



Credentialing Work Session #5
July 11, 2007
9:00 – 12:00

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

Attendees:

Albert DeLucia	Donna Rice
Debbie Wells	Yulonda Kelly -Porter
Karen Clarke	Michelle Ricker
Yolanda Fleming	Linda Ford
Carolyn Easley	Shannon Powell
Donna Rice	Eddie Wirt
Ann Thomas	
Mitch Nuckles	
Peggy Hairfield	
Anne Gambardella	

Agenda:

- **Welcome and Work Session #4 Recap**
 - Registration Subject Matter experts were welcomed to the work session.
 - Work session #4 results were reviewed.
- **Group Discussion of the What, Why and How of Registration credentialing products**
 - Registration SME's validated process details for:
 - Permits
 - Overload - CSC
 - Trip - CSC
 - VIN Plates
 - Trailer
 - Constructed/Reconstructed
 - Registration Renewals
 - Registration Re-issue

- **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

Credential Issue and Renew
Registration and Permit Processing

Process Name: Issue Overload Permit

Definition: Overload permits allow for the increase of weight percentage in axle weight or gross weight. Overload permits are renewable. Overload expiration date corresponds with vehicle registration expiration.

Requirement: DMV shall issue overload permits as required by statute

Standard Flow:

-Teller/receives Overload Permit Application via walk-in, mail, *internet, kiosk, phone*, and fax, DMVSelect

Supporting documents:

Valid registration card, proof of federal id number/customer number

Alternate:

Incomplete application

Return to customer for completion

-Teller/system reviews application

Future:

Connection to VCIN to verify out of state registration

Provide link to State Corporation Commission (for CSC's) and IRS

-Teller/system processes application

Alternate:

Stop on record

Deny application

-Collect Fees

Alternate:

Return check is on file

Indicate return check on file at beginning of transaction (360 view)

-Issue overload permit

Waste improvement: Combine applications for registration of overload and registration.

Eliminates mailing separate renewals for the registration and the overload permit

Some areas in the agency cannot accept credit cards for overload ex. Customer Service Renewal Center B. The teller has to take the payment to Data Integrity to process credit card.

Waste elimination: Allow work center to process instead of walking payment to another work area.

Process Name: **Issue Trip Permit**

Definition: A trip permit allows a customer to operate a motor vehicle from point A to point B without plates and registration. There are two types of trip permits:

Prospective purchaser trip permit

The purchaser has to be a VA resident and trip permit is valid for 15 days

Owner's Trip Permit

Purchaser does not have to be VA resident and permit is valid for 3 days

Requirement: DMV shall issue trip permits as required by statute 46.2-651

-Teller receives request for Trip Permit via walk-in, internet, *mail, phone, kiosk*, fax, DMVSelect

Owner's Trip Permit supporting documents:

Proof of identity

Prospective Purchaser Supporting documents:

None (Title or bill of sale for specific vehicle activates the validation period)

Proof of identity

-Teller/system reviews information

Future: Provide system check for suspension/NDR

-Process the application (enter data)

-Collect fee

-Issue trip permit

Process Name: Issue VIN Plate

Definition: Vehicle Identification Number that is assigned to a trailer or vehicle. VIN plates are issued to homemade trailers, specially constructed or reconstructed vehicles. VIN plates are also issued as replacements for missing or altered VINs.

Requirement: DMV shall issue VIN plates as required by statute

-Teller/*system* receives application for VIN Plate via walk-in, mail, DMVSelect, *internet, kiosk, phone, and fax*

Reconstructed, specially constructed supporting documents:

Title or MCO

Receipts for parts

Pictures of finished product

Statement of how vehicle was constructed

Certificate of Title Application

Replacement VIN supporting documents:

Title

-Teller/*system* reviews application and documents

-Process transaction – enter data

-Collect the fee

-Issue VIN plate (make VIN in HQ or issued from CSC inventory for homemade)

For reconstructed, specially constructed, and replacement VIN vehicles:

-Teller mails VIN and supporting paperwork to DMV field investigator

-Investigator contacts customer to schedule inspection

-Investigator inspects vehicle

-Investigator installs VIN on vehicle

-Investigator mails application and supporting paperwork to DMV HQ

-Teller receives paperwork

-Teller processes title

-Title issued

For homemade trailer:

-VIN plate inventory is in CSC inventory

-Customer installs VIN

-Customer contacts state, local, or city law enforcement to schedule inspection

Process: **Registration Renewal (Standard Plates)**

Definition: Renewal of an existing registration

Requirement: DMV shall renew vehicle registrations as required by statute.

-Teller receives Registration Renewal Application via walk-in, mail, internet, *kiosk*, online dealer, DMVSelect fax, and phone

Supporting documentation:

Emissions inspection (online or paper)

Identity documentation

Proof of Heavy Vehicle Use Tax payment

Operating authority

-Teller/system reviews application

Alternate:

Stop on file

Deny application

-Teller/system processes application (enters data)

-Collect fees

- Issue credentials/registration/inventory

Potential waste improvements:

If customer walks into CSC, eliminate need for application for renewal to be completed.

Email registration renewal notification to customers. Customers can opt to receive renewals thru email and eliminate the need to send mailings.

Renewal notices are shredded in the CSC's. However, they are kept for 3 months in headquarters. Is there a need for different policies? (Paper retention)

Eliminate decals for plates.

This option is a current project being researched in BSA.

Email Registration Renewal Notification.

This option is a current project being researched in BSA.

Reissue Registration/Plates/Decals

Process: Reissue Registration/Plates/Decals

Definition: Replacement of plates for the following reasons: lost, stolen, mutilated, new plate type, changes in name, exchanging plates, weight increase

Requirements: DMV shall reissue registration, plates, and decals as required by statute.

-Teller/system receives License Plate Application via internet, walk-in, phone, kiosk, phone, DMVSelect, fax, online dealers

Supporting documentation

Qualification documents (if requesting a specialty plate)

-power of attorney

Teller/system reviews application

Future request: For localities, create and send a report when a customer moves from the locality. Currently the localities are notified when a customer moves into the locality but not when they move away. This causes the customer to be billed by two localities. The customer then has to get proof from DMV indicating exactly when the move was recorded.