



ILLINOIS NEWSLETTER

YOUR PARTNER IN ELECTRONIC VEHICLE REGISTRATION

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CVR SUPPORT

CVR has the best prepared individuals ready to assist you with any problem you may encounter. Don't hesitate to contact us!

- ☎ 1-800-333-6995
- 🕒 Monday—Friday
7:30 am — 7:30 pm
- 🕒 Saturday 8am-4pm
8:00 am—4:00 pm

DON'T HAVE TIME TO CALL???

You can send an email to the Support Desk Supervisor at

✉ support@cvrreg.com



YOUR CVR PARTNER
WORKING TOGETHER
TO SERVE YOU
BETTER

NO RENEWAL REMINDER EQUALS SALES OPPORTUNITY

IL Secretary of State has announced that due to the lack of a state budget, their office is suspending the mailing of vehicle registration renewal reminder notices to consumers, which will save the state approximately \$450,000 per month. With this in mind, vehicle owners are encouraged to be mindful of their vehicle registration status.

While this will be shocking to the consumer, you can turn into a win for your dealership! IADA and CVR recommend you contact your customers at the 11 month anniversary of their vehicle purchase and remind them to renew their plates. Inform them that you can help them “skip the trip” to the Secretary of State’s office by simply bringing in their current registration card to you. Many CVR dealerships are also making a plate expiration check (and when appropriate, the renewal offer) part of every service write-up process.

The CVR system allows you to quickly and easily process the renewal and hand your customer a new sticker right then and there. The dealership makes a few dollars profit, but more importantly gains valuable exposure to your products and services, and is viewed as providing a convenient service to your customers. As a reminder, you may charge up to \$7.50 above the cost of their renewal.

TRPS AND CVR

Did you know that in certain instances you can issue a TRP in CVR? If you need to issue a specialty plate from the dropdown menu that will just have a random number, or if you are out of plates to issue. Select the plate you need and check the box that says issue TRP enter in your TRP# and the state will then send the customer that random specialty plate or random passenger or B-Truck plate. No need to go to the TRP website it will register automatically once you complete it in CVR.

Please remember no Vanity or personalized plates can be issued in CVR!

?? CVR QUESTIONS ??

STEP BY STEP INSTRUCTIONS COMPLETE WITH PICTURES

CVR has a website with the latest downloads available and step by step cheat sheets on how to run all transactions in CVR as well as reprinting instructions. Check it out today! You can get to this site right in your CVR software by clicking on the Help button at the top and then click support. You will log in with your CVR user name and password it is that easy! You can also save as one of your favorites in your web browser by saving this link:

<https://support.cvrreg.com/>



2017 REGISTRATION CERTIFICATES

2017 Registration Certificates have been released and are now available to order through your normal CVR Inventory ordering process. As a reminder, please keep them separate from the 2016 certificates currently being used.

TITLING SOUTH CAROLINA FLOOD VEHICLES IN ILLINOIS

In order to protect Illinois consumers, the Secretary of State's Vehicle Services Department has implemented the same procedures utilized after hurricanes such as Hurricane Katrina and Sandy. They will be reviewing all title applications from vehicles that were registered in regions of South Carolina that were declared disaster areas because of flooding and storm damage. You will find the official Secretary of State Notice [here](#). Title applications submitted between October 13, 2015 and October 13, 2016 will be included in this review. Vehicles registered in the affected counties will receive a flood title designation unless the title application is accompanied by a natural disaster disclosure statement signed by the previous owner declaring that the vehicle was not in a natural disaster area or was not damaged. The natural disaster disclosure statement can be found [here](#). The natural disaster disclosure statement is required for all vehicles registered in the following [South Carolina Zip Codes](#).

Additionally, any vehicle listed in the National Insurance Crime Bureau's (NCIB) database of known flood damaged vehicles will receive a flood branded title. You can find the NCIB database [here](#).

DEALER TRADES & WHOLESALERS IN CVR

If you are still putting your wholesale deals and dealer trades into cyber drive, you are working too hard! You can import those deals into CVR, and if you have your templates set up, you can pretty much just hit Transmit! What a time saver! If you need help getting started contact our Support Desk or your CVR representative today!

CVR INVENTORY

On behalf of CVR and IADA we have the following recommendations for your CVR inventory management::

- Order inventory as needed, no more than 2 months' supply.
- Receive inventory into your system as soon as it arrives (includes orders containing VSD-639 certificates)
- Run the IRR (Inventory Return Report) weekly, and immediately send back what is listed
- Only send back inventory that is on the IRR report

SECRETARY OF STATE VEHICLE SERVICES
NUMBERS TO KNOW

Information Line.....	217-785-3000	Titles	217-557-0717
Expedited Titles.....	217-524-7889	Special Plates.....	217-782-7758
Registration Processing.....	217-558-6449	ERT.....	217-524-5119
Forms Distribution.....	217-558-7132	TRP Helpline.....	217-524-4329

COURTESY DELIVERIES AND CVR

PROCESSING COURTESY DELIVERIES IN CVR WHEN THE SELLING DEALER IS OUT OF STATE

Start a new Title/Tax & Reg transaction by selecting New at the top of your registration screen.

On the upper right hand corner of the Owner tab click on the box at the end of the Seller field.

Select or add the appropriate selling dealer information and complete as you normally would. When you pend/complete this transaction the RUT-25 prints in place of the ST556.

MEET THE CVR ILLINOIS TEAM

- Matt Boyle - Director of Operations mboyle@cvrreg.com / (614) 323-0089
- Rudy Gomez - Account Executive / rgomez@cvrreg.com / (847) 230-6745
- Penny Dotson - Account Executive pdotson@cvrreg.com / (847) 230-6735
- Julie Cabrera – Account Executive JCabrera@cvrreg.com / (224) 355-9147
- JoAnn Seckus – Account Executive JSeckus@cvrreg.com / (815) 483-1924
- Christina Bennett – Account Executive cbennett@cvrreg.com / (217) 871-0525



With each issue we'll share some fun facts about one member of our team!

Meet Christina Bennett – Account Executive

Christina has been with CVR since August of 2014. Christina has 13 years of dealership experience in which she held roles as Finance Manager, Assistant Sales manager and Internet Sales manager. With her dealership knowledge she is well aware of what her clients face day to day and is always willing to help her clients make their work life easier. Christina is a native of Lincoln, IL and now resides in Bloomington IL. She likes to spend time with her family, she has a 15 year old son who is about to get his driver's permit! She might need some extra nerves of steel! Just a little fun fact about Christina she was a competitive swimmer starting at age 5, IM's and Butterfly were her favorites.

