

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew #22

Date:

December 5, 2007

Location:

Richmond VA CRM 131



Meeting called by: Angela Burrell

Albert DeLucia

Yolonda Fleming

Jeff Harper

Deborah Wells

Donyale Walker

Eula Moore-Anderson

Joe Owsiak

Velma Riley

Peter Iaricci

Sue Matthews

Gerry Slade

Barbara Johnson

Hank Ramsey

Preparation for meeting:

Distributed minutes from November 28

Session Goals and Objectives:

Review and Validation of the following Title and Registration Process Flows in EA:

- Storage Lien
- Abandoned Vehicles

Summary:

Completed the following Scenarios :

- Issue Storage Lien \$3,000 or less
- Issue Storage Lien \$3,001 to \$7,500
- Issue Storage Lien \$7,501 to \$15,000
- Issue Storage Lien \$15,001 or More
- Issue Self Storage Lien
- Issue Abandoned Vehicle on Private Property other than Garages Lien

Plans for Next Workshop:

Review and Validate the following Title and Registration Process Flows in EA:

- Continue Abandoned Vehicles

Homework for Next Workshop:

- None

Scenario Report with Requirements

Package: Issue Storage Lien

Detail:			
Use Case Name:	Issue Storage Lien vehicle valued at \$15,001 or More		
Status:			
Author:			
Created on:	11/28/2007	Modified on:	12/5/2007
Notes:	<p>Storage Lien - a storage facility receives a vehicle for the purpose of storage that is left for more than 10 days without storage payment. Storage Lien also applies to Mobile Homes that have not been converted to real estate and are left at any storage facility or property including a Mobile Home Park.</p> <p>Basic Flow:</p> <ul style="list-style-type: none">-Storage Facility issues an invoice and has not received payment 10 days after payment is due-Storage Facility completes a Vehicle Information Request Application for Mechanic's or Storage Lien to determine ownership and if there is a lien on the vehicle (MSL transcript)-Storage Facility submits form to DMV via mail, walk-in, online, fax-System verifies NCIC-System verifies VINASSIST-System verifies NADA-System verifies NMVTIS-System collects MSL transcript fee-System prints MSL transcript-System generates notification to owner and lienholder <p>See Alternate Owner and/or lienholder NOT found</p>		

- Storage Facility receives transcript and original application
- Storage Facility verifies NADA value on MSL transcript
- See No NADA value
- Storage Facility accept NADA value
- Storage Facility petition Circuit Court where the vehicle is located to order the sale of the vehicle
- City or County Sheriff where the vehicle is located holds auction
- Sheriff sells vehicle
- Sheriff signs affidavit portion of VSA 41
- Purchaser submits title application and supporting documents

See Alternate Supporting Documents
Invoke Original Title Use Case
-See E-lien held

Alternate No NADA value

- Storage Facility obtains independent appraisal of vehicle value

Alternate Supporting Documents

- Notarized Vehicle Information Request Application for Mechanic's or Storage Lien Transcript
- Bill of sale
- Certificate of Title Application
- MSL transcript
- Proof of Storage Fees

Alternate E-lien held

- CSC Teller send paperwork to E-lien work center
- VSA Rep verifies paperwork
- VSA Rep removes E-lien from record
- VSA Rep processes title

Alternate Owner and/or lienholder NOT found

- System prints NO Record Found Transcript
- CSC Teller faxes transcript and application to Customer Records Division
- Customer Records Division stamps received date on application
- Customer Records Tech inquires on system to verify No Record Found
- Customer Records Tech verifies NADA on transcript
- Customer Records Tech (CRT) sends transcript to Law Enforcement Information Services (LES/LEIS)
- LES/LEIS inquires on National Law Enforcement Telecommunications System (NLETS)
- LES/LEIS returns to Customer Records Division
- CRT reviews findings

Future:

- Review Title 43 statute to determine the agency responsible for modifications

Why 3 locations for posting?

- Combine VSA41 with VSA17
- Unify code to cover acquisition of a vehicle when unclaimed
- Unify requirements to cover all vehicle acquisition
- Remove the notary requirement
- Review and simplify VLIC procedures
- Flag record at time of MSL transcript printing to prevent any transaction against that record until MSL process is complete

Linked Requirements:

Name: Court shall validate that the sell of the vehicle is allowed and order the Sheriff to make the sale

Notes:

Name: DMV shall process Mechanic's liens and Storage Lien as required by statute 43-32 through 43-34

Notes:

Name: Lienholder shall be notified if vehicle is required to be registered by statute 43-34

Notes:

Name: Mechanic or Storage Facility shall apply for MSL transcript

Notes:

Name: Mechanic or Storage Facility shall be located in Virginia

Notes:

Name: Mechanic or Storage Facility shall have vehicle in their continuous custody for at least 30 days

Notes:

Name: Mechanic shall petition the court to acquire a Mechanic's Lien

Notes:

Name: NADA shall verify vehicle loan value

Notes:

Name: NCIC shall verify vehicle theft status

Notes:

Name: Sheriff shall sign affidavit on VSA 41

Notes:

Name: VINASSIST shall verify vehicle VIN

Notes:

Use Case Name:	Issue Storage Lien vehicle valued at \$3,000 or less		
Status:			
Author:			
Created on:	11/28/2007	Modified on:	12/5/2007
Notes:	<p>Storage Lien - a storage facility receives a vehicle for the purpose of storage that is left for more than 30 days without storage payment. Storage Lien also applies to Mobile Homes that have not been converted to real estate and are left at any storage facility or property including a Mobile Home Park.</p> <p>Pre-condition: -No owner or lienholder found by DMV -The vehicle was manufactured at least 6 years prior to the current model year</p> <p>Basic Flow: -Storage Facility issues an invoice and has not received storage payment 10 days after payment is due -Storage Facility completes a Vehicle Information Request Application for Mechanic's or Storage Lien to determine ownership and if there is a lien on the vehicle (MSL transcript) -Storage Facility submits form to DMV via mail, walk-in, online, fax -System verifies NCIC -System verifies VINASSIST -System verifies NADA -System verifies NMVTIS -System collects MSL transcript fee</p>		

-System prints MSL transcript
See Alternate Owner and/or lienholder found
-Storage Facility receives transcript and original application
-Storage Facility verifies NADA value on MSL transcript
-See No NADA value
-Storage Facility accept NADA value
-See non-repairable
-Customer submits Vehicle Information Request Application for Mechanic's or Storage Lien, transcript, Certificate of Title Application, bill of sale (if applicable)
Invoke Original Title Use Case
-See E-lien held

Alternate No NADA value

-Storage Facility obtains independent appraisal of vehicle value

Alternate non-repairable

-Storage Facility submits application for Non-repairable Certificate
Invoke Issue Non-repairable Use Case

Alternate Owner and/or lienholder found

-System generates letter to owner and lienholder if applicable
-Storage Facility notifies owner and lienholder of intent to sell by certified or registered mail with return receipt required
-Storage Facility receives response from owner or lienholder indicating no interest in vehicle or returned unopened letter
-Storage Facility offers vehicle at auction after posting at government public facility
-Storage Facility holds auction
-Storage Facility sells vehicle
-Purchaser submits title application and supporting documents
See Alternate Supporting Documents
Invoke Original Title Use Case

Alternate Supporting Documents

-Notarized Vehicle Information Request Application for Mechanic's or Storage Lien Transcript
-Bill of sale (if applicable)
-Certificate of Title Application
-Copy of Public Auction Notice and location of posting
-Return receipt for the letter
-Return letter unopened
-MSL transcript
-Proof of Storage Fees

Alternate E-lien held

-CSC Teller send paperwork to E-lien work center
-VSA Rep verifies paperwork
-VSA Rep removes E-lien from record
-VSA Rep processes title

Future:

-Review Title 43 statute to determine the agency responsible for modifications
-Combine VSA41 with VSA17
-Unify code to cover acquisition of a vehicle when unclaimed
-Unify requirements to cover all vehicle acquisition
-Remove the notary requirement
-Review and simplify VLIC procedures

- DMV provides online access to auction notices (mandatory)
- Allow newspaper posting of sale along with DMV online
- Agencies shall establish auction hours
- Flag record at time of MSL transcript printing to prevent any transaction against that record until MSL process is complete
-

Linked Requirements:

Name: DMV shall process Mechanic's liens and Storage Lien as required by statute 43-32 through 43-34

Notes:

Name: Lienholder shall be notified if vehicle is required to be registered by statute 43-34

Notes:

Name: Mechanic or Storage Facility shall apply for MSL transcript

Notes:

Name: Mechanic or Storage Facility shall be located in Virginia

Notes:

Name: Mechanic or Storage Facility shall have vehicle in their continuous custody for at least 30 days

Notes:

Name: Mechanic or Storage Facility shall notify owner and lienholder of intent to sell by certified or registered mail with return receipt required

Notes:

Name: Mechanic or Storage Facility shall petition the court if owner is in the military in order to get a Mechanic's or Storage lien.

Notes:

Name: Mechanic or Storage Facility shall post notice of sale in a government public facility

Notes:

Name: Mechanic or Storage Facility shall wait 30 days from date of delivery of letter before proceeding with sale according to statute 43-34

Notes:

Name: NADA shall verify vehicle loan value

Notes:

Name: NCIC shall verify vehicle theft status

Notes:

Name: NMVTIS shall verify state in which vehicle is titled.

Notes:

Name: Vehicle shall be manufactured at least 6 years prior to the current model year

Notes:

Name: VINASSIST shall verify vehicle VIN

Notes:

Use Case Name:	Issue Storage Lien vehicle valued at \$3,001 to \$7,500		
Status:			
Author:			
Created on:	11/28/2007	Modified on:	12/5/2007
Notes:	Storage Lien - a storage facility receives a vehicle for the purpose of storage that is left for more than 10 days without storage payment. Storage Lien also applies to Mobile Homes that have not been converted to real estate and are left at any		

storage facility or property including a Mobile Home Park.

Basic Flow:

- Storage Facility issues an invoice and has not received payment 10 days after payment is due
- Storage Facility completes a Vehicle Information Request Application for Mechanic's or Storage Lien to determine ownership and if there is a lien on the vehicle (MSL transcript)
- Storage Facility submits form to DMV via mail, walk-in, online, fax
- System verifies NCIC
- System verifies VINASSIST
- System verifies NADA
- System verifies NMVTIS
- System collects MSL transcript fee
- System prints MSL transcript
- System generates notification to owner and lienholder
- See Alternate Owner and/or lienholder NOT found
- Storage Facility receives transcript and original application
- Storage Facility verifies NADA value on MSL transcript
- See No NADA value
- Storage Facility accept NADA value
- See non-repairable
- Storage Facility offers vehicle at auction after posting at government public facility
- Storage Facility holds auction
- Storage Facility sells vehicle
- Purchaser submits title application and supporting documents
- See Alternate Supporting Documents
- Invoke Original Title Use Case
- See E-lien held

Alternate No NADA value

- Storage Facility obtains independent appraisal of vehicle value

Alternate non-repairable

- Storage Facility submits application for Non-repairable Certificate
- Invoke Issue Non-repairable Use Case

Alternate Owner and/or lienholder NOT found

- Storage Facility offers vehicle at auction after posting at 3 government public facilities
 - Storage Facility holds auction
 - Storage Facility sells vehicle
 - Purchaser submits title application and supporting documents
- See Alternate Supporting Documents
- Invoke Original Title Use Case

Alternate Supporting Documents

- Notarized Vehicle Information Request Application for Mechanic's or Storage Lien Transcript
- Bill of sale
- Certificate of Title Application
- Copy of Public Auction Notice and location(s) of posting
- MSL transcript
- Return receipt for the certified mail (if owner found)
- Unopened Letter (if owner found)
- Storage Fee Proof

Alternate E-lien held
-CSC Teller sends paperwork to E-lien work center
-VSA Rep verifies paperwork
-VSA Rep removes E-lien from record
-VSA Rep processes title

Future:
-Review Title 43 statute to determine the agency responsible for modifications
Why 3 locations for posting?
-Combine VSA41 with VSA17
-Unify code to cover acquisition of a vehicle when unclaimed
-Unify requirements to cover all vehicle acquisition
-Remove the notary requirement
-Review and simplify VLIC procedures
-DMV provides online access to auction notices (mandatory)
-Allow newspaper posting of sale along with DMV online
-Agencies shall establish auction hours
-Flag record at time of MSL transcript printing to prevent any transaction against that record until MSL process is complete

Linked Requirements:

Name: DMV shall process Mechanic's liens and Storage Lien as required by statute 43-32 through 43-34
Notes:

Name: Lienholder shall be notified if vehicle is required to be registered by statute 43-34
Notes:

Name: Mechanic or Storage Facility shall apply for MSL transcript
Notes:

Name: Mechanic or Storage Facility shall be located in Virginia
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Name: Mechanic or Storage Facility shall have vehicle in their continuous custody for at least 30 days
Notes:

Name: Mechanic or Storage Facility shall notify owner and lienholder of intent to sell by certified or registered mail with return receipt required
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Name: Mechanic or Storage Facility shall petition the court if owner is in the military in order to get a Mechanic's or Storage lien.
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Name: Mechanic or Storage Facility shall post notice of sale in a government public facility
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Name: Mechanic or Storage Facility shall wait 30 days from date of delivery of letter before proceeding with sale according to statute 43-34
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Name: NADA shall verify vehicle loan value
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Name: Vehicle shall be manufactured at least 6 years prior to the current model year

Notes:

Name: VINASSIST shall verify vehicle VIN

Notes:

Use Case Name:	Issue Storage Lien vehicle valued at \$7,501 to \$15,000		
Status:			
Author:			
Created on:	11/28/2007	Modified on:	12/5/2007
Notes:	<p>Storage Lien - a storage facility receives a vehicle for the purpose of storage that is left for more than 10 days without storage payment. Storage Lien also applies to Mobile Homes that have not been converted to real estate and are left at any storage facility or property including a Mobile Home Park.</p> <p>Basic Flow:</p> <ul style="list-style-type: none">-Storage Facility issues an invoice and has not received payment 10 days after payment is due-Storage Facility completes a Vehicle Information Request Application for Mechanic's or Storage Lien to determine ownership and if there is a lien on the vehicle (MSL transcript)-Storage Facility submits form to DMV via mail, walk-in, online, fax-System verifies NCIC-System verifies VINASSIST-System verifies NADA-System verifies NMVTIS-System collects MSL transcript fee-System prints MSL transcript-System generates notification to owner and lienholder <p>See Alternate Owner and/or lienholder NOT found</p> <ul style="list-style-type: none">-Storage Facility receives transcript and original application-Storage Facility verifies NADA value on MSL transcript-See No NADA value-Storage Facility accept NADA value-Storage Facility petition General District Court where the vehicle is located to order the sale of the vehicle-City or County Sheriff where the vehicle is located holds auction-Sheriff sells vehicle-Sheriff signs affidavit portion of VSA 41-Purchaser submits title application and supporting documents <p>See Alternate Supporting Documents</p> <p>Invoke Original Title Use Case</p> <ul style="list-style-type: none">-See E-lien held <p>Alternate No NADA value</p> <ul style="list-style-type: none">-Storage Facility obtains independent appraisal of vehicle value <p>Alternate Supporting Documents</p> <ul style="list-style-type: none">-Notarized Vehicle Information Request Application for Mechanic's or Storage Lien Transcript-Bill of sale-Certificate of Title Application-MSL transcript-Proof of Storage Fees		

Alternate E-lien held

- CSC Teller send paperwork to E-lien work center
- VSA Rep verifies paperwork
- VSA Rep removes E-lien from record
- VSA Rep processes title

Alternate Owner and/or lienholder NOT found

- System prints NO Record Found Transcript
- CSC Teller faxes transcript and application to Customer Records Division
- Customer Records Division stamps received date on application
- Customer Records Tech inquires on system to verify No Record Found
- Customer Records Tech verifies NADA on transcript
- Customer Records Tech (CRT) sends transcript to Law Enforcement Information Services (LES/LEIS)
- LES/LEIS inquires on National Law Enforcement Telecommunications System (NLETS)
- LES/LEIS returns to Customer Records Division
- CRT reviews findings
- CRT stamps VSA-41 with owner found and notified
- CRT indicates on VSA-41 state where owner found
- CRT generates a letter to owner and lienholder (PC Letter)
- CRT returns application to applicant

Future:

- Review Title 43 statute to determine the agency responsible for modifications
- Why 3 locations for posting?
- Combine VSA41 with VSA17
- Unify code to cover acquisition of a vehicle when unclaimed
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- Remove the notary requirement
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- Flag record at time of MSL transcript printing to prevent any transaction against that record until MSL process is complete

Linked Requirements:

Name: Court shall validate that the sell of the vehicle is allowed and order the Sheriff to make the sale
Notes:

Name: DMV shall process Mechanic's liens and Storage Lien as required by statute 43-32 through 43-34
Notes:

Name: Lienholder shall be notified if vehicle is required to be registered by statute 43-34
Notes:

Name: Mechanic or Storage Facility shall apply for MSL transcript
Notes:

Name: Mechanic or Storage Facility shall be located in Virginia
Notes:

Name: Mechanic or Storage Facility shall have vehicle in their continuous custody for at least 30 days
Notes:

Name: Mechanic shall petition the court to acquire a Mechanic's Lien
Notes:

Name: NADA shall verify vehicle loan value

Notes:

Name: NCIC shall verify vehicle theft status

Notes:

Name: Sheriff shall sign affidavit on VSA 41

Notes:

Name: VINASSIST shall verify vehicle VIN

Notes:

Scenario Report with Requirements

Package: Issue Self Storage

Detail:			
Use Case Name:	Issue Self Storage Lien		
Status:			
Author:			
Created on:	12/5/2007	Modified on:	12/5/2007
Notes:	<p>Definition: Vehicle stored in a self storage facility licensed for the storage of personal property for which a storage fee has not been paid in accordance with statute 55-416 through 55-423.</p> <p>Basic Flow:</p> <ul style="list-style-type: none">-Self Storage Facility submits Information Request form (CRD 93) via walk-in, mail, fax-DMV Rep enters data-System verifies NCIC-System verifies VINASSIST-System verifies NADA-System verifies NMVTIS-System calculates fee-DMV Rep collects fee-System prints transcript-DMV Rep gives transcript to Self Storage Facility-Self Storage Facility contacts owner and lienholder, if applicable, by certified or registered mail-Self Storage Facility waits 20 days after the date of notice for a response-Self Storage Facility gives 10 day notice of auction by certified or registered mail to owner and lienholder-Self Storage Facility advertises auction in local newspaper at least once prior to auction-Self Storage Facility holds auction		

<p>-Self Storage Facility sells vehicle to highest bidder -Purchaser presents affidavit of evidence of compliance, application for certificate of title, bill of sale, and fees Invoke Issue Original Title</p> <p>Alternate E-lien held -CSC Teller send paperwork to E-lien work center -VSA Rep verifies paperwork -VSA Rep removes E-lien from record -VSA Rep processes title</p> <p>Future: -Review Sections 55-416 through 55-423 statute to determine the agency responsible for modifications -Unify code to cover acquisition of a vehicle when unclaimed -Unify requirements to cover all vehicle acquisition -Review and simplify VLIC procedures</p>

Linked Requirements:

Name: DMV shall issue a title certificate as a result of a self storage lien auction in accordance statute 55-416 through 55-423

Notes:

Name: DMV shall perform the appropriate inquiry as needed for self storage lien processing

Notes:

Scenario Report with Requirements

Package: Issue Abandoned Vehicle

Detail:			
Use Case Name:	Issue Abandoned Vehicle on Private Property other than Garages		
Status:			
Author:			
Created on:	12/5/2007	Modified on:	12/5/2007
Notes:	<p>Definition: A motor vehicle, trailer, or semi-trailer, or parts and pieces thereof that are: -Inoperable and is left unattended on public property not including an interstate or primary highway for more than 48 hours -Has remained illegally on public property for more than 48 hours -Has remained for more than 48 hours on private property without the consent of property owner regardless of whether it was brought onto the private property with the consent of the owner or person in control of that property -Is inoperable, left unattended, or both on an interstate highway -Is inoperable, left unattended, or both on the shoulder of a primary highway</p> <p>Note: Inoperable abandoned motor vehicle means an abandoned motor vehicle which is inoperable and whose fair market value, as determined by the locality's official responsible for assessing motor vehicles under section 58.1-3503 is less than the cost of its restoration to an operable condition.</p>		

Note: Property Owner includes a Person in Control of the Property

Basic Flow:

-Property Owner submits Information Request Form (CRD93) via mail, walk-in, online, fax

See Alternate No Title requested

-DMV Rep enters data

-System verifies NCIC

-System verifies VINASSIST

-System verifies NADA

-System verifies NMVTIS

-System calculates Abandoned Vehicle transcript fee

-DMV rep collects fee

-System prints Abandoned Vehicle transcript

-Property Owner receives transcript

See Alternate No Record Found

-Property Owner sends notice of intent to apply for VA title via certified or registered mail with return receipt requested if not claimed or removed within thirty days. If manufactured home within 120 days.

-Property Owner submits certificate of title application, Notarized Affidavit of Compliance with Abandoned Motor Vehicle Act, Returned Mail Signed Receipt or unopened mail, transcript and copy of notice

Invoke Issue Original Title

Alternate No Record Found

-Property Owner contact every titling jurisdiction

-Property Owner must provide certification showing the names and address of owner and lienholder

Alternate No Title requested

-Property Owner obtains the signature of the local official that the vehicle is inoperable (VSA44 Disposition of Motor Vehicle Form)

-Property Owner gives the VSA44 to a licensed Vehicle Removal Operator or Demolisher.

Invoke Issue Non repairable Certificate

Linked Requirements:

Name: DMV shall title abandoned vehicle in accordance with Chapter 12 of the VA Motor Vehicle code.

Notes:

Name: Property Owner shall notify vehicle and lienholder of intent to title after 48 hours

Notes:

Name: Property Owner shall send notice of intent to apply for VA title via certified or registered mail with return receipt requested if not claimed or removed within thirty days. If manufactured home within 120 days.

Notes:

