

ABANDONED VEHICLE

TABLE OF CONTENTS

New General Information	2
Abandoned Vehicle Services Home Page	3
Report Abandoned Vehicle	5
Enter VIN and Plate from Inspection.....	5
Edit/Confirm Vehicle Information	5
New Enter Report Information.....	6
Pay Fee	10
Attach and Upload	11
Rejected reports (New feature as of 01/10/2018)	13
Inquiry on Abandoned Vehicle Status	14
Enter Information for Inquiry on Status.....	14
Abandoned Vehicle Status	14
Reprint Abandoned Vehicle Report	15
Enter Case Number.....	15
View and Print Abandoned Vehicle Report	15
Cancel an Abandoned Vehicle in Progress (New feature as of 01/10/2018)	16
View Reports	17
Activity Report.....	17
Summary Report	19
User Audit Report.....	20
User Audit Report.....	21
Update Credit Card Information – Administrator Only	22
Add Credit Card Number	22
Delete Credit Card Number.....	22
Update eCheck Information – Administrator Only	23
Add or Change an eCheck Account	23
Delete an eCheck Account	23
Maintain Users of the System - Administrator Only	24
Maintain Users.....	24
Maintain Storage Locations – Administrator Only	25
Maintain Storage Locations.....	25
Enter/Update Storage Location Information.....	25
E-Title Bill of Sale	26
Transfer of Ownership Activity Report	28

ABANDONED VEHICLE

General Information

Welcome to the Abandoned Vehicle Report web site. This Internet site was created to enable towing companies to electronically submit an abandoned vehicle report. The application will also allow towing companies to inquire on the status of their electronically submitted reports and reprint a paper copy of their electronically submitted report for up to thirty days after the report was initially submitted. This will also allow the towing companies to cancel an Abandoned Vehicle in Progress.

HB 2159 states if a vehicle is abandoned and a fee is collected by ADOT, then the towing company that towed the abandoned vehicle, if still in business, is entitled to receive 20% of the fee collected as a partial reimbursement of the costs incurred by the towing company. This legislation applies to vehicles towed on or after August 9, 2017. **See page 3, under 'Please Read' on how to set up your account.**

Towing companies must upload all of the required paperwork on Service Arizona. All paperwork must be legible when uploading or the Abandoned Vehicle Unit will Reject and will delay the process.

Abandoned Vehicle Report System Administrator

To ensure proper security of the Abandoned Vehicle Report system, MVD requires a point of contact at each towing company location. Additionally, each towing company will be required to appoint at least one Abandoned Vehicle Report System Administrator. The System Administrator has access to the same services as a processor along with the ability to identify, authorize and maintain processors of the system. The System Administrator will:

- Review a list of all authorized processors in their company on a frequent and regular basis and identify all changes, additions or removals needed.
- Ensure that all passwords are kept confidential and are changed at least once every 90 days.
- Ensure every administrator and processor uses their unique email address when logging-on to the Abandoned Vehicle Report system.
- Communicate with SAZ Assistance Desk as needed.
- Ensure prior to authorizing an agent as a processor that he/she has a unique, individual email address that does not exceed 60 characters.

Abandoned Vehicle Report System Processor (User)

A processor of the system is an authorized employee of towing company or any individual the towing company authorizes to file Abandoned Vehicle Reports on their behalf. All processors will be required to enter their unique User ID and password each time they log-on to the Abandoned Vehicle Report system. Passwords must be changed at least once every 90 days.

Website Screens

This site consists of self-navigating screens that are very simple and easy to use. The following instructions serve as a step-by-step guide through the entire Abandoned Vehicle Report process.

Abandoned Vehicle Services Home Page

ServiceArizona help desk email has changed. Please use our new email address: AZMVDNowSupport@kyndryl.com. Thank you for your decades of support!

Please read

- [Legislative Advisory regarding HB 2159](#), posted 8/12/2017.
- [Submitting Change Requests](#), posted 9/22/2021.
- [Adding Supplier Contacts](#), posted 9/22/2021.
- [State Of Arizona ACH Authorization Form](#), posted 9/22/2021.

Transactional Services:

- [Report Abandoned Vehicle](#)
- [Inquiry on Abandoned Vehicle Status](#)
- [Reprint Abandoned Vehicle Report](#)
- [Cancel Abandoned Vehicle In Progress](#)
- [Transfer of Ownership](#)
- [Title and Registration MVR](#)
- [Sold Notice](#)
- [View Submitted Reports/Quality Check \(432 Submitted, 71 Working\)](#)

Administrative Services:

- [View Reports](#)
- [Maintain Users](#)
- [Maintain Storage Locations](#)

Instructional:

- Instructional [video](#) (Vimeo Web site will open in new tab)
- [E-Title Bill of Sale](#) form (PDF)

The AV Report Home Page contains Five sections.

