

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #24

Date:

January 16, 2008

Location:

Richmond VA CRM 131



Meeting called by: Angela Burrell

Debi Wells

Prin Cowan

Hank Ramsey

Sue Matthews

Joe Owskiak

Preparation for meeting:

N/A

Session Goals and Objectives:

Document and Validate Detailed Title and Registration Process Flows in EA

- Continue Dealer Licenses for the Motor Vehicle Dealer Board

Summary:

Completed the following Scenarios :

Motor Vehicle Dealer Board

- Issue Independent Dealer License
- Future Independent Dealer License

DMV Dealer License

- Issue Foreign Dealer Registration
- Future Foreign Dealer Registration
- Issue Franchise Dealer License
- Future Franchise Dealer License
- Issue Independent Dealer License
- Future Independent Dealer License
- Issue Salvage Dealer License
- Future Salvage Dealer License

Plans for Next Workshop:

Review and Validate the following Title and Registration Process Flows in EA:

Continue Dealer Licenses for the Motor Vehicle Dealer Board

- Non profit Dealer License
- Dual License
- Dealer closing voluntary and involuntary
- Dealer License Renewal

Homework for Next Workshop:

None

Scenario Report with Requirements

Package: DMV Dealer License

Package: Issue Foreign Dealer Registration

Detail:			
Use Case Name:	Future Foreign Dealer Registration		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/17/2008
Notes:	<p>Foreign Dealers are licensed out of state dealers that are not licensed in Virginia and are applying to sell vehicles at wholesale auctions in Virginia as regulated by statute 46.2-1500 et al and 1900 et al.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Dealership submits application online -Dealership submits foreign dealer registration fee and transaction recovery fund fee if applicable online -Dealership submits scanned copy of out of state Dealer License or interface with other states if possible -DMV Program Support Tech reviews the application and supporting documents -Dealer System calculates Dealer Registration fee -System collects Dealer Registration fee -Applicant prints Registration Certification -System retains record 		

Linked Requirements:			
Name: Applicant for Foreign Dealer Registration shall submit \$50 Foreign Dealer Certificate Fee.			
Notes:			
Name: Applicant for Foreign Dealer Registration shall submit a copy of out of state Dealer License			
Notes:			
Name: Dealership applicant for Foreign Dealer shall submit a Foreign Dealer Registration Application.			
Notes:			
Name: DMV shall issue Dealer Registration Certificate as regulated by statute 46.2-1500 et al and 1900 et al.			
Notes:			
Name: Franchised Foreign Dealer shall submit \$60 Motor Vehicle Transaction Recovery Fund Fee			
Notes:			

Use Case Name:	Issue Foreign Dealer Registration		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/16/2008
Notes:	<p>Foreign Dealers are licensed out of state dealers that are not licensed in Virginia and are applying to sell vehicles at wholesale auctions in Virginia as regulated by statute 46.2-1500 et al and 1900 et al.</p> <p>Basic Flow:</p>		

<ul style="list-style-type: none"> -Dealership submits application via mail or walk-in (DSD 14) -Dealership submits foreign dealer registration fee and transaction recovery fund fee if applicable -Dealership submits copy of out of state Dealer License -DMV Program Support Tech reviews the application and supporting documents ----- -Dealer System calculates Dealer Registration fee -DMV Program Support Tech enters Dealer Registration fee collected -Dealer Registration Certificate prints at DMV HQ -SSG separates out Dealer Services work -DMV Program Support Tech retrieves Registration Certificate from SSG -DMV Program Support Tech mails Registration Certificate to dealer -DMV Program Support Tech files paper form in dealer jacket <p>Future:</p> <ul style="list-style-type: none"> -Provide 360 view of customer -Real time print of Foreign Dealer Registration Certificate within Work Center -Online processing of Foreign Dealer Registration Certificate
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Linked Requirements:

Name: Applicant for Foreign Dealer Registration shall submit \$50 Foreign Dealer Certificate Fee.

Notes:

Name: Applicant for Foreign Dealer Registration shall submit a copy of out of state Dealer License

Notes:

Name: Dealership applicant for Foreign Dealer Registration shall submit a Foreign Dealer Registration Application.

Notes:

Name: DMV shall issue Dealer Registration Certificate as regulated by statute 46.2-1500 et al and 1900 et al.

Notes:

Name: Franchised Foreign Dealer shall submit \$60 Motor Vehicle Transaction Recovery Fund Fee

Notes:

Package: Issue Franchise Dealer License (DMV)

Detail:			
Use Case Name:	Future Franchise Dealer License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/17/2008
Notes:	<p>Franchise Dealer holds a sales and service agreement with a manufacturer or distributor. Manufacturer is U.S. based. Distributor is an agent for a foreign manufacturer. 46.2-1900 et al statute</p> <p>Pre-condition:</p> <ul style="list-style-type: none"> -Dealership must have a qualified dealer-operator, a valid franchise agreement and an established place of business that meets local zoning policies <p>Future Basic Flow:</p>		

- Dealership submits application online, scanned supporting documents and request for initial site inspection
- See Alternate Supporting Documents
- Dealership submits all applicable fees online
- System submits criminal background request
- System receives clean background check
- See Alternate Background Check with Hit
- System generates request for Field inspection
- System assigns decals and plates from inventory
- System prints registrations for Dealer plates on-demand
- System holds dealer plate application in a pending status
- Field Inspector conducts site inspection
- See Alternate Field Inspector does not approve
- Field Inspector completes the Site Inspection Report online
- System releases the pending dealer plates from inventory for issuance
- System reviews the application and supporting documents for completeness
- System verifies manufacturer or distributor has a valid license
- System verifies dealership qualifications
- System routes documents via Workflow for approval
- System establishes the dealership and dealer-operator
- System generates salesperson license and dealer certificate for license

Alternate Supporting Documents

- Application for Dealer License (DSD10)
- Application for Salesperson License (DSD7)
- Bond application (DSD2)
- Certificate of Zoning compliance (MVDB 19)
- Criminal History Check (MVD21)
- Application for Dealer License Plates (DSD9)
- Copy of Sales and Service Agreement
- Sample buyers order

Alternate Background Check with Hit

- System receives background check with a hit
- System routes background hit via workflow to appropriate employee
- License Tech reviews license application against background hit
- Background hit and application match
- See Alternate Background hit and application do not match
- License Tech reviews the appropriate policies and guidelines for issuing a license to a felon or relevant misdemeanor
- License Tech decides to issue or deny license
- License Tech reviews questionable application with management
- See Alternate Management Review Request for Additional Information
- Management decides to issue license

Alternate Management Review Request for Additional Information

- License Tech reviews questionable application with management
- License Tech may send applicant a request for attested copies of convictions
- Applicant responds within 30 days
- Management reviews returned information
- Management approves or denies license
- See Basic Flow
- License Tech mails approved license to dealership
- License Tech mails denied application and fee to applicant and copies dealership
- Invoke Hearings

Alternate Background hit and application do not match
-System generates a letter of denial
-License Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Alternate Field Inspector does not approve
-Field Inspector completes the Site Inspection Report online
-System generates a letter of denial
-System routes denial via workflow to appropriate person
-System sends denied application, refunds fees and sends letter to applicant and copies dealership
Invoke Hearings

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1900 et al.

Notes:

Name: Dealership applicant for Dealer License shall have a qualified Dealer-operator.

Notes:

Name: Dealership applicant for Dealer license shall submit all appropriate fees.

Notes:

Name: Dealership applicant for Dealer license shall submit \$10 License Fee and \$10 Criminal Background Check Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit annual \$100 License Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1900 et al accompanied by \$60 for the first two plates and \$26 for each additional plate.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1900 et al.

Notes:

Name: Dealership applicant for Dealer license shall submit applications for qualified salesperson licenses.

Notes:

Name: Dealership applicant for Dealer license shall submit authorization for Criminal Background Check.

Notes:

Name: Dealership applicant for Dealer license shall submit copy of Buyers Order.

Notes:

Name: Dealership applicant shall submit \$25,000 surety bond for the first three years of business to acquire dealer license.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Dealership applicant shall submit copy of sales and service agreement with manufacturer or distributor to acquire a franchise dealer license.

Notes:

Name: Dealership shall be required to show proof of registration with SCC.

Notes:

Name: Dealership shall have proof of filing with local court for trading-as name.

Notes:

Name: DMV shall issue Dealer License according to statute 46.2-1900 et al.

Notes:

Name: Park Trailer dealers shall not be required to be licensed unless they sell other types of trailers.

Notes: Park Trailers are not certified by HUD therefore they do not meet the definition of manufactured home. Park trailers exceed the size requirements to meet the definition of travel trailer.

Team Proposal:

Park Trailer Dealers are required to be licensed to provide a trail of ownership and meet standards required of other Trailer Dealers.

Name: Retailers of off road motorcycle and ATVs shall not be required to be licensed as long as the manufacturer of the off road motorcycle or ATV does not also manufacture vehicles subject to registration.

Notes:

Name: Retailers of trailers with an empty weight of less than 3000 pounds (not including watercraft or livestock trailers) shall not be required to be licensed as dealers.

