Boat Titling & Registration Program Review

- Legislative Update
- Transaction Processing Reminders
- Processor Errors
Legislative Update

Bills that may have an impact:

• HB 3530:
  - Would allow self-service storage facilities to tow vessels and outboard motors to vehicle storage facilities for disposition.
  - Proposed effective date: Sept. 1, 2019
  - Would require the creation of new application form (process mirrored on Section 2303 of the Occupations Code).
Legislative Update

Bills that may have an impact:

- **HB 4032:**
  - Would implement a cap on boat sales tax of $18,750 (equivalent to sales price of $300,000)
  - Definition of “boat” would change in Tax Code from 65 ft. limit to 115 ft. limit.
  - Proposed effective date: Sept. 1, 2019
  - Would require programming changes in BRITS & application form revisions (PWDs 143 & 144)
Transaction Processing

Reminders

Always Verify Owner ID

- If the person in your office cannot produce a valid gov’t issued photo ID, you cannot process the transaction.

  - If the customer advises they’ve called and talked to TPWD on the phone prior to coming in your office – verification of their photo ID is still required.
Transaction Processing

Reminders

Always Verify Owner ID

- Verified their ID & they’re not the owner?
  - You **cannot** process their transaction unless they have:
    - The correct application form signed by the owner of record, and
    - A Letter of Authorization (PWD 581)*
Transaction Processing
Reminders

Always Verify Owner ID

* The PWD 581 either:

- Must be completed and signed by the owner of record, or
- The processor can complete the Alternative Authorization section of the form if the owner of record:
  - Can be reached by phone, and
  - The processor can verify their identity.
Letter of Authorization (PWD 581)

This form does not function as a Power of Attorney. This form does not allow an individual other than the owner of record to sign a document or application.

The owner of record may use this form to authorize another individual to process their registration or titling transaction. This form allows the authorized individual to pick up any items issued by the department associated with the requested transaction, such as certificate of number ID cards and decals.

☐ Boat Information: TX ______ HIN (Serial #) ____________________________
  Make __________________ Year __________________

☐ Outboard Motor Information: TX ______ MIN (Serial #) ____________________________
  Make __________________ Year __________________

Please choose the transaction type requested:

☐ Registration: Renewal (ID information required if not on file); Replacement Decal; Replacement ID Card
  Individual (check one) ☐ DL ☐ ID ☐ Other ☐ ID #: __________________ ST/JCTR#: __________________ DOB: / / / 
  OR Company EIN #: __________________
  Address changed? - If yes, then enter the correction: Address __________________
  City __________________ State __________________ Zip code __________ Daytime Phone (_______)

☐ Other (transaction types below): Any transaction request other than registration (ownership transfer; replacement title; owner/asset description correction; lien holder change) MUST be accompanied by the required application(s) and applicable support document(s). Requirements for specific transactions can be found online at: http://www.tpwd.texas.gov/fishboat/boat/owner/titles_and_registration/

Application(s) MUST be signed by the owner of record AND include the owner's identification information. Common transaction types along with the application(s) required are listed below:

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Application(s) Required (submit with applicable support document(s))</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ownership Transfer</td>
<td>Vessel/Boat Application (PWD 143)</td>
</tr>
<tr>
<td>Replace Lost Title or Replace Title with Changes/Corrections</td>
<td>Outboard Motor Application (PWD 144)</td>
</tr>
<tr>
<td>Lien Changes</td>
<td>Vessel/Boat Record Maintenance (PWD 143M)</td>
</tr>
<tr>
<td></td>
<td>Outboard Motor Record Maintenance (PWD 144M)</td>
</tr>
<tr>
<td></td>
<td>Request to Release a Lien, Add a New Lien, or Correct a Lien (PWD 403)</td>
</tr>
</tbody>
</table>

I, the owner of record, hereby authorize __________________________ to submit the requested transaction(s) on my behalf for the boat, vessel, and/or outboard motor listed.

