



Credentialing Work Session #4
June 27, 2007
9:00 – 4:00 p.m.

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

Attendees:

Albert Delucia	Ann Thomas
Debbie Wells	
Joe Owsiak	
Yolanda Fleming	
Carolyn Easley	
Donna Rice	
Robinette Coleman	

Agenda:

- **Welcome and Work Session #2 Recap**
 - ❑ Registration Subject Matter experts were welcomed to the work session.
 - ❑ Work session #3 results and workshop approach were reviewed.
 - ❑ Reviewed and verified the “Title “process flow documented in session 2.
- **Group Discussion of the What, Why and How of Registration credentialing products**
 - ❑ Registration SME’s validated process details for:
 - ❑ License Plates
 - ❑ Drive Away Plates
 - ❑ Transport Plates
 - ❑ State and Local Plates
 - ❑ Multi-use Plates
 - ❑ Dealer Plates
 - ❑ 30 day Plates
 - ❑ SME’s advised that Confidential and Government and Federal Tags required feedback from Law Enforcement Services (LES) experts, Special Plates and Claudette Mullins (EO). A sub committee meeting will be set to discuss these products.

- Additional registration products that need to be covered are:
 - Registration renewals
 - Permits (Overload and Trip)
- **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. **No workshops will be held the week of July 4th. Sessions will resume on July 11, 2007.**
 - 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

Issue/Renew Credential

Workshop 4 – Registration Processes Notes

Process Name: **Issue Original Registration/License Plates Registration**

Requirement: DMV shall issue plates/registration to motor vehicles as required by statute.

Definition: Credential issued to prove that requirements have been met to register the vehicle, identify the vehicle, authorizes customer to drive the vehicle on the road legally on VA highways

Standard Flow:

- Teller/system receives Application for Registration via walk-in, mail, internet, online dealer, phone (CCC and IVR), *kiosk*, and fax
- Teller receives supporting documentation
 - Emissions (if not on file for vehicle)
 - Power of attorney (if signing for owner)
 - Qualification documents
 - State inspection*
- *Teller scans application and supporting documents*

Alternate Flow:

- Application is incomplete
 - Have customer complete application onsite or return with needed data
- Teller and/or system reviews the application for completion

Alternate Flow:

- Stops exist on record, option to fix record or send customer away to get needed documentation
 - Inconsistent owners, names must match supporting documentation
- Teller/system processes the application (enters data)

Alternate Flow:

- Stops exist on the record
 - Processing stopped
 - Alternate Flow:
 - Vehicle record is purged
 - Teller has to reactivate the title or re-establish the record (ownership docs required)
- System verifies emissions testing (info sent by inspection stations and stored to a file)
- Teller/System collects fee

Alternate Flow:

- Customer does not have enough money
 - Process payment and issue plates

Process Name: **Issue Transport Plate** (dealerships only)

Requirement: DMV shall issue transport plates as required by statute. Plates shall be valid for 5 days.

Definition: Plate issued to dealer to transport unladen vehicles from one place to another. Allows the dealer to move the vehicle without obtaining plates and registration from DMV.

Standard Flow:

- Teller/system receives Application for Transport Plates via walk-in, mail, *internet*, online dealer, *kiosk*, and fax
- Teller receives supporting documentation
ID – VA license
- *Teller scans application and supporting documents*

Alternate Flow:

Application is incomplete
Customer does not have ID

- Teller and/or system reviews the application for completion

Alternate Flow:

Purchaser is not authorized to buy transport plates
Deny application
Signature on application does not match ID provided or person on approved list
Deny application

- Teller/*system processes* the application (enters data)

Alternate Flow:

Dealer not eligible to purchase plates, over the limit
Purchaser is not authorized to pick up plates

- System verifies dealer record on dealer system
Integrate dealer system into CSI, have one universal system with all data included
- Teller/System collects fee

Alternate Flow:

Customer does not have dealer check or dealer charge card

- Process payment and issue transport plates

Process Name: **Issue 30-day Temporary Plates**

Requirement: DMV shall issue 30-day Temporary Plates to dealers as required by statute.

Definition: Thirty day plate/registration that is issued to dealers for issuance to allow customers to operate the vehicle until it is titled and registered.

- Teller/system receives Application for Temporary Plates via walk-in, mail, *internet*, online dealer, *kiosk*, and fax
- Teller receives supporting documentation
 - ID – VA license
- Alternate Flow:
 - Purchaser does not have VA ID
 - Application is incomplete
 - Deny application
- *Teller scans application and supporting documents*
- Alternate Flow:
 - Application is incomplete
 - Customer does not have ID
- Teller and/or system reviews the application for completion
- Alternate Flow:
 - Purchaser is not authorized to buy temporary plates
 - Deny application
 - Identity verification not valid
 - Signature on application does match ID or the approved list
- *Teller/system processes the application (enters data)*
- Alternate Flow:
 - Dealer not eligible to purchase plates, over the limit
 - Purchaser is not authorized to pick up plates
- System verifies dealer record on dealer system
 - Integrate dealer system into CSI, have one universal system with all data included*
- Teller/System collects fee
 - Alternate Flow:
 - Customer does not have dealer check or dealer charge card
- Process payment and issue 30-day temporary plates

30 day temporary plates continued: (will change with print on demand)

Issue 2nd set of 30 day temporary plates:

Walk in only

- Dealer submits to teller application for 2nd set of 30 day plates
- Teller reviews application
Alternate Flow:
Lack of supporting documents
Invalid reason for 2nd set
- Teller signs application to issue second set
No system interaction
- Dealer issues 2nd set from their stock

Issue 3rd set- done by mail, fax or walk-in to HQ

- Dealer submits application to issue 3rd set to HQ
- Teller reviews the application in dealer services

Limited to vehicles titled out of state

Will be eliminated with print on demand

Process Name: **Issue Multi-Use Plates**

Requirement: DMV shall issue temporary plates as required by statute

Definition: Temp plate issued by dealers and CSC's for 60 days pending receipt of the requested plate. Multi-Use Plates are issued when requested plates are out of stock.

Standard Flow

- Teller/system receives Application for Registration via walk-in, mail, *internet*, online dealer, *kiosk*, and fax (online dealer can request bulk for inventory restock)
- Teller receives supporting documentation
 - Power of attorney
 - Qualification documents

Alternate Flow:

Application is incomplete
Deny application

- *Teller scans application and supporting documents*

Alternate Flow:

Application is incomplete
Customer does not have ID

- Teller and/or system reviews the application for completion
- Teller/system *processes* the application (enters data)

Alternate Flow:

Dealer not eligible to purchase plates, over the limit
Purchaser is not authorized to pick up plates

- System verifies dealer record on dealer system
Integrate dealer system into CSI, have one universal system with all data included

- Teller/System collects fee

Alternate Flow:

Customer does not have dealer check or dealer charge card (for dealer stock order)

- Process payment and issue multi-use plates
- Systems adds requested plate to Manufacturer's Plate List

Process Name: **Issue Drive-Away Plates**

Requirement: DMV shall issue Drive Away Plates as required by statute 46.2-733 (agency assigned name "drive-away")

Definition: Plate used by businesses to operate an unregistered unladen vehicle during the course of their business to deliver from points of assembly or distribution. Plates are also used by lien holders to repossess vehicles and for test drives. (1 yr expiration, renewable)

Standard Flow:

- Teller/*system* receives Application for Drive-Away Plates via walk-in, mail, *internet*, online dealer, *kiosk*, and fax
- Teller receives supporting documentation
 - Supporting documents
 - Current business license
 - Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle
- *Teller scans application and supporting documents*

Alternate Flow:

- Application is incomplete
- Customer does not have ID
- Future:*
 - Proof of business license, driver's license or ID card*
 - Future: interface with SCC to capture business license and localities to verify*
- Teller and/or system reviews the application for completion
- Alternate Flow:
 - Stop if not an eligible entity
- Teller/*system* processes the application (enters data)
- Alternate Flow:
 - Dealer not eligible to purchase plates, over the limit
 - Purchaser is not authorized to pick up plates
- Alternate Flow:
 - Already issued numerous plates (question anything over 20, deny application)
 - Capture who authorizes the issuance of the plates*
- System verifies dealer record on dealer system
- Integrate dealer system into CSI, have one universal system with all data included*
- Teller/System collects fee
- Alternate Flow:
 - Customer does not have dealer check or dealer charge card
- Process payment and issue drive-away plates

Future: Potential legislation needs to be written to change policy for drive away

Process Name: **Issue State and Local plates**

Requirement: DMV shall issue state and local plates as required by statute

Definition: Specially designated plates issued to state and local vehicles whether owned or leased

- Teller/*system* receives Application for Registration via walk-in, mail, *internet*, *kiosk*, and fax, GATARS (Government Agency Titling and Registration)
- Teller receives supporting documentation
 - State and local codes – indicates who is responsible for daily operation of that vehicle
- *Teller scans application and supporting documents*
 - Alternate Flow:
 - Customer does not have the code
 - Incomplete application
- Teller and/or system reviews the application for completion
 - Alternate Flow:
 - Incomplete application
- Teller/*system processes* the application (enters data)
 - Alternate Flow:
 - State and local codes provided do not match codes on file
- Teller/System collects fee
- Process payment and issue state and local plates

Process Name: **Issue Dealer Plates**

Issued by statute

Definition: Used on vehicles in the dealer inventory for resale. Dealer and spouse can use the plates to drive a vehicle.

Standard Flow:

- Teller/*system* receives Application for Dealer Plates by walk-in, mail, and fax, *kiosk, internet*

Supporting documentation:

Dealer indicates many salespersons work for dealership

Alternate Flow:

Incomplete form

- Teller/*system* reviews the application
- Teller processes the application
- System checks for valid dealership
 - Identifies the dealer, how many work for the dealership

Alternate Flow:

Stop on record

Not in good standing with dealer board or DMV

- Teller collects fee
- Process payment and issue dealer plates

Can localities be given access to dealer information?

Additional requirements:

Issued 4 times amount of people working for the first year

Any additional plates are based on sales

How many wholesale and how many sold out of state (form)

Process Specialty Plates: **Issue Specialty Plates**

Requirement: DMV shall issue specialty plates as required by statute

Definition: Any plate other than a standard issue blue and white plate. Has either one time fee or annual fee

Standard Flow:

- Teller/system receives Application for License plates via walk in, online dealer, mail, fax, internet, *kiosks*, phone
- Supporting docs:
Certification of eligibility
POA

Alternate Flow:

Improper certification

- Teller/system reviews application

Alternate Flow

Incomplete application

Incomplete certification

- Teller/system processes the application

Alternate Flow:

Stops on record

- Teller/system collects fee
- Process fee and issue specialty plate
- Requested plate is added to Manufacturer's Plate List (process defined in Issue Out of Stock Plates)

Process Name: **Issue Out of Stock Plate**

Definition: Plate that is not available on hand in the CSC

-Issue out of stock plates

P List (production)

- System requests out of stock
- Created by plate type requested
- Order is accumulated during the day
- List is sent to vendor to issue plates
- Vendor pulls the order, prints registration cards, and pulls decals
- Plates mailed to the customer

SP (sample production)

- System requests out of stock
- Created by plate type requested
- Order is accumulated during the day
- List is sent to vendor to issue plates
- Vendor pulls the order, prints registration cards
- Plates mailed to the customer

R List

- System requests out of stock
- Created by plate type requested
- Order is accumulated during the day
- List is sent to vendor to issue plates
- List is not sent directly to vendor
- List is reviewed by special plates work center
- If plates are not approved, they drop off the list and are added to a separate listed
- List is approved and sent to vendor
- Vendor pulls the order, makes the plated, prints the registration cards, and pulls decals
- Plates mailed to the customer

Alternate:

If plate is denied after further review, held in special plates sends letter to customer denying plate

SR List (sample reserve)

- System requests out of stock
- Created by plate type requested
- Order/manufacture plate list is accumulated during the day
- List is sent to vendor to issue plates
- List is not sent directly to vendor
- List is reviewed by special plates work center
- If plates are not approved, they drop off the list and are added to a separate listed
- List is approved and sent to vendor
- Vendor pulls the order, makes the plate mailed to the customer