Dealertrack

RegUSA

User Guide

Cox Automotive

Table of Contents

Introduction

RegUSA® guides you through unfamiliar paperwork while ensuring all state requirements are met.

RegUSA can help with the following:

- Estimate vehicle fees and reduce overages/shortages.
- Access state forms and requirements and review with customers in the showroom.
- Track deal status and receive updates while deals are in process.

RegUSA combines user-friendly online processing, professional deal audit services, and award-winning service and support with unmatched local motor vehicle expertise in all 50 states – all backed by decades of experience and the power of Cox Automotive.

Dealertrack is the only provider that delivers in-state and out-of-state Reg & Title solutions, along with Accelerated Title services, for the most comprehensive solution set in the marketplace.

This **User Manual** contains the essential information for the user to make full use of the RegUSA system including step by step instructions.

> ***Important:*** *All fields in the application are required unless otherwise indicated as optional.*

Access the Program

To access the program go to: https://prod.regusa.com

Follow the instructions for:

- First-Time Login
  or
- Regular Login

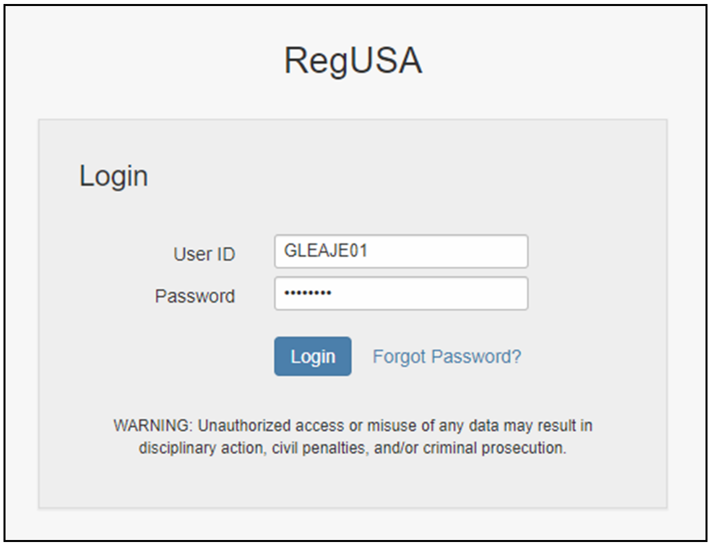
Logging In

First Time Login

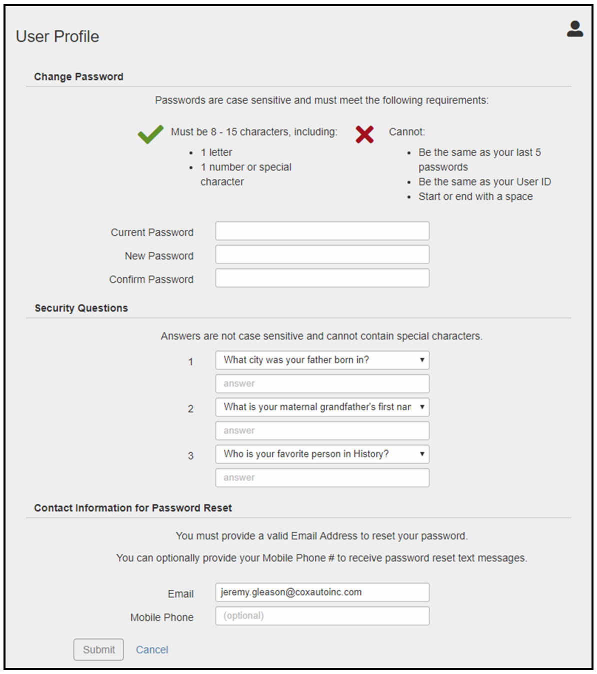
The program will autogenerate a User ID when the Dealer Admin adds a user. The user will receive 2 emails, one with a temporary password that is good for 72 hours, and one with their User ID. Both emails will have a link to the RegUSA program. If the initial temporary password has expired, contact the Dealer Admin to issue a new temporary password.

1. Enter the User ID and Password provided in the emails.
2. After logging in with the temporary password, a screen will be provided to change the password.
    - The new password must be 8-15 characters long and contain at least one letter and one number/special character.

    Note: *Passwords are case sensitive and cannot be the company name or username.*
3. New users will set up their security questions after changing their password.



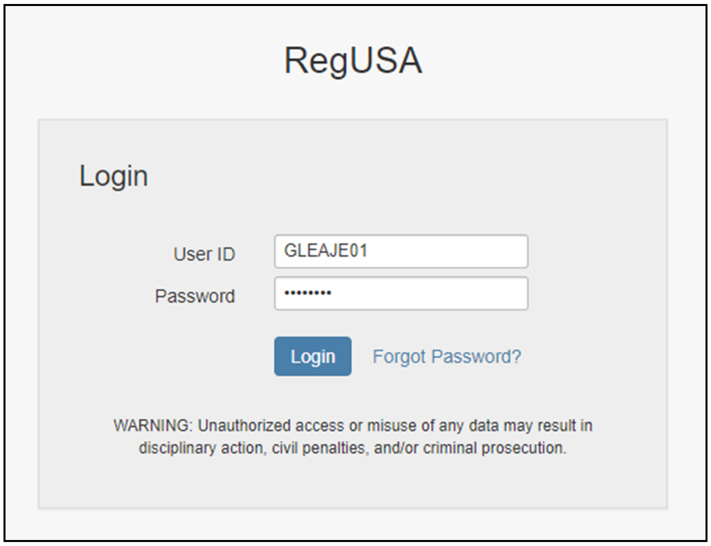
4. The user will enter an email address and may also enter a mobile phone number to receive password resets.



Regular Login

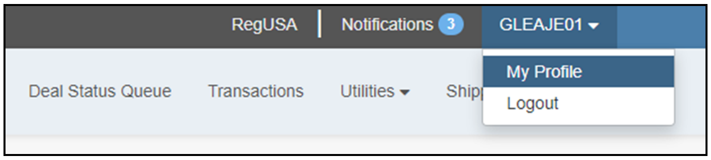
To log into RegUSA, enter the following information:

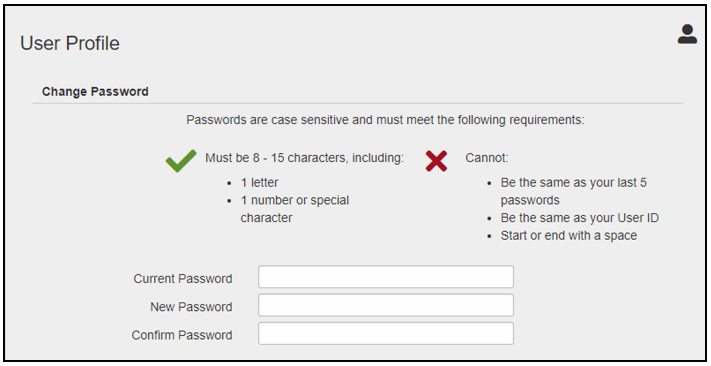
1. Enter the **User ID**.
2. Enter the **Password**.



To change the password once logged into the system:

1. Go to **My Profile**.
2. Change password and/or security questions.





Forgot Password

The **Forgot Password?** link can be used at any time to have the system reset a password and send a new, temporary password to the email address located in the user profile.