Owner Name __________________________ Signature __________________________ Date __________

Alternative authorization – If owner of record has not signed above

Staff verification by phone: The following person appeared on behalf of the owner of record to submit the transaction(s) requested above. For registration renewals, if the owner's ID information is not on file, it must be obtained from the owner and recorded above under “Registration”:

Authorized person: __________________________
Owner of Record: __________________________
Owner’s daytime phone (_____): __________________________

TPWD or County staff signature: __________________________ Date: __________
Exception? Yes.

- The spouse of the owner of record may renew registration or obtain a replacement ID card/decals.
- The spouse must have:
  - Same last name as owner of record, and
  - Same address as owner listed on their ID.
Transaction Processing Reminders

Always Verify Owner ID

• If the spouse has:
  - Different last name, and/or
  - ID indicates a different address, and/or
  - Request is for any type of transaction that involves a title (new title/registration, ownership transfer, add/release lien, replacement title)

• Then the PWD 581 is required, as well as the appropriate application form signed by the owner of record.
Transaction Processing

Reminders

Date of Birth & ID Number

- Additional validation for date of birth put in production in BRITS in April:
  - Owner is 10 years old or younger
  - Owner is more than 100 years old

Ex:
Transaction Processing Reminders

Date of Birth & ID Number

- Validations won’t catch every error.
- Double check the accuracy of both the date of birth and ID number at the time of data entry.
Owner & Lien Holder Auto-Fill Feature

- Processors can auto-fill owner/lien holder information when an applicant has submitted more than one boat and/or outboard motor application.

- This option is only available on the PWD 143 (Boat Application) and PWD 144 (Outboard Motor Application) for Title & Registration, Title Only, and Registration for USCG Documented Vessel transactions.
Transaction Processing

Reminders

Owner & Lien Holder Auto-Fill Feature

- The “Select Owner” and “Select Lien Holder” buttons display on the owner, co-owner and lien holder screens for additional PWD 143 and PWD 144 items added to an order.

- The buttons are not displayed for the first transaction entered in an order (since there are no pre-existing names to be displayed).
Transaction Processing Reminders

Owner & Lien Holder Auto-Fill Feature

• Use the “Select Owner” (or “Select Lien Holder”) button to display a list of previously entered owner/line holder name(s) within that existing order.

• When the processor selects the appropriate name from the list, the name, owner identification, address, email address, and phone number automatically populate in those fields.
## Owner Information

### Purchaser/Applicant - Primary Owner

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>EIN</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Suffix</td>
<td>NONE</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>MI</td>
<td></td>
</tr>
<tr>
<td>DOB</td>
<td></td>
</tr>
<tr>
<td>ID Number</td>
<td></td>
</tr>
<tr>
<td>ID Type</td>
<td></td>
</tr>
<tr>
<td>ID Issued By</td>
<td></td>
</tr>
<tr>
<td>US State</td>
<td></td>
</tr>
<tr>
<td>MX State</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
</tbody>
</table>

### Mailing Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>County Name</td>
<td>GALVESTON (084)</td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
</tbody>
</table>

- [ ] Foreign Address
- [ ] US Citizen
- [ ] Make Name/Address Private
Motor's TX/M Number: 7845EV  Serial/Hull ID Number: J5977948

Owner Information

Purchaser/Applicant - Primary Owner
- Company Name [ ]
- EIN [9 digits (no dash)]
  OR
- Last Name: SMITH
- Suffix: NONE
- First Name: JOHN
- MI: D
- DOB: 05/17/1986
- ID Number: 12345678
- ID Type: US DRIVER'S LICENSE
- ID Issued By: US State: TX
- Mailing Address
  - Address Line 1: 123 ABC LANE
  - City: AUSTIN
  - State: TX
  - Zip Code: 78744
  - County Name: TRAVIS (227)

Phone Primary: 512-555-1234  Format: (111) 111-1111  Email: JOHND SMITH@MAIL.COM

Select Owner

Continue >>  Cancel
Transaction Processing Reminders

Owner & Lien Holder Auto-Fill Feature

- Use of this feature is optional.
- Processors should continue to be aware that if multiple transactions are processed within one order, and one of the transactions needs to be voided, then all transactions within the order must be voided.
Transaction Processing Reminders

Tax Affidavit Information

• Double check entries when keying tax affidavit information:
  - Make sure date of sale & sales price are correct.
  - Make sure you haven’t missed giving credit for a trade-in.
  - If the sales price is marked as combined for the boat and outboard motor, make sure you don’t charge the customer twice.
Processor Errors

A Closer Look…

• What is a processor error?
• When is it appropriate?
• How is it completed?
• Audit Compliance (Common Mistakes)
What is a Processor Error?

