E-SERVICES
USER GUIDE

Department of Licensing
May 1, 2019
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-services</td>
<td>2</td>
</tr>
<tr>
<td>Using E-services</td>
<td>2</td>
</tr>
<tr>
<td>Getting Started</td>
<td>3</td>
</tr>
<tr>
<td>New Contracted Plate Search Customers</td>
<td>3</td>
</tr>
<tr>
<td>Former IVIPS Customers Active as of December 12, 2016</td>
<td>3</td>
</tr>
<tr>
<td>Insurance Companies</td>
<td>3</td>
</tr>
<tr>
<td>You’re Ready</td>
<td>3</td>
</tr>
<tr>
<td>E-permits</td>
<td>4</td>
</tr>
<tr>
<td>Purchasing E-permits</td>
<td>4</td>
</tr>
<tr>
<td>Adding a New E-permit or Paper Permit</td>
<td>4</td>
</tr>
<tr>
<td>Cannot Find Vehicle Process</td>
<td>17</td>
</tr>
<tr>
<td>Reprint an E-permit</td>
<td>20</td>
</tr>
<tr>
<td>Revoke an E-permit</td>
<td>22</td>
</tr>
<tr>
<td>Correct an E-permit</td>
<td>25</td>
</tr>
<tr>
<td>Contracted plate search</td>
<td>26</td>
</tr>
<tr>
<td>Abandoned Vehicle Reporting</td>
<td>30</td>
</tr>
<tr>
<td>Submitting an Impound Notice</td>
<td>30</td>
</tr>
<tr>
<td>Submit an Abandoned Vehicle Report</td>
<td>36</td>
</tr>
<tr>
<td>Submit an Affidavit of Sale</td>
<td>42</td>
</tr>
<tr>
<td>Search filed AVR requests</td>
<td>46</td>
</tr>
<tr>
<td>Abandoned RV Reimbursement</td>
<td>49</td>
</tr>
<tr>
<td>Wrecker Destroyed Reporting</td>
<td>59</td>
</tr>
<tr>
<td>Submit a Wrecker Destroyed Report</td>
<td>59</td>
</tr>
<tr>
<td>Search Filed DVR Requests</td>
<td>63</td>
</tr>
<tr>
<td>Insurance Destroyed Reporting</td>
<td>65</td>
</tr>
<tr>
<td>Submit an Insurance Loss (Destroyed Vehicle) Report</td>
<td>65</td>
</tr>
<tr>
<td>Reprint a Total Loss Settlement Report</td>
<td>73</td>
</tr>
<tr>
<td>Resources</td>
<td>76</td>
</tr>
</tbody>
</table>
E-SERVICES

E-services provide the following quick and accurate online permit and reporting services:

- **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

Using E-services

You will need the following items to use E-services:

- 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)
- A laser or inkjet printer for printing
- Adobe Reader or similar software for reading PDF files
GETTING STARTED

To get started, you will need an account administrator for your business. This person manages the system access for your employees. The account administrator can set up account access using the steps outlined below.

New Contracted Plate Search Customers

1. Request a plate search contract with DOL’s Public Disclosure Unit.
2. Follow the instructions in the Contracted Plate Search Account Request User Guide.
   a. Get access to the E-services system.
   b. Follow the instructions in the Administrator Account Access User Guide to set up account access. Make sure your staff set up their own E-services account to gain access.
   c. Generate an account access code for each employee who will perform business tasks.
   d. Email the access codes to your employees and advise them to set up their account access using the instructions in the Employee Account Access User Guide.

Former IVIPS Customers Active as of December 12, 2016

1. Get access to the E-services system.
2. Follow the instructions in the Administrator Account Access User Guide to set up account access.
3. Make sure your staff set up their own E-services account to gain access.

Insurance Companies

1. Register for an account before using E-services.
2. Follow the instructions in the Insurance Company Account Registration User Guide.
3. Administrator access to your account is granted upon approval.

