

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #23

Date:

January 9, 2008

Location:

Richmond VA CRM 131



Meeting called by: Angela Burrell

David Bolling

Prin Cowan

Hank Ramsey

Peggy Bailey

Joe Owsiak

Preparation for meeting:

Distributed minutes from December 5

Session Goals and Objectives:

Document and Validate Detailed Title and Registration Process Flows in EA

- Dealer Licenses

Summary:

Completed the following Scenarios :

- Issue Franchise Dealer License for Motor Vehicle Dealer Board

Identified the following Independent and Franchise Dealer Licenses:

Motor Vehicle Dealer Board	Department of Motor Vehicle
Auto and Truck	Motor Cycle
Nonprofit Organizations	Trailer
Dual License	Travel Trailer and Motor Home
	Salvage <ul style="list-style-type: none"> • Dealers • Re-builders • Demolisher • Removal Operator • Salvage Pool
*No License issued for Scrap Metal processor and Park Trailer Dealers	Foreign
	Watercraft Trailer
	Manufactured Home
	Distributors
	Manufactures

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

Homework for Next Workshop:

None

Scenario Report with Requirements

Package: Issue Franchise Dealer License

Detail:	
Use Case Name:	Future Franchise Dealer License
Status:	Identified
Author:	Credential Team
Created on:	1/9/2008
Modified on:	1/9/2008
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. 46.2-1500 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>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 -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 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) -Copy of Sales and Service Agreement -Sample buyers order</p> <p>Alternate Background Check with Hit -System receives background check with a hit</p>

-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 franchise Dealer license shall have a established place of business according to 46.2-1500 et al.

Notes:

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

Notes:

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

Notes:

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

Notes:

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

Notes:

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

Notes:

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

Notes:

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

Notes:

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

Notes:

Name: Dealership applicant for franchise must have a qualified Dealer-operator.

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 franchise 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 applicant shall submit scanned Surety Bond.

Notes:

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

Notes:

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

Notes:

Name: System shall calculate Dealer Plate Fee for Franchise Dealer.

Notes:

Name: System shall calculate License Fee for Franchise Dealer.

Notes:

Name: System shall calculate Salesperson License Fee for Franchise Dealer.

Notes:

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

Notes:

Use Case Name:	Issue Franchise Dealer License
Status:	Identified
Author:	Credential Team

Created on:	1/9/2008	Modified on:	1/9/2008
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. 46.2-1500 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 -Dealership submits franchise license fee See Alternate Supporting Documents -Motor Vehicle Dealer Board (MVDB) reviews the application and supporting documents -MVDB License Tech verifies manufacturer or distributor has a valid license on Dealer System -MVDB License Tech verifies dealership qualifications on Dealer System -MVDB License Tech establishes the dealership and dealer-operator on Dealer System -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</p>		

Alternate Supporting Documents

- Application for Dealer License (DSD10)
- Application for Salesperson License (DSD7)
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- Copy of Sales and Service Agreement
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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
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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

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