New Jersey Motor Vehicle Commission

Temporary Vehicle Tags

User Guide for Paper Orders

Version 1.0 – last updated 07.18.2024

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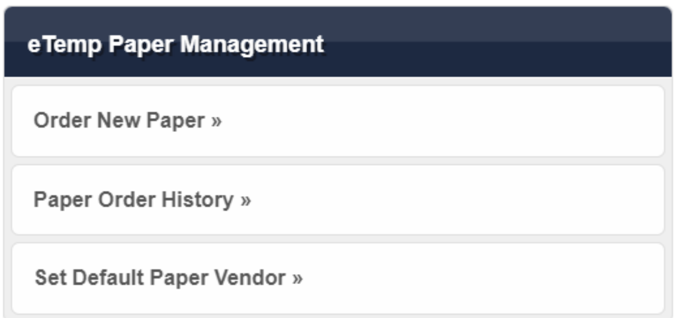
Dealerships

From the dashboard, dealers will now see a section called "eTemp paper Management." Here, dealers can set a default paper vendor from the list of MVC approved distributors, view their paper order history, and place new orders for temp tag paper.



The eTemp Paper Management section allows dealers to place new paper orders, view previous order history, and to set a default paper vendor.

Order New Paper

Dealers can place a new paper order by selecting the "Order New Paper". Once on the "Order New Paper" page, dealers will be presented with an Order Details section.

If the dealership has designated a default paper vendor, the vendor's name, contact information, and initial quantity offered will display. If, however, no default paper vendor has been selected, the dealership must select an approved vendor from the "Vendor" dropdown list. Once a vendor has been selected, quantity amounts offered by the vendor will appear in the "Quantity" dropdown and the vendor contact information will appear on the right-hand side of the order.

Submitting an Order

Once a vendor and quantity have been selected, dealers will hit "Submit" to be directed to an acknowledgement paper. Hitting "Confirm" will submit the order.

Once an order has been submitted and approved, dealers will be billed by the vendor for the order. If a vendor has any questions regarding the order, they may contact the dealership by adding a note to the order through the online service. If this occurs, the dealership will receive an email notifying them of the note and a link to the service will be provided for the dealership to provide any clarification requested.

Paper Order History

Dealers can review information related to previous orders by selecting the "Paper Order History" page.

To search, dealers can enter in a specific Confirmation Number, an Order Start Date Range, and/or an Order End Date Range to filter results. If a dealership would like to return all previous orders, they can hit the "Search" button while leaving the Confirmation Number, Order Start Date, and Order End Date fields empty.

Search Results

After submitting search criteria, dealers will receive all results matching the set criteria.

Search Results will include five columns, along with a sixth column that allows dealers to pull up specific order details. The five columns that will be returned are:

1. Confirmation Number
2. Date and time the order was placed
3. Date and time the order was fulfilled
4. Quantity ordered
5. Status

Search results can be exported to an Excel spreadsheet.

Order Details

Selecting the "Details" link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Paper Vendor Contact Information (Vendor Name, Address, City/State/Zip, Vendor Contact Name, Vendor Contact Phone Number, and Vendor Contact Email Address)
- Paper Quantity
- Order Status
- Order Date
- Order Submitted By: Name / Location of who placed the order
- Fulfillment Date
- Comments – allows dealership to add comments related to the order

Set Default Paper Vendor

Setting a default paper vendor streamlines the process for dealerships to place a new paper order with the vendor of their choice.

To set a default paper vendor for a dealership, or to update the selection to a new default vendor, navigate to the "Set Default Paper Vendor" page. A list of MVC approved vendors will display, along with the vendor's contact information.

Simply select the radio button to the left of the vendor's name you'd like to set as the default and click the "Update" button on the bottom of the page. This will save your dealership's selection.

Paper Vendors

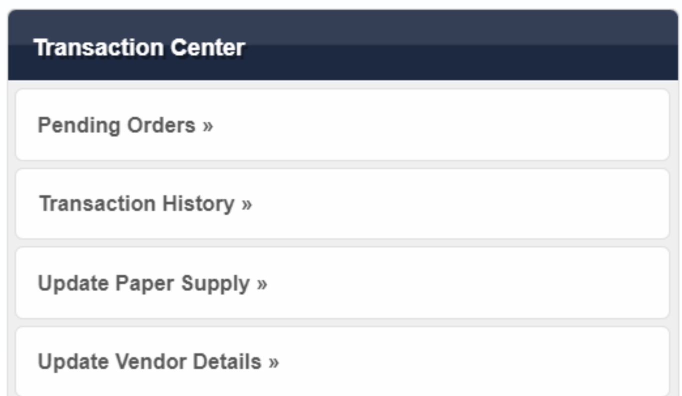
Approved paper vendors will receive an emailed access invitation that will have them federate their access with their MyNJ account. On initial login, paper vendors must provide the following information about their business:

- Business Name
- FEIN
- Address
- City
- State
- ZIP Code
- Point of Contact Name
- Point of Contact Phone Number
- Point of Contact Email Address

The information provided on this initial log-in will be presented to dealerships when orders are placed. Paper vendors can update the information at any time by going to the Update "Vendor Details" page.

Paper Vendor Dashboard

From the dashboard, approved paper vendors have access to four features under the "Transaction Center" section. Paper vendors can access submitted orders (Pending Orders), view previously fulfilled orders (Transaction History), manage the paper quantities offered (Update Paper Supply), and update details about their company (Update Vendor Details).



Pending Orders

To review paper orders submitted by dealerships, paper vendors can navigate to the "Pending Orders" page.

Pending Orders can be searched by: Confirmation Number, Dealership Name, Dealership Number, Order Start Date Range, and/or Order End Date Range. If a paper vendor would like to return all pending orders, they can hit the "Search" button while leaving the Confirmation Number, Dealership Name, Dealership Number, Order Start Date, and Order End Date fields empty.

Search Results

After submitting search criteria, paper vendors will receive all results matching the set criteria.

Search Results will include six columns, along with a seventh column that allows paper vendors to pull up specific order details. The six columns that will be returned are:

1. Confirmation Number
2. Date and time the order was placed
3. Dealer Name
4. Dealer Number
5. Quantity ordered
6. Status

Search results can be exported to an Excel spreadsheet.

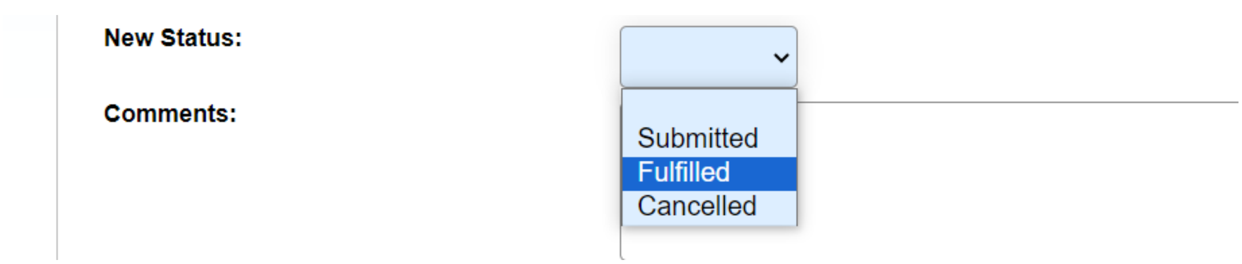
Order Details

Selecting the "Details" link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Dealership Information (Dealer Name, Dealer Number, Contact Name, and Contact Email Address)
- Paper Quantity
- Order Status
- Order Date
- New Status – defaults to Submitted for pending orders
- Comments – allows paper vendors to add internal or external notes to the order
- Options – if selected, any comments added by the paper vendor will be sent to the dealership.

Order Statuses

From the "Order Details" page, paper vendors can update the status of an order by selecting the dropdown of the 'New Status' column.



When an order has been completed, select the status of **Fulfilled** and select the “Update” button at the bottom of the page.

To cancel an order, select the status of **Cancelled** and select the “Update” button at the bottom of the page.

Please note: To comment on an order, a selection from the ‘New Status’ must be selected. If the order is still in progress/pending, select the status of **Submitted**.

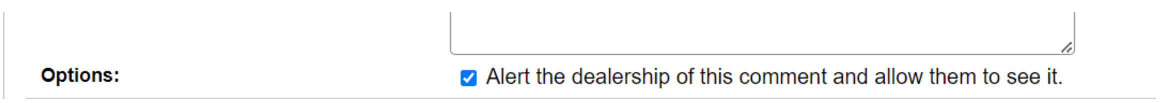
Comments on Orders

If a paper vendor has questions on an order, or if they would like to provide an update to the dealership on the status of their order, they can add a ‘Comment’ on the “Order Details” page.

Any comments added to the order will be displayed in the comment log located at the bottom of the “Order Details” page. This log will note the Date/Time the vendor made the comment, the user’s name, status of the order when the comment was made, the comment itself, and whether or not the note was Internal or External

- “N” = External, dealership notified
- “Y” = Internal only

By default, comments are set to be Internal. To set the comment to be External and to notify the dealership, simply check the “Alert the dealership of this comment and allow them to see it” box.



Comments set to External will notify the dealership of the comment, and the dealership will have the ability to view and respond to the comment. If a dealership responds to a comment, the dealer’s comments will appear in the comment log, as well.

Transaction History

Paper vendors can review information related to previous orders by selecting the “Paper Order History” page.

To search, vendors can enter in a specific Confirmation Number, Dealership Name, Dealership Number, an Order Start Date Range, and/or an Order End Date Range to filter results. If a paper vendor would like to return all previously completed orders, they can hit the “Search” button while leaving the Confirmation Number, Order Start Date, and Order End Date fields empty.

Search Results

After submitting search criteria, paper vendors will receive all results matching the set criteria.

Search Results will include six columns, along with a seventh column that allows dealers to pull up specific order details. The six columns that will be returned are:

1. Confirmation Number
2. Date and time the order was placed
3. Dealer Name
4. Dealer Number
5. Quantity ordered
6. Status

Search results can be exported to an Excel spreadsheet.

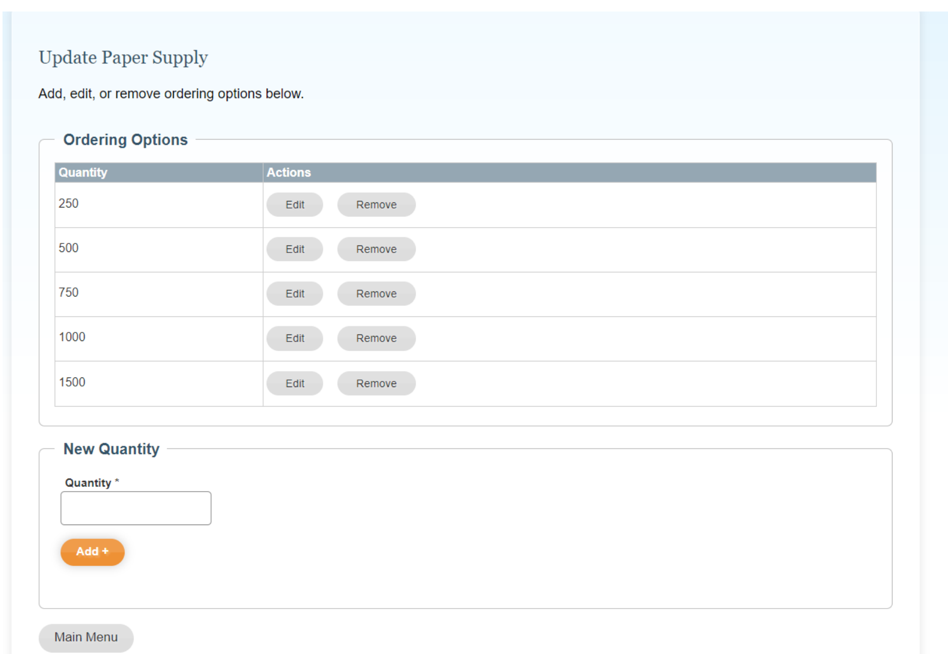
Order Details

Selecting the “Details” link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Dealership Information (Dealer Name, Dealer Number, Contact Name, and Contact Email Address)
- Paper Quantity
- Order Status
- Order Date
- New Status – defaults to Submitted for pending orders
- Comments – allows paper vendors to add internal or external notes to the order
- Options – if selected, any comments added by the paper vendor will be sent to the dealership.

Update Paper Supply

Paper vendors can designate up to 15 pre-set quantities that appear for dealerships to select when placing orders.



Quantities can be added by entering an amount into the 'Quantity' field at the bottom of the page and hitting the "Add+" button. Quantities cannot be duplicates of an existing quantity offered by the vendor – quantities must be unique.

To edit or remove a previously added quantity, simply select either the "Edit" or "Remove" button from the 'Actions' column.

Update Vendor Details

On initial federation of the paper vendor's account, vendors are prompted to enter in:

- Business Name
- FEIN
- Address
- City
- State
- ZIP Code
- Point of Contact Name
- Point of Contact Phone Number
- Point of Contact Email Address

To update any of these details at a later time, paper vendors can navigate to the "Update Vendor Details" page.

Bulk Paper Vendor

Approved bulk paper vendors will receive an emailed access invitation that will have them federate their access with their MyNJ account. On initial login, bulk paper vendors must provide the following information about their business:

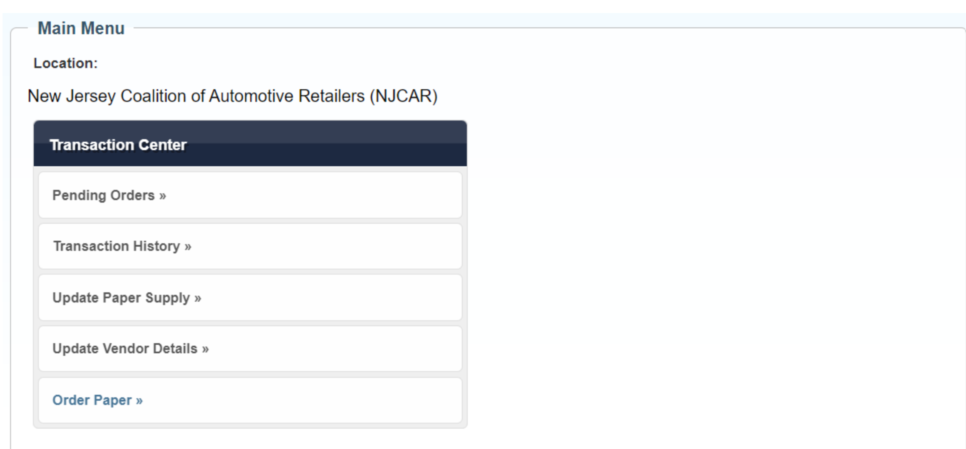
- Business Name
- FEIN
- Address
- City
- State
- ZIP Code
- Point of Contact Name
- Point of Contact Phone Number
- Point of Contact Email Address

The information provided on this initial log-in will be presented to dealers when an order is placed by the dealership. Bulk paper vendors can update the information at any time by going to the Update "Vendor Details" page.

Approved bulk paper vendors have the same access as paper vendors, with the addition of one feature – Order Paper.

Bulk Paper Vendor Dashboard

From the dashboard, approved bulk paper vendors have access to five features under the "Transaction Center" section. Bulk paper vendors can access submitted orders (Pending Orders), view previously fulfilled orders (Transaction History), manage the paper quantities offered (Update Paper Supply), update details about their company (Update Vendor Details), and place orders on behalf of dealerships (Order Paper).



Pending Orders

To review paper orders submitted by dealerships, bulk paper vendors can navigate to the "Pending Orders" page.

Pending Orders can be searched by: Confirmation Number, Dealership Name, Dealership Number, Order Start Date Range, and/or Order End Date Range. If a bulk paper vendor would like to return all pending orders, they can hit the "Search" button while leaving the Confirmation Number, Dealership Name, Dealership Number, Order Start Date, and Order End Date fields empty.

Search Results

After submitting search criteria, bulk paper vendors will receive all results matching the set criteria.

Search Results will include six columns, along with a seventh column that allows bulk paper vendors to pull up specific order details. The six columns that will be returned are:

1. Confirmation Number
2. Date and time the order was placed
3. Dealer Name
4. Dealer Number
5. Quantity ordered
6. Status

Search results can be exported to an Excel spreadsheet.

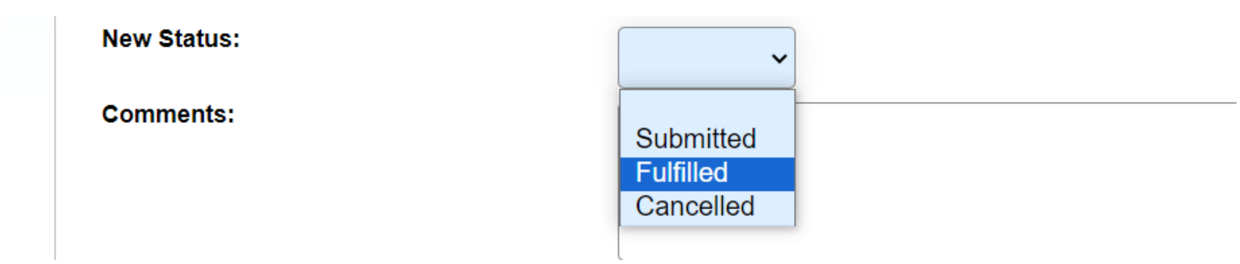
Order Details

Selecting the "Details" link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Dealership Information (Dealer Name, Dealer Number, Contact Name, and Contact Email Address)
- Paper Quantity
- Order Status
- Order Date
- New Status – defaults to Submitted for pending orders
- Comments – allows bulk paper vendors to add internal or external notes to the order
- Options – if selected, any comments added by the bulk paper vendor will be sent to the dealership.

Order Statuses

From the "Order Details" page, bulk paper vendors can update the status of an order by selecting the dropdown of the 'New Status' column.



When an order has been completed, select the status of **Fulfilled** and select the "Update" button at the bottom of the page.

To cancel an order, select the status of **Cancelled** and select the "Update" button at the bottom of the page.

Please note: To comment on an order, a selection from the 'New Status' must be selected. If the order is still in progress/pending, select the status of **Submitted**.

Comments on Orders

If a bulk paper vendor has questions on an order, or if they would like to provide an update to the dealership on the status of their order, they can add a 'Comment' on the "Order Details" page.

Any comments added to the order will be displayed in the comment log located at the bottom of the "Order Details" page. This log will note the Date/Time the vendor made the comment, the user's name, status of the order when the comment was made, the comment itself, and whether or not the note was Internal or External

- "N" = External, dealership notified
- "Y" = Internal only

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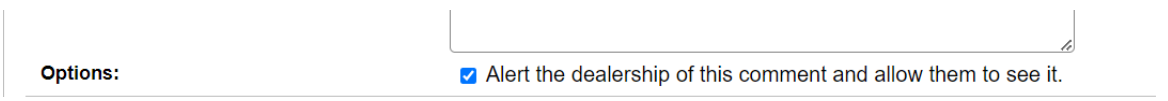


Comments set to External will notify the dealership of the comment, and the dealership will have the ability to view and respond to the comment. If a dealership responds to a comment, the dealer's comments will appear in the comment log, as well.

