

**Alabama Department of Revenue
Motor Vehicle Division
Mandatory Liability Insurance (MLI)
Procedures Manual**

To access the MLI system, first, login to MVTRIP – Motor Vehicle Title Registration and Insurance Portal at:
<https://www.mvtrip.alabama.gov/MVTRIP>

MVTRIP
Motor Vehicle Title Registration & Insurance Portal

Welcome to MVTRIP

The Alabama Department of Revenue Motor Vehicle Division is responsible for issuing motor vehicle titles, motor vehicle dealer licenses, maintaining vehicle registration information and enforcing the Mandatory Liability Insurance Act. In addition, the division administers the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA). This portal provides information necessary to process motor vehicle transactions.

Login

User Name:

[Forgot Your User Name?](#)

Password:

[Forgot Your Password?](#) [Change Password?](#)

Login

MVTRIP Applications

Related Applications

- ETAPS
- MLI
- PROS
- ALVerify
- Dealer License
- MVDocs
- SCRAP
- Registration (ALVIS)

Unclaimed Vehicle Report

News and Alerts

9/10/2012 - MVTRIP Reporting

Effective 9/11/2012, the MVTRIP reporting feature will be available to county administrators. This feature will allow users to view registration statistics and errors for their county. Please contact the MVD if you need assistance.

- Motor Vehicle Division

9/10/2012 - Fraternal Order of Police License Plates

The Fraternal Order of Police distinctive license plate has been redesigned and is being delivered to county offices for issuance beginning October 1, 2012. Once the new designs are issued, please remove all license plates with the old designs from ...

[--Click to View the Entire Article--](#)

- Motor Vehicle Division

If you have questions regarding the MLI system, please contact the MLI office at (334) 242-3000.

In order to view and print any documents, Adobe Acrobat Reader must be installed on your computer and all pop-ups must be allowed on the MLI website. If you do not have Adobe Acrobat Reader, instructions for obtaining a free copy are available at the following address: <http://get.adobe.com/reader/>.

The MLI system will be available after the user successfully logs into MVTRIP

MVTRIP
Motor Vehicle Title Registration & Insurance Portal

Current User: countyuser | Organization: Washington | Logout

Related Tasks ▾

Welcome to MVTRIP, COunty USeR

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MVTRIP Applications

- Related Applications
- Mandatory Liability Insurance**
- Search
- Reinstatement Report
- Unclaimed Vehicle Report

News and Alerts

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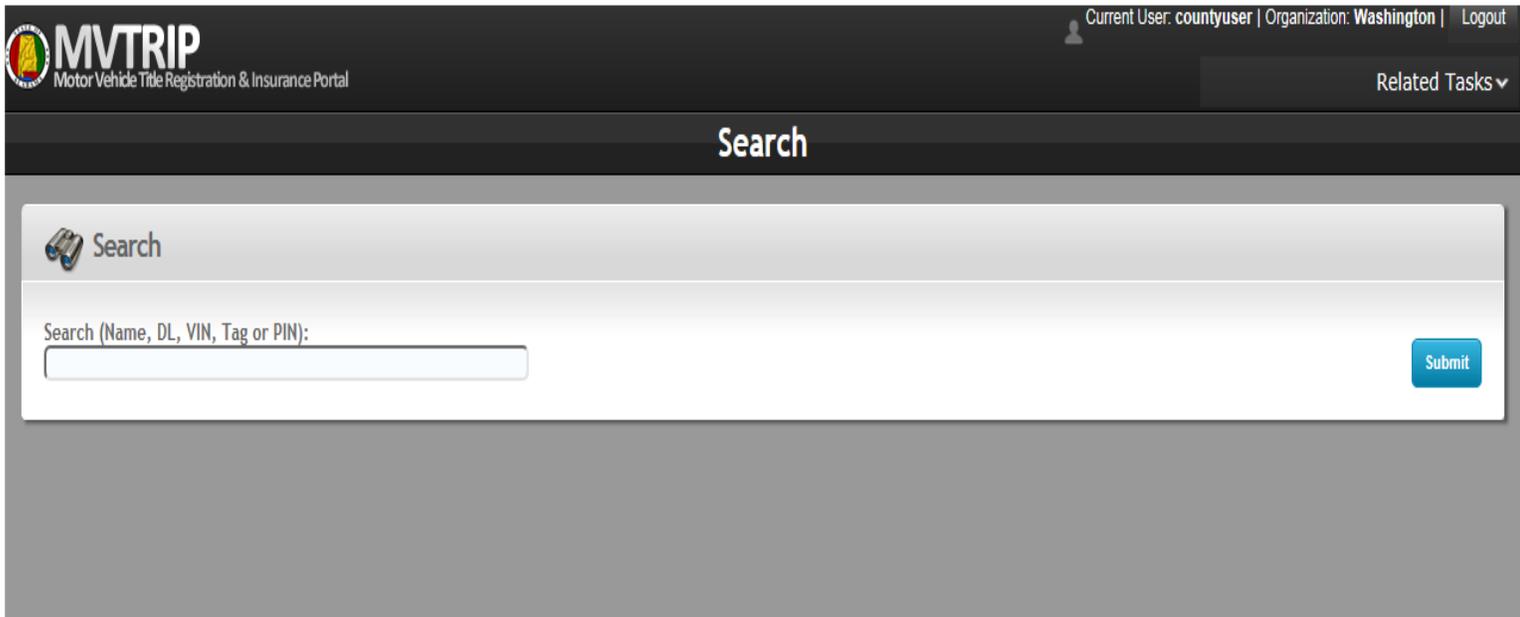
8/31/2012 - August 2012 Vehicle Registration Renewal Deadline Extended for Mobile and Baldwin Counties
Montgomery—The Alabama Department of Revenue (ADOR) announced today that the August 2012 motor vehicle registration renewal deadline has been extended through Sept. 14, 2012, for vehicle owners residing in Mobile and Baldwin counties due to the effec...