Notes: Non Dealers cannot reassign a title or MSO, they are transferring ownership illegally. DMV policy is to accept reassignment by these non dealers as long as they are accompanied by a bill of sale or retail receipt showing proof of payment of retail sales and use tax.

Team proposal:

Modify Legislation to allow these non dealers to reassign MSO and titles.

Name: System shall calculate Criminal Background Check Fee for Dealer License.

Notes:

Name: System shall calculate Dealer License Fee.

Notes:

Name: System shall calculate Dealer Plate Fee.

Notes:

Name: System shall calculate Salesperson License Fee.

Notes:

Use Case Name:	Issue Franchise Dealer License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/16/2008
Notes:	<p>Franchise Dealer holds a sales and service agreement with a manufacturer or distributor. Manufacturer is U.S. based. Distributor is an agent for a foreign manufacturer. 46.2-1900 et al statute</p> <p>Pre-condition: -Dealership must have a qualified dealer-operator, a valid franchise agreement and an established place of business that meets local zoning policies</p> <p>Basic Flow: -Dealership submits application via mail or walk-in</p>		

- Dealership submits dealer license fee
- See Alternate Supporting Documents
- DMV Program Support Tech reviews the application and supporting documents
- DMV Program Support Tech verifies manufacturer or distributor has a valid license on Dealer System
- DMV Program Support Tech verifies dealership qualifications on Dealer System
- DMV Program Support Tech establishes the dealership and dealer-operator on Dealer System
- Dealer System calculates Dealer License fee
- DMV Program Support Tech enters Dealer License fee collected
- DMV Program Support Tech submits criminal background request to LES
- LES receives background check
- LES forwards clean background check to Dealer Services
- See Alternate Background Check with Hit
- DMV Program Support Tech establishes salesperson license and dealer plates on Dealer System
- Dealer System generates salesperson license and dealer license in overnight batch
- Salesperson License and Dealer License print at DMV HQ
- SSG separates out Dealer Services work
- DMV Program Support Tech retrieves license from SSG
- DMV Program Support Tech mails license to dealer
- DMV Program Support Tech prints registrations for Dealer plates on-demand at DMV
- DMV Program Support Tech pulls decals and plates from Dealer Services inventory
- DMV Program Support Tech sends request to LES for site inspection (IS 12 and DSD 38)
- LES Investigator receives licensing items and schedules inspection
- LES Investigator approves established place of business and releases the licenses
- See Alternate LES Investigator does not approve
- LES Investigator completes the Field Inspection Report (DSD 38)
- LES sends completed form to supervisor
- LES Supervisor sends completed form to -DMV Program Support Tech
- DMV Program Support Tech updates dealer record in Dealer System to show passed inspection
- DMV Program Support Tech files paper form in dealer jacket

Alternate Supporting Documents

- Application for Dealer License (DSD10)
- Application for Salesperson License (DSD7)
- Bond application (DSD2)
- Certificate of Zoning compliance (DSD 65 A)
- Criminal History Check (MVB 21)
- Application for Dealer License Plates (DSD9)
- Copy of Sales and Service Agreement
- Sample buyers order

Alternate Background Check with Hit

- LES returns background check with a hit
- DMV Program Support Tech reviews license application against LES hit
- LES hit and application match
- See Alternate LES hit and application do not match
- DMV Program Support Tech reviews the DMV policies and guidelines for issuing a license to a felon or relevant misdemeanor
- DMV Program Support Tech decides to issue or deny license
- DMV Program Support Tech reviews questionable application with management

See Alternate Management Review Request for Additional Information
DMV Management decides to issue license

Alternate Management Review Request for Additional Information
-DMV Program Support Tech reviews questionable application with management
-DMV Program Support Tech may send applicant a request for attested copies of convictions
-Applicant responds within 30 days
-DMV Management reviews returned information
DMV Management approves or denies license
See Basic Flow
-DMV Program Support Tech mails approved license to dealership
-DMV Program Support Tech mails denied application and fee to applicant and copies dealership
Invoke Hearings

Alternate LES hit and application do not match
-DMV Program Support Tech creates a letter of denial for Assistant Commissioner signature
-DMV Program Support Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Alternate LES Investigator does not approve
-LES Investigator sends Inspection Form to LES Supervisor
-LES Supervisor sends Inspection Form to Dealer Services
-DMV Program Support Tech creates a letter of denial for Assistant Commissioner signature
-DMV Program Support Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Future:
-Integrate all systems (Dealer System, Dealer Web, Dealer Net)
-Provide 360 view of customer
-Real time print of license within Dealer Work Center
-Online processing of licenses

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1900 et al.

Notes:

Name: Dealership applicant for Dealer License shall have a qualified Dealer-operator.

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with 46.2-1900 et al accompanied by \$60 for the first two plates and \$26 for each additional plate.

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Name: Dealership shall be required to show proof of registration with SCC.

Notes:

Name: Dealership shall have proof of filing with local court for trading-as name.

Notes:

Name: DMV shall issue Dealer License according to statute 46.2-1900 et al.

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Name: Park Trailer dealers shall not be required to be licensed unless they sell other types of trailers.

Notes: Park Trailers are not certified by HUD therefore they do not meet the definition of manufactured home. Park trailers exceed the size requirements to meet the definition of travel trailer.

Team Proposal:

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Name: System shall calculate Dealer Plate Fee.

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Name: System shall calculate Salesperson License Fee.

Notes:

Package: Issue Independent Dealer License (DMV)

Detail:			
Use Case Name:	Future Independent Dealer License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/17/2008
Notes:	<p>Independent Dealer is licensed to sell previously titled vehicles. (motorcycle, trailer and Travel Trailer and Motor Home -T&M)</p> <p>Pre-condition: -Dealership must have a qualified dealer-operator and have an established place of business that meets local zoning policies</p> <p>Future Basic Flow: -Dealership submits application online, scanned supporting documents and request for initial site inspection See Alternate Supporting Documents -Dealership submits all applicable fees online -System submits criminal background request -System receives clean background check See Alternate Background Check with Hit -System generates request for Field inspection -System assigns decals and plates from inventory -System prints registrations for Dealer plates on-demand -System holds dealer plate application in a pending status -Field Inspector conducts site inspection - See Alternate Field Inspector does not approve -Field Inspector completes the Site Inspection Report online -System releases the pending dealer plates from inventory for issuance -System reviews the application and supporting documents for completeness -System verifies manufacturer or distributor has a valid license -System verifies dealership qualifications -System routes documents via Workflow for approval -System establishes the dealership and dealer-operator -System generates salesperson license and dealer certificate for license</p> <p>Alternate Supporting Documents -Application for Dealer License (DSD10) -Application for Salesperson License (DSD7) -Bond application (DSD2) -Certificate of Zoning compliance (MVDB 19) -Criminal History Check (MVD21) -Application for Dealer License Plates (DSD9)</p>		

-Sample buyers order

Alternate Background Check with Hit

- System receives background check with a hit
- System routes background hit via workflow to appropriate employee
- License Tech reviews license application against background hit
- Background hit and application match

See Alternate Background hit and application do not match

-License Tech reviews the appropriate policies and guidelines for issuing a license to a felon or relevant misdemeanor

- License Tech decides to issue or deny license
 - License Tech reviews questionable application with management
- See Alternate Management Review Request for Additional Information
- Management decides to issue license

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- License Tech reviews questionable application with management
- License Tech may send applicant a request for attested copies of convictions
- Applicant responds within 30 days
- Management reviews returned information
- Management approves or denies license

See Basic Flow

- License Tech mails approved license to dealership
- License Tech mails denied application and fee to applicant and copies dealership

Invoke Hearings

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- Field Inspector completes the Site Inspection Report online
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Name: Dealership applicant shall submit \$25,000 surety bond for the first three years of business to acquire dealer license.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Dealership shall be required to show proof of registration with SCC.

Notes:

Name: Dealership shall have proof of filing with local court for trading-as name.

Notes:

Name: DMV shall issue Dealer License according to statute 46.2-1900 et al.

Notes:

Name: Park Trailer dealers shall not be required to be licensed unless they sell other types of trailers.

Notes: Park Trailers are not certified by HUD therefore they do not meet the definition of manufactured home. Park trailers exceed the size requirements to meet the definition of travel trailer.

Team Proposal:

Park Trailer Dealers are required to be licensed to provide a trail of ownership and meet standards required of other Trailer Dealers.

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Notes:

Name: Retailers of trailers with an empty weight of less than 3000 pounds (not including watercraft or livestock trailers) shall not be required to be licensed as dealers.

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Name: System shall calculate Salesperson License Fee.

