
DEPARTMENT OF TRANSPORTATION (DOT) INQUIRY
STATE TITLING AND REGISTRATION SYSTEM (STARS)

EIS 1101 - DEPARTMENT OF TRANSPORTATION (DOT) INQUIRY
REVISED 10/1/04 - CHANGE NO. 02-05

I. GENERAL INFORMATION

- A. The Department of Transportation's State Titling and Registration System (STARS) was implemented on December 2, 1996. STARS may be used as a lead to determine ownership of an applicant/recipient's motor vehicle(s). It should be treated as a lead requiring further research to determine if the applicant/recipient does in fact still own a vehicle. Ownership of vehicle(s) should be verified according to regulations in the appropriate policy manual.
- B. If an applicant/recipient has sold/transferred a vehicle, and the new owner has not registered the vehicle in his name, the vehicle continues to show under the prior owner's name. This can occur if there is a delay in re-registration such as:
1. The vehicle is sold to someone out-of-state;
 2. The vehicle is traded in on another vehicle and the company has not sold the vehicle yet;
 3. The vehicle is wrecked or junked and re-registration would not occur;
 4. The vehicle is sold to an individual who does not register the vehicle.
- C. Mobile homes are usually recorded only when a license is required for the mobile home to be moved or if the customer requests that it be titled. Generally, if the mobile home is to be used as real estate, it will not be titled, but it will be declared at the Register of Deeds.
- D. At conversion to STARS, a match was performed on first name, last name, middle initial or complete address, on individuals who had more than one registered vehicle. If there was not an exact match, they were not the same individual. These discrepant records were assigned separate Customer IDs. DMV is working to resolve these discrepancies on an ongoing basis.
- E. STARS may also be used to determine the value of a vehicle. If the vehicle is not in the inquiry system, use information in the tax records or alternative methods listed in each specific program policy manual.

The value displayed represents the highway use tax value. This value does not exceed the wholesale value of the vehicle. The value table is updated in January and July each year.

II. LOGON PROCEDURES

- A. Refer to [EIS 4900 Appendix A](#) for an example of the Banner Screen. From the Banner Screen key "NCDOT". Press ENTER. The following screen displays:

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II. A. (CONT'D)

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WELCOME TO CICS          FOR DOT HIGHWAY/MOTOR VEHICLE SYSTEMS---
cccccccccccccc\      IIIIIIIIIIIIIII\      ccccccccccccc\      sssssssssssss\
cccccccccccccc\      IIIIIIIIIIIIIII\      ccccccccccccc\      sssssssssssss\
cccc\IIIIIIIIIIII\  \IIIIIIIIIIIIII\      cccc\IIIIIIIIII\  ssss\IIIIIIIIII\
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cccccccccccccc\      IIIIIIIIIIIIIII\      ccccccccccccc\      sssssssssssss\
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\IIIIIIIIIIII\      \IIIIIIIIIIIIII\      \IIIIIIIIIIII\      \IIIIIIIIIIII\
                                                                    PF 1 Help
                                                                    PF 3 Exit
..fill in bill-code (as:bbb-ddd).
Userid  ==>                bill-cde ==>
Password ==>                new pswd ==>
Please fill in your Userid and Password and press ENTER
News ----- PF 2 Zoom
*** I M P O R T A N T instructions for first time PIE users !
    PIE is shipped with two sample profiles - 'USER' and 'ACCOUNT'.
    They can be customized by your Systems Administrator.
    Press PF2 for more information ....
+-----+
Thu Jan 02 01/02/97 14:46:06 term=@430/ZDA01563 sys=NCDOT cpu=SYSB USER
  
```

- B. Key your RACF ID in the USER ID field, "STR-DOT" in the BILL CODE field, and your self-assigned password in the PASSWORD field. Press ENTER.
- C. A blank screen displays. Key "VQ36". Press ENTER. The STARS PRIVACY ACT ACKNOWLEDGEMENT screen displays. Press PF-10 to continue. The EXTERNAL INQUIRY MAIN MENU displays:

```

VQ36 %100                EXTERNAL INQUIRY MAIN MENU                02/01/00 10:49:36
SELECT OPTION
CUSTOMER ID                CITY
FIRST                MIDDLE                LAST                SUF
TITLE NUMBER                PLATE NUMBER                YEAR
VIN NUMBER                PLACARD NUMBER
01) GENERAL VEHICLE                06) PLACARD
02) ADDRESS                07) PLATE HISTORY
03) LIEN                08) TAX VALUE
04) CURRENT OWNER/PRIOR PLATE
05) PRIOR OWNER/PRIOR PLATE
PF1/HELP    PF2/    PF3/RETURN    PF4/    PF5/REFRESH    PF6/
PF7/    PF8/    PF9/    PF10/    PF11/    PF12/CANCEL
  
```

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III. INQUIRY OPTIONS

- A. You may select any of the following inquiry options by keying the corresponding number to the right of SELECT OPTION. You do not have to key the leading zero. You must also enter a "key". See IV. below.
