



NEW MEXICO

Procedural Quick Update

#153

RE: Error Resolution Process Change

Effective date: April 29, 2015

To: All MVD

From: Kimberly Hamerdinger, Training Manager – MVD Learn

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective immediately, errors submitted to the Error Resolution Unit will go through Helpstar. Requests related to **vehicle transactions or vehicle records that are in error** must be submitted to the Error Resolution Unit via Helpstar to MVD.ErrorResolution@state.nm.us.

- This update covers *how to make initial contact* with the Error Resolution Unit.
- The process for submitting original documents to the Error Resolution Unit *has not changed*.
- If additional documents or further communication with the customer are required, the Error Resolution Unit will provide instructions.

What You Need to Do:

Here are detailed instructions for Field Office Supervisors/Managers and Field Operations Agents.

For field office supervisors and managers:

To submit a Helpstar ticket to Error Resolution, send an email to MVD.ErrorResolution@state.nm.us.

In the subject line, please include the:

- ✓ VIN
- ✓ Type of error
- ✓ Error number (if available)

In the body of the email, please include:

- ✓ Your email address and phone number
- ✓ Name of the customer
- ✓ Customer contact information
- ✓ Detailed description of the problem

Example:

Subject Line: VIN: 123456789ABCDEFGH, VIN Correction

Email Body: Hello,

Customer John Doe came to our office to title his vehicle. The VIN on this vehicle is 123456789ABCDEFGH. The VIN on the New Mexico title he presented to us is 223456789ABCDEFGH, which was issued on 3/1/12.

The customer can be reached by phone at (505) 968-7448, or via mail at 123 Fake Street, Santa Fe, NM 87504.

If you have any questions, I can be reached via email at Sally.Example@state.nm.us, and at the telephone number listed below.

Thank you,

*Sally Example
MVD Manager
Field Office 57X
(505) 555-4444*

For Field Operations agents:

To submit a Helpstar ticket to Error Resolution, send an email to MVD.ErrorResolution@state.nm.us.

In the subject line, please include the:

- ✓ VIN
- ✓ Type of error
- ✓ Error number

In the body of the email, please include:

- ✓ Name of the customer
- ✓ Detailed description of the problem
- ✓ Email address of the field office staff member who is working with the customer

Example:

Subject Line: VIN: 123456789ABCDEFGH, VIN Correction

Email Body: Hello,

Customer John Doe came to our office to title his vehicle. The VIN on this vehicle is 123456789ABCDEFGH. The VIN on the New Mexico title he presented to us is 223456789ABCDEFGH, which was issued on 3/1/12.

The customer can be reached by phone at (505) 968-7448, or via mail at 123 Fake Street, Santa Fe, NM 87504.

If you have any questions, I can be reached via email at Sally.Example@state.nm.us, and at the telephone number listed below.

Thank you,

*Sally Example
MVD Manager
Field Office 57X
(505) 555-4444*

Incomplete requests will not be processed.

It is vitally important that you include all of the information listed above in your request. *Incomplete requests will not be processed.* The incomplete ticket will be closed and you'll receive an email requesting that you resubmit the ticket with all of the required information.

Time Frame for Completion

Once a complete request has been submitted, a staff member from the Error Resolution unit will respond within 24 to 48 hours, or 1 to 2 business days. However, given the nature of these errors, the total time to resolve issues may vary. The Error Resolution Unit will work hard to resolve each of these tickets as quickly as possible. Once the issue has been resolved, the Error Resolution unit will notify the individual that submitted the ticket and provide any additional instructions as necessary.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to kimberly.hamerdinger@state.nm.us.