Notes:

Package: Issue Salvage Dealer License

Detail:			
Use Case Name:	Future Salvage Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/17/2008
Notes:	<p>Any person who acquires a vehicle for the purpose of reselling parts thereof as regulated by statute 46.2-1600 et al.</p> <p>Pre-condition:</p> <ul style="list-style-type: none"> -Dealership must have an established place of business that meets local zoning policies and a minimum of 600 square feet of an enclosed space. -Salvage type Dealers can hold multiple licenses for additional annual fee of \$25 each. <p>Future Basic Flow:</p> <ul style="list-style-type: none"> -Dealership submits application online, scanned supporting documents and request for initial site inspection See Alternate Supporting Documents -Dealership submits all applicable fees online -System submits criminal background request -System receives clean background check See Alternate Background Check with Hit -System generates request for Field inspection -Field Inspector conducts site inspection See Alternate Field Inspector does not approve -Field Inspector completes the Site Inspection Report online -System releases the pending dealer plates from inventory for issuance -System reviews the application and supporting documents for completeness -System routes documents via Workflow for approval -System establishes the dealership 		

-System generates dealer certificate for license

Alternate Supporting Documents

- Application for Dealer License (DSD10)
- Certificate of Zoning compliance (MVDB 19)
- Criminal History Check (MVD21)

Alternate Background Check with Hit

- System receives background check with a hit
- System routes background hit via workflow to appropriate employee
- License Tech reviews license application against background hit
- Background hit and application match
- See Alternate Background hit and application do not match
- License Tech reviews the appropriate policies and guidelines for issuing a license to a felon or relevant misdemeanor
- License Tech decides to issue or deny license
- License Tech reviews questionable application with management
- See Alternate Management Review Request for Additional Information
- Management decides to issue license

Alternate Management Review Request for Additional Information

- License Tech reviews questionable application with management
- License Tech may send applicant a request for attested copies of convictions
- Applicant responds within 30 days
- Management reviews returned information
- Management approves or denies license
- See Basic Flow
- License Tech mails approved license to dealership
- License Tech mails denied application and fee to applicant
- Invoke Hearings

Alternate Background hit and application do not match

- System generates a letter of denial
- License Tech mails denied application, fees and letter to applicant and copy dealership
- Invoke Hearings

Alternate Field Inspector does not approve

- Field Inspector completes the Site Inspection Report online
- System generates a letter of denial
- System routes denial via workflow to appropriate person
- System sends denied application, refunds fees and sends letter to applicant
- Invoke Hearings

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1600 et al.

Notes:

Name: Dealership applicant for Dealer license shall submit all appropriate fees.

Notes:

Name: Dealership applicant for Dealer license shall submit \$10 Criminal Background Check Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit annual \$100 License Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit authorization for Criminal Background Check.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Dealership shall be required to show proof of registration with SCC.

Notes:

Name: Dealership shall have proof of filing with local court for trading-as name.

Notes:

Name: DMV shall issue Dealer License according to statute 46.2-1600 et al.

Notes:

Name: System shall calculate Criminal Background Check Fee for Dealer License.

Notes:

Name: System shall calculate Dealer License Fee.

Notes:

Use Case Name:	Issue Salvage Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/16/2008
Notes:	<p>-Any person who acquires a vehicle for the purpose of reselling parts thereof as regulated by statute 46.2-1600 et al is required to be licensed as a Salvage Dealer.</p> <p>-Any person whose business is to crush, flatten or otherwise reduce a vehicle into a state where it can no longer be considered a vehicle as regulated by statute 46.2-1600 et al is required to be licensed as a Demolisher.</p> <p>-Any person who acquires and repairs for use on the public highway two or more salvage vehicle within a twelve month period as regulated by statute 46.2-1600 et al is required to be licensed as a Rebuilder.</p> <p>-Any person providing a storage service for salvage vehicles or non repairable vehicles that either displays the vehicle for resale or solicits bids for the sale of salvage vehicle or non repairable vehicle as regulated by statute 46.2-1600 et al is required to be licensed as a Salvage Pool.</p> <p>-Any person who acquires a vehicle for the purpose of reselling it to a demolisher, scrap metal processor or salvage dealer as regulated by statute 46.2-1600 et al is required to be licensed as a Vehicle Removal Operator.</p> <p>Pre-condition: -Dealership must have an established place of business that meets local zoning policies and a minimum of 600 square feet of an enclosed space. -Salvage type Dealers can hold multiple licenses for additional annual fee of \$25 each.</p>		

Basic Flow:

- Dealership submits application via mail or walk-in
- Dealership submits dealer license fee
- See Alternate Supporting Documents
- DMV Program Support Tech reviews the application and supporting documents

- DMV Program Support Tech establishes the dealership on Dealer System
- Dealer System calculates Dealer License fee
- DMV Program Support Tech enters Dealer License fee collected
- DMV Program Support Tech submits criminal background request to LES
- LES receives background check
- LES forwards clean background check to Dealer Services
- See Alternate Background Check with Hit
- Dealer System generates dealer license in overnight batch
- Dealer License print at DMV HQ
- SSG separates out Dealer Services work
- DMV Program Support Tech retrieves license from SSG
- DMV Program Support Tech mails license to dealer
- DMV Program Support Tech sends request to LES for site inspection (IS 12 and DSD 38)
- LES Investigator receives licensing items and schedules inspection
- LES Investigator approves established place of business and releases the licenses
- See Alternate LES Investigator does not approve
- LES Investigator completes the Field Inspection Report (DSD 38)
- LES sends completed form to supervisor
- LES Supervisor sends completed form to -DMV Program Support Tech
- DMV Program Support Tech updates dealer record in Dealer System to show passed inspection
- DMV Program Support Tech files paper form in dealer jacket

