focus on establishing a routine method of deciphering CLETS printout data to ensure consistency and aid in the decision making process.

This course is not designed to address DMV policies, procedures, or the use of discretionary authority when issuing operating permits.

In this class we will focus only on what you need to know.

1. Who owns the vehicle?
2. Is the vehicle currently registered?
3. Was an operating permit issued?

For security purposes, all document examples will have fictitious license numbers, vehicle identification numbers and registered owner information. The font used for these examples will not necessarily match the font your agency uses.

Objectives

To be successful analyzing CLETS registration printouts, you should first determine what data is relevant. Today's training will guide you through a methodical process that will enhance your interpretation skills.

Upon completion of this class, you will be able to determine the vehicle's registered and/or legal owner(s) name(s) and address of record, the expiration date and pending record status messages.

Vehicle Registration Renewal Notices

Pg. 1

Turn to page 1 of the workbook. We are looking at this so that you can be familiar with the documents that customers may present to you. The vehicle registration renewal notice is mailed about 60 days before the vehicle's expiration date. **This document is not an operating permit.**

Vehicle registration renewal notices identify:

- Descriptive information and due date.
- Items necessary to complete renewal.
- Late payment information.
- Planned Non-Operation/change of address options.
- Name and address information.
- Reply addresses information.
- Renewal fees

These notices come in various formats depending upon the category of vehicle. The wording at the top of the document will indicate "VEHICLE REGISTRATION RENEWAL NOTICE."

For vehicles on current Planned Non-Operational (PNO) status, an "Invitation to Renew" is mailed.

Validated Registration Card/Renewal By Mail

Pg. 2

Turn to page 2 of the workbook. The goal in examining a Registration Card is to determine its validity.

This is an example of a validated Registration Card that is printed when a customer mails a renewal notice to DMV Headquarters.

It is not necessary for you to decipher each response field on a Registration Card.

Registration Cards have "Valid From and To" dates. During instruction, this will be referred to as the "Expiration Date."

This document, when not expired, is valid proof of registration.

This validated Registration Card is two-sided and identifies the:

FRONT

- Make, expiration date and license number.
- Descriptive information and total fees paid.
- Registered owner(s) name and address.
- Lienholder of record (if any).
- Sticker number that was mailed with the registration.

BACK

- Miscellaneous information.

Validated Registration Card/DMV Automation**Pg. 3**

Turn to page 3 of the workbook. Technicians who clear transactions through DMV's automated system print this validated Registration Card.

This validated Registration Card is two sided and identifies:

FRONT

- Make, expiration date and license number.
- Descriptive information and amount paid.
- Registered owner(s) name and address.
- Sticker number if issued.
- Lienholder of record (if any).

Pg. 4**BACK**

- Miscellaneous information.

Validated Registration Card/Self-Service Terminal Issued

Card Pg. 5

Turn to page 5 of the workbook. This is a Registration Card issued by a Self-Service Terminal. Like any validated Registration Card, it will have a “Valid From and To” date on it. The terminal is an automated teller type machine that processes simple renewals. Once the transaction is complete, the machine prints a validated Registration Card and a sticker. The sticker number is the vehicle’s license number.

This validated Registration Card is two sided and identifies:

FRONT

- Make, expiration date, and license number.
- Descriptive information and total fees paid.
- Registered owner(s) name and address.
- Sticker number.
- Lienholder of record (if any).

BACK

- Miscellaneous information.

Headquarter Issuance Registration Card

Pg. 6

Turn to page 6 of the workbook. This Registration Card is a headquarters-issued document that is not generated by a mail renewal. The “Valid From and To” date is in the upper right corner.

This Registration Card is one-sided and identifies:

FRONT

- Make, expiration date, and license number.
- Descriptive information and fees paid.
- Registered owner(s) name and address.
- Miscellaneous information.

You will notice a clearance information box to the right of the bar code. Clearance information will be defined later.

Conclusion**Renewal Notice
and
Registration
Cards**

The Registration Cards issued by DMV vary in size and design. Registration Cards contain the same basic information including: "VALID FROM" and "TO" dates, registered owner(s) name and address, license number, and vehicle descriptive information. Registration Cards contain coded information primarily used by DMV for archival purposes. Generally, it is not necessary to analyze the coded information to determine the validity of the vehicle's registration.

Vehicle registration renewal notices, also known as billing notices, are all the same size and contain the requirements for renewal and the amount of fees due.

Planned Non-Operation Receipt**Pg. 7**

Turn to page 7 of the workbook. The next item is a Planned Non-Operation (PNO) receipt. It is not a Registration Card. A vehicle may not be operated while on PNO without a valid operating permit. We will examine operating permits momentarily.

At first glance, the PNO receipt may look like a Registration Card. The PNO receipt is two sided and identifies the:

FRONT

- Miscellaneous statement covering PNO.
- The vehicle is "PNO-REG DEFERRED."
- Make and license number.
- Registered owner(s) name and address.
- Lienholder of record (if any).

Pg. 8**BACK**

- Miscellaneous information.

Parking/Toll Evasion Citation Payment Receipt

Pg. 9

Turn to page 9 of the workbook. The Parking/Toll Evasion Citation Payment receipt is issued when parking violations or toll road evasion citations are processed and completed through the DMV automated system.

Information printed on the receipt encourages the owner to submit a copy to the parking processing agency as the citation is not removed from the issuing agency's record until DMV forwards the payment to the agency.

The customer is advised to keep this receipt in the vehicle in case they are stopped by law enforcement.

The Parking/Toll Evasion Citation Payment receipt is two sided and identifies the following:

FRONT

- License/VIN number, make and date issued.
- Registered owner(s) name/address and bail amount.
- Citation No., violation date, agency name and code/bail information.

Pg. 10

BACK

- Miscellaneous information.

