



# ILLINOIS NEWSLETTER

**YOUR PARTNER IN ELECTRONIC VEHICLE REGISTRRTION**

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### CALLING ALL FINANCE PEOPLE....

An added convenience for your customer

CVR will allow you to renew your customer's registration at the time of transfer if the expiration date is within 90 days! Convenient for your customer –one less thing they have to remember to take care of, making YOU even more valuable to them. It's also convenient for those processing the paperwork behind the scenes. If a customer renews their registration between the times you do the paperwork and the title clerk attempts to complete the deal, it will not go through. The following error message will appear:

**ERROR MESSAGE "8.1 > 9998F 056 CURRENT REGISTRATION EXPIRATION DATE DOES NOT MATCH"**

This requires a call to the SOS to request a temporary reversal/reinstatement of that renewal, allowing your title clerk to then complete deal prior to the renewal being reinstated by the SOS.



### \*STAND ALONE NMVTIS INQUIRY REPORTS FOR USED CAR MANAGERS \*

You can now give your Used Car Managers access to NMVTIS inquiry outside of the CVR software! A one-time call to our support desk to establish a user id and password and our website is all they need.

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

log in using their new user credentials and select NMVTIS from the list of choices down the left hand side of the screen.

***\*Information on automobiles, buses, trucks, motorcycles, recreational vehicles, motor homes, and tractors are all included in your NMVTIS report\****

### **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

✉ [support@cvrreg.com](mailto:support@cvrreg.com)

🕒 Monday—Friday

7:30 am — 7:30 pm

🕒 Saturday 8am-4pm

### VEHICLE OWNER NAMES - ATTENTION TO DETAIL PLEASE

The Illinois Secretary of State no longer allows a change to vehicle owner names once a deal has been transmitted at the finance station. Please be extremely careful when typing in your customer's name. If a mistake in your customer's name is discovered after being transmitted at the finance station the deal will need to be deleted and re-input requiring new a new plate and registration certificate.

**LEGAL REMINDER: DEALER TRADES/WHOLESALERS/AUCTION SALES**

The selling dealer is required to report these sales to the Illinois Department of Revenue on form ST-556 regardless of whether the sale is taxable or exempt as sold for resale or for some other reason. This is especially important to do now that the Department of Revenue is now imposing a \$100 fine for each zero dollar ST-556 return not filed in a timely manner. Zero dollar ST-556 transactions can be imported from your DMS and processed through CVR for your convenience.

**CVR MESSAGES AND BULLETINS**

Please note that from time to time CVR will send important messages through your CVR software, it is vital that you review these messages whenever they come up. Potential information includes planned system outages, both by CVR and also by the state of Illinois, upcoming program changes/enhancements, as well as currently available software updates. When you log into CVR please look for the yellow highlighted bar at the bottom of the screen and click on it, or click on Message on the tool bar at the top of your CVR screen. Either option will open up the available message in the center of your screen. From there you can either close the message or print it for future reference.

**JOURNAL EXPRESS FOR CDK AND REYNOLDS CLIENTS**

When a deal is completed in CVR the fees are paid via EFT which requires journal posting.

Journal Express makes reconciling those funds more efficient by creating the journal entry in the overnight processing and holding it for your review and approval. The journal entry figures are referenced direct from CVR which eliminates keypunching errors while insuring the exact figures you transmit to the Secretary of State and Department of Revenue.

**APRIL USER GROUPS WERE A HUGE SUCCESS FROM ONE END OF THE STATE  
TO THE OTHER!!!!**

For those of you who took time out of your busy schedules to spend some time with us – Thank you. We sincerely hope that you found them educational as well as enjoyable! Those that were not able to attend, you can find the PowerPoint portion of our presentation on our website <https://support.cvrreg.com/> and we hope to meet you the next time around.

**TITLE CLERKS: QUICK TIP ON OLD ILLINOIS TITLES**

If you have an Old title (for example a 2004 car with title issued in 2004) after 10 years that title is no longer in the Secretary of State's immediate data banks. When you select Illinois and enter the title number in CVR you will get an error saying the title isn't recognized or does not exist. At that point you have two options:

1. You can call the Secretary of State to have that title brought back into their data banks.
2. You can select Oregon instead of Illinois and then type in the old Illinois title number. This will allow your deal to process through and notify the State that they need to pull the Old title records from their files.

**ACROSS THE STREET OR ACROSS TOWN ..... DON'T FORGET TO LET US KNOW**

Did you know if your dealership is relocating, chances are, your Illinois Department of Revenue Taxable Location Number is changing too? When this happens, there are changes that must be made at each CVR station and in our (CVR) internal records for your dealership. The required DOR changes are quick and easy and, most importantly, will insure taxes are being properly collected and allocated to the correct taxing jurisdiction. If your dealership has recently moved, or your dealership is planning to move, please contact your CVR Account Representative or CVR Support for assistance today.

**WE ARE HERE TO HELP YOU!**

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

Penny Dotson – Senior Account Executive



Penny has been with CVR since 2006. She worked in a dealership prior to joining CVR. Penny's dealership was one of our first on CVR as a pilot. She embraced the product so well that the S.O.S. would have other dealers call her to figure out their CVR problems. In 2006 she decided to make the switch and get paid for all this trouble shooting. Penny's husband is the General Manager in the dealer group she used to work at. He up trades her cars so often you never know what she will be driving. Her first car was a 1976 Nova. She now Drives a 2011 Mercedes. Who knows what she will show up to work in next... a Ferrari or a Lear Jet?