

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #26

Date:

January 30, 2008

Location:

Richmond VA CRM 131



Meeting called by: Angela Burrell

Debi Wells

Prin Cowan

Hank Ramsey

Peggy Bailey

Albert DeLucia

Sue Mathews

David Boling

Joe Owsiak

Veralyn Rutley

Preparation for meeting:

Distribution of January 23 minutes.

Session Goals and Objectives:

Document and Validate Detailed Process Flows in EA

- Salesperson License
 - Issue
 - Renew

Summary

Completed the following Scenarios :

- Issue Dealer License /Salesperson License /Dealer Plates Renewal (DMV)
- Future Issue Dealer License /Salesperson License /Dealer Plates Renewal (DMV)
- Issue Salesperson Original License (DMV)
- Future Issue Salesperson Original License (DMV)
- Issue Dealer License /Salesperson License /Dealer Plates Renewal (MVDB)
- Future Issue Dealer License /Salesperson License /Dealer Plates Renewal (MVDB)
- Issue Salesperson Original License (MVDB)
- Future Issue Salesperson Original License (MVDB)

Plans for Next Workshop:

Review and Validate the following Process Flows in EA:

- Watercraft Trailer
- Manufacturer Home
- Distributors License
- Manufacturer's License
- Discuss Questions from Dual Licenses and other license notes

Homework for Next Workshop:

None

Scenario Report with Requirements

Package: Issue Dealer License /Salesperson License /Dealer Plates Renewal (DMV)

Detail:			
Use Case Name:	Future Issue Dealer License /Salesperson License /Dealer Plates Renewal (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/31/2008
Notes:	<p>Definition: Renewal of Dealership licenses and certificates, including non profit Organization.</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 (MVB21) -Application for Dealer License Plates (DSD9)</p> <p>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</p> <p>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</p>		

-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

Linked Requirements:

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

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 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, if required.

Notes:

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

Notes:

Name: Dealership applicant for Dealer license shall submit Dealer License Renewal Fee.

Notes:

Name: Dealership shall submit \$10 Salesperson Fee, appropriate Dealer Plate Fee based on type of Dealership and number of plates requested.

Notes:

Name: DMV shall issue dealer license according to 46.2-1900 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 /Salesperson License /Dealer Plates Renewal (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/30/2008
Notes:	<p>Definition: Renewal of Dealership licenses and certificates, including non profit Organizations.</p> <p>Basic Flow:</p> <ul style="list-style-type: none">-Dealer System generates Dealer Renewal packages-Dealer System prints packages at DMV HQ-DMV Program Support Tech retrieves Renewal Package from SSG-DMV Program Support Tech separates Renewal Package-DMV Program Support Tech reviews the package-DMV Program Support Tech submits Criminal History Check if needed See Alternate Criminal History Check with Hit-DMV Program Support Tech mails package to Dealership-Dealer completes application package-Dealer submits Renewal Application via mail , walk-in or online along with Dealer Renewal fees-DMV Program Support Tech receives application See Alternate Incomplete Application--DMV Program Support Tech enters renewal information on Dealer System-Dealer System performs edits See Alternate Stops Exist-DMV Program Support Tech enters renewal fees if submitted by mail-Dealer System processes the renewal-Dealer System prints Salespersons' Licenses and Certificates via overnight batch-DMV Program Support Tech prints registrations for Dealer plates on-demand-DMV Program Support Tech pulls decals and plates from DMV inventory-SSG separates certificates and salespersons licenses-DMV Program Support Tech retrieves salesperson licenses and certificates from SSG-DMV Program Support Tech packages/matches plates, decal, registration, certificates and salespersons' licenses-DMV Program Support Tech mails renewal documents and inventory items to Dealership <p>Alternate Incomplete Application</p> <ul style="list-style-type: none">-Dealer submits incomplete application-DMV Program Support 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-DMV Program Support Tech reviews information-DMV Program Support Tech removes Stop if possible-DMV Management resolves Stop issue <p>Alternate Background Check with Hit</p>		

-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

Linked Requirements:

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

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, if required.

Notes:

Name: Dealership applicant for Dealer license shall submit Dealer License Renewal Fee.

Notes:

Name: Dealership shall submit \$10 Salesperson Fee, appropriate Dealer Plate Fee based on type of Dealership and number of plates requested.

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 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: Issue Salesperson Original License (DMV)

Detail:			
Use Case Name:	Future Issue Salesperson Original License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/30/2008	Modified on:	1/31/2008
Notes:	<p>Definition: Any person, who is qualified, licensed and employed by a dealer to sell or exchange motor vehicles as defined by code 46.2-1900.</p> <p>Future Basic Flow: -Salesperson submits application online with scanned documents -Salesperson submits all applicable fees online -System performs edits checks -System submits criminal history check request -System holds Salesperson Application in a pending status -System receives clean background check See Alternate Criminal History Check with Hit -System processes Salesperson License -System prints Salesperson License on-demand at Dealer site End Process</p> <p>Alternate Criminal History Check with Hit -LES returns Criminal History 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</p> <p>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</p>		

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

Linked Requirements:

Name: Dealer shall sign Certificate of Qualification/Salesperson's License for issuance of a Salesperson License.

Notes:

Name: DMV shall issue Salesperson License as required by 46.2-1900 et al.

Notes:

Name: Salesperson Applicant shall submit \$10 annual fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit \$25 Salesperson Test fee as required by 46.2-1900 et al.

Notes:

Name: Salesperson Applicant shall submit a \$15 Criminal History Fee.

Notes:

Name: Salesperson Applicant shall submit Application for Certificate of Qualification/Salesperson's License to take the Qualification Test

Notes:

Name: Salesperson may obtain a Salesperson License for up to two years based on Dealer's License Expiration

Notes:

Name: System shall accept application for Salesperson

Notes:

Name: System shall evaluate Criminal History Check results

Notes:

Name: System shall print Salesperson License on-demand at Dealer location

Notes:

Name: System shall process Salesperson License upon receipt of Clear Criminal History Check.

Notes:

Name: System shall route Criminal History Check Hit to the DMV Program Support Tech

Notes:

Name: System shall transmit requests for Criminal History Check at time of application

Notes:

Use Case Name:

Issue Salesperson Original License (DMV)

Status:	Identified		
Author:	Credential Team		
Created on:	1/30/2008	Modified on:	1/30/2008
Notes:	<p>Definition: Any person who is qualified, licensed and employed by a dealer to sell or exchange motor vehicles as defined by code 46.2-1900.</p> <p>Basic Flow: -Salesperson Applicant submits a Certificate of Qualification (DSD 7) Application at DMV CSC -Salesperson Applicant submits Salesperson Test fee (\$25) -Salesperson Applicant submits ID document -CSC Teller reviews application and ID document for completeness See Alternate Incomplete Application -CSC Teller enters Salesperson information in System -CSC Teller adds Salesperson Applicant to system if does not exist -System calculates Salesperson Test fee -CSC Teller collects Salesperson Test fee Note - See Camera Tech Procedure -Camera Tech enters salesperson information into KATS -KATS generates salesperson test -Camera Tech directs salesperson to testing station -Salesperson Applicant takes test See Alternate Salesperson fails -Camera Tech records test results on application -CSC Teller recalls transaction -CSC Teller updates transaction with test results -System processes transaction -System prints a receipt -CSC Teller returns DSD7 to customer with results -Salesperson Applicant returns form to Dealer -Dealer submits DSD7, Criminal History (MVB 21) and fees to DMV via mail, walk-in, email (scan) or fax -DMV Program Support Tech reviews application for completeness -DMV Program Support Tech verifies Salesperson Applicant qualification in Dealer System -DMV Program Support Tech sends request for Criminal History Check to LES -LES returns Criminal History Check to Dealer Services See Alternate Criminal History Check with Hit -DMV Program Support Tech establishes Salesperson License in Dealer System -DMV Program Support Tech enters Salesperson and Criminal History Check fees -System prints Licenses in overnight batch -SSG separates out Dealer Services work -DMV Program Support Tech retrieves License from SSG -DMV Program Support Tech verifies Salesperson License to applications for accuracy -DMV Program Support Tech mails license to applicant -DMV Program Support Tech files application and supporting documents End Process</p> <p>Alternate Incomplete Application -CSC Teller returns application to customer</p> <p>Alternate Salesperson fails -Salesperson Applicant fails test -Camera Tech records test results on paper application and in system</p>		