RDF In Process Receipts

Pg.11

Turn to page 11 of the workbook. The following document is issued to customers who submit an incomplete registration transaction. This is called a "Report of Deposit of Fees" (RDF). These receipts are commonly referred to as an "RDF" or "RDF in Process" (RIP).

A RIP is a transaction that the DMV has started, but has been returned to the applicant for additional requirements. (The customer is not done yet)

It's important to understand that on an RDF a customer has started a transaction, and additional requirements are needed to complete it. No update to the database is recorded until all requirements are met.

Please highlight "*** INCOMPLETE APPLICATION ** SEE ABOVE ** THIS IS NOT AN OPERATING PERMIT ***." This is located below the bar code.

On an RDF transaction, check the expiration date on your CLETS printout. If the registration has expired, a permit is usually required to operate the vehicle.

If your CLETS printout displays an expiration date that is still valid, an RDF transaction will not require a permit as the registration period has not expired.

RDF In Process Receipts, continued**Pg. 11**

The Report Deposit of Fees receipt is two sided and contains:

FRONT

- Information related to completing the application.
- Specific requirement(s) for completing the application.
- Make and license number.
- Descriptive information and amount paid.
- Registered owner(s) of record name(s) and address.
- “PR EXP DATE:” (below “AMOUNT RECVD”).
This will match the expiration date on your CLETS printout.
- Lienholder of record (if any).

The back of the receipt has miscellaneous information.

**Clearance
Information
Pg. 11*****Clearance Information***

There are instances when it will be beneficial to know the work date, office, and processing information that lead to the creation of an RDF receipt. This is referred to as “clearance” information.

The six boxes on the top left of the page demonstrate how to identify clearance information on an RDF receipt.

Please highlight the following:

- 1) OFFICE ID (2 positions)
- 2) WORK DATE (6 positions)
- 3) TECHNICIAN ID (2 positions)
- 4) SEQUENCE # (4 positions)
- 5) PLATE # (Up to 7 positions)
- 6) TYPE TRANSACTION CODE (3 positions)

The most commonly used Type Transaction Codes (TTCs) are listed on page 54 of the workbook. They identify the type of transaction keyed into the system. There are numerous TTCs that DMV uses to create and maintain vehicle registration records. It would not be feasible to list them all and would require internal DMV operations knowledge. Analyzing these codes is only necessary if you need additional information to help you understand what the latest transaction process is.

RDF In Process Receipts, continued

An RDF receipt indicates that the transaction is incomplete and a Temporary Operating Permit (TOP) or Vehicle Moving Permit may have been issued.

Clearance information printed on an RDF receipt may help determine the validity of an operating permit when issued.

In a moment, we will discuss the most common operating permits issued on incomplete transactions.

Working knowledge of DMV internal procedures is not necessary to determine if registration is current.

Individuals may come into DMV *prior* to the expiration date to conduct a transaction. If the transaction is not completed prior to expiration, an incomplete transaction (RDF) will occur, but the current sticker on the vehicle is valid up to the expiration date on file.

Valid registration is simply translated to mean unexpired “Valid From and To” dates. Don’t confuse failure to display plates or stickers with valid or expired registration. These are two separate vehicle code statutes.

Incomplete transactions (RIP/SIP) that still have valid registration period are not usually issued operating permits unless the registration expiration will end before a customer can complete the transaction.

Knowing when to look for a permit requires understanding two concepts:

1. What is the expiration date of the vehicle?
2. What document(s) does the operator have in his or her possession?

As mentioned in the introduction, you will learn a step-by-step process that will help you identify if a permit is required in the first place.

Examining the expiration date of a vehicle record is the first step you will take to determine if a permit is required or not.

Before we can analyze expiration dates, let’s discuss the most common operating permits.

Temporary Operating Permit

DMV issues several types of operating permits that entitle the vehicle to be operated on the road when the registration has expired.

It is important to understand that there are some circumstances that require DMV employees to use discretion when issuing Temporary Operating Permits. Keeping this in mind will enable you to focus on the validity of the permit. As mentioned in the overview of this training, DMV policy and procedure should not be the focus of determining the validity of documents and operating permits. If a legitimate permit was issued by the DMV, it is valid up to the date indicated on it.

The Temporary Operating Permit or “TOP” is the most common permit issued on incomplete transactions. This permit has bold white numbers on a red background. With this permit, the vehicle may be operated up to and including the day indicated on the front of the TOP.

Another type of permit is the Vehicle Moving Permit. It allows the vehicle to be driven for only one day as indicated on the permit. This form is white and has specific terms applicable to the vehicle’s usage. It is often issued for vehicles that have been placed on Planned Non-Operation (PNO) or vehicles on which fees have been paid but all registration requirements, such as smog certification, have not been met.

Let’s analyze the Temporary Operating Permit.

Pg. 13

Turn to page 13 of the workbook.

As of January 2009, the TOP has been redesigned to include new security features.

Before looking at the new design, let’s start by reading when a TOP can be issued. This is stated above the “AUTHORIZED SIGNATURE” line.

Fees to register this vehicle or vessel have been paid to the State of California, Department of Motor Vehicles. This permit must be supported by either:

- 1. A department receipt. The receipt number and the receipt number shown on this permit must agree.*

OR

- 2. A letter issued by the department confirming the issuance of this permit.*

TOPs are hand written and contain the following information as shown on page 13.

NOTE: Review the “arrows” and explanations as printed on the page.

Pg. 14

Now turn to page 14 of the workbook and we will read the back of the permit.

Temporary Operating Permit, continued

Pg. 15

Turn to page 15 and we will look at the components of a TOP.

NOTE: *Read the information on page 15 with the class.*

Completed
TOP
Pg. 17

Turn to page 17 of the workbook.

We will examine how to cross reference receipt information on a TOP and a DMV receipt.

