

# Texas Department of Motor Vehicle (TxDMV) House Bill 718 (HB 718) Session

November 19, 2025

43<sup>rd</sup> Annual V.G. Young School for County Tax Assessor-Collectors Conference



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**Texas Department of Motor Vehicles**

HELPING TEXANS GO. HELPING TEXAS GROW.



# County Compliance Section

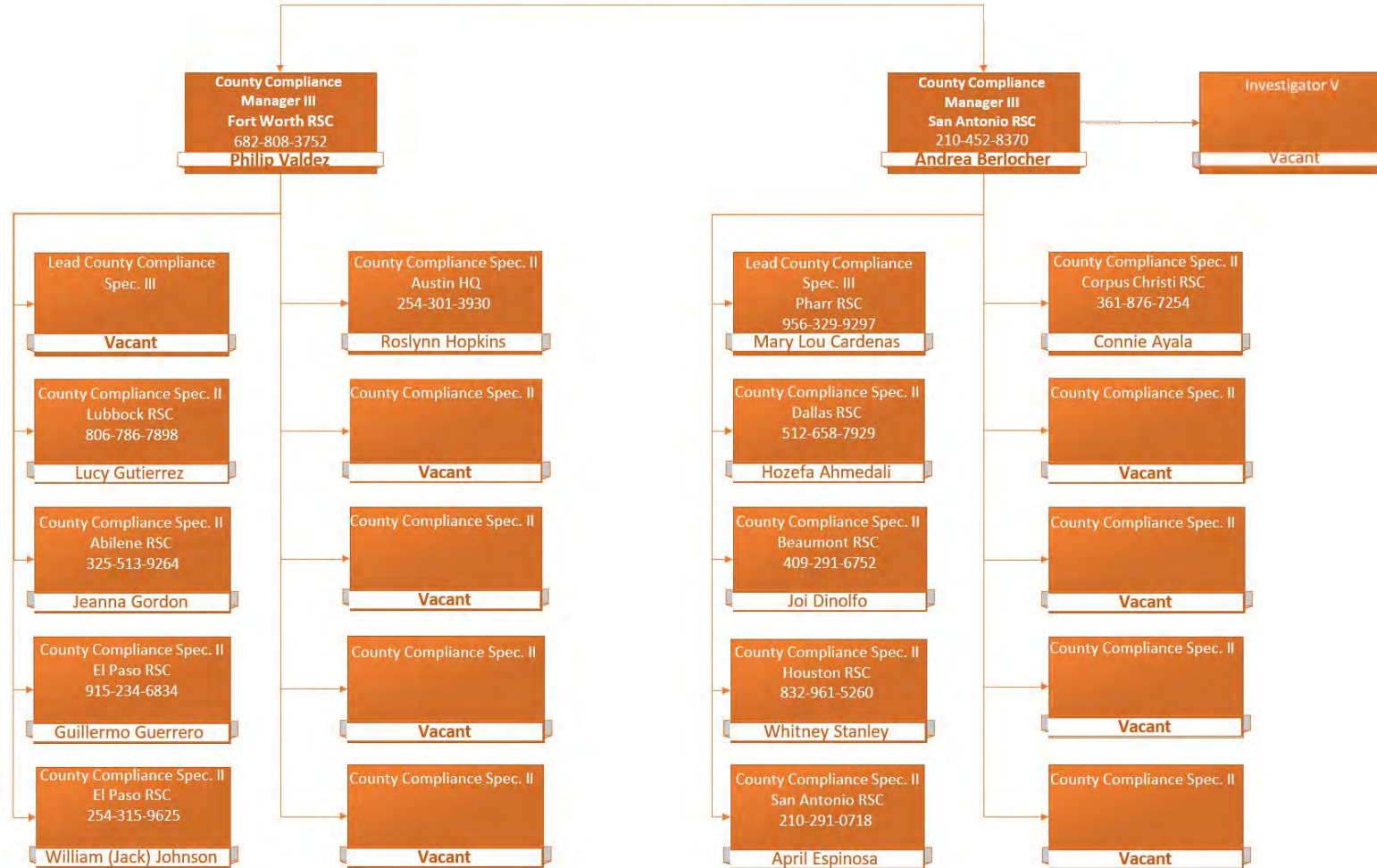
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**Enforcement Division**

**Presented by Philip Valdez**

# County Compliance Section

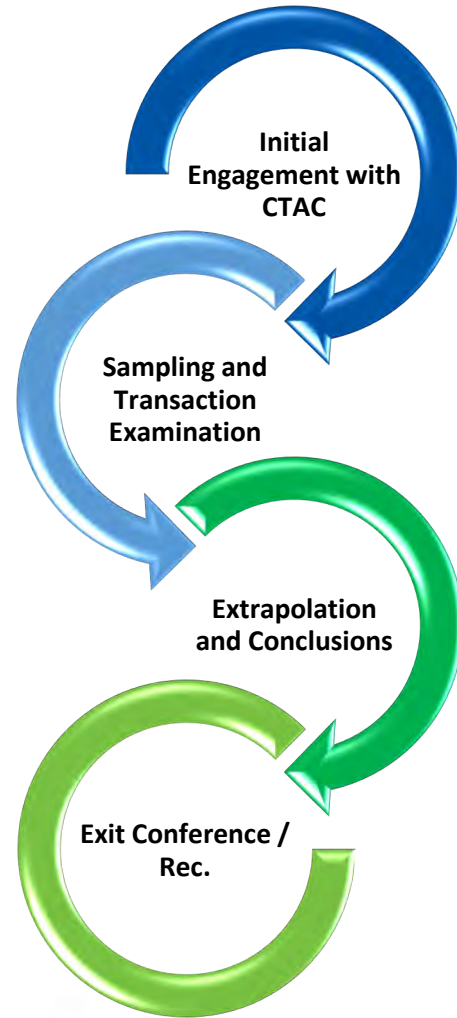
## County Compliance



# Compliance Review Elements



# Compliance Review Process



# Best Practices

## Guidance for Storage

- Keep inventory in a secure area.
- Keep inventory in the sealed box/package. Do not open until use.
- Limit the number of employees with access to inventory.
  - Keep a small amount of commonly used items in a central location as opposed to granting persons access to secure inventory storage.



# Best Practices Cont.

## Inventory

- Verify the delivered inventory matches the inventory listed on the invoice before receiving in RTS.
- Verify sequence and contents in box before use.
- Utilize a sign-out log for accountable inventory items if not allocated to employee/workstation.



# Best Practices Cont.

## Inventory Review

### Central

- Frequent spot check of inventory
  - Monthly/Quarterly

### Employee/Workstation

- Have employees sign allocation receipts acknowledging receipt of inventory.
  - Retain a folder of signed receipts
- Have employees review inventory allocated to them or their workstation daily.
  - Retain a folder of signed verification receipts



# Best Practices Cont.

## Inventory Inquiry Report

- Run report by item type/year
  - Will show inventory in all locations
    - (CENTRAL, WORKSTATION, EMPLOYEE, SUBCONTRACTOR, DEALER)
- Review single inventory items
  - Commonly used plates with older sequences can suggest inventory discrepancy.

TEXAS Department of Motor Vehicles  
INVENTORY INQUIRY REPORT  
JOHNSON COUNTY MAIN OFFICE

WORKSTATION ID: 100  
REQUESTED BY: JORNDON  
INQUIRY BY: [REDACTED]  
ITEM TYPE(S) AND YEAR

ITEM DESCRIPTION	ITEM YEAR	REGIN NUMBER	END NUMBER	ON HAND QUANTITY	STATUS	CODE	ID
BLUE DISABLED PLACARD		80901248P	80901250P	3	✓	C	
BLUE DISABLED PLACARD		80910101P	80910100P	400	✓	C	
TOTAL QUANTITY				403	✓		
COMBINATION PLT		1022500	1022549	50	✓	C	
COMBINATION PLT		1023000	1023299	200	✓	C	
COMBINATION PLT		1034553	1034999	44	✓	C	
TOTAL QUANTITY				294	✓		
DISABLED FARM TRUCK PLT		154308	154312	5	✓	C	
DISABLED FARM TRUCK PLT		154350	154399	50	✓	C	
TOTAL QUANTITY				55	✓		
DISABLED MOTORCYCLE PLT		508J	518J	9	✓	C	
DISABLED MOTORCYCLE PLT		509E	540E	27	✓	C	
DISABLED MOTORCYCLE PLT		526J	536J	12	✓	C	
TOTAL QUANTITY				48	✓		
DISABLED PERSON PLT		916D	916H	26	✓	C	
DISABLED PERSON PLT		918PT	918PT	36	✓	C	
DISABLED PERSON PLT		918M	918T	40	✓	C	
DISABLED PERSON PLT		9178B	917C	60	✓	C	
DISABLED PERSON PLT		91LJF	91K4C	32	✓	C	
DISABLED PERSON PLT		919M	919M	30	✓	C	
TOTAL QUANTITY				214	✓		
DISASTER RELIEF PLT		520922	520941	19	✓	C	
TOTAL QUANTITY				19	✓		
EXEMPT DOUBLE PLT		956425	956449	25	✓	C	
EXEMPT DOUBLE PLT		957325	957349	25	✓	C	
TOTAL QUANTITY				50	✓		
EXEMPT MOTORCYCLE PLT		3649X	3691X	43	✓	C	
TOTAL QUANTITY				43	✓		
EXEMPT SINGLE PLT		909292	909298	27	✓	C	
EXEMPT SINGLE PLT		910474	910499	26	✓	C	
EXEMPT SINGLE PLT		910550	910573	24	✓	C	
EXEMPT SINGLE PLT		914710	914759	50	✓	C	
TOTAL QUANTITY				127	✓		
FARM TRACTOR PLT		198127	198429	78	✓	C	
TOTAL QUANTITY				78	✓		

RUN DATE: 11/09/2025  
RUN TIME: 12:44:52

ORIGINAL VER 000405 (REV 10/2001) CRT 12/2001

Signature: Sarah Vellos  
PAGE 1

PAGE 2





# Best Practices Cont.

Missing Listed but not found	Additional Found but not listed
<p data-bbox="499 608 894 651"><u>Common reasons</u></p> <ul data-bbox="593 696 1200 1029" style="list-style-type: none"><li data-bbox="593 696 975 739">• Missing from box</li><li data-bbox="593 768 1105 811">• Typo when issuing plate</li><li data-bbox="593 839 1195 882">• Issued before entered in RTS</li><li data-bbox="593 911 1154 953">• Given to customer in error</li><li data-bbox="593 982 1200 1025">• Disposed of without deleting</li></ul>	<p data-bbox="1330 608 1724 651"><u>Common reasons</u></p> <ul data-bbox="1424 696 1972 982" style="list-style-type: none"><li data-bbox="1424 696 1849 739">• Not received in RTS</li><li data-bbox="1424 768 1946 911">• Incorrect/additional inventory delivered with shipment</li><li data-bbox="1424 939 1972 982">• Deleted from RTS in error</li></ul>

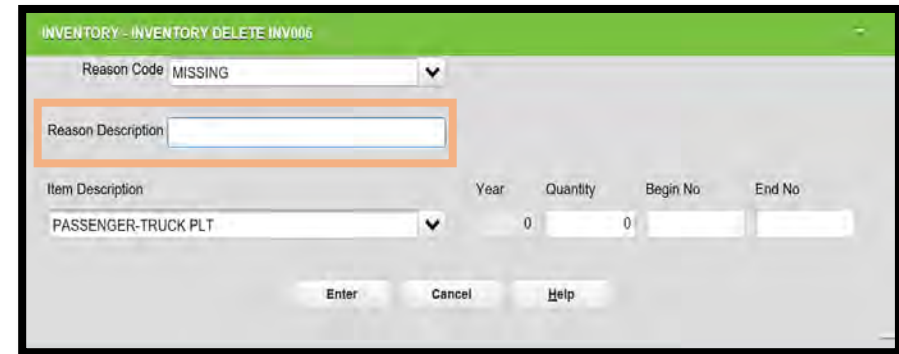




# Best Practices Cont.

## Delete Inventory

- Limit the number of users with the delete function.
- Ensure a reason description is provided when deleting inventory.
- Verify deleted inventory is accounted for.



INVENTORY - INVENTORY DELETE INV006

Reason Code: MISSING

Reason Description:

Item Description: PASSENGER-TRUCK PLT

Year: 0    Quantity: 0    Begin No: 0    End No: 0

Enter    Cancel    Help



Further Questions?

