



Credentialing Work Session #7
July 25, 2007
9:00 – 4:00

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

AM Attendees:

Albert DeLucia	Ann Thomas
Shirley Wells	Richard Cordle
Michelle Ricker	Prin Cowan
Joe Owsiak	Shannon Powell
Mary Cullom	Karen Clarke
Blanche Johnson	Julia Bledsoe
Shannon Powell	

PM Attendees:

Albert DeLucia	Patricia Pringle
Tracey Griffiths	Sue Matthews
Pat Deluke	Shannon Powell
Paula Jones	

AM Agenda (9-12):

- **Welcome and Work Session #5 Recap**
 - ❑ Registration Subject Matter experts were welcomed to the work session.
 - ❑ Work session #6 results were reviewed.
 - ❑ Experts received an overview of Enterprise Architect “EA”
- **Group Discussion – Review and Validation of Registration products in EA**
 - ❑ Registration SME’s validated process details for:
 - ❑ Original Plates
 - ❑ Dealer Plates
 - ❑ 30 Temp Plates
- **Registration SME’s PLEASE review the remaining registration products (scenarios and requirements) below using the same format utilized in this week’s session. Feedback is due by close of business on Friday, 8/10. Thanks in advance!**
 - ❑ Specialty Plates
 - ❑ Drive Away Plates

PM Agenda (1- 4):

- **Welcome, Vision and Scope, Workshop Approach Review**
 - Licensing Subject Matter experts were welcomed to the work session.
 - Experts received an overview of Enterprise Architect “EA”
- **Group Discussion – Review and Validation of Licensing products in EA**
 - Licensing SME’s validated process details for:
 - Learner’s Permit under 18 (walk-in)

AM/PM 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

Scenario Report with Requirements

Package: Issue Temp/30 Day Plates

Detail:			
Use Case Name:	Purchase Temp/30 Day Plates via fax		
Status:	Proposed		
Author:	LaTrice Ampy		
Created on:	6/19/2007	Modified on:	7/25/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"> Dealer submits Application for 30 day plates via mail Teller receives application Teller reviews application Teller enters data System verifies dealer record on dealer system System calculates fee Teller collects fee System issues 30 day plates from inventory <p>Alternate Flow for incomplete information:</p> <ul style="list-style-type: none"> Customer submits incomplete information Teller rejects application <p>Alternate Flow dealer not eligible for plates:</p> <ul style="list-style-type: none"> Customer submits application System verifies application System alerts teller that customer is not eligible to purchase plates due to being over the limit or not the authorized person Teller rejects application <p>Dealer submits application</p> <ul style="list-style-type: none"> Teller verifies information Dealer does not have dealer check or dealer charge card Teller rejects application <p>Future State: Integrate dealer system into CSI, have one universal system with all data included</p>		
Linked Requirements:			

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Use Case Name:	Purchase Temp/30 Day Plates via mail		
Status:	Proposed		
Author:	LaTrice Ampy		
Created on:	6/19/2007	Modified on:	7/25/2007

Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"> Dealer submits Application for 30 day plates via mail Teller receives application Teller reviews application Teller enters data System verifies dealer record on dealer system System calculates fee Teller collects fee System issues 30 day plates from inventory <p>Alternate Flow for incomplete information:</p> <ul style="list-style-type: none"> Customer submits incomplete information Teller rejects application <p>Alternate Flow dealer not eligible for plates:</p> <ul style="list-style-type: none"> Customer submits application System verifies application System alerts teller that customer is not eligible to purchase plates due to being over the limit or not the authorized person Teller rejects application <p>Dealer submits application</p> <ul style="list-style-type: none"> Teller verifies information Dealer does not have dealer check or dealer charge card Teller rejects application <p>Future State: Integrate dealer system into CSI, have one universal system with all data included</p>		
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Linked Requirements:

Use Case Name:	Purchase Temp/30 Day Plates via walk-in
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Status:	Proposed		
Author:	LaTrice Ampy		
Created on:	6/19/2007	Modified on:	7/25/2007
Notes:	<p>Basic Flow: Dealer submits Application for 30 day plates via walk-in Teller receives application Teller reviews application Teller reviews supporting documentation See supporting documentation Teller enters data System verifies dealer record on dealer system System verifies dealer representative is authoirzed System calculates fee Teller collects fee System issues 30 day plates from inventory</p> <p>Supporting documents: VA license</p> <p>Alternate Flow for incomplete information: Customer submits incomplete information Teller rejects application</p> <p>Alternate Flow for no ID: Dealer submits application Dealer does not have proper identification Teller rejects application</p> <p>Alternate Flow dealer not eligible for plates: Customer submits application System verifies application System alerts teller that customer is not eligible to purchase plates due to being over the limit or not the authorized person Teller rejects application</p> <p>Dealer submits application Teller verifies information Dealer does not have dealer check or dealer charge card Teller rejects application</p> <p>Future State: Integrate dealer system into CSI, have one universal system with all data included</p>		

