TABLE OF CONTENTS

PURPOSE .......................................................................................................................................................... 5

PROCESS FLOWS ........................................................................................................................................ 5
  Creating a TRP ........................................................................................................................................... 5
  Paying for a TRP ....................................................................................................................................... 5

SERVICE USE REQUIREMENTS .................................................................................................................. 6
  Internet-based Service ............................................................................................................................... 6
  Browser Requirements .............................................................................................................................. 6
  Printing Requirements ............................................................................................................................... 7
  Add a Dealer Logo to a TRP ....................................................................................................................... 7
  How to Purchase TRP Sleeves .................................................................................................................. 8

POINTS OF CONTACT .................................................................................................................................. 8

DEALER ACCESS ........................................................................................................................................ 9

HOW TO BECOME A REGISTERED USER .......................................................................................... 9
  Credentials ................................................................................................................................................ 10
  Mandatory Training ................................................................................................................................. 10
  Troubleshooting .................................................................................................................................... 13
  How to Add Employees to Your Account ................................................................................................ 14
  How to Change Your Point(s) of Contact ............................................................................................... 14

HOW TO ADD DEALER LOGO FEATURE .............................................................................................. 14

HOW TO DISCONTINUE ACCESS ............................................................................................................ 14
  Dealer Access ......................................................................................................................................... 14
  Employee Access ................................................................................................................................... 14

THE HOME PAGE ...................................................................................................................................... 15

HOW TO LOG IN ....................................................................................................................................... 15

NAVIGATION ............................................................................................................................................... 16

HOW TO LOG OUT .................................................................................................................................... 17

THE MAIN MENU ....................................................................................................................................... 18

TRAINING GUIDE .................................................................................................................................... 18
  TRP Help Topics ................................................................................................................................... 19

VIN SEARCH ............................................................................................................................................. 20
  Vehicle Search ......................................................................................................................................... 20
  View Record .......................................................................................................................................... 21
    Single Vehicle Record .......................................................................................................................... 21
    Multiple Vehicle Records .................................................................................................................... 24
    No Matching Records .......................................................................................................................... 24

CREATE A 40-DAY TRP .......................................................................................................................... 25
  Helpful Resources .................................................................................................................................. 25
  Vehicle Sale TRP ..................................................................................................................................... 26
  Search for Vehicle & Purchaser ................................................................................................................ 26
    Vehicle Information ............................................................................................................................... 26
    Purchaser(s) Information ...................................................................................................................... 27
    Seller Information .................................................................................................................................. 30
    Security Interest Information .................................................................................................................. 31
  Enter Vehicle & Purchaser Information .................................................................................................. 32
    Vehicle Information ............................................................................................................................... 32
    Multiple Vehicles .................................................................................................................................. 35
    Purchaser(s) Information ...................................................................................................................... 36
    LLC Agent .......................................................................................................................................... 37
    Seller Information .................................................................................................................................. 38
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 (Fig. 1), pay for the transaction (Figs. 2-3), search for TRPs and vehicles, view TRP transaction information and track sales, reprint permits, and view billing information.

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.

Process Flows

Creating a TRP

Fig. 1

Paying for a TRP

Fig. 2

Credit Card Payment

Fig. 3
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.

![Screenshot of Temporary Registration Permit Service](Fig. 4)
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.

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 business 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.

Add a Dealer Logo to a TRP

To enhance the visibility of your dealership, you can opt to add your company logo to each TRP (Fig. 5). For information about how to add your logo, please refer to Page 14.

Fig. 5
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 (Fig. 6)

## 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>MI 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:dojmvdtrbdlr1@mt.gov">dojmvdtrbdlr1@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>

Fig. 6
DEALER ACCESS

Each individual user must be associated with a business to access the online TRP service.

How to Become a Registered User

To access the online TRP service, a dealer must:

1. Obtain a dealer license number from MVD.
   - For more information, visit https://dojmt.gov/driving/dealers-forms/.
   - Financial institutions do not require a dealer license number.
2. Follow the process outlined at https://app.mt.gov/registered (Fig. 7).
3. Complete a Registered Services Agreement.

NOTE: For purposes of this user manual, unless otherwise specified, dealerships are defined as new/used auto dealerships, auto auction businesses, the state auction property and supply group, and financial institutions.
4. Provide the names of two points of contact on the Registered Services Agreement who can request access or the removal of access for your employees.

5. List the names of the employees who need TRP access and respective email addresses on the Registered Services Agreement.

6. Submit the Registered Services Agreement.

**Credentials**

The MI Help Desk calls the dealer’s point of contact identified on the Registered Service Agreement 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**

Dealerships 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](https://app.mt.gov/trp).

2. Click **Start Training** on the TRP Home page (Fig. 8).

**NOTE:** Financial institutions that issue SI Demo TRPs must pay the $100 annual subscription fee as outlined in the Registered Services Agreement. This includes access for up to 10 employees.
3. Select Dealership (Fig. 9).

4. Watch the entire TRP training video.

5. Click Complete Training Form after watching the TRP training video (Fig. 10).
   - You cannot access the confirmation form until you watch the entire video.

