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Subject: Edit Registration/Titles

Good Morning:

I got Data Quality a couple of weeks ago to send me copies of the emails they received so I could check to see what type of transactions they were having to do.

Tier 2 (Limited Research)

Most transactions require some research. The ones that we are having the most problems with right now is customers saying they did not turn in their tags when our records indicate they did or customers tags were turned in but the branch offices have listed the incorrect reason. These require edit registration with a minimum of research.

We have a number of cases where the registration information is not showing on the title record. This requires either an edit registration or a transfer and override the fees. This requires a minimum of research.

Wrong expiration dates on the registration records.

Tier 3

Wrong owners shown in Phoenix.

Rebuilding records where lien information and odometer information is missing.

Owners not showing on Phoenix (Title more recent records or Title Only). Most of the time, research has to be done in order to confirm owner information.

Duplicate Vins

Stolen Vehicle clearances

Most of the problems I have seen is sometype of variation of the problems stated above.

Now we are getting problems where the users are keying in the incorrect title number and registering the incorrect vehicle. These type of problems have to go to the programmers. Right now we do not have a fix.

If you have any questions, please let me know.

Hattie