Once you are logged in to MVTRIP, Select MLI applications from the Dashboard, you will have the above listed access available.

The **Search** icon allows the user to access and update the registrant's MLI record.

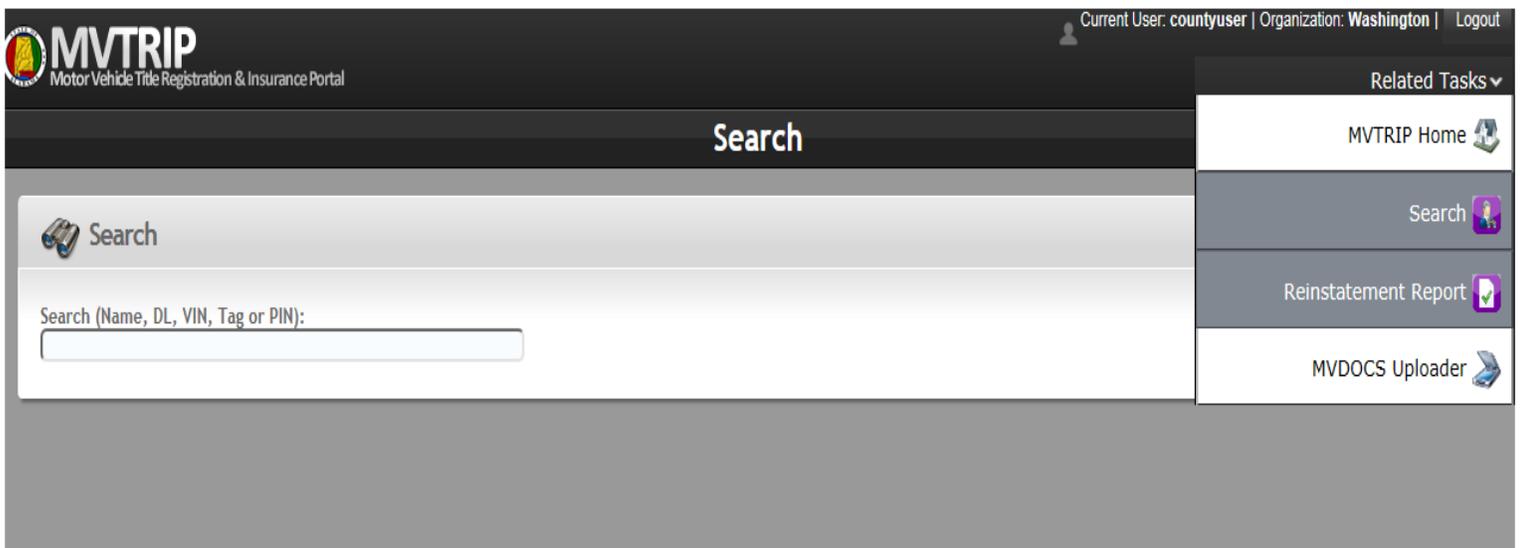
The **Reinstatement Report** icon allows for the viewing and reconciliation of the MLI reinstatements processed by the office the clerk is assigned to within MVTRIP. County Administrative Users will be able to produce the report and reconcile for all office locations within their respective county.

SEARCH ICON



By selecting the **Search** icon, the above screen will appear.

Search for a MLI record using one of the identifiers provided by the registrant or as reflected on the registrant's MLI Questionnaire or Notice of Suspension postcard (see sample on pages 5 & 6): Name, Driver License Number, Vehicle Identification Number (VIN), Tag Number, or PIN.



To navigate the MLI system once you are within the system, hover on Related Tasks in top right corner under the login. Options will appear once you are hovering on Related Tasks. The Search and Reinstatement Report icons will now be available from this Related Tasks list.

Sample Notice of Suspension Postcard Mailer:



ALABAMA DEPARTMENT OF REVENUE
MOTOR VEHICLE DIVISION
Mandatory Liability Insurance Unit
P.O. Box 327650
Montgomery, AL 36132-7650

<Name>
<Name>
<Address>
<City>, <State> <ZipCode>

OUTSIDE MAILER ENVELOPE PANEL

Mandatory Liability Insurance Notice of Suspension

Date of correspondence: <LetterDate>

Section 32-7A-4, Code of Alabama 1975, requires vehicle owners to maintain liability insurance on motor vehicles operated or registered in this state. The department has determined the following reason for a possible registration suspension: <input reason from file- ticket, no response to previous questionnaire, insurance information provided in questionnaire response denied by insurer, etc.>

In order for the department to verify evidence of insurance, **please complete the online insurance questionnaire at: mli.mytrip.alabama.gov**. The license plate number and PIN included in this mailer will be needed to complete the online questionnaire. If you are unable to complete the questionnaire online, please complete and return this mailer by fax to (334) 353-8105 or mail. Your insurance company will be contacted to verify the information provided. **IF YOU RESPOND ONLINE, DO NOT MAIL/FAX THE QUESTIONNAIRE.**

Failure to respond to this questionnaire will result in the suspension of your vehicle registration on the following date: <effective date of suspension>. If there was a violation of the MLI law, the earliest date eligible to end the suspension is: <earliest end susp date>. For additional information regarding this matter, please contact the department at: mli@revenue.alabama.gov or (334) 242-3000.