Linked Requirements:

Name: Dealership shall indicate who is authorized to purchase plates

Notes:

Name: Dealership shall monitor inventory

Notes:

Name: Temp tags shall be sold in sets of 10

Notes:

Name: Temp tags shall only be issued by dealers

Notes:

Name: The amount of Temp tags issued to a dealership shall be issued based on sales

Notes:

Name: The department shall issue temp tags as required by statute

Notes:

Scenario Report with Requirements

Package: Issue Dealer Plates

Detail:			
Use Case Name:	Issue Dealer Plates - Only HQ and Dealer Board via Walk-in		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	8/13/2007
Notes:	<ul style="list-style-type: none"> -Customer submits Dealer Plates Application -Teller reviews the Dealer Plates Application - System validates dealership (verifies authorized dealer) - System validates authorized number of plates - System validates authorized purchaser (See authorized purchaser) -System calculates dealer plate fee -Teller collects dealer plate fee -System processes payment -System issues dealer plates -System tracks dealer plates and the range issued <p>Alternate Supporting documentation: Dealer indicates how many salespersons work for dealership</p> <p>Alternate Flow: Incomplete form Return Application to Customer</p> <p>Alternate Flow: Stop on record Not in good standing with dealer board or DMV Application denied</p>		
Linked Requirements:			
Name: DMV shall issue Dealer Plates to Licensed VA Dealers.by statute			
Notes:			
Name: System shall capture whole sale and out state vehicle sales			
Notes:			
Name: System shall monitor dealership inventory			
Notes:			
Name: System shall track courtesy delivery			
Notes:			
Name: System tracks dealer plates and the range issued			
Notes:			

Name: Sytem shall caputre trade-in vehicles

Notes:

Name: The customer must be listed in CSI as a valid business.

Notes:

Name: The customer must have a letter of franchise assignment on record at DMV

Notes:

Name: The customer must provide proof of identify.

Notes:

Name: The Customer shall provide proof of business ownership.

Notes:

Name: The customer shall retain the same dealer # unless expired > 31 days.

Notes:

Name: The dealer shall submit payment by dealer credit card or dealer check only.

Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall allow scanned applications for processing.

Notes:

Name: The system shall assign the dealership a Dealer Number

Notes:

Name: The system shall issue additional dealer plates based on sales

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The system shall populate the application fields from the scanned document with the appropriate data elements.

Notes:

Name: The system shall produce a receipt for transactions.

Notes:

Name: The sytem shall calculate the dealer plate fee.

Notes:

Name: The sytem shall issue 4 times as many plates as people working for the first year

Notes:

Use Case Name:	Issue Dealer Plates via Fax (Parking Lot)
Status:	Proposed
Author:	Credential Team

Created on:	6/14/2007	Modified on:	7/25/2007
Notes:	<ul style="list-style-type: none"> -Customer submits Dealer Plates Application -Teller reviews the Dealer Plates Application -Teller enters data -System validates dealership -System calculates dealer plate fee -Teller collects dealer plate fee -System processes payment -System issues dealer plates <p>Alternate Supporting documentation: Dealer indicates how many salespersons work for dealership</p> <p>Alternate Flow: Incomplete form Return Application to Customer</p> <p>Alternate Flow: Stop on record Not in good standing with dealer board or DMV Application denied</p>		

<p>Linked Requirements:</p> <p>Name: DMV shall issue Dealer Plates to Licensed VA Dealers.by statute Notes:</p> <p>Name: The customer must be listed in CSI as a valid business. Notes:</p> <p>Name: The customer must have a letter of franchise assignment on record at DMV Notes:</p> <p>Name: The customer must provide proof of identify. Notes:</p> <p>Name: The Customer shall provide proof of business ownership. Notes:</p> <p>Name: The customer shall retain the same dealer # unless expired > 31 days. Notes:</p> <p>Name: The dealer shall submit payment by dealer credit card or dealer check only. Notes:</p> <p>Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes., Notes:</p> <p>Name: The system shall allow scanned applications for processing. Notes:</p>
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Name: The system shall assign the dealership a Dealer Number

Notes:

Name: The system shall issue additional dealer plates based on sales

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The system shall populate the application fields from the scanned document with the appropriate data elements.

Notes:

Name: The system shall produce a receipt for transactions.

Notes:

Name: The system shall calculate the dealer plate fee.

Notes:

Name: The system shall issue 4 times as many plates as people working for the first year

Notes:

Use Case Name:	Issue Dealer Plates via Internet (Parking Lot)		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	8/13/2007
Notes:	<ul style="list-style-type: none">- Customer submits Dealer Plates Application- System reviews the Dealer Plates Application- System validates dealership- System calculates dealer plate fee- System collects dealer plate fee- System processes payment- System issues dealer plates <p>Alternate Supporting documentation: Dealer indicates how many salespersons work for dealership</p> <p>Alternate Flow: Stop on record Not in good standing with dealer board or DMV Application denied</p>		
Linked Requirements:			
Name: DMV shall issue Dealer Plates to Licensed VA Dealers by statute			
Notes:			
Name: The customer must be listed in CSI as a valid business.			

Notes:

Name: The customer must have a letter of franchise assignment on record at DMV

Notes:

Name: The customer must provide proof of identify.

Notes:

Name: The Customer shall provide proof of business ownership.

Notes:

Name: The customer shall retain the same dealer # unless expired > 31 days.

Notes:

Name: The dealer shall submit payment by dealer credit card or dealer check only.

Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall allow scanned applications for processing.

Notes:

Name: The system shall assign the dealership a Dealer Number

Notes:

Name: The system shall issue additional dealer plates based on sales

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The system shall populate the application fields from the scanned document with the appropriate data elements.

Notes:

Name: The system shall produce a receipt for transactions.

Notes:

Name: The sytem shall calculate the dealer plate fee.

Notes:

Name: The sytem shall issue 4 times as many plates as people working for the first year

Notes:

Use Case Name:	Issue Dealer Plates via Kiosk (Parking Lot)		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/25/2007
Notes:	- Customer submits Dealer Plates Application - System reviews the Dealer Plates Application - System validates dealership		

	<ul style="list-style-type: none"> -System calculates dealer plate fee - Teller collects dealer plate fee - System processes payment - System issues dealer plates <p>Alternate Supporting documentation: Dealer indicates how many salespersons work for dealership</p> <p>Alternate Flow: Stop on record Not in good standing with dealer board or DMV Application denied</p>
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<p>Linked Requirements:</p> <p>Name: DMV shall issue Dealer Plates to Licensed VA Dealers.by statute Notes:</p> <p>Name: The customer must be listed in CSI as a valid business. Notes:</p> <p>Name: The customer must have a letter of franchise assignment on record at DMV Notes:</p> <p>Name: The customer must provide proof of identify. Notes:</p> <p>Name: The Customer shall provide proof of business ownership. Notes:</p> <p>Name: The customer shall retain the same dealer # unless expired > 31 days. Notes:</p> <p>Name: The dealer shall submit payment by dealer credit card or dealer check only. Notes:</p> <p>Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,. Notes:</p> <p>Name: The system shall allow scanned applications for processing. Notes:</p> <p>Name: The system shall assign the dealership a Dealer Number Notes:</p> <p>Name: The system shall issue additional dealer plates based on sales Notes:</p> <p>Name: The system shall perform validation of the Business License/SSN Notes:</p> <p>Name: The system shall populate the application fields from the scanned document with the appropriate data</p>	
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elements.

Notes:

Name: The system shall produce a receipt for transactions.

Notes:

Name: The sytem shall calculate the dealer plate fee.

Notes:

Name: The sytem shall issue 4 times as many plates as people working for the first year

Notes:

Use Case Name:	Issue Dealer Plates via Mail (Parking Lot)		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/25/2007
Notes:	<ul style="list-style-type: none">- Customer submits Dealer Plates Application- Teller/System reviews the Dealer Plates Application- System validates dealership-System calculates dealer plate fee- Teller collects dealer plate fee- System processes payment- System issues dealer plates <p>Alternate Supporting documentation: Dealer indicates how many salespersons work for dealership</p> <p>Alternate Flow: Incomplete form Return Application to Customer</p> <p>Alternate Flow: Stop on record Not in good standing with dealer board or DMV Application denied</p>		

Linked Requirements:

Name: DMV shall issue Dealer Plates to Licensed VA Dealers.by statute

Notes:

Name: The customer must be listed in CSI as a valid business.

Notes:

Name: The customer must have a letter of franchise assignment on record at DMV

Notes:

Name: The customer must provide proof of identify.

Notes:

Name: The Customer shall provide proof of business ownership.

Notes:

Name: The customer shall retain the same dealer # unless expired > 31 days.

Notes:

Name: The dealer shall submit payment by dealer credit card or dealer check only.

Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall allow scanned applications for processing.

Notes:

Name: The system shall assign the dealership a Dealer Number

Notes:

Name: The system shall issue additional dealer plates based on sales

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The system shall populate the application fields from the scanned document with the appropriate data elements.

Notes:

Name: The system shall produce a receipt for transactions.

Notes:

Name: The system shall calculate the dealer plate fee.

Notes:

Name: The system shall issue 4 times as many plates as people working for the first year

Notes:

Scenario Report with Requirements

Package: Issue Drive Away Plates

Detail:			
Use Case Name:	Issue Drive Away Plates via CSC Walk-in		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/24/2007
Notes:	<ul style="list-style-type: none"> - Customer submits Application for Drive-Away Plates - Teller reviews Application for Drive-Away Plates see Alternate Supporting documents see Alternate flow review Application - System captures authorizer information - System verifies dealer - Teller collects fee - System processes payment - Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p> <p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p> <p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included</p>		
Linked Requirements:			
Name: Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk			
Notes:			
Name: DMV shall issue Drive-away plates to Customers licensed to do business in VA			
Notes:			
Name: The customer must provide proof of identify.			

Notes:

Name: The customer must provide proof of insurance.

Notes:

Name: The customer must purchase a minimum of 2 plates.

Notes:

Name: The Customer must renew the drive-away plates every year.

Notes:

Name: The Customer shall provide proof of business ownership.

Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall have fraud alert capability to detect fraudulent activity

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.

Notes:

Use Case Name:	Issue Drive Away Plates via Fax		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/17/2007
Notes:	<ul style="list-style-type: none">- Customer submits Application for Drive-Away Plates- Teller/system reviews Application for Drive-Away Plates- Alternate flow review Application- System captures authorizer information- System verifies dealer- System collects fee- System process payment- Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p> <p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p>		

	<p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included</p>
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Linked Requirements:	
Name: Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk	
Notes:	
Name: DMV shall issue Drive-away plates to Customers licensed to do business in VA	
Notes:	
Name: The customer must provide proof of identify.	
Notes:	
Name: The customer must provide proof of insurance.	
Notes:	
Name: The customer must purchase a minimum of 2 plates.	
Notes:	
Name: The Customer must renew the drive-away plates every year.	
Notes:	
Name: The Customer shall provide proof of business ownership.	
Notes:	
Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.	
Notes:	
Name: The system shall have fraud alert capability to detect fraudulent activity	
Notes:	
Name: The system shall perform validation of the Business License/SSN	
Notes:	
Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.	
Notes:	

Use Case Name:	Issue Drive Away Plates via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/24/2007

Notes:	<ul style="list-style-type: none"> - Customer submits Application for Drive-Away Plates - System reviews Application for Drive-Away Plates - Alternate flow review Application - System captures authorizer information - System verifies dealer - System collects fee - System process payment - Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p> <p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p> <p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included</p>
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Linked Requirements:	
Name:	Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk
Notes:	
Name:	DMV shall issue Drive-away plates to Customers licensed to do business in VA
Notes:	
Name:	The customer must provide proof of identify.
Notes:	
Name:	The customer must provide proof of insurance.
Notes:	
Name:	The customer must purchase a minimum of 2 plates.
Notes:	
Name:	The Customer must renew the drive-away plates every year.
Notes:	
Name:	The Customer shall provide proof of business ownership.
Notes:	

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall have fraud alert capability to detect fraudulent activity

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.

Notes:

Use Case Name:	Issue Drive Away Plates via Kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/17/2007
Notes:	<ul style="list-style-type: none"> - Customer submits Application for Drive-Away Plates - Teller/system reviews Application for Drive-Away Plates - Alternate flow review Application - System captures authorizer information - System verifies dealer - Teller collects fee - System process payment - Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p> <p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p> <p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: <ul style="list-style-type: none"> - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included </p>		
Linked Requirements:			

Name: Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk
Notes:

Name: DMV shall issue Drive-away plates to Customers licensed to do business in VA
Notes:

Name: The customer must provide proof of identify.
Notes:

Name: The customer must provide proof of insurance.
Notes:

Name: The customer must purchase a minimum of 2 plates.
Notes:

Name: The Customer must renew the drive-away plates every year.
Notes:

Name: The Customer shall provide proof of business ownership.
Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes.,
Notes:

Name: The system shall have fraud alert capability to detect fraudulent activity
Notes:

Name: The system shall perform validation of the Business License/SSN
Notes:

Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.
Notes:

Use Case Name:	Issue Drive Away Plates via Mail		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/17/2007
Notes:	<ul style="list-style-type: none">- Customer submits Application for Drive-Away Plates- Teller/system reviews Application for Drive-Away Plates- Alternate flow review Application- System captures authorizer information- System verifies dealer- Teller/system collects fee- System process payment- Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p>		

	<p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p> <p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included</p>
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Linked Requirements:

Name: Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk
Notes:

Name: DMV shall issue Drive-away plates to Customers licensed to do business in VA
Notes:

Name: The customer must provide proof of identify.
Notes:

Name: The customer must provide proof of insurance.
Notes:

Name: The customer must purchase a minimum of 2 plates.
Notes:

Name: The Customer must renew the drive-away plates every year.
Notes:

Name: The Customer shall provide proof of business ownership.
Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes.,
Notes:

Name: The system shall have fraud alert capability to detect fraudulent activity
Notes:

Name: The system shall perform validation of the Business License/SSN
Notes:

Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.
Notes:

Use Case Name:	Issue Drive Away Plates via Online Dealer		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	7/17/2007
Notes:	<ul style="list-style-type: none"> - Customer submits Application for Drive-Away Plates - Teller/system reviews Application for Drive-Away Plates - Alternate flow review Application - System captures authorizer information - System verifies dealer - Online Dealer collects fee - System process payment - Issue Drive-Away plates <p>Alternate Supporting documents Current business license Business criteria: engaged in mounting, services, installing of equipment in a motor vehicle</p> <p>Alternate Flow review Application Application is incomplete Customer does not have ID Return application</p> <p>Alternate Flow: Dealer not eligible to purchase plates, over the limit Purchaser is not authorized to pick up plates Already issued numerous plates (question anything over 20, deny application)</p> <p>Future: - Potential legislation needs to be written to change policy for drive away - Proof of business license, driver's license or ID card - Future: interface with SCC to capture business license and localities to verify - Integrate dealer system into CSI, have one universal system with all data included</p>		
Linked Requirements:			
Name: Application shall be accepted by mail, walk-in, online, webcat, self-service kiosk			
Notes:			
Name: DMV shall issue Drive-away plates to Customers licensed to do business in VA			
Notes:			
Name: The customer must provide proof of identify.			
Notes:			
Name: The customer must provide proof of insurance.			
Notes:			
Name: The customer must purchase a minimum of 2 plates.			

Notes:

Name: The Customer must renew the drive-away plates every year.

Notes:

Name: The Customer shall provide proof of business ownership.

Notes:

Name: The system shall offer finance accounts for customers that will hold credits for future payments, electronic transfers, billing system for dealers for fees and taxes,.

Notes:

Name: The system shall have fraud alert capability to detect fraudulent activity

Notes:

Name: The system shall perform validation of the Business License/SSN

Notes:

Name: The teller shall accept applications by mail, fax, call-in in-person or kiosk.

Notes:

Scenario Report with Requirements

Package: Issue License Plates

Detail:			
Use Case Name:	Issue License Plates/Registration via Fax		
Status:	Proposed		
Author:			
Created on:	6/18/2007	Modified on:	7/25/2007
Notes:	<p>- Customer submits Application for License Plates/Registration - Teller receives supporting documentation see Alternate Supporting Documents see Alternate Future scan -Teller/system reviews Application for License Plates/Registration -Teller/system enters Application for License Plates/Registration data -System verifies vehicle record (emissions for certain locations, stops, holds) -System calculates license plate fee -Teller collects fee -System process payment -System issues license plates from inventory -System issues decals from inventory System prints registration card System adds garage jurisdiction to report for Comm of Revenue</p> <p>Alternate Supporting Documents Power of attorney (if signing for owner) Qualification documents (Specialty Plates, HVUT - 2290 Form Operating Authority Application) Emissions (if not on file for vehicle) State inspection (future)</p> <p>Alternate Future scan - Teller scans application - Teller scans Supporting documents</p> <p>Alternate Flow: Application is incomplete Have customer complete application onsite or return with needed data</p> <p>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</p> <p>Alternate Flow - Stops: Stops exist on the record Processing stopped</p>		

	Alternate Flow - Purged record: Vehicle record is purged Teller reactivates the title or re-establishes the record on file (ownership docs required)
Linked Requirements: Name: Customer shall provide certification for plate type requested Notes: Name: DMV shall issue license plates to vehicles operated on VA highways Notes: Name: System shall perform checks for stops Notes: Name: System shall verify plate eligibility based on plate type requested Notes: Name: Teller shall enter registration period into the system Notes: Name: Teller shall enter requested plate type into the system Notes: Name: Teller shall verify that application has been signed Notes: Name: Teller shall verify that the vehicle is covered by insurance Notes:	

Use Case Name:	Issue License Plates/Registration via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/25/2007
Notes:	<ul style="list-style-type: none"> - Customer enters Application for License Plates/Registration - System reviews application - (Alternate Future scan) -System reviews Application for License Plates/Registration - Customer enters license plate/registration data - System verifies emissions if required -System calculates license plate fee (if required) -System calculates registration fee -System collects fee -System issues license plates from inventory -System issues decals from inventory -System prints registration card <p>Alternate Supporting Documents Certification statement for authorization (policy review required) Power of attorney Qualification documents</p>		

	<p>Emissions State inspection (future)</p> <p>Alternate Future scan - Customer scans application -Customer scans Supporting documents</p> <p>Alternate Flow - Stops: -Stops exist on record -System denies application</p>
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Linked Requirements:	
Name: Customer shall provide certification for plate type requested	
Notes:	
Name: DMV shall issue license plates to vehicles operated on VA highways	
Notes:	
Name: System shall accept electronic signatures	
Notes:	
Name: System shall generate a letter to unauthorized specialty plate customers	
Notes:	
Name: System shall perform checks for stops	
Notes:	
Name: System shall track returned plates via mail	
Notes:	
Name: System shall verify access	
Notes:	
Name: System shall verify plate eligibilty based on plate type requested	
Notes:	
Name: Teller shall enter registration period into the system	
Notes:	
Name: Teller shall enter requested plate type into the system	
Notes:	
Name: Teller shall verify that application has been signed	
Notes:	
Name: Teller shall verify that the vehicle is covered by insurance	
Notes:	

Use Case Name:	Issue License Plates/Registration via Kiosk
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Status:	Proposed		
Author:			
Created on:	6/18/2007	Modified on:	7/25/2007
Notes:	<ul style="list-style-type: none"> - Customer enters Application for License Plates/Registration - System reviews application - (Alternate Future scan) -System reviews Application for License Plates/Registration - Customer enters license plate/registration data - System verifies emissions if required -System calculates license plate fee (if required) -System calculates registration fee -System collects fee -System issues license plates from inventory -System issues decals from inventory -System prints registration card <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> Certification statement for authorization (policy review required) Power of attorney Qualification documents Emissions State inspection (future) <p>Alternate Future scan</p> <ul style="list-style-type: none"> - Customer scans application -Customer scans Supporting documents <p>Alternate Flow - Stops:</p> <ul style="list-style-type: none"> -Stops exist on record -System denies application 		
Linked Requirements:			
Name: Customer shall provide certification for plate type requested			
Notes:			
Name: DMV shall issue license plates to vehicles operated on VA highways			
Notes:			
Name: System shall perform checks for stops			
Notes:			
Name: System shall verify plate eligibilty based on plate type requested			
Notes:			
Name: Teller shall enter registration period into the system			
Notes:			

Name: Teller shall enter requested plate type into the system

Notes:

Name: Teller shall verify that application has been signed

Notes:

Name: Teller shall verify that the vehicle is covered by insurance

Notes:

Use Case Name:	Issue License Plates/Registration via Mail		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/25/2007
Notes:	<p>- Customer submits Application for License Plates/Registration - Teller receives supporting documentation see Alternate Supporting Documents see Alternate Future scan -Teller/system reviews Application for License Plates/Registration -Teller/system enters Application for License Plates/Registration data -System verifies vehicle record (emissions for certain locations, stops, holds) -System calculates license plate fee -Teller collects fee -System process payment -System issues license plates from inventory -System issues decals from inventory System prints registration card System adds garage jurisdiction to report for Comm of Revenue</p> <p>Alternate Supporting Documents Power of attorney (if signing for owner) Qualification documents (Specialty Plates, HVUT - 2290 Form Operating Authority Application) Emissions (if not on file for vehicle) State inspection (future)</p> <p>Alternate Future scan - Teller scans application - Teller scans Supporting documents</p> <p>Alternate Flow: Application is incomplete Have customer complete application onsite or return with needed data</p> <p>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</p>		

	<p>Alternate Flow - Stops: Stops exist on the record Processing stopped</p> <p>Alternate Flow - Purged record: Vehicle record is purged Teller reactivates the title or re-establishes the record on file (ownership docs required)</p>
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Linked Requirements:

Name: Customer shall provide certification for plate type requested

Notes:

Name: DMV shall issue license plates to vehicles operated on VA highways

Notes:

Name: System shall capture customer's email address

Notes:

Name: System shall generate a garage jurisdiction report for Comm of Revenue

Notes:

Name: System shall generate correspondence for insufficient documentation

Notes:

Name: System shall perform checks for stops

Notes:

Name: System shall verify plate eligibilty based on plate type requested

Notes:

Name: Teller shall enter registration period into the system

Notes:

Name: Teller shall enter requested plate type into the system

Notes:

Name: Teller shall verify that application has been signed

Notes:

Name: Teller shall verify that the vehicle is covered by insurance

Notes:

Use Case Name:	Issue License Plates/Registration via Online Dealer		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/25/2007
Notes:	<p>-Currently in combination with title transaction</p> <p>-Dealer enters License Plates/Registration Application</p> <p>-Dealer verifies supporting document information</p>		

<ul style="list-style-type: none"> - see Alternate Supporting Documents - (Alternate Future scan) -System reviews application -Dealer enters data -CVR and TRIVIN (vendor) transmits data -System verifies emissions -System calculates fees System transmits fees to vendor -Vendor collects fee -Vendor processes payment -Vendor issues License Plates/Registration <p>Alternate Supporting Documents Power of attorney (if signing for owner) Qualification documents Emissions (if not on file for vehicle) State inspection</p> <p>Alternate Future scan - Dealer scans application - Dealer scans Supporting documents</p> <p>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</p> <p>Alternate Flow: Vehicle record is purged Teller has to reactivate the title or re-establish the record (ownership docs required)</p>
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Linked Requirements:

Name: Customer shall provide certification for plate type requested

Notes:

Name: DMV shall issue license plates to vehicles operated on VA highways

Notes:

Name: System shall perform checks for stops

Notes:

Name: System shall verify plate eligilby based on plate type requested

Notes:

Name: Teller shall enter registration period into the system

Notes:

Name: Teller shall enter requested plate type into the system

Notes:

Name: Teller shall verify that application has been signed

Notes:

Name: Teller shall verify that the vehicle is covered by insurance
Notes:

Use Case Name:	Issue License Plates/Registration via Phone		
Status:	Proposed		
Author:			
Created on:	6/18/2007	Modified on:	7/25/2007

Notes:

- Customer enters Application for License Plates/Registration
- System reviews application
- (Alternate Future scan)
- System reviews Application for License Plates/Registration
- Customer enters license plate/registration data
- System verifies emissions if required
- System calculates license plate fee (if required)
- System calculates registration fee
- System collects fee
- System issues license plates from inventory
- System issues decals from inventory
- System prints registration card

Alternate Supporting Documents
Certification statement for authorization (policy review required)
Power of attorney
Qualification documents
Emissions
State inspection (future)

Alternate Future scan
- Customer scans application
-Customer scans Supporting documents

Alternate Flow - Stops:
-Stops exist on record
-System denies application

Linked Requirements:

Name: Customer shall provide certification for plate type requested
Notes:

Name: DMV shall issue license plates to vehicles operated on VA highways
Notes:

Name: System shall perform checks for stops
Notes:

Name: System shall verify plate eligibilty based on plate type requested

Notes:

Name: Teller shall enter registration period into the system

Notes:

Name: Teller shall enter requested plate type into the system

Notes:

Name: Teller shall verify that application has been signed

Notes:

Name: Teller shall verify that the vehicle is covered by insurance

Notes:

Use Case Name:	Issue License Plates/Registration via Walk-in		
Status:			
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	8/9/2007
Notes:	<ul style="list-style-type: none">- Customer submits Application for License Plates/Registration- Teller receives supporting documentation see Alternate Supporting Documents see Alternate Future scan-Teller/system reviews Application for License Plates/Registration-Teller/system enters Application for License Plates/Registration data-System verifies vehicle record (emissions for certain locations, stops, holds)-System calculates license plate fee-Teller collects fee-System process payment-System issues license plates from inventory-System issues decals from inventorySystem prints registration cardSystem adds garage jurisdiction to report for Comm of Revenue see Future Request Alternate Supporting Documents Power of attorney (if signing for owner) Qualification documents (Specialty Plates, HVUT - 2290 Form Operating Authority Application) Emissions (if not on file for vehicle) State inspection (future) Alternate Future scan<ul style="list-style-type: none">- Teller scans application- Teller scans Supporting documents Alternate Flow: Application is incomplete Have customer complete application onsite or return with needed data		

	<p>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</p> <p>Alternate Flow - Stops: Stops exist on the record Processing stopped</p> <p>Alternate Flow - Purged record: Vehicle record is purged Teller reactivates the title or re-establishes the record on file (ownership docs required)</p> <p>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.</p>
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Linked Requirements:	
Name:	Customer shall provide certification for plate type requested
Notes:	
Name:	DMV shall issue license plates as required by statute
Notes:	
Name:	DMV shall issue license plates to vehicles operated on VA highways
Notes:	
Name:	System shall check for emissions if required
Notes:	
Name:	System shall create a report notifying localities when individuals move out of the locality.
Notes:	
Name:	System shall perform checks for stops
Notes:	
Name:	System shall verify eligibilty for registration
Notes:	
Name:	System shall verify plate eligibilty based on plate type requested
Notes:	
Name:	Teller shall enter registration period into the system
Notes:	
Name:	Teller shall enter requested plate type into the system

Notes:

Name: Teller shall receive payment of fees

Notes:

Name: Teller shall verify eligibilty for registration

Notes:

Name: Teller shall verify emissions receipt

Notes:

Name: Teller shall verify operating authority

Notes:

Name: Teller shall verify payment HVUT

Notes:

Name: Teller shall verify safety inspection

Notes:

Name: Teller shall verify that application has been signed

Notes:

Name: Teller shall verify that the vehicle is covered by insurance

Notes:

Scenario Report with Requirements

Package: Issue Specialty Plates

Detail:			
Use Case Name:	Issue Specialty Plates via Internet		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	<p>-Customer submits Application for License Plates via Internet -System receives application for license plates -System reviews application for license plates -System reviews supporting documentation See supporting documents -Customer enters data into system -System validates information -System calculates specialty plate fee -Customer submits specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer's Plate List (process defined in Issue Out of Stock Plates)</p> <p>Supporting docs: Certification of eligibility Power of Attorney</p> <p>Alternate Flow for improper certification: -Customer submits improper certification -System rejects application</p> <p>Alternate Flow for incomplete application: -Customer submits incomplete application -System rejects application</p> <p>Alternate Flow for stops: -Customer submits application -System rejects application due to stops on the record</p>		
Linked Requirements:			

Use Case Name:	Issue Specialty Plates via fax		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	Customer submits Application for License Plates via fax		

	<ul style="list-style-type: none"> -Teller receives application for license plates -Teller reviews application for license plates -Teller reviews supporting documentation <p>See supporting documents</p> <ul style="list-style-type: none"> -Teller enters data -System validates information -System calculates specialty plate fee -Teller collects specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer's Plate List (process defined in Issue Out of Stock Plates) <p>Supporting docs: Certification of eligibility Power of Attorney</p> <p>Alternate Flow for improper certification: -Customer submits improper certification -Teller rejects application</p> <p>Alternate Flow for incomplete application: -Customer submits incomplete application -Teller rejects application</p> <p>Alternate Flow for stops: -Customer submits application -System rejects application due to stops on the record -Teller returns application to customer</p>
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Linked Requirements:

Use Case Name:	Issue Specialty Plates via kiosk		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	<ul style="list-style-type: none"> -Customer submits Application for License Plates via kiosk -System receives application for license plates -System reviews application for license plates -System reviews supporting documentation <p>See supporting documents</p> <ul style="list-style-type: none"> -Customer enters data into system -System validates information -System calculates specialty plate fee -Customer submits specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer's Plate List (process defined in Issue 		

	<p>Out of Stock Plates</p> <p>Supporting docs: Certification of eligibility Power of Attorney</p> <p>Alternate Flow for improper certification: -Customer submits improper certification -System rejects application</p> <p>Alternate Flow for incomplete application: -Customer submits incomplete application -System rejects application</p> <p>Alternate Flow for stops: -Customer submits application -System rejects application due to stops on the record</p>
Linked Requirements:	

Use Case Name:	Issue Specialty Plates via mail		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	<p>Customer submits Application for License Plates via mail</p> <ul style="list-style-type: none"> -Teller receives application for license plates -Teller reviews application for license plates -Teller reviews supporting documentation <p>See supporting documents</p> <ul style="list-style-type: none"> -Teller enters data -System validates information -System calculates specialty plate fee -Teller collects specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer's Plate List (process defined in Issue Out of Stock Plates) <p>Supporting docs: Certification of eligibility Power of Attorney</p> <p>Alternate Flow for improper certification: -Customer submits improper certification -Teller rejects application</p> <p>Alternate Flow for incomplete application: -Customer submits incomplete application</p>		

	<ul style="list-style-type: none"> -Teller rejects application <p>Alternate Flow for stops:</p> <ul style="list-style-type: none"> -Customer submits application -System rejects application due to stops on the record -Teller returns application to customer
Linked Requirements:	

Use Case Name:	Issue Specialty Plates via phone		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	<ul style="list-style-type: none"> -Customer submits Application for License Plates via phone -System receives application for license plates -System reviews application for license plates -System reviews supporting documentation See supporting documents -Customer enters data into system -System validates information -System calculates specialty plate fee -Customer submits specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer's Plate List (process defined in Issue Out of Stock Plates <p>Supporting docs:</p> <ul style="list-style-type: none"> Certification of eligibility Power of Attorney <p>Alternate Flow for improper certification:</p> <ul style="list-style-type: none"> -Customer submits improper certification -System rejects application <p>Alternate Flow for incomplete application:</p> <ul style="list-style-type: none"> -Customer submits incomplete application -System rejects application <p>Alternate Flow for stops:</p> <ul style="list-style-type: none"> -Customer submits application -System rejects application due to stops on the record 		
Linked Requirements:			

Use Case Name:	Issue Specialty Plates via walk-in		
Status:	Proposed		
Author:	Credential Team		
Created on:	6/18/2007	Modified on:	7/24/2007
Notes:	<p>-Customer submits Application for License Plates via walk-in -Teller receives application for license plates -Teller reviews application for license plates -Teller reviews supporting documentation See alternate supporting documents -Teller enters data -System validates information -System calculates specialty plate fee -Teller collects specialty plate fee -System orders specialty plate -Requested plate is added to Manufacturer’s Plate List (process defined in Issue Out of Stock Plates</p> <p>Alternate supporting docs: Certification of eligibility Power of Attorney</p> <p>Alternate Flow for improper certification: -Customer submits improper certification -Teller rejects application</p> <p>Alternate Flow for incomplete application: -Customer submits incomplete application -Teller rejects application</p> <p>Alternate Flow for stops: -Customer submits application -System rejects application due to stops on the record -Teller returns application to customer</p>		
Linked Requirements:			