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E-SERVICES

E-services provides quick and accurate online permit and reporting services for our vehicle customers, including the following:

- **E-permits** for retail vehicle dealers
- **Insurance Destroyed reporting** for insurance companies
- **Wrecker Destroyed reporting** for vehicle wreckers and salvage processors
- **Abandoned Vehicle reporting** for in-state tow truck operators (includes plate search function)
- **Contracted Plate Search** for vehicle dealers, insurance companies, vehicle wreckers, salvage processors, and out-of-state tow truck operators

What you’ll need

- A computer with any operating system (such as Windows) and any of the following browser software:
  - Microsoft Edge
  - Internet Explorer 7+
  - Safari 5+
  - Chrome 5+
  - Firefox 3.5+
  - Opera 10+
- Internet access (broadband, DSL, or dial-up)
- If you need to print:
  - Adobe Reader or similar software for reading PDF files.
  - A laser or inkjet printer

How to get started

You’ll need an account administrator for your business. This person will manage system access for your employees. The administrator must set up account access by following the steps below.

Note: All the User Guides mentioned in this section are available at [http://www.dol.wa.gov/about/drives-forms-and-publications.html](http://www.dol.wa.gov/about/drives-forms-and-publications.html)

- If you are a new Contracted Plate Search customer, you’ll first need to request a plate search contract. Follow the instructions in the **Contracted Plate Search Account Request User Guide**. When you’ve got a signed plate search contract, go to **Step 1** below.
  - Former IVIPS customers who were active as of December 12, 2016, can start with **Step 1** below.
- **All insurance companies** need to register for an account before they can use our new E-services. Follow the instructions in the **Insurance Company Account Registration User Guide**. Once your account has been approved, you will have Administrator access to your account. Go to **Step 2** below.
Step 1: Get access to the E-services system

Follow the instructions in the Administrator Account Access User Guide to set up account access.
- Make sure to set up account access for all the E-services needed by you and your staff.

Step 2: Prepare staff members to use the system

a. Generate an account access code for each employee who will perform business tasks (see Administer Employee Account Access in the Administrator Account Access User Guide).
b. Email the access codes to your employees, who will set up their account access using the instructions in the Employee Account Access User Guide.

Step 3: Use E-services

Now you and your staff are ready to use your E-services:
- E-permits (next page)
- Contracted Plate Search (page 22)
- Abandoned Vehicle reporting (page 26)
- Wrecker Destroyed reporting (page 38)
- Insurance Destroyed reporting (page 41)
E-PERMITS

Purchase e-permits

Before you can issue E-permits, you must go to your local vehicle licensing county agent or subagent to purchase them.

1. Give the licensing agent your dealer number and location code. Be sure to provide your dealership’s correct location code so the E-permitting system will know which dealership location to credit with the E-permits you purchased.

   - E-permits for each location must be purchased separately.

2. Request the number of E-permits you need (no limit).

3. Pay $15 for each E-permit.

4. Get your receipt from the licensing agent. The receipt will list the E-permit numbers assigned to this location of your dealership.

Add a new e-permit or paper permit

The steps for issuing an e-permit and logging a paper permit are almost identical. The only difference is that the e-permit is printed at the end of the process.

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).

2. At the Home page, under the Accounts tab, select E-permitting from the Client Accounts list.
3. At the **E-permitting** page, click the **New E-permit** or **New paper permit** hyperlink in the **E-Permit** list.
4. **At the Vehicle Identification page:**

**Note:** This page looks slightly different for E-permits and paper permits. The paper permit page doesn’t show the number of permits available, and it includes a field to enter the permit number.

- Your Dealer information will be pre-populated and can’t be changed.
- If you **have the XML file** with the vehicle information:
  a. Click *Import from XML File*.
  b. At the popup screen, upload your file and click *Import*. Go to **step 6**.
- If you **do not have an XML file**, you must enter the information manually:
  a. Under **Vehicle Information**, select *New* or *Used* and enter the Vehicle Identification Number (VIN).
  b. If this is a paper permit, enter the permit number under the Permit Number heading. (This section will not appear on the page for issuing an E-permit.)
  c. Under **Previous Title Information**, enter any information you have available. (None of these fields are required).
  d. Under **Odometer Information**, enter any information you have available.
  e. Under **Purchase Information**, enter the sale date and purchase price or value code. You may also enter the date of delivery.
    - After you enter the sale date, the Registration expires field will automatically populate.
  f. Click *Next*. 

![Image of Vehicle Identification page]
5. At the **Vehicle Selection** page, you’ll be prompted with a series of selections about the vehicle:

- If you are **E-permitting an RV**, click the *This vehicle is an RV* button **before** beginning the vehicle selections below.

  a. Select the **Year**, **Manufacturer (Make)**, and **Model** from the drop-down lists. The Manufacturer and Model lists appear only after you have made a selection from the previous list.

    - You can type part of the information in the Filter field (immediately below the selection title) to filter the list so you can find a selection more quickly.

    - If you make a mistake in your selection, click the *Clear [Info type]* button, then make a new selection.

    - If you can’t find the correct year, make, and model from the drop-down selections, click the *Cannot Find Vehicle* button at the top of the page, then click **Next**. Go to **Cannot Find Vehicle** process (page 18).

  b. Click **Next**.

**Note:** This is the page **after** all vehicle selections have been made:
6. At the *Vehicle Details* page, you’ll be asked more details about the vehicle.

- If you **imported an XML file**, the fields on this and all the following screens will be pre-populated with the imported information. Review the information, add any missing information, and make any needed corrections (not all fields can be changed). Click *Next*. Go to **step 8** (page 10).
- If you are **entering information manually**:
  a. Under **Vehicle Type**, select from the drop-down lists for the Vehicle type, Use type and Fuel Type.
  b. Under **Details**:
     1) The Year, Make, and Model will be pre-populated from the selections you made on the previous page.
     2) Select the Body style from the drop-down list.
  c. Under **Trim**, click the *Select Trim* button.
d. At the **Select Trim** pop-up screen, select the correct trim package. Click **OK**.
   - If you can’t find the correct trim package, click **Cancel**.

e. The fields in the **Trim** section will be populated based on the trim package you selected.
   - If you couldn’t find the correct trim package at the pop-up screen, these fields will be blank. Click the **Trim not found** checkbox, then enter the information. Only the MSRP is a required field; the other fields in this section will populated based on what you enter in the MSRP field.

f. Under **Additional information**, you must enter information in the **Scale weight** field.

g. All other fields on the page are optional. Enter any information you have available. Click **Next**.
7. At the *Registered Owners* page, click the *Add additional owner* hyperlink.
8. At the expanded Registered Owner page:

- If you imported an XML file, review the information, add any missing information, and make any needed corrections (not all fields can be changed). Click Next.
- If you are entering information manually:
  a. Select the Ownership type from the drop-down list, and click Business or Individual.
     - If you select Individual, there are some cases where the Driver License number (DLN) is not required. If the owner meets any of the qualifications below, click the Exempt from providing DLN checkbox:
       - A Washington resident who does not operate a motor vehicle on public roads
       - A member licensed by the military to operate an official motor vehicle in military service
       - A non-resident driver with a valid out-of-state driver license or permit
  b. Enter all requested information for the owner type selected.
     - The information you entered in steps a. and b. becomes a “row” of ownership information.
     - If there are additional registered owners, click the Add additional owner hyperlink and repeat steps 8a. and 8b.
       - For additional owners, you will also need to indicate if this is a Joint Tenant with Right of Survivorship.
  c. When all owners have been entered, click Next.
9. At the **Residential address** page, enter or review the requested address information. Click **Next**.
   - If the address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.

10. At the **Verify address** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click **Next**.
11. At the **Additional addresses** page, enter or correct any applicable addresses. If you click *Yes* for email reminders, enter and confirm an email address. Click *Next*.

