

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #25

Date:

January 23, 2008

Location:

Richmond VA CRM 131



Meeting called by: Angela Burrell

Debi Wells

Peggy Bailey

David Boling

Prin Cowan

Albert DeLucia

Hank Ramsey

Lois Keenan

Preparation for meeting:

Distribution of January 16 minutes.

Session Goals and Objectives:

Document and Validate Detailed Title and Registration Process Flows in EA

- Non profit Dealer License
- Dual License
- Dealer Closing
- Dealer License Renewal

Summary:

Completed the following Scenarios :

- Issue Non Profit Dealer Certificate of Registration
- Issue Dual Franchise License
- Issue Dual Independent License
- Close Dealership
- Issue Dealer License Renewal

Plans for Next Workshop:

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

- Salesperson License
 - Issue
 - Renew

Homework for Next Workshop:

None

Scenario Report with Requirements

Package: Issue Non Profit Dealer Certificate of Registration

Detail:			
Use Case Name:	Future Non Profit Dealer Registration		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Entities that accept donated vehicles or provide donated vehicles and are able to reassign a title. Identified as non profit by being registered with IRS as a 501 C3 entity. 46.2-1508.1</p> <p>Non profit dealers may not directly retail a vehicle.</p> <p>Future Basic Flow:</p> <ul style="list-style-type: none"> -Dealership submits application online, scanned supporting documents -Dealership submits all applicable fees online -System prints certificate of registrations for Dealer on-demand -System reviews the application and supporting documents for completeness -System routes documents via Workflow for approval -System establishes the dealer 		

Linked Requirements:			
Name: Dealer shall submit a \$25 Dealer Registration fee			
Notes:			
Name: Dealer shall submit a copy of Internal Revenue Service (IRS) certification 501 C3			
Notes:			
Name: Dealer shall submit Non Profit Certificate of Registration application			
Notes:			
Name: MVDB shall issue Certificate of Registration for Non Profit Dealer as required by code 46.2-1508.1.			
Notes:			

Use Case Name:	Issue Non Profit Dealer Registration		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Entities that accept donated vehicles or provide donated vehicles and are able to reassign a title. Identified as non profit by being registered with IRS as a 501 C3 entity. 46.2-1508.1</p>		

Non profit dealers may not directly retail a vehicle.

Basic Flow:

- Dealer submits Non Profit Certificate of Registration application via walk-in or mail
- Dealer submits copy of Internal Revenue Service (IRS) certification 501 C3
- Dealer submits \$25 Dealer Registration fee
- MVDB License Tech reviews application

See Alternate incomplete application

- MVDB License Tech enters application information into Dealer System
- Dealer System calculates Dealer Registration fee
- MVDB License Tech enters fee
- Dealer System processes registration
- Dealer System prints registration certification at DMV HQ in overnight batch
- SSG separates out MVDB work
- SSG sends Licenses to DMV mailroom
- DMV mailroom delivers Licenses to MVDB
- MVDB License Tech mails certificate to Dealer
- MVDB License Tech files application and copy of IRS certificate in Dealer jacket

Alternate incomplete application

- Dealer submits incomplete application
- MVDB License Tech completes Request for Additional Information form
- MVDB License Tech mails incomplete application, supporting documents and fees back to Dealer

Linked Requirements:

Name: Dealer shall submit a \$25 Dealer Registration fee

Notes:

Name: Dealer shall submit a copy of Internal Revenue Service (IRS) certification 501 C3

Notes:

Name: Dealer shall submit Non Profit Certificate of Registration application

Notes:

Name: MVDB shall issue Certificate of Registration for Non Profit Dealer as required by code 46.2-1508.1.

Notes:

Name: System shall calculate \$25 Dealer Registration Fee

Notes:

Scenario Report with Requirements

Package: Issue Dealer License Renewal

Detail:	
Use Case Name:	Future Issue Dealer License Renewal
Status:	Identified
Author:	Credential Team

Created on:	1/9/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Renewal of Dealership licenses and certificates, including non profit Dealers.</p> <p>Future Basic Flow: -Dealership submits application online and scanned supporting documents 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 assigns decals and plates from inventory -System prints registrations for Dealer plates on-demand -System reviews the application and supporting documents for completeness -System verifies dealership qualifications -System routes documents via Workflow for approval -System renews dealer licenses -System generates salesperson license and dealer certificate for license</p> <p>Alternate Supporting Documents -Application for Dealer License (DSD10) -Application for Salesperson License (DSD7) -Criminal History Check (MVD21) -Application for Dealer License Plates (DSD9)</p> <p>Alternate Background Check with Hit -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</p> <p>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</p> <p>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</p>		

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 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: 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 Dealer License Renewal
Status:	Identified
Author:	Credential Team

Created on:	1/23/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Renewal of Dealership licenses and certificates, including non profit Dealers.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Dealer System generates Dealer Renewal packages -Dealer System prints packages at DMV HQ -SSG separates packages -SSG sends packages to mailroom -Mailroom delivers to MVDB -MVDB License Tech reviews the package -MVDB License Tech submits Background Check if needed <p>See Alternate Background Check with Hit</p> <ul style="list-style-type: none"> -MVDB mails package to Dealership -Dealer completes application package -Dealer submits Renewal Application via mail , walk-in or online along with Dealer Renewal fees -MVDB License Tech receives application <p>See Alternate Incomplete Application</p> <ul style="list-style-type: none"> -MVDB License Tech enters renewal information on Dealer System -Dealer System performs edits <p>See Alternate Stops Exist</p> <ul style="list-style-type: none"> -MVDB License Tech enters renewal fees if submitted by mail -Dealer System processes the renewal -Dealer System prints Salespersons' Licenses and Certificates via overnight batch -MVDB License Tech prints registrations for Dealer plates on-demand at MVDB -MVDB License Tech pulls decals and plates from MVDB inventory -SSG separates certificates and salespersons licenses -SSG send certificates and salespersons licenses to mailroom -Mailroom delivers to MVDB -MVDB License Tech packages/matches plates, decal, registration, certificates and salespersons' licenses -MVDB License Tech mails renewal documents and inventory items to Dealership <p>Alternate Incomplete Application</p> <ul style="list-style-type: none"> -Dealer submits incomplete application -MVDB License Tech contacts dealer for additional information -Dealer System generates bill if required <p>Alternate Stops Exist</p> <ul style="list-style-type: none"> -System returns Stop Edit -MVDB License Tech reviews information -MVDB License Tech removes Stop if possible -MVDB Management resolves Stop issue <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 <p>See Alternate Background hit and application do not match</p> <ul style="list-style-type: none"> -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 <p>See Alternate Management Review Request for Additional Information</p>		

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

Linked Requirements:

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 applications for qualified salesperson licenses.

Notes:

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

Notes:

Name: Motor Vehicle Dealer Board shall issue dealer license according to 46.2-1500 et al and 46.2-1900 et al.

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:

Name: System shall electronically transmit request for Criminal Background Checks to the appropriate agencies or vendors

Notes: Currently the request is sent in paper or email format.

Scenario Report with Requirements

Package: Close Dealership

Detail:			
Use Case Name:	Close Dealership		
Status:	Scheduled		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Dealership has initiated the closing of location. 46.2-1500 et al.</p> <p>Basic Flow: -Dealership contacts MVDB via mail or phone call to management notifying of intent to close See Alternate MVDB Initiates Closing See Alternate Independent Dealer License -MVDB License Tech/Management signs into MVDB database (Access) to request closing inspection (IS12) and Record of Cancellation (MVDB 25) 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 Field Rep schedules closing inspection -MVDB Field Rep performs inspection -MVDB Field Rep retrieves Dealer certificate, dealer plates, temp tags, temp transport tags and salespersons licenses -MVDB Field Rep submits Record of Cancellation online via Dealer Web to supervisor -MVDB Field Rep mails all items collected to MVDB HQ -MVDB Field Rep Supervisor sends completed form to MVDB License Tech -MVDB License Tech retrieves completed form from Dealer Web (MVDB 25) -MVDB License Tech updates dealer record in Dealer System to show out of business -MVDB License Tech removes temp tags from Dealer record -MVDB License Tech returns unopened temp tags for reuse -MVDB License Tech files paper form in dealer jacket</p> <p>Alternate Independent Dealer License -Dealer requests closing of franchise -Dealer requests to open as an independent dealer Invoke Issue Independent Dealer License Use Case</p> <p>Alternate MVDB Initiates Closing</p>		

	<p>Definition: MVDB initiated the closing of location. 46.2-1500 et al. Note: Precondition: Hearing conducted which resulted in Dealership closing.</p> <p>-MVDB contacts Dealer via certified mail of intent to close See Basic Flow</p>
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Linked Requirements:

Name: Dealership shall notify the MVDB of intent to close a location as regulated by statute 46.2-1500 et al.

Notes:

Name: MVDB Field Rep shall complete and submit a Record of Cancellation for Dealership closing to MVDB.

Notes:

Use Case Name:	Future Close Dealership		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/23/2008

Notes:	<p>Definition: Dealership has initiated the closing of location. 46.2-1500 et al.</p> <p>Future Basic Flow: -Dealership submits notification of intent to close online -System generates request for Field inspection -MVDB Field Rep conducts Field inspection -MVDB Field Rep retrieves Dealer certificate, dealer plates, temp tags, temp transport tags and salespersons licenses -System returns unopened temp tags to Inventory for reuses Invoke Inventory Process -MVDB Field Rep completes the Record of Cancellation (MVDB 25) online -System places closed indicator on Dealer Record</p>
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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 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 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:

Scenario Report with Requirements

Package: Issue Franchise Dealer License

Use Case Name:	Issue Dual Franchise Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Dually Licensed Dealers are identified as a DMV Dealer of new and used Motorcycles, Motor Homes and Trailers and a Dealer Board Dealer of Automobiles and Trucks licensed to do business at the same physical location.</p> <p>Note: DMV Dealer Licenses processed by the MVDB per agreement between both agencies.</p> <p>Basic Flow: -Dealership submits application via mail or walk-in See Alternate Franchise applying for Independent Dealer License -Dealership submits dealer plate fee See Alternate Supporting Documents -Motor Vehicle Dealer Board (MVDB) License Tech 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 -Dealer System calculates Dealer Plate fee -MVDB License Tech enters Dealer Plate fee collected in Dealer System -MVDB License Tech submits criminal background request to Screening One (dealer board third party vendor) if required Note: Dealership can elect to transfer existing salesperson -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 assigns new Certificate Number (dealership now has two certificate numbers) -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 delivery of licensing items (plates, decals, registration cards, salesperson licenses and certificate) -MVDB web app (Dealer Web) sends email to MVDB Field Rep requesting delivery -MVDB Field Rep retrieves email from Dealer Web</p>		

- MVDB License Tech mails licensing items to the Field Rep
- MVDB Field Rep receives licensing items
- MVDB Field Rep completes the Field Inspection Report (MVDB 38) online via Dealer Web (confirm delivery of items and review of relevant statutes)
- 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 date of visit
- 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)
- Copy of Sales and Service Agreement
- 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

- Note: If not DMV Dealer License
- 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 Franchise applying for Independent Dealer License

Invoke Issue Dual Independent Dealer License Use Case

Future:

- MVDB to license Motorcycles, Motor Homes and Trailers
- DMV to process all license Motorcycles, Motor Homes and Trailers
- 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 Dealer Plate Fee and \$10 Criminal Background Check Fee for new salesperson.

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 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 dealer license according to 46.2-1500 et al and 46.2-1900 et al.

Notes:

Scenario Report with Requirements

Package: Issue Independent Dealer License

Use Case Name:	Issue Dual Independent Dealer License		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/23/2008
Notes:	<p>Definition: Dually Licensed Dealers are identified as a DMV Dealer of new and used Motorcycles, Motor Homes and Trailers and a Dealer Board Dealer of Automobiles and Trucks licensed to do business at the same physical location.</p> <p>Note: DMV Dealer Licenses processed by the MVDB per agreement between both agencies.</p> <p>Basic Flow: -Dealership submits application via mail or walk-in See Alternate Independent applying for Franchise Dealer License -Dealership submits dealer plate 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 Plate fee -MVDB License Tech enters Dealer Plate fee collected in Dealer System -MVDB License Tech submits criminal background request to Screening One (dealer board third party vendor) if required Note: Dealership can elect to transfer existing salesperson -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 assigns new Certificate Number (dealership now has two certificate numbers) -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 delivery of licensing items (plates, decals, registration cards, salesperson licenses and certificate) -MVDB web app (Dealer Web) sends email to MVDB Field Rep requesting delivery -MVDB Field Rep retrieves email from Dealer Web -MVDB License Tech mails licensing items to the Field Rep -MVDB Field Rep receives licensing items</p>		

- MVDB Field Rep completes the Field Inspection Report (MVDB 38) online via Dealer Web (confirm delivery of items and review of relevant statutes)
- 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 date of visit
- 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) if applicable
- Certificate of Zoning compliance (DMV XXX)
- 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

Note: If not DMV Dealer License

- 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 Independent applying for Franchise Dealer License

Invoke Issue Dual Franchise Dealer License Use Case

Future:

- MVDB to license Motorcycles, Motor Homes and Trailers

- DMV to process all license Motorcycles, Motor Homes and Trailers
- 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 Dealer Plate Fee and \$10 Criminal Background Check Fee for new salesperson.

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 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 and 46.2-1900 et al.

Notes: