MOTOR VEHICLE COMMISSION

Customer Abstract Information Retrieval

Individual Lookups

User Guide

Rev: 1/2017

NEW JERSEY MOTOR VEHICLE COMMISSION

CUSTOMER ABSTRACT INFORMATION RETRIEVAL

INDIVIDUAL PROGRAM

THIS USER GUIDE HAS BEEN DEVELOPED TO HELP ANSWER YOUR QUESTIONS CONCERNING THE OPERATION OF THE NEW SYSTEM.

Please be advised that all installation and maintenance costs for connecting to this system are the responsibility of the user.

Your account must have a sufficient balance in order to process transactions. The system has a $12 minimum for all accounts. If any transaction puts an account below this amount the system will change the account's status to **"IF"** (for Insufficient Funds) and will not process any further inquiries until the account balance is replenished by the customer. The users have the ability to monitor your account balance on-line; a statement will also be issued each month to help you track your account balance.

System Notes:

To ensure that our users (connecting via the Internet) achieve <u>optimum performance</u> we recommend the following:

- A minimum connection speed of 56K regardless of the line (cable, dialup or DSL)

- Windows operation system 2000, ME, NT 4.0 or XP. Internet Explorer 7 or 8 **ONLY**. No Google Chrome or Firefox (**THEY ARE NOT COMPATIBLE**). To determine what internet explorer you have click on help in the upper left hand corner, then click about Internet Explorer.

Unless you can meet the terms outlined above, your connections to the MVC database could be degraded and subsequently very slow.

Hours of Operations:

The system will be available 24 hours a day 7 days a week.

Replenishing your Account:

When replenishing your account, **please ensure that your account number appears on the face of the check**. Checks must be sent to: New Jersey Motor Vehicle Commission, Business & Government Services, 225 E. State Street, 3rd floor East Wing, P.O. Box 122, Trenton NJ 08666-0122.

Call for Password Reset:

For help with password problems relating to the "WQ*****" logon ID created for you, call the MVC Help Desk at 609-341-5777.

- Monday – 8:00 am to 5 pm
- Tuesday – 7:30 am to 8 pm
- Wednesday – 7:30 am to 8 pm
- Thursday – 7:30 am to 8 pm
- Friday – 7:30 am to 6 pm
- Saturday – 7;30 am to 1:30 pm

NOTE: Every 45 days your **password** will expire. You will be prompted to enter a new password, 8 characters must use alpha and numeric. (**REMEMBER** to tab down and enter it TWICE)

90 days of inactivity your ID will be suspended. To rectify you will need to call the CAIR Unit at (609) 292-4572 or (609) 292-6197.

Technical Support:

Problems achieving connectivity can be worked out with an MVC contact person, at (609) -341- 5777, see available hours of operation on page 4.

Email address for service desk: mvcservice@mvc.nj.us

If you have already been using the On-line system and are now having a problem:

- Have you run the application from this particular PC before?
- Did someone make changes to the PC such as upgrading the operating system? Remember CAIR is presently only compatible with Internet Explorer 7 & 8.

If so you may need to re-apply any or all of the system preparations listed above.

Please Note: Additional **help** is referenced for common problems on the following website in a box labeled CAIR support under "related links":

http://www.njmvc.gov/cair

Motor Vehicle Commission

Procedure to Register and Use the Internet Function

Business Client Instructions

Please utilize the **"NJ MVC CAIR CUSTOMER ACCESS GUIDE"** (included with this manual), to enter pertinent information as you proceed thru the following steps. Retain the 1 page guide for quick reference as you use the CAIR system in the future:

Step 1:

Register with **"My New Jersey"** portal on the internet to obtain access. The URL for registering with the **"My New Jersey"** portal is http://www.state.nj.us

- **Please complete the instructions on the copies of the log on screens, pages 7 thru 11 <u>now</u>.**

Step 2:

- Notify your State Agency Contact Person that you have registered in the **"My New Jersey"** portal and wish to get authorized access to the internet function. Do this by completing and faxing the form at the end of this manual titled "Information Required to Establish Internet Access". (page 24)
- Provide the **Name of your Business** (i.e Newark Board of Education).
- Provide your **Name**.
- Provide your **"My New Jersey"** portal Logon-ID
- Provide your **Telephone Number**, including **area code**.
- Provide your **E-mail Address** where you can be reached during business hours
- At the completion of the Internet registration process, your State Agency Contact Person will notify you that you have been authorized to receive the Internet function that will now be available to access through **"My New Jersey"** portal. You will be given an **Authentication Code** that you will be required to enter the next time that you log on to the portal. This code **must** be entered the first time you are a new user however you will not be required to enter it each time you use the function.

Step 3: When you have received your authentication code:

- **Log-on to the "My New Jersey" portal.**
- Click on **"Enter Authentication Code"**.
- You will be presented with another screen that states **" Enter my New Jersey Authentication Information"** and follow the instructions (see page 7). If you incorrectly enter the code, you will receive an error message and be prompted to try again. If you continue to have a problem with the code please reply back to the email with the authentication code for assistance.
- Once the code has been properly accepted you will be prompted to long on **"My New Jersey"** portal again. Be sure to Click **ON "My New Jersey"** tab **do not use "My NJ Home" or "My NJ Business".** Now you will see the words **"NJ CAIR"** underlined at the bottom of the screen. Click on this to bring up your login screen for **CAIR**. **(Start from page 16).**
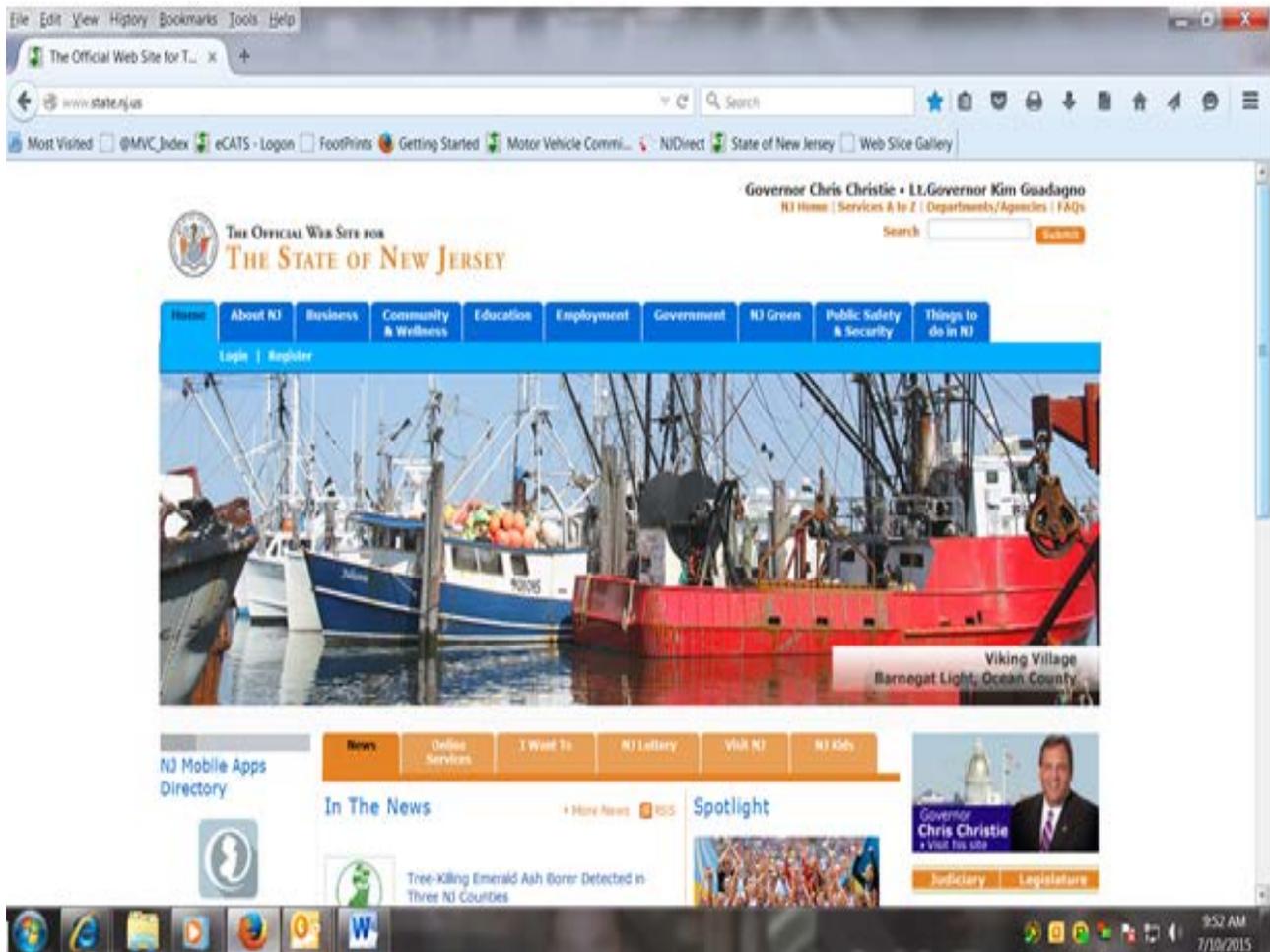
- Click on the **"Register"** button.
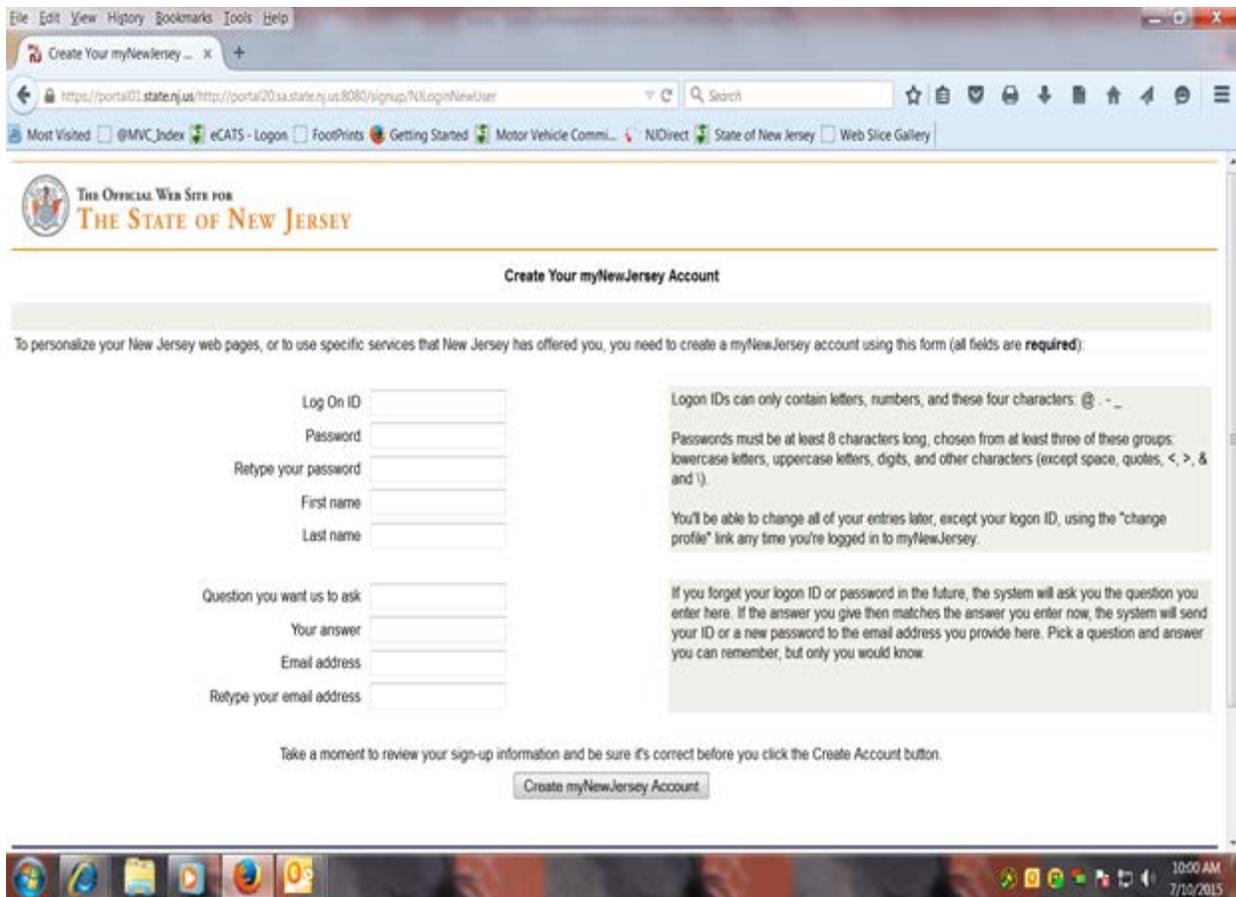
- Enter a Log on ID
- Choose a password you will remember and enter it into the Password box. (be sure "Caps" is off).
- Retype the same password into **the Confirm Password** box. **Note**: write these down and put them in a safe place.
- Enter your **first** name
- Enter your **last** name.
- Enter a hint phrase in the **Question you want us to ask** box.
- Enter your answer to the question in the **Your Answer** box.
- Enter your **Current Email Address.**
- Re-Enter your **Current Email Address.**
- Read and verify the information you entered.
- Retain your **Log-on ID** and your **Password** in a secure place.
- Click the **Create myNewJerseyAccount.**
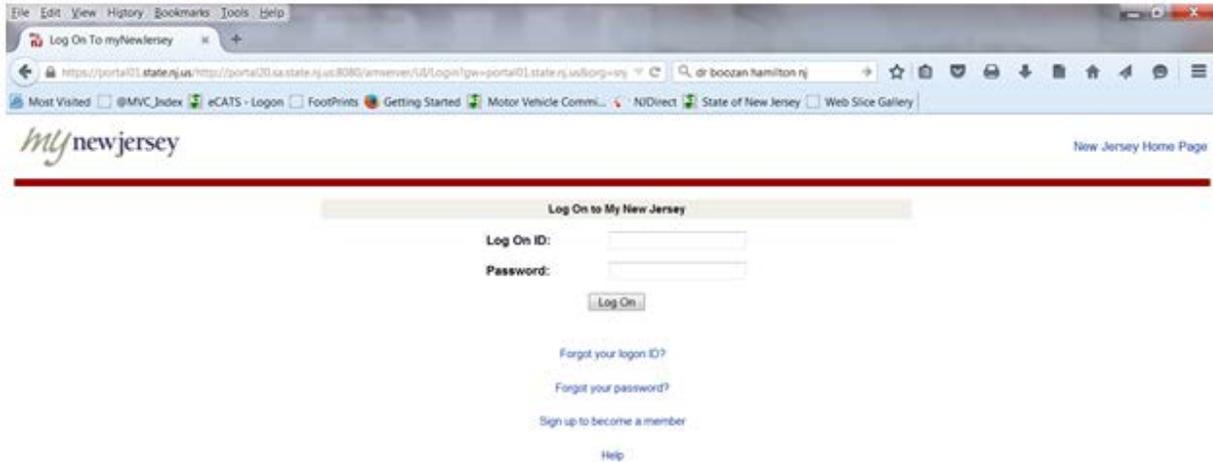
- **To verify your registration:**
  - o   Click the Logout button or exit from **"My New Jersey"** portal.
- Log in again to **"My New Jersey"** portal using the **Log-on ID** and **Password** you previously used to register.
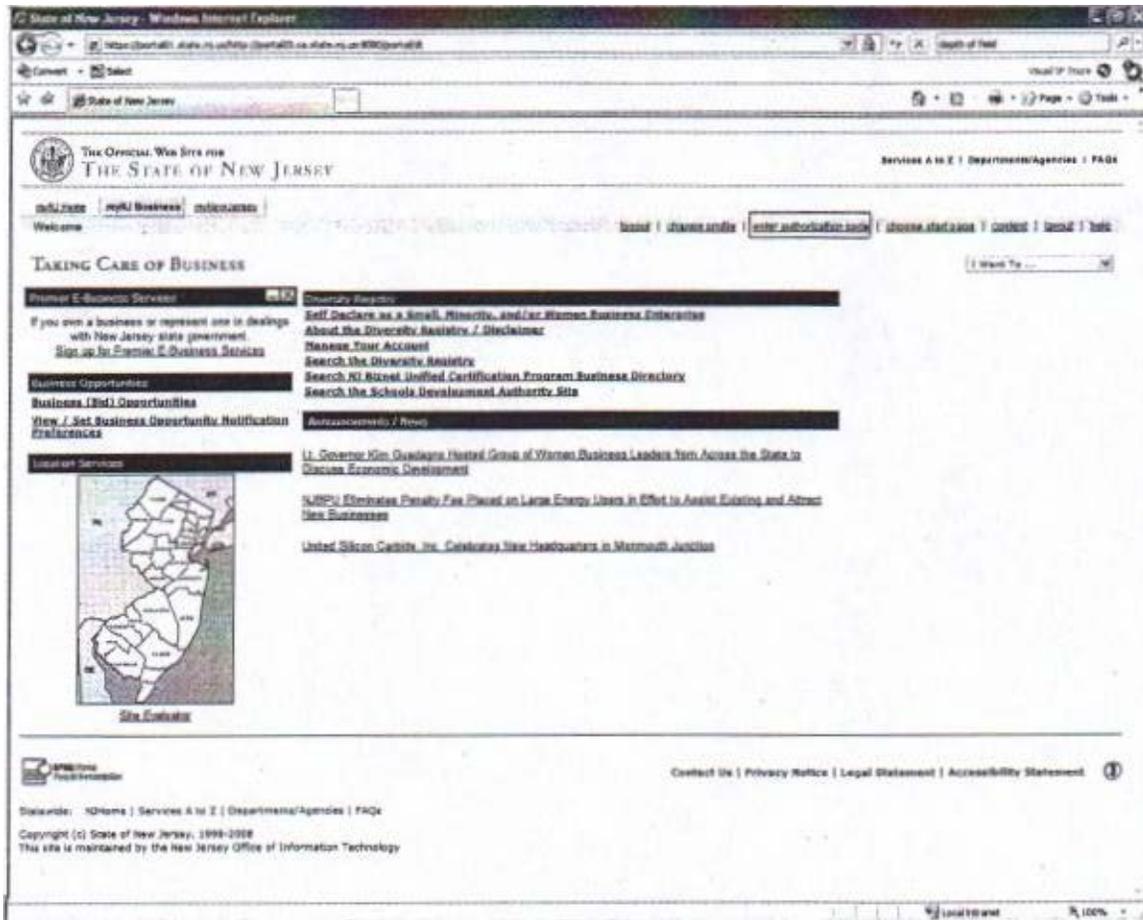
- Click on the link to enter the Authentication Code required on the next page.