The sections are:

1. Towing Company Name
2. Towing Company Number
3. Transactional Services
4. Administrative Services
5. Instructional

Note: Not all Users will see every option displayed above on the Home Page. What displays will depend upon the access level the User was granted.

Abandoned Vehicle Services Home Page – Continued

The Abandoned Vehicle Services Home Page defined:

Towing Company Name

The first section displays the name of the Towing Company for which the User is working.

Towing Company Number

The second section displays the Towing Company's Customer number. This section only displays if the User is associated with multiple Towing Companies. A drop down box will display with all the numbers of the Towing Companies for which the User is associated.

Transactional Services

The third section allows the User to select the desired service transaction, e.g. click the Report Abandoned Vehicle link to begin the Report an Abandoned Vehicle process.

Administrative Services

The fourth section allows the User to select the desired administrative functions for the Towing Companies, e.g. **View Reports** and **Maintain Users**.

Instructional

The fifth section allows you to view a video on how to file for an Abandoned Vehicle and print an E-Title Bill of Sale.

Report Abandoned Vehicle

1. From the AV Report Home page, click the **Report Abandoned Vehicle** link.

Enter VIN and Plate from Inspection

2. Type in the **VIN (Vehicle Identification Number)** of the vehicle being reported.
This information should be obtained from the vehicle inspection form. If VIN is entered incorrectly the Abandoned Vehicle Unit will reject and cancel the process. You will be required to resubmit with the correct VIN. Ensure you're reviewing the inspection form

Note: There should not be a space between the last digit of the VIN and the cursor or an "Invalid VIN" message will appear

3. Answer the question, "Is there a plate on the vehicle?"
 - If yes, click the **Yes** button and type in the **Plate Number and State**.
 - If no, click the **No** button

Note: If the vehicle has a plate from Mexico, enter MX in the "State" field.

4. Click the **Continue** button to proceed.

Edit/Confirm Vehicle Information

If the **VIN was found** on the MVD system this screen will automatically populate and the fields cannot be changed. If the **VIN was not found** on the MVD system these fields are editable and may need to be changed or entered.

VIN Found

5. **Verify** the information displayed is correct.

Note: If any of the information does not match the vehicle inspection, the report paperwork must be submitted manually.

VIN not Found

6. **Verify** the VIN is displayed correctly. All information will need to match the inspection form.
7. **VIN Type**, i.e. Manufactured or State Assigned
8. **Vehicle Type**, i.e. Passenger Car, Truck, Golf Cart, etc.
9. **Vehicle Make**, i.e. Chevrolet, Nissan, etc. *All makes will need to be spelled out*
10. **Vehicle Model**, i.e. Camry, Suburban, etc.
11. **Vehicle Year**- Will need to be entered as four digits, i.e. 2020.
12. **Body Style**, i.e. 4DSD, 2DSD, etc.
13. **Fuel Type**, i.e. Gasoline, Diesel, etc.

14. **Factory List Price**, i.e. Will need to research:

<https://www.kbb.com/whats-my-car-worth> (Kelly Blue Book)

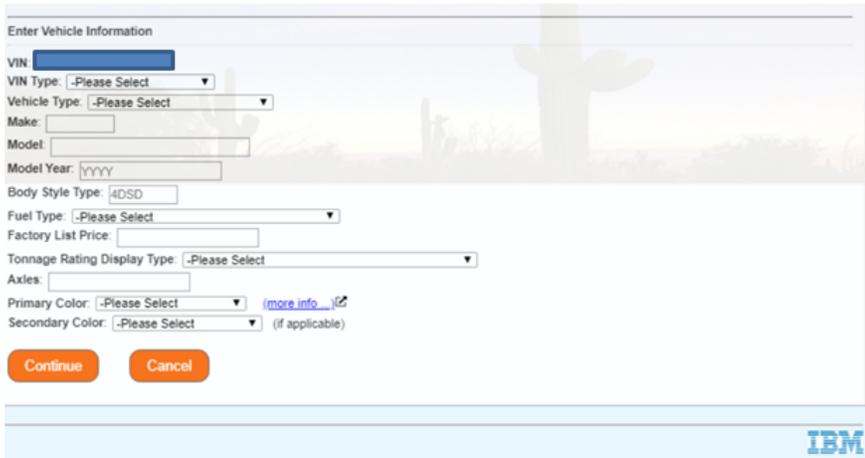
OR

<https://www.nadaguides.com> (NADA Guides)

15. **Tonnage**, i.e. Tonnage, Half Ton, etc.

