

Getting Started Guide

This guide is intended to give new users a practical introduction to the on the SPOT renewal system for one-stop vehicle registrations. Section One will cover administrative functions such as ordering decals and managing users, while Section Two is structured according to the procedural sequence for issuing a decal to a citizen. Sections Three and Four explain the process for issuing and finalizing 15-day temporary operating permits.

The key features and procedures you need to use are included in the Contents list below. Begin with the checklist to ensure that you have the necessary equipment, connection, and user rights to access the system.

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CHECKLIST

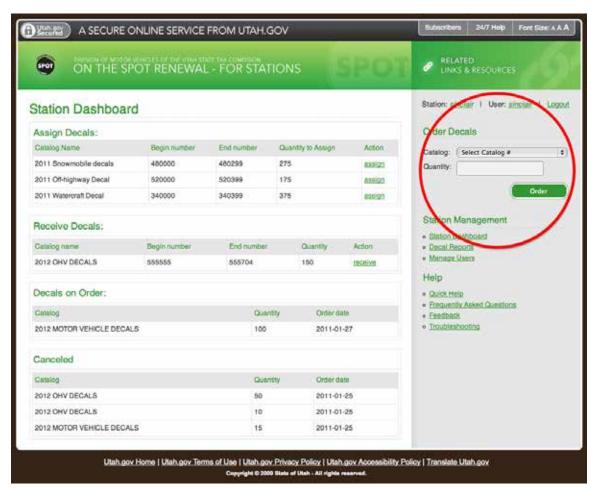
- Complete, sign, and return the station contract to the Division of Motor Vehicles, including verification that all requirements are met
- Complete, sign, and return the Utah.gov Network Registration Agreement
- Receive your station/user login ID and passwords
- Have at least one computer workstation connected to the Internet

SECTION I – ADMINISTRATIVE TOOLS

The administrative tools are available for station managers and corporate administration. These tools allow the station/chain to order decals, receive decals and assign them to workstations, split decal inventory among multiple workstations, manage users and user rights, and run decal reports.

Station Dashboard

Upon logging in as a corporate or station user, you will be presented with the Station Dashboard. From this screen you do all of the tasks outlined in this section. The action buttons and links are found in the right column.



Please note that you may not complete a renewal transaction if you do not have decals in your system. To order decals you must complete all of the following steps:

- 1. Order Decals
- 2. Receive Decals
- 3. Assign Decals to the Station
- 4. Assign Decals to the Workstation

Ordering Decals

Ordering additional decals is as simple as selecting the Go button from the Order New Decals section. You will be presented with a dialogue allowing you to select the type of decal, along with the quantity.

Please complete the entire order process, including the confirmation screens. Once you have submitted an order, the DMV will receive a fax order sheet to complete the decal order request. The order will also be displayed on the Station Dashboard under Decals on Order.

Decals on Order

The Decals on Order section displays all outstanding decal orders for your station, including the type, the station, the quantity ordered, and the order date. If you need to make changes to an order, you may cancel the order by clicking on the "remove" link.

You will then be able to start a new order process.

Receiving Decals

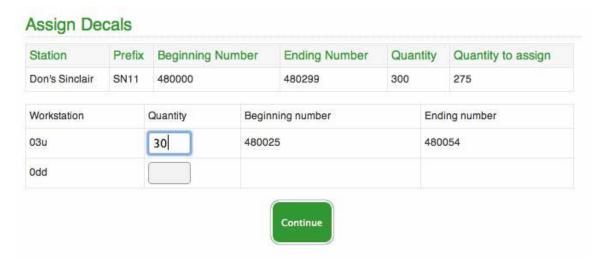
Once your decal order has been shipped by the DMV, the decals will show up in your system as available to be received. Once you have physically received the decals, simply click on the link in the right hand column, and confirm that you have received the decals.

Once you click on the link, you will have received those decals into your decal inventory.



Assign Decals

Once you confirm that decals have been received, you may assign these decals between one or more of the stations (if you are a corporate level user) or workstations (if you are a station level user). By clicking on the link in the right hand column, you will be taken to a screen asking you for the range of available decals to be assigned to the appropriate station or workstation.



^{*} Tip – Enter the Beginning Number of the decal inventory in the workstation you wish to assign them to. Then, enter the quantity to assign to that workstation. The Ending inventory decal number will be automatically populated in the appropriate field.