A user account will be deactivated after **three unsuccessful login attempts**.

- Either click the **Forgot Password?** link or contact the **Dealer Admin** for assistance should this occur.

Workflow Overview

Introduction

This section outlines the recommended workflow for using the RegUSA application:

1. F&I/Sales staff uses the **Transaction Setup** section to work a deal and create the checklist with the customer present.
2. Billing/Title Clerk uses the **Transaction Setup** and **Checklist** sections to double-check the fee estimate and submit the deal.
3. The RegUSA office receives the paperwork and processes the transaction.

Fee Estimate

With the customer present, F&I/Sales can enter information on a deal to estimate fees and taxes, and generate a checklist of required forms, documents and information for the deal located in the **Transaction Setup** section of the transaction.

They should:

- Obtain signatures on required forms
- Collect the supporting documents needed
- Communicate specific state requirements, such as in-state emissions inspections, to the customer. All of the above should be done prior to delivery.

F&I/Sales will then include the fee estimate and checklist in the deal package and forward this to the Billing/Title Clerk.

Transaction Setup

Billing/Title Clerk will use **Transaction Setup** section to review and submit the transaction information to indicate, through the system, that RegUSA will be receiving paperwork to process the deal.

When submitting a deal, the Billing/Title Clerk should review the fee estimate and accurately follow the checklist, ensuring all documentation is assembled, then package all required documents including the Cover Sheet, and send the package to the RegUSA office in NY.

> ***Note:*** *It is best to hold the paperwork until all documentation specified on the checklist is available. Sending an incomplete package to RegUSA will significantly impact turnaround times because the deal will be placed on hold, and the dealership will be contacted to provide missing documentation.*

RegUSA Receives and Reviews Paperwork

After receiving the deal packet, RegUSA will:

- Use the Power of Attorney to complete forms (where allowed by the registration state).
- Verify everything required has been provided.
- RegUSA will communicate with the state to complete the registration and titling of the vehicle.

If RegUSA identifies missing or incomplete information, the deal status is changed to reflect that it is on hold, and the submitter is notified through a problem report.

Deal Status Queue

Introduction

The Deal Status Queue (DSQ) provides access to a summary of all deals.

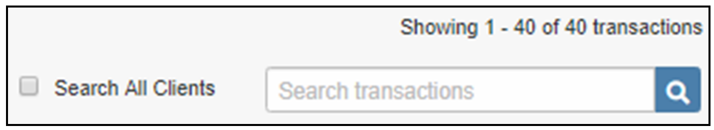
> ***Note:*** *Transactions on the Deal Status Queue will display for 60 days after completion before they are automatically archived. Archived deals can be retrieved by using the search feature.*

Searching and Filtering

The Deal Status Queue makes it easy to search and display deals.

Search Bar

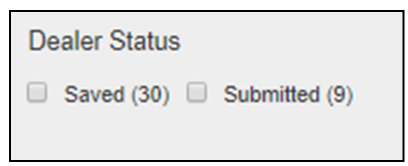
Search deals by entering a value for one of the following in the Search field:



- VIN - Search by at least the last 6 digits and up to the full VIN.
- Primary ContactFirst Name or Last Name
- Tran ID
- Registration State
- Status
- Batch Name
- Unit #
- Plate #

> ***Note:*** *To search Deals across all Clients/Companies to which you have access, check the Search All Clients box next to the Search field.*

Status



Saved: Transactions that have been saved but not submitted to RegUSA.

- Check the box to view Saved deals.

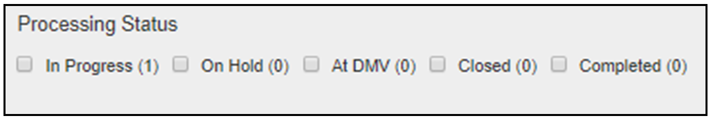
Submitted: Deal has been submitted but RegUSA has not yet received the paperwork.

- Check the box to view Submitted deals.

Processing Status

DSQ can be filtered by one or more statuses.

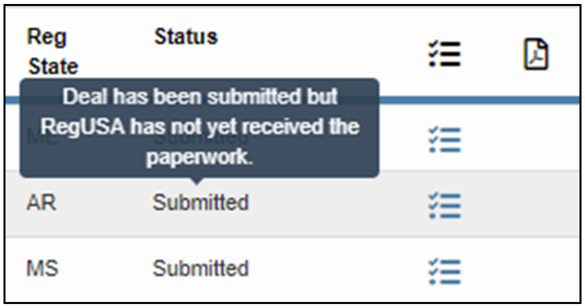
> ***Note**: Some of these filters include multiple statuses. Hover over the filter name to see which statuses it includes.*



Deal Status

The Deal Status will also display on the Status column in the Deal Status Queue. Hovering the mouse over the status in the queue will display a tool tip that will explain the meaning of each.

> ***Note:** These tool tips will also appear when the mouse is hovered over the filter checkboxes for In Progress, On Hold, and Closed.*



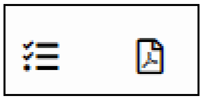
In Progress: Received/In-Reivew.
On Hold: A deal is placed on hold for the following reasons:

- On hold
- DMV Hold
- DMV Rejected
- Payment Issue
- Cancellation Pending

At DMV: The deal is at the DMV.
Closed: A deal is closed when it is returned incomplete or cancelled.
Complete: The deal has been successfully processed at the registration state DMV.
Clicking on the status will show the Tran ID History and any notes provided during the transaction.

Checklist and Scanned Documents

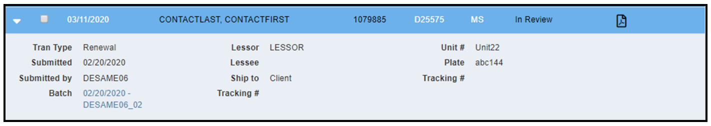
Clicking on the checklist icon in a row will open the checklist. Once it's open, the documents can be reprinted, items can be checked off, and a Customer "To Do" list can be created.



The PDF icon will display the documents scanned by RegUSA once received by the user.

Deal Details

Click on the expand/collapse arrow on the left side of a deal to see the Deal Details; This includes:



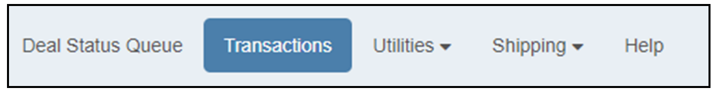
- **Primary Contact**: Located in the main row.
- **Transaction Type:** Selected during the transaction (i.e., new, used, lease)
- **Submitted:** Date the transaction was submitted in the application.
- **Submitted By:** User ID of the person that submitted the transaction in Reg.
- **Batch:** The batch name will display in this field.
- **Owner/Lessor:** Individual or business to which the vehicle is being registered.
- **Co-Owner/Lessee:** A secondary owner listed on the title work with the owner in which the vehicle is being registered.

- **Ship-To:** Designation of where the plates and/or registration documents will be sent once the transaction has been completed.
- **Unit #:** Unique number created during the transaction.
- **Plate:** The plate number issued.
- **Tracking:** Tracking information provided once plate and paperwork is shipped.

Transactions

Introduction

To begin, click **Transactions** on the Main Menu.