**[ENF\\_Compliance@txdmv.gov](mailto:ENF_Compliance@txdmv.gov)**





# Dealer Compliance Services (DCS)

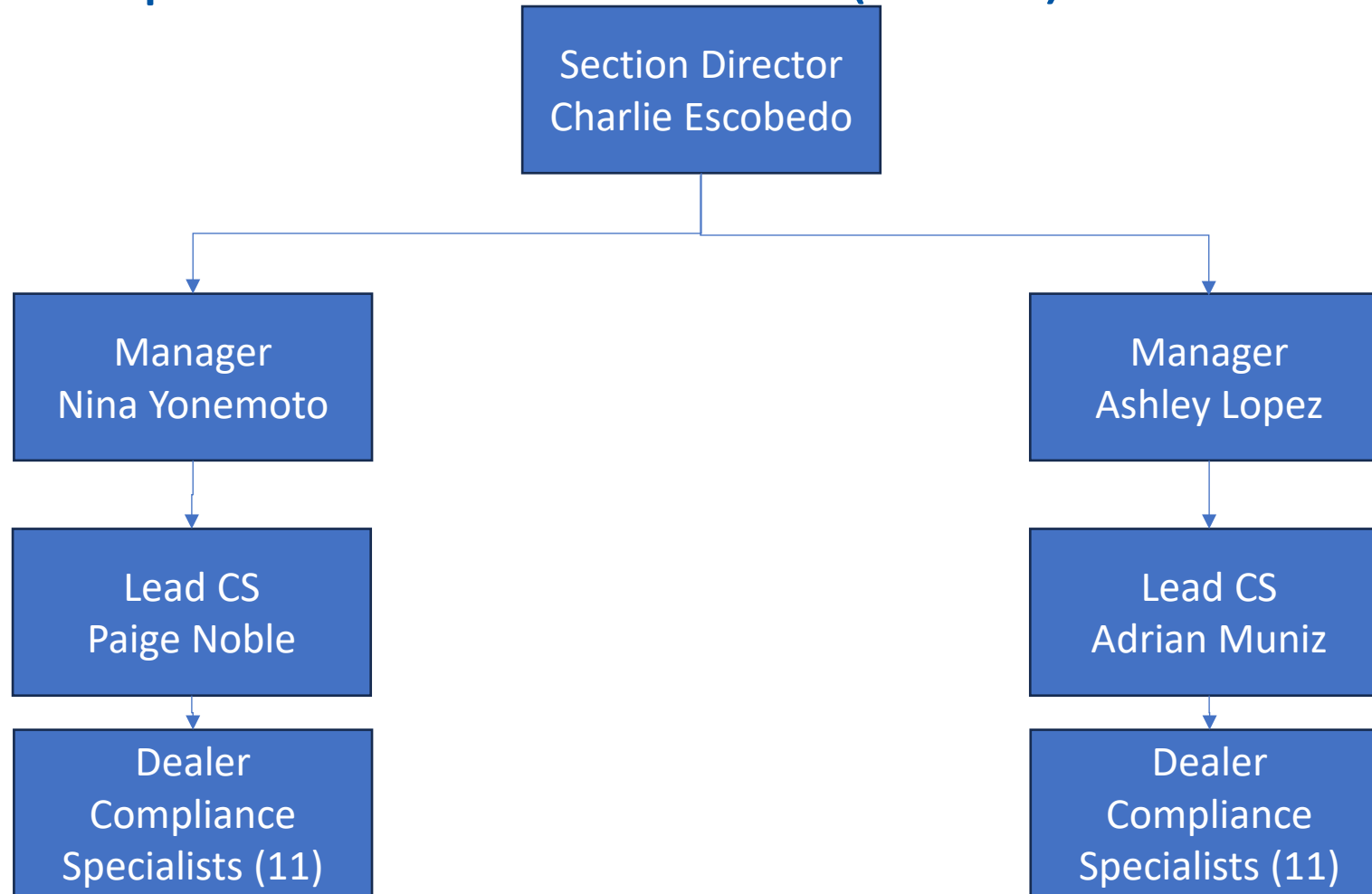
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**Enforcement Division**

**Presented by Ashley Lopez – Dealer Compliance Services Manager**

**November 2025**

# Dealer Compliance Services (DCS)



**FTE Total - 26**





# DCS – Present Day Operations

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# Dealer Compliance Services Staff

## Dealer Compliance Services Areas of Oversight

### Zone 1 – West Texas & Panhandle

**Abilene** – Hans DeJong  
**El Paso** – Francois Dandeneau  
**Lubbock** – Matthew “Matt” De La Torre  
**Odessa** – Vashati Curry

### Zone 2 – East Texas

**Dallas** – Zackary “Zack” Roberts  
**Dallas** – Harry Brown  
**Fort Worth** – Rose Nguyen  
**Fort Worth** – Jermikal Hamilton  
**Fort Worth** – Sydnie Lozano  
**Longview** – Amanda Singleton  
**Waco** – Paul Johnson

### Zone 3 – Gulf

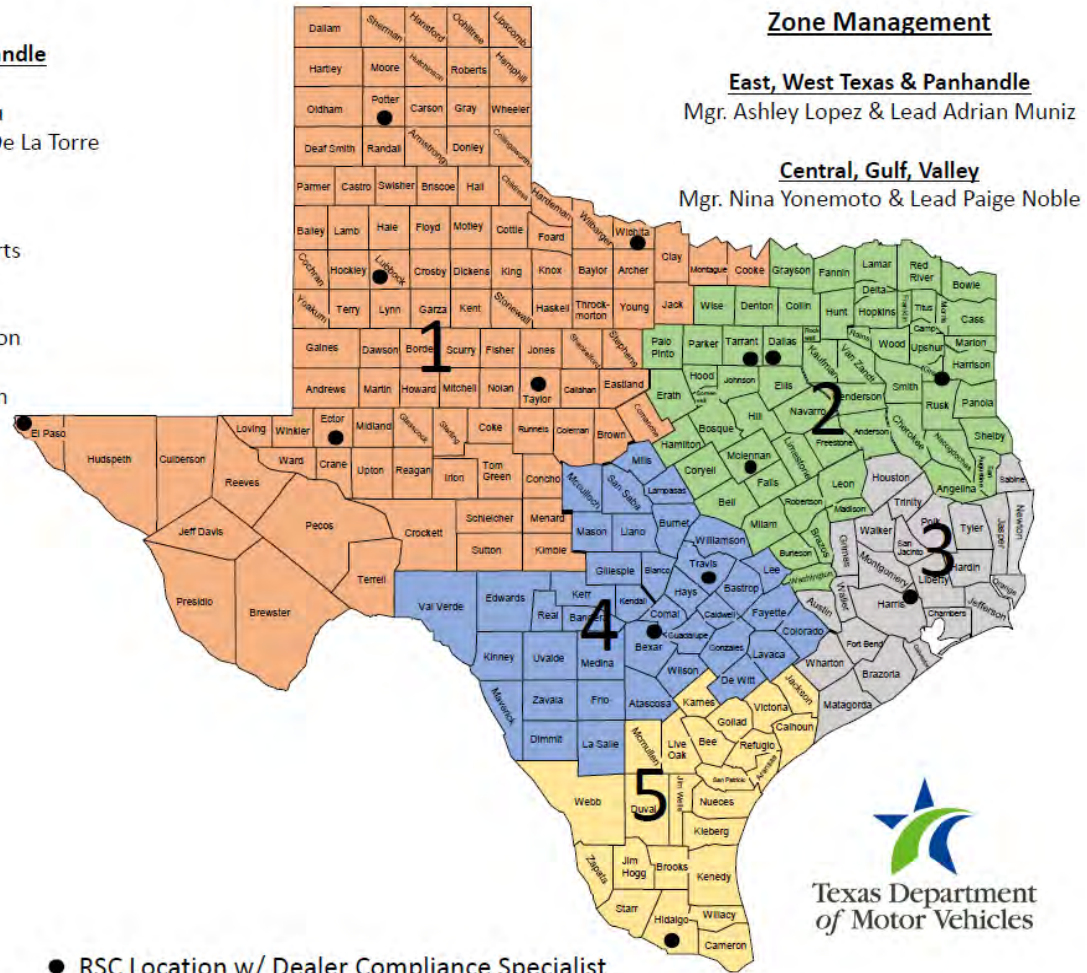
**Houston** – Ana Garcia  
**Houston** – Claudia Gutierrez  
**Houston** – Jeanelle Smith  
**Houston** – Justin Harris  
**Houston** – La Toya Collins  
**Houston** – Tyler Komanich  
**Houston** – TyShawn Smith

### Zone 4 – Central

**Austin** – Steve Karagias  
**San Antonio** – Bertha Garza  
**San Antonio** – Charlie Bickle

### Zone 5 – Valley

**Pharr** – Rey Abrego



# Compliance Reviews – Phased Approach



# Proactive Premise Inspections (PPIs)

- Joint inspections were conducted at dealer premises, serving to identify abandoned locations and to provide hands on training for DCS staff.
- These joint efforts enhanced cross-functional collaboration and facilitated real-time knowledge transfer.



# PPI Results



## Results

- Education was provided to dealers for HB 718 and premise requirements.
- Dealer participation increased for webDEALER.
- Department transparency increased with dealers.

## Data Results

(January – May 2025)

- **1,256** dealer locations visited,
- **328 (26.1%)** dealers not at licensed location,
- **896** premise violations identified



# Proactive Educational Visits (PEVs)

- Objectives
  - Verify dealer presence at their licensed business address
  - Provide HB 718 education to licensed dealers
  - Train and educate DCS new hires on premise objectives
  - Strengthen and enhance research skills, time management, and data entry
  - Build familiarity with licensed dealers



# PEV Results

## Results

- Research Methods Improved
- Mapping Methods Developed
- Brochure Developed
- Strengthened Communication

## Data Results (April – June 2025)

- **3,220** dealer locations visited
- 583 (18%) case referrals for closed/abandoned dealerships



# ECRs - Continued

- Objectives
  - Increase familiarity with new databases and dashboards (Inventory Management System, Dealer Plate Dashboard, etc.).
  - Visit dealers, who might not have been visited previously.
  - Provide education to licensed dealers.
  - Validate inventory provided to dealers and storage/security requirements.
  - Conduct educational premise inspections.



# ECR Results

Results	Data Results (July – October 24, 2025)
<ul style="list-style-type: none"><li>• Enhanced dealer understanding of inventory management and security and storage requirements</li><li>• IMS &amp; eLICENSING skills have strengthened</li><li>• Dashboard skills have developed (PowerBI)</li></ul>	<ul style="list-style-type: none"><li>▪ <b>7</b> (July 24<sup>th</sup> – July 29, 2025)</li><li>▪ <b>51</b> (August 11<sup>th</sup> – August 15, 2025)</li><li>▪ <b>Total: 1,375</b> (July 24<sup>th</sup> – October 24, 2025)</li></ul>



# Full Compliance Reviews (FCRs)

- Premise

- Ensuring that dealer locations meet basic operational and security standards



- Inventory

- Mirror the ECRs
- Verifying proper storage, handling, and documentation of license plates in accordance with state regulations



# FCR Results

## Results

- Some eLICENSING deficiencies have been corrected
- Strengthened understanding of storage and security issues
- Strengthened time management skills (learning how to manage time when a case is due and how much time it takes to submit the case)

## Data Results

- **16** (July 15<sup>th</sup> - July 31<sup>st</sup>)
- **16** (August 1<sup>st</sup> – August 15<sup>th</sup>)
- **Total: 193** (July 15<sup>th</sup> – October 24, 2025)





# DCS – Future Plans

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# The Game Plan – Next Few Months



## **November – December 2025**

- Continue educational engagements with stakeholders
- Dealer Compliance specialists will continue learning processes
- Modernize systems and procedures to increase efficiencies



## **January 2026 – Onward**

- Pivot to risk-based reviews and formal Dealer Compliance Reviews
- Continue to streamline compliance review process and make improvements





# Title Services – webDEALER and HB 718

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**November 2025 VG Young Conference**

**Kimberley Jaso - Title Services Director/VTR Division**

# webDEALER Title Processing

- Title Application Processing Guidelines Document
  - Common Transactions not processed via webDEALER
    - Certain Vehicle Classes
    - Additional Ownership Evidence Types
    - VIN Decode Errors (Off-Highway Vehicles)
    - Exempt Registration
    - Non-Titled
- Common Error Messages
  - Multiple Records
  - Not Authorized to Process



## Title Application Processing Guidelines

The following information outlines which title application transactions can and should be processed in webDEALER and which transactions must be processed over the counter at the county tax office. **PLEASE NOTE: This document will be updated accordingly and does not encompass all possible transaction types. During webDEALER system outages, all transactions must be processed over the counter or held until the system is restored.**

### webDEALER

Listed below are transactions that can and should be processed in webDEALER.

- Passenger Cars and Trucks
- Farm Trucks & Trailers\*
- Motorcycle
- Moped
- Trailer
- Travel Trailer
- Token Trailer
- Apportioned
- Combination
- Off-Highway Use Only (ATV/ROV/UTV & Off-Highway Motorcycles)\*\*
- Title Only
- Operation of Law (with title being surrendered)\*\*\*
- Dealer Resale – Title Only (cannot be a Salvage title)

\* Farm Plates – An ePLATE assignment is required to carry forward for webDEALER processing of new or customer supplied farm plates.

\*\* Off-Highway Use Only (ATV/ROV/UTV & Off-Highway Motorcycles) – VIN decoding errors may occur. See “[Not authorized to Title or Register this vehicle class - \(5721\)](#)” error below.

\*\*\* Additional information about Operation of Law can be found in Chapter 16 in the [Title Manual](#)



# Communications & Future Enhancements

- Communications

- Leased/Non-Leased Vehicles & Resident County
- Trailers 4,000lbs. or Less
- License Plate Amendment Functionality



- Future Resolutions

- Off-Highway Vehicles (Error on Vehicle Information Page) – 26.1
- Dealer Assigned License Plate not Carrying Forward – TBD
- Error if Previously Titled via webDEALER - TBD



# Resources



- Resources Tab:  
<https://www.txdmv.gov/dealers/HB718>
- Release Notes/Addendums:  
<https://www.txdmv.gov/tax-assessor-collectors>
- webDEALER User Guides:  
<https://www.txdmv.gov/publications>





# Registration Services – HB 718 County/Dealer Plate Ordering

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**November 2025 VG Young Conference**

**Tarsha Redd – Registration Services Director/VTR Division**

# HB 718 County & Dealer License Plate Distribution/Shipping

- 3,949,521 Plates Transferred to Warehouse in Dallas
- 2,735,774 Plates Shipped to Dealers
- 1,159,061 Plates Shipped to County Tax Offices
- 7,703 Orders Submitted by Dealers in IMS\*
- 6,982 Orders Shipped to Dealers\*

\* Since IMS order functionality was turned on



# County Order Process

## County Order Form VTR 275

ORDERED BY/SHIP TO: <small>Name of County (and substation, if applicable), RSC or HQ Office</small>		PROCESSED BY: <small>Completed by RSC or HQ</small>					
		RSC/HQ: <small>Select Assigned Area</small>					
		RSC Contact:					
		Date:					
		Index Acct #:	#N/A				
ITEM	ITEM #	DESCRIPTION	ORDER BY	ORDER AMOUNT	QUANTITY ON HAND	URGENT YES/NO	YOU WILL GET
1.							
2.							#N/A
3.							#N/A
4.							#N/A
5.							#N/A
6.							#N/A
7.							#N/A
8.							#N/A
9.							#N/A
10.							#N/A
11.							#N/A
12.							#N/A
13.							#N/A
14.							#N/A
15.							#N/A

- Continue submitting registration supply orders to your Regional Service Center.
- Orders will continue to be processed at DMV HQ and distributed from Huntsville
- Contact your RSC with any questions/concerns regarding your registration supply orders



# TEMP Plate Orders

We have TEMP plates!

- Submit TEMP plate orders with all other registration supply orders
- Min/Max averages will be determined after 1 year of usage

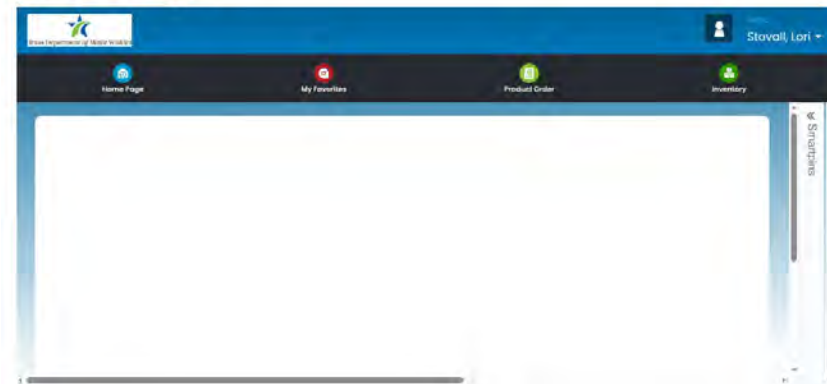


# Dealer Order Process

- Dealers **must** enter IMS through webDEALER
- Dealers are not eligible to order inventory until at least 50% of their quarterly allocation has been used.