Alternate Supporting Documents

- Application for Dealer License (DSD XX)
- Certificate of Zoning compliance (DSD 65)
- Criminal History Check (MVB 21)

Alternate Background Check with Hit

- LES returns background check with a hit
- DMV Program Support Tech reviews license application against LES hit
- LES hit and application match
- See Alternate LES hit and application do not match
- DMV Program Support Tech reviews the DMV policies and guidelines for issuing a license to a felon or relevant misdemeanor
- DMV Program Support Tech decides to issue or deny license
- DMV Program Support Tech reviews questionable application with management
- See Alternate Management Review Request for Additional Information
- DMV Management decides to issue license

Alternate Management Review Request for Additional Information

- DMV Program Support Tech reviews questionable application with management
- DMV Program Support Tech may send applicant a request for attested copies of convictions
- Applicant responds within 30 days
- DMV Management reviews returned information
- DMV Management approves or denies license
- See Basic Flow
- DMV Program Support Tech mails approved license to dealership
- DMV Program Support Tech mails denied application and fee to applicant

Invoke Hearings

Alternate LES hit and application do not match

-DMV Program Support Tech creates a letter of denial for Assistant Commissioner signature
-DMV Program Support Tech mails denied application, fees and letter to applicant
Invoke Hearings

Alternate LES Investigator does not approve

-LES Investigator sends Inspection Form to LES Supervisor
-LES Supervisor sends Inspection Form to Dealer Services
-DMV Program Support Tech creates a letter of denial for Assistant Commissioner signature
-DMV Program Support Tech mails denied application, fees and letter to applicant
Invoke Hearings

Future:

-Integrate all systems (Dealer System, Dealer Web, Dealer Net)
-Provide 360 view of customer
-Real time print of license within Dealer Work Center
-Online processing of licenses

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1600 et al.

Notes:

Name: Dealership applicant for Dealer license shall submit all appropriate fees.

Notes:

Name: Dealership applicant for Dealer license shall submit \$10 Criminal Background Check Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit annual \$100 License Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit authorization for Criminal Background Check.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Dealership shall be required to show proof of registration with SCC.

Notes:

Name: Dealership shall have proof of filing with local court for trading-as name.

Notes:

Name: DMV shall issue Dealer License according to statute 46.2-1600 et al.

Notes:

Name: System shall calculate Criminal Background Check Fee for Dealer License.

Notes:

Name: System shall calculate Dealer License Fee.

Notes:

Scenario Report with Requirements

Package: Issue Independent Dealer License

Detail:			
Use Case Name:	Future Independent Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/16/2008
Notes:	<p>Independent Dealer is licensed to sell previously titled vehicles. (auto and truck)</p> <p>Pre-condition:</p> <ul style="list-style-type: none"> -Dealership must have a qualified dealer-operator and have an established place of business that meets local zoning policies <p>Future Basic Flow:</p> <ul style="list-style-type: none"> -Dealership submits application online, scanned supporting documents and request for initial site inspection See Alternate Supporting Documents -Dealership submits all applicable fees online -System submits criminal background request -System receives clean background check See Alternate Background Check with Hit -System generates request for Field inspection -System assigns decals and plates from inventory -System prints registrations for Dealer plates on-demand -System holds dealer plate application in a pending status -MVDB Field Rep conducts Field inspection - See Alternate MVDB Field Rep does not approve -MVDB Field Rep completes the Field Inspection Report (MVDB 38) online -System releases the pending dealer plates from inventory for issuance -System reviews the application and supporting documents for completeness -System verifies dealership qualifications includes verification of Independent Dealer-operator course -System routes documents via Workflow for approval -System establishes the dealership and dealer-operator -System generates salesperson license and dealer certificate for license <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> -Application for Dealer License (DSD10) -Application for Salesperson License (DSD7) -Bond application (DSD2) -Certificate of Zoning compliance (MVDB 19) -Criminal History Check (MVD21) -Application for Dealer License Plates (DSD9) -Sample buyers order <p>Alternate Background Check with Hit</p> <ul style="list-style-type: none"> -System receives background check with a hit -System routes background hit via workflow to appropriate employee 		

-MVDB License Tech reviews license application against background hit
-Background hit and application match
See Alternate Background hit and application do not match
-MVDB License Tech reviews the MVDB policies and guidelines for issuing a license to a felon or relevant misdemeanor
-MVDB License Tech decides to issue or deny license
-MVDB License Tech reviews questionable application with management
See Alternate Management Review Request for Additional Information
MVDB Management decides to issue license

Alternate Management Review Request for Additional Information
-MVDB License Tech reviews questionable application with management
-MVDB License Tech may send applicant a request for attested copies of convictions
-Applicant responds within 30 days
-MVDB Management reviews returned information
-MVDB Management approves or denies license
See Basic Flow
-MVDB License Tech mails approved license to dealership
-MVDB License Tech mails denied application and fee to applicant and copies dealership
Invoke Hearings

Alternate Background hit and application do not match
-System generates a letter of denial
-MVDB License Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Alternate MVDB Field Rep does not approve
MVDB Field Rep completes the Field Inspection Report (MVDB 38) online
-System generates a letter of denial
-System routes denial via workflow to appropriate person
-System sends denied application, refunds fees and sends letter to applicant and copies dealership
Invoke Hearings

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1500 et al.

Notes:

Name: Dealership applicant for Dealer License shall have a qualified Dealer-operator.

Notes:

Name: Dealership applicant for Dealer license shall submit all appropriate fees.

Notes:

Name: Dealership applicant for Dealer license shall submit \$10 Transaction Recovery Fund Fee for each licensed salesperson.

Notes:

Name: Dealership applicant for Dealer license shall submit \$200 License Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit \$25 License Fee, \$10 Criminal Background Check

Fee and a \$10 Transaction Recovery Fund Fee for each salesperson.

Notes:

Name: Dealership applicant for Dealer license shall submit \$250 Transaction Recovery Fund Fee for the first three years of business.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1500 et al accompanied by \$60 for the first two plates and \$26 for each additional plate.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1500 et al.

Notes:

Name: Dealership applicant for Dealer license shall submit authorization for Criminal Background Check.

Notes:

Name: Dealership applicant for Dealer license shall submit copy of Buyers Order.

Notes:

Name: Dealership Applicant may submit application, scanned supporting documents and request for initial site inspection online.

Notes:

Name: Dealership applicant shall submit \$50,000 surety bond for the first three years of business to acquire dealer license.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Dealership applicant shall submit scanned Surety Bond.

Notes:

Name: Motor Vehicle Dealer Board shall issue dealer license according to 46.2-1500 et al.

Notes:

Name: System shall calculate Criminal Background Check Fee for Dealer License.

Notes:

Name: System shall calculate Dealer License Fee.

Notes:

Name: System shall calculate Dealer Plate Fee.

Notes:

Name: System shall calculate Salesperson License Fee.

Notes:

Name: System shall calculate Transaction Recovery Fund Fee for Dealer.

Notes:

Use Case Name:	Issue Independent Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/16/2008
Notes:	Independent Dealer is licensed to sell previously titled vehicles. (auto and truck) Pre-condition: -Dealership must have a qualified dealer-operator and have an established place		

of business that meets local zoning policies

Basic Flow:

- Dealership submits application via mail or walk-in
- Dealership submits independent license fee
- See Alternate Supporting Documents
- Motor Vehicle Dealer Board (MVDB) License Tech reviews the application and supporting documents
- MVDB License Tech verifies dealership qualifications on Dealer System
- MVDB License Tech establishes the dealership and dealer-operator on Dealer System
- Dealer System calculates Dealer License fee
- MVDB License Tech enters Dealer License fee collected
- MVDB License Tech submits criminal background request to Screening One (dealer board third party vendor)
- Screening One returns clean background check
- See Alternate Background Check with Hit
- MVDB License Tech establishes salesperson license and dealer plates on Dealer System
- Dealer System generates salesperson license and dealer license in overnight batch
- Salesperson License and Dealer License print at DMV HQ
- SSG separates out MVDB work
- SSG sends Licenses to DMV mailroom
- DMV mailroom delivers Licenses to MVDB
- MVDB License Tech prints registrations for Dealer plates on-demand at MVDB
- MVDB License Tech pulls decals and plates from MVDB inventory
- MVDB License Tech signs into MVDB database (Access) to request initial site inspection from MVDB Field Rep
- MVDB web app (Dealer Web) sends email to MVDB Field Rep requesting inspection
- MVDB Field Rep retrieves email from Dealer Web
- MVDB License Tech mails licensing items to the Field Rep
- MVDB Field Rep receives licensing items and schedules inspection
- MVDB Field Rep approves established place of business and releases the licenses
- See Alternate MVDB Field Rep does not approve
- MVDB Field Rep completes the Field Inspection Report (MVDB 38) online via Dealer Web
- MVDB Field Rep sends completed form to supervisor at MVDB
- MVDB Supervisor sends completed form to MVDB License Tech
- MVDB License Tech retrieves completed form from Dealer Web (MVDB 38)
- MVDB License Tech updates dealer record in Dealer System to show passed inspection
- MVDB License Tech scans completed applications and files paper form in dealer jacket