INFORMATION PANEL

Sample Notice of Suspension Postcard Mailer (continued):

Insurance Verification

Insurance Verification Date: <VerificationDate>

PIN #: <PIN>

Registrant Name:<Name>
<Name>

License Plate: <TagNumber>

Vehicle Identification No.: <VIN> **Make:** <VehicleMake> **Model:**<VehicleModel> **Year:** <VehicleYear>

Was the vehicle identified above insured on the above insurance verification date? Please select ONE response below.											
YES <input type="checkbox"/> Insurance information must be provided below, OR											
NO <input type="checkbox"/> The vehicle was operated/registered without insurance on the above insurance verification date. NOTE: The registration will be suspended. Please refer to mli.mvtrip.alabama.gov for reinstatement instructions and appeal rights, OR											
NO <input type="checkbox"/> The vehicle was stored/inoperable on the above insurance verification date. NOTE: The registration will be revoked. Please refer to mli.mvtrip.alabama.gov for instructions and appeal rights.											
Insurance Company Name:											
Insurance Co. NAIC Number:						This 5-digit number is required and can be found on your insurance card. Contact your insurance agent if you are unable to locate this number.					
Insurance Co. Street Address:											
Ins. Co. City, State, Zip:						Ins. Co. Phone Number:					
Policy Number:											
Policy Effective Date:						Policy Expiration Date:					
Signature:						Date:					

Barcode

REGISTRANT RESPONSE PANEL

<Name>
<Name>
<Address>
<City>, <State> <ZipCode>

Place
Stamp
Here

ALABAMA DEPARTMENT OF REVENUE
MOTOR VEHICLE DIVISION
Mandatory Liability Insurance Unit
P.O. Box 327650
Montgomery, AL 36132-7650

RETURN MAILER PANEL

The screenshot shows the MVTRIP Motor Vehicle Title Registration & Insurance Portal. At the top left is the logo with the text "MVTRIP Motor Vehicle Title Registration & Insurance Portal". At the top right, it displays "Current User: countyuser | Organization: Washington | Logout" and a "Related Tasks" dropdown menu. The main heading is "Search". Below this is a search box with a magnifying glass icon and the text "Search". The search criteria field is labeled "Search (Name, DL, VIN, Tag or PIN):" and contains the text "john smith". A blue "Submit" button is located to the right of the search field.

Enter the search criteria and then press the Submit button.

If the search is successful, the results matching the search criteria will be displayed on a “MLI Record” screen as illustrated on the following screen:

The screenshot displays the 'New MLI System' interface. At the top, it features the Alabama Department of Revenue and Motor Vehicle Division logos. The main heading is 'New MLI System'. Below this is the 'MVTRIP Motor Vehicle Title Registration & Insurance Portal' header, which includes the current user 'countyuser', organization 'Washington', and a 'Logout' link. The central section is titled 'MLI Record' and is divided into three main panels: 'Registrant', 'Vehicle', and 'Overview'. The 'Registrant' panel shows the name 'John Smith', address '123 Street', and DL # 'XOXOXOX' with a link to 'Montgomery, AL 00000-0000'. The 'Vehicle' panel shows tag '6YDZBE', VIN '1X0000000000000000', PIN 'XOXOXOX', make 'XXXX', model 'XXXX', and year '2012'. The 'Overview' panel shows registration status 'OP', verification date, last tag issue date, source 'DPS', upload date '11/8/2012 10:25:31 AM', and a 'Submit Response' button. A yellow book icon in the top right of the Overview panel is a link to the procedure manual. At the bottom, there is a 'History' section with a table that currently shows 'No records to display.' and an 'Add Note' button.

After opening a MLI record, the following information will be displayed:

1. Registrant information: Registrant’s name, address, and driver’s license number;
2. Vehicle information: Tag number, VIN, make, model, and year as well as the PIN related to the MLI record.
3. An overview of the MLI record including: the current registration status(see next page for a list of all available status codes), the requested insurance verification date, the last tag issue date, the source of the MLI record, the record status in the inquiry process, and when the record was last modified and uploaded to the MLI system. The **Submit Response** button is available to allow the clerk to enter a registrant’s response from a MLI Questionnaire or Notice of Suspension received by the registrant. THE REGISTRATION STATUS DOES NOT HAVE TO BE SUSPENDED FOR THE CLERK TO BE ABLE TO PROCESS A RESPONSE FOR A REGISTRANT.
NOTE: The open book icon in the top right hand corner is a link to this procedure manual which is available at all times with instructions for processing MLI responses.
4. History: All images and transactions will be detailed here in reverse order (most recent transaction listed first). The clerk has the ability to add notes in the activity log by selecting the **Add Note** button.

