



NM MVD in partnership with **New Mexico Interactive (NMI)**

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<http://www.mvd.newmexico.gov/VRS>

## **Vehicle Registration Suite Account Holder Agreement and Access Request Form – Title Service Company**

You must complete this form to access the New Mexico Motor Vehicles Division Vehicle Registration Suite (VRS), managed by New Mexico Interactive, LLC on behalf of the New Mexico Motor Vehicles Division. To register, read all the information carefully, complete and sign this form, and return it to the address noted above.

This online service allows licensed automobile dealers, license services, and other authorized retailers to generate and print temporary tags and access vehicle information through an existing Internet connection. Title Service Companies that do not have an Internet connection are required to call the VRS Call Center, provide transaction information, and receive temp tags via fax.

If you have any questions regarding the information contained within this form, please contact New Mexico Interactive at (505) 982-8307.

### ***Section 1: Signing up is as easy as 1... 2... 3...***

- 1) **Create your VRS online login account.** All users must create a unique login account and VRS Username at <https://secure.mvd.newmexico.gov/Accounts/CreateAccount.aspx>. All VRS Administrator Usernames must be added to the Administrator list in Section 3. Once an administrator creates their username and password, an email will be sent notifying them that they have been granted access to the system. ***\*\*Fax customers do not need to complete this step.***
- 2) **Complete this Account Holder Agreement and Access Request Form.** Make sure you complete all sections of this form and sign page 6. The administrator(s) listed in “Section 3, Administrators” will be able to provide access to the online system for your designated employees once your VRS account is activated. ***\*\*Fax customers do not need to add administrators in Section 3.***
- 3) **Sign and return this form to the address above.** Upon receipt of your completed application, New Mexico Interactive will activate your account and grant access to the administrator(s) you list in “Section 3, Administrators.” When your account is activated, you will receive a welcome email informing you that you have been given user rights to the VRS application for your specific dealership or location. You can then log in to VRS and grant your employees access to your VRS account. Detailed instructions on how to manage your users are under the Training Resources menu option that is located under the Help and Support section on the VRS main menu.  
***\*\*Fax customers: You will be mailed a starter kit that includes instructions and the necessary forms to submit fax transactions.***

## Section 2: Organization Information

### Physical Address

Business Name: \_\_\_\_\_ License Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

**NMI OFFICE USE ONLY:** Location Code \_\_\_\_

Will you use the Vehicle Registration Suite via:

\_\_\_\_\_ Internet (Self-service)

\_\_\_\_\_ Fax (Assisted transactions for those without Internet access. **There is an additional fee for fax transactions.**)

Bank Name: \_\_\_\_\_ Routing #: \_\_\_\_\_ Account #: \_\_\_\_\_



**To ensure all payments are processed successfully, please make sure that your bank account is set up to allow ACH debits/credits from New Mexico Interactive's originating bank ID: 9775071990.**

**NOTE: All fees will be collected at the time of the transaction.**

**The fee for returned VRS transactions by your bank will result in a \$35 per transaction charge to your account. A bank return can be due to various reasons, including but not limited to the following:**

- Your account has insufficient funds at the time of VRS transaction
- You closed your bank account and did not notify NMI with the new account information
- Your bank placed a stop payment on the VRS transaction because you have not provided the NMI account authorization number which was provided at the time of registration
- Your company has not authorized the corporate customer, NMI, the ability to withdraw funds for VRS transactions
- You have stopped payment or revoked authorization on the VRS transaction
- You have provided NMI with an invalid banking account or routing number

### Mailing Address

Same as above \_\_\_\_

Business Name: \_\_\_\_\_ License Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

**Fax customers, please proceed directly to “Section 4: Additional Locations.”**

### **Section 3: Administrators**

The users you list below will be granted **administrator** rights to your account. In addition to regular staff user abilities such as printing temp tags, reprinting registration permits, etc., **administrators will have permission to view reports, order inventory control numbers (temporary tags), and manage the access of staff users.**

1. Please have each administrator create their own VRS username and password at <https://secure.mvd.newmexico.gov/Accounts/CreateAccount.aspx>.
2. Once they have created their username and password, please enter each administrator's Name, Email Address, and VRS Username in the fields provided below.
3. Please add to the list if you need more than 10 administrators.

You will receive an email notification that you have access to the VRS application for your specific dealership or location. You will then have the ability to grant regular staff users access to your dealership or location's VRS account.

Please be sure that the regular staff users (non-administrators) who will be issuing temporary tags also create an online account at <https://secure.mvd.newmexico.gov/Accounts/CreateAccount.aspx>. Regular staff users should **not** be listed below.

**Administrator(s) to be assigned to the account:**

<b>Name</b>	<b>Email Address</b>	<b>VRS Username</b>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____

## Section 4: Additional Locations

Please enter all information for each additional location you may have, *if applicable*. You may copy this page to add more locations to your account.

Location Name: \_\_\_\_\_ License Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

**NMI OFFICE USE ONLY:** Location Code \_\_\_\_

Will you use the Vehicle Registration Suite via:

\_\_\_\_\_ Internet (Self-service)

\_\_\_\_\_ Fax (Assisted transactions for those without Internet access. **There is an additional fee for fax transactions.**)

**Same Bank Account as Main?**  Yes  No (please list separate account information below)

Bank Name: \_\_\_\_\_ Routing #: \_\_\_\_\_ Account #: \_\_\_\_\_

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Location Name: \_\_\_\_\_ License Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

Dealer Association: Independent \_\_\_\_\_ Franchise \_\_\_\_\_ **NMI OFFICE USE ONLY:** Location Code \_\_\_\_\_

Will you use the Vehicle Registration Suite via:

\_\_\_\_\_ Internet (Self-service)

\_\_\_\_\_ Fax (Assisted transactions for those without Internet access. **There is an additional fee for fax transactions.**)

**Same Bank Account as Main?**  Yes  No (please list separate account information below)

Bank Name: \_\_\_\_\_ Routing #: \_\_\_\_\_ Account #: \_\_\_\_\_

## **Section 5: Internet/Computer and Fax Machine Requirements**

Fees associated to the Vehicle Registration Suite can be passed on to the customer buying the vehicle as a dealer transfer service charge. A \$1.00 fee will be charged for each inventory control number; these inventory control numbers are used when issuing a Demonstration, Temporary, Transport, or Transit Permit. The \$1.00 fees will be aggregated and paid to the Automobile Dealers Associations via the Vehicle Registration Suite. A list of the VRS services and fees are listed in the table below:

<b>Transaction Type</b>	<b>Purpose</b>	<b>Inventory Control Number(s)</b>	<b>Fee for Fax Users</b>	<b>Fee for Internet Users</b>
Demo Tag	Use for vehicles in dealer inventory	\$1.00	\$7.00	\$1.00
Temporary Tag	Use for vehicles sold	\$1.00	\$11.00	\$5.00
Transport Tag	Use for vehicles being transported between business locations	\$1.00	\$11.00	\$5.00
Transit Tag	Use for vehicles sold and to be titled/registered outside of New Mexico	\$1.00	\$16.00 - \$36.00	\$10.00 - \$30.00
Tax Lien and NCIC Check	Determine if a vehicle is stolen or if a New Mexico tax lien exists	N/A	\$9.00	\$3.00
**Sales Reports	Provides the total number and types of vehicles sold throughout New Mexico	N/A	\$30.00 - \$150.00	\$30.00 - \$150.00

**NOTE:** Fees will be collected via ACH at the time that the transaction is completed.

### **\*\*Sales Reports:**

#### Internet Users:

- Entire State of New Mexico - \$150.00 per monthly report
- Per New Mexico County - \$30.00 per monthly report
  - o Each Additional New Mexico County - \$10.00 per monthly report

#### Fax Users:

Sales reports are not available via the VRS Call Center. For access to reports, please contact New Mexico Interactive directly at (505) 982-8307.

## **Section 6: Internet/Computer and Fax Machine Requirements**

### **Internet Service:**

- PC or Mac
- Standard printer
  - o Black and white (color is not necessary)
  - o Must be able to feed regular 8.5" x 11" sheet of paper
- Internet access with a modern web browser (i.e. Google Chrome, Firefox, Safari)
- Adobe Reader, (free software) <http://get.adobe.com/reader/>

### **Fax Service:**

- Phone service
  - o Toll free number will be provided that will allow you to complete the transaction via fax
- Standard fax machine
  - o Must be able to feed regular 8.5" x 11" sheet of paper

**NOTE:** An additional \$6.00 fee is applied when requesting a transaction by phone.

## **Section 7: Customer Support and Training**

Title Services Companies are required to contact the New Mexico Independent Automotive Dealers Association for customer support inquiries related to technical issues, procedural issues, enhancement requests, and the normal operation of VRS.

Phone: (505) 232-0809 • (877) 664-2320 • After-Hours (505) 259-8912

Email: [INFO@nmiada.com](mailto:INFO@nmiada.com)

### **Internet Service Training:**

Access to training videos will be available once your account is activated and granted with access to the system. Training includes:

- Issuing, reprinting and voiding temporary tags
- Searching and generating reports
- Ordering inventory control numbers
- Adding/removing employee access

### **Fax Service Training:**

Your welcome packet will include a detailed user guide explaining the fax process. Guide include:

- Issuing, reprinting and voiding temporary tags

## **Section 8: New Mexico Motor Vehicles Division Privacy Notice to Licensed Dealers and License Service Organizations**

I understand that my duties require me to access Personally Identifiable Information (PII). PII includes any information that can identify a person including but not limited to, the name, address, social security number, driver's license number, date of birth, photograph, computerized image, finger image, telephone number, medical information or disability information of any person or organization found in MVD records. I hereby agree that I will access PII only as required to perform my employment duties. I understand that it is my responsibility to secure the PII that I have access to and to ensure that it is not accessed by unauthorized individuals.

If I knowingly obtain and wrongfully disclose or use personal information from an MVD record, I understand that I am personally liable for civil and criminal penalties for wrongful use and disclosure. I also understand that violating the law will result in disciplinary action, including dismissal and will subject me to civil and criminal prosecution. Illegal use and release of information includes accessing information that is not part of my position requirements, looking up birthday information, and releasing more information than is necessary to complete my position requirements.

<b>CUSTOMER SIGNATURE</b>		<b>By my signature I agree that:</b> I have read and agree to the terms and conditions of the New Mexico Interactive Vehicle Registration Suite Account Holder Agreement and Access Request Form as presented. If I am signing this form on behalf of an organization or company, I represent that I have authority to bind the organization or company to this form.  If for any reason any payments fail to process due to insufficient funds, I understand that access to the online system may be suspended until any past due amounts are paid in full.
Signature	Date	
Name (printed)	Title	