You’re Ready

Once you have completed the applicable steps above, you and your staff are ready to use the following applicable E-services:

- E-permits
- Contracted Plate Search
- Abandoned Vehicle reporting
- Wrecker Destroyed reporting
- Insurance Destroyed reporting
E-PERMITS

Purchasing E-permits

The following guidelines and restrictions apply when purchasing E-permits:

- Purchase E-permits from your local vehicle licensing county agent or subagent.
- Present your dealer number and location code to the licensing office. Be sure to provide your dealership’s correct location code so the E-permitting system will know which dealership location to credit the E-permits to.
- Purchase E-permits separately for each location.
- Request the number of E-permits you need (there is no limit).
- Pay $15 for each E-permit.
- Obtain your receipt from the licensing office. The receipt lists the E-permit numbers assigned to the location of your dealership.

Adding 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 E-permits print at the end of the process.

1. Login to License eXpress (secure.dol.wa.gov).
2. At the Home page, click the Accounts tab and select E-permitting from the Client Accounts list.
3. Click the **E-Permit tab** and select the New E-permit or New paper permit hyperlink on the E-permitting screen.

   ![E-Permitting Screen](image)

**Note:** This page looks slightly different for E-permits and paper permits. The paper permit page includes a field to enter the permit number, but does not show the number of permits available. Your dealer information will prepopulate and cannot be changed.

4. Use one of the following processes to update **Vehicle Identification** screen:

   a. **If you have the XML file with the vehicle information:**
      
      i. Click **Import from XML File**.
      
      ii. Upload your file and click **Import at** the popup screen.
      
      iii. Go to **step 6**.

   b. **If you do not have an XML file, use the following process to enter the information manually:**
      
      i. Select **New** or **Used**, and enter the **Vehicle Identification Number** (VIN) in the Vehicle Information fields. Enter the permit number under the Permit Number heading, if this is a paper permit. This section will not appear on the page for issuing an E-permit.
      
      ii. Enter available information in the Previous Title Information fields.
      
      iii. Enter available information in the Odometer Information fields.
      
      iv. Enter the sale date, purchase price or value code, and the date of delivery in the Purchase Information fields. The **Registration expires** field will automatically populate after you enter the sale date.
      
      v. Click **Next**.
5. Complete the **Vehicle Selection** screen as follows:

   a. Click the **This vehicle is an RV** button **before** beginning the vehicle selections below if you are E-permitting an RV.

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

   c. Click the **Cannot Find Vehicle** button at the top of the page if you cannot find the correct year, make, and model from the dropdown selections.

   d. Click **Next**.

   e. Go to **Cannot Find Vehicle** process.

   f. Click **Next**.

   **Note:** You can type part of the information in the Filter field to filter the list so you can find a selection more quickly. Additionally, if you make a mistake in your selection, click the **Clear [Year, Make, Model]** button, and then make a new selection.
6. Complete the applicable fields on the **Vehicle Details** screen using one of the following options:
   a. **If you imported an XML file:**
      i. Review the information, add any missing information, and make any needed corrections to the prepopulated imported information. Not all fields can be changed.
      ii. Click **Next**.
      iii. Go to **step 8**.
b. If you are entering information manually:
   i. Select the applicable options for **Vehicle type**, **Use type**, and **Fuel Type** from the dropdown menus in the Vehicle Type section.
   ii. Enter the Body Style in the required fields in the Details section. The Year, Make, and Model will auto-populate according to the selections you made earlier.
   iii. Click the Select Trim button in the Trim section and do the following:
      a) Click the radio button to select the correct trim package on the Select Trim pop-up screen and click OK. If you cannot find the correct trim package, click Cancel.
      b) The fields in the Trim section will display information based on the trim package you selected.
      c) Click the Trim not found checkbox and enter the information if you could not find the correct trim package on the pop-up screen. These fields will be blank. The MSRP is a required field. Other fields in this section will populate based on what you enter in the MSRP field.
   iv. Enter information in the Scale Weight field (under **Additional Information**).
   v. Enter any additional information you have available and click Next.
7. Click the **Add additional owner** hyperlink on the Registered Owners screen to open up the Registered Owner fields.