**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.

**NOTE:** You cannot access the training form until you watch the entire video.
6. Click **Dealership** (Fig. 11).
7. Fill in the text boxes (Fig. 12). Required text boxes are marked with an asterisk.
8. Click **Submit**.
9. 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.
Troubleshooting

For any troubleshooting of the service itself or the TRP process, please select:

- **Learn more about your support options** on the Home page (Fig. 13).
- **TRP Help Topics** on the Main Menu page (Fig. 14).

**NOTE:** For more information about managing your Registered User Account, such as how to change your password, please refer to Page 104.
How to Add Employees to Your Account

1. To request access for additional employees after initial dealer registration, a point of contact identified on the Registered Service Agreement emails the MI Help Desk at helpdesk@egovmt.com and 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 your 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.
   - Login credentials are not activated until the MI Help Desk receives email notification that training has been completed for each individual user.

   **NOTE:** A dealer ensures that EVERY user completes TRP training at https://app.mt.gov/trptraining. The MI Help Desk will not activate user login credentials until it receives email notification that training has been completed for each individual user. For more information, please refer to Page 10.

How to Change Your Point(s) of Contact

To change the point(s) of contact for your dealership after initial dealer registration, please complete a Registered Services Contact Information Update Form.

How to Add Dealer Logo Feature

To enhance the visibility of your dealership, you can opt to add your company logo to each TRP (Fig. 15).

1. To sign up, your dealership’s point of contact identified on the Registered Service Agreement emails the Help Desk at helpdesk@egovmt.com and includes the:
   - Account with which the logo should be associated.
   - Company logo as a .jpg or .gif file sized to at least 600 dpi.

2. To discontinue the logo feature, contact the MI Help Desk at helpdesk@egovmt.com.

**NOTE:** The cost for having your company logo printed on each permit is $1 per TRP. As a registered user, logo fees can be included on the monthly invoice that your business receives or paid with a credit or debit card.

How to Discontinue Access

Dealer Access

If a dealer no longer needs to use the online TRP service, a point of contact identified on the Registered Service Agreement emails the MVD at dojmvdtrbdrlr1@mt.gov.

Employee Access

If a dealer needs to remove access for one of its employees, a point of contact identified on the Registered Service Agreement emails the MI Help Desk at helpdesk@egovmt.com.
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. 16) for dealerships that 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 TRP.
  - Feedback, which displays a form to fill out and submit if you would like to offer feedback about the service.

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 (Fig. 16).

1. Enter your Username and Password.
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 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.
- Clicking Continue allows you to proceed to the next page after you enter all required information.
- Clicking Main Menu allows you to cancel creation of the TRP and return to the Main Menu page.
- If any required information is missing, a message appears below the text box in red text.

Fig. 21

- Each page displays a message in the lower left-hand corner (Fig. 17) about whether the MVD system (MERLIN) is in online or offline mode. For more information about offline mode, please refer to Page 115.
- Error messages display in a red pop-up box on the right side of the page (Figs. 18-19). For more information about error messages, please refer to Page 113.
- Warning messages display in a blue pop-up box on the right side of the page (Figs. 20–21). For more information about warning messages, please refer to Page 114.
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. 22*).
- To end the session, select **Log out**. Your browser will display the Home page of the online TRP service.
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 price for a single record search.
- **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 choose topics and watch instructional videos, select **TRP Help Topics** *(Fig. 23).*

*Fig. 23*
TRP Help Topics

1. To watch instructional videos, select a subject in red text from the TRP Help Topics menu (Fig. 24).
   - 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.

---

**TRP Help Topics**

Select an option to continue.

1. Log In
   - How to Log In

2. Create a 40-day TRP
   - Standard Purchaser
   - Lessor-Lessee Purchaser
   - LLC Purchaser

3. Create a 90-day TRP
   - Dealership
   - Authorized Agent/MVD

4. Reprint a TRP
   - How to Reprint a TRP

5. Void a TRP
   - Void and Reissue a TRP
   - Void and Close a TRP
   - Void for Cancellation of Sale after TRP Expires

6. Reports
   - Activity Reports

7. Using the Vehicle Search Service
   - How to Search for a Vehicle

8. Accessing your Registered User Account
   - How to Review your Registered User Account

9. Exception Processing
   - Warning Messages
   - Error Messages
   - Offline Mode

10. Log Out
    - How to Log Out

Fig. 24
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. 25)*. The Vehicle Search page opens in a new browser tab.

Vehicle Search

1. On the Vehicle Search page, enter a vehicle identification number *(Fig. 26)*.
2. To proceed, click **Search**.
3. To return to the online TRP service Main Menu page, click **Back**.
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, the vehicle record is displayed on the Vehicle Record page (Figs. 27-29, pgs. 21-23).

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 Record](image-url)
**Vehicle Ownership**

**CURRENT**

<table>
<thead>
<tr>
<th>Owner Name</th>
<th>Shea, Janet, Mulcahy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number</td>
<td>2619898</td>
</tr>
</tbody>
</table>

**Street Address**

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>406 S Jackson St</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Butte</td>
</tr>
<tr>
<td>State</td>
<td>MT</td>
</tr>
<tr>
<td>Zip</td>
<td>597012308</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Owner Name</th>
<th>Shea, Timothy, Joseph</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number</td>
<td>2619938</td>
</tr>
</tbody>
</table>

**Mailing Address**

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>406 S Jackson St</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Butte</td>
</tr>
<tr>
<td>State</td>
<td>MT</td>
</tr>
<tr>
<td>Zip</td>
<td>597012308</td>
</tr>
</tbody>
</table>

**Lien History**

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<thead>
<tr>
<th>SI Holder Name</th>
<th>Bank Of The West</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number</td>
<td>2066040</td>
</tr>
</tbody>
</table>

**Street Address**

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>Box 2497</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Omaha</td>
</tr>
<tr>
<td>State</td>
<td>NB</td>
</tr>
<tr>
<td>Zip</td>
<td>68103</td>
</tr>
</tbody>
</table>

**Mailing Address**

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>PO Box 2497</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Omaha</td>
</tr>
<tr>
<td>State</td>
<td>NE</td>
</tr>
<tr>
<td>Zip</td>
<td>681032497</td>
</tr>
</tbody>
</table>

**Title History**

*Fig. 28*
1. To print a copy of the record, click **Print** (Fig. 29).

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**.
Multiple Vehicle Records

If the service finds multiple records, the Search Results page displays a list of vehicles (Fig. 30). The page also displays a total number of records found for the VIN and Vehicle Type combination.

1. To view and/or print the vehicle record, select the owner's name in red text.

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**.

![Search Results](image1)

No Matching Records

If the service finds no matching records, the page displays a message (Fig. 31).

![No Matching Records](image2)
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. 32). Dealerships can create the following types of TRPs:

- **Vehicle sale**: Use when a customer buys or leases a new or used vehicle. Available to new and used auto dealerships. For instructions, please refer to [Page 26].

- **Courtesy delivery**: Use when a vehicle is being shipped to another dealership for customer pickup. Available to new and used auto dealerships. For instructions, please refer to [Page 42].

- **SI Demo**: Use when a potential buyer wants 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. Available to financial institutions. For instructions, please refer to [Page 43].

- **Auto Auction**: Use 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. Available to auto auction businesses and dealerships, including the state auction property and supply group, that conduct auto auctions. For instructions, please refer to [Page 44].

- **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 or View Specific. For instructions, please refer to [Page 87].
Vehicle Sale TRP

To issue a **Vehicle Sale** TRP, you must enter the vehicle, purchaser, 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 are tied to unique ID numbers.

**Search for Vehicle & Purchaser**

**Vehicle Information**

1. Select **Vehicle Sale** *(Fig. 33)* as the **Type of TRP to Issue** on the Vehicle & Purchaser Search page. **NOTE:** **Vehicle Sale** is the default choice for new and used auto dealerships.

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)**.

![Vehicle & Purchaser Search](image)
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. Please refer to Page 29 for more information about lease situations.

1. Enter the purchaser’s name on the Vehicle & Purchaser Search page (Fig. 34).
   - **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 (%)
     - Question Mark (?)
     - Ampersand (&)
     - Open and Close Parenthesis ()
     - Open/Close Brackets {}
     - Asterisk (*)
     - Period (.)
     - Colon (:)
     - Semi-Colon (;)
     - Underscore (_)
     - Tilde (~)
     - Plus (+)
     - Equals (=)
     - Number sign (#)
     - Upper/Lower Case letters A-Z
   - **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 the MVD system.
2. Enter the purchaser’s **ID Number** *(Fig. 35)*.
   - 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.

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

**NOTE:** You cannot select an **Ownership Type** for **Purchaser 2** until after you fill in the **Purchaser 1** text boxes.
Temporary Registration Permit Service

- **Lessor/Lessee:**
  - If the customer is leasing the vehicle, select **Lessor** in the Purchaser 1 section (Fig. 36).
  - Select **Lessee** in the Purchaser 2 section.
  - Unless noted, all data entry requirements on Pages 27-28 apply.
  - If there are additional owners and lessees, an authorized agent or MVD employee will add those into the MVD system.

- **LLC:**
  - Select LLC in the Purchaser 1 if the customer is a limited liability company (LLC) (Fig. 37).
  - There is no Purchaser 2 section if Purchaser 1 is an LLC.
  - Unless noted, all data entry requirements on Pages 27-28 apply.

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

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

**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

On the Vehicle & Purchaser Search page, the Seller section displays prepopulated information tied to your Registered User Account (Fig. 38).

If you have multiple dealer licenses, choose the dealer license from the drop-down menu that should be listed on the TRP.

NOTE: As an auto dealer issuing a Vehicle Sale TRP, your dealership information is listed in the Seller section.
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. 39).
   - **Company Name:** If the lien holder is a business, enter the company name. See character specifications on Page 27.
   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 27.

2. 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

3. **ID Jurisdiction:** If the ID is from Montana, select Montana from the **ID Jurisdiction** drop-down menu.
   OR
   - 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.
   OR
   - If the **ID Type** is an FEIN, no jurisdiction is necessary. The service no longer displays the **ID Jurisdiction** text box, if you select FEIN.

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:** 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. 40). 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 sale 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 text box is required only if the purchaser plans to title the vehicle in Montana.

![Vehicle Information](Fig. 40)

**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. 41)* is incorrect, click **Cancel** *(Fig. 42)* 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. 43).

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 Courtesy Delivery 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.

    - If empty or incorrect, select a State, U.S. territory, or Canadian province where the purchaser plans to title the vehicle from the **State Where Vehicle Will Be Titled** drop-down list.

14. 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.

**Fig. 43**

**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. 44). The Search Results page displays a total number of records found in the MVD system 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 32.

Fig. 44
Purchaser(s) Information

The Purchaser 1 and Purchaser 2 sections display the following information about each purchaser (Fig. 45). 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 the MVD system (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.
   - Do not enter a PO Box 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.

**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.

**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 (\)
LLC Agent

If you chose LLC as the Ownership Type for Purchaser 1, enter the LLC agent information (Fig. 46).
Seller Information

The Seller section displays the following information about the seller (Fig. 47). If the seller’s ID matches information in the MVD system, 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.

**Street Address**

- **Address Line 1 and Line 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 Line 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.
   - Do not enter a PO Box 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.

**NOTE:** When you enter a ZIP Code, the city and state are updated.
**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. 48). If the ID matches information in the MVD system (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.
   - Do not enter a PO Box 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**.

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**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:** 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. 49-50, pgs. 40-41)*:
   - 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. 50).*

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 100.**

7. For information about how to print the TRP, please refer to **Page 103.**
Courtesry Delivery TRP

To issue a Courtesy Delivery TRP, you must enter the vehicle, purchaser, 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 Courtesy Delivery TRP is like issuing a Vehicle Sale TRP with a few exceptions as follows:

1. Select Courtesy Delivery (Fig. 51) 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 Pages 27-31.
   • On the Vehicle & Purchaser Search page, the Seller section displays prepopulated information tied to your Registered User Account (Fig. 52).
   • Select the dealership where the vehicle is being shipped from the drop-down list.

3. To issue a Courtesy Delivery TRP, follow the instructions on Pages 32-41.

4. For information about how to pay for the TRP, please refer to Page 100.

5. For information about how to print the TRP, please refer to Page 103.

**NOTE:** As an auto dealer issuing a Courtesy Sale TRP, you must select a different seller from the drop-down list other than your own dealership.
SI Demo TRP

To issue an SI Demo TRP, you must enter the vehicle and purchaser information. The online TRP service searches for information about the vehicle and purchaser(s) in the MVD and VIN validation systems. Vehicle information is tied to the vehicle’s VIN, while purchaser information is tied to unique ID numbers.

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

1. Select SI demo (Fig. 53) as the Type of TRP to Issue on the Vehicle & Purchaser Search page. 
   NOTE: SI demo is the default and only choice for financial institutions.

2. Follow the vehicle and purchaser search instructions beginning with Step 2 on Pages 27-31.
   • As a financial institution, enter your own financial institution information in the Purchaser section.
   • There are no Seller or Security Interest sections.
   • The Ownership Type defaults to TRP Requestor and that is the only choice for financial institutions.

3. To issue an SI Demo TRP, follow the instructions on Pages 32-41.
   • There are no Seller or Security Interest sections.

4. For information about how to pay for the TRP, please refer to Page 100.

5. For information about how to print the TRP, please refer to Page 103.

Fig. 53
Auto Auction TRP

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

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

1. Select Auto Auction (Fig. 54) 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 Pages 27-31.
   - As an auction business, enter your own company’s information in the Purchaser section.
   - Select Purchaser as the Ownership Type.
   - There is no Security Interest section.

3. To issue an Auto Auction TRP, follow the instructions on Pages 32-41. There are a few differences:
   - The service allows you to enter a future date in the Sale Date text box.
   - There is no Security Interest section.
   - The TRP is printed in advance of the sale.

4. Once the vehicle has been sold at the auction, follow the instructions for voiding and reissuing a TRP using the Update Purchaser reason on Page 72.
   - After the auction, when you void and reissue the TRP, you will change the purchaser’s name from your company’s name to the new owner’s name.

5. For information about how to pay for the TRP, please refer to Page 100.

6. For information about how to print the TRP, please refer to Page 103.

NOTE: As an auto auction business issuing an Auto Auction TRP, enter your own company name as the Purchaser when you issue the TRP. After the sale, you will change the purchaser’s name to the new vehicle owner’s name.
View Activity

To search for and view information about your dealership’s transactions and activity, select View Activity in the Temporary Registration Permit section on the Main Menu page (Fig. 55). 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 91.
TRP Activity Date Selection

Select a range of data on the TRP Activity Date Selection page (Fig. 56).

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. 57).

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 122.
- **Void Reason:** If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to Page 120.
- **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 90.
- **Action:** Depending on the status of the TRP, you can click Void, Reissue, Reprint, or Issue 90 Day TRP. For instructions, please refer to Pages 54-89.

**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 54-89.

**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 115.
1. To view more records on one page, select 10, 20, 50, or 100 from the Viewing drop-down menu (Fig. 58).

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. 58). For more information about the Counts report, please refer to Page 51.

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 91.

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

9. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 59).

**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 Details**

1. To view details about a TRP from the TRP Activity Results page, select the desired TRP number in red text *(Fig. 60)*.

   The page displays applicable vehicle, purchaser(s), LLC agent, seller, and security interest information associated with the TRP *(Figs. 61-62, pgs. 49-50)*.

![Fig. 60](image-url)

![Fig. 61](image-url)
2. To return to the TRP Activity Results page, click **Back** (Fig. 62).

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 91.

5. 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 Activity Results page (Fig. 63).

*Fig. 63*
TRP Counts

1. The TRP Counts page displays the following summary results based on your chosen criteria (Fig. 64):
   - 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 91.

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. 64, pg. 52).

2. The TRP Count Details page displays a total number of TRPs grouped by customer ID and username based on your chosen criteria (Fig. 65) 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 91.

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. 66).

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. 67).
   - 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. 68). 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 91.

**NOTE:** If your location issues a TRP, but another location voids or reissues that TRP or issues a 90-Day TRP for the 40-day TRP, your location may not be able to perform any future actions against the TRP.

**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. 69).

2. The Print TRP page displays. For information about how to print the TRP, please refer to Page 103.

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. 70)*.

### Fig. 70

<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>03-23-2018 3:59 PM</td>
<td>AAIK456 / VEHICLE SALE</td>
<td>01D001 Dj</td>
<td>1FT8WJD7THC28387</td>
<td>Y</td>
<td>MC LAURIN, KEITH, O</td>
<td>Active Issue</td>
<td>Void (Void)</td>
<td>Void</td>
<td></td>
</tr>
<tr>
<td>03-23-2018 3:18 PM</td>
<td>AAIK456 / VEHICLE SALE</td>
<td>01D001 Dj</td>
<td>1FT8WJD7THC23837</td>
<td>Y</td>
<td>MC LAURIN, KEITH, O</td>
<td>Void (Void)</td>
<td>LOST</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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. 71)*.

### Fig. 71

<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>03-23-2018 1:42 PM</td>
<td>AAIK456 / VEHICLE SALE</td>
<td>01D001 Dj</td>
<td>JN1AIR54FSM352699</td>
<td>N</td>
<td>MATRIX, SHEILA, W</td>
<td>Void (Void)</td>
<td>WRONG VEHICLE</td>
<td>Void</td>
<td></td>
</tr>
<tr>
<td>03-23-2018 1:01 PM</td>
<td>AAIK456 / VEHICLE SALE</td>
<td>01D001 Tt</td>
<td>123456789</td>
<td>N</td>
<td>POTTER, HARRY</td>
<td>Active Issue</td>
<td>Void</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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. 72).
   - 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.

2. Select Title/VIN Mismatch from the drop-down menu (Fig. 73).
   - 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.

4. For information about how to print the TRP, please refer to Page 103.

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. 74)*. The Print TRP page displays.
2. For information about how to print the TRP, please refer to **Page 103**.

**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.
**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. 75).

![Fig. 75](image1)

**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. 76).

![Fig. 76](image2)
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. 77).
   - 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.

2. Select **Data Entry Error** from the drop-down menu (Fig. 78). 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:** 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. 79-82, pgs. 61-62).
   - You cannot change any information in gray text boxes, unless noted.

Fig. 79

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.

Fig. 80

NOTE: If you change the Ownership Type to Purchaser, Lessor, or Lessee, the service displays the Purchaser 2 section and you can enter information.

Fig. 81
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. 82).

**Add or Cancel a Security Interest**

1. To add a security interest perfection, enter the lender information in the Security Interest section (Fig. 82).
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. 83-86, pgs. 63-66).*

**Vehicle Information**

In the Vehicle section, change or add any information as needed *(Fig. 83).* Information in the gray text boxes cannot be changed.

![Vehicle & Purchaser Image](image-url)

*Fig. 83*
Purchaser(s) Information

1. In the Purchaser 1 Information section, change or add any address information as needed (Fig. 84)

**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. In the Purchaser 2 Information section, change or add any address information as needed (Fig. 85). The Purchaser 2 section appears only if the original TRP had a second purchaser or you added one on the Vehicle & Purchaser search screen (Fig. 81, pg. 62).

**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.

Fig. 85
3. If Purchaser 1 is an LLC, the LLC Agent section displays, and you can change any LLC agent information as needed (Fig. 86).

![Purchaser 1 Information Form]

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

**Fig. 86**
Seller Information

1. In the Seller section, change or add any address information as needed (Fig. 87).
2. To proceed, click Continue.

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.

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.
Change Security Interest Information

1. If the original TRP had a security interest or you added one on the Vehicle & Purchaser Search page (Fig. 82, pg. 62), the service displays the Security Interest Perfection information (Fig. 88).

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

3. To proceed, click Continue.

Fig. 88

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.
Verify All Information

1. On the Verification page, carefully review the information in following sections *Fig. 89-90, pgs. 69-70*:

   - Vehicle
   - Purchaser 1
   - Purchaser 2 (if applicable)
   - LLC Agent (if applicable)
   - Seller
   - Security Interest Perfection (if applicable)

*Fig. 89*
2. If anything is incorrect, click **Edit** (Figs. 90-91) to return to the Vehicle & Purchaser page and correct the information.

3. To proceed, click **Reissue Temporary Registration Permit**. The Print TRP page displays.

4. For information about how to print the TRP, please refer to **Page 103**.

---

**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 100**.
**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. 92)*.

**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. 93)*.
Reissue: Update Purchaser

If you are an auto auction employee, and the vehicle has been sold at an auction, you must change the purchaser’s name from your company’s name to the new owner’s name. The Update Purchaser void reason can only be used on an Auto Auction TRP.

1. To void and reissue a TRP before the permit expires and before the registration process has been started using the Update Purchaser reason, click Void in the desired row on the TRP Activity Results page (Fig. 94).

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

3. Select Update Purchaser from the drop-down menu (Fig. 95). If a security interest had been perfected, the security interest number displays on the page.

4. To proceed, click Continue.

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

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, change the Purchaser’s information *(Fig. 96).*
   - You cannot change any information in gray text boxes, unless noted.

2. If a purchaser wants the vehicle titled in two names, complete both the Purchaser 1 and Purchaser 2 sections.

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

**NOTE:**
- If the vehicle has been sold at an auction, remove your company’s name from the **Purchaser 1** section and add the new owner’s name.
- If the purchaser wants two names listed on the vehicle title, enter the second purchaser’s information in the **Purchaser 2** section.
Update Purchaser

1. On the Vehicle & Purchaser page, change or add Purchaser 1’s address information as needed (Fig. 97).

**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.

Fig. 97
2. In the Purchaser 2 Information section, change or add any address information as needed (Fig. 98).

**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.
3. If Purchaser 1 is an LLC, the LLC Agent section displays and you can change any LLC agent information as needed (Fig. 99).
Verify All Information

1. On the Verification page, carefully review the information in following sections (Figs. 100-101, pgs. 77-78):
   - Vehicle
   - Purchaser 1
   - Purchaser 2 (if applicable)
   - LLC Agent (if applicable)
   - Seller
   - Security Interest Perfection (if applicable)

![Verification Page]

Fig. 100
2. If anything is incorrect, click **Edit (Fig. 101)** to return to the Vehicle & Purchaser page and correct the information.

3. To proceed, click **Reissue Temporary Registration Permit** and the Print TRP page displays.

4. For information about how to print the TRP, please refer to **Page 103**.

![Fig. 101](image-url)
**TRP Activity Results**

After you void the TRP using the Update Purchaser void reason, the TRP’s status of Void (Void) and the void reason are listed on the TRP Activity Results page (Fig. 102).

![TRP Activity Results](image)

**Fig. 102**

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. 103).

![TRP Activity Results](image)

**Fig. 103**
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 or if the TRP was issued to the wrong vehicle, click **Void** in the desired row on the TRP Activity Results page (*Fig. 104*).

- 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.

![TRP Activity Results](image)

*Fig. 104*

**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** 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 note below.
- 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. 105*). 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**.

![Vehicle](image)

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

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

Email questions to [dojdealerinfo@mt.gov](mailto:dojdealerinfo@mt.gov).
2. The service displays a confirmation (Fig. 106).
   - 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 80.
   - 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. 106) to see the permit’s status listed as Void (Void) on the TRP Activity Results page (Fig. 107).
**Cancel Permit**

Use the Cancel Permit void reason if the customer no longer needs the permit.

- The Cancel Permit reason is available only for 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. 108). 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. 109).
   - 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. 109) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 110).
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. 111)*. 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 Vehicle Sale or Courtesy Delivery TRP using the **Wrong Vehicle** reason on the same day it was issued, you must call the MVD at 406-444-3884. A TRP fee will not be charged; a refund will appear on your registered user or credit or debit card account.

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

Email questions to [dojdealerinfo@mt.gov](mailto:dojdealerinfo@mt.gov).
2. The page displays confirmation information (Fig. 112).
   • 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 83.
   • 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.

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. 112) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 113).
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. 114).

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

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 and Courtesy Delivery 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.

![TRP Activity Results](image-url)

**Fig. 114**
1. Select **Cancellation of Sale** 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 page displays confirmation information *(Fig. 116)*.
   - 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. 116)* to see the status is listed as Void (Voidx) on the TRP Activity Results page *(Fig. 117)*. 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, you must call the MVD at 406-444-3884. The TRP fee will be collected. The vehicle must be titled and registered at a county office in the seller’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 TRP as an extended permit for the customer.

There are two 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 45.
• Using View Specific. For more information about how to search for a 40-day TRP using View Specific, please refer to Page 91.

To issue a 90-Day TRP, click Issue 90 Day TRP in the desired row on the TRP Activity Results (Fig. 118) or TRP Specific Results page (Fig. 119). 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.
Verify All Information

1. On the Verification page, carefully review the information in following sections (Figs. 120-121, pgs. 88-89):
   - 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. 121).

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 100**.

5. For information about how to print the TRP, please refer to **Page 103**.
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 54.

1. To reprint a TRP, click Print in the desired row on the TRP Activity Results page (Fig. 122).

   ![TRP Activity Results](image)

   Fig. 122

2. On the Reprint TRP page (Fig. 123), 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.
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. 124). 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 dealership’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 45.
TRP Specific Selection

1. To filter the information, enter one of the following (Fig. 125):
   - **VIN**
     - Optional **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 𝐈️.
   - **TRP Number**
     - Optional **Start Date** and **End Date** in the MM-DD-YYYY format or click on the calendar icon, 𝐈️.
   - **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. 125](image-url)
TRP Specific Results

The page displays a list of TRPs and the following information based on your chosen criteria (Figs. 126-127).

- **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 122.
- **Void Reason**: If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to Page 120.
- **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 90.
- **Action**: Depending on the status of the TRP, you can click Void, Reissue, Reprint, or Issue 90 Day TRP. For instructions, please refer to Pages 54-89.

**NOTE**: From the TRP Specific Results page (Figs. 125-126), you can reprint, void, and reissue TRPs, and issue 90-Day TRPs. For instructions, please refer to Pages 54-89.

**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 115.
1. To view more records on one page, select 10, 20, 50, or 100 from the Viewing drop-down menu (Fig. 128).

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. 128). For more information about the Counts report, please refer to Page 97.

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

6. To search for TRP activity by date, click Search Activity. For more information, please refer to Page 45.

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

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

9. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 129).
TRP Details

1. To view details about a specific TRP, select the desired TRP number in red text on the TRP Specific Results page (Fig. 130).

The page displays TRP, vehicle, purchaser(s), LLC agent, seller, and security interest perfection information (if applicable) associated with the TRP (Figs. 131-132, pgs. 95-96).
2. To return to the TRP Specific Results page, click **Back** *(Fig. 132)*.

3. To search for TRP activity by date, click **Search Activity**. For more information, please refer to **Page 45**.

4. To search for specific TRPs, click **Search Specific**.

5. 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. 133).

![TRP Specific Results](image)
**TRP Counts**

1. The TRP Counts page displays the following summary results based on your chosen criteria (Fig. 134):
   - 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 45**.

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. 134, pg. 98)*.

2. The TRP Count Details page displays a total number of TRPs grouped by customer ID and username based on your chosen criteria *(Fig. 135)* 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 the 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 45**.

6. To search for specific TRPs, 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. 136)*.

10. To close the pop-up window and return to the TRP Count Details page, click the **X**.
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 business receives. NOTE: If you issue an in-state Vehicle Sale or Courtesy Delivery 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 for 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 123.

Registered User Account

1. To have the TRP cost billed to your registered user account, select Registered User box on the Payment options page (Fig. 137).
   • You will receive monthly invoices that you can choose to pay by credit or debit card or check.
   • The page displays any fees due.
   • To learn more about becoming a registered user, select Registered User.

2. Click Charge Registered User Account (Fig. 138).
   • The next page (the Print TRP page) displays the status of the transaction.
   • The information associated with the TRP has been sent to the MVD system 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 103.

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** box on the Payment options page (Fig. 139).
   - 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. 140).
Enter card information

1. Enter the card information (Fig. 141).
   - 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 103.

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 business 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. 142).
   - 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. 143) 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 54.
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, visit Registered Services at [https://app.mt.gov/registered](https://app.mt.gov/registered) or refer to Page 9.

View your Registered User Account

1. On the Main Menu page, select View under the Registered User Account section (Fig. 144).
2. The CDB opens in a new browser tab. Enter your username and password and click Login (Fig. 145).

![Fig. 144]

![Fig. 145]
3. The first time you log in, you will see your User Profile (Fig. 146).
   • 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 Customer Database (CDB).
   • You must establish Online Security Questions.

4. Once you have selected questions and entered answers, click Submit.
   • The CDB Dashboard displays (Fig. 147).

5. 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. 147).
   • On the User Profile page, enter your current password.
   • Then enter your new password and enter it again to confirm the change (Fig. 146).
   • Click Submit.
   • To leave the CDB, click Logout and close this browser tab (Fig. 147). NOTE: Use this new password to log in to both the online TRP service and CDB.

---

**NOTE:** If you change your password, use this new password to log into both the online TRP service and the Customer Database (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 your business for a billing cycle.

1. To access the report, log in to your Registered User Account. For instructions, please refer to Page 104.

2. On the CDB Dashboard, select Reports to view your billing summary (Fig. 148).

3. On the Reports page, select Billing Summary (Fig. 149).
Select Report Criteria

1. On the Billing Summary page, select a Billing Period from the drop-down menu (Fig. 150).

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.

View Report Results

You can save and/or print the report (Fig. 151).
Balancing Report

The Balancing Report provides a list of charges for your business 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. 152).

   ![Fig. 152](image1)

2. On the Reports page, select **Balancing Reports** (Fig. 153).

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

   ![Fig. 153](image2)
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. 154).

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 business.

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. 155) 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.

![Fig. 155]
View Report Details

The Balancing Report Details page displays information (Fig. 156) 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 scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 157).

5. To return to the Balancing Report page, click Back.

6. To return to the Main Menu page, click Main Menu.
HOW TO REQUEST A REFUND

Voided TRPs

Cancellation of Sale

On the Day of Issuance

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

Before Expiration

If you void a Vehicle Sale or Courtesy Delivery TRP within the permit’s 40-day timeframe, you must send the TRP fee to the MVD. The MVD performs monthly audits and notifies your dealership about outstanding TRP fees.

After Expiration

If you void a Vehicle Sale or Courtesy Delivery TRP using the Cancellation of Sale reason after the permit has expired, you must call the MVD at 406-444-3884. The TRP fee will be collected. 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.

Wrong Vehicle

On the Day of Issuance

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

Before Expiration

If you void a TRP within the permit’s 40-day timeframe, you must send the TRP fee to the MVD. The MVD performs monthly audits and notifies your dealership about outstanding TRP fees.

Other TRP Transactions

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

Please email refund questions to dojdealerinfo@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. 158) 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. 159) 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. 160).

Helpful Resources
TRP training video: https://app.mt.gov/trptraining/dealership.html
TRP Help Topics: https://app.mt.gov/trptraining/topics/index.html
MT Help Desk: 406-449-3468, Ext. 0, or helpdesk@egovmt.com

Fig. 158

Fig. 159

Fig. 160
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. 161) 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. 162) 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. 163), 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, the MVD system (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 the MVD system is in online or offline mode (Figs. 164-165).

- 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 the MVD system.

- During that process the MVD system 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. 166).
- 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.

![Fig. 164](image1)

![Fig. 165](image2)

![Fig. 166](image3)
GLOSSARY

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.

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:

- 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. **How do I become a registered user?** Follow the process outlined at [https://app.mt.gov/registered](https://app.mt.gov/registered) and complete a Registered Services Agreement at [https://app.mt.gov/registered/pdf/Registered_Services_Agreement.pdf](https://app.mt.gov/registered/pdf/Registered_Services_Agreement.pdf). For more information, please refer to Page 9.

3. **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.

4. **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 business receives.

5. **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 Page 123.

6. **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 Page 104-105.

7. **How do I request a refund for a voided TRP?** If you void a Vehicle 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 112.

8. **How do I request a refund for other TRP transactions?** Complete Form 40-2300 and mail or fax it to the MVD. The MVD approves or denies the refund. If approved, the refund is credited to your Registered User Account or 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 112.

9. **How do I find information about my dealership’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 dealership’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 45 and 106.

10. **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/dealership.html](https://app.mt.gov/trptraining/dealership.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 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 financial institution allows a potential buyer to test drive a vehicle, for example.

As an employee of an auto dealership or auto auction businesses, a dealership with auto auction privileges, or a financial institution, 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 is available only to dealerships.

2. **Courtesy Delivery** – 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 dealerships.

3. **SI Demo** – 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. The TRP type is available only to financial institution employees.

4. **Auto Auction** – 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.

5. **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 TRP as an extended permit for the customer. This TRP type is available only to dealerships.

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

The following reasons can be used when voiding a temporary registration permit. For more information, please refer to Page 54.

<table>
<thead>
<tr>
<th>VOID REASON</th>
<th>SITUATION FOR USE</th>
<th>USE LIMITED TO THIS USER</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>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Stolen</td>
<td>When the TRP has been stolen.</td>
<td>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Damaged</td>
<td>When the TRP is damaged.</td>
<td>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Title/VIN Mismatch</td>
<td>When the title and VIN do not match.</td>
<td>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</td>
<td></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>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</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>Dealerships</td>
<td>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>No</td>
<td></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>Cancel Permit</td>
<td>When the customer no longer needs the TRP. This action voids the TRP; another TRP can be issued for the vehicle.</td>
<td>Dealerships</td>
<td>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>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>Dealerships</td>
<td>Vehicle Sale, Courtesy Delivery</td>
<td>After the permit expires, but before the title and registration process has started.</td>
<td>No</td>
</tr>
<tr>
<td>Update Purchaser</td>
<td>When the vehicle has been sold at an auction, you must change the purchaser’s name from your 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>Before the TRP expires and before the title and registration transaction has been processed.</td>
<td>Yes</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.
### TRP STATUSES

The following statuses may appear on the TRP Activity Results and TRP Specific Results pages. For more information, please refer to Pages 45 and 91.

<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 <em>before</em> 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 <em>after</em> the TRP had expired using a Cancellation of Sale void reason.</td>
</tr>
<tr>
<td>Complete (Complete)</td>
<td>TRP was manually completed <em>after</em> 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 <em>before</em> or <em>after</em> 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)</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 (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>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.