** You **MUST** keep track of your Website ID, password, challenge question and answer. The New Jersey Portal is a state website; MVC does not maintain this information. You may click the **help** button for assistance in the top right hand corner or go back to the log in screen for additional assistance.

THE OFFICIAL WEB SITE FOR
THE STATE OF NEW JERSEY

Enter Your myNewJersey Authorization Information

1. If you've been given an authorization code, type or "paste" it into the box below (otherwise, click "Cancel").
2. Click the "Finished" button.
3. Your code will be verified and your profile will be updated with your new role.
4. If the update is successful, the *myNewJersey* portal will end your current session and, after a few seconds, will return your browser to the login page.
5. Please log back in and verify that your *myNewJersey* desktop includes the content for your new role.

Enter your authorization code: [   ]

[Finished]   [Cancel]

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- Enter the authorization code you have been provided by MVC and click the finished button.

- Log on Using the ID and password you created for yourself when you created the **"My New Jersey"** account.

IMPORTANT!! **DO NOT** "close" any windows on your WELCOME page, **ALWAYS** click on LOGOUT to exit.

Please make sure you are on the **"MyNewJersey"** tab on the top left hand side of the page.

that you have read and understand the NJ MVC's Policies
and Procedures pertaining to the release and/or use of
personal information obtained from the NJ MVC database
and that you understand that the release and/or use of such
personal information is governed by both the "New Jersey
Drivers" Privacy Protection Act," N.J.S.A. 39:2-3.3 et seq.
and the federal "Drivers' Privacy Protection Act of 1994." 18
U.S.C. § 2121 et seq.

Criminal or Civil Liability

Unauthorized or attempted unauthorized access, use,
copying, collecting, alteration, destruction or damage to any
data that may be accessed through this application may
subject you to criminal and/or civil prosecution under State
and Federal law.

New Jersey State Government Monitoring System

- You should have no expectation of privacy regarding
  your use of the NJ MVC System.
- All persons are hereby notified that monitoring of their
  use of this system is currently being performed and
  continued use constitutes consent to monitoring and
  additional auditing.
- Monitoring is being performed by electronic software
  that will maintain a record of all transactions

performed by Logon/User ID with date, time, and search criteria entered. Electronic logging is an automatic feature of the monitoring software and will be reviewed on a random basis when network degradation is noticed by the Network Support Staff. Information obtained during such monitoring shall be used to support system upgrades and for management reporting. Information related to suspected violations shall be reported to the NJ MVC Investigations Office.

BY CLICKING ON THE LINK(S) BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THE STATEMENTS IN THIS DISCLOSURE NOTICE.

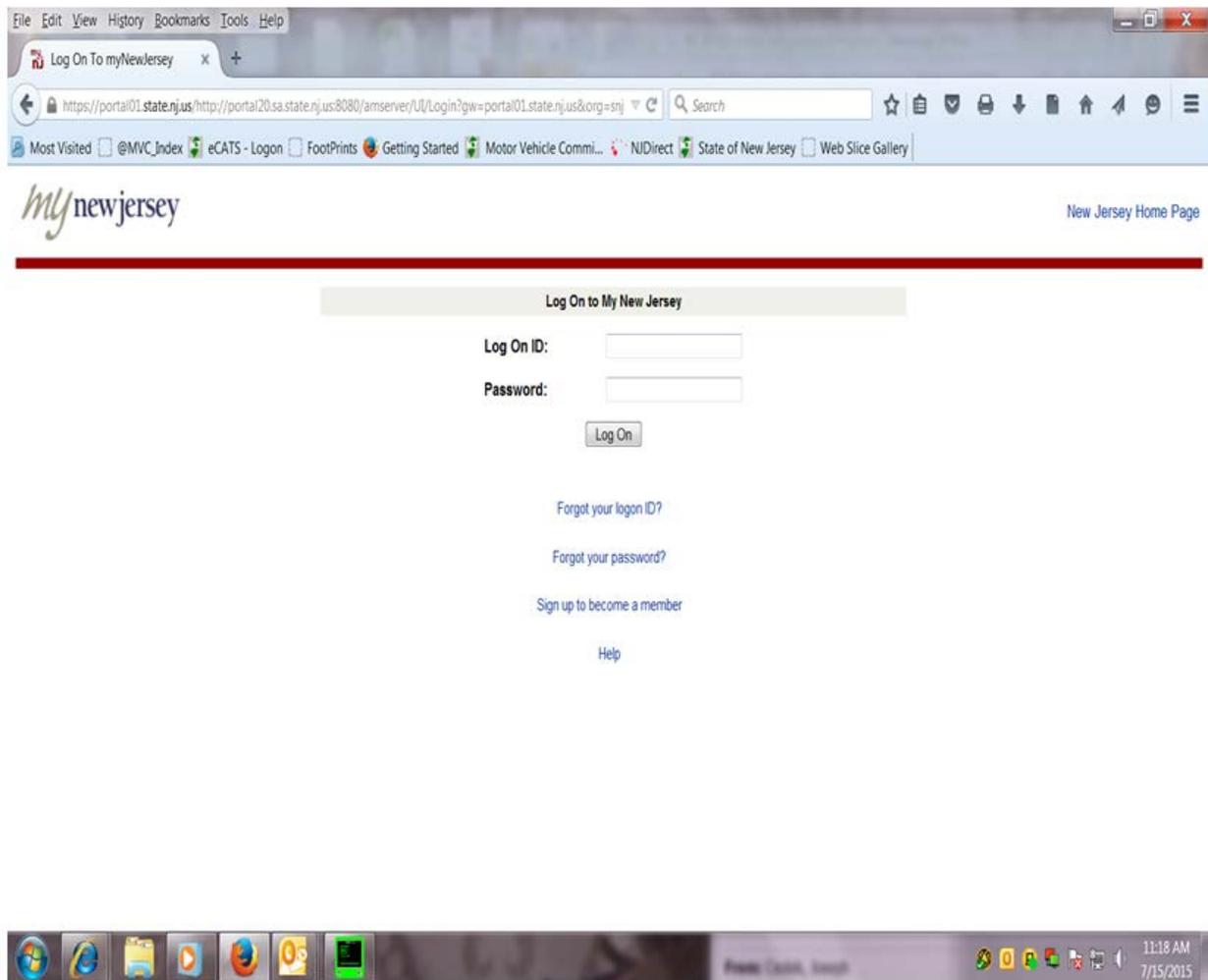NJ CAIR
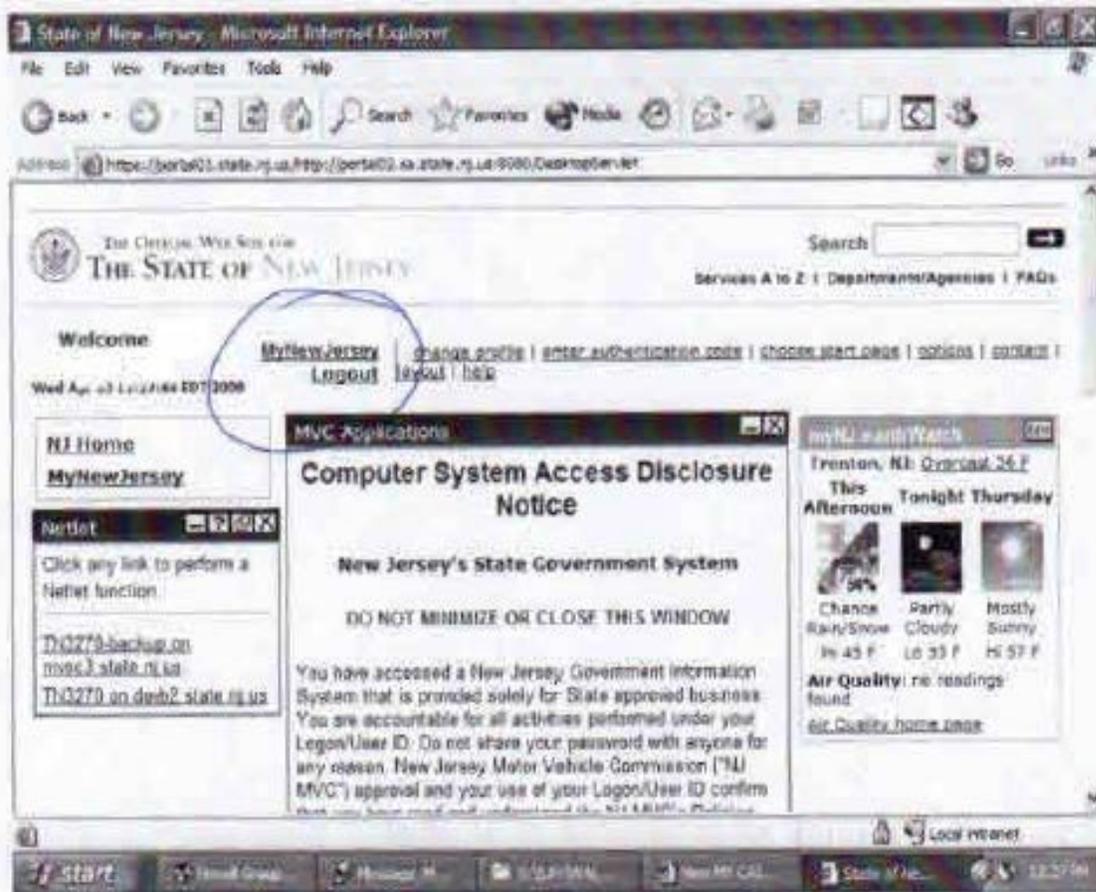
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Local intranet

Login ID – This will be assigned to you by NJ MVC. (Once you have faxed in the form at the end of this manual). It will start with **"WQ"** and you will also be given a first time temporary password.

The first time using this screen you will enter the "WQ" ID assigned to you, then **TAB DOWN** to the password field and enter the temporary password supplied. Click on the **ENTER** Button.

A message prompt will tell you that your temporary password has expired. Enter a new password in the **NEW PASSWORD** field. (It must be 8 alpha and numeric characters in length).

Tab down to the **Re-Enter New Password** field and repeat the new password you just created.

Whenever you login, continue to use your **"WQ"** ID and the password you just created. After 45 days your password will expire (check under messages) and prompt you to create another new password, again, 8 alpha and numeric characters in length.

After 90 days of inactivity your **"WQ"** will be suspended to rectify you will need to call CAIR Unit @ (609) 292-4572 or (609) 292-6197.