Alternate Supporting Documents

- Application for Dealer License (DSD10)
- Application for Salesperson License (DSD7)
- Bond application (DSD2)
- Certificate of Zoning compliance (MVDB 19)
- Criminal History Check (MVD21)
- Application for Dealer License Plates (DSD9)
- Sample buyers order

Alternate Background Check with Hit

-Vendor returns background check with a hit
-MVDB License Tech reviews license application against Screening One hit
-Screening One hit and application match
See Alternate Screening One hit and application do not match
-MVDB License Tech reviews the MVDB policies and guidelines for issuing a license to a felon or relevant misdemeanor
-MVDB License Tech decides to issue or deny license
-MVDB License Tech reviews questionable application with management
See Alternate Management Review Request for Additional Information
MVDB Management decides to issue license

Alternate Management Review Request for Additional Information
-MVDB License Tech reviews questionable application with management
-MVDB License Tech may send applicant a request for attested copies of convictions
-Applicant responds within 30 days
-MVDB Management reviews returned information
-MVDB Management approves or denies license
See Basic Flow
-MVDB License Tech mails approved license to dealership
-MVDB License Tech mails denied application and fee to applicant and copies dealership
Invoke Hearings

Alternate Screening One hit and application do not match
-MVDB License Tech creates a letter of denial for MVDB Executive Director signature
-MVDB License Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Alternate MVDB Field Rep does not approve
-MVDB Field Rep sends MVDB 38 to MVDB Field Rep Supervisor
-MVDB Field Rep Supervisor sends MVDB 38 to MVDB License Tech
-MVDB License Tech creates a letter of denial for MVDB Executive Director signature
-MVDB License Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Future:
-Integrate all systems (Dealer System, Dealer Web, Dealer Net)
-Provide 360 view of customer
-Print on-demand in the Dealer Board dealer license and salesperson license
-Automated decal and license plate inventory
-Online processing of licenses

Linked Requirements:

Name: Dealership applicant for Dealer license shall submit a Dealer Application.

Notes:

Name: Dealership applicant for Dealer license shall have a established place of business according to 46.2-1500 et al.

Notes:

Name: Dealership applicant for Dealer License shall have a qualified Dealer-operator.

Notes:

Name: Dealership applicant for Dealer license shall submit all appropriate fees.

Notes:

Name: Dealership applicant for Dealer license shall submit \$10 Transaction Recovery Fund Fee for each licensed salesperson.

Notes:

Name: Dealership applicant for Dealer license shall submit \$200 License Fee.

Notes:

Name: Dealership applicant for Dealer license shall submit \$25 License Fee, \$10 Criminal Background Check Fee and a \$10 Transaction Recovery Fund Fee for each salesperson.

Notes:

Name: Dealership applicant for Dealer license shall submit \$250 Transaction Recovery Fund Fee for the first three years of business.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1500 et al accompanied by \$60 for the first two plates and \$26 for each additional plate.

Notes:

Name: Dealership applicant for Dealer license shall submit application for insured dealer plates in accordance with 46.2-1500 et al.

Notes:

Name: Dealership applicant for Dealer license shall submit applications for qualified salesperson licenses.

Notes:

Name: Dealership applicant for Dealer license shall submit authorization for Criminal Background Check.

Notes:

Name: Dealership applicant for Dealer license shall submit copy of Buyers Order.

Notes:

Name: Dealership applicant shall submit \$50,000 surety bond for the first three years of business to acquire dealer license.

Notes:

Name: Dealership Applicant shall submit certificate of zoning compliance according to statute.

Notes:

Name: Independent Dealer-operator shall successfully complete the Independent Dealer-operator class.

Notes:

Name: Motor Vehicle Dealer Board shall issue dealer license according to 46.2-1500 et al.

Notes:

Name: System shall calculate Criminal Background Check Fee for Dealer License.

Notes:

Name: System shall calculate Dealer License Fee.

Notes:

Name: System shall calculate Dealer Plate Fee.

Notes:

Name: System shall calculate Salesperson License Fee.

Notes:

Name: System shall calculate Transaction Recovery Fund Fee for Dealer.

Notes:

