

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: BPR Workshop**  
**Date: February 27, 2008**  
**Time: 9am – 4pm**  
**Location: CRM730E**

**Meeting called by:** Angela Burrell

**Attendees:** Barbara Duff, Brenda Lewis, Mitch Nuckles, Yolanda Fleming, Daniel Sekerdy, Gail Foxwell, Peggy Bailey, Ed Ryder, Donyale Walker, Yulonda Kelley Porter, Prin Cowan

**Preparation for meetings:**

Agenda for workshop on February 20<sup>th</sup> was distributed to team.

**Session Goals and Objectives:**

Document detailed process flows (scenarios) for External Stops.

**Summary:**

- ❖ The team reviewed and defined scenario and requirements Vehicle Registration Withholding Stops and Dealer Stops.

Scenarios included:

- ✚ Post VRWS (Vehicle Registration Withholding Stop)
- ✚ Post VRW1 Stop (parking tickets)
- ✚ Post Dealer Bond Cancellation Stop (MVDB)
- ✚ Post Denial of Salesperson License Stop
- ✚ Post Intent to Cancel MVDB Stop
- ✚ Post Fail to Maintain Sales Office Stop (MVDB)

- ❖ The team identified several research and “to do” opportunities:

1. §46.2-752 (J) states that “ Commissioner will refuse to issue or renew any vehicle registration of any applicant therefor who owes to such county, city or town any local vehicle license fees or delinquent tangible personal property tax or parking citations issued only to residents of such county, city, or town.” However, the current system prevents renewal only and allows for original registration. Discuss with Eula Moore-Anderson why the system doesn’t prevent original registration for VRW stops. (Angela)
2. The agreement localities sign to participate in the VRW Stop program does not mention delinquent parking tickets. §46.2-752 gives localities the authority to place a VRW Stop on a customer’s record for delinquent parking tickets. Discuss with Theresa Gonyo the process to revise the agreement. (Angela)
3. Contact Treasurers to define their process for transmitting to and receiving data from DMV. (Angela)
4. Does the Motor Vehicle Dealer Board cancellation notices have to be mailed via certified mail? Is it possible to e-mail dealerships instead? (Peggy Bailer to discuss with Eric Fiske)
5. Motor Vehicle Dealer Board notices discussed in session are required by CSI Team (Peggy Bailey -Intent to

Cancel, MVDB-38, DSD-7, DSD-7)

6. The Recovery Fund letter has Titles and Registration contact information when it should contain Motor Vehicle Dealer Board contact information. (Yolanda Fleming)
7. Potential Process Improvement (LIO): Currently, Treasurers must key in a DMV customer number and title or VIN to find a customer number on which to place a VRW stop. Stops for delinquent personal property taxes are NOT vehicle specific. Look into the possibility of eliminating requirement to key in vehicle data to place the VRWS stop. (Jeff Harper informed participants this would require system changes and we should add the requirement in CSI)

**Plans for Next Workshop:**

S&R team will continue with 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. Share this information with your co-workers so they may review and provide feedback.

## Scenario Report with Requirements

**Package:** Local Stops

<b>Detail:</b>			
<b>Use Case Name:</b>		Post VRW1 Stop (parking tickets)	
<b>Status:</b>			
<b>Author:</b>		Credential Team	
<b>Created on:</b>		2/27/2008	<b>Modified on:</b> 2/28/2008
<b>Notes:</b>		This process is used to place a sanction on a customer record for delinquent parking tickets  Current: -Treasurer accesses system to search for customer record (SSN, title number or VIN) -See Alt Flow: Zip Disk, CD, Diskette -Treasurer updates customer record to place VRW1 stop  Alt Flow: Zip Disk Treasurer submits zip disk, CD, diskette to SSG with listing of VRW1 adds, deletes, comply -SSG Technician uploads zip disk, CD, diskette to update system with VRW1 information -System produces paper listing of vehicles added, not added and reason for non-match -System updates zip disk, CD, diskette with vehicles/customer that stop was added to -SSG mails paper listing, zip disk, CD, diskette to locality	

(need to contact Treasurer to discuss their processes for VRW1)

Future:

- Treasurer electronically transmits VRW1 information to DMV (single customer AND batch ability)
- System accepts customer number (SSN, DMV assigned number)
- System updates customer record with VRW1 information
- System builds queue of non-match customers
- System transmits non-match queue back to Treasurer with reason for non-match

Note: Look into whether DMV should prevent ORIGINAL registration on vehicles owned or co-owned by customer with VRW1 stop on record 46.2-752(J)

**Linked Requirements:**

**Name: System shall accept customer number (SSN, DMV assigned number) to inquire on customer record**

**Notes:**

**Name: System shall allow placement of multiple VRW stops on customer record**

**Notes:**

**Name: System shall allow Treasurer to electronically transmits VRW information to DMV (single customer AND batch ability)**

**Notes:**

**Name: System shall build queue of documentation submitted**

**Notes:**

**Name: System shall build queue of non-match customers**

**Notes:**

**Name: System shall prevent renewal of registration for vehicle that incurred that parking violation**

**Notes:**

**Name: System shall purge VRW1 stop that are four years old**

**Notes:**

**Name: System shall transmit non-match queue back to Treasurer with reason for non-match**

**Notes:**

**Name: System shall update customer record with VRW information**

**Notes:**

Use Case Name:	Post VRWS (Vehicle Registration Withholding Stop)		
Status:			
Author:	Credential Team		
Created on:	2/27/2008	Modified on:	2/28/2008
Notes:	This process is used to place a sanction on a customer record for delinquent		

personal property tax/local license fee/decal fee 46.2-752

**Current:**

- Treasurer accesses system to search for customer record (SSN, title number or VIN)
- See Alt Flow: Zip Disk, CD, Diskette
- Treasurer updates customer record to place VRWS stop

**Alt Flow: Zip Disk**

- Treasurer submits zip disk, CD, diskette to SSG with listing of VRWS adds, deletes, comply
- SSG Technician uploads zip disk, CD, diskette to update system with VRWS information
  - System produces paper listing of vehicles added, not added and reason for non-match
  - System updates zip disk, CD, diskette with vehicles/customer that stop was added to
  - SSG mails paper listing, zip disk, CD, diskette to locality

(need to contact Treasurer to discuss their processes for VRWS)

**Future:**

- Treasurer electronically transmits VRWS information to DMV (single customer AND batch ability)
- System accepts customer number (SSN, DMV assigned number)
- System updates customer record with VRWS information
- System builds queue of non-match customers
- System transmits non-match queue back to Treasurer with reason for non-match

Note: Look into whether DMV should prevent ORIGINAL registration on vehicles owned or co-owned by customer with VRW stop on record

**Linked Requirements:**

**Name: System shall accept customer number (SSN, DMV assigned number) to inquire on customer record**

**Notes:**

**Name: System shall allow placement of multiple VRW stops on customer record**

**Notes:**

**Name: System shall allow Treasurer to electronically transmits VRW information to DMV (single customer AND batch ability)**

**Notes:**

**Name: System shall build queue of non-match customers**

**Notes:**

**Name: System shall prevent registration renewal of any vehicle owned or co-owned by customer once VRW stop is on record**

**Notes:**

**Name:** System shall prevent the transfer of license plates registered to any vehicle owned or co-owned by customer with VRW stop

**Notes:**

**Name:** System shall purge VRW stops after six years

**Notes:**

**Name:** System shall transmit non-match queue back to Treasurer with reason for non-match

**Notes:**

**Name:** System shall update customer record with VRW information

**Notes:**

**Package:** Dealer Stops

<b>Detail:</b>			
Use Case Name:	Post Dealer Bond Cancellation Stop (MVDB)		
Status:			
Author:	Credential Team		
Created on:	2/27/2008	Modified on:	2/28/2008
Notes:	<p>This process is used to place a sanction against a dealer license when the bonding company notifies MVDB that the dealer company bond has been canceled 46.2-1527 et al</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Bonding company notifies the MVDB by letter that a dealer company bond has been canceled</li><li>-MVDB License Tech prepares pc-generated letter to dealer advising to obtain another bond within 30 days (correspondence includes bond application (DSD-2))</li><li>-MVDB License Tech determines new bond has not been filed by deadline</li><li>-MVDB License Tech places bond cancellation stop on dealer record by dealer number</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-Bonding company electronically notifies MVDB that a dealer company bond has been canceled</li><li>-System builds queue of bond cancellations</li><li>-Systems generates report of bond cancellations for review by MVDB</li><li>-System matches information in queue to dealer record</li><li>-See Alt Flow: Non-match</li></ul> <p>System updates dealer record to place bond cancellation stop on record</p> <p>Alt Flow: Non-match</p> <ul style="list-style-type: none"><li>-System builds queue of non-match for bond cancellations</li><li>-System generates report of non-match bond cancellation for review by MVDB</li></ul>		