8. Use one of the following options on the expanded Registered Owner screen:
   a. **If you imported an XML file:**
      i. Review the information, add any missing information, and make any needed corrections to the pre-populated information. Not all fields can be changed.
      ii. Click **Next**.
b. **If you are entering information manually:**
   
i. Select the Ownership type from the dropdown menu and click *Business* or *Individual*. If you select *Individual* and your customer meets one of the exemptions 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 nonresident driver with a valid out-of-state driver license or permit.

   ii. Enter all requested information for the owner type selected. The information you entered in steps a. and b. become a “row” of ownership information.

   iii. Click the **Add additional owner** hyperlink if there are additional registered owners, and repeat the steps above. Click **Yes** to indicate Joint Tenants with Right of Survivorship, when applicable. Click the Delete icon 🗑 to remove an ownership “row,” if applicable.

   iv. Click **Next** after entering all owners.
9. Enter or review the requested address on the **Residential address** screen and click **Next**. If the address includes a building, apartment, or suite number, select the appropriate option from the Unit type dropdown menu, and enter the number in the Unit field.

10. Select the verified address, when provided, displayed in the Address Options section and click **Next**.
10. Use the following steps if you are entering information manually on the **Additional addresses** screen (if you imported an XML file, go to step 13):
   
   a. Enter or correct any applicable addresses.
   b. Enter and confirm an email address if you click **Yes** for email reminders.
   c. Click **Next**.

11. On the **Legal Owners** screen:
   
   a. If the registered owner is also the legal owner, click **Next** and go to step 14.
   b. If the registered owner is not the legal owner, click the **Add additional owner** hyperlink and go to step 12.
12. Use one of the following processes to complete the expanded Legal Owners screen:

a. **If you imported an XML file:**
   i. Review the information, add any missing information, and make any needed corrections.
   ii. Click Next and go to step 14.

b. **If you are entering information manually:**
   i. Select the ownership type from the dropdown menu.
   ii. Select Business or Individual for the customer type.
   iii. 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.
   iv. Enter all requested information for the owner type selected. If there are additional legal owners, click the Add additional owner hyperlink. Click the Delete icon ✗ to remove an ownership “row,” if applicable.
   v. Click Next after entering all owners.
13. On the **Fee options** screen:
   a. Click **Yes** in the Additional Options section if your customer would like to donate to State Parks or purchase a Discover Pass.
   b. Click **Yes** if you would like to see the Tax/Fee Estimate screen.
   c. Select the **Plate Type** from the dropdown menu.
   d. 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**.

14. Review the fees on the **Tax/Fees Estimate** screen and click **Next**.
15. On the **Summary** screen:

   a. Review the information entered on the previous screen.
   
   b. To edit the information, choose one of the following options:
      
      i. Click **Back** until you reach the page you need to edit.
      
      ii. Click the **page title** on the left side of the screen.
   
   c. Click **Submit** after verifying the information.
16. On the Confirmation screen:
   a. Click **Print** to print the E-permit. This four-page PDF document will open in a separate window. Right click on the document, select **Print** from the dropdown menu, and do the following:
      i. The registered owner(s) sign both copies of the Vehicle Title Application. The forms must be notarized if not signed before the licensing agent. The dealer keeps one copy and submits one copy with the titling paperwork.
      ii. Give the customer the Temporary Vehicle Registration to keep with the vehicle until they receive their registration document.
      iii. Give to the customer the Temporary Registration permit to display on the vehicle as described on the permit.
   b. Click **Continue** to return to the Home page. Your E-permit status is pending and can be retrieved and printed as described in [Reprint an E-permit](#).

---

**Confirmation**

Request Code: 0-000-000-001
Submitted Date: 4/23/2018 8:47 AM
E-Permit number: XXXXXX

You have submitted your E-Permitting request.

