Department of Highway Safety and Motor Vehicles
Division of Motorist Services

PROCEDURE TL-53
SUBJECT: VOID TITLE TRANSACTION

DESCRIPTION AND USE:
THIS PROCEDURE PROVIDES INFORMATION AND INSTRUCTIONS TO ASSIST TAX COLLECTOR EMPLOYEES, LICENSE PLATE AGENTS, AND THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES IN DETERMINING WHEN A TITLE TRANSACTION MAY BE VOIDED ON A REPORT.

I. DEFINITION:

Void: To clear or undo an incorrect transaction record that is marked pending on the Division of Motorist Services (MS) database (FRVIS).

II. GENERAL INFORMATION:

When an error is detected for a transaction that has been processed in the system and the record is marked pending on the database, the transaction should be voided and reprocessed.

**If the void period has expired, refer to TL-04 Corrections/Changes to the Certificate of Title or Lien Information for instructions on how to correct title errors.**

III. SPECIAL INSTRUCTIONS:

The two reporting periods that may be voided are:
1. The current day's work.
2. The previous day's work (unless the title has already been issued).

IV. MISCELLANEOUS:

A. The transaction being voided may not be from a report prior to the previous work day.
B. A transaction may be voided from the previous day's report, unless the title has already been issued and is no longer in the office.
C. If a transaction is being voided that has already been cashiered, the payment must be voided before the transaction is voided. If the cashier voiding the payment is not the same cashier that posted the payment originally, a warning message will be displayed. This is just a warning and will not stop the cashier from voiding the transaction.
D. If the transaction being voided is from the previous day's report, and it is being reprocessed, it should be done on the current day's report. The previous day's report must be reprinted to indicate the payment and transaction were voided.
E. Transactions with a FAST TITLE FLAG cannot be voided from a prior day, unless the suppress title flag is on and the record is pending.

Revisions: Reminded to correct title to avoid voiding unnecessarily. Cannot void if customer has left office with the title. If transaction is voided that has been cashiered, the payment must be voided before the transaction is voided.

Historic Revisions:
5/18/99 Procedure was created with implementation of FRVIS 2000.