The white numbered boxes on the completed TOP (bottom of the page) are from left to right:

- **BOX # 6**–Type Transaction Code (3 positions)
- **BOX # 1**–Office ID # (3 positions)
- **BOX # 2**–Work date (6 positions)
- **BOX # 3**–Technician ID # (2 positions)
- **BOX #4**– Sequence # (4 positions)

At the bottom of the permit the “Line Date Stamp” identifies:

- **BOX # 1**–Office ID# (3 positions)
- **BOX # 2**–Work date (6 positions)
- **BOX # 3**–Technician ID # (2 positions)

Line Date Stamp information may be handwritten

Final Concepts:

1. If the registration is expired, a permit is usually required.
2. DMV employees have guidelines when to issue a TOP.
3. Clearance information is cross-referenced on the TOP.
4. A TOP is hand written and includes a serial number/serialized sticker.
5. A TOP is valid up to and including the day indicated on the front.
6. The conditions for operation are printed on the front of the TOP.

One Day Vehicle Moving Permit

Pg. 18

Turn to page 18 of the workbook. This is a “Vehicle Moving Permit.” As stated on the top of it, this permit is valid when:

- The vehicle has a valid PNO status on record.
- The vehicle is exempt from PNO law.
- The vehicle has registration fees on deposit.

One Day Moving Permit, continued

Pg. 18

A One Day Moving Permit accompanied by a Report of Deposit of Fees (RDF) meets the requirements of a registered vehicle as defined in *California Vehicle Code §22850.3*

The Vehicle Moving Permit is issued for any reason indicated on the form. (See box # 1)

The Vehicle Moving Permit is valid for ONE DAY ONLY as indicated in bold print. (See box # 2)

The Vehicle Moving Permit has information related to the applicant (See box # 3) and indicates the date it is valid. (See box # 4).

The Vehicle Moving Permit is approved by DMV or CHP employee on the bottom. (See box # 5)

As with the Temporary Operating Permit, DMV or CHP employees follow procedural and discretionary guidelines when issuing this permit.

If, for any reason, the date is not indicated on the permit, have the operator fill in the "VALID ONLY FOR MOVEMENT ON THIS DATE" line with the date it is examined.

Suspense Receipts

Pg. 19

Turn to page 19 of the workbook to see an example of a Suspense receipt.

Please highlight the words "SUSPENSE CUSTOMER COPY" in the upper left hand corner of the receipt.

This receipt is issued on incomplete transactions because it requires additional handling, generally done at Sacramento Headquarters. Suspense receipts are issued due to various conditions related to internal DMV procedure. (DMV is not done yet).

A Temporary Operating Permit is often issued with a Suspense receipt because additional time is needed to complete the transaction. Suspense items will not update in CLETS until DMV completes the transaction.

Look at the top of page 19 and you will notice that the receipt is only half a page. The information is similar to that found on a regular Registration Card.

The owner retains this receipt until DMV completes the transaction and issues a validated Registration Card.

Suspense receipts do not have an expiration date because the transaction has not been completed. As already mentioned, if the vehicle's expiration date is not expired on a Suspense transaction, no permit is required unless the vehicle does not have valid plates or stickers to display.

Pg. 20

Page 20 shows the back of the receipt.

Suspense Receipts continued

Pg. 21

DMV technicians may issue stickers and/or plates on Suspense items if the expiration is expired. Since Suspense items are incomplete transactions, you will not see an updated expiration date in CLETS until DMV completes the processing.

Turn to page 21 of the workbook. This is an example of a Suspense receipt that was issued with indicia (in this case a sticker).

Look at Box # 1 at the bottom of the page. This is the area of the receipt that will indicate the sticker number.

If a sticker was issued on a Suspense receipt, the customer will not require a Temporary Operating Permit. The sticker should be displayed. As with all stickers, they do not display in CLETS. Knowing when a sticker is issued helps to determine operating authority.

Pg. 22

Page 22 displays the back of the Suspense receipt.

Final Concepts:

1. If the registration has expired, a permit is usually required.
2. Suspense receipts are incomplete transactions that are usually routed to DMV Headquarters for completion.
3. Suspense receipts are half a page and have no expiration date.
4. Suspense items usually require 30 to 120 days for Headquarters to complete.
5. Comparing the clearance information to the TOP can help you determine if the permit is valid or not.
6. Some suspense receipts will be issued with stickers. You can identify these by looking above the words "AMOUNT DUE" on the receipt. (Stickers do not display in CLETS).
7. The customer will receive a validated Registration Card and indicia, if needed, once the transaction is completed.
8. *On expired registration if a customer has a "Suspense" (SIP) receipt and no permit or valid sticker, send them back to DMV. Since all "Suspense" (SIP) items require further DMV processing, the customer should have been given an operating permit or a sticker. It's best to have DMV resolve this rather than site for operational authority.*

“Non-Automated” RDF Receipt**Pg. 23**

Turn to page 23 of the workbook to review a Report of Deposit of Fees receipt for a non-automated transaction.

This receipt is issued when the vehicle record temporarily can not be accessed because the system is down. The receipt information will not display in the CLETS printout until the item is rekeyed by a DMV employee once the system is up.

If the registration is expired, a permit is usually required.

Let’s look at the format of this receipt:

Please circle the words “Report of Deposit of Fees” and “NON-AUTOMATED TRANSACTION.”

- **BOX #1**–Identifies it as an RDF and indicates that it is a NON-AUTOMATED TRANSACTION.
- **BOX #2**–States that the document is NOT an operating permit.
- **BOX #3**–Indicates the reasons needed to complete the transaction.
- **BOX #4**–Displays the clearance information. Since this is a Non-Automated receipt, the format is slightly different.

first 3 digits = Office, next 6 = work date, next 2 = tech ID#,
next 4 = sequence #, next 3 = Transaction code

The remaining 9 indicates any credit for monies paid.

As we mentioned before, this data is helpful to determine the validity of a Temporary Operating Permit if issued.

