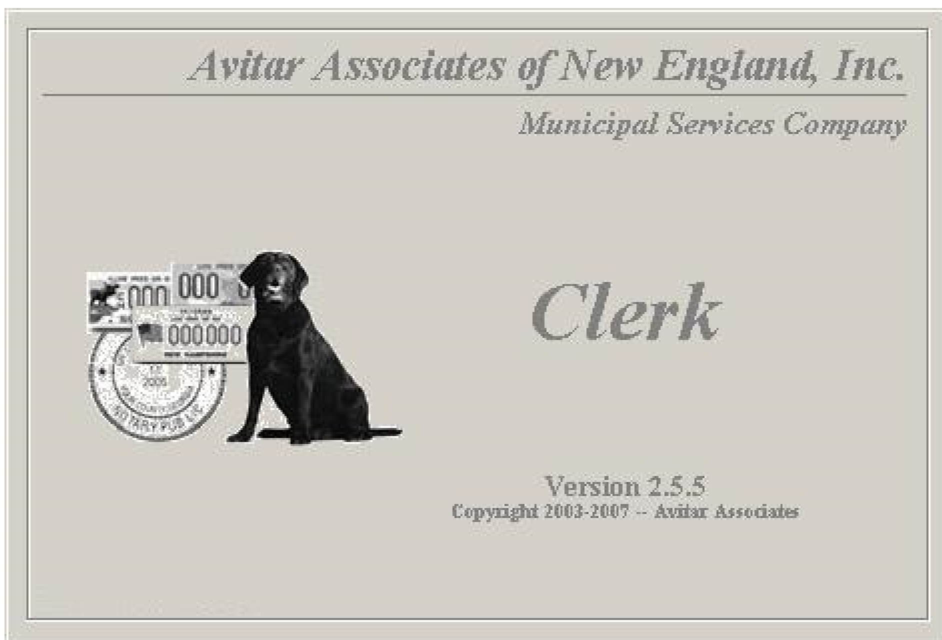
Avitar Associates
Municipal Services Company



Clerk Software Manual

Contents

About This Manual

The intent of this document is to guide you through all of the various functions of the Avitar Clerk/Motor Vehicle system. It is written to follow the flow of the program, such that it begins with a discussion of basic tasks and functions that are common to all users, before moving on to cover functions unique to each of the distinct modules: Motor Vehicle MAAP, Motor Vehicle Browser, Dog Licensing, and Clerk Services. System setup and customization of the program are discussed later in the guide because these topics are for all intents and purposes taken care of at the time of installation.

This software manual is intended for all users of the Avitar Clerk/Motor Vehicle system, regardless of which modules you have enabled. Therefore, parts of this software guide may not be applicable to your municipality. Additionally, this program has a setting to indicate whether the municipality is a town or a city. Consequently, in some descriptions or pictures throughout this manual you may see references to “Town Only” or “Town/State” when in your particular installation, the program in fact indicates “City Only” or “City/State.” For the purposes of this manual, the words “Town” and “City” are interchangeable.

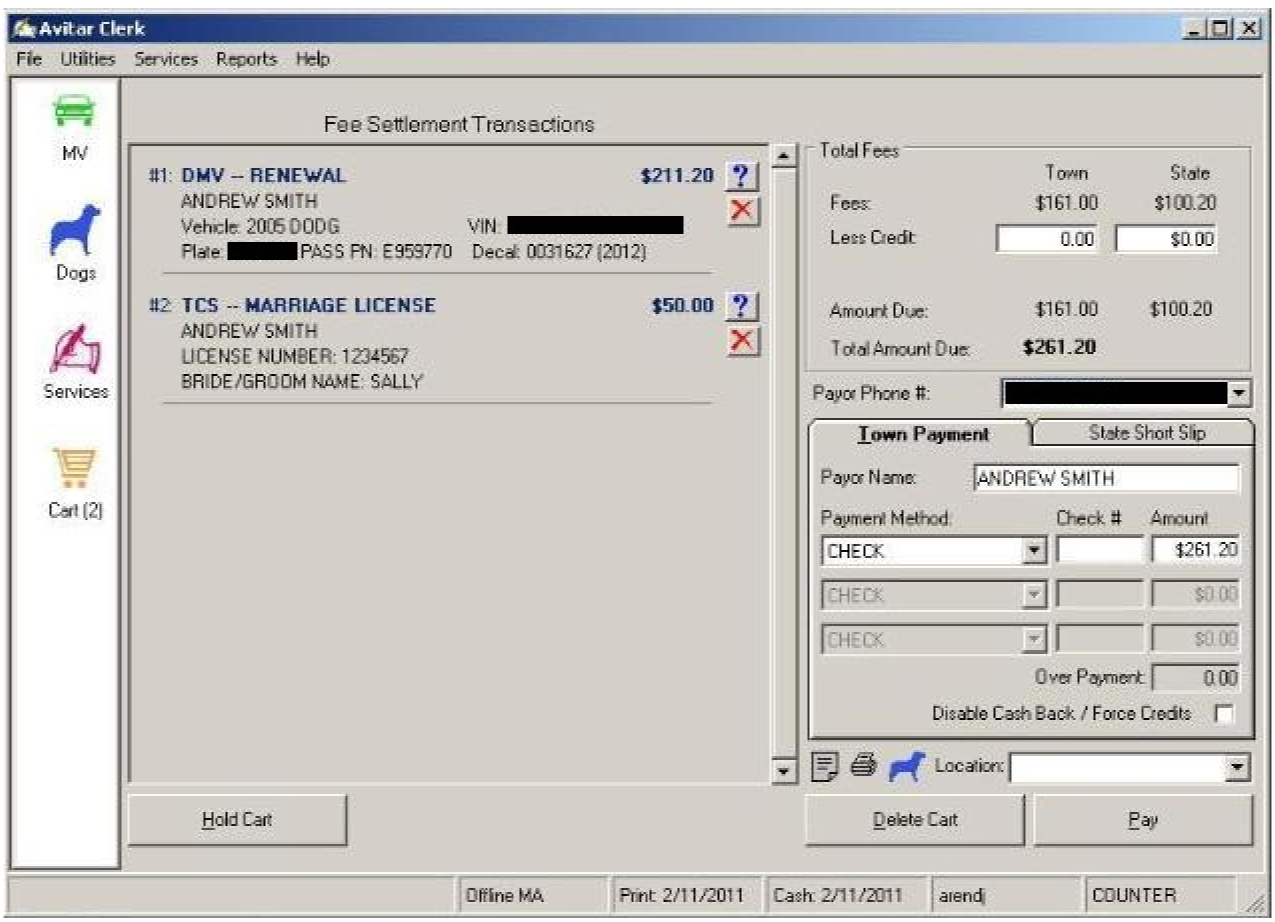
We encourage you to read this manual, either selectively or comprehensively, and use it as a reference tool. However, it is not intended as a substitute for basic clerk training, particularly with respect to the specialized knowledge required of municipal agents.

Common Module Processes

All of the tasks in the Modules are process driven with each Module following similar procedures. Regardless of which Module you choose, the process of creating carts, adding transactions to the cart, fee settlement, and printing will be the same. Whether, for example, you only have access to the Motor Vehicle MAAP Module or only the Dog License Module, you will always begin your day by starting the program, logging into the database, and beginning cart transactions from the Clerk Main Window.

Fee Settlement

Upon completion of a transaction, you will advance to the Fee Settlement screen creating a Cart. The cart displays what transactions you have processed, as well as what is owed for this customer. If you have further transactions for this customer, you can click on the **Module Icon** to process the next transaction. After each transaction, you will advance to Fee Settlement.



To view the details of an individual transaction, click the "**?**" next to that transaction. Depending on the type of transaction, certain information may be edited from this screen. For example, you can edit a dog tag number or rabies information, but you are not allowed to change any information regarding a motor vehicle. If a motor vehicle's information is incorrect, you would have to delete the transaction (see Deleting at Fee Settlement) and start over.

In order to assist with the licensing of dogs, if the owner you process a transaction for has an unlicensed dog, a blue dog icon will display on the Fee Settlement screen next to the Location text box. If you see the blue dog icon, you can remind your customer that they need to license their dog.

As each transaction is added to the cart, the total amount owed is displayed under the Total Fees section. If the customer wants to see a detailed transaction summary for each item in the cart before they pay the fees, click on the printer icon located below the payment section. This will display a report that can be printed and reviewed by your customer.

Once you have completed all the transactions for this customer, you need to select the payment method(s) and enter the payment amount(s).

A few notes:

- Depending on your systems settings, the amounts on the payment tabs can be configured to auto populate the Amount text box (see Town Settings Tab), for eliminating the process of entering the amounts and the possibility of entering the amount incorrectly.
- The system will auto populate the Payor Name text box with the Owner's name. If the person paying is different, enter the information into the text box.
- The payment tabs will display differently if you are a “one check” town versus a “two check” town. In a two check environment, you will see a Town Payment tab and a State Payment tab. In a one check environment you will see a Town Payment tab and a State Short Slip tab.

To enter the payment(s), use the Payment Method dropdown box on the **Town Payment tab** to select how the customer has paid you (cash, check, ACH, credit, etc.). If you processed a transaction with a State fee and you are in a two check environment, you will need to select the **State Payment tab** and follow the same instructions. Note, if you are accepting Credit Card and ACH payment tenders, you will need to contact Avitar in order to enable this feature. To complete the process, click **Pay**.

Deleting at Fee Settlement

There are two ways of deleting once on the Fee Settlement screen:

- Delete a single transaction: To delete a single transaction at fee settlement, click on the red “**X**” next to the transaction you wish to delete. This will delete that transaction from your cart and reduce the amount owed. Please note, if you want to delete the whole cart, you should not follow this process by deleting each item. If your intention was to delete the whole cart, you should delete the cart.

- Delete the entire cart: To delete a cart in its entirety, click **Delete Cart.** By selecting Delete Cart, you are choosing to delete all the transactions in the cart.

Clear Agent at Fee Settlement

The Clear Agent button on the Fee Settlement screen is used when you have processed the State and Town portion of a registration and, for various reasons; you need to process the registration as Town Only. Instead of deleting the cart and starting over, you can select the **Clear Agent button**, which will delete the amount owed to DMV, as well as the Municipal Agent fees. This typically happens when you are a two check municipal agent and the customer realizes at fee settlement that they only have one check. Instead of leaving and returning with another check, they decide to do the Town portion and complete the State portion at DMV.

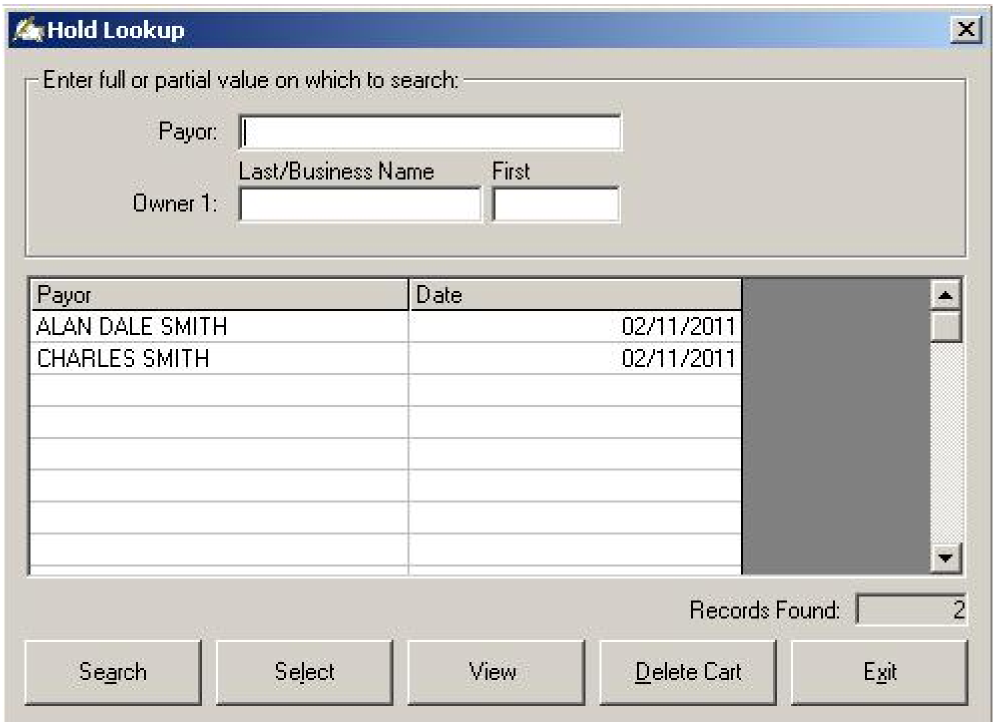
Hold Cart

The Hold Cart button on the Fee Settlement screen is used to place a cart on hold when you have processed transaction(s) for a customer and for various reasons they cannot finish the process at that time. For example, you have processed a motor vehicle registration, a dog license, and a dump sticker for a customer. When you tell the customer the total amount owed from the fee settlement screen, they state they do not have enough cash with them, but will run to the bank to get the amount owed. If you delete the cart (see Deleting at Fee Settlement), you will have to enter all the transactions again once the customer returns, however, if you do not delete the cart, you cannot wait on another customer. In order to wait on the next customer and not lose the transactions in the cart, click Hold Cart. This will save the transactions until a future time when you wish to complete them.

Note, when you select Hold Cart, if there are motor vehicles or dog transactions in the cart, a message will display stating all decals, plates, permit numbers, CTA numbers, and dog tags associated with this cart have been returned to your inventory. The message is stating that the inventory used for this cart can now be used for your next customer and new inventory will be used when your customer returns to complete the transactions.

In order to use the Hold Cart function, it must be enabled. To enable this feature go to **Utilities | System Administration | System Options | Town Settings | Fee Settlement section**. Select the **Allow Use of Hold Cart Option** check box and click **Save**.

In order to retrieve, delete, or view a cart you previously placed on Hold, select **Cart | Retrieve Cart**. The Hold Lookup dialog box displays.



The grid displays the carts that have been placed on hold. To lookup a cart, you can use the scroll bar to the right of the grid or type in either the Payor or Owner 1 name into the appropriate text box. Click **Search**. Once you have found the cart, you have several options:

- **View:** The View button will display a detailed transaction statement showing each item in the cart.

- **Delete Cart:** The Delete Cart button will delete the cart you put on hold. Carts should not be held over from one month to another due to the amount owed on a registration could change, so it is a good idea to review the carts on hold and if they are no longer valid, delete them.

- **Select:** The Select button will retrieve the cart on hold. If the cart had a motor vehicle or dog license transaction, you will be prompted to fill in the next available inventory for each item, unless you are auto populating your decals, in which case, the system will fill in the next available decal number. Once you have entered the inventory, you will advance to the fee settlement screen.

Processing of State Credits and Short Slips

Credits and Short Slips are used for both town and state transactions, but are typically used for motor vehicle transactions. The most likely and beneficial scenario for issuing shorts slips occurs when a customer needs to process a certified copy and a transfer at the same time. As the MAAP system will not allow more than one transaction in the cart with the same VIN, you can pay for the certified copy by issuing a short slip tender type at fee settlement. Then, when you process the transfer and advance to Fee Settlement, the system will recognize the existing short slip, adding the amount due to your current cart. This process allows customer to write one check to the town and one to the state.

If you are a One Check MAAP client, fee settlement will display the City Payment tab and a State Short Slip tab. To create a short slip, select the State Short Slip payment tab and from the Payment method drop down box, select **Short Slip**. Enter the amount due for the State. When you issue a State Short Slip, you must enter a reason into the Credit/Short Comment text box. Next, select the **Town Payment tab** and from the Payment Method drop down box, select Short Slip. Enter the Town due amount and click **Pay** to complete the transaction.

Change Due Calculated for Cash Transactions (only for one check MAAP environment)

In a one check MAAP environment, at fee settlement, the system will calculate the change due for customers who pay with cash. For example, if you process a renewal with an amount due of $143.25 and the customer gives you $150.00 in cash, you enter $150.00 as the cash payment tender amount and click **Pay**. A Change Due message box will display stating you need to give back $6.75 from your drawer. Your deposit report will display the total amount owed, the actual amount tendered, and the amount you gave back.

Printing

Dog licenses, vehicle registrations, and receipts will automatically be sent to the printer when you select the print button. However, reports will display on the screen first allowing you to preview the information before printing.

Post-It Notes

The Avitar Clerk system provides Post-Its whereby you can add notes or reminders to any cart, owner, plate number/plate type, or vehicle identification (VIN). Post-It notes can be more powerful than the simple Notes field attached to an owner in that you can create customized categories of Post-Its, add multiple Post-Its to a single owner/plate/VIN, and be reminded by the system when specific reminder dates pass.

Adding a Post-It

To add a Post-It to a specific cart, owner, plate number, or VIN, search and select the item you want to add the Post-It to. For example, to add a Post-It to an owner, select **Utilities | Owner Maintenance**. Search and select the owner. To add a Post-It to a plate number or VIN, select the **Motor Vehicle icon | Registrations | View/Maintenance.** Search and select the vehicle. With the item selected, click on the gray Post-It icon.

You will see the default window, ready for you to create a Post-It. For each note, you can select a Category of Post-It. For each Post-It you can also select whether you want to be reminded on a certain date. For example, you may want to be reminded when a returned payment needed to be paid by before taking additional action. To be reminded, check the Set Reminder check box and then select the Reminder Date. Finally, you can enter up to 500 characters of a message or note in the yellow Note are. Additionally, if you wish to be explicitly reminded of the Post-It whenever the record is displayed on the screen check the Flash This Message check box.

For example, you might use the Flash option to add an Owner Post-It to remind you that the customer must pay in cash due to several returned checks. In the future, any time this owner is selected by any user, the Post-It will automatically be displayed. You can add multiple Post-Its to a single record by pressing the **New** button.

If you wish to add multiple Post-Its to a single record, press the **New** button to keep adding Post-Its. To move among multiple Post-Its on a single record, use the left and right arrow buttons within the Post-It dialog box. To delete a Post-It, display the note to be deleted (using the left and right arrow buttons if multiple Post-Its exist on a record) and then press the **Delete** button.

Viewing Post-It Notes

Once you have added a Post-It to a particular record, the yellow Post-It icon will visually remind you of the Post-It every time the parcel is displayed. Once a Post-It exists on a record, you can easily view it by simply clicking on the yellow Post-It icon.

Post-It Reminders

Each time you or any other user logs into the system, the system will check the database for any Post-Its with Reminder dates equal or prior to the current system date. If the system identifies one or more records with applicable Reminder dates, once you login, the main menu screen displays Today's Post-It Note Reminders. Select **Show Reminders** and the Post-It Note Reminders report will display. You will continually be notified of Post-Its with applicable Reminder Dates with each subsequent log in until such time as you either uncheck the "Set Reminder" checkbox on all of the applicable Post-Its, change the Reminder Dates to sometime in the future on all of the applicable Post-Its, or simply delete the applicable Post-Its.

Creating Custom Post-It Categories

The customizable Post-It Categories enable you to efficiently categorize information. Examples might vary from records that have Parking Tickets to something as simple as a Rabies Expiration reminder. In any case, it will be easier for you to track your Post-Its if you create custom Post-It Categories to which different types of Post-Its can be assigned. Leaving the Category blank can be used for non-specific types of reminders or comments.

To create a new Category, search and select a record you would like to add a Post-It Note to and click on the Post-It Note icon. Click on the ellipsis next to the Category drop down box. The Post-It Note Categories screen displays. If an existing code is selected in the grid, you can change the category name by clicking in the grid, deleting the existing name and typing the new name.

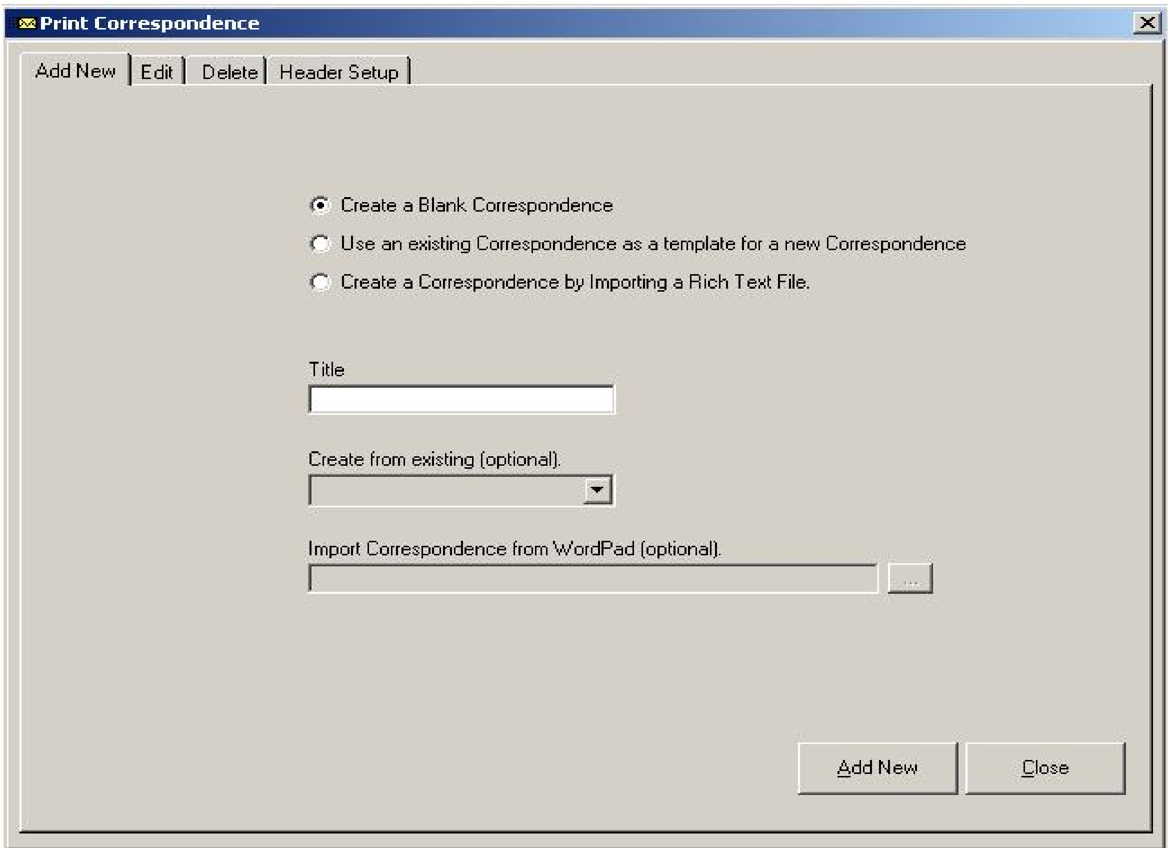
To add a new Post-It Category, select **New** and type the Category name into the Post-It Category text box. And finally press **Save**.

Correspondences

Correspondences is a system function that allows you to easily send correspondence to a customer. The system will allow you to create and save multiple correspondence letters. For example, you might have a standard message you send to customers who have issued you a bad check. This message can be imported into Correspondences to be used when you receive a returned check from the bank.

Creating, Modifying, Deleting Correspondences

In order to utilize the Correspondence feature, you must first create the correspondence itself. Note, only supervisor users can create, modify, or delete correspondence. To access the Correspondences feature select **Utilities | Correspondences**.



Creating a New Correspondence

To create a new correspondence, select **Setup** on the Print Correspondence dialog box. You have several options for creating a new correspondence:

- **Create a Blank Correspondence:** This option allows you to create a blank correspondence, which means you will need to manually enter the information, as opposed to importing an already existing document. To create a blank correspondence, enter a name for the document into the Title text box and click **Add New**.

- **Use an existing Correspondence as a template for a new Correspondence:** This option allows you to select a previously entered correspondence, rename it, and then modify the letter. For example, you may have an existing correspondence titled Payment Overage, which you send to customers who have over paid. If you want to add a separate correspondence for customers who have under paid and the letter is basically the same as when a customer has over paid, you can select the **Use an existing Correspondence as a template for a new Correspondence** radio button. Enter a new name for this correspondence into the Title text box and use the Create from existing dropdown box to select the document you want to copy. Then click **Add New**.

- **Create a Correspondence by Importing a Rich Text File**: This option allows you to use a document you already created using Word or any document that was saved as a Rich

Text file. To create the document, enter the name for this document into the Title text box. The Import Correspondence from WordPad text box is used to locate the existing document. Simply click on the ellipsis button to search your computer for the document. Locate and select the document. Click **Open** to return to the Print Correspondence dialog box. The Import Correspondence from WordPad text box will display the path and name of the document you want to import. Click **Add New** to complete the process.

Edit Correspondence

The Edit tab on the Print Correspondence dialog box is used to add or modify the text of existing correspondences. If you added a blank correspondence, you should immediately select the **Edit tab** to modify the blank correspondence. To edit an existing correspondence, use the **Select a Correspondence to Edit** dropdown box to select the document you want to edit. When you select the name, the existing document text (if any) will display in the text box. If you elected to enter a blank correspondence, enter the information for the letter where it says Edit Here. If you are editing an existing correspondence, type in the new information. Use the alignment, font, bold, italicize, and underline buttons to modify the appearance of any highlighted text as needed. Select **Save** when you have completed the changes. The **Preview** button allows you to view the letter as it will print and the **Print** button allows you to print the document.

Delete Correspondence

The Delete tab on the Print Correspondence dialog box is used to delete an existing correspondence. You would need to delete a correspondence if the need for the letter is no longer necessary. For example, you created a letter for customers who have over paid you and you changed your policy to not accept over payments. This would eliminate the need for this letter. In order to delete the correspondence, use the **Select the Correspondence you want to delete** dropdown box to select the letter and then select **Delete**.

Header Setup

The Header Setup tab on the Print Correspondence dialog box is used to determine how the system should format the header of your correspondences. Note that the header setup applies to all correspondences you generate within the system. You have several options for formatting the header:

- **Use Return Address:** The Use Return Address radio button is used when you want to enter your return address. To use this option, use the available text boxes to enter your return address and click **Save**.

- **Use Letter Head:** The Use Letter Head radio button is used when you are printing your correspondences on special paper which is pre-printed with your office or municipal letter head. When you select this radio button, the system will not print anything within the header area of your correspondences.

- **Use Image Header:** The Use Image Header radio button allows you to use a digital image in place of a pre-printed letter head. Note, the appearance of the image on the printed correspondence will depend on the size of the image you use. Once you select the Use Image

Header radio button, use the ellipsis button to locate the digital image you want to use. To avoid distortion of the image that may result from stretching, you should use images that are approximately 4.5 times as wide as they are high. Once you have configured your header, select **Save**.

Sending Correspondences

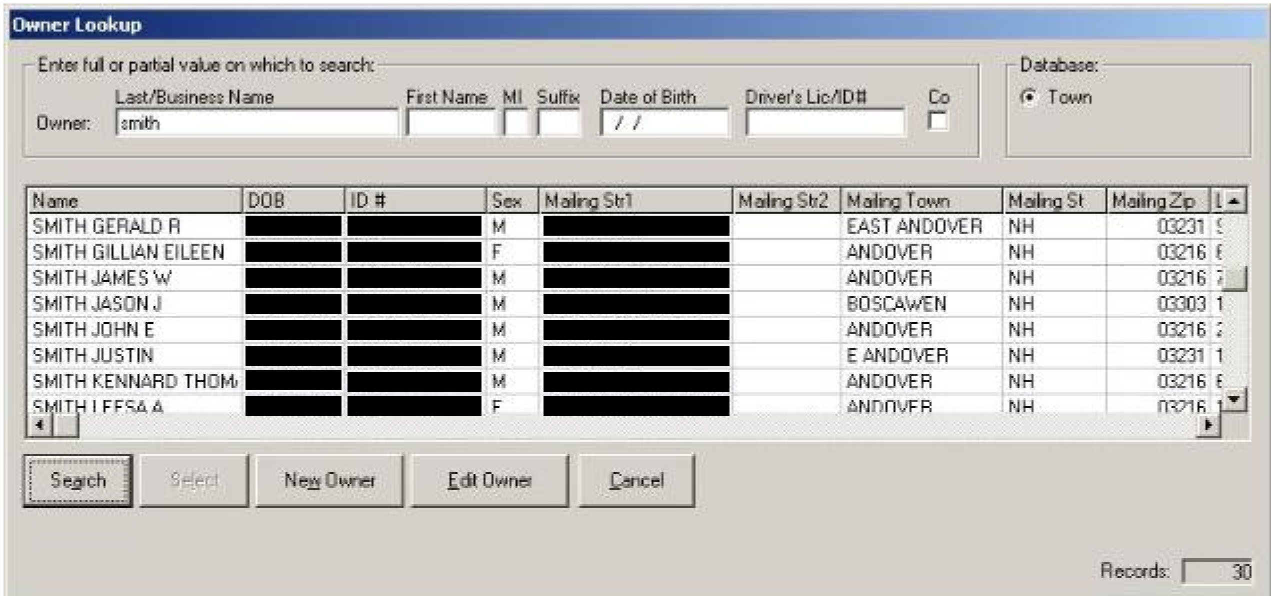
Once you have created one or more correspondence formats, they are available for you to send to specific owners. Correspondences can be created from several different places within the system -- essentially from wherever you have an owner record displayed. The most straightforward instance is from within the Owner Maintenance dialog box. Go to **Utilities | Owner Maintenance**. Search for the owner, click on their name in the grid, and click **Edit Owner**. The Owner Maintenance dialog box displays and you should notice a little flying envelope icon to the right of the bottom line of the owner's address information. Click on the **envelope icon** to access the Print Correspondence dialog box. Notice that the owner from the Owner Maintenance dialog box is displayed as the Recipient in the upper right corner. Select the name of the correspondence you wish to send to this owner from the Select a correspondence to print drop down. If you are a supervisor, you can modify the message, as outlined above, by pressing the Setup button. Select **Preview** if you wish to see how the actual correspondence will appear and select **Print** to send the correspondence to your printer. The recipient's address will print in an area suitable for use with standard #10 window envelopes.

You will notice the same flying envelope icon on various dialog boxes within the system, aside from just the Owner Maintenance dialog box. Wherever you find the correspondence icon, you can click on it to access the same Print Correspondences dialog box (e.g. registration screen, title screen, dog license screen, etc.).

Owner Maintenance

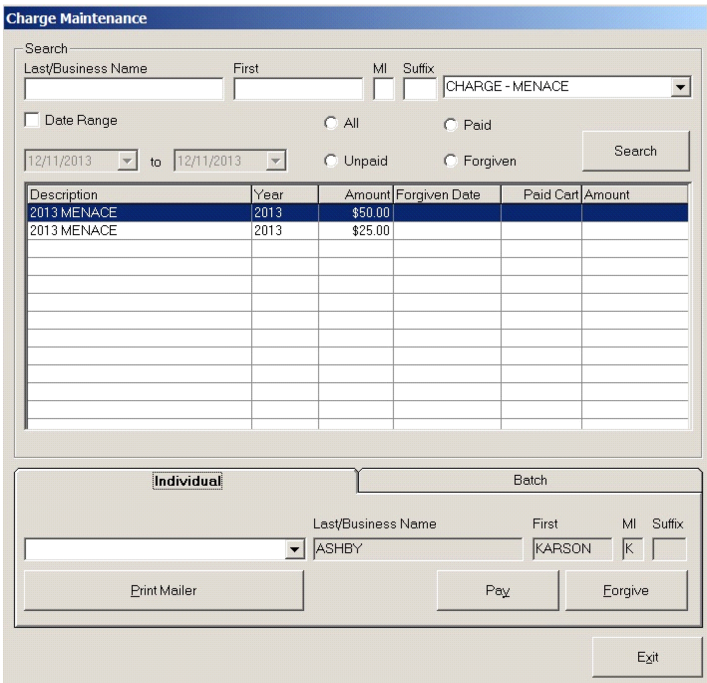
Owner Maintenance is used to add a new owner or update information for an existing owner. This process allows you to change an owners address, attach messages (which will display before advancing to fee settlement), attach pending Returned Check charges, or to make an owner inactive.

To add or modify an owner, go to **Utilities | Owner Maintenance**. Search for the Owner and click **Edit Owner**. If they do not display, click **New Owner**. Make the necessary changes and click **Save**.


Owner Lookup
Enter full or partial value on which to search:
Owner:
Last/Business Name
smith
First Name
MI
Suffix
Date of Birth
/ /
Driver's Lic/ID#
Co
Database:
Town
Name
DOB
ID #
Sex
Mailing Str1
Mailing Str2
Mailing Town
Mailing St
Mailing Zip
SMITH GERALD R [redacted] M [redacted] EAST ANDOVER NH 03231
SMITH GILLIAN EILEEN [redacted] F [redacted] ANDOVER NH 03216
SMITH JAMES W [redacted] M [redacted] ANDOVER NH 03216
SMITH JASON J [redacted] M [redacted] BOSCAWEN NH 03303
SMITH JOHN E [redacted] M [redacted] ANDOVER NH 03216
SMITH JUSTIN [redacted] M [redacted] E ANDOVER NH 03231
SMITH KENNARD THOM [redacted] M [redacted] ANDOVER NH 03216
Search
Select
New Owner
Edit Owner
Cancel
Records: 30

Charge Maintenance

Charge maintenance is used to view, pay, or forgive Charges, as well as print a mailer to send to the customer. To begin select **Utilities | Charge Maintenance**.



To search for a specific charge, use the Last/Business Name, First, MI, Suffix text boxes to enter the name the charge is listed under. Below are ways you can narrow your search further:

- Dropdown box: Use the dropdown box to search for specific Charges (e.g. menace).
- Date Range Check box: Selecting the Date Range check box will enable the month date pickers allowing you to specify a date range.
- All, Paid, Unpaid, Forgiven radio buttons: The system defaults to displaying All Charges. When you select one of the other three radio buttons, the system will only display the Charges specific to your selection.

Once you have made your selections click **Search**. The results will display in the grid. Click on the charge in the grid to highlight your selection. This will populate the owner at the bottom of the screen.

At the bottom of the screen are two tabs, Individual and Batch. The Individual tab is used for a specific individual and his/her corresponding charge. The Batch tab is used for a group of Charges. Below is a description of both tabs, along with their corresponding functionality:

<u>Individual:</u>

- Print Mailer: The Print Mailer button is used to send the owner a notice regarding the charge you selected. However, in order to print a mailer, you must first have a template of the letter you want to send. This template is created under the Correspondences feature (Utilities | Correspondences). Once the Correspondence has been created, simply select the correspondence from the dropdown menu and select Print Mailer.
- Pay: Use this when you want to pay a charge. Clicking Pay will add the charge to the shopping cart for the owner you selected and advance you to Fee Settlement.
- Forgive: If the charge is no longer collectible you can click forgive. The forgive action will be logged in the event viewer and the charge itself will be flagged as "forgiven."

Batch:

- Print Mailer: The Print Mailer button is used to print letters for a group of owners and their corresponding charge(s). Use the Search capabilities to select a specific group you want to send the letters to, or select All and every owner with a charge will be sent the mailer. For example, if you want to send mailers for the 10 Menace Charges you just added to the system, use the dropdown box to select Charge-Menace. As with the Individual | Print Mailer, you must have already entered the template of the letter you want to send (Utilities | Correspondences).
- View: View will produce a detail report of the Charges you selected.

Owner Merge Utility

The **Utility | Owner Merge Utility** menu item allows you to search for and remove duplicate owners in the database. This situation can occur when owner records are created in the database for the same person at different times. For example, you might create an owner record for "JOSH AREND" when he registers his dog after moving to town in March. However, when his DMV information is imported from the State in July, the system creates a new owner record for "JOSHUA AREND." While the existence of two owner records for the same person is not catastrophic, it does mean that address changes made to the "JOSH AREND" record will not be reflected on the "JOSHUA AREND" record. (Beyond the obvious name differences listed above, you may, in fact, have duplicate owner records for "JOSHUA AREND" and "JOSHUA AREND" where one record came from DMV and one was created locally.) The Owner Merge utility allows you to resolve issues of duplicate owner records by globally replacing all instances of one owner record with another owner record.

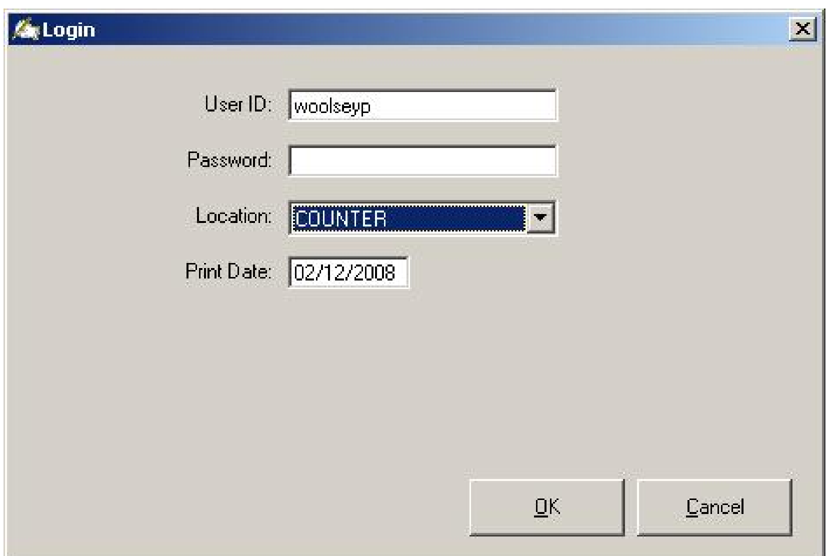
Starting Avitar Clerk

Click on the Avitar Clerk desktop Icon or select Clerk from the Avitar program group on your Windows Start Menu. You will see what is referred to as the splash screen, visible while the program initially connects to the database. Unlike other Avitar software, you cannot open the program without logging in.

Logging In

Standard System Login

The standard system login screen is used to login to the Avitar Clerk system. If you are using Avitar's Clerk Motor Vehicle module you will use the standard system login to work as an offline municipal agent. The standard system login screen displays the User ID, Password, Location and Print Date text boxes. Each User will have a unique User ID and Password, which is case sensitive.

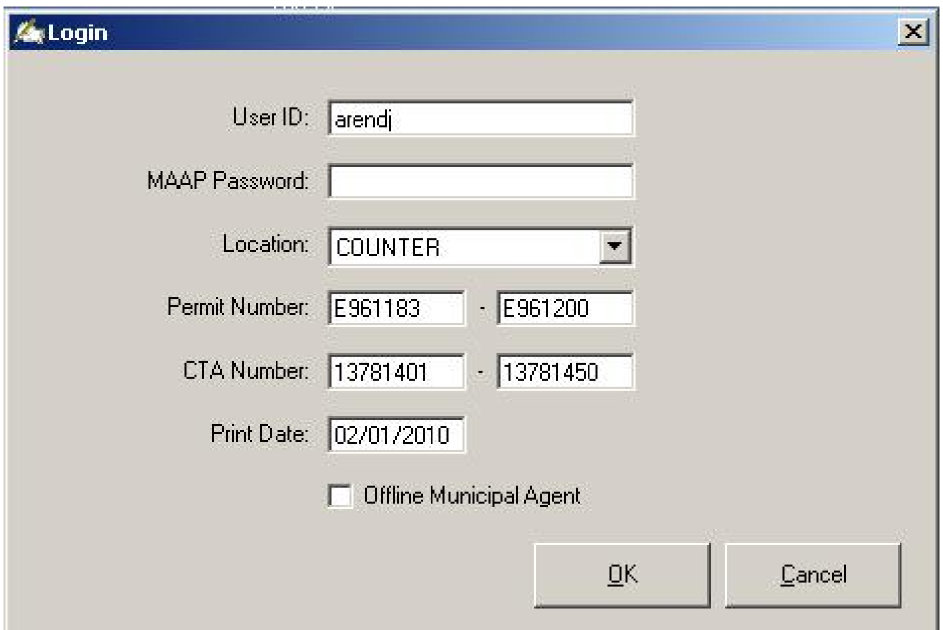


The Location drop down box gives you the ability to track where your transactions are being processed. For example, by selecting COUNTER, you are tracking all the transaction you process from customers coming to your window. If you select MAIL for your location, you are tracking all transactions you processed that came in through the mail.

The Print Date can be changed to reflect the transaction's actual cash date. For example, you would need to change the Print Date to enter work into the system from a previous day if that is the date you processed them. You must remember to change the date back to the actual date before beginning today's transactions. This process is only used if you did not enter all your work from the previous day and have not completed your deposit.

Motor Vehicle Module Login

The Avitar Motor Vehicle login screen allows you two options when logging into Avitar Clerk MV module. The first option is to login as a Motor Vehicle MAAP user, which means that every motor vehicle transaction you process is being sent to DMV. The second option is as an Offline Municipal Agent, which allows you to login without sending transactions to DMV. Note, logging in as an Offline Municipal Agent, limits your access to certain motor vehicle processes. The majority of the time, you will login to MAAP, however, if MAAP is down, or you need to fix a transaction as Town Only, it is necessary to process transactions as "offline". To login, select the **Offline Municipal Agent** checkbox and enter your local password. Once you are logged in as an Offline Municipal Agent, you can process registrations/titles and the system will default to Town Only. If your purpose for logging in as Offline is to correct an error affecting a town and state transaction, you will need to select the **Town/State** radio button on the registration/title screen.

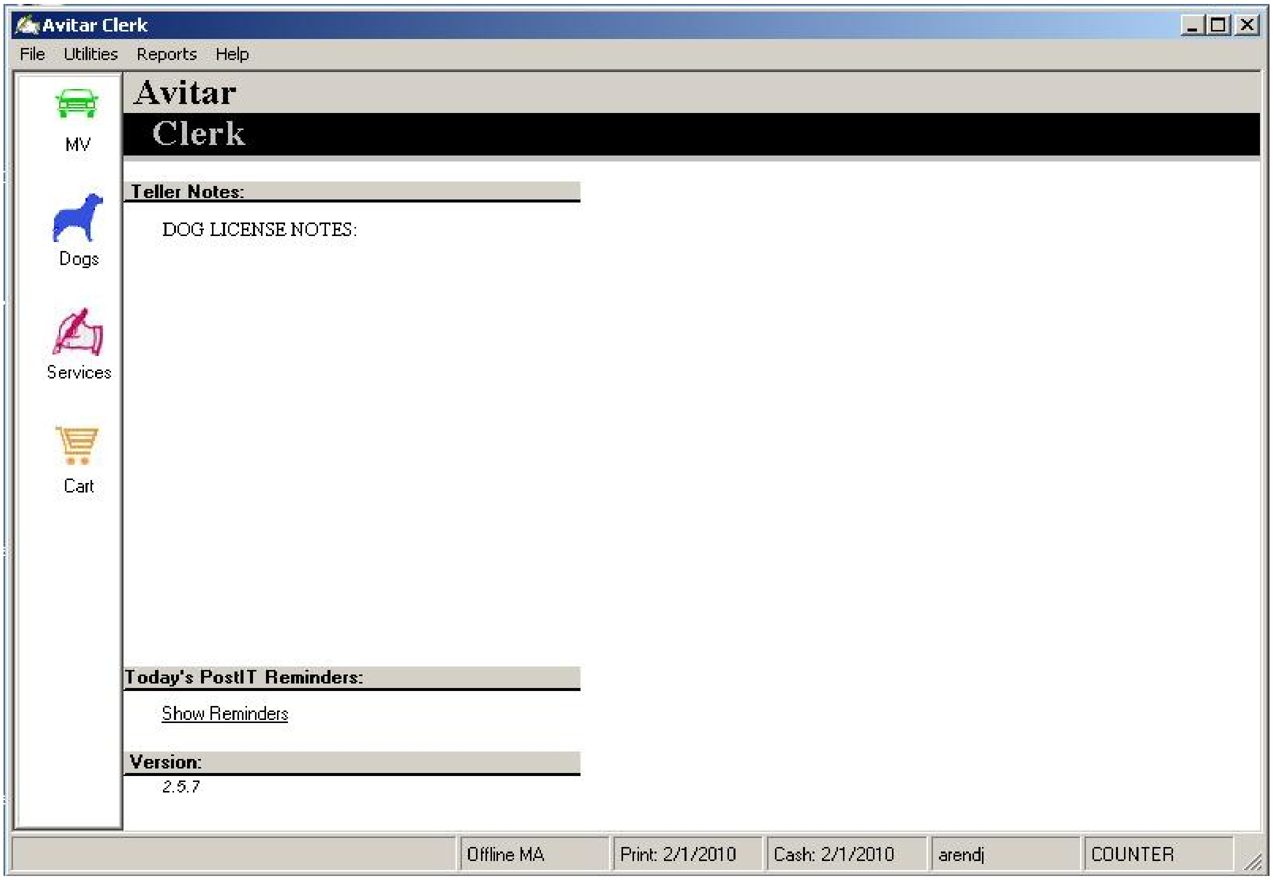


The Location drop down box on the login screen gives you the ability to track where your transactions are being processed. For example, by selecting **COUNTER**, you are tracking all the transaction you process from customers coming to your window. If you select **MAIL** for your location, you are tracking all transactions you processed that came in through the mail. Note, to process a lockbox or online transactions, you must select the appropriate location on the login screen.

The Permit and CTA Number text boxes are used to enter your first and last inventory numbers for each category. Once you have entered or verified the information, it is saved and the system will now auto populate with your next available inventory number when processing a Permit or CTA.

Avitar Clerk Main Window

Avitar Clerk's main program window is designed to provide quick and easy access to your data. The main window appears below and consists of five basic areas. The areas are labeled below. It's a good idea to remember these terms as they will be referred to throughout this document.



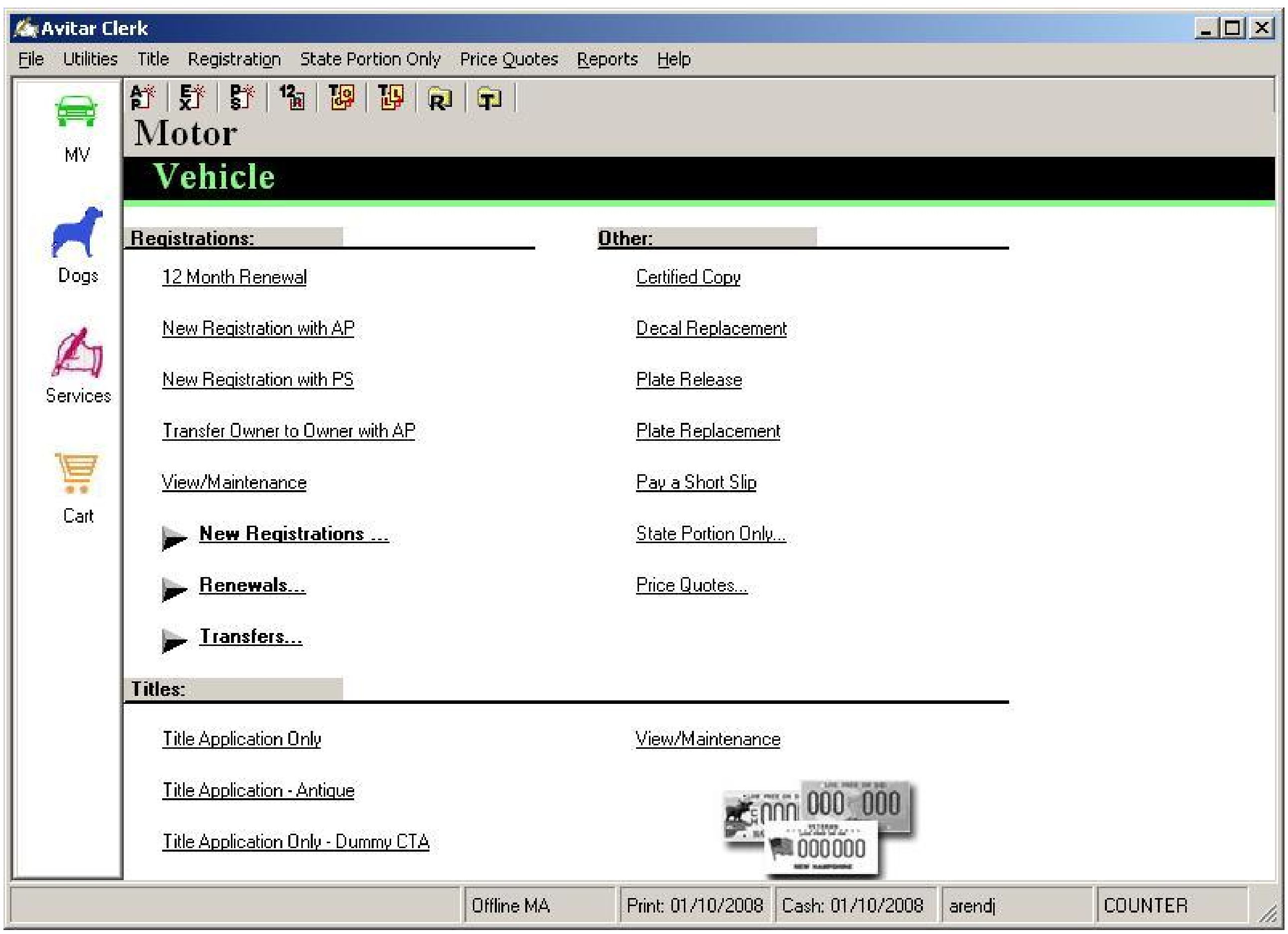
1. **Menu**
2. **Module Icons**
3. **Teller Notes**
4. **Today's Post-It Reminders**
5. **Status Bar**

Note: The syntax used throughout this document to refer to items available on the menus is **Menu Name | Menu Item | Sub Menu Item**. For example, when processing a renewal registration with a title application you will go to **MV | Renewals | 12 Month-PS** (Private Sale).

Motor Vehicle MAAP Module

The Motor Vehicle MAAP Module is uniquely designed for New Hampshire municipalities and provides the Town with a complete motor vehicle solution that is fully compatible with the State of New Hampshire's Municipal Agent Automation Project (MAAP). The system is process driven and intuitive where it will lead you through the process with the click of a button. If your customer needs a title and a registration, when you select a New Registration with PS, the system will walk you through creating a title and then the registration without having to process two separate transactions.

The main Motor Vehicle screen has three sections: Registrations, Titles, and Other. Under the Registration heading, the first four items: 12 Month Renewal, New Registration-AP (blue clerk copy), New Registration-PS, and Owner to Owner Transfer are quick links to the processes you perform most often. Selecting any of them will take you directly to that process. If the first four items do not apply to what you want to do, click on the link New Registrations, Renewals, or Transfers. This will display more options for those processes. Anywhere you see the **"…"** ellipsis it means there are more options.

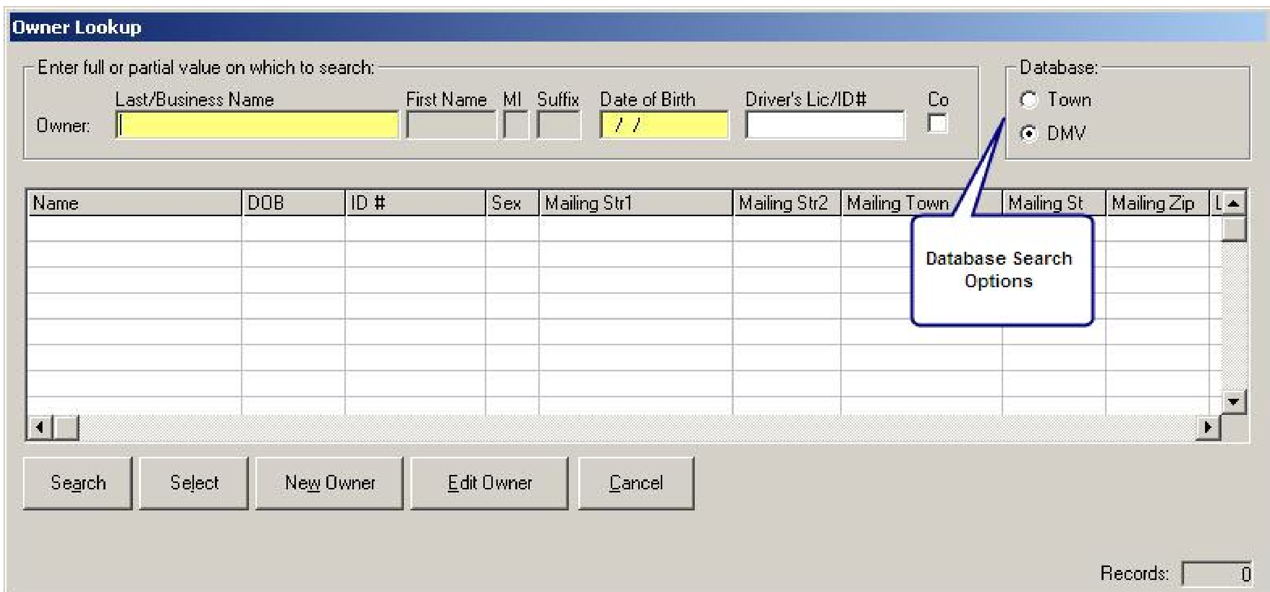


MAAP Lookups

Throughout the Motor Vehicle module, you will use several common lookup procedures such as Owner, Registration, Title, and Vehicle Lookup. When processing a MAAP Lookup, the system will default to searching the DMV database for the information. If you do not find the information you are looking for, you can search your local database by selecting Town for the database option in the search dialog box.

Motor Vehicle Owner Lookup

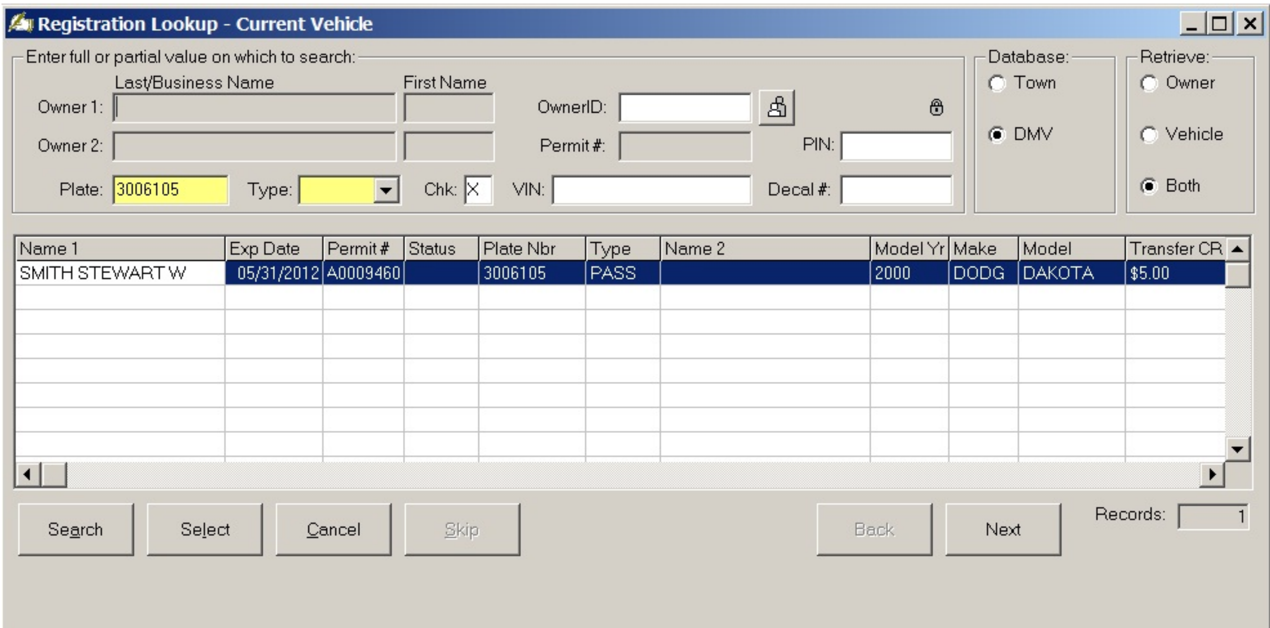
The Motor Vehicle Owner Lookup screen allows you to search for an owner by Last/Business Name (with or without the First Name, Middle Initial, Suffix) and Date of Birth, or by Driver's License/ID#. When searching DMV's database, you are required to type in the owner's last name and date of birth or the customer's driver's license number. If you are searching for a business, you type in the business name into the Last/Business Name text box and click the **Company** checkbox.



Once you have filled in the appropriate text boxes, click **Search** to begin the lookup. The grid will display any records matching your criteria. Select the owner by clicking on their name in the grid and clicking **Select**. If there were no owners matching your criteria, a message will display. You can then add the owner by clicking **New Owner** and entering owner's information. Also, if the owner displayed has a different mailing or legal address, click on the **Edit Owner** button to update the information. Refer to 261:55 Change of Address or Name

Registration Lookup

The Registration Lookup screen is used to search for registrations. The searchable fields will change depending on the database source you are searching. For example, if you are searching DMV's database, you can search by Plate, OwnerID, VIN, Decal #, or PIN (Personal Identification Number). The PIN is an additional lookup feature for our customers who use our renewal notices. Every renewal notice includes a PIN (also referred to as a lock box number or account number).



When you search the Town database, all the fields are available. For example, you can type the customer's last name into the Owner 1 text box and search for vehicles owned by anyone with this last name. It is important to note that if you are processing a registration as an online registration, you should be searching and using the information from DMV's database.

Also, if you need to look up all vehicles for a specific owner, click the Owner lookup button located next to the OwnerID text box. This will allow you to look up the owner by Last Name and Date of Birth. After you have found the owner and selected them, you will return to the Registration Lookup screen with the OwnerID field filled in. Click **Search**. The system will search and display all vehicles for this owner. Highlight the registration in the grid and click **Select**.

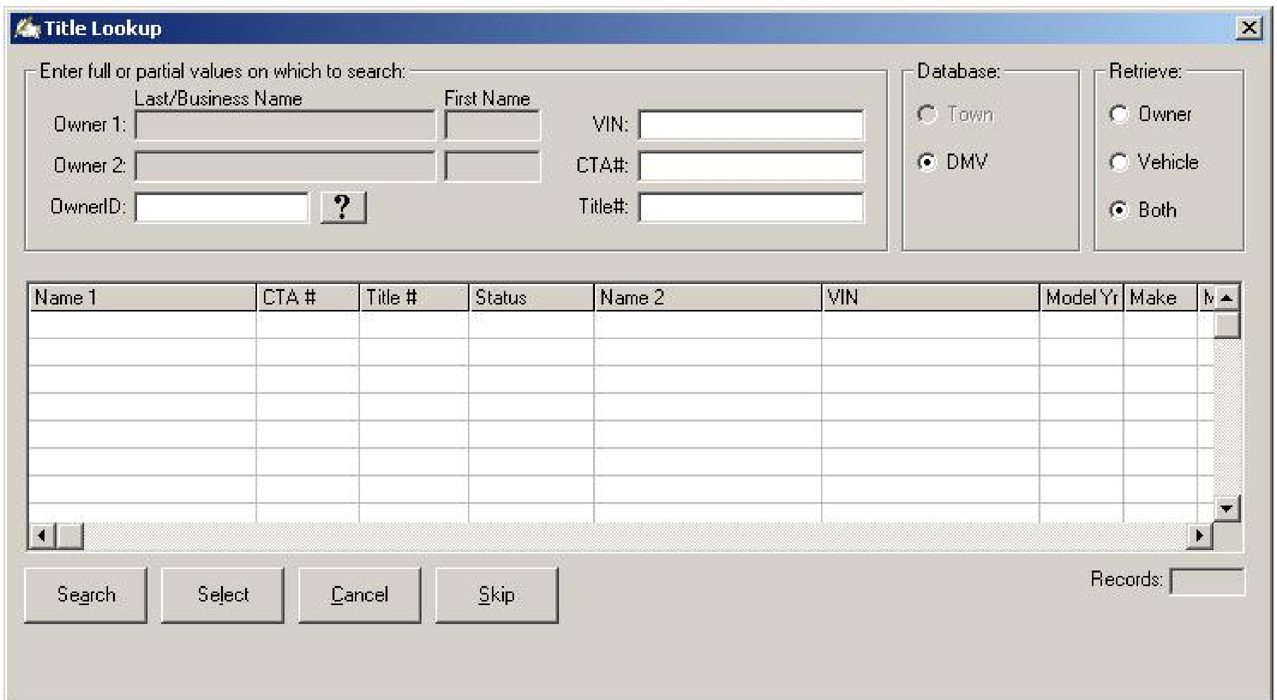
Title Lookup

The Title Lookup screen is used to view and/or select a title. The searchable fields will change depending on the database source you are searching. For example, if you are searching DMV's database, you can only search by VIN, CTA#, or Title#. When you search the Town database, all the fields are available.

Once you have typed your search criteria into one of the text boxes, click **Search**. This will display the results in the grid. Note the Status section in the grid. This field will display the current status of the title, such as Applied For or Issued. This is important to note because you cannot create a title for your customer if the prior title status is Applied For. Only one title can be applied for at a time. If you need to create a title application for a title with an Applied For status, you would have to call Title Bureau for instruction on how to proceed.

Another important feature in the Title lookup grid is the Trust Indicator field. If Title Bureau issues a title to an existing trust, the vehicle may be renewed in the birth month of an owner. The trust indicator is located on the far right of the search result grid. If the trust indicator is Y, you can proceed to the registration without having to process a “dummy” title. If the trust indicator is N, then title bureau did not designate the ownership as a trust, which means you will need to process a “dummy” title.

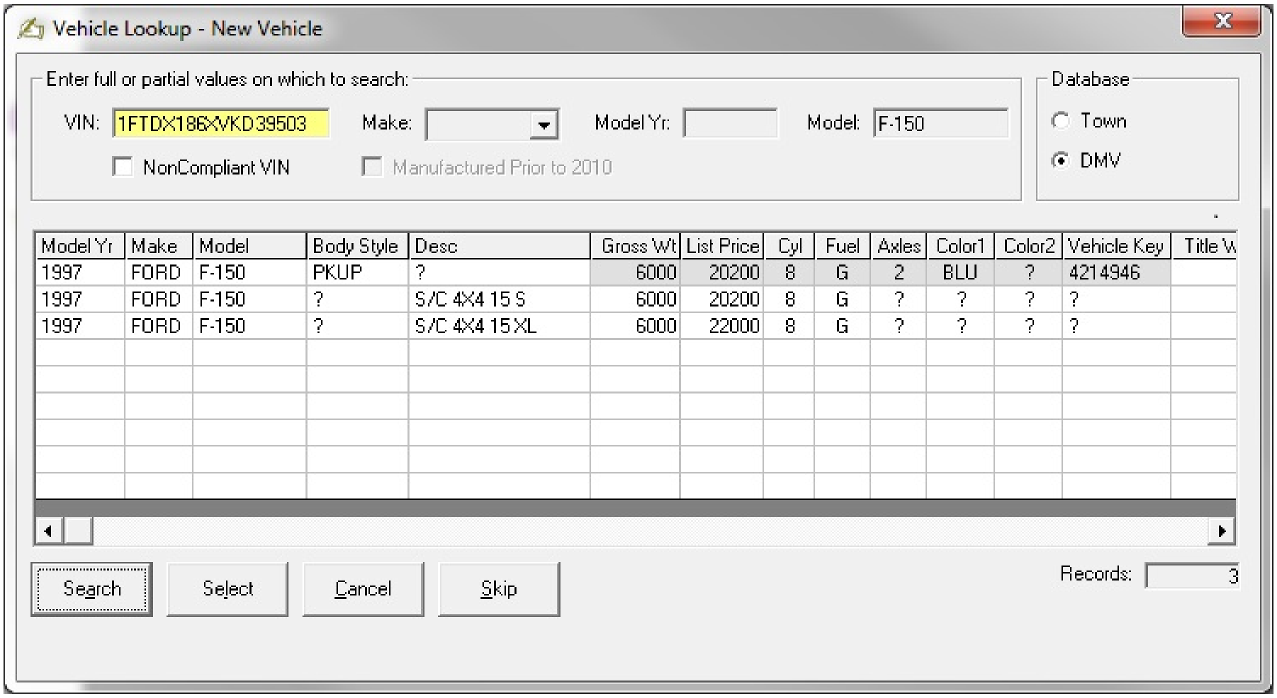
When searching for a title, the type of document your customer brings will determine which search option is the best. Once the vehicle information you are searching for is displayed in the grid, highlight the information and click **Select**. If the title information is not available, you can click **Skip** to advance to the next screen, which will allow you to type in the title information.



Vehicle Lookup

The Vehicle Lookup is used to find the weight and list price of a vehicle without having to look the information up in a book. The searchable fields will change depending on the database source you are searching. For example, if you are searching DMV's database, you can only search by the VIN.

Once you have typed your search criteria into one of the text boxes, click Search. This will display the results in the grid. The Vehicle information displays in the grid. If the vehicle was registered in New Hampshire previously, Avitar Clerk will display the information as it was previously registered on the first line and the information will be highlighted in gray. All other models will display below. Click on the model in the grid and click Select to advance to the next screen.



Keep in mind that the Vehicle information is only updated several times a year, so the search may not find the vehicle you are looking for. In this case, you will click Skip and look up the information manually.

VIN Pop-Up Window

The VIN Pop-Up Window is used to make it easier to read and type the long and complicated vehicle identification numbers. To use the VIN Pop-Up window, double click in any **VIN** text box within the system. The VIN Zoom text box displays allowing you a larger box to type in. Click **OK** to go back to the original sized field.

New Hampshire Statutes Chapter 261

New Hampshire Statutes Chapter 261 is the RSA’s that deal specifically with the Registration and Titling of vehicles. We have tried to put links throughout the manual to assist you in finding RSA’s that deal with specific topics, however, there are many laws that affect your municipality but not the operation of the software. Therefore, to view Chapter 261 in totality, we have provided the following to assist you.

New Hampshire Statutes - Table of Contents
http://www.gencourt.state.nh.us/rsa/html/NHTOC/NHTOC-XXI-261.htm

Registrations

There are many options available for registering a vehicle. The system has been designed to simplify what sometimes is a complicated process. A 12 Month Renewal appears to be a simple process, but your customer may want to swap owners or change their plate, in doing so, adding another level to the process. Therefore, this manual starts with the basic procedures and continues on to the more complicated.

The RSA's below detail required documents and age limits for registering a vehicle.

RSA 261:148 Permit Required
RSA 261:54 Age Limit for Registrants

Please be aware: Any time you are producing a registration that has a minor under the age of 18 (no matter if they are the first owner or the second owner), they must submit a Parental Consent form (DSMV38) before you can continue. Once the form is completed, you must indicate in the system that you have received the document by selecting “P” from the Parental Consent drop down box on the registration screen. Refer to RSA 261:53 Application of Minors.

Renewal Registrations

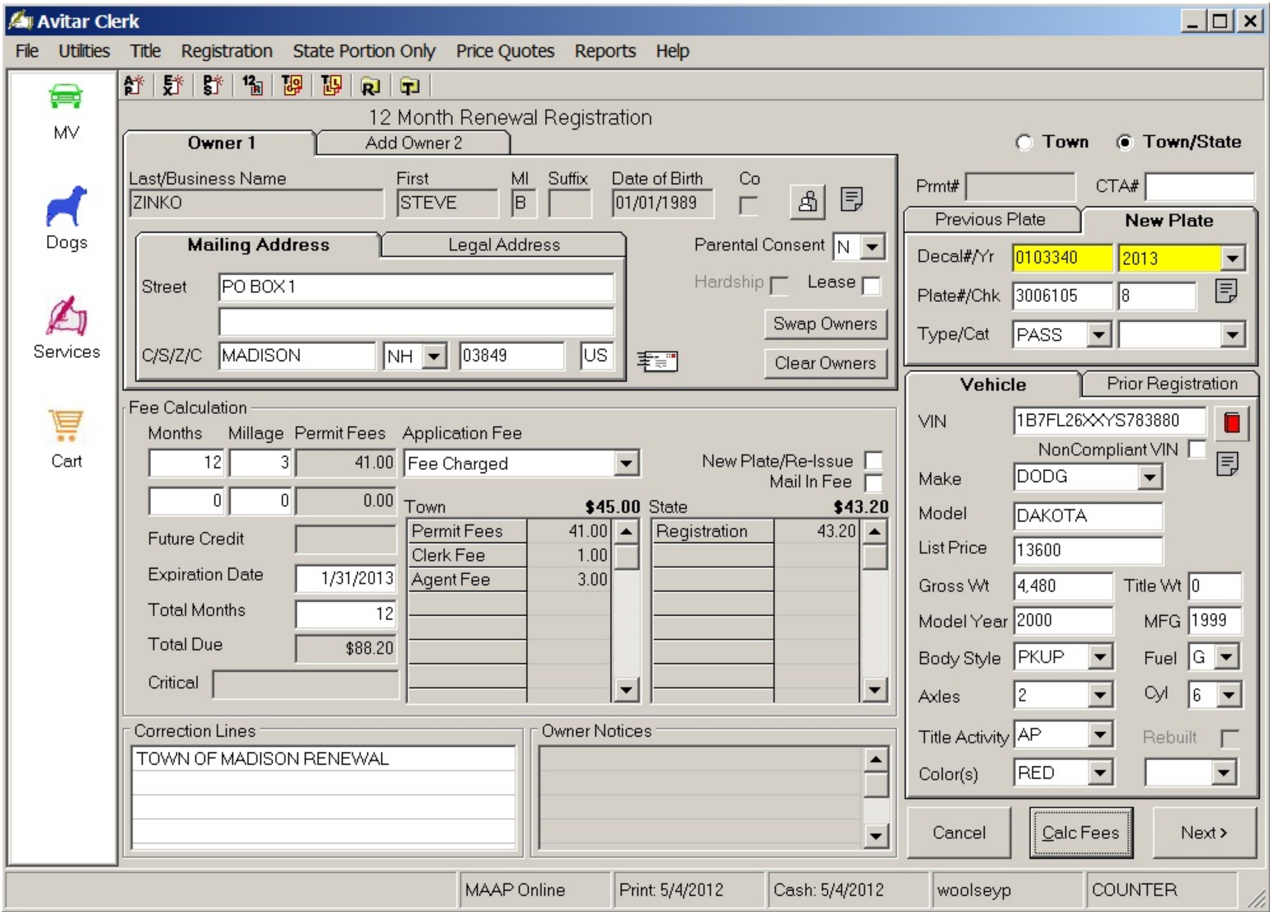
Renewal registrations are always calculated on a 12 month basis, with surviving spouse being the exception. A vehicle qualifies for a renewal registration if it has previously been registered in the State of NH and has not expired for more than 12 months and 1 day. If the registration has expired for more than 12 months and 1 day, it is considered a new registration (see Expired Renewal (1 year & 1 day-issue to same vehicle)-issue to same vehicle. If the vehicle's registration has expired less than 12 months and 1 day, it is processed as a 12 Month Renewal and charged for all 12 months. This means that if my renewal expired in March and it is now January of the following year, you will process a 12 Month Renewal and charge me for the 12 months. However, my registration will only be good for 3 months and expire in March.

If a vehicle renewal is late, there are a few requirements that must be adhered to in order to renew the vehicle:

- The customer must have the expired registration or the renewal notice or they will need to purchase a duplicate registration.
- PASS (1-999), COMM (1-9999), and any controlled plate can only be renewed if the registration has not been expired for more than 30 days.
- IPASS plates can only be renewed within 90 day of expiration. More than 90 days, you will need to call the Municipal Agent Help Desk to see if the plate is still available or if a plate change will be required.

12 Month Renewal

To process a 12 Month Renewal, from the motor vehicle main menu, select the **12 Month Renewal** quick link to take you right into the process, or click on the **Renewals** main menu link and select 12 Month. The registration lookup screen displays. Search and select the registration (Registration Lookup). The 12 Month Renewal registration screen displays.



If all of the information is the same and you are completing the Town and State portion of the renewal, type in the Decal number into the text box. If your system is set to auto populate the next decal Default Decals, the Decal text box will automatically populate with your next available decal. To complete the Town portion only and send the customer to a DMV office to complete, click the **Town** radio button. In order to display the fees associated with this registration, click **Calc Fees**.

Review the information displayed under Fee Calculation. If everything is correct click **Next** to advance to Fee Settlement.

Video - 12 Month Renewal

12 Month Renewal for New Resident

To process a 12 month renewal for a new resident to your municipality, click on **12 Month Renewal** quick link and search the DMV database for the registration. Once you have selected the vehicle, the 12 Month Renewal screen displays. On the Owner 1 tab make the desired address changes to the mailing and legal address by selecting each tab and typing into the text boxes. If there is an Owner 2 and they have also changed their address, you will need to select the Owner 2 tab and update the Mailing and Legal Address tabs with the new address.

Early Renewal

A renewal can be processed up to 4 months early. Residents who go south for the winters like to register their vehicles early in order to be able to inspect their vehicle before going south. To process an early renewal, you follow the same process as for a 12 Month Renewal.

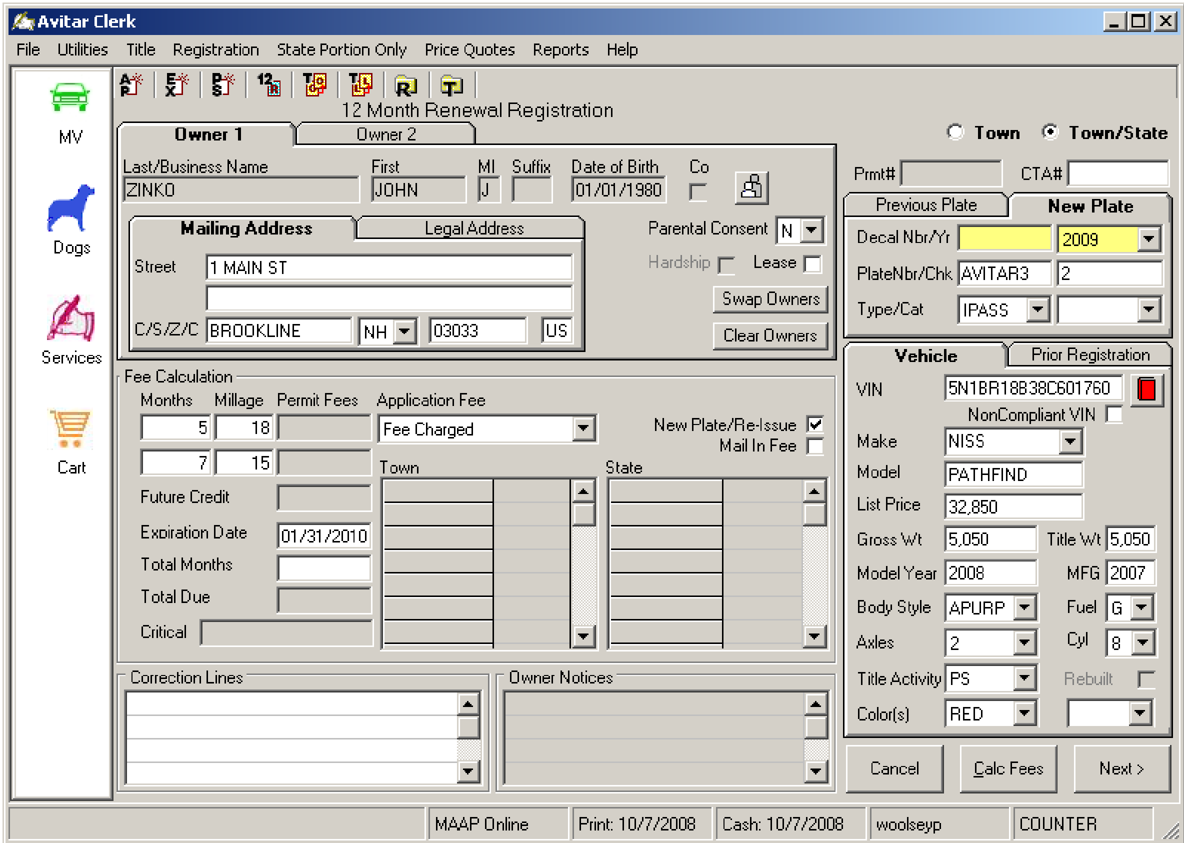
Refer to RSA 261 Registrations

Plate Change at Renewal

The Plate Change at Renewal process is used when a customer requests a new plate at renewal time and the current plate is not expired. For example, I have a vanity plate on my vehicle, its renewal time and I want to get rid of the plate to avoid the additional fee.