MLI System Registration Status Codes

- OP** open record (in process.)
- S1** first suspension
- S2** second or subsequent suspension
- R1** reinstated – first suspension
- R2** reinstated – second or subsequent suspension
- R3** valid insurance
- ID** insurance denied
- VR** void – registration revoked
- CL** closed record

Submit Response


Motor Vehicle Title Registration & Insurance Portal
Current User: countyuser | Organization: Washington | Logout

[Related Tasks](#)

Submit Response



Registration Information

Submit

VIN: Tag: Make: Model: Year:

For the vehicle specified in your letter, did you have liability insurance on 7/25/2012? Yes No No (Exempt)



Policy Information

Policy #:

Effective:  Expiration: 



Insurance Company Information

Search Insurance Companies: [Get Company Info](#) NAIC #:

Phone:

Address: City: State: Zip:

Once the **Submit Response** button is selected, the above screen will appear allowing the clerk to enter the registrant response to the MLI inquiry Questionnaire or Notice of Suspension postcard mailer. There are three (3) possible responses:

YES –vehicle was properly insured on the insurance verification date (date is shown on screen).

NO –vehicle was NOT properly insured on the insurance verification date (shown on screen) and is admitting a violation of the law. (reinstatement fees must be collected and current insurance information must be obtained)

NO (Exempt) –vehicle was NOT properly insured on the date specified because the vehicle was stored/inoperable on the insurance verification date (after the registration date because insurance information was required to be presented for the registration date). This selection will result in Revocation of the current registration.

The following pages will detail the procedures for each response.

“Yes” Response

If the registrant response is “Yes”, the vehicle was properly insured on the verification date:

1. Under “Registration Information” click “Yes”.
2. Under “Policy Information” enter the Policy Number (REQUIRED), policy effective and expiration dates (or select from calendar)
3. Under the “Insurance Company Information” enter the insurance company NAIC # if known. This will auto-populate the insurance company name field. The phone number can be provided on the Phone line item. If the NAIC # is not known, the information may be obtained by entering the insurance company name in the “Search Insurance Companies” field. A list of matching records from the database will be shown. Select the matching name and then select the **Get Company Info** button. This will populate the NAIC #.
4. After all information is entered, select the **Submit** button in the top right corner.

Current User: countyuser | Organization: Washington | Logout

Related Tasks ▾

Submit Response

Registration Information Submit

VIN: [redacted] Tag: [redacted] Make: [redacted] Model: [redacted] Year: 2006

For the vehicle specified in your letter, did you have liability insurance on 6/27/2012? Yes No No (Exempt)

Policy Information

Policy #: [1aaaa] Effective: [calendar icon] Expiration: [calendar icon]

Insurance Company Information

Search Insurance Companies: [Alfa Mut Ins Co] Get Company Info NAIC #: [19135]

Phone: [redacted]

Address: [P O Box 11000] City: [Montgomery] State: [AL] Zip: [36191]

Once the registrant’s response has been submitted, the MLI Record screen will display again. If the registration was suspended, a **Reinstatement** document will be available as a PDF document. The **Reinstatement** document should be printed and provided to the registrant. The **Reinstatement** document will only be available if the registration record status was suspended prior to entry of the response for the registrant. A confirmation page will

(reinstated) immediately, the update to the law enforcement database may take longer.

Sample Registration Reinstatement:



State of Alabama Department of Revenue

(www.revenue.alabama.gov)
50 North Ripley Street
Montgomery, Alabama 36132

REGISTRATION REINSTATEMENT

Issue Date: 12/28/2012

Expiration Date: 2/11/2013

NOTICE TO LAW ENFORCEMENT: The motor vehicle registration for the vehicle described below has been previously suspended under the provisions of the Alabama Mandatory Liability Insurance Act (Title 32, Chapter 7A). This document serves as reinstatement of the vehicle's registration. Questions concerning this reinstatement document should be directed to the Motor Vehicle Division, MLI Unit, at (334)242-3000.

Registrant: SMITH

DL Number:

Address:

City:

State: AL

Vehicle Information:

Tag Number:

VIN:

Year:

Make:

Model:

Insurance Company Information:

Name: ins Co

NAIC #: ...

Address:

City/State: Montgomery

Zip:

Policy/Binder Number: 1aaaa

Reinstatement Code: R1

Exempt Reason:

ISSUED BY: countyuser

County: Washington

NOTICE TO VEHICLE OWNER: Any driver of an Alabama-registered vehicle convicted of operating the vehicle without liability insurance coverage as required by Alabama law, or suspended vehicle registration, will be subject to fine of up to \$500.00 for a first offense and a fine of up to \$1,000.00 and/or his/her driver's license being suspended for a second or subsequent offense.

Furthermore, the owner of the vehicle will be subject to the payment of a reinstatement fee of \$200.00 for a first offense, and in the case of a second or subsequent offense, the vehicle owner will be subject to the payment of a \$400.00 reinstatement fee and a four-month suspension of their vehicle registration.

“NO (Exempt)” Response

If the registrant response is “NO (Exempt)”, the vehicle was not properly insured on the insurance verification date because the vehicle was stored/ inoperable/ sold on or before the verification date:

1. Under “Registration Information” click “No (Exempt)”.
2. Click the button related to the exemption reason given by the registrant.

- Vehicle Sold
- Vehicle Inoperable
- Vehicle Stored

Selection of the Vehicle Sold response will result in the revocation of the registration related to that vehicle and will not affect any current vehicle the registration has already been transferred to. If the license plate has not been transferred already, then the plate cannot be transferred to a new vehicle. A revocation letter will not be generated.