Page 24 is the back of the receipt.

Pg. 24***Final Concepts:***

1. If the registration has expired, a permit is usually required.
2. If the registration is valid a permit is not required.
3. Non-Automated receipts are issued when the DMV system is not working or “down” and the customer needs to complete the transaction.
4. Non-Automated transactions will be later keyed into the system when communications resume.
5. Non-Automated receipts are NOT operating permits.

Comparing the clearance information to the permit can help you determine if a permit is valid.

“Non-Automated” Suspense Receipt

Pg. 25

Turn to page 25 of the workbook. This is an example of a Non-Automated Suspense receipt. (DMV is not done yet). As we already mentioned, Suspense items are transactions that require further DMV processing.

The only thing different about this suspense receipt is that it was created when the DMV database was “down.” That is why it says “NON-AUTOMATED TRANSACTION” on it. CLETS will not indicate a RECORD STATUS until the transaction is updated by a DMV employee once the system is back up.

The customer will not need an operating permit if the vehicle has a current sticker on the plate and the registration is current.

If the registration has expired and the customer does not have a permit, send them back to DMV to resolve operational authority.

Pg. 26

Page 26 is the back of the receipt.

Response Fields

CLETS printouts contain the vehicle’s coded descriptive information. This displays under numerous response fields and is known as output data. Most response fields are recognizable without further explanation. Some fields are not relevant to law enforcement concerns and will not be addressed in detail.

Vehicle Registration Printouts

Pg. 29

For confidentiality, plate and vehicle identification numbers in this workbook include configurations that are not available on the database. All names and addresses used in this workbook are fictitious.

Each inquiry response is unique in appearance depending on the information requested as well as the inquiry device used. Each agency has the ability to format their printouts. The examples you see in this workbook may appear different than the printouts you use. Formatting issues will not be addressed in this training. Now turn to page 29 of the workbook.

This is an example of the various “response fields” that can display on a CLETS printout. Most of the fields are self-explanatory. Many response fields are relevant only to DMV and will not be discussed.

As we move through the workbook, you will be given a step-by-step method that will direct you to the relevant information needed.

Pg. 30

Pgs. 31/32

This information relates to interpreting Federal CVRA weight/composition codes. Pages 31 and 32 contain the Registration Printout Guide. We will not be reviewing these pages in detail. Use this section if you need clarification of a response field.

Let’s begin deciphering CLETS registration printouts. Turn to page 33 of the workbook.

Printout #1

Pg. 33

NOTE: Before starting, inform participants that all interpretation exercises in this workbook have varying dates and may not represent “Today’s” date.

All date information from this point forward is to be taken at “face” value for the purpose of instruction.

The step-by-step process will be highlighted on each printout in order to establish a routine method of deciphering. In order to establish consistency, do not skip any steps. Make it your goal to focus on the relevant data.

Begin the Process

For each printout:

Start by verifying the date. We will do this by using the word “START” on each printout.

For class purposes, this will be the date you are working in the field.

START

What is the date of the printout? **05/15/09**

STEP # 1

When does this registration expire? **11/14/08** (Expired)

STEP # 2

What is the descriptive information? **01 Cadillac Sedan**

STEP # 3

Verify the registered owner(s) name(s) and address of record.

Daniel or Thelma Henderson
2820 San Jose Way, Sacramento Ca 95817

When you examine the “R/O” response field, keep in mind that this contains the name(s) and address as last recorded on the DMV database.

DMV refers to this as the *registered owner of record*. This is important to understand because there are scenarios that involve the change of a registered owner.

The current owner may not be the registered owner of record on DMV’s database. If a new buyer has not applied for and completed all transfer of ownership requirements with DMV, his or her name and new information will not appear in the record.

Rather than make assumptions, always verify the name(s) of the registered owner(s) of record.

Examples of incomplete transfers will be discussed later.

Printout #1, continued

NOTE: Inform trainees that the response fields below the “ZIP#:” are internal to DMV. It will not be necessary to decipher these fields.

STEP # 4

Review the “REC STATUS.”

This stores the vehicles history. The “REC STATUS” for this printout indicates a RENEWAL NOTICE EXTRACTED, PREV LIC and RELEASE OF LIABILITY information. We will now show you how to look up the most common record status definitions.

NOTE: Most “REC STATUS” information is historical and may not be relevant in determining if a permit is required. In order to quickly analyze a given scenario, focus on “SIP”, “RIP” and “TIP” information. (Each will be defined as we examine them).

Place a page marker on page 33 as we will come back to it in a moment.

Turn to page 61 of the workbook to look up the record status information.

If needed, the notes below will help you explain the status messages on page 33.

- *Renewal Notice Extracted*–This indicates that the Department generated a renewal notice.
- *Prev Lic*–This indicates the vehicle was issued new plates on 05/28/05. The previous license number was 1JQM409.
- *Release of Liability (NRL)*–This information indicates the Department was notified that this vehicle has been transferred. Notice that the “SELLER” is “NOT THE SAME AS ON FILE.”

This indicates that the registered owner of record, Daniel or Thelma Henderson, were not shown as the seller on the Notice of Release of Liability received on 12/09/08 and “Transferred” on 11/22/08.

At this point, the Release of Liability indicates that Roy Hartenburg purchased this vehicle. The registration has expired and no new registered owner information has been recorded. An application to transfer the vehicle has not been submitted.

In the field identifier “BUYER,” Roy Hartenburger is the reported buyer.

In the field identifier “SELLER,” you see “NOT THE SAME AS ON FILE” which indicates the seller of the vehicle was not the registered owner of record (Henderson).

The bottom line on this transaction is that the registration is expired and any operator requires a permit. If the operator has purchased the vehicle, they need to contact DMV for the requirements necessary to transfer ownership.

**Record Status
Pg. 61**

Printout # 1, continued

Pg. 33

This completes the step-by-step method.