16. **Axles**, i.e. 2, 4, etc.

17. Enter a **Primary Color** or **Secondary Color** if applicable



18. Click one of the buttons:

- **Continue** to proceed.
- **Cancel** to return to the AV Report Home page.

Enter Report Information

The VIN, Vehicle Year, Make, Body Style and plate information will all automatically populate on this screen based on the input from the previous screens. If there are no plates on the vehicle, the word “None” will display in the License Plate field.

19. Type the date the vehicle was towed in the **Date Towed** field (MM/DD/YYYY). The vehicle must be **retained for 10 days after the day** of tow prior to filing a report.

20. Use the drop down box to select the **Vehicle Color**.

21. Type in the **Odometer Reading** from the vehicle inspection form. If the **odometer reading is unavailable** or not applicable (i.e. trailers), **enter up to six zeros**.

22. **“Vehicle Removal Ordered By”** (only 20 characters allowed including spaces and no special characters, i.e #.)

Vehicle Removal Ordered By: If by law enforcement, you must also provide badge number and enforcement jurisdiction or title.

- Public/Law Enforcement Agency and Officer's Badge Number
- Private Business
- Private Individual

Enter Report Information – continued

- i) Check the certification box if the statement applies. “I certify that this vehicle was removed from government property with the permission and signature of the authorized agent, I have obtained and submitted the Governing Authority Tow Permission, form #46- 1005 R07/09 (Available on line at <http://mvd.azdot.gov/mvd/formsandpub/mvd.asp>)

Note: If the certification box is checked, once you click continue a screen will appear to verify that you have form #46-1005 R07/09. If you have the form select yes and you can continue. If you do not have the form, select no and it will take you back to uncheck the certification box.

23. Type in the physical street address the vehicle was removed from in the **Street** field.

24. Type in the city name the vehicle was removed from in the **City** field.

25. Use the drop down box to select the **County** the vehicle was removed from.

26. Type the **Zip Code** of where the vehicle was removed from.

27. Use the drop down box to select the **Vehicle Condition**. The Vehicle Conditions available are as follows:

- **Intact** – the vehicle may have damage but it does not fall under any of the other conditions.
- **Stripped** – major parts have been removed from the vehicle.
- **Wrecked** – the vehicle has been damaged severely enough that it prohibits the vehicle from being lawfully operated on the road without replacement of “component parts” as defined by ARS 28-2095.
- **Burned** – the vehicle has been destroyed by fire.
- **Junk (crush only)** – the vehicle is in such a state of deterioration that it cannot be profitably dismantled or salvaged for parts and cannot be profitably restored.

28. Use the drop down box to select the **Vehicle Disposition** as shown on the vehicle inspection form. The Vehicle Dispositions available are as follows:

- **Title**
- **Dismantle**
- **Salvage**
- **Restored Salvage**
- **Crushed (junk only)**
- **Non-Repairable**
- **Registration Only**

29. Use the drop down box to select the **Storage Location**.

Enter Report Information – continued

Example:

Enter Report Information

VIN: Date Towed: / /

Vehicle Year: 2014 Vehicle Make: FORD Body Style: 4DSD

Vehicle Color:

License Plate: None State: Odometer Reading:

Vehicle Removal Ordered By:

Vehicle Removed From:

Street: City: County: Zip Code:

Vehicle Condition: Vehicle Disposition:

Storage Location: Land Type:

Storage Zip Code:

1. Has the vehicle been placed on hold or seized at the request of a law enforcement agency?
 Yes No

2. During the period of your possession, has anyone contacted you or your agents claiming ownership or right of possession to the vehicle?
 Yes No

3. Was the vehicle left in your possession under any written or oral agreement for storage, repairs, etc?
 Yes No

4. Do you have information of the name and/or address of the legal owner or lienholder of this vehicle or have any information regarding registration or ownership of this vehicle?
 Yes No

I certify that the vehicle described above was towed/abandoned and that all available information concerning the vehicle and persons claiming an interest herein is reported here and is correct to the best of my knowledge. I will protect and indemnify the Motor Vehicle Division, Arizona Department of Transportation, and its agents against all claims and lawsuits of whatever nature which may arise because of the issuance of a transfer of ownership/authorization to dispose of junk vehicle, based on this report and Arizona law. I further certify that I will immediately advise the Motor Vehicle Division, Abandoned Vehicle Unit if contacted by any person regarding ownership of the vehicle.



Enter Report Information – continued

Every question must be answered, the system will not continue on to the next screen until all the questions are answered. If any question is answered with a “Yes” a box will open asking for an explanation. This box is limited to 200 characters.

30. Answer the question, **“Has the vehicle been placed on hold or seized at the request of a law enforcement agency?”**

31. Answer the question, **“During the period of your possession, has anyone contacted you or your agents claiming ownership or right of possession to the vehicle?”**

32. Answer the question, **“Was the vehicle left in your possession under any written or oral agreement for storage, repairs, etc.?”**

33. Answer the question, **“Do you have information of the name and/or address of the legal owner or lienholder of this vehicle or have any information regarding registration or ownership of this vehicle?”**

34. The **certification statement that appears on the screen must be checked** before proceeding. It reads:

- “I certify that the vehicle described above was towed/abandoned and that all available information concerning the vehicle and persons claiming an interest herein is reported here and is correct to the best of my knowledge. I will protect and indemnify the Motor Vehicle Division, Arizona Department of Transportation, and its agents against all claims and lawsuits of whatever nature which may arise because of the issuance of a transfer of ownership/authorization to dispose of junk vehicle based on this report and Arizona law. I further certify that I will immediately advise the Motor Vehicle Division, Abandoned Vehicle Unit if contacted by any person regarding ownership of the vehicle.”

35. Click the **Continue** button to proceed.

Pay Fee

The Total Fees Due will automatically display for the issuance of the Abandoned Vehicle Report.

36. Select the **type of payment desired**. They are as follows:

- **Use Credit Card on File** to use a credit card designated by a company or individual for the Abandoned Vehicle Report services. If this option does not appear return to the AV Report Home Page and select the **Update Credit Card Information** link to add the credit card to the system. This card number will remain on file until it is changed or deleted.
- **Use eCheck on File** to use a bank account established for automatic withdrawal from a checking account for the Abandoned Vehicle Report services. If this option does not appear return to the AV Report Home Page and select the **Update eCheck Information** link to add an eCheck account to the system. This account number will remain on file until it is changed or deleted.
- **Use Another Credit Card** to use any valid credit card that the company or individual authorizes for use on that particular transaction only.
 - a. Enter the **Credit Card Number** (no spaces).
 - b. Enter the **Expiration Date**. This number must be entered by the two-digit month and two-digit year.
Example: 12/11

Note: If the vehicle is a junk vehicle there will be no charge for the transaction.

37. Click the Continue button to proceed.

Attach and Upload

Attach and Upload

Please attach any supplemental documentation to be submitted with your Abandoned Vehicle Report

This may include any of the following, but not limited to:
Vehicle Inspection Forms
Law Enforcement Impound Report
Written Authorization for Vehicle Removal

Attach Files

Click "Browse" to select a file.
Once the file has been selected click "Upload".
Click "Continue" to proceed with the transaction.
You can attach files up to a total message size of 10MB.

File 1:	<input type="text"/>	Browse...	File 4:	<input type="text"/>	Browse...
File 2:	<input type="text"/>	Browse...	File 5:	<input type="text"/>	Browse...
File 3:	<input type="text"/>	Browse...	File 6:	<input type="text"/>	Browse...

[Upload and Continue](#)

Note: The Abandoned Vehicle Report will already be included, you will not be required to attach.

38. You will be required to **Upload** all the required forms: Inspection/Law Enforcement Report and Vehicle Removal Written Authorization, if applicable

39. Press **Upload and Continue** to be taken to the '**File Confirmation**'

40. Click the **View and Print Report** button to view the Abandoned Vehicle Report.

The report will display. A dialogue box will automatically appear. Click the **Print** button to print the report.

Note: The processor of the system will have their email address populate automatically on the "Authorized User" section of the report. This report will no longer be required to be notarized. No changes have been made to the Indemnity Statement.

INDEMNITY STATEMENT

Please read the implied responsibilities below before submitting or agreeing to this document.

I certify that the vehicle described above was towed/abandoned and that all available information concerning the vehicle and persons claiming an interest herein is reported on this form and is correct to the best of my knowledge. I will protect and indemnify the Motor Vehicle Division, Arizona Department of Transportation, and its agents against all claims and lawsuits of whatever nature which may arise because of the issuance of a transfer of ownership/authorization to dispose of junk vehicle, based on this report and Arizona law. I further certify that I will immediately advise the Motor Vehicle Division, Abandoned Vehicle Unit if contacted by any person regarding ownership of the vehicle.