A **"WQ"** is assigned to an individual and that person is held liable for all lookups on that **"WQ"** ID.
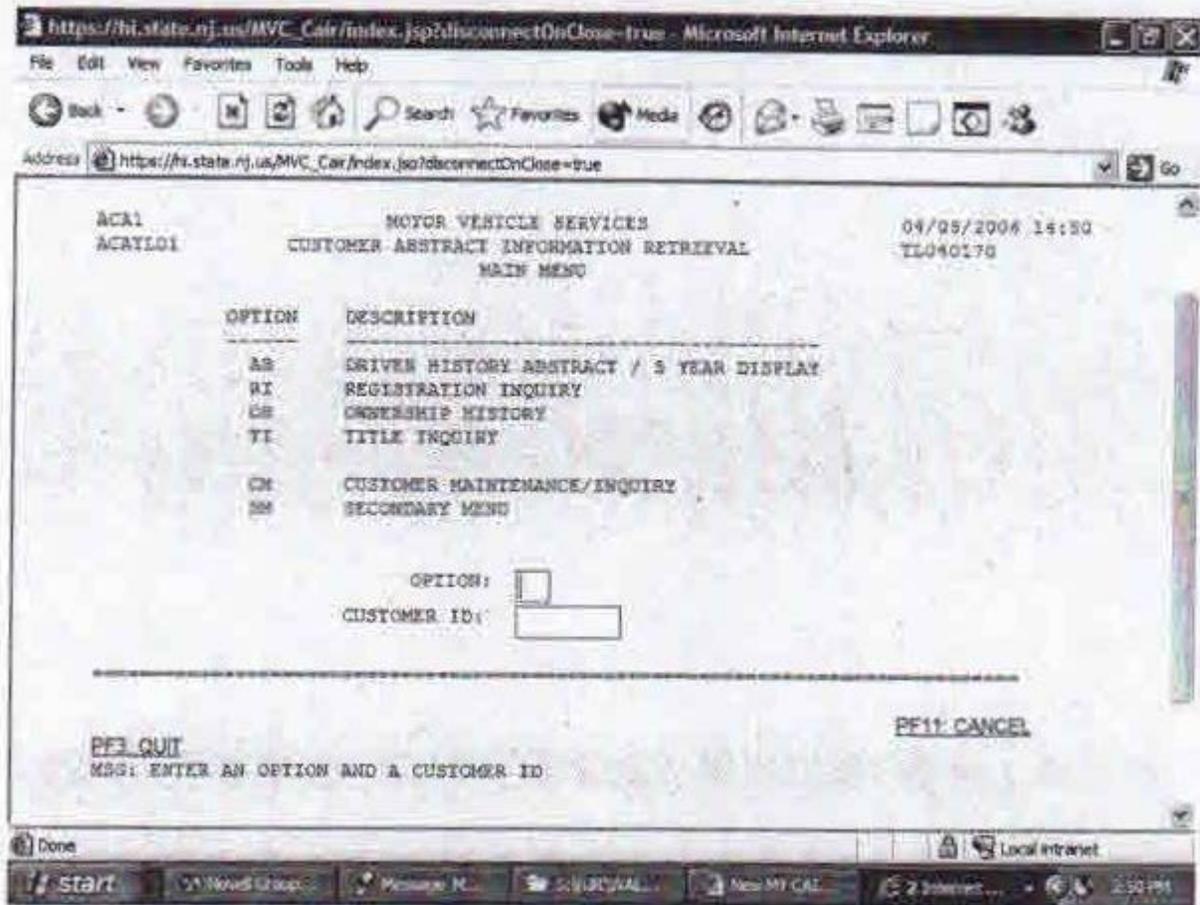
OPTION: You have been assigned one or more options based upon your original application. Choose the option you wish to use and type it in the OPTION box.

IMPORTNT: the option "CM" is available to all users and will show the current remaining balance in your account.

CUSTOMER ID: Enter your assigned "OL" account number.

Individual Screen Info follows>

DRIVER HISTORY ABSTRACT REQUESTS

On the main menu, enter option **"AB"** and the Customer ID# for the abstract/driver history and then press **ENTER.**

- On the next screen, type the driver license number of the individual you are inquiring about and press **enter.**

The Driver History Abstract display includes the following information:

- Driver's Name
- Mailing Address
- License type, endorsements and restrictions
- Driver history activity (five years preceding date of request) containing all accidents, violations, points, suspensions, fees and restorations (see abstract codes at the end of this Guide).
- Driver status (either suspended or good standing). If suspended, one or all of the following will be listed –Basic Driving, Commercial, and Registration. Two endorsements can also be suspended independent of the license—Passenger and Hazmat. Only the privileges listed are suspended. All other remain valid.

```
ACA1/AB                  MOTOR VEHICLE SERVICES        03/11/2011      14:54
                       DRIVER HISTORY ABSTRACT / 5
ACAML06                      YEAR DISPLAY                 TL291633
                       D.L.NO:

    NAME:                                            LIC EXP DT:
ADDRESS:                                             VEH CLASS:
                                                     BOAT CLASS:
ENDORSEMENTS:          RESTRICTIONS:                  S   C H F
                                                     T   M Z T
EVENT DT    EVENT CD   EVENT DESCRIPTION             A   VM L   PTS POSTED
-----------------------------------------------------------------------
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
CLR: QUIT              PF7: PREV PAGE                PF10: TOP PAGE
                       PF8: NEXT PAGE                PF11: CANCEL
PF3: RETURN                                          PF12: MAIN MENU
MSG:
```

REGISTRATION INQUIRY BY LICENSE PLATE NUMBER

On the main menu, enter option **"RI"** and the Customer ID# for registration inquiry, and then press **enter**.

- On the next screen, type the license plate number and press **enter**.

The Registration Inquiry display includes the following information:

- Owner's Name
- Mailing Address
- Year, Make, and Model of Vehicle
- License Plate Issue Date
- License Plate Status
- Registration Expiration Date

In addition, if the vehicle is currently leased, you can press **PF9** for lessee information, which includes:

- Lessee's Name
- Mailing Address
- Starting Date of Lease
- Ending Date of Lease (possibly)

Also, if applicable, additional owner information is available by pressing **PF4**.

```
ACA1/RI-S1              MOTOR VEHICLE SERVICES        03/11/2011    14:58
ACATL05                   REGISTRATION INQUIRY          TL291633
                             PLATE NO:


        PLATE EXP DT:         PLATE STATUS:              RENEWED:
        PLATE ISSUE DT:       REG CD:                    ISSUED:
        REFLECTORIZED?                                   LAST DASH:


               NAME:
       ADDRESS:


       VIN:                   VIN PFX:              LEASED?
       MAKE:                  VEH TYPE:
       MODEL:                 VEH COLOR/BOAT MATERIAL:   FUEL IND:
       YEAR:                  VEH AXLES/BOAT PROPUL:     PAS/GVW/LEN:
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
CLR: QUIT               PF4: ADD'L OWNERS

                                                   PF11: CANCEL

PF3: RETURN                          PF9:LEASE INFO  PF12: MAIN MENU
MSG: ENTER A PLATE NO.
```