[Print]

[Continue]

Tell us how we're doing!
Cannot Find Vehicle Process

1. On the **Vehicle Details** screen:
   
a. Select the applicable options for **Vehicle type**, **Use type**, and **Fuel type** from the dropdown menus in the Vehicle Type section.

b. Enter the vehicle **Year** and click the **Make Search** button.
c. Enter the manufacturer/make name on the popup screen and click **Search**.

d. Click the correct manufacturer/make name on the second popup screen and click **OK**.
2. On the **Vehicle Details** screen:
   a. Enter the **Model** and select the **Body Style** from the dropdown menu in the **Details** section.
   b. Enter the **Manufacturer Suggested Retail Price** (MSRP) in the **Trim** section. The Depreciated value field will automatically populate.
   c. Enter the **Scale Weight** in the **Additional Information** section. 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) to continue the process by entering the registered owner information.
Reprint an E-permit

1. Click the icon in the upper left hand corner of the screen to navigate to the Home page.
2. Click the Submissions tab in the blue bar.

3. Click the View Submission button.
4. The **Submissions** screen lists all the requests made within the last 3 years. Click the **E-Permitting** hyperlink for the E-permit you want to reprint in the Title column.

5. Click the **Print Letters** button on the E-permit screen. Click the **View Submission** hyperlink in the **I Want To** menu to see the Summary page displayed at the end of the E-permit process.
   a. A PDF file will open in a separate window.
   b. Right click on the document and select **Print** from the dropdown menu.
   c. Close the document to return to the E-Permit screen.
   d. Click the **Revoke** button to revoke an E-Permit. Once an E-permit has been revoked, it remains in this status.

6. On the E-Permit screen:
   a. Click **Submissions** in the green menu bar to return to the list of requests.
   b. Click **Home** to return to the Home page under the **Submissions** tab.
Revoke an E-permit

Revoking an E-permit is a permanent action and cannot be undone. Use the following steps to revoke an E-permit:

1. Select the **Permit Log** hyperlink in the Administrative Reports section of the E-permitting home page.

2. On the E-permit History screen:
   a. Enter the **date range** for the permit(s) you need to view.
   b. Click **Search**.
3. Click the **Permit Number** hyperlink for the permit you need to revoke.

4. Click the **Revoke** button
5. Click the **Submit** button after reviewing the information on the Revoke E-Permit screen.

6. On the Confirmation screen do one of the following:
   a. Click **Continue** to return to the E-permitting screen.
   b. Click the **Home** icon to return to the home page.
Correct an E-permit

There are no refunds for incorrectly issued E-permits and it will become inactive after 45 days.

Use the following steps if you issued an E-permit to the incorrect vehicle, owner, or with a minor mistake:

If you **printed the E-permit**:

1. Void the incorrect E-permit.
2. Issue a new E-permit with the correct information.
3. Write VOID across the E-permit and file it in the sales jacket.

If you **did not print the E-permit**:

1. Void the incorrect E-permit.
2. Complete a Certificate of Fact (dol.wa.gov/forms/420043.pdf) and file it in the sales jacket.
3. 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:

2. Submit the Certificate of Fact with the Vehicle Title Application to the licensing subagent.
CONTRACTED PLATE SEARCH

1. Login through License eXpress (secure.dol.wa.gov).
2. Select **Contracted Plate Search** from the Client Accounts list on the Home page.

3. Select the hyperlink for type of search you want to make on the **Contracted Plate Search** screen. Name search is not available under all contract plate search options.
4. On the **Vehicle, Vessel, or Name Search** page:
   
a. Select and enter your search parameters in the Search Parameters section. We are using the Vehicle search as the example in this manual. You can enter partial information in any field to widen your search.
   
i. For vehicle searches: Select VIN or Plate and enter the number.
   
ii. For vessel searches: Select HIN or Registration # and enter the number.
   
iii. For name searches: Select Business and enter the business name (required), city, and zip code or Select Individual and enter the last name (required), first name, city, and zip code.
   
b. Select the **Reason** for the search from the Permissible Use Reason dropdown menu (required) in the Search Reason section. If you select Litigation from the dropdown menu, enter the Court name and Court case/docket number under Court Information.
   
c. If you are sending the search results to a third party, law requires that you provide us with the following information:
   
i. The name of the third party in the Information Forwarded To section.
   
ii. An indication if they are an attorney or private investigator.
   
iii. The occupation of the person receiving the information if you click **No** and click Search.
5. If you want more details for a specific record from the list of search results that display that match the parameters entered, click the View hyperlink for that record.

