

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #18

Meeting:

Date:

October 24, 2007

Location:

Richmond VA CRM 131

Meeting called by: Angela Burrell

Albert DeLucia

Sue Matthews

Deborah Wells

Gayle Reese

Billie Vaughan

Shannon Powell

Raffella Morris



Preparation for meeting:

Distributed minutes from October 17.

Session Goals and Objectives:

Review and Validation of the following Licensing products in EA:

- Disabled Parking Placard Original
- Disabled Parking Placard Renewal
- Disabled Parking Placard Reissue
- IFTA/IRP Processing in the CSC

Summary:

Completed the following Scenarios :

- Disabled Parking Placard Original (walk-in, mail/fax, Internet, kiosk)
- Disabled Parking Placard Renewal (walk-in, mail/fax, Internet, kiosk, IVR)
- Disabled Parking Placard Reissue/Duplicate (walk-in, mail/fax, Internet, kiosk, IVR)

Plans for Next Workshop:

Review and Validate the following Licensing products in EA:

- IFTA/IRP Processing in the CSC

Homework for Next Workshop:

October 3 Session

- Nancy Rader and Sharon Brown – research 10-year history check wording on DL application.
- Sharon Brown – ascertain if DL1PA is imaged.
- Sharon Brown – ascertain if DL70 is imaged.

October 10 Session

- Pat Deluke – will check Federal regulations for CDL regarding new photo and vision requirements

October 17 Session

- Pat Deluke - research vision requirements to reissue CDL
- Pat Deluke – statute for duplicate CDL
- Pat Deluke – when to ask the 10-year record check
- 4Angie Turner – Instruction Permit vs. Commercial Learners Permit - **Angie spoke with Karen Grim regarding the use of the terms. It has been decided that the term to use is Learner's Permit; we will use the terms Driver's License Learner's Permit and Commercial Driver's License Learner's Permit.**

October 24 Session

No homework for SME

4 - Complete

Scenario Report with Requirements

Package: Issue Disabled Parking Placard

Detail:			
Use Case Name:		Issue Original Disabled Parking Placard via Internet (future)	
Status:			
Author:			
Created on:		10/24/2007	Modified on: 10/24/2007
Notes:		<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application (MED 10) online See Alternate institutional -System reviews application for completeness See Alternate Incomplete application See Alternate Disabled plates on file -System verifies that customer record exists -System adds customer record -System creates customer number -Systems prompts for any additional data -System performs edits -System calculates placard fee -System collects fee -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p> <p>Alternate Incomplete application -System edits for incomplete data</p> <p>Alternate Disabled plates on file -Customer submits application -Doctor certification not required</p> <p>Alternate institutional -Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11) -No provisional issued -No fee is charged -No doctor certification required</p>	

	<p>Future</p> <ul style="list-style-type: none"> -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
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Linked Requirements:

Name: Customer shall hold only one placard

Notes:

Name: Customer shall submit physician certification for original placard

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Original Disabled Parking Placard via Kiosk (future)		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition:</p> <p>A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241.</p> <p>Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits application for disabled parking placard or license plate application (MED 10) online See Alternate institutional -System reviews application for completeness See Alternate Incomplete application 		

See Alternate Disabled plates on file

- System verifies that customer record exists
- System adds customer record
- System creates customer number
- Systems prompts for any additional data
- System performs edits
- System calculates placard fee
- System collects fee
- System processes placard
- System assigns placard number and expiration date
- System generates confirmation/receipt
- Vendor mails placard to customer

Alternate Incomplete application

- System edits for incomplete data

Alternate Disabled plates on file

- Customer submits application
- Doctor certification not required

Alternate institutional

- Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11)
- No provisional issued
- No fee is charged
- No doctor certification required

Future

- Ability for system to surrender placard without deactivating the placard record
- Add an alternate mailing address if different from customer record
- Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification
- Provide capability to issue placard and disabled license plates at the same time
- Provide document imaging
- Automatic print of placard or placard label
- Ability for Physicians to electronically submit placard application for processing
- System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Linked Requirements:

Name: Customer shall hold only one placard

Notes:

Name: Customer shall submit physician certification for original placard

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Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Original Disabled Parking Placard via mail/fax		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application (MED 10) See Alternate institutional -Data Integrity Tech reviews application for completeness See Alternate Incomplete application See Alternate Disabled plates on file -Data Integrity Tech verifies that customer record exists in system -Data Integrity Tech adds customer record to system if customer does not exist -Data Integrity Tech enters data -System performs edits -Data Integrity Tech records placard number, log number and expiration date on application and check -System calculates placard fee -Data Integrity Tech collects fee -System processes transaction -System updates placard record -Data Integrity files application and retains for 30 days</p> <p>Alternate Incomplete application -Data Integrity Tech generates advisory letter and mails with application to customer</p> <p>Alternate Disabled plates on file -Customer submits application -Doctor certification not required -Data Integrity Tech notes certification on application</p> <p>Alternate institutional -Organization completes Institutional/Organizational Permanent Parking Placard</p>		

	<p>application (MED 11)</p> <ul style="list-style-type: none"> -No provisional issued -No fee is charged -No doctor certification required <p>Future</p> <ul style="list-style-type: none"> -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
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Notes:

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Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Original Disabled Parking Placard via walk-in		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p>		

Basic Flow:

- Customer submits application for disabled parking placard or license plate application (MED 10)
- See Alternate institutional
- CSC Teller reviews application for completeness
- See Alternate Incomplete application
- See Alternate Disabled plates on file
- CSC Teller verifies that customer record exists in system
- CSC Teller adds customer record to system if customer does not exist
- CSC Teller retrieves Provisional Placard
- CSC Teller enters data
- System performs edits
- System assigns a provisional number and expiration date
- CSC Teller records provisional number, expiration date and customer name on placard and application
- System calculates placard fee
- CSC Teller collects fee
- System processes transaction
- System updates placard record with provisional information
- CSC Teller informs customer of estimate placard delivery date
- CSC Teller gives provisional placard to customer
- CSC Teller files application

Alternate Incomplete application

- CSC Teller returns form to customer

Alternate Disabled plates on file

- Customer submits application
- Doctor certification not required
- CSC Teller notes certification on application

Alternate institutional

- Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11)
- No provisional issued
- No fee is charged
- No doctor certification required

Future

- Ability for system to surrender placard without deactivating the placard record
- Add an alternate mailing address if different from customer record
- Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification
- Provide capability to issue placard and disabled license plates at the same time
- Provide document imaging
- Automatic print of placard or placard label

- Ability for Physicians to electronically submit placard application for processing
- System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Linked Requirements:

Name: CSC Teller shall complete customer information on provisional placard

Notes:

Name: Customer shall hold only one placard

Notes:

Name: Customer shall submit physician certification for original placard

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification

Notes:

Name: System shall issue a provisional placard number and expiration date

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Name: The system shall update customer placard record with provisional placard number

Notes:

Scenario Report with Requirements

Package: Issue Renewal Disabled Parking Placard

Detail:			
Use Case Name:		Issue Renewal Disabled Parking Placard via IVR	
Status:			
Author:			
Created on:		10/24/2007	Modified on: 10/24/2007
Notes:		<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application via IVR See Alternate institutional -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee -System collects fee -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p> <p>Alternate Incomplete application -System edits for incomplete data</p> <p>Alternate institutional -Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11) -No provisional issued -No fee is charged -No doctor certification required</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label</p>	

	<ul style="list-style-type: none"> -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
Linked Requirements:	
Name: Customer shall hold only one placard	
Notes:	
Name: Customer shall submit physician certification for original placard	
Notes:	
Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241	
Notes:	
Name: System generates audit report for Data Integrity Work Center review and balance	
Notes:	
Name: System shall calculate a placard fee	
Notes:	
Name: System shall have the ability for physicians to electronically submit placard application for processing	
Notes:	
Name: System shall not deactivate placard record when placard is surrendered	
Notes:	
Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards	
Notes:	

Use Case Name:	Issue Renewal Disabled Parking Placard via Internet		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application online See Alternate institutional -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee -System collects fee -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p>		

	<p>Alternate Incomplete application -System edits for incomplete data</p> <p>Alternate institutional -Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11) -No provisional issued -No fee is charged -No doctor certification required</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards</p>
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Linked Requirements:

Name: Customer shall hold only one placard

Notes:

Name: Customer shall submit physician certification for original placard

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System generates audit report for Data Integrity Work Center review and balance

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Renewal Disabled Parking Placard via Kiosk
Status:	
Author:	

Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application online See Alternate institutional -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee -System collects fee -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p> <p>Alternate Incomplete application -System edits for incomplete data</p> <p>Alternate institutional -Organization completes Institutional/Organizational Permanent Parking Placard application (MED 11) -No provisional issued -No fee is charged -No doctor certification required</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards</p>		
<p>Linked Requirements:</p> <p>Name: Customer shall hold only one placard</p> <p>Notes:</p> <p>Name: Customer shall submit physician certification for original placard</p>			

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System generates audit report for Data Integrity Work Center review and balance

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Renewal Disabled Parking Placard via mail/fax		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application (MED 10) See Alternate Institutional -Data Integrity Tech reviews application for completeness See Alternate Remittance Processor See Alternate Incomplete application -Data Integrity Tech enters data -System performs edits -Data Integrity Tech records placard number, log number and expiration date on application and check -System calculates placard fee -Data Integrity Tech collects fee -System processes transaction -System updates placard record -Data Integrity files application and retains for 30 days</p> <p>Alternate Incomplete application -Data Integrity Tech generates advisory letter and mails with application to customer</p> <p>Alternate Disabled plates on file -Customer submits application -Doctor certification not required</p>		

	<p>-Data Integrity Tech notes certification on application</p> <p>Alternate Remittance Processor</p> <ul style="list-style-type: none"> -Data Integrity Tech batches applications and checks -Data Integrity Tech attaches count of applications to batch -Data Integrity Tech delivers batch to Vehicle Renewal Center -Vehicle Renewal Center processes application through remittance processor -Data Integrity Tech retrieves batches from Vehicle Renewal Center the next business day <p>Future</p> <ul style="list-style-type: none"> -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
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Linked Requirements:

Name: Customer shall hold only one placard

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Renewal Disabled Parking Placard via walk-in		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits placard renewal application or disabled parking placard or license plate application (MED 10) -CSC Teller reviews application for completeness</p>		

See Alternate Incomplete application
-CSC Teller enters data
-System performs edits
-CSC Teller retrieves provisional placard
-CSC Teller records provisional number, expiration date and customer name on placard and application
-System calculates placard fee
-CSC Teller collects fee
-System processes transaction
-System updates placard record with provisional information
-CSC Teller informs customer of estimate placard delivery date
-CSC Teller gives provisional placard to customer
-CSC Teller files application

Alternate Incomplete application
-CSC Teller returns form to customer

Future
-Ability for system to surrender placard without deactivating the placard record
-Add an alternate mailing address if different from customer record
-Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification
-Provide capability to issue placard and disabled license plates at the same time
-Provide document imaging
-Automatic print of placard or placard label
-Ability for Physicians to electronically submit placard application for processing
-System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Linked Requirements:

Name: CSC Teller shall complete customer information on provisional placard

Notes:

Name: Customer shall have a valid permanent placard on file that has not expired over 2 months

Notes:

Name: Customer shall hold only one placard

Notes:

Name: Customer shall renew no more than 2 months prior to or 2 months after expiration date

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall issue a provisional placard number and expiration date

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Name: The system shall update customer placard record with provisional placard number

Notes:

Scenario Report with Requirements

Package: Issue Reissue/Duplicate Disabled Parking Placard

Detail:			
Use Case Name:	Issue Reissue/Duplicate Disabled Parking Placard via IVR		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application via IVR -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee if applicable -System collects fee if applicable -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p> <p>Alternate Incomplete application -System edits for incomplete data</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Set a max amount of reissue for fraud alert -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards</p>		
Linked Requirements:			
Name: Customer shall hold only one placard			
Notes:			
Name: Customer shall submit physician certification for original placard			
Notes:			

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System generates audit report for Data Integrity Work Center review and balance

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall have the ability for physicians to electronically submit placard application for processing

Notes:

Name: System shall not deactivate placard record when placard is surrendered

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Reissue/Duplicate Disabled Parking Placard via Internet		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application online -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee if applicable -System collects fee if applicable -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p> <p>Alternate Incomplete application -System edits for incomplete data</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label</p>		

	-Set a max amount of reissue for fraud alert -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
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Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Reissue/Duplicate Disabled Parking Placard via Kiosk		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application online -System reviews application for completeness See Alternate Incomplete application -Systems prompts for any additional data -System performs edits -System calculates placard fee if applicable -System collects fee if applicable -System processes placard -System assigns placard number and expiration date -System generates confirmation/receipt -Vendor mails placard to customer</p>		

	<p>Alternate Incomplete application -System edits for incomplete data</p> <p>Future -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Set a max amount of reissue for fraud alert -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards</p>
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Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Use Case Name:	Issue Reissue/Duplicate Disabled Parking Placard via mail/fax		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p> <p>Basic Flow: -Customer submits application for disabled parking placard or license plate application (MED 10) See Alternate Institutional</p>		

	<ul style="list-style-type: none"> -Data Integrity Tech reviews application for completeness See Alternate Incomplete application -Data Integrity Tech enters data -System performs edits -Data Integrity Tech records placard number, log number and expiration date on application and check -System calculates placard fee if applicable -Data Integrity Tech collects fee if applicable -System processes transaction -System updates placard record -Data Integrity files application and retains for 30 days <p>Alternate Incomplete application</p> <ul style="list-style-type: none"> -Data Integrity Tech generates advisory letter and mails with application to customer <p>Future</p> <ul style="list-style-type: none"> -Ability for system to surrender placard without deactivating the placard record -Add an alternate mailing address if different from customer record -Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification -Provide capability to issue placard and disabled license plates at the same time -Provide document imaging -Automatic print of placard or placard label -Ability for Physicians to electronically submit placard application for processing -System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards
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Linked Requirements:	
Name: Customer shall hold only one placard	
Notes:	
Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241	
Notes:	
Name: System shall calculate a placard fee	
Notes:	
Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards	
Notes:	

Use Case Name:	Issue Reissue/Duplicate Disabled Parking Placard via walk-in		
Status:			
Author:			
Created on:	10/24/2007	Modified on:	10/24/2007
Notes:	<p>Definition: A placard issued to a person who has a temporary or permanent disability that limits or impairs or creates a safety concern while walking as required by statute 46.2-1240,1241. Disabled placards are also issued to nonprofit institutions that provide transportation for people with disabilities.</p>		

Basic Flow:

- Customer submits disabled parking placard or license plate application (MED 10)
- CSC Teller reviews application for completeness
See Alternate Incomplete application
- CSC Teller enters data
- System performs edits
- CSC Teller retrieves provisional placard
- CSC Teller records provisional number, expiration date and customer name on placard and application
- System calculates placard fee if applicable
- CSC Teller collects fee if applicable
- System processes transaction
- System updates placard record with provisional information
- CSC Teller informs customer of estimate placard delivery date
- CSC Teller gives provisional placard to customer
- CSC Teller files application

Alternate Incomplete application

- CSC Teller returns form to customer

Future

- Ability for system to surrender placard without deactivating the placard record
- Add an alternate mailing address if different from customer record
- Provide an Interface with the Department of Health Professionals (Virginia and other states) to verify Physician certification
- Provide capability to issue placard and disabled license plates at the same time
- Provide document imaging
- Automatic print of placard or placard label
- Ability for Physicians to electronically submit placard application for processing
- System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Linked Requirements:

Name: CSC Teller shall complete customer information on provisional placard

Notes:

Name: Customer shall hold only one placard

Notes:

Name: DMV shall issue a disabled placard as required by statute 46.2-1240,1241

Notes:

Name: System shall calculate a placard fee

Notes:

Name: System shall issue a provisional placard number and expiration date

Notes:

Name: System shall verify number of placards issued and number of vehicles owned by organizations for Institutional placards

Notes:

Name: The system shall update customer placard record with provisional placard number

Notes:

