



LTRS Owner Notification Services

Frequently Asked Questions

General

What is LTRS? LTRS is an affordable, outsourced approach for towing operators to meet state guidelines for registered owner and lien holder notification. It replaces paper letters, faxes and stamps by providing a fully electronic end-to-end process for notification. LTRS consists of:

- **LTRS Electronic Owner Retrieval Service** - Electronic submittal/retrieval of owner and lien holder information.
- **LTRS Automated Mailing Service** - Customized owner notification letters are automatically merged, printed, mailed and tracked through the United States Postal System. Delivery information is emailed daily to you and archived in a searchable, online database.

Can each service be purchase separately? Yes. Pricing options are available for each service.

What is the cost of the service? The cost of the service varies based on the state DMV accessed and class of letter used. A full listing of fees is available from Compiled Logic (LTRS@compiledlogic.com). Prices are subject to change based on prevailing USPS rates.

Is there a contract to use LTRS? Yes. By law, owner information disseminated through LTRS Electronic Owner Retrieval Service requires signing a form affirming its use is for the notification of owners of towed vehicles. No contract is required for LTRS Automated Mailing Service.

How do I pay? All LTRS services are prepaid. An initial deposit equal to Target Balance amount is charged once the account is created. Additional deposits to replenish account back to the Target Balance are incurred whenever Minimum Balance is reached. Payment options include Electronic Payment, Check, or Credit Card.

Are member discounts available? Yes. Qualified storage lot management software providers and association members are eligible for discounted LTRS pricing.

Will LTRS work with my existing lot management software? LTRS provides full seamless integration with many commercially available packages. LTRS does not store owner or lien holder information. Delivery information is stored online and can also be exported to your lot management software. Contact C:LOGIC for a full list of supported software packages.

Can LTRS save me money from invalid VINS and mailing addresses? Yes. LTRS has built in VIN Validation, to ensure that common mistakes such as fat fingering or transposing characters are eliminated. Similarly, mailing addresses are checked with the USPS database prior to sending a letter. Both steps help LTRS customer avoid incurring unnecessary expenses and flag those letters that need special attention.

LTRS Electronic Owner Retrieval Service

What states are available through LTRS Electronic Owner Retrieval Service? TX, GA, AL, TN are available today. Eighteen additional states will be available by mid 2009.

Are there limits to using the LTRS Electronic Owner Retrieval Service? Yes. The service is only available to individuals and companies directly involved in the notification of owners and lien holders of towed cars.

Can I access the LTRS Electronic Owner Retrieval Service over the web? Yes. LTRS web-based interface allow for the submitting of one or more VINS for owner notification. An LTRS account is necessary to access this website.

LTRS Automated Mailing Service

What mailing options are available? All letters are sent through the United States Postal Service (USPS). Options for mail include First Class, Certified, and Certified First Class Electronic Return Receipt (ERR®)

Will I still receive a Certified Mail green card? Yes, however, the green card will now be electronic. LTRS Electronic Return Receipt (ERR®) look just like the old paper card plus it includes 'in-route' letter delivery tracking information. The electronic green card can be printed if local ordinances require a paper copy be placed on file.

Can I use my existing notification letter? Yes. LTRS allow customers to store and use custom letters. When your letter is setup in LTRS, we will review it and send you suggestions based on industry best practices.

How long does it take to started sending letters? Electronic Owner Notification can be access the same day as the contract is signed. Full LTRS automated mailing customers are generally operational in 3 business days. This allows for the custom letters to configured and test letters to be validated.

How long is a letter stored? Each letter sent through LTRS is archived in a searchable online database for 7 years.

To learn more about LTRS Owner Notification Services, please contact Compiled Logic at 1-888-876-8467 or email us at LTRS@compiledlogic.com.



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