

**Meeting Summary**

**Functional Area:**

Credentialing Work Sub Session Issue and Renew – Dealer Licenses

**Date:**

February 13, 2008

**Location:**

Richmond VA CRM 131



**Meeting called by: Angela Burrell**

Peggy Bailey  
Steve Stupasky

Prin Cowan  
Hank Ramsey

Joe Owsiak  
Don Boswell

**Preparation for meeting:**

Prior minutes were distributed.

**Session Goals and Objectives:**

Document and Validate Detailed Title and Registration Process Flows in EA:

Dealer Licenses Process

**Summary:**

Completed the following Scenarios :

- Issue Manufacturer or Distributor License (DMV) - updated
- Issue Independent Dealer License (DMV) - updated
- Close Dealership (MVDB) - updated
- Close Dealership (DMV)
- Issue Dual Franchise Dealer License - updated

**Plans for Next Workshop:**

None

**Homework for Next Workshop:**

None

# Scenario Report with Requirements

**Package:** Issue Manufacturer or Distributor (DMV)

<b>Detail:</b>			
Use Case Name:	Issue Manufacturer or Distributor License (DMV)		
Status:			
Author:			
Created on:	2/6/2008	Modified on:	2/13/2008
Notes:	<p>Manufacturer: Manufactures or assembles motor vehicles and is located in the United States and wholesales vehicles to licensed dealers.</p> <p>Second Stage Manufacturer- Receives chassis from Manufacturer or Distributor and completes assembly of vehicle and wholesales vehicles to Licensed Dealer</p> <p>Distributor: Agent for a foreign manufacturer of motor vehicles and wholesales vehicles to licensed dealers.</p> <p>Licenses are issued to Manufacturer and Distributor as regulated by 46.2-1500 et al and 46.2-1900 et al.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> <li>-Manufacturer or Distributor Applicant submits license application via walk-in and mail</li> <li>-Manufacturer or Distributor Applicant submits supporting documents See Supporting Documents</li> <li>-Manufacturer or Distributor Applicant submits Manufacturer or Distributor License Fee, Manufacturer or Distributor Representative License Fee, and Manufacturer or Distributor Plates Fee.</li> <li>-DMV Program Support Tech enters applicant information in Dealer System</li> <li>-DMV Program Support Tech collects fees in Dealer System</li> <li>-DMV Program Support Tech forwards Copy of franchise or Sales, Service, or Sales and Service Agreement to be offered to a VA licensed Motor Vehicle Dealer to Franchise Review.</li> <li>-Franchise Review Program Administrator reviews documentation for completeness and conformity See Alternate application incomplete or nonconforming</li> <li>-Franchise Review Program Administrator drafts a letter of approval to DMV Commissioner, DMV Dealer Services, and Manufacturer or Distributor See Alternate Motor Vehicle Dealer Board Franchise Dealers</li> <li>-Franchise Review sends approval via email</li> <li>-DMV Program Support Tech enters approval in Dealer System</li> <li>-System processes licenses</li> <li>-System prints licenses in overnight batch</li> <li>-SSG separates licenses</li> <li>-DMV Program Support Tech retrieves from SSG</li> <li>-DMV Program Support Tech pulls plates and decals from Dealer Services inventory</li> <li>-DMV Program Support Tech mails package to Manufacturer or Distributor See Alternate Manufacturer or Distributor requests a hearing to be a Franchise Dealer</li> </ul> <p>Supporting Documents</p> <ul style="list-style-type: none"> <li>-Copy of franchise or Sales, Service, or Sales and Service Agreement to be offered to a VA licensed Motor Vehicle Dealer.</li> </ul>		

- Application for each factory or Distributor Representative license
- Copy of all out-of-state licenses, if applicable
- List of major or essential parts removed or added to the Manufacturer or Distributor supplied first stage by the Second Stage Manufacturer

Alternate application incomplete or nonconforming

- Franchise Review Program Administrator returns application to DMV Dealer Services with notation of what is needed
- DMV Program Support Tech mails letter to applicant requesting additional information
- Manufacturer or Distributor Applicant returns requested information

Alternate Motor Vehicle Dealer Board Franchise Dealers

- Franchise Review Program Administrator prepares initial comment letter for DMV Commissioner signature
- Franchise Review Program Administrator prepares a comment letter for every Line Make Dealer in Virginia with 30 day response time limit
- Franchise Review Program Administrator sets up a suspense file (manual process)
- Franchise Review Program Administrator reviews any returned comments
- Franchise Review Program Administrator prepares final approval or rejection letter
- Franchise Review Program Administrator forwards final approval or rejection letter to DMV Commissioner
- Franchise Review Program Administrator send final approval or rejection letter to Manufacturer or Distributor and DMV Dealer Services

Alternate Manufacturer or Distributor requests a hearing to be a Franchise Dealer

- Franchise Review Program Administrator contact Executive Secretary of the Virginia Supreme Court to appoint a Hearing Officer (Virginia Supreme Court list of approved Attorneys)
- Franchise Review Program Administrator contact the Hearing Officer to explain the reason of the hearing, parties involved and to determine possible conflict of interest
- Franchise Review Program Administrator prepares an appointment letter for DMV Commissioner
- Franchise Review Program Administrator sends appointment letter to the Hearing Officer and a copy to the applicant
- Franchise Review Program Administrator advises the Hearing Officer of needed steps prior to conducting the hearing
- Hearing Officer notifies Franchise Review Program Administrator of hearing date
- Franchise Review Program Administrator secures hearing location, if possible, and notifies Hearing Officer
- Franchise Review Program Administrator secures a Court Reporter
- Hearing Officer conduct hearing
- Hearing Officer submits recommendation within 90 days to DMV Commissioner
- Franchise Review Program Administrator drafts the DMV Commissioner hearing decision letter
- Franchise Review Program Administrator sends hearing decision letter to party requesting hearing, Hearing Officer and DMV Dealer Services
- Manufacturer or Distributor may file an appeal with Circuit Court, if denied

Future:

- Provide online application
- Support scanning and imaging
- Ability for licenses to print in Work Center real-time

<b>Linked Requirements:</b>
<p><b>Name:</b> DMV shall issue licenses to Manufacturer and Distributor as regulated by 46.2-1500 et al and 46.2-1900 et al.</p> <p><b>Notes:</b></p>
<p><b>Name:</b> Manufacturer or Distributor Applicant shall submit a Copy of franchise or Sales, Service, or Sales and Service Agreement to be offered to a VA licensed Motor Vehicle Dealer to Franchise Review.</p> <p><b>Notes:</b></p>
<p><b>Name:</b> System shall calculate \$10 Manufacturer or Distributor Representative Fee</p> <p><b>Notes:</b></p>
<p><b>Name:</b> System shall calculate \$10 Salesperson transfer fee.</p> <p><b>Notes:</b></p>
<p><b>Name:</b> System shall calculate \$100 annual Manufacturer or Distributor License fee.</p> <p><b>Notes:</b></p>
<p><b>Name:</b> System shall calculate \$30 for first two and \$13 for each additional Manufacturer or Distributor plate.</p> <p><b>Notes:</b></p>

## Scenario Report with Requirements

**Package:** Close Dealership (MVDB)

<b>Detail:</b>			
Use Case Name:	Close Dealership (MVDB)		
Status:	Scheduled		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	2/13/2008
Notes:	<p><b>Definition:</b> Dealership has initiated the closing of location. 46.2-1500 et al.</p> <p><b>Basic Flow:</b>            -Dealership contacts MVDB via mail or phone call to management notifying of intent to close            See Alternate MVDB not notified            See Alternate MVDB Initiates Closing            See Alternate Independent Dealer License            See Alternate Online Dealer closing            -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</p>		

	<p>supervisor</p> <ul style="list-style-type: none"> <li>-MVDB Field Rep mails all items collected to MVDB HQ</li> <li>-MVDB Field Rep Supervisor sends completed form to MVDB License Tech</li> <li>-MVDB License Tech retrieves completed form from Dealer Web (MVDB 25)</li> <li>-MVDB License Tech updates dealer record in Dealer System to show out of business</li> <li>-MVDB License Tech removes temp tags from Dealer record</li> <li>-MVDB License Tech returns unopened temp tags for reuse</li> <li>-MVDB License Tech files paper form in dealer jacket</li> </ul> <p>Alternate MVDB not notified</p> <ul style="list-style-type: none"> <li>-MVDB discovers that Dealership is closed</li> <li>-MVDB Field Rep contacts MVDB staff</li> <li>-MVDB License Tech initiates IS12 to request closing inspection (IS12) and Record of Cancellation (MVDB 25) from MVDB Field Rep</li> </ul> <p>See Basic Flow</p> <p>Alternate Independent Dealer License</p> <ul style="list-style-type: none"> <li>-Dealer requests closing of franchise</li> <li>-Dealer requests to open as an independent dealer</li> </ul> <p>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.</p> <p>Note: Precondition: Hearing conducted which resulted in Dealership closing</p> <ul style="list-style-type: none"> <li>-MVDB contacts Dealer via certified mail of intent to close</li> </ul> <p>See Basic Flow</p> <p>Alternate Online Dealer closing</p> <ul style="list-style-type: none"> <li>-MVDB License Tech notifies DMV Online Dealer (OLD) of closing</li> <li>-OLD notifies vendor to collect DMV inventory (passenger plates, decals, etc.)</li> <li>-Vendor performs inventory and transaction audit</li> <li>-Vendor returns inventory to a DMV CSC</li> <li>-MVDB Field Rep and DMV Special Agent (LES) retrieves Dealer plates belonging to DMV and MVDB licensing items</li> </ul> <p>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:	2/6/2008
Notes:	Definition: Dealership has initiated the closing of location. 46.2-1500 et al.		

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

**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:**

## Scenario Report with Requirements

**Package:** Close Dealership (DMV)

<b>Detail:</b>			
Use Case Name:	Close Dealership (DMV)		
Status:	Scheduled		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	2/13/2008
Notes:	<p>Definition:          Dealership has initiated the closing of location. 46.2-1900 et al.</p> <p>Basic Flow:          -Dealership contacts DMV via mail or phone call to management notifying of intent to close          See Alternate DMV not notified          See Alternate DMV Initiates Closing          See Alternate Applying for Independent Dealer License          See Alternate Online Dealer closing          -DMV Program Support Tech submits request for closing inspection (IS12) and Dealer Record of Inspection (DSD 38) form to DMV Special Agent (LES)          -DMV Support Tech sends IS12 to LES requesting inspection          -DMV Special Agent schedules closing inspection          -DMV Special Agent performs inspection          -DMV Special Agent retrieves Dealer certificate, dealer plates, temp tags, temp</p>		

transport tags and salespersons licenses

- DMV Special Agent submits Record of Cancellation to supervisor
- DMV Special Agent mails all items collected to Dealer Services
- DMV Special Agent sends completed form to DMV Program Support Tech
- DMV Program Support Tech updates dealer record in Dealer System to show out of business
- DMV Program Support Tech removes temp tags from Dealer record
- DMV Program Support Tech returns unopened temp tags for reuse
- DMV Program Support Tech files paper form in dealer jacket

Alternate DMV not notified

- DMV discovers that Dealership is closed
- DMV Special Agent contacts Dealer Services

DMV Program Support Tech initiates IS12 to request closing inspection (IS12) and Dealer Record of Inspection (DSD 38)

See Basic Flow

Alternate Applying for Independent Dealer License

- Dealer requests closing of franchise
- Dealer requests to open as an independent dealer

Invoke Issue Independent Dealer License Use Case

Alternate DMV Initiates Closing

Definition: DMV initiated the closing of location. 46.2-1900 et al.

Note: Precondition: Hearing conducted which resulted in Dealership closing

- DMV contacts Dealer via certified mail of intent to close

See Basic Flow

Alternate Online Dealer closing

- Dealer Services notifies DMV Online Dealer (OLD) of closing
- OLD notifies vendor to collect DMV inventory (passenger plates, decals, etc.)
- Vendor performs inventory and transaction audit
- Vendor returns inventory to a DMV CSC
- DMV Special Agent (LES) retrieves Dealer plates belonging to DMV
- DMV Special Agent (LES) completes Dealer Record of Inspection Supplemental Information (DSD 38A) form

See Basic Flow

**Linked Requirements:**

**Name: Dealership shall notify DMV of intent to close a location as regulated by statute 46.2-1900 et al.**

**Notes:**

**Name: DMV Special Agent shall complete and submit a Record of Cancellation for Dealership closing to Dealer Services.**

**Notes:**

Use Case Name:	Future Close Dealership (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	2/13/2008

Notes:	<p>Definition: Dealership has initiated the closing of location. 46.2-1900 et al.</p> <p>Future Basic Flow:          -Dealership submits notification of intent to close online          -System generates request for Field inspection          -DMV Special Agent conducts Field inspection          -DMV Special Agent 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          -DMV Special Agent completes the Dealer Record of Inspection (DSD 38) online          -System places closed indicator on Dealer Record</p>
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**Linked Requirements:**

**Name:** Dealership shall notify the DMV of intent to close a location as regulated by statute 46.2-1900 et al

Notes:

**Name:** DMV Special Agents shall complete and submit a Record of Cancellation for Dealership closing to DMV Dealer Services.

Notes:

## Scenario Report with Requirements

**Package:** Issue Franchise Dealer License

Use Case Name:	Issue Dual Franchise Dealer License (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	2/13/2008
Notes:	<p>Definition: Dual 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</p>		

- 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
- Invoke Issue Manufacturer or Distributor License
- 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
- See Alternate Dealership transfers 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
- 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

Alternate Dealership transfers existing salesperson  
-Dealership submits Salesperson application (DSD7) and applicable fee  
-MVDB License Tech enters data into Dealer System  
Invoke Issue Salesperson License

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 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 \$50,000 surety bond for the first three years of business to acquire dealer license if not motorcycle, motor home or trailer in applying for dual 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 and 46.2-1900 et al.

**Notes:**

**Name:** System shall calculate \$10 Salesperson transfer fee.

**Notes:**

## Scenario Report with Requirements

**Package:** Issue Independent Dealer License (DMV)

<b>Detail:</b>			
Use Case Name:	Future Independent Dealer License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	2/13/2008
Notes:	<b>Independent Dealer is licensed to sell previously titled vehicles. (motorcycle, trailer and Travel Trailer and Motor Home -T&amp;M)</b>  <b>Pre-condition:</b> <b>-Dealership must have a qualified dealer-operator and have an established place of business that meets local zoning policies</b>		

**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

**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**

- 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 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.**

**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 Independent Dealer License (DMV)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/9/2008	Modified on:	2/13/2008
Notes:	<b>Independent Dealer is licensed to sell previously titled vehicles. (motorcycle, trailer and Travel Trailer and Motor Home -T&amp;M)</b>  <b>Pre-condition:</b> <b>-Dealership must have a qualified dealer-operator and have an established place of business that meets local zoning policies</b>  <b>Basic Flow:</b> <b>-Dealership submits application via mail or walk-in</b> <b>-Dealership submits dealer license fee</b> <b>See Alternate Supporting Documents</b> <b>-DMV Program Support Tech reviews the application and supporting</b>		

**documents**

- 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)
- 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  
-DMV Program Support Tech notifies LES of fraudulent application  
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  
-System notifies LES of fraudulent application

**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 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.**

**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:**