- If you imported an XML file, go to **step 13**.
12. At the *Legal Owners* page:

- **If the registered owner is also the legal owner, you can skip this section.** Click *Next*. Go to *step 14*.
- **If the registered owner is not the legal owner**, click the *Add additional owner* hyperlink.
13. At the expanded Legal Owners page:

- If you imported an XML file, review the information, add any missing information, and make any needed corrections. Click Next. Go to step 14.
- If you are entering information manually:
  a. Select the ownership type from the drop-down list.
  b. Select Business or Individual for the customer type.
  c. Select Yes or No for electronic lienholder.
    - An Electronic Lienholder is a lender authorized to conduct Electronic Lending Transactions (ELT) in place of using a paper title.
  d. Enter all requested information for the owner type selected.
    - The information you entered in steps a. – d. becomes a “row” of ownership information.
    - If there are additional legal owners, click the Add additional owner hyperlink and repeat steps a. – d.
  e. You can remove an ownership “row” by clicking the delete icon located to the left of the information for the owner you want to remove.
  f. When all legal owners have been entered, click Next.
14. At the **Fee options** page:
   
a. There are two fee options, and the option to include a fee estimation page. Click *Yes* to include any of these options.
   
b. Select the plate type from the drop-down list.
   
c. Click *Next*.
   - **If you clicked Yes** for the fee estimation option, **go to step 15**.
   - **If you clicked No** for this option, **go to step 16**.

15. If you selected *Yes* for the fee estimation option, the **Tax/Fees Estimate** page will display for your review. Click *Next*.
16. At the **Summary** page, review the basic vehicle information entered on the previous pages.

- To edit information, click **Back** until you reach the page you need to edit or click the page title on the left side of the screen.
- If everything looks okay, click **Submit**.
17. At the **Confirmation** page:

- Click *Print* to **print the E-permit**. This four-page PDF document will open in a separate window. Right-click on the document and select *Print* from the drop-down list.
  - The first two pages are identical copies of the Vehicle Title Application.
    - Both copies should be signed by the registered owner(s) of the vehicle. If not signed before the licensing agent, the form must be notarized.
    - One copy is kept by the dealer, and one copy should be submitted with the titling paperwork.
  - The third page is the Temporary Vehicle Registration. Give to the customer to keep with the vehicle until they receive their registration document.
  - The last page is the Temporary Registration permit. Give to the customer to display on the vehicle as described on the permit.

- Click *Continue* if you want to return to the **Home** page where you began. **Your E-permit will be placed in pending status**, and can be retrieved and printed as described in [Reprint an E-permit](#) (page 20).
Cannot Find Vehicle process

1) At the Vehicle Details page:
   a. Under Vehicle Type, select the appropriate information from the drop-down lists in the Vehicle type, Use type, and Fuel type fields.
   b. Under Details, enter the vehicle model year, and click the Make Search button.

1) At the first popup screen, enter the manufacturer/make name. Click Search.

2) At the second popup screen, click the correct manufacturer/make name. Click OK.
2) Back at the Vehicle Details page:

a. Under Details, enter the model name and select the body style from the drop-down list.

b. Under Trim, enter the Manufacturer Suggested Retail Price (MSRP). The Depreciated value field will automatically populate.

c. Under Additional Information, enter the scale weight. All other fields are optional. Enter any information you have.

d. Click Next. Return to step 7 under Add a new e-permit or paper permit (page 9) to continue the process by entering the registered owner information.
Reprint an E-permit

1. Go to your **Home** page.

2. Click **Activity Center** tab in the blue bar.

3. Click the **More ...** hyperlink next to the Client Requests heading.

4. The **Requests** page lists all the requests you’ve made within the last 3 years. In the Title column, click the **E-Permitting** hyperlink for the E-permit you want to reprint.
5. At the **E-permit** page, click the *Print Letters* hyperlink next to the Status heading.
   - If you click the *View* hyperlink under Status, you’ll see the **Summary** page displayed at the end of the E-permit process (page 16).

![E-Permit screenshot](image1)

a. **A PDF file will open in a separate window.**
   b. Right-click on the document and select *Print* from the drop-down list.
   c. Close the document to return to the **E-Permit** page.

6. At the **E-Permit** page:
   - Click **Requests** in the green menu bar to return to the list of requests.
   - Click **Home** to return to the **Home** page under the **Activity Center** tab.

