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PURPOSE

The User Manual provides information about how the Montana Department of Justice (DOJ) Motor Vehicle Division (MVD) online Temporary Registration Permit (TRP) service functions. The manual outlines step-by-step instructions for how you (a user) get access to the service, issue a temporary vehicle registration permit, pay for the transaction, search for TRPs and vehicles, view TRP transaction information and track sales, reprint permits, and view billing information (Figs. 1-3).

The service is used by Montana auto dealerships, auto auction businesses, the state auction property and supply group (Montana Surplus), financial institutions, the MVD, and county motor vehicle departments.

TRP Process Flows

Creating a TRP

Paying for a TRP

Credit Card Payment
Service Use Requirements

Under state law, all motor vehicles including motor homes; motorcycles and quadricycles; travel trailers; utility trailers; all-terrain vehicles; sailboats over 12 feet in length; motorboats, jet skis and other motorized vessels; and snowmobiles must be registered with the State of Montana. Pickup campers are an exception; they must be titled but are not registered. These vehicles must display a temporary registration permit, or TRP, as specified by Montana law (MCA §§ 61-3-303, 61-3-117, 61-3-224, 61-4-221, 23-2-511).

In 2005, the Montana State Legislature mandated that all Montana auto dealerships use this Internet-based service (Fig. 4) to issue temporary registration permits. Today, there are more than 4,400 users of the online TRP service who engaged with more than 180,000 citizens in 2018 to issue 11 types temporary registration permits for 17 different types of vehicles. There are more than 1,000 dealer licenses in Montana and the state titles approximately 500,000 vehicles and registers nearly 1.3 million vehicles per year.

Internet-based Service

You can access the online TRP service on a computer, tablet, or mobile device with an Internet connection. The service is mobile responsive, displaying correctly on mobile devices, such as smartphones and tablets.

Browser Requirements

Computers, tablets, or mobile devices must use one of the following browsers to access the online TRP service.

- Current version of Google Chrome.
- Current version of Microsoft’s browser.
- Current or one version prior to the current version of Mozilla Firefox.

NOTE: For a Glossary of key definitions, please refer to Page 110.
Printing Requirements

To print a temporary registration permit or transaction information from the online TRP service, you must have a functioning printer connected to a computer or available via a local or Wi-Fi network.

If you need to reprint a permit (Fig. 5), TRPs output on laser printers are the most readable, but printing TRPs on most inkjet and dot-matrix printers is sufficient.

If you pay for a permit or any associated fees with a credit or debit card, you can print a receipt that is created with the TRP. No receipts are generated for transactions purchased solely with a Registered User Account. Registered user charges are included with the monthly invoice that your organization receives.

Once the temporary registration permit has been created, it appears on the screen as an Adobe Portable Document File (PDF). To view and print a PDF, the current version of Adobe Acrobat Reader® must be installed on the electronic device. Adobe Reader is easy to download and install for free. For more information, visit https://get.adobe.com/reader.

Adding a Dealer Logo to a TRP

To enhance the visibility of their business, some auto dealerships opt to add their company logo to each TRP (Fig. 5). For information about how dealerships add a logo, please refer to Page 14.

![Temporary Registration Permit](image-url)
How to Purchase TRP Sleeves

Once printed, the temporary registration permit is placed inside a plastic sleeve and attached where the vehicle’s rear license plate would normally be displayed.

Businesses, counties and agencies that issue TRPs must have a supply of plastic sleeves on hand when using the online TRP service. To purchase the sleeves, contact the Montana Automobile Dealers Association or the Montana Independent Automobile Dealers Association.

Points of Contact

<table>
<thead>
<tr>
<th>NAME</th>
<th>AGENCY</th>
<th>EMAIL</th>
<th>PURPOSE</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk</td>
<td>mt.gov (MI)</td>
<td><a href="mailto:helpdesk@egovmt.com">helpdesk@egovmt.com</a></td>
<td>Access issues, service questions</td>
<td>406-449-3468, Ext. 0 or 866-449-3468, Ext. 0</td>
</tr>
<tr>
<td>Service Desk</td>
<td>DOJ MVD</td>
<td><a href="mailto:DOJServicedesk@mt.gov">DOJServicedesk@mt.gov</a></td>
<td>Service questions or issues</td>
<td>844-331-4357 or 406-444-3993</td>
</tr>
<tr>
<td>Vehicle Services Bureau Service Desk</td>
<td>DOJ MVD</td>
<td><a href="mailto:dojmvdtrbrmt@mt.gov">dojmvdtrbrmt@mt.gov</a></td>
<td>Vehicle or purchaser information issues</td>
<td>406-444-3661</td>
</tr>
<tr>
<td>Vehicle Services Bureau Service Desk</td>
<td>DOJ MVD</td>
<td><a href="mailto:dojmvdtrbd1r1@mt.gov">dojmvdtrbd1r1@mt.gov</a></td>
<td>Dealer license and privileges</td>
<td>406-444-3661</td>
</tr>
<tr>
<td>Montana Automobile Dealers Association</td>
<td></td>
<td><a href="mailto:hdomme@mtada.com">hdomme@mtada.com</a></td>
<td>To order TRP sleeves</td>
<td>406-442-1233</td>
</tr>
<tr>
<td>Montana Independent Automobile Dealers Association</td>
<td></td>
<td></td>
<td>To order TRP sleeves</td>
<td>406-874-2207</td>
</tr>
</tbody>
</table>
AUTHORIZED AGENT/MVD ACCESS

Each individual user must be associated with an organization to access the online TRP service.

How an Employee Gets Access To TRP

1. To request access for an authorized agent or MVD employee, the county or agency’s point of contact submits an access request via email to the MI Help Desk that includes the:
   - User’s first and last name.
   - User’s email address.
   - Account with which the user should be associated.

2. The MI Help Desk calls a point of contact to provide the new user’s username and password.

NOTE: Counties and agencies must ensure that EVERY user completes TRP training. For more information, please refer to Page 10.

MVD Access Points of Contact

<table>
<thead>
<tr>
<th>NAME</th>
<th>AGENCY</th>
<th>EMAIL</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holly Vinner</td>
<td>MVD</td>
<td><a href="mailto:hvinner@mt.gov">hvinner@mt.gov</a></td>
<td>406-444-6571</td>
</tr>
<tr>
<td>Paige Mandera</td>
<td>MVD</td>
<td><a href="mailto:pmandera@mt.gov">pmandera@mt.gov</a></td>
<td>406-444-3568</td>
</tr>
<tr>
<td>Lisa Wanke</td>
<td>MVD</td>
<td><a href="mailto:lwanke@mt.gov">lwanke@mt.gov</a></td>
<td>406-444-1999</td>
</tr>
</tbody>
</table>

NOTE: County and other agency contacts vary and Montana Interactive (MI) maintains a current list when notified of new contacts.

How to Change Your Point(s) of Contact

To change the point(s) of contact for your organization, please complete a Registered Services Contact Information Update Form.
Credentials

The MI Help Desk calls the county or agency’s point of contact to provide the username(s) and password(s) for one to four users.

- The MI Help Desk faxes the usernames and passwords to the point of contact if there are more than four users.
- The MI Help Desk will not activate TRP user login credentials until it receives a confirmation form for each user acknowledging that they have watched the entire training video.

Mandatory Training

Counties and agencies must ensure that each user who will access the online TRP service completes the required TRP training.

1. To watch the training video, visit https://app.mt.gov/trp.

2. Click **Start Training** on the TRP Home page (**Fig. 6**).
3. Select **Authorized Agent/MVD** (Fig. 7).

4. Watch the entire TRP training video.

   **NOTE:** You cannot access the confirmation form until you watch the entire video.

5. Click **Complete Training Form** after watching the TRP training video (Fig. 8).
   - **NOTE:** You cannot access the confirmation form until you watch the entire video.
5. Click **Authorized Agent** or **MVD Employee** (Fig. 9).

![Fig. 9](image)

6. Fill in the text boxes (Figs. 10 or 11). Required text boxes are marked with an asterisk.

7. Click **Submit**.

8. Once the training form is submitted, the MI Help Desk receives an automatic email.

**NOTE:** The MI Help Desk will not activate your TRP user login credentials until it receives your confirmation form acknowledging that you have watched the entire training video.

![Fig. 10](image)

![Fig. 11](image)
Troubleshooting

For any troubleshooting of the service itself or the TRP process:

- Select **Learn more about your support options** on the Home page (Fig. 12).

**NOTE:** For more information about managing your **Registered User Account**, such as how to change your password, please refer to [Page 100](#).

- **TRP Help Topics** on the Main Menu page (Fig. 13).
Dealer Logo Feature

To enhance the visibility of their business, some auto dealerships opt to add their company logo to each TRP (Fig. 14).

1. To sign up, a dealership’s point of contact identified on the Registered Service Agreement emails the Help Desk at helpdesk@egovmt.com.
2. To discontinue the logo feature, dealerships must contact the MI Help Desk at helpdesk@egovmt.com.

How to Discontinue Access

If your county or agency needs to remove online TRP service access for one of its employees, your point of contact must email the MI Help Desk at helpdesk@egovmt.com.

NOTE: The email also may come from the MVD Security team, dojmvdsecurity@mt.gov.

How to Handle Unusual Situations

Periodically, MI receives a request to discontinue access for a non-MVD TRP user that falls outside of the standard procedure.

1. If this happens, the MI Help Desk informs the MI general manager (GM) or director of marketing (DOM).
2. MI contacts its legal department if necessary.
3. The GM/DOM emails all the contacts below if MI wants to turn off or remove access.
   NOTE: The individuals listed below are the only people allowed to approve dealership access removal in an UNUSUAL situation.
4. The GM/DOM sends an email to the MI Help Desk about whether to proceed with removing access (closing the account).
5. If the GM/DOM’s email gives permission to remove the dealership’s access, the MI Help Desk closes the account in CDB.

<table>
<thead>
<tr>
<th>NAME</th>
<th>AGENCY</th>
<th>EMAIL</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joann Loehr</td>
<td>MVD VSB</td>
<td><a href="mailto:jolehr@mt.gov">jolehr@mt.gov</a></td>
<td>1-406-422-9051</td>
</tr>
<tr>
<td>Sky Schaefer</td>
<td>MVD</td>
<td><a href="mailto:sschaef@mt.gov">sschaef@mt.gov</a></td>
<td>1-406-438-2347</td>
</tr>
<tr>
<td>Mike Walker</td>
<td>MVD</td>
<td><a href="mailto:mwalker@mt.gov">mwalker@mt.gov</a></td>
<td>1-406-475-2365</td>
</tr>
<tr>
<td>Lisa Wanke</td>
<td>MVD</td>
<td><a href="mailto:lwanke@mt.gov">lwanke@mt.gov</a></td>
<td>1-406-444-1999</td>
</tr>
</tbody>
</table>

NOTE: MI suspends TRP accounts if a payment has not been made in 90 days. The account is automatically reactivated if payment is made.
THE HOME PAGE

The following section describes the initial online TRP service page, located at https://app.mt.gov/trp. There are several options on the Home page (Fig. 15) for authorized agents and MVD employees who need to create a temporary registration permit:

- To contact the Vehicle Services Bureau with service questions or concerns, use the information listed.
- To watch videos about how to use the online TRP service, select Learn more about your support options.
- To take the required training before using the service, click Start Training.
- To watch an online service demonstration about how the service functions, click Try The Demo.
- Other links on the Home page that also appear throughout the service are:
  - Instructions for the service.
  - Fees, which lists the basic price for an in-state and out-of-state TRPs.
  - Feedback, which displays a form to fill out and submit if you would like to offer feedback about the service.

![Fig. 15](https://app.mt.gov/trp)
How to Log In

Once you have completed the required training (Page 10), and your registered username and password have been activated, log in to the online TRP service at https://app.mt.gov/trp.

1. Enter your Username and Password (Fig. 16).
2. Click Log in.
Navigation

The following features appear throughout the online TRP service pages:

- An asterisk indicates required information. You must complete all text boxes marked with an asterisk before the service will allow you to continue (Fig. 17).
- Drop-down lists are marked by an arrow. To view your choices, click on the arrow.
- The word OR indicates that you can choose which type of information to enter. For example, a purchaser, seller, or lien holder might be a company or an individual, therefore you can enter a company name or a first and last name.
- You cannot enter information in gray-shaded text boxes.
- If any required information is missing, a message appears below the text box in red text.

Fig. 17
• Clicking **Continue** allows you to proceed to the next page after you enter all required information (**Fig. 18**).
• Clicking **Main Menu** allows you to cancel creation of the TRP and return to the Main Menu page.
• Each page displays a message in the lower left-hand corner about whether MERLIN is in online or offline mode. For more information about offline mode, please refer to **Page 113**.
• Error messages display in a red pop-up box on the right side of the page (**Figs. 19-20**). For more information about error messages, please refer to **Page 111**.
• Warning messages display in a blue pop-up box on the right side of the page (**Figs. 21-22**). For more information about warning messages, please refer to **Page 112**.

![Fig. 22](image)  

![Fig. 18](image)  

![Fig. 19](image)  

![Fig. 21](image)  

![Fig. 20](image)
How to Log Out

As a registered user, it is important to log out of the online TRP service to prevent someone from using your account while you are away from your computer.

- The Log out link displays at the top of every page of the online TRP service *(Fig. 23).*
- To end the session, select Log out. Your browser will display the Home page of the online TRP service.

![Fig. 23](image-url)
THE MAIN MENU

The online TRP service Main Menu page is divided into four sections: Training Guide, VIN Search, Temporary Registration Permit, and Registered User Account.

Other links on the Main Menu page that also appear throughout the service are:

- **Instructions** for the service.
- **Fees**, which lists the prices for an in-state and out-of-state TRP.
- **Feedback**, which displays a form to fill out and submit if you would like to offer feedback about the service.
- **Log out**, which you should select when you finish using the service. Logging out prevents unauthorized users from performing transactions on a shared or unattended computer.

**Training Guide**

In the Training Guide section, you can access a list of topics that link to instructional videos.

To select topics and watch instructional videos, select **TRP Help Topics** (Fig. 24).
TRP Help Topics

1. To watch instructional videos, select a subject in red text from the TRP Help Topics menu (Fig. 25).
   - The videos, which can be viewed on any computer, tablet, or mobile device, are available 24 hours a day, 365 days per year.

2. To return to the Main Menu page, click Back.

3. To return to the Main Menu page, click Main Menu.
VIN Search

In the VIN Search section, you can search for information about any vehicle that is titled and/or registered in Montana by entering a vehicle’s unique identification number, a VIN.

To enter a VIN, select **Search by VIN** (Fig. 26). The Vehicle Search page opens in a new browser tab.

Vehicle Search

1. On the Vehicle Search page, enter a vehicle identification number (Fig. 27).
2. To proceed, click **Search**.
3. To return to the online TRP service Main Menu page, click **Back**.

![Vehicle Search](image_url)
View Record

MVD releases personal information contained in a vehicle record only to those who qualify under Montana's Driver Privacy Protection Act (DPPA). The resale or further disclosure of information contained in the record is subject to strict regulation under state and federal laws. For more information about the laws controlling the information, select Montana Driver Privacy Protection Act - Sections 61-11-501 through 61-11-516 of the Montana Code Annotated.

Single Vehicle Record

If a single vehicle record is found in MERLIN, the vehicle record is displayed on the Vehicle Record page (Figs. 28-29, pgs. 23-24).

As an online TRP service user, you can see the following sections of the vehicle record (exceptions are noted):

- Vehicle Information
- Title
- Vehicle Ownership – You can see all information except the SSN or the previous owner.
- Lien History
- Title History
- Registration Information
Vehicle Ownership

CURRENT

Owner Name: Shea, Janet, Mulcahy
Customer Number: 2619898

Street Address
Address Line 1: 406 S Jackson St
Address Line 2:
City: Butte
State: MT
Zip: 597012308

Mailing Address
Address Line 1: 406 S Jackson St
Address Line 2:
City: Butte
State: MT
Zip: 597012308

Owner Name: Shea, Timothy, Joseph
Customer Number: 2619938

Street Address
Address Line 1: 406 S Jackson St
Address Line 2:
City: Butte
State: MT
Zip: 597012308

Mailing Address
Address Line 1: 406 S Jackson St
Address Line 2:
City: Butte
State: MT
Zip: 597012308

Lien History

SI Holder Name: Bank Of The West
Customer Number: 2066040

Street Address
Address Line 1: Box 2497
Address Line 2:
City: Omaha
State: NB
Zip: 68103

Mailing Address
Address Line 1: PO Box 2497
Address Line 2:
City: Omaha
State: NE
Zip: 681032497

Title History

Fig. 29
1. To print a copy of the record, click **Print** (Fig. 30).

2. To conduct another search for a vehicle record, click **Start Another Search**.

3. To return to the online TRP service Main Menu page, click **Main Menu**.

---

![Registration Information](image)

**Fig. 30**
Multiple Vehicle Records

If the service finds multiple records in MERLIN, the Search Results page displays a list of vehicles (Fig. 31). The page also displays a total number of records found.

1. Select the owner’s name in red text to view and/or print the vehicle record.
2. To conduct another search for a vehicle record, click Start Another Search.
3. To return to the online TRP service Main Menu page, click Main Menu.

No Matching Records

If the service finds no matching records in MERLIN, the page displays a message (Fig. 32).
Create a 40-Day TRP

To issue a 40-day TRP, select Create 40 Day in the Temporary Registration Permit section on the Main Menu page (Fig. 33). Authorized agents and MVD employees can create the following types of TRPs:

- **Vehicle sale**: Use when a customer buys or leases a new or used vehicle. For instructions, please refer to Page 28.
- **Private Sale**: Use when a customer buys a vehicle through a private sale. For instructions, please refer to Page 44.
- **Plate Order**: Use when a customer orders a special license plate or one that is out of stock. For instructions, please refer to Page 45.
- **Limited Use**: Use when an out-of-state dealer needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways. For instructions, please refer to Page 45.
- **Single Move**: Use when a customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways. For instructions, please refer to Page 45.
- **VIN Inspection**: Use when a customer needs to drive a vehicle to and/or from a VIN inspection. For instructions, please refer to Page 45.
- **Title Paperwork**: Use when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided. For instructions, please refer to Page 45.
- **90-Day**: Use for reasons such as when a customer is missing a prior title or security interest perfection release necessary for transferring ownership. To create a 90-Day TRP, select View Activity, View Specific, or Issue 90 Day TRP Different Location. For instructions, please refer to Page 91.

**Helpful Resources**
- TRP training video: [https://app.mt.gov/trptraining/authorized.html](https://app.mt.gov/trptraining/authorized.html)
- TRP Help Topics: [https://app.mt.gov/trptraining/topics/index.html](https://app.mt.gov/trptraining/topics/index.html)
- Help Desk: 406-449-3468, Ext. 0, or helpdesk@egovmt.com
Vehicle Sale TRP

To issue a Vehicle Sale TRP, you must enter the vehicle, purchaser(s), seller information and, if applicable, the lender information. The online TRP service searches in MERLIN for information about the vehicle, purchaser(s), seller, and lender in the MVD and VIN validation systems. Vehicle information is tied to the vehicle’s VIN, while purchaser, seller, and lender information are tied to unique ID numbers.

Search for Vehicle & Purchaser

Vehicle Information

1. Select Vehicle Sale (Fig. 34) as the Type of TRP to Issue on the Vehicle & Purchaser Search page. NOTE: Vehicle Sale is the default choice.

2. Select the Vehicle Type. Possible choices are:
   - ATV
   - Boat
   - Bus
   - Manufactured Dwelling
   - Mobile Home
   - Motorcycle
   - Motor Home
   - Passenger
   - Snowmobiler
   - Special Mobile
   - SUV
   - Truck
   - Truck Camper
   - Trailer
   - Trailer (recreational)
   - Van
   - Golf Cart

3. Enter the Vehicle Identification Number (VIN).

Who can issue this type of TRP?
Although Vehicle Sale TRPs are issued primarily by employees of new and used auto dealerships, authorized agents and MVD employees also can issue these types of TRPs.

When is this type of TRP issued?
When a customer buys or leases a new or used vehicle.

Fig. 34
Purchaser(s) Information

You must enter at least one purchaser. If a purchaser wants the vehicle titled in two names, complete both the Purchaser 1 and Purchaser 2 sections. **NOTE:** If the customer is leasing the vehicle, enter the lessor’s information in the Purchaser 1 section and the lessee’s information in the Purchaser 2 section.

1. Enter the purchaser’s name on the Vehicle & Purchaser Search page (*Fig. 35*).

   - **Company Name:** If the purchaser is an organization, enter the company name. The text box allows a maximum of 66 characters. Allowed characters are:
     - Apostrophe (’)
     - Dollar sign ($)
     - Space ( ) not consecutive
     - Dash (-)
     - Exclamation (!)
     - Quote (”)
     - Percent (%)
   - **First Name, Middle Initial, Last Name, Suffix:** If the purchaser is an individual, enter the name exactly as it appears on the purchaser’s driver’s license or identification credential.
     - The name text boxes each have an 80-character limit and allow the same characters as the Company Name text box.
     - If the purchaser only has one name, such as Prince, enter it in the last name text box.
     - If applicable, select a suffix. Choices are JR, SR, 1st-9th, and I-IX.
     - If the purchaser does not have a suffix or a middle initial, leave the text boxes empty.

**NOTE:** If a purchaser is a current Montana driver, the legal name and address prepopulates on the next page with the driver’s information found in MERLIN.
2. Enter the purchaser’s **ID Number** *(Fig. 36)*.
   - If the purchaser has no ID, enter None.
   - If you enter None, the **ID Type** and **ID Jurisdiction** text boxes are shaded in gray.
   - Remove the hyphen if entering an FEIN.

   **NOTE**: It is important to only enter **None** for the **ID Number**, when the purchaser has none of the forms of identification listed.

3. Select the **ID Type**. Possible choices are
   - Driver License Number
   - Identification Card Number
   - FEIN
   - MVD Customer Number
   - Montana Corporation ID Number
   - Tribal ID
   - Wrecking Facility License Number
   - Dealer License Number

4. If the ID is from Montana, select Montana from the **ID Jurisdiction** drop-down menu.
   - If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the **ID Jurisdiction** drop-down menu.
   - If the **ID Type** is FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the **ID Jurisdiction** text box.

5. Select the **Ownership Type**.
   - **Purchaser**: Select **Purchaser** if the customer is an individual or a small business (not an LLC).

   **NOTE**: You cannot select an **Ownership Type** for **Purchaser 2** until after you fill in the **Purchaser 1** text boxes.
• **Lessor/Lessee:**
  - Select **Lessor** in the Purchaser 1 section if the customer is leasing the vehicle *(Fig. 37).*
  - Select **Lessee** in the Purchaser 2 section.
  - Unless noted, all data entry requirements on *Pages 29-30* apply.
  - If there are additional owners and lessees, you can add those into MERLIN.

**NOTE:** It is important to only enter **None** for the ID Number, when the purchaser has none of the forms of identification listed.

![Fig. 37](image)

• **LLC:**
  - Select **LLC** in the Purchaser 1 if the customer is a limited liability company (LLC) *(Fig. 38).*
  - There is no Purchaser 2 section if Purchaser 1 is an LLC.
  - Unless noted, all data entry requirements on *Pages 29-30* apply.

**NOTE:** While **Lessor** and **Lessee** are presented in a specific order in this user manual, the **Lessee** may be **Purchaser 1** and the lessor may be **Purchaser 2**.

![Fig. 38](image)

**NOTE:** If the **Purchaser** is an LLC, the service displays a required LLC agent section on the Vehicle & Purchaser page *(Fig. 46, pg. 37).*
Seller Information

Enter the seller information in the Seller section on the Vehicle & Purchaser Search page (Fig. 39).

1. Select a Montana Dealer License from the drop-down menu. If you select a dealer, the ID fields populate with information from MERLIN.
   OR
   • Enter a Company Name. If the seller is an organization, enter the company name. See character specifications on Page 29.
   OR
   • Enter a First Name and Last Name. If the seller is an individual, enter the name exactly as it appears on the seller’s driver’s license or identification credential. See character specifications on Page 29.

2. Enter the seller’s ID Number.
   • If the seller has no ID, enter None.
   • If you enter None, the ID Type and ID Jurisdiction text boxes are shaded in gray.
   • Remove the hyphen if entering an FEIN.

3. Select the ID Type. Possible choices are:
   • Driver License Number
   • Identification Card Number
   • FEIN
   • MVD Customer Number
   • Montana Corporation ID Number
   • Tribal ID
   • Wrecking Facility License Number
   • Dealer License Number

4. If the ID is from Montana, select Montana from the ID Jurisdiction drop-down menu.
   • If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the ID Jurisdiction drop-down menu.
   • If the ID Type is an FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the ID Jurisdiction text box.

NOTE: As an authorized agent or MVD employee, the Seller section displays only for applicable TRP types. Authorized agents and MVD employees must select a dealer from the dealer list or enter the seller’s information. The seller can be a dealership, a company, or an individual.

NOTE: It is important to only enter None for the ID Number, when the seller has none of the forms of identification listed.
Security Interest Information

1. If a security interest is to be perfected, enter information about the company or individual holding the security interest, or lien, on the Vehicle & Purchaser Search page (Fig. 40).
   - **Company Name:** If the lien holder is an organization, enter the company name. See character specifications on Page 29.
   OR
   - **First Name, Middle Initial, Last Name, Suffix:** If the lien holder is an individual, enter the name exactly as it appears on the lien holder’s driver’s license or identification credential. See character specifications on Page 29.

   - **ID Number:** If the lien holder has no ID, enter None.
     - If you enter None, the **ID Type** and **ID Jurisdiction** text boxes are shaded in gray.
     - Remove the hyphen if entering an FEIN.

   - **ID Type:** If the lien holder has an ID, enter one of the following ID types:
     - Driver License Number
     - Identification Card Number
     - FEIN
     - MVD Customer Number
     - Montana Corporation ID Number
     - Tribal ID
     - Wrecking Facility License Number
     - Dealer License Number

   - **ID Jurisdiction:** If the ID is from Montana, select Montana from the **ID Jurisdiction** drop-down menu.
     - If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the ID Jurisdiction drop-down menu.
     - If the ID Type is an FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the ID Jurisdiction text box.

2. Once you have entered the lien holder’s information or if no lien is involved, click Continue.
3. To stop the TRP creation process and return to the Main Menu page, click Main Menu.

**NOTE:** As an authorized agent or MVD employee, the Security Interest section displays only for applicable TRP types.

**NOTE:** It is important to only enter None for the **ID Number**, when the lien holder has none of the forms of identification listed.
Enter Vehicle & Purchaser Information

On the Vehicle & Purchaser page, the service displays any known vehicle(s), the purchaser(s), seller, LLC agent, and security interest information, if applicable.