• A processor error is a transaction in BRITS used to make correction(s) at “no fee” due to a data entry error.
  ➢ For example, the name or asset description is incorrect due to clerk error.

• Some processor error transactions may also require a fee authorization code (i.e. Quick Titles).
  ➢ For example, the transaction just processed included a quick title, or the error is discovered after the initial transaction and the title is scheduled to print soon or has already printed.
When is a Processor Error Appropriate?

A processor error should be used:

• When the error has been confirmed to have been on the part of the processor (TPWD or participating TAC agent).

• For situations where a decal should be re-issued due to a processor or system error (i.e. wrong month punched out or problems have occurred with or at fulfillment due to clerk or system problems).

• When the correction does not affect fees.

Examples: Name correction, vessel description* & lien holder information

*Excluding the length when it changes registration class.
How is a Processor Error Completed?

To complete a processor error:

• Confirm an error occurred and that it was a TPWD or participating TAC agent error by viewing the original transaction documents.

• It is not necessary to contact your TPWD Field Liaison, unless:
  ➢ You have questions
  ➢ You need copies of the original documents, or
  ➢ You need a fee override authorization code to issue a quick title
How is a Processor Error Completed?

To complete a processor error: (cont’d)

- Complete the associated PWD 143M, PWD 144M, or PWD 403 application form.
  - Appropriate documentation supporting the error should either be attached, or the processor should provide a written statement (including the processors name, agent location, and the date) verifying the error.
How is a Processor Error Completed?

To complete a processor error: (cont’d)

- Process the transaction in BRITS.
  - The system functionality is based on the answers selected and will open the appropriate fields to indicate the type of correction needed.
  - The screens that apply to the corrections you select will follow (Owner, Vessel Description, Lienholder, etc.) with the applicable fields (determined by “yes” or “no” and whether titled or not titled) open for edit.
  - If a fee override code applies, enter the authorization code at the Order Summary/Checkout screen.
How is a Processor Error Completed?

To complete a processor error: (cont’d)

- The selections you make in BRITS should mirror the selections you made on the associated application form, and vice versa.
How is a Processor Error Completed?

• If the record contains a title the processor must answer the following question (both on the PWD 143M & PWD 144M forms and in BRITS):
  ➢ Does the previous transaction being corrected involve a title?
  ➢ Answer ‘Yes’ or ‘No’
  ➢ If a new title should be issued, select ‘Yes’
  ➢ If not, select ‘No’

N. A processing error was made on my vessel documents.

To correct an address only, prior to the printing of title(s) and/or ID card(s) being mailed from TPWD Headquarters, use Section G, not Section N. You will not be charged to correct a TPWD error. You must return any incorrect documents (title, ID card, decal).

Does the previous transaction being corrected involve a title?

[ ] No  [ ] Yes – Check the box that applies: [ ] Title is attached  [ ] Title is lost or destroyed  [ ] Title not printed

Was it a Quick Title?  [ ] No  [ ] Yes (If yes, a fee override will be required.)

Indicate the type of correction needed below and record applicable changes in Section(s) O, P and/or Q.


OFFICE USE ONLY

One of the following must be submitted with the application:  • Photocopy of documentation highlighting the error  • Processor’s signed statement confirming the error  • Processor’s signed statement providing acceptable reason (when not a TPWD error)

For owner/lien holder name and address changes, and boat description changes, see page 2.
If ‘No’ is checked:

- For titled records (boats & outboard motors): Only information that does not affect what is printed on a title will be enabled in BRITS.

- This includes items 1, 2, 3, & 5*.

* Option enabled for vessels only. All fields on the vessel description screen will be disabled except “reissue decal”, “use”, and “Antique” (if the year built is 35 years or older) because these items are not printed on the title.

• No title will be generated for these transactions.