![E-Permit screenshot](image2)

**Correct an E-permit**

**Note:** There are no refunds for incorrectly issued E-permits.

- If you issued an E-permit to the **incorrect vehicle or owner:**
  1. Void the incorrect E-permit:
     - If you **printed the E-permit**, write **VOID** across the E-permit and file it in the sales jacket.
     - If you **did not print the E-permit**, complete a Certificate of Fact ([http://www.dol.wa.gov/forms/420043.pdf](http://www.dol.wa.gov/forms/420043.pdf)) and file it in the sales jacket.
     - The incorrect E-permit will become inactive after 45 days.
  2. Issue a new E-permit with the correct information.
- If you issued an E-permit with a **minor mistake**, such as misspelling a name or entering the address incorrectly, complete a Certificate of Fact ([http://www.dol.wa.gov/forms/420043.pdf](http://www.dol.wa.gov/forms/420043.pdf)), and include it with the Vehicle Title Application when you submit it to the licensing sub-agent.
CONTRACTED PLATE SEARCH (formerly IVIPS)

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).

2. At the Home page, select Contracted Plate Search from the Client Accounts list.

3. At the Contracted Plate Search page, select the hyperlink for type of search you want to make.
   - Name search is not available under all contract types.
4. At the [Search Type] Search page (title will vary, depending on the type of search you chose on the previous page):
   
a. Under Search Parameters, select and enter your search parameters. (We are using the Vehicle search as the example in this manual.)
   
   - If you are searching vehicles: Select VIN or Plate. Enter the number.
   - If you are searching vessels: Select HIN or Registration #. Enter the number.
   - If you are searching by name: Select Business or Individual.
     - Business: Enter the business name (required), city, and/or zip code.
     - Individual: Enter the last name (required), first name, city, and/or zip code.
   - You can enter partial information in any field to widen your search.
   
b. Under Search Reason, select the reason for the search from the Permissible Use Reason drop-down (required).
   
   - If you select Litigation from the drop-down, you must enter the Court name and Court case/docket number under Court Information.
   
c. If you will be sending the search results to a third party, you are required by law to provide us with this information. Under Information Forwarded To, include the name of the third party, and indicate if they are an attorney or private investigator.
   
   - If you click No, enter the occupation of the person receiving the information.
   
d. Click Search.

![Vehicle Search Screen](image-url)
5. The system will search for records matching your search parameters.

- If there are matching records, you will see a list of search results.
  - If you want more details for a specific record:
    a. Click the View hyperlink for that record.

b. A detail page for that vehicle will be displayed.
   - If you want to review information only, click Close when you are done. You’ll be returned to the search results list.
   - To print a certified vehicle information document, click Print Certified View. A PDF file will open in a new window on your browser. You can print or save the document. Close the document tab to return to the search results list.
6. When you’re done with this search:

   • If you want to conduct another search of the same type, click New Search. Return to step 4.
   • If you want to conduct a different type of search, click Contracted Plate Search in the green menu bar. Return to step 3.
   • If you want to perform a different business task, click Home in the green menu bar.
ABANDONED VEHICLE REPORTING

Review owner information or submit impound notice or abandoned vehicle report

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).

2. At the Home page, under the Accounts tab, select Abandoned Vehicle from the Client Accounts list.

3. At the Abandoned Vehicle page, click the Abandoned vehicle inquiry hyperlink from the list.
4. At the *Search* page (page titles appear to left of the page), click *License Plate* or *VIN* and enter the appropriate number. Click *Next*.

5. At the *Verify* page, verify the displayed vehicle information is correct. Click *Next*. 
6. At the **Vehicle Details** page, you’ll see a detailed view of the vehicle/vessel, registered owner, registration, and title information.

- If you are only checking for this information, click *Cancel* to leave the record without submitting an impound notice or abandoned vehicle report. You’ll be returned to the *Abandoned Vehicle* page (step 3).
- If you are submitting an impound notice or abandoned vehicle report, click *Next* to proceed.

![Vehicle Details Page](image-url)
7. At the *Vehicle Information* page:

- To add an impound notice and an abandoned vehicle report, click *Yes*, then click *Next*. Go to step 8.
- To add an abandoned vehicle report only, click *No*, then click *Next*. Go to step 9.
8. At the **Impound Notice** page, enter the requested information about the impound and charges. Click *Next*.

- Enter the time without a colon; the system will add this for you.
- If you click *Yes* for the driver's license suspension, enter the number of days the license will be held.
9. At the **AVR** (Abandoned Vehicle Report) page, the agency storing the vehicle will be pre-populated. Enter the requested dates. Click *Next*.

10. At the **Summary** page, review the information entered on the previous pages.

   - To edit information, click *Back* until you reach the page you need to edit or click the page title on the left side of the screen.
   - If everything looks okay, click *Submit*. 
11. At the Confirmation page:

- Click Print if you want to print an Abandoned Vehicle Affidavit of Sale.
- Click Continue to return to the Abandoned Vehicle page where you began.

Submit an Affidavit of Sale

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).
2. At the Home page, under the Accounts tab, select Abandoned Vehicle from the Client Accounts list.
3. At the Abandoned Vehicle page, click the Affidavit of sale hyperlink from the list.
4. At the Search page (page titles appear to left of the page), click License Plate or VIN and enter the appropriate number. Click Next.

5. At the Vehicle details page, verify the displayed vehicle information is correct. Click Next.
6. At the **Purchaser** page, enter the requested information for the purchaser and date of sale. Click **Next**.

7. At the **Purchaser address** page, enter the requested information. Click **Next**.
   - If the address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.
   - If the address is located outside the USA or the state of Washington, select the appropriate option from the drop-down lists in those fields.
8. At the Verify address page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click Next.

9. At the Summary page, review the information entered on the previous pages.

   • To edit information, click Back until you reach the page you need to edit or click the page title on the left side of the screen.
   • If everything looks okay, click Submit.
10. At the **Confirmation** page:

- Click **Print** if you want to print the Abandoned Vehicle Affidavit of Sale.
- Click **Continue** to return to the **Abandoned Vehicle** page where you began.

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**Search filed AVR requests**

You can search the system to see if an Abandoned Vehicle Report has been submitted for a vehicle.

1. If you are not already in the system, login through License eXpress ([secure.dol.wa.gov](http://secure.dol.wa.gov)).

2. At the **Home** page, under the **Accounts** tab, select **Abandoned Vehicle** from the Client Accounts list.

3. At the **Abandoned Vehicle** page, click the **Search filed AVR requests** hyperlink from the list.
4. At the **AVR Search** page, click **License Plate** or **VIN** to indicate the type of search you want to make. A number entry field will appear. Enter the number you want to search. Click **Search**.

5. The search results will be displayed.
   - Click the **View Letters** hyperlink to view the Abandoned Vehicle Affidavit of Sale for the vehicle.
   - If you want to make another search, click **New Search**.
   - If you’re done searching:
     - To return to a previous page, click **Abandoned Vehicle** or **Home** in the green menu bar at the top of the page.
     - To leave the system, click **Log Off** in the upper right-hand corner of the page.
WRECKER DESTROYED REPORTING

Submit a Wrecker Destroyed report

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).

2. At the Home page, under the Accounts tab, select Destroyed Vehicle from the Client Account list.

3. At the Destroyed Vehicle page, click the Wrecker destroyed hyperlink.
4. At the **Search** page (page names are on the left of the screen), indicate if the vehicle is registered in Washington.

   - If you click **Yes**, select the type of search you want (**License Plate** or **VIN**), then enter the appropriate number.
   - If you click **No**, enter the state the vehicle is registered in and the VIN. You can also enter the plate number if it is available.

5. At the **Vehicle Info Detail** page, review the vehicle information. Click **Next**.
6. At the Info Detail page, enter the requested information and indicate whether the vehicle meets the market value threshold of $7,880. Click Next.

   - In the Acquired from field, enter the state where the vehicle was acquired.
   - If you select Certificate of title from the Supporting Document drop-down list, a Title Number field will appear. You must enter information this field.

7. At the Summary page, review the basic vehicle information entered on the previous pages.

   - To edit information, click Back until you reach the page you need to edit or click the page title on the left side of the screen.
   - If everything looks okay, click Submit.
8. **At the Confirmation page:**
   - Click *Print* if you want to print the confirmation page.
   - Click *Add another* if you want to submit a new destroyed vehicle report. You’ll be returned to the *Search* page. Return to step 4.
   - Click *Continue* to return to the *Destroyed Vehicle* page. Return to step 3.

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**Search filed DVR requests**

1. If you are not already in the system, login through License eXpress ([secure.dol.wa.gov](http://secure.dol.wa.gov)).

2. At the *Home* page, under the Accounts tab, select *Destroyed Vehicle* from the Client Account list.
3. At the **Destroyed Vehicle** page, click the *Search filed DVR requests* hyperlink.

4. At the **DVR Search** page, select the type of search you want (*Date*, *Plate* or *VIN*), then enter the appropriate information in the data field that appears. Click *Search*.

5. The results of the search will be displayed.
   - If you want to perform another search, click the *New Search* button. You’ll be returned to the *Search* page. Return to step 4.
   - Click *Destroyed Vehicle* in the green menu bar to return to the **Destroyed Vehicle** page. Return to step 3.
   - Click *Home* in the green menu bar to return to the **Home** page to perform a different task.
INSURANCE DESTROYED REPORTING

Submit an Insurance Loss (Destroyed Vehicle) report

1. If you are not already in the system, login through License eXpress (secure.dol.wa.gov).

2. At the Home page, under the Accounts tab, click the Insurance hyperlink in the Client Accounts list.

3. At the Insurance page, click the Insurance loss hyperlink in the Destroyed Vehicle Reporting list.
4. At the **Search** page (page names appear in the left side of the page):
   a. Indicate whether the vehicle is registered in Washington.
      - If you click *Yes*, select the Search Type (*License Plate* or *VIN*), then enter the appropriate number.
      - If you click *No*, select the state the vehicle is registered in from the drop-down list, then enter the VIN (required) and the plate (optional).
   
   b. Click *Next*.

5. At the **Detail** page, verify the vehicle information. Click *Next*. 
6. At the **Reporting Select** page, select the Insurance Company you are reporting for (if there is only one, it will be pre-selected). Click **Next**.

7. At the **Loss Detail** page:
   a. Select the vehicle status from the drop-down list.
   b. Enter the date of loss and settlement date.
   c. Select **Yes** or **No** for the questions regarding the vehicle value and certificate of ownership.
      - If you select **Yes** for the certificate of ownership question, the State Rep Title Number is required.
   d. Click **Next**.
8. At the **Registered Owner** page, select the Name Type (*Business* or *Individual*), then enter the name and address for the registered owner. Click *Next*.
   - If the address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.
   - If the address is located outside the USA or the state of Washington, select the appropriate option from the drop-down lists in those fields.

9. At the **Verify registered owner address** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next*. 

10. At the Legal Owner page:

- If the legal owner is the same as the registered owner, click the Same as registered owner checkbox. All the fields will disappear. Click Next. Go to step 12.
- If the legal owner is different than the registered owner, select the name type (Business or Individual), then enter the name and address for the legal owner. Click Next. Go to step 11.

11. At the Verify legal owner address page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click Next.
12. At the **Summary** page, review the information entered on the previous pages.

- To edit information, click *Back* until you reach the page you need to edit or click the page title on the left side of the screen.
- If everything looks okay, click *Submit*.

![Summary page screenshot](image1)

13. At the **Confirmation** page:

- Click *Print* if you want to print the Total Loss Claim Settlement Report.
- Click *Continue* to return to the **Insurance** page where you began.

![Confirmation page screenshot](image2)
Reprint a Total Loss Settlement Report

1. Go to your *Home* page.

2. Click *Activity Center* tab in the blue bar.

3. Click the *More ...* hyperlink next to the Client Requests heading.

4. The *Requests* page lists all the requests you’ve made within the last 3 years. In the Title column, click the *Destroyed Vehicle – Insurance* hyperlink for the report you want to reprint.
5. At the **Destroyed Vehicle Report** page, click the **Print Letters** hyperlink next to the Status heading.

- If you click the View hyperlink under Status, you’ll see the **Summary** page displayed at the end of the Insurance loss process (page 48).

a. A PDF file will open in a separate window.

b. Right-click on the document and select **Print** from the drop-down list.

c. Close the document to return to the **Destroyed Vehicle Report** page.

6. Back at the **Destroyed Vehicle Report** page:

- Click **Requests** in the green menu bar to return to the list of requests.
- Click **Home** to return to the **Home** page under the **Activity Center** tab.