Vehicle Information

The Vehicle section displays the following information about the vehicle (Fig. 41). If the VIN matches information in the MVD or VIN validation systems, the associated information prepopulates in the vehicle information text boxes.

- **Vehicle Type** and **Vehicle Identification Number (VIN):** Information you entered on the Vehicle & Purchaser Search page.
- **Year:** Describes when the model was produced.
- **Make:** The manufacturer of the vehicle (i.e. Honda, Pontiac, etc.).
- **Model:** The brand of vehicle (i.e. CRV, YKN).
- **Style:** The body shape of the vehicle (i.e. Coupe, Van)
- **Primary Color:** The color of most of the vehicle.
- **Secondary Color:** A second exterior vehicle color, if applicable.
- **Odometer Reading:** The number of miles or kilometers that the vehicle has traveled.
- **Odometer Indicator:** The method of obtaining the odometer reading.
- **Odometer Unit:** The unit of measurement that the vehicle uses to measure the distance that it has traveled.
- **Fuel Type:** The energy source that powers the vehicle, such as gasoline, diesel, liquid propane gas, solar, electrical, compressed natural gas, and hybrid.
- **Sale Date:** The date defaults to today’s date.
- **State Where Vehicle Will Be Titled:** The State, U.S. territory, or Canadian province where the purchaser plans to title the vehicle.
- **Purchaser County of Residence:** The Montana county where the purchaser lives. This is required only if the vehicle will be titled in Montana.

![Vehicle Information Screen](image-url)

NOTE: The TRP expiration date is calculated from the date of TRP issuance not the Sale Date. The TRP should be issued on the day the purchaser takes possession of the vehicle.
1. If the Vehicle Type (Fig. 42) is incorrect, click Cancel (Fig. 43) at the bottom of the page to return to the Vehicle & Purchaser Search page and choose a different vehicle type.

2. If the VIN is incorrect, click Cancel at the bottom of the page to return to the Vehicle & Purchaser Search page and correct the VIN.

3. Enter the Year if it is missing. Change the year if it is incorrect.

4. If empty or incorrect, select the Make from drop-down list.
   • If the vehicle make is not one of the choices, select Other, Please Specify.
   • Enter the make in the text box that appears.

5. If empty or incorrect, select the Model from drop-down list.
   • If the vehicle model is not one of the choices, select Other, Please Specify.
   • Enter an abbreviation for the model in the text box that appears. The abbreviations are two or three alpha-numeric characters.

6. If empty or incorrect, select the Style from drop-down list.
   • If the vehicle style is not one of the choices, select Other, Please Specify.
   • Enter the style in the text box that appears.

NOTE: If the vehicle is a trailer, you must select a style.
7. If empty or incorrect, select the **Primary Color** from drop-down list (Fig. 44).

8. If empty or incorrect, select the **Secondary Color** from drop-down list.

9. Enter the **Odometer Reading**.
   - This is required only for Vehicle Sale and Private Sale TRPs and if the vehicle is less than 10 years old.
   - If the vehicle is a boat or a trailer, the odometer reading is not required.
   - For heavy trucks, you may enter zero.

10. Enter the **Odometer Indicator**.
    - This is required only if you entered an Odometer Reading.
    - If you entered zero in the odometer reading text box, select **Actual** or **Last Known** as the Odometer Indicator.
    - **DO NOT** select **Exceeds Mechanical Limits, Not Actual**, or **Warning Discrepancy** unless reflected on the vehicle’s paperwork as these indicators brand the vehicle.

11. Select Miles or Kilometers from the **Odometer Unit** drop-down list.
    - This is required only if you entered an Odometer Reading.

12. If empty or incorrect, select the **Fuel Type** from the drop-down list.

13. The **Sale Date** defaults to today’s date.
    - The service prevents you from selecting a future sale date.
    - The TRP expiration date is calculated from the date of issuance, not the Sale Date.
    - The TRP should be issued on the day the purchaser takes possession of the vehicle.

14. If empty or incorrect, select the State, U.S. territory, or Canadian province from the **State Where Vehicle Will Be Titled** drop-down list.

15. If the vehicle is to be titled in Montana, select the county where the purchaser lives in the **Purchaser County of Residence** drop-down list.

**NOTE:** Purchaser 1 must have a Montana address if vehicle will be titled in the State.
**Multiple Vehicles**

In rare cases, a VIN may be assigned to multiple vehicles in the MVD or VIN validation systems. If multiple vehicles have the same VIN, the service displays a list of the vehicles on the Search Results page *(Fig. 45)*. The Search Results page displays a total number of records found in MERLIN and returned to the online TRP service for the VIN and Vehicle Type combination.

1. Review the results carefully and select the correct vehicle.
2. If the correct vehicle is not displayed in your results, click **Create Vehicle**.
3. To proceed, click **Continue**.
4. To return to the Main Menu page, click **Main Menu**.
5. No matter what you select, the Vehicle & Purchaser page displays. For further instructions, please refer to **Page 34**.

*Fig. 45*
Purchaser(s) Information

The Purchaser 1 and Purchaser 2 sections display the following information about each purchaser (Fig. 46). If the purchaser wants only one name on the title, the page displays only the Purchaser 1 section. If either purchaser’s ID matches information in MERLIN, the associated information prepopulates in the respective address text boxes.

- **First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type, Ownership Type:** Information you entered on the Vehicle & Purchaser Search page.

**Street Address**
- **Address Line 1 and Line 2:** The purchaser’s street address.
- **City:** The city where the purchaser lives.
- **State:** The State, U.S. territory, or Canadian province where the purchaser lives.
- **ZIP Code:** The purchaser’s ZIP Code.

**Mailing Address**
- **Address Line 1 and Line 2:** The purchaser’s mailing address.
- **City:** The mailing address city.
- **State:** The mailing address State, U.S. territory, or Canadian province.
- **ZIP Code:** The purchaser’s mailing address ZIP Code.

1. If empty or incorrect, enter the street address information in the Purchaser 1 and Purchaser 2 sections.
   - A PO Box cannot be entered in a street address section.
   - Enter PO Box information in the mailing address section.
   - If the purchaser does not have a street address, enter a physical address such as “one block from the general store.”

2. If the purchaser’s mailing address is the same as the street address, select **Mailing Address is the same as Street Address**, and the mailing address text boxes will populate with the street address information.

**ADDRESS LINE SPECIFICATIONS**

The text boxes allow a maximum of 50 characters. Allowed characters are:
- Apostrophe (’)
- Space ( ) not consecutive
- Dash (-)
- Quote (”)
- Percent (%)
- Ampersand (&)
- Open and Close Parenthesis ()
- Period (.)
- Colon (:)
- Underscore (_)
- Number sign (#)
- Upper/Lower Case letters A-Z
- Numbers 0-9
- Forward slash (/)
- Backslash (\)

**NOTE:** Purchaser 1 must have a Montana address if vehicle will be titled in the State.

When you enter a ZIP Code, the city and state are updated.
**LLC Agent**

If you chose **LLC** as the **Ownership Type** for Purchaser 1, enter the LLC agent information *(Fig. 47)*.
Seller Information

The Seller section displays the following information about the seller (Fig. 48). If the seller’s ID matches information in MERLIN, the associated information prepopulates in the respective address text boxes.

- **Company, ID Number, ID Jurisdiction, ID Type:** Information you entered on the Vehicle & Purchaser Search page.
  OR
- **First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type:** Information you entered on the Vehicle & Purchaser Search page.

Street Address

- **Address Line 1 and 2:** The seller’s street address.
- **City:** The city where the seller is located.
- **State:** The State, U.S. territory, or Canadian province where the seller is located.
- **ZIP Code:** The purchaser’s ZIP Code.

Mailing Address

- **Address Line 1 and 2:** The seller’s mailing address.
- **City:** The mailing address city.
- **State:** The mailing address State, U.S. territory, or Canadian province.
- **ZIP Code:** The seller’s mailing address ZIP Code.

1. If empty or incorrect, enter the street address information in the Seller section.
   - A PO Box cannot be entered in a street address section.
   - Enter PO Box information in the mailing address section.

2. If the seller’s mailing address is the same as the street address, select **Mailing Address is the same as Street Address**, and the mailing address text boxes populate.

3. To proceed, click **Continue**.

4. To return to the Vehicle & Purchaser Search page, click **Cancel**.

5. To stop the TRP creation process and return to the Main Menu page, click **Main Menu**.

**NOTE:** If you entered information in the Security Interest section on the Vehicle & Purchaser Search page, **Yes** is displayed in this section.
Enter Security Interest Perfection Information

If you entered information in the Security Interest section on the Vehicle & Purchaser Search page, the service displays a Security Interest Perfection page with the following information about the lien holder (Fig. 49). If the ID matches information in MERLIN, the associated information prepopulates in the address text boxes.

- **Company, ID Number, ID Jurisdiction, ID Type:** Information you entered on the Vehicle & Purchaser Search page.
  OR
- **First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type:** Information you entered on the Vehicle & Purchaser Search page.

**Street Address**
- **Address Line 1 and 2:** The lien holder’s street address.
- **City:** The city where the lien holder is located.
- **State:** The State, U.S. territory, or Canadian province where the lien holder is located.
- **ZIP Code:** The lien holder’s ZIP Code.

**Mailing Address**
- **Address Line 1 and 2:** The lien holder’s mailing address.
- **City:** The mailing address city.
- **State:** The mailing address State, U.S. territory, or Canadian province.
- **ZIP Code:** The lien holder’s mailing address ZIP Code.

1. If empty or incorrect, enter the **Street Address** information.
   - A PO Box cannot be entered in a street address section.
   - Enter PO Box information in the mailing address section.
2. If the lien holder’s mailing address is the same as the street address, select **Mailing Address is the same as Street Address**, and the **Mailing Address** text boxes populate.
3. To proceed, click **Continue**.
4. To return to the Vehicle & Purchaser page, click **Cancel**.
5. To stop the TRP creation process and return to the Main Menu page, click **Main Menu**.

**ADDRESS LINE SPECIFICATIONS**
The text boxes allow a maximum of 50 characters. Allowed characters are:

- Apostrophe (’)
- Space ( ) not consecutive
- Dash (-)
- Quote ("")
- Percent (%)
- Ampersand (&)
- Open and Close Parenthesis ()
- Period (.)
- Colon (:)
- Underscore (_)
- Number sign (#)
- Upper/Lower Case letters A-Z
- Numbers 0-9
- Forward slash (/)
- Backslash (\)
Verify All Information

1. On the Verification page, carefully review the information in following sections *(Figs. 50-51, pgs. 42-43)*:
   - Vehicle
   - Purchaser 1
   - Purchaser 2 (if applicable)
   - LLC Agent (if applicable)
   - Seller
   - Security Interest Perfection (if applicable)
2. The page displays a list of the fees and the total the cost for the transaction (Fig. 51).

3. To proceed, click Create Temporary Registration Permit.

4. If anything is incorrect, click Edit to return to the Vehicle & Purchaser page and correct the information.

5. To stop the TRP creation process and return to the Main Menu page, click Cancel.

6. For information about how to pay for the TRP, please refer to Page 96.

7. For information about how to print the TRP, please refer to Page 99.
Private Sale

To issue a Private Sale TRP, you must enter the vehicle, purchaser(s), seller information and, if applicable, the lender information. The online TRP service searches for information about the vehicle, purchaser(s), seller, and lender in the MVD and VIN validation systems. Vehicle information is tied to the vehicle's VIN, while purchaser, seller, and lender information is tied to unique ID numbers.

The process of issuing a Private Sale TRP is like issuing a Vehicle Sale TRP with a few exceptions as follows:

1. Select Private Sale (Fig. 52) as the Type of TRP to Issue on the Vehicle & Purchaser Search page.

2. Follow the vehicle and purchaser search instructions beginning with Step 2 on Page 28:
   - On the Vehicle & Purchaser Search page, enter the seller’s information (Figs. 53-54).
   - In private sale situations, the seller is a private party such as an individual or small business (not an auto dealership).

   - To issue a Private Sale TRP, follow the instructions beginning on Page 34.
   - For information about how to pay for the TRP, please refer to Page 96.
   - For information about how to print the TRP, please refer to Page 99.
Plate Order, Limited Use, Single Move, VIN Inspection, Title Paperwork

To issue a Plate Order, Limited Use, Single Move, VIN Inspection, or Title Paperwork TRP, you must enter the vehicle and purchaser, known as requestor for these TRP types, information. The online TRP service searches for information about the vehicle and requestor(s) in the MVD and VIN validation systems. Vehicle information is tied to the vehicle's VIN, while requestor information is tied to unique ID numbers.

The process of issuing a Plate Order, Limited Use, Single Move, VIN Inspection, or Title Paperwork TRP is like issuing a Vehicle Sale TRP with a few exceptions as follows:

1. Select Plate Order, Limited Use, Single Move, VIN Inspection, or Title Paperwork (Fig. 55) as the Type of TRP to Issue on the Vehicle & Purchaser Search page.

Who can issue these types of TRPs?
Authorized agents and MVD employees.

When are these types of TRP issued?

Plate Order – When a customer orders a special license plate or one that is out of stock.

Limited Use – When a customer needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.

Single Move – When a customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.

VIN Inspection – When a customer needs to drive a vehicle to and/or from a VIN inspection.

Title Paperwork – Issued when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.

Who can issue these types of TRPs?
Authorized agents and MVD employees.

When are these types of TRP issued?
Plate Order – When a customer orders a special license plate or one that is out of stock.

Limited Use – When a customer needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.

Single Move – When a customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.

VIN Inspection – When a customer needs to drive a vehicle to and/or from a VIN inspection.

Title Paperwork – Issued when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.

Vehicle & Purchaser Search

Enter the requested information.
* Required field

Vehicle

Type of TRP to Issue *
Plate Order

Vehicle Identification Number (VIN) *
WCDKK5FF07301879

Fig. 55

2. Follow the vehicle and purchaser search instructions beginning with Step 2 on Page 28.
   • If you enter a VIN number for a Plate Order TRP, and the vehicle is not found in MERLIN, you will see an error message (Fig. 56).
   • The Ownership Type defaults to TRP Requestor (Fig. 57) and that is the only choice for these types of TRPs.
   • If there are two requestors, select TRP Requestor as the Ownership Type in the Purchaser/Requestor 2 section.
   • There are no Seller or Security Interest sections for any of these types of TRPs.

The Vehicle was not found. Please, re-check the Vehicle Identification Number (VIN).

Ownership Type *

TRP Requestor

Fig. 57
3. To issue a **Plate Order**, **Limited Use**, **Single Move**, **VIN Inspection**, or **Title Paperwork** TRP, follow the instructions beginning on **Page 28**. The differences are:
   - For a **Limited Use** TRP, you have the option to uncheck **Pay $50 limited use fee** (Fig. 58) on the Vehicle & Purchaser page, if the vehicle is an out-of-state vehicle that is not subject to the limited use fee per Montana law.
   
   ![Fig. 58](image)

   - For a **VIN Inspection** TRP, indicate whether the vehicle is a Salvage Inspection, by selecting **Yes** or **No** from the drop-down menu in the Vehicle section (Fig. 59).
   - There are no Seller or Security Interest sections for any of these types of TRPs.

4. For information about how to pay for the TRP, please refer to **Page 96**.

5. For information about how to print the TRP, please refer to **Page 99**.
**View Activity**

To search for and view information about your organization’s transactions and activity, select **View Activity** in the Temporary Registration Permit section on the Main Menu page *(Fig. 60)*. Within this section you also can reprint, void, and reissue a TRP, and issue a 90-Day TRP.

**NOTE:** To view details related to specific search criteria, select **View Specific** in the Temporary Registration Permit section on the Main Menu page. Please be aware that using View Specific provides details related to search criteria, not a report of TRP activity. For more information, please refer to *Page 56*.

*Fig. 60*
TRP Activity Date Selection

Select a range of data on the TRP Activity Date Selection page (Fig. 61).

1. Select one of the following:
   - Today
   - Last 7 Days
   - Last 40 Days
   - View All
   OR

2. Enter a **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 📅.

3. To proceed, click **Search**.

4. To return to the Main Menu page, click **Main Menu**.
TRP Activity Results

The TRP Activity Results page lists TRP activity only for users tied to your account (Fig. 62).

You can view the following information about each TRP:

- **Date/Time:** A timestamp of when the transaction occurred.
- **TRP Number/TRP Type:** Select the TRP number (in red text), to view the TRP details.
- **Username:** The username of the registered user who completed the transaction.
- **VIN:** The VIN with which the TRP is associated.
- **SI Perfected:** Displays Y if a security interest perfection letter was created along with the TRP.
- **Purchaser 1:** The first and last name of Purchaser 1.
- **Status:** The status of the TRP. For more information about the different statuses, please refer to Page 120.
- **Void Reason:** If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to Page 118.
- **Print:** If the Print button is visible, you can click Print to reprint the TRP. For more information on reprinting a TRP, please refer to Page 95.
- **Action:** Depending on the status of the TRP, you can click Void, Reissue, or Issue 90 Day TRP. For instructions, please refer to Pages 65-94.

**NOTE:** From the TRP Activity Results page, you can reprint, void, and reissue TRPs, and issue 90-Day TRPs. For instructions, please refer to Pages 65-96.

**NOTE:** If an error occurs when MERLIN is in online or offline mode, a yellow Message button also may appear in the Action column. For more information about this button, please refer to Page 113.
1. To view more records on one page, select 10, 20, 50, or 100 from the **Viewing** drop-down menu (**Fig. 63**).

2. If there are more records than can fit on one page, the service indicates the number you are viewing of the total records.

3. To sort the information, click on the column headings with arrows.

4. To view a report displaying aggregate data, click **View TRP Counts for the Given Search** (**Fig. 63**). For more information about the Counts report, please refer to **Page 53**.

5. To return to the TRP Activity Date Selection page, click **Back**.

6. To return to the TRP Activity Date Selection page, click **Search Activity**.

7. To search for specific TRPs, click **Search Specific**. For more information, please refer to **Page 56**.

8. To return to the Main Menu page, click **Main Menu**

**NOTE:** To change your search criteria date range, enter a **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, \[
\]
, and click **Search**.

---

**TRP Activity Results**

Click on column headings to sort results. Click on the TRP Number to view the TRP details.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>TRP Number / TRP Type</th>
<th>Username</th>
<th>VIN Number</th>
<th>SI Perfected</th>
<th>Purchaser 1</th>
<th>Status</th>
<th>Void Reason</th>
<th>Print</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-16-2018 12:06 PM</td>
<td>AAJ6155 / 90 DAY</td>
<td>CTYOSTP</td>
<td>1FEW383776E18791</td>
<td>N</td>
<td>GARNETT MAXINE</td>
<td>Active (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-16-2018 11:55 AM</td>
<td>AAJ6149 / PRIVATE SALE</td>
<td>CTYOSTF</td>
<td>2YWVTAT0CDM610202</td>
<td>N</td>
<td>GARNETT MAXINE</td>
<td>Complete (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-16-2018 10:43 AM</td>
<td>AAJ6056 / PRIVATE SALE</td>
<td>CTYOSTP</td>
<td>1GCEK18J022131517</td>
<td>N</td>
<td>WEBSTER ISADORA</td>
<td>Complete (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-16-2018 10:41 AM</td>
<td>AAJ6039 / 90 DAY</td>
<td>CTYOSTF</td>
<td>483AM42Y6WE103244</td>
<td>N</td>
<td>MARCI CASH</td>
<td>Active (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-16-2018 9:04 AM</td>
<td>AAJ6043 / PLATE ORDER</td>
<td>CTYOSMF</td>
<td>4V2UJ19JJC942466</td>
<td>N</td>
<td>EDITH PERCOVAL</td>
<td>Complete (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-12-2018 4:37 PM</td>
<td>AAJ5127 / PRIVATE SALE</td>
<td>CTYOSNE</td>
<td>6LSPF82269335556</td>
<td>N</td>
<td>DOCIA CRYSTAL</td>
<td>Active (issue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-12-2018 4:01 PM</td>
<td>AAJ5055 / PRIVATE SALE</td>
<td>CTYOSTP</td>
<td>1J4M54G1C3585720</td>
<td>N</td>
<td>SALLIE RILLA</td>
<td>Expired (issue)</td>
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<td>01-12-2018 3:46 PM</td>
<td>AAJ5079 / TITLE PAPERWORK</td>
<td>CTYOSTP</td>
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<td>CTYOSMD</td>
<td>3GTJ2UNECJ6216558</td>
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<td>CATHRIN JAYME</td>
<td>Complete (issue)</td>
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</table>

**Reports**

- View TRP Counts for the Given Search
- Back
- Search Activity
- Search Specific
- Main Menu

**Fig. 63**

9. To scroll through the results, click on the arrows or numbers at the bottom of the page (**Fig. 64**).
**TRP Details**

1. To view details about a TRP from the TRP Activity Results page, select the desired TRP number in red text (Fig. 65).

The page displays applicable vehicle, purchaser(s), LLC agent, seller, and security interest information associated with the TRP (Figs. 66-67, pgs. 51-52).
2. To return to the TRP Activity Results page, click Back (Fig. 67).
3. To return to the TRP Activity Date Selection page, click Search Activity.
4. To search for specific TRPs, click Search Specific. For more information, please refer to Page 56.
5. To return to the Main Menu page, click Main Menu.

Fig. 67
**View TRP Counts**

To view a report displaying aggregate data, click **View TRP Counts for the Given Search** on the TRP Activity Results page *(Fig. 68).*

![TRP Activity Results](image)

*Fig. 68*
TRP Counts

1. The TRP Counts page displays the following summary results based on your chosen criteria (Fig. 69):
   - Number of TRPs issued.
   - Number of TRPs reissued.
   - Number of TRPs voided.
   - Number of TRPs printed.
   - Number of TRPs reprinted.
   - Number of SIs perfected.
   - Number of vehicle searches performed.

2. The page also displays the date range you selected on the TRP Activity Date Selection or TRP Activity Results page.

3. To view aggregate counts grouped by customer ID and username, click Report Details.

4. To return to the TRP Activity Results page, click Back.

5. To return to the TRP Activity Date Selection page, click Search Activity.

6. To search for specific TRPs, click Search Specific. For more information, please refer to Page 56.

7. To return to the Main Menu page, click Main Menu
**TRP Count Details**

1. To view aggregate counts grouped by customer ID and username, click **Report Details** *(Fig. 69, pg. 54).*

2. The TRP Count Details page displays a total number of TRPs grouped by customer ID and username based on your chosen criteria *(Fig. 70)* and the:
   - Number of TRPs issued.
   - Number of TRPs reissued.
   - Number of TRPs voided.
   - Number of TRPs printed.
   - Number of TRPs reprinted.
   - Number of SI’s perfected.
   - Number of vehicle searches performed.
   - Grand totals for each column.

3. The page also displays the date range you selected on the TRP Activity Date Selection or TRP Activity Results page.

4. To return to the TRP Counts page, click **Back**.

5. To return to the TRP Activity Date Selection page, click **Search Activity**.

6. To search for specific TRPs, click **Search Specific**. For more information, please refer to **Page 56**.

7. To return to the Main Menu page, click **Main Menu**.

8. To view details about the permits voided by a specific user, select the number in red text in the Voided column on the line with the desired username.

9. A pop-up window displays a list of the TRPs, the date/time that each TRP was voided, the TRP Number, the TRP Type, and the TRP Expiration Date *(Fig. 71).*

10. To close the pop-up window and return to the TRP Count Details page, click the **X**.
**View Specific**

To search for TRPs using specific criteria such as a VIN, temporary registration permit number, Purchaser 1’s first and/or last name, select View Specific in the Temporary Registration Permit section on the Main Menu page (Fig. 72). Please be aware that using View Specific provides details related to search criteria, not a report of TRP activity.

**NOTE:** To search for and view information about your organization’s transactions and activity, select View Activity in the Temporary Registration Permit section on the Main Menu page. For more information, please refer to Page 47.

![Fig. 72](image-url)
TRP Specific Selection

1. To filter the information, enter one of the following (Fig. 73):
   - **VIN**
     - Optional **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 📅.
   - **TRP Number**
     - Optional **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 📅.
   - **Purchaser 1’s First and/or Last Name**
     - If the customer has only one name, enter it in the Last Name text box.

   **NOTE:** Partial search terms do not return results. You must enter a complete VIN, TRP number, or first and/or last name.

2. To proceed, click **Search**.

3. To return to the Main Menu page, click **Back**.

Fig. 73
TRP Specific Results

The page displays a list of TRPs and the following information based on your chosen criteria (Figs. 74-75).

- **Date/Time:** A timestamp of when the transaction occurred.
- **TRP Number/TRP Type:** Select the TRP number (in red text), to view the TRP details.
- **Username:** The username of the registered user who completed the transaction.
- **VIN:** The VIN with which the TRP is associated.
- **SI Perfected:** Displays Y if a security interest perfection letter was created along with the TRP.
- **Purchaser 1:** The first and last name of Purchaser 1.
- **Status:** The status of the TRP. For more information about the different statuses, please refer to Page 120.
- **Void Reason:** If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to Page 118.
- **Print:** If the Print button is visible, you can click Print to reprint the TRP. For more information on reprinting a TRP, please refer to Page 96.
- **Action:** Depending on the status of the TRP, you can click Void, Reissue, or Issue 90 Day TRP. For instructions, please refer to Pages 65-94.

**NOTE:** From the TRP Specific Results page (Figs. 74-75), you can reprint, void, and reissue TRPs, and issue 90-day TRPs. For instructions, please refer to Pages 65-95.

**NOTE:** If an error occurs when MERLIN is in online or offline mode, a yellow Message button also may appear in the Action column. For more information about this button, please refer to Page 113.
1. To view more records on one page, select 10, 20, 50, or 100 from the Viewing drop-down menu (Fig. 76).

2. If there are more records than can fit on one page, the service indicates the number you are viewing of the total records.

3. To sort the information, click on the column headings with arrows.

4. To view details about a specific TRP, select the desired TRP number in red text on the TRP Specific Results page.

5. To view a report displaying aggregate data, click View TRP Counts for the Given Search. For more information about the Counts report, please refer to Page 62.

6. To return to the TRP Specific Selection page, click Back.

7. To search for TRP activity by date, click Search Activity. For more information, please refer to Page 47.

8. To search for specific TRPs, click Search Specific.

9. To return to the Main Menu page, click Main Menu.

10. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 77).
**TRP Details**

The Vehicle Information page displays TRP, vehicle, purchaser(s), LLC agent, seller, and security interest perfection information (if applicable) associated with the TRP (Figs. 78-79, pgs. 60-61).

Fig. 78
1. To return to the TRP Specific Results page, click **Back** *(Fig. 79)*.
2. To search for TRP activity by date, click **Search Activity**. For more information, please refer to **Page 47**.
3. To return to the TRP Specific Selection page, click **Search Specific**.
4. To return to the Main Menu page, click **Main Menu**.
**View TRP Counts**

To view a report displaying aggregate data, click **View TRP Counts for the Given Search** on the TRP Specific Results page (Fig. 80).
TRP Counts

1. The TRP Counts page displays the following summary results based on your chosen criteria (Fig. 81):
   - Number of TRPs issued.
   - Number of TRPs reissued.
   - Number of TRPs voided.
   - Number of TRPs printed.
   - Number of TRPs reprinted.
   - Number of SI’s perfected.
   - Number of vehicle searches performed.

2. The page displays the date range if you selected a range on the TRP Specific Selection or the TRP Specific Results page.

3. To view aggregate counts grouped by customer ID and username, click Report Details.

4. To return to the TRP Specific Results page, click Back.

5. To search for TRP activity by date, click Search Activity. For more information, please refer to Page 47.

6. To return to the TRP Specific Selection page, click Search Specific.

7. To return to the Main Menu page, click Main Menu.
**TRP Count Details**

1. To view aggregate counts grouped by customer ID and username, click **Report Details** (Fig. 81, pg. 63).

2. The TRP Count Details page displays a total number of TRPs grouped by customer ID and username based on your chosen criteria (Fig. 82) and the:
   - Number of TRPs issued.
   - Number of TRPs reissued.
   - Number of TRPs voided.
   - Number of TRPs printed.
   - Number of TRPs reprinted.
   - Number of SI's perfected.
   - Number of vehicle searches performed.
   - Grand totals for each column.

3. The page displays a date range if you selected a range on the TRP Specific Selection or the TRP Specific Results page.

4. To return to the TRP Specific Results page, click **Back**.

5. To search for TRP activity by date, click **Search Activity**. For more information, please refer to Page 47.

6. To return to the TRP Specific Selection page, click **Search Specific**.

7. To return to the Main Menu page, click **Main Menu**.

8. To view details about the permits voided by a specific user, select the number in red text in the Voided column on the line with the desired username.

9. A pop-up window displays a list of the TRPs, the date/time that each TRP was voided, the TRP Number, the TRP Type, and the TRP Expiration Date (Fig. 83).

10. To close the pop-up window and return to the TRP Count Details page, click the **X**.
Void, Reissue, Cancel, or Close a TRP

Depending on the status and the expiration date of the TRP, you can void, reissue, cancel, and close any type of TRP.

Reissue: Lost, Stolen, Damaged

1. To void and reissue a TRP that has been lost, stolen, or damaged, click **Void** in the desired row on the TRP Activity Results page (Fig. 84).
   - The service displays the Void button only for eligible vehicles.
   - You can void a TRP *before* the permit expires and *before* the registration process has been started for the following reasons:
     - If the TRP was damaged or destroyed after the initial permit was placed on the vehicle and the TRP must be reissued.
     - If the purchaser lost the TRP and the permit must be reissued.
     - If the TRP was stolen and permit must be reissued.

2. Select **Damaged**, **Lost**, or **Stolen** from the drop-down menu (Fig. 85). If a security interest had been perfected, the security interest number displays on the page.

3. To proceed, click **Continue**.

4. To return to the TRP Activity Results page, click **Cancel**.

**NOTE:** You also can reprint, void, and reissue TRPs, and issue 90-Day TRPs from the TRP Specific Results page. For more information about how to search for a specific TRP, please refer to Page 56.

**NOTE:** Once you click **Continue**, you have voided the TRP. You must continue through the process to reissue the TRP.
Verification

1. Review the information and click **Reissue Temporary Registration Permit** *(Fig. 86).*

2. The Print TRP page displays. For information about how to print the TRP, please refer to **Page 99**.

**NOTE:** When reissuing a TRP after using the **Lost**, **Stolen**, or **Damaged** void reason, you cannot change any of the TRP information, nor are you able to add a second purchaser or a security interest perfection.
**TRP Activity Results**

After you void the TRP using a **Lost, Stolen, or Damaged** reason, the TRP’s status of Void (Void) and the void reason are listed on the TRP Activity Results page (Fig. 87).

**NOTE:** If you interrupted the **Void and Reissue** process, you must find the TRP on the TRP Activity Results page and click **Reissue** to complete the process (Fig. 88).
**Reissue: Title/VIN Mismatch**

1. To void and reissue a TRP if the title and VIN do not match, click in the desired row on the TRP Activity Results page *(Fig. 89).*
   - The service displays the Void button only for eligible vehicles.
   - If the title and VIN do not match, you can void a TRP *before* the permit expires and *before* the registration process has been started.
   - The TRP must be reissued.

   ![Fig. 89](image)

2. Select **Title/VIN Mismatch** from the drop-down menu *(Fig. 90).*
   - This removes the title information from the TRP and allows you to reissue the permit.
   - If a security interest had been perfected, the security interest number displays on the page.

3. To proceed, click **Continue** and the Print TRP page displays.
4. To return to the TRP Activity Results page, click **Cancel**.
5. For information about how to print the TRP, please refer to **Page 99**.

![Fig. 90](image)

**NOTE:** Once you click **Continue**, you have voided the TRP. You must continue through the process to reissue the TRP.
Verification

1. Review the information *(Fig. 91-92, pgs. 70-71).*

NOTE: When reissuing a TRP after using the Title/VIN Mismatch void reason, you cannot change any of the TRP information, nor are you able to add a second purchaser or a security interest perfection.
2. Click **Reissue Temporary Registration Permit (Fig. 92).**

3. The Print TRP page displays. For information about how to print the TRP, please refer to **Page 99.**
**TRP Activity Results**

After you void the TRP because of a Title/VIN Mismatch, the TRP’s status of Void (Void) and the void reason are listed on the TRP Activity Results page (Fig. 93).

**NOTE:** If you interrupted the Void and Reissue process, you must find the TRP on the TRP Activity Results page and click **Reissue** to complete the process (Fig. 94).
Reissue: Data Entry Error

1. To void and reissue a TRP because of a data entry error, click **Void** in the desired row on the TRP Activity Results page (Fig. 95).
   - The service displays the Void button only for eligible vehicles.
   - You can void a TRP before the permit expires and before the registration process has been started if you need to:
     - Correct vehicle, purchaser, LLC agent, seller, or security interest perfection information.
     - Add or remove a second purchaser.
     - Add or cancel a security interest perfection.
   - The TRP must be reissued with the correct information.

![Fig. 95](image)

2. Select **Data Entry Error** from the drop-down menu (Fig. 96). If a security interest had been perfected, the security interest number displays on the page.

3. To proceed, click **Continue**.

4. To return to the TRP Activity Results page, click **Cancel**.

![Fig. 96](image)

**NOTE:** Once you click **Continue**, you have voided the TRP. You must continue through the process to reissue the TRP.
Search for Vehicle & Purchaser

1. On the Vehicle & Purchaser Search page, review and change any information as needed (Figs. 97-100, pgs. 73-74).
   • You cannot change any information in gray text boxes, unless noted.

2. To remove a second purchaser, delete the information in the Purchaser 2 section (Fig. 99).

**NOTE:** If the Purchaser is an individual, delete the Company Name, and the First Name, Middle Initial, Last Name and Suffix boxes are no longer grayed out and you can enter the individual’s information.

**NOTE:** If you change the Ownership Type to Purchaser, Lessor, or Lessee, the service displays the Purchaser 2 section and you can enter information.
3. If you have multiple dealer licenses or if you are reissuing a Courtesy Delivery TRP, you can select a different dealer as the seller (Fig. 100).

**Add or Cancel a Security Interest**

1. To add a security interest perfection, enter the lender information in the Security Interest section (Fig. 100).
2. To change the lender, enter the new lender information in the Security Interest section.
3. To cancel a security interest perfection, delete the information in the Security Interest section.
4. To proceed, click Continue.

**NOTE:** If the lender is an individual, delete the Company Name, and the First Name, Middle Initial, Last Name and Suffix boxes are no longer grayed out and you can enter the individual’s information.
Change Vehicle & Purchaser Information

On the Vehicle & Purchaser page, review and change information as needed (Figs. 101-105, pgs. 75-79).

Vehicle Information

In the Vehicle section, change or add any information as needed (Fig. 101). Information in the gray text boxes cannot be changed.

![Vehicle & Purchaser form]

Fig. 101
Purchaser(s) Information

1. In the Purchaser 1 Information section, change or add any address information as needed (Fig. 102).

**NOTE:** Do not enter a PO Box in a street address section. Enter PO Box information in the mailing address section.

**NOTE:** When you enter a ZIP Code, the city and state are updated.
1. In the Purchaser 2 Information section, change or add any address information as needed (Fig. 103). The Purchaser 2 section appears only if the original TRP had a second purchaser or you added one on the Vehicle & Purchaser search page (Fig. 99, pg. 73).

**NOTE:** Do not enter a PO Box in a street address section. Enter PO Box information in the mailing address section.

**NOTE:** When you enter a ZIP Code, the city and state are updated.
2. If Purchaser 1 is an LLC, the LLC Agent section displays, and you can change any LLC agent information as needed (Fig. 104).

**NOTE:** Do not enter a PO Box in a street address section. Enter PO Box information in the mailing address section.
**Seller Information**

1. In the Seller section, change or add any address information as needed *(Fig. 105)*.
2. To proceed, click **Continue**.

**NOTE:** When you enter a ZIP Code, the city and state are updated.

**NOTE:** Do not enter a PO Box in a street address section. Enter PO Box information in the mailing address section.

**NOTE:** If the TRP already had an associated Security Interest or if you added a security interest on the Vehicle & Purchaser Search page, **Yes** is displayed in this section.
Change Security Interest Information

1. If the original TRP had a security interest or you added one on the Vehicle & Purchaser Search page (Fig. 100, pg. 74), the service displays the Security Interest Perfection information (Fig. 106).

2. Change or add any lender address information as needed.

3. To proceed, click Continue.

**NOTE:** Do not enter a PO Box in a street address section. Enter PO Box information in the mailing address section.

**NOTE:** When you enter a ZIP Code, the city and state are updated.
Verify All Information

1. On the Verification page, carefully review the information in following sections (Figs. 107-108, pgs. 81-82):
   - Vehicle
   - Purchaser 1
   - Purchaser 2 (if applicable)
   - LLC Agent (if applicable)
   - Seller
   - Security Interest Perfection (if applicable)
2. If anything is incorrect, click **Edit** *(Fig. 108)* to return to the Vehicle & Purchaser page and correct the information.

3. To proceed, click **Reissue Temporary Registration Permit**.

4. The Print TRP page displays. For information about how to print the TRP, please refer to **Page 99**.

---

**NOTE:** If you add a **Security Interest**, you must pay the security interest recording fee. For more information about how to pay, please refer to **Page 96**.
**TRP Activity Results**

After you void the TRP using the Data Entry void reason, the TRP’s status of Void (Void) and the void reason are listed on the TRP Activity Results page (*Fig. 109*).

**NOTE:** If you interrupted the Void and Reissue process, you must find the TRP on the TRP Activity Results page and click Reissue to complete the process (*Fig. 110*).
Void and Close: Before Permit Expires

To void and close a TRP because the customer no longer wants the vehicle or no longer needs the permit, if a county employee selects the incorrect vehicle type, or if the TRP was issued to the wrong vehicle, click **Void** in the desired row on the TRP Activity Results page (Fig. 111).

- The service displays the Void button only for eligible vehicles.
- The Cancellation of Sale, Cancel Permit, and Wrong Vehicle void reasons can be used only before permit expires and before title and registration transaction has been processed by an authorized agent.

**Cancellation of Sale**

Use the **Cancellation of Sale** void reason if customer no longer wants the vehicle.

- The Cancellation of Sale reason is available only for **Vehicle Sale, Private Sale**, and **Courtesy Delivery** TRPs.
- A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to the note at the right.
- This action voids the TRP.
- A new TRP can be issued to the vehicle.

1. Select **Cancellation of Sale** from the drop-down menu (Fig. 112). If a security interest had been perfected, the security interest number displays on the page.
   - To proceed, click **Continue**.
   - To return to the TRP Activity Results page, click **Cancel**.

**NOTE:** If you void a TRP using the **Cancellation of Sale** reason on the same day it was issued, call 406-444-3884. A TRP fee will not be charged; a refund will appear on the registered user’s account or credit or debit card account.

If you void a TRP within the permit’s 40-day timeframe, the TRP fee must be paid. The MVD performs monthly audits and notifies dealerships of outstanding TRP fees.

Email questions to merlinfinance@mt.gov.
2. The page displays a confirmation (Fig. 113).
   - The TRP is voided.
   - A new TRP can be issued to the vehicle.
   - A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to Page 84.
   - If a security interest had been perfected, the page notes that it has been canceled.

3. To return to the TRP Activity Results page, click TRP Activity Results.

4. To return to the Main Menu page, click Main Menu.

5. After you void the TRP using the Cancellation of Sale reason, click TRP Activity Results (Fig. 113) to see the permit’s status listed as Void (Void) on the TRP Activity Results page (Fig. 114).
Cancel Permit

Use the Cancel Permit void reason if the customer no longer needs the permit or if a county employee selects the incorrect vehicle type.

- The Cancel Permit reason is available for **Plate Order**, **Limited Use**, **Single Move**, **VIN Inspection**, **Title Paperwork**, **SI Demo**, **Auto Auction**, and **90-Day TRPs**.
- This action voids the TRP.
- A new TRP can be issued to the vehicle.

1. Select **Cancel Permit** from the drop-down menu (Fig. 115). If a security interest had been perfected, the security interest number displays on the page.
   - To proceed, click **Continue**.
   - To return to the TRP Activity Results page, click **Cancel**.

2. The service displays a confirmation (Fig. 116).
   - The TRP is voided.
   - A new TRP can be issued for the vehicle.
   - If a security interest had been perfected, the page notes that it has been canceled.

3. To return to the TRP Activity Results page, click **TRP Activity Results**.

4. To return to the Main Menu page, click **Main Menu**.

5. After you void the TRP using the Cancel Permit reason, click **TRP Activity Results** (Fig. 116) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 117).
Wrong Vehicle

Use the Wrong Vehicle void reason if the vehicle VIN for the customer does not match the VIN to which the TRP was issued.

- The Wrong Vehicle reason is available for all types of TRPs.
- A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to the note below.
- This action voids the TRP.
- After voiding the TRP, you can issue a TRP for the correct vehicle.

1. Select **Wrong Vehicle** from the drop-down menu (Fig. 118). If a security interest had been perfected, the security interest number displays on the page.
   - To proceed, click **Continue**.
   - To return to the TRP Activity Results page, click **Cancel**.

![Wrong Vehicle Figure](image)

**NOTE:** If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the **Wrong Vehicle** reason on the same day it was issued, call 406-444-3884. A TRP fee will not be charged; a refund will appear on the registered user’s account or credit or debit card account.

If you void a TRP within the permit’s 40-day timeframe, the TRP fee must be paid. The MVD performs monthly audits and notifies dealerships and counties of outstanding TRP fees.

Email questions to [merlinfinance@mt.gov](mailto:merlinfinance@mt.gov).
2. The page displays confirmation information (Fig. 119).
   - A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to Page 87.
   - The TRP is voided.
   - If a security interest had been perfected, the page notes that it has been canceled.
   - A new TRP now can be issued for the correct vehicle.

    ![Fig. 119](image1.png)

3. To return to the TRP Activity Results page, click **TRP Activity Results**.

4. To return to the Main Menu page, click **Main Menu**.

5. After you void the TRP using the Wrong Vehicle reason, click **TRP Activity Results** (Fig. 119) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 120).

    ![Fig. 120](image2.png)
Void and Close: After Permit Expires

To void and close a TRP when the vehicle sale is canceled because the purchaser no longer wants to buy the vehicle after the permit expires, click Void in the desired row on the TRP Activity Results page (Fig. 121).

- The service displays the Void button only for eligible vehicles.

![Fig. 121](image)

Cancellation of Sale

Cancellation of Sale is the only void reason that you can use after a TRP expires and before the title and registration transaction has been processed by an authorized agent.

- The Cancellation of Sale reason is available only for Vehicle Sale, Courtesy Delivery, and Private Sale TRPs.
- The fee is still due if the TRP was marked for a purchaser who planned to title the vehicle in Montana.
- This action voids the TRP.
- The vehicle can be sold to another purchaser.
1. Select **Cancellation of Sale** from the drop-down menu (Fig. 122). If a security interest had been perfected, the security interest number displays on the page.
   - To proceed, click **Continue**.
   - To return to the TRP Activity Results page, click **Cancel**.

2. The page displays confirmation information (Fig. 123).
   - The TRP is voided.
   - If a security interest had been perfected, the page notes that it has been canceled.
   - A new TRP can be issued to the vehicle.
   - The fee must be paid before another TRP can be issued.

3. To return to the TRP Activity Results page, click **TRP Activity Results**.

4. To return to the Main Menu page, click **Main Menu**.

5. After you void the TRP using the Cancellation of Sale reason, click **TRP Activity Results** (Fig. 110) to see the status is listed as Voidx (Void) on the TRP Activity Results page (Fig. 124). Voidx is used to indicate that the TRP was voided after the expiration date.

   **NOTE:** If you void a TRP using the Cancellation of Sale reason after the permit has expired, call at 406-444-3884. The TRP fee must be paid. The vehicle must be titled and registered at a county office in the seller’s or dealer’s name and all applicable fees collected. The late title fee is required. The TRP is pulled into the title and registration transaction and marked as complete and a new TRP can be issued the next day.
**Issue a 90-Day TRP**

You may need to issue a 90-day temporary registration permit for various reasons such as the customer missing a prior title or security interest release necessary for transferring ownership. This type of permit replaces a previously issued 40-day **Vehicle Sale** or **Private Sale** TRP as an extended permit for the customer.

There are three ways to search for a TRP and issue a 90-Day TRP:

- Using **View Activity**. For more information about how to search for a 40-day TRP using View Activity, please refer to Page 47.
- Using **View Specific**. For more information about how to search for a 40-day TRP using View Specific, please refer to Page 56.
- By selecting **Issue 90 Day TRP Different Location** on the Main Menu page.

**View Activity/View Specific**

To issue a 90-Day TRP, click **Issue 90 Day TRP** in the desired row on the TRP Activity Results (Fig. 125) or TRP Specific Results page (Fig. 126). The service displays the 90-day button only for eligible vehicles.

**90-Day TRP Requirements**

- The 90-day option is available from 10 days prior to the expiration of the 40-day TRP to within 10 days after its expiration.
- The purchaser and seller information from the 40-day TRP carries over to the 90-day permit.
- The new TRP will have a different TRP number.
- A vehicle can have only one active TRP at a time.
- The 40-day TRP’s status is changed to “expired” when you issue a 90-Day TRP if the 40-day TRP has not expired yet.
- You cannot issue another TRP for the vehicle until the 90-day permit is complete or void and the 40-day permit has been paid for.
- You cannot issue two 90-day permits in a row for the same vehicle.
- You cannot issue a 90-Day TRP for a vehicle that will be titled out of state.
- You cannot change the purchaser or seller information nor file a security interest when issuing a 90-Day TRP.
Issue 90-Day TRP from a Different Location

To issue a 90-Day TRP from a different location:

1. Click **Issue 90 Day TRP Different Location** in the Temporary Registration Permit section on the Main Menu page *(Fig. 127)*.

![Fig. 127]

2. Enter the VIN on the Issue 90 Day TRP page *(Fig. 128)*.

3. Click **Continue**.

![Fig. 128]
Verify All Information

1. On the Verification page, carefully review the information in following sections (Figs. 129-130, pgs. 93-94):
   - Vehicle
   - Purchaser 1
   - Purchaser 2 (if applicable)
   - LLC Agent (if applicable)
   - Seller
   - Security Interest Perfection (if applicable)

**NOTE:** When issuing a 90-Day TRP, you cannot edit or change any of the vehicle, purchaser, LLC agent, seller, nor security interest information. You cannot add a second purchaser nor a security interest perfection. If a second purchaser and a security interest perfection are required, they must have been part of the initial 40-day TRP.
2. After verifying the TRP information, scroll to the bottom of the page to view the cost for the 90-day permit (Fig. 130).

3. If the page displays the correct TRP, click Create 90 Day Temporary Registration Permit.

4. For information about how to pay for the TRP, please refer to Page 96.

5. For information about how to print the TRP, please refer to Page 99.
Reprint a TRP

You can reprint a TRP if you need another copy of same TRP and the purchaser has not left your office. This typically occurs if a TRP is damaged during printing.

- You can reprint a TRP without voiding it, only on same day that it is issued.
- If you need to reprint a TRP after the day it was issued, you must void the TRP and reissue it. For more information on voiding and reissuing a TRP, please refer to Page 65.

1. To reprint a TRP, click **Print** in the desired row on the TRP Activity Results page (Fig. 131).

![TRP Activity Results](image)

**Fig. 131**

2. On the Reprint TRP page (Fig. 132), you can choose to print the TRP and/or the receipt and/or the SI Perfection Letter if applicable. Use the drop-down menu to select your option.
   - The date and time that the TRP was reprinted is displayed on the Reprint TRP page.

3. To proceed, click **Print**.
   - The service generates an Adobe PDF file that you can save and/or print. For more information about Adobe PDF files, please refer to Page 7.

**NOTE:** The information on the printed TRP is exactly the same as it was on the original TRP.

4. To return to the Main Menu page, click **Main Menu**.

![Reprint TRP](image)

**Fig. 132**
HOW TO PAY FOR A TRP

You can pay for a temporary registration permit with a MasterCard or VISA credit or debit card or have the charges billed to your Registered User Account. Registered user charges are included with the monthly invoice that your organization receives. NOTE: If you issue an in-state Vehicle Sale or Private Sale TRP without a SI Perfection and/or dealer logo, the Payment options page does not display as there is no fee charged through the online TRP service when an authorized agent or MVD employee issues this type of TRP. The purchaser pays the fee as part of the title and registration process at a county office. For a detailed list of the TRP fees, please refer to Page 121.

Registered User Account

1. To have the TRP cost billed to your Registered User Account, select Registered User on the Payment options page (Fig. 133).
   - Your organization will receive monthly bills that it can choose to pay by credit or debit card or electronic check.
   - The page displays any fees due.

2. Click Charge Registered User Account (Fig. 134).
   - The next page (the Print TRP page) displays the status of the transaction.
   - The information associated with the TRP is sent to MERLIN and is accessible to the MVD, authorized agents and law enforcement.

3. The Print TRP page displays. For information about how to print the TRP, please refer to Page 99.

NOTE: DO NOT click the "back" button on your browser once you click Charge Registered User Account as this may cause an error and prevent you from finalizing your purchase.
Credit or Debit Card

1. To pay for the TRP with a credit or debit card, select **Credit Card** on the Payment options page (Fig. 135).
   - The page displays any fees due.
   - To learn more about the transaction’s security, select **Secure Transaction**.
   - The service accepts MasterCard and Visa.

2. Click **Pay with Credit Card** (Fig. 136).
Enter card information

1. Enter the card information *(Fig. 137).*
   - Required fields are marked with an asterisk.
   - The service accepts MasterCard and Visa.

2. Click **Continue**.

3. The Print TRP page displays. For information about how to print the TRP, please refer to **Page 99**.

**NOTE:** DO NOT click the “back” button on your browser once you click **Continue** as this may cause an error and prevent you from finalizing your purchase.
HOW TO PRINT A TRP

Once you pay for the temporary registration permit, you must print the TRP.

- If you pay for a permit or any associated fees with a credit or debit card, you can print a receipt at the same time as you print the TRP.
- No receipts are generated for transactions purchased solely with a Registered User Account. Registered user charges are included with the monthly invoice that your organization receives.
- If you created a security interest when you created the TRP, the security interest perfection letter will print at the same time as you print the TRP.

1. To print the TRP (and the security interest perfection letter and receipt, if applicable) click Print Temporary Registration Permit (Fig. 138).
   - The service generates an Adobe PDF file that you can save and/or print. For more information about Adobe PDF files, please refer to Page 7.

2. To enter the information to create another permit, click Create Another Temporary Permit.

3. To return to the Main Menu page, click Main Menu.

4. Place the printed permit (Fig. 139) inside the plastic sleeve and attach it where the vehicle’s rear license plate would normally be displayed.

5. If you need to print a TRP after the day it was issued, you must void the TRP and reissue it. For more information on voiding and reissuing a TRP, please refer to Page 65.

![Print TRP](image)

![Fig. 138](image)

![Fig. 139](image)
HOW TO MANAGE YOUR REGISTERED USER ACCOUNT

In the Registered User Account section, you can manage Registered User Account and view billing reports useful for balancing records. Each online TRP service user has a unique username and password that is used to access both the TRP service and the Customer Database (CDB). To learn more about becoming a registered user, please refer to Page 9.

View your Registered User Account

1. On the Main Menu page, select View under the Registered User Account section (Fig. 140).

![Fig. 140]

NOTE: For information about the different types of reports available, please refer to Page 103.
2. The CDB opens in a new browser tab. Enter your username and password and click **Login** (Fig. 141).

![Login to Your CDB Account](image)

**Fig. 141**

3. The first time you log in, you will see your User Profile (Fig. 142).
   - You can change your password, but it’s not required at this point. If you change your password, use this new password to log into both the online TRP service and the CDB.
   - You must establish Online Security Questions.

4. Once you have selected questions and entered answers, click **Submit**.

![User Profile](image)

**Fig. 142**

**NOTE:** If you change your password, use this new password to log into both the online TRP service and the Customer Database (CDB).
5. The CDB Dashboard displays (Fig. 143).

6. To leave the CDB, click **Logout** and close this browser tab.

7. In the future, if you need to change your Registered User Account password, select your username located next to My Profile near the upper right-hand corner of the Dashboard page (Fig. 143).
   - On the User Profile page, enter your current password (Fig. 144).
   - Then enter your new password and enter it again to confirm the change.
   - Click **Submit**.

**NOTE:** Use this new password to log in to both the online TRP service and the CDB.
HOW TO VIEW FINANCIAL REPORTS

You can generate two different reports for balancing financial records: one through the CDB and one through the online TRP service.

Billing Summary Report

The Billing Summary report in CDB provides a detailed list of charges for a customer or location for a billing cycle.

1. To access the report, log in to your Registered User Account. For instructions, please refer to Page 100.

2. On the CDB Dashboard, select Reports to view your billing summary (Fig. 145).

3. On the Reports page, select Billing Summary (Fig. 146).
Select Report Criteria

1. On the Billing Summary page, select a Billing Period from the drop-down menu (Fig. 147).

2. Although the Login text box is optional, you can filter your report to display only one user’s transactions by entering a login.

3. If applicable, select Show Only Totals for your report.

4. To display results by grouping the same logins together in order, select Order By Logins.

5. The Level drop-down menu allows you to choose whether to display the TRP Transaction ID in the Transaction Memo field of the report.

6. Select the Output Format for your report.
   - Select PDF Document to generate the report as a PDF.
   - Select Html Page to display the report in the same browser window.
   - Select CSV File to download a file that will open in Excel.

7. Click Generate.

Fig. 147
**View Report Results**

You can save and/or print the report (Fig. 148).

![View Report Results Table]

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**Figure 148**

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**Balancing Report**

The Balancing Report provides a list of charges for a customer or location based on your chosen criteria.

1. To access the report, select **Billing Summary Reports** under the Registered User Account section on the Main Menu page of the TRP service *(Fig. 149)*.

2. On the Reports page, select **Balancing Reports** *(Fig. 150)*.

3. To return to the Main Menu page, click **Main Menu**.
Select Report Criteria

Select one or a combination of a date range, username, and/or TRP type as your report criteria on the Report Criteria Selection page (Fig. 151).

1. Select one of the following:
   - Today
   - Last 7 Days
   - Last 40 Days
   - View All
   OR

2. Enter a **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 📅.

3. Select a username in the **Username** drop-down menu. Your choices are any user logins associated with your location or organization.

4. Select a TRP Type in the **TRP Type** drop-down menu.

5. To proceed, click **Search**.

6. To return to the Reports page, click **Back**.

7. To return to the Main Menu page, click **Main Menu**.
View Report Results

1. The Balancing Report displays the following summary results (Fig. 152) based on your chosen criteria:
   - Types of TRPs created.
   - Total number of TRPs issued and reissued.
   - Number of in-state and out-of-state TRPs issued and reissued.
   - Number of security interests perfected.
   - Fees applied to your Registered User Account (indicated in the debit columns).
   - Fees paid by credit or debit card for in-state and out-of-state TRPs.
   - Fees paid by credit or debit card for in-state and out-of-state SI’s perfected.
   - Total TRPs issued.
   - Total fees paid by credit or debit card.
   - Total amount applied to your Registered User Account (listed as Debit Total).
   - Number of VIN Searches.
   - Total amount collected.

2. To view specific transaction information, click Report Details.

3. To return to the Report Criteria Selection page, click Back.

4. To return to the Main Menu page, click Main Menu.

---

**Balancing Report**

<table>
<thead>
<tr>
<th>Type</th>
<th>No. Issued</th>
<th>In-State</th>
<th>Out-of-State</th>
<th>SI Perfected</th>
<th>TRP Permit Fee Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Iss Reiss</td>
<td>Iss Reiss</td>
<td>Iss Reiss</td>
<td>Iss Reiss</td>
<td>Debit CC Debit CC</td>
</tr>
<tr>
<td>COURTESY DELIVERY</td>
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<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
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<td>0 0 0 0</td>
<td>0 0 0 0</td>
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<tr>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$351.00 $0.00</td>
</tr>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
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<tr>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
</tr>
<tr>
<td>VEHICLE SALE</td>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
</tr>
<tr>
<td>PRIVATE SALE</td>
<td>1344 0 1288</td>
<td>0 0 56 0 6</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
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<tr>
<td>LIMITED USE</td>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
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<tr>
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<td>0 0 0</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
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<tr>
<td>SINGLE MOVE</td>
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<td>0 0 0</td>
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<tr>
<td>90 DAY</td>
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<td>0 0 0 0</td>
<td>0 0 0 0</td>
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<tr>
<td>AUTO AUCTION</td>
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<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$0.00 $0.00</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>2358 6 2295</td>
<td>6 63 0 9</td>
<td>0 0 0 0</td>
<td>0 0 0 0</td>
<td>$11,049.00 $312.00</td>
</tr>
</tbody>
</table>

**Fig. 152**
View Report Details

The Balancing Report Details page displays information (Fig. 153) about TRP transactions based on your chosen criteria.

1. To view more records on one page, select 10, 20, 50, or 100 from the Viewing drop-down menu.
2. If there are more records than can fit on one page, the service indicates the number you are viewing of the total entries.
3. To sort the information, click on the column headings with arrows.
4. To return to the Balancing Report page, click Back.
5. To return to the Main Menu page, click Main Menu.

6. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 154).
HOW TO REQUEST A REFUND

Voided TRPs

Cancellation of Sale

On the Day of Issuance

If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the Cancellation of Sale reason on the same day it was issued, call 406-444-3884. A TRP fee will not be charged; a refund will appear on the registered user's account or credit or debit card account.

Before Expiration

If you void a Vehicle Sale, Private Sale, orCourtesy Delivery TRP within the permit's 40-day timeframe, the TRP fee must be paid. The MVD performs monthly audits and notifies dealerships and counties about outstanding TRP fees.

Wrong Vehicle

On the Day of Issuance

If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the Wrong Vehicle reason on the same day it was issued, call 406-444-3884. A TRP fee will not be charged; a refund will appear on the registered user's account or credit or debit card account.

Before Expiration

If you void a TRP within the permit's 40-day timeframe, the TRP fee must paid. The MVD performs monthly audits and notifies dealerships and counties about outstanding TRP fees.

Other TRP Transactions

For all other TRP refund requests, complete Form 40-2300 and mail or fax it to the contact information on the form. The MVD approves or denies the refund. If approved, the refund is credited to the registered user's account or credit or debit card account. If the transaction is more than 60 days old, the MVD issues a refund check.

Please email refund questions to merlinfinance@mt.gov.
TROUBLESHOOTING

Error Messages

When processing a TRP, you may encounter an error message. **NOTE:** An error message STOPS you from creating a TRP until the issue is resolved.

Error messages display near the top of the transaction window. They appear in lowercase or uppercase text in a red box with an exclamation point.

Uppercase Messages

An error message displayed in uppercase text indicates that there is a current action on the vehicle related to the transaction.

- You may need to contact the Vehicle Services Bureau for assistance.
- For example, this message (Fig. 155) is designed to alert you that the vehicle is being transferred to a new owner. A TRP cannot be issued until the ownership transfer is complete and vehicle ownership is in the name of the new owner.

Lowercase Messages

An error messages displayed in lowercase text indicates incorrect or missing information on the page.

- You cannot proceed with the transaction until you correct the problem.
- For example, this error message (Fig. 156) indicates that you did not enter the required odometer reading.
- The online TRP service further highlights the missed text box by displaying the requirement in red text below the text box (Fig. 157).
Warning Messages

When processing a TRP, you may encounter a warning message. If you see one, you should verify the vehicle and purchaser information that you entered and/or enter any missing information. Warning messages also can indicate the status of the vehicle related to the TRP transaction. **NOTE:** A warning message WILL NOT STOP you from creating a TRP.

Warning messages display near the top of the transaction window. They appear in lowercase or uppercase text in a blue box with a letter “i.”

Verify and Correct Vehicle and Customer Information

Although warning messages are always important, seeing one specifically related to the vehicle or the customer information requires extra vigilance.

- For example, if you see a warning message for a vehicle that has a Montana title (Fig. 158) or after you find a vehicle record when you conduct a VIN search through the online TRP service, you should click **Cancel** to return to the Vehicle & Purchaser Search page and verify the information you entered. Correct any data entry errors. **NOTE:** VINs for vehicles older than 1982 have fewer than 17 digits, but this does not STOP you from proceeding. The warning message is alerting you to verify and/or correct any data entry errors when you return to the Vehicle & Purchaser Search page.

- If you enter a purchaser’s legal name and Montana driver’s license or Montana ID card number, the online TRP service ALWAYS displays the purchaser’s information. If you see a warning message (Fig. 159) when the service displays a customer record, click **Cancel** to return to the Vehicle & Purchaser Search page and verify the information you entered. If you review the information you entered and there are no data entry errors, enter the purchaser’s address to continue creating the TRP.

Uppercase Messages

If you a warning message in uppercase text (Fig. 160), you may need to conduct further research about the vehicle or the purchaser or contact the Vehicle Services Bureau for assistance.

- For example, if you see a DESIGNATION: JUNK warning message and you were not aware that the vehicle had been junked, you must choose whether to proceed with the transaction.
Offline Mode

In rare instances, MERLIN may not be able to directly communicate with the TRP service. **NOTE:** If that happens, you can still issue TRPs using the service in offline mode.

Throughout the TRP service, each page displays a message in the lower left-hand corner about whether MERLIN is in online or offline mode (Figs. 161-162).

- In offline mode, text boxes that are normally prefilled in the TRP service remain empty because the TRP service is unable to exchange vehicle or customer information with the MVD.
- In offline mode, you cannot verify if the status of the vehicle is acceptable for TRP issuance, including whether the vehicle has been surrendered or junked.

When the connection is restored, the TRP service sends the information to MERLIN.

- During that process MERLIN may return an error that must be resolved by an MVD clerk so that the information can be recorded with MVD.
- These errors are managed from the error messages menu item on the TRP Administrative Site.
- You can find the transaction through the View Activity or View Specific sections on the Main Menu page. Click the yellow Message button to view the error (Fig. 163).
- You cannot bypass the error and issue the TRP. The error may require assistance from Montana Interactive (MI), the Vehicle Services Bureau, or someone who has access to the TRP administrative user interface.
Glossary

**Authorized Agent** – Per Montana law (MCA §61-3-101), an authorized agent is “a person who has executed a written agreement with the department (of Justice) and is specifically authorized by the department to electronically access and update the department’s motor vehicle titling, registration, or driver records, using an approved automated interface, for specific functions or purposes on behalf of a third party.”

**Browser** – Browsers are desktop, laptop, or mobile device software programs used for searching and viewing various kinds of internet resources such as information on the MVD website.

**CDB** – CDB is NIC’s subscription customer database. All NIC portals, such as MI, use CDB to manage subscribers who purchase data and pay via monthly invoice. CDB tracks transactions, fees, and receivables and manages reporting. It is used to set up customer accounts and accept payments for the TRP service.

**DOJ** – The State of Montana Department of Justice (DOJ) is Montana’s top law enforcement and legal agency. DOJ maintains public safety, prosecutes criminals, represents the state of Montana in court, registers vehicles, licenses drivers and more. Divisions, agencies and bureaus include the Highway Patrol, State Crime Lab, Law Enforcement Academy, Sexual and Violent Offender Registry, Office of Consumer Protection, lawyers who defend Montana in court and the lawyers who file suit on the state’s behalf when Montana has been wronged.

**End user (user)** – A user is someone who accesses the online TRP service.

**Icon** – A small picture that represents an object or program.

**MERLIN** – The Montana Enhanced Registration and Licensing Information Network (MERLIN) is an integrated DOJ system that ties all motor vehicle title and registration services to common customer accounts. MERLIN is also used to track financial transactions for some state services. For individuals, the customer account number is the driver license or state or tribal identification card number. For businesses, the customer account number is the federal employer or tax identification number or, in the absence of these, the number assigned to the business when it registered with the Secretary of State’s office. The TRP service validates vehicle information with MERLIN before allowing users to issue a temporary registration permit.

**Montana Interactive (MI)** – Helena-based Montana Interactive LLC is the eGovernment services provider for the State of Montana and has partnered with the state since 2001. MI offers and supports hundreds of eGovernment solutions in partnership with state and numerous county and city entities that provide value to the citizens and businesses of Montana, and beyond. Most of MI’s services are delivered at no cost to partners through a unique flexible-funding model. Developed by MI’s parent company, NIC, the funding model allows for the development and ongoing support and maintenance of most eGovernment services and solutions at no cost to government. Since 2001, use of the flexible-funding model has saved the State of Montana nearly $19 million. For more information, visit http://www.egovmt.com.

**MVD** – The DOJ Motor Vehicle Division (MVD) serves and protects Montana citizens by ensuring authentication for credentials, licenses, vehicles titled and accountability of official records. The MVD is comprised of three bureaus: The Driver License Bureau, Operations and Customer Support Bureau and Vehicle Services Bureau.

**NIC** – NIC Inc. (Nasdaq: EGOV) launched the digital government industry in 1992, and continues to lead it, providing a secure payment engine and thousands of digital government solutions across a network of more than 6,000 federal, state, and local government agencies. In addition, NIC is the nation’s leading provider of outdoor recreation solutions, with 1 out of 6 hunting and fishing licenses in the United States sold using an NIC service. The company launched the nation’s first personal assistant for government and comprehensive mobile platform, Gov2Go®, as well as the innovative, data-driven prescription drug monitoring platform, RxGov®. More information is available at www.egov.com.

**Offline** – The MVD’s MERLIN computer system is unavailable to receive information; the service also cannot verify information from MERLIN when it is offline.

**Security Interest Perfection** – When a vehicle is purchased using a loan, the dealer must create a security interest letter along with the TRP. If you have questions, please contact the MVD at PO Box 201431, Helena MT 59620-1431 or call (406) 444-3661.
TRP – The primary purpose of a temporary registration permit, or TRP, is to allow a buyer to operate a newly purchased vehicle from the place of sale in Montana to his/her destination. TRPs are generated electronically, with a unique number and a detachable proof of temporary vehicle registration. The paper permit is put in a plastic sleeve and attached to the license plate area of the vehicle. For example, when a citizen purchases a vehicle, the dealer issues a TRP. This permit allows the citizen to drive the vehicle until obtaining a new registration and plates. Permits also are issued for other reasons such as when:

- A customer chooses a license plate that is not immediately available.
- A dealer licensed in another state needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.
- A customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.
- A customer needs to drive a vehicle to and/or from a VIN inspection.
- A customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.
- A financial institution that has repossessed a vehicle allows a potential buyer to test drive the vehicle.
- The new owner(s) of a vehicle requests that the vehicle be shipped to another dealership for customer pickup.
- Issuing a permit before an auto auction. After the sale, the auction house adds the new owner’s information.
- When a financial institution allows a potential buyer to test drive a vehicle.

TRP service – The online Temporary Registration Permit service, or TRP service, allows business, county and agency users (registered users of mt.gov services) to create, reissue, void and print TRPs. Users also access the service to view information about TRP transactions and track sales. Montana auto dealerships, auto auction businesses, the state auction property and supply group (Montana Surplus), financial institutions, the MVD, and county motor vehicle departments all benefit from the fast, easy-to-use service because the online system offers a more accurate way to track the permits issued in Montana and verify the accuracy of the data compared to the decades-old paper-based method. Through the administrative UI, authorized MVD employees can search and view transactions and customer information and run reports.

URL – A Uniform Resource Locator (URL) is a protocol for specifying addresses on the Internet.

VIN – A car's vehicle identification number (VIN) is the identifying code for a specific automobile. The VIN serves as the car's fingerprint, as no two vehicles in operation have the same VIN. A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle.
FAQS

Questions and Answers

1. **How do I access the online Temporary Registration Permit service?** To access the online TRP service, visit [https://app.mt.gov/trp](https://app.mt.gov/trp). You must have registered user credentials (also referred to as a CDB login). Contact your supervisor to request access. For more information, please refer to Page 9.

2. **What do I do if I forgot my registered user password?** You can reset your password at [https://cmbs-admin-mt.cdc.nicusa.com/mt/forgot_password.html](https://cmbs-admin-mt.cdc.nicusa.com/mt/forgot_password.html). If you need further assistance, contact the MI Help Desk at 406-449-3468, Ext. 0, or helpdesk@egovmt.com.

3. **What are my payment options?** You can pay for a temporary registration permit with a MasterCard or VISA credit or debit card or have the charges billed to your Registered User Account. Registered user charges are included with the monthly invoice that your organization receives.

4. **What does a TRP cost?** The cost of a temporary registration permit varies depending on the type of permit you create and the additional items you order. The online TRP service is provided by a third party working in partnership with the State of Montana. The total amount includes additional charges used to develop, maintain, and enhance the state’s official web portal, mt.gov. For more information, please refer to the fees table on Page 121.

5. **How do I know I successfully paid for my TRP?** The online TRP service only displays the permit as an Adobe PDF after you pay for the purchase or after it has been billed to your Registered User Account. If you pay for any fees with a credit or debit card, the service generates a receipt that you can print along with the permit. You also can review your Registered User Account transactions through the Customer Database. For more information, please refer to Pages 100-105.

6. **How do I request a refund for a voided TRP?** If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the Cancellation of Sale or Wrong Vehicle reason, call 406-444-3884. For more information, please refer to Page 110.

7. **How do I request a refund for other TRP transactions?** Complete Form 40-2300. The MVD approves or denies the refund. If approved, the refund is credited to the registered user’s or the credit or debit card account. If the transaction is more than 60 days old, the MVD issues a refund check. For more information, please refer to Page 110.

8. **How do I find information about my organization’s online TRP transactions and activity?** Log into the online TRP service at [https://app.mt.gov/trp](https://app.mt.gov/trp). The Main Menu page is divided into four sections: Training Guide, VIN Search, Temporary Registration Permit, and Registered User Account. In the Temporary Registration Permit section, you can search for and view information about your organization’s transactions and activity by selecting View Activity. In the Registered User Account section, you can view billing and balancing reports. For more information, please refer to Pages 47 and 56.

9. **I have a question, what do I do?** Be sure that you have watched the complete TRP training video at [https://app.mt.gov/trptraining/authorized.html](https://app.mt.gov/trptraining/authorized.html). For specific questions, visit the Help Topics page at [https://app.mt.gov/trptraining/topics/index.html](https://app.mt.gov/trptraining/topics/index.html). For additional help, contact the MI Help Desk at 406-449-3468, Ext. 0, or helpdesk@egovmt.com.
TRP TYPES

Although the primary purpose of the online TRP service is to allow Montana auto dealerships and authorized agents to issue a temporary registration permit to the new owner(s) of a vehicle, the service also is used to issue permits for other reasons such as when a customer orders a special license plate or one that is out of stock; a dealer licensed in another state needs to move a piece of equipment occasionally on or over state highways; or a customer needs to drive a vehicle to and/or from a VIN inspection, etc.

As an authorized agent or MVD employee, you can create and issue the following types of temporary registration permits through the online TRP service:

1. **Vehicle Sale** – Select this TRP type when issuing a permit to the new owner(s) of a vehicle. This TRP type also is available to dealership employees.

2. **Private Sale** – Select this TRP type when issuing a permit to the new owner(s) of a vehicle sold through a private sale.

3. **Plate Order** – Select this TRP type when a customer orders a special license plate or one that is out of stock.

4. **Limited Use** – Select this TRP type when issuing a permit to a dealer licensed in another state who needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.

5. **Single Move** – Select this TRP type when issuing a permit to a customer who needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.

6. **VIN Inspection** – Select this TRP type when a customer needs to drive a vehicle to and/or from a VIN inspection. This TRP type also is available to field operations employees.

7. **Title Paperwork** – Select this TRP type when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.

8. **90 Day** – Select this TRP type when issuing a permit for various reasons (e.g., the customer is missing a prior title or security interest perfection release necessary for transferring ownership). The 90-Day TRP replaces a previously issued 40-day Vehicle Sale or Private Sale TRP as an extended permit for the customer. This TRP type also is available to dealership employees.

**NOTE:** Depending on your access level and the type of organization for which you work, you may not be able to issue all the types of TRPs listed above.

The following types of TRPs only can be issued by dealerships, auto auction businesses, and dealerships with auto auction privileges, or financial institutions, as noted:

1. **Courtesy Delivery** – Users select this TRP type when issuing a permit to the new owner(s) of the vehicle if the vehicle is being shipped to another dealership for customer pickup. This TRP type is available only to dealership employees.

2. **Auto Auction** – Users select this TRP type when issuing a permit before an auto auction. Printed in advance of the sale, these TRPs can have a future date listed in the sale date text box. The purchaser is listed as the auction house. After the sale, the auction house voids the TRP using the Update Purchaser reason and adds the new owner’s information. This TRP type is available only to auto auction businesses and dealerships with auto auction privileges.

3. **SI Demo** – Users select this TRP type when a financial institution allows a potential buyer to test drive a vehicle. The purchaser is listed as the financial institution. An SI Demo TRP is issued for 40 days and used for multiple test drives. This TRP type is available only to financial institution employees.
The following reasons can be used when voiding a temporary registration permit. For more information, please refer to [Page 65].

<table>
<thead>
<tr>
<th>VOID REASON</th>
<th>SITUATION FOR USE</th>
<th>WHO CAN USE THIS VOID REASON?</th>
<th>AVAILABLE FOR THIS TRP TYPE</th>
<th>USE RULES</th>
<th>REQUIRES REISSUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost</td>
<td>When the purchaser has lost the TRP.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Stolen</td>
<td>When the TRP has been stolen.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Damaged</td>
<td>When the TRP is damaged.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Title/VIN Mismatch</td>
<td>When the title and VIN do not match.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Data Entry Error</td>
<td>When there is a data entry error on the TRP and you need to correct information or add or remove a second purchaser or a security interest.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Update Purchaser</td>
<td>When the vehicle has been sold at an auction, the auction employee must change the purchaser’s name from the auction company’s name to the new owner’s name.</td>
<td>Auto Auction businesses, dealerships with auto auction privileges</td>
<td>Auto Auction</td>
<td><strong>Before the TRP expires and before the title and registration transaction has been processed.</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>VOID REASON</td>
<td>SITUATION FOR USE</td>
<td>WHO CAN USE THIS VOID REASON?</td>
<td>AVAILABLE FOR THIS TRP TYPE</td>
<td>USE RULES</td>
<td>REQUIRES REISSUE</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>--------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Cancellation of Sale</td>
<td>When the customer no longer wants the vehicle. The action voids the TRP; the vehicle can be sold to another purchaser.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>Vehicle Sale, Courtesy Delivery, Private Sale</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>No</td>
</tr>
<tr>
<td>Cancel Permit</td>
<td>When the customer no longer needs the TRP or if a county employee selects the wrong TRP type. This action voids the TRP; another TRP can be issued for the vehicle.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>Plate Order, Limited Use, Single Move, VIN Inspection, Title Paperwork, SI Demo, Auto Auction, 90-Day</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>No</td>
</tr>
<tr>
<td>Wrong Vehicle</td>
<td>When the vehicle’s VIN does not match the VIN to which the TRP was issued. This action voids the TRP; you must issue a new TRP for the correct vehicle/VIN.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>All</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>No</td>
</tr>
<tr>
<td>Cancellation of Sale</td>
<td>When the purchaser no longer wants to buy the vehicle. The action voids the TRP; the vehicle can be sold to another purchaser.</td>
<td>Authorized Agents, MVD employees; also can be used by dealerships</td>
<td>Vehicle Sale, Courtesy Delivery, Private Sale</td>
<td>After the permit expires, but before the title and registration process has started.</td>
<td>No</td>
</tr>
</tbody>
</table>

NOTE: Although it is not a Void Reason, you may see Admin Complete listed in the void reason column for any TRPs that are manually completed by the MVD through the Administrator Site.
**TRP STATUSES**

The following statuses may appear on the TRP Activity Results and TRP Specific Results pages. For more information, please refer to Pages 47 and 56.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>MEANING OF STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active (Issue)</td>
<td>TRP is active; it has been issued.</td>
</tr>
<tr>
<td>Active (Reprint)</td>
<td>TRP is active and has been reprinted.</td>
</tr>
<tr>
<td>Active (Reissue)</td>
<td>TRP is active and has been reissued.</td>
</tr>
<tr>
<td>Void (Void)</td>
<td>TRP was voided before it expired using a Lost, Stolen, Damaged, Data Entry Error, Cancellation of Sale, Cancel Permit, Wrong Vehicle, Title/VIN Mismatch, or Update Purchaser void reason.</td>
</tr>
<tr>
<td>Voidx (Void)</td>
<td>TRP was voided after the TRP had expired using a Cancellation of Sale void reason.</td>
</tr>
<tr>
<td>Complete (Complete)</td>
<td>TRP was manually completed after the TRP had expired using the Complete button that appears on the Expired Results page through the online TRP service’s administrative user interface. <strong>NOTE:</strong> The Complete button is available only in the administrative user interface. Admin Complete displays in the void reason column for any TRPs that are manually completed.</td>
</tr>
<tr>
<td>Complete (Issue)</td>
<td>An automatic nightly process marks TRPs as complete once the title and registration process has been completed by an authorized agent.</td>
</tr>
<tr>
<td>Complete (Reprint)</td>
<td>An automatic nightly process marks TRPs as complete once the title and registration process has been completed by an authorized agent. The TRP was reprinted.</td>
</tr>
<tr>
<td>Complete (Reissue)</td>
<td>An automatic nightly process marks TRPs as complete once the title and registration process has been completed by an authorized agent. The TRP was reissued.</td>
</tr>
<tr>
<td>Complete (Void)</td>
<td>TRP was voided before or after it expired using TRP Completed as the reason through the online TRP service’s administrative UI. <strong>NOTE:</strong> The TRP Completed reason is available only in the administrative UI.</td>
</tr>
<tr>
<td>Expired (Issue)</td>
<td>The expiration date of the TRP is been reached and the purchaser has not completed the title and registration process.</td>
</tr>
<tr>
<td>Expired (Reprint)</td>
<td>The expiration date of the TRP is been reached and the purchaser has not completed the title and registration process. The TRP was reprinted.</td>
</tr>
<tr>
<td>Expired (Reissue)</td>
<td>The expiration date of the TRP is been reached and the purchaser has not completed the title and registration process. The TRP was reissued.</td>
</tr>
</tbody>
</table>

**NOTE:** If **Error** also appears in the status column, it indicates that the TRP was affected by an error during processing.
## TRP FEES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>FEE**</th>
<th>WHO PAYS THE FEE?</th>
<th>WHEN IS THE FEE PAID?</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRP (Vehicle Sale, Courtesy Delivery, Private Sale)</td>
<td>$20.09*</td>
<td>Purchaser</td>
<td>When the purchaser titles and registers the vehicle at a county office.</td>
</tr>
<tr>
<td>TRP (Plate Order, Title Paperwork, SI Demo)</td>
<td>$20.09*</td>
<td>Requestor</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>TRP (OUT OF STATE)</td>
<td>$25.24*</td>
<td>Purchaser/Dealer</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>DEALER LOGO (printed on the paper TRP)</td>
<td>$1*</td>
<td>Dealer</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>90-DAY TRP</td>
<td>$24.72*</td>
<td>Requestor</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>AUTO AUCTION TRP</td>
<td>$10.30*</td>
<td>Dealer</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>LIMITED USE TRP</td>
<td>$51.50*</td>
<td>Requestor</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>SINGLE MOVE TRP</td>
<td>$5.15*</td>
<td>Requestor</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>VIN INSPECTION TRP (salvage inspection fee)</td>
<td>$19.06*</td>
<td>Requestor</td>
<td>At the time of issuance.</td>
</tr>
<tr>
<td>SECURITY INTEREST PERFECTION</td>
<td>$4.12*</td>
<td>Dealer</td>
<td>At the time of issuance.</td>
</tr>
</tbody>
</table>

* The fee includes a 3 percent MVD Admin fee.

** Credit card processing fees are added if purchase is made with a credit or debit card.

* Paid in addition to the TRP fee.

++ Paid in addition to the out-of-state TRP fee.