IMS ordering  
functionality for  
Dealers was activated  
Sept. 17th

Home Page



# Dealer Order Process

- Order Tracking – Allows Dealers to ensure a successful delivery

The screenshot displays the Texas Department of Motor Vehicles Dealer Order Process interface. The navigation menu includes 'Home Page', 'My Favorites', 'Product Order', and 'Inventory'. The 'Product Order' section is active, showing filters for 'Product Orders' with counts for various order statuses. A search bar and a '+ New Order' button are present. The main table lists orders with columns for 'ORDER NUMBER', 'INVENTORY FACILITY', 'ORDER DATE', 'DATE RECEIVED', 'DESCRIPTION', 'STATUS', and 'ACTIONS'. The 'STATUS' column is highlighted, showing 'Shipped' for three orders. The 'ACTIONS' column has a 'Notes' icon highlighted. Below the table, there is a section for 'Order Date 09/17/2025' with a 'Notes' button highlighted. To the right, there is a detailed view of a note with columns for 'DATE', 'NOTE TYPE', 'ENTERED BY', and 'ENTRY'. The 'ENTRY' column contains a note about shipping a purchase order with a tracking number highlighted.



# Dealer Order Process

- Receiving an Order – Dealers **must** receive their plates in the IMS before assigning plates to vehicles.

The screenshot displays the IMS interface. On the left, a dark sidebar menu is open, with the 'Inventory' option highlighted in a red box. Below it, the 'Order Receiving' option is also highlighted in a red box. The main content area shows the 'Order Details' for order #XFER0159, which is in the '-INBOUNDRECEIVING' status. The order details table shows 'No Results' and a 'Total Quantity: 0'. At the bottom right of the order details, there is a 'Print' button and a 'Receive Order' button, both highlighted with red boxes.

Inventory Facility	Shipping Address	Contact	Order Date	Order Received	Received By	Total Quantity: 0
No Results						



# Returned Dealer Shipments

- Why are orders returned?
  - New location
  - Out of business
  - Incorrect address
  - Courier attempted delivery during non-business hours
- 1,867 license plate orders have been returned
- 479 Reshipped to Dealers or Shipped to RSCs for Dealer pick-up
- 692 Returned to Inventory
- 148 Reconciled with supplemental order
- 100 Pending resolution



# Exempt Plate Workgroup Update

- County Workgroup held 10/21
  - Key Discussion Points
    - Processing Delays for Exempt Agencies
    - Temporary Permits & Vehicle Transport
    - System Programming & Process Limitations
    - Peak Transaction Periods
  - Next Steps/Action Items
    - Internal discussions to include details and direction of the Comptroller Contract 998
    - Evaluate potential updates to webDEALER programming
    - Review options for temporary operating authority for exempt vehicles pending title issuance.



# Revised Initial Registration and Renewal Identification Requirements



Effective immediately, an applicant for initial registration or renewal must present certain photo identification.



# ID for Registration & Renewals

**Applicants must provide one of the following identification documents:**

- (1) driver's license or state identification certificate issued by a state or territory of the United States;
- (2) United States or foreign passport; or
- (3) a valid, unexpired license to carry a handgun issued by the Texas Department of Public Safety

**“United States or foreign passport” is:**

- (A) an unexpired passport or passport card issued by the United States government; or
- (B) an unexpired passport issued by the government of another country with:
  - (i) a stamp or mark affixed by the United States Department of Homeland Security onto the passport to evidence and authorize lawful admission into the United States; and
  - (ii) a current permanent resident card or unexpired immigrant visa issued by the United States Department of Homeland Security

**“Driver's license or state identification certificate issued by a state or territory of the United States” is:**

- a valid, **unexpired** driver's license or state identification certificate issued by a state or territory of the United States that complies with the minimum document requirements and issuance standards for federal recognition under the REAL ID Act of 2005, Public Law 109-13.



# Renewal Options

- Texas-by-Texas
- Mail-In
- In-Person

**Expired passports are not acceptable for motor vehicle registration.**



# Special Registrations

- ❖ Military service members serving out of state and domiciled in Texas
- ❖ International Registration Plan
- ❖ Non-resident Agricultural Permit
- ❖ Annual Permits
- ❖ 72 and 144 Hour Permits
- ❖ Temporary Registration (One Trip or 30-Day)

## Identification Requirements:

- (1) driver's license or state identification certificate issued by a state or territory of the United States;
- (2) United States or foreign passport;
- (3) United States military identification card;
- (4) North Atlantic Treaty Organization identification or identification issued under a Status of Forces Agreement;
- (5) United States Department of Homeland Security, United States Citizenship and Immigration Services, or United States Department of State identification document; **or**
- (6) a valid, unexpired license to carry a handgun issued by the Texas Department of Public Safety under Government Code, Chapter 411, Subchapter H.