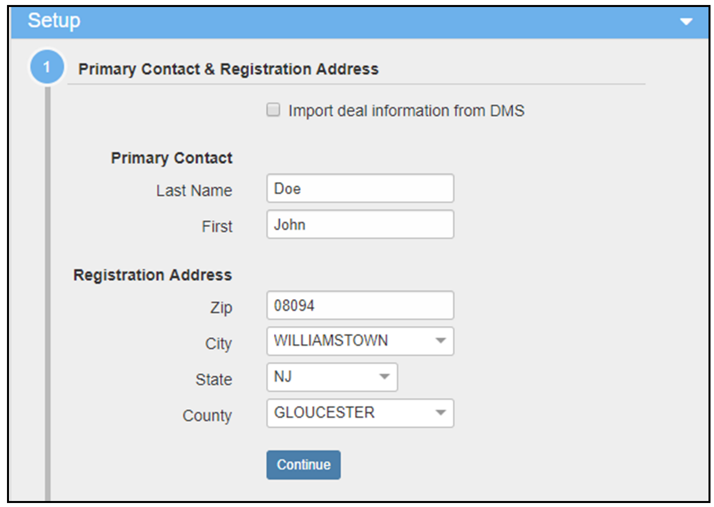


Setup

After clicking on **Transactions**, the **Setup Screen** will open. This section will tell the RegUSA system what state-specific documents and rules to use throughout the transaction.

Provide the basic information about the Primary Contact and Registration address to begin the deal.

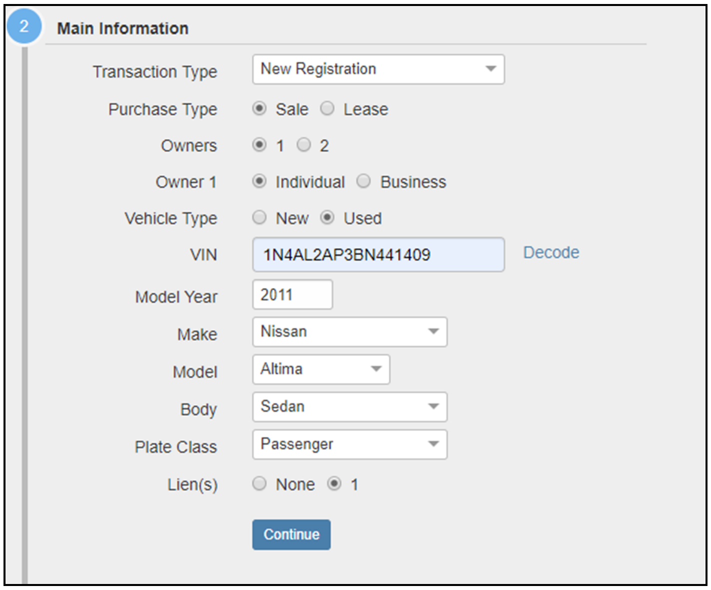
> ***Note:*** *The Primary Contact is the person the dealership is working with. They can be the owner of the vehicle but in some cases they may be different than the owner.*



Main Information

Now that the program knows what state and county the vehicle will be registered in, it can present options for the deal that are available in the state:

Important: *Options in this section may vary depending on the state and transaction type selected.*



- **Transaction Type**:
  - Select a Transaction Type from the drop-down menu.

    Note: *Some states do not allow for transferring of the registration and therefore will not be an available option.*
- **Purchase Type:**
  - Sale
  - Lease
- **Number of owners:**
  - 1
  - 2

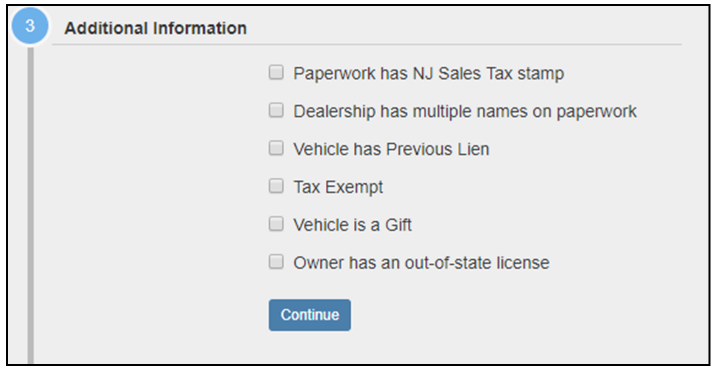
  Note: *The number of allowable owners may change to accommodate the rules of the registration state.*
- **Owner 1:**
  - Individual
  - Business
  - Check the box if the owner is Active Military.
- **Vehicle Type:**
  - New
  - Used
- Enter the **VIN** and click **Decode**. The Make, Model Year and Model should pre-populate.

  Note: *You may also tab out of the field to automatically run the VIN decode.*
- Enter the following:
  - **Model Year**
  - **Make**
  - **Model**
  - **Body (Style)**
  - **Plate Class**
  - **Number of Liens**

Additional Information

Check any boxes that are applicable for the current transaction.

***Note:** The information presented in this section will vary depending on the registration state. The fields that display on this screen are determined by the answers to the questions in the Setup section and may not display if no extra information is required.*



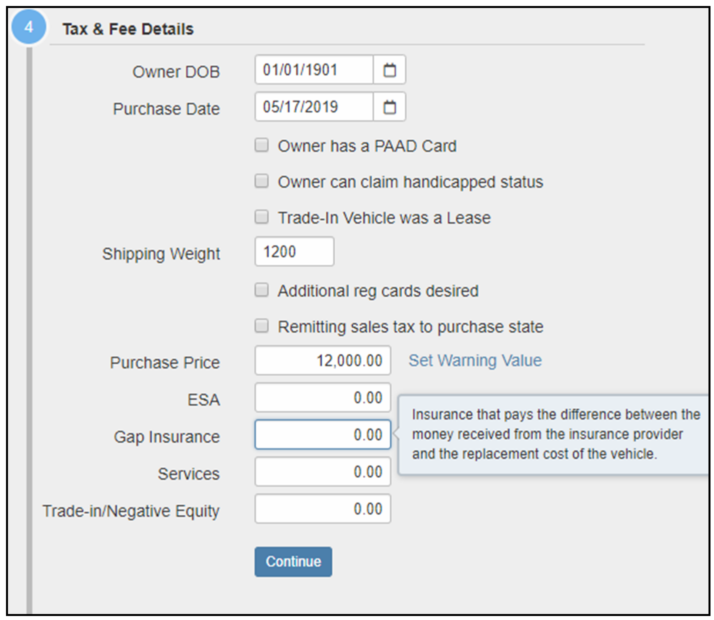
Tax and Fee Details

Enter state-specific information in this section.
All fields need to be filled out. If there is no value to enter for a field, place a 0 in the space provided instead of leaving it blank.

Some common items are:

- Purchase Date
- Purchase Price
- Trade-In Value
- Gross Weight
- Accessories
- Doc Fee
- Delivery Fee

> ***Important:** Clicking into a box will provide smart help to explain what value is expected in that field.*
>
> ***Note:** The information presented in this section will vary depending on the registration state and details entered.*



Once the state specific information is entered, click **Continue** to go to the **Fee Estimate** screen.

