Liens holder 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 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.

Electronic Lien Release

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

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

   ![Confirm button example]

   ![Payment options]

   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.

   ![Checkout button example]

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

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

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

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.

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.

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<table>
<thead>
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<th>Lienholder Information</th>
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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.

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.

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

**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.
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