



Lienholder e-Services Overview

Proprietary and Confidential

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1 e-Services Overview

e-Services is a suite of web-based tools that allows lienholders to complete transactions online with the Michigan Department of State (MDOS).

Upon logging into e-Services, lienholders can view their business information along with the tasks that can be performed on e-Services. The different panels and tabs allow the lienholders to view a variety of information.

The screenshot shows the Michigan Department of State e-Services interface. At the top, there is a navigation bar with links for 'SOS Home', 'MI.gov', 'FAQs', and 'Contact Us'. Below this is a header for the 'Michigan Department of State' with a support icon and a user profile icon. The main content area is titled 'ELT LIENHOLDER' and displays the user's ID as '**-***2039' and their address: '7064 CROWNER DR, DIMONDALE MI 48821-5003 EATON COUN'. A 'Request Access' panel is visible, containing two options: 'Request Code' (to request an authorization code) and 'Add Account Access' (to use an authorization code to add account access). To the right, a welcome message says 'Welcome, ELT Lienholder' with a 'Manage My Profile' link. Below the main content, there are tabs for 'Summary', 'Action Center', 'Settings', and 'More...'. The 'Summary' tab is active, showing the lienholder's details: 'COMMUNITY FIRST', '230 HARPAM ST', 'COMMERCE TOWNSHIP MI 48382-3246 OAKLAND COUNTY'. The account information is displayed as 'Account LH095794' with a 'Balance' of '\$0.00'. A list of actions is available: 'Release Lien', 'Change Electronic Lien Filing Date', 'Print Electronic Title', 'Search for a Title', and 'More...'.

The **Support Menu** icon displays the **View Support ID** hyperlink. Selecting this hyperlink retrieves an ID that users can give to MDOS employees performing system support. When given this ID, the MDOS employee will then have permission to view the screen as users work so they can best help lienholders navigate the system.

The **Profile Menu** icon displays options to view the profile or to log off quickly. The **My Profile** hyperlink navigates lienholders to the same page as the **Manage My Profile** hyperlink.

Request Access Panel

The **Request Access** panel allows the lienholders to gain access to different types of accounts on e-Services. Select the **Request Code** hyperlink to receive an authorization code of the account you would like access to. Then use the **Add Account Access** hyperlink to use the authorization code to gain access to the requested account.

Summary tab

The **Summary** tab contains information about the logged in lienholder. The account panel displays the account type, account identifier, balance, and a list of actions that are available. For lienholders, this



includes activities such as Release Lien, Change Electronic Lien Filing Date, Print Electronic Title, Search for a Title, Delete Lien, Add Users, and more.

Action Center tab

The **Action Center** tab contains alerts and notifications of any unread messages or letters that the lienholder receives. If there are any unread letters or messages, a notification is displayed above the **Action Center** tab or near the **Manage My Profile** hyperlink in the top left corner. Navigate to the messages or letters by selecting the corresponding hyperlinks. Dismiss a message or letter by selecting the **Close** icon for the message. If the lienholder does not have any unread messages or letters, a green panel is displayed with a message stating that no actions are requiring attention.

More tab

The **More...** tab displays three panels: Submissions, Letters, and Messages. Select the hyperlink within each panel to view the applicable information.

- **Submissions** panel – Submissions are now housed in the **More...** tab from the account home page. Displays any submissions the user makes (i.e., release lien, delete lien).
- **Letters** panel – Displays any letters the user receives from MDOS.
- **Messages** panel – Displays any messages the user receives from MDOS.

Manage My Profile

The **Action Center** contains alerts and notifications of any unread messages or letters that the lienholder receives. If there are any unread letters or messages, they will display here.

The **More...** tab displays three panels: Submissions, Letters, and Messages. Select the hyperlink within each panel to view the applicable information.

- **Access** panel – Manage access for users by using the activities listed in this panel.
- **Submissions** panel – Displays any submissions the user makes (i.e., release lien, delete lien).
- **Activity** panel – Displays all activities submitted from e-Services for the lienholder.



2 New Electronic Lien and Title Functionality

Release Lien Activity

Lienholders must complete a Release Lien activity when a customer satisfies the electronic lien on their vehicle. Once all electronic liens are released, MDOS will print and mail the title to the vehicle owner.

To release a lien on e-Services:

1. Select the **Release Lien** hyperlink.
2. Enter information into the applicable fields.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien

Vehicle Lookup

Vehicle Lookup

What type of vehicle is this lien on? *

Please enter the VIN

- a. If a vehicle is being refinanced, the lienholder can release the lien and add the new lienholder at the same time. For the **Is this a refinance?** question, select the **Yes** button. Then enter the electronic lienholder ID for the new lienholder and the lien filing date.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien

Vehicle Lookup

Vehicle Detail

Confirmation

Vehicle	Owners	
2015 HONDA PILOT STATION WAGON	KEVIN TREY STRICKLAND	
Address		
23580 WILLIAMSBURG CIR APT A WOODHAVEN MI 48183-3353		
Lien Filing Date	Is this the correct vehicle?	Lien Release Date *
04-Jan-2021	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	<i>Required</i> <input type="button" value="Print"/>
Is this a refinance?	Electronic lienholder ID *	Filing Date *
<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	<i>Required</i> <input type="text"/>	<i>Required</i> <input type="button" value="Print"/>
Will there be a second lienholder added? *		
<input type="button" value="Yes"/> <input type="button" value="No"/>		



- b. If the title needs to be mailed to a different address, select the **Yes** button to the **Would you like to change the title mailing address?** question. Enter the recipient name and new title mailing address.
 - i. When adding a mailing address you must certify the information entered is correct.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien

- Vehicle Lookup
- Vehicle Detail

Confirmation

Vehicle	2015 HONDA PILOT STATION WAGON	Owners	KEVIN TREY STRICKLAND
Address			
23580 WILLIAMSBURG CIR APT A WOODHAVEN MI 48183-3353			
Lien Filing Date	04-Jan-2021	Is this the correct vehicle? *	Yes No
Is this a refinance? *		Lien Release Date *	
Yes No		Required	
Would you like to change the title mailing address?		Recipient Name *	
Yes No		Required	
Title Mailing Address			
Street *	Unit Type		Unit
Required	Unit Type		Unit
Street 2	City *		Required
State	Zip *	Verify Address	
MICHIGAN	Required	!	
⚠ You must verify the entered address to continue			
<input type="checkbox"/> I certify that the customer has acknowledged the above address is correct and they are aware that this is the address the title will be mailed to. *			

Cancel

< Previous **Next** >



3. Continue to complete each section by entering in the applicable information and selecting the **Next** button.
 - a. The lienholder is charged a \$1 lienholder fee. On the Fee section, if the lienholder has an EFT account, an option to charge the title fee to the EFT account will display.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien Vehicle Lookup Vehicle Detail Payment Fees	Fees	
	Lienholder Fee	1.00
		1.00
	Would you like to pay with your registered e-Check account? *	
	Yes	No

Cancel

< Previous Next >

- b. If the vehicle is being refinanced and a new electronic lien is being added, there will be an additional \$15 title fee.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien Vehicle Lookup Vehicle Detail Lienholder Confirmation Payment Fees	Fees	
	Lienholder Fee	1.00
	Title Correction Fee	15.00
		16.00
	Would you like to pay with your registered e-Check account? *	
Yes	No	

Cancel

< Previous Next >

4. Verify the information added to the activity and select the **Submit** button.

< ELT LIENHOLDER

Electronic Lien Release

Release Lien Vehicle Lookup Vehicle Detail Lienholder Confirmation Payment Fees: \$16.00 Summary	Lien release for : 5FNRL5H36HB020311	
	2017 HONDA ODYSSEY Station Wagon	
	Owner(s) : RONALD JENKEES	
	Address : 517 MALL CT LANSING MI 48912-5200	
	Release Date : 25-Feb-2021	
	Refinance with Leinholder(s) : ELT LIENHOLDER	

Cancel

< Previous **Submit** >



- 5. The Items section displays with the lienholder fee.
 - a. If the lienholder fee was charged to an EFT account, select the **Confirm** button to finalize the lien release.

< ELT LIENHOLDER

Items

ELT LIENHOLDER Lienholder LH017522 Electronic Lien Release, \$16.00 to be paid. Delete

Select **Confirm** to complete your transaction(s)

Payment

Due Now: \$0.00

Confirm

I have more to do before I checkout

- b. If the lienholder fee was not charged to an EFT account, the lienholder can either checkout or process more transactions.
 - i. Select the **I have more to do before I checkout** button to keep processing more transactions. Otherwise, select the **Check Out** button.

< ELT LIENHOLDER

Items

ELT LIENHOLDER Lienholder LH017522 Electronic Lien Release \$16.00 Delete
--

Payment

Due Now: \$16.00

Checkout

I have more to do before I checkout

- iii. Select the form of payment: credit card or checking account.
 - 1. If a credit card is used, a credit card processing fee will be charged.
 - iv. Select the **OK** button. CARS navigates to an external site to complete the payment.
 - v. Once the payment is processed and completed, the lienholder is navigated back to CARS.
- 6. The option to print a receipt is available by selecting the **Print Receipt** button. Select the **OK** button to complete the process.



Change Electronic Lien Filing Date Activity

The Change Electronic Lien Filing Date activity is available for when lienholders need to modify a filing date according to when the lienholder was added, or if the customer is refinancing their vehicle with the existing lienholder.

To change an electronic lien filing date on e-Services:

1. Select the **Change Electronic Lien Filing Date** hyperlink.
2. Enter information into the applicable fields.

< ELT LIENHOLDER

Change Electronic Lien Filing Date

Modify Lien Vehicle Lookup	Vehicle Lookup	
	What type of vehicle is this lien on? * <input type="button" value="Vehicle"/> <input type="button" value="Watercraft"/>	Please enter the VIN <input type="text"/>
<input type="button" value="Cancel"/>		<input type="button" value="Previous"/> <input type="button" value="Next"/>

3. Continue to complete each section by entering the applicable information and selecting the **Next** button. Once all sections are completed, verify the correct information.

< ELT LIENHOLDER

Change Electronic Lien Filing Date

Modify Lien Vehicle Lookup Confirmation	Confirmation		
	Vehicle 2017 HONDA ODYSSEY STATION WA	Owners RONALD JENKEES	
	Address 517 MALL CT LANSING MI 48912-5200 USA		
	Is this the correct vehicle? * <input type="button" value="Yes"/> <input type="button" value="No"/>	Current Filing Date 27-Dec-2019	New Filing Date * Required <input type="text"/>
<input type="button" value="Cancel"/>		<input type="button" value="Previous"/> <input type="button" value="Next"/>	



4. Select the **Submit** button to submit the activity.

< ELT LIENHOLDER

Change Electronic Lien Filing Date

Modify Lien Vehicle Lookup Confirmation Summary	Lien modification for : 5FNRL5H36HB020311
	2017 HONDA ODYSSEY Station Wagon
	Owner(s) : RONALD JENKEES
	Address : 517 MALL CT LANSING MI 48912-5200 USA
	New Filing Date : 25-Feb-2021

The new filing date now displays in the List of Electronic Titles activity after selecting the **View Details** hyperlink.

< ELT LIENHOLDER

ELT Vehicle Search

Vehicle Type: Vehicle VIN: 5FNRL5H36HB020311

Title Information

Title Number: MI0000042435 Title Issue Date: 28-FEB-2021 Electronic Title

Vehicle Information

Year: 2017	Make: HONDA	Model: ODYSSEY	Body Style: STATION WAGON
MSRP: 30,234	Unladen Weight: 2,000	Mileage: 142	Mileage Brand: ACTUAL MILEAGE
Vehicle Brands: NONE			<input type="checkbox"/> Survivor Rights

Ownership Information

Name	Address
RONALD JENKEES	

Lienholder Information

Name	Address
ELT LIENHOLDER	7064 CROWNER DR DIMONDALE MI 48821-5003
Filing Date	Lien Position
25-Feb-2021	First Secured Party



Print Electronic Title Activity

Complete a Print Electronic Titles activity when a lienholder or customer needs to print the electronic title. This should be done in limited circumstances (i.e., customer is moving out of state and needs to title their car in a different state).

To request a title held electronically to be printed on e-Services:

1. Select the **Print Electronic Title** hyperlink.
2. Enter information into the applicable fields.

< ELT LIENHOLDER

Print Electronic Title

- a. If the title needs to be mailed to a different address, select the **Yes** button to the **Would you like to change the title mailing address?** question. Enter the **recipient name** and new **title mailing address**.
- b. If the title needs to be mailed to the lienholder, select the **Use Lienholder Address** button.

< ELT LIENHOLDER

Print Electronic Title



3. Once all sections are completed, verify the vehicle information is correct.
4. Select the **Submit** button to submit the activity.

< ELT LIENHOLDER

Print Electronic Title

Print Title	Title print for : 5FNRL5H36HB020311
Vehicle Lookup	2017 HONDA ODYSSEY Station Wagon
Confirmation	Owner(s) : RONALD JENKEES
Summary	Address : 517 MALL CT LANSING MI 48912-5200

That evening the title will be printed and mailed to the address specified in during the activity.



Search for a Title Activity

Complete a Search for a Title activity when lienholders would like to view title details for a particular vehicle. This will be particularly helpful when refinancing a vehicle. This activity shows all title information for the VIN entered, including if the title is electronic.

To search for a title on e-Services:

1. Select the **Search for a Title** hyperlink.
2. Enter in the vehicle type and VIN or HIN.
3. Select the **Search** button.

< ELT LIENHOLDER

ELT Vehicle Search

Vehicle Type	VIN *	
Vehicle	<i>Required</i>	Search

4. The search results return and the title, vehicle, ownership, and lienholder information display.
 - a. If the **Electronic Title** checkbox is selected, this indicates that the title is held electronically. If the checkbox is not selected, this indicates that the title is not held electronically and a paper title exists.

Title Information

Title Number	Title Issue Date	
MI0000085952	25-FEB-2021	<input checked="" type="checkbox"/> Electronic Title

Vehicle Information

Year	Make	Model	Body Style
2017	HONDA	ODYSSEY	STATION WAGON
MSRP	Unladen Weight	Mileage	Mileage Brand
30,234	2,000	142	ACTUAL MILEAGE
Vehicle Brands			<input type="checkbox"/> Survivor Rights
NONE			

Ownership Information

Name	Address
RONALD JENKEES	

Lienholder Information

Name	Address
ELT LIENHOLDER	7064 CROWNER DR DIMONDALE MI 48821-5003
Filing Date	Lien Position
25-Feb-2021	First Secured Party



Delete Lien Activity

Complete a Delete Lien activity if a lien was added in error and must be removed. Deleting liens should not be done as a form of lien release.

To delete a lien on e-Services:

1. Select the **More....** hyperlink.
2. Select the **Delete Lien** hyperlink.
3. Enter information into the applicable fields.

< Lienholder Actions

Electronic Lien Deletion

Release Lien Vehicle Lookup	Vehicle Lookup	
	What type of vehicle is this lien on? * <input type="button" value="Vehicle"/> <input type="button" value="Watercraft"/>	Please enter the VIN <input type="text"/>
<input type="button" value="Cancel"/>	<input type="button" value="Previous"/> <input type="button" value="Next"/>	

4. Continue to complete each section by entering the applicable information and selecting the **Next** button. Once all sections are completed, verify the vehicle information is correct.

< Lienholder Actions

Electronic Lien Deletion

Release Lien Vehicle Lookup Vehicle Detail	Confirmation	
	Lien deletion is only for situations in which a lien was mistakenly added to a vehicle. It will be worked internally by the Secretary of State and not processed automatically. This is not intended to be used for releasing liens.	
	Vehicle 2017 HONDA ODYSSEY STATION WAGON	Owners RONALD JENKEES
Address 517 MALL CT LANSING MI 48912-5200		
Is this the correct vehicle? * <input type="button" value="Yes"/> <input type="button" value="No"/>	Reason for Deletion * <i>Required</i> <input type="text"/>	
<input type="button" value="Cancel"/>	<input type="button" value="Previous"/> <input type="button" value="Next"/>	

5. Select the **Submit** button to submit the activity.

< Lienholder Actions

Electronic Lien Deletion

Release Lien Vehicle Lookup Vehicle Detail Summary	Lien deletion for : 5FNRL5H36HB020311	
	2017 HONDA ODYSSEY Station Wagon	
	Owner(s) : RONALD JENKEES	
	Address : 517 MALL CT LANSING MI 48912-5200	
<input type="button" value="Cancel"/>	<input type="button" value="Previous"/> <input style="border: 2px solid red;" type="button" value="Submit"/>	



Once the activity is completed, MDOS will review the request, complete the lien deletion, and add the appropriate lien, if applicable.

List Electronic Liens

The List of Electronic Liens activity contains a list of all titles held by the electronic lienholder.

To view a list of electronic liens on e-Services:

1. Select the **More...** hyperlink.
2. Select the **List Electronic Titles** hyperlink.
3. The list of titles that the electronic lienholder holds displays.
 - a. Select the **View Details** hyperlink to view more information about the vehicle.

< Lienholder Actions

Electronic Liens							
VIN/HIN	Title Number	Make	Model	Year	Title Assignment		
5FNYF4H58FB009306	MI0000029823	HONDA	PILOT	2015	KEVIN TREY STRICKLAND	View Details	
1FAFP4046WF274234	MI0000035967	FORD	MUSTANG	1998	ROBERT MARIA OSWALT	View Details	
1FMCU0DG4CKB27315	MI0000065760	FORD	ESCAPE	2012	MICHAEL HAYDEN ANDREWS	View Details	

List Recent Electronic Liens Releases

The List Recent Electronic Liens Releases contains a list of all the electronic lien releases performed in the past two weeks.

To view a list of recent electronic liens releases on e-Services:

1. Select the **More...** hyperlink.
2. Select the **List Recent Electronic Lien Releases** hyperlink.
3. The list of recent electronic lien releases displays.
 - a. The lienholder can filter the list by selecting the **Filter** icon and searching by owner name, title number, VIN, etc. This makes finding a particular vehicle easier.

< Lienholder Actions

Recent Electronic Lien Releases

Title Number	VIN/HIN	Vehicle	Odometer	Title Assignment	Filing date	Released
MI0000029823	5FNYF4H58FB009306	2015 HONDA PILOT Station Wagon	1,000	KEVIN TREY STRICKLAND	04-Jan-2021	28-Feb-2021
MI0000065760	1FMCU0DG4CKB27315	2012 FORD ESCAPE Station Wagon	1,000	MICHAEL HAYDEN ANDREWS	30-Dec-2020	28-Feb-2021
MI0000035967	1FAFP4046WF274234	1998 FORD MUSTANG 2 Door	0	ROBERT MARIA OSWALT	04-Jan-2021	28-Feb-2021



3 Contact Information

Contact MiEFS Help Desk for any ELT questions or general questions at:

PH: 517-636-0571

Email: MDOS-MiEFS-ELT-HELPDESK@michigan.gov

For general CVR questions please contact CVR at:

PH: 1-800-333-6995

Email: support@cvrreg.com