MVDB prepares pc-generated bond cancellation letter to dealer  
 MVDB prepares MVDB IS-12 for field representative to visit dealership to collect dealer certificate, dealer plates, salesperson licenses, temporary tags, transport tags  
 -See Alt Flow: On-Line Dealership

Alt Flow: On-Line Dealership  
 -MVDB contacts JoAnne Mckay to prepare DMV IS-12  
 -JoAnne McKay sends IS-12 to LES  
 -Special Agent contacts MVDB field representative to coordinate visit dealership

Note: Bond cancellation stop prevents dealer from obtaining another dealer application. Does NOT stop titling vehicle sold by the dealership

**Linked Requirements:**

**Name: System builds queue of non-match for bond cancellations**

**Notes:**

**Name: System shall allow Bonding company to electronically notify MVDB that a dealer company bond has been canceled**

**Notes:**

**Name: System shall build queue of bond cancellations**

**Notes:**

**Name: System shall generate report of non-match bond cancellation for review by MVDB**

**Notes:**

**Name: System shall match information in queue to dealer record**

**Notes:**

**Name: System shall update dealer record to place bond cancellation stop on record**

**Notes:**

**Name: Systems shall generate report of bond cancellations for review by MVDB**

**Notes:**

Use Case Name:	Post Denial of Salesperson License Stop		
Status:	Identified		
Author:	Credential Team		
Created on:	2/27/2008	Modified on:	2/28/2008
Notes:	This process is used to place a sanction on a customer record when application for salesperson license has been denied, suspended or revoked pursuant to 46.2-1575 et al (DSD-7)		

Current:

- MVDB license tech receives criminal background from ScreeningOne
- MVDB license tech compares criminal background check and DSD-7
- MVDB license tech determines applicant should be denied
- See Alt Flow: Application Approved
- MVDB license tech updates customer record to place salesperson license stop using SSN/DMV-assigned number
- MVDB license tech prepares pc-generated denial letter to customer advising of denial of salesperson application
- MVDB license tech mails denial letter via certified mail

Future:

- ScreeningOne submits electronic criminal background checks to MVDB
- System build queue of criminal background checks
- System determines criminal background check contains felony information
- See Alt Flow: Clean criminal background check
- System compares felony criminal background check and DSD-7
- System determines criminal background check indicated felony and DSD-7 does NOT indicate felony
- See Alt Flow: Criminal background check AND DSD-7 contain felony information
- System updates customer record to place salesperson license stop
- System generates denial letter to customer advising of denial of salesperson application
- MVDB mails denial letter via certified mail

Alt Flow: Clean criminal background check

- Invoke Issue Salesperson License

Alt Flow: Criminal background check AND DSD-7 contain felony information

- System determines criminal background check and DSD-7 contain felony information
- System builds sub-queue of felony background checks for review MVDB license tech
- MVDB license tech reviews felony background check and DSD-7 to determine whether application should be denied

**Linked Requirements:**

**Name: MVDB license tech shall mail denial letter via certified mail**

**Notes: 46.2-1576**

**Name: System shall allow MVDB license tech to review felony background check and DSD-7 to determine whether application should be denied**