1. 01: GENERAL VEHICLE
 2. 02: ADDRESS
 3. 03: LIEN
 4. 04: CURRENT OWNER/PRIOR PLATE
 5. 05: PRIOR OWNER/PRIOR PLATE (same as TITLE HISTORY)
 6. 08: TAX VALUE
- B. The screens listed above are the six primary screens. You may see other screens as well as these, which will be described later. You may encounter other screens which are not described in this manual section, but they should not affect eligibility determinations.
- C. When you select screens 1-5 above, you may see all of the other primary screens by pressing ENTER to move forward. The screens appear in the order listed above. To return to a previous screen, for example, from the address screen back to the general vehicle screen, press PF3.

IV. INQUIRY KEYS

You may inquire using any of the following as your key:

- A. **CUSTOMER ID:** This may be obtained from the client's driver's license. It is the same as the driver's license number, unless it is a business-owned vehicle. A business or dealer customer will have a system assigned ID. Enter the Customer ID to the right of CUSTOMER ID.
- B. **CUSTOMER NAME:** Enter the first name at the first tab above the FIRST field. Enter the middle initial at the next tab, and the last name at the next tab. If there is a suffix, key the suffix at the next tab.
1. If any portion of the name is incomplete or unknown, key a ? as the last character of that name. For example: Your client states his name is Chris S. Lennon. You may enter Chris? S? Lennon to obtain a list of all individuals with a similar name.

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IV. B. (CONT'D)

2. Do not key spaces or symbols in the last name. For example, key O'Brian as Obrian and Van Dyke as Vandyke. However, hyphens are allowed, such as Jones-Smith.

C. **TITLE NUMBER:** Enter the number obtained from the vehicle title to the right of TITLE NUMBER.

D. **PLATE NUMBER:** Enter the number from the license tag to the right of PLATE NUMBER. Do not key spaces or symbols in the plate number.

E. **VEHICLE IDENTIFICATION NUMBER:** You may obtain this number from the vehicle title, the vehicle registration, or the vehicle itself. Enter this number to the right of the VIN NUMBER.

NOTE: If the name of the city is entered in the CITY field, it narrows the search to vehicles registered in that city only. Therefore, we do not recommend that you enter the city. You must perform a statewide search.

F. **SCREENS OPTIONS IF CUSTOMER NAME IS ENTERED AS KEY**

1. If a name is entered, a list of possible matches may display.

| CMD | CUSTOMER NAME | CUSTOMER ID |
|-----|--|--------------|
| | CHRISTA SANFORD LENNON | 00003210987 |
| | GREENSBORO NC 274025265 411 WEST MAIN ST | |
| | CHRISTA STAR LENNON | 000004321098 |
| | SNOW HILL NC 285807016 409 NORTH MAIN ST | |
| | CHRISTIAN STANTON LENNON | 000005432109 |
| | OXFORD NC 275656713 454 WEST SCHOOL ST | |
| | CHRISTINA SUSANNAH LENNON | 000006543210 |
| | ROBBINSVILLE NC 275294813 2117 LESSDIRT DR | |
| | CHRISTINE S LENNON | 000007654321 |
| | GATESVILLE NC 279380000 RT 1 | |
| | CHRISTINE SALTER LENNON | 000008765432 |
| | GASTONIA NC 280538964 2656 OLD STAGE RD | |
| | CHRISTOPHER SCOTT LENNON | 000009876543 |
| | LONDON NC 265268485 18 JAGGER DR | |

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| | | | | | |
|--------------|-------------|------------|-------|-------|-----------|
| PF1/HELP | PF2/ | PF3/RETURN | PF4/ | PF5/ | PF6/ |
| PF7/BACKWARD | PF8/FORWARD | PF9/PRINT | PF10/ | PF11/ | PF12/MENU |

a. If there is more than one screen, you may go to the next screen by pressing PF8. To return to the previous screen, press PF7. To select an individual, key an "S" to the left of the individual and press ENTER.

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IV. F. 1. (CONT'D)

b. Field Descriptions

- (1) **Customer ID:** The ID of the customer displayed.
 - (2) **Customer Name:** The customer's name.
 - (3) **Address:** The city, zip code, and mailing address display under the customer's name.
2. If an individual is selected or if there is only one matching individual, and the individual has more than one vehicle, you will receive a listing of all vehicles in that individual's name.

| | | |
|--|----------------------|-------------------------|
| VQ06 @111 | VEHICLES BY CUSTOMER | 01/03/97 16:45:42 |
| CUST ID 000009876543 CHRISTOPHER SCOTT LENNON 18 JAGGER DR | | |
| LONDON | NC 26526 | |
| CMD VIN NUMBER | YEAR MAKE MODEL | BS PLATE ID EXPIR/DT |
| 1EJH9652DM1440821 | 1996 HOND ACCORD | . 4S SCD1989 10/31/1997 |
| KO2QC3326IV671161 | 1987 FORD EXPLOR | 4S IMUS850 05/31/1997 |
| SYS0007 - END OF DATA | | |
| PF1/HELP | PF2/IMAGE | PF3/RETURN |
| PF4/ | PF5/ | PF6/ |
| PF7/BACKWARD | PF8/FORWARD | PF9/ |
| PF10/ | PF11/ | PF12/MENU |

- a. To select the vehicle you wish to view, key an "S" in the command line beside the vehicle and press ENTER.
- b. Field Descriptions
 - (1) **Customer ID:** The ID of the owner keyed.
 - (2) **Customer Name and Address:** The name and address of the customer display beneath the customer ID.
 - (3) **VIN Number:** The vehicle identification number of the vehicle.

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IV. F. 2. (CONT'D)

- (4) **Year:** The year model of the vehicle.
- (5) **Make:** The make of the vehicle displayed.
Refer to V. A. 6. below.
- (6) **Model:** The model name of the vehicle.
- (7) **BS:** The body style of the vehicle.
Refer to V. A. 8. below.
- (8) **Plate ID:** The owner's plate if the plate
is a current active or inactive plate.
- (9) **Expir/Dt:** The date the plate will
expire.

V. PRIMARY SCREEN DESCRIPTIONS

- A. **GENERAL VEHICLE DETAIL:** This screen displays the most
current owner information.

| | | |
|--|------------------------------|---|
| VQ12 @417 | GENERAL VEHICLE DETAIL | 01/08/97 11:19:41 |
| STATUS CURRENT TITLE, NOT HELD | | |
| TITLE 000002632423761 | 1991 HOND ACCORD EX/EX 4S OD | 67569 |
| KINDC8774ND51683 | DEALER OS | |
| ACT DT 112896 | TITLE DT 062095 | TRF DT 062095 APPL DT 062095 PRNT DT 062095 |
| OWNER ID 000003067699 | OWNERS 1 | LIENS 1 EQUIP TAX CNTY WAKE |
| LARA JOANN MALLORY 1983 UMSTEAD DRIVE RALEIGH NC 276260529 | | |
| LESSEE ID | LESSEES | CONTROL |
| | | |
| PLATE NO KEY4450 | ISS DT 070896 | EXP DT 063097 WEIGHT |
| FHVUT DT | CAT PRIVATE AUTO | USE PASS DRAFT N |
| INS.CO. N31 - NATIONWIDE | POLICY NO | |
| STATUS ACTIVE | 07/08/1996 | CERT DT 070896 CERT TYPE |
| PF1/HELP | PF2/IMAGE | PF3/RETURN |
| PF7/ | PF8/ | PF9/PRINT |
| | PF4/ | PF10/DRAFTS |
| | PF5/LESSEES | PF6/OWNERS |
| | PF11/ | PF12/MENU |

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V. A. (CONT'D)

1. **VEHICLE BRAND:** Displays immediately under VQ12 in the upper left corner. The valid brands are:
 - a. RECONST: Reconstructed.
 - b. NON USA: Non USA.
 - c. WATER/FLD: Water/Flood Damaged
 - d. SALVAGE: Salvage
 - e. SAL/REBUI: Salvage/Rebuilt
 - f. MOTOR CHG: Motor Change
 - g. BODY CHG: Body Change
 - h. LEMON: Lemon
2. **STATUS:** The status of the title number displayed. Current Title, Not Held indicates that this is the current title, and that DMV has not held the printing of the title to resolve a discrepancy or problem.
3. **TITLE INDICATOR:** Displays 'DUP' if the title number displayed is a duplicate title.
4. **TITLE NUMBER:** The title number that was issued for the vehicle.
5. **YEAR:** The year model of the vehicle.

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V. A. (CONT'D)

6. MAKE: The make of the vehicle.

| <u>CODE</u> | <u>VEHICLE MAKE</u> |
|-------------|---------------------|
| ALFA | ALFA ROMEO |
| AMER | AMERICAN MOTORS |
| AUDI | AUDI |
| AUST | AUSTIN |
| BMW | BMW |
| BUIC | BUICK |
| CADI | CADILLAC |
| CAP | CAPRI |
| CHEV | CHEVROLET |
| CHRY | CHRYSLER |
| DATS | DATSUN |
| DIAT | DIAMOND |
| DODG | DODGE |
| FIAT | FIAT |
| FORD | FORD |
| GMC | G M C |
| HOND | HONDA |
| HYUN | HYUNDAI |
| INTL | INTERNATIONAL |
| JAGU | JAGUAR |
| JENS | JENSEN |
| JEP | JEEP |
| LEXU | LEXUS |
| LINC | LINCOLN |
| LNCI | LANCIA |
| MAZD | MAZDA |
| MERC | MERCURY |
| MERZ | MERCEDES BENZ |
| MG | MG |
| OLDS | OLDSMOBILE |
| OPEL | OPEL |
| PLYM | PLYMOUTH |
| PONT | PONTIAC |
| PORS | PORSCHE |
| RENA | RENAULT |
| SAA | SAAB |
| SUBA | SUBARU |
| TOYT | TOYOTA |
| TRIU | TRIUMPH |
| VOLK | VOLKSWAGEN |
| VOLV | VOLVO |

NOTE: If you see a code that is not listed, generally the code is derived from the first four letters of the name of the vehicle make.

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V. A. (CONT'D)

7. MODEL: The model of the vehicle.
8. BODY STYLE: The body style of the vehicle.

| <u>CODE</u> | <u>BODY STYLE</u> |
|-------------|---|
| AM | AMBULANCE |
| CN | CONVERTIBLE |
| CV | CONVERTIBLE |
| CP | COUPE |
| 2H | 2 DOOR HARDTOP |
| 2T | 2 DOOR HARDTOP |
| 4H | 4 DOOR HARDTOP |
| 4T | 4 DOOR HARDTOP |
| RD | ROADSTER |
| SD | SEDAN (USED WHEN NUMBER OF DOORS UNKNOWN) |
| 2S | 2 DR SEDAN |
| 2D | 2 DOOR |
| 3S | 3 DR SEDAN |
| 4S | 4 DR SEDAN |
| 3D | 3 DOOR |
| 4D | 4 DOOR |
| BU | BUS |
| HR | HEARSE |
| HT | HOUSE TRAILER |
| TL | TRAILER |
| HB | HOUSE BOAT |
| MH | MOBILE HOME |
| JP | JEEP |
| LM | LIMOUSINE |
| MC | MOTORCYCLE |
| HC | HOUSECAR |
| GC | GOLF CART |
| WC | WHEEL CHAIR |
| SW | STATION WAGON |
| SP | SPECIAL MOBILE EQUIPMENT |
| TR | TRACTOR (TRUCK TRACTOR) |
| TK | TRUCK |
| PN | PANEL VAN |
| VN | VAN |
| WK | WRECKER |
| RV | RECREATIONAL VEHICLE |
| UT | UTILITY VEHICLE (E.G., BLAZER, BRONCO) |

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V. A. (CONT'D)

9. **OD** (odometer): The odometer reading declared on the application for title for a vehicle less than 10 years old.
10. **VIN**: The Primary VIN (serial number) of the vehicle.
11. **SECONDARY VIN**: The secondary VIN (if one exists).
12. **DEALER**: The dealer number if the vehicle was sold by a North Carolina Dealer.
13. **ACT DATE**: The date the last title action was taken. Some of the reasons for a change in action dates are:
 - a. Change in ownership
 - b. Change in address
 - c. Stolen vehicle
 - d. Insurance stop
 - e. Plate turned in (current or prior)
 - f. Correspondence
 - g. Request for duplicate title
 - h. Lien recording
 - i. Lien change of address
 - j. Title canceled
 - k. Title returned unclaimed
14. **TITLE DATE**: The date the vehicle was first titled in North Carolina.
15. **TRF DT**: The date the title was transferred to the current owner.
16. **APPL DT**: The date the application was accepted at the Branch Office.
17. **PRNT DT**: The date the title was printed.
18. **OWNER ID**: The Customer ID number.