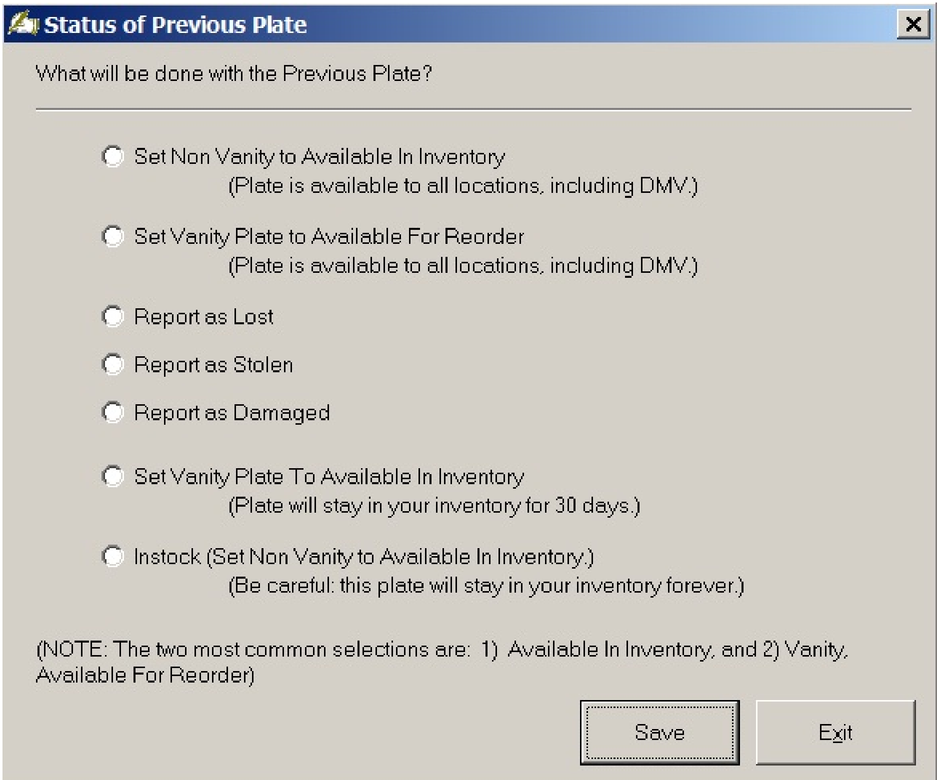
Please note, for this transaction do not process a Plate Release. If a plate release is completed, only a new registration can be issued for this vehicle and DMV cannot fix the registration after a plate release is performed.

To process a Plate Change at Renewal, from the motor vehicle main menu select the **12 Month Renewal** quick link or select **Renewals | 12 Month**. The Registration Lookup screen displays. Search and select the vehicle you are renewing. The 12 Month Renewal Registration screen displays.



Under the section for Fee Calculations, click on the **New Plate/Re-Issue** check box. This tells the system you will be issuing a new plate for this vehicle.

Enter the new plate information (decal, plate number and plate type). Click **Calc Fees**. A message box will display stating, "You have elected to issue a new plate for this vehicle. Are you issuing a new plate with a plate fee?" Click **Yes** to charge a plate fee for this transaction or click **No** if you are using this process to re-issue a released plate (see Plate Release) with no plate fee. Review the information and if it's correct, click **Next**. The New Plate Dialog box displays. The New Plate Dialog box is used to tell DMV what should be done with the plate you are taking off this vehicle.



Select the radio button that best fits your customer's scenario. The reasons listed refer to the old plate on the vehicle, not the new one you are issuing. Once you have selected one of the options, click **Save** to advance to fee settlement. Once you are back on the 12 Month Renewal screen, click **Next** to advance to Fee Settlement.

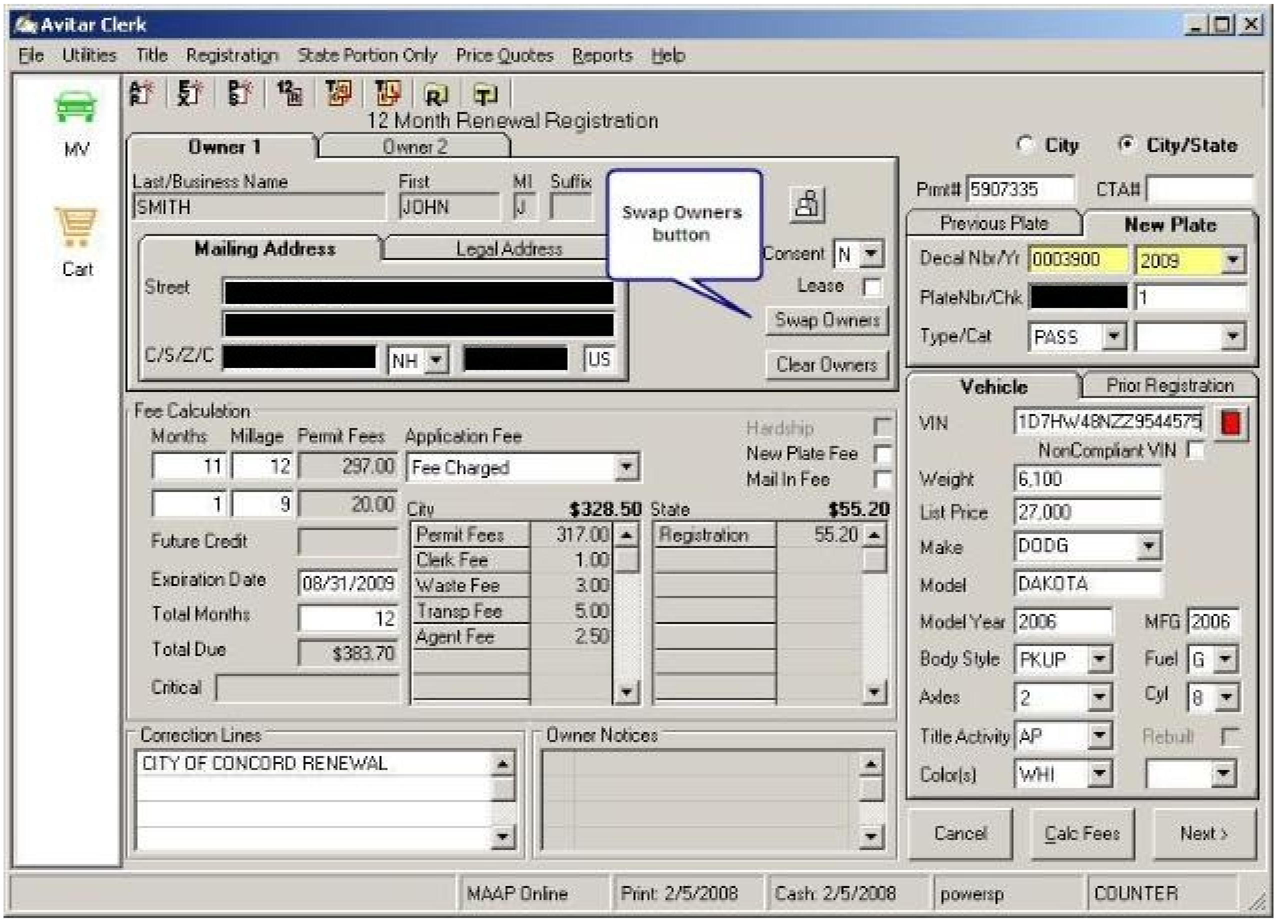
Owner Swap

At the time of renewal, if two owners are listed on a registration, they are allowed to swap the names on the registration, making the first Owner the second Owner and the second Owner the first Owner. One of the main reasons for doing this process is to change the month of expiration. For example, if Owner 1 has a birth month of December, which is a bad month financially for them, and Owner 2 has a birth month of June, the Owners may choose to process an Owner Swap. This would enable them to register their vehicle in the month of June from this point forward.

Note: An Owner Swap cannot be processed for vehicles with the following:

- PASS plate types for plates with numbers 1-1999. These are controlled plates and can only be completed at DMV in Concord.
- COMM plate types with numbers 1-999
- Leased vehicles
- Estates and Trusts
- DBA's or corporations

To process an Owner Swap, from the motor vehicle main menu, select the **12 Month Renewal** link. The Registration Lookup screen displays. Search and select the vehicle (see Registration Lookup). The 12 Month Renewal registration screen displays. On the Owner 1 tab, click **Swap Owners**.



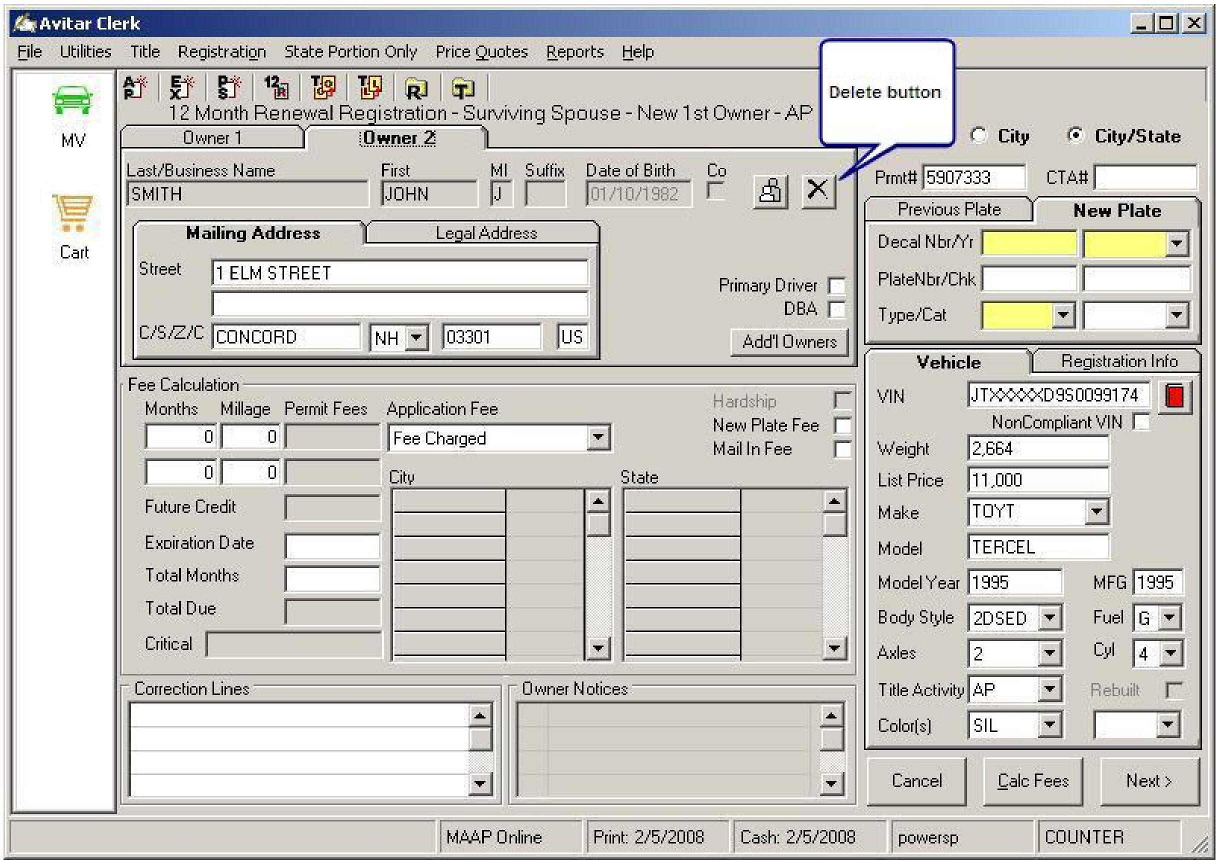
A message box will display reminding you to issue new month decals to reflect the change to the expiration date. Click **OK** to accept the message and return to the 12 Month Renewal Registration screen. Owner 1 and Owner 2 have been updated, as well as the expiration date under Fee Calculation section. If you are completing the Town and State portion of the renewal, type in the Decal number. If your system is set to auto populate the next decal (Default Decals), the decal text box will automatically populate with your next available decal. Click **Calc Fees**. Under Fee Calculation, the months and expiration date now reflect the information based on the new first owner's birth month. Review the new amounts and click **Next** to proceed to fee settlement.

Surviving Spouse Renewal - New 1st Owner AP, PS, or EX

The Surviving Spouse Renewal – New 1st Owner process is used when the first owner on a registration has passed away, it is the expiration month on the vehicle registration, and the surviving spouse wants to register the vehicle in their name. The process is used to remove the deceased first owner's name from the registration and/or title and put the surviving spouse as the first owner.

To process a Surviving Spouse Renewal – New 1st Owner, from the motor vehicle main menu select **Renewals | Surviving Spouse Renewal – New 1st Owner | AP, PS or EX** (the title selection will depend on the vehicle and the information you are presented from the customer). If you selected **AP**, which means the title has already been applied for; the Title Lookup dialog box will display (see Title Lookup) allowing you to search for the title before advancing to the Registration Lookup dialog box.

Selecting **PS** (private sale-customer gives you an original title) or **EX** (vehicle is exempt and doesn't need a title) advances you to the Registration Lookup dialog box. Search and select the vehicle. If the Surviving Spouse was the second owner on the title and/or registration, the system will delete Owner 2 and populate the Owner 1 information with the surviving spouse information automatically. If the vehicle was only in the deceased name, the system will still delete Owner 1 (the deceased owner), however, you will need to click the **Owner Lookup** button on the Owner 1 tab to search and select the surviving spouse.

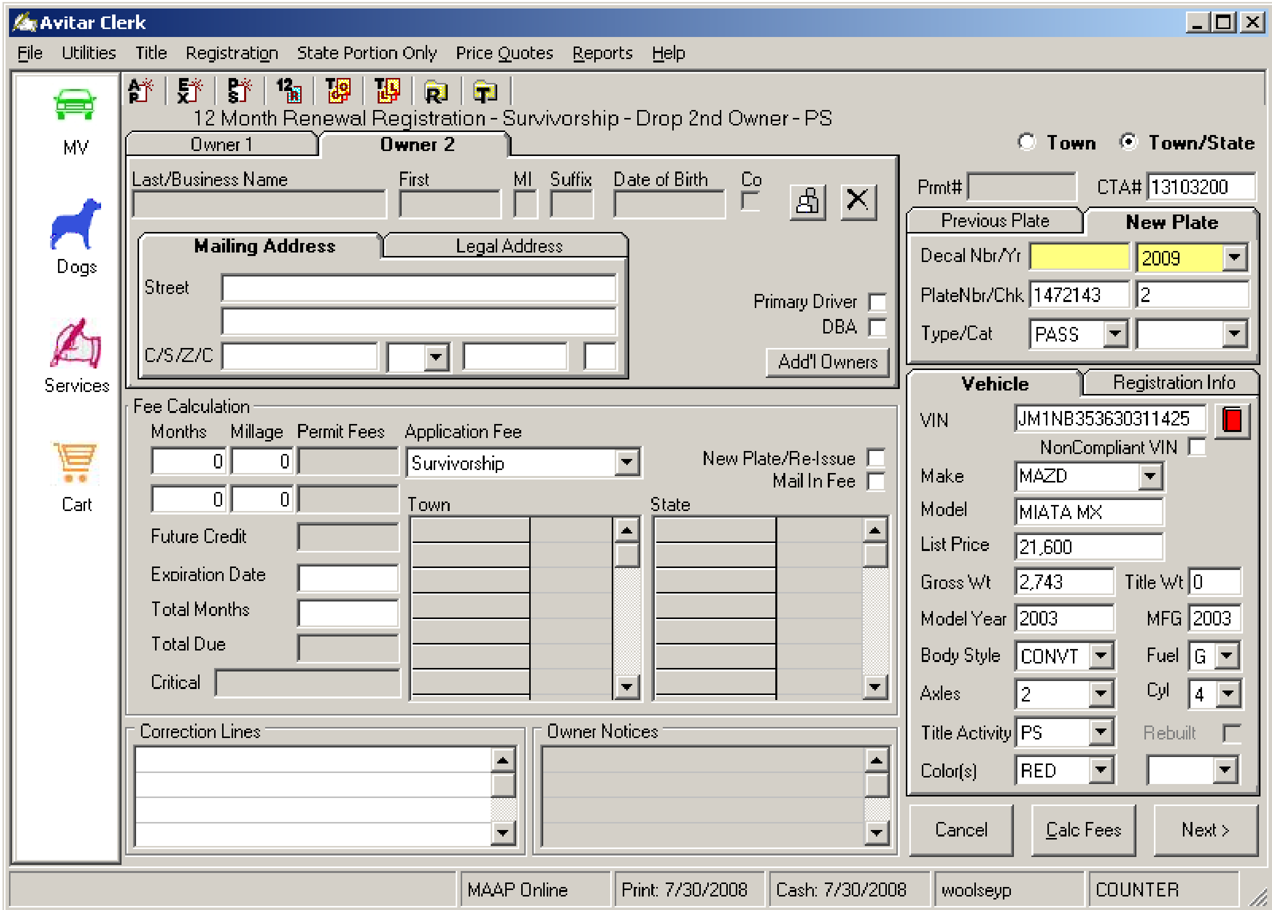


If you are completing the City and State portion of the renewal, type in the new Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal. Click **Calc Fees**. Review the information displayed under Fee Calculation and click **Next** to advance to Fee Settlement. Remember to issue new month stickers if the registration expires in a different birth month.

Surviving Spouse Renewal - Drop 2nd Owner

The Surviving Spouse Renewal – Drop 2nd Owner process is used when the second owner on a registration is deceased, it is the renewal month of the vehicle, and the surviving spouse wants to register the vehicle in his/her name only. The process is used to remove the deceased second owner's name from the registration and/or title. To process a Surviving Spouse Renewal – Drop 2nd Owner, from the motor vehicle main menu select **Renewals | Surviving Spouse Renewal – Drop 2nd Owner | AP, PS or EX** (the title selection will depend on the vehicle and the information you are presented from the customer). If you selected **AP**, which means the title has already been applied for; the Title Lookup dialog box will display (see Title Lookup) allowing you to search for the title before advancing to the Registration Lookup dialog box.

Selecting **PS** (private sale-customer gives you an original title) or **EX** (vehicle is exempt and doesn't need a title) advances you to the Registration Lookup dialog box. Search and select the vehicle.



The system will automatically delete the second owner; however, you should click on the Owner 2 tab and verify it has been deleted. If you are completing the City and State portion of the renewal, type in the new Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal. Click **Calc Fees**. Review the information displayed under Fee Calculation and click **Next** to advance to Fee Settlement. Remember to issue new month stickers if the registration expires in a different birth month.

12 Month – Primary Driver

The 12 Month – Primary Driver option is selected if:

- A resident in your town wants to renew a vehicle **and**
- The vehicle is owned by an out of state company **and**
- The resident is the new primary driver of the vehicle.

To process a 12 Month-Primary Driver registration, from the motor vehicle main menu select **Renewals | 12 Month-Primary Driver**. A message will display stating, “CTA Number 1234567 has been retrieved from MAAP.” As title and registration must match, a dummy CTA must be generated with the new driver listed. The Registration Lookup screen displays. Search and select the vehicle you are registering (see Registration Lookup). A message will display stating, “Call DMV to verify documentation is correct.” Once the documentation has been verified, click OK to advance to the Title Application-PS screen. On the Owner 2 tab, select the Owner Lookup button to search and select the new primary driver. Once you complete the Dummy Title, click **Next** to advance to the 12 Month Renewal Registration – New Primary Driver screen.

If you are completing the City and State portion of the renewal, type in the new Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal. Click **Calc Fees**. Review the information displayed under Fee Calculation and click **Next** to advance to Fee Settlement

12 Month-Driver Listed on Trust

The 12 Month – Driver Listed on Trust menu item is used to change the driver listed on a vehicle registered with a trust as second owner. When registering a vehicle into a trust, the customer has two options. The first option is to register the vehicle in the trust name only, which would make the renewal month the first letter of the trust name. The second option is to register the vehicle in the trustee’s birth month. For this option, the trustee would be listed as Owner 1 and the trust as owner 2. If a customer originally decided to register the trust vehicle in their name and birth month, as the trustee, and now decides to register the vehicle in a co-trustee’s name and birth month, you would process as a 12 Month – Driver Listed on Trust registration. A 12 Month–Driver Listed on Trust transaction can only take place during the renewal month.

To process a 12 Month-Driver Listed on Trust from the motor vehicle main menu select **Renewals | 12 Month-Driver Listed on Trust**. A message will display stating, “CTA Number 1234567 has been retrieved from MAAP.” As title and registration must match, a dummy CTA must be generated with the new trustee listed. Select **OK** to advance to the Registration Lookup dialog box. Note, you can check to make sure Title Bureau has indicated this vehicle is in a trust by looking at the far right of the search result grid. If the vehicle is listed as a trust, the trust indicator is **Y**.

Search and select the vehicle you are registering (see Registration Lookup). The Title Application-PS screen displays. To change the trustee (Owner 1) click on the Owner Lookup button to search and select the new trustee (see Owner Lookup). Once the Dummy Title has been completed, click **Next** to advance to the 12 Month Renewal Registration-Driver on Trust screen.

If you are completing the City and State portion of the renewal, type in the new Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting **Calc Fees**. Review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement. Remember to issue new month stickers if the registration expires in a different birth month.

New Registrations

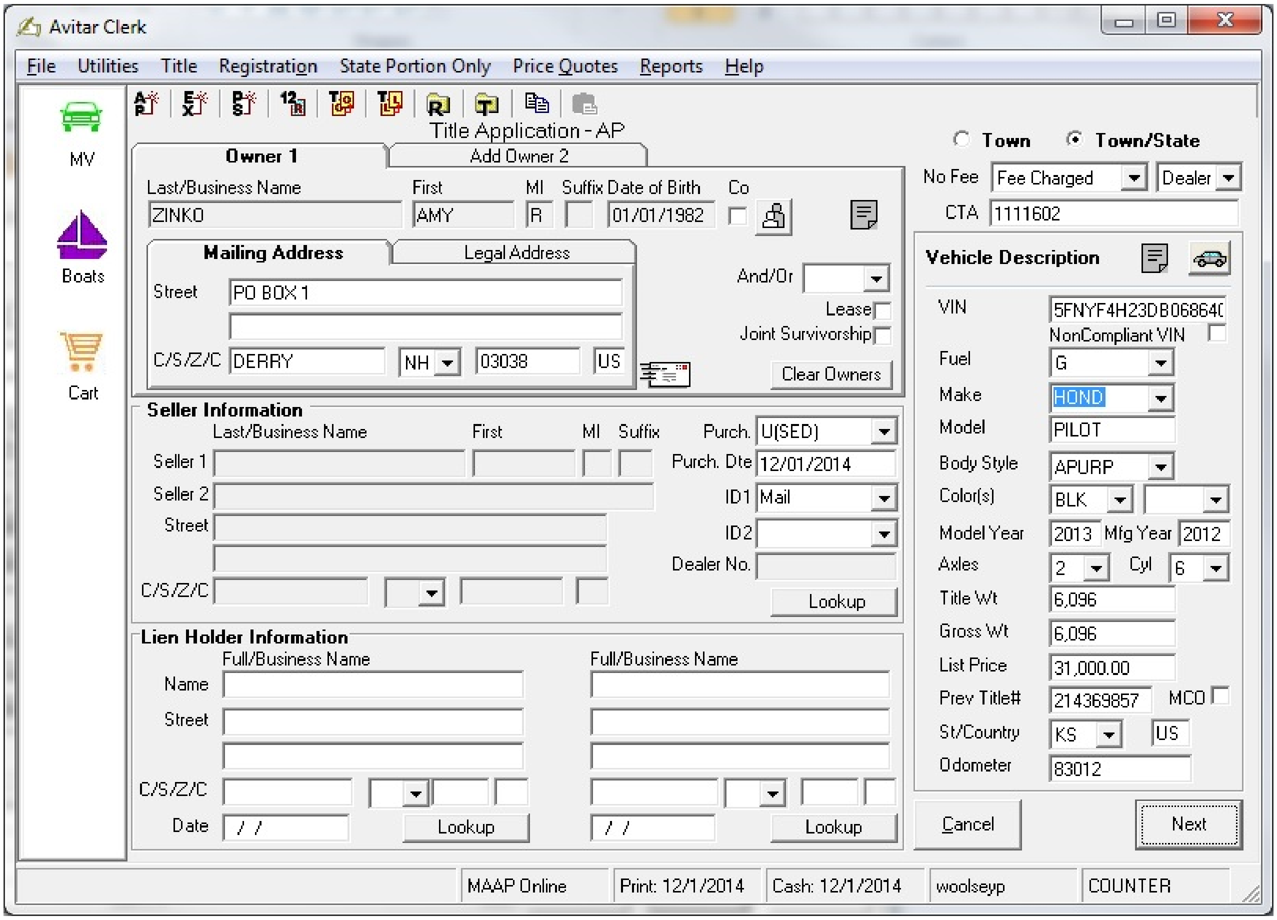
New registration fees are prorated based on the Owner 1 birth month, or the first letter of a company name. A new registration cannot be registered for less than 4 months nor more than 16 months.

Refer to RSA 261:153 Fees for Registration Permits.

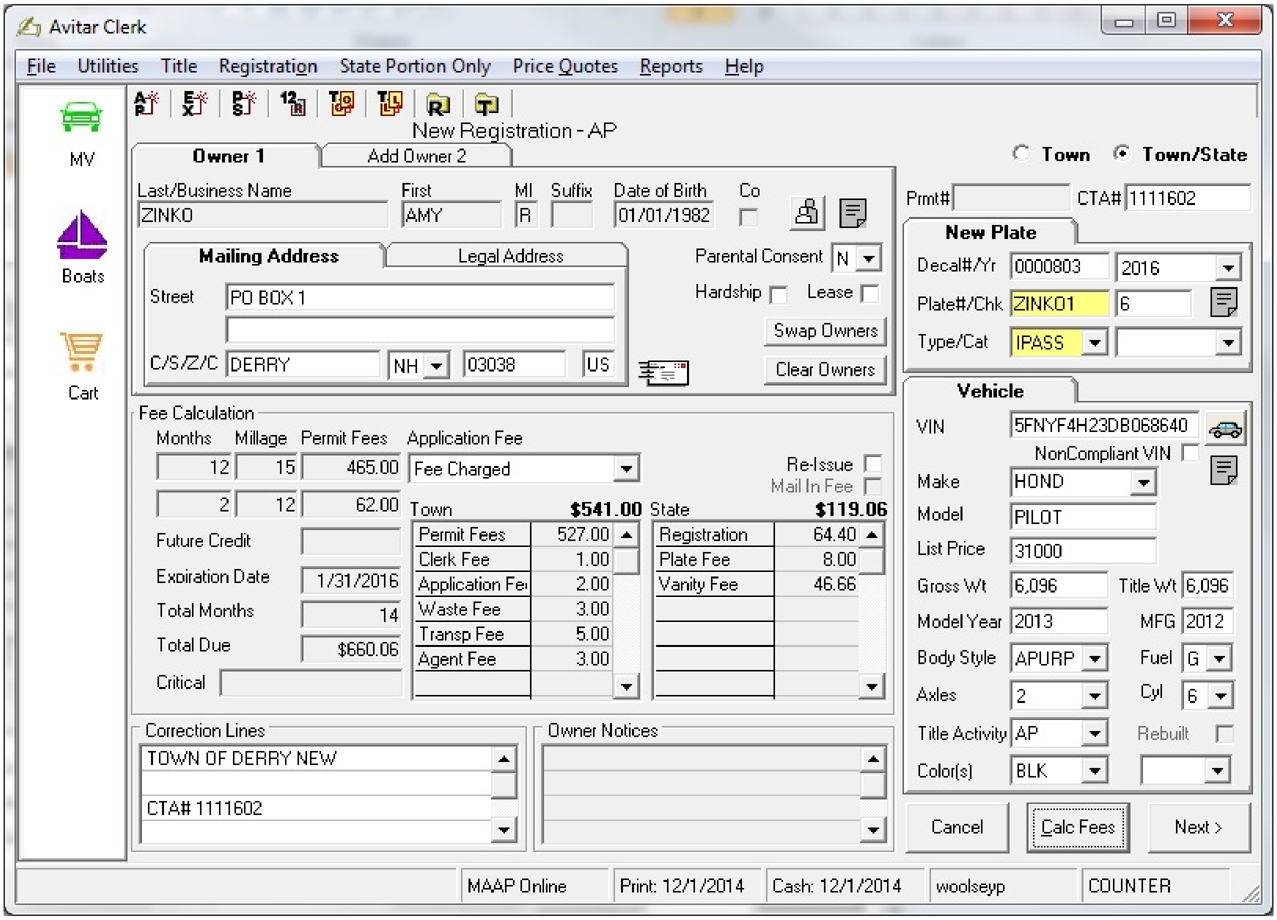
New Registration-AP (blue clerk copy)

When processing a new registration with title status AP (blue clerk copy), you may choose the **New Registration with AP** quick link from the motor vehicle main menu or select **New Registrations | AP** (Title has been applied for-blue copy). The Title Lookup screen displays. Search and Select the title (see Title Lookup). The New Registration-AP screen displays.

Note, when you search for the title, you may get a message stating the title was not found. This means DMV has not received the title application from the dealer and before you can advance to the registration screen, you will have to enter the title information. To enter the title information, click Skip on the Title Lookup screen. The Owner Lookup screen displays. Search and select the first owner on the title (see Owner Lookup). You will advance to the Vehicle Lookup – New Vehicle dialog box. Search and select the vehicle (see Vehicle Lookup). The Title Application-AP screen displays.



If the title application for the new vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Lien Holder Information (if applicable), and the Vehicle Description sections. Once the title information is complete, click **Next** to advance to the New Registration-AP screen.

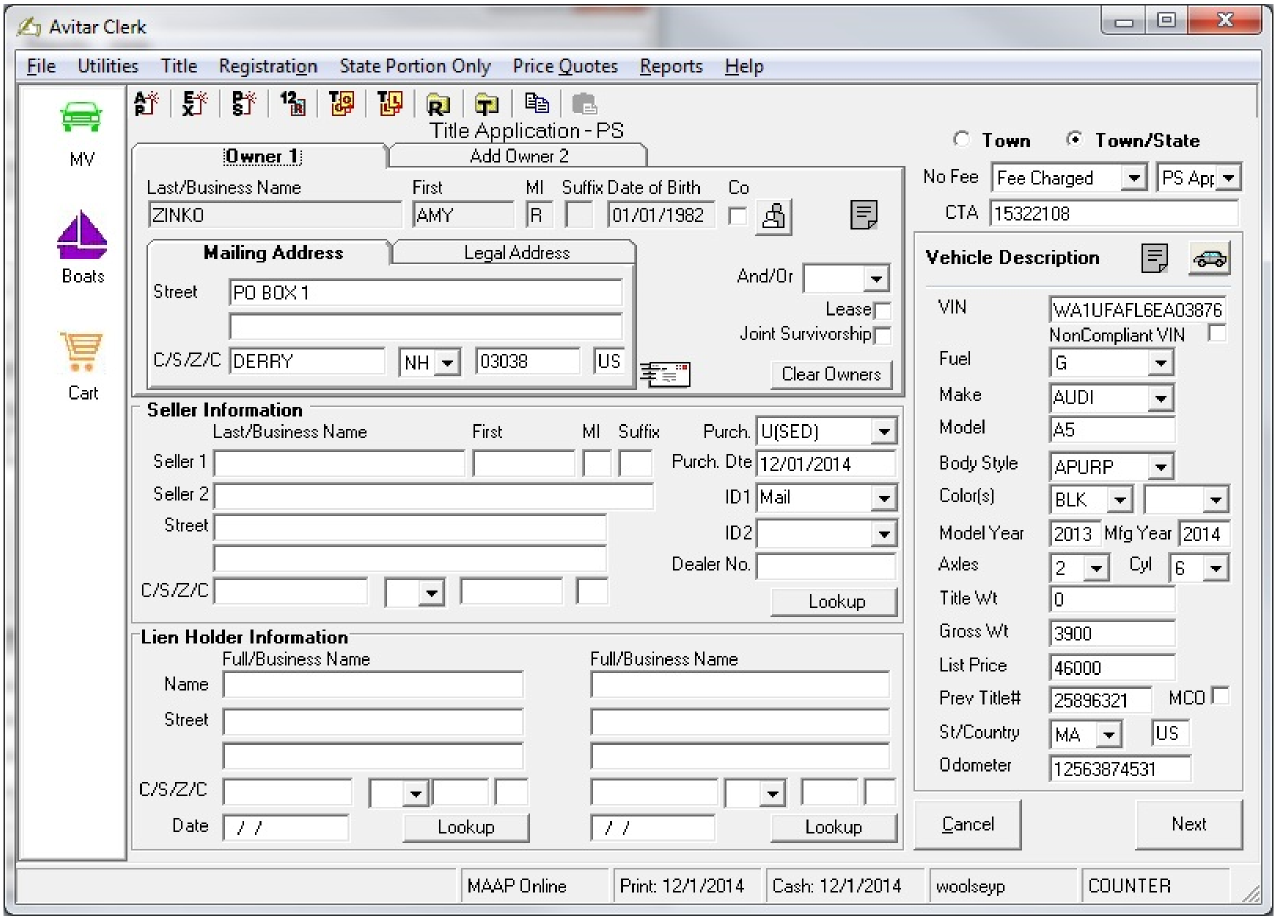


If you are completing the City and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting **Calc Fees**. After you select Calc Fees, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

New Registration-PS

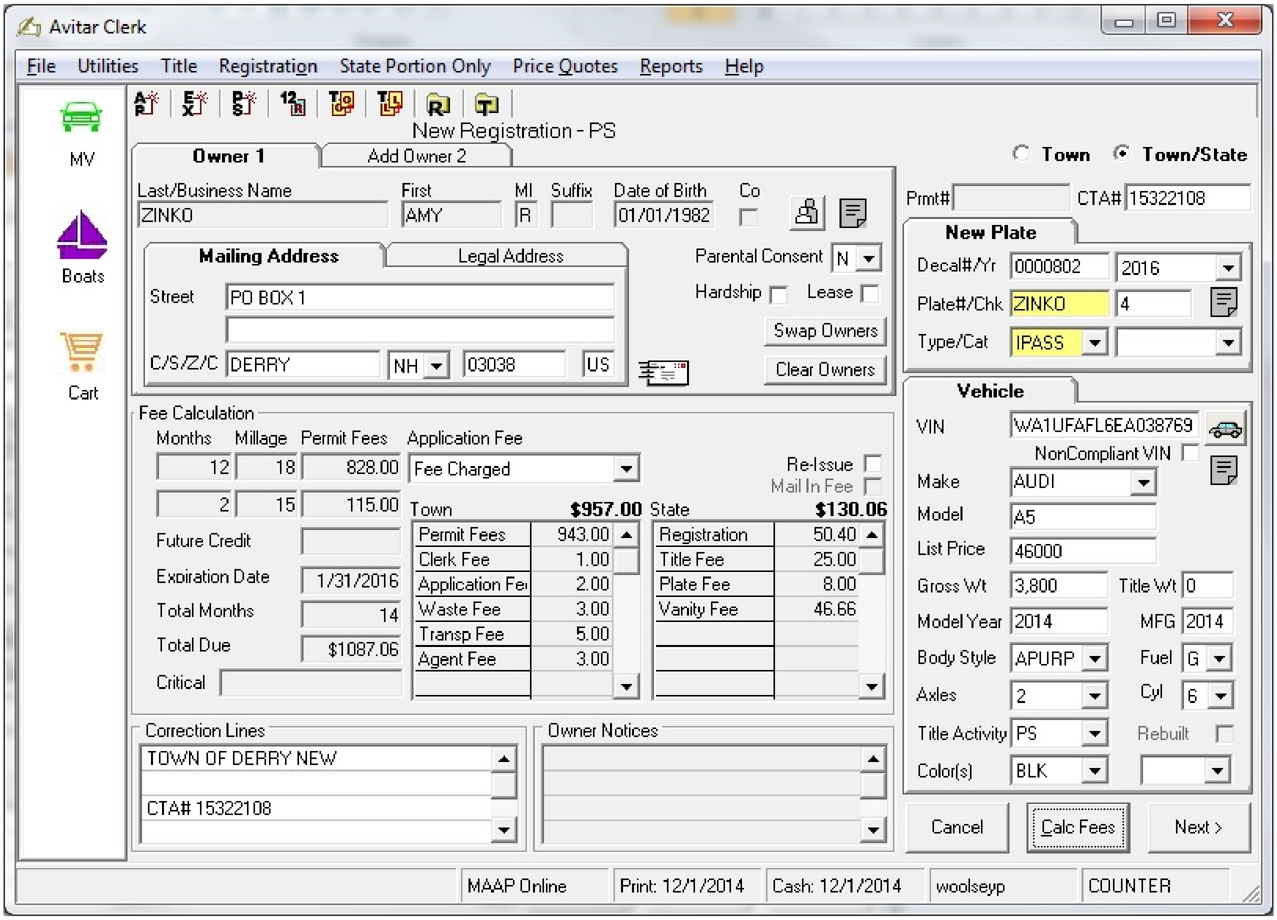
The New Registration | PS (print title appl) is selected when a customer requests a title for a vehicle that is 15 years old or older and the vehicle does not qualify for an antique title *and* the customer is presenting a title from a prior owner. If you are processing a title application and registration for an Antique vehicle, see Antique Vehicle with Title App.

When processing a new registration with title status PS, you may select the **New Registration with PS** (print title appl) quick link from the motor vehicle main menu or select **New Registrations | PS** (Private Sale-print title application). The Owner Lookup screen displays. Search and select first owner on the title (see owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The Title Application-PS screen displays.



If the title for the new vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the ownership conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Seller Information, Lien Holder Information (if applicable), and the Vehicle Description. Once the title information is complete, click **Next** to advance to the New Registration-PS screen.

Refer to [RSA 261:17 Joint Tenancy With Rights of Survivor ship]



If you are completing the City and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement

Video - New Registration With a Title Application

New Registration-EX

The New Registrations - EX (Title Exempt-no title needed) is selected when a vehicle is 15 years old or older. To process a new registration with title status EX, from the motor vehicle main menu select **New Registrations | EX** (Title Exempt). The Owner Lookup screen displays. Search and select first owner (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The New Registration-EX screen displays. If the new vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner.

If you are completing the Town and State portion of the registration, type in the Plate number, Plate Type, and Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

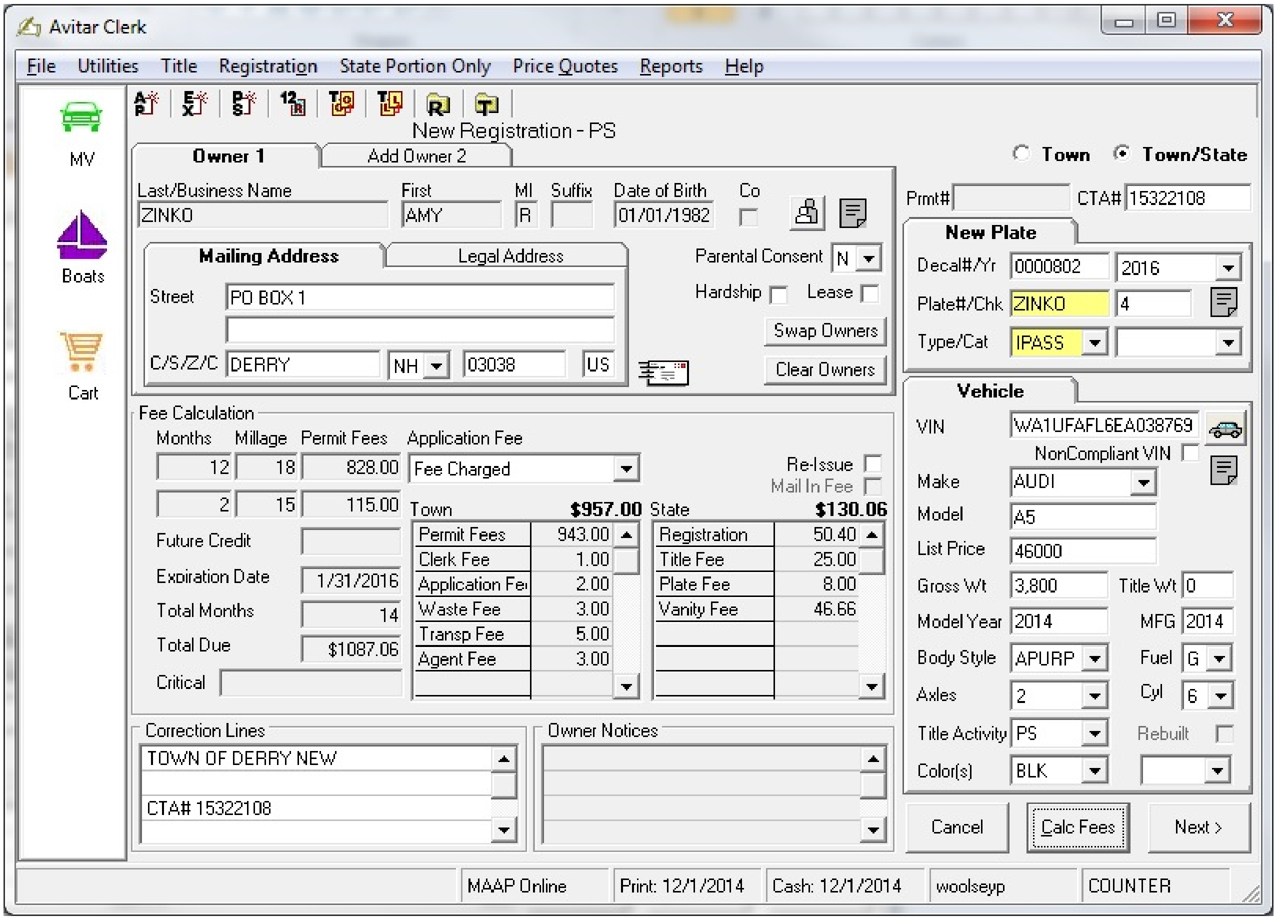
Refer to RSA 261:3

Video - Create a New Registration EX

Hardship Registration – 60 Day Temporary Registration

The director may issue a temporary registration certificate and temporary number plates to a new resident. In order to qualify, the owner must be a new resident of the state whose title is being held by an out of state lien holder. The temporary registration and plates are valid for 60 days and cannot be renewed. A permanent registration certificate and plates will be issued from DMV when Title Bureau receives the title from the lien holder.

To process a Hardship Registration, from the motor vehicle main menu select **New Registrations | Hardship Registration – PS** (Private Sale-print title appl). The Owner Lookup screen displays. Search and select first owner on the title (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The Title Application-PS screen displays. If the title for the vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the ownership conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the title information, including the lien holder's name and address. Once the title information is complete, click **Next** to advance to the New Registration-PS screen.



On the Owner 1 tab select the **Hardship** checkbox. As you cannot complete the State portion of the registration, the system defaults to the Town radio button. Click **Calc Fees** and review the fees associated with this registration under the Fee Calculation section. Click **Next** to advance to Fee Settlement.

Refer to RSA 261:57a, Temporary Registration and Number Plates

Antique Vehicle with Title App

A vehicle that is over 15 years old or older is not titled in the State of New Hampshire. However if the vehicle is over 25 years old and maintained for use in exhibitions, club activities, parades and other functions of public interest, they can be titled at the customer's request. To process an Antique Vehicle with Title Application from the motor vehicle main menu select New Registrations | Antique Vehicle with Title App.

The Owner Lookup screen displays. Search and select first owner (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The Title Application-Antique screen displays. If the vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the ownership conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Seller Information, Lien Holder Information (if applicable), and the Vehicle Description section. Once the title information is complete, click **Next** to advance to the New Registration-Antique screen.

If your customer is looking for a vanity plate, you can complete both the Town and State portion of the registration. If you are completing both portions, type in the Plate number, Plate Type, and Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. If the customer wants antique plates, select the Town radio button and use the Type dropdown box to select ANTI. After making your selections, click **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Refer to RSA 259:4 Antique Motor Vehicle or Motorcycle.

Expired Renewal (1 year & 1 day-issue to same vehicle)

The New Registration | Expired Renewal selection is used when a customer has a vehicle with a registration that has been expired for more than 12 months and 1 day and they now want to register the vehicle. If a registration is expired for less than this time period and the customer wants to register the vehicle, they process it under the 12 month renewal selection. However, if the registration has expired for more than 1 year and 1 day, the vehicle is handled as a new registration. There are two reasons why you would choose this option, as opposed to New Registration. The first reason is the customer had registered a vehicle in the past, but did not renew the registration and now wants to put it back on the road. For example, the customer registered their vehicle in May, but when it came up for renewal they didn't renew it because it needed some work. Now the customer has completed the work, 2 years later, and wants to register it again, using the same plate.

The second reason to use this option is when the customer has registered a vehicle in the past that has expired and now wants to put the vehicle back on the road but this time they want a new plate. By choosing this option, the information about the vehicle can be retrieved from the system, so you do not have to reenter the vehicle information.

To process an Expired Renewal for either option, from the Motor Vehicle main menu, select **New Registrations | Expired Renewal (1 year and 1 day)**. A series of messages will display offering options on how to register this vehicle:

- **Is the expired plate being issued to the same vehicle?**: Select **Yes** if the customer is putting a previously registered to them vehicle back on the road. The Registration Lookup-Plate release dialog box displays. Once you have searched and selected the vehicle, you will advance to the Plate Release screen (see Registration Lookup). Note, before you can process a Plate Release, you must first contact DMV for their permission. The first two options on the Plate Release screen are the most commonly used. If the plate you are releasing is a vanity, you select the **Available in Inventory, Vanity** radio button. If the plate is a non-vanity, you will select the **Available in Inventory, Non Vanity** radio button. The third option, **Available For Reorder**, releases the plate to all locations in the State. This means that if you are trying to put a vanity plate onto a new vehicle and you release it choosing the third option, someone in another town could take that plate number before you have time to finish processing the transaction. Once you have selected the plate release option, click **Next**. A message will display stating the plates were released successfully. Click **OK** to advance to the New Registration-Expired Renewal-Same Vehicle screen. However, if you selected No, another question displays.

- **Is a new plate being issued to a vehicle with an expired registration?**: Select **Yes**, if you are processing an Expired Renewal for a customer who wants to put their old vehicle back on the road but wants a new plate. The Registration Lookup dialog box displays. Search and select the vehicle. The New Registration-Expired Renewal-New Plate screen displays. If you select **No** for this question, a message will display stating, "For this type of expired renewal, please use the New Registration with Expired Plate is issued to a New Vehicle option."

Once you have advanced to the New Registration screen, if you are issuing a new plate and completing the Town and State portion of the registration, type in the Plate number, Plate Type, and Decal number. If you are using the existing plate, enter just the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Refer to RSA 261:62 Expiration of Registration.

New Registration of Mopeds with Expired Plates

DMV will allow you to process a new registration for a moped that has been expired for more than 1 year and 1 day. In order to process the new registration, you must start with a plate release. Select **Plate Release** from the motor vehicle main menu. Search and select the plate. The Plate Release screen displays. Before you can proceed, you must call the DMV Help Desk to get permission to release the plate. Once you have selected the plate release option, click **Next**. A message will display stating the plates were released successfully.

To process the registration, from the motor vehicle main menu, select **New Registrations | EX (Title Exempt)**. The Owner Lookup screen displays. Search and select first owner (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The New Registration-EX screen displays. If the new vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. Under the Fee Calculations select the **Re-Issue** check box and Calc

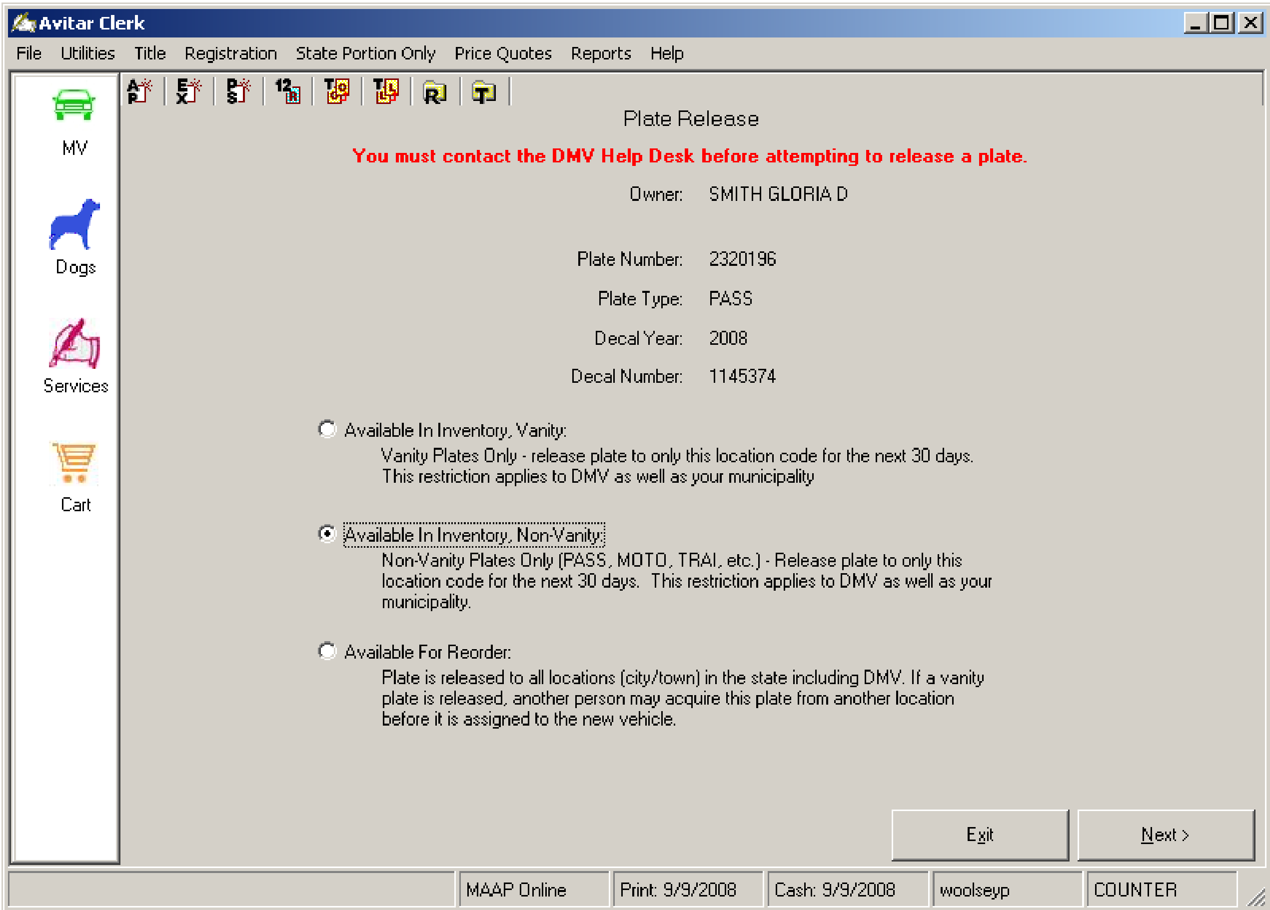
Fees. Review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Expired plate is issued to a new vehicle

The New Registration | Expired plate is issued to a new vehicle process is used when a customer wants to put an expired plate, which has not been expired for more than 12 months, onto a new vehicle. For example, a customer has a vanity plate on a vehicle that was due to be renewed in May, but the customer decides not to register the vehicle because it needs work. In July, the customer wants to register a new vehicle they purchased and they want their vanity plate on this new vehicle. To process, from the Motor Vehicle main menu select **New Registrations | Expired plate is issued to a new vehicle**.

A message displays asking, “Is the expired plate being issued to a new vehicle with a blue town clerk copy of the title application (AP)?” If you select **Yes**, you will advance to the Registration Lookup-Plate Release screen (see Registration Lookup). If you select **No**, another message will display, “Is the expired plate being issued to a new vehicle from a private sale (PS)?” If you select **Yes**, you will advance to the Registration Lookup-Plate Release screen. If you select **No**, another message will display asking, “Is the expired plate being issued to a new vehicle that is title exempt (EX)?” If you select **Yes**, you will advance to the Registration Lookup-Plate Release screen. If you select **No**, you should not be processing the registration from this menu selection. You would need to do choose Plate Release from the Motor Vehicle main menu and then process the registration as New.

Once you’ve answered Yes to one of the above selections, search and select the vehicle (see Registration Lookup). This will bring you to the Plate Release screen. Remember, before you can process a Plate Release, you must contact DMV for their permission.



The first two radio buttons are the most common selections. If the plate(s) you are releasing is a vanity, you will select the **Available in Inventory, Vanity** radio button. If the plate is a Non-Vanity, you will select the **Available in Inventory, Non-Vanity** radio button. The third option, **Available For Reorder**, releases the plate(s) to all locations in the State. This means that if you are trying to put a vanity plate onto a new vehicle and you release the plate selecting the third option, someone in another town could take that plate number before you have time to complete the registration.

Once you have selected the plate release option, click **Next**. A message will display stating the plates were released successfully. Click **OK**. Another message will display asking if you want to update the inventory to a status of OPEN. It is recommended that you click **Yes**, otherwise you will have to update the inventory status manually. A final message will display stating the process is complete. If processing as AP (blue title application copy), you will advance to the Title lookup screen. Search and select the title, which will bring you to the Vehicle Lookup screen (see Vehicle Lookup). Once you have searched and selected the vehicle, the Title AP screen will display. Fill in all pertinent information and click **Next** to advance to the New Registration screen.

If you are processing as PS (you are generating the title application), you will advance to the Vehicle Lookup screen. Once you have searched and selected the new vehicle information, the

Title screen will display. Fill in all pertinent information and click **Next** to advance to the New Registration screen.

If you are processing as EX (title is not required), you will advance to the Vehicle Lookup screen. Once you have searched and selected the new vehicle information, the New Registration screen will display.

If you are completing the Town and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement

Refer to RSA 261:141, VI, Late Renewal

Title Application on File

The New Registration | Title Application on File selection is used to register a vehicle for a customer who previously processed a title only for the vehicle. For example, the customer buys a convertible in January and they want to title it in their name, but not register it until May when they can use it. In January you processed a title only for the customer. It is now May and they want to register the vehicle. When you select Title Application on File, the system knows you have already created the title, so it will not charge the two dollar title application fee again. It will also allow you to search and select the vehicle, eliminating the need to reenter the information.

To process, from the motor vehicle main menu, select **New Registrations | Title Application on File**. The Title Lookup dialog box displays. Search and select the vehicle (see Title Lookup) to advance to the New Registration – Title Application on File screen.

If you are completing the Town and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Existing Title

The New Registration | Existing Title is used to process a registration for a vehicle for a customer who has a title already in their name. This is primarily used when the customer presents a title in their name for a vehicle they have not registered, or haven't had registered in a long time, and now they want to register the vehicle. The Existing Title option will process the registration without charging the title application fee.

To process, from the motor vehicle main menu, select **New Registrations | Existing Title**. The Title Lookup screen displays. Search and select the vehicle (see Title Lookup) to advance to the New Registration – Existing Title screen.

If you are completing the Town and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Surviving Spouse Registration

The New Registration | Surviving Spouse AP, EX, AP selections are used when a customer needs to title, register, and/or obtain new plates for a vehicle in order to remove their deceased spouse. A surviving spouse is not charged the title fees as long as they are not adding a co-owner or a lien holder to the vehicle. If they are adding either to the title, they would not qualify for a Surviving Spouse Registration per RSA 261:20 III-a. In that case, you would process as a New Registration AP or PS. There are several scenarios that may qualify for this type of registration:

- The vehicle is in the deceased spouse's name only. Now the surviving spouse needs to register the vehicle in their name.
- The title and registration are in the name of both the deceased and the surviving spouse. The surviving spouse wants to title and register the vehicle in their name alone, and obtain new plates.

To process a Surviving Spouse Registration, from the Motor Vehicle main menu select **New Registrations**. There are three Survivorship options, AP, EX, and PS, which designates the title status of the vehicle. As each process is handled differently, we will discuss each selection separately.

Survivorship–AP is used when a dealer or bank has processed the title application in the surviving spouse's name only and you need to complete the registration. Once you click **Survivorship-AP**, the Title Lookup screen displays where you will search and select the vehicle (see Title Lookup). Next, the Registration Lookup screen display. Enter the plate number from the prior registration then search and select the vehicle. Once on the Owner Lookup screen, search and select the surviving spouse (see Motor Vehicle Owner Lookup). The Title Application-AP screen displays. Fill in all appropriate text boxes and click **Next** once complete to advance to the New Registration-Survivorship-AP screen.

Survivorship-EX is used when the vehicle is 15 years old or older and the surviving spouse wants to register the vehicle in their name. When you select **Survivorship-EX**, you advance to the Registration Lookup screen where you will search and select the vehicle (see Registration Lookup). Next, on the owner Lookup screen, search and select the surviving spouse to advance to the New Registration-Survivorship-EX screen.

Survivorship-PS is used to title and register a vehicle in the surviving spouse's name. In this scenario, you will generate the title application for the customer. Select **Survivorship-PS** to advance to the Registration Lookup screen where you will search and select the vehicle (See Registration Lookup). Once on the Owner Lookup screen, search and select the surviving spouse (see Motor Vehicle Owner Lookup). The Title Application-PS screen displays. Fill in all appropriate text boxes and click **Next** once complete to advance to the New Registration-Survivorship-AP screen.

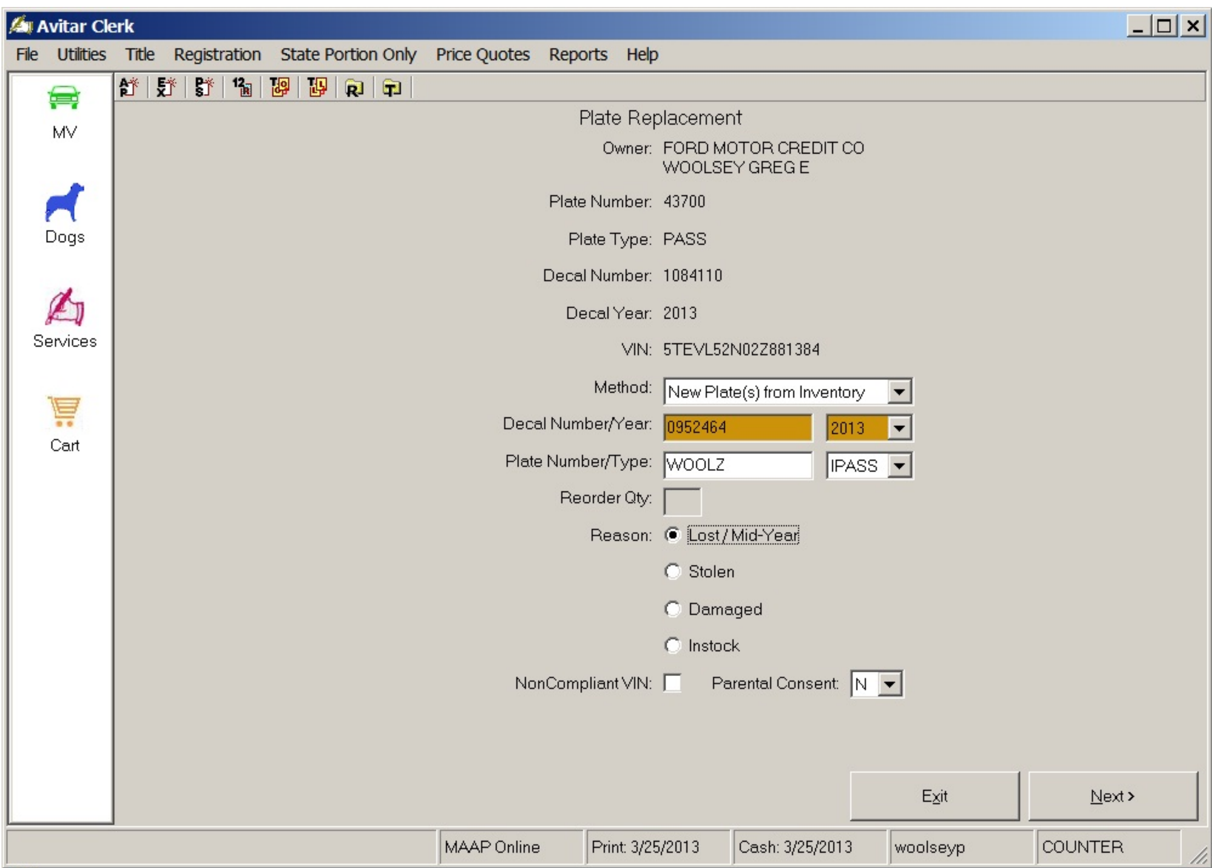
If you are completing the Town and State portion of the registration, type in the Decal number. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal after selecting Calc Fees. After you select **Calc Fees**, review the information displayed under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Refer to [RSA 261:66, IV]

Mid-Year Plate Change

A mid-year plate change occurs when a customer wants to get a new plate for their already registered vehicle. For example, a customer who registered their vehicle with a passenger plate in January can switch to a vanity plate in March, or any time during the year.

To process a mid-year plate change, from the motor vehicle main menu, select **Plate Replacement**. Search and select the current plate for this vehicle. The Plate Replacement dialog box displays.



Use the Method dropdown box to select **New Plate(s) from Inventory**. Fill in the new Decal Number, Plate Number, and Plate Type text boxes. Under the Reason section select the **Lost/Mid-Year** radio button and click **Next**.

Note, you will need to process a certified copy in order to comply with DMV's requirement.

Transfer Registrations

An owner of a vehicle can transfer the registration of one vehicle to a new vehicle and receive any remaining credit from the old vehicle, as long as they are the first owner on both registrations, or the second owner of a leased vehicle. There are four basic types of registrations:

- **Owner to Owner:** Straight transfer where the 1st owner name remains the same.
- **Owner to Lease:** Old vehicle registered in the owner's birth month and the new vehicle will be registered in the leasing company registration month.
- **Lease to Owner:** Old vehicle registered in the leasing company registration month and the new vehicle will be registered in the owner's birth month.
- **Lease to Lease:** To qualify for a Lease to Lease transfer, the leasing company must be different from the old vehicle to the new vehicle. For example, the customer's old vehicle was leased with Ford Motor Credit and their new vehicle is leased with Toyota Leasing. Note: Transfer Owner to Owner, not Lease to Lease, is used when you are processing a transfer for the same leasing company. For example, the customer's old vehicle was leased with Ford Motor Credit and their new vehicle is leased with Ford Motor Credit. As long as the leasing company is not changing, it is an Owner to Owner transfer, not a Lease to Lease transfer

Refer to RSA 261:66 Transfer of Ownership.
Refer to RSA 261:150 Transfer Credits.
Refer to Section 261:17 Joint Tenancy With Rights of Survivorship.

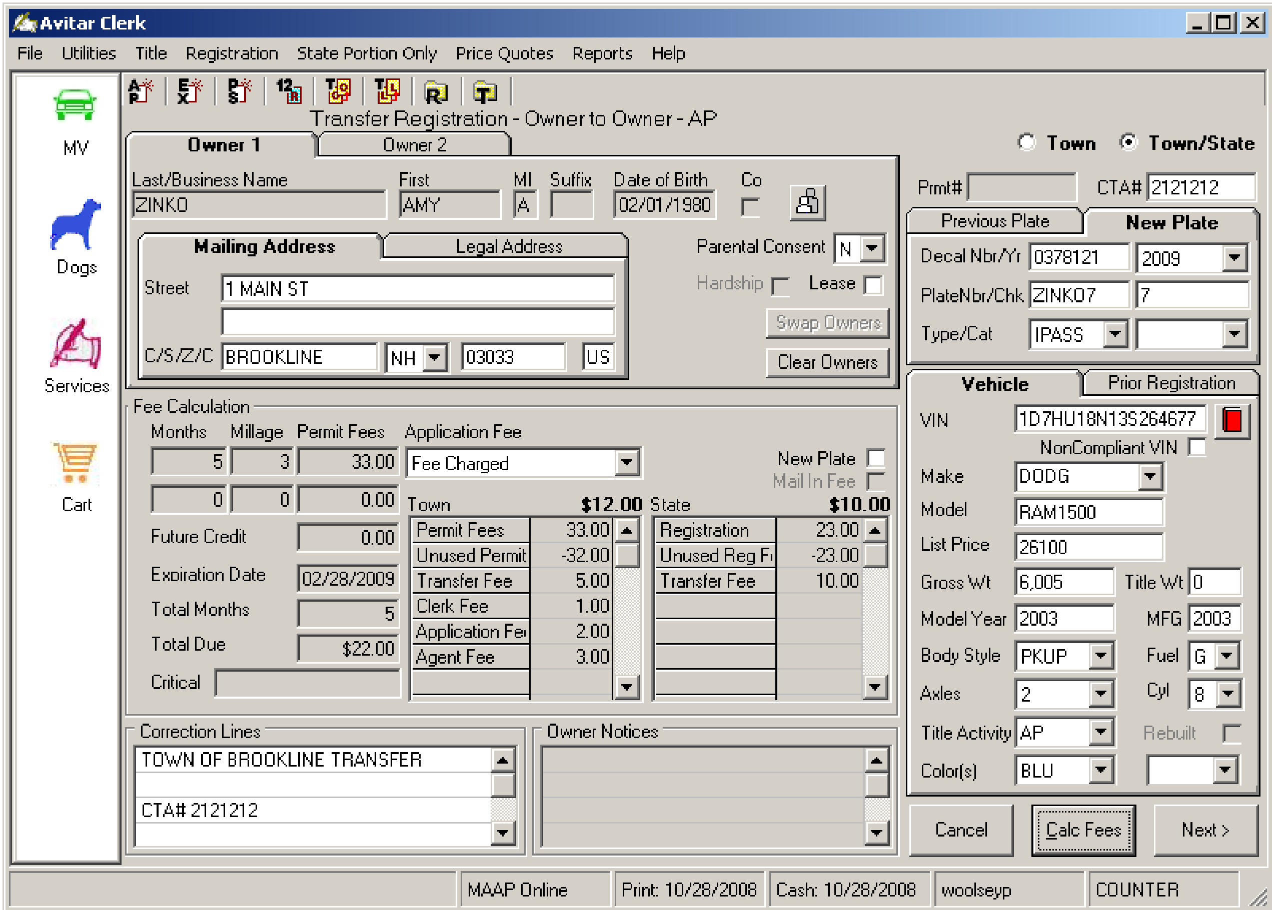
Owner to Owner Transfer

An Owner to Owner transfer is used to transfer the plate(s) from one vehicle to new vehicle, where the first owner on the old registration is the same on the new registration. As long as the first owner is not changing, the customer will receive credit for the unused portion of the old registration.

To process, from the motor vehicle main menu, select **Transfers | Owner to Owner**. The Transfers – Owner to Owner options display with the following option and procedures.

Owner to Owner-AP (blue clerk copy)

is used when a dealer or bank has processed the title application and the vehicle needs to be registered. Once you click Owner to Owner-AP, the Title Lookup dialog box displays where you will search and select the vehicle (see Title Lookup). The Registration Lookup dialog box displays next. Enter the plate number from the prior registration, search and select the vehicle. Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model. The Title Application-AP screen displays.



If the title application for the new vehicle has a second owner, click the Add Owner 2 tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Lien Holder Information (if applicable), and the Vehicle Description sections. Once the title information is complete, click Next to advance to the Transfer Registration-Owner to Owner-AP screen.

Owner to Owner-EX (no title needed)

is used when the new vehicle is 15 years old or older, which means the vehicle is title exempt. When you select Owner to Owner-EX, you advance to the Registration Lookup where you will search and select the old vehicle (see Registration Lookup). Once the Vehicle Lookup dialog box displays, enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Transfer Registration-Owner to Owner-EX screen.

Owner to Owner-PS (print title application)

is used to title and register a new vehicle. In this scenario, you will generate the title application for the customer. Select Owner to Owner-PS to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Vehicle Lookup dialog box displays where you enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Title Application-PS screen.

If the title application for the new vehicle has a second owner, click the Add Owner 2 tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Lien Holder

Information (if applicable), and the Vehicle Description sections. Once the title information is complete, click Next to advance to the Transfer Registration-Owner to Owner-PS screen.

Owner to Owner-Antique with Title App

is used to title and register a vehicle that is title exempt, but qualifies for Antique plates, which means the vehicle is over 25 years old. Select Owner to Owner-Antique with Title App to advance to the Registration Lookup dialog box where you will search and select the old vehicle (see Registration Lookup). The Vehicle Lookup dialog box displays where you enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Title Application-Antique screen.

If the title application for the vehicle has a second owner, click the Add Owner 2 tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Lien Holder Information (if applicable), and the Vehicle Description sections. Once the title information is complete, click Next to advance to the Transfer Registration-Owner to Owner-Antique screen.

Owner to Owner-Title App on File

is used to register a vehicle for a customer who previously processed a title only for the vehicle. For example, the customer buys a convertible in January and they want to title it in their name, but not to register it until they can use it. In January you processed a title only for the customer. It is now May and they want to transfer the plates from another vehicle to the convertible. When you select Owner to Owner-Title App on File, the system knows you have already created the title, so it will not charge the two dollar title application fee again. It will also allow you to search and select the title information on the vehicle, eliminating the need to reenter the information. To process select Owner to Owner-Title App on File to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Owner to Owner-Title Application on File screen.

Owner to Owner-Existing Title

is used to process a registration for a new vehicle for a customer who has already titled the vehicle in their name. This is primarily used when the customer presents a title in their name for a vehicle they have not registered, or haven't had registered in a long time, and now they want to transfer plates from another vehicle onto this vehicle. The Existing Title option will process the registration without charging the title application fee. To process select Owner to Owner-Existing Title to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Owner to Owner-Existing Title screen.

Owner to Owner-Survivorship-AP

is used when a dealer or bank has processed the title application in the surviving spouse's name only and you need to complete the transfer. Once you click Owner to Owner-Survivorship-AP, a message will display asking if the primary owner is deceased with no leasing agreement. If you click No, you will advised to complete the process by completing a title application and reprint the registration under Registration | View Maintenance. If you click Yes, the Title Lookup screen displays where you will search and select the vehicle (see Title Lookup). Next, the Registration Lookup screen display. Enter the plate number from the prior registration then search and select the vehicle. The Title Application-AP screen displays. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Owner-AP-Survivorship screen.

Owner to Owner-Survivorship-EX (Transfers | Owner to Owner | Survivorship)

is used when a vehicle is 25 years old or older and the surviving spouse wants to transfer plates from another vehicle in their name and they do not want to wait for the . When you select Owner to Owner-Survivorship-EX, a message will display asking if the primary owner is deceased with no leasing agreement. If you click No, you will be advised to complete the process by processing a title application and reprinting the registration under Registration | View Maintenance. If you click Yes, the Registration Lookup screen displays where you will search and select the new vehicle (see Registration Lookup) and advance to the Transfer Registration-Owner to Owner-EX-Survivorship screen.

Owner to Owner-Survivorship-PS (Transfers | Owner to Owner | Survivorship)

is used to title and register a new vehicle in the surviving spouse's name. In this scenario, you will generate the title application for the customer. Select Owner to Owner-Survivorship-PS, a message will display asking if the primary owner is deceased with no leasing agreement. If you click No, you will be advised to complete the process by processing a title application and reprinting the registration under Registration | View Maintenance. If you click Yes, the Registration Lookup screen displays where you will search and select the vehicle (See Registration Lookup). The Title Application-PS screen displays. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Owner-PS-Survivorship screen.

Once you have advanced to the Registration screen for one of the above selections, review the information displayed and make changes if necessary and click **Calc Fees**. Review the fees associated with this registration under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Video - Transfer a Registration Owner to Owner

Owner to Lease Transfer

An Owner to Lease Transfer is used to transfer plate(s) from a vehicle registered in an owner's name to a new vehicle they have leased. The first owner on the old vehicle must be the second owner on the new leased vehicle or they do not qualify for an Owner to Lease Transfer. To process, from the Motor Vehicle main menu, select **Transfers | Owner to Lease. The Transfers** – Owner to Lease screen displays with the following option and procedures.

Owner to Lease-AP

is used when a dealer or bank has processed the title application and you need to register the new vehicle. Once you click Owner to Lease-AP, the Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup). Next, the Registration Lookup screen display. Enter the plate number from the prior registration, then search and select the vehicle. Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model. The Title Application-AP screen displays. The system knows that Owner 1 on the old registration must now be Owner 2 and that this is now a Lease vehicle, so it has made the changes automatically for you. However, you will need to do an Owner Lookup for Owner 1 to search for the leasing company (see Owner Lookup). Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Lease-AP screen.

Owner to Lease-EX

is used when the new vehicle is 25 years old or older, which means the vehicle is title exempt.

When you select Owner to Lease-EX, you advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Transfer Registration-Owner to Lease-EX screen.

Owner to Lease-PS

is used to title and register a new vehicle. In this scenario, you will generate the title application for the customer. Select Owner to Lease-PS to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Vehicle Lookup screen displays where you enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Title Application-PS screen. The system knows that Owner 1 on the old registration must now be Owner 2 and that this is now a Lease vehicle, so it has made the changes automatically for you. However, you will need to do an Owner Lookup for Owner 1 to search for the leasing company (see Owner Lookup). Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Lease-PS screen. Fill in all appropriate text boxes and click next once complete to advance to the Transfer Registration-Owner to Lease-PS screen.

Owner to Lease-Title App on File

is used to register a vehicle for a customer who previously processed a title only for the vehicle. For example, the customer buys a convertible in January and they want to title it in their name, but not to register it until they can use it. In January you processed a title only for the customer. It is now May and they want to transfer the plates from another vehicle to the leased convertible. When you select Owner to Lease-Title App on File, the system knows you have already created the title, so it will not charge the two dollar title application fee again. It will also allow you to search and select the title information on the vehicle, eliminating the need to reenter the information. To process select Owner to Lease-Title App on File to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Owner to Lease-Title Application on File screen.

Owner to Lease-Existing Title

is used to process a registration for a new vehicle for a customer who has already titled the vehicle in their name. This is primarily used when the customer presents a title in their name for a vehicle they have not registered, or haven't had registered in a long time, and now they want to transfer plates from another vehicle onto this leased vehicle. The Existing Title option will process the registration without charging the title application fee. To process, select Owner to Lease-Existing Title to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Owner to Lease-Existing Title screen.

Once you have advance to the Registration screen for one of the above selections, review the information displayed and make changes if necessary and click **Calc Fees**. Review the fees associated with this registration under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Lease to Owner Transfer

A Lease to Owner Transfer is used to transfer plate(s) from a leased vehicle they previously owned to a new vehicle that will be registered under the owner's name. The second owner on the old leased vehicle must be the first owner on the new vehicle or they do not qualify for a Lease to Owner Transfer. To process, from the Motor Vehicle main menu, select **Transfers | Lease to Owner**. The Transfers – Lease to Owner screen displays with the following option and procedures.

Lease to Owner-AP

is used when a dealer or bank has processed the title application and you need to register the new vehicle. Once you click Lease to Owner-AP, the Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup). Next, the Registration Lookup screen display. Enter the plate number from the prior registration, then search and select the vehicle. Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model. The Title Application-AP screen displays. The system knows that Owner 2 on the old registration must now be Owner 1, so it has made the changes automatically for you. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Lease-AP screen.

Lease to Owner-EX

is used when the new vehicle is 25 years old or older, which means the vehicle is title exempt. When you select Lease to Owner-EX, you advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Transfer Registration-Lease to Owner-EX screen.

Lease to Owner-PS

is used to title and register a new vehicle. In this scenario, you will generate the title application for the customer. Select Lease to Owner-PS to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Vehicle Lookup screen displays where you enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Title Application-PS screen. The system knows that Owner 2 on the old registration must now be Owner 1, so it has made the changes automatically for you. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Leas to Owner-PS screen. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Owner to Lease-PS screen.

Lease to Owner-Title App on File

is used to register a vehicle for a customer who previously processed a title only for the vehicle. For example, the customer buys a convertible in January and they want to title it in their name, but not to register it until they can use it. In January you processed a title only for the customer. It is now May and they want to transfer the plates from a leased vehicle to the new convertible. When you select Lease to Owner-Title App on File, the system knows you have already created the title, so it will not charge the two dollar title application fee again. It will also allow you to search and select the title information on the vehicle, eliminating the need to reenter the information. To process select Lease to Owner-Title App on File to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Lease to Owner-Title Application on File screen.

Lease to Owner-Existing Title

is used to process a registration for a new vehicle for a customer who has already titled the vehicle in their name. This is primarily used when the customer presents a title in their name for a vehicle they have not registered, or haven't had registered in a long time, and now they want to transfer plates from a leased vehicle onto a new vehicle. The Existing Title option will process the registration without charging the title application fee. To process, select Lease to Owner-Existing Title to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Lease to Owner-Existing Title screen.

Once you have advance to the Registration screen for one of the above selections, review the information displayed and make changes if necessary and click **Calc Fees**. Review the fees associated with this registration under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Lease to Lease Transfer

A Lease to Lease Transfer is used to transfer the registration from one leased vehicle to another leased vehicle. Note, if the leasing company is staying the same (Ford Motor Credit to Ford Motor Credit), it does not qualify for a Lease to Lease transfer. It would be considered an Owner to Owner Transfer . It must be two different leasing companies to process as a Lease to Lease Transfer (Ford Motor Credit to Cab East).

