



## **IVR Subscriber Application**

### **DOR Motor Vehicle Interactive Voice Response System**

The Interactive Voice Response System (IVR) was created to allow easy access for Lien Holders and Financial Institutions to the Department of Revenue Motor Vehicle computer database title records.

By subscribing to the IVR System, your business touch-tone telephone can become a direct link to vehicle owner and lien holder information seven days a week, 24 hours a day.

Once registered as an IVR subscriber, your subscription will be valid for 1 year from the activation date or six hundred (600) VINS checked (whichever comes first).

Please Note: No refunds will be issued if 600 VIN checks are not used within 1 year.

To subscribe to this system, please mail a check or money order in the amount of \$1000.00 along with the IVR Subscriber Application (2 pages) to:

Georgia Department of Revenue  
Processing Center-Motor Vehicle  
IVR Section – Room 1151  
Post Office Box 740381  
Atlanta, Georgia 30374-0381

Upon receipt of the completed application, payment and verification that you are an eligible subscriber, we will add your business and authorized users to our security file and notify you by mail of access codes.

Once you have received your access codes, follow the Instructions for Using the Georgia Interactive Voice Response IVR System.

To add or delete a user once you are a subscriber, complete the IVR User Addition/Deletion – Authorization Form.

If there are any questions regarding this service, please contact our office at (404) 968-3800 or email us at [motorvehicleinquiry@dor.ga.gov](mailto:motorvehicleinquiry@dor.ga.gov)

## IVR Subscriber Application

New subscribers to the Georgia Motor Vehicle Interactive Voice Response (IVR) System should complete and submit this application along with \$1,000 check or money order.

---

**1. Subscriber Business Name and Address:**

Business Name \_\_\_\_\_

Street \_\_\_\_\_

Street \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

---

Dealer Permanent Identification Number: \_\_\_\_\_

\_\_\_\_\_  
(Telephone Number)

Name and telephone number of designated IVR Client Security Officer (determined by applicant):

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Telephone Number)

---

(FOR MOTOR VEHICLE USE ONLY)

- - - - -

(DOR PC-MV ASSIGNED CLIENT SECURITY CODE)

- - - - -

Each IVR User must be assigned a distinct user security code by the Client Security Officer to ensure confidentiality.

User security code must be all numeric.

<b>User Security Code</b>	<b>User Name (Please Print or Type)</b>
_____	1 _____
_____	2 _____
_____	3 _____
_____	4 _____
_____	5 _____
_____	6 _____
_____	7 _____
_____	8 _____
_____	9 _____
_____	10 _____

(please attach additional sheets if needed)

**AUTHORIZATION:**

---

(Signature of Person Authorizing Subscription to the IVR System)

( \_\_\_\_\_ )  
(Telephone Number)

Please make a copy of this form for your files and mail the original application to:

**Georgia Department of Revenue  
Processing Center – Motor Vehicle  
IVR Section-Room 1151  
Post Office Box 740381  
Atlanta, Georgia 30374-0381**

## Instructions for Using the Georgia Interactive Voice Response (IVR) System

- **Accessing the IVR System**

Call 1-877-425-4360 (1-877-GA-LIEN-0) using your touch-tone telephone.

- **Security**

Once you dial the IVR number, you will hear a greeting and then will be asked to enter information in the following order:

1. **12 digit client number\***
2. **Four digit client security code\***
3. **Four digit user security code\***

\* Each will be repeated after it is entered. If correct, press 1. If incorrect, press 2 and enter the correct number.

- **Vehicle Identification Number**

After you enter the user code, you will be asked to “enter the Vehicle Identification Number (VIN) followed by the pound sign”. You will only be able to access title records by the VIN.

The numbers in the VIN will be entered as numbers, but for the alpha characters (letters), you will be using the combination of the asterisk (\*) key on your phone followed by the letter’s two number conversion. A work sheet with conversion table is included in this information packet. *We suggest you keep copies on hand so the VIN is always converted before placing the call.*

After entering the complete VIN, press the pound key (#) on your phone. The VIN will be repeated. If correct, press 1; If incorrect, press 2 and enter the correct VIN followed by the pound (#) key.

NOTE: Except for Mobile Home Makes, the “O” in a VIN should always be entered as the number zero rather than the alpha character O conversion.

Also NOTE: Due to an approximate six (6) week processing time, inquiring on a Title application that was submitted less than six weeks prior may result in a message to wait the allotted time. You may at this time call (404)968-3800 for further assistance.

- **Access of Records per call**

The IVR System can provide information for up to five VIN records per call, with each VIN record revealing three lien holders. If a fourth lien holder record is needed, please submit form MV-20 with fee as specified on form MV-20.

**IVR User Addition/Deletion – Authorization Form**

**ADDITIONS** – Please add the following individual(s) to our IVR account as authorized user(s). (The designated four-digit code must be all numeric and cannot be a duplication of another user’s security code authorized on your account.)

<b>User Security Code</b>	<b>User Name (Please Print or Type)</b>
_____	1 _____
_____	2 _____
_____	3 _____
_____	4 _____

**DELETIONS** – Please delete the following individual(s) from our IVR account:

<b>User Security Code</b>	<b>User Name (Please Print or Type)</b>
_____	1 _____
_____	2 _____
_____	3 _____
_____	4 _____

**AUTHORIZATION:**

Authorizing Signature (Client Security Officer):

Business Name and Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
  
Printed Name:  
\_\_\_\_\_

Telephone Number:

\_\_\_\_\_

Date: \_\_\_\_\_

Please mail or fax this request to:

Client Account Number:

\_\_\_\_\_

**Georgia Department of Revenue  
Processing Center – Motor Vehicle  
IVR Section-Room 1151  
Post Office Box 740381  
Atlanta, Georgia 30374-0381**

**1-877-425-4360 (1-877-GA-LIEN-0) Call Worksheet**

An alpha character is “converted” to numeric by pressing the \* (asterisk) key on your touch-tone telephone followed by the two-digit number shown in the conversion table. For example, the letter G in a VIN is entered on your touch-tone telephone as \*41.

Press the # (pound) key on your touch-tone telephone to signal that you have entered a complete VIN.

Prior to placing your call, “translate” the vehicle identification number according to the below conversion chart. Numbers are entered as numbers. Alpha character in the VIN are numerically translated by depressing the \* (asterisk) key on your touch-tone telephone followed by the two-digit number shown in the conversion table.

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>
*21	*22	*23	*31	*32	*33	*41	*42	*43	*51	*52	*53	*61

<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	<b>S</b>	<b>T</b>	<b>U</b>	<b>V</b>	<b>W</b>	<b>X</b>	<b>Y</b>	<b>Z</b>
*62	*63	*71	*11	*72	*73	*81	*82	*83	*91	*92	*93	*12

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #

VIN# \_\_\_\_\_ #