Decal Reports - Corporate Stations

The Decal Reports page will allow the corporate station user to view the range and decal status of decals assigned to each child station. The available reports for a range of decals include Ordered, Issued, Received, Active, Used, Damaged, Missing and Cancelled.



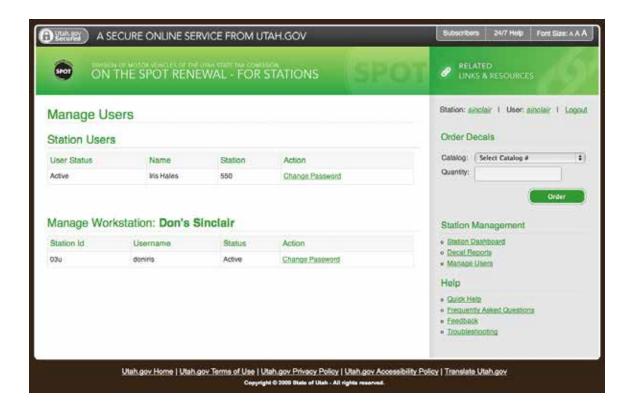
Decal Reports - Station

The Decal Reports page will allow the user to view the range and decal status of decals assigned to your business. The available reports for a range of decals include Ordered, Issued, Received, Active, Used, Damaged, Missing and Cancelled. The available reports for the actual decal inventory include Used, Unused, Damaged, or Missing.



Manage Users

Under Manage Users section, the administrator or station manager can change station users' or workstation users' passwords within a station or corporation.

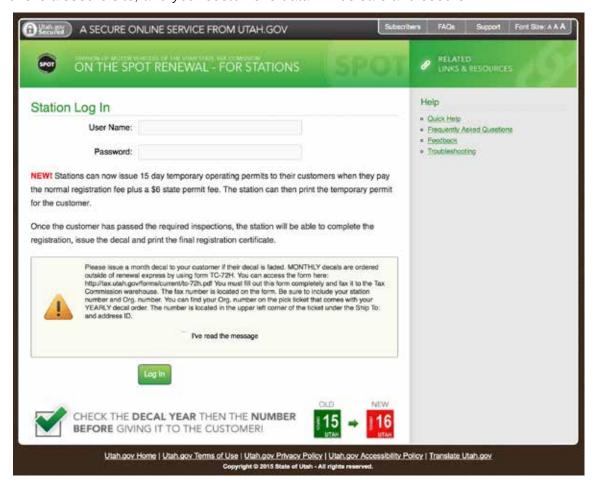


SECTION II – PROCESSING A REGISTRATION

Logging In

To log in to the on the SPOT renewal system, enter the following URL into your Internet browser window: https://secure.utah.gov/station

* Please note the "S" following the standard HTTP. The HTTPS designation ensures that this is a secure site, and your customer's data will be safe and secure.



The initial screen will be a login page. Use your assigned username/password to log in and begin the session. To process a registration, you must be logged in as a workstation.

Once you have logged in, you will be presented with the standard start page for issuing decals and temporary permits. It consists of two input fields – a Plate # and a Vehicle Identification Number field.

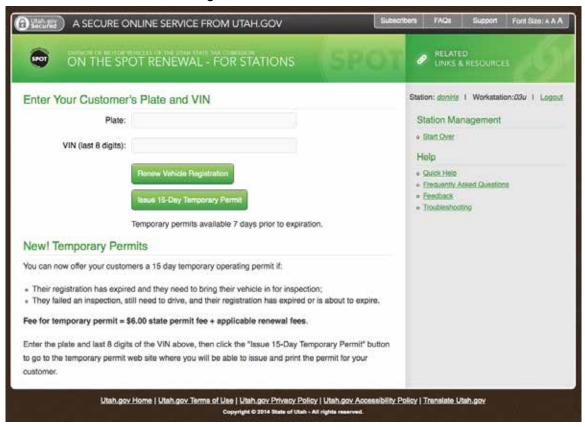
Issuing a Decal

Summary

- Login
- Enter customer plate and VIN and select the "Renew Vehicle Registration" button
- Step 1 Enter customer's emissions and safety certificate information
- Step 2 Confirm the decal number
- Step 3 Payment Summary
- Step 4 Enter credit card information and confirm
- Step 5 Print the registration agreement and receipt