6. Do one of the following once the detail page for the information displays:
   a. Review the information and click Close.
   b. Click Print Certified View to print a certified vehicle information document. A PDF file will open in a new window on your browser. Print or save the document and close the document tab to return to the search results list.
7. Use one of the following options after completing the search:
   a. Click **New Search** to conduct another search of the same type, if applicable. Return to step 4 above and complete.
   b. Click **Contracted Plate Search** if you want to conduct a different type of search. Return to step 3 above and complete.
   c. Click **Home** if you want to perform a different business task.
ABANDONED VEHICLE REPORTING

Submitting an Impound Notice

1. Login through License eXpress (secure.dol.wa.gov).
2. Click the Abandoned Vehicle hyperlink from the Accounts tab on the Home page.

3. Click the Abandoned vehicle inquiry hyperlink on the Abandoned Vehicle tab.
4. On the AVR Inquiry Search Screen:
   a. Click the **License Plate** or **VIN** toggle button.
   b. Enter the **License Plate** number (and last 4 of VIN number) or **VIN** number.
   c. Click **Next**.

5. Verify the displayed vehicle information is correct on the **Verify vehicle information** screen and click **Next**.
6. Review the vehicle details on the **Vehicle Details** screen and do one of the following steps:
   a. Click **Next** if you are submitting an impound notice or abandoned vehicle report.
   b. Click **Cancel** to leave the record without submitting an impound notice or abandoned vehicle report.
7. Click the radio button for **Add Impound Notice** and click **Next.**
8. On the **Impound Notice** screen complete the following steps:
   a. Enter the impound notice detail information. Enter the time without a colon; the system adds this for you.
   b. Click **Yes** and enter the number of days the license will be held if the driver’s license is suspended.
   c. Click **Next**.
9. On the **Summary** screen:

   a. Review the information for accuracy.
   b. Make necessary edits to the information using one of the following options:
      i. Click **Back** until you reach the page you need to edit.
      ii. Click the **page title** on the left side of the screen.
   c. Click **Submit** after verifying the information.
10. Click one of the following options on the Confirmation screen to print or continue:
   a. Click **Print** if you want to print the Vehicle Impound Notice.
   b. Click **Continue** to return to the Abandoned Vehicle account.

Submit an Abandoned Vehicle Report

1. Login through License eXpress ([secure.dol.wa.gov](http://secure.dol.wa.gov)).
2. Click the **Abandoned Vehicle** hyperlink, under the **Accounts** tab on the **Home** page.
3. Click the Abandoned vehicle inquiry hyperlink on the Abandoned Vehicle tab.

4. On the AVR Inquiry Search Screen:
   a. Click the License Plate or VIN toggle button.
   b. Enter License Plate number (and last 4 of VIN number) or VIN number.
   c. Click Next.
5. Verify the displayed vehicle information is correct on the Verify vehicle information screen and click **Next**.
6. Review the vehicle details on the Vehicle Details screen and do one of the following steps:
   a. Click **Next** if you are submitting an impound notice or abandoned vehicle report.
   b. Click **Cancel** to leave the record without submitting an impound notice or abandoned vehicle report.
7. Click the radio button for **Add Abandoned Vehicle Report** and click **Next**.

8. Enter the abandoned vehicle report detail information and click **Next**.
9. On the **Summary** screen:
   a. Review the information for accuracy.
   b. Make necessary edits to the information using one of the following options:
      i. Click **Back** until you reach the page you need to edit.
      ii. Click the **page title** on the left side of the screen.
   c. Click **Submit** after verifying the information.

10. Click one of the following options on the **Confirmation** screen to print or continue:
    a. Click **Print** if you want to print the Abandoned Vehicle Affidavit of Sale.
    b. Click **Continue** to return to the Abandoned Vehicle account.
Submit an Affidavit of Sale

1. Login through License eXpress ([secure.dol.wa.gov](http://secure.dol.wa.gov)) if you are not already in the system.
2. Select Abandoned Vehicle from the Client Accounts list under the Accounts tab on the Home page.

3. Click the Affidavit of sale hyperlink under the Abandoned Vehicle tab on the Abandoned Vehicle screen.
4. On the **Search** screen:
   a. Click **License Plate** or **VIN**.
   b. Enter the **Plate** or **VIN** number.
   c. Click **Next**.

5. Verify the vehicle information is correct on the **Vehicle details** screen and click **Next**.
6. Enter the requested information for the purchaser and date of sale and click **Next**.

7. On the **Purchaser address** screen:
   a. Select the **Country** from the dropdown menu and enter the Street address.
   b. Select the appropriate option from the **Unit type** dropdown menu if the address includes a building, apartment, or suite number. Enter the number in the **Unit field**, if applicable.
   c. Select the City, State, and Zip code from the dropdown menus.
   d. Click **Next**.
On the **Verify your address** screen complete the following steps:

a. Select the appropriate address. Choose the verified address, highlighted in blue, whenever provided.

b. Click **Next**.

8. On the **Summary** screen:

a. Review the information entered on the previous screens.

b. Edit the necessary information using one of the following options:
   i. Click **Back** until you reach the page you need to edit.
   ii. Click the **page title** on the left side of the screen.

c. Click **Submit** after verifying the information.
10. On the **Confirmation** screen do one of the following:
   a. Click **Print** to print the Abandoned Vehicle Affidavit of Sale, if applicable.
   b. Click **Continue** to return to the Abandoned Vehicle screen.

---

**Search filed AVR requests**

Use the following steps to research if an Abandoned Vehicle Report has been submitted for a vehicle:

1. Login through License eXpress ([secure.dol.wa.gov](http://secure.dol.wa.gov)).
2. Select **Abandoned Vehicle** from the Client Accounts list under the **Accounts** tab on the **Home** page.

3. Click the **Search filed AVR requests** hyperlink from the list on the Abandoned Vehicle screen.
Abandoned Vehicle Reporting

- **Abandoned vehicle Inquiry**: Create impound notice or abandoned vehicle report
- **Affidavit of sale**: Create an affidavit of sale
- **Abandoned RV reimbursement**: Request an abandoned RV reimbursement
- **Search filed AVR requests**: Search for abandoned vehicle inquiries and affidavits for a particular vehicle
4. On the Abandoned Vehicle screen use the following steps to initiate the search:
   a. Click **License Plate** or **VIN** to indicate the type of search you want. A number entry field will appear.
   b. Enter the **Plate** or **VIN** number.
   c. Click **Search**.

5. Click one of the following options after the results display:
   a. **View Letters** hyperlink to view the Abandoned Vehicle Affidavit of Sale for the vehicle.
   b. **New Search** if you want to make another search.
   c. **Abandoned Vehicle** or **Home** in the green menu bar at the top to return to a previous page.
   d. **Log Off** in the upper right-hand corner of the page to leave the system.
ABANDONED RV REIMBURSEMENT

Registered Tow Truck Operators (RTTOs) and Wreckers have the functionality in their account to request an abandoned RV reimbursement.

1. Login through License eXpress (secure.dol.wa.gov).
2. Select **Abandoned Vehicle** or **Destroyed Vehicle** from the Accounts tab on the Home page.
3. Click the **Abandoned RV reimbursement** hyperlink.
4. In the **Enter Vehicle information** section complete the following steps:
   a. Select **Yes** or **No** from the dropdown menu (If no is selected, you will need to manually enter the vehicle information when you get to the Verify Vehicle information screen.)
   b. Click the **License Plate** or **VIN** toggle button.
   c. Enter **License Plate** number (and last 4 of VIN number) or **VIN** number.
   d. Click the **Next** button.
5. Verify the **vehicle information**, add the body style, if applicable, and click **Next**.
6. In the **Contact Information** section complete the following steps:
   a. Enter the **Phone number**.
   b. Enter the **Fax number**, if applicable.
   c. Enter the **Email address**.
   d. Confirm the **Email address**.
   e. Click the **Next** button.
7. In the **Storage Conditions** section complete the following steps:
   a. Enter the **Date stored**.
   b. Enter the **Date abandoned**.
   c. Enter **Stock yard number**.
   d. Enter **Acquired from** information.
   e. Enter **Date acquired**.
   f. Click **Next**.
8. On the **Standard Costs** screen complete the following steps::

   a. Enter **Dismantling/Disposal amount** or check the **No dismantling/disposal amount** box.
   b. Enter the **Storage amount** or check the **No storage amount** box.
   c. Enter **Towing/Transport amount** or select **No towing/transport amount** box.
   d. Enter **Vehicle length** (ft).
   e. Add **Other costs**, if applicable.
   f. Click **Next**.
9. Click the **Upload** hyperlink to attach the Record of Delivery.

10. Enter a **Description**; click **Browse** to find the file, and click **Save**.
11. Click **Next** after the file has uploaded.
12. On the **Acknowledgments** screen answer questions a-d as either Yes or No and complete steps e and f:

   a. **Was the RV a public impound?**
   b. **Did the RV receive and bids at auction?**
   c. **Is the last registered owner unknown?**
   d. **Was the vehicle declared abandoned or junk by a law enforcement agency?**
   e. Check the checkbox to certify under penalty and perjury that the foregoing is true and correct.
   f. Click **Next**
13. Review the **Summary** screen and click **Submit** after verifying the information is correct.

14. On the **Confirmation** screen do one of the following options to print or continue:
   a. Click **Print** to print the transaction confirmation.
   b. Click **Continue** to return to the account.
WRECKER DESTROYED REPORTING

Submit a Wrecker Destroyed Report

1. Login through License eXpress (secure.dol.wa.gov).
2. Select the Destroyed Vehicle hyperlink from the Client Account list under the Accounts tab on the Home page.

4. On the **Destroyed Vehicle Report** screen:
   a. Select **Yes** or **No**.
      i. If you selected **Yes**, select **License Plate** or **VIN** and enter the appropriate number.
      ii. If you selected **No**, enter the **state** the vehicle is registered in and the **VIN**. You can also enter the plate number if it is available.
      iii. If this record is purged from the system but still has a Washington Title and Plate, select **No**, select **Oregon** as the State, and enter the **VIN** and **Plate**.
   b. Click **Next**.
5. Verify the vehicle information on the Vehicle Info Detail screen and click Next.

6. Perform the following steps on the Info Detail screen:
   a. Enter the **Stock Number** and **Yard number** in the appropriate fields.
   b. Enter the Owner name the vehicle was **Acquired From**.
   c. Select the Supporting Document from the dropdown menu. If you select Certificate of Title, enter the required **Title Number**.
   d. Enter the date the vehicle was **Acquired/Purchased**.
   e. Select **Yes** or **No** for the Market Value Threshold and click Next.
7. On the Summary screen:
   a. Review the information entered on the previous screen.
   b. Edit the necessary information using one of the following options:
      i. Click Back until you reach the page you need to edit.
      ii. Click the page title on the left side of the screen.
   c. Click Submit after verifying the information.

8. Click one of the following options on the Confirmation screen:
   a. Print to print the confirmation page.
   b. Continue to return to the Destroyed Vehicle screen. Then return to step 3.
   c. Add another to submit a new destroyed vehicle report. Then return to step 4 on the Search screen.
Search Filed DVR Requests

1. Login through License eXpress (secure.dol.wa.gov).
2. Select the **Destroyed Vehicle** hyperlink from the Client Account list under the **Accounts** tab on the Home page.

3. Click the **Search filed DVR requests** hyperlink on the **Destroyed Vehicle** screen.
4. On the **DVR Search** screen:
   a. Select **Date**, **Plate**, or **VIN** as the Search Type.
   b. Enter the appropriate information in the data fields that appears.
   c. Click **Search**.