-Salesperson elects to retake test
See Basic Flow

Alternate Criminal History Check with Hit
-LES returns Criminal History 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

Linked Requirements:

Name: Dealer shall sign Certificate of Qualification/Salesperson's License for issuance of a Salesperson License.

Notes:

Name: DMV shall issue Salesperson License as required by 46.2-1900 et al.

Notes:

Name: Salesperson Applicant shall submit \$10 annual fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit \$25 Salesperson Test fee as required by 46.2-1900 et al.

Notes:

Name: Salesperson Applicant shall submit a \$15 Criminal History Fee.

Notes:

Name: Salesperson Applicant shall submit Application for Certificate of Qualification/Salesperson's License to take the Qualification Test

Notes:

Name: Salesperson may obtain a Salesperson License for up to two years based on Dealer's License Expiration
Notes:

Scenario Report with Requirements

Package: Issue Motor Vehicle Dealer Salesperson License (MVDB)

Detail:			
Use Case Name:	Future Issue Salesperson Original License (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/30/2008	Modified on:	1/31/2008
Notes:	<p>Definition: Any person who is qualified, licensed and employed by a dealer to sell or exchange motor vehicles as defined by code 46.2-1500, includes supervisors and Finance and Insurance (F & I) personnel.</p> <p>Future Basic Flow: -Salesperson submits application online with scanned documents -Salesperson submits all applicable fees online -System performs edits checks -System submits criminal background request -System holds Salesperson Application in a pending status+ -System receives clean background check See Alternate Background Check with Hit -System processes Salesperson License -System prints Salesperson License on-demand at Dealer site 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</p>		

	-MVDB License Tech mails denied application, fees and letter to applicant and copy dealership Invoke Hearings
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Linked Requirements:

Name: Dealer shall sign Certificate of Qualification/Salesperson's License for issuance of a Salesperson License.

Notes:

Name: MVDB shall issue Salesperson License as required by 46.2-1500 et al.

Notes:

Name: Salesperson Applicant shall submit \$25 annual fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit \$50 Salesperson Test fee as required by 46.2-1511.

Notes:

Name: Salesperson Applicant shall submit a \$10 Criminal History Fee.

Notes:

Name: Salesperson Applicant shall submit a \$10 Transaction Recovery Fund Fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit Application for Certificate of Qualification/Salesperson's License to take the Qualification Test

Notes:

Name: Salesperson may obtain a Salesperson License for up to two years based on Dealer's License Expiration

Notes:

Name: System shall accept application for Salesperson

Notes:

Name: System shall evaluate Criminal History Check results

Notes:

Name: System shall print Salesperson License on-demand at Dealer location

Notes:

Name: System shall process Salesperson License upon receipt of Clear Criminal History Check.

Notes:

Name: System shall route Criminal History Check Hit to the MVDB License Tech

Notes:

Name: System shall transmit requests for Criminal History Check at time of application

Notes:

Use Case Name:	Issue Salesperson Original License (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/30/2008	Modified on:	1/31/2008
Notes:	Definition: Any person who is qualified, licensed and employed by a dealer to sell or exchange motor vehicles as defined by code 46.2-1500, includes supervisors and Finance and Insurance (F & I) personnel.		