19. **OWNER**: The number of owners of the vehicle. If the vehicle is owner by more than two individuals, you may view all owners by pressing ENTER. The Additional Owner screen displays.
20. **LIENS**: The number of liens, up to six, that are recorded for the vehicle.

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V. A. (CONT'D)

21. **EQUIP:** The equipment number declared by the customer (if one is declared).
22. **TAX CNTY:** The county in which the vehicle is to be listed for property tax. This displays the first five characters of the county name.
23. **OWNER NAME AND ADDRESS:** The primary owner and the first co-owner of the vehicle and the address of the primary owner.
24. **LESSEE ID:** The Customer ID of the lessee (if one exists).
25. **LESSEES:** The number of lessees. If there are more than 2 lessees, you may press PF10 to obtain the additional lessees' names.
26. **CONTROL:** The lessee type control number.
27. **LESSEE NAME AND ADDRESS:** The names of the primary lessee and the first co-lessee and the address of the primary lessee.
28. **PLATE NO:** The current owner's most current plate. If the vehicle is leased, it displays the lessee's plate.
29. **ISS DT:** The date the plate was issued.
30. **EXP DT:** The date the plate will expire.
31. **WEIGHT:** The license weight of the vehicle declared by the customer.
32. **FHVUT DT:** If a 2290 was submitted, the date it will expire. (If a license weight is 55,000 pounds or greater, the customer is required to submit an IRS Form 2290.)
33. **CAT:** The category corresponding with the type of plate issued.
34. **USE:** The code corresponding with how the vehicle is being used.

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V. A. (CONT'D)

- 35. **DRAFT:** If the license fee was paid with a draft, this field displays a "Y". Otherwise, it will be an "N".
- 36. **INS. CO.:** The three digit code and the corresponding insurance company's name that carries the liability insurance for the vehicle.
- 37. **POLICY NO:** The insurance policy number.
- 38. **STATUS:** The status of the plate. The date the status was applied to the plate also appears.
- 39. **CERT DT:** The date the insurance was certified.
- 40. **CERT TYPE:** The type of insurance verification furnished.

B. **ADDRESS:** This screen displays the current owner's address.

| | | | | | |
|---------------------------|---------------------------|-------------------|-------|-------|-----------|
| VQ01 @069 | ADDRESS INQUIRY | 01/10/97 15:53:01 | | | |
| | KINDC8774ND51683 | | | | |
| CUST ID: 000003067699 | 1991 HOND ACCORD EX/EX 4S | | | | |
| LARA JOANN MALLORY | | | | | |
| CUST ID: | | | | | |
| RESIDENCE ADDRESS: | | | | | |
| STREET 1983 UMSTEAD DR | | | | | |
| CITY RALEIGH | STATE NC | ZIP 276260529 | | | |
| COUNTY WAKE | | | | | |
| MAILING ADDRESS: | | | | | |
| STREET | | | | | |
| CITY | STATE | ZIP | | | |
| VEHICLE LOCATION: | | | | | |
| STREET | | | | | |
| CITY | STATE | ZIP | | | |
| COUNTY | | | | | |
| ONE-TIME MAILING ADDRESS: | TITLE? | REGISTRATION? | | | |
| STREET | | | | | |
| CITY | STATE | ZIP | | | |
| PF1/HELP | PF2/ | PF3/RETURN | PF4/ | PF5/ | PF6/ |
| PF7/ | PF8/ | PF9/PRINT | PF10/ | PF11/ | PF12/MENU |

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V.B. (CONT'D)

1. **VIN:** The Primary VIN (serial number) of the vehicle.
2. **CUSTOMER ID:** The Customer ID of the primary owner.
3. **CUSTOMER NAME:** The name of the primary owner displays below the Customer ID.
4. **CUSTOMER ID:** If the vehicle is co-owned, the first co-owner's Customer ID.
5. **CUSTOMER NAME:** If the vehicle is co-owned, the first co-owner's name.
6. **RESIDENCE ADDRESS:** The residence of the primary owner.
7. **MAILING ADDRESS:** The mailing address, if different from the residence address of the primary owner.
8. **VEHICLE LOCATION:** The site address of the vehicle if different from the customer residence address. The address shown in this field would be where the vehicle is domiciled and where property tax on the vehicle is paid.
9. **ONE-TIME MAILING ADDRESS:** A one-time mailing address for the title or registration.
10. **TITLE? REGISTRATION?:** If a one-time mailing address exists, the field will display a "Y" by title or registration to indicate what was mailed to that address. The address and flag will remain until another service is performed.

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- C. **LIEN:** This screen displays the current owner's current lien information. The vehicle remains in the lienholder's possession until the vehicle is paid in full. DMV is generally not notified when a lien has been paid and the title is given to the owner. When the lien is recorded on the DMV title record, the lien remains on the system until the vehicle is transferred. If a customer requests that the lien information be removed when they obtain the title, this will be done.

| | | |
|-----------------------|------------------|---------------------------------|
| VQ13 @069 | LIEN INQUIRY | 01/10/97 16:08:40 |
| CUST ID 000003067699 | KINDC8774ND51683 | 1991 HOND ACCORD EX/EX 4S |
| LARA JOANN MALLORY | | |
| CUST ID | | |
| TITLE 000001521312650 | TRF DT 062095 | PRNT DT 062095 OWNERS 1 LIENS 1 |
| 07/18/95 SECU 215145 | | |
| PO BOX 27528 | | LIEN 1 ADDL LH N |
| | | LIENHOLDER ID 000011595642 |
| RALEIGH | NC 276117528 | LIEN ACCOUNT |
| | | LIEN ADDL LH |
| | | LIENHOLDER ID |
| | | LIEN ACCOUNT |
| | | LIEN ADDL LH |
| | | LIENHOLDER ID |
| | | LIEN ACCOUNT |
| | | PAGE 1 OF 1 |
| PF1/HELP | PF2/IMAGE | PF3/RETURN |
| PF4/ | PF5/ADDRESS | PF6/OWNERS |
| PF7/BACKWARD | PF8/FORWARD | PF9/PRINT |
| PF10/ | PF11/ | PF12/MENU |

1. **VIN:** The Primary VIN (serial number) of the vehicle.
2. **VEHICLE DESCRIPTION:** The year, make, model, and body style of the vehicle.
3. **CUSTOMER ID:** The Customer ID of the primary owner.
4. **CUSTOMER NAME:** The name of the primary owner displays below the CUSTOMER ID.
5. **CUSTOMER ID:** If the vehicle is co-owned, the first co-owners Customer ID.
6. **CUSTOMER NAME:** If the vehicle is co-owned, the first co-owners name displays below the CUSTOMER ID.

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7. **TITLE:** The title number that was assigned to the record when the record was updated on the system.
 8. **TRF DT:** The date the title was transferred to the current owner.
 9. **PRNT DT:** The date the title was printed.
 10. **OWNERS:** The number of owners of the vehicle.
 11. **LIENS:** The number of liens that have been recorded on the title.
 12. **LIEN DATE:** The date of the lien appears under TITLE. This will be the actual date the current owner borrowed money on this vehicle unless the application was not submitted within 20 days from the creation date. If the submission date is greater than 20 days, the lien date would be the date the application was received.
 13. **LIEN HOLDER NAME AND ADDRESS:** This appears beside the LIEN DATE, and is the name and address of the lien holder.
 14. **LIEN:** The lien number.
 15. **ADDL LH:** If the lien holder's name is too long to appear in the space allotted on this screen, a "Y" displays. The remainder of the lien holder's name may be viewed by keying an "S" to the left of the lien you wish to view.
 16. **LIENHOLDER ID:** The ID number of the lienholder.
 17. **LIEN ACCOUNT:** The customer's account number, if provided by the lien holder.
- NOTE:** If there are more than three liens, press PF8 to view subsequent pages. To view the lien detail screen, key an "S" to the left of the lien information you wish to view.

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V. (CONT'D)

- D. **CURRENT OWNER/PRIOR PLATE:** This screen displays the current owner's prior plates. This screen only lists "post conversion" plates (plates issued after the implementation of STARS).