The rest of this printout contains “CLEARANCE INFORMATION RECORDS.” This information is a history of automated transactions keyed into the database.

In most cases, clearance information will not be analyzed. If you decide to decipher these response fields, the most common Type Transaction Codes on page 54 will be helpful. We will not decipher clearance information records in this class.

Final Concepts:

1. This vehicle is not registered.
2. The vehicle was sold to Roy Hartenburger on 11/22/08.
3. The “seller” was not the registered owner of record, Daniel or Thelma Henderson.
4. Transfer of ownership has not been submitted.

Stop to address any questions. Review as necessary.

NOTICE of RELEASE of LIABILITY: (NRL)

DMV is required to record Notice of Release of Liability information when submitted. When you see “RELEASE OF LIABILITY (REG. 138)” on a CLETS response, it is because DMV has captured the information and stored it electronically.

Multiple NRL information may display if DMV has received and captured multiple notifications. Keep in mind DMV does not register the vehicle into a new Registered Owner(s) name(s) until all properly endorsed transfer documents and fees are presented to the department. When multiple NRL information displays, analyze the “TRANSFER DATE” field to help determine the most recent release.

Once all transfer documents and fees are properly submitted, all NRL entries, if any, are removed and the new “Registered Owner of Record” is updated at the top of the response and NRL information is archived electronically.

Any “Archived” NRL information, once the record updates to the new Registered Owner of Record, would need to be requested from DMV through legal process.

Place a page marker on page 33 as we will come back to it in a moment.

Turn to page 62a of the workbook for clarifying information on Notice of Release of Liability information.

1. On a CLETS response, RELEASE OF LIABILITY (REG 138) indicates that a change of ownership is not complete. NRLs only display because the new owner has not completed the transfer. Once the eventual transfer is completed at DMV, all NRL information is deleted because the new owner

**Release of
Liability
Pg. 62a**

- has submitted legal transfer documents and fees.
2. If you have multiple NRLs on file, it simply indicates that more than one individual has notified DMV that they no longer own the vehicle. You are seeing NRLs on record; again, because who ever wants the vehicle has not completed the transaction to transfer the vehicle in their name. With multiple NRLs, the most relevant is the latest TRANSFER DATE. All other NRLs on record have been superseded.
 3. On all “incomplete” transactions (RIP and SIP only) you will see at the bottom of the response a “PENDING MASTER FILE”. The only reason you see the PENDING MASTER FILE is to alert you that the transaction is not complete, and allows you to examine the name and address information in relation to the Registered Owner of Record information at the top of the printout. If the name(s) in the PENDING MASTER FILE is different than the name(s) of the Registered Owner of Record, it indicates that this incomplete transaction involves a change of ownership (Transfer). If the name(s) of both are the same, no change of ownership has occurred on the incomplete transaction.
 4. If you have an NRL (or multiple NRLs), with a PENDING MASTER FILE, and:
 - the name(s) in the PENDING MASTER FILE are the same as the Registered Owner(s) of Record (top of the printout), the NRL takes precedence.
 - the name(s) in the PENDING MASTER FILE are different than the Registered Owner(s) of Record (top of the printout), compare the NRL information to the new name in the PENDING MASTER FILE. Someone has come in to transfer the vehicle and is not done yet. Since it’s an incomplete transaction with differing name information in the PENDING MASTER FILE, the “TRANSFER DATE” information in the NRL will help you know who to notify buy looking at your SIP or RIP date in the RECORD STATUS Field.
 5. If you have no NRL on file but a PENDING MASTER FILE with differing names than the Registered Owner of Record, notify the individual(s) in the PENDING MASTER FILE. This is the latest owner known to the DMV at this time.

As record status can change at any time, it’s important to stress that any NRL or PENDING MASTER FILE information is only as good as the time and date you ran the inquiry. Take all information at face value at the time you inquire. In cases where legal service notification is required, it’s advisable to print your CLETS response to validate your decisions at the time of your analysis.

Printout #2**Pg. 34**

Turn to page 34 of the workbook for printout #2.

STARTWhat is the date of the printout? **09/04/09****STEP # 1**When does this registration expire? **02/28/09** (Expired)**STEP # 2**What is the descriptive information? **04 Ford Pickup****STEP # 3**

Verify the registered owner(s) name(s) and address of record.

Trisha Shoman
724 Linden Drive, San Francisco CA 94102

We will not be deciphering the response fields below the ZIP#.

STEP # 4

Review the "REC STATUS."

NOTE:

As there is no SIP, TIP or RIP on file, the "REC STATUS" information is not relevant to determining operation status. Reinforce this observation but let them know that if they feel it necessary to know what the historical data means, they can turn to page 61. Page 61 is only a very small sample of the most common Record Status Messages they may see.

Stress what is known at this point.

- *The vehicle is expired*
- *There is no transaction currently in the system*
- *They may have a Non-Automated receipt due to the system being down.*
- *This scenario requires a permit.*

Analyzing the "Delinquent Notice Extracted", "Smog Due", "Open Collection" and "Prev Lic" status information is not productive.

Again, focus on "SIP", "RIP", or "TIP" information. Other wise, no transaction exists unless a Non-Automated receipt is presented.

NOTE:

If you decide to decipher the clearance information, use the Registration Printout Guide on pages 31/32. It will not change the fact that a permit is required in this case.

Final Concepts:

- 1. The vehicle is not registered.**
- 2. A permit is required to operate the vehicle.**

NOTE:

Stop to address any questions. Review as necessary.

Printout # 3

TIP
Pg. 35

The next printout will demonstrate an important concept related to how DMV updates a record after a transaction has cleared. This is known as a “Transaction in Process” or “TIP.”

Turn to page 35 of the workbook.

We will see how a customer may have a valid Registration Card that does not match your CLETS record.