5. Review the search results and click one of the following options:
   a. **New Search** button to perform another search. Return to **step 4** on the **Search** screen.
   b. **Home** to return to the **Home** page.
   c. **Destroyed Vehicle** to return to the **Destroyed Vehicle** screen and return to **step 3**.
INSURANCE DESTROYED REPORTING

Submit an Insurance Loss (Destroyed Vehicle) Report

1. Login through License eXpress (secure.dol.wa.gov).
2. Select the Insurance hyperlink from the Client Account list under the Accounts tab on the Home page.

4. On the **Destroyed Vehicle Report** screen use the following steps to initiate the search:
   a. Select **Yes** or **No**.
      i. If you selected **Yes**, select **License Plate** or **VIN** and enter the appropriate number.
      ii. If you selected **No**, enter the state the vehicle is registered in and the **VIN**. You can also enter the plate number if it is available.
      iii. If this record is purged from the system but it still has a Washington Title and Plate, select **No**, select **Oregon** as the State, and enter the **VIN** and **Plate**.
   b. Click **Next**.
5. Verify the vehicle information on the **Vehicle Info Detail** screen and click **Next**.

6. On the **Loss Detail** screen:
   a. Select the **Vehicle Status** from the dropdown menu.
   b. Enter the **Date of Loss** and **Settlement Date**.
   c. Select **Yes** or **No** for the vehicle value and Certificate of ownership questions. If you selected Yes the **State Rep Title Number** is required.
   d. Enter the **File/Claim Number** and the **State Rep Title Number**.
   e. Click **Next**.
7. On the **Registered Owner** screen:

   a. Select the **Name Type** and enter the registered owner name.
   b. Select the **Country** from the dropdown menu and enter the **Street address**.
   c. Select the appropriate option from the **Unit type** dropdown menu, if the address includes a building, apartment, or suite number. Enter the number in the **Unit field**, if applicable.
   d. Enter the **City, State, and Zip code** in the applicable fields
   e. Click **Next**.
8. The system will display the address formatted to meet postal standards on the **Verify registered owner address** screen. Select the verified address when provided, and click **Next**.
9. On the Legal Owner screen do one of the following options:
   a. If the legal owner is the same as the registered owner:
      i. Click the Same as registered owner checkbox. All the fields will disappear.
      ii. Click Next and go to step 12.
   b. If the legal owner is different from the registered owner:
      i. Select Business or Individual.
      ii. Enter the address for the legal owner.
      iii. Click Next and go to step 11.
10. The system will display the address formatted to meet postal standards on the **Verify legal owner address** screen. Select the verified address when provided, and click **Next**.

11. On the **Summary** screen:
   
a. Review the information entered on the previous screen.
b. Edit the information using one of the following options:
   i. Click **Back** until you reach the page you need to edit.
   ii. Click the **page title** on the left side of the screen.
c. Click **Submit** after verifying the information.
12. Click one of the following options on the **Confirmation** screen:
   a. **Print** to print the Total Loss Claim Settlement Report.
   b. **Continue** to return to the **Insurance** screen.
Reprint a Total Loss Settlement Report

1. Navigate to the **Home** page and click the **Submissions** tab.

2. Click the **Submissions** tab.
3. Click the **View Submissions** button in the Processed column.

![Image of View Submissions](image1.png)

4. Click on the appropriate **Destroyed Vehicle - Insurance** hyperlink to view the submission. These are organized by processed by date.

![Image of Submissions](image2.png)
5. On the **Destroyed Vehicle Report** screen:
   
a. Click the **Print Letters** button in I Want To column.
   
i. A PDF file will open in a separate window.
   
ii. Right click on the document and select Print from the dropdown menu.
   
iii. Close the document to return to the Destroyed Vehicle screen.

b. Click the **View Submissions** hyperlink under the I Want To... column to see the **Summary** page that is displayed at the end of the Insurance loss process (page 71).

c. Click **Submissions** in the green menu bar to return to the list of submissions.

d. Click the Home icon to return to the Home page.
RESOURCES

The following user guides are available at dol.wa.gov/about/drives-forms-and-publications:

- Contracted Plate Search Account Request User Guide
- Administrator Account Access User Guide
- Insurance Company Account Registration User Guide
- Employee Account Access User Guide