> ***Note:** Users can go back and review any of these sections by clicking Edit. Once Edit is clicked, users will have to review each section and click Continue to mvoe on.*

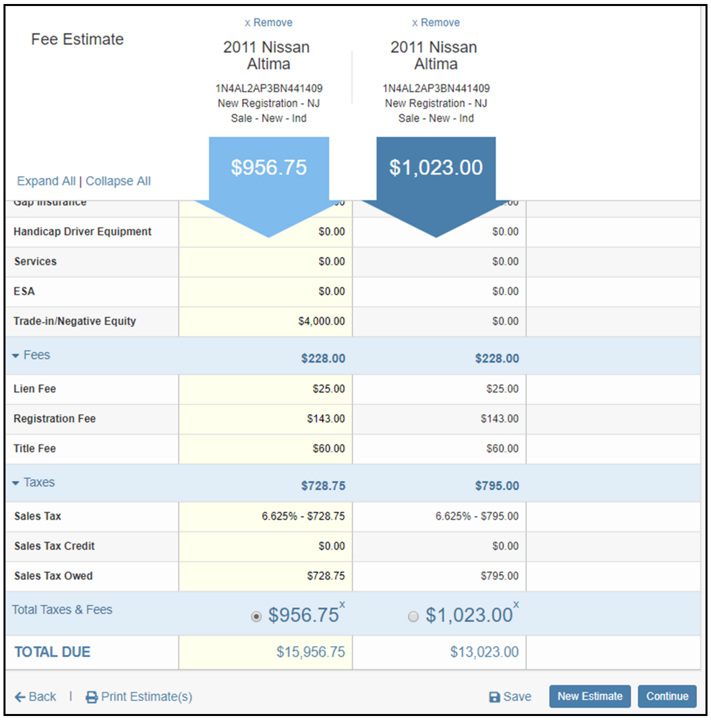
Fee Estimate

Introduction

The Fee Estimate screen reflects an estimate of DMV fees and/or taxes for the deal. The estimate relies upon the accuracy and completeness of the information entered for the deal.

The estimate will reflect, if applicable, credit for in-state sales tax paid if tax reciprocity arrangements exist between the purchase state and the registration state.

The final amount will not be known until RegUSA completes the processing of the transaction at the DMV. There may be financial obligations which the customer may be required to resolve, e.g., unpaid property taxes, delinquent child support, unpaid parking tickets, etc. These types of obligations are not in the public record; thus, RegUSA will only discover them when contacting the DMV using Power of Attorney.



Selecting the Fee Estimate and Starting the Deal

Once the state-specific information has been added the **Fee Estimate** screen will open. A snapshot of the information will be provided along with the estimated fees at the top.

Additional estimates can be created by selecting **New Estimate**. The information captured in the first estimate will be retained when creating the new estimate.

Once all estimates are complete, select the appropriate one from the comparison in the **Total Taxes & Fees** section at the bottom.

> ***Note:*** *The system will select the most recent fee estimate by default.*

After selecting the appropriate Fee Estimate click **Continue** to open the **Transaction Setup** screen.
Once on the Transaction Setup Screen is open the following can take place:

1. Enter the information on the Deal Status screen and click **Continue** to be brought to the **state-specific Checklist**.
   Click **Checklist** under **Related Links** on the Transaction Setup screen which will open the **state-specific Checklist**.
2.

Fax and Email Estimate Requests

Fee estimates for commercial, motorcycle, recreational, travel and utility trailers are not currently supported in the Tax & Fee Estimate and must therefore be requested by fax or email.

To submit a fee estimate request by fax or email:

1. Complete the **RegUSA Fees Fax Sheet** which can be **Downloaded Here**.
2. Email a saved copy of the completed form to **RTS-RegUSAFeeEstimate@coxautoinc.com**. (preferred method).
   or
3. Fax the completed form to **800-360-7528**.

Completed fee estimates will be returned to you within 24 hours, and are not available on weekends.

> ***Note:*** *This service provides an estimate of the expected fees for the transaction based on publicly available information. The actual fees for the transaction will be determined when the transaction is processed at a DMV and may vary from the estimated amount. For example, if the customer owes money to the state of registration (i.e. unpaid parking tickets or taxes), it is not public information and will not be included in the fee estimate.*

http://us.dealertrack.com/content/dam/dealertrack/solution/rts/out-of-state/RegUSA-Estimated-Fees-Fax-Sheet.pdf

Continue the Deal

Introduction

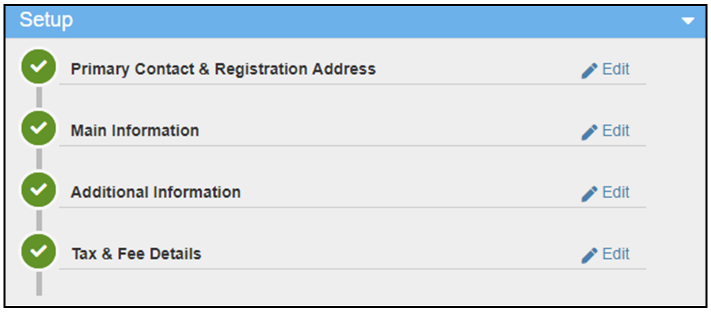
Use the **Transaction Setup** panel to complete the registration information and to access the **Checklist**. The information on the **Transaction Setup** screen must be completed before accessing the **Checklist**. Failure to complete the fields in this section will result in transaction errors. All fields are required to submit.

> ***Note:*** *The state-specific Checklist can be accessed at any time by clicking on the* ***Checklist*** *link in the* ***Related Links*** *section* ***only after the setup sections have been completed****.*

While completing the Transaction Setup section, note that some fields have a default value, which should be reviewed for accuracy.
At any point in this process, the transaction can be saved and returned to at a later time.

Setup

The setup section will display when creating a deal. This information was entered during the Fee Estimate phase of the transaction but can be edited during this phase as well.



Review this information by clicking the green check mark or make changes by clicking **Edit**.

> ***Note:*** *When edits are made the Setup section, the user will have to proceed through each section by clicking Continue. Changes in the Setup section can make the required forms and fields different.*

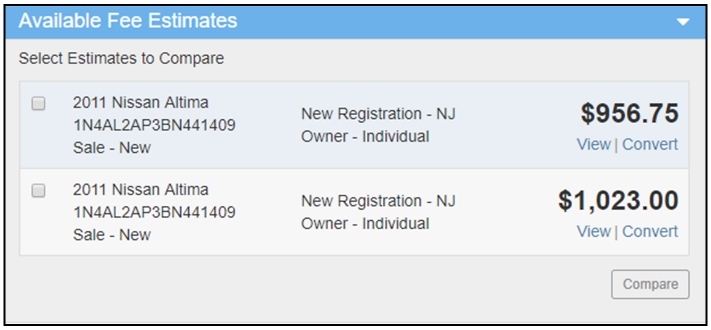
Fee Estimate

This section contains a preview of the Fee Estimate that was created. The selected Fee Estimate will display.
To view more detail select **View**.

Convert a Fee Estimate

If multiple **Fee Estimates** were created and the deal was opened from the Deal Status Queue:

- Select an estimate and choose **View** to see more detail.
- To compare estimates:
  - Check the boxes for each.
  - Select **Compare**.
- Select **Convert** to continue the transaction using the fee estimate selected.

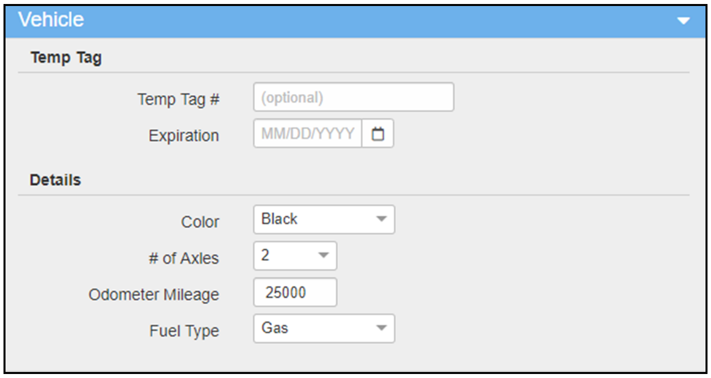


Vehicle and Seller Information

In the Vehicle section enter the following information:

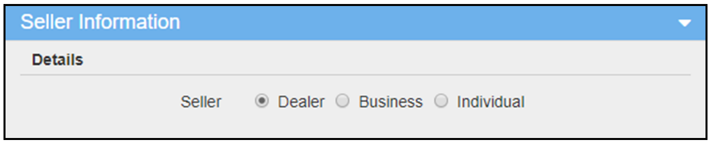
- Optional
  - **Expiration**
  - **Temp Tag #**
- Required
  - **Any Other State-Specific Details**

Note: *Other sections and fields may display based on state and transaction types selected.*



In the Seller Information section select whether the seller is a:

- **Dealer**
- **Business**
- **Individual**



Customer Information

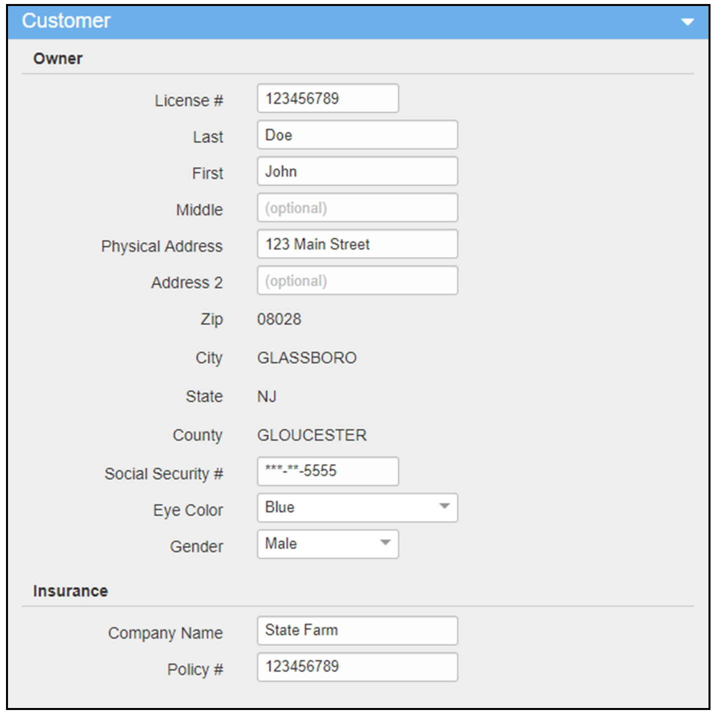
Much of the customer information will be pre-populated from the Fee Estimate.

> ***Note:*** *Other sections and fields may display based on state and transaction types selected.*

Enter the following Owner information:

- Last Name
- First Name
- Suffix
- Physical Address
- Any other state-specific questions that pertains to the customer.

  Note: *If the owner of the vehicle is different from the Primary Contact, then appropriate information will need to be provided. Failure to do so could lead into errors in registration and titling.*

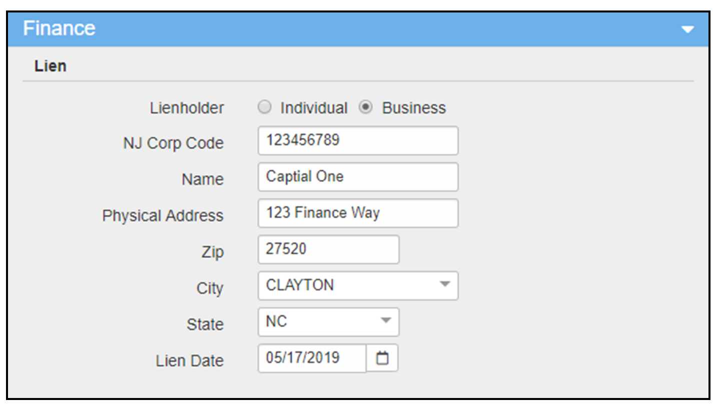


Finance

If there is a lien, select whether the lienholder is an **Individual** or **Business** (default is business).
Enter the following:

- **Lienholder Name**
- **Address**
- **Zip**
- **City**
- **State**

> ***Note:*** *Some states require a* ***Lienholder Identification Code****.*



Once the information has been added, click **Continue** to open the **state-specific Checklist** page.

State Checklist

Introduction

The **Checklist** provides a list of the required documentation, forms and information for the registration state that requires action on part of the user.

> ***Important:*** *Checklist instructions are specific to the state and the transaction type selected. The items on the checklist must be completed in their entirety in order for the deal process correctly.*

The Checklist page is separated into two separate sections:

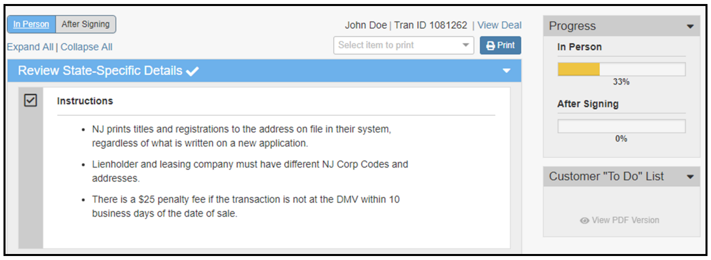
- **In Person**: Forms that need to be filled out and signed while the client is present.
- **After Signing**: Forms that can be completed after the customer signs.

Icons will appear within certain items in the checklist:

- **Paper and Pencil:** Indicates that the item must be signed.
- **Seal:** Indicated the item must be notarized.

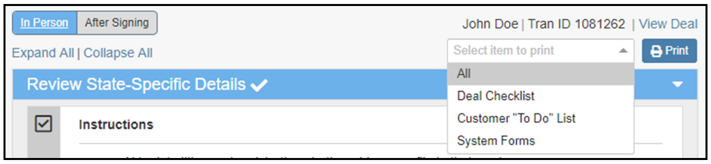
> ***Important:*** *The deal will also be submitted to RegUSA from the Checklist Section.*

In addition to standard requirements such as MCO or Title and Bill of Sale, each checklist will include state-specific requirements. Each item on the checklist should be reviewed and the following actions taken:



- Review state-specific Details
- Print, Sign, and Notarize
- Collect and Review
- Provide Customer To-Do List
- As documents are completed and submitted, the task can be checked off.

Printing Information



1. Read through the checklist.
2. At the top or bottom of the checklist select the **drop-down menu** and choose a document to be printed. Typically **All** will be selected.
3. Click the blue **Print** button.
4. A PDF will be generated and opened in a browser tab.
5. Once the PDF is open select the printer icon to print the document.

The following documents are available to print while completing the**In Person** checklist:

- **All:** Print all documents.
- **Deal Checklist:** All state-specific items needed for the completion of the transaction.

> ***Note:*** *It is suggested that you print* ***All*** *documents prior to completing items on the checklist.*

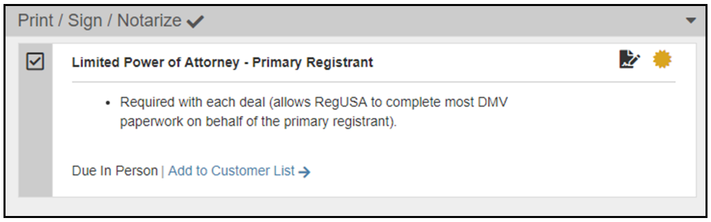
- **Customer "To-Do" List:** Information for the customer can be printed after items from the checklist are selected. For more information on creating this list, see "Provide Customer To-Do List" on the next page of this manual.
- **System Forms:** Print all state-specific forms required for the transaction.

Review State-Specific Details

State-specific instructions are provided in this section of the Checklist. It is important these instructions are reviewed prior to signing and/or printing paperwork.

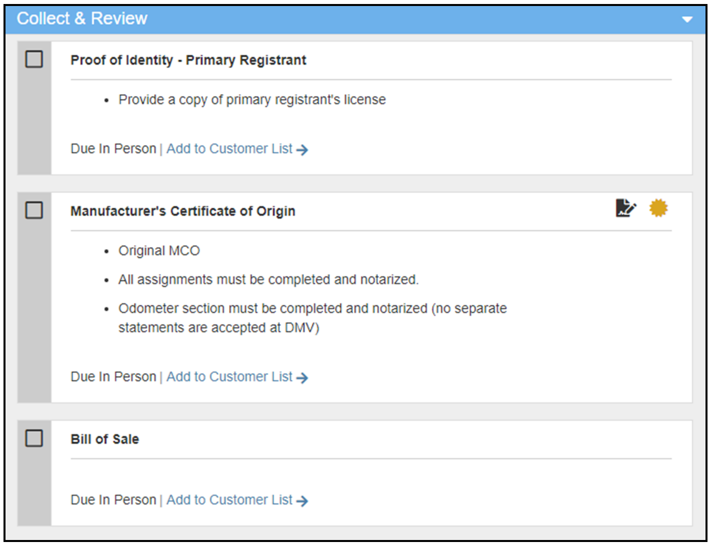
Print/Sign/Notarize

Items noted as **Limited Power of Attorney** (POA) must be printed, signed and notarized prior to including the POA in the deal packet. The RegUSA processing team will utilize the POA and ensure the form is completed correctly and will sign on behalf of the customer.



Collect and Review

Some items on the checklist must be requested from the customer and reviewed to ensure they meet the registration state's specific rules and criteria.



Examples may include:

- **Proof of Identification**: Names must match documentation and the identification must not be expired. States will vary as to whether:
  - An out-of-state license is acceptable.
  - SSN or a copy of the Social Security card is required.
  - The copy of the license must be front and back.
- **Proof of Insurance**: States will vary as to whether:
  - The effective date must be evident.
  - The proof must be a binder or a card.
  - The vehicle being purchased is listed on the card/binder.
- **Copy of registration for Transfer transactions**

Provide Customer To-Do List

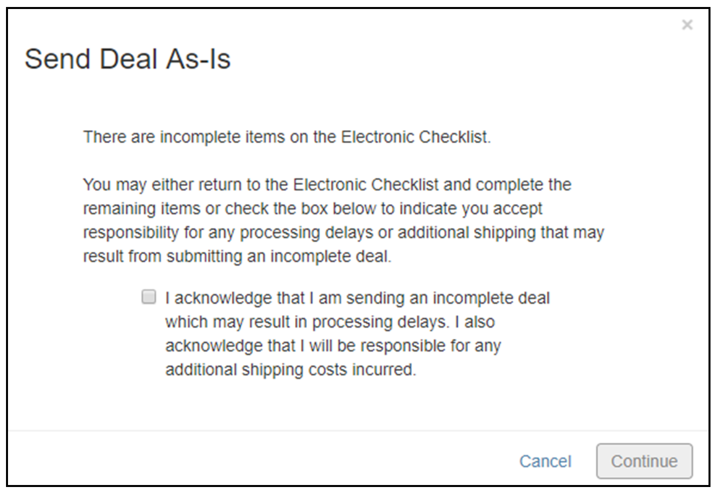
The dealership can create a customer list that can be printed and given to the customer as a “to-do” list.

To create a Customer To-Do List complete the following steps:

1. Find the appropriate section(s) and click **Add To Customer List**.
2. Once added, the link to add to the list will disappear.
3. Continue adding to the list as needed.
4. Once all the selected items have been added, click on **View PDF Version**.
5. Once the PDF opens a copy can be printed for the customer.

Finish and Submit

Once all items on the checklist are obtained, check off each box for In Person and After Signing, until each progress bar shows 100% . Proceed to click the green **Submit** button.



In some instances, a message will display after clicking Submit. This message displays when there are incomplete items on the checklist.

If this message displays there are one of two actions that can be taken:

1. Go back and ensure all boxes are checked and the progress bar is showing 100% for In Person and After Signing.
2. Check the box on the message that states "I acknowledge that I am sending an incomplete deal which may result in processing delays. I also acknowledge that I will be responsible for any additional shipping costs incurred."

   ***Note:** A user may incur additional charges if they do not actually complete the checklist as expected and click the box/acknowledgment instead*

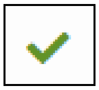
When a deal is submitted, the RegUSA staff is notified to expect a shipment of the registration paperwork that must arrive within 30 days of submission. Deal Status can be monitored through the Deal Status Queue.

Solution Manager

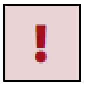
Introduction

Solution Manager allows users to quickly and accurately resolve problems within the transaction once the deal is received by RegUSA.

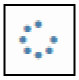
Problem Status Column Icons



Green Checkmark:
All problems have been resolved.



Red Exclamation Point:
Indicates a problem must be resolved before deal can be processed.

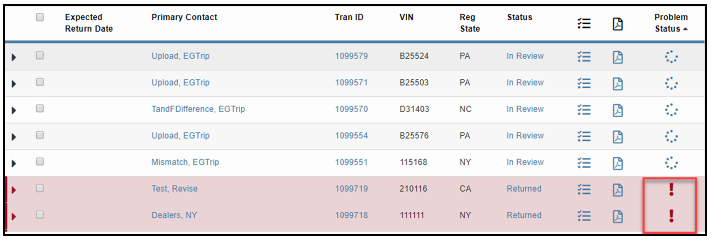


Dotted Circle:
Indicates problems have been solved and are pending review.

Blank:
No icon indicates there are no issues and the deal is being processed.

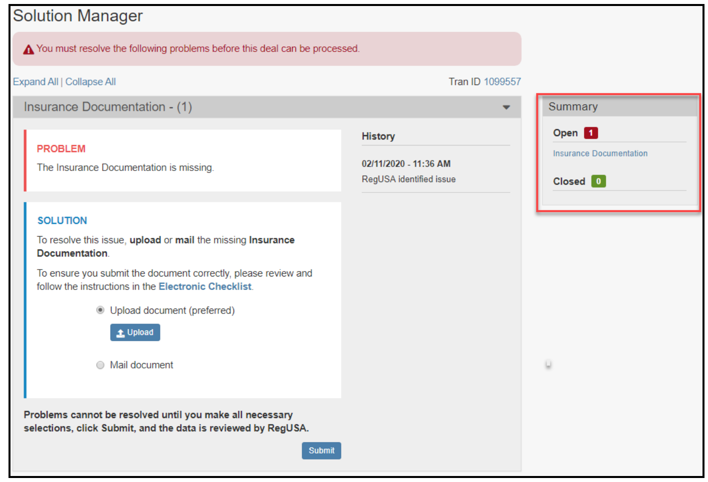
Accessing Solution Manager

1. On the Deal Status Queue, select the exclamation point icon on the **Problem Status** column. This will open the **Solution Manager**.

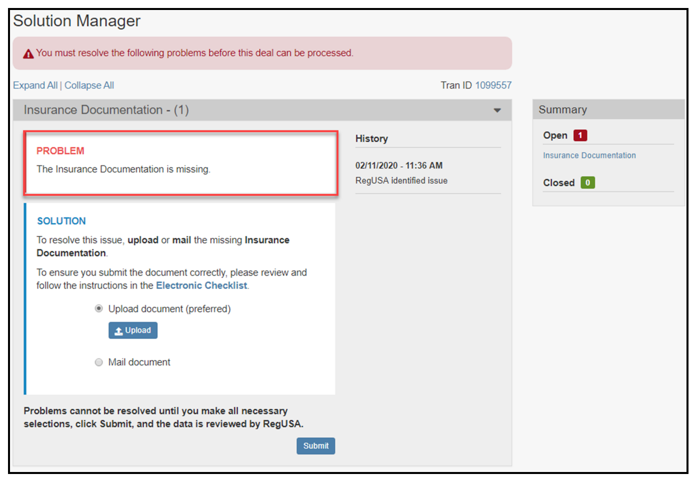


2. Once Solution Manager opens, find the **Summary** on the right side and click on an **Open** problem.

   Important: *Mismatch data problems must be resolved first prior to fixing any additional problems.*

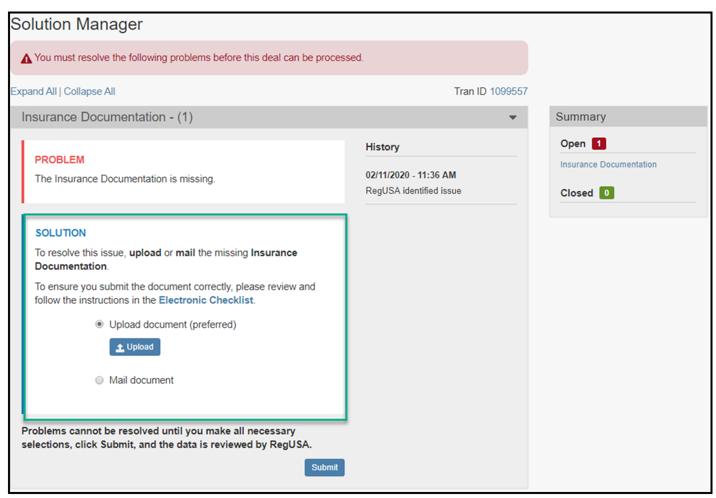


3. Once the problem displays, look at the **Problem** box that is presented. The problems will vary from state to state so it is important to read this information.

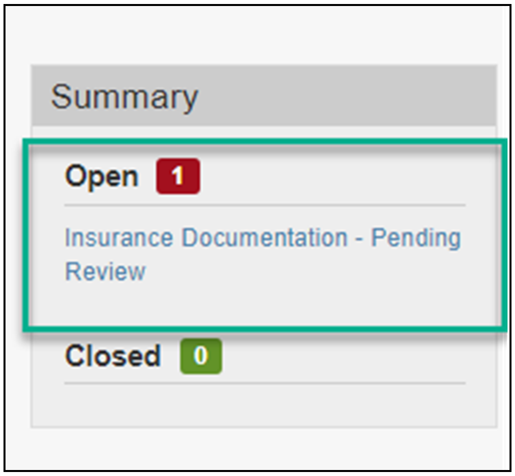


4. View the **Solution** presented in the box below the Problem, take action to resolve the problem, and click **Submit**.

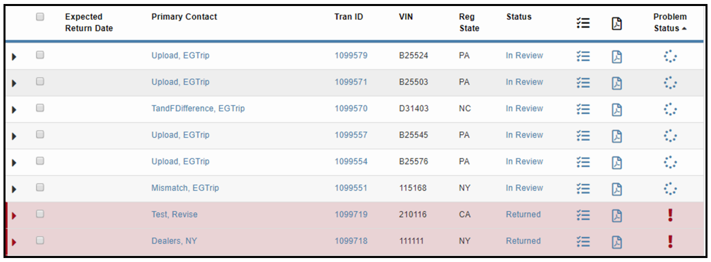
   The solutions can vary but can include some common action types such as:
   - Uploading a document
   - Mailing an original document
   - Accepting or declining a fee or tax discrepency



5. Once the solution has been submitted, the **Summary** will display the open problem as **Pending Review** and the next open problem in the Summary will display.

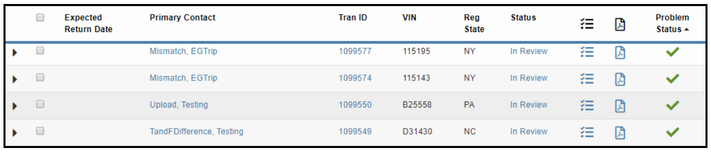


6. Once the solution(s) has been submitted, it will display as a dotted circle icon under the **Problem Status** column in the Deal Status Queue.



	Expected Return Date	Primary Contact	Tran ID	VIN	Reg State	Status			Problem Status
		Upload, EGTrip	1099579	B25524	PA	In Review			
		Upload, EGTrip	1099571	B25503	PA	In Review			
		TandFDifference, EGTrip	1099570	D31403	NC	In Review			
		Upload, EGTrip	1099557	B25545	PA	In Review			
		Upload, EGTrip	1099554	B25576	PA	In Review			
		Mismatch, EGTrip	1099551	115168	NY	In Review			
		Test, Revise	1099719	210116	CA	Returned			!
		Dealers, NY	1099718	111111	NY	Returned			!

7. It will remain displayed as the dotted circle icon until the solution has been reviewed by RegUSA. At that time the icon will turn to a green checkmark if it is resolved or reset to a red exclamation point if it is not resolved.



	Expected Return Date	Primary Contact	Tran ID	VIN	Reg State	Status			Problem Status
		Mismatch, EGTrip	1099577	115195	NY	In Review			✓
		Mismatch, EGTrip	1099574	115143	NY	In Review			✓
		Upload, Testing	1099550	B25558	PA	In Review			✓
		TandFDifference, Testing	1099549	D31430	NC	In Review			✓

Adding New Users

Introduction

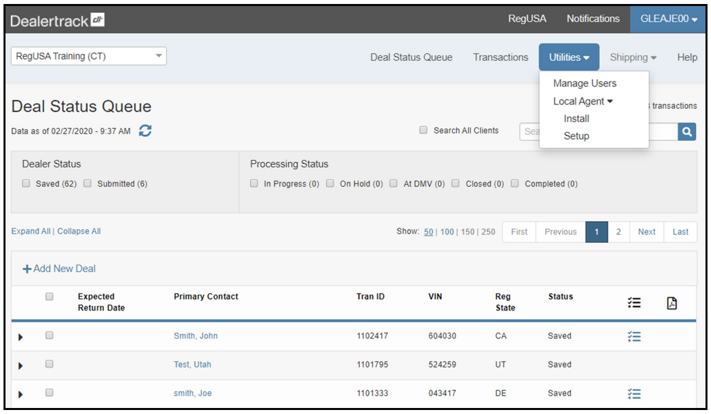
New users can be added to RegUSA via the designated Dealership Administrator.

> ***Important:*** *Only administrators can add new users for the dealership. Please contact your dealership admin for account creation.*

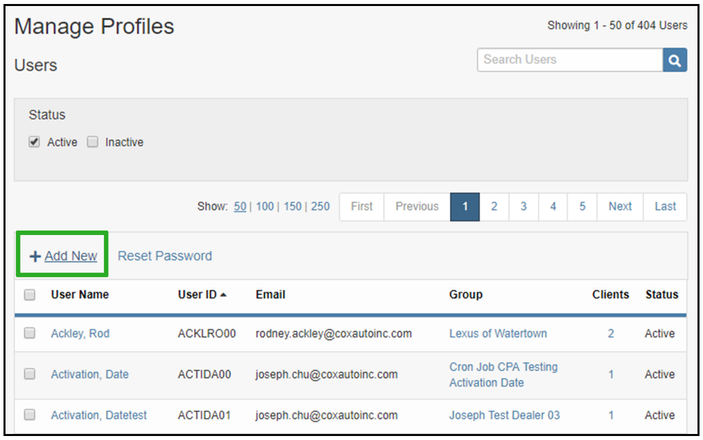
Adding New Users

To add a new user, complete the following steps:

1. From the Deal Status Queue go to **Utilities** > **Manage** > **Users**.

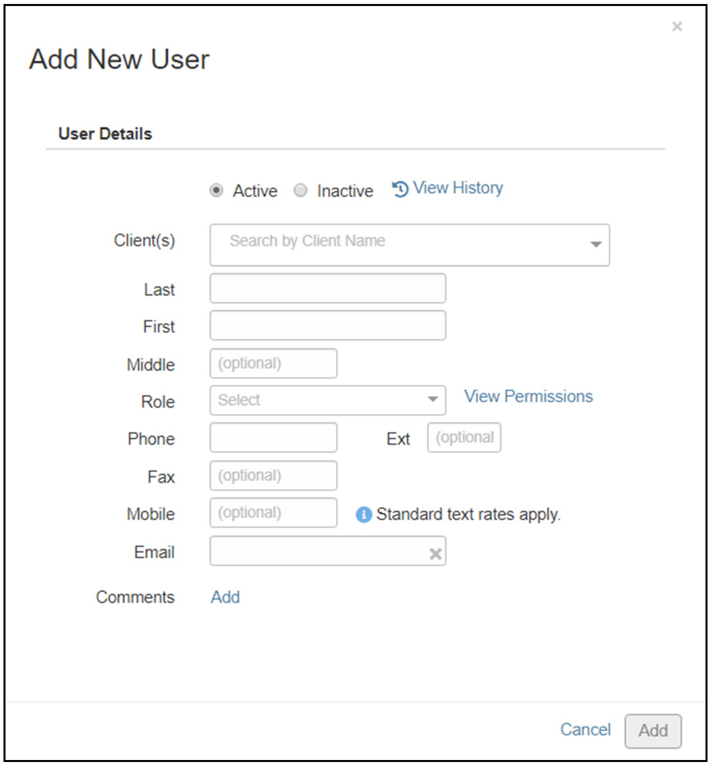


2. The **Manage Profiles** screen opens.
3. Click **Add New**.



4. Complete the **User Details**:
   - Select a **Client**
   - Last Name
   - First Name
   - Role (In the Dealership) is tied to permissions in the program.
     - **Combined F&I/Title Clerk**: For smaller dealerships that have a dual role and will be able to submit a transaction.
     - **F&I** : Can only start a transaction but cannot submit them.
     - **Title Clerk**: Can do anything with a transaction.
     - **Admins**: Have complete access to the program and can add users.
   - Phone
   - E-mail: Required
   - Group Name (Dealer Group)
   - Client Name (Dealer Client)

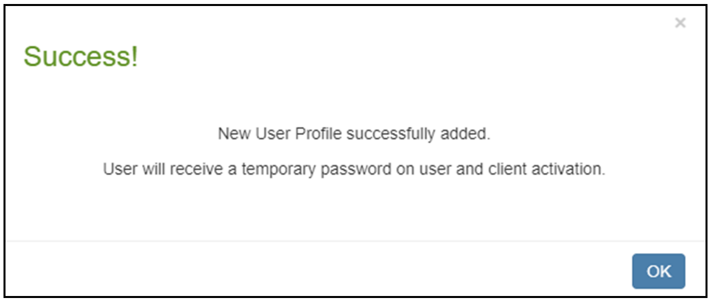
     Note: *The dealer administrator can add users to any client (dealership) they are an administrator for.*
   - Comments: Click **Add** to add any additional comments.



5. Click the blue **Add** button.
6. If all information was added correctly a Success message will display.

Note: *In addition to adding users, the Dealer Admin can:*

- **Reset Passwords** - All users should contact the Dealer Admin for PW resets.
- **Activate/Deactivate Users**
- **Create Users**

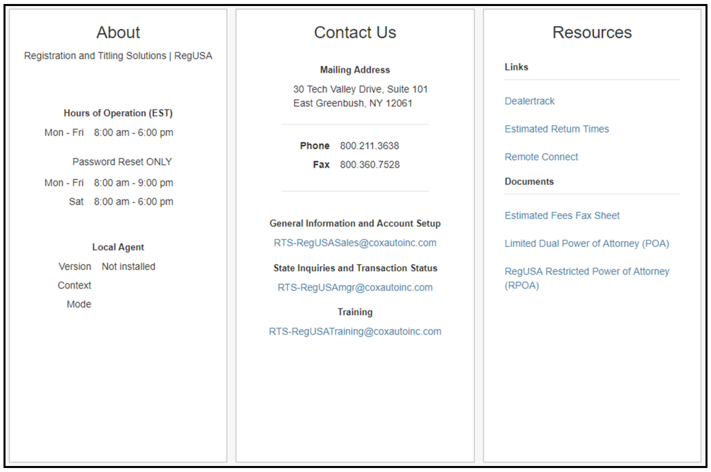


Help

Contact Information

RegUSA Client Services is available: **Monday - Friday 8:00am - 6:00pm ET**

- Phone: 800.211.3638
- Fax: 800.360.7528
- Email:
- For general information and account setup: RTS-RegUSASales@coxautoinc.com
- For state specific inquiries or transaction status:RTS-RegUSAmgr@coxautoinc.com
- For training:RTS-RegUSA-Training@coxautoinc.com
- RegUSA Mailing Address:
  3270 Progress Way
  Wilmington, OH 45177



Resources

Links

- Dealertrack: https://dealertrack.com
- Estimated Return Times: Click the help tab within the system to obtain this information.
- Remote Connect: https://dealetrack.com/support

Linked Documents

- Estimated Fees Fax Sheet
- Limited Dual Power of Attorney (POA)
- RegUSA Restricted Power of Attorney (RPOA)