START

What is the date of the printout? **09/22/09**

STEP # 1

When does this registration expire? **06/08/09** (Expired)

STEP # 2

What is the descriptive information? **06 Olds Sedan**

STEP # 3

Verify the registered owner(s) name(s) and address of record.

Marilee Barber
7890 Hope Street, Los Angeles CA 90207

(The response fields below ZIP# will not be reviewed.)

STEP # 4

Review the “REC STATUS.”

NOTE: *Smog Due—this shows when the next renewal smog is due. There is no need to go to page 61 to look this up.*

What is relevant is the fact that a “TIP” displays in the “REC STATUS”. This is the information coupled with identifying relevant documents, will lead to the most expedited decision making factors.

Printout #3, continued**TIP
defined
Pg. 62***New Concept**The next item we see in the REC STATUS field is:**“TIP”–This stands for “Transaction In Process.” Highlight the word TIP. Turn to page. 62 of the workbook and we will read the definition.***NOTE:** *After reading the definition, go back to page 35 and define the fields next to TIP using the following as a guide.*

TIP Response fields:

- The information shown on the TIP line includes the office that keyed the transaction:
 - Office–OFC: 508*
 - Date–D: 09/20/09*
 - Technician ID/Sequence #'s–ID/S: A4, seq 0032*
 - Type Transaction Code–T: F00*
- This TIP information will transfer to the “CLEARANCE INFORMATION RECORDS:” portion of the printout when the transaction updates. When the update is complete, (two to ten days), the TIP status is removed.
- The “TYPE TRANSACTION CODE:” is an “F00”. If you feel the need to know what DMV keyed in the system, the most common transaction codes are listed on page 54. (Is this relevant)? Only if you want to know that an F00 is a Transfer of Registered Owner.
- The Type Transaction Codes may not be necessary to decipher. If so, look them up on page 54 and keep in mind it’s a fraction of the codes that may display in this field.

On page 35 in step 3 look at the “R/O:” of record on the CLETS printout.

- According to the CLETS information, Marliee Barber is the registered owner of record. However, the TIP means the record is not updated yet. That means the name(s) and address of the new registered owner(s) of record will not display until the TIP is updated (in two to ten days).
- Now look at the Registration Card below the printout. The name and address of the “R/O” does not match the CLETS printout. The expiration date is also valid “TO: 06/08/2010” and a sticker has been issued.
- The ownership has been transferred to the new registered owner of record. The registration is valid and the customer has a Registration Card. The system will update the database in two to ten days.

When the update is completed, the new owner receives a certificate of title by mail, as there is no legal owner in this case. The registered owner of record and new expiration date will also display in CLETS.

Printout #3, continued

Pg. 35

Final Concepts:

1. TIP stands for Transaction In Process.
2. A TIP is a completed transaction.
3. Until the TIP updates (in two to ten days), the CLETS database will not display the current information. (On the new Registration Card)
4. A Registration Card is issued on the date the TIP is recorded and reflects the current information.

NOTE: *Stop to address any questions. Review as necessary.*

Printout #4

Pg. 36

Turn to page 36 of the workbook. This printout is an example of a transaction requiring additional processing by Sacramento Headquarters. This is known as “Suspense in Process” or a SIP.

Holding your place on page 36, go to page 62 and read the definition of a SIP.

After reading the definition, complete the printout.

START

What is the date of the printout? **05/17/09**

STEP # 1

When does this registration expire? **07/26/08** (Expired).

STEP # 2

What is the descriptive information? **02 Chrysler Sedan**

STEP # 3

Verify the registered owner(s) name(s) and address of record.

Robert, Matthew, or Susan Johnson
7215 Apple Tree Dr, Mirada CA 90638

NOTE: *The response fields below ZIP# will not be reviewed.*

STEP # 4

Review the “REC STATUS.”

From this point forward, only use page 61 if the Record Status Message is not clear. Remind trainee’s that they can be most productive by immediately look for “SIP”, “TIP”, “RIP” and NRL information (if any).

Printout #4, continued

Pg. 36

- DELINQUENT NOTICE EXTRACTED
(review as needed)
- SMOG DUE (review as needed)

SIP–Highlight the word “SIP.”

- As earlier defined, this record status indicates that a transaction was started in an automated office and had to be forwarded to DMV Headquarters to be completed.
- The information to the right of the SIP is:
 - Office that keyed the transaction–OFC: 185*
 - Date–D: 03/05/09*
 - Technician ID/Sequence #'s–ID/S: MP, seq# 0333*
 - Type Transaction Code–T: H05*
- This is a simple renewal without a change of address. (Defined on page 54 if necessary).

New Fields in the “SIP” line

- The “V:” field displays the amount paid. This transaction has \$65.00 on deposit.
- The “R:” field contains the reason(s) for sending the paperwork to DMV Headquarters. DMV technicians key these codes when processing the paper work for the customer. The reasons for sending the paperwork to DMV Headquarters are not relevant to law enforcement. (These codes are found on page 60 if you feel it is relevant to discuss).
- The codes are “0” (Verify Record) and “7” (Headquarter Correspondence). Now you can see why you won’t necessarily need to look up these reasons. It requires thorough knowledge of DMV processing to explain them. In the future, look them up only if you feel the information will enhance the outcome desired.
- The last field “RT:” is a DMV routing code. These codes are internal and allow DMV technicians to know which DMV Headquarters unit has the paper work.
- CLEARANCE INFORMATION RECORDS: As mentioned above, this information is the historical clearance record and will not be discussed. If analyzing this information is helpful, page 32, item # 29 will help decipher the data.

Printout #4, continued

Pg. 36

New Concept (Pending Master File)

- A “PENDING MASTER FILE RECORD” will display when an incomplete transaction was keyed into DMV’s automated system.
- The name(s) in the “PENDING MASTERFILE” can let you know if a change of Registered Owner occurred. If no change of Registered Ownership has occurred, the names will match the R/O of record at the top of the print out.
- When DMV Headquarters has the items and fees necessary to complete the transaction, the item will be cleared in the automated system. All documents and indicia, *if any*, will be mailed or given to the customer.
- This was a simple renewal transaction (H05) without a change of address. (The names in the PENDING MASTER FILE match the names at the top of the record).

ASK: Once a SIP is cleared in the automated system, what RECORD STATUS will be set in the database?

ANSWER: TIP (Transaction In Process)

ASK: Once the TIP is set, how long will it take for the record to update all information?

ANSWER Two to ten days.

Turn to page 37 of the workbook. This is the document the customer received for this transaction. The upper left-hand corner of the receipt indicates “SUSPENSE CUSTOMER COPY.” This is what set the SIP status in the “REC STATUS” field.

Pg. 37 **NOTE:** *Have participants review the suspense receipt on their own and instruct them to answer the questions at the bottom of the page. Review the answers before going to the next example. (This was introduced back on page 21).*

Answers:

1. No. Look above “AMOUNT DUE,” there is no sticker indicated.
2. Headquarters in Sacramento will complete the application. A TIP will be set and two to ten days later; the database will update the record and the validated Registration Card will be mailed to the customer.
3. Yes, the registration is expired.

Printout #4, continued

Pg. 36/37

Final Concepts:

1. A SIP is an incomplete transaction that is sent to DMV Headquarters for processing. It can take between 30 and 120 days to be completed.
2. This receipt is a half sheet and will not have an expiration date on it unless a DMV employee has “hand written” one on the document.
3. The customer will only receive a suspense receipt and may require a temporary operating permit *unless* the expiration date is still valid or a sticker has been issued with the suspense receipt.
4. If a sticker was issued on a SIP, the receipt will display the sticker number above the words “AMOUNT RECVD.”
5. As a SIP involves special processing from DMV, most likely, the transaction will be given authority to operate. If a customer claims a permit or sticker was issued and they do not have it, refer them back to DMV.

NOTE: *Stop to address any questions. Review as necessary.*

Printout #5

Pg. 38

The last printout to review involves another incomplete automated transaction called a “Report of Deposit of Fees In Process” or RIP.

Turn to page 62 and read the definition of a RIP.

Turn to page 38 of the workbook. We will now evaluate an RDF receipt.

START

What is the date of the printout? **02/02/09**

The information below the date (step #1) indicates the vehicle has had a valid PNO on file since 02/02/2008.

STEP # 1

When does this registration expire? **02/02/08** (expired)

STEP # 2

What is the descriptive information? **99 Mazda 2 Door**

STEP # 3

Verify the registered owner(s) name(s) and address of record.

John Ramey
5150 Little Tree Dr, Mendocino CA 95437

STEP # 4

- SMOG DUE (Not relevant)
- PNO-REGISTRATION DEFERRED (Good to know)
- RIP (This is what you want to evaluate)

RIP Response fields:

The information to the right of the RIP is the office that keyed the transaction. This is called “Clearance” information.

Office that keyed the transaction–OFC: 999
Date–D: 02/02/09
Technician ID/Sequence #'s–ID/S: C7, seq# 0005
Type Transaction Code–T: H00

NOTE: *If necessary look up Type Transaction Code on page 54 then continue.*

PRINTOUT #5, continued

Pg. 38

- The “V:” field is the amount paid. This transaction has \$41.00 on deposit.
- The “R:” field has the “reason(s)” or requirements to complete the transaction. (These codes are internal to DMV and are not necessarily relevant to operating status)
- If necessary, turn to page 59 of the workbook to decipher these codes.
- A “0” indicates a smog certification is required. (Don’t confuse the number “0” (zero) with the letter “O”).

ASK: Once the smog certification is recorded on the DMV database and the customer completes the transaction, what “RECORD STATUS” will be set?

ANSWER: TIP (Transaction In Process)

ASK: Once the TIP is set, how long will it take for the record to update all information?

ANSWER: 48 to 72 hours.

- **CLEARANCE INFORMATION RECORDS:** As mentioned before, this information is the historical clearance record and will not be deciphered.
- **PENDING MASTER FILE RECORD:** This will display anytime an incomplete transaction was started in the automated system. In this scenario, the name and address is the same as at the top of the printout. This confirms that the registered owner of record did not change their address.

Now look at page 39 of the workbook. Let’s cross reference the clearance information on the receipt to the receipt information on the TOP.

NOTE: *Pause and compare the receipt information on the TOP with the clearance information on the RDF receipt.*

Final Concepts:

1. If the registration is expired, an operating permit is usually required.
2. If you have a RIP status with a valid expiration date, no permit is required.
3. A RIP is an incomplete transaction that will require the customer to submit additional documents or fees.
4. A RIP becomes a TIP when the required items are submitted. The TIP then updates in 48 to 72 hours.
5. Is the permit on page 39 valid to operate today? YES

Review Exercise Instructions

NOTE: *You will now have the trainees complete a review exercise.*

Before you do the review exercises take a 15 to 20 minute break.

Recommendation:

- In order to reinforce basic concepts, it's recommended you instruct the class to do each review scenario one at a time before proceeding to the next example.
- Have trainees wait before moving ahead so that you can address any questions, review for accuracy and build competency with each scenario.
- You can give three to five minute time limits for each review scenario in order to build competency.
- If you decide to have the class finish all exercises, instruct them to complete the exercises and wait for review.

No matter what method you use, remind the class of the following concepts.