Authorized User

41. Click on the Continue button to return to the prior screen.

42. Select an option to answer the question, "Did the report print properly?"

- If no, click the No, Report Did Not Print button to reprint the report if the first copy failed to print. A dialog box will appear suggesting that the printer may need adjustments before trying again.
- If yes, click the Yes, Back To Home Page button to return to the AV Report Home page.
- If yes, click the Yes Report Another button to start the process again for a different vehicle.

Rejected reports (New feature as of 01/10/2018)

1. Select **Additional Requirements Notification**
2. Click on the **Report Number**
3. A red message will display and a following comment will indicate why the report was rejected

The below example will show the message that the Abandoned Vehicle Unit sent

Review Abandoned Vehicle Report

Here is the information for this Abandoned Vehicle Report

Case Number: 595700
Date: 07/07/2020 21:23:06
User ID: anahi6
VIN: 1FMDA31U8LZA14998
Year: 1990
Make: FORD
Style: 3DPV
Status: Rejected

This report has been rejected by MVD with the following comment:
Please submit a pd report.

You can respond with comments and attachments or you can cancel this report.

Response:

(Maximum of 500 characters. You have 500 characters left.)

You can add up to three files and then select the "Respond" button.

Attachment
-- Please Select a file type --

Attachment
-- Please Select a file type --

Attachment
-- Please Select a file type --

4. You may upload any required documents and add comments
5. Press Respond to send the message

Note: You may also Cancel this report if you no longer have possession of the vehicle

Inquiry on Abandoned Vehicle Status

1. From the AV Report Home page, click on the **Inquiry on Abandoned Vehicle Status** link.

Enter Information for Inquiry on Status

2. Type in the **Case Number (used to be Report Number)**. This information can be obtained from the Abandoned Vehicle Report copy the company kept for their records.
3. Click the **Continue** button to proceed.

Abandoned Vehicle Status

4. This screen will give various types of information and its status. The information is as follows:
 - **Case (use to be report)** – this should be the same number entered on the previous screen.
 - **VIN** – this is the vehicle identification number of the vehicle reported as abandoned.
 - **Tow Date** – this is the date the vehicle was reported as initially towed.
 - **Notification Date** – this is the date the record was entered or the date a second notification was sent.
 - **Authorization Date** – this is the date that the authorization was sent, or is due to be sent if the date is a future date.
 - **Status** – this tells the status of the report. The available statuses are:
 - In Progress – the report was reviewed **or** the Crush Authorization / Authorization was issued
 - Hold – the report has not been reviewed **or** the report was rejected
 - Closed – the process was finalized and title was electronically transferred
 - Canceled – process was discontinued; will need to re-file if vehicle is still on your property
5. Answer the question, “Inquire status of another vehicle?”
 - Click the **No, Back To Home Page** button to return to the AV Report Home page.
 - Click the **Yes, Another Inquiry** button to return to enter another report number and inquire on a different vehicle.

Reprint Abandoned Vehicle Report

Towing companies will have up to 30 days to reprint an Abandoned Vehicle Report that they have submitted electronically. If a report is more than 30 days old the report will not be available for reprint.

1. From the AV Report Home page, click on the **Reprint Abandoned Vehicle Report** link.

Enter Case Number

2. Type in the **Case Number**. This information can be obtained from the Abandoned Vehicle Report copy the company kept for their records.
3. Click the **Continue** button to proceed.

View and Print Abandoned Vehicle Report

4. Click the **View and Print Report** button to view the Abandoned Vehicle Report. The report will display. A dialogue box will automatically appear. Click the **Print** button to print the report.
5. Click on the **Continue** button to return to the prior screen.
6. Select an option to answer the question, "Did the report print properly?"
 - If no, click the **No, Report Did Not Print** button to reprint the report if the report failed to print. A dialog box will appear suggesting that the printer may need adjustments before trying again.
 - If yes, click the **Yes, Back To Home Page** button to return to the AV Report Home page.

Cancel an Abandoned Vehicle in Progress (New feature as of 01/10/2018)

This service allows a user to cancel a vehicle in progress. This must be entered within 24 hours of the vehicle being claimed (vehicle released to owner or title surrendered).

If the vehicle is canceled in error you will be required to re-submit the abandoned vehicle report electronically

1. From the AV Report Home page, click on the **Cancel Abandoned Vehicle in Progress** link.
2. You are given two criteria's to search with the Report Number or Date Range to locate the vehicle you would like to cancel.
3. Click on Cancel for the vehicle you would like to cancel

Claim Information will appear

4. After reviewing the VIN, Make, and Vehicle Year press Yes, Cancel or Go Back

The **View Confirmation** will indicate the process was

canceled **Back to Home Page** to cancel another vehicle

View Reports

There are three reports to choose from, the Activity Report, Summary Report and User Audit Report.

Activity Report

1. From the AV Report Home page, click the **View Reports** link to proceed.

Choose Report

2. The screen will default to the Activity Report; click the **Continue** button to proceed.

Choose a Service to View

- Activity Report
- Activity Report Cancel
- Transfer of Ownership

3. The **Start Date** will default to the current date. If a different date is desired, click the Start Date field to change.

4. The **End Date** will default to the current date. If a different date is desired, click the End Date field to change.

5. Reports can be sorted automatically by clicking on the following criteria buttons, under the Sort By field:

- **Payment Date** is used to sort a report by the latest payment date. This type of report can be customized to show productivity by week, month, etc.
- **User ID** is used to sort by the User ID number. This type of report will show productivity by user.
- **Report Number** is used to sort by the report number assigned from the most current report issued.

6. Click the **Submit** button to proceed.

Activity Report Review

7. An Activity Report will show the following information:

- Company Name
- Dates for which the report was requested
- Total Number of Abandoned Vehicle Reports
- Date Of Transaction
- Time Of Transaction
- Report Number
- User ID
- VIN (Vehicle Identification Number)
- Year Of The Vehicle
- Make Of The Vehicle
- Body Style Of The Vehicle
- Status (Accepted or Held by MVD)
- Stall Number
- Transaction Amount
- Grand total amount for all transactions

Print the Activity Report

8. To print, select **File** and from the drop down menu, select the **Print** option. A print dialog box will appear, click the **Print** button to print the report.

Note: This report displays a lot of information so you may need to change the printer layout to horizontal using page set up before printing to ensure all the information prints.

9. Click one of the following links:

- **Back to Reports** to return to the Choose a Report Type to View screen to select a different report
- **Back to Home Page** to return to the AV Report Home Page

View Reports – Continued

Summary Report

1. From the AV Report Home page, click the **View Reports** link to proceed.

Choose Report

2. Click the drop down arrow to select the **Summary Report** option; click the **Continue** button to proceed.

Enter Criteria

3. The **Month** field will default to the current month. If a different month is desired, click the **Month** field to activate and change. The month must be entered as a two-digit month, **i.e. 02**
4. The **Year** field will default to the current year. If a different year is desired, click the **Year** field to activate and change. The year must be entered as a four-digit year, **i.e. 2011**
5. Click the **Submit** button to proceed.

Summary Report Review

6. A Summary Report will contain the following information:
 - Company Name
 - Month and Year of the report
 - Date
 - Total number of Non-Junk vehicle reports processed
 - Total number of Junk vehicle reports processed
 - Total vehicle reports processed
 - Total amount put on an On-File Credit Card
 - Total amount put on a different Credit Card
 - Total amount put on E-check
 - Total amount paid
 - Grand Totals for the Month
7. To print, select **File** and from the **drop down menu** select the **Print** option. A print dialog box will appear. Click the **Print** button to print the report.
8. Click one of the following links:
 - **Back to Reports** to return to the Choose a Report Type to View screen to select a different report
 - **Back to Home Page** to return to the AV Report Home Page

View Reports – Continued

User Audit Report

1. From the AV Report Home Page, click the **View Reports** link to proceed.

Choose a Report Type to View

2. Click the **drop down arrow** to select the **User Audit Report** option; click the **Continue** button to proceed.

Enter Criteria to View Report

3. The **Start Date** field will default to the current date. For a different date, click the '**Start Date**' field to type in a new date.
4. The **End Date** field will default to the current date. For a different date, click the '**End Date**' field to type in a new date.
5. The **Action** field will default to the **All** option, however, there are other options available. Click the **drop down arrow** to select any one of the following:
 - **Register** - when a User is registered for the application under the Towing Company
 - **Remove User** - when an Administrator removes a user from the Towing Company in "Maintain Users"
 - **Change Role** - when a Users' role is changed between Processor and Administrator
 - **All** - any of the above
6. Reports can be sorted automatically by clicking one of the following criteria buttons, under the **Sort By** field:
 - **Date** is used to sort by the date a transaction was processed, with the most current date at the top of the page.
 - **User ID Affected** is used to sort by the **User ID Number**. This type of report will show productivity by User.
7. Click **Submit** to proceed.

View Reports – Continued

User Audit Report

8. A User Audit Report will show the following information:
 - Towing Company Name and the selected transaction start and end dates
 - Date
 - Time
 - User ID Affected
 - Action
 - Action Description
 - User ID Responsible
9. To print, select **File**. From the **drop down menu**, select the **Print** option. A dialog box will appear. Click the **Print** button to print the report.
10. Click one of the following links:
 - **Back to Reports** to return to the Choose a Report Type to View screen to select a different report
 - **Back to Home Page** to return to the AV Report Home Page

Update Credit Card Information – Administrator Only

Add Credit Card Number

1. From the AV Home page, click the **Update Credit Card Information** link to proceed.

Enter Company's Credit Card Information

The current credit card number and expiration date on file will display above the credit card number field. The credit card number will display as X's, except for the last 4 digits.

2. In the **Card Number** field, type in the entire credit card number (no spaces).
3. In the **Expiration Date** (MM/YY) field, type in the **two-digit month and two-digit year of expiration**. Example: 12 / 11
4. Click the **Update Credit Card Information** button to submit the information. The system will automatically verify the card information entered is valid.
5. A confirmation page will return and display a message, "The credit card information has been updated". Click the **Back to Home** link to return to the AV Report Home Page.

Delete Credit Card Number

1. From the AV Report Home page, click the **Delete Credit Card Information** link to proceed.

Enter Credit Card Information

2. The current credit card number and expiration date on file will display above the credit card number field. The protected credit card number will display as X's, except for the last 4 digits. **Verify this is the credit card to be deleted.**
3. Click the **Delete Credit Card Information** button to delete the information.
4. A confirmation page will return and display a message, "The credit card information has been deleted". Click the **Back to Home** link to return to the AV Report Home Page.

Update eCheck Information – Administrator Only

Add or Change an eCheck Account

1. From the AV Report Home page, click the **Update eCheck Information** link.

Enter Company’s Checking Account Information

The current checking account number on file will display above the Checking Account Number field. It will display as X’s except for the last 4 digits.

2. Type in the entire **Checking Account Number** without spaces.
3. Type in the entire **Checking Account Routing Number**. Usually, located on the bottom of the check.
4. Type in the Towing Company’s **Daytime Phone Number** and extension, if applicable.
5. Type in the complete **Billing Address**, which displays at the top of the check, in the billing address Line 1 box. The **Billing Address** line 2 box is a continuation of **Address Line 1** box in case the billing address is too long for the first address box. Continue typing in the city, state and zip code in the appropriate boxes.
6. Click the **Update eCheck Information** button to submit the information. The system will automatically verify the checking account information entered is valid.
7. A confirmation page will return and display a message, “The checking account information has been updated”. Click the **Back to Home** link to return to the AV Report Home page.

Delete an eCheck Account

1. From the AV Report Home page, click the **Update eCheck Information** link.

Enter Checking Account Information

2. The checking account information currently stored in the system will automatically appear (last 4 digits only). Verify this is the checking account number to be deleted.
3. Click the **Delete eCheck Information** button to delete the information.
4. A confirmation page will return and display a message, “The checking account information has been deleted”. Click the **Back to Home** link to return to the AV Report Home page.

Maintain Users of the System - Administrator Only

Assign roles to the registered users, remove users and grant/remove service access to users under the **Maintain Users** heading.

1. From the AV Report Home Page click the **Maintain Users** link.

Maintain Users

The screen displays all processors and administrators registered under the Towing Company Number in the AV Report Suite along with drop down boxes assigning roles and check boxes showing the services each user may access. When necessary, use this screen to assign roles, remove a processor and/or administrator or to add/delete access to services for a user.

Assign roles for a user

2. Click on the **drop down box** and select the role for the user, either administrator or processor.

Remove a processor and/or administrator

3. Under the **Remove** column, check the check box next to the processor and/or administrator to be removed.
4. Click the **Update** button to accept the removal of the processor. The screen will then reload and the removed user will no longer show on the list of users.
5. Click the **Go Back** button to return to the AV Report Home Page.

Note: Removing a processor and/or administrator from one authorized Towing Company does not automatically remove them from all Towing Companies. You must repeat these steps for each Towing Company number.

Grant/Remove service access for a user

6. An Administrator may add services by checking the box or delete services by un-checking the box under that service.
7. Click the **Update** button to complete the updates.
8. Click the **Go Back** button to return to the AV Report Home Page

Note: At any time a user needs to be added contact the SAZ Assistance Desk at either the toll free number 1-866-435-0644 or via email at AZMVDNowSupport@kyndryl.com

Maintain Storage Locations – Administrator Only

1. From the AV Report Home page, click the **Maintain Storage Locations** link.

Maintain Storage Locations

This screen is used to delete a storage location. If a new location needs to be added go to “Enter/Update Storage Location Information” below.

2. The Company Name and Company ID will automatically populate.
3. A list of storage locations that are associated with the company will appear. Under the Remove heading, check the box for the **location to be removed**.
4. Click the **Remove Selected Locations** button to accept the deletion of the location. This process has now been completed.

Note: Click the **Go Back** button to return to the AV Report Home Page to select a different option.

Enter/Update Storage Location Information

2. Click the **Add Location** button to add any additional storage locations.
3. Type in the Towing Company’s **Daytime Phone Number** and extension, if applicable.
4. Type in the **address** of the new storage location.
5. Type in the **City** of the new storage location.
6. Use the drop down box to select the **County** of the new storage location.
7. Click the **Update** button to accept the addition of the new storage location.

Note: Click the **Back** button to return to the prior page to select a different option.

E-Title Bill of Sale

Under Transactional Services: Transfer of Ownership is replacing the blue Authorization form and a title. The E-Title Bill Of Sale will be used as an ownership document

Transactional Services:

- [Report Abandoned Vehicle](#)
- [Inquiry on Abandoned Vehicle Status](#)
- [Reprint Abandoned Vehicle Report](#)
- [Cancel Abandoned Vehicle In Progress](#)
- [Additional Requirements Notification \(2 Rejected Reports\)](#)
- [Transfer of Ownership](#)
- [Title and Registration MVR](#)
- [Sold Notice](#)

Administrative Services:

- [View Reports](#)
- [Maintain Users](#)
- [Maintain Storage Locations](#)

Instructional:

- Instructional [video](#) (Vimeo Web site will open in new tab)
- [E-Title Bill of Sale](#) form (PDF)

- Click “Transfer of Ownership”
- You have three options:
 1. Search by VIN
 2. Search by date
 3. Scroll down to view the VINs that are eligible for transfer

Transfer Of Ownership

You currently have 27 vehicles that are eligible for transfer of ownership.

You can search for a specific VIN by entering the exact VIN or limit the list to a specific date range by entering start and stop dates that the abandoned vehicle was reported.

Search VIN:

Search a date range:

to

Date	Time	VIN	Year Make	Report Number
------	------	-----	-----------	---------------

- Once you have chosen the VIN that you want to transfer,
- Click on “Transfer”
- You have three options
 1. Yes, I have this vehicle and want to transfer- you will be directed to the **Pay Fee** screen
 2. No, I do not have this vehicle- you will be directed to the **Cancel** screen
 3. Go Back- will direct you to the previous screen

Pay Fee

Total Fees Due: \$ 4.00

Select Payment Type:

- Use eCheck on File
- Use Credit Card on File
- Use Another Credit Card

Card Number

Expiration Date (MM/YY) /

Card Verification Number:

(3 digit code on back of card or 4 digit code on front of card. [Click here for more information](#))

Note: Transactions cannot be completed between 11:50pm and 12:10am Arizona time.

Continue

Cancel

- Choose the option to pay the \$4.00 for the transfer of ownership
- You will be directed to **View and Print Bill of Sale**

Note: If Bill of Sale did not print you may click on "No, Bill of Sale did not print". The following message will appear:

Please ensure that your browser is set to portrait and the margins are set to 0.5" for the top, bottom, left, and right: these options are usually found in the "File" menu bar option under "Print..." for orientation and "Page Setup..." for margins. These are the defaults for Internet Explorer.

Close Window

To obtain a new / blank / fillable **E-Title Bill of Sale** you can view the Abandoned Vehicle Services Home Page under **Instructional**.

Transfer of Ownership Activity Report

To view a list of vehicles that have been **transferred** or authorization was **mailed by MVD**

- Click **View Reports** under **Administrative Services**
- Report Type: Activity Report, click Continue
- Click Transfer of Ownership
 1. The **Start Date** will default to the current date. If a different date is desired, click the Start Date field to change.
 2. The **End Date** will default to the current date. If a different date is desired, click the End Date field to change.
- Activity Report screen will list all the vehicles Transferred and Mailed by MVD for your records