



**Credentialing Work Session #6**  
**July 18, 2007**  
**9:00 – 4:00**

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

**Attendees:**

|                 |                  |
|-----------------|------------------|
| Albert DeLucia  | Ann Thomas       |
| Debbie Wells    | Anne Gambardella |
| Michelle Ricker | Shannon Powell   |
| Yolanda Fleming |                  |
| Blanche Johnson |                  |

**Agenda:**

- **Welcome and Work Session #5 Recap**
  - ❑ Title Subject Matter experts were welcomed to the work session.
  - ❑ Work session #4 results were reviewed.
  - ❑ Experts received an overview of Enterprise Architect “EA”
- **Group Discussion – Review and Validation of Title products in EA**
  - ❑ Title SME’s validated process details for:
    - ❑ Original
    - ❑ Supplemental
    - ❑ Substitute
    - ❑ Replacement
- **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.

- **Title SME's PLEASE review the remaining title products below using the same format utilized in this week's session. Feedback is due by close of business on Tuesday 7/24. Thanks in advance!**
  - Salvage Title
  - Non-Repairable Certificate
  - Non-Negotiable

Respectfully submitted,

Angela Burrell  
Credential Process Coordinator

# Use Case Scenario Report

**Package:** Issue Titles & Registration

**Package:** Issue Non-Negotiable Title

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| <b>Detail:</b> |  |              |            |
| Use Case Name: | Issue Non-Negotiable Title   |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Angie Turner   |              |            |
| Created on:    | 6/14/2007  | Modified on: | 7/20/2007  |
| Notes:         | <p>-Customer submits Certificate of Title Application<br/>         -Teller receives Certificate of Title Application<br/>         -Teller receives supporting documentation<br/>           see Alternate Supporting Documents<br/>         -Teller reviews Certificate of Title Application<br/>           see Future Alternate Scan Application<br/>         -Teller enters data<br/>         -NMVTIS validates vehicle history<br/>         -VINASSIST validates VIN assigned to vehicle<br/>         -NCIC checks for stolen stop<br/>         -NADA validates vehicle value<br/>         -System calculates title fee<br/>         - System verifies tax exemptions (see tax exemption table)<br/>         -System displays fee<br/>         -Teller collects fee<br/>         -System prints title<br/>         -Teller gives title to customer</p> <p>Alternate Supporting Documents<br/>         VA title- statute<br/>         Out of state title - statute<br/>         Manufacturer Statement of Origin (MCO) - statute<br/>         Bill of Sale DMV policy<br/>         Dealer reassignment – statute<br/>         Application for title - policy<br/>         Power of attorney - statute<br/>         Sales and use tax forms - policy<br/>         Odometer disclosure- statue<br/>         Death certificate –policy<br/>         Qualification documents - policy<br/>         Statement of authority to sign - policy<br/>         Affidavit of correction - policy</p> <p>Alternates for Standard Flow:</p> |              |            |

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|  | <p>Customer signs application incorrectly<br/> Teller requests supporting signature documentation<br/> Teller returns application documentation to customer<br/> Customer is sent away for documentation</p> <p>Stop Alternate:<br/> Teller enters data<br/> System identifies stops<br/> System displays stops<br/> Teller informs customer<br/> Teller rejects application<br/> Customer complies stops<br/> Customer resubmits application<br/> Teller processes application</p> <p>Teller processes title<br/> System goes down<br/> System does not print</p> <p>Customer enters vehicle weight on application<br/> Teller verifies weight via NADA<br/> System verifies weight<br/> System gives edit<br/> Customer provides weight</p> <p>Future State requests:<br/> Provide stop information at beginning of transaction (360 view)<br/> System edits more complex<br/> Collect trade in and wholesale information to track the vehicle<br/> Check to see if NCIC is down before fee collection<br/> VINASSIST to populate more fields</p> <p>Future Alternate:<br/> Scan received Certificate of Title Applications and supporting documents<br/> System stores scanned data</p> <p>Future Form<br/> Incorporate or eliminate SUTverification information</p> |
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| <b>Requirements:</b>  |  |
| The system shall interface with SCC to verify business license                |  |
| The system shall verify LLC status  |  |
| System shall not calculate sales and use taxes for non-negotiable titles      |  |
| The system shall apply customer held only if electronic lien exist or no lien |  |

**Package:** Issue Non-Repairable Certificate

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| <b>Detail:</b> |  |
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| Use Case Name:       | Issue Non-Repairable Certificate  |              |            |
| Status:              | Proposed  | Version: 1.0 | Phase: 1.0 |
| Author:              | Credential Team   |              |            |
| Created on:          | 6/18/2007   | Modified on: | 7/17/2007  |
| Notes:               | <p>Standard Flow</p> <ul style="list-style-type: none"> <li>-Customer submits Non-Repairable Certificate application</li> <li>-Teller receives Non-Repairable Certificate application</li> <li>-Teller receives title</li> <li>-Teller reviews application and supporting documents</li> <li>-Teller enters data</li> <li>-System prints Non-Repairable Certificate</li> </ul> <p>Note: It is current DMV policy that all Non-Repairable Certificates are processed in headquarters, with the exception of online salvage dealers.</p> <p>mail, or online salvage dealer (DMV policy requires all salvage and non repairable processing be done in HQ with the exception of online dealer processing)</p> <p>Future State:</p> <ul style="list-style-type: none"> <li>-Teller scans application and supporting documents</li> <li>-System stores data from application and supporting documentation</li> </ul> <p>Online Salvage Dealer</p> <p>Certificate prints in HQ and mailed to the customer</p> <p>Alternate</p> <ul style="list-style-type: none"> <li>Application not signed</li> <li>Sending in wrong title</li> <li>Return application to customer</li> </ul> <p>Alternate:</p> <ul style="list-style-type: none"> <li>Inconsistent title doc date, processing stops</li> <li>One deceased owner, have to go to another transaction maintain the record</li> </ul> |              |            |
| <b>Requirements:</b> |   |              |            |
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| Use Case Name: | Issue Non-Repairable Certificate via Mail |              |            |
| Status:        | Proposed                                  | Version: 1.0 | Phase: 1.0 |
| Author:        | Credential Team                           |              |            |
| Created on:    | 6/18/2007                                 | Modified on: | 7/17/2007  |
| Notes:         | Standard Flow                             |              |            |

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|                      | <ul style="list-style-type: none"> <li>-Customer mails Non-Repairable Certificate application and title</li> <li>-Teller receives Non-Repairable Certificate application</li> <li>-Teller receives title</li> <li>-Teller reviews application and supporting document</li> <li>-Teller enters data</li> <li>-System prints Non-Repairable Certificate</li> </ul> <p>Note: It is current DMV policy that all Non-Repairable Certificates are processed in headquarters, with the exception of online salvage dealers.</p> <p>or online salvage dealer (DMV policy requires all salvage and non repairable processing be done in HQ with the exception of online dealer processing)</p> <p>Future State:</p> <ul style="list-style-type: none"> <li>-Teller scans application and supporting documents</li> <li>-System stores data from application and supporting documentation</li> </ul> <p>Online Salvage Dealer<br/>Certificate prints in HQ and mailed to the customer</p> <p>Alternate<br/>Application not signed<br/>Sending in wrong title<br/>Return application to customer</p> <p>Alternate:<br/>Inconsistent title doc date, processing stops<br/>One deceased owner, have to go to another transaction maintain the record</p> |
| <b>Requirements:</b> |   |
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| <b>Use Case Name:</b> | Issue Non-Repairable Certificate via Online Salvage Dealer   |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Credential Team  |                     |                   |
| <b>Created on:</b>    | 6/18/2007  | <b>Modified on:</b> | 7/17/2007         |
| <b>Notes:</b>         | <p>Standard Flow</p> <ul style="list-style-type: none"> <li>-Customer submits Non-Repairable Certificate application</li> <li>-Dealer receives Non-Repairable Certificate application</li> <li>-Dealer receives title</li> <li>-Dealer reviews application and supporting documents</li> <li>-Dealer enters data</li> <li>-System prints Non-Repairable Certificate at headquarters</li> <li>-Certificate mailed to customer</li> </ul> <p>Note: It is current DMV policy that all Non-Repairable Certificates are processed</p> |                     |                   |

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|                      | <p>in headquarters, with the exception of online salvage dealers.</p> <p>Future State:</p> <ul style="list-style-type: none"> <li>-Dealer scans application and supporting documents</li> <li>-System stores data from application and supporting documentation</li> </ul> |
| <b>Requirements:</b> |  |
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**Package:** Issue Original Title