- Read the instructions for each scenario and use any portion of the workbook to analyze the printouts.
- Knowledge of DMV processing is not needed to understand a CLETS printout.
- Remember that "SIPs" require DMV to finish the incomplete transaction and that "RIPs" require the customer to finish the incomplete transaction.
- Resist the temptation to decipher or comb through the printout analyzing internal or historic "DMV" codes and abbreviations.
- Focus on "SIP", "TIP" and "RIP" data when analyzing the "REC STATUS" information.
- NRL information can only be taken at face value and does not necessarily reflect who currently has possession of the vehicle. DMV will not know who owns the vehicle until all properly endorsed titling documents and fees are submitted and a transaction is started and or completed. When in doubt about who claims ownership of vehicle, always ask for the titling documents and refer them to DMV to place the vehicle in their name.
- The goal is to know where to find relevant information and establish a step-by-step approach.

All information is to be taken at face value.

When ready, begin on page 40.

Review Exercise Answer Key #1**Pg. 40/41****Answer Key: #1**

1. No
2. 2002 Oldsmobile Coupe
3. Ryan Keyes (R/O of Record is always at the top of the printout)
4. RIP
5. RIP: Report of Deposit of Fees In Process

PNO –REGISTRATION DEFERRED (helpful)

RIP on file.

- Office: 501
 - Receipt date: 04/07/09
 - Technician ID #: C2
 - Sequence #: 0045
 - Type Transaction Code: F00 (Registered Owner Transfer)
 - Value: 166.00
 - RDF Reason Code: 0 (Smog required) (Not relevant)
6. The last known person to come into DMV was Manny Long.
(You know that by looking at the information in the “PENDING MASTER FILE”).
 7. Yes, the registration is expired and the vehicle is on PNO.
 8. A Vehicle Moving Permit (Good for 1 day)
 9. 05/30/2009

Review Exercise Answer Key #2

Pg. 43

Answer Key: #2

1. No (the Suspense Copy was issued with a sticker) (Look above the “AMOUNT DUE” field of the receipt)
2. Until the SIP is updated, the registered owner of record is still Mildred Patterson (at the top of the printout). Joseph P Glenn is the new registered owner, but his name will not show as the registered owner of record until the record updates. This will occur when DMV Headquarters updates the record and the TIP clears. Joseph P Glenn is responsible for the vehicle.
3. Yes, the TTC used G10 (page 54) is a Lien Sale.
4. The REC STATUS indicates:
 - A SIP for a G10 is on file (incomplete transaction with the paper work in Sacramento).

Review Exercise Answer Key #3

Pg. 45

Answer Key: #3

Various answers may include:

- The registration is current.
 - The registered owner of record is Howard Douglas.
 - The REC STATUS includes:
 - A delinquent renewal notice was generated. (Not relevant)
 - A smog is due. (Not relevant)
 - The vehicle has been branded as Salvage. (Not relevant)
 - There is a RIP on file. (Most relevant)
 - The vehicle was previously plated with 1ZQW015. (Not relevant)
 - The “TTC” used was a F00 which involves a Registered Owner Transfer. (Helpful)
 - A “PENDING MASTER FILE” record indicates Christopher Eugene George as the new registered owner. This will not be updated until the customer completes the transaction.
 - Since the registration is current, an operating permit is not required.
1. No permit is required. The vehicle is not expired and should have a valid sticker on the plate. The RIP has no bearing on the expiration of the sticker.

If there is no sticker, send the owner to DMV for substitute sticker.

Review Exercise Answer Key #4**Pg. 47***Answer Key: #4*

1. Yes

This Vehicle Moving Permit is valid. Today's date is 01/12/2009 and the permit is dated for the same.

A vehicle on a PNO is valid for operation as long as they have a valid permit and the receipt.

Review Exercise Answer Key #5**Pg. 49***Answer Key: #5*

1. Yes

2. The REC STATUS indicates:

- A TIP is on file.

3. Once the TIP clears (48 to 72 hours), the vehicle's "REG VALID FROM:" will update to reflect the new Registration Card. (11/28/2008 TO 11/28/2009)

4. Yes (It is displayed on the Registration Card on the right side below the field "STICKER ISSUED.")

5. The sticker is for 2009, the # is Y5687501.

Additional Information/Contacts

Additional information

Now that we are done with the review exercises, we will briefly review the reference materials. They are included as a resource. We will browse each section simply to familiarize you with the topics.

VLT/DOJ stops Pg. 55

Turn to page 55. We will now read an overview of VLT and DOJ stops.

NOTE: *Read all of page 55. As procedure will vary per agency, reinforce any protocols your agency follows when addressing DOJ stops.*

Electronic Insurance Pgs. 56-58

Turn to page 56. We will now read an overview of Electronic Insurance.
Read with the class.

Pages 57 and 58 are questions and answers for you to read on your own and help answer any questions.

Office Identification listings. Pgs. 63–68

Starting on page 63 and ending on page 66, are the Office Identification listings. These are available for referencing automated offices, if needed. Automated “AAA” offices that handle DMV processing are listed on pages 67/68.

Pgs. 69/70

DMV Contact information/Hours of Operation

Pgs. 71–73

Now that we have completed the workbook, we will complete the final review section.

Turn to page 71 of the workbook. You will have fifteen minutes to complete the exercise.

- Be sure to use any page in the workbook to answer the questions. Knowing where to find the information is important to establish good habits.
- If you need help during this exercise, please ask for my assistance.
- All questions will be addressed when we review as a group.

NOTE: *Ask if there are any questions before starting.
Begin when ready.*

Final Review Answer Key**Pgs. 65–67**

1. A
2. C
3. C
4. B
5. B
6. A
7. B
8. A
9. A
10. B (One day only)
11. B (Two to ten days)
12. A
13. A
14. B (there could be an incomplete change of R/O)
15. B
16. No (The “DAY” field on the TOP indicates “01” (December). Today’s date according to the printout is 12/10/09. The TOP is expired.
17. The RIP information in the REC STATUS.
18. 21874 2ND Ave #4C, Daly City, 94015
(The Pending Masterfile has a different address than the top of the printout).
The address in the Pending Master File represents the last information entered
In the system.