**Notes:**

**Name: System shall allow ScreeningOne to submit electronic criminal background checks to MVDB**

**Notes:**

**Name: System shall build queue of criminal background checks**

**Notes:**

**Name: System shall build sub-queue of felony background checks for review MVDB license tech**

**Notes:**

**Name: System shall compare felony criminal background check and DSD-7**

**Notes:**

**Name: System shall determine criminal background check and DSD-7 contain felony information**

**Notes:**

**Name: System shall determine criminal background check contains felony information**

**Notes:**

**Name: System shall determine criminal background check indicates felony but DSD-7 does NOT indicate felony**

**Notes:**

**Name: System shall generate denial letter to customer advising of denial of salesperson application**

**Notes:**

**Name: System shall update customer record to place salesperson license stop**

**Notes: 46.2-1575**

Use Case Name:	Post Fail to Maintain Sales Office Stop (MVDB)		
Status:	Identified		
Author:	Credential Team		
Created on:	2/27/2008	Modified on:	2/28/2008
Notes:	<p>This process is used to place a sanction on a customer record when a dealer has vacated dealership facility</p> <p>Current:</p> <ul style="list-style-type: none"><li>-MVDB license tech is notified via MVDB-38 or notification from other sources</li><li>-MVDB license tech places stop on dealer record immediately</li><li>-MVDB license tech inquires on dealer owner customer record to verify address</li><li>-MVDB license tech prepares pc-generated violation of 46.2-1510 letter to dealer advising of failure to maintain dealership facility</li><li>-MVDB license tech mails pc-generated letter via certified mail to dealer facility and to residence of dealer owner</li><li>-MVDB license tech allows 20 days for dealer to come into compliance</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-MVDB field rep submits electronic MVDB-38</li><li>-See Alt Flow: Other sources submission</li><li>-System builds queue of MVDB-38s</li><li>-System determines MVDB-38 contains violation of 46.2-1510</li><li>-See Alt Flow: MVDB-38 without violation</li><li>-System updates queue to place failure to maintain sales office stop on dealer record</li></ul>		

<p>-System generates failure to maintain sales office letter to dealer facility and residence of dealer owner</p> <p>Note: Peggy to check with Eric Fiske about possibility of sending notice electronically</p> <p>Alt Flow: Other sources submission</p> <ul style="list-style-type: none"> <li>-MVDB license tech receives information via phone, e-mail, consumer written complaint about possible vacant dealer facility</li> <li>-MVDB license tech requests MVDB field rep to conduct dealer site visit</li> <li>-MVDB field rep conduct site visit</li> <li>-Return to normal flow</li> </ul> <p>Alt Flow: MVDB-38 without violation</p> <ul style="list-style-type: none"> <li>-System determines MVDB-38 does NOT contain violation information</li> <li>-No action taken</li> </ul>
--

**Linked Requirements:**

**Name: MVDB license tech shall mail letter via certified mail**

**Notes:**

**Name: System shall allow MVDB field agent to submit electronic MVDB-38**

**Notes:**

**Name: System shall build queue of MVDB-38s**

**Notes:**

**Name: System shall determine MVDB-38 contains violation information**

**Notes:**

**Name: System shall generate failure to maintain sales office letter to dealer facility and residence of dealer owner**

**Notes: 46.2-1576**

**Name: System shall generate letter to dealer advising of possible violation**

**Notes: 46.2-1576**

**Name: System shall update queue to place stop on dealer record**

**Notes:**

Use Case Name:	Post Intent to Cancel MVDB Stop		
Status:			
Author:	Credential Team		
Created on:	2/27/2008	Modified on:	2/28/2008
Notes:	<p>This process is used to place a sanction on a dealer record in an effort to resolve violations 46.2-1576</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-MVDB license tech is notified via MVDB-38 or notification from other sources of a possible violation</li> </ul>		

-MVDB license tech prepares pc-generated intent to cancel dealer license letter to dealer advising of possible violation  
-See Alt Flow:  
-MVDB places stop on dealer record after specified period of time  
-Invoke Intent to Cancel Dealer License

Future:  
-MVDB field agent submits electronic MVDB-38  
-System builds queue of MVDB-38s  
-System determines MVDB-38 contains violation information  
-See Alt Flow: MVDB-38 without violation  
-System updates queue to place Intent to Cancel stop on dealer record  
-System generates intent to cancel dealer license letter to dealer advising of possible violation

Note: Peggy to check with Eric Fiske about possibility of sending intent notice electronically

Alt Flow: MVDB-38 without violation  
-System determines MVDB-38 does NOT contain violation information  
-No action taken

**Linked Requirements:**

**Name: MVDB license tech shall mail letter via certified mail**

**Notes:**

**Name: System shall allow MVDB field agent to submit electronic MVDB-38**

**Notes:**

**Name: System shall build queue of MVDB-38s**

**Notes:**

**Name: System shall determine MVDB-38 contains violation information**

**Notes:**

**Name: System shall generate letter to dealer advising of possible violation**

**Notes: 46.2-1576**

**Name: System shall update queue to place stop on dealer record**

**Notes:**

