Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services

PROCEDURE	SUBJECT:
EFS-01	ELECTRONIC FILING SYSTEM (EFS) INVENTORY

DESCRIPTION AND USE:

THIS PROCEDURE PROVIDES INFORMATION AND INSTRUCTIONS TO ASSIST CERTIFIED SERVICE PROVIDERS (CSP), ELECTRONIC FILING SYSTEM (EFS) AGENTS AND TAX COLLECTORS FOR VOIDING TRANSACTIONS ASSOCIATED WITH INVENTORY AND MONITORING INVENTORY.

I. GENERAL INFORMATION:

The Electronic Filing System (EFS) allows Certified Service Providers (CSP) and Electronic Filing System (EFS) agents to interface with FRVIS from their locations using vendor applications and enter vehicle registration and title data into FRVIS.

II. REASONS FOR VOIDING A TRANSACTION AND SPECIAL INSTRUCTIONS FOR MANAGING THESE AND RECONCILING INVENTORY:

The EFS agent may void a transaction for any of the reasons described below.

A. The buyer never took possession of the vehicle; therefore, the plate was not placed on a vehicle and may be reissued to a different customer.

1. The EFS agent should select "set inventory to available" in the CSP application when voiding the transaction.
2. The CSP will transmit a void transaction to FRVIS where the status of the inventory will be changed to 'RS' or re-issuable in FRVIS. If not, the EFS agent will receive an error message.
3. Inventory may be reissued by an EFS agent or tax collector.

B. The buyer was unable to obtain financing, although he/she took possession of the vehicle, a license plate was placed on the vehicle and the vehicle left the dealership.

The transaction must be voided, and the plate must be removed from the vehicle and turned in to the tax collector office.

C. The buyer returned the vehicle because he/she decided not to purchase it.

The transaction must be voided and the license plate must be removed from the vehicle and turned in to the tax collector office.

Revision(s) to this Procedure: ***<u>Routine review, no major changes. Added Historical Revisions.</u>***

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D. The buyer requested a tag change after taking possession of the vehicle and having a license plate issued.

The buyer returns the license plate to the EFS agent and advises he/she has a license plate to transfer rather than purchasing a new plate. The transaction must be voided and the plate turned in to the tax collector office.

E. A transaction in the initial status cannot be advanced to the complete status, which requires the registration to be processed manually.

This may be due to a problem with the vehicle record or a stop currently placed on the customer, vehicle or registration. The license plate was placed on a vehicle, so it should not be re-issued to a different customer. Follow the steps below:

1. EFS agent should select "Return voided inventory to Tax Collector" in EFS agent software when voiding the transaction.
2. The CSP will transmit a void transaction to FRVIS where the status of the inventory will be changed to 'RT' (EFS returned) in FRVIS. If not, the EFS agent will receive an error message.
3. A Certificate of Disposal should be printed at the time of the void and submitted to the tax collector when the inventory status is changing to 'RT'. Upon receipt by the tax collector, one of the following will occur.
   (a) The inventory and Certificate of Disposal are submitted to the tax collector.
   - The tax collector changes the inventory status of the inventory from 'RT' to 'RR' (return received) using "Maintain Inventory Status" in FRVIS.
   - The Bureau of Accounting issues an invoice to the EFS agent for the inventory item using "EFS Returned Plate" in FRVIS.
   - Upon payment from the EFS agent, the accounting office accepts payment using "EFS Returned Plate" in FRVIS. The inventory status is changed to 'RV' (received and paid EFS plate) in central and the tax collector's local inventory when the next EFS report is downloaded.
4. Inventory with an 'RR' status must be forwarded to the Bureau of Accounting with a copy of the Certificate of Disposal.
   (b) The inventory item was not returned to the tax collector.
   - The Bureau of Accounting issues an invoice to the EFS agent for the inventory item using "EFS Returned Plate" in FRVIS.
   - Upon payment from the EFS agent, the accounting office accepts it using "EFS Returned Plate" in FRVIS. The inventory status is changed to 'PN' (paid not returned EFS plate) in the central and tax collector's local inventory when the next EFS report is downloaded.

III. MISCELLANEOUS:

A. If an error message is received during a void, FRVIS will not be updated and the inventory status will remain 'IS' (issued). The EFS agent should contact the tax collector's office who will contact the Department for assistance.

B. When a transaction is voided and the EFS agent chooses the incorrect inventory status, the EFS agent should take necessary steps to correct the error.

Example 1: Inventory status was changed to 'RS' and should have been changed to 'RT.'

The transaction should be re-entered in an initial status then voided and the correct inventory status chosen.

Example 2: Inventory status was changed to 'RT' and should have been changed to 'RS.'

The EFS agent should contact the tax collector's office who will contact the Department for assistance.

C. If an EFS agent needs to correct a transaction after it was transmitted in a report to the tax collector's office, the transaction must be voided first and then the transaction may be reprocessed correctly.

D. When a transaction needs to be voided after being transmitted in a report, the EFS agent should flag the paperwork submitted to the tax collector's office. While voiding the transaction, FRVIS will allow the tax collector clerk to set the inventory status to one of the following three values:

1. 'RS' (re-issuable) - Whenever the void is due to a correction that needs to be made by the EFS agent, the inventory status should be set to 'RS'. This will allow the inventory to be reissued after corrections are made. The paperwork should be returned to the dealer and resubmitted after corrections are made.
2. 'RT' (returned) – If the transaction being voided will not be resubmitted and the EFS agent did not return the inventory with the paperwork, then the inventory status should be set to 'RT'. The paperwork should be returned to the dealership.
3. 'RR' (returned received) – If the transaction being voided will not be resubmitted and the EFS agent returned the inventory with the paperwork, then the inventory status should be set to 'RR'. The paperwork should be returned to the dealership.

Historical Revisions:

5/6/11 Revised Entire Procedure.