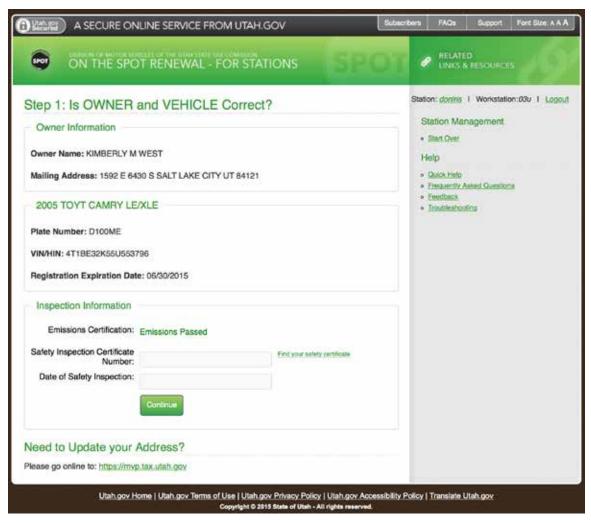
The following pages will detail this process which, once you are proficient with it, should only take 1-2 minutes per customer.

Once you have completed the required Emissions or Inspections tests, enter the vehicle plate # and VIN and select the "Renew Vehicle Registration" button.



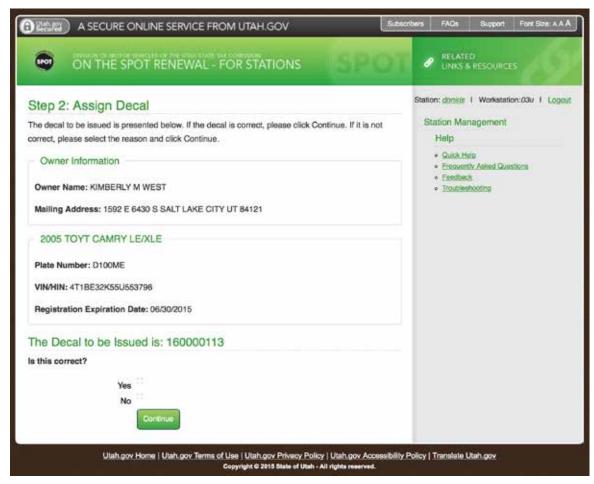
If the plate and VIN are successfully matched in the system, you will be presented with a screen that displays the current owner information along with input fields for the required emissions and inspections certificate numbers.

^{*} Note - if the address or owner information displayed is incorrect, the customer can update their information by calling the Division of Motor Vehicles at 801-297-7780 or 800-DMV-UTAH or going to https://mvp.tax.utah.gov.



After entering the inspection information and clicking on the Continue button, you will then need to verify the decal number you will be issuing. This is a critically important step - please refer to the guidelines and decal inventory control procedures provided by the State of Utah.

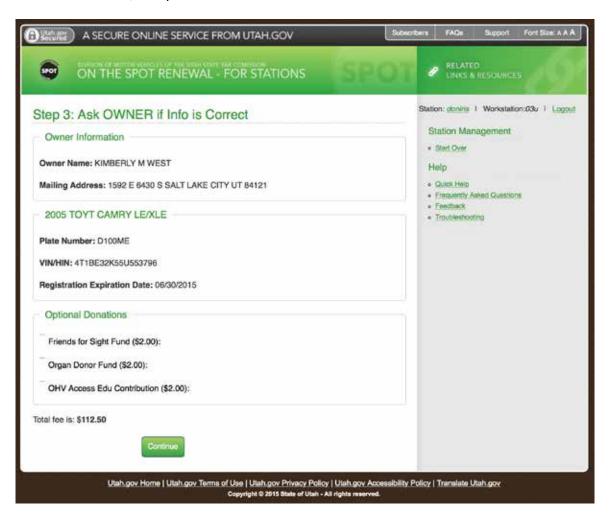
^{*} Please note that if you are connected via the Internet to the DPS system, and you enter the emissions data into the county system, you will not be required to enter any certificate information for your customer.



Your workstation will be assigned a series of decals from which to issue - these decals should be issued in order, with any missing or damaged decals reported.

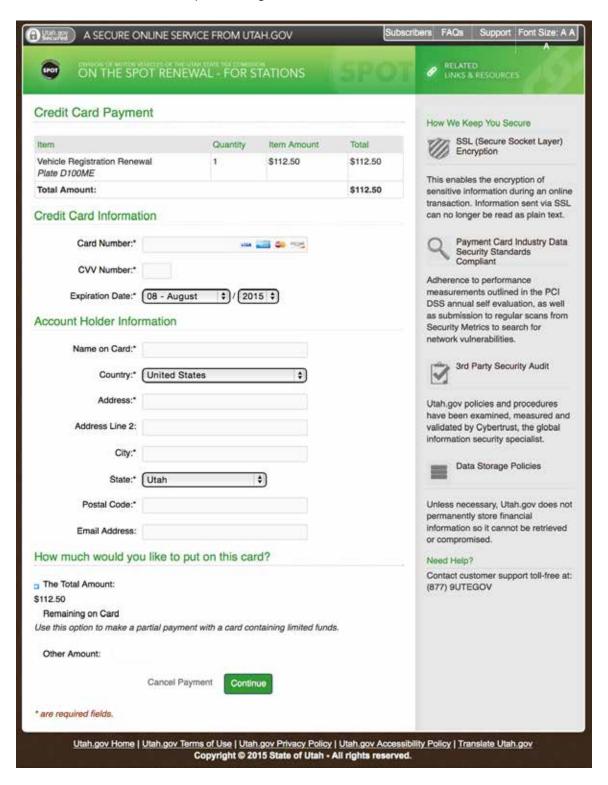
If the expected decal value matches the actual decal to be assigned, simply check the Yes button and continue. If it does not match, select the No button and you will be required to select either Missing or Damaged, whereupon the expected decal will increment to the next in the series.

Once you confirm the decal number, you will see a Payment Summary page. This page is not subject to editing, it simply shows the owner and vehicle information, along with the applicable fees. Please verify the information is correct, and press "Continue".



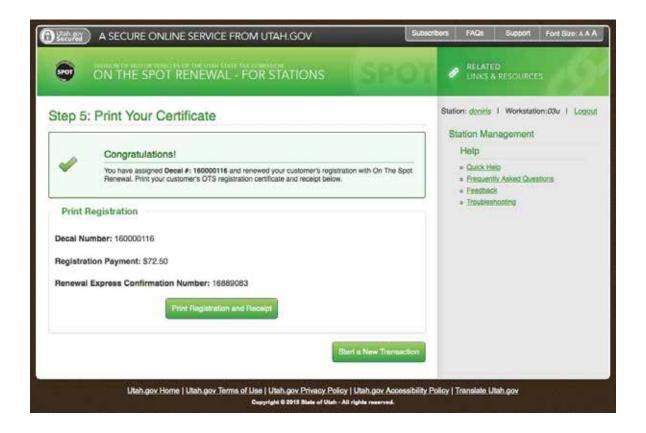
Once you have verified the payment summary, you will then need to process the registration payment using the customer's credit card. Enter the appropriate information into the fields and press continue.

You will see a confirmation screen - IMPORTANT - please verify that all information is correct, and press the "Yes" button ONCE - the processing will take a few moments.



Once the payment process is complete, you will be able to print the certificate and receipt by selecting the "Print Registration and Receipt" button. Once you have printed the registration, click on the "Start a New Transaction" button which will take you back to the first screen.

You have now completed the registration process for your customer.



SECTION III – ISSUING A TEMPORARY PERMIT

Stations can now issue 15-day temporary operating permits to customers who have an expired registration or a registration that will expire within 7 days of expiration and still need to drive while completing inspections and the registration process.

The steps are similar to the registration process but with the following exceptions.

- 1. Inspections will not be entered.
- 2. You will NOT issue a decal be ABSOLUTELY CERTAIN not to issue a decal when issuing a temporary permit.
- 3. The customer will pay the applicable renewal fees along with a \$6 state temporary permit fee.
- 4. You will print and provide a Temporary Permit rather than the Registration Certificate.

Summary of Steps

- Login
- Enter customer plate and VIN and select the "Issue 15-Day Temporary Permit" button
- Payment Summary, credit card information and confirmation
- Print the Temporary Permit and receipt

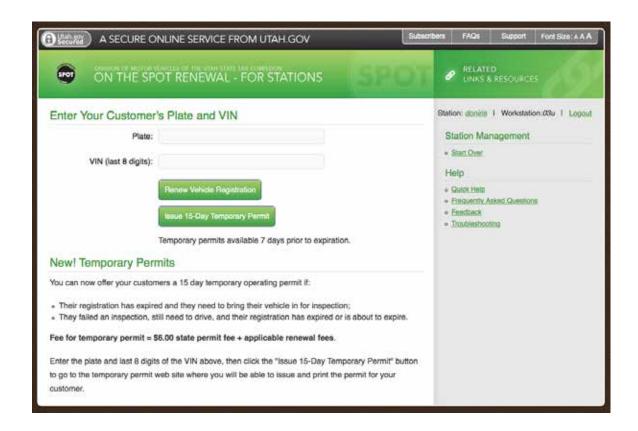
The following pages will step you through the process of issuing a temporary permit, which should only take a matter of minutes.

Entering Plate and VIN

Log in as usual, enter the plate # and VIN and then select the "Issue 15-Day Temporary Permit" button.

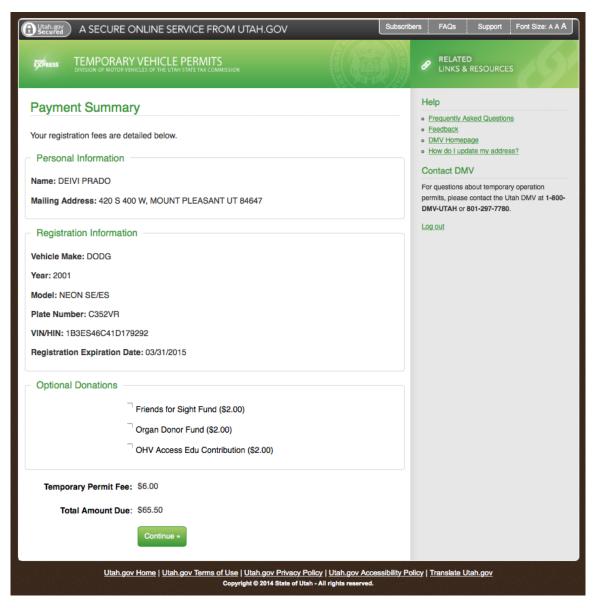
Note – You will not be allowed to issue a temporary permit:

- until 7 days prior to the vehicle's registration expiration;
- if the vehicle has passed or does not require inspections.



Payment Summary, Verification and Payment Processing

After entering the customer's plate and VIN, you will be directed to the Payment Summary page which will include the applicable renewal fees along with the \$6 state temporary permit fee. Please verify the information is correct, and press "Continue".



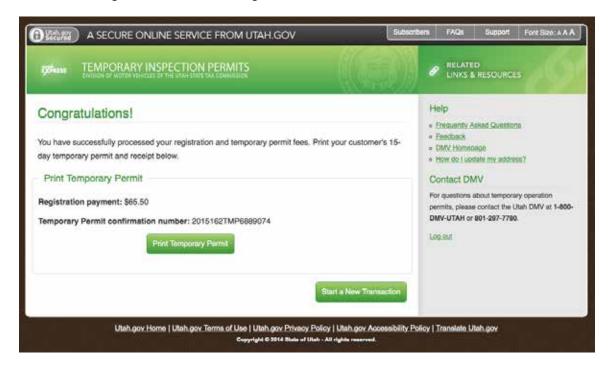
Once you have verified the payment summary, you will need to process the payment using the customer's credit card much like with a normal registration. Carefully verify the information and select the "Continue" button ONCE – the processing will take a few moments.

Printing the Temporary Permit and Receipt

After successful payment, you will be able to print the temporary permit certificate and receipt by selecting the "Print Temporary Permit" button. The temporary permit will consist of two pages:

- 1. An instruction checklist;
- 2. The 15-day Temporary Registration and Permit.

Once you have printed the temporary permit, select the "Start a New Transaction" button to return to the SPOT site and begin another vehicle registration.



SECTION IV – FINALIZING A TEMPORARY PERMIT

Once the customer has passed the required inspections, the station will be able to complete the registration, issue the decal and print the final registration certificate.

Stations can complete registrations from temporary permits that were started at a DMV office, online with Renewal Express or another on the SPOT station.

Completing the registration of a temporary permit is identical to the standard vehicle registration with the one exception that payment will not be required since it was already paid when the temporary permit was originally issued.