

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: February 20, 2008
Time: 9am – 4pm
Location: CRM730E/CRM702

Meeting called by: Angela Burrell

Attendees: Betty Mattice, Betty Milby, Ruth White, Brenda Lewis, Margaret Skelton, Shirley Anderson, Yolanda Fleming, Ed Ryder, Daniel Sekerdy, James Junius,

Preparation for meetings:

Agenda for workshop on February 20th was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for Internal Stops.

Summary:

- ❖ The team reviewed and defined scenario and requirements for Insurance Verification.

Scenario included:

- Post Administrative Stop
 - Post Confiscated/Seized Plate Stop
 - Post Confiscated/seized Vehicle Stop
 - Post Owner Retained (Salvage) Stop
 - Post State Corporation Commission Stop
 - Post Heavy Vehicle Use Tax Stop
 - Post for Non-Renewal of Permanent IRP License Plate
 - Post Returned Check Stop
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- ❖ Additional scenario placeholders were created for future BPR sessions. They included:
 - Post amended Tax Report Stop
 - Post Delinquent Tax Report Stop
 - Post Stolen Vehicle Stop
 - Post Vehicle Stop
 - Post customer Stop
 - Post Revocation Stop
 - Post Suspension Stop

- ❖ The team identified several research and “to do” opportunities:
 1. Do we have the authority to place a stop on ALL records for a customer rather than being vehicle or customer stops (Angela)
 2. Previous analysis has been done on stolen vehicle stops. Law Enforcement Expert will locate and report back to the team its findings. (Ed Ryder)
 3. CSI has requested an electronic copy of the HVUT Stop, 30 day Follow-up and Operating Authority letter. (Daniel)
 4. Verify the appropriate Administrative code section. (Angela)
 5. Additional discussion topics for Law Enforcement (LE) meeting – Allow LE and Commonwealth Attorney’s the ability to place electronic stops directly on customer records through VCIN (Angela)
- ❖ Analysis is being done through ad hoc reporting to determine the usage of the current CSS stop codes. Team recommendation – to eliminate stops that are not in use and to potentially merge stops that are clearly investigation related under ISO/ISO Stops. (Betty Mattice/Ed Ryder)
- ❖ Potential Process Improvement (LIO): Eliminate the cash only indicator. CSI will work with financial Services to include PIO in their Accounts Receivable Executive summary. (Martha Freeland/Greg Hopper)

Plans for Next Workshop:

S&R team will continue on to External Stops for next Wednesdays BPR session. Appropriate Subject Matter Experts will be notified.

Homework for Next Workshop:

A report from EA is attached that shows scenarios defined and their linked requirements as well as scenario placeholders for future BPR sessions.

Scenario Report with Requirements

Package: Stops

Detail:			
Use Case Name:	Post Administrative Stop		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	2/21/2008
Notes:	<p>This process is used to place an administrative stop on a customer record, vehicle record, which prevents any transaction on the customer or vehicle record (vehicle specific)</p> <p>Current:</p> <ul style="list-style-type: none"> -DMV Employee receives information/documentation that requires placement of an administrative stop -DMV Employee updates customer record to place administrative stop on customer record, vehicle record, or both (system captures teller and work location, optional fields include short description field) <p>Future:</p> <ul style="list-style-type: none"> -DMV Employee receives information/documentation that requires placement of an administrative stop -Invoke Image Document -DMV Employee places customer information into electronic queue for review by supervisor -Manager reviews queue and approves placement of administrative stop (stop ALL transactions on customer record) -See Alt Flow: Manager disapproves placement of stop -Queue updates customer record to place administrative stop -System generates correspondence to customer advising of stop and steps to remove administrative stop <p>Alt Flow: Supervisor disapproves placement of stop</p> <ul style="list-style-type: none"> -Manager updates queue to disapprove stop -Queue updates customer record to disapprove stop -Process ends 		

Linked Requirements:

Name: System shall allow DMV Employee to place customer information into electronic queue for review by supervisor

Notes:

Name: System shall allow queue to update customer record to place administrative stop

Notes:

Name: System shall allow Supervisor to review queue and approve/disapprove placement of administrative stop (stop ALL transactions on customer record)

Notes:

Name: System shall generate correspondence to customer advising of stop and steps required to remove administrative stop

Notes:

Use Case Name:	Post Amended Tax Report Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008
Notes:	This process is used to a stop against an IFTA customer requiring the filing of an amended tax report		
Linked Requirements:			

Use Case Name:	Post Confiscated/Seized Plate Stop		
Status:	Identified		
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/21/2008

Notes:	<p>This process is used to place a stop on a license plate when law enforcement have confiscated/seized license plate</p> <p>Current:</p> <ul style="list-style-type: none">-Law Enforcement submits paper documentation advising of confiscated/seized license plate-Titles and Registration Technician updates appropriate vehicle record for p to place confiscated/seized plate stop <p>Future:</p> <ul style="list-style-type: none">-Law Enforcement submits electronic documentation to Title and Registration Work Center advising of confiscated/seized license plate-See Alt Flow: Paper Submission-System builds electronic queue of electronic documentation-Queue matches information to vehicle record with confiscated/seized plate-System updates vehicle record to post confiscated/seized plate stop-System updates vehicle record to surrender plates-System generates correspondence to customer advising plates have been surrendered and must obtain new plates <p>Alt Flow: Paper Submission</p> <ul style="list-style-type: none">-Law Enforcement submits paper documentation to Title and Registration W Center advising of confiscated/seized license plate-Invoke Image Document-System builds electronic queue of documentation submitted-Titles and Registration Technician reviews queue and searches system for vehicle record-Titles and Registration Technician updates vehicle record to post confiscated/seized plate stop-System updates vehicle record to surrender plates-System generates correspondence to customer advising plates have been surrendered and must obtain new plates
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Linked Requirements:

Name: System shall allow Law Enforcement to submit electronic documentation to Title and Registration Work Center advising of confiscated/seized license plate

Notes:

Name: System shall allow Titles and Registration Technician to review queue and search system for vehicle record

Notes:

Name: System shall allow Titles and Registration Technician updates vehicle record to post confiscated/seized plate stop

Notes:

Name: System shall build electronic queue of electronic documentation

Notes:

Name: System shall generate correspondence to customer advising plates have been surrendered and must obtain new plates

Notes:

Name: System shall match information in queue to vehicle record with confiscated/seized plate

Notes:

Name: System shall update vehicle record to post confiscated/seized plate stop

Notes:

Name: System shall update vehicle record to surrender plates

Notes:

Use Case Name:	Post Confiscated/Seized Vehicle Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/21/2008

Notes:	<p>This process is used to place a stop on vehicle record when a vehicle has been confiscated/seized by locality</p> <p>Current:</p> <ul style="list-style-type: none"> -Commonwealth's Attorney submits paper documentation to Titles and Registration Work Center advising vehicle has been confiscated/seized (letter request vehicle ownership and lien information) -Title and Registration Manager updates vehicle record placing confiscated/stop -Title and Registration prepares pc-generated correspondence to Commonwealth's Attorney providing vehicle owner and lien holder information (copy to vehicle owner and lien holder) <p>Future:</p> <ul style="list-style-type: none"> -Law Enforcement submits electronic documentation to Title and Registration Work Center advising of confiscated/seized vehicle -See Alt Flow: Paper Submission -System builds electronic queue of electronic documentation -Queue matches information to vehicle record with confiscated/seized vehicle -System updates vehicle record to post confiscated/seized vehicle stop -System generates correspondence to Commonwealth's Attorney advising of vehicle owner and lien holder information (revise letter to customer and lien holder) <p>Alt Flow: Paper Submission</p> <ul style="list-style-type: none"> -Law Enforcement submits paper documentation to Title and Registration Work Center advising of confiscated/seized vehicle -Invoke Image Document -System builds electronic queue of documentation submitted -Titles and Registration Technician reviews queue and searches system for vehicle record -Titles and Registration Technician updates vehicle record to post confiscated/seized vehicle -System generates correspondence to Commonwealth's Attorney advising of vehicle owner and lien holder information (revise letter to customer and lien holder)
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Linked Requirements:

Name: System shall allow Law Enforcement to submit electronic documentation to Title and Registration Work Center advising of confiscated/seized vehicle

Notes:

Name: System shall allow queue to match information to vehicle record with confiscated/seized vehicle

Notes:

Name: System shall allow Titles and Registration Technician to review queue and searches system for vehicle record

Notes:

Name: System shall allow Titles and Registration Technician to update vehicle record to post confiscated/seized vehicle

Notes:

Name: System shall allow Titles and Registration Technician to update vehicle record to post confiscated/seized vehicle

Notes:

Name: System shall build electronic queue of documentation submitted

Notes:

Name: System shall build electronic queue of electronic documentation

Notes:

Name: System shall generate correspondence to Commonwealth's Attorney advising of vehicle owner and lien holder information (revise letter to customer and lien holder)

Notes:

Name: System shall update vehicle record to post confiscated/seized vehicle stop

Notes:

Use Case Name:	Post Miscellaneous Invoice Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008

Notes:	<p>This process is used to place a miscellaneous invoice stop on customer record when he or she does not submit sufficient funds (identified shortage) to cover transaction</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits insufficient funds (identified shortage to cover a transaction -Fiscal Technician creates invoice to collect identified shortage (system allows 30 days to pay invoice) -System updates customer record to place miscellaneous invoice stop after 30 days of unpaid invoice <p>Future:</p> <ul style="list-style-type: none"> -Customer submits insufficient funds (identified shortage to cover a transaction -Fiscal Technician creates invoice to collect identified shortage (system allows 30 days to pay invoice) -System updates customer record to place miscellaneous invoice stop after 30 days of unpaid invoice
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Linked Requirements:

Name: System shall update customer record to place miscellaneous invoice stop after 30 days of unpaid invoice

Notes:

Use Case Name:	Post Owner Retained (Salvage) Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/21/2008

Notes:

This process is used to place an owner retained stop on a vehicle that has been wrecked and retained by owner (vehicle is six years old or \$7500)

Current:

Insurance Company submits a VSA-58 to the Salvage Work Center

- Salvage Technician updates vehicle record with salvage information
- See Alt Flow: Non-repairable Vehicle
- Salvage Technician places owner retained stop on vehicle record
- Salvage Technician manually prepares pc-generated letter to vehicle owner advising to obtain a salvage certificate and obtain a salvage exam
- Mail Clerk mails letter via first class mail

Alt Flow: Non-repairable Vehicle

- Salvage Technician updates vehicle with non-repairable stop
- Salvage Technician manually prepares pc-generated letter advising to obtain non-repairable certificate
- Mail Clerk mails letter via first class mail

Future:

- Insurance Company submits an electronic VSA-58 to the Salvage Work Center
- See Alt Flow: Paper VSA-58
- System builds electronic queue of submitted VSA-58
- Queue matches information on VSA-58 to customer record
- System updates vehicle record with salvage information
- System places owner retained stop on vehicle record
- See Alt Flow: No Vehicle Record
- See Alt Flow: Non-repairable Vehicle
- System generates letter to vehicle owner advising to obtain a salvage certificate and obtain a salvage exam
- Mail Clerk mails letter via first class mail

Alt Flow: Paper VSA-58

- Invoke Image Document
- System builds electronic queue of VSA-58 submitted
- Salvage Technician reviews VSA-58 queue and matches information to motor vehicle record
- Salvage Technician updates vehicle record with salvage information

Alt Flow: No Vehicle Record

- System returns electronic VSA-58 to insurance company

Alt Flow: Non-repairable Vehicle

- Salvage Technician updates vehicle with non-repairable stop
- System generates letter advising to obtain non-repairable certificate
- Mail Clerk mails letter via first class mail

Linked Requirements:

Name: System shall allow Insurance Company to submit an electronic VSA-58 to the Salvage Work Center

Notes:

Name: System shall allow Salvage Technician to review VSA-58 queue and matches information to matching vehicle record

Notes:

Name: System shall allow Salvage Technician to update vehicle record with salvage information

Notes:

Name: System shall allow Salvage Technician to update vehicle with non-repairable stop

Notes:

Name: System shall build electronic queue of submitted VSA-58

Notes:

Name: System shall generate letter advising to obtain non-repairable certificate

Notes:

Name: System shall generate letter to vehicle owner advising to obtain a salvage certificate and obtain a salvage exam

Notes:

Name: System shall match information in VSA-58 queue to customer record

Notes:

Name: System shall place owner retained stop on vehicle record

Notes:

Name: System shall return electronic VSA-58 to insurance company

Notes:

Name: System shall update vehicle record with salvage information

Notes:

Use Case Name:	Post Returned Check Stop		
Status:	Identified		
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008

Notes:	<p>This process is used to post a returned check stop on a customer's record when a check is returned by the bank due to insufficient funds, payment stopped, account closed, refer to maker</p> <p>(check has been deposited twice)</p> <p>Current:</p> <ul style="list-style-type: none"> -Bank returns check to DMV stamped with reason for return -Fiscal Technician verifies source transaction for check -Fiscal Technician creates invoice to customer -System places returned check stop on customer record (stops ALL future transactions until stopped has been cleared) <p>Future:</p> <ul style="list-style-type: none"> -Bank returns check to DMV stamped with reason for return -Fiscal Technician verifies source transaction for check -Fiscal Technician creates invoice to customer -System places returned check stop on customer record (stops ALL future transactions until stopped has been cleared) <p>PIO/LIO - Eliminate the cash only stop</p>
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Linked Requirements:	
Name: System shall place returned check stop on customer record (stops ALL future transactions until stopped has been cleared)	
Notes:	

Use Case Name:	Post State Corporation Commission (SCC) Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008

Notes:	<p>This process is used to place a SCC stop against a company applying for intrastate operating authority and is not registered with the SCC</p> <p>Current:</p> <ul style="list-style-type: none"> -Operating Authority Technician receives an application for intrastate operating authority -Operating Authority Technician inquires on SCC system and determines company is not registered in Virginia -See Alt Flow: Company Registered in Virginia -Operating Authority Technician places SCC stop on company record (stop prevents activity on operating credential) -System generates letter in overnight batch (DANIEL TO PROVIDE COPY OF LETTER) -Operating Authority Supervisor reviews correspondence -Mail Clerk mail letter via first class mail <p>Future:</p> <ul style="list-style-type: none"> -Check with Issue and Renew for verbiage on application process for operating authority -Insert check with SCC and place stop
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Linked Requirements:

Use Case Name:	Post Stolen Vehicle Stop		
Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008
Notes:	<p>This process is use to report a vehicle stolen to DMV</p> <p>Current:</p> <ul style="list-style-type: none"> -Law Enforcement enters stolen vehicle information into Virginia Criminal Information Network (VCIN) -VCIN transmits stolen vehicle information to DMV -System updates vehicle record with stolen vehicle information 		
Linked Requirements:			

Use Case Name:	Post a Delinquent Tax Report Stop
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Status:			
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008
Notes:	This process is used to place a delinquent tax report stop against an IFTA customer that has failed to file a quarterly tax report		
Linked Requirements:			

Use Case Name:	Post a Heavy Vehicle Use Tax (HVUT) stop		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/20/2008	Modified on:	2/20/2008

Notes:	<p>This process is used to place against a vehicle record weighing 26,001 lbs that has failed to file a Schedule 1 (IRS Tax Form)</p> <p>Current:</p> <ul style="list-style-type: none"> -System determines Schedule 1 has NOT been filed on vehicle record -System generates correspondence reminding vehicle owner to file Schedule 1 -System places HVUT stop on vehicle record 30 days after issuance of correspondence -See Alt Flow: Schedule 1 with 30 days <p>Alt Flow: Schedule 1 Filed within 30 days</p> <ul style="list-style-type: none"> -No action taken <p>-Check with Issue and Renew about Schedule 1 filings</p> <p>Future:</p> <ul style="list-style-type: none"> -System determines Schedule 1 has NOT been filed on vehicle record -System generates correspondence reminding vehicle owner to file Schedule 1 -System places HVUT stop on vehicle record 30 days after issuance of correspondence -See Alt Flow: Schedule 1 with 30 days <p>Alt Flow: Schedule 1 Filed within 30 days</p> <ul style="list-style-type: none"> -No action taken
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Linked Requirements:

Name: System shall place HVUT stop on vehicle record 30 days after issuance of correspondence
Notes:

Use Case Name:	Post Stop for Non Renewal of Permanent IRP License Plate		
Status:	Identified		
Author:	Credential Team		
Created on:	9/5/2007	Modified on:	2/20/2008

Notes:	<p>Stop for Non Renewal of Permanent IRP License Plate Notice is generated when the Motor Carrier Owner/Lessee failed to respond to Non Renewal of Permanent IRP License Plate Notice.</p> <p>Future:</p> <ul style="list-style-type: none"> -System will determine Motor Carrier Owner/Lessee that has not renewed their Permanent IRP License Plate within 60 days of expiration or surrendered Permanent IRP License Plates -System will place a Vehicle Stop against vehicle record of Permanent IRP License Plate that has been expired for more than 60 days. -System will generate an electronic Stop for Non Renewal of Permanent IRP License Plate Notice to Motor Carrier Owner/Lessee of vehicle with Permanent IRP License Plate that has been expired for more than 60 days -System will build electronic queue for LES Agent to pick up Permanent IRP License Plate -System will update queue in real time when Motor Carrier Owner/Lessee complies with Vehicle Stop by renewing or surrendering Permanent IRP License Plates <p>Legislative opportunity????</p>
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Linked Requirements:	
Name:	System shall build electronic queue for LES Agent to pick up Permanent IRP License Plate
Notes:	
Name:	System shall determine Motor Carrier Owner/Lessee that has not renewed their Permanent IRP License Plate within 60 days of expiration or surrendered Permanent IRP License Plates
Notes:	
Name:	System shall generate an electronic Stop for Non Renewal of Permanent IRP License Plate Notice to Motor Carrier Owner/Lessee of vehicle with Permanent IRP License Plate that has been expired for more than 60 days
Notes:	
Name:	System shall place a Vehicle Stop against vehicle record of expired Permanent IRP License Plate that has been expired for more than 60 days.
Notes:	
Name:	System shall update queue in real time when Motor Carrier Owner/Lessee complies with Vehicle Stop by renewing or surrendering Permanent IRP License Plates
Notes:	