Transaction History

Bulk paper vendors can review information related to previous orders by selecting the "Paper Order History" page.

To search, bulk paper vendors can enter in a specific Confirmation Number, Dealership Name, Dealership Number, an Order Start Date Range, and/or an Order End Date Range to filter results. If a bulk paper vendor would like to return all previously completed orders, they can hit the "Search" button while leaving the Confirmation Number, Order Start Date, and Order End Date fields empty.

Search Results

After submitting search criteria, bulk paper vendors will receive all results matching the set criteria.

Search Results will include six columns, along with a seventh column that allows dealers to pull up specific order details. The six columns that will be returned are:

1. Confirmation Number
2. Date and time the order was placed
3. Dealer Name
4. Dealer Number
5. Quantity ordered
6. Status

Search results can be exported to an Excel spreadsheet.

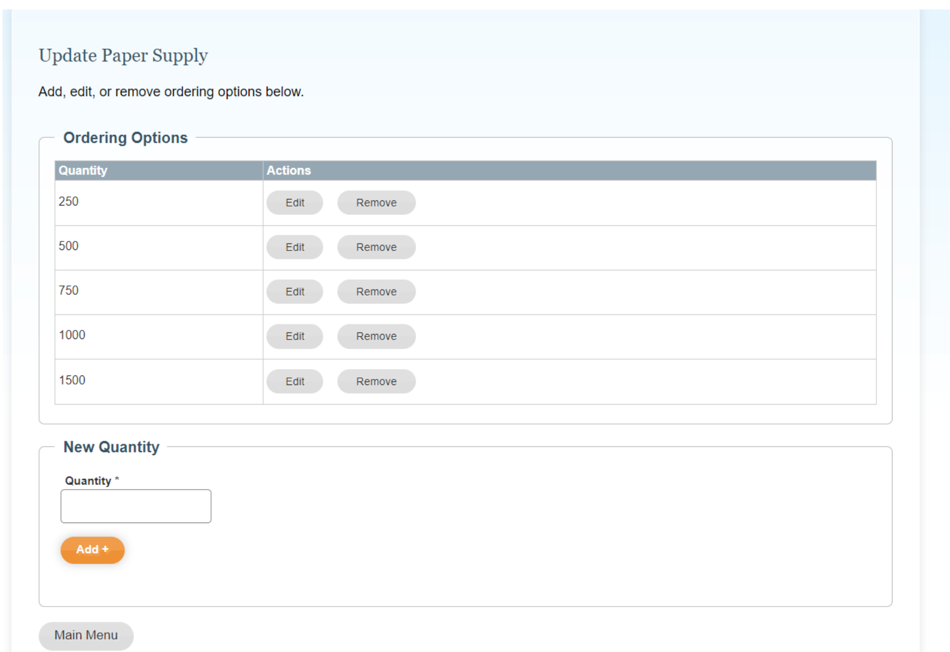
Order Details

Selecting the "Details" link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Dealership Information (Dealer Name, Dealer Number, Contact Name, and Contact Email Address)
- Paper Quantity
- Order Status
- Order Date
- New Status – defaults to Submitted for pending orders
- Comments – allows bulk paper vendors to add internal or external notes to the order
- Options – if selected, any comments added by the bulk paper vendor will be sent to the dealership.

Update Paper Supply

Bulk paper vendors can designate up to 15 pre-set quantities that appear for dealerships to select when placing orders.



Quantities can be added by entering an amount into the 'Quantity' field at the bottom of the page and hitting the "Add+" button. Quantities cannot be duplicates of an existing quantity offered by the bulk paper vendor – quantities must be unique.

To edit or remove a previously added quantity, simply select either the "Edit" or "Remove" button from the 'Actions' column.

Update Vendor Details

On initial federation of the bulk paper vendor's account, vendors are prompted to enter in:

- Business Name
- FEIN
- Address
- City
- State
- ZIP Code
- Point of Contact Name
- Point of Contact Phone Number
- Point of Contact Email Address

To update any of these details at a later time, bulk paper vendors can navigate to the "Update Vendor Details" page.

Order Paper

Dealerships may reach out to bulk paper vendors to place an order directly with them. To place an order on behalf of a dealership, bulk paper vendors can select "Order Paper" from the dashboard.

Dealership Information

By entering in a Dealership Number, the remaining fields for the dealership will populate based on the information on file. The following contact information for the dealership can be updated for the specific order.

- Dealership Contact First Name
- Dealership Contact Last Name
- Dealership Contact Email Address
- Dealership Contact Phone Number

Note: Updating a dealer's contact information on an order will only be reflected on that specific order, it will not update the dealership's information on record.

Quantity

The "Quantity" field for orders placed on behalf of dealerships allows bulk paper vendors to manually enter in a quantity.

Submitting a Paper Order

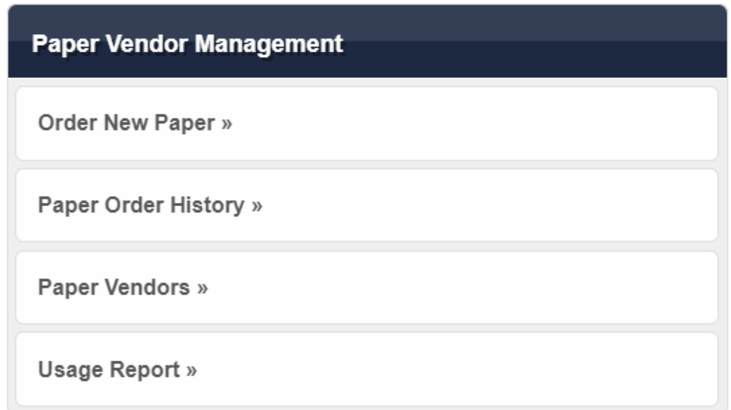
After the dealership information and quantity of paper being ordered has been entered, hitting “Submit” will direct the bulk paper vendor to an acknowledgement page. Selecting “Confirm” will submit the order and display a ‘Confirmation’ screen. This screen includes:

- The order’s confirmation number
- Date of the order
- Bulk paper vendor’s name
- Information on the dealership the order was placed on behalf of
- The quantity of paper ordered

Orders placed by bulk paper vendors on behalf of dealerships will process the same as if the dealership submitted the order themselves. The pending order will appear in the bulk paper vendor’s queue to process, and the order will appear in the Transaction History of the dealership the order was placed on behalf of.

MVC

From the dashboard, MVC users will now see a section called “Paper Vendor Management.” Here, the MVC can place orders for paper (Order New Paper), view their paper order history (Paper Order History), search for and manage paper vendors (Paper Vendors), and view a comparison of dealers’ order history with tags printers (Usage Report).



Order New Paper

The MVC can place a new paper order by selecting the “Order New Paper”. Once on the “Order New Paper” page, the MVC will be presented with an Order Details section.

The MVC must select an approved vendor from the “Vendor” dropdown list. Once a vendor has been selected, quantity amounts offered by the vendor will appear in the “Quantity” dropdown and the vendor contact information will appear on the right-hand side of the order.

Submitting an Order

Once a vendor and quantity have been selected, the MVC will hit “Submit” to be directed to an acknowledgement paper. Hitting “Confirm” will submit the order.

Once an order has been submitted and approved, MVC users will be billed by the vendor for the order. If a vendor has any questions regarding the order, they may contact the MVC by adding a note to the order through the online service. If this occurs, the MVC will receive an email notifying them of the note and a link to the service will be provided for MVC to provide any clarification requested.

Paper Order History

MVC can review information related to all previous paper orders by selecting the “Paper Order History” page. Unlike for dealers, paper vendors, and bulk paper vendors – MVC has the ability to search orders for all user types.