Lease to Lease-AP

is used when a dealer or bank has processed the title application and you need to register the new vehicle. Once you click Lease to Lease-AP, the Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup). Next, the Registration Lookup screen display. Enter the plate number from the prior registration, then search and select the vehicle. Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model. The Title Application-AP screen displays. The system leaves Owner 1 blank, as there must be a new leasing company. Search and select the new leasing company on the Owner 1 tab (see Owner Lookup). Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Lease to Lease-AP screen.

Lease to Lease-EX

is used when the new vehicle is 25 years old or older, which means the vehicle is title exempt. When you select Lease to Lease-EX, you advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). Once the Vehicle Lookup screen displays, enter the VIN from the new vehicle, search, and select the correct vehicle model to advance to the Transfer Registration-Lease to Lease-EX screen. Search and select the new leasing company on the Owner 1 tab (see Owner Lookup).

Lease to Lease-PS

is used to title and register a new vehicle. In this scenario, you will generate the title application for the customer. Select Lease to Lease-PS to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Vehicle Lookup screen displays where you enter the VIN for the new vehicle, search, and select the correct vehicle model to advance to the Title Application-PS screen. The system leaves Owner 1 blank, as there must be a new leasing company. Search and select the new leasing company on the Owner 1 tab (see Owner Lookup). Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Lease to Lease-PS screen. Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Lease to Lease-PS screen..

Lease to Lease-Title App on File

is used to register a vehicle for a customer who previously processed a title only for the vehicle. For example, the customer buys a convertible in January and they want to title it in their name, but not to register it until they can use it. In January you processed a title only for the customer. It is now May and they want to transfer the plates to the new convertible. When you select Lease to Lease-Title App on File, the system knows you have already created the title, so it will not charge the two dollar title application fee again. It will also allow you to search and select the title information on the vehicle, eliminating the need to reenter the information. To process, select Lease to Lease-Title App on File to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup).Search and select the new leasing company on the Owner 1 tab (see Owner Lookup). Fill in all appropriate text boxes and click next to advance to the Transfer Registration-Lease to Lease-Title App on File screen.

Lease to Lease-Existing Title

is used to process a registration for a new vehicle for a customer who has already titled the vehicle in their name. This is primarily used when the customer presents a title in their name for a vehicle they have not registered, or haven't had registered in a long time and now they want to transfer plates from a leased vehicle onto a new leased vehicle. The Existing Title option will process the registration without charging the title application fee. To process, select Lease to Lease-Existing Title to advance to the Registration Lookup screen where you will search and select the old vehicle (see Registration Lookup). The Title Lookup screen displays where you will search and select the new vehicle (see Title Lookup) and then advance to the Transfer Registration-Lease to Lease-Existing Title screen.

Once you have advance to the Registration screen for one of the above selections, review the information displayed and make changes if necessary and click **Calc Fees**. Review the fees associated with this registration under the Fee Calculation section and click **Next** to advance to Fee Settlement.

Titles

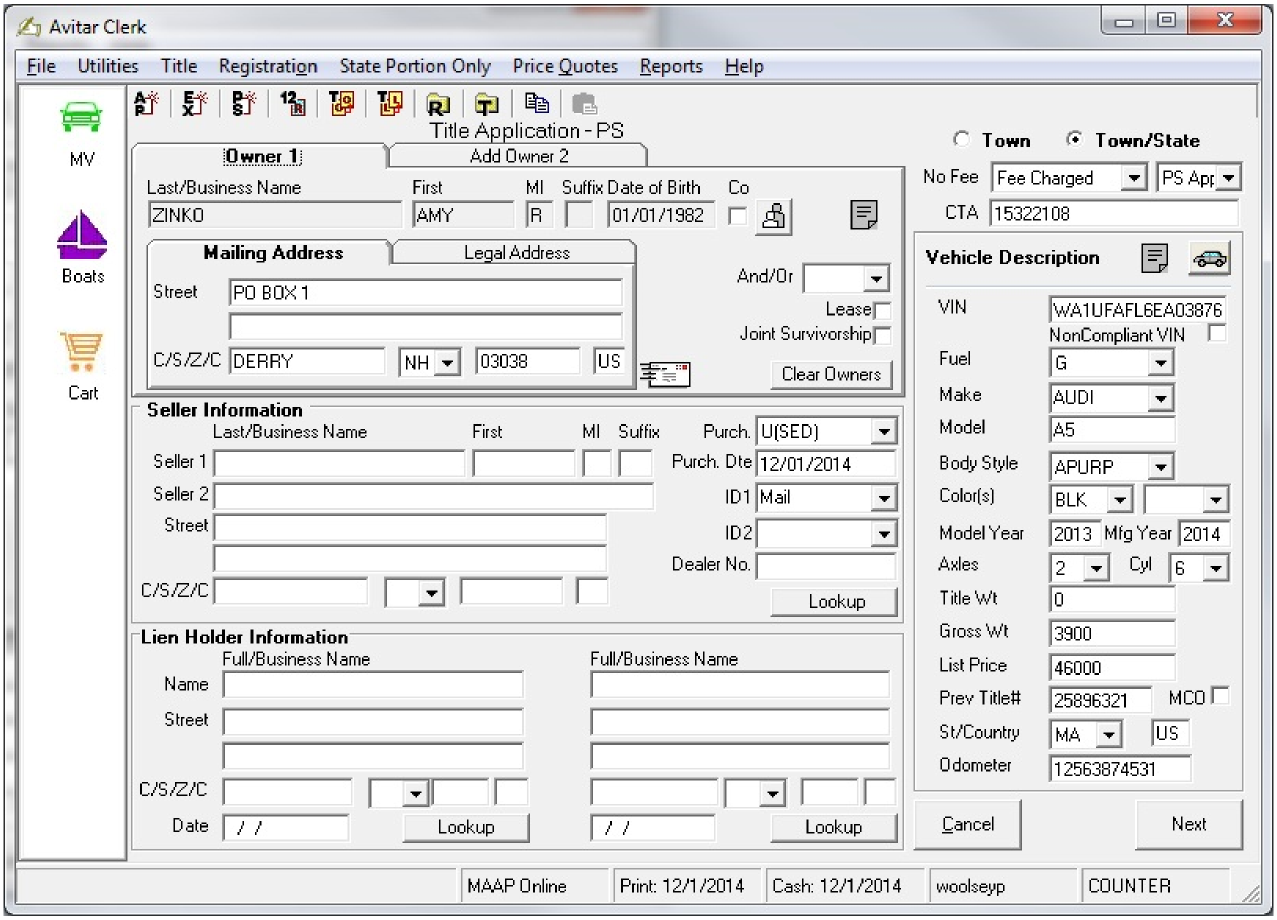
The Title application selections from the motor vehicle main menu are selected only when you are processing the title application only. If you are processing a registration with the title application, you would make a selection from the Registrations menu with the title application as PS (Private Sale).

Refer to RSA 261:20 Title Fees

Title Application Only

Title Application Only is used when you need to produce a title for customer and they do not want to register the vehicle at the same time. This usually occurs when a customer buys a vehicle that needs work done on it. They want to title it in their name, but want to hold off paying the registration fees until the work on the vehicle is complete.

To produce a title for a vehicle, from the motor vehicle main menu select **Title Application Only**. The Owner Lookup screen displays. Search and select first owner on the title (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (seeVehicle Lookup). The Title Application-PS screen displays.



If the title for the new vehicle has a second owner, click the **Add Owner 2** tab. Using the Owner Lookup button, search and select the second owner. If you added a second owner, you need to designate the ownership conjunction And/Or by using the And/Or dropdown box on the Owner 1 tab. Complete the Seller Information, Lien Holder Information (if applicable), and the Vehicle Description. Once the title information is complete, click **Next** to advance to Fee Settlement.

Refer to RSA 261:4 Application for Certificate

Title Cloning

The Title Cloning feature is designed to simplify the process of titling multiple similar vehicles. For example, Title Cloning is used when you are registering ten new 2009 Ford Fusions for a local rental car agency.

To begin the process, select **New Registration with PS**. Search and select the vehicle and owner information. Once on the Title Application – PS screen, add all of the relevant information (owner, seller, lien holder, and vehicle description) for the first vehicle. Select the Clone Title button on the toolbar. Note, the Clone Title button appears with the standard Windows copy icon, and reveals the Clone Title tool tip if you hover over the button.

The system will indicate that the Title fields were cloned successfully. Click **Next** to finish the process on this vehicle. When you begin the process for the second vehicle you can press the **Skip** button on both the Owner Lookup and the Red Book Lookup screens. On the Title screen, simply press the **Paste Clone** button on the toolbar. Note, the Paste Clone button appears with the standard Windows paste icon, and reveals the Paste Clone tool tip if you hover over the button.)

All of the fields cloned from the original Title will appear in the corresponding text boxes. Simply enter the remaining values such as VIN and/or vehicle color and proceed to the next step in the process.

There are a few other items worth noting about Title Cloning:

- The cloned Title object is only available for your user within your current software session. For example, you cannot paste on Tuesday the Title information you originally cloned on Monday. You must start by cloning a Title on Tuesday.
- There are several vehicle fields which you cannot clone (such as VIN and odometer reading) because they are, by definition, different for each vehicle.
- By pressing the Clone Title button subsequent times, you can update the cloned Title object to reflect the currently displayed vehicle. For example, you might clone the first vehicle for a rental agency - a 2009 Ford Fusion. After pasting the cloned information for the first five vehicles, you could paste it for the sixth vehicle, change the model to a 2009 Ford Explorer, and press the Clone Title button. From this point forward, pressing the Paste Clone button will insert the updated information for the Ford Explorer.

Title Application-Antique

Antique Vehicles, which are over 25 years old, may be titled in the State of New Hampshire. Many customers want to title their older vehicle to show their ownership and to make it easier to sell the vehicle to an out of state buyer who lives in a state that requires a title for all vehicles regardless of age.

Please be aware if you are registering the vehicle as well as preparing the title, you need to follow the process through Antique Vehicle with Title App, or Owner to Owner Transfer registration. The following process is to prepare the title only.

To process, from the motor vehicle main menu select **Title Application-Antique**. The Owner Lookup screen displays. Search and select first owner on the title (see Motor Vehicle Owner Lookup). The Vehicle Lookup – New Vehicle dialog box displays. Search and select the vehicle (see Vehicle Lookup). The Title Application-PS screen displays.

If the title for the vehicle has a second owner, click the **Add Owner 2** tab. Using the **Owner Lookup** button, search and select the second owner. If you added a second owner, you need to designate the ownership conjunction And/Or by using the And/Or dropdown box on the **Owner 1** tab. Complete the Seller Information, Lien Holder Information (if applicable), and the Vehicle Description. Once the title information is complete, click **Next** to advance to Fee Settlement.

Refer to RSA 261:4-a

Title Application-Dummy CTA

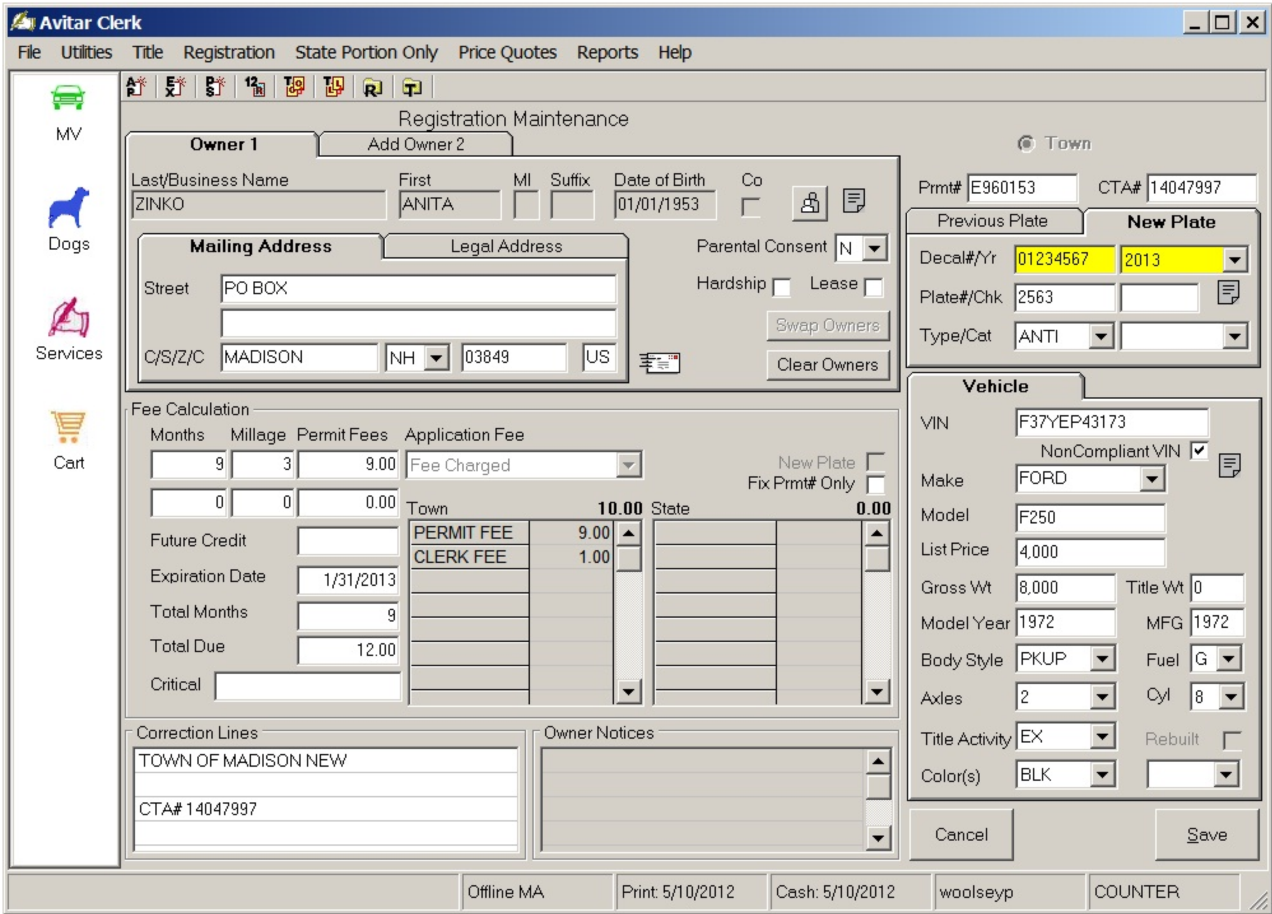
Title Application-Dummy CTA is used when the title and registration do not match in the DMV database. This commonly occurs with a vehicle is in a Trust name and the Owner (Trustee) wants to register the vehicle in his birth month. Title Bureau only wants the trust name listed on the title, but in order to register the vehicle in the trustee's birth month, the registration must have the trustee as well as the trust name. This creates a problem between registration and title as the owners must match. In order to solve this situation, you are allowed to create a Dummy title, which will have the Trust and Trustee listed. The customer is not charged a title fee and a title application is not printed. To process a Title Application-Dummy CTA from the Motor Vehicle main menu, under Titles, select **Title Application-Dummy CTA**.

View/Maintenance

The View/Maintenance option appears under two headings, Registration and Title. Both View/Maintenance options are available from the Motor Vehicle main menu. View/Maintenance allows you to lookup, view, and modify a previously registered or titled vehicle in the system. Note, Registration View/Maintenance allows you to modify information on the registration that does not change the ownership or plate information. However, Title View/Maintenance will only allow you to lookup up the information on the current title, but not change anything, unless you search for the title from the Town database. Title Bureau will not allow changes to a title application once it has been submitted to them.

Registration View/Maintenance

Registration View/Maintenance is used to view and/or modify a previously registered vehicle. For example, it can be used to change the color of a vehicle or to update an address. To process, from the Motor Vehicle main menu select **View/Maintenance** from the Registrations section. The Registration Lookup screen displays where you will search and select the vehicle (see Registration Lookup). The Registration Maintenance screen displays.



Any field in white can be updated by either typing into the field or using a dropdown box to make the selection. Anytime a registration has to be changed due to a request by the customer, the municipal agent fee should be charged. Also, if the weight on a vehicle is increased through Registration View/Maintenance, the system knows this will incur additional DMV fees that will need to be collected. The additional fees will be added at Fee Settlement. Once all changes have been made, click **Save**. A message will display asking if you want to charge the agent fee for this transaction. If you click **Yes**, the agent fee will be added to the cart and you will advance to Fee Settlement. If you click **No**, you will advance to Fee Settlement, however the cart will not reflect an agent fee.

Refer to RSA 261:144 Fees for Carrying Added Load.

Changing Ownership through Registration View/Maintenance

Changing ownership through Registration View/Maintenance is used to add or delete a second owner. This is commonly used to add a trust to a vehicle that is currently registered and the owner wants to just add the trust as a second owner. There are no State fees involved unless you have to create a title application for the vehicle, however, you may elect to charge the municipal agent fee. Note, Registration View/Maintenance should never be used to change the first owner.

In order to process an ownership change through Registration View/Maintenance, the following criteria must be met:

•The customer is not changing vehicles
•They want to delete/add a second owner
•A new title must be generated for a vehicle requiring a title

If a title is required, you must complete the title process first and then go to Registration View/Maintenance to update the registration. Once the registration is update, DMV requires a certified copy be processed for the updated registration.

Title View/Maintenance

Title View/Maintenance is primarily used to determine why a title and registration do not agree. This occurs frequently with Trust vehicles, where the resident wants to title and register their vehicles in a trust, but still want the registration to expire in their birth month. The first time they registered the vehicle, it would have been titled and registered with their name as Owner 1 and the trust name as Owner 2. Title Bureau cannot create a title with the Trustee's name on it, so they will delete them off the system in order to process the title. This does not create a problem if the vehicle has been flagged as a trust. You can check to see if the vehicle was flagged as a trust by searching for the vehicle by VIN using Title View/Maintenance. The trust indicator is located on the far right of the search result grid. If the trust indicator is Y, you can proceed to the registration without having to process a "dummy" title. If the trust indicator is N, then title bureau did not designate the ownership as a trust, which means you will need to process a "dummy" title (see Title Application-Dummy CTA).

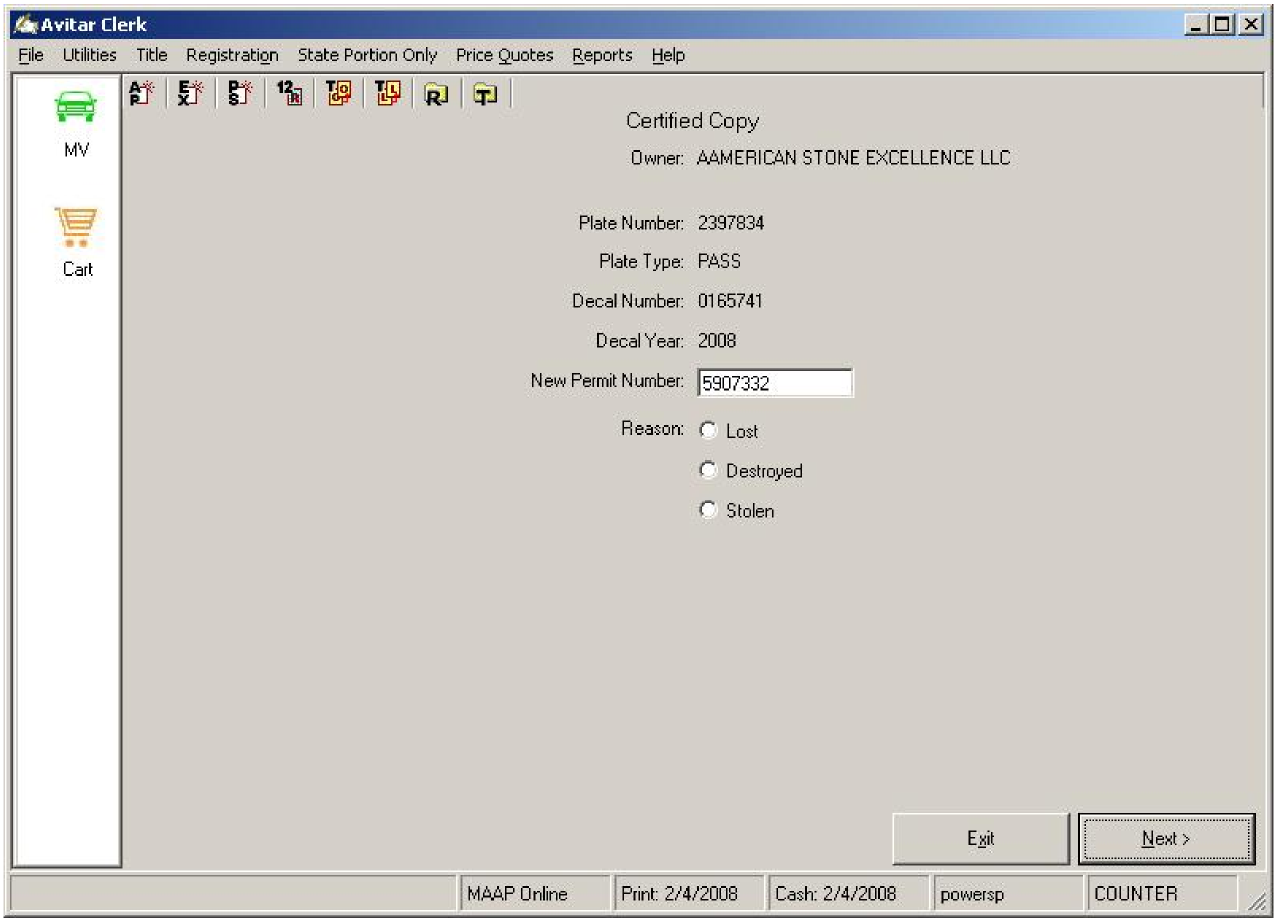
Title | View/Maintenance is also used to correct an error you made on the title application and didn't catch until after you printed it. For example, you entered blue as the color and it is actually black. Before you send the title application to DMV, you will need to fix the error and reprint the application. To do so, when you are searching for the vehicle, you will need to search and select the vehicle from the Town database, as this will allow you to make changes. Once on the Title Maintenance screen, any field in white can be updated by either typing into the field or by using the dropdown boxes. Once all changes have been made, click **Save**. If you need to reprint the title application, click **Print**.

Other Motor Vehicle Processes

The motor vehicle main menu consists of three sections, Registrations, Titles, and Other. The Other section is used to process motor vehicle transactions that do not involve registering or titling a vehicle.

Certified Copy (On Line Agents Only)

The Certified Copy option is used to produce a registration for a customer who has lost, damaged, or had their valid registration stolen and needs a replacement. To process a Certified Copy, from the motor vehicle main menu, under the Other section, select **Certified Copy**. The Registration Lookup screen displays. Search and select the vehicle (seeRegistration Lookup). The Certified Copy screen displays.



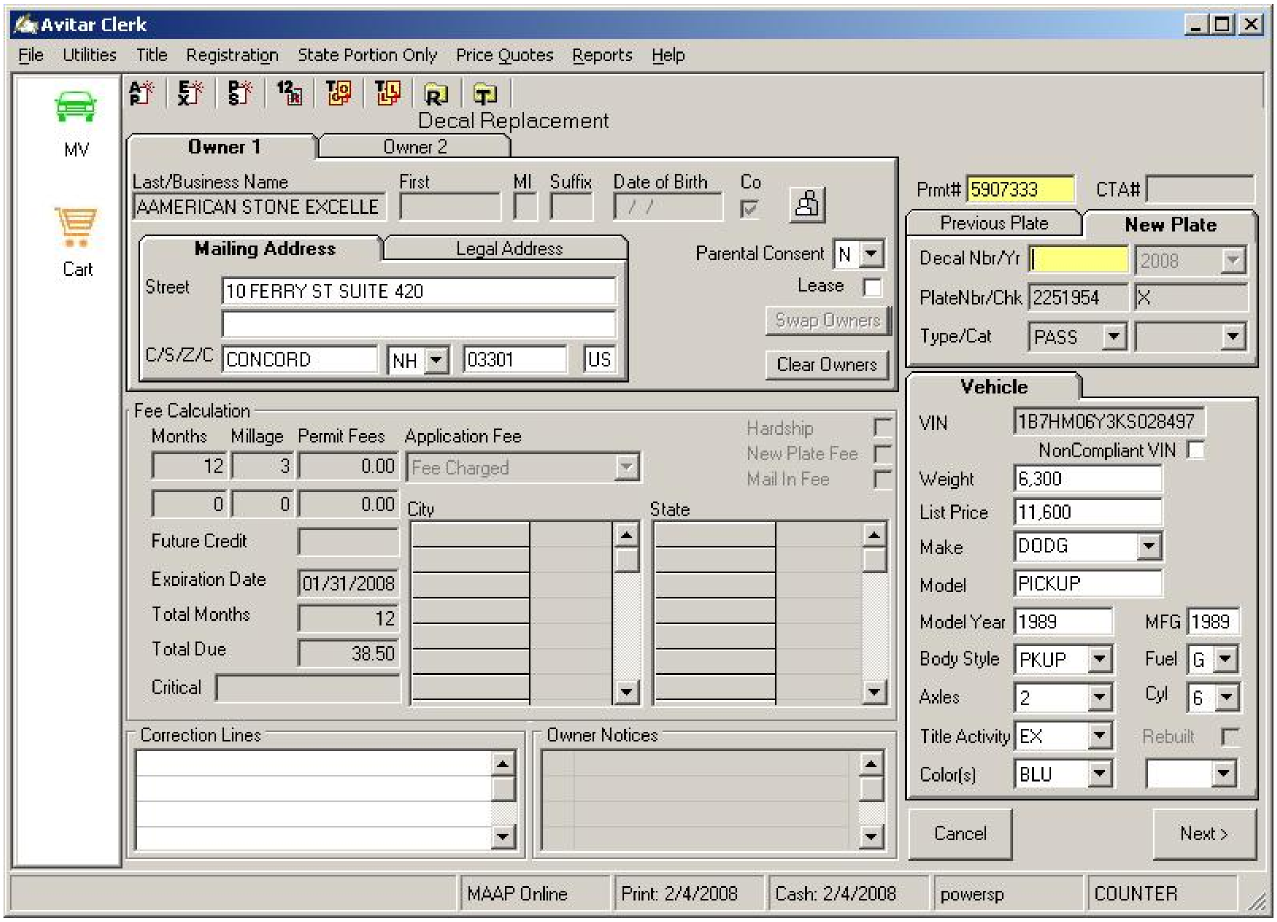
Select the radio button stating the reason you are issuing a certified copy and click **Next**. A message displays asking if you want to charge an agent fee. If you click **Yes**, you will advance to Fee Settlement and your municipal agent fee will be added to the cart. If you click **No**, the municipal agent fee will not be added to the cart.

Video - Creating a Certified Copy

Decal Replacement

The Decal Replacement option is used when a customer has lost or damaged their decals and needs new ones. To process a Decal Replacement, from the motor vehicle main menu, under the

Other section, select **Decal Replacement**. When the Registration Lookup screen displays, search and select the vehicle (see Registration Lookup). The Decal Replacement screen displays.

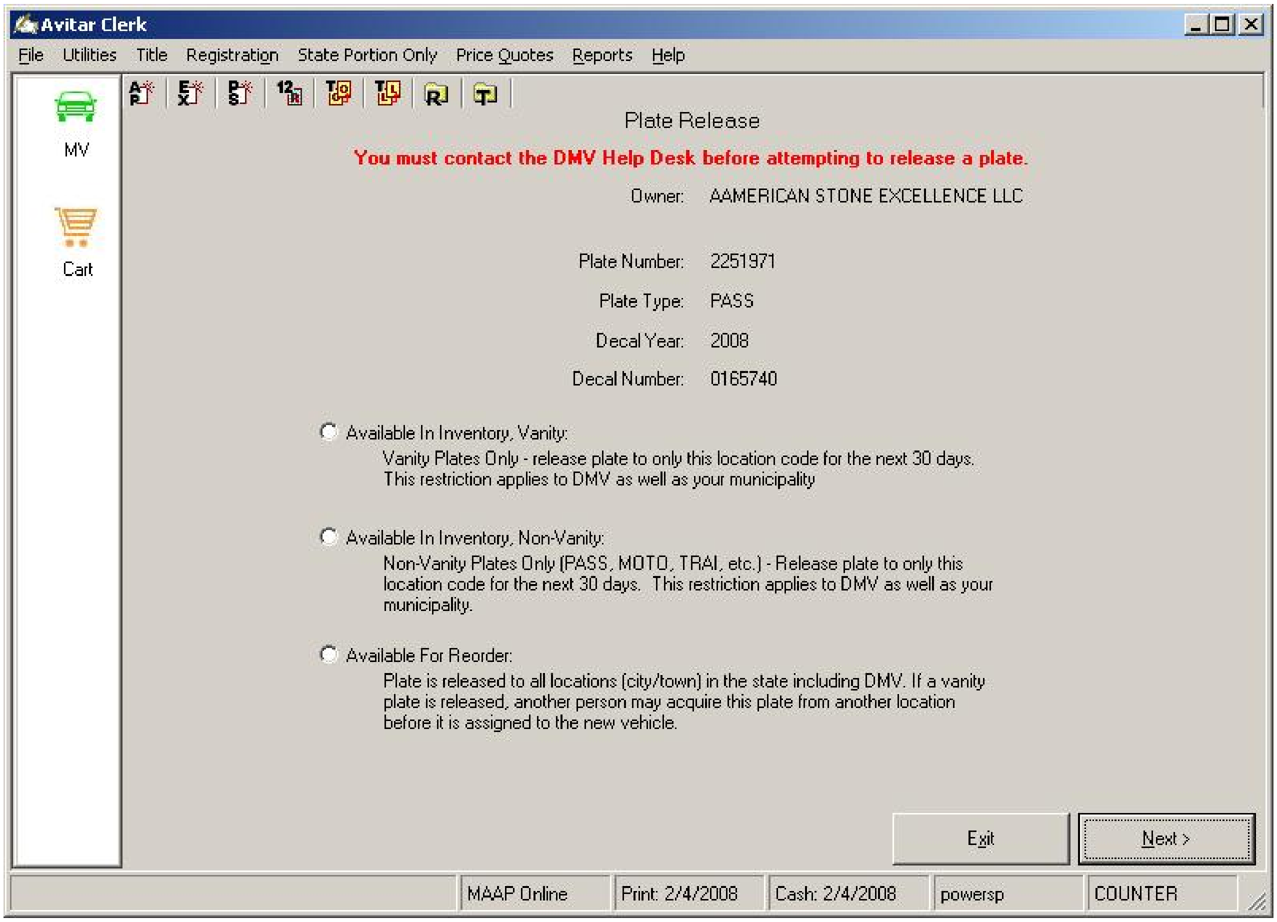


If all of the information is the same, type in the Decal number into the text box. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal. Click **Calc Fees**.

Plate Release

The Plate Release option allows you to release an expired plate to be used on another vehicle. Note, you must contact DMV for permission to release a plate. This option is part of the Expired Renewal (1 year & 1 day-issue to same vehicle)and Expired plate is issued to a new vehicle process, so if you are processing the Plate Release for either of these options, see the instructions for those processes. To process a Plate Release, from the motor vehicle main menu, under Other, click **Plate Release**.

The Registration Lookup screen displays. Search and select the plate you want to release (see Registration Lookup). The Plate Release screen displays.

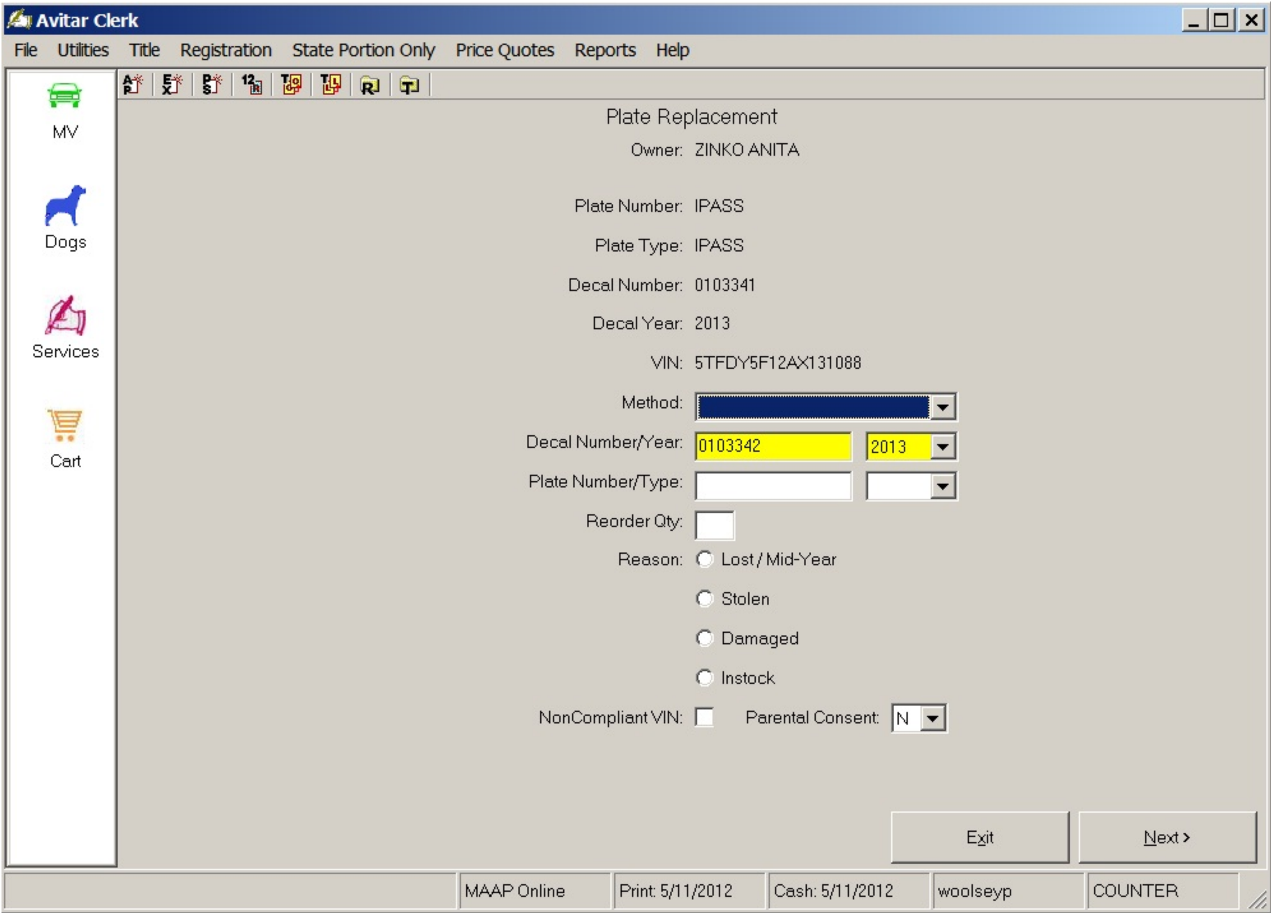


Depending on whether the plate you are releasing is a vanity or non-vanity, and whether you are releasing the plate for your purposes or for all locations in the State, will determine which radio button you select. When you call DMV to get permission to release the plate, they will specify which option you should choose. Once you have selected a radio button click **Next**. A message will display stating the Plate Release was successful.

Plate Replacement

The Plate Replacement option is used when a customer has damaged, lost, had their plate(s) stolen, or they would like to process a mid-year plate change. To process a Plate Replacement, from the motor vehicle main menu, under Other, click **Plate Replacement**.

The Registration Lookup screen displays. Search and select the plate you want to replace (see Vehicle Lookup). The Plate Replacement screen displays.



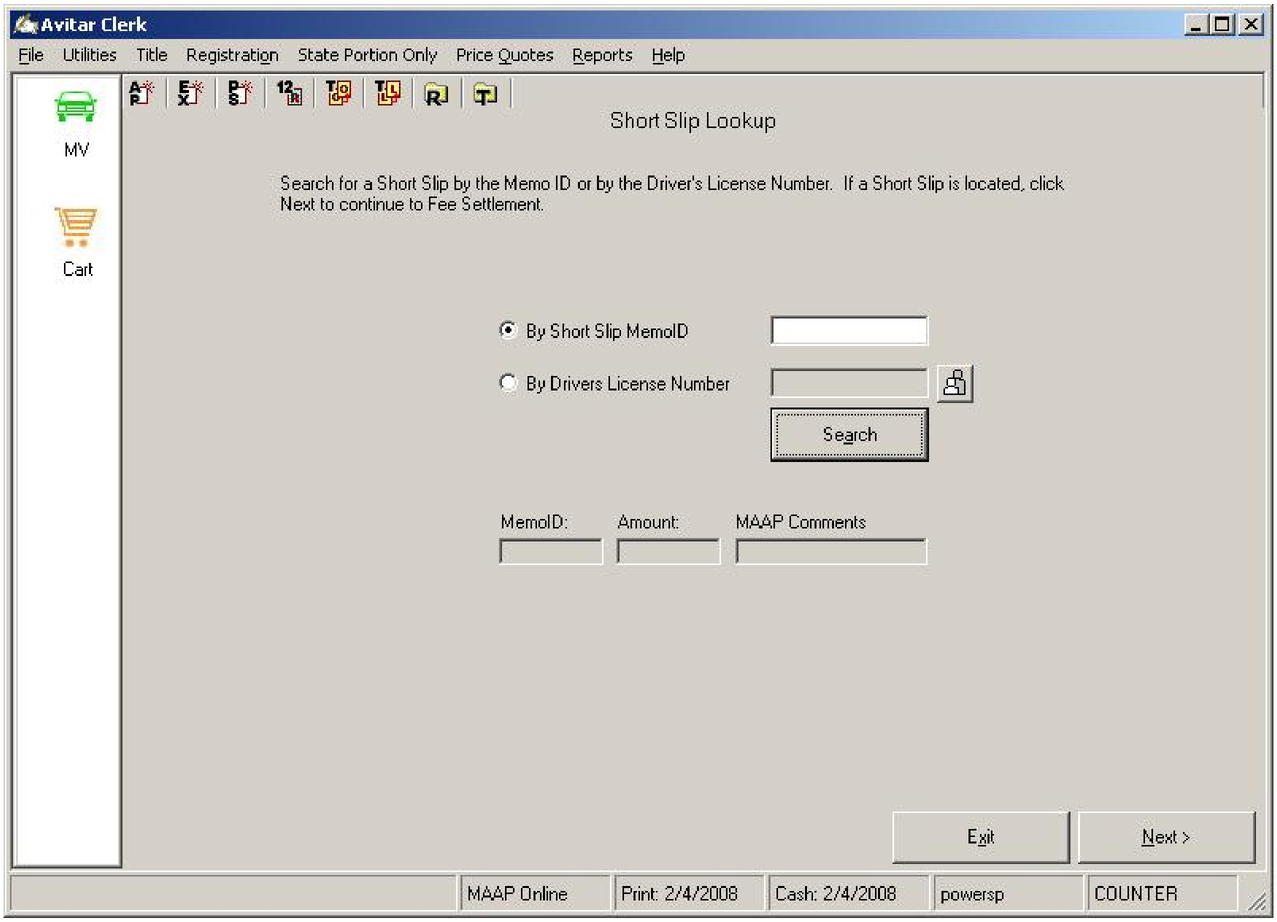
The Method dropdown box determines whether you will give the customer new plates from your inventory or order identical plates to what they currently have. If the customer requested identical plate(s), fill in the quantity of the plate(s) they need into the Reorder Qty text box. For example, if your customer needs to replace one of their vehicle's plates because it was damaged, you would enter the Reorder Qty of 1 in the text box. If your customer wants new plates, select New Plate(s) from Inventory and enter the plate number you will be issuing into the text box. Next, enter the new Decal number into the text box. If your system is set to auto populate the next decal (see Default Decals), the Decal text box will automatically populate with your next available decal. Select the **Decal Year** and **Plate Type** from the dropdown boxes. If the customer is under 18 years old, a Parental Consent form must be filled out before proceeding and if so, select *P* (for Parental Consent). Finally, select the reason the customer is requesting new plates by clicking on the appropriate radio button and clicking **Next** to advance to Fee Settlement.

Note, a customer who wants to change their plate(s) mid-year would use the same process listed above, however, you would select **New Plate(s) from Inventory** from the Method dropdown box, fill in the new Decal Number, Plate Number, and Plate Type. Under the Reason section select the **Lost/Mid-Year** radio button and click **Next** to advance to Fee Settlement

Refer to [RSA 261:96 Lost or Mutilated Plates]

Pay a Short Slip

The Pay a Short Slip option is used when a customer comes to your office with a letter from DMV stating they owe the State money. To pay a Short Slip, from the motor vehicle main menu under the Other section, select **Pay a Short Slip**. The Short Slip Lookup screen displays.

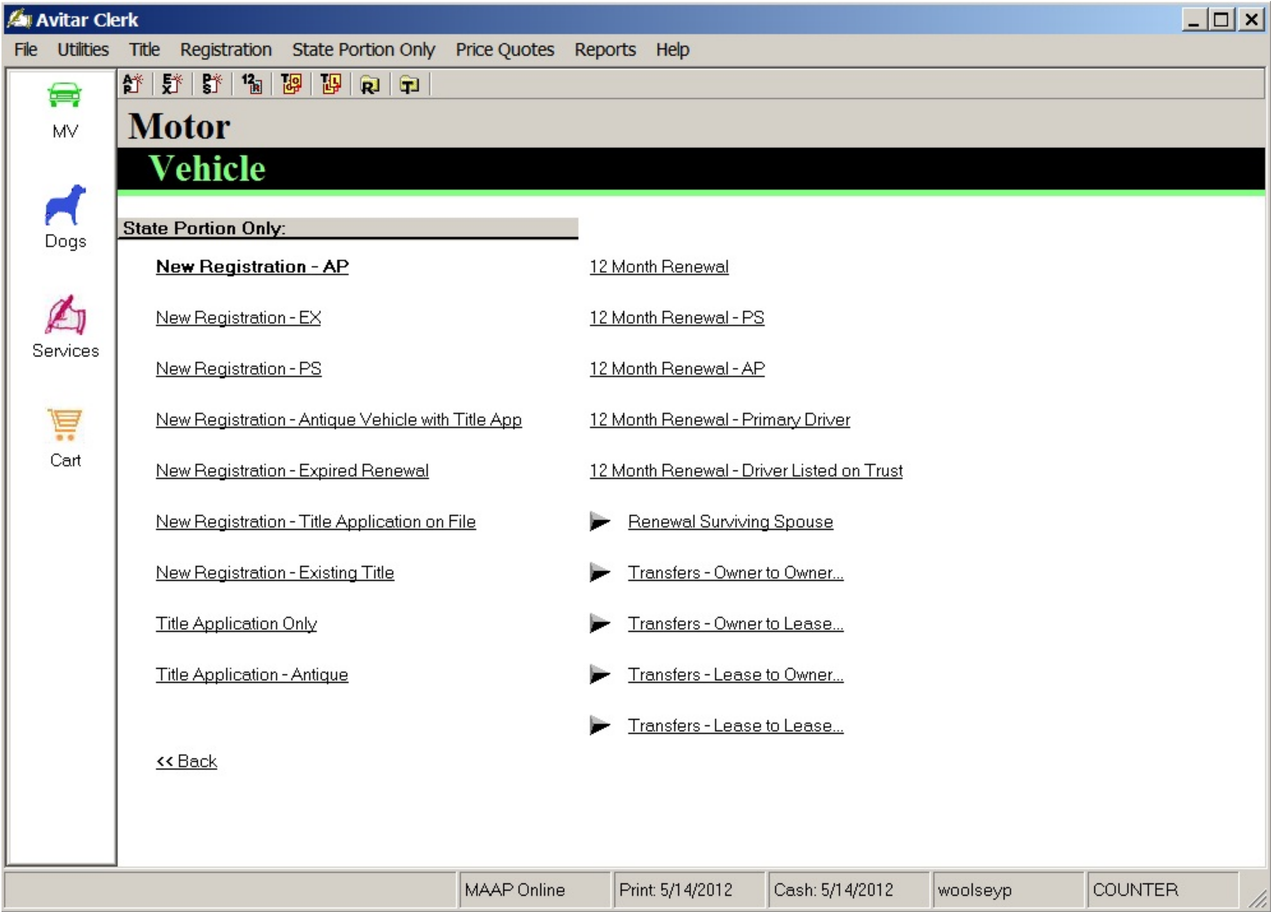


There are two options when looking for a Short Slip. The first radio button, **By Short Slip MemoID**, is if you have the Short Slip ID number generated from DMV. The second radio button, **By Driver's License Number**, is if you need to look the information up using the Owner's Driver's License Number. Use the Owner Lookup button to search and select the owner (see Motor Vehicle Owner Lookup). Once you have selected an option click **Search**. The Short Slip information will display under the MemoID, Amount, and MAAP Comments fields. If this is the Short Slip you want to pay, click **Next** to advance to Fee Settlement.

State Portion Only

The State Portion Only option is used when a customer previously completed their Town portion of their registration and now needs to finish the State Portion. This can occur if the customer lives in a Town that is not a Municipal Agent and sends their customers to you to finish the transaction.

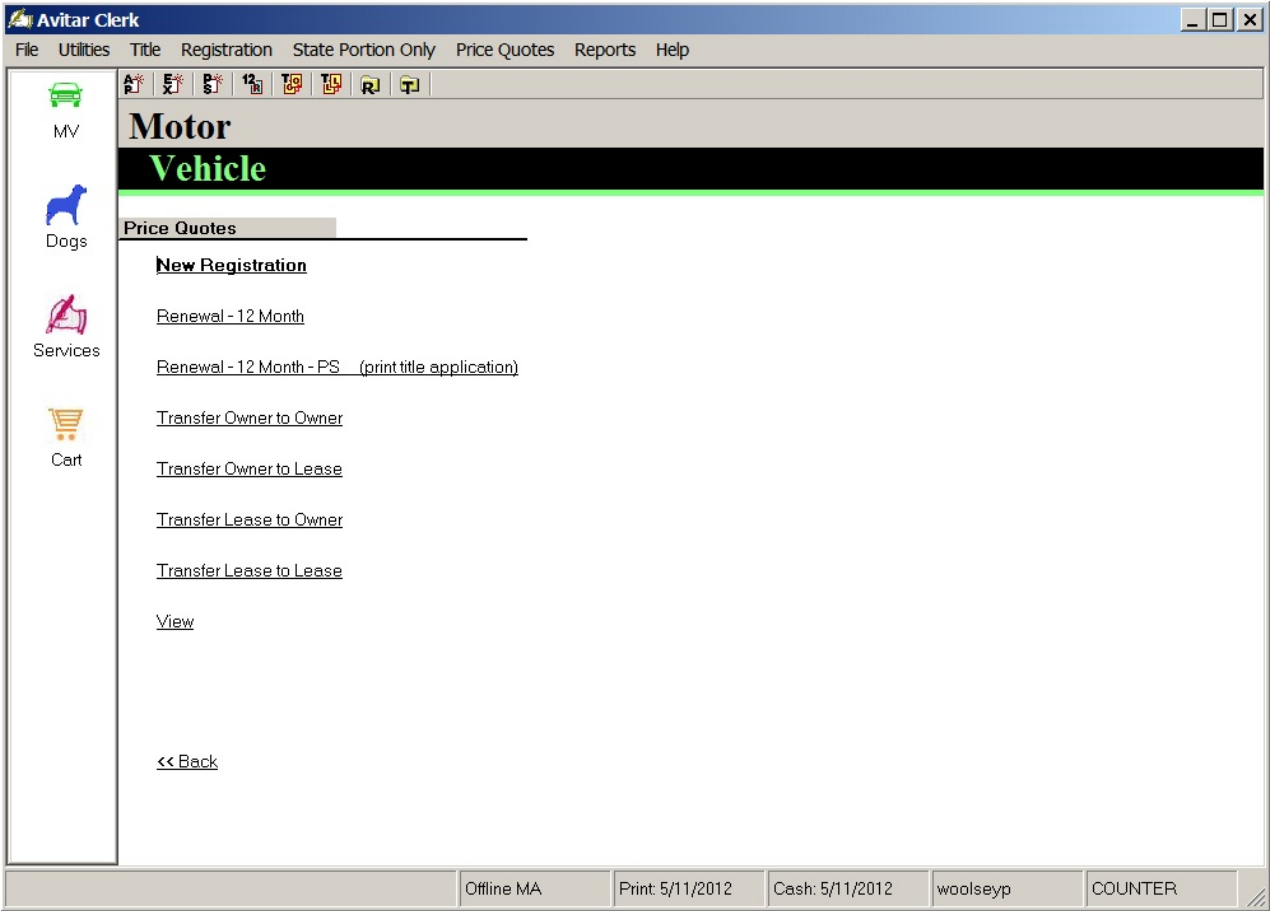
To process the State Portion Only, from the motor vehicle main menu, under the Other section, click **State Portion Only**. The State Portion Only screen displays.



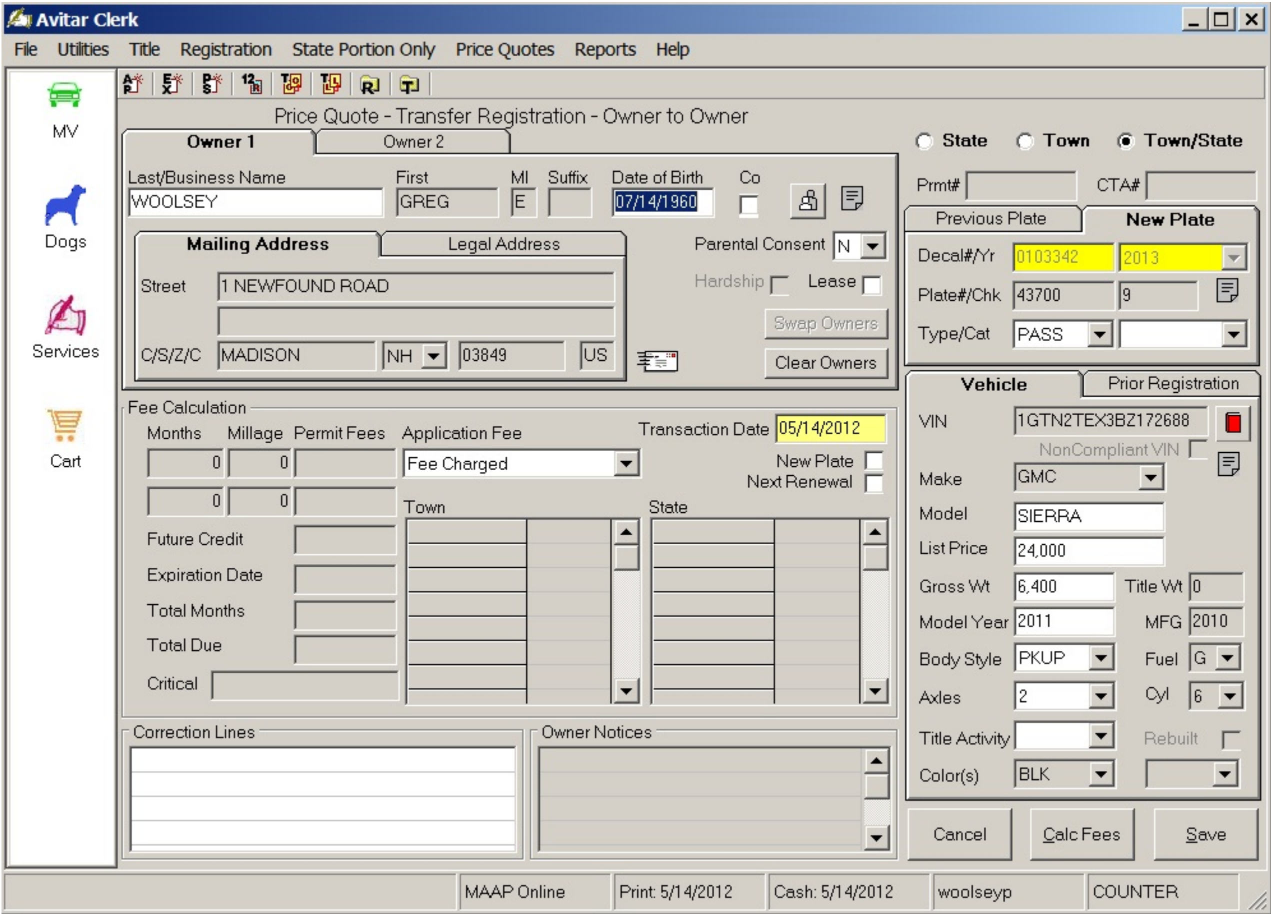
The option you select will depend on the registration the customer processed as Town Only. For example, if the customer is renewing his registration, you would select the 12 month renewal link. Depending on the option you select, you will need to search and select the registration and/or title, just as you would when processing the Town and State portion. Once you complete the process, you will advance to Fee Settlement.

Price Quotes

Price Quotes is used to inform your customer what will be owed to register their vehicle. The price quote can be saved and/or printed. Saving a price quote makes it available for viewing at a future date. This can be important when a customer disputes the quoted price of the registration. You can retrieve the original quote to compare to the registration you are processing. To process a Price Quote, from the motor vehicle main menu, under the Other section, select **Price Quotes**. The Price Quotes main menu will display.



Select the process your customer needs to complete from the list. Depending on the option you selected, you can search and select the registration and/or title from the DMV database or click Skip to enter the information manually. For example, to process a Transfer Owner to Owner, the Registration Lookup dialog box display. Search and select the registration you are transferring from. The Vehicle Lookup-New Vehicle dialog box displays. Enter the VIN into the text box, search and select the vehicle. The Price Quote-Transfer Registration-Owner to Owner screen displays.



If you skipped the Owner and/or Vehicle lookup, you will need to fill in the required information, such as Owner's Date of Birth, the vehicles list price, weight, title activity, and the plate type. The more information you fill in, the more details the quote will have when you print or save it. Once the information is complete, click **Calc Fees**. To print the quote, click **Save**. This will display a text box with the Owners Last Name with the Make and Model of the vehicle as an identifier for future lookup. If you want a different identifier, type the information into the text box and click **OK**. A message will display asking if you want to print the Price Quote. Click **Yes** to print it, or Click **No** to complete the process.

Note, if your customer wants a price quote to transfer plates to a new vehicle and another price quote on what it will cost to renew the new vehicle when it is up for renewal, you do not have to process as two separate quotes. Simply select the **Next Renewal** checkbox when processing the price quote for the transfer. Once you save and print the quote, you will return to the price quote screen, but it will now reflect the amounts for the renewal period.

Miscellaneous Motor Vehicle Processes

When processing motor vehicle registrations and titles, there are times when you will need to void a transaction or reprint a permit number. To do so, is not part of registering a vehicle, so is not covered in the registration section. This section deals specifically with fixing issues that arise with motor vehicles.

Voiding Registration(s)

Voiding a registration(s) will reverse the registration, as well as all fees associated with the transaction. However, if you are voiding a registration or title you must get permission from DMV before proceeding. There are two ways to void a registration(s) and it is important to understand the effects of each process in order to know which void procedure you want to use. Both options are processed under **Cart | Cart Maintenance**.

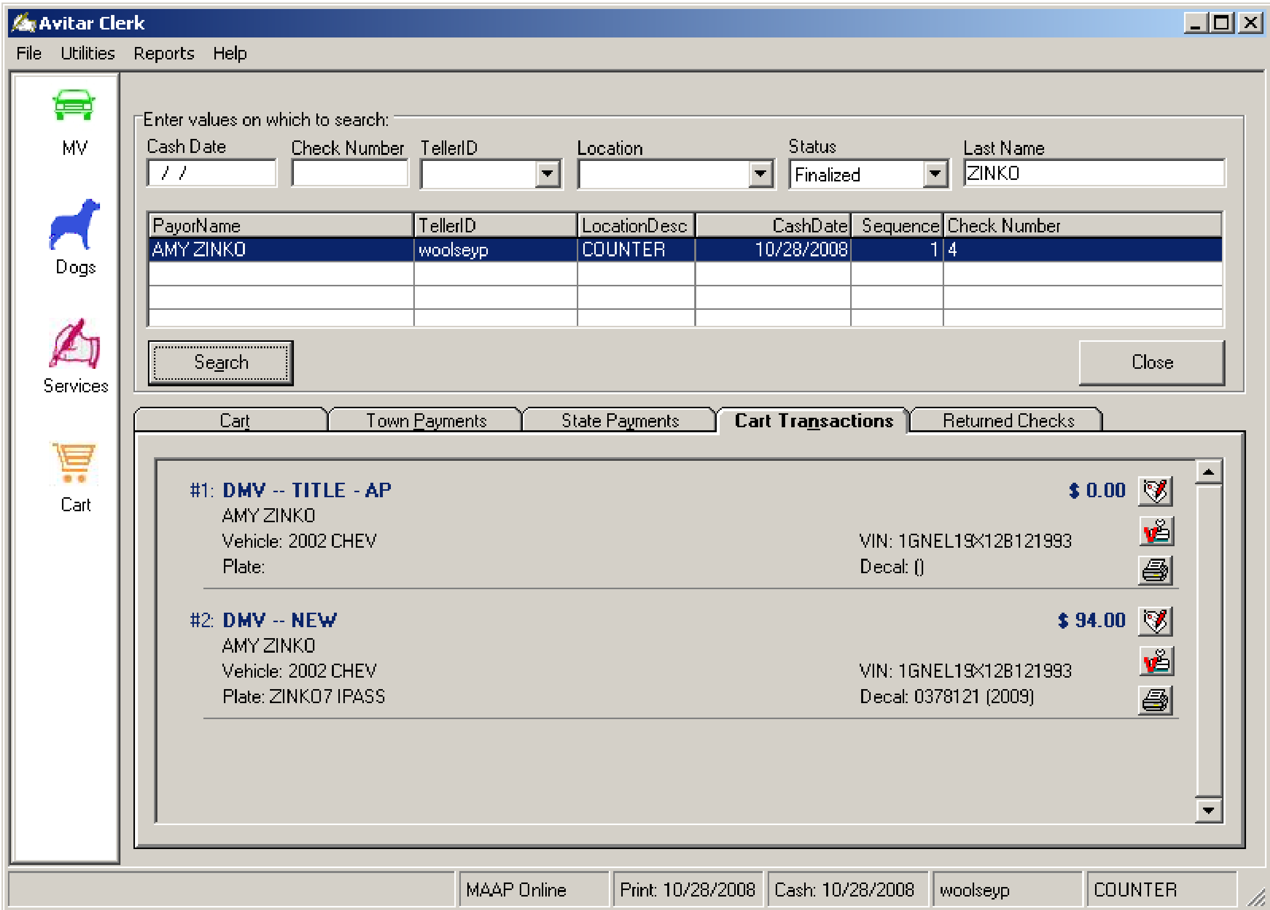
- **Void Cart:** This will void every transaction in the cart and can only be used if the cart has not been deposited. (see Void Cart)

- **Void Item:** This option allows you to void one item in a cart without voiding all the other items in the cart. (see Void Cart vs. Void Item). Also, you should not be using void (cart or item) to process a returned check. (see Returned Payment Process)

Reprinting a Registration

Occasionally, you may need to reprint a registration exactly as it was originally printed. For instance, you would need to reprint a registration if the printer jams during printing and destroys the registration. Do not use this option if you need to make any changes to the registration before printing that process is completed through **Registration | View/Maintenance.**

To Reprint a registration, go to **Cart | Cart Maintenance**. Once on the Cart Maintenance screen, search for the registration by Cash Date, Check Number, Teller, Location, and/or Last Name of owner. For reprinting a registration it is usually easiest to look up the information by the owner's last name. Select the registration and click on the **Cart Transaction** tab to display the list of items for this cart.



If there are multiple registrations in the cart, locate the one you need to print. There are three icons next to each transaction. Click on the printer icon next to the registration you want to reprint. You will need to enter the reason you are processing a reprint, ex: printer error. Click **OK**. If the registration you are reprinting was a Town Only, you will be prompted to enter the new permit number. The registration will be sent to the printer.

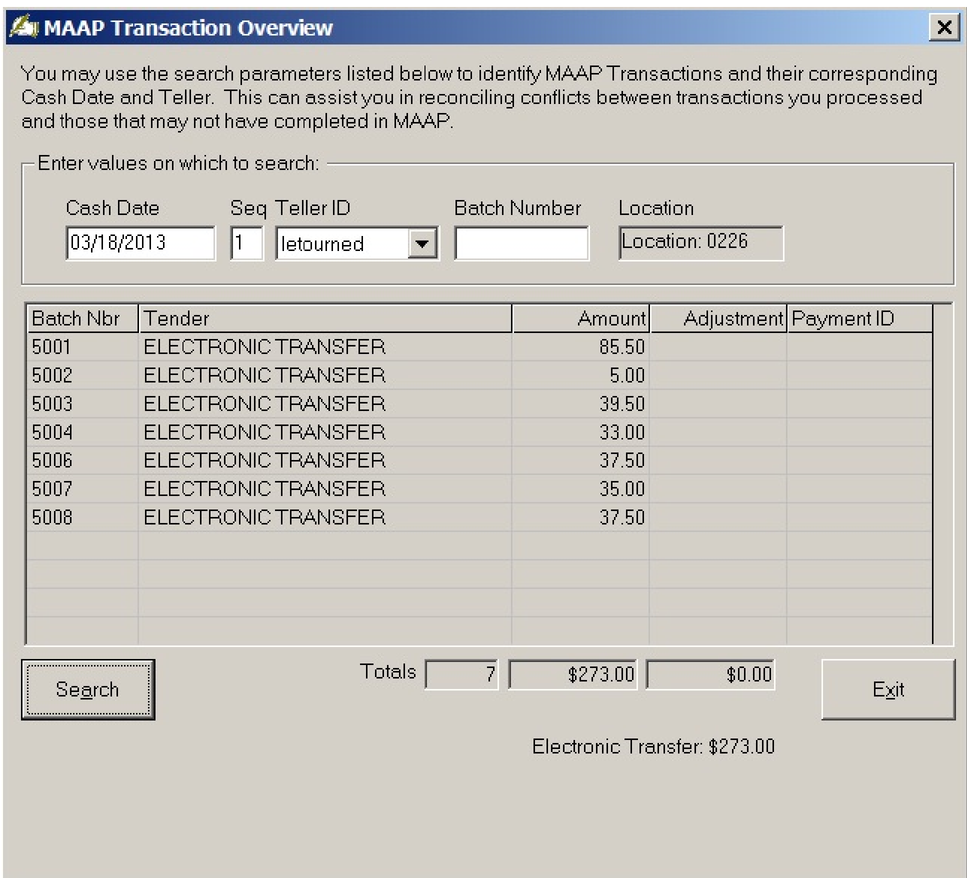
Fix Permit Number Only

Town only registration permits have preprinted permit numbers printed on each one and the numbers are maintained in Avitar Clerk (see Permit Number Inventory). Once the permits have been added to the system and assigned to a workstation, they are printed sequentially after fee settlement. Occasionally it is necessary to change the permit number on a printed registration in the system. There are various reasons this would be necessary, for instance, the next permit number to be used was permit number 0000001 and the teller mistakenly puts permit number 0000002 into the printer. In this case, the system marks permit number 0000001 as issued and would expect to print on permit number 0000002 the next time a town only registration is issued. You would not void the registration and start again, as the customer's copy of the registration is fine. It only requires an update to the system to reflect the actual permit number issued to the customer.

As this is a fix that will not be sent to DMV, you will need to log out of MAAP and back into Clerk as an Offline Municipal Agent. To process, click on the **Motor Vehicle Icon | Registration | View/Maintenance**. Search and select the registration (see Vehicle Lookup) to display the Registration Maintenance screen. Type in the correct permit number in the Prmt# text box. Under the Fee Calculation section, click on the **Fix Prmt# Only** check box and then click **Save** to advance to Fee Settlement. There are no fees involved in this transaction. However, you will need to click **Pay** to complete the process.

MAAP Transaction Overview

The MAAP Transaction Overview feature is used to view what transactions have been processed at DMV for a specific teller. This is commonly used when MAAP goes down in the middle of fee settling a cart. In order to know whether MAAP received and processed the transactions in the cart, you can go to **Utilities | MAAP Transaction Overview**.



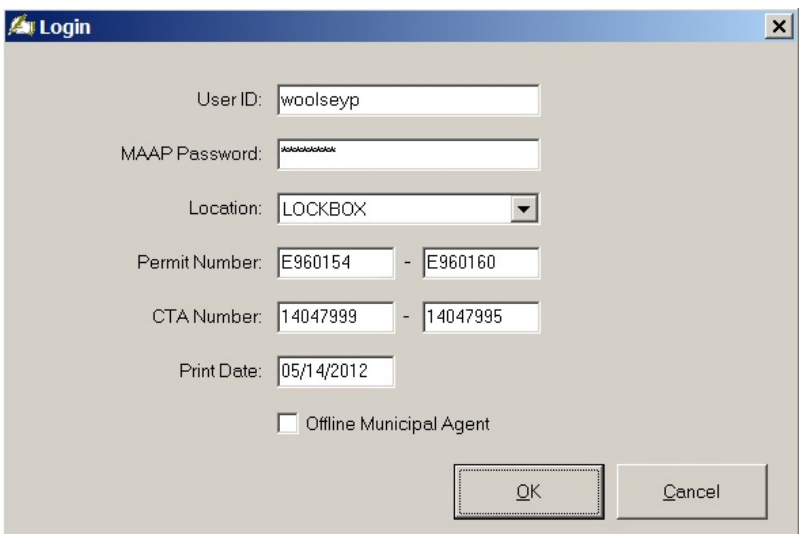
Note, DMV will not allow a teller to look at their own transactions, so if you are having trouble balancing, you will need to have another clerk in your office look the information up for you.

MAAP Transaction Overview is also used when a cart is voided and you need to verify how DMV voided the transaction on their end. For example, you void a cart because you renewed the wrong vehicle for a customer. DMV has to void the registration on their end as well and give you permission to void the registration. Depending on the situation, DMV usually will cut a short slip to void the transaction on their end. However, you should to use the MAAP Transaction Overview to verify that they did create a short slip. This information will be used when you void the registration through Avitar Clerk and at the end of the day when you complete your MAAP Financial Closeout.

Lockbox

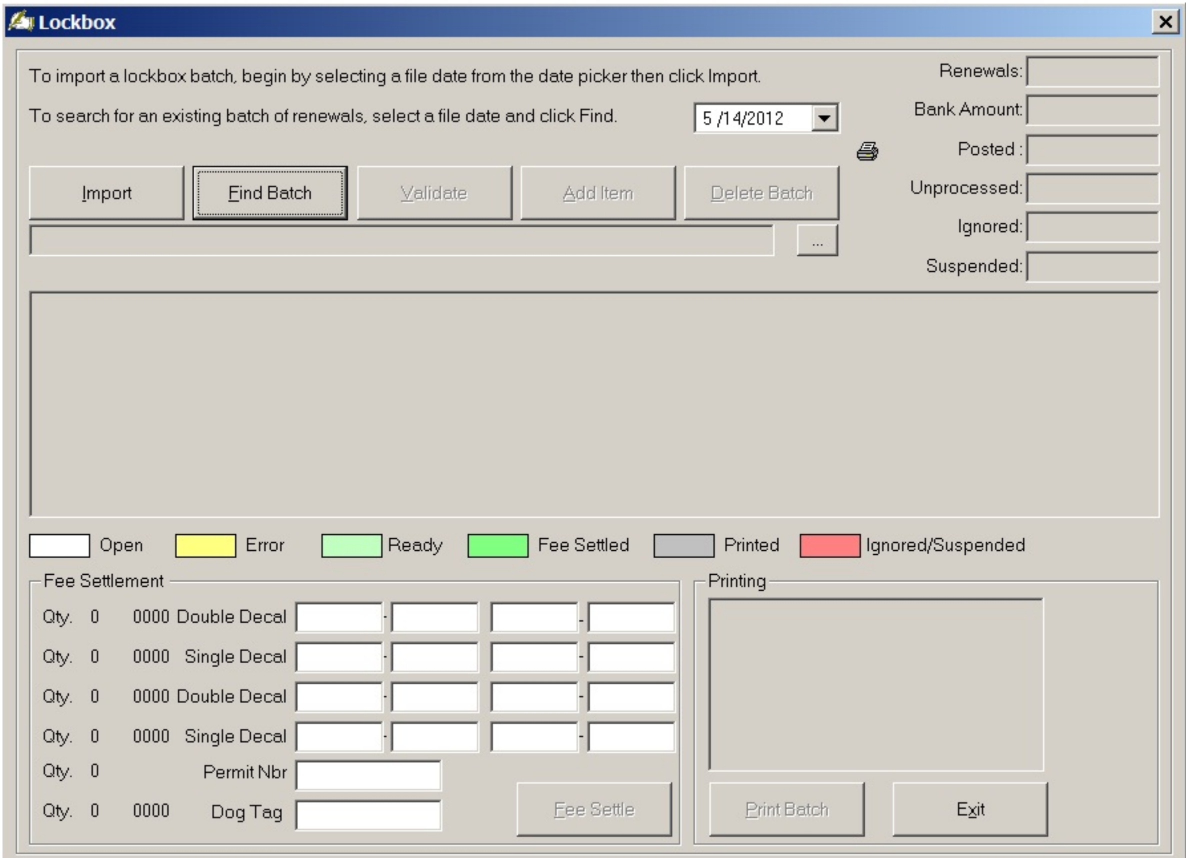
Lockbox is used to process multiple renewal registrations through a batch file produced by an outside processing center. Typically this process begins with a renewal notice containing a unique Personal Identification Number (PIN) mailed to your customer. The customer returns the notice by mail with the required fees to your bank's PO Box, which deposits the funds into your account, and creates a file to be emailed to you. The file is imported into our system and registrations are generated.

In order to view the functionality available for this process, you must login to Avitar Clerk with LOCKBOX set as your Location. To do so, select LOCKBOX from the Location dropdown box on the login screen.

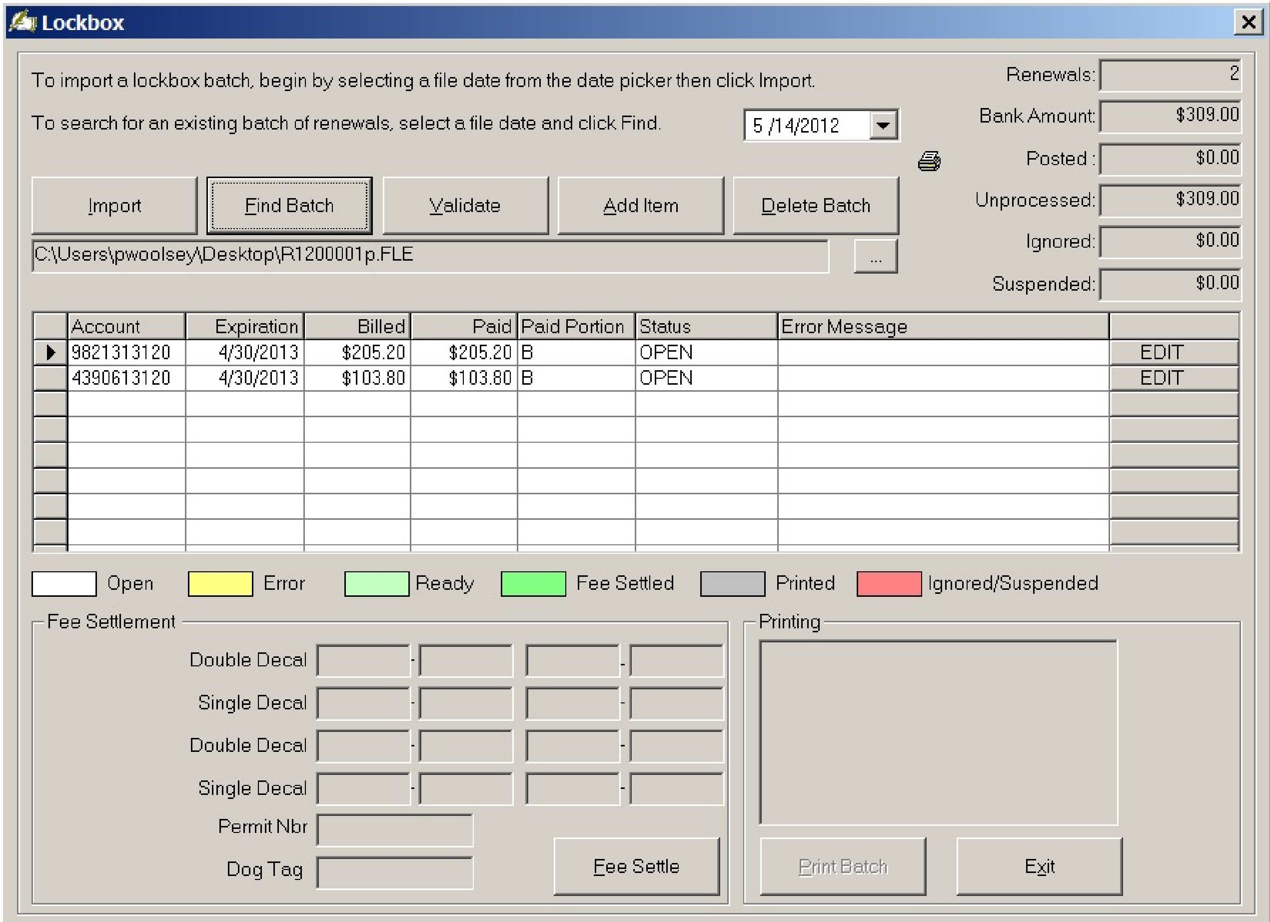


Import Payment File and Verify Amounts

The first step required to process a batch of Lockbox renewals is to import the payment file into the system by selecting **Utilities | Lockbox**. The Lockbox dialog box displays.



To import the payment file, begin by entering a File Date in the date field at the top of the screen and click the Ellipsis (…) button to locate the file on your system. This date should match the date assigned by the bank. Verify you have the right file and select Import to load the file.

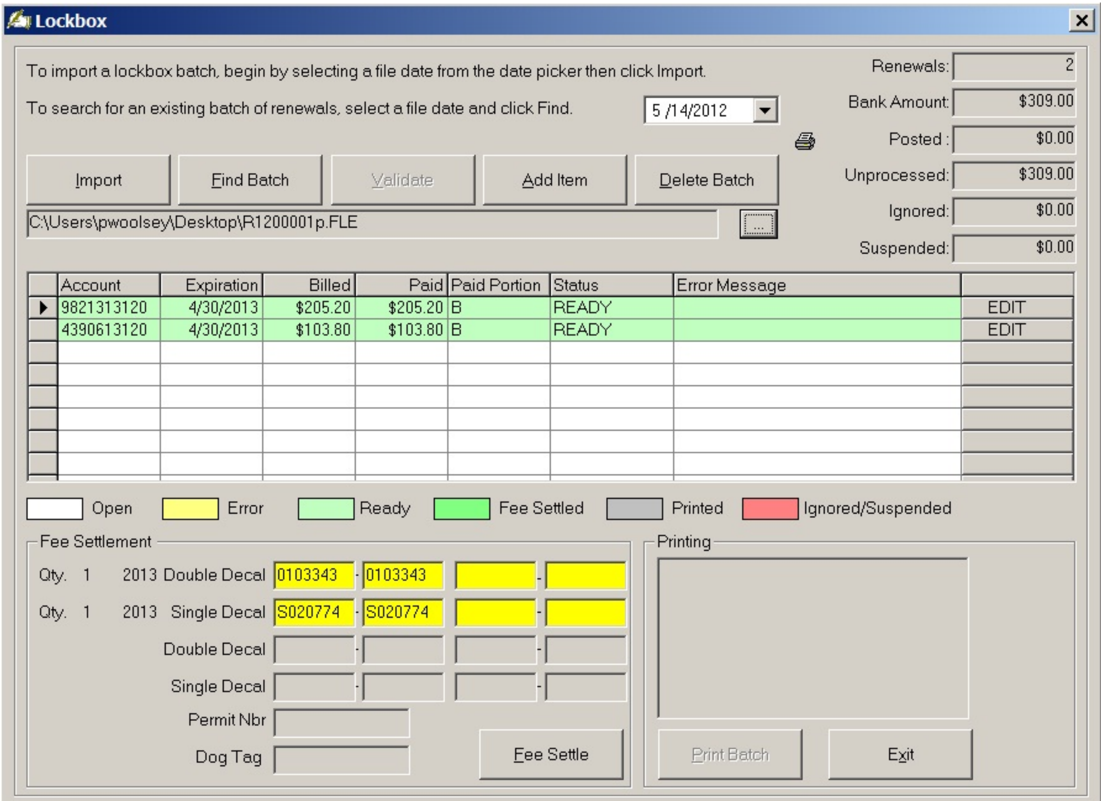


The results display in the grid with all renewals in an OPEN status. It should be noted that you can also enter a previous date and click **Find Batch** to view or finish a previous batch. The Bank Amount and Renewals fields should match the report from the Bank.