OWNERSHIP (TITLE) HISTORY REQUESTS

On the main menu, enter option **"OH"** and the Customer ID# for ownership history and then press **enter.**
- On the next screen, type the vehicle identification number (VIN) and press **enter.**
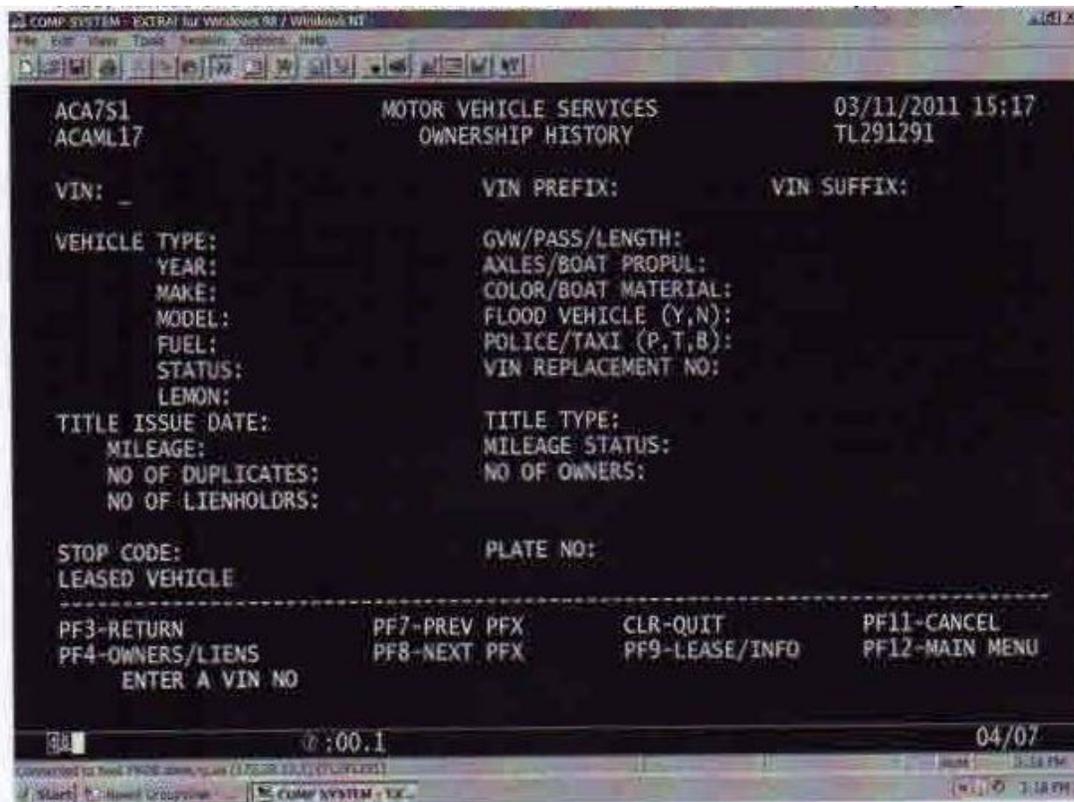
The Ownership History display includes the following information:
- Vehicle Type
- Year, Make and Model of Vehicle
- Title Issue Date and Mileage
- Mileage Status
  - **A** – Actual Mileage
  - **N** – Not Actual Mileage
  - **M** – Mileage Exceeds the Mechanical Limits
- Number of Owners and Lienholders
- Plate Number

In addition, if the vehicle is currently leased, you can press **PF9** for lessee information, which includes:
- Lessee's Name
- Mailing Address
- Starting Date of Lease

Also, names and addresses of all owners and lienholders are available by pressing **PF4**.

TITLE INQUIRY BY VEHICLE INDENTIFICATION NUMBER (VIN)

On the main menu, enter option **"TI"** and the Customer ID# for Title inquiry and then press **enter.**

- On the next screen, type the vehicle identification number (VIN) and press **enter.**

The Title Inquiry display includes the following information:

- Vehicle Type
- Year, Make and Model of Vehicle
- Title Issue Date and Mileage
- Mileage Status
  - A – Actual Mileage
  - N – Not Actual Mileage
  - M – Mileage Exceeds the Mechanical Limits

- Number of Owners and Lienholders
- Plate Number

In addition, if the vehicle is currently lease, you can press **PF9** for lessee information, which include:

- Lessee's Name
- Mailing Address
- Starting Date of Lease

Also, names and addresses of all owner's and lienholders are available by pressing **PF4**.

CUSTOMER MAINTENANCE /INQUIRY

On the main menu, enter option **"CM"** and the Customer ID# and then press **enter.**

- This inquiry option will allow you to check your account balance.

The information contained in this screen is the current contact and address on file with MVC for this account. Periodically check for accuracy and call (609) 292-4572 with any corrections.

```
ACA1/CM                         MOTOR VEHICLE SERVICES              03/11/2011   15:03
ACATL03                       CUSTOMER MAINTENANCE/INQUIRY              TL291633
                   REQUEST (ACI):   CUSTOMER ID:

        CUSTOMER NAME:
              STREET:
                CITY:                                        ST:           ZIP:

        CONTACT NAME:
        CONTACT TITLE:

       PRIMARY PHONE: (  )                                  EXT.
     SECONDARY PHONE: (  )                                  EXT.

            FAX NO: (  )

      CUSTOMER STATUS:
                                                     LAST TRANS
    CUSTOMER BALANCE:                                NO:

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

CLR: QUIT                                            PF11- CANCEL
PF3: RETURN                                          PF12- MAIN MENU
MSG: INQUIRY COMPLETED, ENTER A REQUEST AND/OR A CUSTOMER ID
```

