

CALIFORNIA

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Fairfax Software *Quick Tags* FAQ

One Solution • One Workflow • One Provider

The following are frequently asked questions regarding *Quick Tags*, a new electronic issuance system introduced in accordance with California Assembly Bill (AB) 516. If you would like to submit additional questions please email us at cadmv-quicktags@fairfaxsoftware.com or contact our toll-free customer service number at (844) 425-5824.

1. How many sessions can a user have open of *Quick Tags*?

A user can only have one session open at a time. If a user tries to log in from another workstation while still logged into another, the system will provide the below error message:



! Your account currently has an open session.

2. What happens if the System Goes down?

When each user starts a Report of Sale, a Temporary License Plate Range is provided to that user. If the system goes down, an error message will appear. The user is allowed to continue up to 5 Reports of Sale. When the system is back up and running, the system will sync up the Reports of Sale that were issued while off line

3. How often do passwords need to be changed?

The system will require a password change every 90 days. The system stores twelve months of passwords so ensure you change your password frequently.

4. Will the TLP #'s be randomly generated?

The DMV provides each provider a TLP range. TLPs will be issued to each user randomly.

5. Will a Dealership have a sequence of TLP #'s that will be exclusively used by them and only them?

No.

6. Will ROS #'s be randomly generated?

Yes, the DMV provides us a range to stay within, but users will get randomly generated ROS numbers.

7. Will a Dealership have a sequence of ROS #'s that will be exclusively used by them much like they have sequential pre-numbered two part form currently?

No.

8. If a Dealership gets their access code on 12/10/18, can they begin using the system and switching over to TLPs from that point forward or do they need to wait till 1/1/19?

Once you receive your access code and receive your paper, you will be notified when you can start using the system in production. A staged roll out is planned. A select group of dealerships will be going live mid-December. If you are not notified to start earlier, plan on starting on 1/1/2019.

9. What is going to happen if a Dealer uses a paper REG form after 1/1/19?

Per the DMV. paper Report of Sale forms will be returned to Dealerships for Electronic Reports of Sale.

10. Can the TLP be laminated or placed in some sort of plastic sleeve before it is attached to the vehicle?

This is not necessary. The paper is weather proofed and can be affixed to the vehicle directly.

11. What should be done with the current REG51 forms that they have left over on 1/1/19? Shred? Send back to Occupational Licensing?

Please do not return to Occupational Licensing. An Occupational Licensing Memo will provide instructions on destruction procedures.

12. What is the Fairfax Software Customer Service phone number and what are the hours of operation?

Our Customer Service line is Toll Free: 844.425.5824

Hours: 6 a.m. to Midnight 7 days per week Pacific Standard Time

13. What is the Fairfax Software Customer Service email address?

cadmv-quicktags@fairfaxsoftware.com

14. If an additional dealership/branch will be opened after the turn of the year with a new Branch/Dealer #, who do I reach out to in order to get set up with the program?

Reach out to us via email at cadmv-quicktags@fairfaxsoftware.com or call us at 844-425-5824.

15. Do dealership employees need to have sales person license from the DMV in order to issue e-ROS and Temporary License Plates?

Any Dealership Employee can enter a ROS, if they don't have a license number, they'll have to enter the Sales Person Name and Sales Person License number at the end before the ROS and TLP are issued.

16. When do we print TLPs for REG51?

All vehicles using REG 51 forms that don't have the required number of CA license plates will need the number of TLPs required by CA law. (eg. 2 for Autos/Trucks/MCs and 1 for trailers)

For Out of State used vehicles (aka - "Non-Resident"):

Both out of state plates come off and TWO CA Temp Tags should be printed

For California used vehicles (aka - "Resident"):

If vehicle is a California vehicle, the first question to ask is:

Does the vehicle have BOTH California license plates affixed to the vehicle?

If **YES**....regardless of whether the California license plates are valid or invalid, no Temp Tag is printed. ROS should be taped in front window as per current process. **BOTH** California plates **MUST** be present.

If **NO**....remove the single plate and print **TWO** Temp Tags.

17. Does the paper have any security features to it? Like watermarks or imbedded security strips?

The Paper has a watermark and it has a barcode serial number to track each piece.

18. If one Dealer runs out of paper, can they just go grab some from another Dealer or is there something in the ordering of the paper that ties/matches the paper to the Dealer who ordered it?

If a dealer runs out of paper, they can borrow from another dealership, however, we track the paper we shipped to each dealership and report that to the state.

19. Will the paper be blank when it's ordered or does it have the barcode of the QR code? What does the barcode identify?

The paper has a barcode on it that contains a serial number. The QR code has vehicle information in it. The same information that is on the TLP.

20. After we get our codes on 12/10/18, if we order on 12/10, what is the turn around time going to be that we should have the paper in hand by?

If you order by 12/10, the paper will arrive within 7 days.