---

N. A processing error was made on my vessel documents.

To correct an address only, prior to the printing of title(s) and/or ID card(s) being mailed from TPWD Headquarters, use Section G, not Section N. You will not be charged to correct a TPWD error. You must return any incorrect documents (title, ID card, decal).

Does the previous transaction being corrected involve a title?

- ☐ Yes – Check the box that applies:
  - ☐ Title is attached
  - ☐ Title is lost or destroyed
  - ☐ Title not printed

Was it a Quick Title?  ☐ No  ☐ Yes  (If yes, a fee override will be required.)

Indicate the type of correction needed below and record applicable changes in Section(s) O, P and/or Q.


OFFICE USE ONLY

One of the following must be submitted with the application:

- Photocopy of documentation highlighting the error
- Processor’s signed statement confirming the error
- Processor’s signed statement providing acceptable reason (when not a TPWD error)

For owner/lender name and address changes, and boat description changes, see page 2.
If ‘No’ is checked: (Cont’d)

- For **non-titled vessel** records:
  - Items 1, 2, 3, 4 & 5* will be enabled in BRITS.
  - All fields on the vessel description screen will be enabled.
  - Only Item 5. Lien holder information, will be disabled (because liens are not entered for registration only vessels).

- No title will be generated for these transactions.

N. A processing error was made on my vessel documents.

To correct an address only, prior to the printing of title(s) and/or ID card(s) being mailed from TPWD Headquarters, use Section G, not Section N. You will not be charged to correct a TPWD error. You must return any incorrect documents (title, ID card, decal).

Does the previous transaction being corrected involve a title?

- [ ] No
- [ ] Yes – Check the box that applies:  
  - Title is attached
  - Title is lost or destroyed
  - Title not printed

Was it a Quick Title?  
- [ ] No
- [ ] Yes (If yes, a fee override will be required.)

Indicate the type of correction needed below and record applicable changes in Section(s) O, P and/or Q.

- [ ] 1. Owner email, phone, citizenship
- [ ] 2. Owner address
- [ ] 3. ID change
- [ ] 4. Owner name
- [ ] 5. Vessel description
- [ ] 6. Lien holder info

**OFFICE USE ONLY**

One of the following must be submitted with the application:

- Photocopy of documentation highlighting the error
- Processor’s signed statement confirming the error
- Processor’s signed statement providing acceptable reason (when not a TPWD error)

For owner/lien holder name and address changes, and boat description changes, see page 2.
If ‘Yes’ is checked (boats and outboard motors):

- You must account for the incorrect title. Select one of the three options:
  - Title Attached
  - Title Lost or Destroyed *
  - Title not Printed

  * Should not be used solely to provide a replacement title the owner lost (the standard replacement fee is required) or change the address.

- On the application form you must indicate if the previous transaction was a Quick Title. If “Yes”, in BRITS the option for Quick Title service must also be selected and a fee override code must be obtained from your TPWD Field Liaison.
How is a Processor Error Completed?

- If ‘Yes’ is checked (boats and outboard motors): (Cont’d)
  - Items 1 - 5 will be enabled in BRITS. (Item 6 will be enabled only if there is an existing lien on record.)
  - Note: The PWD 403 – Processor Error should be used to add or release missed lien holders, or correct lien holder information when there are no corrections to the owner or vessel description information (the PWD 403 does not generate an ID card).

- A title will not be generated for transactions with only item 1 or 3 selected.
- A title will be generated for transactions with items 2, 4, 5, & 6 selected.

N. A processing error was made on my vessel documents.

To correct an address only, prior to the printing of title(s) and/or ID card(s) being mailed from TPWD Headquarters, use Section G, not Section N. You will not be charged to correct a TPWD error. You must return any incorrect documents (title, ID card, decal).

Does the previous transaction being corrected involve a title?
- No
- Yes – Check the box that applies:
  - X Title is attached
  - Title is lost or destroyed
  - Title not printed

Was it a Quick Title?
- No
- Yes (If yes, a fee override will be required.)

Indicate the type of correction needed below and record applicable changes in Section(s) O, P and/or Q.
- 1. Owner email, phone, citizenship
- 2. Owner address
- 3. ID change
- 4. Owner name
- 5. Vessel description
- 6. Lien holder info

OFFICE USE ONLY
One of the following must be submitted with the application:
- Photocopy of documentation highlighting the error
- Processor’s signed statement confirming the error
- Processor’s signed statement providing acceptable reason (when not a TPWD error)

For owner/lien holder name and address changes, and boat description changes, see page 2.
How is a Processor Error Completed?

- For the PWD 143M, PWD 144M, and PWD 403 forms, in addition to completing the processing error section of the form, the section of the form applicable to the information being corrected will also need to be completed.

- For example, if the vessel serial number requires correction, the correct serial number will need to be listed in section Q. Vessel description, Vessel serial/hull ID number:

```
Q. Vessel description. Use this space to indicate changes to the vessel description.

<table>
<thead>
<tr>
<th>Serial/Hull ID # (from Section C)</th>
<th>Make (Manufacturer)</th>
<th>Model</th>
<th>Length FT.</th>
<th>Year Built</th>
<th>Mdl/Prog Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLE2160B101</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hull Material</th>
<th>Predominant Color</th>
<th>Propulsion Type</th>
<th>Fuel Type</th>
<th>Vessel Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Aluminum</td>
<td>○ White/Beige</td>
<td>○ Propeller</td>
<td>○ Gasoline</td>
<td>○ Pleasure</td>
</tr>
<tr>
<td>○ Fiberglass</td>
<td>○ Gray/Silver</td>
<td>○ Waterjet</td>
<td>○ Electric</td>
<td>○ Livery</td>
</tr>
<tr>
<td>○ Plastic</td>
<td>○ Brown/Tan/Brone</td>
<td>○ Sail</td>
<td>○ Diesel</td>
<td>○ Charter Fishing</td>
</tr>
<tr>
<td>○ Wood</td>
<td>○ Red/Maroon</td>
<td>○ Air Thrust</td>
<td>○ Other</td>
<td>○ Commercial</td>
</tr>
<tr>
<td></td>
<td>○ Green</td>
<td>○ Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Yellow/Gold</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Orange</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Check if change is for: [ ] Owner [ ] Co-owner [ ] Rights of Survivorship? [ ] Yes-attach form PWD 790. [ ] Are you a U.S. citizen? [ ] Yes [ ] No

- Name: [ ] Individual ID Type (check one): [ ] DL [ ] ID [ ] Other
- Mailing or [ ] Email Address
- DOB: / / ID #: ST/CTRY:
- City: [ ] State: [ ] Zip Code: ( )
- Company EIN: EIN #: ( )
- Last Name or Company Name: [ ] Suffix: [ ] First Name: [ ] MI: [ ] Lien Date (mm/dd/yy): / / 
- Address: [ ] City: [ ] State: [ ] Zip Code: ( )
- Phone Number: ( )
How is a Processor Error Completed?

Example: The owner of record comes into your office and states his name is misspelled on his boat title.

- You must confirm the error was made by the person who processed the transaction by checking the original documents submitted by the customer.

  - If they have already been mailed to TPWD for imaging, or the original transaction was processed in another office, you can contact your TPWD Field Liaisons for further assistance and copies of the original transaction.
Example: The owner of record comes into your office and states his name is misspelled on his boat title.

- Once the error has been confirmed:
  - The customer will need to surrender the original title and ID card (corrected replacements will be issued once the processor error transaction has been completed).
  - You will complete a PWD 143M application form, either attaching documentation to support the error (a copy of the original transaction) or verifying the processor error in a written statement in the margin of the application form. (Ex: Verified owner’s first name misspelled due to processor data entry error. Gerald Averill TPWD HQ, 6/12/19)
  - You will have the customer sign and date the form.
    → If the customer is unavailable, explain and you sign and date.
  - You will complete the processor error transaction in BRITS.
Vessel/Boat Records Maintenance (PWD 143-M)

Tx Number: 5602DR  Vessel Serial/Hull ID Number: SB275666D685

Renewal of Registration
- D. Registration
- E. Registration with Address, Phone or Email Change
- F. State Park Donation

No Revised Documents Will be Provided
- G. Address, Email, or Phone Change
- H. ID Change
- I. Citizenship Change

J. Request Replacement Documents Due to Information Changes
- 1. The owner name needs changing
- 2. The Owner/Lienholder address needs changing
- 3. The vessel description has changed

Check the box that applies:
- a. My title is attached
- b. My title is lost or destroyed

K. Request Replacement Documents - Original is Lost or Destroyed.
- 1. Title is Lost or Destroyed
- 2. Certificate of Number ID Card is Lost or Destroyed
- 3. Decals Have Been Lost or Destroyed (Issues ID card and Decals)

Quick Title Service
- L. Quick Title Service

Extra ID Cards
- M. Order Extra ID Card(s)  How many cards?: 0

N. A Processing Error Was Made On My Vessel/Boat Documents

Does the PREVIOUS transaction being corrected involve a title?
- No
- Yes - Check the box that applies:  Title Attached  Title Lost or Destroyed  Title not Printed

- 1. Owner Email, Phone, or Citizenship
- 2. Owner Address
- 3. ID Change
- 4. Owner Name
- 5. Vessel Description
- 6. Lienholder Information

Reset Checkboxes  Continue  Cancel
### Renewal of Registration

- **D. Registration**
- **E. Registration with Address, Phone or Email Change**
- **F. State Park Donation**

### No Revised Documents Will be Provided

- **G. Address, Email, or Phone Change**
- **H. ID Change**
- **I. Citizenship Change**

### J. Request Replacement Documents Due to Information Changes

- **1. The owner name needs changing**
- **2. The Owner/Lienholder address needs changing**
- **3. The vessel description has changed**

Check the box that applies:
- **a. My title is attached**
- **b. My title is lost or destroyed**

### K. Request Replacement Documents - Original is Lost or Destroyed.

- **1. Title is Lost or Destroyed**
- **2. Certificate of Number ID Card is Lost or Destroyed**
- **3. Decals Have Been Lost or Destroyed (Issues ID card and Decals)**

### Quick Title Service

- **L. Quick Title Service**

### Extra ID Cards

- **M. Order Extra ID Card(s)**

How many cards? 0

### N. A Processing Error Was Made On My Vessel/Boat Documents

Does the PREVIOUS transaction being corrected involve a title?

- **No**
- **Yes - Check the box that applies:**
  - **Title Attached**
  - **Title Lost or Destroyed**
  - **Title not Printed**

- **1. Owner Email, Phone, or Citizenship**
- **2. Owner Address**
- **3. ID Change**

- **4. Owner Name**
- **5. Vessel Description**
- **6. Lienholder Information**

[Reset Checkboxes] [Continue] [Cancel]
### Vessel/Boat Records Maintenance (PWD 143-M)

<table>
<thead>
<tr>
<th>Tx Number</th>
<th>Vessel Serial/Hull ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5602DR</td>
<td>SB275656D585</td>
</tr>
</tbody>
</table>

#### Renewal of Registration

- D. Registration
- E. Registration with Address, Phone or Email Change
- F. State Park Donation

#### No Revised Documents Will be Provided

- G. Address, Email, or Phone Change
- H. ID Change
- I. Citizenship Change

#### J. Request Replacement Documents Due to Information Changes

- 1. The owner name needs changing
- 2. The Owner/Lienholder address needs changing
- 3. The vessel description has changed

Check the box that applies:

- a. My title is attached
- b. My title is lost or destroyed

#### K. Request Replacement Documents - Original is Lost or Destroyed.

- 1. Title is Lost or Destroyed
- 2. Certificate of Number ID Card is Lost or Destroyed
- 3. Decals Have Been Lost or Destroyed (Issues ID card and Decals)

#### Quick Title Service

- L. Quick Title Service

#### Extra ID Cards

- M. Order Extra ID Card(s)

How many cards? 0

#### N. A Processing Error Was Made On My Vessel/Boat Documents

Does the PREVIOUS transaction being corrected involve a title?

- No
- Yes - Check the box that applies:
  - 1. Owner Email, Phone, or Citizenship
  - 2. Owner Address
  - 3. ID Change
  - 4. Owner Name
  - 5. Vessel Description
  - 6. Lienholder Information
### Renewal of Registration
- D. Registration
- E. Registration with Address, Phone or Email Change
- F. State Park Donation

### No Revised Documents Will be Provided
- G. Address, Email, or Phone Change
- H. ID Change
- I. Citizenship Change

### J. Request Replacement Documents Due to Information Changes
- 1. The owner name needs changing
- 2. The Owner/Lienholder address needs changing
- 3. The vessel description has changed

Check the box that applies:
- a. My title is attached
- b. My title is lost or destroyed

### K. Request Replacement Documents - Original is Lost or Destroyed.
- 1. Title is Lost or Destroyed
- 2. Certificate of Number ID Card is Lost or Destroyed
- 3. Decals Have Been Lost or Destroyed (Issues ID card and Decals)

### Quick Title Service
- L. Quick Title Service

### Extra ID Cards
- M. Order Extra ID Card(s)

How many cards? 0

### N. A Processing Error Was Made On My Vessel/Boat Documents

Does the PREVIOUS transaction being corrected involve a title?
- No
- Yes - Check the box that applies:
  - Title Attached
  - Title Lost or Destroyed
  - Title not Printed

1. Owner Email, Phone, or Citizenship
2. Owner Address
3. ID Change
4. Owner Name
5. Vessel Description
6. Lienholder Information
<table>
<thead>
<tr>
<th><strong>Owner Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company</strong></td>
</tr>
<tr>
<td><strong>EIN</strong></td>
</tr>
<tr>
<td><strong>Last</strong></td>
</tr>
<tr>
<td><strong>Suffix</strong></td>
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<tr>
<td><strong>First</strong></td>
</tr>
<tr>
<td><strong>MI</strong></td>
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<tr>
<td><strong>DOB</strong></td>
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<tr>
<td><strong>ID Number</strong></td>
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<tr>
<td><strong>ID Type</strong></td>
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<tr>
<td><strong>ID Issued by</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Address1</strong></td>
</tr>
<tr>
<td><strong>Address2</strong></td>
</tr>
<tr>
<td><strong>City</strong></td>
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<tr>
<td><strong>State</strong></td>
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<tr>
<td><strong>Zip</strong></td>
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<tr>
<td><strong>Province</strong></td>
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<td><strong>Delivery Code</strong></td>
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<tr>
<td><strong>Country</strong></td>
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<tr>
<td><strong>Phone/Email</strong></td>
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<tr>
<td><strong>Phone Primary</strong></td>
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<tr>
<td><strong>Indicators</strong></td>
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<tr>
<td><strong>Primary Owner</strong></td>
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<tr>
<td><strong>Back</strong></td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Processing Error Owner Name/Address</td>
</tr>
<tr>
<td>Standard Title - No Charge</td>
</tr>
<tr>
<td>Replacement ID card - No charge</td>
</tr>
</tbody>
</table>

$0.00
Processor Error Audit Compliance
(Most Common Mistakes)

• No copy of the documentation highlighting the error or processor’s written, signed statement confirming TPWD or participating TAC agent error.
  - Attach a copy of the prior transaction documents or make a written notation that the processor error was verified and sign and date.

• Incomplete Forms.
  - Complete the entire Processor Error section and enter the information that needs correction in the appropriate field(s) on the form.
  - Make sure the owner (or processor if owner unavailable) signed the form.
  - Noted comments are not signed by the processor.
• Incorrectly issued title/decal not submitted with transaction or properly accounted for (explained in writing).

• **Any time** the incorrect item is not present you should explain (document) why.

  ➢ Example Scenario:

  Correcting the vessel description (PWD 143M) prior to a lien release (PWD 403) – write on the 143M: ‘The incorrectly issued title is attached to the PWD 403 processed today TPWD HQ, Julie Aronow 6/4/19.’
TPWD Field Liaisons
512-389-4393

- Are available to help you Mon-Fri, 8am-5pm
  - Documentation questions…
  - Reconciliation issues…
  - Processing a transaction in BRITS – they can view your screen and follow along to make sure you get it right…

- Need to refer a customer to us?
  - Boat Information Phone Bank: 1-800-262-8755
• Questions?
Thank you!