



Credentialing Work Session #2
June 13, 2007
9:00 – 4:00 p.m.

Process Coordinator: Angela Burrell
Workshop Facilitator: Angie Turner
Facilitators: Theresa Anderson, LaTrice Ampy, Wanda Turner, Stefan Yssel

Attendees:

Richard Cordle	Shannon Powell
Mary Cullom	Hank Ramsey
Albert Delucia	Michelle Ricker
Yolanda Fleming	Veralyn Rutley
Anne Gambardella	Theo Taylor
Peggy Hairfield	Donyale Walker
Joseph Horbal	
Blanche Johnson	
Ronnie Johnson	
Mitch Nuckles	
Joseph Owsiak	

Agenda:

- **Welcome and Work Session #1 Recap**
 - Credentialing Subject Matter experts were welcomed to the work session.
 - Vision and scope and work session #1 results were reviewed.
- **Group Discussion of the What, Why and How of Title/Registration credentialing products**
 - Title and Registration SME's showed the process flow for a "Title" transaction, named the process and requirement that is associated

Process Name: Issue a title

Requirement: The department shall issue titles for motor vehicles

NOTE: Process improvements are bolded

1. Get Application and supporting documentation – received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

2. Review the application – reviewed for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if and statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**
 3. Process the title – enter all pertinent data into the system or additional data needed **(eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles)**
 4. Collect money – cash, credit card, check **(offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**
 5. Title processed – title issued manually and/or electronically
- SME's were broken into two groups to identify the remaining products:
 - If they fit into the Title and Registration Flow
 - Process name
 - Requirements
 - Steps in the process to produce the product
 - Alternate Flows

All Title/Registration products were covered.

- **Work Session Wrap-up**

- Reviewed work session accomplishments. Informed Subject Matter Experts that Credentialing team would review and analyze the information gathered during the work session to schedule future work sessions.
- Subject Matter Experts will receive minutes via email and an invitation to the next session where your expertise is required.
- Subject Matter Experts were encouraged to read the minutes and share session accomplishments with colleagues and co-workers, etc. and solicit their feedback to share in future work sessions.

Respectfully submitted,

Angela Burrell
Credential Process Coordinator

Process Name: Issue a title

Requirement: The department shall issue titles for motor vehicles

Definition: Credential proving ownership of a motor vehicle. Non motor vehicles can be titled; however, for DMV this term only refers to a motor vehicle.

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**)

Process Title:

- Process title issued manually and/or electronically

Process Name: IRP License Plates – International Registration Plate

Requirement: Issue International Registration Plate

Definition: Registration fee based on one or more states a carrier travels based on miles traveled.

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Proof of residency
Lease Agreement

IFTA – International Fuel Tax – list states traveled and gas purchased

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**

System shall require a phone bill as proof of residency for IRP. (IRP incorporated requirement)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed **(eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles)**

Title first in VA

Need functionality that exist in VISTA (stand-alone application)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Process Title:

- Process title issued manually and/or electronically

Permanent plate: Requires monthly decal (yearly renewal)

Can receive a refund if plate is relinquished and six months or more remain

Process Name: VIN Plate

Definition: Seventeen numbers that identify a vehicle on a small medal plate.

Requirement: Issue VIN #

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat **(allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning)**

VIN form is completed

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

System shall automatically generate a VIN#

System shall utilize just-in-time inventory for VIN plates.

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Process Title:

- Process title issued manually and/or electronically

Original application along VIN plate is return to customer for further process by Police department.

Process Name: Replacement Titles

Definition: Replacement of original title

Requirement: Issue Replacement Title

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Customer shall present a document with original title or VIN#

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

DMV Selects and the like shall have the ability to view STOP details

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Process Title:

- Process title issued manually and/or electronically

Process Name: Salvage Certificate

Definition: Ownership document for damaged for late model vehicle acquired by an insurance company.

Requirement: Issue Salvage Certificate

Requirement Details: 7yrs old - 7,500 value. The vehicle can be repaired and put back on the road after it has been inspected by an investigator. Doesn't include stolen vehicle. 75% and less = Repaired 75% - 90% = Salvage rebuilt. Actual cash value/pre-damaged and estimated cost of repair have to be given. Disclaimer is needed for damage over 75%. **(Capture when it's sold wholesale and trade-in values)**

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat **(allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning)**

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed **(eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles)**

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Process Title:

- Process title issued manually and/or electronically

Process Name: Non-Repairable Certificate

Definition: proof of ownership for collection of parts that used to be a vehicle

Requirement: Issue Non-Repairable Certificate

Requirement Details: Owner tells us that it non-repairable, estimate cost of repairs exceeds 90% of estimated actual cash values, must submit title, cannot use VIN, VIN is tracked through NMVTIS **(potential legislative - not allow private individuals to declare vehicles non-repairable)**

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat, if electronic title – cancel record

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed **(eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles)**

Issue Certificate:

- After demolished the demolisher company turns in the non-repairable certificate to get an non-repairable certificate marked “demolished”

Collect money:

- No money

Process Name: Electronic Title

Definition: Electronic version of a title

Requirement: The department shall issue titles for motor vehicles

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat **(allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning)**

Review the application

- Review the application for thoroughness and completeness; system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**)

Process Title:

- Process title issued manually and/or electronically

Process Name: Non - Negotiable Titles

Definition: Title used to record a lien

Requirement: The department shall issue titles for motor vehicles

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Process Title:

- Process title issued manually and/or electronically

Process Name: Lien holder codes

Definition: Code for new lienholders

Requirement: Not a product rather a process

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Process Title:

- Process title issued manually and/or electronically

Process Name: Electronic Liens

Definition: Electronic recording of a lien

Requirement: The department shall process electronic liens

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**)

Process Title:

- Process title issued manually and/or electronically

Process Name: Supplemental Liens

Definition: A lien that has been added to an existing title

Requirement: The department shall process supplemental liens

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation received by mail, walk-ins/CSC, online, web cat (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Process Title:

- Process title issued manually and/or electronically

Broken Process

Process Name: Safety Inspections

Definition: Certification to the safety of a VA vehicle

Requirement:?

Requirement Details: The department should be capturing safety inspections to date we do not. **(Capture inspections similarly to how we capture emissions inspections, link safety inspections to plate expiration, automate safety inspections, why aren't they or can't they be valid for 2 years?)**

Process Name: Issue License Plates

Requirement: DMV shall issue license plates for vehicles operated on VA highways as required by statute.

Definition: Uniquely numbered product issued to a qualifying vehicle to be displayed on the vehicle.

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online **(allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning)**
 - Registration application
 - Capture customer data, vehicle data, insurance information, signature, request for new plates, registration period

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then**

statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)

- Verify that application has been signed
- Insurance verification has been checked
- System validates for plate eligibility
- Customer provides certifications if required
- System checks for stops

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed **(eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles)**
 - Enter required system fields

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart)**

Issue Credential:

- Plates and registration issued manually and/or electronically

Process Name: Issue Government Plate

Definition: VA State and Local Plates

Requirement: DMV shall issue plates to state and local government entities by law

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online **(allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning)**
 - Registration application
 - Capture customer data, vehicle data, insurance information, signature
 - Permanent plates

Review the application

- Review the application for thoroughness and completeness, system edits/checks **(have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)**

- Verify that application has been signed
- Insurance verification has been checked
- System validates for plate eligibility
- Customer provides certifications if required
- System checks for stops

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)
 - Enter required system fields

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Issue Credential:

- Plates and registration issued manually and/or electronically

Process Name: Issue Confidential Plates

Definition: Access to ownership information is restricted to law enforcement

Requirement: DMV shall issue Confidential Plates as required by statute

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)
 - Registration application
 - Capture customer data, vehicle data, insurance information, signature, registration period

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)
 - Verify that application has been signed
 - Insurance verification has been checked
 - System validates for plate eligibility

- Customer provides certifications if required
- System checks for stops
- Issued by Law Enforcement Services (LES)

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)
 - Enter required system fields
 - Temporary in nature, time frame varies
 - Non-transferable

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Issue Credential: Plates and registration issued manually and/or electronically

Process Name: Issue Temporary Tags

Definition: Plates issued to a dealership prior to registration

Requirement: DMV shall issue temporary tags to dealerships as required by statute

Requirement Details:

30 day tags (paper), issued by dealers, sold in sets of 10, purchaser has to be authorized, check ID, pay by dealer check or credit card, amount purchased based on amount of sales, can issue 2nd (CSC) and 3rd (HQ)sets,

Process improvement: Temp Tag issue process is already under process improvement for print on demand temp tags.

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)
 - Registration application
 - Capture customer data, vehicle data, insurance information, signature

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then**)

statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront)

- Verify that application has been signed
- Insurance verification has been checked

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**)

Issue Credential:

Plates and registration issued manually and/or electronically

Process Name: Issue Transport Tags

Definition: Temp plates for non-saleable vehicles issued by dealers

Requirement: DMV shall issue transport tags to dealerships as required by statute

Requirement Details:

Temp 24 hour tags (paper), issued by dealers, sold in sets of 10, purchaser has to be authorized, check ID, pay by dealer check or credit card, amount purchased based on amount of sales

Process improvement: Transport Tag issue process is already under process improvement for print on demand

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures (odometer disclosures), paperless environment, onsite dealer /CSC imaging and scanning**)
 - Registration application
 - Capture customer data, vehicle data, insurance information, signature

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)

- Verify that application has been signed
- Insurance verification has been checked

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Issue Credential:

Plates and registration issued manually and/or electronically

Process Name: Issue Registration Renewals

Requirement: DMV shall renew registrations for vehicles operated on VA highways as required by statute.

Definition: Revalidation of an existing registration

Process improvement: Allow customers to print registration

NOTE: Process improvements are bolded

Receive application:

- Receive application and supporting documentation. Application can be received by mail, walk-ins/CSC, online, self service, phone, and fax (**allow customers to submit applications online, offer self-service/kiosk in the CSC to allow them to start and/or complete transactions, electronic signatures , paperless environment, onsite dealer /CSC imaging and scanning**)
 - Registration renewal application
 - Capture customer data, vehicle data, insurance information, signature, request for new plates, registration period

Review the application

- Review the application for thoroughness and completeness, system edits/checks (**have more complex system checks/edits, if-then statements, flexibility to correct errors, system interfaces for validation, calculate fees upfront**)
 - Verify that application has been signed
 - Insurance verification has been checked
 - System validates for plate eligibility
 - Customer provides certifications if required
 - System checks for stops

Process the Application:

- Process the application by entering all pertinent data into the system or additional data needed (**eliminate manual/visual review, system to edit, capture trade-ins and wholesale values of vehicles**)
 - Enter required system fields

Collect money:

- Collect money (cash, credit card, check) - **offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes, shopping cart**

Issue Credential:

- Plates and registration issued manually and/or electronically

Process Name: Issue Decals

Requirement: DMV shall issue decals along with plates and registration for vehicles operated on VA highways as required by statute.

Definition: Label issued by DMV that shows period of validity.

Process improvement: Propose legislation to eliminate decals for plate