| | | | | | |
|--------------------------|--|---------------------------|-------|-------------|------------|
| VQ04 @417 | CURRENT OWNER/PRIOR PLATE | 01/08/97 15:51:48 | | | |
| | | KINDC8774ND51683 | | | |
| CUST ID 000003067699 | | 1991 HOND ACCORD EX/EX 4S | | | |
| LARA JOANN MALLORY | | | | | |
| CUST ID | | | | | |
| TITLE NO 000001521312650 | TRF DT 062095 PRNT DT 062095 OWNERS 1 | | | | |
| STATUS | CURRENT TITLE, NOT HELD | | | | |
| PLATE NO KEY4450 | ISS DT 070896 EXP DT 063097 CERT DT 070896 CERT TYPE | | | | |
| WT FHVUT DT | CAT PRIVATE AUTO | USE PASS DRAFT N | | | |
| INS.CO. N31 - NATIONWIDE | | POLICY # | | | |
| STATUS ACTIVE | 07/08/1996 CONTROL # | LESSEES | | | |
| PLATE NO KEY4450 | ISS DT 071895 EXP DT 063096 CERT DT 071895 CERT TYPE | | | | |
| WT FHVUT DT | CAT PRIVATE AUTO | USE PASS DRAFT N | | | |
| INS.CO. N31 - NATIONWIDE | | POLICY # | | | |
| STATUS EXPIRED | 11/28/1996 CONTROL # | LESSEES | | | |
| | | PAGE 1 OF 1 | | | |
| PF1/HELP | PF2/IMAGE | PF3/RETURN | PF4/ | PF5/ADDRESS | PF6/OWNERS |
| PF7/BACKWARD | PF8/FORWARD | PF9/PRINT | PF10/ | PF11/ | PF12/MENU |

1. **VIN:** The serial number of the vehicle identified on the External Inquiry Main Menu.
2. **VEHICLE DESCRIPTION:** The year, make and body style of the vehicle.
3. **CUSTOMER ID:** The Customer ID of the primary owner.
4. **CUSTOMER NAME:** The name of the primary owner displays below the Customer ID.
5. **CUSTOMER ID:** If the vehicle is co-owned, the first co-owner's Customer ID appears.
6. **CUSTOMER NAME:** If the vehicle is co-owned, the first co-owner's name appears.
7. **TITLE NO:** The title number that was assigned to the record when the record was updated on the system.

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V. D. (CONT'D)

8. **TRF DT:** The date the title was transferred to the current owner.
9. **PRNT DT:** The date the title was printed.
10. **OWNERS:** The number of owners of the vehicle. If there are more than two owners, press PF6 to view the additional owners.
11. **STATUS:** The status of the title number displayed.
12. **PLATE NO:** The current owner's most current plate. If the vehicle is leased, it displays the lessee's plate, and will list the lessee's name under the plate information.
13. **ISS DT:** The date the plate was issued.
14. **EXP DT:** The date the plate will expire.
15. **CERT DT:** The date the insurance was certified.
16. **CERT TYPE:** The type of insurance verification furnished.
17. **WEIGHT:** The license weight of the vehicle declared by the customer.
18. **FHVUT DT:** The date the 2290, if one was submitted, will expire. An IRS form 2290 is required if the license weight is 55,000 pounds or greater.
19. **CAT:** The category corresponding with the type of plate issued.
20. **USE:** The code corresponding with the type of plate issued.
21. **DRAFT:** If the license fee was paid with a draft, this field displays a "Y". Otherwise, it will be an "N".
22. **INS CO:** The three digit code and the corresponding insurance company's name that carries the liability insurance for the vehicle.

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V. D. (CONT'D)

- 23. **POLICY #:** The insurance policy number.
- 24. **STATUS:** The status of the title number displayed.
- 25. **DATE:** The date the status was applied to the plate.
- 26. **CONTROL #:** The lessee type control number.
- 27. **LESSEES:** The number of lessees.
- 28. **LESSEE NAME:** The primary lessee and the first co-lessee's names displays, if applicable.

E. TITLE HISTORY: This screen displays all of the prior titles (owners) of the vehicles. This screen only lists "post conversion" titles (titles registered after the implementation of STARS.)

| | | | | | |
|-----------------------|-------------------------|------------|--------|---------|---------------------------|
| VQ17 @417 | TITLE HISTORY | | | | 01/08/97 16:57:56 |
| CMD | KINDC8774ND1683 | | | | 1991 HOND ACCORD EX/EX 4S |
| LARA JOANN MALLORY | | | | | |
| TITLE | 000001521312650 | TRF DT | 062095 | PRNT DT | 062095 OWNERS 1 LEASE N |
| STATUS | CURRENT TITLE, NOT HELD | | | | |
| TITLE | | TRF DT | | PRNT DT | OWNERS LEASE |
| STATUS | | | | | |
| TITLE | | TRF DT | | PRNT DT | OWNERS LEASE |
| STATUS | | | | | |
| SYS0007 - END OF DATA | | | | | |
| PF1/HELP | PF2/IMAGE | PF3/RETURN | PF4/ | PF5/ | PF6/ |
| PF7/BACKWARD | PF8/FORWARD | PF9/PRINT | PF10/ | PF11/ | PF12/MENU |

- 1. **VIN:** The serial number of the vehicle identified on the Inquiry Main Menu.
- 2. **VEHICLE DESCRIPTION:** The year, make, model, and body style of the vehicle.

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V. E. (CONT'D)

3. **CUSTOMER NAME:** Appears after the vehicle description. This is the name of the primary owner and first co-owner.
4. **TITLE NO:** The title number that was assigned to the record when the record was updated on the system.
5. **TRF DT:** The date the title was transferred to the displayed owner.
6. **PRNT DT:** The date the title was printed.
7. **OWNERS:** The number of owners of the vehicle. If there are more than two owners, the additional owners are not available to non-DOT users.
8. **LEASE:** A "Y" appears if there is a lessee attached to the vehicle.
9. **STATUS:** The status of the title number displayed.

F. OTHER SCREENS

1. **CUSTOMER VEHICLE STOPS SCREEN**
 - a. You may inquire on a record that has a "stop" associated with it. If there is only one stop, a STOP SCREEN will display. The reason for the stop will be displayed as an English Text message. The various stops are:
 - (1) Insurance stop
 - (2) County Tax stop
 - (3) Stolen Vehicle Stop
 - (4) Emission Stop
 - (5) Correspondence Stop
 - (6) Child Support Stop
 - b. If there are multiple stops associated with an individual, the CUSTOMER/VEHICLE STOPS screen displays. You may select the stop record to view by keying an "S" in the command field to the left of the selection.

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V. F. (CONT'D)

2. **STOLEN VEHICLES**

You may inquire on a vehicle that has been flagged as stolen. If so, the STOLEN/STOPPED VEHICLE screen displays. The ENTRY DT date on the screen indicates the date the vehicle was reported stolen. The ACT DATE reflects the date the vehicle was stolen. The ACTION REASON reflects the place the theft occurred.

VI. **TAX VALUE OPTION**

- A. An option to verify the value of the vehicle is available through the VQ36 inquiry. In order to obtain the value of the vehicle, it must be registered in North Carolina. Values for utility trailers are not available through this inquiry. If a value of a vehicle is not available, use information in the tax records or alternative methods listed in each specific program policy manual.
- B. This option replaces the VEH2 inquiry previously available through DMV. The same values that displayed in VEH2 are now displayed through option 08 from the EXTERNAL INQUIRY MAIN MENU. The value represents the highway use tax value of the vehicle and does not exceed the wholesale value of the vehicle. DMV updates this amount in January and July of each year.
- C. Data is required in the following fields in order to complete this inquiry:
 - 1. **SELECT OPTION:** The option '08' is inquiry on the value of the vehicle.
 - 2. **VIN NUMBER:** The Primary VIN (serial number) of the vehicle. A complete VIN number is required in order to obtain a value.
- D. Press ENTER and the value of the vehicle displays at the bottom of the screen.

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VI. D. (CONT'D)

| | | | | | |
|---------------------------------|----------------------------|-------------------|------|-------------|------|
| VQ36 %100 | EXTERNAL INQUIRY MAIN MENU | 02/01/00 11:43:13 | | | |
| SELECT OPTION 08 | | | | | |
| CUSTOMER ID | CITY | | | | |
| FIRST | MIDDLE | LAST | SUF | | |
| TITLE NUMBER | PLATE NUMBER | YEAR | | | |
| VIN NUMBER | 1XXXX23X4XXX56789 | PLACARD NUMBER | | | |
| 01) GENERAL VEHICLE | | 06) PLACARD | | | |
| 02) ADDRESS | | 07) PLATE HISTORY | | | |
| 03) LIEN | | 08) TAX VALUE | | | |
| 04) CURRENT OWNER/PRIOR PLATE | | | | | |
| 05) PRIOR OWNER/PRIOR PLATE | | | | | |
| THE TAX VALUE OF THE VEHICLE IS | | 11,190.00 | | | |
| PF1/HELP | PF2/ | PF3/RETURN | PF4/ | PF5/REFRESH | PF6/ |

VII. PF KEY FUNCTIONS

- A. **PF1:** This key provides a help function. To obtain information regarding a particular field, place the cursor on the field in question and press PF1. Press PF3 to exit the help screen.
- B. **PF3:** This key takes you back to the previous screen.
- C. **PF5:** This key clears the screen of any keyed information.
- D. **PF7:** This key allows you to scroll backward if there is more than one page of data, i.e., if you key a name and get two or more screens of individuals from which to choose.
- E. **PF8:** This key allows you to scroll forward if there is more than one page of data.
- F. **PF12:** This key cancels the inquiry.

VIII. LOGOFF PROCEDURES

To log off, clear the screen. Key "LOGOFF" and press ENTER.