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|----------------|--|--------------|------------|
| <b>Detail:</b> |  |              |            |
| Use Case Name: | Issue Original Title by FAX  |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Angie Turner   |              |            |
| Created on:    | 6/14/2007  | Modified on: | 7/17/2007  |
| Notes:         | <ul style="list-style-type: none"> <li>-Customer submits Certificate of Title Application</li> <li>-Teller receives Certificate of Title Application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>-Teller reviews Certificate of Title Application<br/>see Future Alternate Scan Application</li> <li>-Teller enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-System calculates sales and use tax fee</li> <li>-System displays fee</li> <li>-Teller collects fee</li> <li>-System prints title</li> <li>-Title held for original supporting documents</li> </ul> <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> <li>VA title- statute</li> <li>Out of state title - statue</li> <li>Manufacturer Statement of Origin (MCO) - statute</li> <li>Bill of Sale DMV policy</li> <li>Dealer reassignment - statute</li> <li>Application for title - policy</li> <li>Power of attorney - statute</li> <li>Sales and use tax forms - policy</li> <li>Odometer disclosure- statue</li> </ul> |              |            |

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| <p>Death certificate -policy<br/> Qualification documents - policy<br/> Statement of authority to sign - policy<br/> Affidavit of correction - policy</p> <p>Alternates for Standard Flow:<br/> Customer signs application incorrectly<br/> Teller requests supporting signature documentation<br/> Teller returns application documentation to customer<br/> Customer is sent away for documentation</p> <p>Stop exists on file<br/> Application is rejected</p> <p>Title processes<br/> System goes down<br/> Title does not print</p> <p>Customer enters vehicle weight on application<br/> Weight does not match allowable weight for vehicle<br/> System gives edit<br/> Customer corrects weight</p> <p>Future State requests:<br/> Provide stop information at beginning of transaction (360 view)<br/> System edits more complex<br/> Collect trade in and wholesale information to track the vehicle<br/> Check to see if NCIC is down before fee collection</p> <p>Future Alternate:<br/> Scan received Certificate of Title Applications and supporting documents<br/> System stores scanned data</p> |
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**Requirements:**

- Teller shall receive Virginia title**
- Teller shall receive out of state title as required by statute**
- Teller shall receive Manufacturer's Certificate of Origin as required by statute**
- Teller shall receive the dealer reassignment as required by statute**
- Teller shall receive reassignment of owners on back of VA title as required by statute**
- Teller shall receive an application for Certificate of Title as required by DMV policy**
- Teller shall receive power of attorney as required by statute**
- Teller shall receive sales and use tax forms as required by DMV policy**
- Teller shall receive odometer disclosure statement as required by statute**
- Teller shall receive a death certificate as required by DMV policy**
- Teller shall receive qualification documents as required by policy**
- Teller shall receive statement of authority to sign as required by policy**
- Teller shall receive an affidavit or correction as required by policy**
- System shall verify VIN entered with VIN already on file for vehicle**
- The System shall interface with NMVTIS to validate vehicle history**
- The System shall interface with VINASSIST to validate VIN assigned to vehicle**
- Teller shall receive the bill of sale as required by DMV policy**

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| Use Case Name: | Issue Original Title via Internet  |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Angie Turner   |              |            |
| Created on:    | 6/14/2007  | Modified on: | 7/19/2007  |
| Notes:         | <p>-Customer submits Certificate of Title Application<br/>         -System reviews Certificate of Title Application<br/>         -Customer enters data<br/>         -NMVTIS validates vehicle history<br/>         -VINASSIST validates VIN assigned to vehicle<br/>         -NCIC checks for stolen stop<br/>         -NADA validates vehicle value<br/>         -System calculates title fee<br/>         -System calculates sales and use tax fee<br/>         - System verifies tax exempt status<br/>         -System displays fees<br/>         --System collects fees<br/>         -Title is held for original title document &amp; supporting documents<br/>         see Alternate Supporting documents</p> <p>Alternate Supporting Documents<br/>         VA title- statute<br/>         Out of state title - statue<br/>         Manufacturer Statement of Origin (MCO) - statute<br/>         Bill of Sale DMV policy<br/>         Dealer reassignment – statute<br/>         Application for title - policy<br/>         Power of attorney - statute<br/>         Sales and use tax forms - policy<br/>         Odometer disclosure- statue<br/>         Death certificate –policy<br/>         Qualification documents - policy<br/>         Statement of authority to sign - policy<br/>         Affidavit of correction - policy</p> <p>Stop Alternate:<br/>         System identifies stops<br/>         System informs customer<br/>         System rejects application<br/>         Customer complies stops<br/>         Customer resubmits application<br/>         System processes application</p> <p>Alternate Vehicle Weight:<br/>         Customer enters vehicle weight on application<br/>         System verifies weight does not match allowable weight for vehicle<br/>         System gives edit<br/>         Customer corrects weight</p> |              |            |

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|  | <p>Internet Alternate</p> <p>Customer selects to complete transaction at a CSC or mail</p> <p>Customer submits supporting documents to teller at CSC</p> <p>Teller recalls customers pending transaction</p> <p>System displays customer's entered transaction data</p> <p>Future State requests:</p> <p>Provide stop information at beginning of transaction (360 view)</p> <p>System edits more complex</p> <p>Collect trade in and wholesale information to track the vehicle</p> <p>Check to see if NCIC is down before fee collection</p> |
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**Requirements:**

- Teller shall receive Virginia title**
- Teller shall receive out of state title as required by statute**
- Teller shall receive Manufacturer's Certificate of Origin as required by statute**
- Teller shall receive the dealer reassignment as required by statute**
- Teller shall receive reassignment of owners on back of VA title as required by statute**
- Teller shall receive an application for Certificate of Title as required by DMV policy**
- Teller shall receive power of attorney as required by statute**
- Teller shall receive sales and use tax forms as required by DMV policy**
- Teller shall receive odometer disclosure statement as required by statute**
- Teller shall receive a death certificate as required by DMV policy**
- Teller shall receive qualification documents as required by policy**
- Teller shall receive statement of authority to sign as required by policy**
- Teller shall receive an affidavit or correction as required by policy**
- System shall verify VIN entered with VIN already on file for vehicle**
- The System shall interface with NMVTIS to validate vehicle history**
- The System shall interface with VINASSIST to validate VIN assigned to vehicle**
- Teller shall receive the bill of sale as required by DMV policy**

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| <b>Use Case Name:</b> | Issue Original Title via Kiosk   |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Angie Turner   |                     |                   |
| <b>Created on:</b>    | 6/14/2007  | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <ul style="list-style-type: none"> <li>-Customer submits Certificate of Title Application</li> <li>-System reviews Certificate of Title Application</li> <li>-Customer enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-System calculates sales and use tax fee</li> <li>-System displays fees</li> <li>--System collects fees</li> </ul> |                     |                   |

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|  | <p>-Title is held for supporting documents<br/>see Alternate Supporting documents</p> <p>Alternate Supporting Documents<br/> VA title- statute<br/> Out of state title - statue<br/> Manufacturer Statement of Origin (MCO) - statute<br/> Bill of Sale DMV policy<br/> Dealer reassignment – statute<br/> Application for title - policy<br/> Power of attorney - statute<br/> Sales and use tax forms - policy<br/> Odometer disclosure- statue<br/> Death certificate –policy<br/> Qualification documents - policy<br/> Statement of authority to sign - policy<br/> Affidavit of correction - policy</p> <p>Kiosk Alternate<br/> Customer does not have correct documentation<br/> System lists all documents required to complete transaction</p> <p>Kiosk Alternate:<br/> System assigns a queuing ticket to customer<br/> System prompts teller to call customer ticket<br/> System displays customer’s entered transaction data</p> <p>Alternate stop on file:<br/> Stop exists on file<br/> Application is rejected</p> <p>Alternate Vehicle Weight:<br/> Customer enters vehicle weight on application<br/> Weight does not match allowable weight for vehicle<br/> System gives edit<br/> Customer corrects weight</p> <p>Kiosk (future state)<br/> Customer scans application and supporting documents<br/> System reviews scanned application and supporting documents</p> <p>Future State requests:<br/> Provide stop information at beginning of transaction (360 view)<br/> System edits more complex<br/> Collect trade in and wholesale information to track the vehicle<br/> Check to see if NCIC is down before fee collection</p> |
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| <b>Requirements:</b>   |  |
| Teller shall receive Virginia title  |  |
| Teller shall receive out of state title as required by statute                   |  |
| Teller shall receive Manufacturer's Certificate of Origin as required by statute |  |

