

**Meeting Summary**

**Functional Area:**

Credentialing Work Session Issue and Renew #19

**Meeting:**

**Date:**

October 31, 2007

**Location:**

Richmond VA CRM 131

**Meeting called by: Angela Burrell**

Albert DeLucia

Cynthia Korb

Blanche Johnson

Deborah Wells

Shannon Powell



**Preparation for meeting:**

Distributed minutes from October 24.

**Session Goals and Objectives:**

Review and Validation of the following Title and Registration products in EA:

- IFTA/IRP Processing in the CSC

**Summary:**

Completed the following Scenarios :

- Issue Original IRP Account via walk-in
- Issue IRP Renewal (walk-in, mail, fax, IVR, WebCat, Internet, Kiosk)
- Issue IRP Supplement (walk-in, WebCat, Internet, Kiosk, fax, mail)
- IRP Future Alternate Use Case

**Plans for Next Workshop:**

Review and Validate the following Title and Registration products in EA:

- IFTA Processing in the CSC
- Operating Authority

**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

**October 31 Session**

- Shannon Powell –
  - Do Motor Carrier customers have to show proof of Federal Id?
  - Can the CSC Teller accept a provisional number?

4 - Complete

# Scenario Report with Requirements

**Package:** Issue IRP License Plate

<b>Detail:</b>			
Use Case Name:	IRP Future Alternate Use Case		
Status:			
Author:			
Created on:	10/31/2007	Modified on:	10/31/2007
Notes:	<p>Alternate Future:</p> <ul style="list-style-type: none"> <li>-Interface with SCC</li> <li>-IFTA verifies MC account</li> <li>-Interface with IFTA Clearing House</li> <li>-Interface with IRP Clearing House</li> <li>-Interface with IRS to verify Federal Id number and payment of HVUT</li> <li>-If plates are not renewed within 60 days after expiration, send notification to MC customer to renew or surrender permanent plates</li> <li>-CSC Teller or MC Tech electronically transmits to IRP processing center or MC customer</li> <li>-System automatically imports mileage from IFTA</li> <li>-System electronically transmit credential</li> <li>-Provide electronic document retention (OnBase)</li> </ul> <p>Future Alternate IFTA automatic verification</p> <ul style="list-style-type: none"> <li>-Provide automatic IFTA verification of good standing and mileage without logging on</li> </ul> <p>Future Alternate IFTA Clearing House</p> <p>Provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces</p> <p>Future Alternate IRP Clearing House</p> <p>Provide automatic IRP Clearing House verification of an established account for other jurisdictions and Canadian Provinces</p> <p>Future Alternate Internal Revenue Service</p> <p>Provide automatic Internal Revenue Service verification of Federal Id number and HVUT</p> <p>Future Alternate State Corporation Commission</p> <p>Provide automatic SCC verification of registration</p>		
<b>Linked Requirements:</b>			

Use Case Name:	Issue Original IRP License Plate via Fax		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"> <li>-Customer mails IRP Application to IRP work center</li> </ul>		

See Alternate Future  
-IRP Representative receives IRP Application  
-IRP Representative receives supporting documents  
see Alternate Supporting Documents  
-IRP Representative reviews the application  
-IRP Representative signs into State Corporation Commission (SCC) system  
-SCC system verifies customer's business license  
-IRP Representative logs on to International Fuels Tax Agreement (IFTA) system  
-IFTA system confirms customer's good standing  
-IRP Representative logs on to IFTA Clearing House  
-IFTA Clearing House system verifies suspensions  
-IRP Representative verifies previous mileage in IFTA system  
-VISTA/RS calculates IRP fees  
-VISTA/RS prints invoice  
-IRP Representative notifies customer of fees due  
-Customer submits fees  
-IRP Representative collects IRP fees  
-System prints receipt  
-System issues IRP plates from inventory  
Invoke Inventory Processing  
-System prints IRP registration card (cab card)

Alternate Supporting Documents:  
Supporting documents:  
Current telephone bill  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Incomplete Application:  
Customer submits application  
Customer submits incorrect supporting documents  
Teller denies application

Alternate Flow Mileage:  
Customer submits application  
Teller reviews application  
Customer does not list correct mileage on form  
Teller denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

Alternate Duplicate VIN:  
Teller enters data  
VISTA/RS verifies VIN  
Duplicate VIN exists  
Teller verifies vehicle record on another account  
Teller processes application

Alternate Future:  
Accept scanned documentation instead of fax

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

**Name: The Customer must provide proof of identify.**

**Notes:**

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

**Notes:**

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**

**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

**Notes:**

**Name: The system shall accept electronic signatures.**

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**Name: The system shall accept scanned documentation for business and individual customers**

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**Name: The system shall allow flexibility to allow correction errors by the user.**

**Notes:**

**Name: The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.**

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**Name: The system shall allow scanned applications for processing.**

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

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**Name: The system shall have the functionality of the VISTA/RS and VISTA/TS systems**

**Notes:**

**Name: The system shall perform complex system checks/edits.**

**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 invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

Use Case Name:	Issue Original IRP License Plate via Internet (future)		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	-Customer submits online IRP Application -System receives IRP Application		

- System receives supporting documents  
see Alternate Supporting Documents
- System reviews the application
- SCC verifies customer's business license
- IFTA verifies customer's good standing
- IFTA Clearing House verifies suspensions
- System verifies previous mileage in IFTA system
- System calculates IRP fees
- System prints invoice
- System collects IRP fees
- System prints receipt
- System issues IRP plates from inventory
- System prints IRP registration card (cab card)

Alternate Supporting Documents:  
 Supporting documents:  
 Current telephone bill  
 If lease vehicle, copy of lease agreement  
 Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Mileage:  
 Customer submits application  
 System reviews application  
 Customer does not list correct mileage on form  
 System denies application

Alternate IFTA Suspension:  
 System returns IFTA suspension  
 System denies application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

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**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

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**Name:** The system shall produce a cabcard

**Notes:**

<b>Use Case Name:</b>	Issue Original IRP License Plate via Kiosk (future)		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<ul style="list-style-type: none"> <li>-Customer submits online IRP Application</li> <li>-System receives IRP Application</li> <li>-System receives supporting documents see Alternate Supporting Documents</li> <li>-System reviews the application</li> <li>-SCC verifies customer's business license</li> <li>-IFTA verifies customer's good standing</li> <li>-IFTA Clearing House verifies suspensions</li> <li>-System verifies previous mileage in IFTA system</li> <li>-System calculates IRP fees</li> <li>-System prints invoice</li> <li>-System collects IRP fees</li> <li>-System prints receipt</li> <li>-System issues IRP plates from inventory</li> <li>-System prints IRP registration card (cab card)</li> </ul> <p>Alternate Supporting Documents: Supporting documents: Current telephone bill If lease vehicle, copy of lease agreement Proof of paid heavy vehicle use tax (HVUT)</p>		

Alternate Flow Mileage:  
Customer submits application  
System reviews application  
Customer does not list correct mileage on form  
System denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

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**Notes:**

Use Case Name:	Issue Original IRP License Plate via Mail		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"><li>-Customer mails IRP Application to IRP work center</li><li>-IRP Representative receives IRP Application</li><li>-IRP Representative receives supporting documents see Alternate Supporting Documents</li><li>-IRP Representative reviews the application</li><li>-IRP Representative signs into State Corporation Commission (SCC) system</li><li>-SCC system verifies customer's business license</li><li>-IRP Representative logs on to International Fuels Tax Agreement (IFTA) system</li><li>-IFTA system confirms customer's good standing</li><li>-IRP Representative logs on to IFTA Clearing House</li><li>-IFTA Clearing House system verifies suspensions</li><li>-IRP Representative verifies previous mileage in IFTA system</li><li>-VISTA/RS calculates IRP fees</li><li>-VISTA/RS prints invoice</li><li>-IRP Representative notifies customer of fees due</li><li>-Customer submits fees</li><li>-IRP Representative collects IRP fees</li><li>-System prints receipt</li><li>-System issues IRP plates from inventory</li></ul> <p>Invoke Inventory Processing</p> <ul style="list-style-type: none"><li>-System prints IRP registration card (cab card)</li></ul> <p>Alternate Supporting Documents: Supporting documents: Current telephone bill If lease vehicle, copy of lease agreement Proof of paid heavy vehicle use tax (HVUT)</p> <p>Alternate Flow Incomplete Application: Customer submits application Customer submits incorrect supporting documents -IRP Representative denies application</p> <p>Alternate Flow Mileage: Customer submits application -IRP Representative reviews application Customer does not list correct mileage on form</p>		

-IRP Representative denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

Alternate Duplicate VIN:  
-IRP Representative enters data  
VISTA/RS verifies VIN  
Duplicate VIN exists  
-IRP Representative verifies vehicle record on another account  
-IRP Representative processes application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

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

**Notes:**

**Name: The system shall produce invoices of amounts owed by IRP customers.**

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**Name: The system shall produce a cabcard**

**Notes:**

Use Case Name:	Issue Original IRP License Plate via WebCat		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<ul style="list-style-type: none"><li>-Customer submits online IRP Application</li><li>-System receives IRP Application</li><li>-System receives supporting documents information see Alternate Supporting Documents</li><li>-System reviews the application</li><li>-VISTA/RS calculates IRP fees</li><li>-VISTA/RS prints invoice</li><li>-System collects IRP fees</li><li>-System prints receipt</li><li>-System issues IRP plates from inventory</li><li>-System prints IRP registration card (cab card)</li></ul> <p>Alternate Supporting Documents: Supporting documents: Current telephone bill If lease vehicle, copy of lease agreement Proof of paid heavy vehicle use tax (HVUT)</p> <p>Alternate Flow Mileage: Customer submits application System reviews application Customer does not list correct mileage on form System denies application</p> <p>Alternate IFTA Suspension: System returns IFTA suspension System denies application</p>		

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

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**Notes:**

**Name:** The system shall produce invoices of amounts owed by IRP customers.  
**Notes:**

**Name:** The system shall produce a cabcard  
**Notes:**

Use Case Name:	Issue Original IRP Plates via Walk-in		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	Definition: This scenario applies to Motor Carriers traveling in VA and at least one other state with a gross weight of 26,001 or greater or 3 axles regardless of weight, according to statute XXX.		

#### Basic Flow

- Motor Carrier (MC) Customer submits IRP Application  
See Alternate Incomplete Application
  - MC Customer submits supporting documents  
See Alternate Supporting Documents
  - Teller reviews the application  
See Alternate Flow Mileage  
See Alternate Central Processing
  - CSC Teller verifies customer record for Stops
  - CSC Teller logs on to International Fuels Tax Agreement (IFTA) system  
See Future Alternate IFTA automatic verification
  - Future Alternate IFTA Clearing House
  - Future Alternate IRP Clearing House
  - Future Alternate Internal Revenue Service
  - Future Alternate State Corporation Commission
  - IFTA system confirms customer's good standing  
See Alternate IFTA Suspension
  - CSC Teller verifies previous mileage in IFTA system  
See Future Alternate IFTA automatic verification  
See Alternate No Previous IRP
  - CSC Teller enters account data (carrier info, mileage, weight, vehicle)
  - VISTA/RS calculates IRP fees
  - VISTA/RS prints invoice
  - CSC Teller collects IRP fees
  - CSC Teller posts fees collected in CSS
  - System prints CSS receipt
  - VISTA/RS issues IRP plates and/or decals if applicable from VISTA/RS inventory
  - VISTA/RS issues overload permit/decals if applicable from VISTA/RS inventory
- Invoke Inventory Processing
- VISTA/RS prints IRP registration card (cab card)
  - CSC Teller gives credentials to customer

#### Alternate Central Processing

- CSC Teller faxes application and supporting documents to IRP processing center
- MC Tech or CSC Teller logs onto the submitting CSC location
- MC Tech or CSC Teller processes application (See basic flow)
- VISTA/RS prints invoice and Reg. Card in submitting CSC location
- MC Tech or CSC Teller contacts submitting CSC of transaction completion
- CSC Teller retrieves invoice and credentials and verifies
- CSC Teller contacts MC customer
- CSC Teller collects fees
- CSC Teller posts payment on CSS
- CSC Teller faxes receipt to IRP Processing Center
- CSC Teller delivers invoice and credentials to MC Customer
- CSS updates VISTA/RS with payment in overnight batch
- VISTA/RS updates CSS with vehicle information in overnight batch

#### Alternate Supporting Documents:

- Supporting documents:
- Current telephone bill
- If lease vehicle, copy of lease agreement
- Proof of paid heavy vehicle use tax (HVUT)

	<p>Alternate Incomplete Application:          -MC Customer submits application          -MC Customer submits incorrect supporting documents          -CSC Teller denies application</p> <p>Alternate Flow Mileage:          -MC Customer submits application          -CSC Teller reviews application          -MC Customer does not list correct mileage on form          -CSC Teller denies application</p> <p>Alternate IFTA Suspension:          -VISTA/TS returns IFTA suspension          -VISTA/TS denies application</p> <p>Alternate Duplicate VIN:          CSC Teller enters data          VISTA/RS verifies VIN          Duplicate VIN exists          CSC Teller verifies vehicle record on another VISTA/RS account          CSC Teller processes application</p> <p>Alternate No Previous IRP          MC Customer or VISTA/RS estimates miles</p> <p>Alternate Future:          -Interface with SCC          -IFTA verifies MC account          -Interface with IFTA Clearing House          -Interface with IRP Clearing House          -Interface with IRS to verify Federal Id number and payment of HVUT          -If plates are not renewed within 60 days after expiration, send notification to MC customer to renew or surrender permanent plates          -CSC Teller or MC Tech electronically transmits to IRP processing center or MC customer          -System automatically imports mileage from IFTA</p> <p>Future Alternate IFTA automatic verification          -Provide automatic IFTA verification of good standing and mileage without logging on</p> <p>Future Alternate IFTA Clearing House          Provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces</p> <p>Future Alternate IRP Clearing House          Provide automatic IRP Clearing House verification of an established account for other jurisdictions and Canadian Provinces</p> <p>Future Alternate Internal Revenue Service          Provide automatic Internal Revenue Service verification of Federal Id number and HVUT</p> <p>Future Alternate State Corporation Commission          Provide automatic SCC verification of registration</p>
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**Linked Requirements:**

**Name:** DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.

**Notes:**

**Name:** System shall provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces

**Notes:**

**Name:** System shall provide automatic IFTA verification of good standing and mileage without logging on

**Notes:**

**Name:** System shall provide automatic Internal Revenue Service verification of Federal Id number and HVUT

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**Notes:**

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

**Notes:**

**Name: The system shall produce invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

# Scenario Report with Requirements

**Package:** Issue IRP Renewal

<b>Detail:</b>			
Use Case Name:	Issue IRP Renewal via Fax		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<p>Basic Flow:</p> <ul style="list-style-type: none"> <li>-Customer mails IRP Application to IRP work center</li> <li>See Alternate Future</li> <li>-IRP Representative receives IRP Application</li> <li>-IRP Representative receives supporting documents</li> <li>see Alternate Supporting Documents</li> <li>-IRP Representative reviews the application</li> <li>-IRP Representative signs into State Corporation Commission (SCC) system</li> <li>Invoke IRP Future Alternate Use Case</li> <li>-SCC system verifies customer's business license</li> <li>-IRP Representative logs on to International Fuels Tax Agreement (IFTA) system</li> <li>Invoke IRP Future Alternate Use Case</li> <li>-IFTA system confirms customer's good standing</li> <li>-IRP Representative logs on to IFTA Clearing House</li> <li>Invoke IRP Future Alternate Use Case</li> <li>-IFTA Clearing House system verifies suspensions</li> <li>-IRP Representative verifies previous mileage in IFTA system</li> <li>Invoke IRP Future Alternate Use Case</li> <li>-VISTA/RS calculates IRP fees</li> <li>-VISTA/RS prints invoice</li> <li>-IRP Representative notifies customer of fees due</li> <li>-Customer submits fees</li> <li>-IRP Representative collects IRP fees</li> <li>-System prints receipt</li> <li>-System issues IRP plates from inventory</li> <li>Invoke Inventory Processing</li> <li>-System prints IRP registration card (cab card)</li> </ul> <p>Alternate Supporting Documents:</p> <p>Supporting documents:</p> <ul style="list-style-type: none"> <li>Current telephone bill</li> <li>If lease vehicle, copy of lease agreement</li> <li>Proof of paid heavy vehicle use tax (HVUT)</li> </ul> <p>Alternate Flow Incomplete Application:</p> <ul style="list-style-type: none"> <li>Customer submits application</li> <li>Customer submits incorrect supporting documents</li> <li>Teller denies application</li> </ul> <p>Alternate Flow Mileage:</p> <ul style="list-style-type: none"> <li>Customer submits application</li> <li>Teller reviews application</li> <li>Customer does not list correct mileage on form</li> <li>Teller denies application</li> </ul> <p>Alternate IFTA Suspension:</p>		

System returns IFTA suspension  
System denies application

Alternate Duplicate VIN:  
Teller enters data  
VISTA/RS verifies VIN  
Duplicate VIN exists  
Teller verifies vehicle record on another account  
Teller processes application

Alternate Future:  
Accept scanned documentation instead of fax

**Linked Requirements:**

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**Name:** The system shall produce invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

Use Case Name:	Issue IRP Renewal via Internet (future)		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007

**Notes:**

- Customer submits online IRP Application
- System receives IRP Application
- System receives supporting documents  
see Alternate Supporting Documents
- System reviews the application
- SCC verifies customer's business license
- IFTA verifies customer's good standing
- IFTA Clearing House verifies suspensions
- System verifies previous mileage in IFTA system
- System calculates IRP fees
- System prints invoice
- System collects IRP fees
- System prints receipt
- System issues IRP plates from inventory
- System prints IRP registration card (cab card)

Alternate Supporting Documents:  
Supporting documents:  
Current telephone bill  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Mileage:  
Customer submits application  
System reviews application  
Customer does not list correct mileage on form  
System denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

**Linked Requirements:**

**Name:** DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.

**Notes:**

**Name:** The Customer must provide proof of identify.

**Notes:**

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

**Notes:**

**Name:** The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)

**Notes:**

**Name:** The system shall provide on-line help for definitions of Stop Codes.

**Notes:**

**Name:** The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk

**Notes:**

**Name:** The system shall accept electronic signatures.

**Notes:**

**Name:** The system shall accept scanned documentation for business and individual customers

**Notes:**

**Name:** The system shall allow flexibility to allow correction errors by the user.

**Notes:**

**Name:** The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.

**Notes:**

**Name:** The system shall allow scanned applications for processing.

**Notes:**

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

**Notes:**

**Name:** The system shall have the functionality of the VISTA/RS and VISTA/TS systems

**Notes:**

**Name:** The system shall perform complex system checks/edits.

**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

Use Case Name:	Issue IRP Renewal via Kiosk (future)		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	-Customer submits online IRP Application -System receives IRP Application -System receives supporting documents see Alternate Supporting Documents		

- System reviews the application
- SCC verifies customer's business license
- IFTA verifies customer's good standing
- IFTA Clearing House verifies suspensions
- System verifies previous mileage in IFTA system
- System calculates IRP fees
- System prints invoice
- System collects IRP fees
- System prints receipt
- System issues IRP plates from inventory
- System prints IRP registration card (cab card)

Alternate Supporting Documents:

Supporting documents:

- Current telephone bill
- If lease vehicle, copy of lease agreement
- Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Mileage:

- Customer submits application
- System reviews application
- Customer does not list correct mileage on form
- System denies application

Alternate IFTA Suspension:

- System returns IFTA suspension
- System denies application

**Linked Requirements:**

**Name:** DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.

**Notes:**

**Name:** The Customer must provide proof of identify.

**Notes:**

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

**Notes:**

**Name:** The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)

**Notes:**

**Name:** The system shall provide on-line help for definitions of Stop Codes.

**Notes:**

**Name:** The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk

**Notes:**

**Name:** The system shall accept electronic signatures.

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**Name:** The system shall accept scanned documentation for business and individual customers

**Notes:**

**Name:** The system shall allow flexibility to allow correction errors by the user.

**Notes:**

**Name:** The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.

**Notes:**

**Name:** The system shall allow scanned applications for processing.

**Notes:**

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

**Notes:**

**Name:** The system shall have the functionality of the VISTA/RS and VISTA/TS systems

**Notes:**

**Name:** The system shall perform complex system checks/edits.

**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

<b>Use Case Name:</b>	Issue IRP Renewal via Mail		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<p>Basic Flow:</p> <ul style="list-style-type: none"><li>-Customer mails IRP Application to IRP work center</li><li>-IRP Representative receives IRP Application</li><li>-IRP Representative receives supporting documents see Alternate Supporting Documents</li><li>-IRP Representative reviews the application</li><li>-IRP Representative signs into State Corporation Commission (SCC) system Invoke IRP Future Alternate Use Case</li><li>-SCC system verifies customer's business license</li><li>-IRP Representative logs on to International Fuels Tax Agreement (IFTA) system Invoke IRP Future Alternate Use Case</li><li>-IFTA system confirms customer's good standing</li><li>-IRP Representative logs on to IFTA Clearing House Invoke IRP Future Alternate Use Case</li><li>-IFTA Clearing House system verifies suspensions</li><li>-IRP Representative verifies previous mileage in IFTA system</li><li>-VISTA/RS calculates IRP fees</li><li>-VISTA/RS prints invoice</li><li>-IRP Representative notifies customer of fees due</li><li>-Customer submits fees</li><li>-IRP Representative collects IRP fees</li><li>-System prints receipt</li></ul>		

-System issues IRP plates from inventory  
Invoke Inventory Processing  
-System prints IRP registration card (cab card)

Alternate Supporting Documents:  
Supporting documents:  
Current telephone bill  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Incomplete Application:  
Customer submits application  
Customer submits incorrect supporting documents  
-IRP Representative denies application

Alternate Flow Mileage:  
Customer submits application  
-IRP Representative reviews application  
Customer does not list correct mileage on form  
-IRP Representative denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

Alternate Duplicate VIN:  
-IRP Representative enters data  
VISTA/RS verifies VIN  
Duplicate VIN exists  
-IRP Representative verifies vehicle record on another account  
-IRP Representative processes application

#### **Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**  
**Notes:**

**Name: The Customer must provide proof of identify.**  
**Notes:**

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

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**  
**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**  
**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**  
**Notes:**

**Name: The system shall accept electronic signatures.**  
**Notes:**

**Name: The system shall accept scanned documentation for business and individual customers**

**Notes:**

**Name: The system shall allow flexibility to allow correction errors by the user.**

**Notes:**

**Name: The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.**

**Notes:**

**Name: The system shall allow scanned applications for processing.**

**Notes:**

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

**Notes:**

**Name: The system shall have the functionality of the VISTA/RS and VISTA/TS systems**

**Notes:**

**Name: The system shall perform complex system checks/edits.**

**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 invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

Use Case Name:	Issue IRP Renewal via WebCat		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<ul style="list-style-type: none"><li>-Customer submits online IRP Application</li><li>-System receives IRP Application</li><li>-System receives supporting documents information see Alternate Supporting Documents</li><li>-System reviews the application</li><li>-VISTA/RS calculates IRP fees</li><li>-VISTA/RS prints invoice</li><li>-System collects IRP fees</li><li>-System prints receipt</li><li>-System issues IRP plates from inventory</li><li>-System prints IRP registration card (cab card)</li></ul> <p>Alternate Supporting Documents: Supporting documents: Current telephone bill If lease vehicle, copy of lease agreement Proof of paid heavy vehicle use tax (HVUT)</p> <p>Alternate Flow Mileage: Customer submits application</p>		

System reviews application  
Customer does not list correct mileage on form  
System denies application

Alternate IFTA Suspension:  
System returns IFTA suspension  
System denies application

**Linked Requirements:**

**Name:** DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.

**Notes:**

**Name:** The Customer must provide proof of identify.

**Notes:**

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

**Notes:**

**Name:** The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)

**Notes:**

**Name:** The system shall provide on-line help for definitions of Stop Codes.

**Notes:**

**Name:** The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk

**Notes:**

**Name:** The system shall accept electronic signatures.

**Notes:**

**Name:** The system shall accept scanned documentation for business and individual customers

**Notes:**

**Name:** The system shall allow flexibility to allow correction errors by the user.

**Notes:**

**Name:** The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.

**Notes:**

**Name:** The system shall allow scanned applications for processing.

**Notes:**

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

**Notes:**

**Name:** The system shall have the functionality of the VISTA/RS and VISTA/TS systems

**Notes:**

**Name:** The system shall perform complex system checks/edits.

**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

<b>Use Case Name:</b>	Issue IRP Renewal via walk-in		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<p><b>Definition:</b> This scenario applies to the renewal of Motor Carriers traveling in VA and at least one other state with a gross weight of 26,001 or greater or 3 axles regardless of weight, according to statute XXX.</p> <p><b>Basic Flow</b> -Motor Carrier (MC) Customer submits IRP Application See Alternate Incomplete Application -MC Customer submits supporting documents See Alternate Supporting Documents -Teller reviews the application See Alternate Flow Mileage See Alternate Central Processing -CSC Teller verifies customer record for Stops -CSC Teller logs on to International Fuels Tax Agreement (IFTA) system See Future Alternate IFTA automatic verification Future Alternate IFTA Clearing House Future Alternate IRP Clearing House Future Alternate Internal Revenue Service Future Alternate State Corporation Commission -IFTA system confirms customer's good standing See Alternate IFTA Suspension -CSC Teller verifies previous mileage in IFTA system See Future Alternate IFTA automatic verification See Alternate No Previous IRP -CSC Teller enters account data (carrier info, mileage, weight, vehicle) -VISTA/RS calculates IRP fees -VISTA/RS prints invoice -CSC Teller collects IRP fees -CSC Teller posts fees collected in CSS -System prints CSS receipt -VISTA/RS issues IRP plates and/or decals if applicable from VISTA/RS inventory -VISTA/RS issues overload permit/decals if applicable from VISTA/RS inventory Invoke Inventory Processing -VISTA/RS prints IRP registration card (cab card) -CSC Teller gives credentials to customer</p> <p><b>Alternate Central Processing</b> -CSC Teller faxes application and supporting documents to IRP processing center -MC Tech or CSC Teller logs onto the submitting CSC location -MC Tech or CSC Teller processes application (See basic flow)</p>		

- VISTA/RS prints invoice and Reg. Card in submitting CSC location
- MC Tech or CSC Teller contacts submitting CSC of transaction completion
- CSC Teller retrieves invoice and credentials and verifies
- CSC Teller contacts MC customer
- CSC Teller collects fees
- CSC Teller posts payment on CSS
- CSC Teller faxes receipt to IRP Processing Center
- CSC Teller delivers invoice and credentials to MC Customer
- CSS updates VISTA/RS with payment in overnight batch
- VISTA/RS updates CSS with vehicle information in overnight batch

Alternate Supporting Documents:

- Supporting documents:
- Current telephone bill
- If lease vehicle, copy of lease agreement
- Proof of paid heavy vehicle use tax (HVUT)

Alternate Incomplete Application:

- MC Customer submits application
- MC Customer submits incorrect supporting documents
- CSC Teller denies application

Alternate Flow Mileage:

- MC Customer submits application
- CSC Teller reviews application
- MC Customer does not list correct mileage on form
- CSC Teller denies application

Alternate IFTA Suspension:

- VISTA/TS returns IFTA suspension
- VISTA/TS denies application

Alternate Duplicate VIN:

- CSC Teller enters data
- VISTA/RS verifies VIN
- Duplicate VIN exists
- CSC Teller verifies vehicle record on another VISTA/RS account
- CSC Teller processes application

Alternate No Previous IRP

- MC Customer or VISTA/RS estimates miles

Alternate Future:

- Interface with SCC
- IFTA verifies MC account
- Interface with IFTA Clearing House
- Interface with IRP Clearing House
- Interface with IRS to verify Federal Id number and payment of HVUT
- If plates are not renewed within 60 days after expiration, send notification to MC customer to renew or surrender permanent plates
- CSC Teller or MC Tech electronically transmits to IRP processing center or MC customer
- System automatically imports mileage from IFTA

Future Alternate IFTA automatic verification

-Provide automatic IFTA verification of good standing and mileage without logging on

Future Alternate IFTA Clearing House  
Provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces

Future Alternate IRP Clearing House  
Provide automatic IRP Clearing House verification of an established account for other jurisdictions and Canadian Provinces

Future Alternate Internal Revenue Service  
Provide automatic Internal Revenue Service verification of Federal Id number and HVUT

Future Alternate State Corporation Commission  
Provide automatic SCC verification of registration

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**  
**Notes:**

**Name: System shall provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces**  
**Notes:**

**Name: System shall provide automatic IFTA verification of good standing and mileage without logging on**  
**Notes:**

**Name: System shall provide automatic Internal Revenue Service verification of Federal Id number and HVUT**  
**Notes:**

**Name: System shall provide automatic IRP Clearing House verification of an established account for other jurisdictions and Canadian Provinces**  
**Notes:**

**Name: System shall provide automatic SCC verification of registration**  
**Notes:**

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

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**  
**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**  
**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**  
**Notes:**

**Name: The system shall accept electronic signatures.**  
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**Name: The system shall accept scanned documentation for business and individual customers**

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**Name:** The system shall allow scanned applications for processing.

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**Name:** The system shall perform complex system checks/edits.

**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

# Scenario Report with Requirements

**Package:** Issue IRP Supplement

<b>Detail:</b>			
<b>Use Case Name:</b>	Issue IRP Supplement via Fax		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<p><b>Definition:</b> The process used to make changes to an IRP account or reissue of plates, decals, etc.</p> <p><b>Basic Flow:</b>            -MC Customer faxes IRP Application to IRP work center            -MC Tech reviews the application            -MC Tech reviews supporting documents            MC Tech logs onto VISTA/RS            -MC Tech enters data            Invoke IRP Future Alternate Use Case            -VISTA/RS calculates IRP fees            -VISTA/RS prints invoice            -MC Tech notifies customer of fees due            -MC Customer submits fees            -MC Tech collects IRP fees            -MC Tech posts fees to CSS            -VISTA/RS System issues IRP plates/decals from inventory            Invoke Inventory Processing            -VISTA/RS System prints IRP registration card (cab card)            -MC Tech (P14) files application            Paper Application kept for 4 years            -VISTA/RS System updates CSS in overnight batch            -CSS updates VISTA/RS in overnight batch</p> <p><b>Alternate Supporting Documents:</b>            Supporting documents:            If lease vehicle, copy of lease agreement</p> <p><b>Alternate Flow Incomplete Application:</b>            Customer submits application            Customer submits incorrect supporting documents            Teller denies application</p> <p><b>Alternate Flow Mileage:</b>            Customer submits application            Teller reviews application            Customer does not list correct mileage on form            Teller denies application</p> <p><b>Alternate Duplicate VIN:</b>            Teller enters data</p>		

	VISTA/RS verifies VIN Duplicate VIN exists Teller verifies vehicle record on another account Teller processes application
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**Linked Requirements:**

**Name:** DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.

**Notes:**

**Name:** The Customer must provide proof of identify.

**Notes:**

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

**Notes:**

**Name:** The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)

**Notes:**

**Name:** The system shall provide on-line help for definitions of Stop Codes.

**Notes:**

**Name:** The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk

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**Name:** The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.

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**Notes:**

**Name:** The system shall have the functionality of the VISTA/RS and VISTA/TS systems

**Notes:**

**Name:** The system shall perform complex system checks/edits.

**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

Use Case Name:	Issue IRP Supplement via Internet		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007

**Notes:**

**Definition:**  
The process used to make changes to an IRP account or reissue of plates, decals, etc.

- Customer submits online IRP Application
- WebCat System receives supporting documents information see Alternate Supporting Documents
- WebCat System reviews the application

Invoke IRP Future Alternate Use Case

- VISTA/RS calculates IRP fees
- VISTA/RS prints invoice
- WebCat System collects IRP fees
- WebCat System issues IRP plates from VISTA/RS inventory
- MC Customer selects pick up location
- VISTA/RS prints IRP registration card (cab card)

**Alternate Supporting Documents:**  
**Supporting documents:**  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

**Alternate Flow Mileage:**  
Customer submits application  
System reviews application  
Customer does not list correct mileage on form  
System denies application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**  
**Notes:**

**Name: The Customer must provide proof of identify.**  
**Notes:**

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

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**  
**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**  
**Notes:**

**Name:** The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk

**Notes:**

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**Name:** The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.

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**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 invoices of amounts owed by IRP customers.

**Notes:**

**Name:** The system shall produce a cabcard

**Notes:**

<b>Use Case Name:</b>	Issue IRP Supplement via Kiosk (future)		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<p><b>Definition:</b> The process used to make changes to an IRP account or reissue of plates, decals, etc.</p> <ul style="list-style-type: none"><li>-Customer submits online IRP Application</li><li>-System receives supporting documents information see Alternate Supporting Documents</li><li>-System reviews the application Invoke IRP Future Alternate Use Case</li><li>-VISTA/RS calculates IRP fees</li><li>-VISTA/RS prints invoice</li><li>- System collects IRP fees</li><li>See Alternate Walk up</li><li>- System issues IRP plates from VISTA/RS inventory</li></ul>		

-MC Customer selects pick up location  
-VISTA/RS prints IRP registration card (cab card)

Alternate Supporting Documents:  
Supporting documents:  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Mileage:  
Customer submits application  
System reviews application  
Customer does not list correct mileage on form  
System denies application

Alternate Walk up  
-Customer opts to visit CSC Teller  
-System creates pending transaction  
-System generates queuing ticket  
-CSC Teller recalls pending transaction  
Invoke Issue IRP Supplement via walk-in

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

**Name: The Customer must provide proof of identify.**

**Notes:**

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

**Notes:**

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**

**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

**Notes:**

**Name: The system shall accept electronic signatures.**

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**Name: The system shall accept scanned documentation for business and individual customers**

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**Name: The system shall have the functionality of the VISTA/RS and VISTA/TS systems**

**Notes:**

**Name: The system shall perform complex system checks/edits.**

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**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 invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

<b>Use Case Name:</b>	Issue IRP Supplement via Mail		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/14/2007	<b>Modified on:</b>	10/31/2007
<b>Notes:</b>	<p><b>Definition:</b> The process used to make changes to an IRP account or reissue of plates, decals, etc.</p> <p><b>Basic Flow:</b> -MC Customer faxes IRP Application to IRP work center -MC Tech reviews the application -MC Tech reviews supporting documents MC Tech logs onto VISTA/RS -MC Tech enters data Invoke IRP Future Alternate Use Case -VISTA/RS calculates IRP fees -VISTA/RS prints invoice -MC Tech notifies customer of fees due -MC Customer submits fees -MC Tech collects IRP fees -MC Tech posts fees to CSS -VISTA/RS System issues IRP plates/decals from inventory Invoke Inventory Processing -VISTA/RS System prints IRP registration card (cab card) -MC Tech (P14) files application Paper Application kept for 4 years -VISTA/RS System updates CSS in overnight batch -CSS updates VISTA/RS in overnight batch</p> <p><b>Alternate Supporting Documents:</b> Supporting documents: If lease vehicle, copy of lease agreement</p>		

	<p>Alternate Flow Incomplete Application:  Customer submits application  Customer submits incorrect supporting documents  Teller denies application</p> <p>Alternate Flow Mileage:  Customer submits application  Teller reviews application  Customer does not list correct mileage on form  Teller denies application</p> <p>Alternate Duplicate VIN:  Teller enters data  VISTA/RS verifies VIN  Duplicate VIN exists  Teller verifies vehicle record on another account  Teller processes application</p>
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**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

**Name: The Customer must provide proof of identify.**

**Notes:**

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

**Notes:**

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**

**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

**Notes:**

**Name: The system shall accept electronic signatures.**

**Notes:**

**Name: The system shall accept scanned documentation for business and individual customers**

**Notes:**

**Name: The system shall allow flexibility to allow correction errors by the user.**

**Notes:**

**Name: The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.**

**Notes:**

**Name: The system shall allow scanned applications for processing.**

**Notes:**

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

**Notes:**

**Name: The system shall have the functionality of the VISTA/RS and VISTA/TS systems**

**Notes:**

**Name: The system shall perform complex system checks/edits.**

**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 invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

Use Case Name:	Issue IRP Supplement via Walk-in		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	<p>Definition: The process used to make changes to an IRP account or reissue of plates, decals, overloads, etc.</p> <p>Basic Flow: -MC Customer submits IRP application -MC Customer submits supporting documentation if applicable See Alternate Central Processing -CSC Teller review IRP application for completeness based on request See Alternate Incomplete Application See Alternate Flow Mileage See Alternate IFTA Suspension -CSC Teller logs onto VISTA/RS -CSC Teller enters data See Alternate Duplicate VIN Invoke IRP Future Alternate Use Case -VISTA/RS calculates fees if applicable -VISTA/RS prints the invoice -VISTA/RS prints registration card if applicable -VISTA/RS issues credential from inventory if applicable -CSC Teller contacts MC Customer -CSC Teller collects fee -CSC Teller posts fee in CSS -CSS prints receipt -CSC Teller delivers credential to customer - VISTA/RS updates CSS in overnight batch -CSS updates VISTA/RS with payment in overnight batch -CSC Teller files application for audit</p> <p>Alternate Central Processing -CSC Teller faxes application and supporting documents to IRP processing center -MC Tech or CSC Teller logs onto the submitting CSC location -MC Tech or CSC Teller processes application (See basic flow) -VISTA/RS prints invoice and Reg. Card in submitting CSC location -MC Tech or CSC Teller contacts submitting CSC of transaction completion -CSC Teller retrieves invoice and credentials and verifies</p>		

- CSC Teller contacts MC customer
- CSC Teller collects fees
- CSC Teller posts payment on CSS
- CSC Teller faxes receipt to IRP Processing Center
- CSC Teller delivers invoice and credentials to MC Customer
- CSS updates VISTA/RS with payment in overnight batch
- VISTA/RS updates CSS with vehicle information in overnight batch

Alternate Supporting Documents:

- Supporting documents:
- If lease vehicle, copy of lease agreement

Alternate Incomplete Application:

- MC Customer submits application
- MC Customer submits incorrect supporting documents
- CSC Teller denies application

Alternate Flow Mileage:

- MC Customer submits application
- CSC Teller reviews application
- MC Customer does not list correct mileage on form
- CSC Teller denies application

Alternate IFTA Suspension:

- VISTA/TS returns IFTA suspension
- VISTA/TS denies application

Alternate Duplicate VIN:

- CSC Teller enters data
- VISTA/RS verifies VIN
- Duplicate VIN exists
- CSC Teller verifies vehicle record on another VISTA/RS account
- CSC Teller processes application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

**Name: System shall provide automatic IFTA Clearing House verification of an established account for other jurisdictions and Canadian Provinces**

**Notes:**

**Name: System shall provide automatic IFTA verification of good standing and mileage without logging on**

**Notes:**

**Name: System shall provide automatic Internal Revenue Service verification of Federal Id number and HVUT**

**Notes:**

**Name: System shall provide automatic IRP Clearing House verification of an established account for other jurisdictions and Canadian Provinces**

**Notes:**

**Name: System shall provide automatic SCC verification of registration**

**Notes:**

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

**Notes:**

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**

**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

**Notes:**

**Name: The system shall accept electronic signatures.**

**Notes:**

**Name: The system shall accept scanned documentation for business and individual customers**

**Notes:**

**Name: The system shall allow flexibility to allow correction errors by the user.**

**Notes:**

**Name: The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.**

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**Notes:**

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

**Notes:**

**Name: The system shall produce invoices of amounts owed by IRP customers.**

**Notes:**

**Name: The system shall produce a cabcard**

**Notes:**

Use Case Name:	Issue IRP Supplement via WebCat		
Status:			
Author:	Credential Team		
Created on:	6/14/2007	Modified on:	10/31/2007
Notes:	Definition: The process used to make changes to an IRP account or reissue of plates, decals, etc.  -Customer submits online IRP Application		

-WebCat System receives supporting documents information  
see Alternate Supporting Documents  
-WebCat System reviews the application  
Invoke IRP Future Alternate Use Case  
-VISTA/RS calculates IRP fees  
-VISTA/RS prints invoice  
-WebCat System collects IRP fees  
-WebCat System issues IRP plates from VISTA/RS inventory  
-MC Customer selects pick up location  
-VISTA/RS prints IRP registration card (cab card)

Alternate Supporting Documents:  
Supporting documents:  
If lease vehicle, copy of lease agreement  
Proof of paid heavy vehicle use tax (HVUT)

Alternate Flow Mileage:  
Customer submits application  
System reviews application  
Customer does not list correct mileage on form  
System denies application

**Linked Requirements:**

**Name: DMV shall issue IRP Plates to Motor Carriers travelling through the State of VA as well as other states.**

**Notes:**

**Name: The Customer must provide proof of identify.**

**Notes:**

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

**Notes:**

**Name: The customer shall provide proof of residency for IRP as required by (IRP incorporated requirement)**

**Notes:**

**Name: The system shall provide on-line help for definitions of Stop Codes.**

**Notes:**

**Name: The system shall accept applications via mail, walk-in, internet, WebCat, self-service kiosk**

**Notes:**

**Name: The system shall accept electronic signatures.**

**Notes:**

**Name: The system shall accept scanned documentation for business and individual customers**

**Notes:**

**Name: The system shall allow flexibility to allow correction errors by the user.**

**Notes:**

**Name: The system shall allow for a shopping cart experience calculating providing a running total of the items in the cart.**

**Notes:**

**Name:** The system shall allow scanned applications for processing.

**Notes:**

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

**Notes:**

**Name:** The system shall have the functionality of the VISTA/RS and VISTA/TS systems

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**Notes:**