EXPLANATION FOR ABSTRACT OF DRIVER HISTORY RECORD

DRIVER LICENSE / PERMIT INFORMATION

CLASS CODE	RESTRICTION CODES

A - - Commercial Vehicle
B - - Commercial Vehicle
C - - Commercial Vehicle
D - - Auto
E - - Motorcycle
F - - Moped
G - -Agricultural
I - - Identification
J - - Student
K - -Handicap ID

1 – Corrective lenses required
2 – Prosthetic device
3 – Mechanical device
4 – Hearing impaired
5 – Attached restrictions
E - - No manual transmissions equipped (CDL ONLY)
K - - Intrastate Only
L - - Except Vehicles with **Air Brakes**
M - - **Except Class A passenger vehicles**
N - - **Except Class A & B passenger vehicles**
O - - No Tractor Trailer CMV
P - - No Passengers in CMV Bus (CLP ONLY)
Q - - **Except Passenger Vehicles Capacity 16+**
R - - Bus Mechanics – **No Passengers**
S - - No School Age Passengers (CLP ONLY)
T - - Class Provisional Auto
U - - Class I owner only (was ID3)
V - - Medical Variance
X - - No Cargo in MVC Tank Vehicle (CLP ONLY)
Y - - Violator Only
Z - - No Full Airbrake equipped

ENDORSEMENT CODE
T - - Double & Triple Trailer
P - - Passenger
N - - Tank Vehicle
H - - Hazardous Materials
M - - Motorcycle
F - - Moped
S - - School Bus

DRIVER HISTORY INFORMATION

EVENT TYPE CODES

A Accident	**O** Suspension Order
B Billing	**P** Program Activity
C Conference	**R** Restoration
D Fee Due	**S** Scheduled Suspension
E Reexamination Activity	
F Fee Payment	**V** Violation
I Initial Medical Request	
J Referral	**W** Warning Notice
K Referral with Interval Reporting	
L Limitation	**Z** Point Credit
M Memo Entry	
N Advisory Notice	

EVENT RESPONSIBILITY CODES DIVISION

ACP Alcohol Counter measures. (Health Dept.)	**ISS** Insurance Surcharge
	MFR Medical Fitness Review
CIS Compulsory Insurance/ Accident Reporting	**OAL** Office of Administrative Law Liaison
COO Certificate of Ownership	
CON Conference Unit	**PDP** Probationary Driver Program
DIP Drive Improvement Program	
DMV Chief Administrator	**RES** Restoration Authorization
DRT Driver Testing	**RSU** Reexamination Scheduling
DVR Driver	**SEC** Security Responsibility
FAR Fatal Accident Review	**SUS** Suspension Authorization
FRJ Financial Responsibility/ Judgment	**UCJ** Unsatisfied Claims and Judgments
	UMS Uninsured Motorist System

EVENT DATE: Date violation, accident or event occurred.
EVENT RESPONSIBILITY CODES: Identify the Court or Motor Vehicle Commission Unit responsible for the event and/or action taken.
EVENT TYPE CODES: Identify the major kinds of events and/or actions.
EVENT DESCRIPTION: A complete description of the event and/or action.
CMV "X": Violation committed in a commercial vehicle.
HZM "X": Violation committed while carrying hazardous materials.
FTL "X": Violation resulted in a fatality.
PA "X": Pending Appeal
PTS: Points assessed or credited if applicable.
POSTING DATE: Date MVC recorded the violation, accident or event.
OUT OF STATE HISTORY: Convictions/Suspension.

New Jersey
Motor Vehicle Commission

BUSINESS & GOVERNMENT SERVICES
PO BOX 122
TRENTON, NEW JERSEY 08666-0122

Information Required to Establish Initial CAIR Access

Access Desired	☐ Real Time Lookups	☐ Batch Request	☐ Data Motion
Business Name:		Online Account #	
Address:			
Administrator:		Phone#	
Email Address:			

User Information for Real time Lookups ONLY

Name:	Email Address:	Phone:
Name:	Email Address:	Phone:
Name:	Email Address:	Phone:
Name:	Email Address:	Phone:
Name:	Email Address:	Phone:
Name:	Email Address:	Phone:

**Email address and contact person for batch accounts only! Email address, group email recommended.

_____
Signature of Administrator

*NOTE: You may include additional users by completing multiple E-Forms.
Please email this signed completed application to CAIR.MVC@MVC.NJ.GOV or fax 609-341-2732.

NJ MVC CAIR

CUSTOMER ACCESS GUIDE

- Login to **"MyNewJersey"** website. (www.state.nj.us) (Tip: Save the logon page to your "Favorites")
  Logon ID:_____ Password:_____

- Scroll down in the center of the page and look for a box called **"MVC APPLICATIONS".** At the bottom of the Disclosure Notice, click on the **"NJ CAIR"** link to access Motor Vehicle records.

- The next screen should open and it should read, **"Welcome to the Motor Vehicle Commission Customer Abstract Information System"**

- Enter Logon ID: _____ and Password: _____, then press **"Enter"**. (This logon ID is supplied by MVC and will always remain the same). (This password will expire every 45 days. See instructions below to create a new password).

- The **"Abstract Information"** screen will appear. Type in **"Option"** (from the list on-screen), then **"Customer ID"** (this is your account number). Press **"Enter"**. (Customer ID #_____)

- On the next screen enter a DL #, Plate # or VIN #, depending on the option chosen, then press **"Enter"**.

- To print, click on **"File"** in the corner and then click on **"Print"**.

- **(TIP):** To enter more than one lookup, press the F11 key to clear the screen and enter another lookup.

- For support: Email questions to: cair_support@oit.state.nj.us

- Creating a new password: When 45 days are up you will receive a message that your password has expired. You will see the cursor in the **New Password** box. The new password must be alpha-numeric and be 6 to 8 characters long. Enter the new password in the first box then hit the **TAB** key. The cursor will drop down to the second box and re-enter the new password again. Hit the **Enter** key. The page you see next should have **"Password Successfully Altered"**. This will be your new password for the next 45 days. Please make note of this password.