**Teller shall receive the dealer reassignment as required by statute**  
**Teller shall receive reassignment of owners on back of VA title as required by statute**  
**Teller shall receive an application for Certificate of Title as required by DMV policy**  
**Teller shall receive power of attorney as required by statute**  
**Teller shall receive sales and use tax forms as required by DMV policy**  
**Teller shall receive odometer disclosure statement as required by statute**  
**Teller shall receive a death certificate as required by DMV policy**  
**Teller shall receive qualification documents as required by policy**  
**Teller shall receive statement of authority to sign as required by policy**  
**Teller shall receive an affidavit or correction as required by policy**  
**System shall verify VIN entered with VIN already on file for vehicle**  
**The System shall interface with NMVTIS to validate vehicle history**  
**The System shall interface with VINASSIST to validate VIN assigned to vehicle**  
**Teller shall receive the bill of sale as required by DMV policy**

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|----------------|--|--------------|------------|
| Use Case Name: | Issue Original Title via Mail  |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Angie Turner   |              |            |
| Created on:    | 6/14/2007  | Modified on: | 7/18/2007  |
| Notes:         | <ul style="list-style-type: none"> <li>-Customer submits Certificate of Title Application</li> <li>-Teller receives Certificate of Title Application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>-Teller reviews Certificate of Title Application<br/>see Future Alternate Scan Application</li> <li>-Teller enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-Teller mails title to customer</li> <li>-System calculates sales and use tax fee</li> <li>-System displays fee</li> <li>-Teller collects fee</li> <li>-System prints title</li> </ul> <p> Alternate Supporting Documents<br/> VA title- statute<br/> Out of state title - statue<br/> Manufacturer Statement of Origin (MCO) - statute<br/> Bill of Sale DMV policy<br/> Dealer reassignment – statute<br/> Application for title - policy<br/> Power of attorney - statute<br/> Sales and use tax forms - policy<br/> Odometer disclosure- statue<br/> Death certificate –policy<br/> Qualification documents - policy </p> |              |            |

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|  | <p>Statement of authority to sign - policy<br/>Affidavit of correction - policy</p> <p>Alternates for Standard Flow:<br/>Customer signs application incorrectly<br/>Teller requests supporting signature documentation<br/>Teller returns application documentation to customer<br/>Customer is sent away for documentation</p> <p>Stop exists on file<br/>Application is rejected</p> <p>Title processes<br/>System goes down<br/>Title does not print</p> <p>Customer enters vehicle weight on application<br/>Weight does not match allowable weight for vehicle<br/>System gives edit<br/>Customer corrects weight</p> <p>Future State requests:<br/>Provide stop information at beginning of transaction (360 view)<br/>System edits more complex<br/>Collect trade in and wholesale information to track the vehicle<br/>Check to see if NCIC is down before fee collection</p> <p>Future Alternate:<br/>Scan received Certificate of Title Applications and supporting documents<br/>System stores scanned data</p> |
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**Requirements:**

- Teller shall receive Virginia title**
- Teller shall receive out of state title as required by statute**
- Teller shall receive Manufacturer's Certificate of Origin as required by statute**
- Teller shall receive the dealer reassignment as required by statute**
- Teller shall receive reassignment of owners on back of VA title as required by statute**
- Teller shall receive an application for Certificate of Title as required by DMV policy**
- Teller shall receive power of attorney as required by statute**
- Teller shall receive sales and use tax forms as required by DMV policy**
- Teller shall receive odometer disclosure statement as required by statute**
- Teller shall receive a death certificate as required by DMV policy**
- Teller shall receive qualification documents as required by policy**
- Teller shall receive statement of authority to sign as required by policy**
- Teller shall receive an affidavit or correction as required by policy**
- System shall verify VIN entered with VIN already on file for vehicle**
- The System shall interface with NMVTIS to validate vehicle history**
- The System shall interface with VINASSIST to validate VIN assigned to vehicle**
- Teller shall receive the bill of sale as required by DMV policy**

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|----------------|---|--------------|------------|
| Use Case Name: | Issue Original Title via Online Dealer  |              |            |
| Status:        | Proposed  | Version: 1.0 | Phase: 1.0 |
| Author:        | Credential Team   |              |            |
| Created on:    | 6/14/2007   | Modified on: | 7/18/2007  |
| Notes:         | <ul style="list-style-type: none"> <li>- Dealer submits Certificate of Title Application</li> <li>- Dealer submits supporting documents<br/>see Alternate Supporting Documents</li> <li>- Dealer reviews Certificate of Title Application<br/>see Future Alternate Scan Application</li> <li>- Dealer enters data into TRIVIN or CVR</li> <li>- TRIVIN or CVR sends data to DMV</li> <li>- NMVTIS validates vehicle history</li> <li>- VINASSIST validates VIN assigned to vehicle</li> <li>- NCIC checks for stolen stop</li> <li>- NADA validates vehicle value</li> <li>- CVR/TRIVIN calculates title fee</li> <li>- CVR/TRIVIN calculates sales and use tax fee</li> <li>- CVR/TRIVIN displays fee</li> <li>- Dealer collects fee</li> <li>- Dealer mails application for Certificate of Title and supporting documentation to DMV Headquarters</li> </ul> <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> <li>VA title- statute</li> <li>Out of state title - statute</li> <li>Manufacturer Statement of Origin (MCO) - statute</li> <li>Bill of Sale DMV policy</li> <li>Dealer reassignment – statute</li> <li>Application for title - policy</li> <li>Power of attorney - statute</li> <li>Sales and use tax forms - policy</li> <li>Odometer disclosure- statue</li> <li>Death certificate -policy</li> <li>Qualification documents - policy</li> <li>Statement of authority to sign - policy</li> <li>Affidavit of correction - policy</li> </ul> <p>Alternates for Dealer:</p> <ul style="list-style-type: none"> <li>Teller receives documentation from Dealer</li> <li>Documentation package is incomplete</li> <li>Teller returns transaction to Dealer to correct documentation</li> <li>Dealer fixes errors manually - see future request</li> </ul> <p>Future State requests:</p> <ul style="list-style-type: none"> <li>Provide stop information at beginning of transaction (360 view)</li> <li>System edits more complex(CVR/TRIVIN)</li> <li>Collect trade in and wholesale information to track the vehicle</li> </ul> |              |            |

|  |   |
|--|---|
|  | <p>Check to see if NCIC is down before fee collection<br/>Dealer fixes errors electronically</p> <p>Future Alternate:<br/>Scan received Certificate of Title Applications and supporting documents<br/>System stores Dealer/DMV scanned data<br/>Electronic Documents and Title Application</p> |
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**Requirements:**

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- Teller shall receive out of state title as required by statute**
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- The System shall interface with NMVTIS to validate vehicle history**
- The System shall interface with VINASSIST to validate VIN assigned to vehicle**
- Teller shall receive the bill of sale as required by DMV policy**

|                       |   |                     |                   |
|-----------------------|---|---------------------|-------------------|
| <b>Use Case Name:</b> | Issue Original Title via Phone (IVR)  |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Angie Turner  |                     |                   |
| <b>Created on:</b>    | 6/14/2007   | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <ul style="list-style-type: none"> <li>-Customer submits Certificate of Title Application</li> <li>-System reviews Certificate of Title Application</li> <li>-Customer enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-System calculates sales and use tax fee</li> <li>-System verifies tax exemptions (see tax exemption table)</li> <li>-System speaks fees</li> <li>--System collects fees</li> <li>-Title is held for supporting documents<br/>see Alternate Supporting Documents</li> </ul> <p>Alternate Supporting Documents<br/>VA title- statute<br/>Out of state title - statue</p> |                     |                   |

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|  | <p>Manufacturer Statement of Origin (MCO) - statute<br/> Bill of Sale DMV policy<br/> Dealer reassignment – statute<br/> Application for title - policy<br/> Power of attorney - statute<br/> Sales and use tax forms - policy<br/> Odometer disclosure- statue<br/> Death certificate –policy<br/> Qualification documents - policy<br/> Statement of authority to sign - policy<br/> Affidavit of correction - policy</p> <p>Alternate stop on file:<br/> Stop exists on file<br/> Application is rejected</p> <p>Alternate Vehicle Weight:<br/> Customer enters vehicle weight on application<br/> Weight does not match allowable weight for vehicle<br/> System gives edit<br/> Customer corrects weight</p> |
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**Requirements:**

- Teller shall receive Virginia title**
- Teller shall receive out of state title as required by statute**
- Teller shall receive Manufacturer's Certificate of Origin as required by statute**
- Teller shall receive the dealer reassignment as required by statute**
- Teller shall receive reassignment of owners on back of VA title as required by statute**
- Teller shall receive an application for Certificate of Title as required by DMV policy**
- Teller shall receive power of attorney as required by statute**
- Teller shall receive sales and use tax forms as required by DMV policy**
- Teller shall receive odometer disclosure statement as required by statute**
- Teller shall receive a death certificate as required by DMV policy**
- Teller shall receive qualification documents as required by policy**
- Teller shall receive statement of authority to sign as required by policy**
- Teller shall receive an affidavit or correction as required by policy**
- System shall verify VIN entered with VIN already on file for vehicle**
- The System shall interface with NMVTIS to validate vehicle history**
- The System shall interface with VINASSIST to validate VIN assigned to vehicle**
- Teller shall receive the bill of sale as required by DMV policy**

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|----------------|--|--------------|------------|
| Use Case Name: | Issue Original Title via Walk in                   |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Angie Turner                                       |              |            |
| Created on:    | 6/14/2007  | Modified on: | 7/20/2007  |
| Notes:         | -Customer submits Certificate of Title Application |              |            |

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| <ul style="list-style-type: none"> <li>-Teller receives Certificate of Title Application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>-Teller reviews Certificate of Title Application<br/>see Future Alternate Scan Application</li> <li>-Teller enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-System calculates sales and use tax fee</li> <li>- System verifies tax exemptions (see tax exemption table)</li> <li>-System displays fee</li> <li>-Teller collects fee</li> <li>-System prints title</li> <li>-Teller gives title to customer</li> </ul> <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> <li>VA title- statute</li> <li>Out of state title - statue</li> <li>Manufacturer Statement of Origin (MCO) - statute</li> <li>Bill of Sale DMV policy</li> <li>Dealer reassignment – statute</li> <li>Application for title - policy</li> <li>Power of attorney - statute</li> <li>Sales and use tax forms - policy</li> <li>Odometer disclosure- statue</li> <li>Death certificate –policy</li> <li>Qualification documents - policy</li> <li>Statement of authority to sign - policy</li> <li>Affidavit of correction - policy</li> </ul> <p>Alternates for Standard Flow:</p> <ul style="list-style-type: none"> <li>Customer signs application incorrectly</li> <li>Teller requests supporting signature documentation</li> <li>Teller returns application documentation to customer</li> <li>Customer is sent away for documentation</li> </ul> <p>Stop Alternate:</p> <ul style="list-style-type: none"> <li>Teller enters data</li> <li>System identifies stops</li> <li>System displays stops</li> <li>Teller informs customer</li> <li>Teller rejects application</li> <li>Customer complies stops</li> <li>Customer resubmits application</li> <li>Teller processes application</li> </ul> <ul style="list-style-type: none"> <li>Teller processes title</li> <li>System goes down</li> </ul> |
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|   | <p>System does not print</p> <p>Customer enters vehicle weight on application<br/> Teller verifies weight via NADA<br/> System verifies weight<br/> System gives edit<br/> Customer provides weight</p> <p>Future State requests:<br/> Provide stop information at beginning of transaction (360 view)<br/> System edits more complex<br/> Collect trade in and wholesale information to track the vehicle<br/> Check to see if NCIC is down before fee collection<br/> VINASSIST to populate more fields</p> <p>Future Alternate:<br/> Scan received Certificate of Title Applications and supporting documents<br/> System stores scanned data</p> <p>Future Form<br/> Incorporate or eliminate SUTverification information</p> |
| <b>Requirements:</b>  |   |
| <p><b>The system shall send an electronic notice of lien to elien program participants</b><br/> <b>The system shall apply customer held only if electronic lien exist or no lien</b><br/> <b>The system shall inteface with SCC to verify business license</b><br/> <b>The system shall verify LLC status</b></p> |   |

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| <b>Use Case Name:</b> | Issue Original Title via WebCat   |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Angie Turner  |                     |                   |
| <b>Created on:</b>    | 6/14/2007   | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <ul style="list-style-type: none"> <li>-Customer submits Certificate of Title Application</li> <li>-System reviews Certificate of Title Application</li> <li>-Customer enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop</li> <li>-NADA validates vehicle value</li> <li>-System calculates title fee</li> <li>-System calculates sales and use tax fee</li> <li>- System verifies tax exempt status</li> <li>-System displays fees</li> <li>--System collects fees</li> <li>-Title is held for original title document &amp; supporting documents<br/>see Alternate Supporting documents</li> </ul> <p>Alternate Supporting Documents</p> |                     |                   |

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| <p>VA title- statute<br/> Out of state title - statue<br/> Manufacturer Statement of Origin (MCO) - statute<br/> Bill of Sale DMV policy<br/> Dealer reassignment – statute<br/> Application for title - policy<br/> Power of attorney - statute<br/> Sales and use tax forms - policy<br/> Odometer disclosure- statue<br/> Death certificate –policy<br/> Qualification documents - policy<br/> Statement of authority to sign - policy<br/> Affidavit of correction - policy</p> <p>Stop Alternate:<br/> System identifies stops<br/> System informs customer<br/> System rejects application<br/> Customer complies stops<br/> Customer resubmits application<br/> System processes application</p> <p>Alternate Flow vehicle weight:<br/> Customer enters vehicle weight on application<br/> System verifies weight does not match allowable weight for vehicle<br/> System gives edit<br/> Teller corrects weight</p> <p>Future State requests:<br/> Provide stop information at beginning of transaction (360 view)<br/> System edits more complex<br/> Collect trade in and wholesale information to track the vehicle<br/> Check to see if NCIC is down before fee collection</p> <p>Future Alternate:<br/> Scan received Certificate of Title Applications and supporting documents<br/> System stores scanned data</p> |
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**Requirements:**

- Teller shall receive Virginia title**
- Teller shall receive out of state title as required by statute**
- Teller shall receive Manufacturer's Certificate of Origin as required by statute**
- Teller shall receive the dealer reassignment as required by statute**
- Teller shall receive reassignment of owners on back of VA title as required by statute**
- Teller shall receive an application for Certificate of Title as required by DMV policy**
- Teller shall receive power of attorney as required by statute**
- Teller shall receive sales and use tax forms as required by DMV policy**
- Teller shall receive odometer disclosure statement as required by statute**
- Teller shall receive a death certificate as required by DMV policy**
- Teller shall receive qualification documents as required by policy**
- Teller shall receive statement of authority to sign as required by policy**
- Teller shall receive an affidavit or correction as required by policy**
- System shall verify VIN entered with VIN already on file for vehicle**

**The System shall interface with NMVTIS to validate vehicle history**  
**The System shall interface with VINASSIST to validate VIN assigned to vehicle**  
**Teller shall receive the bill of sale as required by DMV policy**  
**The system shall verify that customer exist on system with pre-existing account**  
**The system shall match cust# on file to cust# on application**  
**The Vista RS system shall interface with the Vista TS system**

**Package:** Issue Replacement Title

|   |   |              |            |
|---|---|--------------|------------|
| <b>Detail:</b>  |   |              |            |
| Use Case Name:  | Issue Replacement Title via Internet  |              |            |
| Status:   | Proposed  | Version: 1.0 | Phase: 1.0 |
| Author:   | Credential Team   |              |            |
| Created on:   | 6/20/2007   | Modified on: | 7/18/2007  |
| Notes:  | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Replacement title application</li> <li>-System receives Replacement title application</li> <li>-System reviews Replacement title Application</li> <li>-NCIC validates data</li> <li>-System calculates fee</li> <li>-System collects fee</li> <li>-System prints Replacement Title</li> <li>-System mails Replacement Title</li> </ul> <p>Replacement Alternate 1:</p> <ul style="list-style-type: none"> <li>System checks lien</li> <li>Lien is identified</li> <li>Replacement title mailed to lien holder</li> </ul> <p>Future Replacement Alternate 2:</p> <ul style="list-style-type: none"> <li>Lien holder enters data</li> <li>System verifies lien holder's ID</li> <li>System processes replacement title</li> <li>Title mailed to lien holder</li> <li>Provide interface for E-lien holders to inquire on exclusive applicable Vehicle records</li> </ul> <p>Future State request:</p> <ul style="list-style-type: none"> <li>System tracks number of replacement titles issued</li> </ul> |              |            |
| <b>Requirements:</b>  |   |              |            |
| <b>Teller shall enter the name of the individual who is receiving the replacement if not the owner.</b> |   |              |            |

**The teller shall receive power of attorney for the customer as required by statute**

**Teller shall receive qualification documentation as required by policy**

**Teller shall receive statement of authority to sign as required by policy**

**Teller shall receive a death certificate with application as required by policy**

**Teller shall receive proof of identity from customer as required by policy**

**The System shall have the ability to scan documents.**

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|----------------|---|--------------|------------|
| Use Case Name: | Issue Replacement Title via Kiosk   |              |            |
| Status:        | Proposed  | Version: 1.0 | Phase: 1.0 |
| Author:        | Theresa Anderson  |              |            |
| Created on:    | 6/20/2007   | Modified on: | 7/18/2007  |
| Notes:         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Replacement title application</li> <li>-System receives Replacement title application</li> <li>-System reviews Replacement title application</li> <li>-NCIC validates data</li> <li>-System calculates fee</li> <li>-System collects fee</li> <li>-System prints Replacement Title</li> </ul> <p>Alternate Flow Teller completion:</p> <ul style="list-style-type: none"> <li>-Customer submits application for Replacement Title</li> <li>-System reviews application</li> <li>-Customer enters data</li> <li>-System calculates replacement fee</li> <li>-System displays fee</li> <li>-Customer selects to complete transaction with CSC teller</li> <li>-System assigns a queuing ticket to customer</li> <li>-System prompts teller to call customer ticket</li> <li>-System displays customer data</li> <li>-Teller enters remaining data</li> <li>-System re-calculates and displays fee</li> <li>-Teller collects fee (cash, check, charge)</li> <li>-Replacement title is printed</li> </ul> <p>Replacement Alternate 1:</p> <ul style="list-style-type: none"> <li>System checks lien</li> <li>Lien is identified</li> <li>Replacement title mailed to lien holder</li> </ul> <p>Future Replacement Alternate 2:</p> <ul style="list-style-type: none"> <li>Lien holder enters data</li> <li>System verifies lien holder's ID</li> <li>System processes replacement title</li> <li>Title mailed to lien holder</li> <li>Provide interface for E-lien holders to inquire on exclusive applicable Vehicle records</li> </ul> |              |            |

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|  | <p>Future State request:<br/>System tracks number of replacement titles issued</p> |
| <b>Requirements:</b>   |  |
| <p><b>Teller shall enter the name of the individual who is receiving the replacement if not the owner.<br/>The teller shall receive power of attorney for the customer as required by statute</b></p> <p><b>Teller shall receive qualification documentation as required by policy<br/>Teller shall receive statement of authority to sign as required by policy<br/>Teller shall receive a death certificate with application as required by policy<br/>Teller shall receive proof of identity from customer as required by policy<br/>The System shall have the ability to scan documents.</b></p> |  |

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| <b>Use Case Name:</b> | Issue Replacement Title via Mail  |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson  |                     |                   |
| <b>Created on:</b>    | 6/20/2007   | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Replacement title application</li> <li>-Teller receives Replacement title application</li> <li>-Teller receives supporting documents</li> <li>- see Alternate supporting documents</li> <li>-Teller reviews Replacement title Application</li> <li>-Teller enters data</li> <li>-NCIC validates data</li> <li>-System calculates fee</li> <li>-Teller collects fee</li> <li>-System prints Replacement Title</li> </ul> <p>-Alternate Supporting Documents:</p> <p>Power of attorney<br/>Qualification documentation<br/>Statement of authority to sign<br/>Death certificate</p> <p>Future State request:</p> <ul style="list-style-type: none"> <li>-System tracks number of replacement titles issued</li> <li>-Teller scans supporting documents</li> <li>-System stores data</li> </ul> <p>Replacement Alternate 1:</p> <p>Customer submits application<br/>System verifies lien information<br/>Replacement title mailed to lien holder</p> <p>Replacement Alternate 2:</p> <p>Lien holder submits application</p> |                     |                   |

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|  | Teller verifies lien holder's ID<br>Teller processes replacement title<br>Title mailed to lien holder |
| <b>Requirements:</b>   |   |
| <p><b>Teller shall enter the name of the individual who is receiving the replacement if not the owner.</b><br/> <b>The teller shall receive power of attorney for the customer as required by statute</b></p> <p><b>Teller shall receive qualification documentation as required by policy</b><br/> <b>Teller shall receive statement of authority to sign as required by policy</b><br/> <b>Teller shall receive a death certificate with application as required by policy</b><br/> <b>Teller shall receive proof of identity from customer as required by policy</b><br/> <b>The System shall have the ability to scan documents.</b></p> |   |

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|--|---|--------------|------------|
| Use Case Name:   | Issue Replacement Title via Phone   |              |            |
| Status:  | Proposed  | Version: 1.0 | Phase: 1.0 |
| Author:  | Theresa Anderson  |              |            |
| Created on:  | 6/20/2007   | Modified on: | 7/18/2007  |
| Notes:   | <p>-Standard Flow:<br/> -Customer submits Replacement title application<br/> -System receives Replacement title application<br/> -System reviews Replacement title Application<br/> -NCIC validates data<br/> -System calculates fee<br/> -System collects fee<br/> -System prints Replacement Title<br/> -System mails Replacement Title</p> <p>Replacement Alternate 1:<br/> System checks lien<br/> Lien is identified<br/> Replacement title mailed to lien holder</p> <p>Future Replacement Alternate 2:<br/> Lien holder enters data<br/> System verifies lien holder's ID<br/> System processes replacement title<br/> Title mailed to lien holder</p> <p>Future State request:<br/> System tracks number of replacement titles issued</p> |              |            |
| <b>Requirements:</b>   |   |              |            |
| <p><b>Teller shall enter the name of the individual who is receiving the replacement if not the owner.</b><br/> <b>The teller shall receive power of attorney for the customer as required by statute</b></p> <p><b>Teller shall receive qualification documentation as required by policy</b><br/> <b>Teller shall receive statement of authority to sign as required by policy</b><br/> <b>Teller shall receive a death certificate with application as required by policy</b><br/> <b>Teller shall receive proof of identity from customer as required by policy</b><br/> <b>The System shall have the ability to scan documents.</b></p> |   |              |            |

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| <b>Use Case Name:</b> | Issue Replacement Title via Walk in |                     |                   |
| <b>Status:</b>        | Proposed                            | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Credential Team                     |                     |                   |
| <b>Created on:</b>    | 6/20/2007                           | <b>Modified on:</b> | 7/18/2007         |

|               |   |
|---------------|---|
| <b>Notes:</b> | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Replacement title application</li> <li>-Teller receives Replacement title application</li> <li>-Teller receives supporting documents</li> <li>- see Alternate supporting documents</li> <li>-Teller reviews Replacement title Application</li> <li>-Teller enters data</li> <li>-NCIC validates data</li> <li>-System calculates fee</li> <li>-Teller collects fee</li> <li>-System prints Replacement Title</li> </ul> <p>-Alternate Supporting Documents:</p> <ul style="list-style-type: none"> <li>Power of attorney</li> <li>Qualification documentation</li> <li>Statement of authority to sign</li> <li>Death certificate</li> <li>Proof of identity (license, ID card, passport, birth certificate)</li> </ul> <p>Future State request:</p> <ul style="list-style-type: none"> <li>-System tracks number of replacement titles issued</li> <li>-Teller scans supporting documents</li> <li>-System stores data</li> </ul> <p>Replacement Alternate 1:</p> <ul style="list-style-type: none"> <li>Customer submits application</li> <li>System verifies lien information</li> <li>Replacement title mailed to lien holder</li> </ul> <p>Replacement Alternate 2:</p> <ul style="list-style-type: none"> <li>Lien holder submits application</li> <li>Teller verifies lien holder's ID</li> <li>Teller processes replacement title</li> <li>Title mailed to lien holder</li> </ul> |
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| <p><b>Requirements:</b></p> <p><b>Teller shall enter the name of the individual who is receiving the replacement</b></p> <p><b>The teller shall receive power of attorney for the customer as required by statute</b></p> <p><b>Teller shall receive qualification documentation as required by policy</b></p> <p><b>Teller shall receive statement of authority to sign as required by policy</b></p> <p><b>Teller shall receive a death certificate with application as required by policy</b></p> |
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**Teller shall receive proof of identity from customer as required by policy**  
**The System shall have the ability to scan documents.**  
**The system shall require VIN for replacement title**

**Package:** Issue Salvage Title

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|----------------|--|--------------|------------|
| <b>Detail:</b> |  |              |            |
| Use Case Name: | Issue Salvage Title via Mail   |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        |  |              |            |
| Created on:    | 6/18/2007  | Modified on: | 7/17/2007  |
| Notes:         | <p>Standard Flow</p> <ul style="list-style-type: none"> <li>-Customer mails application to DMV</li> <li>-Customer mails supporting documents to DMV</li> <li>-Teller receives Salvage Title Application</li> <li>-Teller receives supporting documents<br/>see Alternate Supporting Documents</li> <li>-Teller reviews application</li> <li>-Teller enters data</li> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC check for stolen stop on vehicle</li> <li>-System calculates salvage title fee</li> <li>-System displays fee</li> <li>-Teller collects fee</li> <li>-System prints salvage title</li> <li>-Teller mails title to customer</li> </ul> <p>Note: It is current DMV policy that all Salvage Titles are processed at headquarters, with the exception of online salvage dealers.<br/> or online salvage dealer (DMV policy requires all salvage and non repairable processing be done in HQ, with the exception of online dealer processing)</p> <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> <li>Itemized estimate of repairs with description of damage</li> <li>VA title- statute</li> <li>Out of state title - statute</li> <li>Manufacturer Statement of Origin (MCO) - statute</li> <li>Bill of Sale (DMV policy)</li> <li>Dealer reassignment (statute)</li> <li>Reassignment is not required if reassignment on the back of the title is completed</li> </ul> <ul style="list-style-type: none"> <li>Application for title - policy</li> <li>Power of attorney - statute</li> <li>Odometer disclosure- statute</li> <li>Death certificate -policy</li> <li>Qualification documents - policy</li> <li>Statement of authority to sign - policy</li> </ul> |              |            |

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|                      | <p>Affidavit of correction - policy</p> <p>Alternate Future State:<br/> -Teller scans application and supporting documents<br/> -System stores data from application and supporting documentation</p> <p>Walk in<br/> -Teller receives application and supporting documents from customer<br/> -Teller forwards information to headquarters Dealer Services/Salvage/ E-lien area for processing</p> <p>Online Salvage Dealer<br/> Title prints in HQ and title is held until paperwork is received</p> <p>Alternate Flow:<br/> Incomplete or missing estimate of repairs, process stops<br/> If the estimate cost of repairs is not consistent with other supporting documentation, processing stops<br/> Stops exist on the record, processing terminated</p> <p>Salvage Alternate:<br/> -Customer purchases the damaged vehicle from the insurance company<br/> -Insurance company submits Owner Retained Application to DMV indicating salvage and owner retained<br/> -Teller enters salvage information and places stop on vehicle record pending receipt of title<br/> -Owner submits title to DMV for a salvage certificate</p> |
| <b>Requirements:</b> |  |
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|-----------------------|--|---------------------|-------------------|
| <b>Use Case Name:</b> | Issue Salvage Title via Online Salvage Dealer  |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Credential Team  |                     |                   |
| <b>Created on:</b>    | 6/18/2007  | <b>Modified on:</b> | 7/17/2007         |
| <b>Notes:</b>         | Standard Flow<br>-Customer gives application to dealer<br>-Dealer receives Salvage Title Application<br>-Dealer receives supporting documents<br>see Alternate Supporting Documents<br>-Dealer reviews application<br>-Dealer enters data<br>-NMVTIS validates vehicle history<br>-VINASSIST validates VIN assigned to vehicle |                     |                   |

|                      |   |
|----------------------|---|
|                      | <p>-NCIC check for stolen stop on vehicle<br/>         -System calculates salvage title fee<br/>         -System displays fee<br/>         -Dealer collects fee<br/>         -System prints salvage title at DMV HQ<br/>         -Title held for original paperwork<br/>         Note: It is current DMV policy that all Salvage Titles are processed at headquarters, with the exception of online salvage dealers.</p> <p>Alternate Supporting Documents<br/>         Itemized estimate of repairs with description of damage<br/>         VA title- statute<br/>         Out of state title - statute<br/>         Manufacturer Statement of Origin (MCO) - statute<br/>         Bill of Sale (DMV policy)<br/>         Dealer reassignment (statute)<br/>         Reassignment is not required if reassignment on the back of the title is completed</p> <p>Application for title - policy<br/>         Power of attorney - statute<br/>         Odometer disclosure- statute<br/>         Death certificate -policy<br/>         Qualification documents - policy<br/>         Statement of authority to sign - policy<br/>         Affidavit of correction - policy</p> <p>Alternate Flow - Cost of Repairs:<br/>         Incomplete or missing estimate of repairs, process stops<br/>         If the estimated cost of repairs is not consistent with other supporting documentation, process stops</p> <p>Alternate Future State:<br/>         -Dealer scans application and supporting documents<br/>         -System stores data from application and supporting documentation</p> |
| <b>Requirements:</b> |   |
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|-----------------------|---|---------------------|-------------------|
| <b>Use Case Name:</b> | Issue Salvage Title via Walk-in   |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        |   |                     |                   |
| <b>Created on:</b>    | 6/18/2007   | <b>Modified on:</b> | 7/17/2007         |
| <b>Notes:</b>         | Standard Flow<br>-Customer gives application to teller<br>-Teller receives Salvage Title Application<br>-Teller receives supporting documents<br>see Alternate Supporting Documents<br>-Teller reviews application<br>-Teller enters data |                     |                   |

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|                      | <ul style="list-style-type: none"> <li>-NMVTIS validates vehicle history</li> <li>-VINASSIST validates VIN assigned to vehicle</li> <li>-NCIC checks for stolen stop on vehicle</li> <li>-System calculates salvage title fee</li> <li>-System displays fee</li> <li>-Teller collects fee</li> <li>-System prints salvage title</li> <li>-Teller mails title to customer</li> </ul> <p>Note: It is current DMV policy that all Salvage Titles are processed at headquarters, with the exception of online salvage dealers.</p> <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> <li>Itemized estimate of repairs with description of damage</li> <li>VA title- statute</li> <li>Out of state title - statute</li> <li>Manufacturer Statement of Origin (MCO) - statute</li> <li>Bill of Sale (DMV policy)</li> <li>Dealer reassignment (statute)</li> <li>Reassignment is not required if reassignment on the back of the title is completed</li> </ul> <p>Application for title - policy</p> <ul style="list-style-type: none"> <li>Power of attorney - statute</li> <li>Odometer disclosure- statute</li> <li>Death certificate -policy</li> <li>Qualification documents - policy</li> <li>Statement of authority to sign - policy</li> <li>Affidavit of correction - policy</li> </ul> <p>Alternate Flow:</p> <ul style="list-style-type: none"> <li>Incomplete or missing estimate of repairs, process stops</li> <li>If the estimate cost of repairs is not consistent with other supporting documentation, processing stops</li> <li>Stops exist on the record, processing terminated</li> </ul> <p>Alternate Owner Retained:</p> <ul style="list-style-type: none"> <li>-Customer purchases damaged vehicle from the insurance company</li> <li>-Insurance company submits Owner Retained Application to DMV</li> <li>-Teller enters salvage information</li> <li>-Teller enters stop on vehicle record for title</li> <li>-Owner submits original title to DMV</li> <li>-Teller processes salvage certificate</li> <li>see Standard Flow</li> </ul> <p>Alternate Future State:</p> <ul style="list-style-type: none"> <li>-Teller scans application and supporting documents</li> <li>-System stores data from application and supporting documentation</li> </ul> |
| <b>Requirements:</b> |  |

**Package:** Issue Substitute Title

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| <b>Detail:</b>   |  |              |            |
| Use Case Name:   | Issue Substitute Title via Internet  |              |            |
| Status:  | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:  | Theresa Anderson   |              |            |
| Created on:  | 6/20/2007  | Modified on: | 7/18/2007  |
| Notes:   | <p>Standard Flow:</p> <ul style="list-style-type: none"><li>-Customer submits for Substitute Title Application</li><li>-Customer scans application and supporting documents</li><li>-System reviews scanned Substitute Title application and supporting documents</li><li>-System reviews submitted Substitute Title application for completeness</li><li>-Customer enters data</li><li>-System calculates substitute fee</li><li>-System displays fee</li><li>-System collects fee</li><li>-Substitute Title is printed</li><li>-Substitute Title is held pending receipt of supporting documentation from customer</li></ul> <p>-Alternate Supporting Documents:</p> <ul style="list-style-type: none"><li>Power of attorney</li><li>Qualification documentation</li><li>Statement of authority to sign</li><li>Death certificate</li><li>Proof of identity (license, ID card, passport, birth certificate)</li><li>Lien release</li><li>Virginia Title</li></ul> <p>Alternate Flow - Stops:</p> <ul style="list-style-type: none"><li>Stop is on file</li><li>Application is rejected until stop is cleared</li><li>One of owners on title is deceased on the system he/she must be removed from title record before substitute title can be issued</li></ul> |              |            |
| <b>Requirements:</b>   |  |              |            |
| <p><b>The System shall have the ability to submit title for print.</b></p> <p><b>The System shall have the ability to scan documents.</b></p> <p><b>Clerk shall receive Power of Attorney</b></p> <p><b>Clerk shall receive qualification documentation</b></p> <p><b>Clerk shall receive Statement of Authority to sign</b></p> <p><b>Clerk shall receive a death certificate</b></p> <p><b>Clerk shall receive proof of identity</b></p> <p><b>The System shall have the ability to store title for future customer request.</b></p> |  |              |            |

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| <b>Use Case Name:</b> | Issue Substitute Title via Kiosk   |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson   |                     |                   |
| <b>Created on:</b>    | 6/20/2007  | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits for Substitute Title Application</li> <li>-Customer scans application and supporting documents</li> <li>-System reviews scanned Substitute Title application and supporting documents</li> <li>-System reviews submitted Substitute Title application for completeness</li> <li>-Customer enters data</li> <li>-System calculates substitute fee</li> <li>-System displays fee</li> <li>-System collects fee</li> <li>-Substitute Title is printed</li> <li>-Substitute Title is held pending receipt of supporting documentation from customer</li> </ul> <p>-Alternate Supporting Documents:</p> <ul style="list-style-type: none"> <li>Power of attorney</li> <li>Qualification documentation</li> <li>Statement of authority to sign</li> <li>Death certificate</li> <li>Proof of identity (license, ID card, passport, birth certificate)</li> <li>Lien release</li> <li>Virginia Title</li> </ul> <p>Alternate Flow Teller completion:</p> <ul style="list-style-type: none"> <li>-Customer submits application for Substitute Title</li> <li>-System reviews application</li> <li>-Customer scans application and supporting documents</li> <li>-Customer enters data</li> <li>-System calculates substitute fee</li> <li>-System displays fee</li> <li>-Customer selects to complete transaction with CSC teller</li> <li>-System assigns a queuing ticket to customer</li> <li>-System prompts teller to call customer ticket</li> <li>-System displays customer data</li> <li>-Customer gives supporting documents to teller</li> <li>-Teller validates supporting documentation with data in the system</li> <li>-Teller enters remaining data</li> <li>-System re-calculates and displays fee</li> <li>-Teller collects fee (cash, check, charge)</li> <li>-Substitute Title is printed</li> </ul> <p>Alternate Flow - Stops:</p> <ul style="list-style-type: none"> <li>Stop is on file</li> </ul> |                     |                   |

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|  | Application is rejected until stop is cleared<br>One of owners on title is deceased on the system he/she must be removed from title record before substitute title can be issued |
| <b>Requirements:</b>   |  |
| <b>Teller shall receive Power of Attorney</b><br><b>Teller shall receive qualification documentation</b><br><b>Teller shall receive Statement of Authority to sign</b><br><b>Teller shall receive a death certificate</b><br><b>Teller shall receive proof of identity</b><br><b>The System shall have the ability to store title for future customer request.</b><br><b>The System shall have the ability to submit title for print.</b><br><b>The System shall have the ability to scan documents.</b> |  |

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| Use Case Name: | Issue Substitute Title via Mail  |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Theresa Anderson   |              |            |
| Created on:    | 6/20/2007  | Modified on: | 7/18/2007  |
| Notes:         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Substitute Title Application</li> <li>-Teller receives Substitute Title Application</li> <li>-Teller receives supporting documents:<br/>see Alternate Supporting Document<br/>see Alternate Future State</li> <li>-Teller reviews Substitute Title Application</li> <li>-Teller enters data</li> <li>-System calculates substitute title fee</li> <li>-Teller collects fee (cash, check, charge)</li> <li>-System prints Substitute Title</li> </ul> <p>-Alternate Supporting Documents:</p> <ul style="list-style-type: none"> <li>Power of attorney</li> <li>Qualification documentation</li> <li>Statement of authority to sign</li> <li>Death certificate</li> <li>Proof of identity (license, ID card, passport, birth certificate)</li> <li>Lien release</li> <li>Virginia Title</li> </ul> <p>Alternate Flow - Supporting Documents:</p> <ul style="list-style-type: none"> <li>Power of attorney</li> <li>Qualification documentation</li> <li>Statement of authority to sign</li> <li>Death certificate</li> <li>Proof of identity (license, ID card, passport, birth certificate)</li> <li>Lien Release letter</li> </ul> <p>Alternate Flow -Application not Signed:</p> <ul style="list-style-type: none"> <li>Application not signed</li> </ul> |              |            |

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|  | <p>Application is returned to customer</p> <p>Alternate:<br/> Stop is on file<br/> Application is rejected until stop is cleared</p> <p>Future:<br/> Mail Room receives application and supporting documents<br/> Mail Room scans application and supporting documents<br/> Work Flow routes application and supporting documents</p> |
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| <p><b>Requirements:</b></p> <p><b>Clerk shall receive Power of Attorney</b><br/> <b>Clerk shall receive qualification documentation</b><br/> <b>Clerk shall receive Statement of Authority to sign</b><br/> <b>Clerk shall receive a death certificate</b><br/> <b>Clerk shall receive proof of identity</b><br/> <b>The System shall have the ability to store title for future customer request.</b><br/> <b>The System shall have the ability to submit title for print.</b><br/> <b>The System shall have the ability to scan documents.</b></p> |
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| <b>Use Case Name:</b> | Issue Substitute Title via Phone   |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson   |                     |                   |
| <b>Created on:</b>    | 6/20/2007  | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits for Substitute Title Application</li> <li>-Customer scans application and supporting documents</li> <li>-System reviews scanned Substitute Title application and supporting documents</li> <li>-System reviews submitted Substitute Title application for completeness</li> <li>-Customer enters data</li> <li>-System calculates substitute fee</li> <li>-System displays fee</li> <li>-System collects fee</li> <li>-Substitute Title is printed</li> <li>-Substitute Title is held pending receipt of supporting documentation from customer</li> </ul> <p>-Alternate Supporting Documents:</p> <ul style="list-style-type: none"> <li>Power of attorney</li> <li>Qualification documentation</li> <li>Statement of authority to sign</li> <li>Death certificate</li> <li>Proof of identity (license, ID card, passport, birth certificate)</li> <li>Lien release</li> <li>Virginia Title</li> </ul> |                     |                   |

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|  | Alternate Flow - Stops:<br>Stop is on file<br>Application is rejected until stop is cleared<br>One of owners on title is deceased on the system he/she must be removed from title record before substitute title can be issued |
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| <b>Requirements:</b><br><b>Clerk shall receive Power of Attorney</b><br><b>Clerk shall receive qualification documentation</b><br><b>Clerk shall receive Statement of Authority to sign</b><br><b>Clerk shall receive a death certificate</b><br><b>Clerk shall receive proof of identity</b><br><b>The System shall have the ability to store title for future customer request.</b><br><b>The System shall have the ability to submit title for print.</b><br><b>The System shall have the ability to scan documents.</b> |
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| <b>Use Case Name:</b> | Issue Substitute Title via Walk-in  |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson  |                     |                   |
| <b>Created on:</b>    | 6/20/2007   | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | Standard Flow:<br>-Customer submits Substitute Title Application<br>-Teller receives Substitute Title Application<br>-Teller receives supporting documents:<br>see Alternate Supporting Document<br>see Alternate Future State<br>-Teller reviews Substitute Title Application<br>-Teller enters data<br>-System calculates substitute title fee<br>-Teller collects fee (cash, check, charge)<br>-System prints Substitute Title<br><br>-Alternate Supporting Documents:<br>Power of attorney<br>Qualification documentation<br>Statement of authority to sign<br>Death certificate<br>Proof of identity (license, ID card, passport, birth certificate)<br>Lien release<br>Virginia Title<br><br>Alternate Flow:<br>Customer submits application<br>Application not signed<br>Application is returned to customer<br>Supporting documentation not submitted |                     |                   |

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|   | Alternate Flow - Stops:<br>Stop is on file<br>Application is rejected until stop is cleared<br><br>Future State:<br>-Teller scans application and supporting documents<br>-System stores data |
| <b>Requirements:</b>  |   |
| <b>Teller shall receive Power of Attorney</b><br><b>Teller shall receive qualification documentation</b><br><b>Teller shall receive Statement of Authority to sign</b><br><b>Teller shall receive a death certificate</b><br><b>Teller shall receive proof of identity</b><br><b>The System shall have the ability to store title for future customer request.</b><br><b>The System shall have the ability to submit title for print.</b><br><b>The System shall have the ability to scan documents.</b><br><b>DMV shall issue substitute titles by DMV Policy and statute 46.2-603</b> |   |

**Package:** Issue Supplemental Title

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| <b>Detail:</b> |  |              |            |
| Use Case Name: | Issue Supplemental Title - Walk in   |              |            |
| Status:        | Proposed   | Version: 1.0 | Phase: 1.0 |
| Author:        | Theresa Anderson   |              |            |
| Created on:    | 6/18/2007  | Modified on: | 7/18/2007  |
| Notes:         | Standard Flow:<br>-Teller receives Supplemental title application<br>-Teller receives supporting documentation<br>see Alternate Supporting Documents<br>-Teller reviews Supplemental title Application<br>-Teller enters data<br>-System calculates supplemental title fee<br>-System displays supplemental title fee<br>-Teller collects fee<br>-System prints Supplemental title<br><br>Alternate supporting documents<br>Original Virginia Title<br>Lien Release Letter<br>Power of Attorney<br><br>Requirements for fee collection:<br>-Customer must use their personal credit card<br>-May accept anyone's check to process work<br>-Take the ID of the person who is presenting the check<br>-May not accept debit card payment if card cannot be used as credit card |              |            |

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|  | <p>Customer can be rejected if:</p> <ul style="list-style-type: none"> <li>-They do not have the money</li> <li>-They are not using their own credit card</li> <li>-Credit card payment does not process, card is rejected</li> </ul> <p>Alternate:</p> <p>Customer submits application<br/>Application is not signed<br/>Teller returns application</p> <p>Alternate:</p> <p>Supporting documentation not provided</p> <p>Future:</p> <ul style="list-style-type: none"> <li>-Teller scans application and supporting documents</li> </ul> |
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**Requirements:**

**Teller shall receive current Virginia title with application as required by statute if applicable**

**Teller shall receive a lien release as required by statute**

**Teller shall receive power of attorney as required by statute**

**The System shall have the ability to submit title for print.**

**The System shall have the ability to store title for future customer request.**

**The System shall have the ability to scan documents.**

**The System shall have the ability to populate information from interfaces.**

**The system shall not require original VA title if the new lienholder is the same as the old lienholder and part of the electronic lien program**

**Teller shall not require paper title if current title is electronic**

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| <b>Use Case Name:</b> | Issue Supplemental Title via Kiosk   |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson   |                     |                   |
| <b>Created on:</b>    | 6/18/2007  | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <ul style="list-style-type: none"> <li>- Customer submits Supplemental title application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>- Customer scans Supplemental title application and supporting documents</li> <li>- System reviews scanned Supplemental title application and supporting documents</li> <li>- Customer enters data</li> <li>- System calculates fee</li> <li>- System displays fee</li> <li>- System collects fee</li> <li>- System prints Supplemental title</li> </ul> <p>Alternate supporting documents<br/>Original Virginia Title</p> |                     |                   |

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|  | <p>Lien Release Letter<br/>Power of Attorney</p> <p>Alternate Flow 2b:</p> <ul style="list-style-type: none"> <li>-Customer submits application for Supplemental Title at kiosk in CSC (internet)</li> <li>-System reviews submitted Supplemental title application for completeness</li> <li>-Customer scans Supplemental title application and supporting documents</li> <li>-System reviews scanned Supplemental title application and supporting documents</li> <li>-Customer enters data to process the supplemental title application</li> <li>-System calculates and displays fee</li> <li>-Customer selects to complete transaction with CSC teller</li> <li>-System assigns a queuing ticket to customer</li> <li>-System prompts teller to call customer ticket</li> <li>-System displays customer's entered transaction data</li> <li>-Customer submits supporting documents to teller</li> <li>-Teller validates supporting documentation with data in the system</li> <li>-Teller enters remaining data to process Supplemental Title application</li> <li>-System re-calculates and displays fee</li> <li>-Teller collects fee (cash, check, charge)</li> <li>-Supplemental lien is recorded</li> </ul> |
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**Requirements:**

**Teller shall receive current title with application as required by statute**

**Teller shall receive a lien release as required by statute**

**Teller shall receive power of attorney as required by statute**

**The System shall have the ability to submit title for print.**

**The System shall have the ability to store title for future customer request.**

**The System shall have the ability to scan documents.**

**The System shall have the ability to populate information from interfaces.**

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| <b>Use Case Name:</b> | Issue Supplemental Title via Internet  |                     |                   |
| <b>Status:</b>        | Proposed   | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson   |                     |                   |
| <b>Created on:</b>    | 6/18/2007  | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <ul style="list-style-type: none"> <li>- Customer submits Supplemental title application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>- Customer scans Supplemental title application and supporting documents</li> <li>- System reviews scanned Supplemental title application and supporting documents</li> <li>- Customer enters data</li> <li>- System calculates fee</li> <li>- System displays fee</li> <li>- System collects fee</li> <li>- System prints Supplemental title</li> </ul> |                     |                   |

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|  | Alternate supporting documents<br>Original Virginia Title<br>Lien Release Letter<br>Power of Attorney |
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**Requirements:**

- Teller shall receive current title with application as required by statute**
- Teller shall receive a lien release as required by statute**
- The system shall not print title if lien release letter is required**
- The system shall allow Supplemental titles via internet for businesses only**
- Teller shall receive power of attorney as required by statute**
- The System shall have the ability to submit title for print.**
- The System shall have the ability to store title for future customer request.**
- The System shall have the ability to scan documents.**
- The System shall have the ability to populate information from interfaces.**

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| <b>Use Case Name:</b> | Issue Supplemental Title via Mail   |                     |                   |
| <b>Status:</b>        | Proposed  | <b>Version:</b> 1.0 | <b>Phase:</b> 1.0 |
| <b>Author:</b>        | Theresa Anderson  |                     |                   |
| <b>Created on:</b>    | 6/18/2007   | <b>Modified on:</b> | 7/18/2007         |
| <b>Notes:</b>         | <p>Standard Flow:</p> <ul style="list-style-type: none"> <li>-Teller receives Supplemental title application</li> <li>-Teller receives supporting documentation<br/>see Alternate Supporting Documents</li> <li>-Teller reviews Supplemental title Application</li> <li>-Teller enters data</li> <li>-System calculates supplemental title fee</li> <li>-System displays supplemental title fee</li> <li>-Teller collects fee</li> <li>-System prints Supplemental title</li> </ul> <p>Alternate supporting documents<br/>Original Virginia Title<br/>Lien Release Letter<br/>Power of Attorney</p> <p>Alternate:<br/>Customer submits application<br/>Application is not signed<br/>Application is returned</p> <p>Future:<br/>Mail Room scans application</p> |                     |                   |

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|  | Mail Room scans supporting documents (POA, proof of identity, Death Certificate, Decree of authority to sign, Lien Release letter)<br>Work flow routes documents |
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| <b>Requirements:</b><br><b>Teller shall receive current title with application as required by statute</b><br><b>Teller shall receive a lien release as required by statute</b><br><b>Teller shall receive power of attorney as required by statute</b><br><b>The System shall have the ability to submit title for print.</b><br><b>The System shall have the ability to store title for future customer request.</b><br><b>The System shall have the ability to scan documents.</b><br><b>The System shall have the ability to populate information from interfaces.</b> |
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