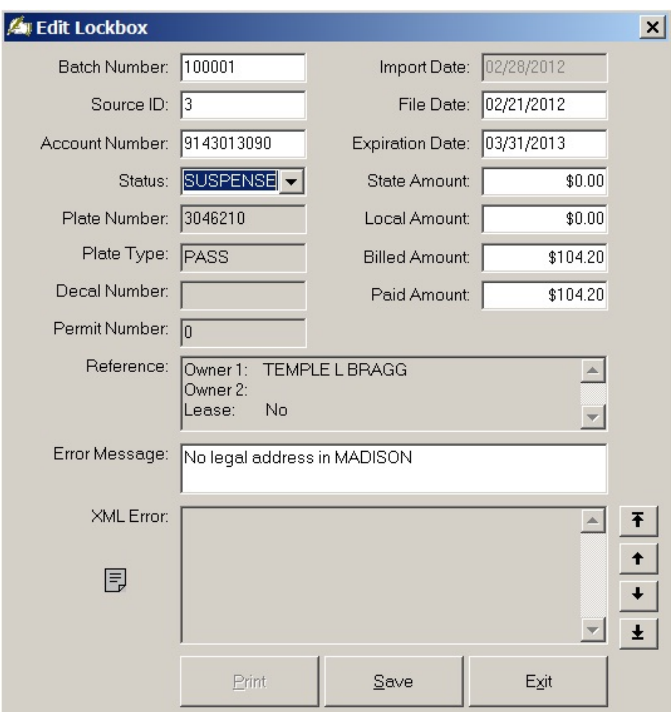
Validate

Selecting Validate performs basic data validation on the data received from Bank. For example, the system will check to see if a vehicle has already been renewed. Click the **Validate** button to begin the process.

If there are no errors for a renewal, the status will change to READY. Items with an error status can be suspended to be renewed over the counter at a later time. Below the grid is a legend to assist you with visually finding an error in the grid. Each color represents a different status.



To suspend a renewal, select the **Edit** button next to the renewal in the grid. The Edit Lockbox dialog box displays. Select SUSPENSE from the Status dropdown menu and click **Save**.



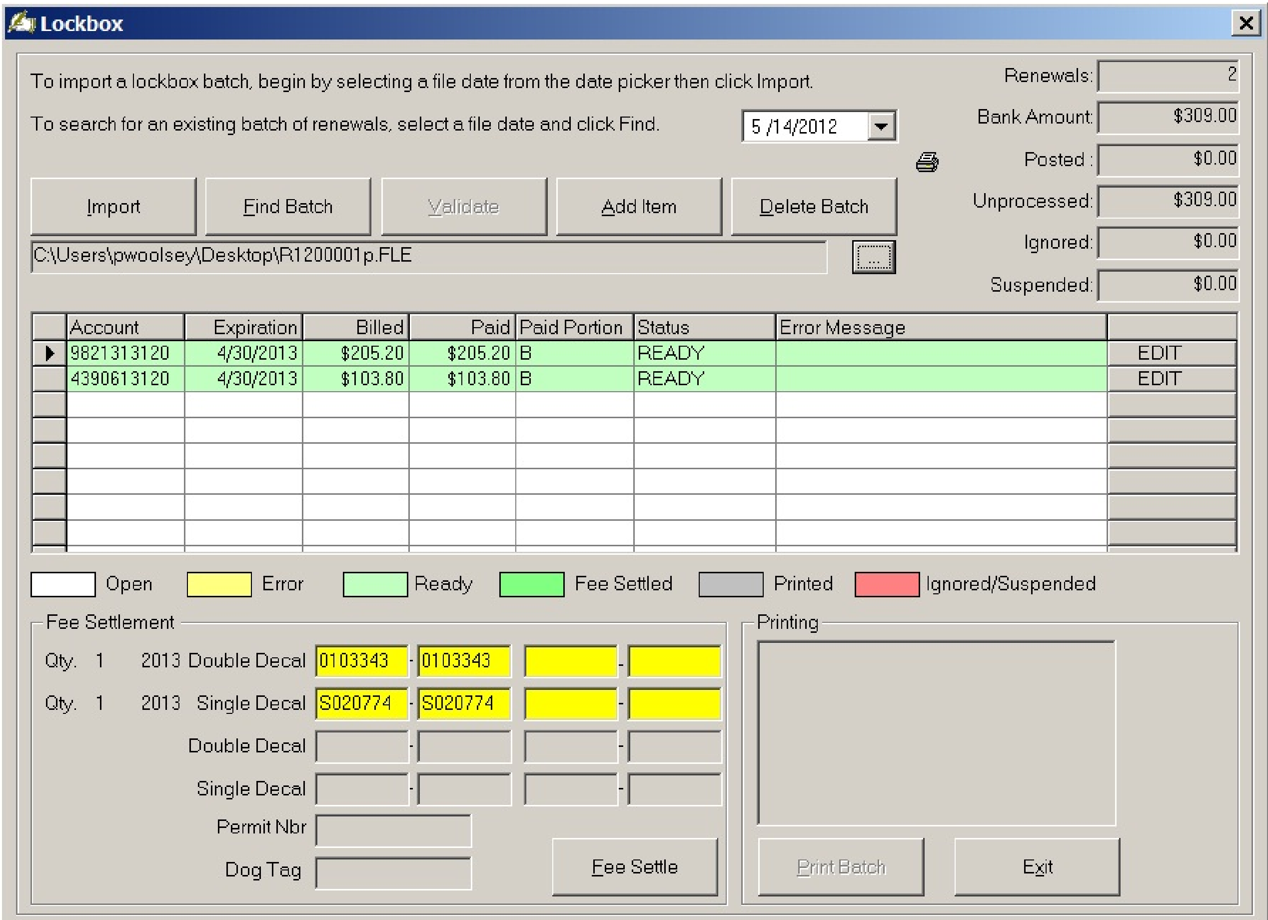
Note: If you process lockbox transactions and utilize the Post-It and/or Ticket functionality you may encounter a Post-It category in the validation messages. If the lockbox validation identifies one or more lockbox renewals for which the system has a Post-It, you will be asked whether you wish to include Post-It validation in the process. If you answer No, Post-Its for lockbox records will be ignored. If you answer Yes, any lockbox vehicle for which a Post-It exists (either a Flash or a standard Post-It) will fail lockbox validation. Once the validation is complete, you can use the Edit Lock Box dialog box to review the Post-It information by clicking on the displayed Post-It icon. If you decide that none of the records with Post-Its require special handling, simply rerun the validation process and when prompted whether to include Post-It consideration within the standard validation simply answer No. Alternatively, you can manually process these records as over the counter lockbox.

A couple of items worth mentioning:

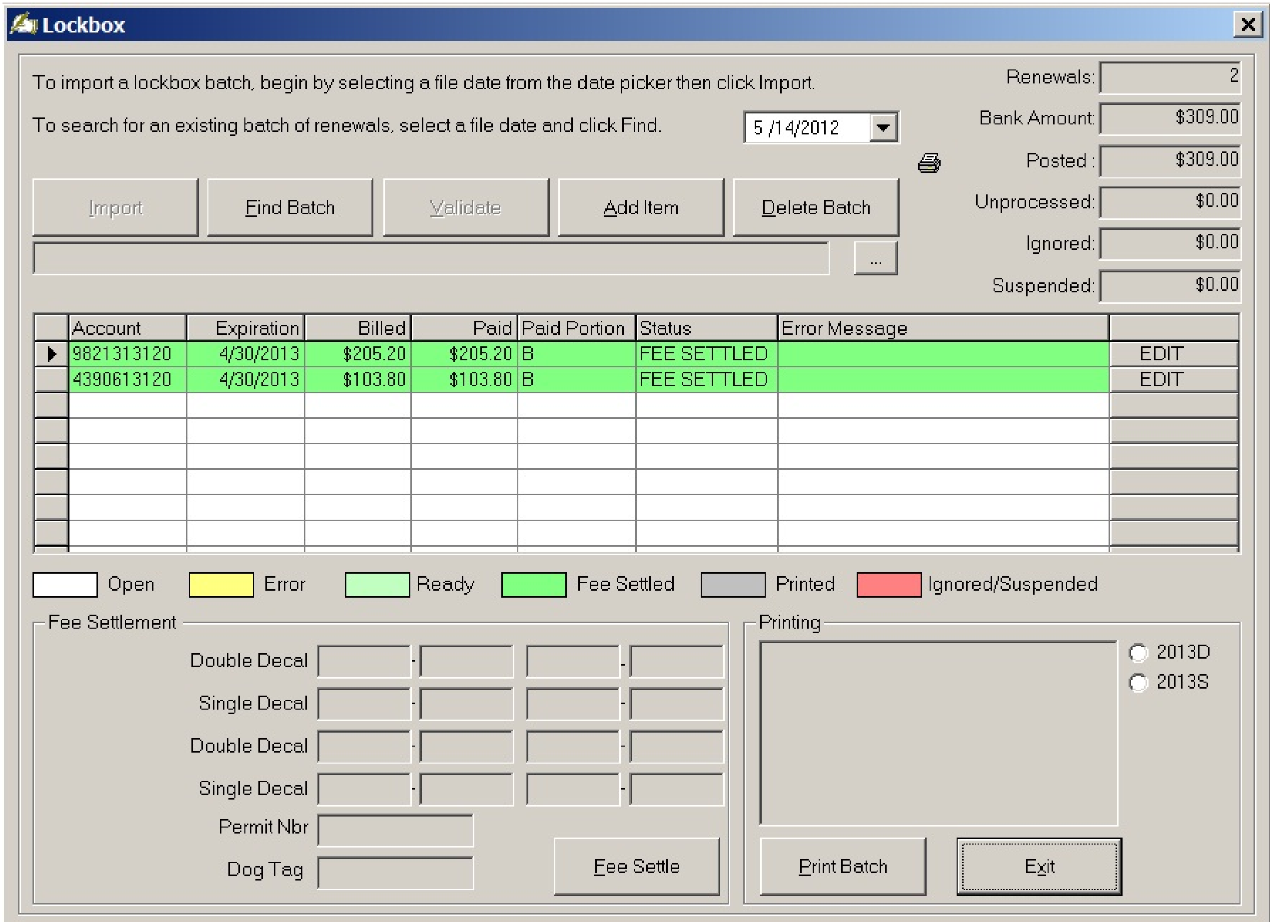
- The Add Item button is used when an item does not download properly from the Bank and you need to add it to the process.
- The Delete Batch button is used to delete an old batch of payments.
- The Printer icon allows you to print a report of lockbox items by clicking on the Printer Icon. The report can be printed for a specific day or by date range by selecting the appropriate radio button. You can use the Sort By section to group like items together. Under the Display Transactions For there is a dropdown box to assist you in narrowing down the information that is displayed. The Include In Report section is used to filter items by status.

Assign Inventory and Fee Settle

Decal Inventory needs to be entered in order to be assigned to each renewal.



To begin, under the Fee Settlement section, enter the decal range for each decal type you are issuing and/or the next available permit number and then click **Fee Settle**. The Fee Settle process assigns a decal and/or permit to the renewal, sends it to MAAP, and generates general ledger transactions to the system, taking the renewals to a FEE SETTLED status. Note, nothing is printed at this point.



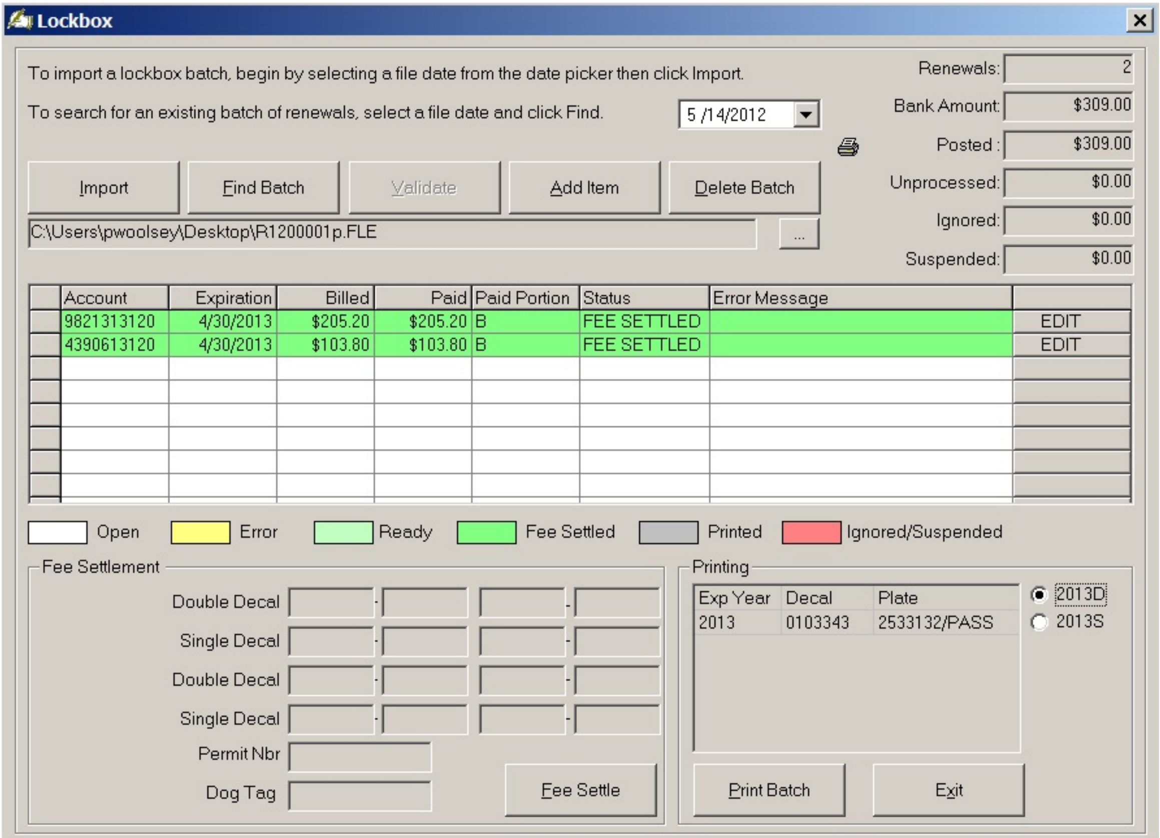
If an error occurs on an item, continue with the Print Batch process to complete the renewals for items with no errors. Then resolve the errors and process the renewals using the over the counter lockbox process.

Once all items have been processed, you should total the following amounts, which should equal the Bank Amount:

- Posted: This total represents the renewals that you were able to process and print.
- Unprocessed: This amount should always be zero by the end of the process, as items are only placed in this category until they are posted or changed to a different status code.
- Ignored/Undeposited: Items in this category are usually undeposited items, which consist of payments processed at the Bank but not deposited in your bank account yet. These are items you do not want to process until the money is deposited at your bank.
- Suspended: Suspended is used when there was an error in the renewal process and you changed the status from Error to Suspended. When an item is suspended, it creates a credit and either has to be refunded to the owner, or processed as an over the counter renewal (logged in with the LOCKBOX location).

Print Renewals

The Printing section allows you to print the Fee Settled renewals and takes the renewals to a PRINTED status. Next to the grid is a list of printing option, which could consist of double and single decals for motor vehicles, and permits for town only registrations. When you select a radio button the corresponding renewals will display in the grid.

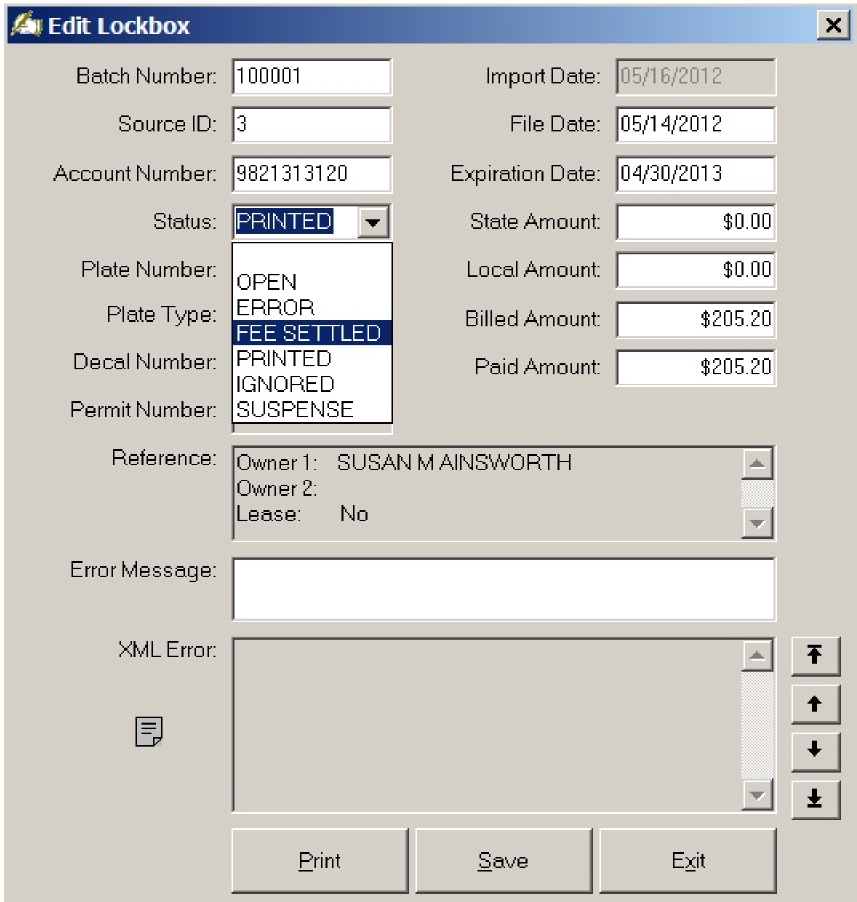


To begin printing select the first radio button and click **Print Batch** to send the renewals to the printer. You will follow this process until each radio button has been completed and all renewals have been printed.

Printer errors are usually caused by a printer malfunction or damaged permit stock. When a printer error occurs, you will need to reprint either an individual permit/registration or possibly the whole batch. Note, if a printer error occurs, **never** select **Delete Batch**.

There are two scenarios for printer errors. The first error occurs when you have sent a print batch to the wrong printer, a power outage occurs during the middle of a print job, or a damaged permit/registration occurs in the middle of a batch. In these scenarios you will need to reprint the entire batch or a subset of the batch. In these scenarios you will need to reprint the entire batch or a subset of the batch. The second error is when a single permit/registration needs to be reprinted.

To reprint an entire batch or a subset of a batch you need to change each renewal's status back to FEE SETTLED. The status can be changed by clicking on the **Edit** button next to each transaction on the Lockbox grid.



Change the status from PRINTED to FEE SETTLED and click **Save**. Continue this process until each renewal's status has been changed. Click **Find Batch** to reload the batch. When you reload the batch, the **Print Batch** button is enabled. Click the radio button that identifies the year you wish to print and review the Print Grid.

Important: The Permit Numbers, for Town Only registrations, will not be changed during this process. Review the sequence of the permit numbers in the Printing Grid before printing. The sequence of the permit numbers in the grid MUST match the sequence of the permit stock that is loaded in the printer.

To reprint an individual permit, click the **Edit** button next to the renewal you want to print on the grid. Click the **Print** button to launch the Print Registration Dialog box allowing you to change the permit number if necessary.

Most batches can be completed by performing the above steps just once, but there may be times when the process must be repeated. For example, consider a Lockbox Batch of 100 renewals. If all renewals pass validation they will be moved to a status of READY. The READY status indicates that there are 100 renewals ready for fee settlement. If MAAP fails to process one of the records, the status will be changed to ERROR, while the other 99 renewals achieve a status of FEE

SETTLED, indicating that they are ready to print. The 99 FEE SETTLED renewal records should be printed before you attempt to resolve the one failed renewal. This is necessary to maintain the integrity of the Decal sequence and Permit Sequence.

Note: You can access a dialog box from the Registration Lookup screen that allows you to select vehicle records that were categorized as "Error" or "Suspense" following online validation. This can save you the time and effort of having to write down a series of numbers for vehicle records to be reviewed. Go to **Motor Vehicle | Registrations | 12 Month Renewa**l, click on the lock icon, and select file date (example 5/14/2012).

Process Over the Counter Renewals

Once you have finished the lockbox payment process, if you had renewals with an Error status, you will need to renew them using the over the counter process. For example, the error may have occurred due to the owners on the title and registrations not matching. This frequently happens with trust vehicles. To fix the error, dummy a title and then process the renewal. Note, you must still be logged in with the LOCKBOX location. There may be errors which you cannot fix, such as a vehicle already renewed. In this case, you will need to change the status to Suspense and process a refund to the customer.

Complete the Deposit

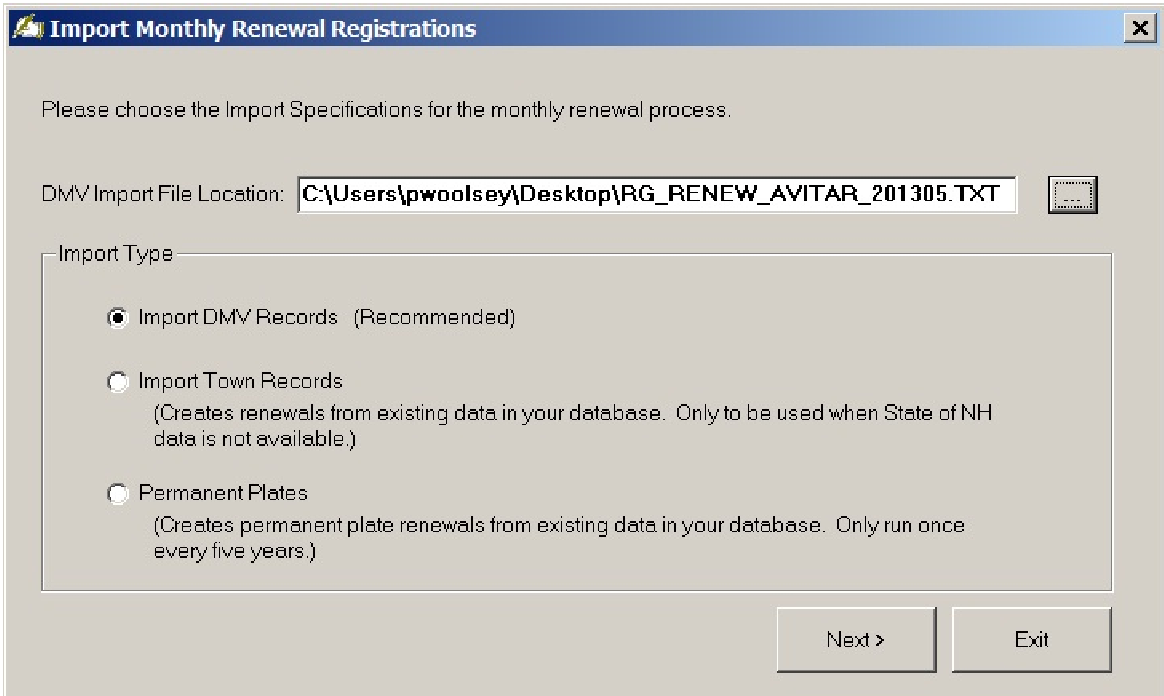
The deposit for lockbox renewals can be added to your final deposit at the end of the day, however, we recommend creating a deposit just for the lockbox transactions. Keeping the deposit separate from your daily work makes it is easier for your treasurer/finance department to balance the lockbox transactions. To process the deposit, click on the Cart icon and select Deposit. The Deposit screen displays. Use the And Location dropdown box to select LOCKBOX. If the totals match your reports from the bank, click Deposit to finalize. If not, you will need to find the error, correct it, and return to complete the deposit.

DMV Monthly Renewal Notices

Motor Vehicle Renewal Notices can be produced in your office or exported in order to be sent to a third party mailing service. This process is done monthly using a file Avitar obtains from DMV for the upcoming renewal month.

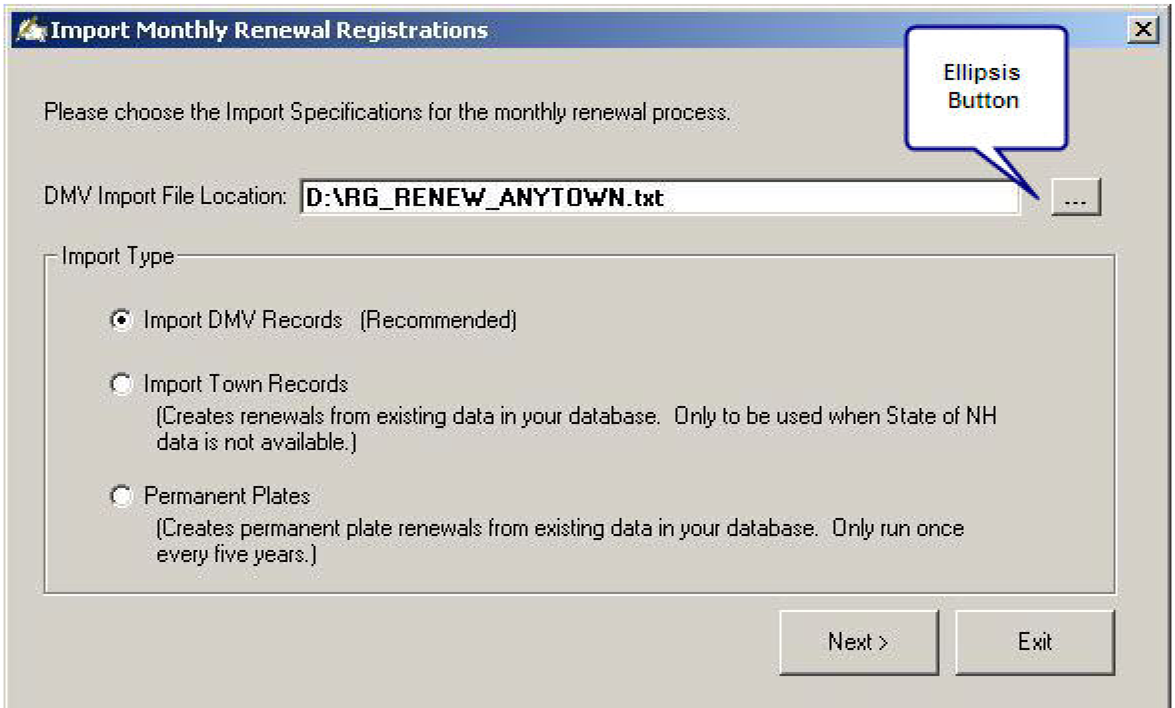
Import Renewal Notices

Each month a file is sent to each town that has chosen to produce motor vehicle renewal notices. This file originates from DMV and contains the next month’s renewal registrations. Once you receive the email, save the attachment to your desktop (for help with this process call Avitar). Once the file is saved to your desktop, click on the Motor Vehicle icon and select **Utilities | DMV Monthly Renewals | Import**. The Import Monthly Renewal Registrations screen displays.



To locate the monthly file you were provided, click on the Ellipsis (…) button next to the DMV Import File Location text box and browse to the file you saved on your desktop. Once the location is selected, there are three Import Type radio buttons to choose from. For regular monthly imports using the DMV renewal file, the default is the **Import DMV Records** radio button. The **Import Town Records** radio button should only be used if DMV data is unavailable and you wish to send out notices from your Town database. The final radio button, **Permanent Plates**, will only be run once every five years. After selecting the Import Type, click **Next** to start the import process. If you do not wish to use DMV values for List Price, Title Weight, Color, Gross Weight, and/or Months/Millage, click in the appropriate checkboxes. It is important to note that if you choose to overwrite DMV's information, the price on the renewal notice may differ from the amount from the amount the system wants to charge for this registration. The difference occurs when you renew the vehicle for the customer, as you are using DMV's database; as opposed to when you created the renewal form, which you elected to use the information from your Town's database. For example, when producing the renewal notices you select to use your local database for the list price. The renewal notices are generated and your local database has a different list price for a vehicle then DMV. The renewal notices go out calculated with a municipal fee based on the list price in your system. When your customer goes to your office to renew the vehicle, you are searching and selecting the vehicle using DMV's database, which has a different list price, resulting in a different fee from the renewal notice. If this occurs, when you process the renewal, you will need to update the registration with the information from the renewal notice.

After making your selection, click **Next**. The import will need to assign a unique PIN (personal identification number) to each notice, so click **OK** when the message is displayed. Once the process is complete an Import Message will display.



Once the information has been imported into the system, notices can be printed or exported at any time (see Print/Export Renewal Notices)

DMV Questionable Conditions Report

The **Reports | DMV Questionable Conditions** allows you to detect potential problems with registration records before you generate renewal notices. There are a number of parameters you can use to filter the report. You should get in the habit of reviewing this report after you import your monthly renewal file and before you generate renewal notices. If a problem exists, you can then use Registration View/Maintenance to try to resolve any issues before you generate notices.

Customize Renewal Notices

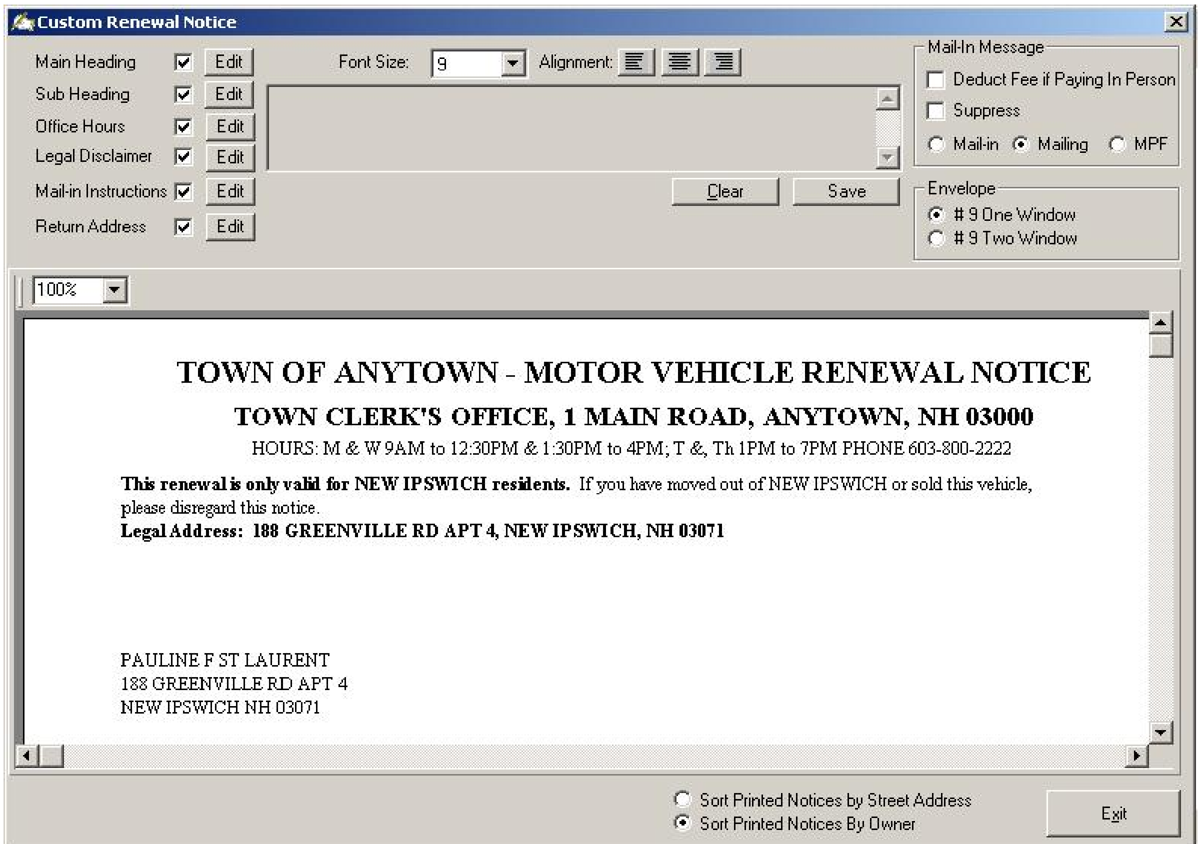
Renewal notices can be customized to each town's specifications. For example, one town may want to use a one window envelope and another may use a two window envelope. Usually, the notices are customized before you produce your first notices and only need to be updated if your town information has changed.

To customize the notices select **Utilities | DMV Monthly Renewals | Print Notices | Customize Notices**. On the Custom Renewal Notice screen, there are six editable fields:

- Main Heading – Displays the town name.
- Sub Heading – States the purpose of the notice.
- Office Hours – Your hours of operation.
- Legal Disclaimer – A section to add disclaimer.

- Mail-In Instructions – Explains to the customer how to renew their registration by mail.
- Return Address – Instructs the customer on where to mail their renewal request.

To edit a field, click in the appropriate check box and select **Edit**. The line you are editing appears in yellow on the notice preview. Use the Font Size dropdown box to select the font. By clicking on the Alignment buttons, you can left, center, or right justify your text. Type the information you want to appear on the letter in the text box provided and click Save before going to the next editable field.



The renewal notices default to printing with the wording “Mail-In Fee” on them. Although this is correct for some towns, we understand that other towns charge the fee whether the customer mails the registration in or they go to the town office for processing. In order to accommodate all our clients, we have left the default as “Mail-In Fee”, but also offer three other options under the Mail-In Message section. The first option is to select the Suppress checkbox, which eliminates this message in its entirety, so it does not appear at all. The second and third option is to change the wording to either “Mailing Fee” or “MPF” (mailing processing fee). Select the option that best suits your town’s needs and click **Save**.

Under the Envelope section you can choose to mail your renewal notices in #9 one window or two window envelopes. The final option is the print sort order. At the bottom of the screen are two radio buttons, Sort Printed Notices by Street Address and Sort Printed Notices By Owner. Printing the notices by address will print in alphabetical order by street, which is helpful in regards to lease vehicles. For example, if I own a lease vehicle and a non-leased vehicle, by printing the notice by street address, both renewal notices will print sequentially. If you print by owner, and my name is Smith and the leasing company is Ford Motor Credit, the leased vehicle will print with the F's and my other renewal notice will print with the S's.

Once all your edits are complete and saved, click **Exit** to go back to the Monthly Renewal Notices screen.

Print/Export Renewal Notices

Renewal notices can be printed in house or a file created to be sent to an outside printing company. Whether you are printing or exporting the renewal notices, the renewal file must be imported into Avitar Clerk before you proceed (see Import Renewal Notices).

Print Renewal Notices
To print the renewal notices select **Utilities | DMV Monthly Renewals | Print Notices**. Once on the Monthly Renewal Notices screen, use the Print Renewal Notices For Renewal Expiring date picker to select the correct expiration date.

There are five radio buttons under the Produce Notices For section. The Suppressed Registrations List will produce a report of residents not receiving a renewal notice. To print the report, click on the radio button and click **Print**. The report will display on the screen where you can print or export the report. You should look over the report, if there are problems that can be fixed prior to sending the notices, you can close out of the renewal notice process and correct the problem under **Registration | View/Maintenance**. Once the corrections have been made, print a new Suppressed Registrations List to verify all corrections have been completed.

The next four radio buttons are used to print the notices. Select the first radio button and click Print. You should follow the process for each radio button. Note, before printing your notices, you have the option of printing a Recipient Report for each group of notices. Once you select one of the notices radio buttons, the Print Recipient Report check box under Options will be available. If you click in the checkbox a report will print after each group of notices showing the customers receiving the notice. Below are the notice options and a description on the notices that will print with each selection.

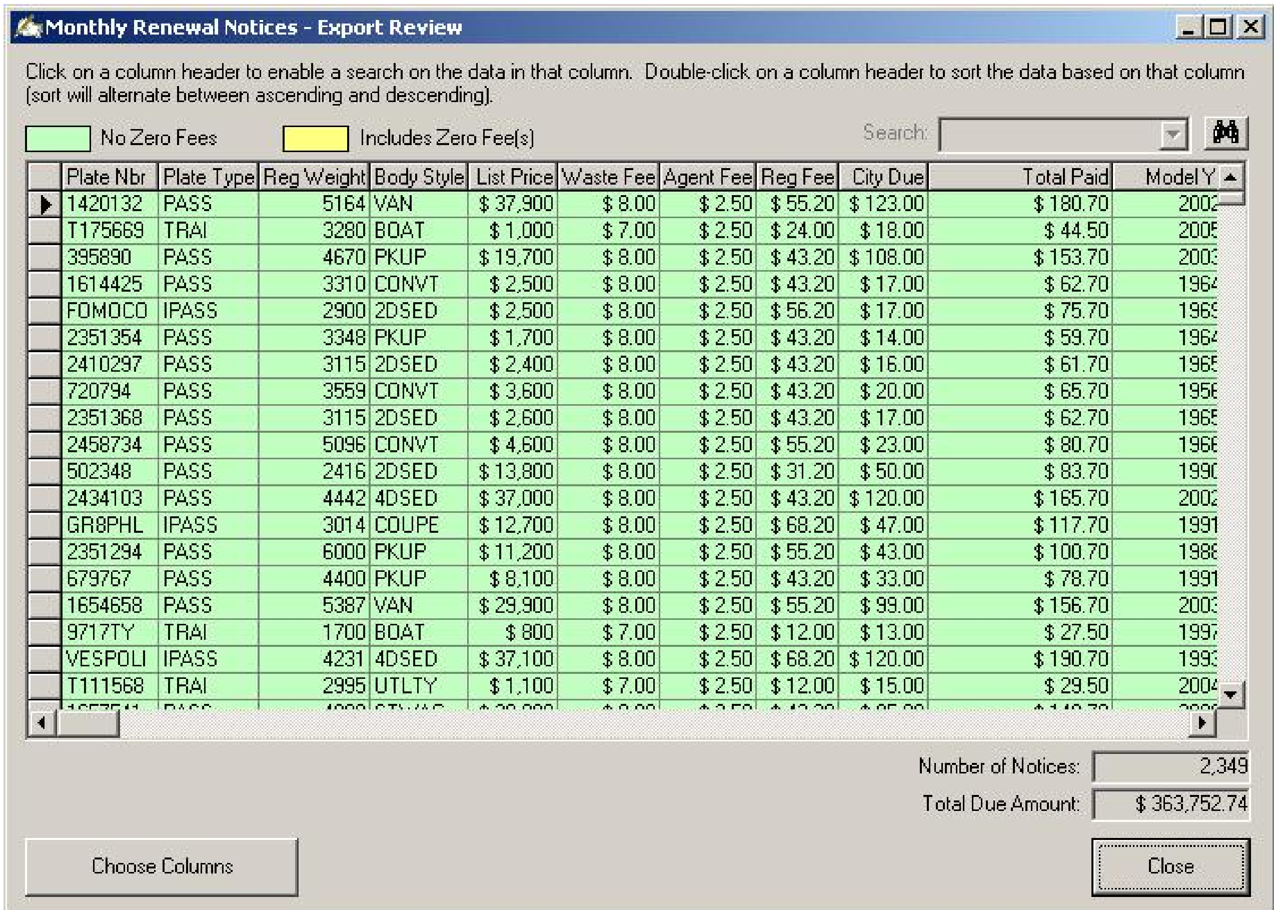
- **Town and DMV Combined:** This option will produce notices for registrations in which you can complete both the Town and State portions of the registration.

- **Town Only:** This option will produce notices that you cannot complete the State portion of the registration. They will print with only the Town fees and will tell the customer they will have to complete the registration at DMV. For example, apportioned plates or vehicles over 25,000 pounds.

- **Notices:** National Guard and Parental Consent: This option will produce notices that will require the owner of the vehicle to provide additional information before the registration can be generated. For example, an owner who is under 18 years old will need to send in a signed parental consent form before you can complete the process.

- **Fleet Details:** This option generates a report for each owner who has multiple vehicles and lists each vehicle with the total amount owed for all the vehicles. You can specify the minimum vehicles you want each report to print or accept the system default amount of 5 or more vehicles. To change the default, click on the 5 or more vehicles link to display the Set Fleet Definition dialog box. Type in the minimum registration to qualify for a fleet into the text box and click **OK**. Note, the report includes "Already Renewed" vehicles and the fees associated with those vehicles. The "Already Renewed" vehicles will display on the report, however, the fees will have a strike through on them, indicating they are not being added to the total due.

Export Renewal Notices
If your City exports monthly renewal notices to a third-party printing and mailing service you will begin the process each month by exporting the necessary registration records. To export the renewal file select **Utilities | DMV Monthly Renewals | Print Notices**. Verify that you are producing notices for Town and DMV Combined and select Export File as the Notice Type. You can alter the location of the export file by selecting the browse button to the right of the file name. Click **Export** to produce the file. Once the export process is complete you are asked if you wish to visually review the exported file. It is recommended that you review the file for accuracy before sending to the printer. If you click **Yes**, the Monthly Renewal Notices – Export Review screen displays.



The dialog box allows you to visually review the contents of the exported file and verify that the information seems reasonable. It is important that you carefully review the exported records each month to verify that the data in the file are correct and that the file is in the correct format. Obviously, it isn't necessary to verify the zip code for each notice, but rather you should verify that the values in the Owner Mail column appear to be valid zip codes. You can also search for a particular owner or plate type, or reorder the contents of the data grid to look for particular records. Records for which any of the fee amounts is equal to zero will appear in yellow. These are records to which you want to pay close attention to verify that the exported fees are correct.

The first time you use the Export Review process, the data grid will default to show all columns in the export file in the same order in which the columns were exported. However, you may not need to review the information in some of the columns (for example, owner phone number) and you may wish to see other columns without having to scroll to the right of the grid. To reposition columns within the grid, left click on the header of the column you wish to move and, holding down the mouse button, drag the column's header to the left or right. Up and down red arrows indicate where the column will be inserted if you release the button. When the column is in the desired location simply release the mouse button. If you hold the **Shift** button while you are clicking on the column headers you can select and then reposition multiple adjacent columns at once.

To add or remove columns from the data grid press the **Choose Columns** button to display a list of all of the columns included. Use the check box associated with each column name to indicate whether or not you wish to see the column in the data grid. Press **Save** to keep your selections or **Cancel** to return to the grid. Additionally, if you have reordered the column positions and wish to reset them to the original default order, press the **Reset Column Order** button.

The choices you make for which columns to include and in what order in which to include them will be saved from session to session. If in the future you need to add or remove columns, simply repeat the process.

You can sort the order of the records in the grid by double-clicking on a column header. For example, to sort based on owner name, double-click on the **Owner** column header. The sort order will toggle back and forth between ascending and descending with each sort you do, so if you want to see the data in the opposite order just double-click on the column's header again.

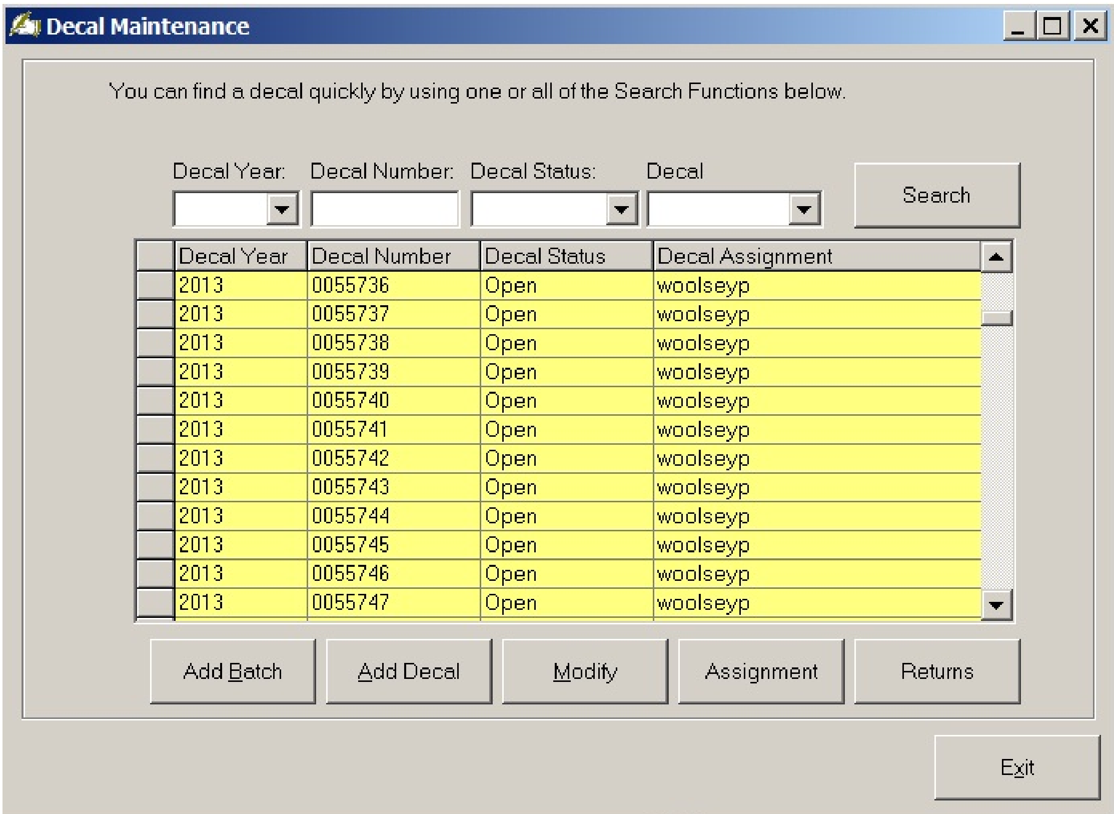
Once you have selected a column's header you can also use the Search box in the upper right corner to search that column for a specific value. For example, to search for all disabled veterans plates, click on the **Plate Type** column header and then type "DVETE" in the search box. Press the **Search** button and the system will search for the first record it finds with the "DVETE" plate type. If it finds a record, you can press the **Search** button again to find the next record. Alternatively, if no record is found or if it cannot find another instance of the previously found search string, it will say "Search text 'DVETE' not found in 'Plate Type' column."

Motor Vehicle Inventory

Motor Vehicle inventory is entered and tracked in Avitar Clerk for Decals, Plates, CTA Numbers, and Permit Numbers. Each time a new order of inventory is received, it is entered into the system. Then as each item is used, damaged, or returned, the system updates the activity and tracks the remaining items.

Decal Inventory

The Decal Inventory function allows you to enter decals into the system and to track the status of every decal. To access the decal inventory functionality, go to **Utilities | System Administration | Decal Inventory**. The decal Maintenance screen displays.



Decal Search

You can search for a decal by Decal Year, Decal Number, Decal Status, and/or Decal Assignment. The more information you enter, the more defined the search will be. For example, if you want to find 2013 decal number 0000050, you would use the Decal Year dropdown box to select 2013 and type in the decal number into the Decal Number text box and click Search. The grid will show one decal, as there is only one decal for 2012 with that number. Had you only entered the decal year 2013 and not the decal number, the grid would display every 2013 decal.

Add a Batch of Decals

To add a new batch of decals to the system, click on the Add Batch button. As DMV sends multiple packets at once, you can enter the whole inventory in one batch, as long as the decal packets are sequential in numbering. For example, you receive an order of 3 packets of 2012 double decals, with the first packet numbered 0000001 to 0000100; second packet 0000101 to 0000200; third packet 0000201 to 0000300. To enter the decals into the system you can enter the Beginning Decal number as 0000001, the Ending Decal as 0000300, Decal Year as 2012, and a Decal Status as Open. This will enter all 300 2012 decals into the system at once. If for some reason DMV sent you a packet at the end that was numbered 0000501 to 0000600, you would have to enter this batch separately.

Decal Color

Decals are made with each year having a different background color. In order to assist you in visually making sure you are giving the correct year decal, you can assign a background color to that year's decals. Then when you are processing a registration, the decal text box will display the background color you selected, indicating the decal you should be giving to your customer. Once you have set the color of the decal for a given year, you will not need to change it every time you enter a new batch.

To update the decal color, go to **Utilities | System Administration | Decal Inventory**. Use the Decal Year dropdown box to select the year of the decal and click **Search**. Select any decal in the grid and click **Modify**. Double-click in the Decal Year text box to display a color grid, allowing you to select the color for that year's decals. For example, the 2012 decals were green, so you would select the color that best matches the decal year. Once you click OK a message will display asking if you want to change the color of the text contained in the decal text boxes. The only time you would want to change the text color would be if the decals are a dark color and the decal numbers will not be seen unless you change the color. For example, if the background color for the decals is dark blue, you would want to change the text color from black to white in order to see the decal number. If you answer No the system will default to black text. If you answer Yes, the color grid will display for you to select the color.

Add a Single Decal

The Add Decal button allows you to enter a single decal into inventory and follows the same instructions above except you will only be entering one decal.

Modify a Decal

The Modify button is used to update a single decal in the system. It is frequently used to change the status of a decal from Open or Issued to Damaged. To modify a decal, search for the decal and click **Modify**. Use the available text and dropdown boxes to make the change. A Change Reason text box is available for you to type the reason you are changing the decal. Once the change is made, click **Save**.

Decal Assignment

The Assignment button allows individual decals or ranges of decals (e.g. a book) to be assigned to a specific user. Once you assign decals to a user, the system will auto-populate the decal field with the next available decal for that user as the user processes transactions. For example, if the supervisor assigns the 2012 double decals from "0000001" to "0000010" to the user "woolseyp", when "woolseyp" processes a 2012 renewal the first available decal "0000001" will appear in the decal text box. This feature can save time and typing errors. However, you can create problems if you do not verify the decals that auto-populated with the actual decals you give to the customer.

To enable the Default Decals option, select **Utilities | System Administration | System Options**. Within the System Settings dialog box select the Motor Vehicle Settings tab and click on the Default Decals check box, located above the **Save** button.

Once you have enabled the Default Decals setting, you will need to assign ranges of decals to specific users. To assign decals to users, select **Utilities | System Administration | Decal Inventory**, and then within the Decal Maintenance dialog box press the Assignment button. Enter the decal year and the beginning and ending decals for the range you wish to assign to a clerk, and then select the specific clerk from the Decal Assignment drop down list. Press **Save** to complete the decal assignment. You will need to assign ranges for each category of decals separately (e.g. 2009 doubles, 2009 singles, 2010 doubles, and 2010 singles).
Note that you can still add ranges of decals to the inventory when you receive them from DMV without assigning them to a specific user. You can then return to this process as you need to assign specific ranges of existing decals to users. Also note that when you first enable this feature, you may need to manually type in the first decal to be issued. Following that, the system will increment the default decal automatically.

Return Decals

Once a year, clerks are required to return the prior year's unused decal inventory to DMV. The selecting the Returns button allows you to mark a range of decals in the system as “returned”. Simply enter the decal range you are returning into the Beginning Decal and Ending Decal text boxes. Note, you should enter in each packet separately, as the numbers must be sequential. Next, enter the year of the decals into the Decal Year text box. Use the Decal Status dropdown box to select **Returned**. The Change Reason text box allows you enter additional information. Finally, enter the date you returned the decals into the Returned Date text box. Once all the information is correct click **Save**. The database is updated to reflect the changes.

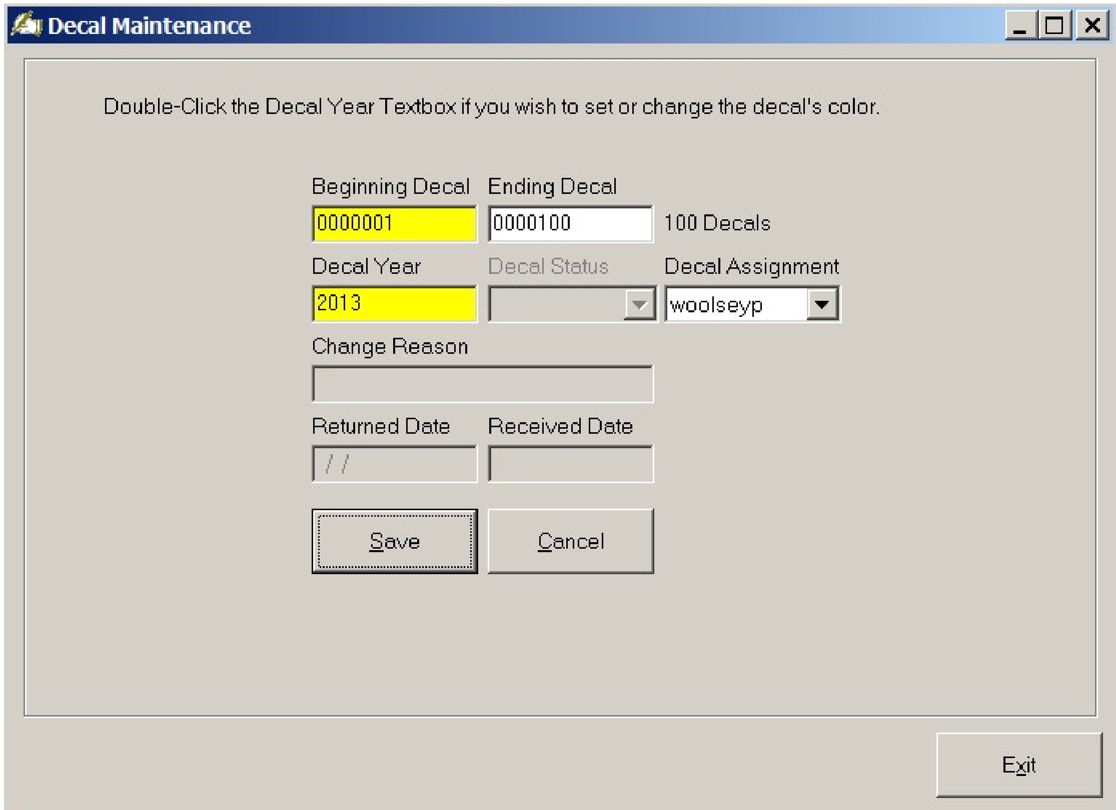
To view a report showing the returned decals go to **Reports | Inventory Items**. Under the section labeled Display Inventory For, select Decal # from the Inventory Type dropdown box and Returned from the Status dropdown box. Then click **View**.

Default Decals

Decals are entered into the system every time a new order of decals is received from DMV (see Decal Inventory). The system will allow you to assign a batch of decals to a specific teller. Then when processing a registration, the decals will auto populate with the next available decal for that teller. This can save time and input errors, however, the clerk should always verify the decal that auto populated is the decal they are issuing to this vehicle.

In order to use this function, you must turn on the Default Decals function. Go to **Utilities | System Administration | System Options**. Select the **Motor Vehicle Settings** tab, click the **Default Decals** check box, and click Save. Once the option has been enabled, you must assign a batch of decals to each teller.

To assign a batch of decals to a teller, go to **Utilities | System Administration | Decal Inventory** and select **Assignment**.



Use the text boxes to enter the first and last decal in your packet and the year of the decals. The Decal Assignment dropdown box allows you to select the teller you want to assign the decals to. After you have completed your entries, click **Save**.

Plate Inventory

The Plate Inventory function allows you to enter plates into the system and to track their status. To access, go to **Utilities | System Administration | Plate Inventory**. The Plate Maintenance screen displays.

Plate Search

You can search for a plate by Plate Type, Plate Number, and Plate Status. The more information you enter, the more defined the search will be. For example, if you want to find Passenger Plate #10001, select PASS using the Plate Type dropdown box and type 1001000 into the Plate Number text box. Click **Search** to display the results in the grid. The grid should show one plate, as there is only one plate for a specific plate type. Had you only entered the plate number and not the plate type, the grid could have displayed multiple plates with that exact number, but different plate types, such as PASS and MOTO.

Add a Batch of Plates
To add a new batch of plates to the system, click on the **Add Batch** button. As DMV sends multiple plate types at once, you must enter each plate type separately. For example, you receive an order of 50 passenger plates, 50 motorcycle plates, and 10 trailer plates. This would require you to do the Add Batch process three times. To enter the plates into the system, enter the first plate number from the batch into the Beginning Plate text box and the last plate number in the batch into the Ending Plate text box. Then use the Plate Type dropdown box to enter the plate type and the Plate Status dropdown box to select OPEN. Once the information is complete, click **Add** to complete the process.

Add a Plate
The Add Plate button allows you to enter a single plate into inventory and follows the same instructions above except you will not be entering a range of plates.

Modify a Plate
The Modify button is used to update a single plate in the system. It is frequently used to change the status of a plate from Open or Issued to Lost, Damaged, or Returned. To modify a plate, search for the plate and click **Modify**. Use the available text and dropdown boxes to make the change. A Change Reason text box is available for you to type the reason you are changing the plate. Once the change is made, click **Save**.

CTA (Certificate of Title Applications) Number Inventory

The CTA Inventory function allows you to enter CTA's into the system and to track their status. To access, go to **Utilities | System Administration | CTA Inventory**. The CTA Maintenance screen displays.

Search for a CTA
You can search for a CTA by CTA Number and CTA Status. To search for a specific CTA, type the number into the CTA Number text box and click **Search** to display the results in the grid.

Add a Batch of CTA's
To add a new batch of CTA's to the system, click on the **Add Batch** button. Enter the first CTA number from the batch into the Beginning CTA text box and the last CTA number in the batch into the Ending CTA text box. Then use the CTA Status dropdown box to select OPEN. Once the information is complete, click **Add** to complete the process.

Add a CTA
The Add CTA button allows you to enter a single CTA into inventory and follows the same instructions above except you will not be entering a range of CTA.

Modify a CTA
The Modify button is used to update a single CTA in the system. It is frequently used to change the status of a CTA from Open or Issued to Lost, Void, Damaged, or Returned. To modify a CTA, search for the CTA and click **Modify**. Use the available text and dropdown boxes to make the

change. A Change Reason text box is available for you to type the reason you are changing the CTA. Once the change is made, click **Save**.

Permit Number Inventory

The Permit Number Inventory function allows you to enter registration permits into the system and to track their status. To access, go to **Utilities | System Administration | Permit Number Inventory**. The Permit Maintenance screen displays.

Search for a Permit Number

You can search for a permit by Permit Number and Permit Status. To search for a specific permit, type the number into the Permit Number text box and click **Search** to display the results in the grid.

Add a Batch of Permit Numbers

To add a new batch of permits to the system, click on the **Add Batch** button. Enter the first permit number from the batch into the Beginning Permit text box and the last permit number in the batch into the Ending Permit text box. Then use the Permit Status dropdown box to select OPEN. Once the information is complete, click **Add** to finish the process.

Add a Permit

The Add Permit button allows you to enter a single permit into inventory and follows the same instructions above except you will not be entering a range of permits.

Modify a Permit

The Modify button is used to update a single permit in the system. It is frequently used to change the status of a permit from Open or Printed to Lost, Void, Damaged, or Returned. To modify a permit, search for the permit and click **Modify**. Use the available text and dropdown boxes to make the change. A Change Reason text box is available for you to type the reason you are changing the permit. Once the change is made, click **Save**.

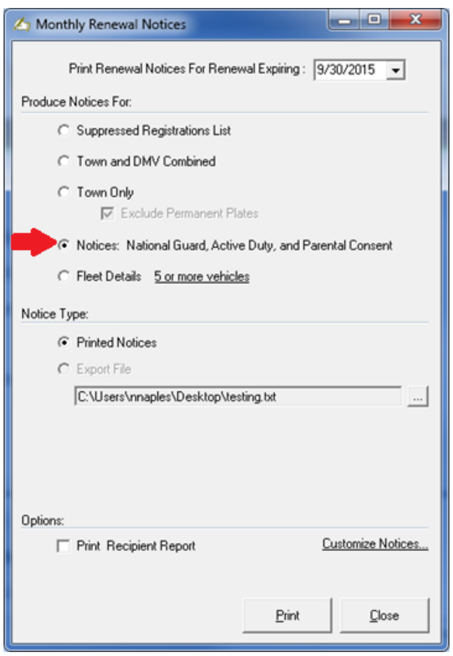
State DMV Directives

The following are directives issued by the State Department of Motor Vehicles for handling of specific plate types.

Tractor Plate Renewals

As of August 25, 2014, the State issued new rules regarding the renewal process for tractors and low speed utility vehicles. In order to determine if a vehicle qualifies to receive a SCOMM plate (low speed utility vehicle) or a TRAC plate (tractor), DMV requires all customers who currently have vehicles with a TRAC plate to actually visit your office in order to renew their registration (as opposed to mailing in the renewal or performing it online, where available). Use the Agricultural Industrial Utility Vehicle Checklist or review the Tractor /Low Speed Utility Vehicle Definitions to determine if the vehicle qualifies for a low speed utility vehicle plate or tractor plate.

When producing monthly renewal notices, there are several notice selections. One of the selections requires special handling (i.e National Guard, Active Duty, and Parental Consent) because this requires the customer to have additional information to renew their registration. With this in mind, owners with tractor plates are required to renew their registration in person. Tractor plate renewals will generate within the special handling (i.e. National Guard, Active Duty, and Parental Consent) section.



A message will display within the tractor plate renewal notices that reads "TRACTOR Plate Classification Review Required -- MUST RENEW IN PERSON". This will indicate to the customer that they can only renew this in your office.

Anytown Town Clerk

Motor Vehicle Renewal Notice

Office Hours: Mon 9am-4pm; Wed 12pm-7pm; Fri 9am-4pm. Closed 7-4-2014

This renewal is only valid for Anytown residents. If you have moved out of Anytown or sold this vehicle, please disregard this notice.

Legal Address: 251 MAIN ROAD, ANYTOWN, NH 03000

JOE SCHMO
PO BOX 231
ANYTOWN NH 03000

Plate Number: TA44444	**Plate Type: TRAC**	**PIN: 1232615273-**

TRACTOR Plate Classification Review Required -- MUST RENEW IN PERSON

TO RENEW BY MAIL SEND THE COUPON(S) AND BOTH CHECKS TO THE TOWN OF ANYTOWN IN THE ENVELOPE PROVIDED. PLEASE ADD MULTIPLE RENEWALS TOGETHER FOR YOUR CHECKS. REGISTRATIONS WILL BE MAILED BACK TO YOU WITHIN 3 BUSINESS DAYS. TOWN CLERK'S OFFICE WILL BE CLOSED JULY 4TH. A $1.00 MPF IS ADDED TO EACH REGISTRATION

Name or address changes must be made in person. In these cases do not renew by mail.

NOTE: MOTOR VEHICLE REGISTRATIONS RENEWED BY MAIL ARE NOT VALID UNTIL YOU RECEIVE YOUR DECALS AND REGISTRATION IN THE MAIL.

PLEASE DETACH COUPON HERE. RETURN BOTTOM PORTION WITH YOUR PAYMENT.

TOWN OF ANYTOWN

Motor Vehicle Renewal Notice

MAIL TO: THE TOWN OF ANYTOWN, PO BOX 25, ANYTOWN, NH 03000

Registrant(s):
JOE SCHMO
PO BOX 231
ANYTOWN, NH 03000

Legal Address:
251 MAIN ROAD, ANYTOWN, NH 03000

Day Time Phone:
UNLISTED

Registration Fees:
State:

Vehicle:

VIN:	UL353924530
Plate Number:	TA44444
Plate Type:	TRAC
Gross Weight:	0
List Price:	$18,000.00
Color:	BLU WHI
Model Year:	1993
Make:	FORD
Model:	AL4139
Body Style:	FMTR
Expiration:	10/30/2015
PIN:	12332615273-1

Tractor /Low Speed Utility Vehicle Definitions

259:49-a: Light Industrial Use shall mean manufacturing and distribution of products for wholesale or retail use where the operation includes the need for access to contiguous or nearby warehouses, showrooms, construction sites, or manufacturing facilities including crossing a way or portion of a way or driving on a way where the route or crossing is approved by the government authority controlling the way.

259:3 Agriculture and Farming – The words "agriculture" and "farming" mean all operations of a farm, as defined in RSA 21:34-a.

259:32 Farm – The word "farm" means any land, buildings, or structures on or in which agriculture and farming activities are carried out or conducted and shall include the residence or residences of owners, occupants, or employees located on such land. Structures shall include all farm outbuildings used in the care of livestock, and in the production and storage of fruit, vegetables, or nursery stock; in the production of maple syrup; greenhouses for the production of annual or perennial plants; and any other structures used in operations named in RSA 21:34-a, II.

259:108 Tractor -"Tractor" shall mean: any self-propelled vehicle designed or used for agricultural purposes or as a traveling power plant or for drawing other vehicles, but having no provision for carrying a load other than attached implements such as snowplows, tool boxes, or bucket loaders, but shall not include vehicles used for recreational purposes or agricultural/industrial utility vehicles as defined in RSA 259:2-a.

21:34-a Farm, Agriculture, Farming –
I. The word "farm" means any land, buildings, or structures on or in which agriculture and farming activities are carried out or conducted and shall include the residence or residences of owners, occupants, or employees located on such land. Structures shall include all farm outbuildings used in the care of livestock, and in the production and storage of fruit, vegetables, or nursery stock; in the production of maple syrup; greenhouses for the production of annual or perennial plants; and any other structures used in operations named in paragraph II of this section.

II. The words "agriculture" and "farming" mean all operations of a farm, including:
(a)(1) The cultivation, conservation, and tillage of the soil.
(2) The storage, use of, and spreading of commercial fertilizer, lime, wood ash, sawdust, compost, animal manure, septage, and, where permitted by municipal and state rules and regulations, other lawful soil amendments.
(3) The use of and application of agricultural chemicals.
(4) The raising and sale of livestock, which shall include, but not be limited to, dairy cows and the production of milk, beef animals, swine, sheep, goats, as well as domesticated strains of buffalo or bison, llamas, alpacas, emus, ostriches, yaks, elk (Cervus elephus canadensis), fallow deer (Dama dama), red deer (Cervus elephus), and reindeer (Rangifer tarandus).
(5) The breeding, boarding, raising, training, riding instruction, and selling of equines.
(6) The commercial raising, harvesting, and sale of fresh water fish or other aquaculture products.

(7) The raising, breeding, or sale of poultry or game birds.
(8) The raising of bees.
(9) The raising, breeding, or sale of domesticated strains of fur-bearing animals.
(10) The production of greenhouse crops.
(11) The production, cultivation, growing, harvesting, and sale of any agricultural, floricultural, viticultural, forestry, or horticultural crops including, but not limited to, berries, herbs, honey, maple syrup, fruit, vegetables, tree fruit, grapes, flowers, seeds, grasses, nursery stock, sod, trees and tree products, Christmas trees grown as part of a commercial Christmas tree operation, trees grown for short rotation tree fiber, compost, or any other plant that can be legally grown and harvested extensively for profit or subsistence.
(b) Any practice on the farm incident to, or in conjunction with such farming operations, including, but not necessarily restricted to:
(1) Preparation for market, delivery to storage or to market, or to carriers for transportation to market of any products or materials from the farm.
(2) The transportation to the farm of supplies and materials.
(3) The transportation of farm workers.
(4) Forestry* or lumbering*** operations. (***see definitions below)
(5) The marketing or selling at wholesale or retail, on-site and off-site, where permitted by local regulations, any products from the farm.
(6) Irrigation of growing crops from private water supplies or public water supplies where not prohibited by state or local rule or regulation.
(7) The use of dogs for herding, working, or guarding livestock, as defined in RSA 21:34-a, II(a)(4).
(8) The production and storage of compost and the materials necessary to produce compost, whether such materials originate, in whole or in part, from operations of the farm.

III. A farm roadside stand shall remain an agricultural operation and not be considered commercial, provided that at least 35 percent of the product sales in dollar volume is attributable to products produced on the farm or farms of the stand owner.

IV. Practices on the farm shall include technologies recommended from time to time by the university of New Hampshire cooperative extension, the New Hampshire department of agriculture, markets, and food, and appropriate agencies of the United States Department of Agriculture.

V. The term "farmers' market" means an event or series of events at which 2 or more vendors of agricultural commodities gather for purposes of offering for sale such commodities to the public. Commodities offered for sale must include, but are not limited to, products of agriculture, as defined in paragraphs I-IV. "Farmers' market" shall not include any event held upon any premises owned, leased, or otherwise controlled by any individual vendor selling therein.

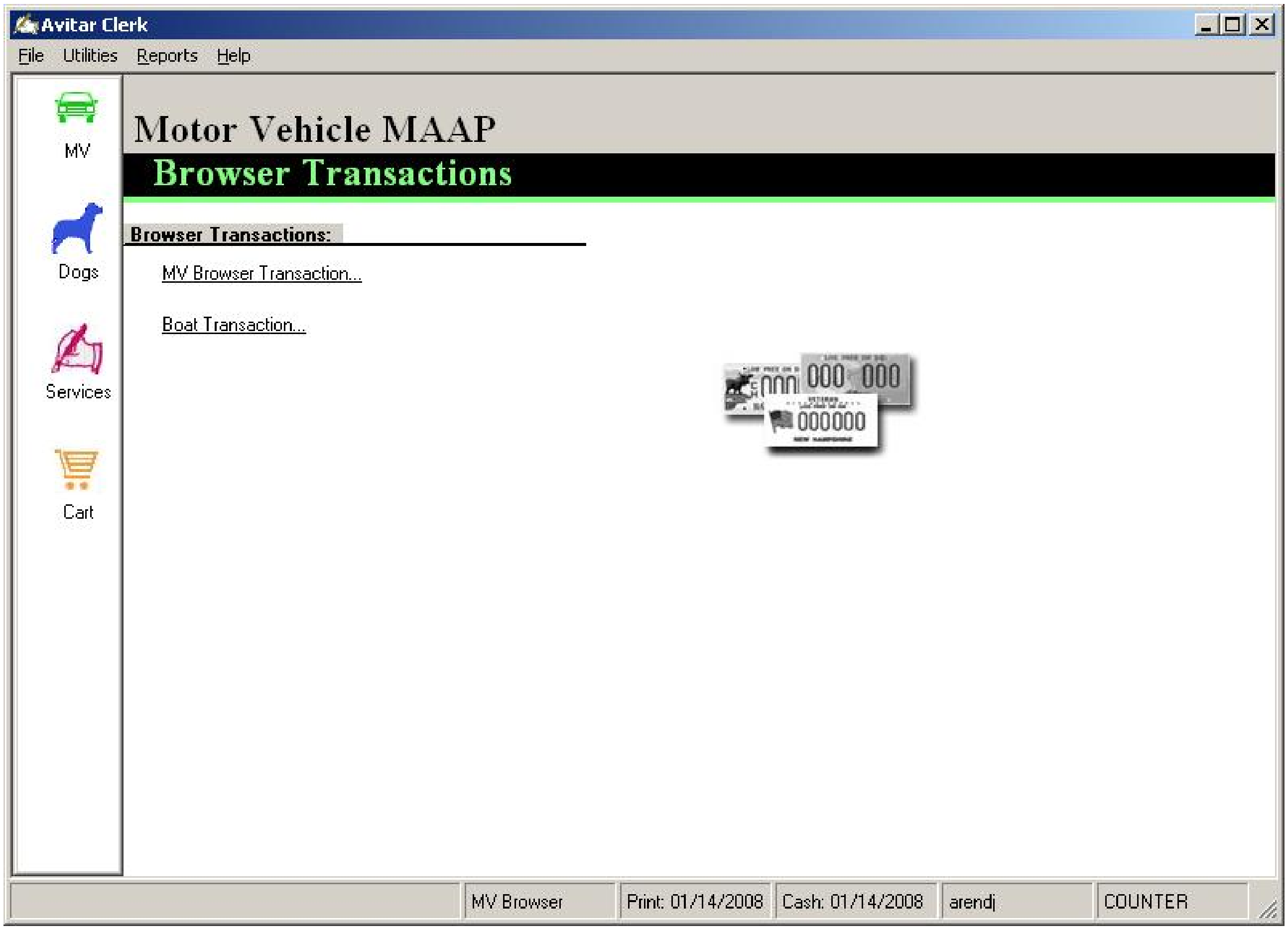
VI. The term "agritourism" means attracting visitors to a working farm for the purpose of eating a meal, making overnight stays, enjoyment of the farm environment, education on farm operations, or active involvement in the activity of the farm which is ancillary to the farm operation.

Source. 1961, 140:1. 1977, 95:1. 1979, 60:1. 1985, 6:1. 1997, 250:1. 1999, 191:2. 2005, 107:1. 2006, 11:5; 326:1. 2007, 157:1. 2008, 8:1, eff. July 4, 2008.

***Forestry: The science and art of developing, maintaining, and managing forests**
****Lumber: Timber, esp when sawed into planks or boards**
*****Lumbering: To cut and prepare timber for market**

Motor Vehicle Browser Module

The Motor Vehicle Browser Module allows for the recording and reporting of Boat and Motor Vehicle Browser transactions. It is designed for the town that registers motor vehicles and boats manually or with the Department of Safety MAAP Program using the MAAP Browser.



Process Motor Vehicle Browser Transaction

The MV Browser Transaction is used for the recording of the town's motor vehicle fees and information from transactions processed through the State of New Hampshire's motor vehicle browser system.

To process, select MV Browser Transaction from the Motor Vehicle main menu. Search and select the owner see (Motor Vehicle Owner Lookup). The MV Browser screen displays.

There are three radio buttons to choose from, Both, Town Only, and State Only, which when selected, tells the system what MV fees you want to charge for this customer. The Transaction drop-down box allows you to choose the type of transaction you are completing. For example, Renewal, New, or Transfer. Selecting Reg Maintenance allows you to account for and/or collect fees for corrections to a registration. For example, you would use Reg Maintenance to enter your municipal agent fee for a transaction you processed for a weight change in DMV and collected your municipal agent fee. If you did not charge the agent fee for this transaction, you can enter zero into the Amount Paid text box. This allows you to enter the transaction even though there were no fees associated with it.

Once you have entered and verified you have entered the information correctly, click **Next** to advance to Fee Settlement.

Process Boat Transaction

The Boat Transaction is used for the recording of the town's boat fees and information from transactions processed through the State of New Hampshire.

To process, select Boat Transaction from the Motor Vehicle main menu. Search and select the owner (see Motor Vehicle Owner Lookup). The Boat transaction screen displays.

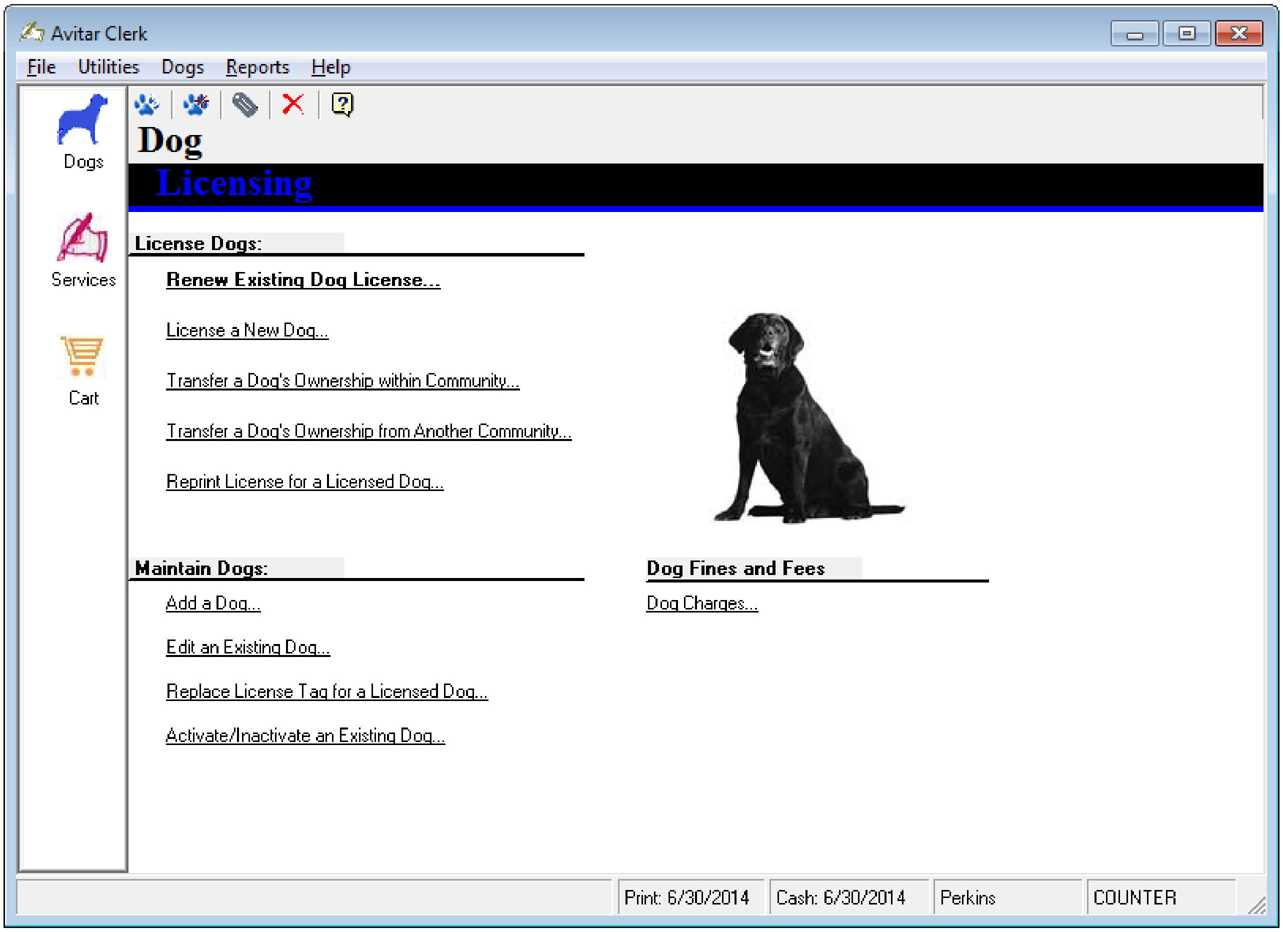
There are three radio buttons to choose from, Both, Town Only, and State Only, which when selected, tells the system what boat fees you want to charge for this customer. The Transaction drop-down box allows you to choose the type of transaction you are completing. For example, Renewal, New, or Transfer. Fill in all the appropriate text boxes, including the total amount paid, and if your town charges a mail-in fee, click in the Charge Mail-In Fee checkbox. Once you have verified the information is correct, click **Next** to advance to Fee Settlement.