Basic Flow:

- Salesperson Applicant submits a Certificate of Qualification (DSD 7) Application at DMV CSC
 - Salesperson Applicant submits Salesperson Test fee (\$50)
 - Salesperson Applicant submits ID document
 - CSC Teller reviews application and ID document for completeness
See Alternate Incomplete Application
 - CSC Teller enters Salesperson information in System
 - CSC Teller adds Salesperson Applicant to system if does not exist
 - System calculates Salesperson Test fee
 - CSC Teller collects Salesperson Test fee
 - Note - See Camera Tech Procedure
 - Camera Tech enters salesperson information into KATS
 - KATS generates salesperson test
 - Camera Tech directs salesperson to testing station
 - Salesperson Applicant takes test
See Alternate Salesperson fails
 - Camera Tech records test results on application
 - CSC Teller recalls transaction
 - CSC Teller updates transaction with test results
 - System processes transaction
 - System prints a receipt
 - CSC Teller returns DSD7 to customer with results
 - Salesperson Applicant returns form to Dealer
 - Dealer submits DSD7, Criminal History (MVB 21) and fees to MVDB via mail, walk-in, email (scan) or fax
 - MVDB License Tech reviews application for completeness
 - MVDB License Tech verifies Salesperson Applicant qualification in Dealer System
 - MVDB License Tech sends request for Criminal Background Check (Screening One)
See Alternate Background Check with Hit
 - MVDB License Tech establishes Salesperson License in Dealer System
 - MVDB License Tech enters Salesperson, Criminal Background Check and Transaction Recovery Fund fees
 - System prints Licenses in overnight batch
 - SSG separates out MVDB work
 - SSG sends Licenses to DMV mailroom
 - DMV mailroom delivers Licenses to MVDB
 - MVDB License Tech verifies Salesperson License to applications for accuracy
 - MVDB License Tech contacts applicant for license pickup if requested
 - MVDB License Tech mails license to applicant if requested
 - MVDB License Tech enters salesperson information into MVDB Access Database for tracking
 - MVDB License Tech scans application and supporting documents
 - MVDB License Tech files application and supporting documents
- End Process

Alternate Incomplete Application

- CSC Teller returns application to customer

Alternate Salesperson fails

- Salesperson Applicant fails test
 - Camera Tech records test results on paper application and in system
 - Salesperson elects to retake test
- See Basic Flow

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
Customer falsified background information on application
-MVDB License Tech creates a letter of denial for MVDB Executive Director review and signature
-MVDB License Tech mails denied application, fees and letter to applicant and copy dealership
Invoke Hearings

Future:
-Print on-demand
-

Linked Requirements:

Name: Dealer shall sign Certificate of Qualification/Salesperson's License for issuance of a Salesperson License.

Notes:

Name: MVDB shall issue Salesperson License as required by 46.2-1500 et al.

Notes:

Name: Salesperson Applicant shall submit \$25 annual fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit \$50 Salesperson Test fee as required by 46.2-1511.

Notes:

Name: Salesperson Applicant shall submit a \$10 Criminal History Fee.

Notes:

Name: Salesperson Applicant shall submit a \$10 Transaction Recovery Fund Fee for Salesperson License.

Notes:

Name: Salesperson Applicant shall submit Application for Certificate of Qualification/Salesperson's License to take the Qualification Test

Notes:

Name: Salesperson may obtain a Salesperson License for up to two years based on Dealer's License Expiration
Notes:

Scenario Report with Requirements

Package: Issue Dealer License /Salesperson License /Dealer Plates Renewal (MVDB)

Detail:			
Use Case Name:	Future Issue Dealer License /Salesperson License /Dealer Plates Renewal (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	1/31/2008
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</p>		

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

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 /Salesperson License /Dealer Plates Renewal (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/31/2008
Notes:	<p>Definition: Renewal of Dealership licenses and certificates, including non profit Dealers.</p> <p>Basic Flow: -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 See Alternate Background Check with Hit -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 See Alternate Incomplete Application -MVDB License Tech enters renewal information on Dealer System -Dealer System performs edits See Alternate Stops Exist -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> <p>Alternate Incomplete Application</p>		

- Dealer submits incomplete application
- MVDB License Tech contacts dealer for additional information
- Dealer System generates bill if required

Alternate Stops Exist

- System returns Stop Edit
- MVDB License Tech reviews information
- MVDB License Tech removes Stop if possible
- MVDB Management resolves Stop issue

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

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.