Selection of the Vehicle Inoperable or Vehicle Stored response will result in the revocation of the current registration on the vehicle. A letter will be generated to present to the registrant instructing them that a new registration/tag must be obtained before the vehicle can be operated again. In accordance with administrative rule 810-5-8-.10, prior to re-registering the vehicle, the registrant must provide evidence of the vehicle’s non-use to the licensing official as provided in administrative rule 810-5-1-.244. See the Motor Vehicle Affidavit form MV IRP-15 at: <http://revenue.alabama.gov/motorvehicle/mvforms/mvirp15.pdf>.

3. Select the **Submit** button in the top right corner.

The screenshot shows the MVTRIP (Motor Vehicle Title Registration & Insurance Portal) interface. At the top, it displays the current user as 'countyuser' and the organization as 'Washington'. The main heading is 'Submit Response'. Below this, there is a section titled 'Registration Information' with a 'Submit' button in the top right corner. The form includes fields for VIN, Tag, Make, Model, and Year. A question asks, 'For the vehicle specified in your letter, did you have liability insurance on 5/31/2012?' with radio buttons for Yes, No, and No (Exempt). Below the question are three radio button options: Vehicle Sold, Vehicle Inoperable, and Vehicle Stored.

Once the response has been submitted, the MLI Record screen will be displayed again as shown below.

MVTRIP
Motor Vehicle Title Registration & Insurance Portal

Current User: [redacted] Organization: [redacted] | Logout

Related Tasks ▾

MLI Record

✔ **Registration revoked** ✘

Registration revoked. Please refer to www.mli.mvtrip.alabama.gov for instructions and appeal rights. A new license plate/ registration must be obtained prior to operating vehicle.

Registrant

Name: SMITH [redacted] Address: [redacted]
DL #: [redacted]

Overview

Registration Status: **VR - (void - registration revoked)**
 Verification Date: 7/25/2012
 Last Tag Issue Date: 10/03/2011
 Source: Annual Pool
 Record Stage: Record Revoked

Uploaded: 7/22/2012 12:00:00 AM
 Last Modified: 12/28/2012 11:23:02 AM

Vehicle

Tag: [redacted] VIN: [redacted] PIN: [redacted]
 Make: [redacted] Model: [redacted] Year: [redacted]

History

Date	Activity	User	Status	Documents	Notes
12/28/2012 11:23 AM	Record is Revoked	[redacted]	VR - void - registration revoked		
12/28/2012 11:23 AM	Clerk has responded No (Exempt)	[redacted]	S1 - First suspension.		
12/28/2012 11:23 AM	First Re-Suspension Response given by Sherry Helms	[redacted]	S1 - First suspension.		
12/28/2012 10:23 AM	Record is resuspended	countyuser	S1 - First suspension.		
	OIVS has checked and responded Unconfirmed reason - (Incorrect Data				

Displaying items 1 - 5 of 9

For the “**No (Exempt)**” response, the Registration Status is changed to VR – (void – registration revoked).

A **Revocation Notice** is available under the “History” section if the response was stored or inoperable. The **Revocation Notice** includes details regarding the registration revocation and provides instruction on how the registrant may obtain a new registration/tag when the vehicle is operational again. Appeal rights are also detailed. (see sample **Revocation Notice** on next page)

Sample Notice of Registration Revocation:



State of Alabama
Department of Revenue
www.revenue.alabama.gov
P O Box 327650
Montgomery, AL 36132

Mandatory Liability Insurance Notice of Registration Revocation Motor Vehicle Division

Date of Correspondence:
Insurance Verification Date:

PIN:
VIN:

Plate No:
Make:
Model:
Year:

Registration on the above reference vehicle is hereby revoked in accordance with Section 32-7A-11, Code of Alabama 1975 for the remainder of the registration period. In the event the motor vehicle for which the registration has been revoked is no longer stored, inoperable, or otherwise unused as prescribed by the department, a new registration and license plate must be obtained prior to operating the vehicle. In accordance with Administrative Rule 810-5-1-.244, prior to re-registering the vehicle, a registrant claiming their vehicle was stored or inoperable must provide evidence of the vehicle's non-use to the licensing official. The Motor Vehicle Affidavit (form MV IRP-15) may be utilized to satisfy this requirement or any documentation the official's office deems appropriate. This form is available from the department website at <http://revenue.alabama.gov/motorvehicle/mvforms/mvirp15.pdf>.

Please contact the Motor Vehicle Division, Mandatory Liability Insurance at (334)242-3000 or mli@revenue.alabama.gov if you need further assistance regarding the registration suspension.

If you are dissatisfied by the above action of the Department of Revenue, Section 40-2A-8(a), Code of Alabama 1975, provides "any taxpayer aggrieved by any act or proposed act or refusal to act by the department, pursuant to Act 2014-146, shall be entitled to file a notice of appeal from such act or proposed act or refusal to act with the Alabama Tax Tribunal. Such notice of appeal must be filed within thirty (30) days of the date notice of such act or refusal to act is mailed to the taxpayer." The notice should be directed to:

Alabama Tax Tribunal
P O Box 327130
Montgomery, AL 36132-7130

This document should be printed and provided to the registrant.

Monthly Reinstatement Report

All reinstatement fees collected each month must be remitted to the Department of Revenue no later than the 10th day of the following month with a copy of the MLI Reinstatement Report that reflects the reinstatements processed each month.

Login to MVTRIP, select the MLI application from the dashboard, and select the **Reinstatement Reports** icon.

The following screen will appear:

Current User: countyuser | Organization: Washington | Logout

Related Tasks

Reinstatement Report

Search

County Head Office: Counties | County Offices: Washington | Begin Date: 12/1/2012 | End Date: 12/31/2012 | Search

Totals Search results for 12/28/2012 1:35:35 PM

R1 Totals	R2 Totals	R3 Totals	R4 Totals	Grand Totals
Count: 2	Count: 1	Count: 20	Count: 0	Count: 23
Sub-Total: \$400.00	Sub-Total: \$400.00			Sub-Total: \$800.00
-10%: \$40.00	-10%: \$40.00			-10%: \$80.00
Total: \$360.00	Total: \$360.00			Total: \$720.00

Records Export To Excel

Date	Registrant	Reinstatement Code	Suspension Code	DL #	Tag #	VIN	User	County Office	Fee Collected
12/28/2012 1:13:02 PM	SMITH	R1	S1				countyuser	Washington	\$200.00
12/28/2012 10:23:39 AM	SMITH	R3	S1				countyuser	Washington	
12/27/2012 10:36:46 PM	SMITH	R2	S1				countyuser	Washington	\$400.00
12/27/2012 10:07:45 PM		R1	S1				countyuser	Washington	\$200.00

The **County Head Office** is defaulted to the county the user is assigned to within MVTRIP.

If the county office locations have been set up by the county administrator, the **County Office** field can be selected to reflect the specific locations within the county or ALL can be selected. ALL should be selected for submitting the monthly report.

Begin Date and **End Date** fields are defaulted to first and last days of the current month; however, the Begin and End Date may be changed as needed (i.e. daily reconciliation).

Click the **Search** button.

This report reflects the number of reinstatements processed and fees collected for the specified date range. The report should be printed and used to reconcile the reinstatement fees collected. Please notify the MLI office of any errors so that the report can be corrected.

The data may also be exported to a Microsoft Excel worksheet by clicking the **Export To Excel** button. This will allow for further examination and sorting of the data, if needed.

Remittance of Fees

Fees can be remitted to the State by check or by deposit as detailed below:

By Check:

Reinstatement fees, less the amount to be retained in accordance with §32-7A-12, Code of Alabama 1975, should be remitted by check to the address below along with a copy of the monthly (MLI) Reinstatement Report printed from the state MLI system:

Alabama Department of Revenue
Motor Vehicle Division
Mandatory Liability Insurance Section
P O Box 327650
Montgomery, AL 36132-7650

By Deposit:

Reinstatement fees, less the amount to be retained in accordance with §32-7A-12, Code of Alabama 1975, should be deposited into one of the following Alabama Department of Revenue bank accounts by the 10th day of the month following the month of collection:

Bank Account Number:
Compass 00199001
Regions 73003824
BB & T 1010000240698
Wells Fargo 2100030000282

The deposit slip must be sent in to the department along with the monthly (MLI) Reinstatement Report printed from the state MLI system. The deposit of (MLI) Reinstatement fees into the above listed accounts must not be combined with the deposit of registrations fees or any other type of tax or fee. Deposits slips may be obtained from Mr. Roman McLeod, State Treasurer's Office at (334) 242-7547.

If you have any questions regarding the MLI program, please contact the MLI office at (334) 242-3000.

MLI Senior User Access

The screenshot displays the MLI Record web application. The browser address bar shows the URL: <http://mli.caps.ua.edu/Clerk/MLIRecord?MLIRecordID=1f2282e0-3c13-4091-94f1-5b421feced71>. The page title is "Motor Vehicle Title Registration & Insurance Portal". The current user is identified as "Sherry Helms" from the "Department of Revenue".

The main content area is titled "MLI Record" and is divided into several sections:

- Registrant:**
 - Name: John Smith
 - Address: 123 Street
 - DL #: [XOXOXOX](#)
 - Montgomery, AL 00000-0000
- Vehicle:**
 - Tag: [06032F](#)
 - VIN: 1GNDS13S952326252
 - PIN: XOXOXX
 - Make: XXXX
 - Model: XXXX
 - Year: 2012
- Overview:**
 - Registration Status: **S2 - (Second or subsequent suspension)**
 - Last Tag Issue Date: 4/07/2010
 - Source: DPS
 - Record Stage: Second Suspension
 - Uploaded: 11/8/2012 10:25:31 AM
 - Last Modified: 5/1/2013 4:14:13 PM
 - Insurance Verification Date
 - Earliest End Suspension Date: 9/1/2013 12:00:00 AM
- History:**

Date	Activity	User	Status	Documents	Notes
5/01/2013 4:14 PM	NOS Suspension Expiration time Reached- Record has gone into second Suspension	system	S2 - Second or subsequent suspension		

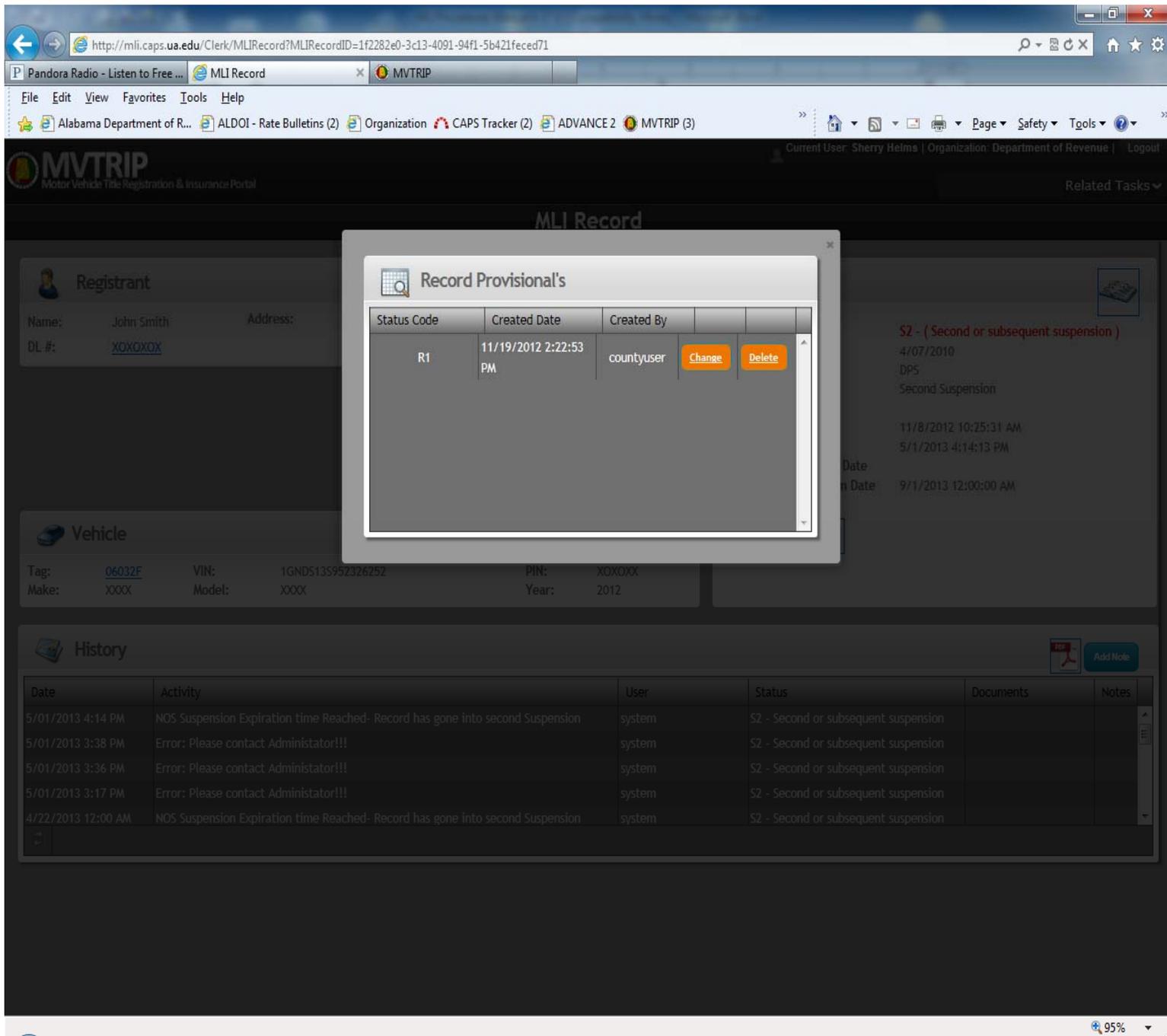
MLI Senior User Access level employees (as designated within each county – chief clerks, etc. and all ADOR staff) can use the methods as outlined below to correct or delete a MLI response entered incorrectly or in error.

Correction of MLI Response Entered Incorrectly

If a clerk enters a response (**Submit Response Button**) incorrectly which needs to be changed (ex. Clerk enters Yes response (R3) when should have entered NO, violation(R1)), the senior user can change the reinstatement status to correct the record which will in turn correct the reinstatement report for the county. This transaction is logged in the HISTORY area of the MLI Record.

1. Select the **RECORD PROVISIONALS** button as shown above from the Overview area of the MLI Record that needs correcting.

The below screen will appear:



2. Select the **CHANGE** button. This will bring up the following screen:

https://mli.caps.ua.edu/Clerk/ReinstatementChange?target=_blank&historyRecordID=ce35a583-624c-4530-a5e3-cf5cd9881fa1

Pandora Radio - Listen to Free ... Reinstatement Change MVTRIP

File Edit View Favorites Tools Help

Alabama Department of R... ALDOI - Rate Bulletins (2) Organization CAPS Tracker (2) ADVANCE 2 MVTRIP (3)

MVTRIP Motor Vehicle Title Registration & Insurance Portal

Current User: Sherry Helms | Organization: Department of Revenue | Logout

Reinstatement Change

Policy Information

Policy #: Effective: Expiration:

Insurance Company Information

Search Insurance Companies: NAIC #:

Phone:

Address: City: State: Zip:

Unchanged Reinstatement's

Current Reinstatement Status: R1 Created By: countyuser Created Date: 11/19/2012 2:22:53 PM Change provisional to:

Attach a Note

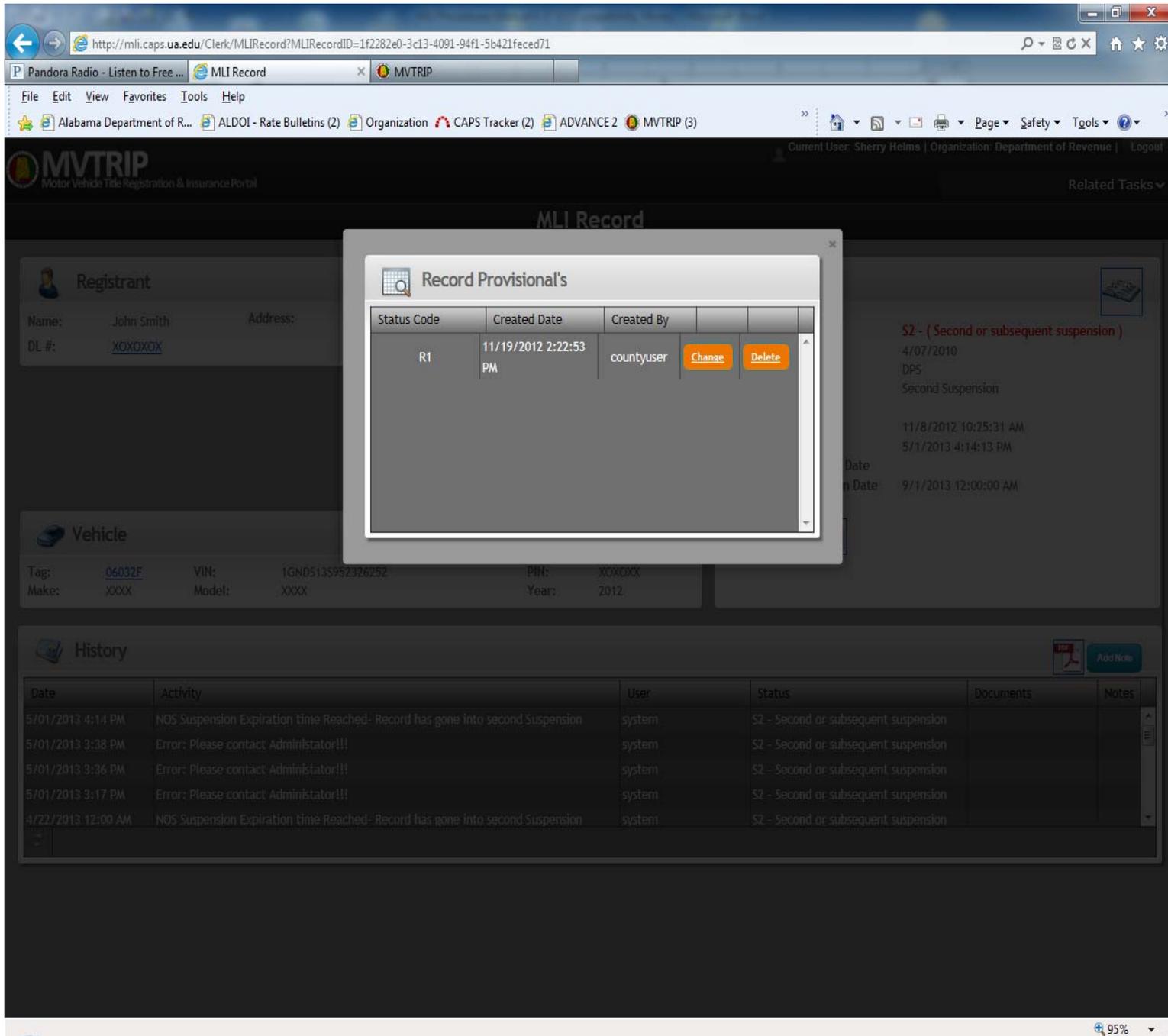
3. Verify the policy information as shown on screen. Use the dropdown menu from the **Change Provisional to:** area of the page and then
4. Click the **SAVE** button.
5. The registration status will now reflect the corrected status on the MLI record and within the reinstatement report for the date the original reinstatement was entered.

Deletion of MLI Response Entered In Error

If a clerk enters a response (**Submit Response Button**) which needs to be deleted from the system (ex. Clerk enters NO, violation(R1) response before collecting the reinstatement fees and then the customer does not have the funds to complete the transaction), the senior user can delete the reinstatement transaction which will in turn resuspend the inquiry record and remove the transaction from the reinstatement report for the county. This transaction is logged in the HISTORY area of the MLI Record.

1. Select the **RECORD PROVISIONALS** button as shown above from the Overview area of the MLI Record that needs correcting.

The below screen will appear:



2. Select the **DELETE** button. This will return the user to the MLI Record and the Registration Status will be changed back to the previous suspension status. Message as shown below will be reflected on screen. The reinstatement will be removed from the reinstatement report.

The screenshot shows a web browser window with the following elements:

- Address Bar:** <https://mli.caps.ua.edu/Clerk/MLIRecord?MLIRecordID=d7f7abc9-d7fe-4b16-b4f3-ae9ad6f51628>
- Browser Tabs:** Pandora Radio - Listen to Free..., MLI Record, MVTRIP, Alabama Department of Reven...
- Navigation Bar:** File, Edit, View, Favorites, Tools, Help
- Quick Launch:** Alabama Department of R..., ALDOI - Rate Bulletins (2), Organization, CAPS Tracker (2), ADVANCE 2, MVTRIP (3)
- Page Header:** Current User: Sherry Helms | Organization: Department of Revenue | Logout
- Logo:** MVTRIP Motor Vehicle Title Registration & Insurance Portal
- Section Header:** MLI Record
- Message:** Reinstatement Deletion success (with a green checkmark icon)
- Text:** The record reinstatement has been Deleted
- Buttons:** Related Tasks (dropdown), Close (X icon)