One Check for Boat and Motor Vehicle Registrations

Many of our Clerk Browser clients are utilizing a One Check environment for registering customer's motor vehicles and boats, which means the customer no longer has to write a check to the State of NH and another one to the Town. In order to accommodate the collection of the state money, registration screen displays differently than in a two check environment. Specifically, there is a Total Due DMV text box. You will enter the amount written on the check into the Amount Paid text box and then enter the amount due the state into the Total Due DMV text box. Note, in order to switch from a two check environment to a one check environment in the Avitar Clerk Browser system, you will need to call Avitar.

Dog Licensing Module

The Dog Licensing Module satisfies all of the New Hampshire requirements for the licensing of dogs, as well as the reporting of both the State and Town fees. To access the dog module, click on the dog icon. The Dog Licensing main menu displays.

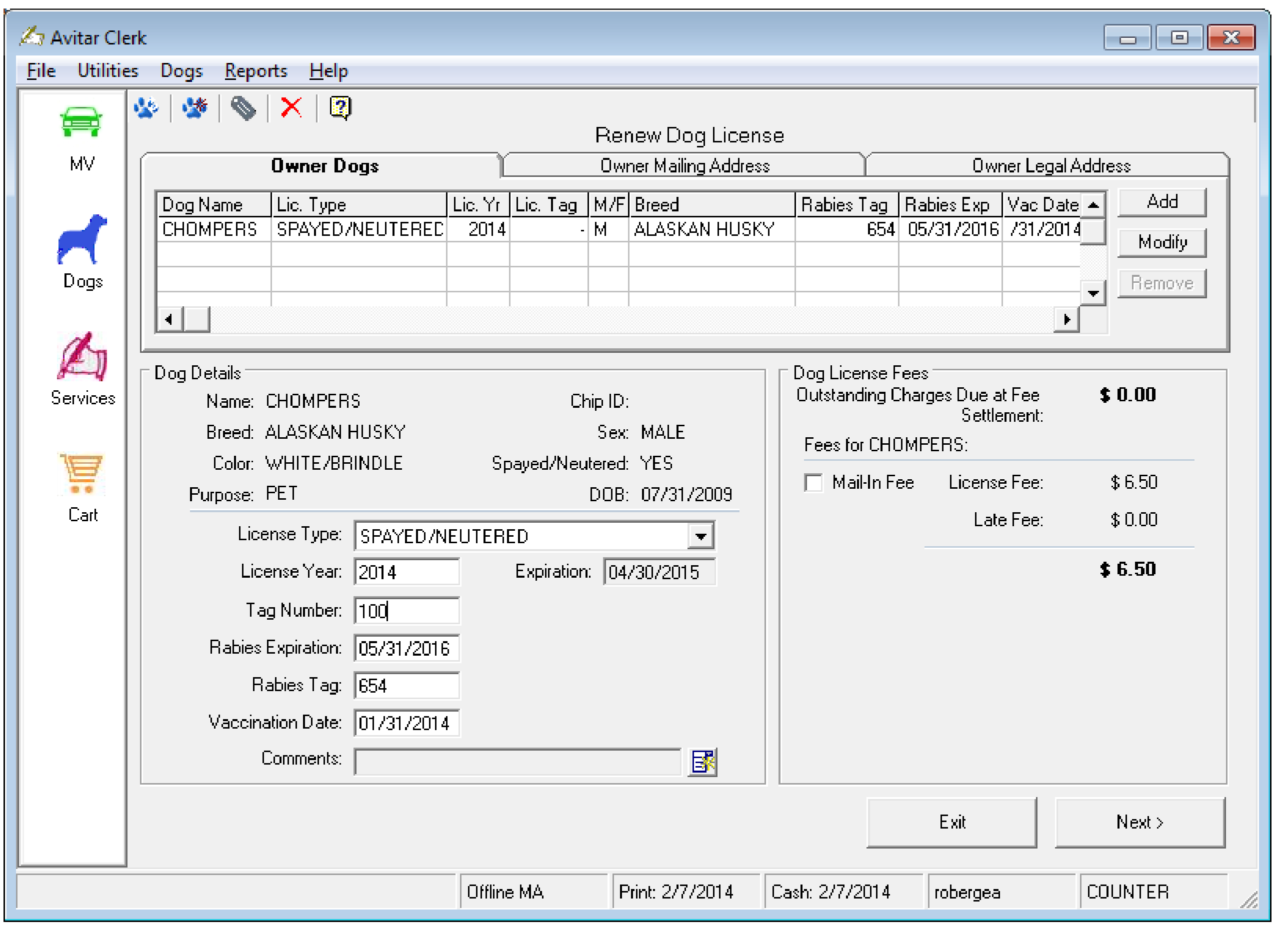


License Dogs

The License Dogs section is used to license a dog(s) or reprint an existing license. Select one of the following links below:

Renew Existing Dog License

The Renew Existing Dog License link will renew a dog(s) license for any given year. Once you click on the link the Dog Owner Search screen displays. You can search by any field not grayed out. Search and select the dog you want to renew. The Renew Dog License screen will display. If there are multiple dogs for one owner they will display in the grid and for each process you can Add, Remove, or Modify each dog. You will also be notified of any Late Fees or Forfeiture Fees owed. At this point you should review and update the information on each dog and enter the new Tag Number to renew the license. In order to edit a dog, you need to select the dog from the grid to display the information in the grid under Dog Details. If you need to change any of the information in gray, click on the **Modify** button, make the change, and click **Next** to return to the License screen.



The License Type dropdown box determines the fees charged for each dog. If you are registering 5 or more dogs, the License Type would be Group and the License Fees would be $20.00 (see Renew a Group or Commercial License). Once you have updated each dog in the grid and reviewed the information, click **Next** to advance to Fee Settlement.

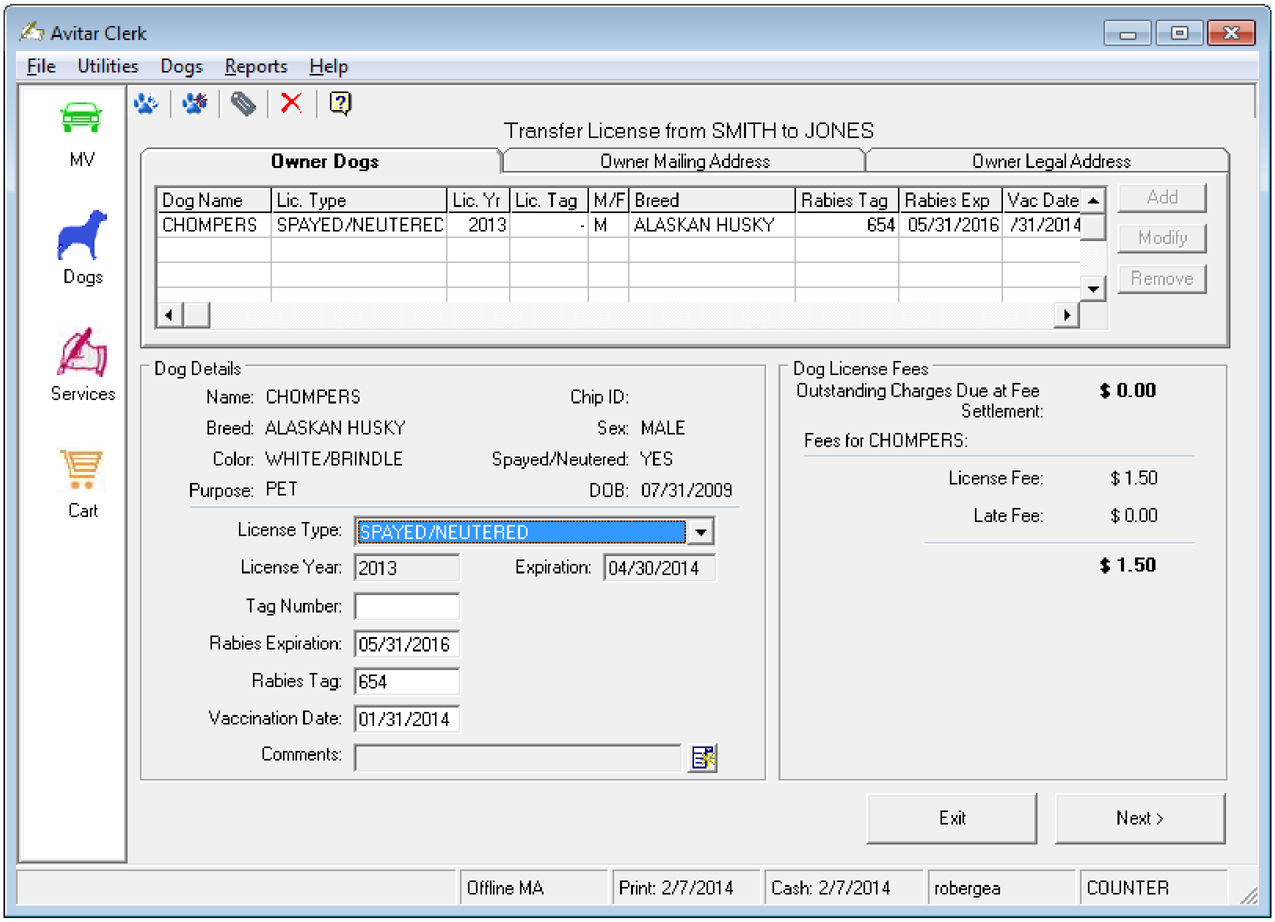
License a New Dog

License a New Dog is used license a dog that has not been entered into the clerk system. To license a new dog, select **License a New Dog** from the Dogs main menu. A message will appear asking if the Owner had received a rabies notification or had the dog been previously added to the system. This message appears so you do not enter the dog information for a second time if you already added the dog to the system from the Veterinarian's Rabies Certificate. If you enter **Yes**, to this question, the Dog Owner Search screen will display allowing you to search and select the dog. If you select **No** at this message, the Owner Lookup screen will display. Search and select the owner. The License New Dog screen displays. Enter the information about the dog into the appropriate fields and click **Next**. Select the License Type using the dropdown menu and enter the tag number being assigned to this dog. If your Town has a Mail In Fee, and you want to charge the Fee for this dog, click in the check box. This will add the fee to the total owed for this dog. Once the information is complete, click **Next** to advance to Fee Settlement.

Transfer a Dog's Ownership within Community (RSA 466:3)

The Transfer a Dog's Ownership within a Community process is used when a dog owner in your community gives or sells a licensed dog to another owner in your community. The process essentially just puts the dog into the new owner's name, so if the dog is lost and subsequently found, you can contact the correct owner of the dog. The Transfer a Dog's Ownership within Community will charge the new owner a $1.50 fee per RSA 466:3. Note, if the dog's license has expired, you should change the ownership through the Ownership Change at Renewal process (see Changing the Ownership of a Dog).

To change the ownership of a dog utilizing the Transfer a Dog's Ownership within a Community process, from the Dog Licensing main menu, select **Transfer a Dog's Ownership within a Community**. The system will ask if you want to issue a new license for this dog. Select **Yes** to issue a new tag or **No** to use the dog's existing license tag number. Once you search and select the new owner, the Transfer License dialog box displays.

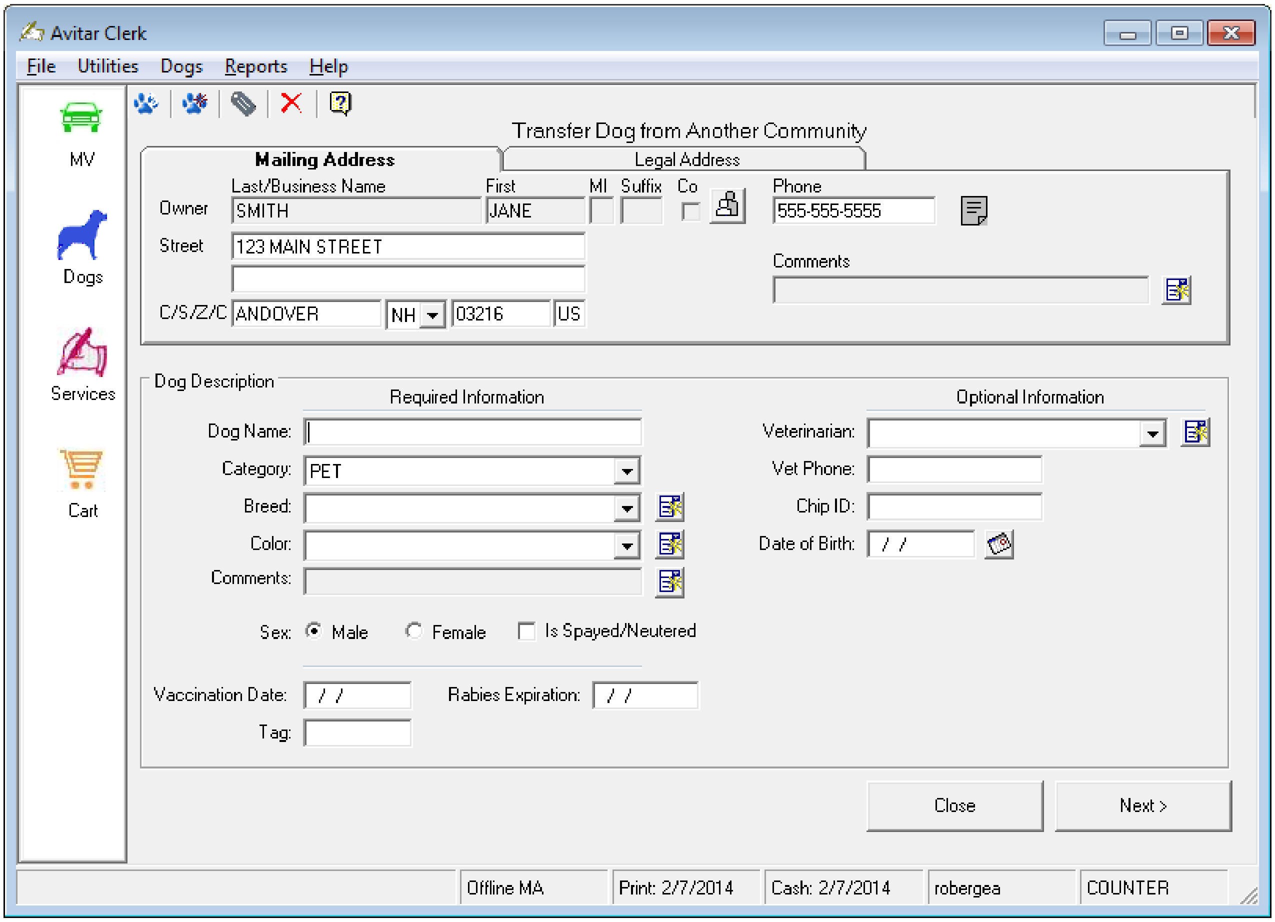


Transfer a Dog's Ownership from Another Community (RSA 466:3)

The Transfer a Dog's Ownership from Another Community process is used if a dog has been licensed in New Hampshire for the current year and the dog owner gives or sells the dog to another owner in your community. The Transfer a Dog's Ownership from Another Community will charge the new owner a $1.50 fee per RSA 466:3. Usually, a new owner will want to transfer the license into his/her name before renewal time because this will add the dog to your town's database. Then if the dog is lost and subsequently found, a search of your database will find the new owner's contact information.

Note, in order to transfer a dog license, the new owner will need to prove they have already paid for a dog license in another New Hampshire community. This can be accomplished simply by providing the current license for the dog.

To change the ownership of a dog utilizing the Transfer a Dog's Ownership from Another Community process, from the Dog Licensing main menu, select **Transfer a Dog's Ownership within a Community**. Once you have searched and selected the new owner the Transfer Dog from Another Community dialog box displays.



Enter the information about the dog in the appropriate text boxes and click **Next**. When the licensing dialog box displays, select the License Type from the drop down menu and enter the license tag number. Select **Next** to complete the process.

Reprint License for a Licensed Dog

The Reprint License for a Licensed Dog is used when a customer has lost their dog license, or when you need to reprint it for any reason. To reprint a license, select the link from the Dogs main menu. Search and select the license you need to print and click **Print**.

Maintain Dogs

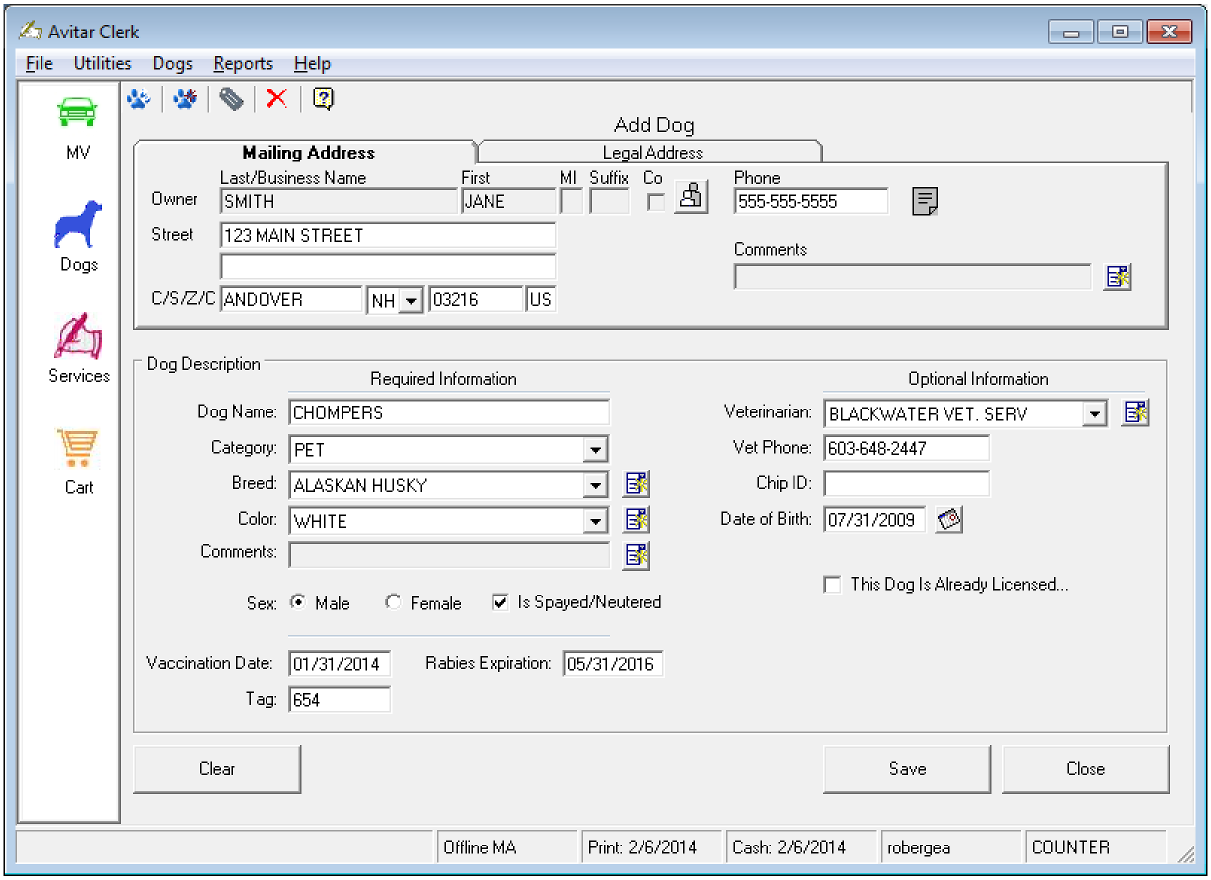
The Maintain Dogs section is used to update the information on an existing dog. Select one of the corresponding links below to assist you with maintaining dog(s).

Add a Dog

To add a dog not yet entered into the system (usually from the Veterinarian rabies certificate) select **Add a Dog** under Maintain Dogs from the Dogs main menu. Search and select the owner and the Add Dog screen displays. The information on the left side under Required Information is mandatory. The system will not let you proceed until the Dog Name, Category, Breed, Color, Sex, and Rabies Vaccination fields have been entered. The information on the right side of the screen under Optional Information may be left blank. There is also a check box if the Dog Is Already Licensed. This should only be used when converting to the Avitar Clerk system and you need to enter dogs that were already licensed prior to going with Avitar.

The buttons next to the Breed, Color and Veterinarian text fields are used to add, edit, and delete information in the system.

<u>Example</u>: a Breed you are looking for is not in the system's drop-down list. You can enter the new Breed by clicking on the button next to Breed and entering the new Breed. Once you have entered all the information pertaining to the dog, select **Save**.



Edit an Existing Dog

The Edit an Existing Dog is commonly used to update rabies information or any information regarding the dog. To edit a dog, select the link from the Dogs main menu. Search and select the dog you want to edit. The Edit Dog screen displays allowing you to update the information. Once complete, click **Save**, you will be asked if you want to update the most recent license as well as the dog record itself. Answer **Yes** to update or **No** to leave the record as it existed.

Replace License Tag for a Licensed Dog

The Replace License Tag for a Licensed Dog is used to replace a lost or stolen dog tag for a dog with an unexpired license. To replace a tag, select the link from the Dogs main menu. Search and select the dog. The Replace License Tag screen displays. Enter the new License Tag into the text box and click **Next** to advance to Fee Settlement.

Activate/Inactivate an Existing Dog

Activate/Inactivate an Existing Dog is used when the dog is no longer in your Town, has passed away, or was once made inactive and now needs to be made active again. When you Inactivate a dog, it removes them from the unlicensed dog report and from appearing on the Dog Owner Search screen. Activate would take a dog you previously had made Inactive and put it back into the Active status.

To Activate or Inactivate a dog, select the link from the Dogs main menu. Search and select the dog and click Change. A message will display asking if you want to designate the selected dog as Inactive or Active in the database (depending on the original status of the dog). Click **Yes**, to accept the change or **No** to cancel. Under the search screen, you will now see the status for this dog has been changed.

Dog Fines and Fees

Dog Fines and Fees allows you to add fees to individual dogs and allows you to view, pay, or forgive existing charges. Select one of the links below for complete instructions on maintaining dog fees.

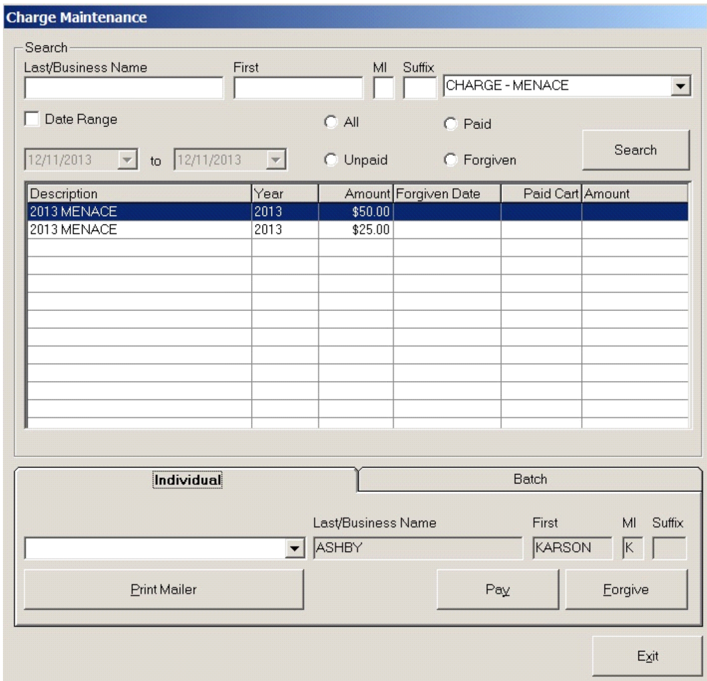
Dog Charges

You have the ability to add Charges to a specific dog. Typical uses for this functionality include Nuisance, Vicious Dog, and Menace Charges. This process is used to enter Charges that will be collected at a later time. For example, a police officer issues a vicious dog fine to a resident for their dog that bit someone. This fine can be entered into the clerk system as a charge, so when the customer goes to your office at a later date to pay the fine, or process any transaction, the charge will be added to their cart at Fee Settlement.

To add a charge to the system, from the Dogs main menu, under the Dog Fines and Fees section, select **Dog Charges**. Search and select the dog. The Charge screen displays. Use the Service drop-down menu to select the charge you wish to apply to that dog. Click **Next** to enter the fee amount and complete the process.

Charge Maintenance

Charge maintenance is used to view, pay, or forgive Charges, as well as print a mailer to send to the customer. To begin select **Utilities | Charge Maintenance**.



To search for a specific charge, use the Last/Business Name, First, MI, Suffix text boxes to enter the name the charge is listed under. Below are ways you can narrow your search further:

- Dropdown box: Use the dropdown box to search for specific Charges (e.g. menace).
- Date Range Check box: Selecting the Date Range check box will enable the month date pickers allowing you to specify a date range.
- All, Paid, Unpaid, Forgiven radio buttons: The system defaults to displaying All Charges. When you select one of the other three radio buttons, the system will only display the Charges specific to your selection.

Once you have made your selections click **Search**. The results will display in the grid. Click on the charge in the grid to highlight your selection. This will populate the owner at the bottom of the screen.

At the bottom of the screen are two tabs, Individual and Batch. The Individual tab is used for a specific individual and his/her corresponding charge. The Batch tab is used for a group of Charges. Below is a description of both tabs, along with their corresponding functionality:

<u>Individual:</u>

- Print Mailer: The Print Mailer button is used to send the owner a notice regarding the charge you selected. However, in order to print a mailer, you must first have a template of the letter you want to send. This template is created under the Correspondences feature (Utilities | Correspondences). Once the Correspondence has been created, simply select the correspondence from the dropdown menu and select Print Mailer.
- Pay: Use this when you want to pay a charge. Clicking Pay will add the charge to the shopping cart for the owner you selected and advance you to Fee Settlement.
- Forgive: If the charge is no longer collectible you can click forgive. The forgive action will be logged in the event viewer and the charge itself will be flagged as "forgiven."

Batch:

- Print Mailer: The Print Mailer button is used to print letters for a group of owners and their corresponding charge(s). Use the Search capabilities to select a specific group you want to send the letters to, or select All and every owner with a charge will be sent the mailer. For example, if you want to send mailers for the 10 Menace Charges you just added to the system, use the dropdown box to select Charge-Menace. As with the Individual | Print Mailer, you must have already entered the template of the letter you want to send (Utilities | Correspondences).
- View: View will produce a detail report of the Charges you selected.

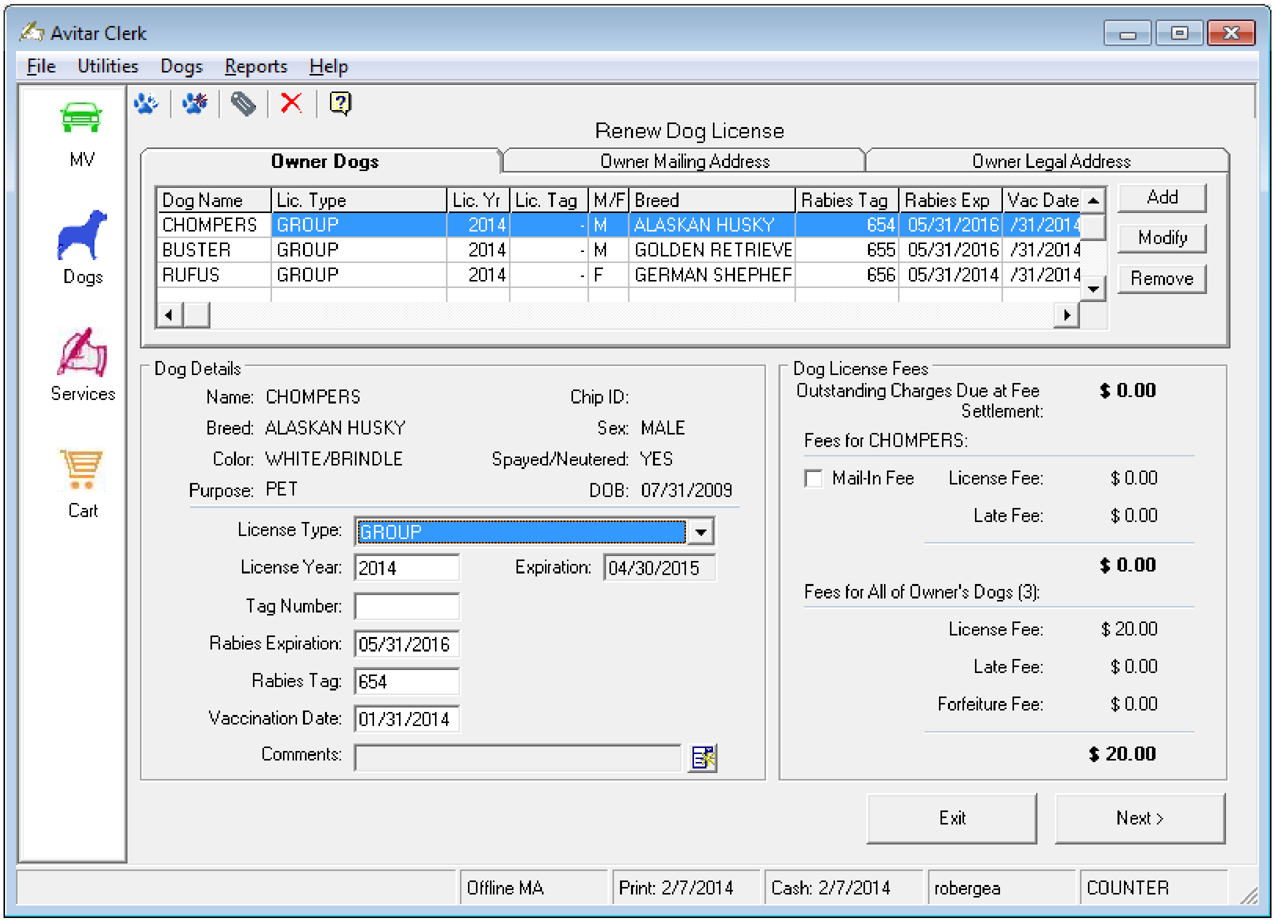
Renew a Group or Commercial License

When renewing dogs as a Group or Commercial license, you should understand the difference in order to process the correct license. The fees for both are $20.00, however, how the fees are distributed, as well as to the qualifications for each license differ. No matter which option is selected, the process in clerk is the same.

A Group License per RSA 466:6 is selected when licensing 5 or more dogs belonging to the same owner and the fee is $20.00 of which $2.00 is remitted into the Companion Animal Population Control Fee and $18.00 is retained by the town.

A Commercial License or a "commercial kennel" per RSA 466:4 is also $20.00 but there is no collection of the Companion Animal Population Control Fee. A "commercial kennel" is defined by the State as "the establishment or domicile of any person who sells dogs at wholesale or retail; and if retail, who sells or transfers 10 or more litters per year, or sells and transfers 50 or more puppies per year; or who derives 40 percent or more gross annual income from the sale or transfer of dogs."

To renew a group or commercial dog license, select **Renew Existing Dog License** from the Dogs main menu. Search and select the owner to display the Renew Dog License screen. There are two options regarding tag numbers on Group and Commercial Licenses. The first option is assigning each dog its own tag number. The second option is to assign one tag number to all the dogs. This is the only time the system will allow you to put the same tag number on multiple dogs.



You can Add, Modify, or Remove dog(s) from the process by selecting the appropriate button. After all the dogs listed are updated with correct information, assigned tag numbers to each dog by selecting the first dog in the grid and entering the tag number into the text box. Remember to make sure the License Type selected is Group or Commercial for each dog. Continue this process until all the dogs have a tag number. Once complete click **Next** to advance to Fee Settlement.

Adding a Dog to an Existing Group License

A group dog license consists of five or more dogs and is charged a flat fee no matter how many dogs are in the license. So, throughout the year, an owner can add new dogs to the license process without incurring additional fees.

For example, in April you renew a group license of ten dogs for a customer. Then in June, the customer is back in your office wanting to license their new puppy. The puppy needs to be added to the existing group without incurring additional charges.

To add the puppy to the existing group license, follow the steps below:

- From the Dog Licensing main menu, select **License a New Dog**.

- When the message displays asking if the dog has already been added into the system, you have two options:
  - Select **Yes** if you previously added the puppy to the system through the Add a Dog process. This option will allow you to search and select the dog, bypassing the need to enter the details on the dog.
  - Select **No** if you have not entered the dog into the system. This option starts with the owner lookup and advances to the License a New Dog screen, where you will enter the new dog's information.
- Once the dog is entered and selected, a message box displays stating a group license already exist for this customer and questions if you would like to add this dog to the existing license. Selecting **Yes** tells the system that you do not want to charge any fees for this license.
- Another message box displays asking if you want to issue a new tag for this dog. Some clerks issue one license tag for every dog in the group, while others will issue each dog its own tag. If you want to use the same tag number for this dog that was used on the other dogs in the group select **No**, or select **Yes** to issue a new tag number for this dog.

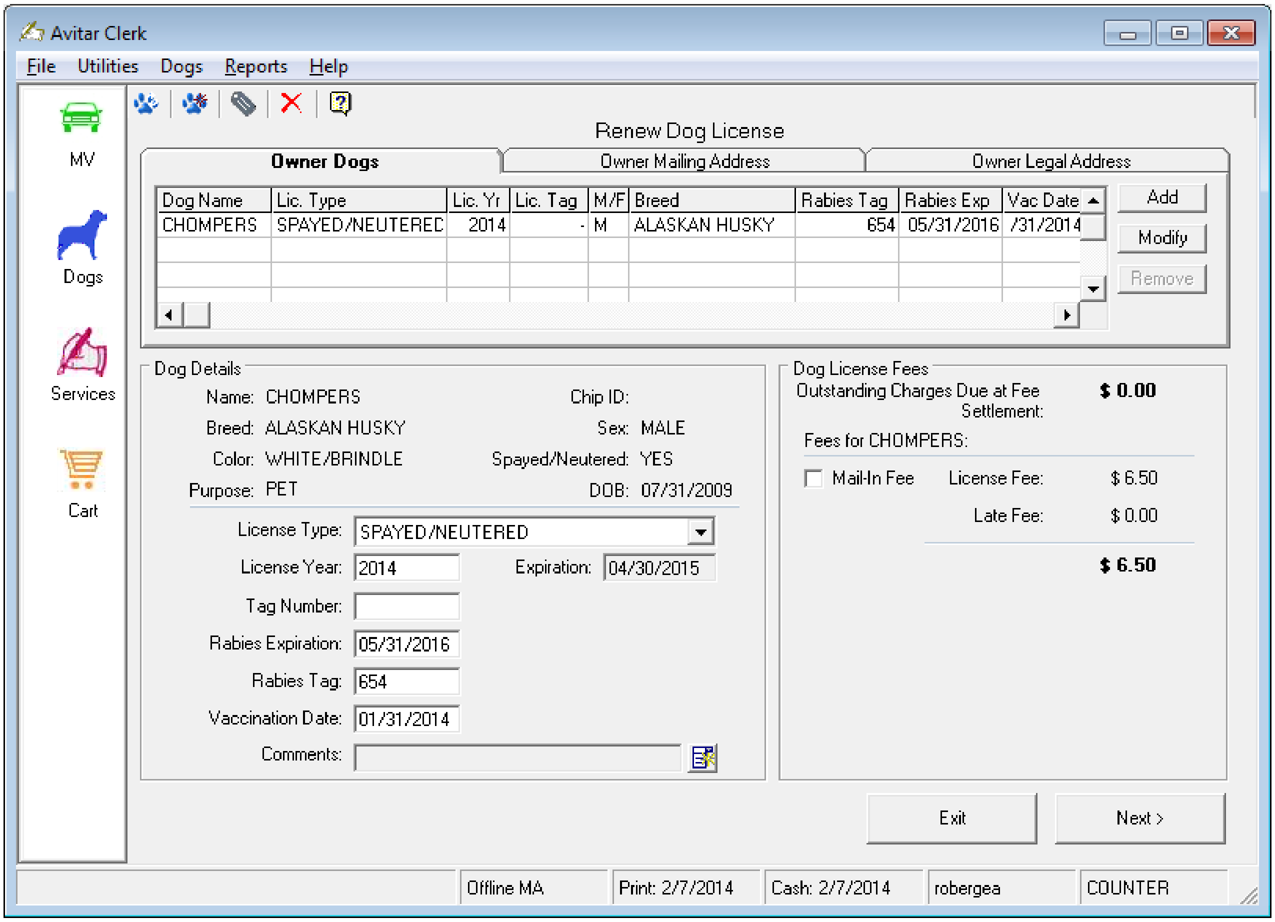
Once you have completed the steps above, the new puppy is added to the group license. If you want to print the group license showing the newest dog, you will need to reprint the license by selecting Reprint License for a Licensed Dog from the main menu.

Changing the Ownership of a Dog

The ownership of a dog can be changed during the renewal process. You can use the Renew Existing Dog License process to change the dog ownership only if:

- The dog has not already been renewed for the current license year *and*
- The dog was previously licensed in your community

To change the dog ownership at renewal time, from the Dog Licensing main menu, select **Renew Existing Dog License**. Search for the prior owner and select the dog from the resulting grid. The Renew Dog License screen displays.



Select the **Owner Mailing Address** tab. Use the Owner Lookup button to search and select the new owner. Enter your next available dog tag number and update the rabies information if needed. Select **Next** to complete the process.

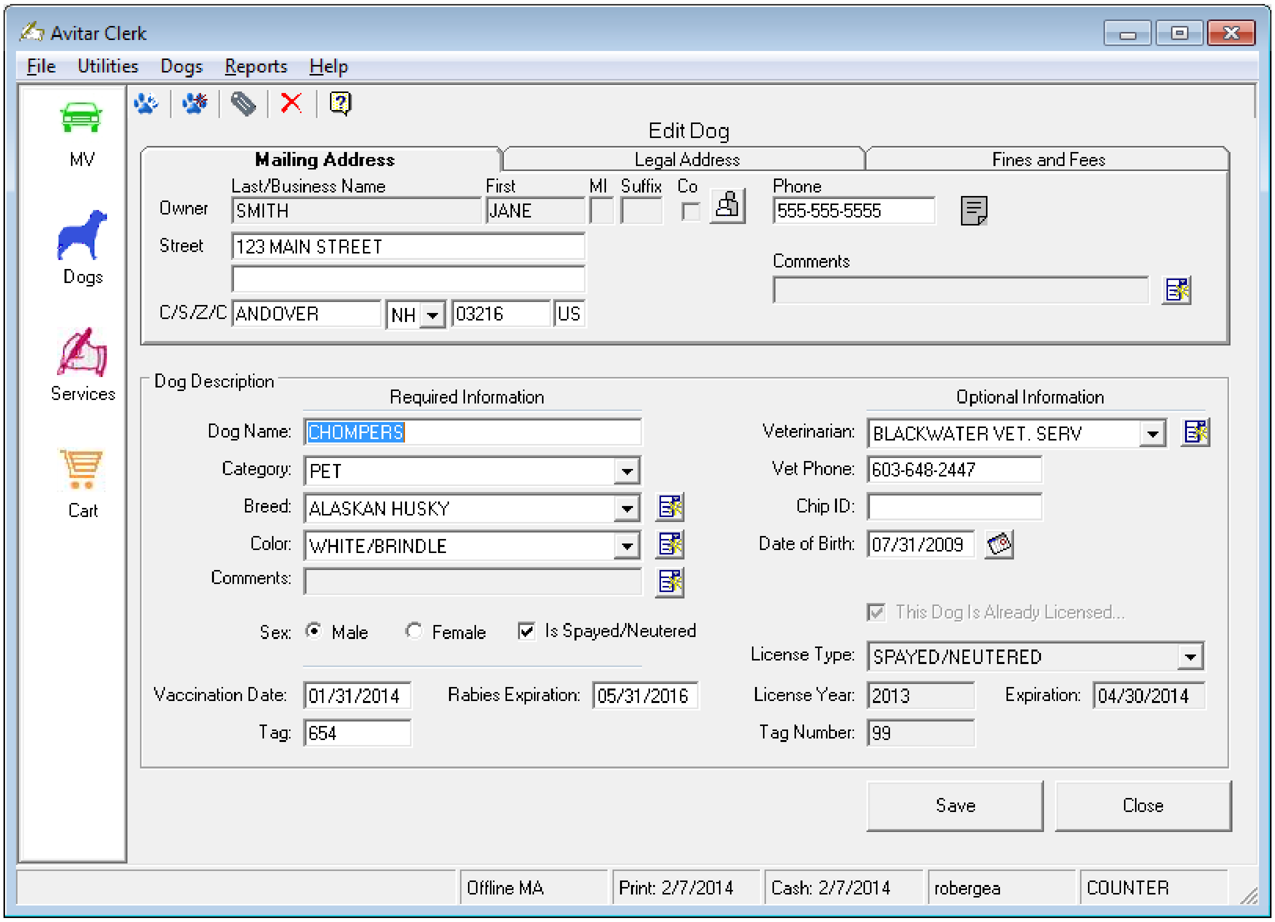
Edit an Existing Dog

The Edit an Existing Dog process allows you to change/update the information on an existing dog in your system. Typically, you will use this process to change the ownership of a dog when the dog has two owners and one of the owners is over 65. If the current license is registered to the owner who is under 65, they may decide to change the ownership in order to save money.

You should not use this process to change the ownership of a dog if:

- The dog does not already exist in your database,
- The dog is up for renewal (see Ownership Change at Renewal), *or*
- The new owner should be charged the $1.50 transfer fee (see)

To change the ownership of a dog utilizing the Edit an Existing Dog process, from the Dog Licensing main menu, select **Edit an Existing Dog**. Search for the prior owner and select the dog from the resulting grid. The Edit Dog screen displays.



Use the Owner Lookup button to search and select the new owner. When you select **Save**, a message box will display stating you have changed the owners using the Edit process instead of the Transfer process. If you are sure you wish to proceed, select **Yes** to complete the process.

Note: You should use the Transfer a Dog's Ownership within a Community and from Another Community if the owner should be charge the $1.50 transfer fee. See Transfer a Dog's Ownership within Community (RSA 466:3) and Transfer a Dog's Ownership from Another Community (RSA 466:3) for more details.

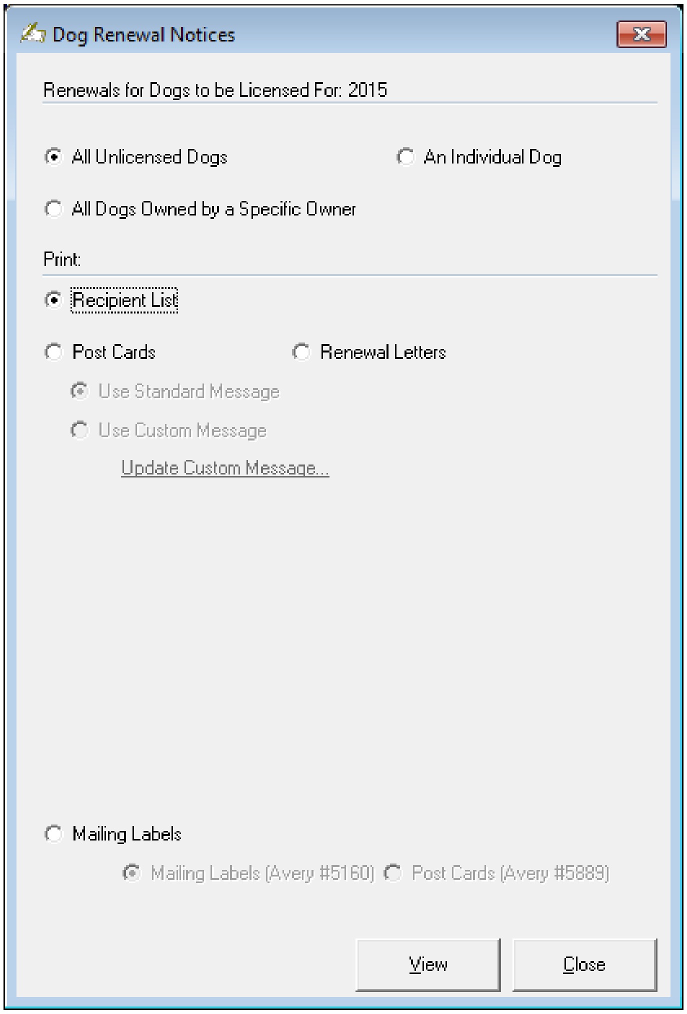
Dog Renewal Notices

Dog Renewal Notices are used to remind dog owners that they need to license their dogs by April 30th. It can also be used after April 30th as a reminder that they haven't licensed their dogs yet and will be assessed a $1.00 late fee if they don't license their dog by May 30th. The post cards can be printed as many times during the year as needed and you can choose a custom message in order to print what you want or you can use the standard message. You can also select to print the renewals in a letter format.

Before you print post cards or renewal letters, you will need to indicate which group of dogs you are going to include. There are three radio buttons:

- All Unlicensed Dogs - will include all currently unlicensed dogs.
- An Individual Dog - once you select this radio button, the blue dog lookup button is enabled. Click on the icon to search and select the dog for which you want to print a renewal notice.
- All Dogs Owned by a Specific Owner - once you select this radio button, the owner lookup icon displays allowing you to select a specific dog owner.

To print Dog Renewal Notices select **Utilities | Dog Renewal Notices**. Select the year for which the dogs are to be licensed. Example: If you mail your postcards in January 2010 for the licenses expiring in April 2010, you would choose the year 2011. Under the **Print** section, select what you would like to print. The **Recipient List** will show you everyone who will receive notification. Post Cards, Renewal Letters, and Mailing Labels will print for everyone on the recipient list.

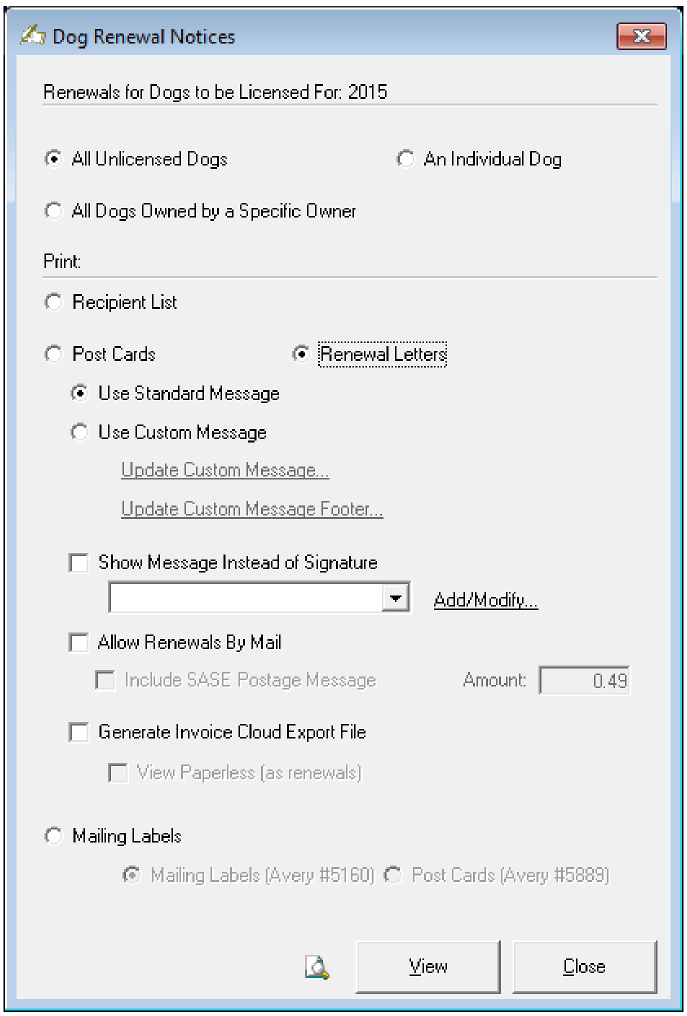


To print Post cards select the **Post Cards** radio button. You need to select the type of Message you wish to use. The first one is to print a Standard Message that is computer generated and not editable. The second option is to use a Custom Message. When you choose the **Use Custom Message** radio button, the Update Custom Message link is enabled. Once you click the link a blank box will display. This is where you will type in the message you would like your Dog Owners to see. Please be aware that you do not need to enter the License Fees, as that will show automatically. Once you have completed the message, click **Save**. To view and print the post cards, click on **View**. Postcards are printed 2 per page, so you will need to take this into account when selecting the number of pages you want to print.

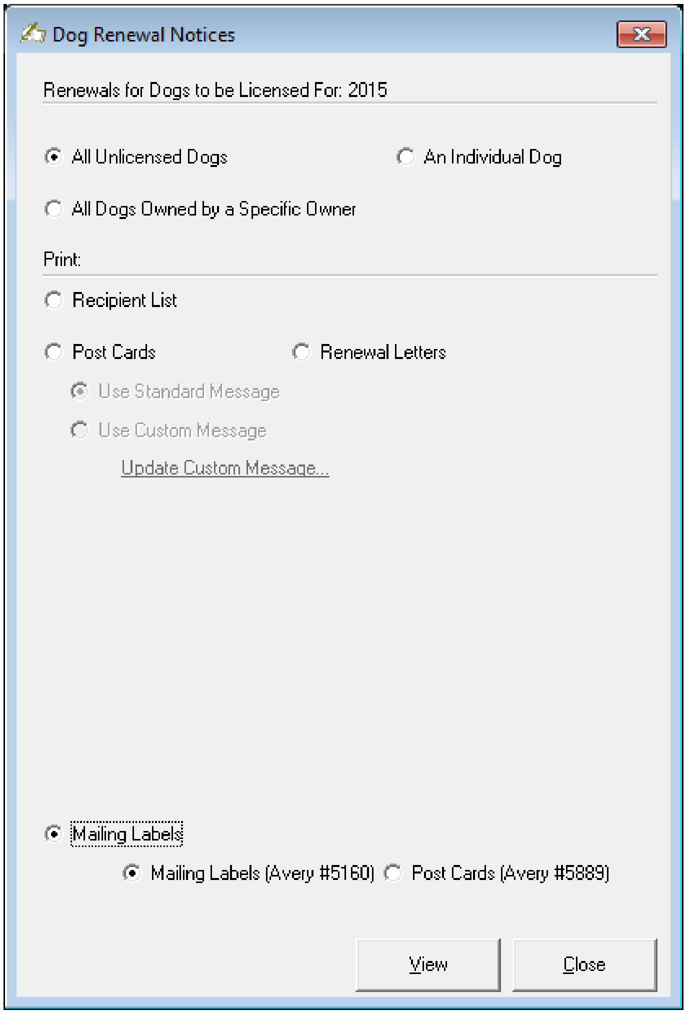
To print Renewal Letters select the **Renewal Letters** radio button. You need to select the type of Message you wish to use. The first one is to print a Standard Message that is computer generated and not editable. The second option is to use a Custom Message. When you choose the **Use Custom Message** radio button, the Update Custom Message links are enabled. Once you click the link a blank box will display. This is where you will type in the message you would like your Dog Owners to see. Please be aware that you do not need to enter the License Fees, as that will show automatically. Once you have completed the message, click **Save**.

The **Show Message Instead of Signature** check box allows you to display a short message instead of the signature. A typical use for this would be to notify your customers of an upcoming rabies clinic.

To use this functionality, you will first need to add the message by using the Correspondences feature (Utilities | Correspondences), or you can also add the message from the notices dialog box by selecting the **Show Message Instead of Signature** check box. This will open Correspondences where you can add a new message by selecting **Setup** or you can edit a message by using the **Select a correspondence to print** drop down box to select the message you wish to edit. Note, the message box is relatively small, so you will need to be careful on how much information you are entering. So, keep it brief and to the point. Also, we recommend that you review a notice immediately after saving a correspondence to make sure the content is sized and formatted correctly.



You have the option of printing the owner's name and address on the back of the postcards by selecting the Mailing Labels radio button and then select **Post Cards (Avery #5889)**. You will put your postcards back into the printer, upside down and print the information on the backside of the postcards. You can also select to print Mailing Labels by selecting the **Mailing Labels (Avery #5160)** radio button. To view and print the labels, click on **View**.

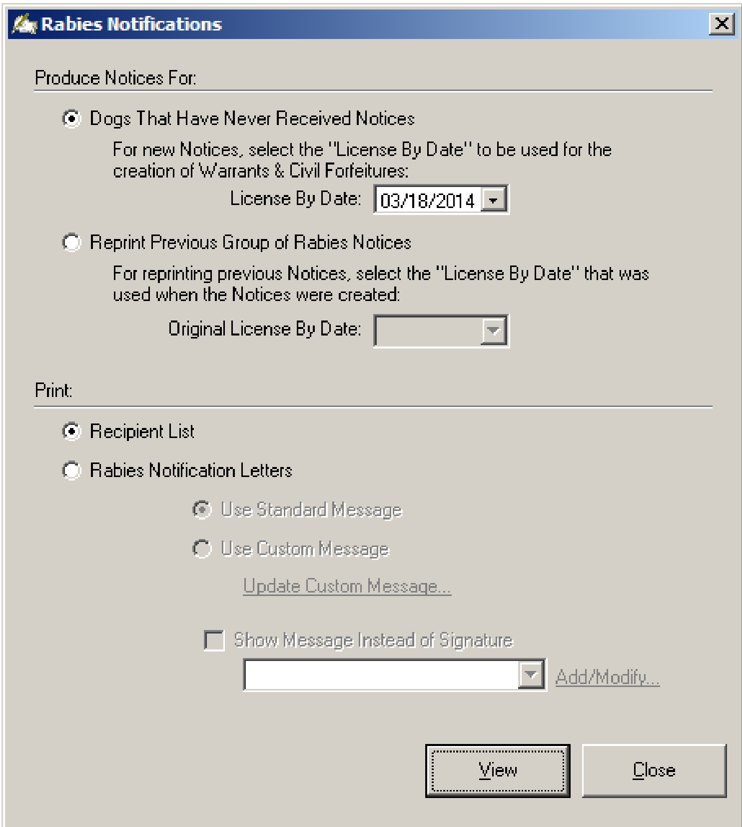


Rabies Notifications

The Rabies Notification is used for notifying a dog owner of their unlicensed dog in your town.

When a dog has received a rabies vaccination, the veterinarian is required by law to notify the clerk with the dog's information. Per RSA 466:1-b: "...the clerk of the town or city shall send written notice to the owner or keeper of any unlicensed dog..." Rabies Notifications can be generated as often as needed. If the Veterinarian sends the Rabies information to you monthly, you should generate the Rabies Notification letters monthly. **A Rabies Notification must be generated in the Clerk system in order to produce the dog Civil Forfeiture.**

To process Rabies Notifications, from the Menu select **Utilities | Rabies Notification**. Once the Rabies Notification screen displays, you can select to **Produce Notices For** either **Dogs That Have Never Received Notices** or you can **Reprint Previous Group of Rabies Notices**. The License By Date is the last day the owner has to license the dog before the Civil Forfeiture is issued. This date is also used to reprint a previous group of rabies notices. Once you have printed the Rabies Notification letters the only way to reprint the list is to select the radio button Reprint Previous Group of Rabies Notices and select the original license by date. It is important to remember that this list of dates will grow as you receive, enter, and notify unlicensed dogs.



You can also print a list of recipients or the actual Rabies Notification Letters. We have provided a standard message for you to use or you can customize the letter with your own message.

You can also select the **Show Message Instead of Signature** check box which allows you to display a short message instead of the signature. A typical use for this would be to notify your customers of an upcoming rabies clinic.

To use this functionality, you will first need to add the message by using the Correspondences feature (Utilities | Correspondences), or you can also add the message from the notices dialog box by selecting the **Show Message Instead of Signature** check box. This will open Correspondences where you can add a new message by selecting **Setup** or you can edit a message by using the **Select a correspondence to print** drop down box to select the message you wish to edit. Note, the message box is relatively small, so you will need to be careful on how much information you are entering. So, keep it brief and to the point. Also, we recommend that you review a notice immediately after saving a correspondence to make sure the content is sized and formatted correctly.

Unlicensed Dog Warrant

An Unlicensed Dog Warrant must be produced annually between June 1st and June 20th. It is a list of those owners of dogs that have not renewed or failed to license their dog(s) pursuant to RSA 466:1. Per RSA 466:14: "…The local governing body shall, within 20 days from June 20th, issue a warrant to a local official authorized to issue a civil forfeiture for each unlicensed dog."
Select **Utilities | Unlicensed Dog Warrant**. The Warrant For Unlicensed Dogs is for dogs that have never been licensed or for dogs whose license has not been renewed by the Warrant Date. To produce the warrant for unlicensed dogs, choose the date of the warrant and the date the warrant should be returned from the Warrant Details box shown below:

The Print Options include Cover Letter and Warrant List. The Warrant List will produce a list of unlicensed dogs alphabetically by owner. The list will preview to screen and you can print the report or save it in another format by choosing the export report button on the print preview toolbar.

If you wish to print a Cover Letter you may choose the Standard Message which is RSA 466:14 and RSA 466:16 or you may create a Custom Message. To use a Custom Message, change the radio button and press Update Custom Message. This displays a box where you can type what you would like to appear on the Warrant For Unlicensed Dogs directly under the Warrant Date. You can change the font and the alignment of the text and we would recommend that you preview the custom message before they are sent. If you find any mistakes, you can certainly go back and make changes by selecting Update Custom Message again.

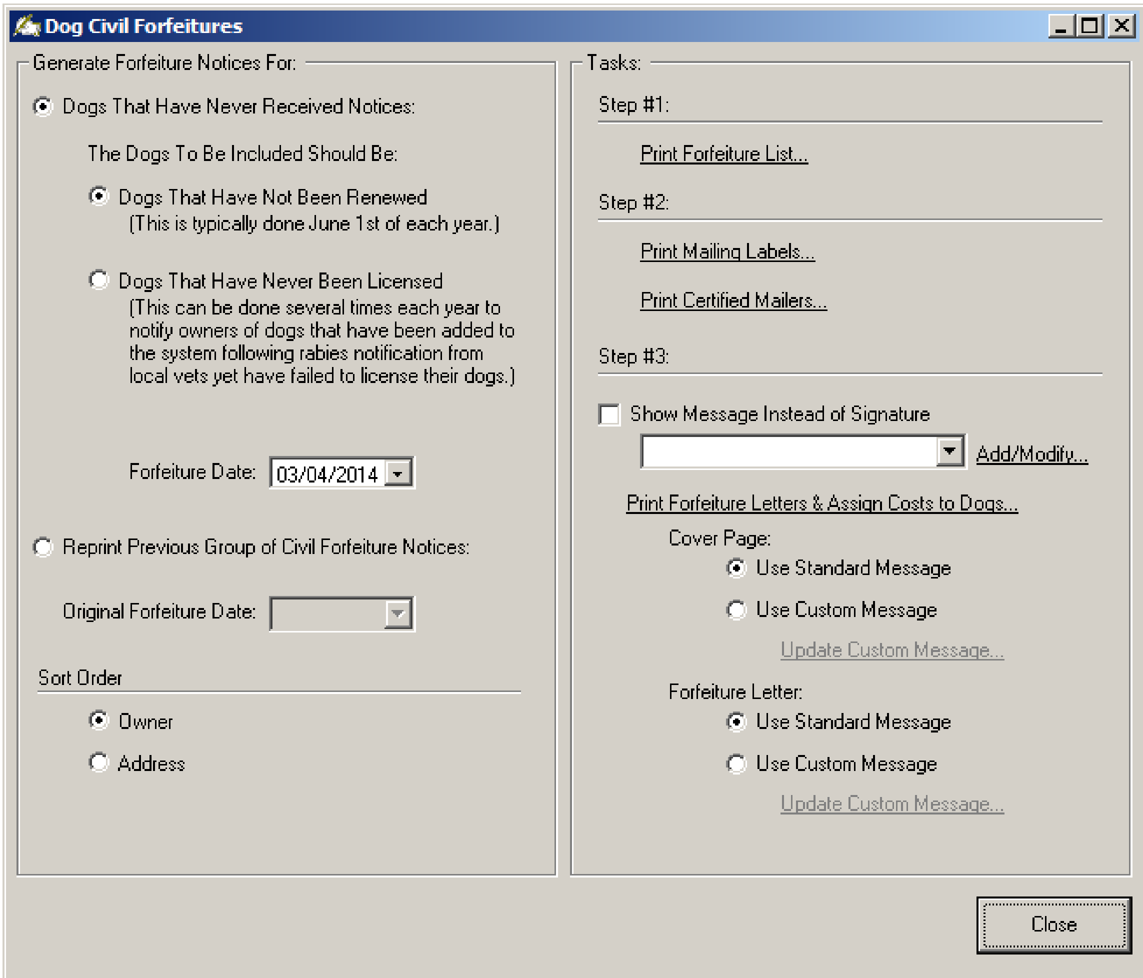
Dog Civil Forfeitures

Dog Civil Forfeitures, per RSA 466:13 are issued to owners of dogs who fail to renew or license their dog pursuant to RSA 466:1. A Civil Forfeiture letter is delivered to the owner of the unlicensed dog, which notifies them of their delinquency and assesses them a $25.00 forfeiture. The owner has 15 days from the date the Forfeiture was given to license the dog and pay the Forfeiture

Note, RSA 466:14 Warrants; Proceedings states that you can charge a civil forfeiture cost of service fee that shall not exceed $5.00. This is in addition to the $25.00 civil forfeiture fee. To enable this charge, go to **Utilities | System Administration | System Options | Dog Licensing**. Select the **Charge Civil Forfeiture Cost of Service** check box and click **Save**. The system will default to the maximum amount of $5.00, however, if you wish to charge less than $5.00, go to **Utilities | System Administration | Dog Licensing | Fees**. Select Dog Civil Forfeiture-Cost of Service from the Fee Maintenance grid and click **Modify**. Change the amount and click **Save**. When processing, the extra charge will be added to the civil forfeiture fee. If a customer wants a detail of fees charged at the time of payment, print a detailed receipt by going to **Cart | Cart Maintenance**. On the Cart tab, click **Print Receipt** and when asked if you want to print a detailed receipt for this cart, select **Yes**.

To process civil forfeitures notices, select **Utilities | Dog Civil Forfeitures**. The screen is separated into two sections, **Generate Forfeiture Notices For** and **Tasks**.

Generate Forfeiture Notices For:
Under Generate Forfeiture Notices For, you may create a new forfeiture selection by clicking on the **Dogs That Have Never Received Notices** ratio button or you can reprint a previous group of Civil Forfeiture Notices by selecting the **Reprint Previous Group of Civil Forfeiture Notices** and selecting the group you want to reprint from the Original Forfeiture Date dropdown box. To generate the notices for Dogs That Have Never Received Notices, select the appropriate radio button, either **Dogs That Have Not Been Renewed** or **Dogs That Have Never Been Licensed**. The Sort Order radio buttons allow you to choose in what order your letters will print. You may want to print the letters by Address in order to assist your Dog Officer when they deliver the letters.



Tasks:

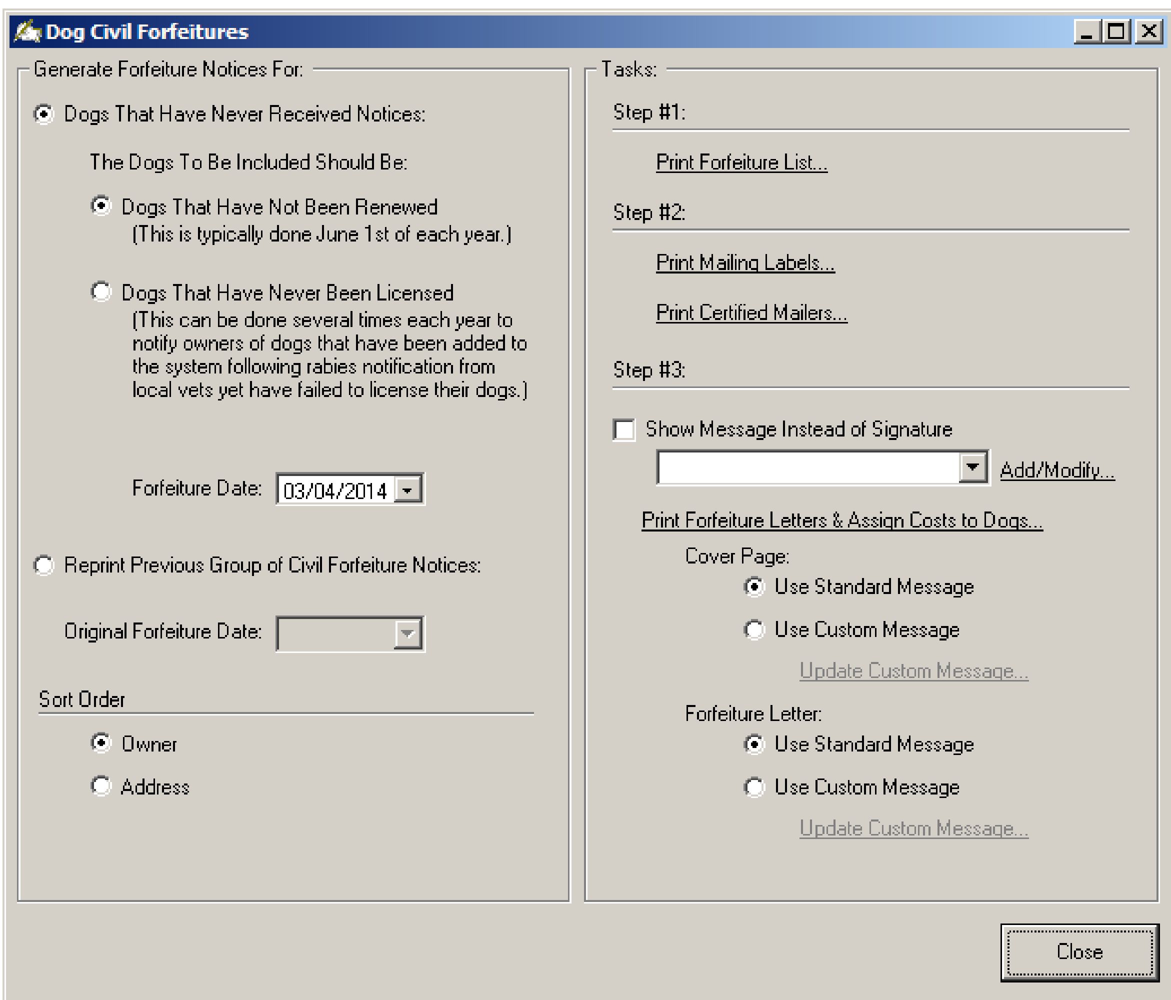
Step #1: Print Forfeiture List… Select the link to produce a report of the dogs that will be receiving a civil forfeiture notice.

Step #2: Print Mailing Labels…/Print Certified Mailers… This allows you to either print mailing labels or certified forms for the owners of the dogs that will be receiving a civil forfeiture notice.

Step#3: The Show Message Instead of Signature check box allows you to display a short message instead of the signature. A typical use for this would be to notify your customers of an upcoming rabies clinic.

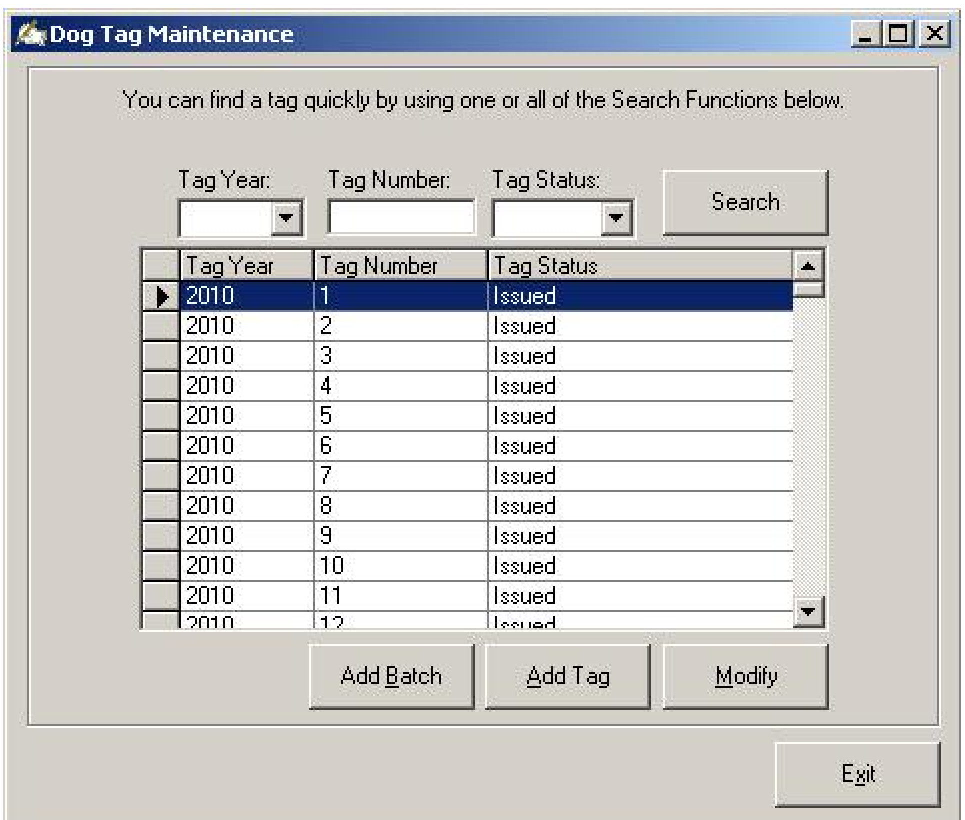
To use this functionality, you will first need to add the message by using the Correspondences feature (Utilities | Correspondences), or you can also add the message from the notices dialog box by selecting the **Show Message Instead of Signature** check box. This will open Correspondences where you can add a new message by selecting **Setup** or you can edit a message by using the **Select a correspondence to print** drop down box to select the message you wish to edit. Note, the message box is relatively small, so you will need to be careful on how much information you are entering. So, keep it brief and to the point. Also, we recommend that you review a notice immediately after saving a correspondence to make sure the content is sized and formatted correctly.

Print Forfeiture Letters & Assign Costs to Dogs… Before you select **Print Forfeiture Letters & Assign Cost to Dogs**, indicate whether you would like to use a standard or custom message for your Cover Page and Forfeiture Letter. Standard Message that is computer generated and not editable. The second option is to use a Custom Message. When you choose the **Use Custom Message** radio button, the Update Custom Message link is enabled. Once you click the link a blank box will display. This is where you will type in the message you would like your Dog Owners to see. Once you have made your selection press **Save** and click on the **Print Forfeiture Letters & Assign Costs to Dogs** link. A message box will display asking if you would like to preview the forfeiture letters. If you select **Yes**, the notices will display on the screen. Keep in mind that until you assign the civil forfeiture costs to the dogs, the civil forfeiture fee will not show on the notices. When you are ready to print the notices, select the **Print Forfeiture Letters & Assign Costs to Dogs** and select **No** to the preview message.



Dog Tag Inventory

Dog Tag Inventory is used to add, search, or modify a dog tag(s). Select **Utilities | System Administration**. Under Dog Licensing, click on **Dog Tag Inventory**. The Dog License Tag Maintenance screen displays. You can search for a tag by tag year, tag number, tag status, or any combination of the three. To search for a dog tag, select the **Tag Year** dropdown box to see all tags for a specific year. To narrow the search further, use the **Tag Status** dropdown box to see only tags in that year that have a specific status, such as Open. The Tag Number text box allows you to search for one specific tag.



To add your entire batch of new dog tags for the year, select **Add Batch**. Enter the information into the text boxes and use the Tag Status dropdown box to select **Open**. Click **Add**. The entire batch will now be available in inventory.

If you only need to add a single tag into the system, select **Add Tag**. Enter the information on the tag and select **Open** in the Tag Status dropdown box.

Selecting **Modify** allows you to change the Status of a Tag. Search and select the Tag you want to modify. Use the Tag Status dropdown box to select **Issued**, **Opened**, or **Replaced**. Typically, you should allow the system to maintain the status, as it is updated automatically.

Dog License Reports

Various reports are provided to assist in the reporting of licensed and unlicensed dogs. Reports are provided for fees due to the State of New Hampshire for general fees and the Pet Overpopulation fund in a date range capacity. There are also reports specifically for your Town showing who has or has not licensed their dogs and the fees associated with each license.

State and Town Dog Fees

The State Dog Fees report is used to show the State fees associated with each dog license. Once a year the clerk is required to send a check to the State of New Hampshire for each license that you collected the Pet Overpopulation and State License fee on. The Town Dog Fees report will show every dog and its associated Town Fees. For more information, seeState Dog Fees Report and Town Dog Fees Report under the Reports section for information.

Licensed Dogs

The Licensed Dogs report is used to show all the dogs licensed for a specific year. To view or print a Licensed Dog report, from the Main Menu select **Reports | Licensed Dogs**. Choose the license year from the drop down list and whether you want All Tag Numbers or a range by clicking on the radio button. You can choose to include Inactive Dogs, Voided Licenses, and/or Replaced License tags by clicking on the check box next to each selection. Selecting the radio buttons under Sort Order allows you to choose how the report will be viewed and/or printed. By choosing Owner, the report will display the licenses in alphabetical order of the dog Owner's last name. Address will display the licenses in order of the street name. Tag Number will display the licenses in order of the license tag number. Breed will display the licenses in order of the dogs breed. You can also chose to sort the dog license report by rabies expiration, which will assist you in knowing what dogs need their rabies before they license them. When your selections are completed, click **View**. A report of all dogs licensed for that year will display for you to print or export to a file.

Unlicensed Dogs

The Unlicensed Dogs report is used to show all the dogs that have not licensed their dog for a specific year. To view or print an Unlicensed Dogs report, from the Main Menu select **Reports | Unlicensed Dogs**. Choose the license year from the dropdown box. The Include In Report section allows you to tell the system what you want on your report. There are three radio buttons:

- **All Unlicensed Dogs**-This will include all dogs that have not been licensed for the year you selected.

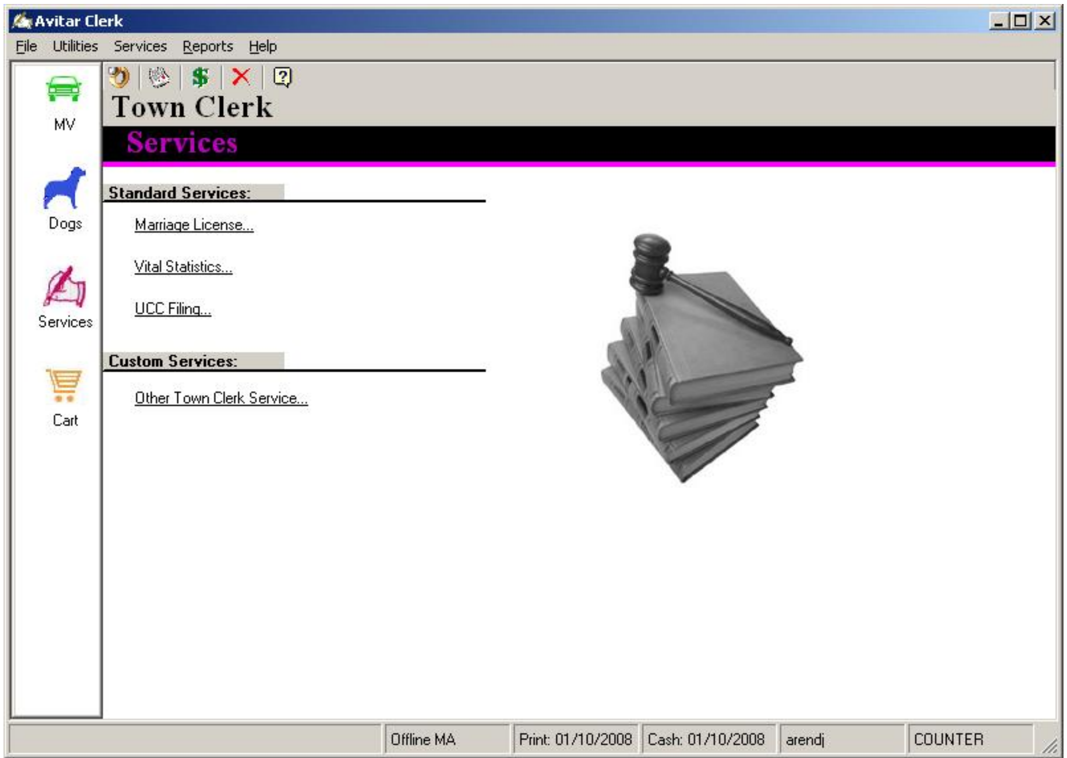
- **Dogs That Have Not Been Renewed**-The unlicensed dog report for Dogs That Have Not Been Renewed will only list dogs that have been licensed at some point in the system, but have not been renewed for the year selected. This report will also show the most recent license/tag number for each dog.

- **Dogs That Have Never Been Licensed**-The unlicensed dog report for Dogs That Have Never Been Licensed will only list dogs that have been added to the system, but never licensed. This report will show the date the dog was added to the system.

Selecting the radio buttons under Sort Order allows you to choose how the report will be viewed and/or printed. By choosing Owner, the report will display the licenses in order of the dog Owner's last name. Address will display the licenses in order of the street name. Breed will display the licenses in order of the dogs breed. You can also chose to sort the dog license report by rabies expiration, which will assist you in knowing what dogs need their rabies before they license them. When your selections are completed, click View. A report of all Unlicensed Dogs will display for you to print or export to a file.

Services Module

In the Services Module, you are able to create custom services specific to your Town's needs. This module enables you to record miscellaneous revenues for any type of income generated in the Town Clerk's Office, such as beach permits, dump stickers, marriage license fees, or vital statistics. Each service can have one or more individual fees as well as up to six user-defined data fields.



Process a Service

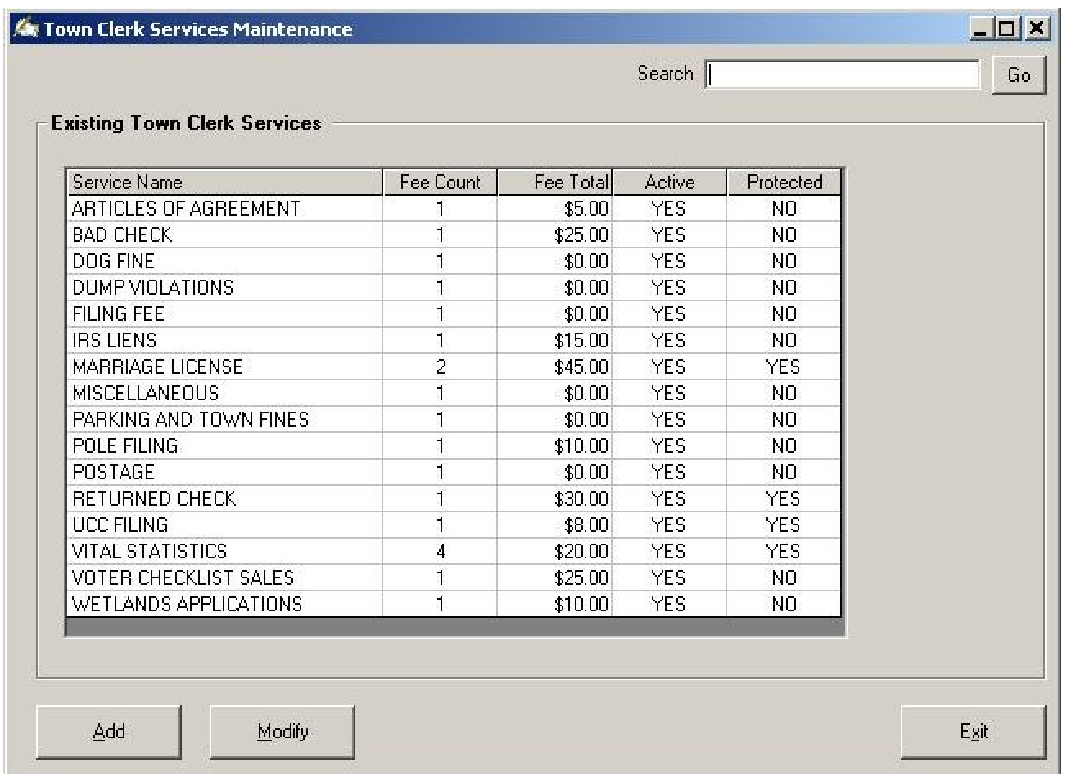
Process a Service allows you to enter transactions into the system in order to collect fees. To process a service, click on the Services Module icon to display the Clerk Services main menu. There are Standard Services (Marriage License, Vital Statistics, UCC Filing) and Customer Services (Other Town Clerk Services). If the Service you are processing does not fall under the Standard Services categories, you would select Other Town Clerk Services to view additional options.

Select the Service you wish to perform. Search and select the Owner. Use the Services dropdown box to select the service for this customer. For example, choose Vital Statistics. Depending on the service you select, the required information you need to capture will change. For example, if you select Filing Fees, the required information may be "Position Filed For". If you select Dump permit, the required information may be "Sticker Number". Fill in all fields and click **Next** to advance to Fee Settlement.

Note, some Services may have a fee of zero, as they will let you enter the amount collected for a service with an amount that changes. For example, you may have a service called Copies, where you charge $0.25 for each copy given. If I get four copies, my fee would be $1.00. If I get six copies, my fee would be $1.50. After entering the required field for the service, you click Next. A dialog box will display where you will enter the amount owed.

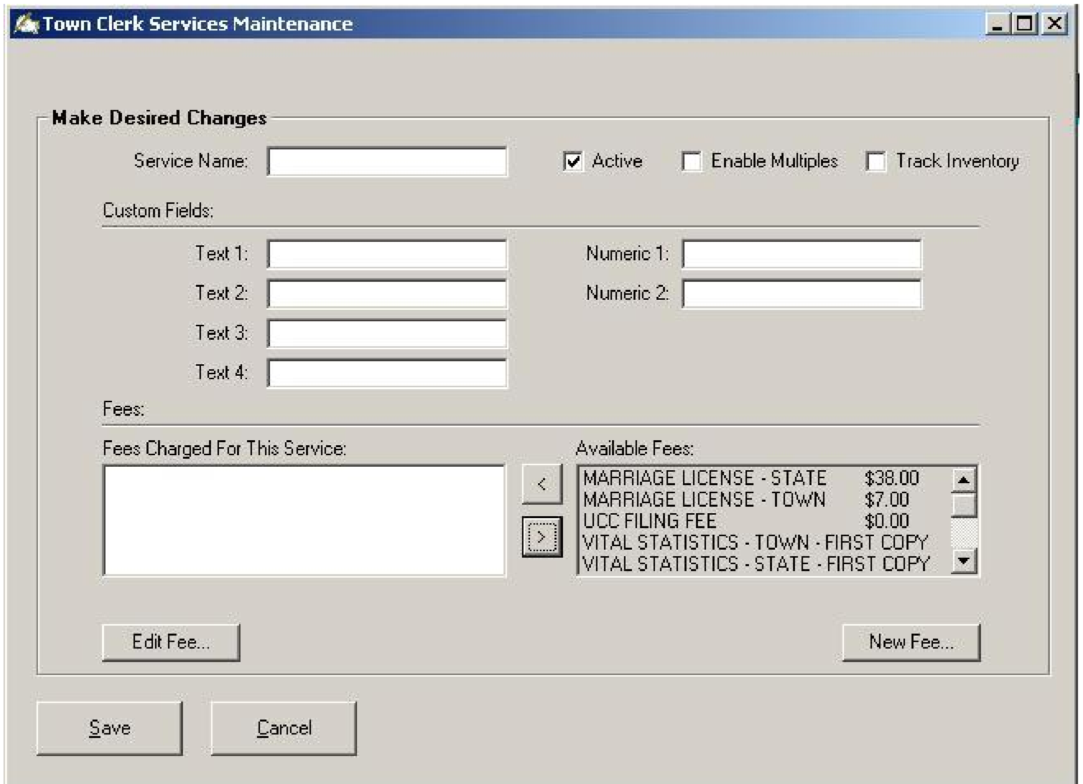
Create a Service

Create a Service is used any time a new service is added to your town and you need to track the fees and/or transaction. To create a new Service, go to **Utilities | System Administration**. Under Town Clerk Services, select **Services**. A list displays of the current services. A Protected service, listed as Yes under the Protected column, means that the service cannot be modified. Certain services are set up statutorily with set fees. For example: Marriage Licenses charge the customer $45.00 with $38.00 going to the State of New Hampshire and $7.00 to the Municipality. This service is protected so the fees will calculate and report to the right accounts. The Active column designates whether that service is currently being used in your municipality. When you create a service, it is automatically made Active. If you choose to make a service Inactive, select the service, click **Modify**, uncheck the Active check box, and click **Save**.



Service Name	Fee Count	Fee Total	Active	Protected
ARTICLES OF AGREEMENT	1	$5.00	YES	NO
BAD CHECK	1	$25.00	YES	NO
DOG FINE	1	$0.00	YES	NO
DUMP VIOLATIONS	1	$0.00	YES	NO
FILING FEE	1	$0.00	YES	NO
IRS LIENS	1	$15.00	YES	NO
MARRIAGE LICENSE	2	$45.00	YES	YES
MISCELLANEOUS	1	$0.00	YES	NO
PARKING AND TOWN FINES	1	$0.00	YES	NO
POLE FILING	1	$10.00	YES	NO
POSTAGE	1	$0.00	YES	NO
RETURNED CHECK	1	$30.00	YES	YES
UCC FILING	1	$8.00	YES	YES
VITAL STATISTICS	4	$20.00	YES	YES
VOTER CHECKLIST SALES	1	$25.00	YES	NO
WETLANDS APPLICATIONS	1	$10.00	YES	NO

To create a new service, click on the **Add** button to display the Town Clerk Services Maintenance screen.



The Service Name text box allows you to type in the name of the service you want to create. The Enable Multiples check box enables tells the system you may be selling more than one item at a time for a customer. For example, a customer wants to purchase 4 Beach Passes for $2.00 apiece. When the Enable Multiples check box is selected, a text box will display, allowing you to enter the number of items this customer wants. If they want 4, the system will generate 4 items in your cart for $2.00 apiece.

The Track Inventory check box allows you to track document ID's for miscellaneous revenue such as numbered beach permits, dump stickers, or any service inventory item. For example, if your municipality has sequentially numbered beach permits, you can select the Track Inventory check box option and you will be able to enter the beach permit number you are issuing to your customer. Also, you will be able to print an inventory report for this inventory type. Note, if you are tracing inventory for this service, you cannot select to enable multiples.

Under Custom Fields you have four text lines and two numeric lines for the data you wish to capture during this transaction. You will need to select a one or more fees from the Available Fees list for this service. If the Fee for this service is not listed, click on **New Fee** to create it. To select the Fees Charged For This Service, highlight the fee in Available Fees and click on the left pointing arrow. Multiple fees for a service can be selected in the same manner. If you choose a Fee that you did not want, highlight the fee in the Fees Charged For This Service and click the right pointing arrow. To change the fee amount for the service, highlight the service under Fees Charged For This Service and click **Edit Fee**. Once you have updated all of the appropriate fields, click **Save**.

Modify Existing Service

Modify Existing Service allows you to change information on an existing service. For example, you were charging $2.00 for a Beach Permit and now you need to charge $5.00. To modify an existing service, go to **Utilities | System Administration**. Under Town Clerk Services, select **Services**. Highlight the service you wish to change and click **Modify**. Make the desired change and click **Save**. A Settings Updated message box displays stating the changes were made, but for other users to see the change, they will need to either restart their program or select Renew System Settings from the File menu.

Clerk Services Reports

There are unique reports required from various State of New Hampshire agencies. The State of New Hampshire Treasury expects their portion of every vital statistic and marriage license processed in your Town. The Clerk Services Reports will assist you in calculating and reporting these fees.

Town Clerk Services State Fees

Every month, a report, along with a check, needs to be sent to the State of New Hampshire Treasury for their portion of every vital statistic and marriage license you processed. For those Clerks using the State of New Hampshire's Vital Statistic software, you generate a report to send to them. To verify that you have recorded all the fees into the Town's financial system, you need to print this report and verify it with the Vital Statistic report.

The report can be printed by service (Vital or Marriage), or for all services. You may select the date range of the report or select Daily for just one day's work. The Report Detail selection allows you to see every transaction you process by selecting Detail or only the totals for the financial reporting by selecting Summary.

Anytown Clerk

Summary of All Town Clerk Service State Fees

January 01, 2007 to December 31, 2007

Service: MARRIAGE LICENSE

Fee: MARRIAGE LICENSE - STATE		**Account:**		
Count of Fee:	**16**		**Total of Fee:**	**$ 608.00**
			Total of All Fees for Service:	**$ 608.00**

Service: VITAL STATISTICS

Fee: VITAL STATISTICS - STATE - FIRST COPY		**Account:**		
Count of Fee:	**26**		**Total of Fee:**	**$ 208.00**
Fee: VITAL STATISTICS - STATE - ADDL COPY		**Account:**		
Count of Fee:	**13**		**Total of Fee:**	**$ 65.00**
			Total of All Fees for Service:	**$ 273.00**

Total of All Fees for All Services:	**$ 881.00**

Boat MAAP Module

The Boat MAAP Module within Avitar Clerk is uniquely designed for New Hampshire communities and provides the Town with a solution for registering boats that is fully compatible with the XML boat interface for the State of New Hampshire's MAAP system.

Important Concepts

Before examining the details of how to use the Avitar Clerk Boat MAAP module, it is necessary to explore several important definitions and concepts used throughout this manual:

Hull Identification Number (HIN)

The Hull Identification Number is a unique, 12 digit number that is assigned by the boat manufacturer to all vessels built after 1972. The 12 digit number is designed to supply information about the boat and it breaks down as follows:

- 1^{st} – 3^{rd} digits: The manufacturer's identification code
- 4^{th} – 8^{th} digits: The hull serial number
- 9^{th} – 10^{th} digits: The manufacture date
- 11^{th} – 12^{th} digits: The model year of the boat.

So, for a HIN of BWC3915EK687, we can tell that the manufacturer is a Boston Whaler, the hull serial number is 3915E, it was manufactured in 1986, and the model year is 1987.

Bow Number

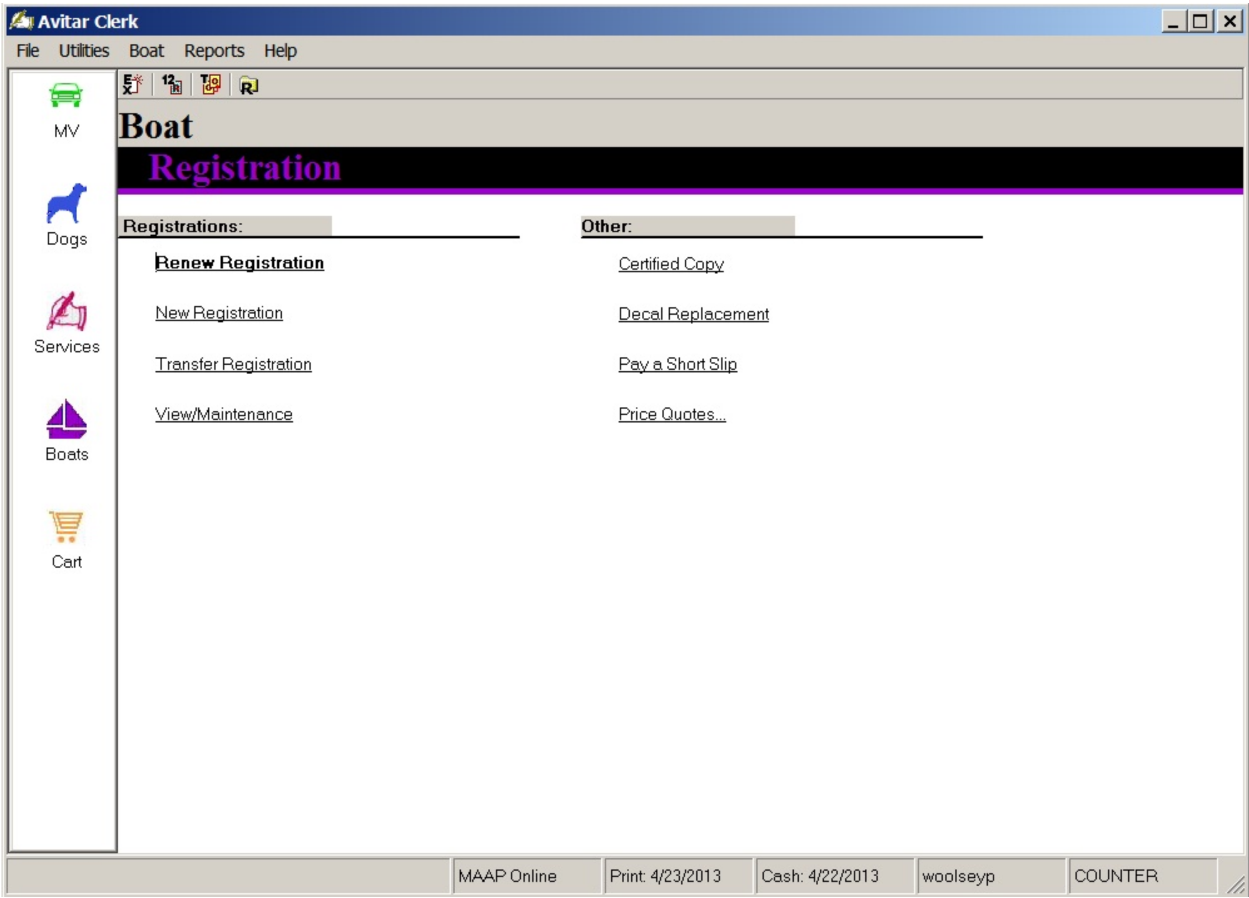
The Bow number, also referred to as the registration number, consist of eight characters. A boat is assigned a system generated bow number the first time the boat is registered in New Hampshire. Once a Bow number is assigned to a boat, it is the responsibility of the boat owner to purchase and display the number on the bow of the boat.

Boats Registered in Another State

Boats registered in another state may operate on New Hampshire waters for 30 consecutive days before a New Hampshire registration is required.

Avitar Boats Main Program Window

The Boat MAAP Module within Avitar Clerk is designed to simplify the process of registering a boat. To access the Boats module, click on the boat module icon. The Boat Registration main menu displays.



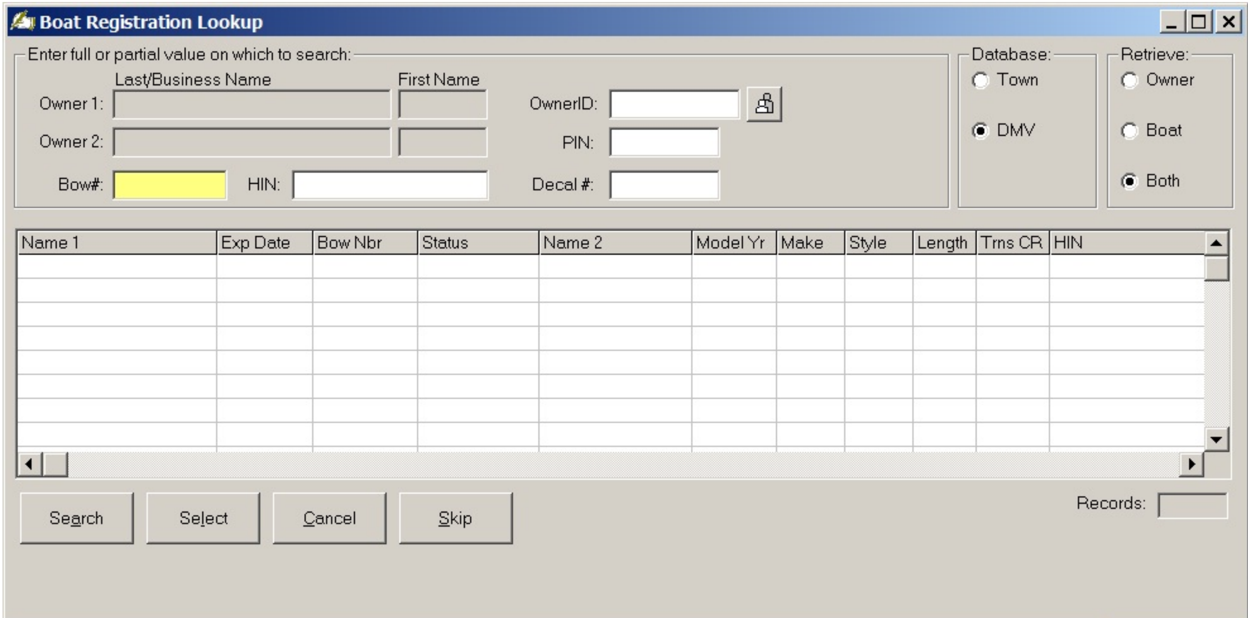
The main window consists of two sections, Registration and Other. The Registration section provides various ways to register a boat and the Other section is for all other transactions.

Boat Registrations

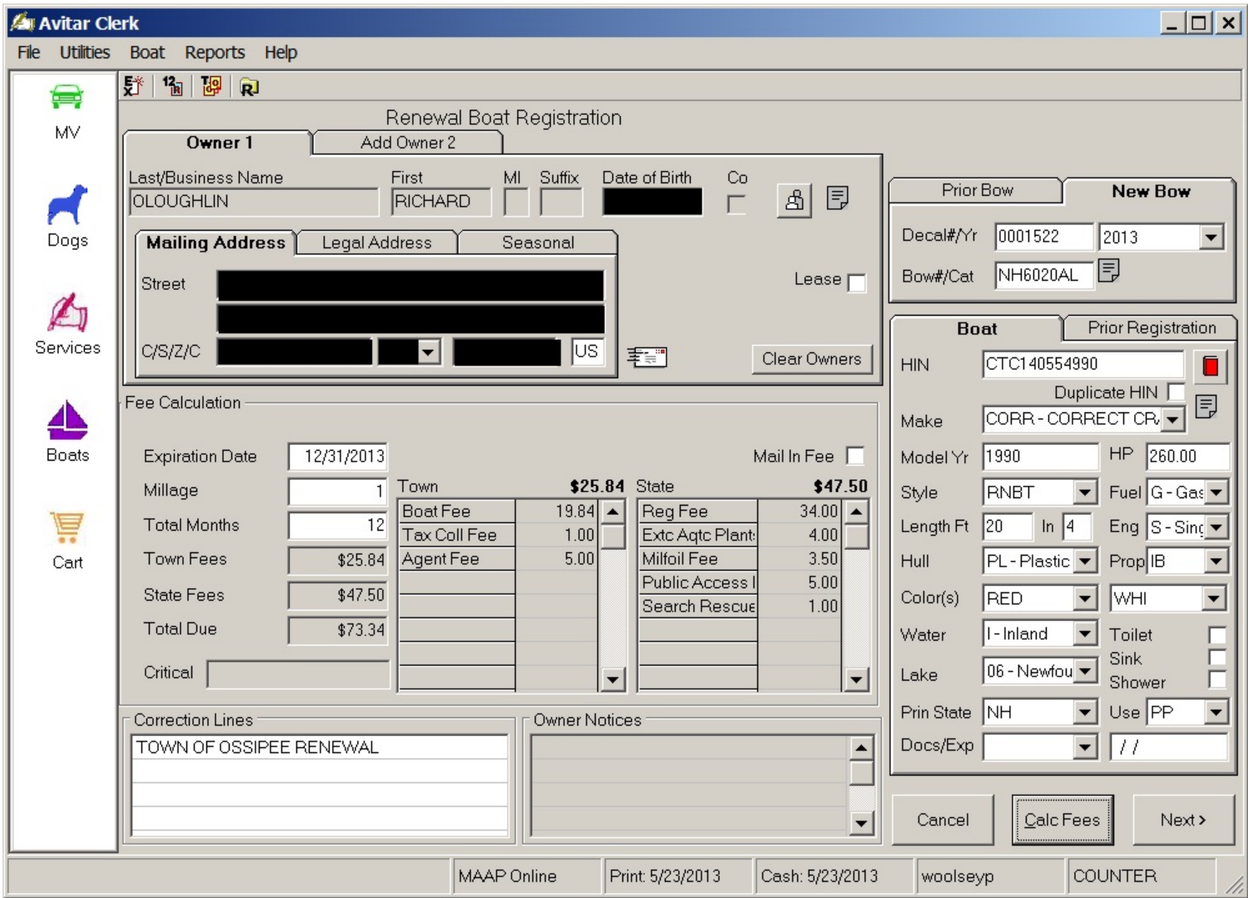
All boats must be registered in the State of New Hampshire unless they are exempt per RSA 270-E:4. All boat registrations expire on December 31st of each year and the registration must be on board the vessel whenever it is operated.

Boat Renewal Registrations

Boat registrations are renewed annually and will qualify for a renewal registration if the boat was previously registered in New Hampshire to the current owner. To process a Boat Renewal, from the Boat Registration main menu, select **Renew Registration**. The Registration Lookup screen displays.



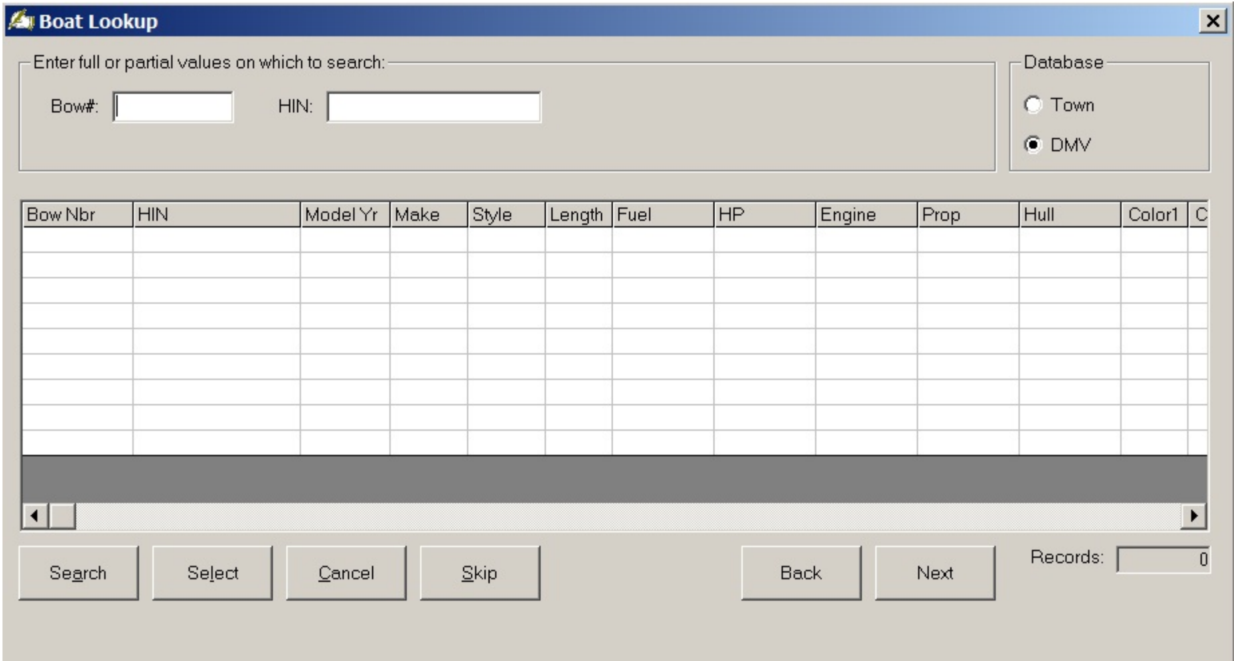
The simplest way to look up a boat registration is by the Bow#, however, you can search by HIN, OwnerID, PIN, or Decal #. **Search** and **Select** the boat to advance to the Renewal Boat Registration screen.



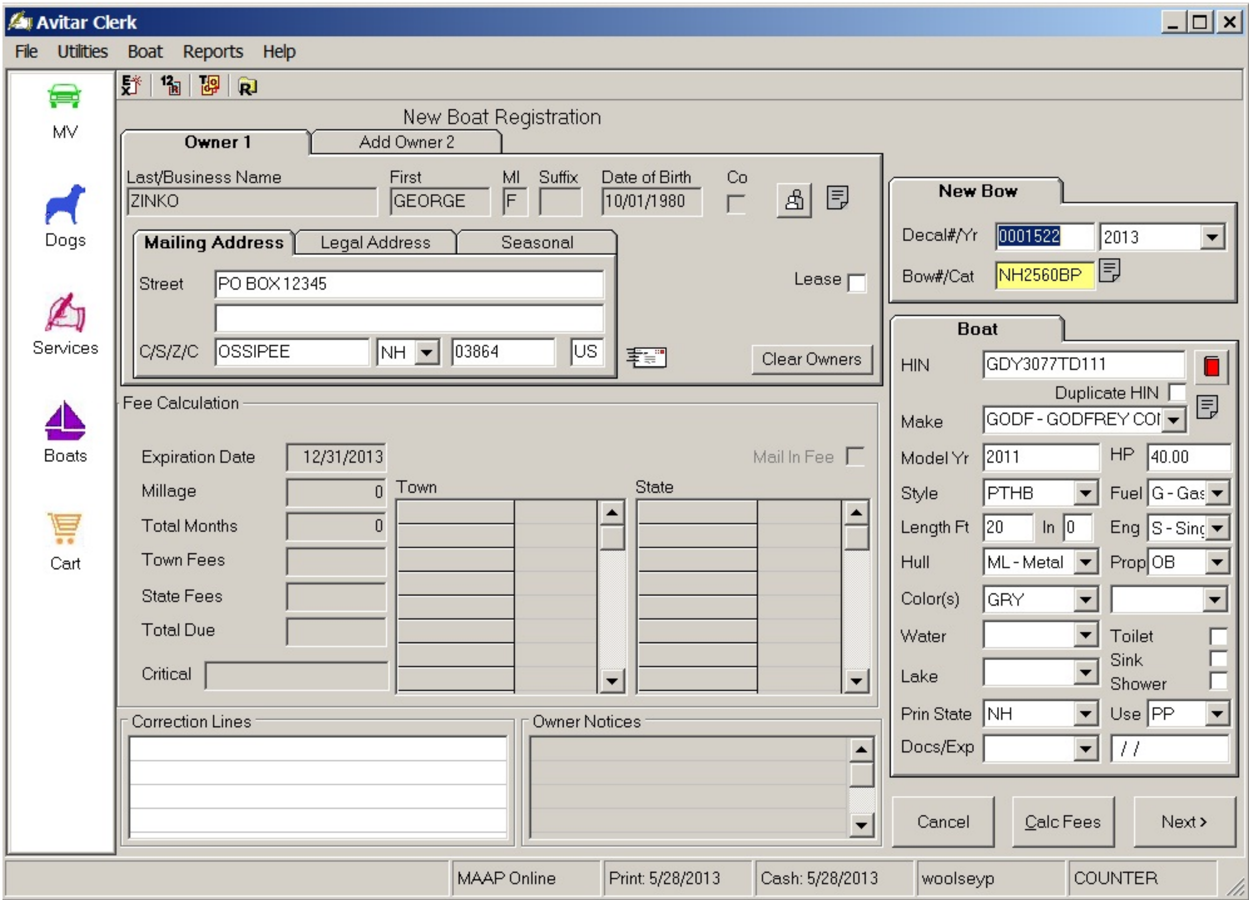
Verify the information is correct and update if necessary. Enter your next Decal number into the Decal#/Yr text box. If your system is set to auto populate the next decal (see Default Decals), the Decal#/Yr text box will automatically populate with your next available decal. Select **Calc Fees** to display the fees associated with this registration. To complete the process, select **Next** to advance to Fee Settlement.

Boat New Registration

A new boat registration is processed if the boat has never been registered in the State before or it's a brand new boat. To process a New Registration, from the Boat Registration main menu, select **New Registration.** The Owner Lookup screen displays (see Motor Vehicle Owner Lookup). Note, you should always search for the owner and if they are not in the system, only then will you add them as a New Owner.Once the owner is selected the Boat Lookup screen displays.



Enter either the Bow# or HIN into the search criteria text boxes and select **Search**. If the boat has never been registered in New Hampshire, a message will display stating "No data found on DMV Boat for the criteria entered". Verify you have typed the information correctly and if so, you will need to enter the boat information manually by selecting **Skip**. Otherwise, select the boat in the grid and click **Select**. The New Boat Registration screen displays.

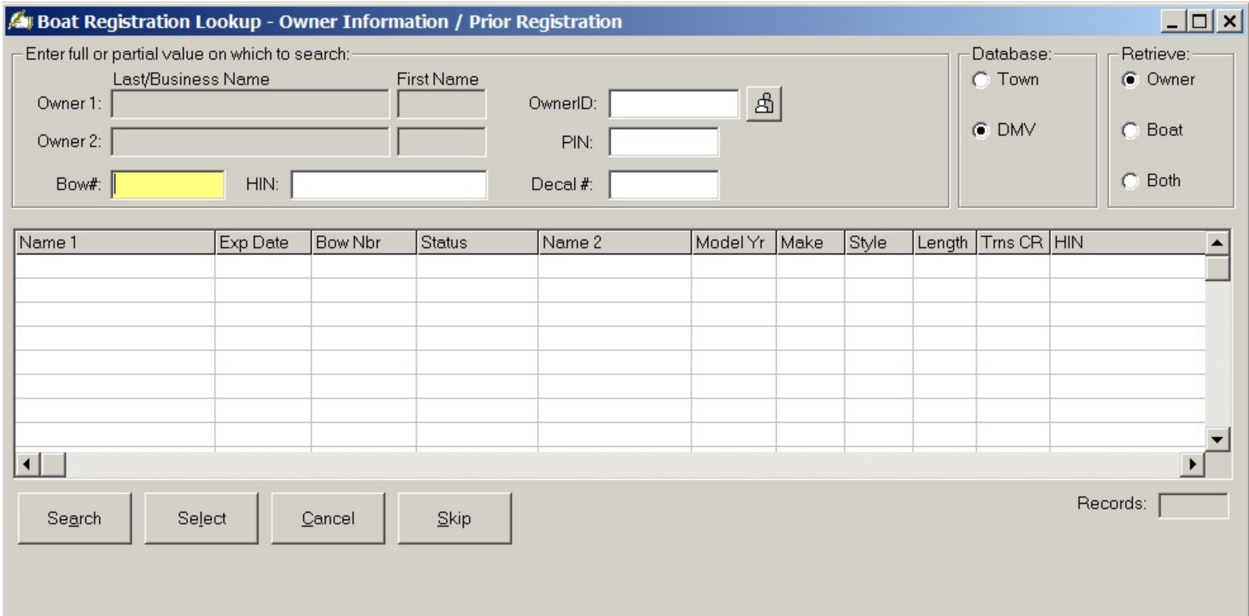


If the boat was previously registered in New Hampshire, the information on the boat is populated based on the prior registration, including the Bow#. However, if your search of DMV's records returned no results, the Boat information and Bow# will be blank. If this is the case, you will need to enter the boat information manually. Note, when entering the boat information you will need to leave the Bow# blank, as the system will automatically generate a bow number for you.

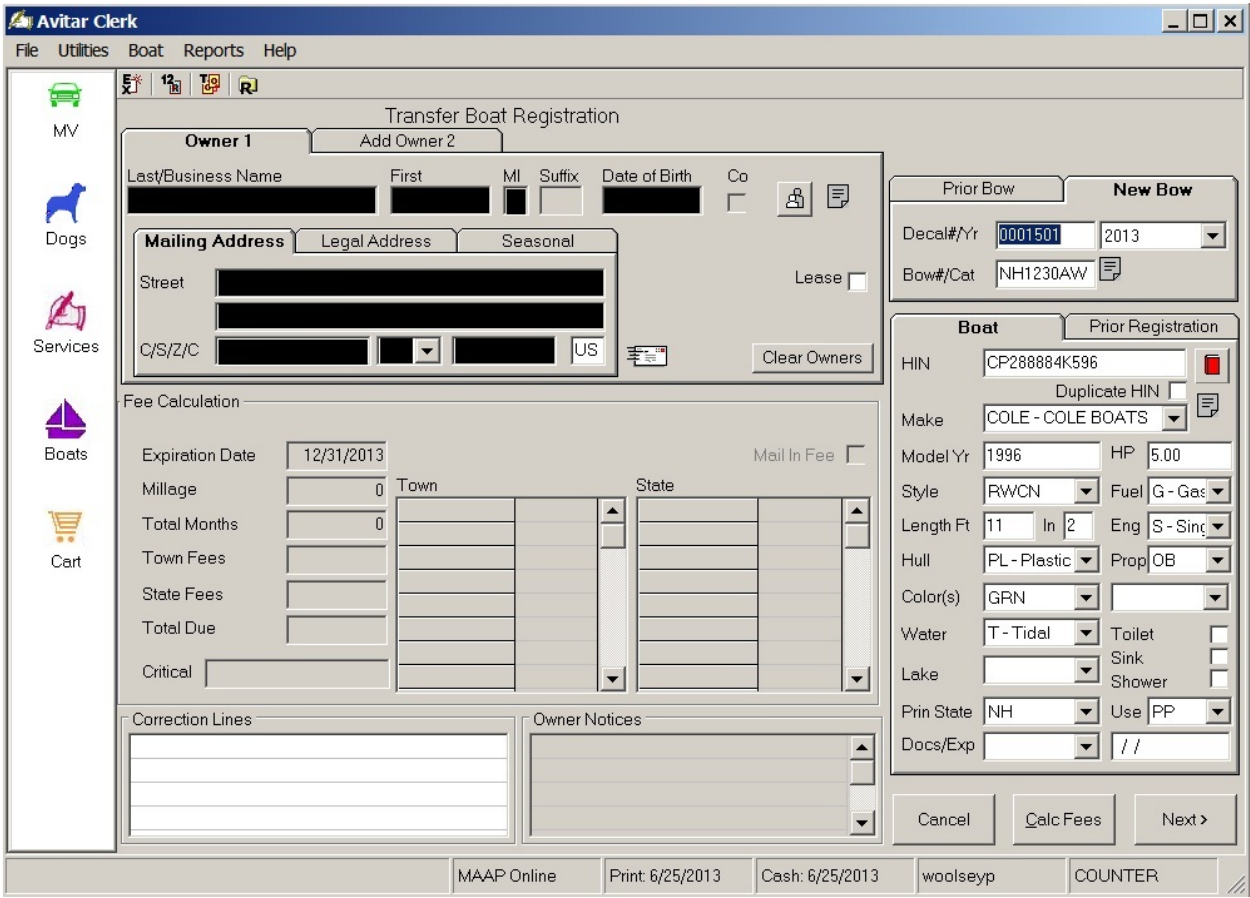
Note, if you are registering an electric boat, you must enter a horsepower of 10, even if the actual horsepower of the boat is less than or greater than 10hp.

Boat Transfer Registration

An owner of a boat can transfer the registration of one boat to a new boat and receive any remaining credit from the old boat, as long as they are the first owner on both registrations. To process a Boat Transfer Registration, from the Boat Registration main menu, select **Transfer Registration**. The Boat Registration Lookup – Owner Information / Prior Registration lookup screen displays.



Enter either the Bow# or HIN for the boat they are transferring credit from into the search criteria text boxes. Click **Search** and **Select** the boat to advance to the New Boat lookup screen. Enter either the Bow# or HIN for the new boat into the search criteria text boxes and select **Search**. If the boat has never been registered in New Hampshire, a message will display stating "No data found on DMV Boat for the criteria entered". Verify you have typed the information correctly and if so, you will need to enter the boat information manually by selecting **Skip**. The Transfer Boat Registration screen displays.

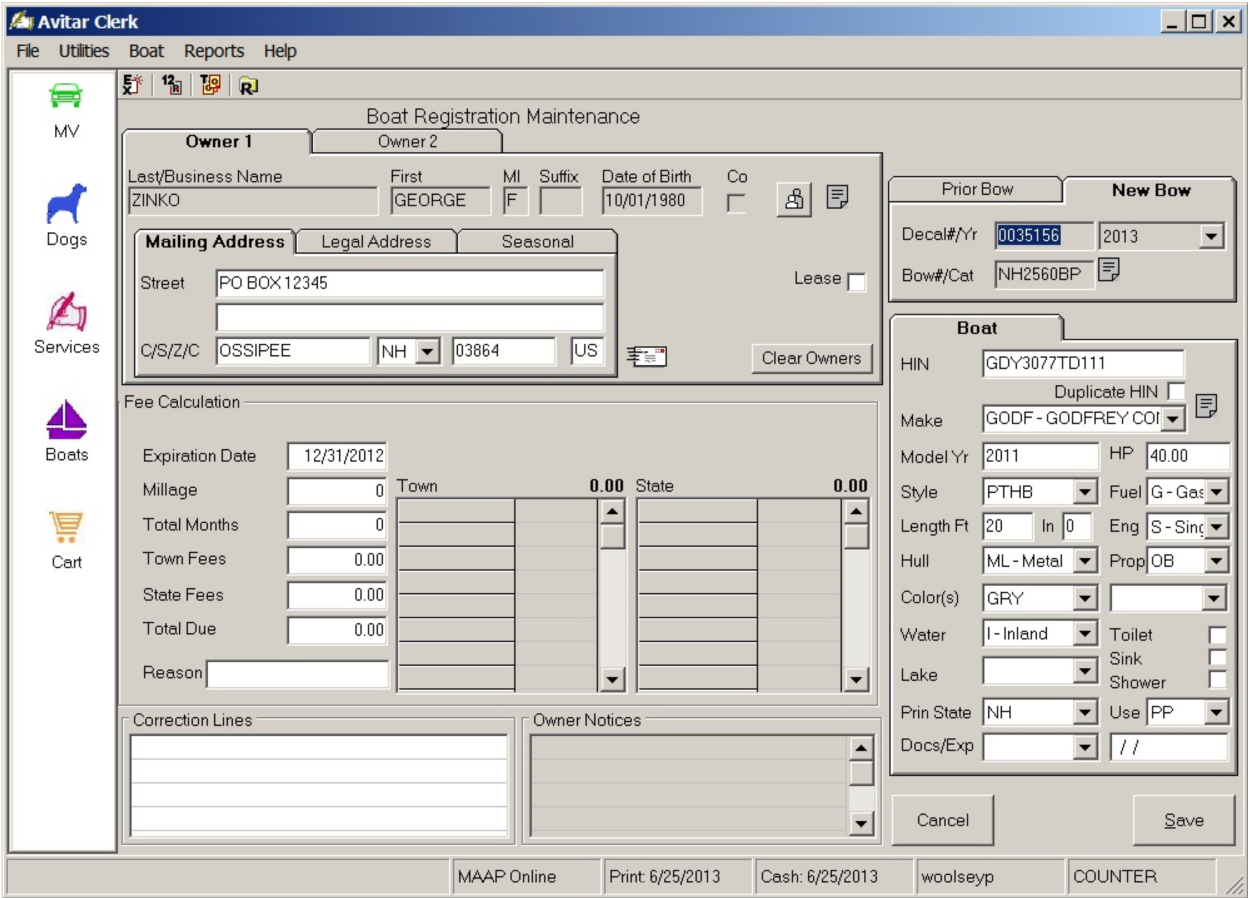


If the new boat was previously registered in New Hampshire, the information on the boat is populated based on the prior registration, including the Bow#. However, if your search of DMV's records returned no results, the Boat information and Bow# will be blank. If this is the case, you will need to enter the boat information manually. Note, when entering the boat information you will need to leave the Bow# blank, as the system will automatically generate a bow number for you.

Verify the information is correct and update if necessary. Enter your next Decal number into the Decal#/Yr text box. If your system is set to auto populate the next decal (see Default Decals), the Decal#/Yr text box will automatically populate with your next available decal. Select **Calc Fees** to display the fees associated with this registration. To complete the process, select **Next** to advance to Fee Settlement.

Boat View Maintenance

The Boat Registration View/Maintenance is used to view and/or modify a previously registered boat. For example, it can be used to change the color of a boat or to update an address. To process, from the Boat Registration main menu select **View/Maintenance**. The Boat Registration Lookup screen displays. Enter either the Bow# or HIN into the search criteria text boxes to search and select the boat. The Boat Registration View Maintenance screen displays.

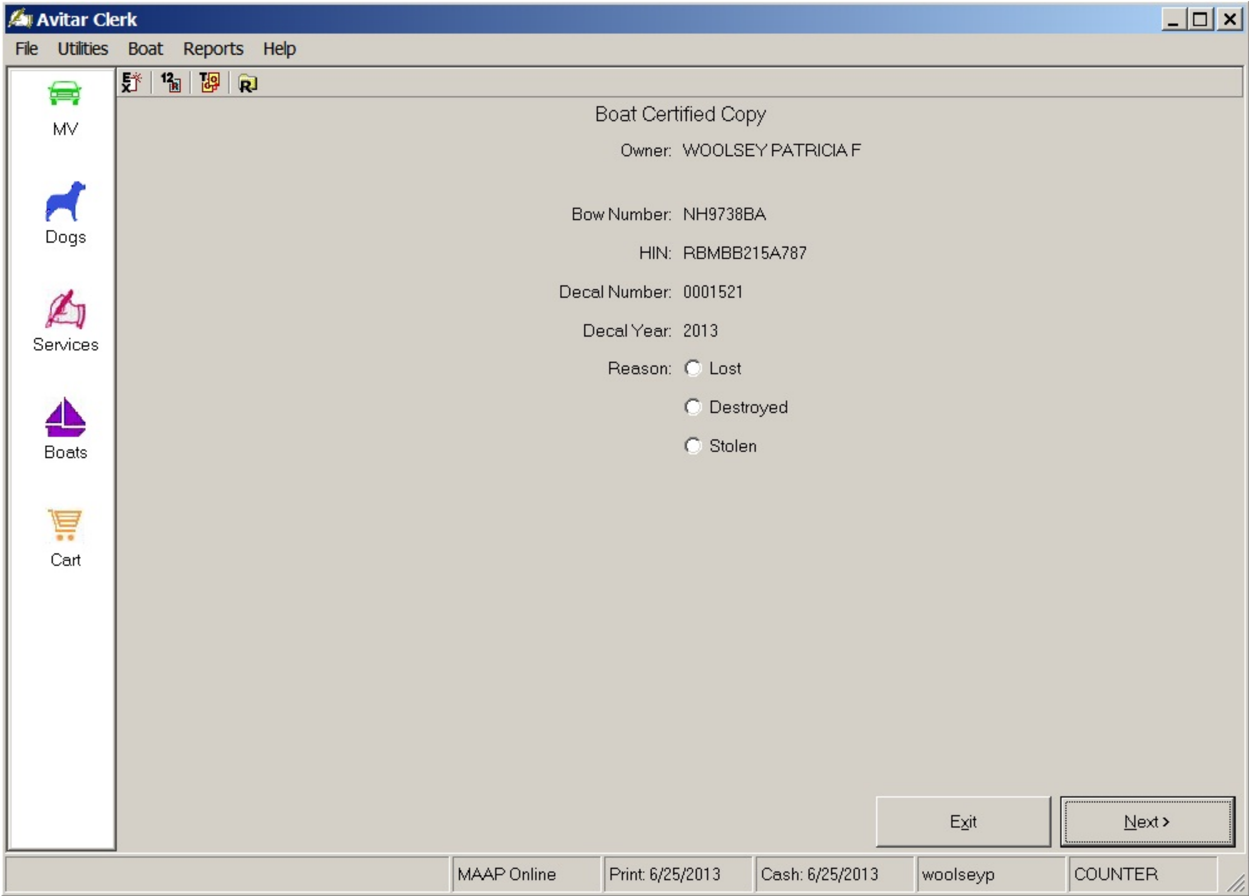


Any field in white can be updated by either typing into the field or using a **dropdown box** to make the selection. Anytime a registration has to be changed due to a request by the customer, the municipal agent fee should be charged. Also, if changing a boat through View Maintenance from being operated on water designated as Inland to Tidal there are increased fees. When you change the Water field, the system knows this will incur additional DMV fees that will need to be collected. The additional fees will be added at Fee Settlement.

Once all changes have been made, click **Save**. A message will display asking if you want to charge the agent fee for this transaction. If you click **Yes**, the agent fee will be added to the cart and you will advance to Fee Settlement. Otherwise, click **No** to advance to Fee Settlement without the added cost.

Boat Certified Copy

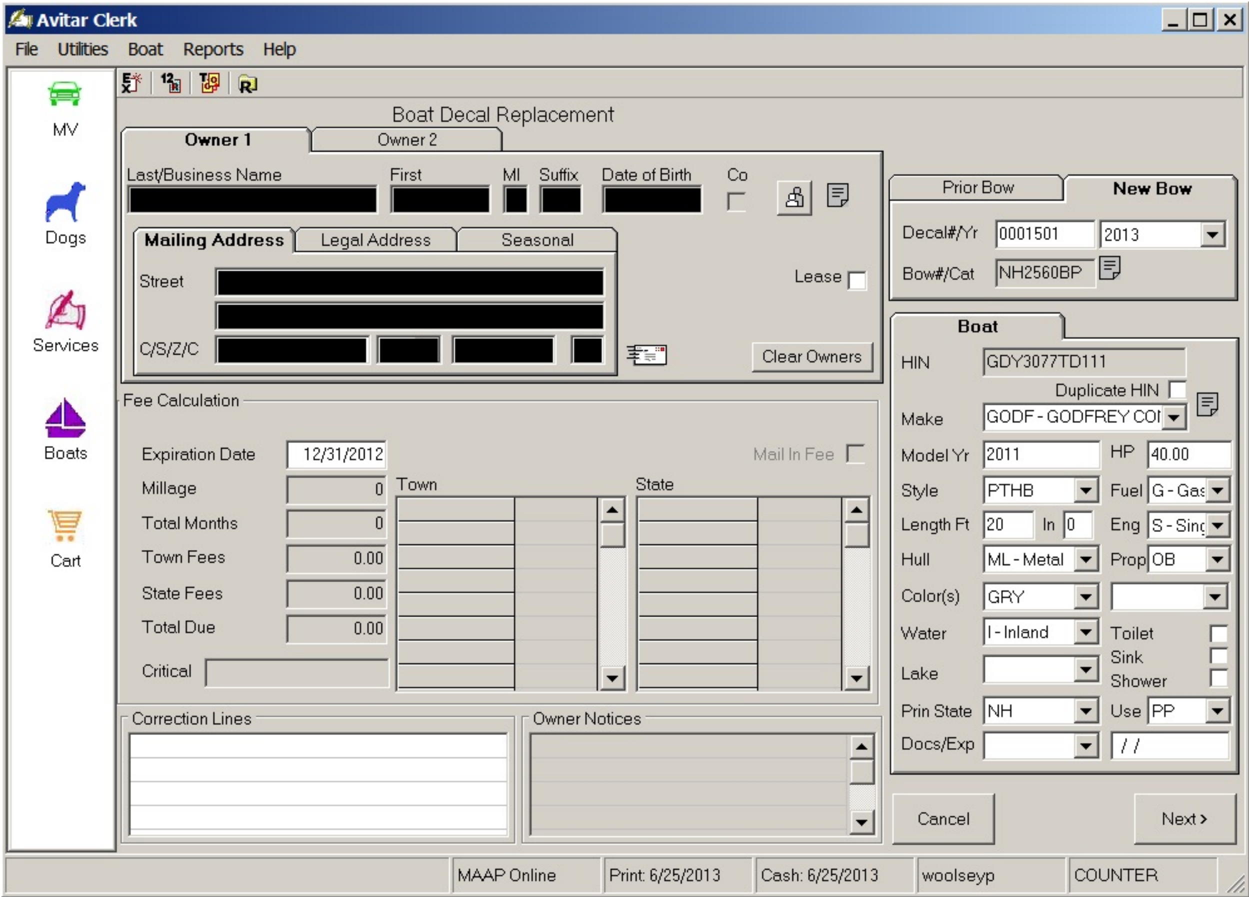
The Boat Certified Copy option is used to produce a registration for a customer who has lost, damaged, or had their valid registration stolen and needs a replacement. To process a Certified Copy, from the Boat Registration main menu, under the Other section, select **Certified Copy**. The Boat Registration Lookup screen displays. Enter either the Bow# or HIN into the search criteria text boxes to search and select the boat. The Certified Copy screen displays.



Select the radio button stating the reason you are issuing a certified copy and click **Next**. A message displays asking if you want to charge an agent fee. If you click **Yes**, the agent fee will be added to the cart and you will advance to Fee Settlement. Otherwise, click **No** to advance toFee Settlement without the added cost.

Boat Decal Replacement

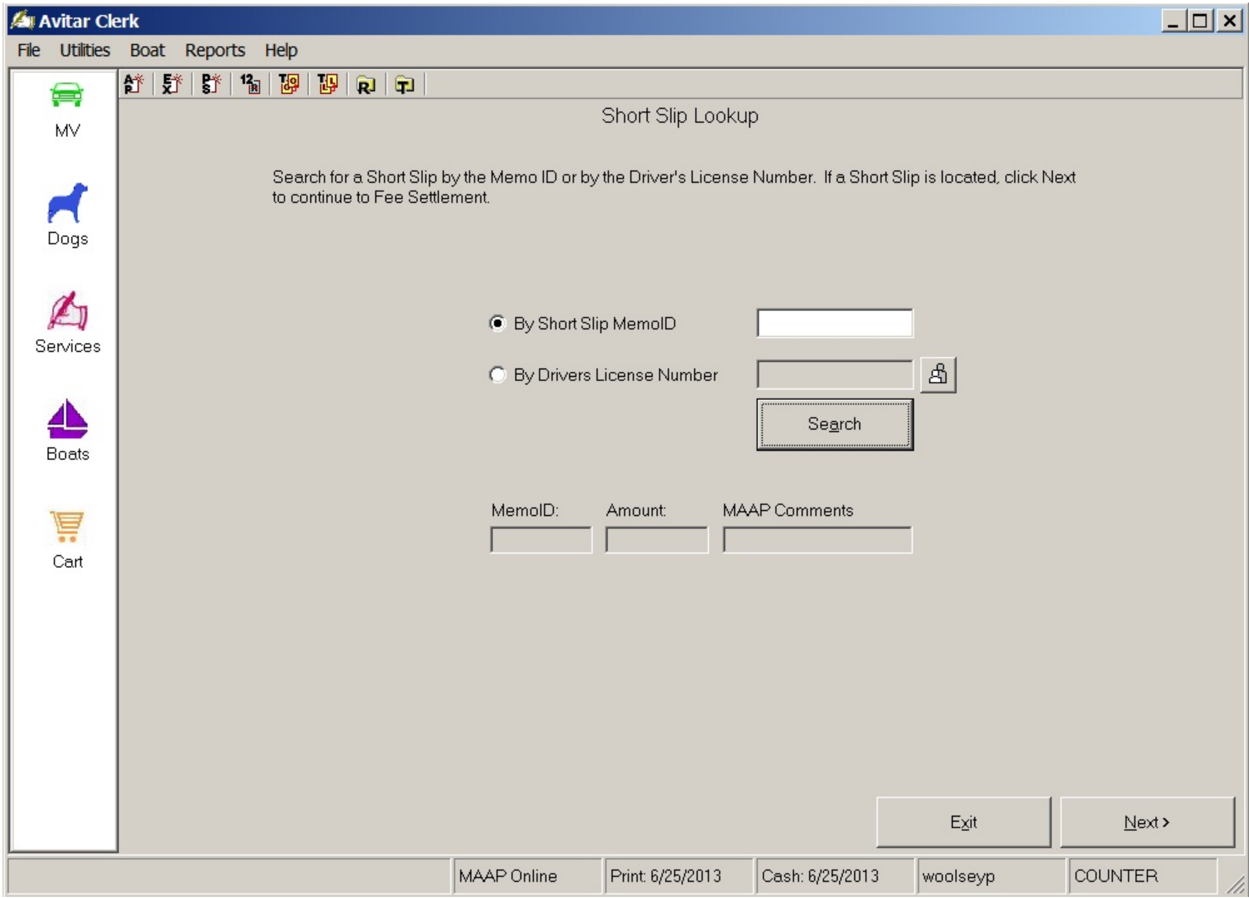
The Boat Decal Replacement option is used when a customer has lost or damaged their decals and needs new ones. To process a Boat Decal Replacement, from the Boat Registration main menu under the Other section, select **Decal Replacement**. The Boat Registration Lookup screen displays. Enter either the Bow# or HIN into the search criteria text boxes to search and select the boat. The Decal Replacement screen displays.



Verify the information is correct and update if necessary. Enter your next Decal number into the Decal#/Yr text box. If your system is set to auto populate the next decal (see Default Decals), the Decal#/Yr text box will automatically populate with your next available decal. Select **Calc Fees** to display the fees associated with this registration. To complete the process, select **Next** to advance to Fee Settlement.

Boat Pay a Short Slip

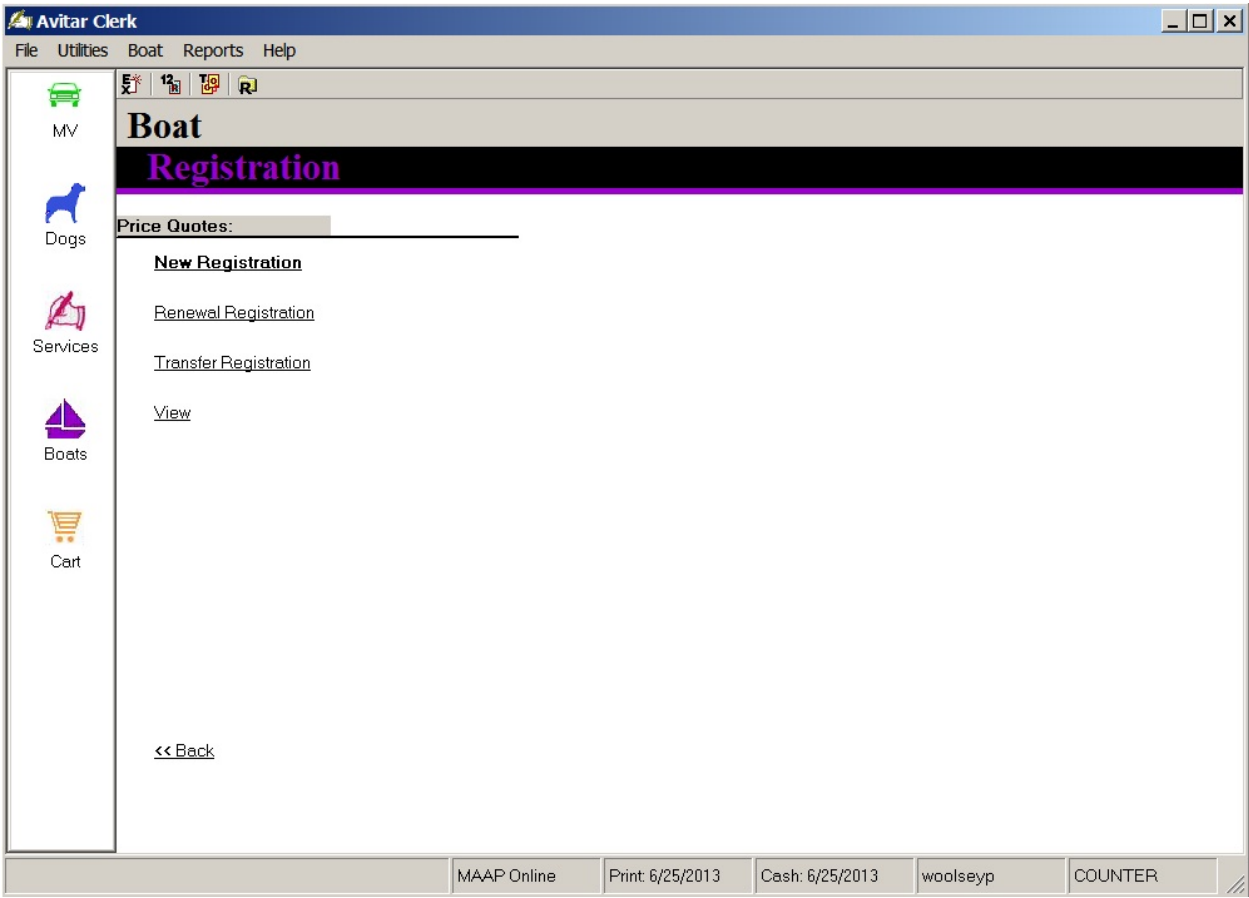
The Boat Pay a Short Slip option is used when a customer owes the DMV money and is at your office to pay it. To pay a Short Slip, from the Boat Registration main menu under the Other section, select **Pay a Short Slip**. The Short Slip Lookup screen displays.



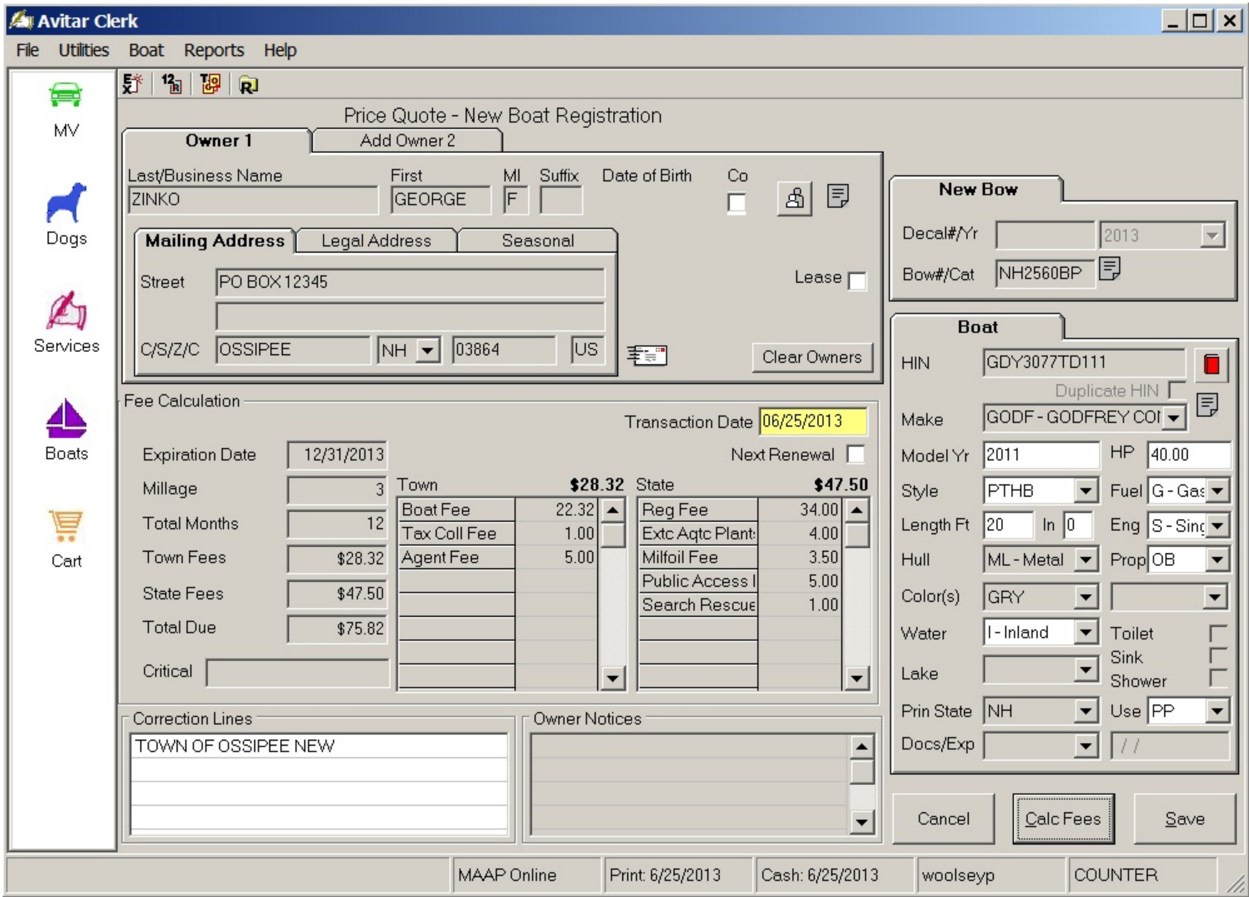
There are two options when looking for a Short Slip. The first radio button, By Short Slip MemoID, is if you have the Short Slip ID number generated from DMV. The second radio button, By Driver's License Number, is used when the customer does not have the Short Slip ID number but want to pay the amount owed. Using the Owner Lookup button search and select the owner (see Owner Lookup). Then select the search criteria radio button and select **Search**. The Short Slip information will display under the MemoID, Amount, and MAAP Comments fields. If this is the Short Slip you want to pay, click **Next** to advance to Fee Settlement.

Boat Price Quotes

Price Quotes is used to inform your customer what will be owed to register their boat. The price quote can be saved and/or printed. Saving a price quote makes it available for viewing at a future date. This can be important when a customer disputes the quoted price of the registration. You can retrieve the original quote to compare to the registration you are processing. To process a Boat Price Quote, from the Boat Registration main menu, under the Other section, select **Price Quotes**. The Price Quotes main menu displays.



Select the process that best fits your customer's need. You can search and select the registration from the DMV database or click **Skip** to enter the information manually. For example, when selecting New Boat Registration, the Boat Registration Lookup dialog box display. Search and select the boat registration by entering either the Bow# or HIN into the search criteria text boxes. The Price Quote- New Boat Registration screen displays.



The more information you fill in, the more details the quote will have when you print or save it. Once the information is complete, click **Calc Fees**. To print the quote, click **Save**. This will display a text box with the owner's last name with the make and model of the boat as an identifier for future lookup. If you want a different identifier, type the information into the text box and click OK. A message will display asking if you want to print the Price Quote. Click **Yes** to print it, or Click **No** to complete the process.

New Hampshire Statutes Chapters 270-E and 72-A-Boat Registrations

New Hampshire Statutes Chapters 270-E and 72-A are the RSAs that deal specifically with the Registration of boats. We have tried to put links throughout this document to assist you in finding RSAs that deal with specific topics; however, there are many laws that affect your municipality but not the operation of the software. Therefore, to view Chapters 270-E and 72-A in totality, we have provided the following links to assist you.

Chapter 270-E Vessel Registration and Numbering

Chapter 72-A Boat Fee

Invoice Cloud's Electronic Invoice Presentment & Payment (EIPP)

Invoice Cloud's Electronic Invoice Presentment & Payments is used to process multiple renewals of vehicle registrations and/or dog licenses through a batch file produced from payments made online. Typically this process begins with an upload of the renewal information to the Invoice Cloud biller portal from within your Clerk program. Notices are generated containing a unique Renewal ID and Code, which the customer uses to access the renewal online. The customer can pay using either a credit/debit card or an ACH/e-check. Invoice Cloud electronically transfers funds collected online to the municipal bank account once the transaction clears. The process is completed after downloading a payment file from the Invoice Cloud biller portal to the Avitar Clerk program, allowing you to process the renewals.

Examples of the Invoice Cloud customer portal that customers experience can be found here:

- Town of Madison
- Town of Canterbury
- Town of Andover

In order to view the functionality available for this process, you must login to Avitar Clerk with ONLINE set as your Location. To do so, select ONLINE from the Location dropdown box on the login screen. If you are already logged into Clerk, select **Utilities | Change Location | Online**.

Upload Process

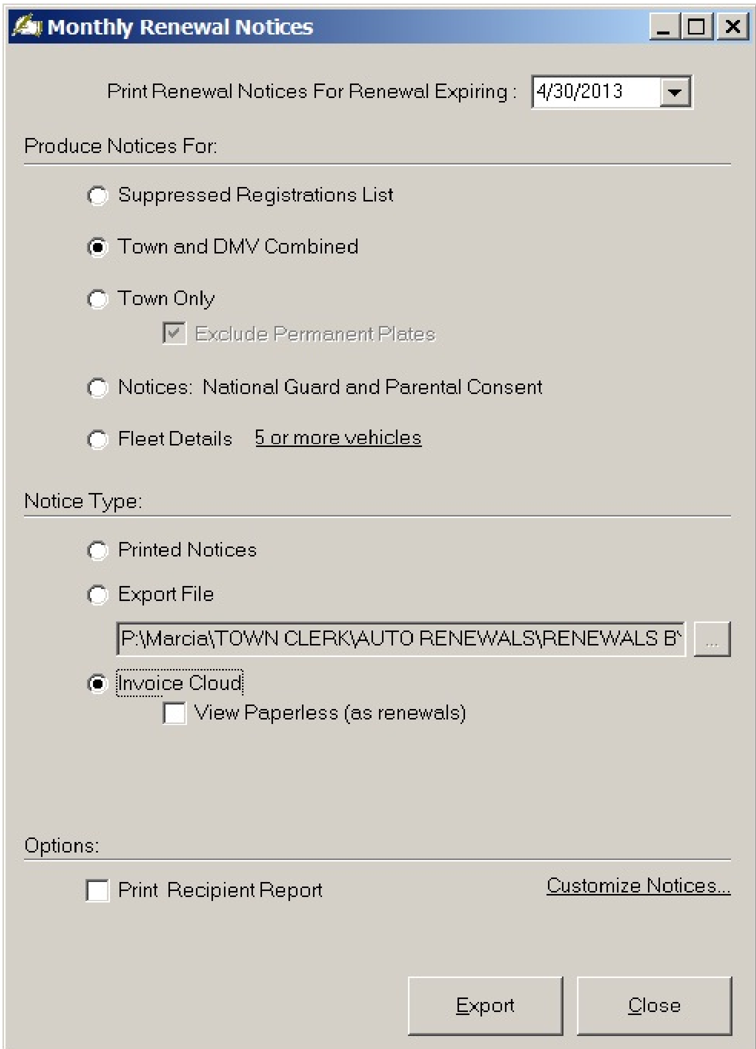
The online process begins with uploading renewal files to the Invoice Cloud biller portal. There are two separate processes for online renewal transactions, one for motor vehicles and one for dogs. If you only process motor vehicles see the Motor Vehicle Renewal Upload section. However, if you process motor vehicles and dogs, you will want to start with the motor vehicle section and then continue onto the dogs section. Note, after the invoices are uploaded to Invoice Cloud, you will receive an email from your Invoice Cloud biller portal stating the upload was successful.

Motor Vehicle Renewal Upload

The motor vehicle renewal upload to Invoice Cloud is a monthly process that begins once you have imported and printed your motor vehicle renewal notices (see Import Renewal Notices and Print/Export Renewal Notices).

The best time to upload the renewal information to Invoice Cloud is right after you have printed your renewal notices and you are still in the Monthly Renewal Notices dialog box. However, if you closed the process and need to go back in, from the Main Menu, select **Utilities | DMV Monthly Renewals | Print Notices**. The Monthly Renewal Notices dialog box displays. Select the renewal expiration date using the Print Renewal Notices For Renewal Expiring drop down list. Under the Produce Notices For section, select the **Town and DMV Combined** radio button.

Once the Town and DMV Combined radio button is selected, the Invoice Cloud radio button is enabled under the Notice Type section.



Select the **Invoice Cloud** radio button and click **Export**. The file will upload to your Invoice Cloud biller portal. When the export has completed, you will receive a message stating the export was successful. You will need to follow the same process above for the Town Only registrations.

The View Paperless (as renewals) checkbox allows you to search and view renewal notices for customers who have chosen to go paperless.

Dog Invoice Upload

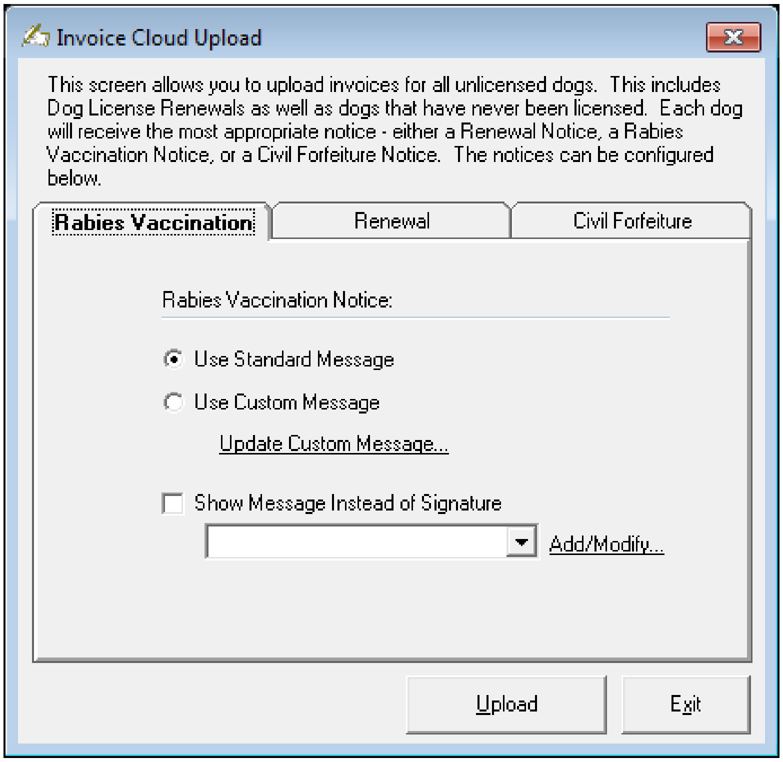
The Invoice Cloud Upload allows you to upload renewal notices as often as you wish. We recommend that you do this process monthly in order to capture any new fees or charges that may have been incurred since the last upload. Each notice that gets uploaded will include the fees up to the current month, plus an additional one month of late fees, which means most dogs (excluding expired rabies vaccinations) should be renewable until the end of the next month. Doing the upload monthly allows you to keep extending this horizon at which invoices would ordinarily expire.

Each month, you receive updated rabies information from the veterinarians, which you in turn use to update the dog information (e.g. rabies expiration date, spayed/neutered) in Avitar Clerk. However, if you have already uploaded the dog renewal notices to Invoice Cloud, the new rabies information will not be reflected on the online renewal notice. Why is this a problem? If a dog's rabies vaccination expires at any time after the upload of the renewal notices, the dog owner cannot renew their dog online, even if you have the current information in your system. Unless Invoice Cloud has a renewal notice with a rabies vaccination that has not expired, your customer will have to go to your office to renew their dog.

With the ability to reload the dog renewal notices, once you have finished updating the dog's rabies information from the veterinarians, the new information can be uploaded to Invoice Cloud. This will allow a dog whose rabies vaccination was previously expired to be renewed online.

To upload the renewal notices on Invoice Cloud, first, make sure you have selected Online for your location (Utilities | Change Location). Once you have selected the Online location, go to **Utilities | Invoice Cloud | Dog Invoice Upload**. From this screen you can view/modify the messages that will be included for the specific dogs and the upload process determines which messages to put on each dog, whether it is a new (rabies notice), a renewal, or a civil forfeiture.

Within each tab are the two message options: Use Standard Message, Use Custom Message, as well as the Show Message Instead of Signature option. If you select the Use Custom Message option, you should view the custom messages each time you upload notices to Invoice Cloud, as the information contained in the messages may no longer be applicable. For example, on February 1st, you add a custom message on your renewal notices stating there will be a Rabies Clinic being held on February 25th and then upload the notices to Invoice Cloud. Then, you receive rabies certificates from the veterinarian, so you update the information on your dogs. If you do not view the custom message before you upload the invoice file, your notices will show outdated information. For this reason, we recommend, before you upload any notices to Invoice Cloud that you view each custom message. To view/edit the custom message, select the Use Custom Message radio button and click on the Update Custom Message link. Note, that each notice type has its own custom message so you should verify all three are current before uploading invoices.



Import and Process Payments from Invoice Cloud

Once the renewal notices have been uploaded to Invoice Cloud, your customers can renew their motor vehicles and/or dogs online by utilizing the website link provided on the renewal notice or from a link on your website. Once payments are made, you will need to import the payments as a batch from Invoice Cloud to the Avitar Clerk system, process the batch, and produce the renewals.

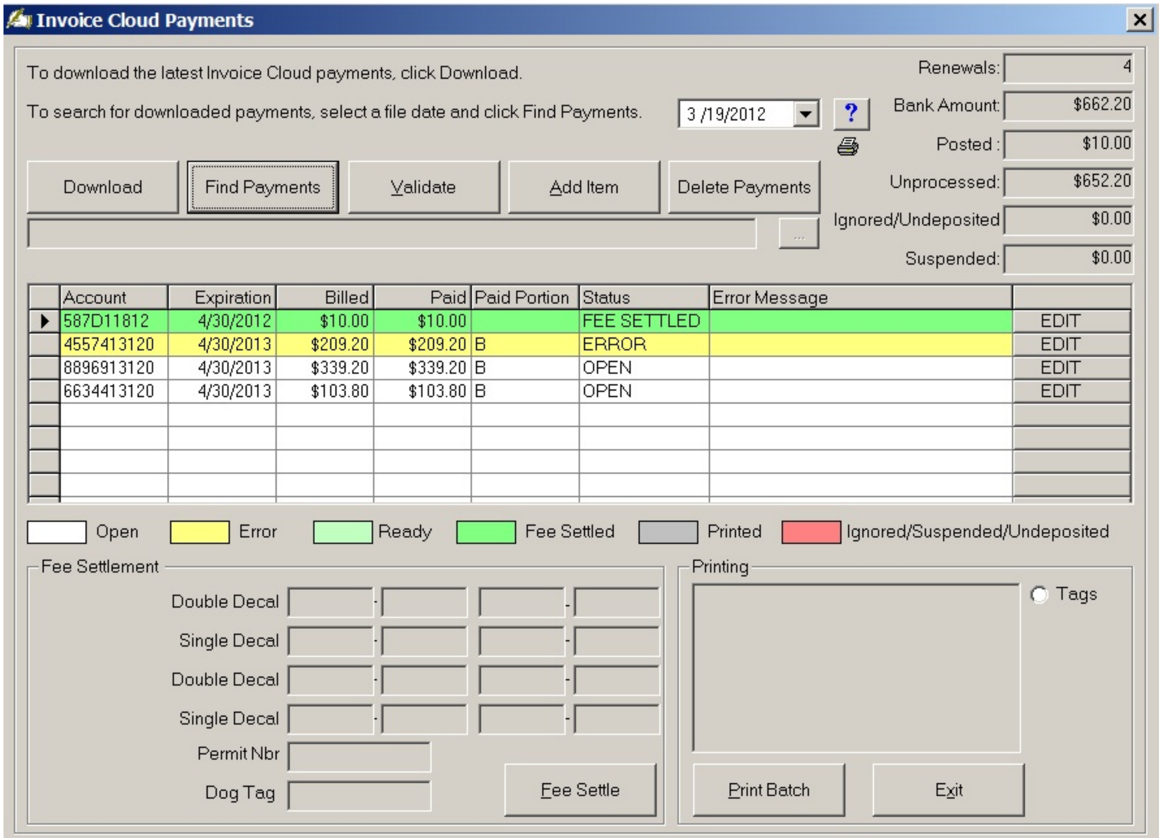
Download Payment File

The first step required to process a batch of Invoice Cloud renewals is to import a payment file into the system by selecting **Utilities | Invoice Cloud Payments**. To download the latest Invoice Cloud payments, click **Download**. This will download all payments that have been processed at Invoice Cloud since the last time you downloaded a file. This does not mean you will want to process all the renewals, as the funds for the transactions may not have been deposited into your account. For example, you downloaded a file at 10am last Friday. Customers process payments on Friday afternoon, Saturday, Sunday, and Monday. You download another file on Monday at 10am. All the payments from Friday afternoon until Monday will be downloaded. However, you may only want to process the payments for Friday, as they have been deposited into the town's bank account.

Select Payments and Verify Amounts

Once the payment file is downloaded, use the date picker to select which Invoice Cloud payments you wish to process. Using the example above, you would select the date for Friday. After selecting the date, click **Find Payments**. Note, the Find Payments date is the date your customer paid the online invoice at Invoice Cloud.

The results display in the grid with all renewals for the selected date regardless of the status. You can also view open and undeposited payments by clicking the question mark "**?**" next to the date picker.



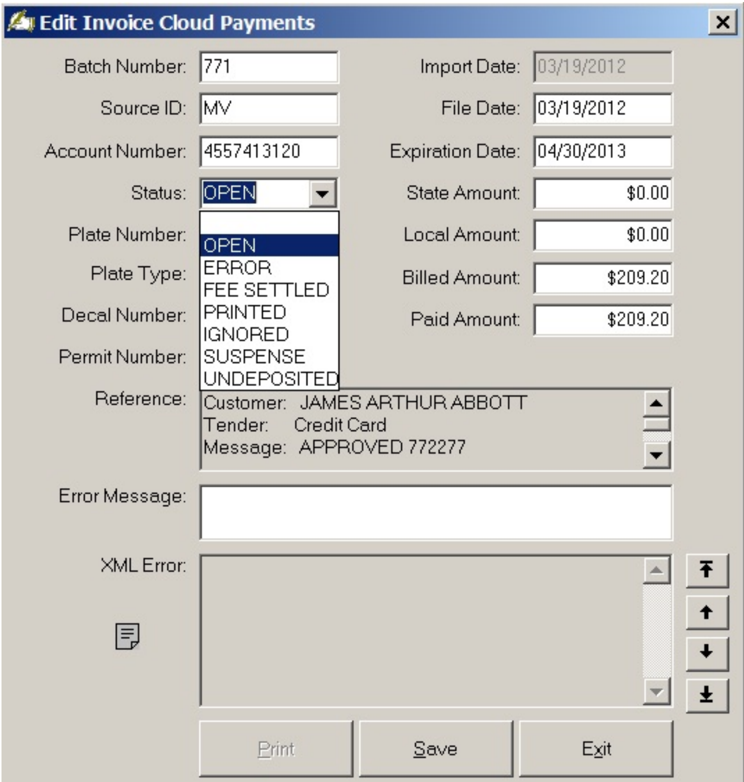
The Renewal and Bank Amount fields should match the Invoice Cloud biller portal reports (Audit to Daily Payments Received Report).

Validate

Selecting Validate performs basic data validation on the data received from Invoice Cloud. For example, the system will check to see if a vehicle has already been renewed. Click the **Validate** button to begin the process.

If there are no errors for a renewal, the status will change to READY. Items with an error status can be suspended to be renewed over the counter at a later time. Below the grid is a legend to assist you with visually finding an error in the grid. Each color represents a different status.

To suspend a renewal, select the **Edit** button next to the renewal in the grid. The Edit Invoice Cloud Payments dialog box displays. Select SUSPENSE from the Status dropdown menu and click **Save**.



Note: If you process online transactions and utilize the Post-It and/or Ticket functionality you may encounter the category in the validation messages. If the validation identifies one or more online renewals for which the system has a Post-It, you will be asked whether you wish to include Post-It validation in the process. If you answer **No**, Post-Its for online records will be ignored. If you answer **Yes**, any online vehicle for which a Post-It exists (either a Flash or a standard Post-It) will fail lockbox validation. Once the validation is complete, you can use the Edit Lock Box dialog box to review the Post-It information by clicking on the displayed Post-It icon. If you decide that none of the records with Post-Its require special handling, simply rerun the validation process and when prompted whether to include Post-It consideration within the standard validation simply answer No. Alternatively, you can manually process these records as over the counter with ONLINE set as the location.

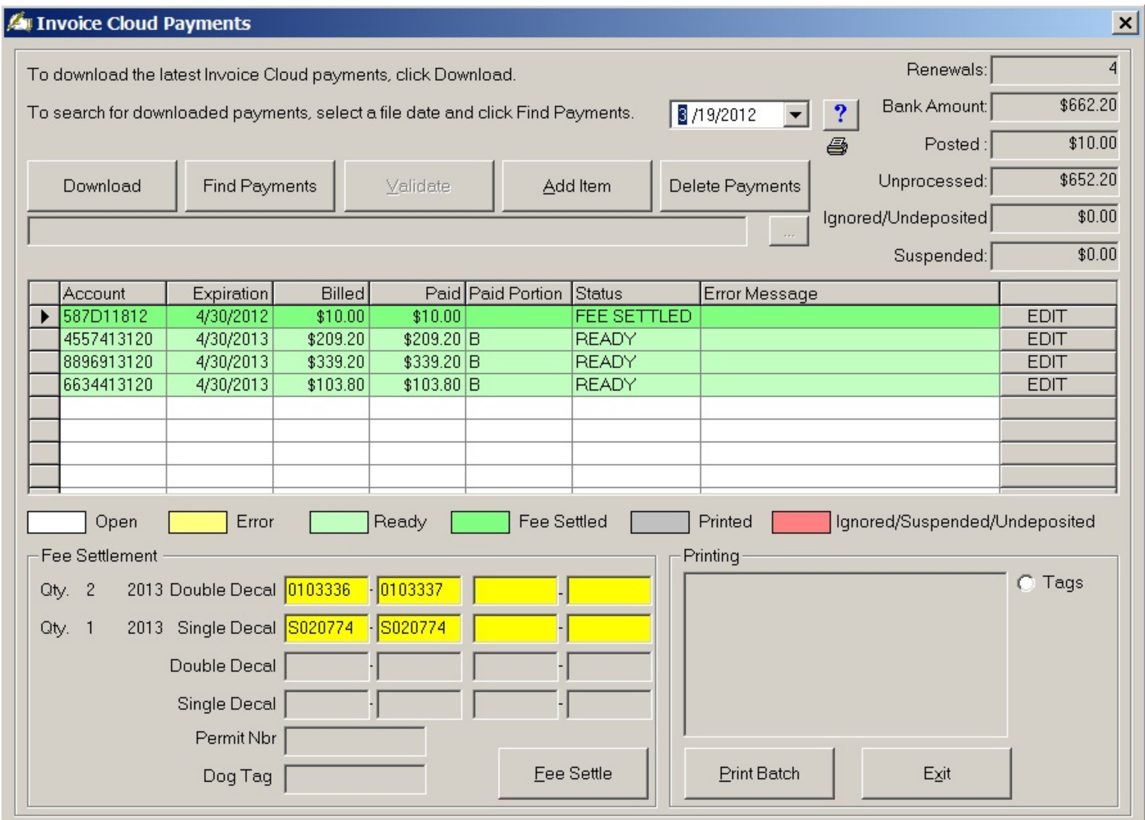
A couple of items worth mentioning:

- The Add Item button is used when an item does not download properly from Invoice Cloud and you need to add it to the process.
- The Delete Payments button is used when you want to delete old payments.

- The Printer icon allows you to print a report of lockbox items by clicking on the Printer Icon. The report can be printed for a specific day or by date range by selecting the appropriate radio button. You can use the Sort By section to group like items together. Under the Display Transactions For there is a dropdown box to assist you in narrowing down the information that is displayed. The Include In Report section is used to filter items by status.

Assign Inventory and Fee Settle

Inventory, such as decals for motor vehicles and license tags for dogs, need to be entered in order to be assigned to each renewal.



To begin, under the Fee Settlement section, enter the decal range for each decal type you are issuing and/or the next available dog tag in your inventory, and then click **Fee Settle**. For motor vehicles, the Fee Settle process assigns a decal and/or permit to the renewal, sends it to MAAP, and generates general ledger transactions to the system, taking the renewals to a FEE SETTLED status. For dogs, the process applies a tag number to each dog and applies revenue to the system. Note, nothing is printed at this point.

If an error occurs on an item, continue with the Print Batch process to complete the renewals for items with no errors. Then resolve the errors and process the renewal using the over the counter process.

Once all items have been processed, you should total the following amounts, which should equal the Bank Amount:

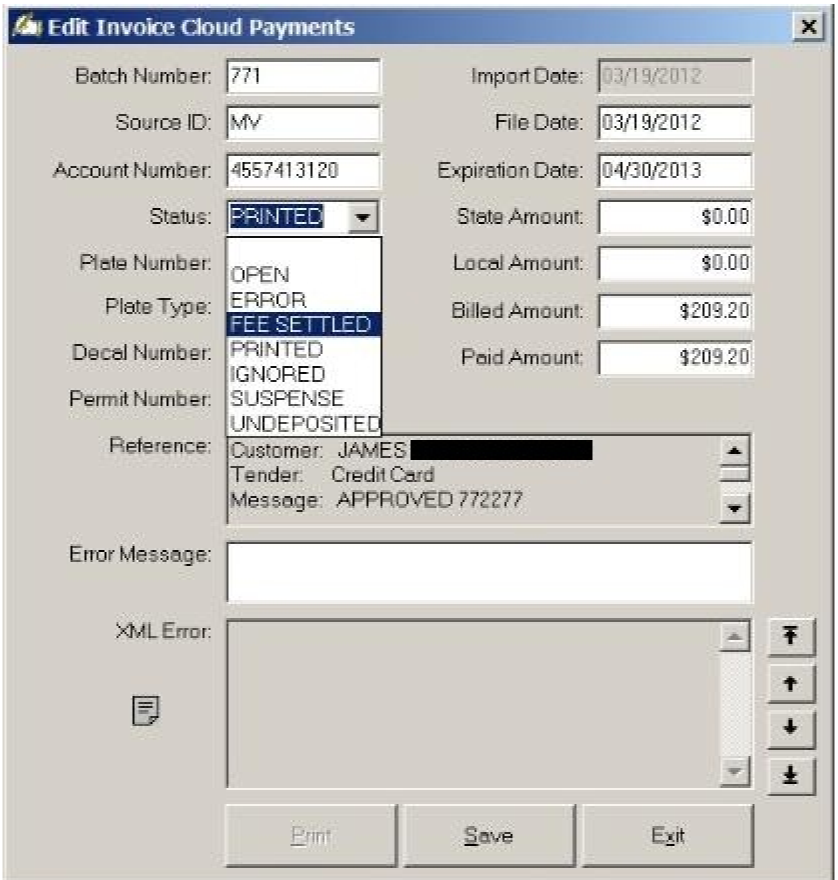
- **Posted:** This total represents the renewals that you were able to process and print.
- **Unprocessed:** This amount should always be zero by the end of the process, as items are only placed in this category until they are posted or changed to a different status code.
- **Ignored/Undeposited:** Items in this category are usually undeposited items, which consist of payments processed in Invoice Cloud but not deposited in your bank account yet. These are items you do not want to process until the money is deposited at your bank.
- **Suspended:** Suspended is used when there was an error in the renewal process and you changed the status from Error to Suspended. When an item is suspended, it creates a credit and either has to be refunded to the owner, or processed as an over the counter renewal (logged in with the ONLINE location).

Print Renewals

The Printing section allows you to print the Fee Settled renewals and takes the renewals to a PRINTED status. Next to the grid is a list of printing option, which could consist of tags for dogs, double and single decals for motor vehicles, and permits for town only registrations. When you select a radio button the corresponding renewals will display in the grid. To begin printing select the first radio button and click **Print Batch** to send the renewals to the printer. You will follow this process until each radio button has been completed and all renewals have been printed.

Printer errors are usually caused by a printer malfunction or damaged permit stock. When a printer error occurs, you will need to reprint either an individual permit/dog/registration or possibly the whole batch. Note, if a printer error occurs, never select Delete payments. There are two scenarios for printer errors. The first error occurs when you have sent a print batch to the wrong printer, a power outage occurs during the middle of a print job, or a damaged permit/dog/registration occurs in the middle of a batch. In these scenarios you will need to reprint the entire batch or a subset of the batch. The second error is when a single permit/dog/registration needs to be reprinted.

To reprint an entire batch or a subset of a batch you need to change each renewal's status back to FEE SETTLED. The status can be changed by clicking on the **Edit** button next to each transaction on the Lockbox grid.



Change the status from PRINTED to FEE SETTLED and click **Save**. Continue this process until each renewal's status has been changed. Click **Find Batch** to reload the batch. When you reload the batch, the Print Batch button is enabled. Click the radio button that identifies the year you wish to print and review the Print Grid.

Important: The Permit Numbers, for Town Only registrations, will not be changed during this process. Review the sequence of each permit number in the Print Grid before printing. The sequence of the permit numbers in the grid MUST match the sequence of the permit stock that is loaded in the printer.

To reprint an individual renewal, click the **Edit** button next to the renewal you want to print on the grid. Click the **Print** button to launch the Print Registration dialog box.

Most batches can be completed by performing the above steps just once, but there may be times when the process must be repeated. For example, consider an online batch of 100 renewals. If all renewals pass validation they will be moved to a status of READY. The READY status indicates there are 100 renewals ready for fee settlement. If MAAP fails to process one of the records, the status will be changed to ERROR, while the other 99 renewals achieve a status of FEE SETTLED, indicating that they are ready to print. The FEE SETTLED renewal records should be printed before you attempt to resolve the one failed renewal. This is necessary to maintain the integrity of the Decal sequence and Permit Sequence.

Note: You can access a dialog box from the Registration Lookup screen that allows you to select vehicle records that were categorized as "Error" or "Suspense" following online validation. This can save you the time and effort of having to write down a series of numbers for vehicle records to be reviewed. Go to **Motor Vehicle | Registrations | View/Maintenance,** click on the lock icon, and select file date (example 3/1/2012).

Process Over the Counter Renewals

Once you have finished the Invoice Cloud payment process, if you had renewals with an Error status, you will need to renew them using the over the counter process. For example, the error may have occurred due to the owners on the title and registrations not matching. This frequently happens with trust vehicles. To fix the error, dummy a title and then process the renewal. Note, you must still be logged in with the ONLINE location. There may be errors which you cannot fix, such as a vehicle already renewed. In this case, you will need to change the status to Suspense and process a refund to the customer.

Complete the Deposit

The deposit for online renewals can be added to your final deposit at the end of the day, however, we recommend creating a deposit just for the online transactions. Keeping the deposit separate from your daily work makes it is easier for your treasurer/finance department to balance the online transactions. To process the deposit, click on the Cart icon and select **Deposit**. The Deposit screen displays. Use the And Location dropdown box to select ONLINE. If the totals match your reports from Invoice Cloud, click **Deposit** to finalize. If not, you will need to find the error, correct it, and return to complete the deposit.

End of Day Procedures

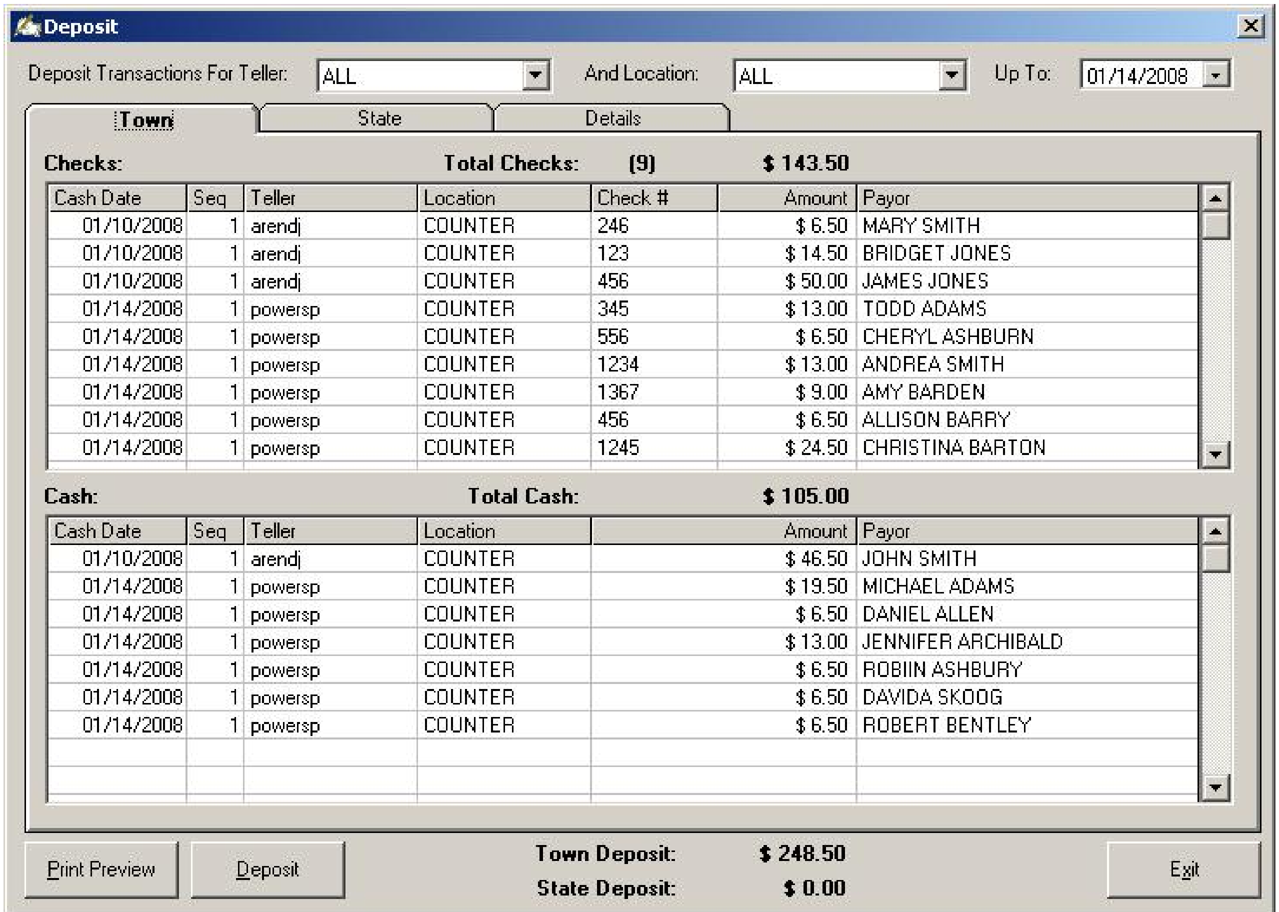
At the end of each day, certain procedures must be completed. Depending on the modules you are using, will determine which procedures you select. For example, if you are a Clerk Browser town, you will need to complete a deposit only . However, if you are a Clerk MAAP town, you will need to complete a deposit and a MAAP Financial Closeout .

Deposit

A deposit should be completed at the end of each day. It can be made for each individual teller or as one deposit for all tellers. The system defaults to All Tellers and All Locations. You may select to restrict the report by selecting an option from the drop down menus or if you would like the system to automatically default to a certain setting, you can change the default settings from the System Settings screen (see System Settings | Default Deposits by User and Force Deposits by User and Location).

There are two ways to access the Deposit screen: by clicking on the Cart Icon and selecting Deposit, or by selecting Deposits from the Utilities Menu. When the Deposit screen displays you will need to decide if you want to make the deposit for an individual teller or all tellers by selecting from the drop-down list for Deposit Transactions For Teller and making a selection. The totals shown on the screen will be determined by your choice.

There are three tabs on the Deposit screen: Town (or City), State, and Details. On the Town (or City) and State tabs, you will see the financial details of that deposit. It displays what you have for checks and cash, as well as the count on each activity. However, the State tab will not show any details if you are not collecting money to be deposited into the State of New Hampshire bank account. The final tab is Details, which displays every transaction you completed as part of the current Deposit.



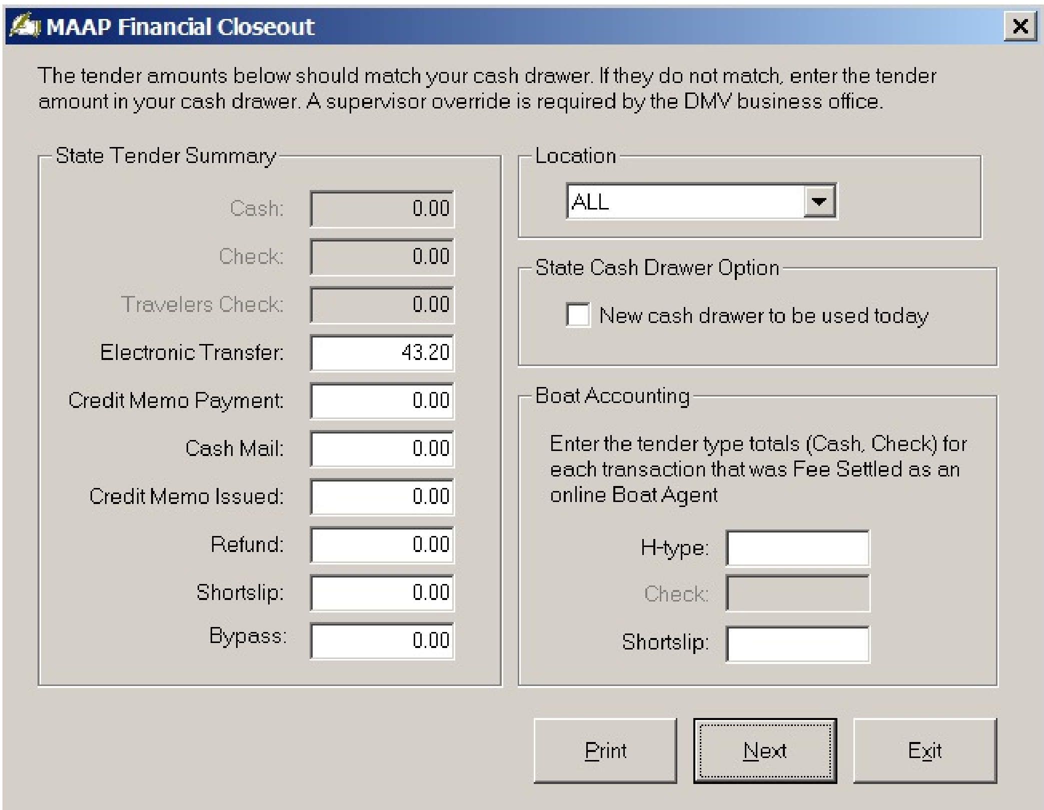
Press **Print Preview** to see each receipt in report detail. At the end of the report are totals by activity, what you took in for checks and cash, and account summary. This report can be printed as many times as necessary until you make the deposit. It is used to verify and balance before you finalize the deposit.

To finalize your deposit, press **Deposit**. You will be asked if you are sure you want to finalize the deposit. If you want to continue, click **Yes**. A deposit slip will display on the screen if you have checked this option in System Settings. (For options on printing, see Printing .) Once you close the deposit slip printing screen, a Transaction detail report will be displayed. The Deposit and Transaction detail report should both be printed and kept for auditing purposes.

MAAP Financial Closeout

The MAAP Financial Closeout function informs DMV of the amount you have processed in State fees, as well as the breakdown of the tender summary (cash, check, short slip) for a single days work. This function is only used by our On-Line Motor Vehicle users and is required by DMV to be completed at the end of each business day.

MAAP Financial Closeout is performed after you have balanced your DMV drawer at the end of the business day. The Deposit Report (see Deposit) will verify the amount you collected in DMV funds and should match what you have in your cash drawer. To verify the amount with what was transmitted to DMV, select **Cart | MAAP Financial Closeout**. The MAAP Financial Closeout screen displays showing the amount collected for each tender type.



The figures shown should match what you have in your State cash drawer and if not, you will need to enter the actual amounts collected. If you need to enter an amount that differs from the State figures, you will be prompted for a Supervisor Override to complete.

A few items worth noting:

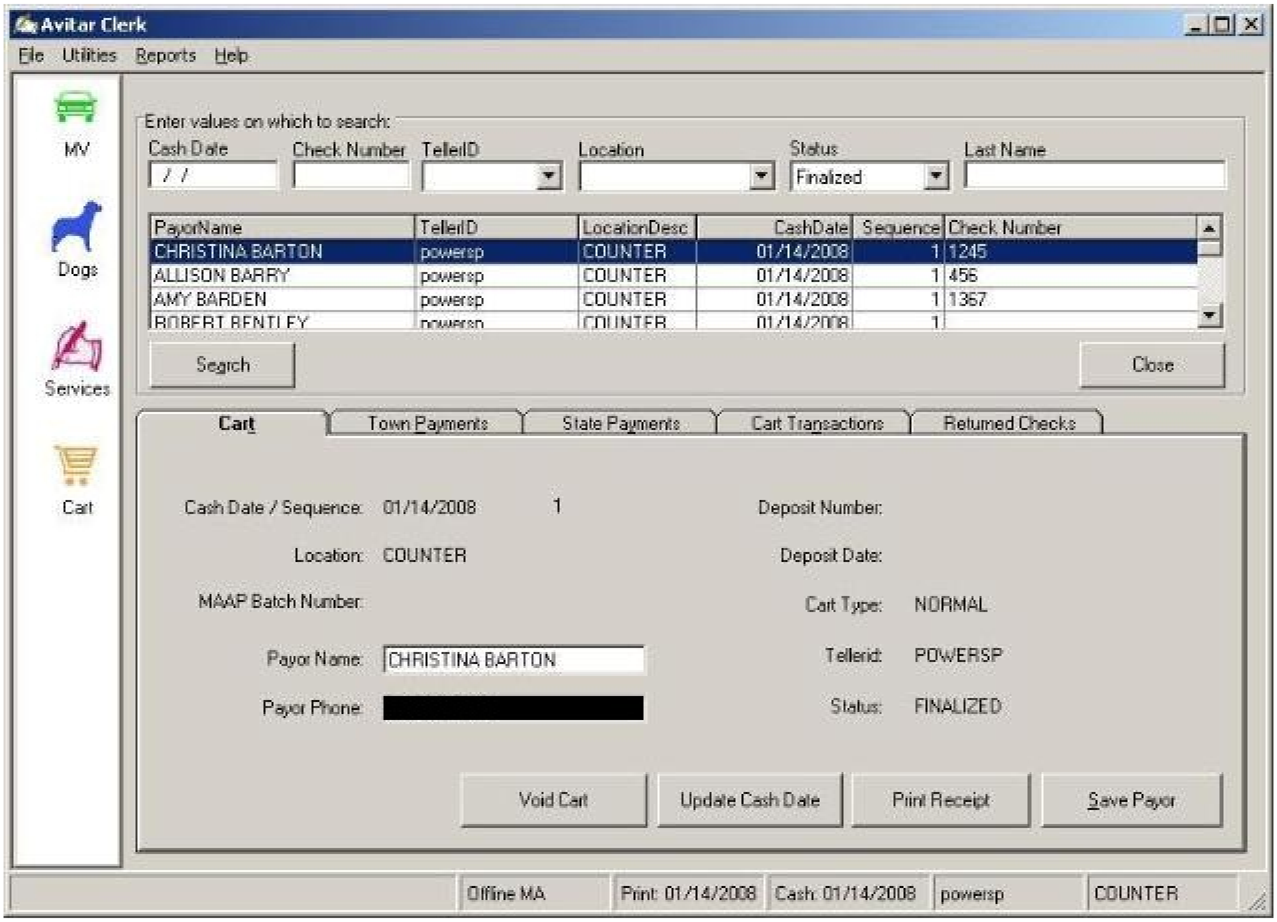
- The State Cash Drawer Option - New cash drawer to be used today check box is only used if you need to close your drawer and reopen to process more work. This is typically only done when DMV wants you to close out and start with a new cash drawer. By selecting the check box you are telling DMV that you will have two financial closeouts for one day.
- The Boat Accounting section is used to enter the amounts you collected as a Boat Agent.

When all the information is correct, select **Print**. This will display a report with the information associated with your MAAP Financial Close Out. If you forget to print the report, you can reprint it report at any time by going to **Reports | DMV Financial Closeout**.

After printing the report, select **Next** to send the information to DMV. A message will display stating the closeout completed successfully.

Cart Maintenance

Cart | Cart Maintenance allows the Clerk to view and correct information on processed transactions. Through Cart Maintenance you can process a returned check, correct a customer's payment type, and void a cart or individual transaction, as well as functions to edit the payment information on a cart.



Once the Cart Maintenance screen displays, you can search for a cart by Cash Date, Check Number, TellerID, Location, Status, or Last Name. Once you have searched and selected a cart in the grid, the results will display the information spanning five distinct tabs; Cart, Town Payments, State Payments, Cart Transactions, and Returned Checks.

Void Cart vs. Void Item

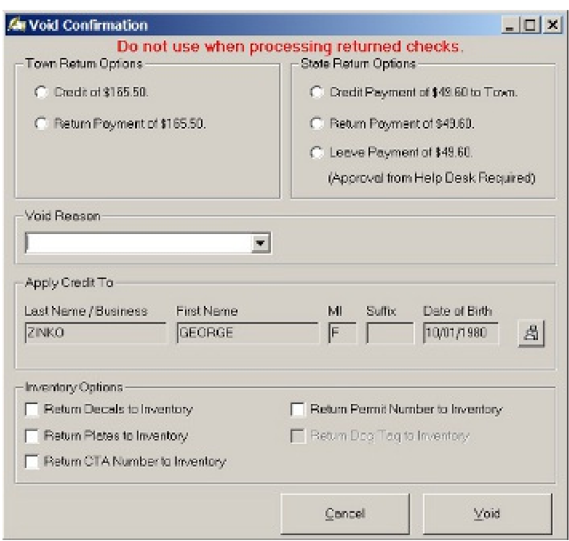
Voiding a cart is used when you want to void all the transactions in the cart. If you had five registrations in the cart, all five would be voided. Voiding a transaction is used when you only want to void one item in the cart. Using the above example, if you have five items in the cart, voiding a transaction in the cart will void one item and leave the other four. Note, whether you are voiding a single transaction or an entire cart, if a motor vehicle transaction is involved, you must get permission from DMV before you proceed.

When voiding a transaction or an entire cart, you will go to **Cart | Cart Maintenance**. Search and select the cart. It's usually easiest to find a cart by typing in the customer's last name for the search criteria. When searching by last name, the grid will display any cart for customers with that last name, with the most recent cart listed first in the grid. Once you have found the owner, verify that you have selected the correct cart by selecting the **Cart Transaction** tab. This will display the details of each transaction in the cart. To process a void, follow one of the processes below.

Void Cart:
Void Cart will void an entire cart and allow you to return the payment to the customer. Note, you cannot void an entire cart if the cart has been deposited. Once you void a cart, all transactions associated with that cart will be reversed. Void Cart is commonly called a "same day/same teller void". Once you have found the cart you want to void, select the **Cart** tab and select **Void Cart**.

Void Item:
Void Item is used when a cart has been processed with multiple items and you need to void a single item in the cart. It is also used if you need to void the entire cart but the cart has already been deposited. Voiding an item can be done whether you have completed the deposit or not, however, your options are limited once you have processed the deposit.

To void an item, select the **Cart Transactions** tab. Next to each item in the cart are three icons. To void an item, click on the Void icon "**V**". A Void Confirmation Dialog box displays.



You will have a Town Return Options section and a State Return Options section if the item you are voiding is a motor vehicle transaction. Otherwise, you will only see the Town Return Options. The return options are very important if a registration is involved, as you need to select the option that DMV stated they were using on their end. The options will also vary depending on if you are a one check municipal agent or a two check municipal agent. The following is a general guideline on when to use each State Return Options (for one check municipal agents):

- **Credit Payment of $xx.xx to Town:** This option will leave the money in your deposit, void the item, and allow you to use the credit for a future transaction.
- **Return Payment of $xx.xx:** This option is only available if the cart has not been deposited and you want to return the payment to the customer. Keep in mind that DMV rarely will allow you to use this option, as they feel that once you have endorsed the check, they want you to use the Credit Payment option.
- **Leave Payment of $xx.xx:** This option leaves the amount in your deposit and is commonly used in a one check environment, as the money has already been transferred to DMV, so needs to remain in your system.

Once you have selected your Return option(s), if you need to put the decals and/or plates back into your inventory to use on another registration, click in the boxes under Inventory Options. You will need to either enter a reason for the Void into the Void Reason text box or use the dropdown box to select a reason. Once you have made all your selections, click **Void**.

Cart Tab

The Cart tab displays the status of a transaction and allows you to update certain information, such as the Payer Name and Phone number. It shows the Cash Date, Deposit Date, and Deposit Number of the selected transaction. While on the Cart Tab, you can void a cart, update the cash date, print a receipt, and save the payor information you changed.

Void Cart

(SeeVoid Cart vs. Void Item)

Update Cash Date

The Update Cash Date selection in Cart Maintenance allows you to change the cash date of the transaction to today's date. This is most commonly used when the Cash Date was changed to enter a prior day's work and never was changed back to the current date once the work was entered. To update the cash date, go to **Cart | Cart Maintenance**.

Print Receipt

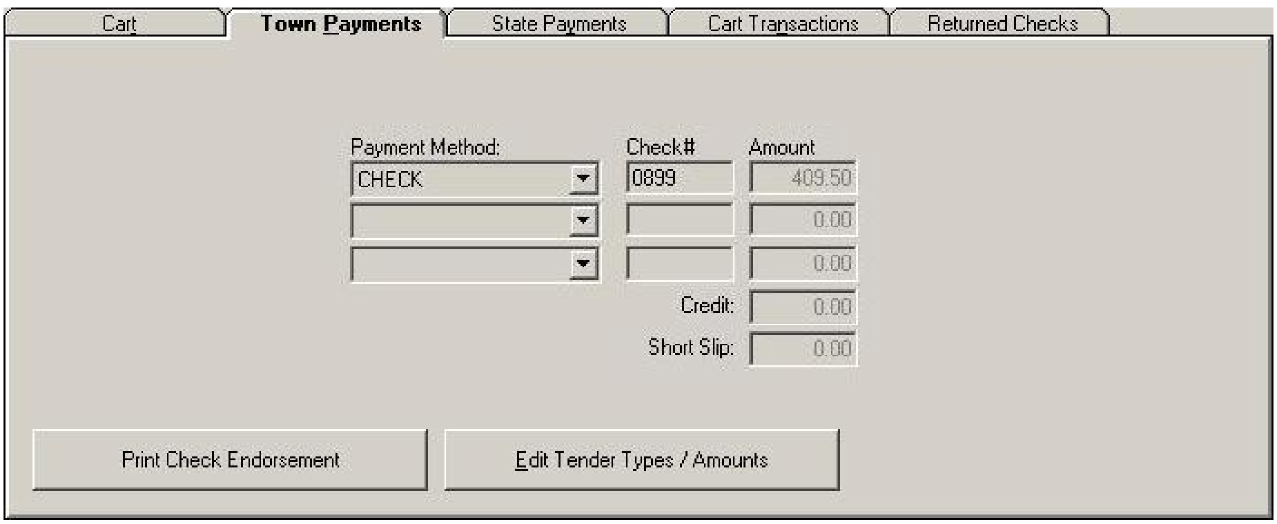
Print Receipt in Cart Maintenance is used to reprint a receipt for a customer. To reprint a receipt, go to **Cart | Cart Maintenance**. To find the cart, you can search by Cash Date, Check Number, Teller, Location, and/or Last Name of owner. It is usually easiest find the cart by typing in the customer's last name and clicking **Search**. This will display all carts for customers with that last name, with the most recent cart listed first in the grid. Select the cart from the grid and verify that you have the right cart by clicking on the **Cart Transaction** tab, which gives the details of each transaction in the cart. Once you have the cart selected, click on the **Cart** tab and select **Print Receipt**. A message will display asking if you want to print a detailed receipt. If you click **Yes**, a full page receipt will print with an itemized list of fees paid for each transaction in the cart. If you **click** No, a standard receipt will be printed.

Save Payor

The Save Payor selection allows you to update the Payor Name and/or Phone number on the screen if the wrong name was originally entered. Once you change the Payor Name and/or Phone number, click **Save Payor**.

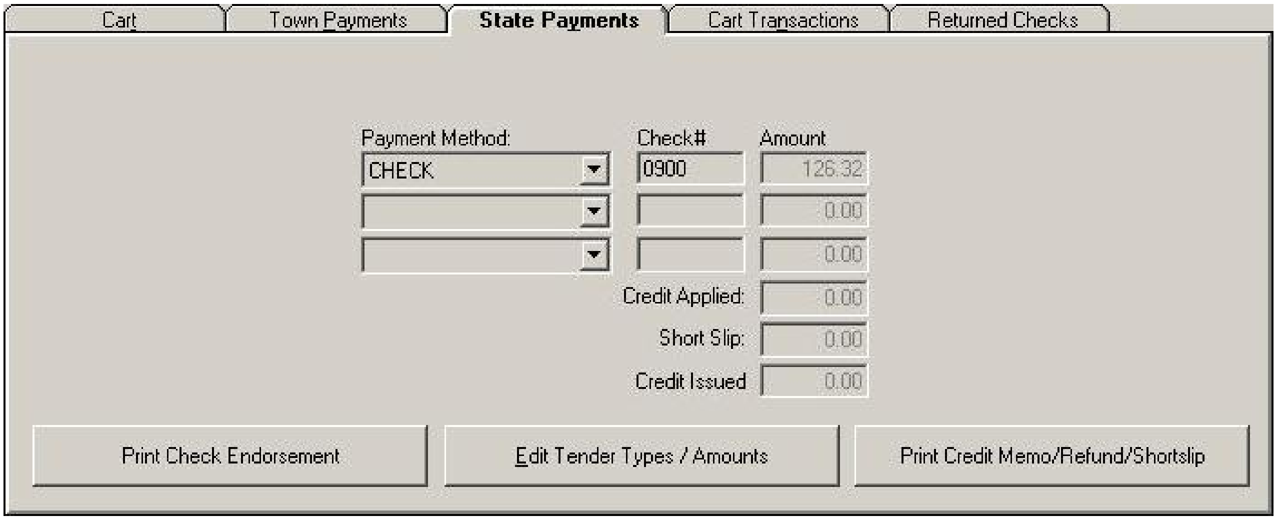
Town/City Payments Tab

The Town/City Payments tab shows the details of town payments including payment method, check number, and amount. If you entered a transaction as cash and it should have been a check, you can click on the **Edit Tender Types/Amount** button, correct the error, and click **OK**. This tab is also used if you need to endorse the back of a check.



State Payments Tab

The State Payments tab shows the details when payments are made to the State, including payment method, check number, and amount. If you entered a transaction as cash and it should have been a check, you can click on the **Edit Tender Types/Amount** button, correct the error, and click OK. This tab is also used if you need to endorse the back of a check. Credit Memos/Refunds/Short Slips can also be reprinted from this tab.

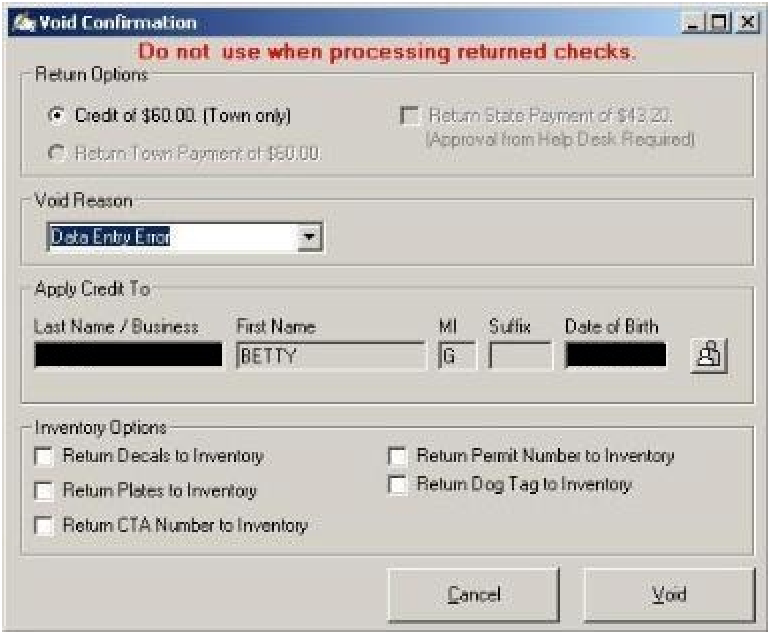


Cart Transactions Tab

The Cart Transactions tab shows each transaction in the cart. From this tab, you can void a single transaction, reprint a document, or view the details on the transaction.

You can Void a single transaction under Cart Transactions or all the transactions under Cart. The difference in voiding a transaction under the Cart Transactions tab and the Cart tab is how the transaction is handled. Under Cart, voiding the cart can only be performed if the deposit has not been finalized and it takes the money out of your deposit amount. Deleting a transaction in the Cart Transaction tab can be performed whether the transaction has been deposited or not. In this case, the void transaction will process the void, but create a credit in the system. This will leave the money in your deposit as a credit and can be used by that customer at a future date.

To void a transaction press the Void button  and the following screen will display:

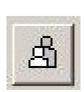


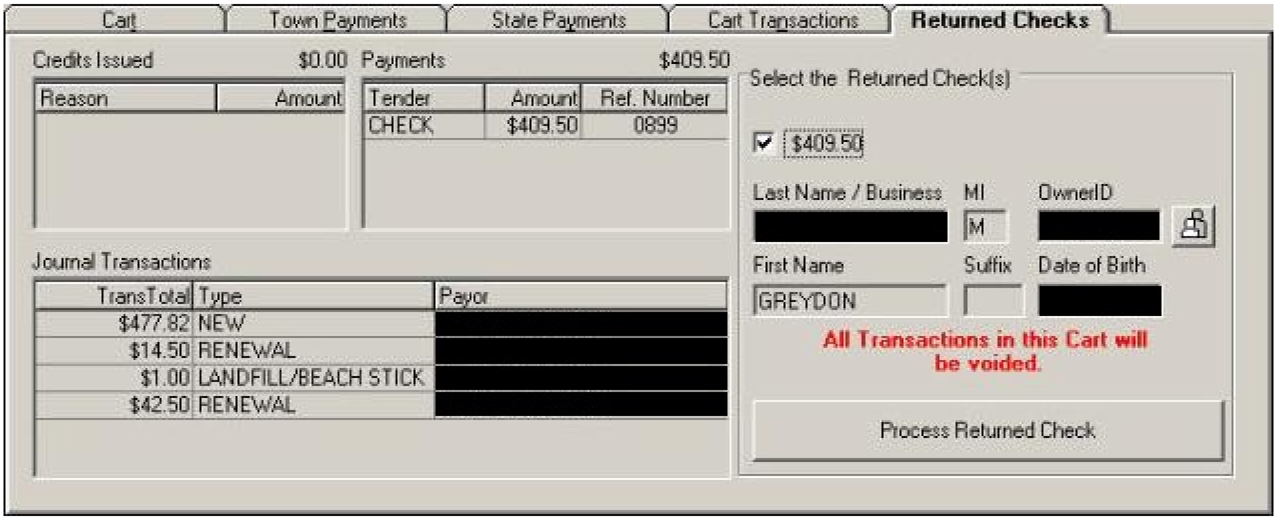
Note the section for Inventory Options. By checking the box, you have chosen to return a Dog Tag, Decal, Plate, CTA Number, or Permit Number to Inventory, allowing you to use them for another customer.

When you Void a transaction that has not been deposited, you have two Return Options radio buttons. The first is to leave the payment as a credit for a future use. The second, Return Town Payment, is to return the payment to the customer. If you have finalized the deposit, the only option available is to leave the payment as a Credit.

Returned Payments Tab

Returned Checks tab is used to process a check that is returned for non-sufficient funds. Once you process the returned check, the transaction will reflect on today's deposit journal and the reversal amounts will be reflected on the Account Summary report. To process the returned check, select this tab, click in the check box next to the check amount, then press the **Process Returned Check** button. A message will display stating that a NSF charge can be added to the Owner, so the next time they try to process a transaction, the NSF charge will display in Fee Settlement. If you would like to add the NSF charge to the owner, select **Yes**. The Owner Maintenance screen will display. In the middle of the screen is a box labeled Pending NSF Check Charges. Use the drop down list to choose how many NSF Check Charges this Owner owes your office and click the **Save** button.

The Owner Lookup button  allows you to search for a different owner if there are multiple checks on the transaction.



Returned Payment Process

The Returned Check process can be used for any or all of the following procedures:

- Flag owner with a NSF check charge and/or message.
- Void a transaction from the system reversing all fees associated with the transaction.
- Creating an Administrative Complaint. (Can only be created after the registration has been Voided.) RSA 261:156 Collection of Insufficient Fund Checks.
- Processing the Returned Check fee and/or processing payment of original fees.

Your Returned Payment policy will determine whether you use any or all of the procedures. The following instructions include all the processes listed above. If you do not want to follow every procedure, go to the procedure you want and follow the instructions.

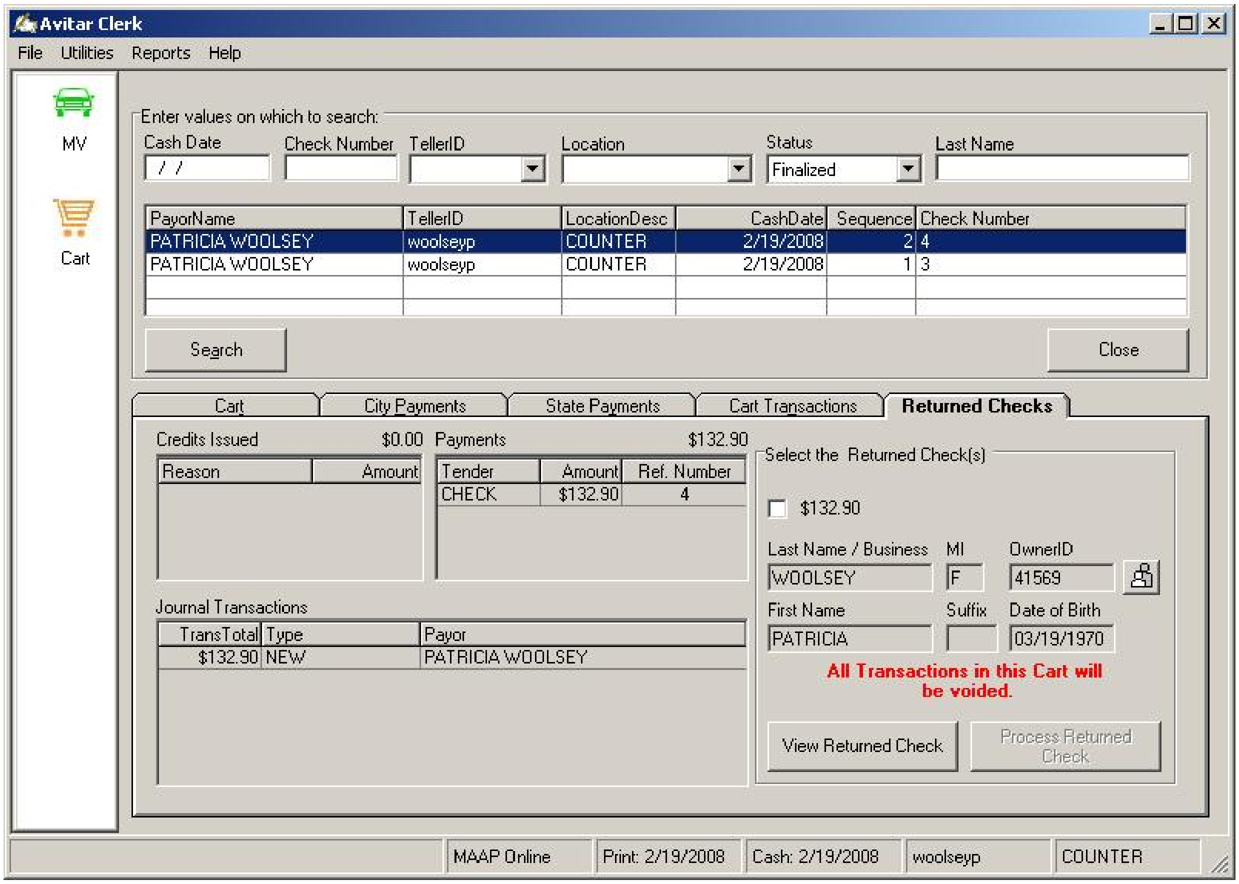
Note, if you are voiding the returned payment, the reversal amounts will display in today's deposits. If you want your deposit at the end of the day to just be the actual work you did for the day and the Account Summary for Fee Transactions to match your deposit total, you will want to follow one of the following procedures:

- Create a User ID that will only be used for Returned Payments. After Voiding the transaction, create a deposit.
- Void the transaction before you begin the day’s work. After Voiding the transaction, create a deposit for just the voided transaction.
- After creating your deposit at the end of the day, Void the transaction and create another deposit for the Voided transaction.

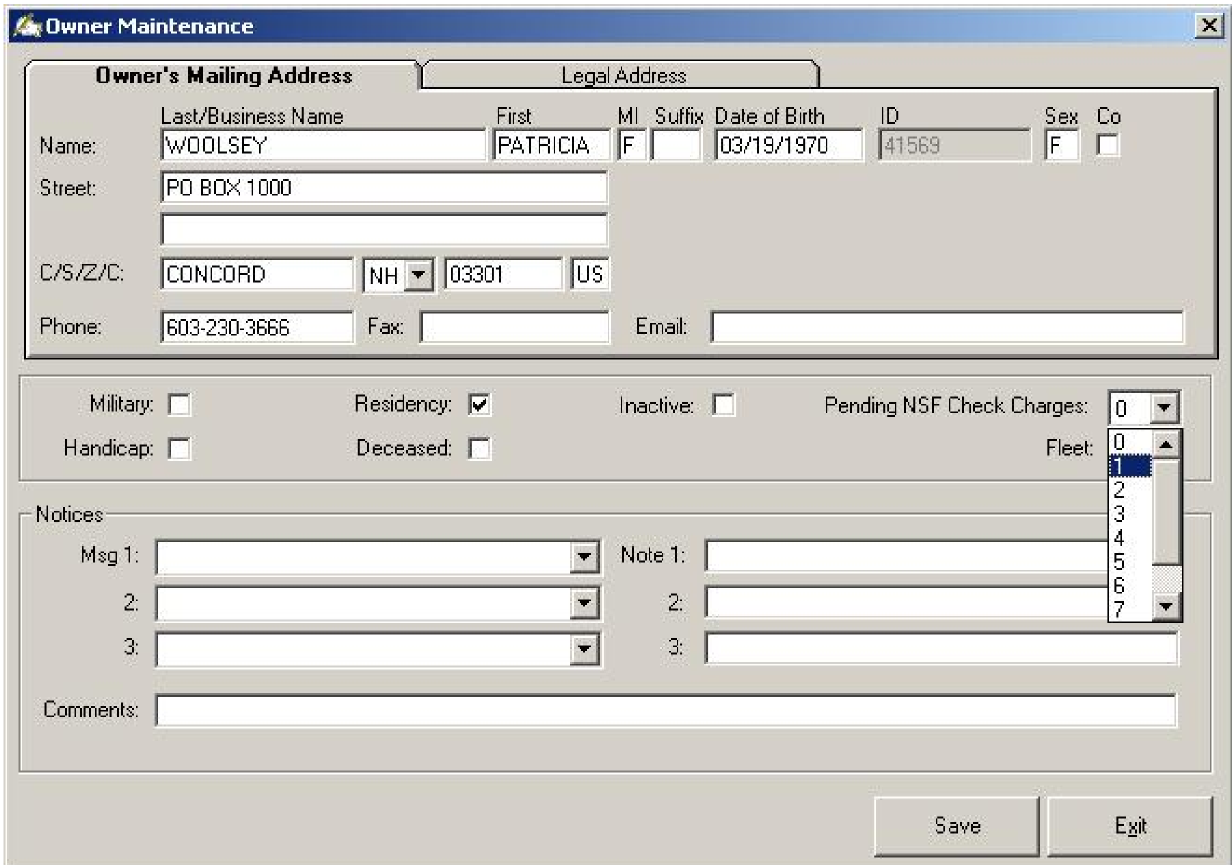
The key to all three options above is to make sure you create a deposit for just the Void of the Returned Payment. This will create a deposit report of just the reversal of the fees and separate the transaction from your daily work.

Flag owner with a NSF check charge and/or message
When a check is returned, the owners account should be flagged stating a returned check is pending for this individual. This alerts all tellers in your office that a returned check is outstanding and further action is needed before processing a new transaction for this individual.

To process, go to **Cart | Cart Maintenance**. Search and highlight the transaction. Click on the **Returned Checks** tab. Click on the **View Returned Check** box.



A message displays asking if you want to review the owner and/or flag the owner with returned check charges. Click **Yes** to display the Owner Maintenance screen. From the Pending NSF Check Charges drop down box, select 1 if this owner has one outstanding NSF check charge or select the number of outstanding check charges for this owner. You may attach an Owner message by selecting from the Msg 1 drop down box under the Notices section. This will display a message each time a transaction is processed for this owner.

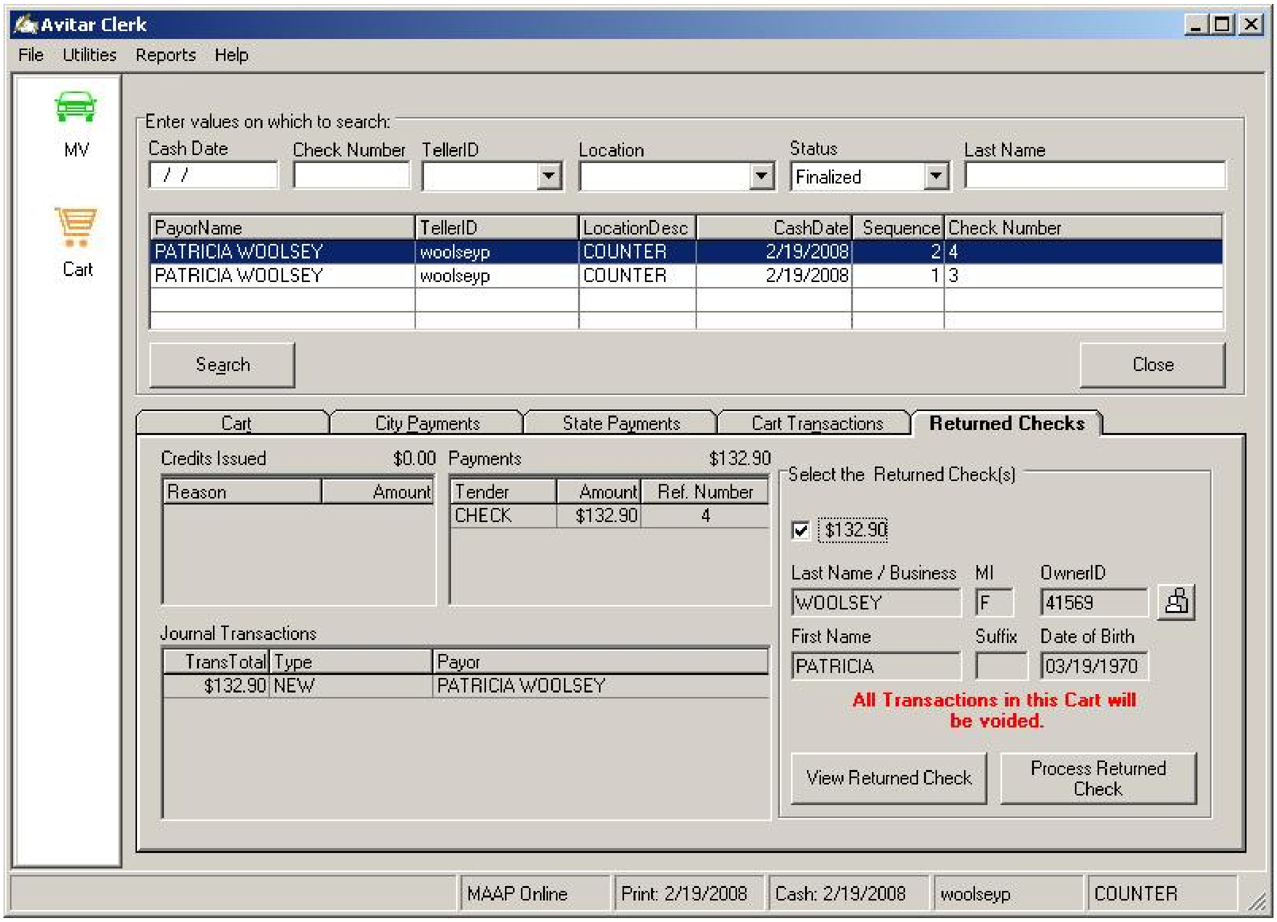


Once all the information is complete, click **Save**. A message displays stating the information has not been sent to DMV. Click **OK** to display the returned payment information report, which will give you detailed information on what has been affected by this returned check. Print the report.

Processing the Returned Payment

Processing the Returned Payment reverses the transaction and all fees associated with that transaction. This action is usually taken after a certified notice has been sent to the owner and they have not responded.

To void a transaction, go to **Cart | Cart Maintenance**. Search and highlight the transaction. Click on the **Returned Checks** tab. Under the section Select the Returned Check(s), click on the check box next to the check you are voiding and click on the **Process Returned Check** button.

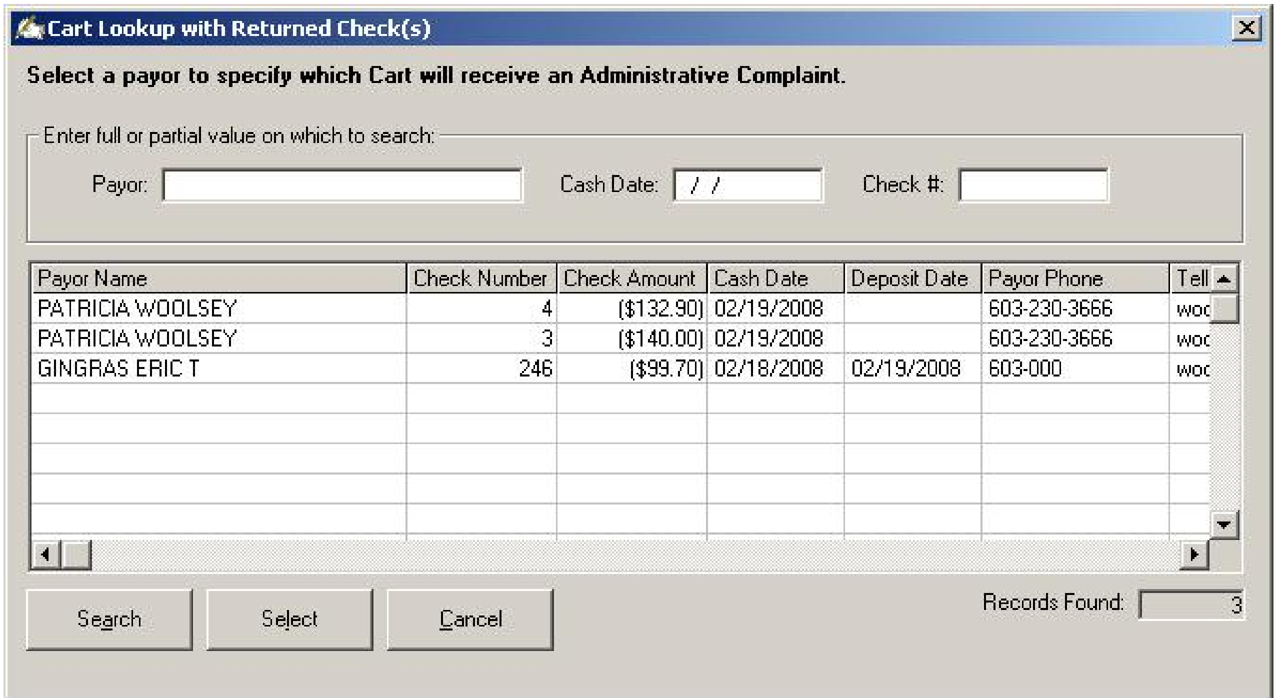


A message displays warning that you are about to void all the transactions in this cart. Click **Yes** to continue. The next message to display is asking if you want to review the owner and/or flag the owner with returned checks charges. If you followed the procedure to Flag owner with a NSF check charge and/or message, click **No**. If you did not, click Yes to display the Owner Maintenance screen to update the Pending NSF Check Charges and Owner messages.

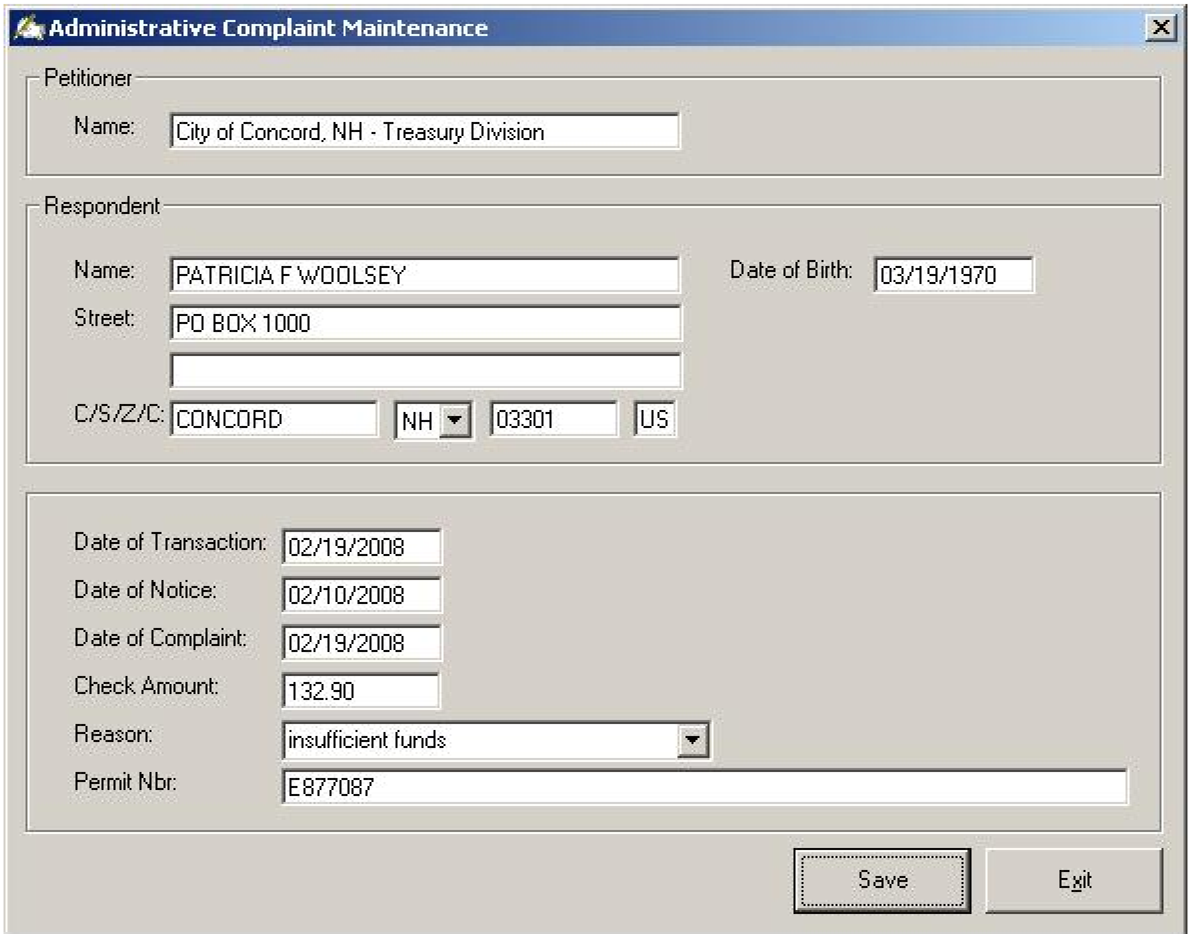
Creating an Administrative Complaint

An Administrative Complaint is used when an owner has not paid the returned check, a certified notice was sent to the customer regarding the returned check, and you now want to notify DMV so they can suspend the owner's registration and plates. You cannot create an Administrative Complaint without having processed the Returned Check through Cart Maintenance.

To create an Administrative Complaint, go to **Utilities | System Administration | Administrative Complaints**. Click on the **New Complaint** button to advance to the Cart Lookup with Returned Check(s).



This will display all returned checks you have processed in the system. Search and select the Payor. A message displays asking if you want that owner as the respondent for the Administrative Complaint. Click **Yes** to advance to the Administrative Complaint screen.



Fill in the date you mailed the certified notice in the Date of Notice text box. From the Reason drop down box select whether the check was returned as account closed or insufficient funds. Click **Save**. Print the notice that displays on the screen.

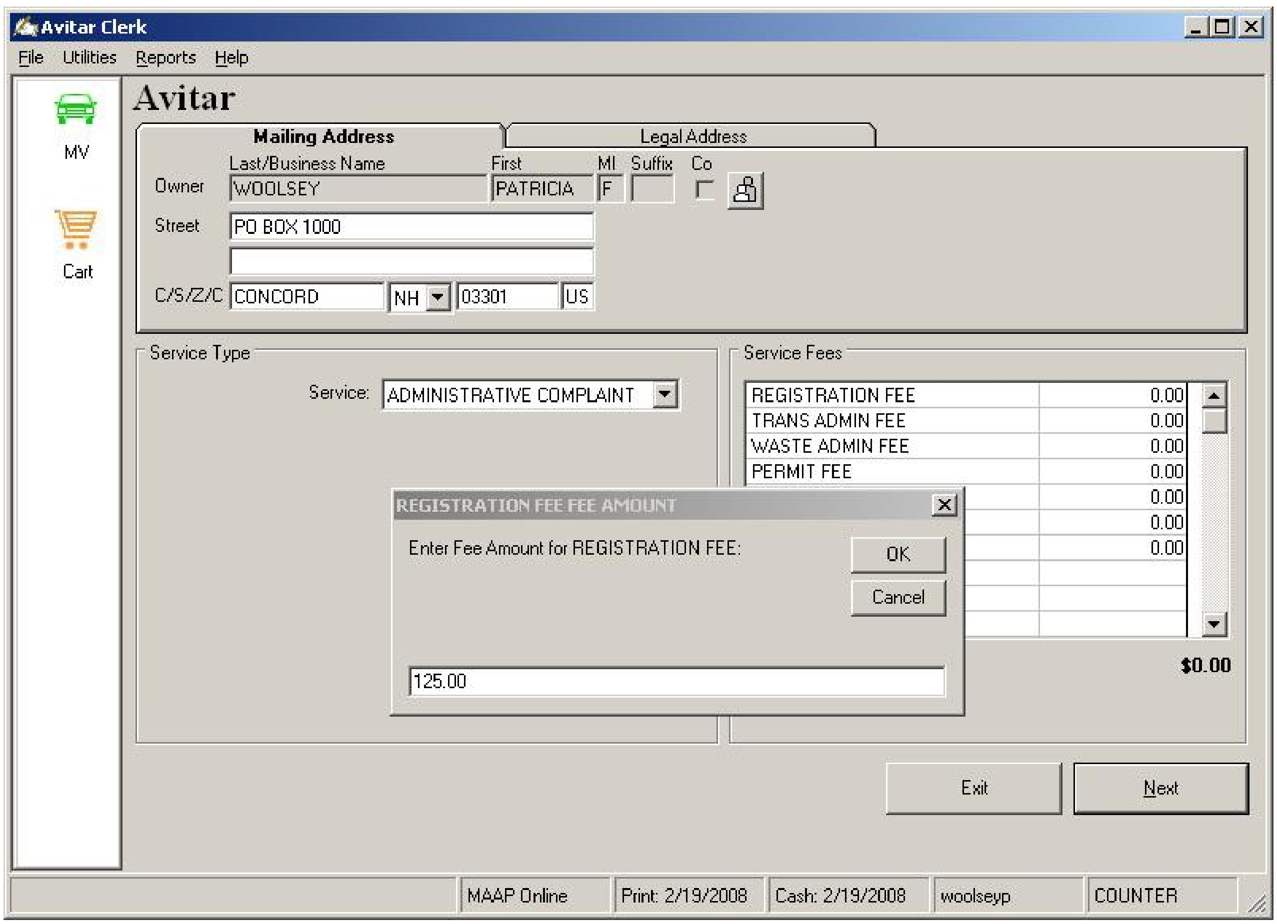
Process the Returned Payment Fees/Add'l Revenue

The Pay Returned Payment Fees/Add'l Revenue process serves several purposes: to process the payment of a returned payment fee, to enter the voided motor vehicle revenue back into the system, and to enter additional revenue.

The returned payment fee and the voided motor vehicle revenue process are used when the customer pays for their returned payment. At the time the payment was returned, if the registration was voided in the system, all fees associated with the registration would have been reversed. Therefore, they will need to be reentered to make your accounting balance. However, you cannot enter another registration because DMV did not reverse the registration on their side. In order to put the revenue back into the system, without processing another registration, go to **Utilities | System Administration**. Under the Motor Vehicle section, select **Pay Returned Payment Fees/Add'l Revenue**. Search and select the owner. Use the Service dropdown box to select MV Revenue. The service fee total will display as all zeros. Once you click **Next**, you will be prompted to enter the amount of each fee for this transaction. (If you do not know the fees, cancel the process and go to **Cart | Cart Maintenance** and reprint a detailed receipt.) Once you have finished entering the amounts into the text boxes, you will advance to fee settlement.

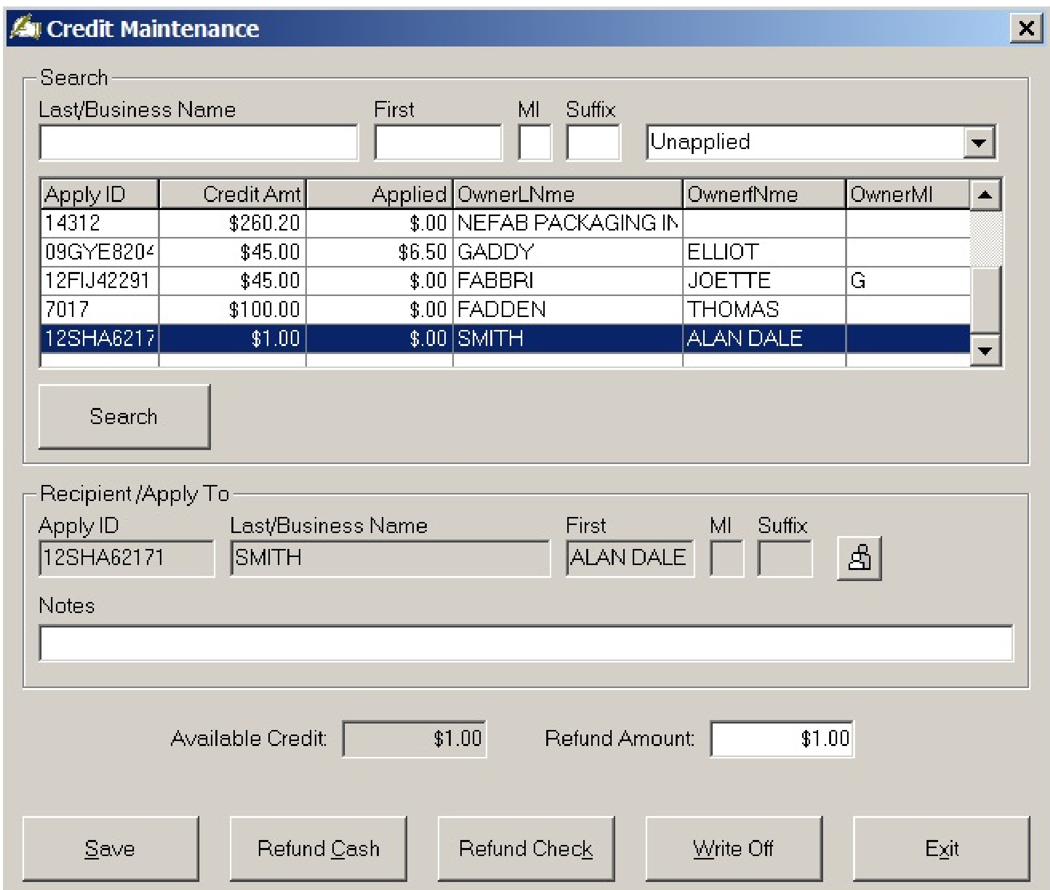
To process the returned payment fee, you will follow the same instructions above, except from the Service dropdown box, and select **Returned Payment**. The service fee total will display the amount you have set the system to charge for a returned payment.

The final option was added to assist you in entering additional revenue into the system. For example, you processed a registration the previous day and deposited the funds. Then you realize the list price was incorrect. You contact the customer who sends in the difference owed. In order to account for the additional fees, without processing a new registration, you would use the same process above by selecting MV Revenue from the Service dropdown box and entering each fee as prompted.



Credit Maintenance

Credit Maintenance is used to view, edit, refund or write off an existing credit in the clerk system. A credit is created when a customer overpays the amount owed for a cart or when a cart is voided after deposit (see Cart Maintenance | Void Item). Once a credit is created, the next time you process a transaction for that customer, the credit will applied to the cart at fee settlement. However, if the customer wants the credit refunded, you will need to process the refund using Credit Maintenance. Select Utilities | Credit Maintenance. The Credit Maintenance screen displays.



To search for a specific credit, use the Last/Business Name text box to enter the name the credit is listed under. Use the dropdown box to narrow the screech criteria to Unapplied, Applied, or All. Unapplied are active credits, Applied are credits that have been refunded, written off, or applied to a cart, and All will display every credit. Once you have criteria, click Search. The results will display in the grid. Click on the credit in the grid to highlight your selection. This will populate the Recipient/Apply To section, as well as the Available Credit field. There are several options:

- Change Recipient/Apply To: Credits are associated with an owner's ID (driver's license number). For example, a couple mails in their two vehicle registration to be renewed. One of the vehicles is registered in the husband's name and the other in the wife's name. When you process the cart, you realize they have written the check for more than what they should have. If the first registration you renewed was for Smith John and the second was for Smith Mary, the credit will be associated with Smith John. If at some point the couple comes in and wants to use the credit to register another vehicle under Mary's name, you will have to change who the credit is associated with or the credit will not be automatically added to the cart. To change who the credit is associated with, go to Utilities | Credit

Maintenance and select the owner in the grid. The Recipient/Apply To box will display who the credit is currently associated with. To change, simply select the owner lookup button to search and select the correct owner. Click Save to apply the change.
- Save: The save button will save any changes you have made to the credit, such as changing the Recipient/Apply To.
- Refund Cash: Refund Cash is only available if you have entered an amount greater to zero in the Cash Back Maximum text box under System Settings (Utilities | System Administration | System Options | Town Settings tab). This function is used when a customer writes a check for greater than the amount owed and you want to give him cash back out of your drawer. Note, if you refund cash from your cash drawer and you have not taken any cash in for the day, you will not be able to do a deposit at the end of the day, as you would have a negative cash amount in your drawer.
- Refund Check: Refund Check is used when the customer wants the money back. When you select Refund Check they system will prompt you to enter a note indicating the reason for the refund. This is where you can enter the refund check number or a note indicating the customer requested the refund.
- Write Off: Write Off should only be used when a credit was issued in error. Be aware, this will not take it out of your deposit, as the system assumes you took in the money and have decided to keep the money instead of giving it to the customer.

Change Password

Select **Utilities | Change Password**. You may only change the password for the user who is currently logged in. Remember passwords are case-sensitive and must contain at least 7 characters.

Location

In Avitar Clerk, the Location is used to tell the system where the transactions you are about to process originated. For example, the location of LOCKBOX tells us that the transactions you are processing came in through a batch file from a financial institution; a location of ONLINE means the transaction originated from the internet; a location of COUNTER tells us that the transactions are being processed in your office. This is very important, as the Location also determines how transactions are processed; therefore, the options available to you will change with your selection. Below is a brief description of each location:

- **Lockbox**: Lockbox is used to process multiple renewal registrations through a batch file produced by an outside processing center. Typically this process begins with a renewal notice containing a unique Lockbox ID mailed to your customer. The customer returns the notice by mail with the required fees to your bank's PO Box, which processes the registrations, deposits the funds into your account, and creates a file to be mailed to you. The file is imported into our system and registrations are generated.

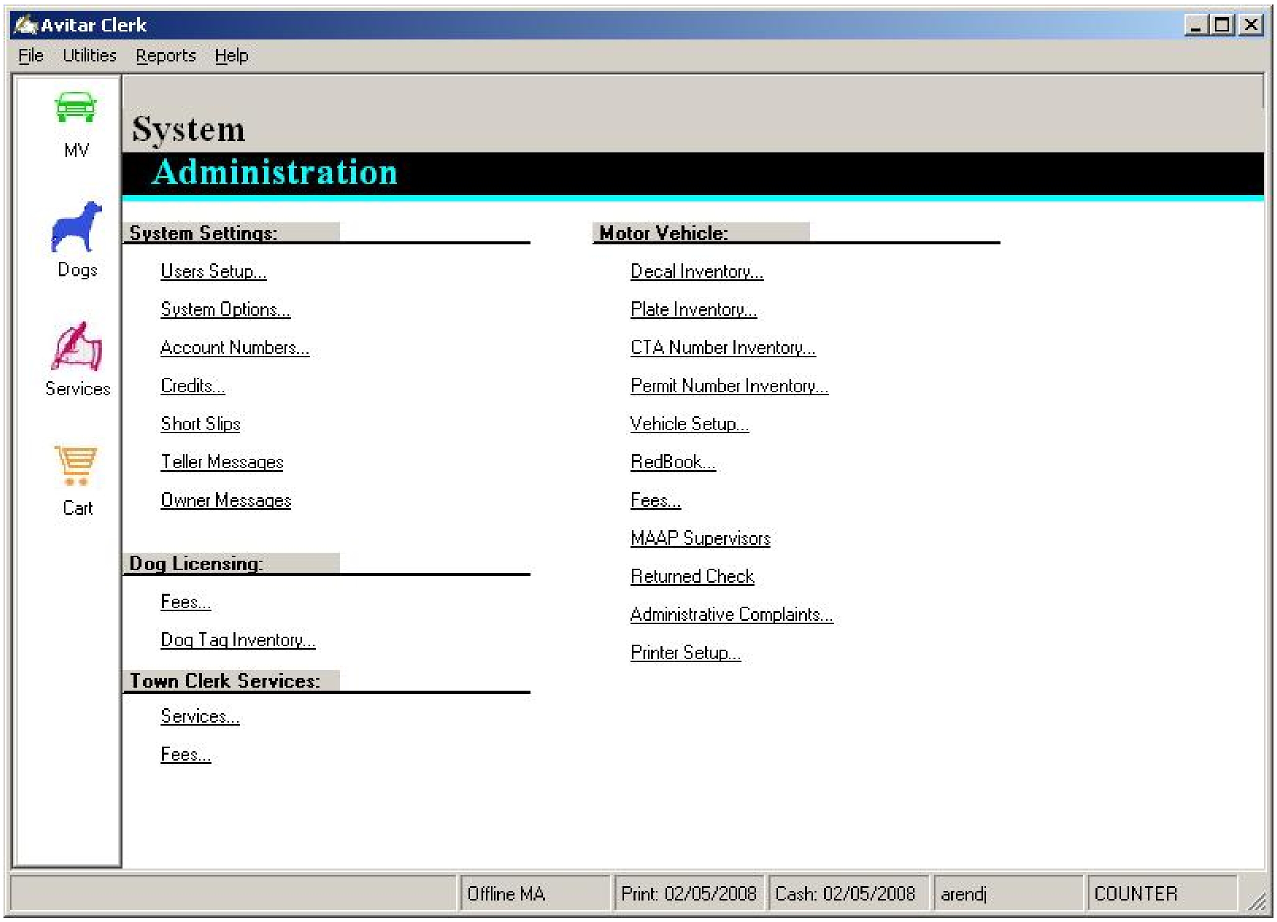
- **Online**: Online, is very similar to Lockbox, except instead of your customer mailing checks with the renewal file to a PO Box, the bank receiving payment and subsequently creating a payment file, the customer goes online using our PCI compliant service. They pay by credit/debit card or ACH. The funds collected are electronically transferred to your bank account, and a file can be downloaded daily and registrations are generated.

- **Counter**: Counter is used to process all work generated in your office by customers walking in to process their transactions, or simply by mailing the information to you directly for processing. Each transaction is handled manually, in that you must enter each transaction.

System Administration

The System Administration screen gives you options to update information specific to each module or in general to affect all modules. You can add or change a user in the system, update the information on your Municipality, and add messages to either an owner or a teller. It is also where you can maintain your credits and update your inventory. This is where you set up the information you need to perform your tasks as a clerk in the system.

Below is the main System Administration screen which you can access by selecting **Utilities | System Administration**:

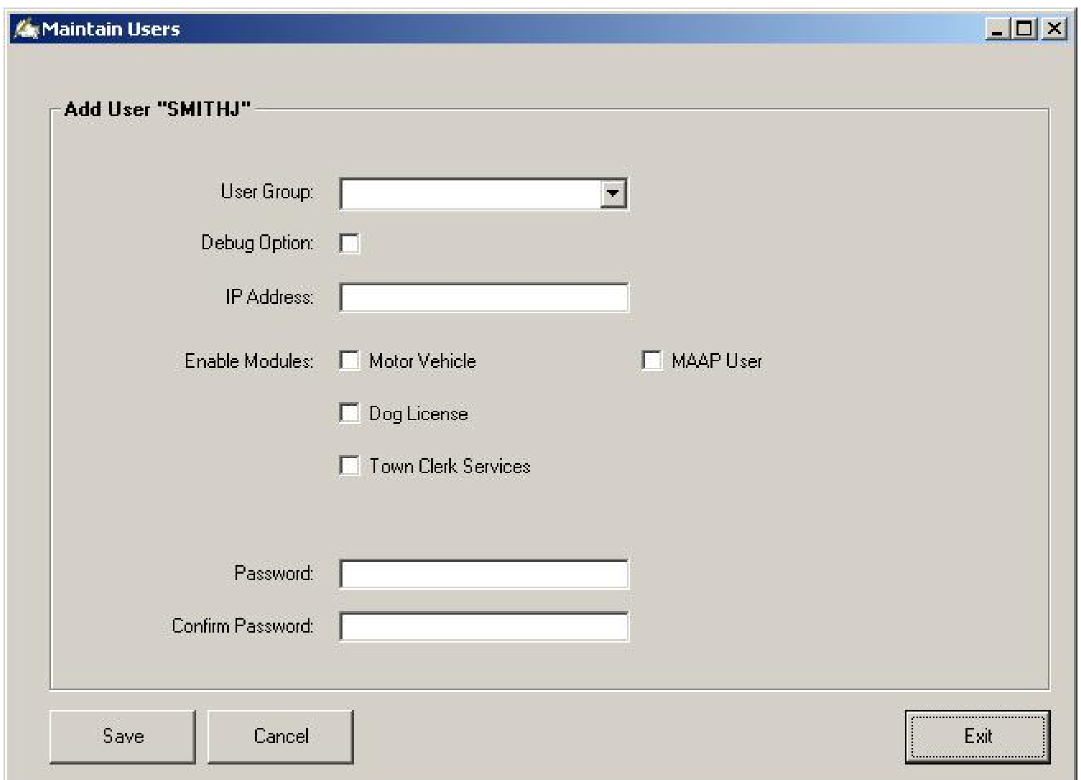


Users Setup

Users Setup allows you to add, delete, or modify users, teller locations, and workstations. To access the Users Setup screen, select **Utilities | System Administration | Users Setup**. The Users Administration screen displays with four options: Users, Teller Locations, Workstations, and Locations Codes.

Users

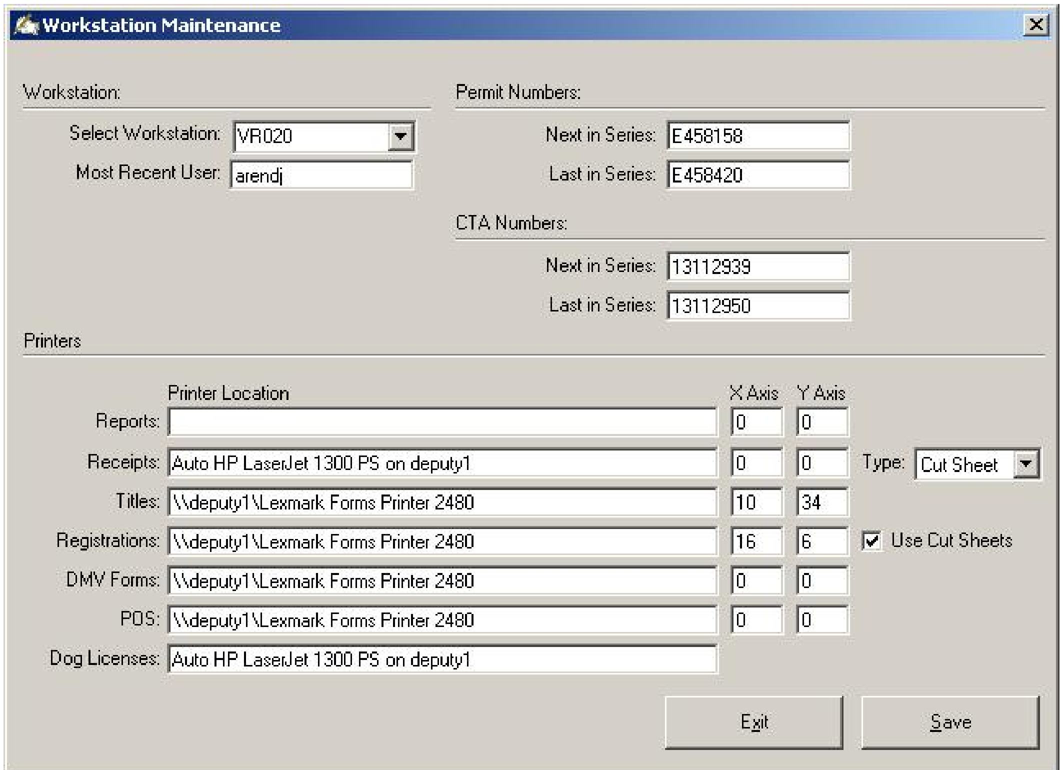
To add, modify or delete a User select **Utilities | System Administration | Users Setup | Users**. A list of current Users and their Group (their level of security) displays. To add a new User, click **Add**. A text box displays for the new Users name, which must be between 5 and 20 characters in length. Once you have typed in the Users name, click **OK**. The Privacy Agreement displays. Every User must have Privacy Training. If the new User has had Privacy training, click on the check box and select the **I Agree** button. If the User has not had training, click on the **I Disagree** button and add the User after they have had Privacy Training. By clicking on I Agree, the Add User screen displays. From the User Group drop-down list, select the Level of security for this user. You can also choose to set them up with Supervisor rights, which gives the User full access to the system. The next step is to choose which modules this User will have access to by clicking on the check box next to each module. Finally, the User must enter a password in the text box and again in the Confirm Password text box. The password must be at least 7 characters in length. Once all is complete, click **Save**.



To modify or delete a User, from the Maintain Users screen, select the User and click **Modify**. The information for the User displays. To Modify the User, make the changes in the appropriate fields and click **Save**. To Delete the User, click **Delete**.

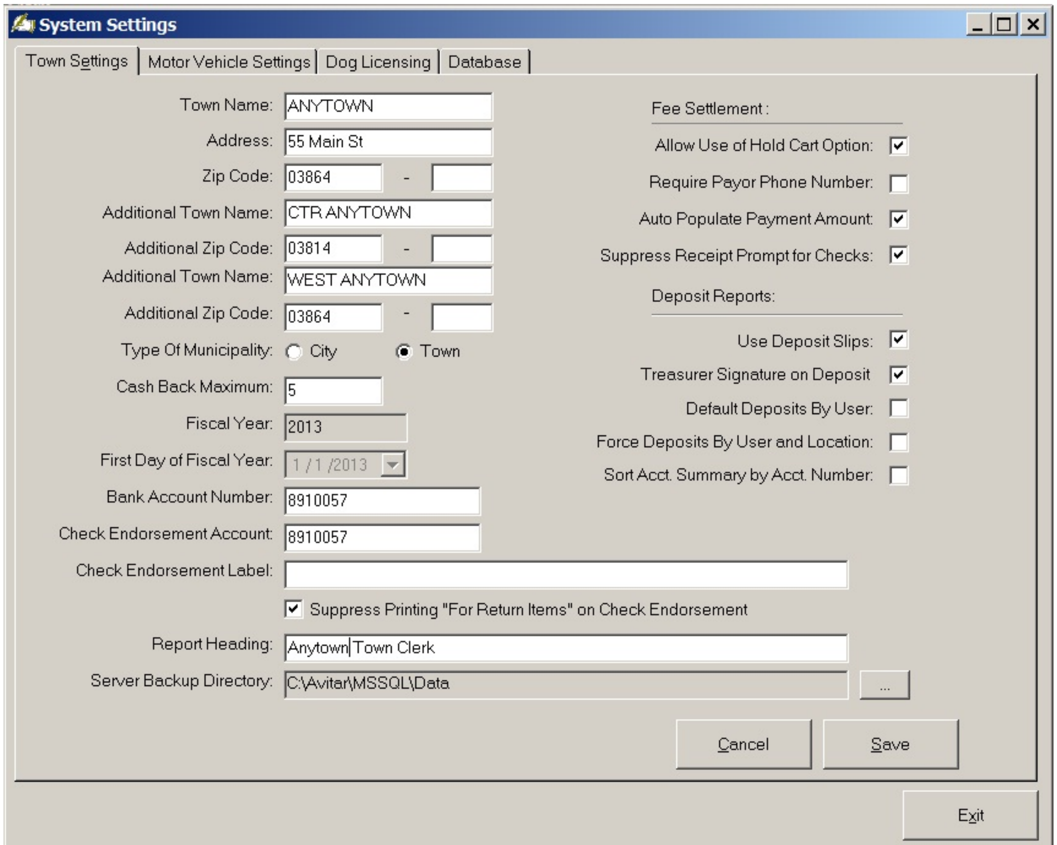
Workstations

Workstation is used to tell the system what Permit and CTA Numbers you are using on this specific computer. It also is where you specify where you want your documents to be printed to. This is usually set up at the time of installation, but can be reconfigured at any point. To change a Workstation setting, from the main menu select **Utilities | System Administration | Users Setup | Workstations**. The Workstation Maintenance screen displays. Make any change necessary in the text boxes and click **Save**.



System Options

System Options is used to update information specific to your Municipality. When you select **Utilities | System Administration | System Options** the System Settings screen displays.



The tabs that display across the top may be different from one town to another, depending on which modules are enabled in your system. Most of the information in the System Settings is set up for you at the time we created your system; however, you can update the information at any time.

Town Settings Tab

The **Utilities | System Administration | System Options | Town Settings** tab allows you to configure many of the settings used by Avitar Clerk. Many of these values are self-explanatory (e.g. town name and zip code). Others are highlighted below.

Fee Settlement This section is used to turn on/off options you want to see when on the fee settlement screen. To enable a selection, click in the checkbox. A check mark in the box means the process is enabled. The following options are available at Fee Settlement:

- Allow Use of Hold Cart Option: Selecting this checkbox allows the use of the Hold Cart at fee settlement. For more details see Hold Cart.
- Require Payor Phone Number: Selecting this checkbox will require the customer's phone number be entered before you can fee settle the cart.
- Auto Populate the Payment Amount: This selection will fill in the Amount text box with the total due for the customer. If you do not select this, you will need to type in the amount manually.

- Suppress Receipt Prompt for Checks: This selection will allow you to suppress the receipt prompt if a customer pays with a check.

Bank Account Number and Check Endorsement Account Use the text boxes to enter your Town's bank account number. If enabled, the account number will print on the Deposit Slip and the check endorsement account will be print on the back of the checks made payable to your town.

Suppress Printing "For Return Items" on Check Endorsement- The Suppress Printing "For Return Items" is an option regarding the endorsement of checks and will allow you to suppress "For Return Items" from printing on the endorsement.

Cash Back Maximum - Cash Back Maximum is used when a customer writes a check for more than the amount due and you choose to give them back cash from your drawer instead of making them write you a new check or wait for a refund. Note, if you have not received any cash for the day, the system will not allow you to make a deposit, as you cannot make a negative cash deposit. To specify the Cash Back Maximum, enter the amount allowable in the Cash Back Maximum text box. If you do not enter an amount the system will not allow you to give cash back.

Fiscal Year and First Day of Fiscal Year - The Fiscal Year and First Day of Fiscal Year is set at the time of installation and will change automatically.

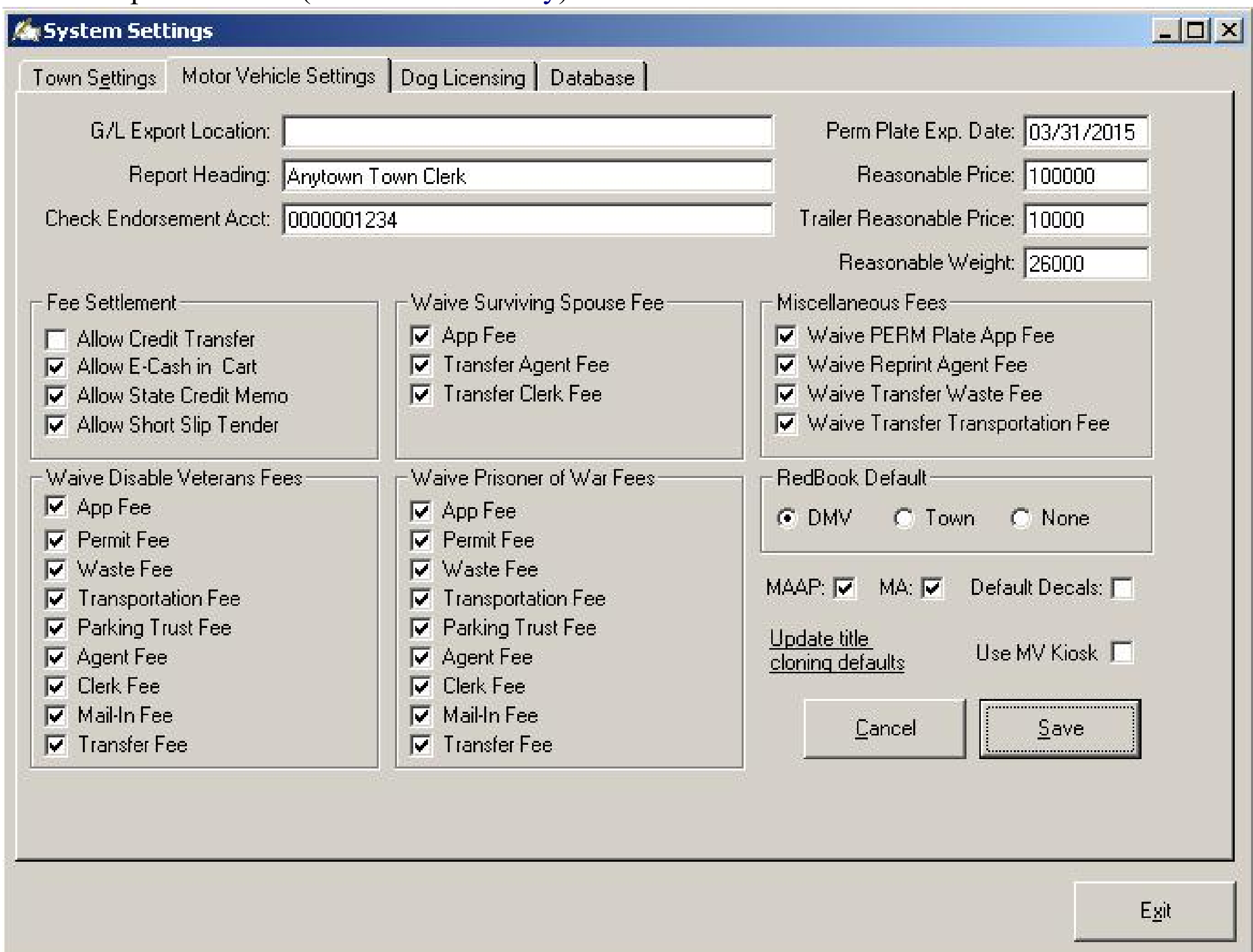
Report Heading – The Report Heading text box allows you to specify what will print in the heading of each report. For example, you may want the heading to read Anytown Town Clerk or Anytown Office of Town Clerk.

Server Backup Directory - The Server Backup Directory should be configured at the time of installation. The location set here must match the location set in the Avitar Database Utilities program, which is installed on the server computer. Please contact Avitar Software Support for assistance with this setting.

Motor Vehicle Settings Tab

The **Utilities | System Administration | System Options | Motor Vehicle Settings** tab allows you to configure many of the settings used by Avitar Clerk Motor Vehicle to determine what fees your municipality wants to charge for specific types of registrations. Most of these settings were set up at the time Avitar created your system; however, there are two items worth mentioning, Default Decals and Update title cloning defaults.

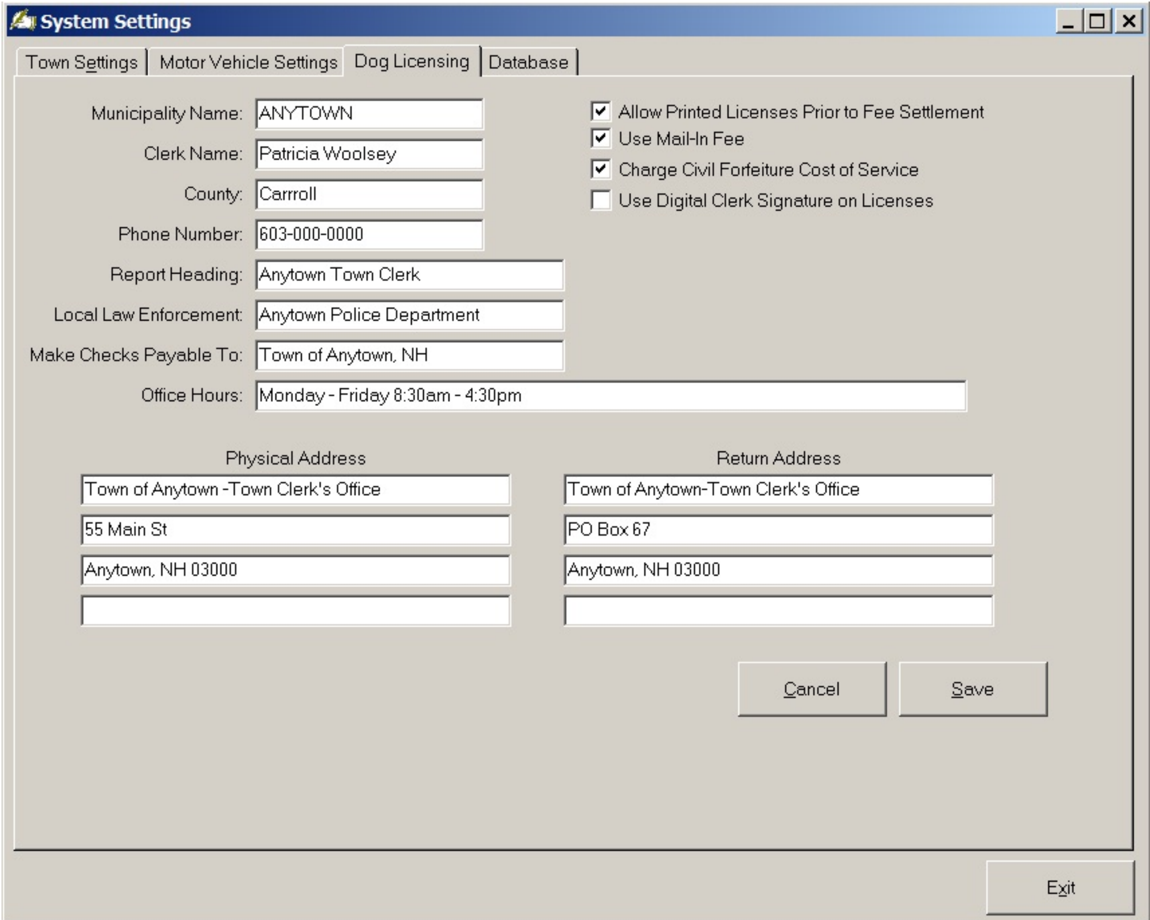
Default Decals – The **Utilities | System Administration | System Options | Motor Vehicle Settings tab | Default Decals** option allows you to assign individual decals or ranges of decals (e.g. a book) to a specific user. Once you assign decals to a user, the system will auto-populate the decal field with the next available decal for that user as the user processes transactions. For example, if the supervisor assigns the 2010 double decals from "0000001" to "0000010" to the user "woolseyp", when "woolseyp" processes a 2010 renewal the first available decal "0000001" will appear in the decal text box. This feature can save time and typing errors. However, you can create problems if you do not verify the decals that auto-populated with the actual decals you give to the customer. Once you have enabled the Default Decals setting, you will need to assign ranges of decals to specific users. (see Decal Inventory)



Dog Licensing Tab

The **Utilities | System Administration | System Options | Dog Licensing** tab allows you to configure many of the settings used by Avitar Clerk specifically for the licensing of dogs. Many of these values are self-explanatory (e.g. town name and zip code). Others are highlighted below.

Allow Printed Licenses Before Fee Settlement checkbox - Allows you to print the dog licenses from the fee settlement screen prior to selecting pay. This feature is commonly used by the Avitar Browser clerks so they can print the license and then process a registration after the customer has left.



Use Mail-In Fee checkbox – Select this checkbox if you charge a mail-in fee when processing a dog license renewal.

Use Digital Clerk Signature on Licenses - A digital image of the clerk’s signature can be imported into the program, so it will print on all your licenses. Call Avitar to enable this feature.

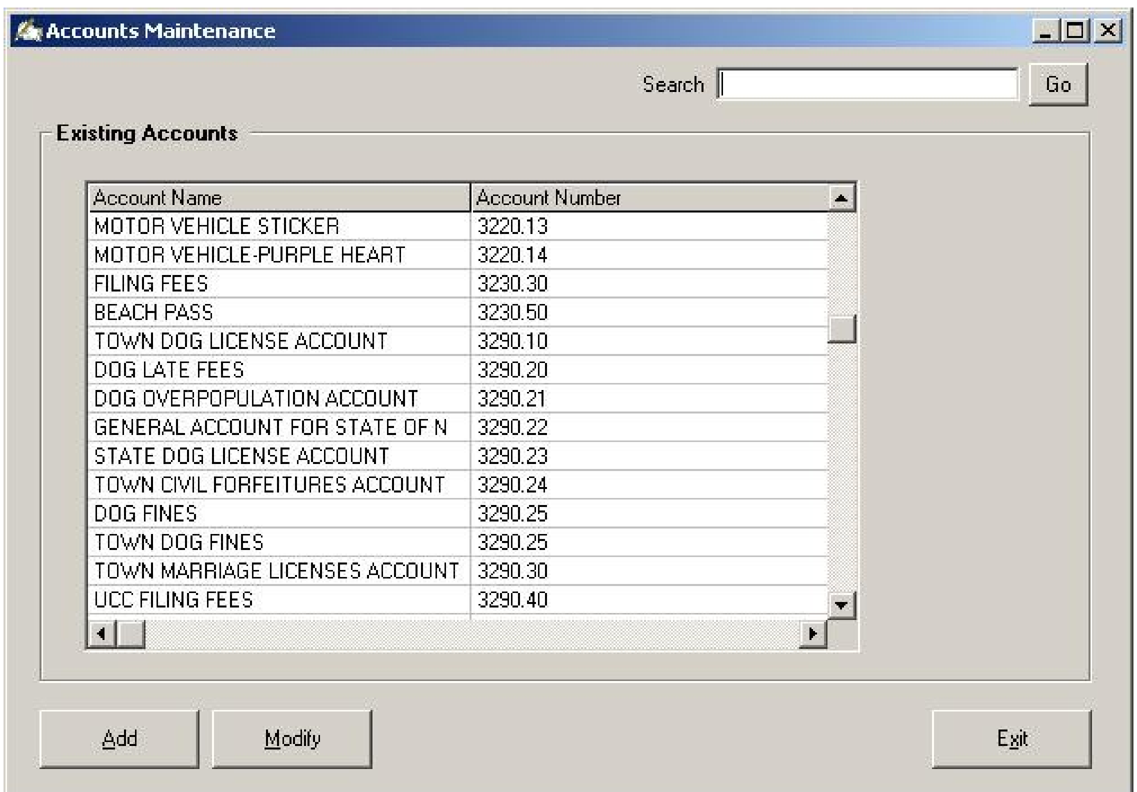
Database Tab

The **Utilities | System Administration | System Options | Database** tab is used to show the computer in which the data files are stored and the name of the database. This information should not be changed without contacting Avitar beforehand.

Account Numbers

The Utilities | Account Numbers is used to assign your Town/City general ledger account numbers to the transactions you are processing. Once accounts have been set up and account numbers assigned, the deposit reports will reflect this information. You can add new Accounts or modify existing ones. When you modify an Account or Account Number, you will be asked, “Would you like to update prior transaction data with the new Account Number.” If you say yes, it will ask you to enter the date you would like the change to be effective. The system will automatically populate the date field with the first day in your current fiscal year. If you say no, the system will make the change to the Account Number for any transaction from that point forward and keep your prior transactions with the Account Number they were originally entered with. To select this option, from the main menu select **Utilities | System Administration | Account Numbers**. The Account Maintenance screen displays and you can select to Add or Modify an account number.

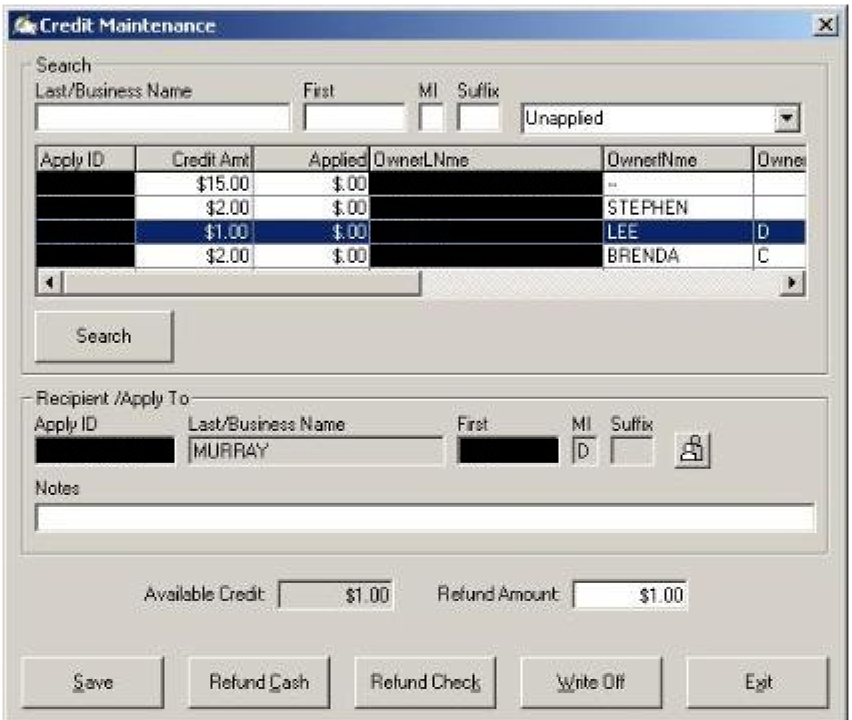
To add an Account Number to the system, click **Add**. A window will display where you will type in the new account name and number. Once you are finished, click **Save**. To Modify an Account Number, highlight the Account Number you wish to modify from the list and click **Modify**. The Account Name and Number as they currently exist will display. Make the changes and click **Save**. You will be asked if you want to update the prior transaction data. Click on **Yes** to update all prior transactions or **No** to leave the prior Account Number as it was at the time the transaction was processed.



Credits

Credits are used to allow for an overpayment at the time of fee settlement. You can search for credits in the system by unapplied, applied, or all. It is important to understand the terminology used in the program so you fully understand credits. Issued is the term used when you give someone a credit. Applied is when you use a portion of the credit or the entire credit. Unapplied describes a credit existing in the system that has been issued but not applied.

Once a credit has been issued there are several options available. You can leave the credit on the customer's account so the next time they come in to process a transaction the credit will display at fee settlement. From the Credit Maintenance screen, you can also choose to refund the credit, write it off, or if you have a Cash Back Maximum set, you can give cash back from your cash drawer. Please be aware that if you choose to give cash back from your cash drawer you must take cash in for the day in order to finalize the deposit, as you cannot have a negative cash amount.

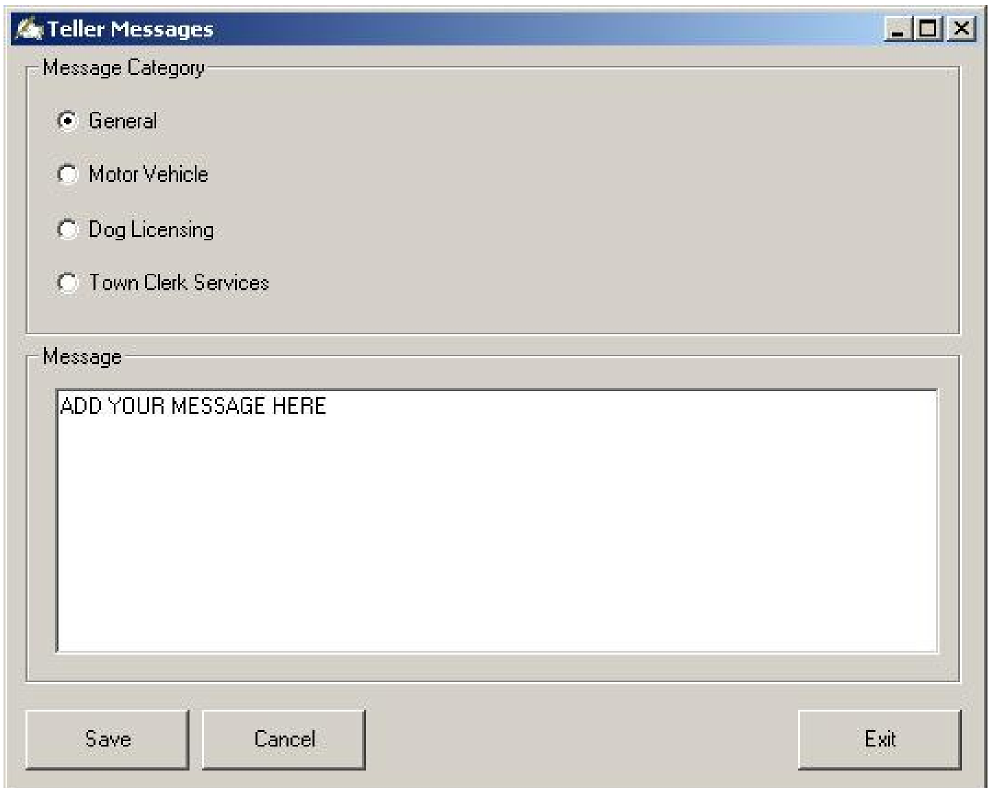


To access the Credit Maintenance screen, from the main menu select **Utilities | Credit Maintenance**. The Credit Maintenance screen displays. To search for a credit you can type in the customer's Last/Business Name and/or First Name and click Search. The system defaults to searching for all Unapplied credits, so if you wish to display Applied or All credits, you will need to select them from the drop down box at the top of your screen. Once you have found and highlighted the credit, you can refund the credit by clicking **Refund Check**. If you choose to write off the credit you will need to put in a reason for the write off under the Note section and click **Write Off**.

The Recipient/Apply To section is used to allow the credit holder to assign their credit to another person. For example, a husband has an unapplied credit and his wife is now licensing their dogs under her name. He wants his wife to be able to use his unapplied credit. By clicking on the Owner Lookup button next to the Recipient/Apply To text boxes, you can search and select a new Recipient. After all changes have been made, click **Save**.

Teller Messages

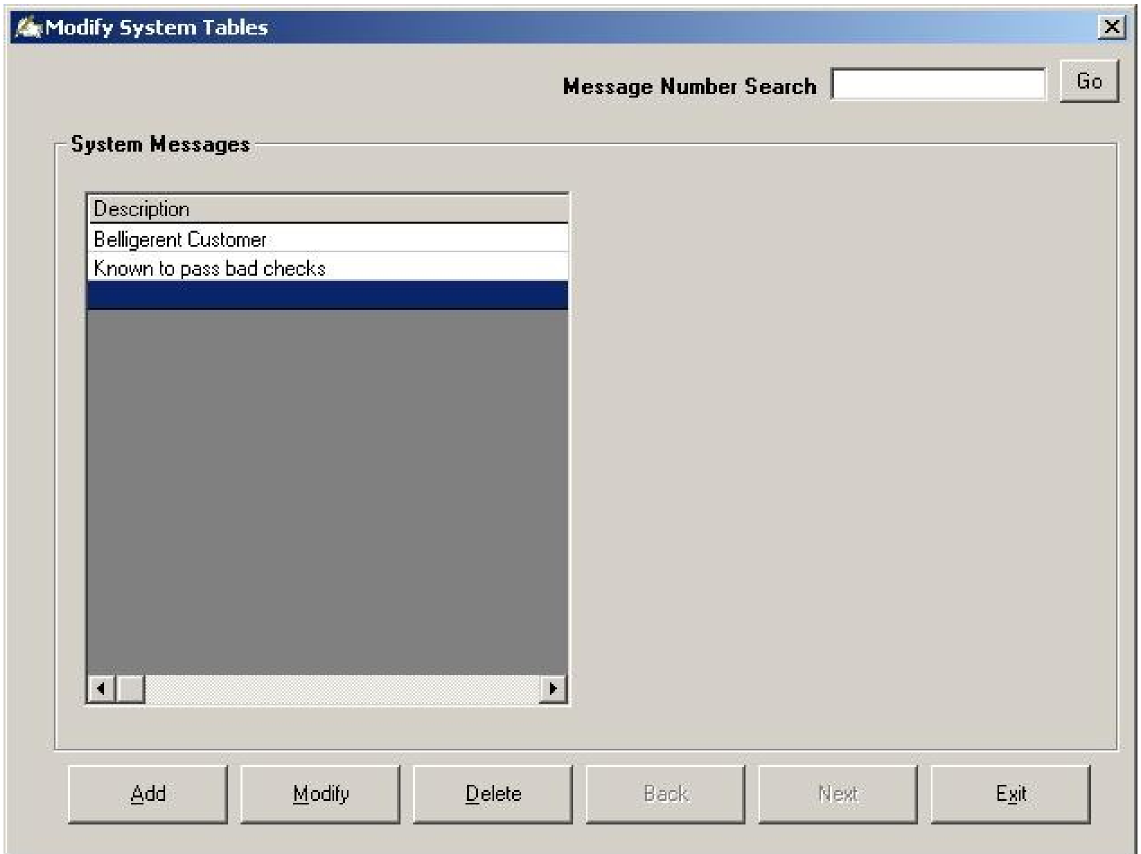
Teller Messages allow you to add messages and notes to the main Clerk window. Once a message is posted, every time a teller logs into the system the message displays. This could be used as a reminder note. To select this option, from the main menu select **Utilities | System Administration | Teller Messages**. The Teller Messages screen displays. Select a General message or change the radio button to add one specific to any available Module. You can copy and paste text from another source, such as a Word document. After adding new teller messages, you must exit and restart the Clerk program for the messages to display.



Owner Messages

You can add, modify, or delete owner messages that display on the screen before you advance to Fee Settlement. The system prompts you at Fee Settlement with any messages associated with an owner, so you can use them to alert co-workers or to remind yourself when a customer has a history of bad checks or being difficult. There are no System Messages when the program is installed, you must add your own to use this feature. To add or update the available messages, from the main menu select **Utilities | System Administration | Owner Messages**. The Owner Messages screen displays. You may Add, Modify, or Delete a message.

To add a message to an Owner, from the main menu select **Utilities | Owner Maintenance**. Search and highlight the owner you wish to attach a message to and then click **Edit Owner**. The Owner Maintenance screen displays. Under the section labeled Notices, you will see three fields labeled Msg 1, 2, and 3 where you can select the message you want to add from the drop down list. Once you have completed your selection(s), click **Save**.


Modify System Tables
Message Number Search
Go
System Messages
Description
Belligerent Customer
Known to pass bad checks
Add
Modify
Delete
Back
Next
Exit

Reports Menu

The majority of Avitar Clerk's reports are accessed from the Reports menu. You must be logged in to the system in order to generate, preview and print reports. The reports are relatively straightforward, in most cases offering options for format, sorting and search criteria. In all cases, reports are initially displayed in preview mode allowing you to view the report results without actually printing the report.

Reports Preview Toolbar

Virtually every report in Avitar Clerk will preview to the screen in the report viewer. At the top of the report viewer window you will find the report preview toolbar.

The report preview toolbar enables you to view and print the current report. The forward and back arrow icons allow you to sequentially move through the pages of the report in preview mode. The first and last arrow icons enable you to immediately jump to the first or last page of the current report in preview mode. The counter will indicate the number of the currently displayed report page.

If you decide you wish to print the report, click the Print Report icon. You will be able to see which printer the report will be sent to and you can indicate the pages you wish to print. If you want to select a different printer, you need to cancel the Print dialog box and then select a new printer using the **File | Print Setup** menu item on the main Avitar Clerk window. Avitar Clerk will always print to your current default Windows printer.

Depending upon your screen's resolution, the report may or may not be legible when it is first displayed in the preview mode. You can zoom in or out on the current report by selecting a new zoom factor from the dropdown list of percentages. The report will always appear at 100% initially, however, it may be necessary to set the zoom factor to 150% or higher to actually read the report in preview mode. Note that the zoom factor has no effect on the final print of the report, only on the way in which it is displayed in preview mode. Also note that depending upon your resolution and system fonts, some labels or values may appear truncated in preview mode at higher zoom factors. However, the report should be fine when printed – this is only a display issue with some screen resolutions.

If you need to locate a specific record within the report, type the name or value for which you are searching in the find text box on the preview toolbar. To begin the search, click on the Search Text icon (pictured with the binoculars) and Avitar Clerk will search the report for the string entered in the text box. Any matches will be highlighted with a red rectangle in the preview window. To keep searching, just continue pressing the Search Text button. If the text is not found, you will receive a message indicating no results were found.

Once you have previewed or printed a report, you can close the report preview window by clicking on the standard close button (pictured with an "X") in the control box in the upper right corner of the report form.

Exporting Reports

In addition to printing reports, you have the ability of exporting most all of the reports in Avitar Clerk to a number of standard file formats. Your options range from distributable report formats like Adobe PDF files and HTML files, to formats like Microsoft Excel or delimited text files that allow you to share data with other applications. To export a report select the envelope icon on the toolbar and you will see all of the aforementioned options. Please note that some reports may produce unexpected results when exported to certain formats and it may take a bit of trial and error with different export types to get just the type of format that is most useful to you.

Supervisor Journal Report

The **Reports | Supervisor Journal** is used to audit activity for a specific teller(s) and/or date(s). The report displays transaction details, accounting summary, activity statistics, and payment statistics.

Deposits Report

The **Reports | Deposit** menu item allows you to reprint a deposit(s) in detail, summary, or by deposit slip (if the deposit slip option is enabled). The Deposits report can be printed for an individual deposit, a range of deposit by deposit numbers or date range. You can also select several deposits by selecting the Deposit Number radio button and clicking in the checkbox next to each deposit you want to include.

Under the Reports to Print section you have three radio buttons to choose from. Deposit Detail includes all information on the deposit, which will give you an exact duplicate of the deposit report. The Deposit Summary will give you the deposit totals only and the Deposit Slip will reprint only the deposit slip.

There are two additional options under the Reports to Print section, Location Summary and Clerk Summary. The Location Summary will display a count of how many transactions and voids were processed for the selected deposit. For example, if you process transactions as lockbox and others as counter, you will see how many were processed for each location. The Clerk Summary will display a summary of transactions for each teller, such as how many motor vehicles they processed, the amount they collected for the town and state, and the total amount for each category.

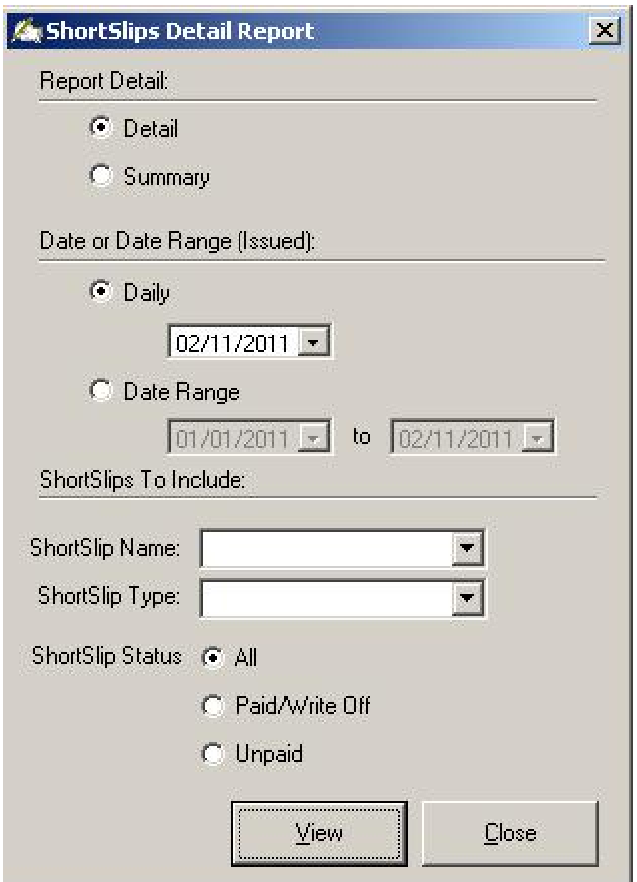
Credits Report

The **Reports | Credits** menu item produces a report of every credit that was issued, applied, deleted or written off in the system. The report may be printed in Detail, showing the activity for each credit, or in Summary, showing one line for each credit. When you select the Summary report, you will need to decide if you want all credits or only credits for an individual customer. The system defaults to all credits. To select a specific customer, under the section Credits to

Include, use the Credit Name dropdown box to select the customer. When selecting Detail for your report, you have the option to choose from a single date or by date range. You also have the option of printing the report by Credit Status: All, Applied, or Unapplied.

Short Slips Report

The Reports | Short Slips menu item will show activity for all town shorts slips. To view the report, go to **Reports | Short Slips**. The ShortSlip Details Report screen displays.



Select the Report Detail options allow you to print a report showing every transaction, or just a summary by selecting the appropriate radio button. The Date or Date Range (Issued) options allow you to view short slips for a specific day by selecting the Daily radio button or for a specific date range by selecting the Date Range radio button and using the date picker to select the specified dates. Use the ShortSlips To Include section to narrow the criteria of information you want to see on the report. Once you have made your selections, click **View** to display the report.

Returned Payment Activity Report

The **Report | Returned Payment Activity** menu item will produce a report of all returned payments that were processed through Cart Maintenance. The report can be printed for a single date showing the payments returned for that day only, or by a range of dates for multiple days' activity.

DMV Financial Close Out Report

The **Reports | DMV Financial Close Out** menu item will produce a report listing the information associated with your MAAP Financial Close Out process. The report can be printed for a specific day or for a range of dates. Also, you can restrict the report by selecting Location, Clerk, and/or Cash Seq #.

DMV Daily Transaction Log

The **Reports | DMV Daily Transaction Log** produces a report listing all DMV transaction(s) processed for a specified date or date range.

DMV Questionable Conditions Report

The **Reports | Questionable Conditions** produces a report showing potential problems with registration records from the import of the renewal file. This report should be produced after importing the renewal file, but before generating the renewal notices. There are a number of parameters available to filter the report. Use Registration View/Maintenance to resolve any issues before generating the renewal notices.

Forecasting Report

The **Reports | Forecasting** was created to assist with forecasting motor vehicle revenue from month to month. This report will show what revenue you have collected prior to the month in which the revenue was actually anticipated. For example, perhaps last October you collected $10,000.00 in motor vehicle revenue and have, therefore, estimated this year's October motor vehicle revenue based on that figure. However, if a significant portion of people with expiration dates in October choose to renew their vehicles in September this year, it can lead to an unexpected shortfall in revenue for October (based on the previous forecast).

State Dog Fees Report

The **Reports | State Dog Fees** menu item produces a report showing the State Dog Overpopulation Fees and the State Dog License Fees collected, for a specific period of time. Use the date range radio button and the month date picker to select the date range requested by the State. Select whether you want to see the report in detail, listing every dog or by summary only, listing the totals and amounts to send the State.

Town Dog Fees Report

The **Reports | Town Dog Fees** menu item produces a report listing every dog licensed for a specified date range along with the associated Town Fees. The report can be produced showing details of each dog or as a summary showing just totals.

Licensed Dogs Report

The **Report | Licensed Dogs** produces a report showing all dogs licensed for a specified license year.

Unlicensed Dogs Report

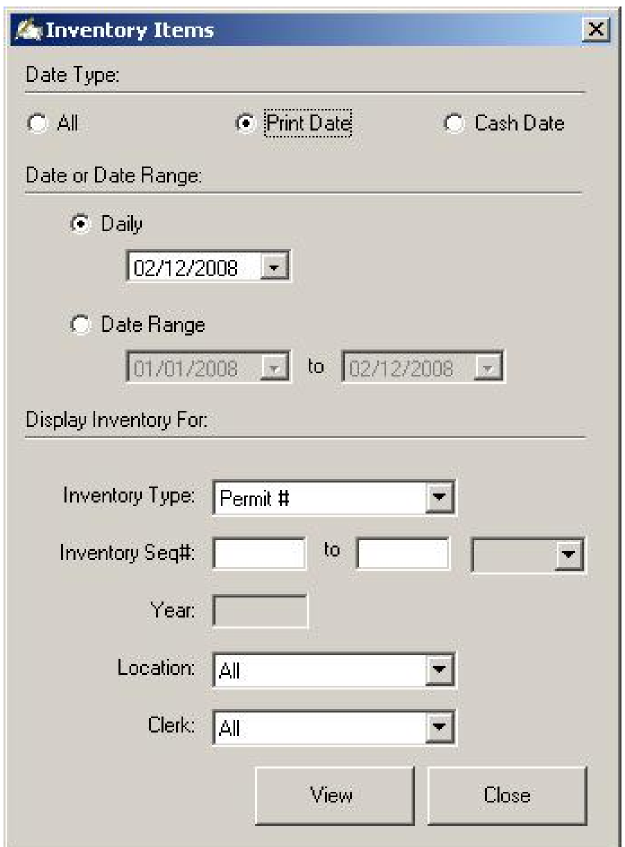
The **Report | Unlicensed Dogs** produces a report showing all dogs that have not been licensed for the specified license year.

Town Clerk Services State Fees Report

The **Report | Town Clerk Services State Fees** menu item produces a report showing the fees to submit to the State of New Hampshire Treasury for their portion of every vital statistic and marriage license processed for a specified date or date range. To verify that you have recorded all the fees into the Town's financial system, you need to print this report and verify it with the Vital Statistic report. To see additional information, see Clerk Services Reports.

Inventory Items Report

The **Reports | Inventory Items** menu item produces a report for inventory items, such as dog licenses, permit audit numbers, decals, plates, and CTA numbers. The section labeled Display Inventory For offers options to narrow down the information you wish to see in the report. Each Inventory Type can be printed listing all the items, or by selecting Inventory Seq Number. The Additional options section allows you to narrow the items to a specified range; by Year or by Location. Selecting Location will allow you to monitor what transpired by Mail or by Counter; selecting Clerk will only show the items for a single clerk.



List of Owners Report

The Report | List of Owners menu item will generate a report of all owners maintained in the system. As such, this information must be carefully protected due to the privacy law. The Owner List should not be given to anyone other than Town Employees that have received the appropriate privacy training to prevent improper or unsafe use of this information. From the Owner List dialog box you can select to print mailing labels or an owner list by selecting the Print Format. Also, you can elect to print the report for all owners, owners with on a certain street, only owners with a specific owner message, or for owners with outstanding returned checks.

Post-It Notes Report

The Report | Post-It Notes report allows you to print a listing of all notes in your system. You can specify the level of details you want included in the report by selecting the Type, Category, or TellerID dropdown boxes. You should print the report frequently and verify that the notes are still valid. If the note no longer applies, it should be removed (See Post-It Notes).

Audit Transactions Report

The Report | Audit Transactions report was created to assist you in monitoring transactions in the system. For example, the report will list when a vehicle's list price was changed or when a returned check was processed. The report can be restricted to only show items for a specific date or a date range. Also, you can select several different levels of detail under the Display Transactions For section. To view the report go to Reports | Audit Transactions. The report can be printed for a specific day or by date range by selecting the appropriate radio button. You can use the Sort By section to group like transactions together, such as all the returned checks. Under the Display Transactions For there are three dropdown boxes to assist you in narrowing down the information that is displayed. For example, you may only want to see transactions for a specific clerk, so you would use the Clerk dropdown box to select the clerk. Finally, there is a Description text box, which allows you to type in a word(s) which will display all transactions with that word in the description. For example, you want to see all returned payments, whether bad check or credit card, in the Description text box type returned. The report will display all instances where the word “returned” is found.

File Menu

The following menu items are available from the File menu, located on the main program window of Avitar Clerk.

Print Setup

The File | Print Setup menu item allows you to select the printer and printer settings to be used by the program.

Print Receipt At Fee Settlement

The File | Print Receipt At Fee Settlement is selected when you want to be automatically prompted to print a receipt at Fee Settlement. This may be disabled by removing the check.

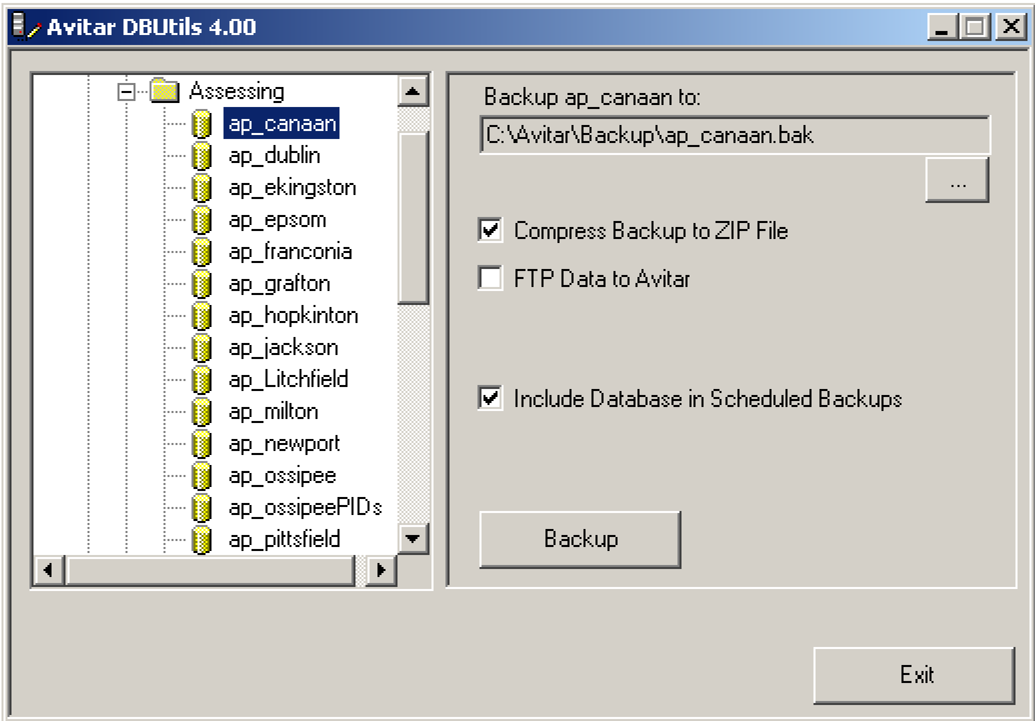
Backup Database

The Avitar Clerk system was designed in what is referred to as "client/server" architecture. Essentially, the system consists of two parts:

1. The client application that you use everyday to view and update parcel records.
2. The server application that runs behind the scenes and makes the data available to the client application. If your town only has the Avitar Tax Collect application installed on one computer, then that computer is fulfilling both roles, that of client and the server. If your town has several computers which can all access the assessment data, then you have a single server and multiple clients.

Server Application

This method is used to create a backup using DBUtils while standing at the server computer. You will also need to run an initial backup to save the settings for scheduling a Windows Scheduled Task.
Highlight the ap_townname database you wish to backup. Choose the browse button (…) and navigate to the appropriate backup folder and name the file (e.g. ap_townname.bak). You can choose to check the box "Compress Backup to ZIP File" if you would like to compress the backup.



Press the Backup button to create the backup file. This method creates a single backup file and must be initiated manually.

Scheduling Automated Backups on the Server

This method is used to schedule backups for one or more databases using DBUtils and DBUtilsScheduled. Again, this is performed on the server. You will first need to run an initial manual backup using DBUtils as outlined above to save the settings for a scheduled backup for each database. When doing so, make sure to check the box to Include Database in Scheduled Backups and once you press Backup make certain to indicate you wish to save the settings for use with the scheduled backups.

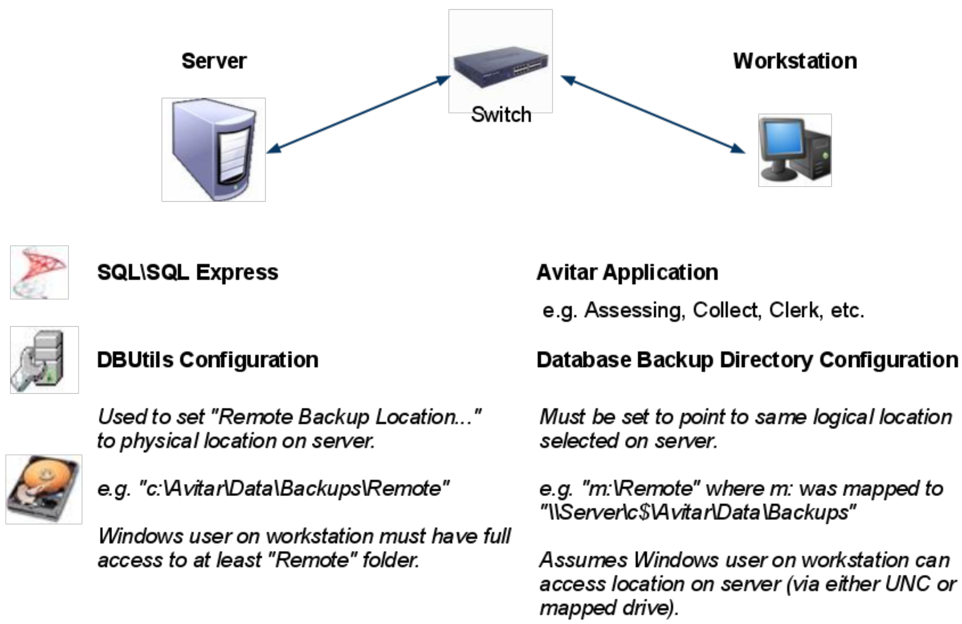
Once you have configured the settings for each database you wish to include in the scheduled backup, you will need to add DBUtilsScheduled.exe (located in the C:\Program Files\Civicware folder as a Windows Scheduled Task. DBUtilsScheduled uses the settings configured within DBUtils to create backups without the need for user input.

For information on creating a Windows Scheduled Task refer to http://support.microsoft.com/kb/308569

Workstation Settings

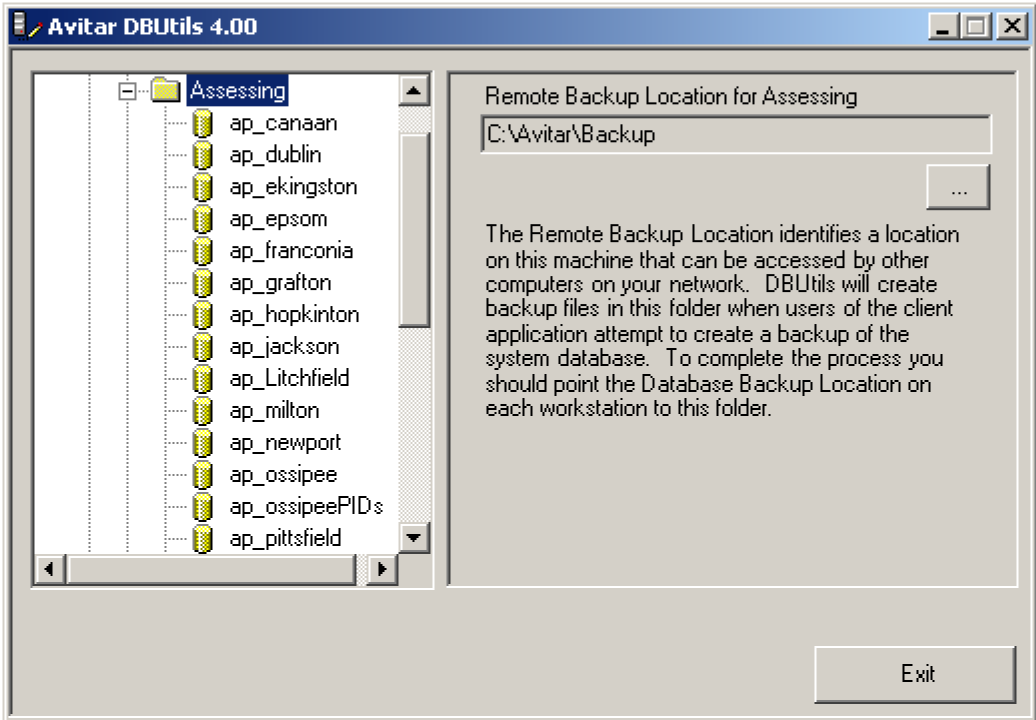
By initially configuring these settings, you can allow users (who may not have access to the server) to perform their own backups of the data from within the application on their workstation to a location on the user's computer. This is often helpful to allow users to create their own backups before undertaking significant operations such as warrant calculations or lien executions. Essentially, in this method the application requests SQL Server to create a backup file in a predetermined folder on the server from which the application can then retrieve the backup file to the workstation.

The following schematic depicts the settings outlined below in more detail:



You will need to create a shared directory on the server which is accessible by all workstations and users. We recommend C:\Avitar\Backup\Remote for the directory on the server. In order for the backup to work from the application, users must have permission to create and delete a file in this directory.

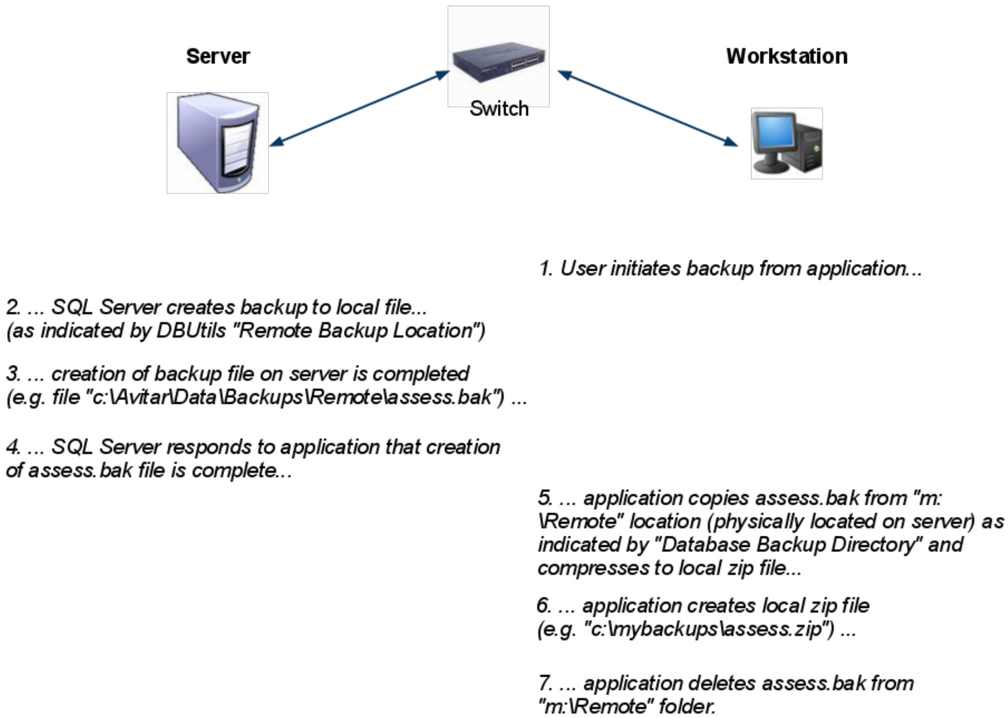
To do so, open DBUtils and select the Assessing folder. If no remote backup location is set, select the browse button (…) and navigate to the appropriate remote backup folder on the server. Once you have selected the folder press the "OK" button.



Once you have identified the shared location in DBUtils in which SQL Server will create backup files, you will have to set the corresponding backup location in the application as well:

- Navigate to **Utilities | System Administration| System Options** and press the browse button ("…") adjacent to the Database Backup Directory text box. A message box may indicate the network path currently configured to point from the workstation to the folder identified on the server as the Remote Backup Location. (Note this path should identify a location on the server using a path relative to the workstation.) Choose Yes if you wish to proceed with selecting a new location. The Server Backup Device Location message box will indicate if the Remote Backup Location has been set on the server using DBUtils. (Note this path identifies a location on the server using a path relative to the server itself – this path will be different from the perspective of the workstation.) Press OK on the message box and browse to locate the appropriate remote backup folder location on the server relative to the workstation.

Once the configurations have been made on the server and the workstation, the user can create a backup on their own workstation by selecting **File | Backup Database** from within the program. Review the following schematic to better understand the sequence of events necessary during a backup from the workstation.



Import Database Script

The File | Import Database Script menu item allows you to run update scripts as provided by Avitar. You will need a special, time-sensitive password in order to utilize this function. We will walk through this process as needed.

Renew System Settings

The File | Renew System Settings menu item is used to update the system when a change has been made to the settings. For example, when you modify an account number and save the changes. The change will only be reflected on your workstation unless the other users, who have Avitar Clerk open, renew the system settings.

Exit

The File | Exit menu item allows you to close the program. Alternatively, you can use the Exit button on the program's main toolbar.

Update Instructions

This update should be run on each workstation on which you use the Avitar system. If your town has a separate server computer on which the system's data is maintained but the client application is not installed (i.e. you don't sit down at the server to view or edit data) then you do not need to run this update on your server machine. However, be sure to update every machine from which you view or edit data.

As this update may register new components with your computer's Windows operating system, **you may need to be logged in as an administrator** if your town's network security settings prevent some users from being able to install and/or update applications.

View the latest Update Notes.

Downloading the Update

Software updates are available for download to supported users. You may be asked to enter your email address in order to complete the download. The number of downloads may be limited for a single user so if you have multiple workstations on which you need to run the update you should download the update once to a shared network resource and run the update from there. If you are unable to access the update file contact Avitar Software Support directly for assistance.

1. Open the email from Avitar containing the update information.
2. Select the"Download Update..." button within the email.
3. This will direct you to a new page where you will be asked to enter the email address Avitar has on file.
4. Select the "Download File" button in the middle of the screen. A window will open asking if you wish to Run or Save the file. Select Save File and save the file to your Desktop. If you don't have the option to save the file to your Desktop, the file might save to the Downloads folder within your computer. This is usually "C:\Users\{Your User Name}\Downloads". This will create a file called "Avitar*SoftwareType*Update*VersionNumber*.exe"

If you're having trouble downloading and saving your file, help for the browser you're using can be found here:

Internet Explorer

Mozilla Firefox

Google Chrome

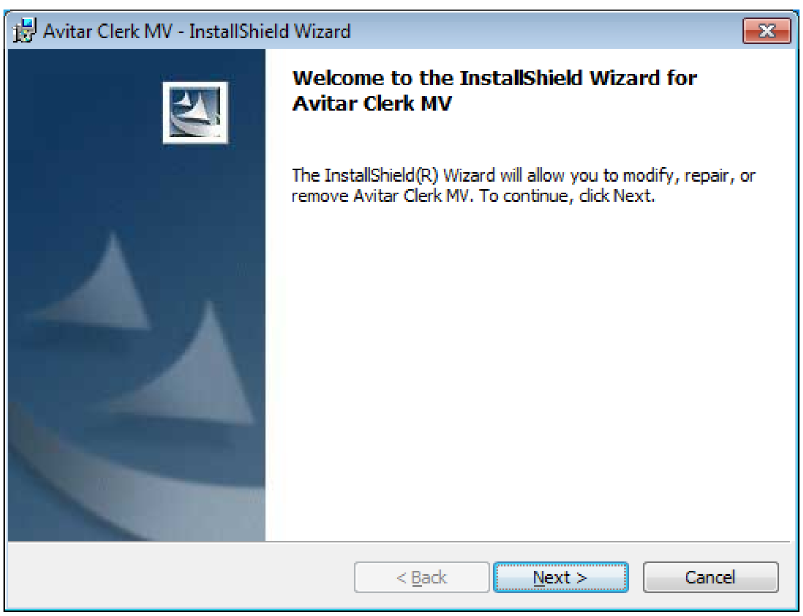
If, for security reasons, your mail client or web browser prevents you from downloading an executable or strips away the ".EXE" extension when it does, you can download the same file compressed as a ".ZIP" file using this link. Follow the set of instructions below on downloading the update as a ".ZIP" file:

1. Open the email from Avitar containing the update information.
2. Select the"Download As Zip File..." button within the email.
3. This will direct you to a new page where you will be asked to enter the email address Avitar has on file.
4. Select the "Download File" button in the middle of the screen. A window will open asking if you wish to Run or Save the file. Select Save File and save the file to your Desktop. If you don't have the option to save the file to your Desktop, the file might save to the Downloads folder within your computer. This is usually "C:\Users\{Your User Name}\Downloads". This will create a file called "Avitar*SoftwareType*Update*VersionNumber*.zip"
5. Once the update has finished downloading, you will need to unzip the file before you can run it.

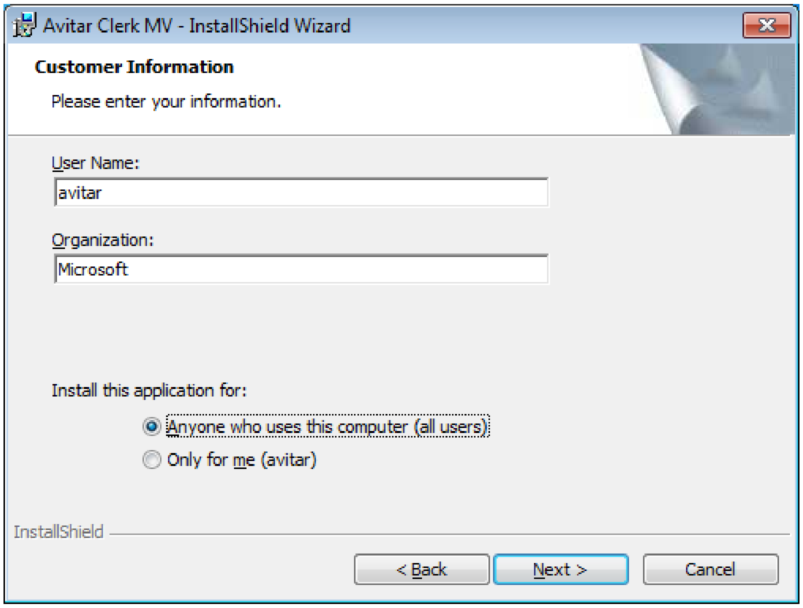
Running the Update

Locate and double click on the file you downloaded on your desktop or within the Downloads folder (C:\Users\{Your User Name}\Downloads) on your computer.

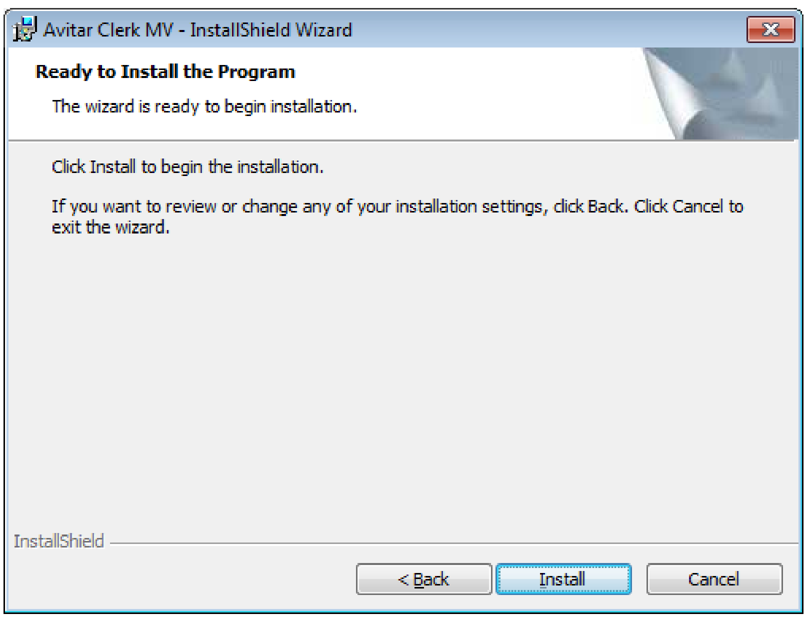
Select the Next button.



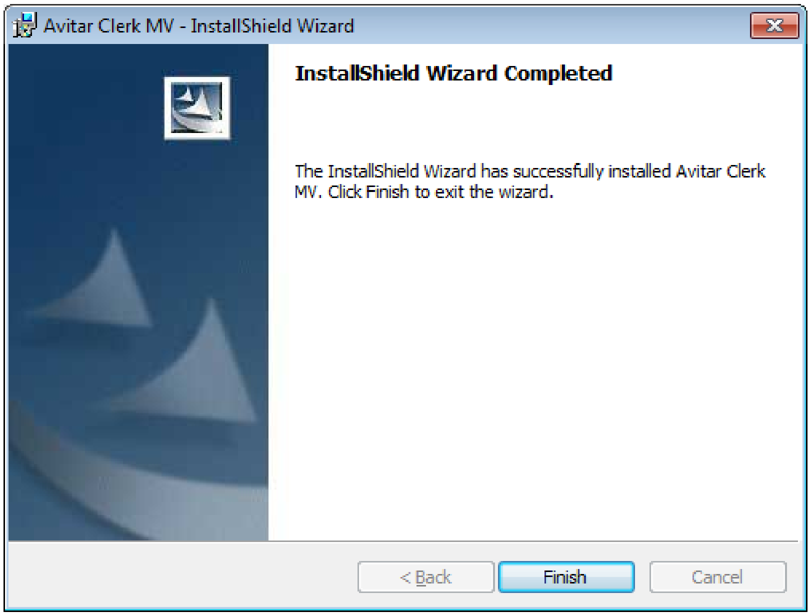
The next step, you can select who the install is intended for. All users of the computer or for only the current user. Select Next.



The install is now ready to begin. Select Install.



Once the install has finished, select Finish.


Avitar Clerk MV - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Avitar Clerk MV. Click Finish to exit the wizard.
< Back
Finish
Cancel