To search, staff can enter in a specific Confirmation Number, Vendor Name, Dealership Name, Dealership Number, an Order Start Date Range, and/or an Order End Date Range to filter results. If MVC would like to limit the results to orders placed only by MVC staff, simply select the checkbox next to “Limit results to MVC Paper Orders.” If searching on only MVC orders, staff have the option to return all previous MVC orders by selecting the “Search” button while leaving all search fields blank.

If MVC would like to search orders across dealerships and vendors, an “Order Start Date Range” and an “Order End Date Range” must be specified.

Search Results

After submitting search criteria, MVC will receive all results matching the set criteria.

Search Results will include seven columns, along with an eighth column that allows MVC to pull up specific order details. The seven columns that will be returned are:

1. Confirmation Number of Order
2. Date/Time Order was Placed
3. Vendor Name
4. Dealer Name
5. Dealer Number
6. Quantity
7. Status

Search results can be exported to an Excel spreadsheet.

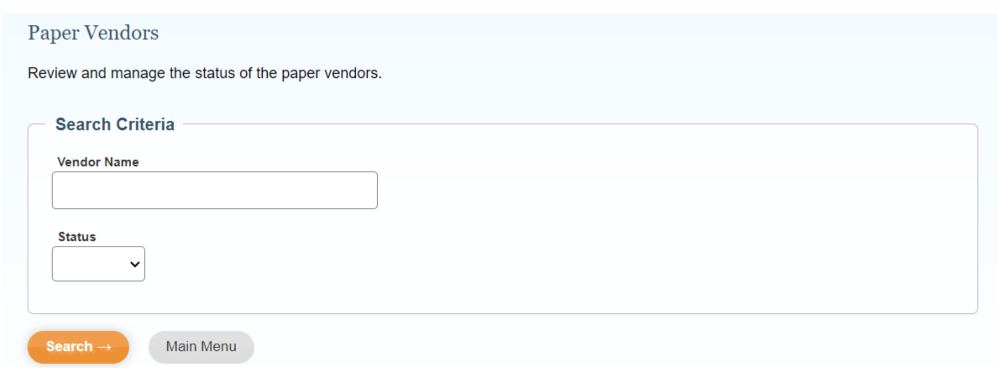
Order Details

Selecting the “Details” link from the last column of the results will pull up details specific to that order. The order details will display:

- Confirmation Number of Order
- Paper Vendor Contact Information (Vendor Name, Address, City/State/Zip, Vendor Contact Name, Vendor Contact Phone Number, and Vendor Contact Email Address)
- Dealership Information (Dealer Name, Dealer Number, Dealer Contact Name, Dealer Email Address)
- Paper Quantity
- Order Status
- Order Date
- Order Submitted By: Name / Location of who placed the order
- Fulfillment Date
- Comments
    - MVC can view all comments left by either Dealers or Paper Vendors on orders

Paper Vendors

MVC can search vendors that have been previously approved as paper vendors.



Search Paper Vendors

To search, MVC can either search on the Vendor Name or the Status.

- If searching on Vendor Name, only vendors matching the entered name will return.
- If searching on Status, MVC can select a status from the dropdown and any vendor matching that status will return.

Search results will return five columns, with a sixth column that allows MVC to view the specific details related to a vendor. The returned columns are:

- Vendor Name
- Contact Name
- Phone Number
- Email Address
- Status

Managing Paper Vendors

Selecting the "Details" link in the last column allows MVC to pull up the vendor details. This screen also allows MVC to update the status of a paper vendor by selecting the status dropdown, selecting the status they would like to update the vendor to, and clicking "Update".

By doing this, MVC can either disable paper vendors they find to be noncompliant, or they can also reactivate previously disabled vendors.

Usage Report

The Usage Report allows MVC to track dealership paper usage verse tags printed. To search, MVC must provide a Start Date Range and an End Date Range. To search for a specific dealership, Dealer Name or Dealer Number can also be added in the search criteria.

Returned results include:

- Dealer name
- Dealer Number
- Date of Last Paper Order
- Paper Quantity Ordered
- Tags Printed
- Usage Percent

The report can be exported to Excel.