

webDEALER Implementation Peer Panel

Moderated by: Hon. Shay Luedeke, Bell County Tax Assessor/Collector



Hon. John R. Ames
Dallas County Tax
Assessor/Collector

2,610,723 Population
289 Employees



Hon. Christina McMurray
Randall County Tax
Assessor/Collector

150,266 Population
23 Employees



Hon. Dawn Vieth
Archer county Tax
Assessor/Collector

9,209 Population
3 Employees

HB 718 Recap

- Eliminates six paper tags and permits
- Creates four new metal license plates to replace paper tags and permits
- Requires that license plates remain with the vehicle when sold or transferred
- Requires dealers submit a Vehicle Transfer Notification (VTN) at the time of sale or transfer
- ***Requires dealers to use webDEALER to submit transactions***

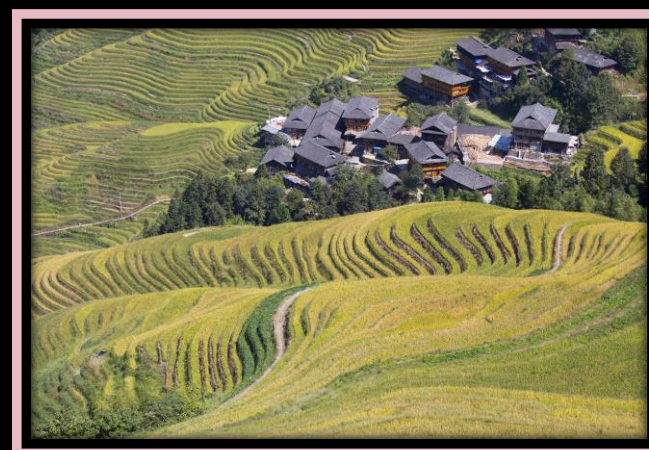
Dealerships



- Over 2,400 Dealerships
- 232 Franchise Dealers
- 2260 Independent Dealers
- 38 Dealer Deputies
- 587 On webDEALER
- 187 Actively using webDEALER



- 150 Dealerships
- 24 Franchise Dealers
- 69 Independent Dealers
- 57 Shared Dealers
- 83 Signed up to use webDEALER
- 24 Actively using webDEALER



- 2 Independent Dealers
- 1 Trailer Dealer
- 0 Dealers in Archer county are on webDEALER yet!
- 12 Dealers in webDEALER
 - 7 Dealers out of Metroplex, Austin & Houston (Same Leasing Company)
 - 4 Wichita Falls Dealers

Dealer Recruitment



- Developed in Person Training
- Four classes a month offered
- All Dallas County Dealers invited, and six other counties in Dallas Region
- Turnout Good at first.... Then trickled off
- Focus on High Volume dealerships and work down



- Handed out information
- In person and over the phone contact
- Working with our Regional Office to offer classes
- Word of Mouth among Dealers – *Grapevine!*



- Personal Discussions with Independent Dealers
- Phone calls to regional dealers to inform them that our county is on webDEALER
- Turn dealers away due to volume limitations of staffing

Staffing ~ Before & After HB 718



- Centralized webDEALER
- 30 Team Members
- Also handle Fleet, Limited Service Deputies, Report Desk and Supply Room
- Branches will need to assist with webDEALER work after July 1, 2025



- No changes in staffing
- More training and cross training



- No changes at this time
- Hoping to add another staff member next year

Production Expectations



- Centralized.... 150 Minimum transactions per Representative a day
- Turn around from Dealer entry to reviewed by Tax Office team – 48-hour goal.



- Allow 50 submitted transactions per day per dealer
- 48-hour turn around from when submitted by dealer



- Complete webDEALER in 48 hours
- Most often 24-hour turnaround

Payment Methods Accepted



- ACH preferred – currently we ask them to push the funds but are setting up funds pull with new bank.
- Check accepted – drop off or Express Mailed
- Developing Credit/Debit Card Method



- ACH for webDEALER
- Currently accept all forms of payment for all dealers



- ACH ONLY!

Sticker Pick-Up Procedures



- Pick up at pre-selected Branch Location.
- webDEALER Pick Up queuing ticket developed – express pick up all day until 4 pm.
 - Pick Up tickets priority over current dealer tickets
- Lockers were cost prohibitive and too big for our lobby spaces



- Pick up at selected office location
- Could not justify purchasing lockers



- Dealers in Metroplex provide FedEx labels
- Independent Dealers – mail directly to customers or they will pick up

Additional Struggles



- Dealers come to class, then they never get signed up
- Dealers sign up, then they never submit any transactions
- Dealers feel like they can be served faster in person at a branch
- Title Runners afraid to be put out of work



- Our Offices will have to work hard to convince Dealers that webDEALER is safe and effective



- Serves as a “Willing” County accepting webDEALER transactions from Dealers outside of Archer depending on size and location

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*Thank
You!*



Questions?