

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



**Meeting: Special Plates Sub Team Meeting**  
**Date: March 27, 2008**  
**Time: 11am - 12pm**  
**Location: CRM133**

**Meeting called by:** Angela Burrell

**Attendees:** Carolyn Easley, Terry Saunders, Sherrie Wells, LaTrice Ampy, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on March 27<sup>th</sup> was distributed to team.

**Session Goals and Objectives:**

Document detailed process flow (scenario) for Special Plates.

**Summary:**

- ❖ The team reviewed and defined scenario and requirements for Special Plates.

Scenarios included:

- 🚦 Recall Personalized Plates

**Plans for Next Workshop:**

S&R team will run report to include all Special Plates processes documented. It has been determined by the team that all flows are identified. Experts will alert CSI immediately regarding additional processes.

**Homework for Next Workshop:**

A report from EA is attached that shows ALL Special Plates scenarios defined and their linked requirements. Please review and provide feedback ASAP.

# Scenario Report with Requirements

**Package:** Special Plates

<b>Detail:</b>			
Use Case Name:	Recall Personalized Plates		
Status:	Scheduled		
Author:	DMVJ3D		
Created on:	2/5/2008	Modified on:	3/27/2008
Notes:	<p>This process is used to recall personalized license plates registered to a vehicle in Virginia that have been found to be in violation of the agency's screening guidelines</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer submits written request to review personalized license plate</li> <li>-Word Committee reviews request to determine plate is in violation of agency's screening guidelines</li> <li>-See Alt Flow: Plate is NOT in violation of screening guidelines</li> <li>-Special Plates Technician updates customer record to deactivate personalized plates and issue set of replacement license plates</li> <li>-Special Plates Technician updates QUIPS to indicate request and action taken on personalized plates</li> <li>-Special Plates Technician prepares pc-generated letter to vehicle owner advising personalized plates have been deactivated, along with replacement plates</li> <li>-Special Plates Technician e-mails SSG requesting personalized plate be added to No-No Table (1088)</li> </ul> <p>Alt Flow: Plate is NOT in violation of screening guidelines</p> <ul style="list-style-type: none"> <li>-Word Committee determines plates is NOT in violation of guidelines</li> <li>-No action taken against personalized plates</li> <li>-Special Plates Technician updates QUIPS to indicate request and action taken on personalized plates</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Customer submits written request to review personalized license plate</li> <li>-Word Committee reviews request to determine plate is in violation of agency's screening guidelines</li> <li>-See Alt Flow: Plate is NOT in violation of screening guidelines</li> <li>-Special Plates Technician updates vehicle record to recall personalized plates</li> <li>-System deactivates personalized plates and issue set of replacement plates</li> <li>-System generates correspondence in real time in Special Plates Work Center to vehicle owner advising personalized plates have been deactivated, along with replacement plates</li> <li>-Special Plates Technician mails correspondence and replacement plates via first class mail</li> </ul> <p>Alt Flow: Plate is NOT in violation of screening guidelines</p> <ul style="list-style-type: none"> <li>-Word Committee determines plates is NOT in violation of guidelines</li> <li>-No action taken against personalized plates</li> <li>-Special Plates Technician updates vehicle record to show request to review plates was received, no action taken</li> </ul>		

**Linked Requirements:**

**Name:** DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

**Notes: 46.2-713, 46.2-726**

**Name: Special Plates Technician shall mail correspondence and replacement plates via first class mail**

**Notes:**

**Name: System shall allow Special Plates Technician to update vehicle record to recall personalized plates**

**Notes:**

**Name: System shall allow Special Plates Technician to update vehicle record to show request to review plates was received, no action taken**

**Notes:**

**Name: System shall deactivate personalized plates and issue set of replacement plates**

**Notes:**

**Name: System shall generate correspondence in real time in Special Plates Work Center to vehicle owner advising personalized plates have been deactivated, along with replacement plates**

**Notes:**

Use Case Name:	Review Requested Personalized Plates		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/5/2008	Modified on:	3/27/2008
Notes:	<p>This process is used to screen requested personalized plates that have been ordered, NOT produced, that may be in violation of the agency's screening guidelines 46.2-726, 46.2-713</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Customer requests personalized license plate by mail, fax, internet, CSC, phone</li><li>-System builds Manufactured Plate List of requested personalized license plate</li><li>-Special Plates Representative manually reviews each Manufactured Plate list on system</li><li>-Special Plates Representative places "Hold" indicator on questionable personalized plates</li><li>-Special Plates Representative approves Manufactured Plate List for manufacturing by VCE</li><li>-System places "Held" plates on next unapproved Manufactured Plate list</li><li>-System generates OBJ3 letter in overnight batch</li><li>-Special Plates Representative retrieves OBJ3 letters from SSG</li><li>-Special Plates Representative researches system, internet sources, other reference materials to determine meaning of questionable plates</li><li>-Special Plates Representative submits research findings to Special Plates Manager for review</li><li>-Special Plates Manager reviews research findings</li><li>-Special Plates Manager updates Manufactured Plate List and change "Hold" status to OBJ</li><li>-See Alt Flow: Send Plate to Word Committee</li><li>-See Alt Flow: Approve Plate</li><li>-System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)</li><li>-System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future</li></ul> <p>-Alt Flow: Send Plate to Word Committee</p> <p>-Special Plates Manager schedules monthly Word Committee Meeting to evaluate</p>		

questionable plate requests  
 -Invoke Review Questionable Personalized Plates (Word Committee)

Alt Flow: Approve Plate  
 -Special Plates Manager determines plates can be released  
 -Special Plates Manager submits approved paperwork to Special Plates Technician  
 -Special Plates Representative updates Manufactured Plate List to remove "Hold" status, approves plate list

Future:  
 -Customer requests personalized license plate by mail, fax, internet, CSC, phone  
 -System builds electronic Manufactured Plate List of requested personalized license plate by plate type  
 -Special Plates Representative manually reviews each Manufactured Plate list on system  
 -Special Plates Representative places "Hold" indicator on questionable personalized plates  
 -System builds queue of "held" plates for review by Special Plates Manager  
 -Special Plates Manager reviews queue of "held" plates  
 --Special Plates Manager updates queue and change "Hold" status to OBJ  
 -See Alt Flow: Send Plate to Word Committee  
 -See Alt Flow: Approve Plate  
 -System generates OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)  
 -System determines vehicle for objectionable plate is registered with temp tags, Invoke Issue License Plates  
 -Invoke Refund Fees  
 -System determines vehicle for objectionable plate has metal tags in temp tag field and reactivates plate  
 -System generates registration card and decals for reactivated license plate  
 -Special Plates Manager retrieves Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry  
 -System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

-Alt Flow: Send Plate to Word Committee  
 -Special Plate Manager updates queue to indicate requested plate is being reviewed by Word Committee  
 -System builds queue for review by Word Committee  
 -Special Plates Manager schedules monthly Word Committee Meeting to evaluate questionable plate requests  
 -Invoke Review Questionable Personalized Plates (Word Committee)

Alt Flow: Approve Plate  
 -Special Plates Manager determines plates can be released  
 -Special Plates Manager updates queue to approved "Held" plate  
 -System releases plates on Manufactured Plate List

**Linked Requirements:**

**Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines**

**Notes: 46.2-713, 46.2-726**

**Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate**

in the future

Notes:

**Name:** System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee

Notes:

**Name:** System shall allow Special Plates Manager to retrieve Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry

Notes:

**Name:** System shall allow Special Plates Manager to review queue of "held" plates

Notes:

**Name:** System shall allow Special Plates Manager to update queue and change "Hold" status to OBJ

Notes:

**Name:** System shall allow Special Plates Manager to update queue to approve "Held" plate

Notes:

**Name:** System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates

Notes:

**Name:** System shall allow Special Plates Technician to review each Manufactured Plate list on system

Notes:

**Name:** System shall build electronic Manufactured Plate List of requested personalized license plate by plate type

Notes:

**Name:** System shall build queue for review by Word Committee

Notes:

**Name:** System shall build queue of "held" plates for review by Special Plates Manager

Notes:

**Name:** System shall determine vehicle for objectionable plate has metal tags in temp tag field and reactivates plate

Notes:

**Name:** System shall generate OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)

Notes:

**Name:** System shall generate registration card and decals for reactivated license plate

Notes:

**Name:** System shall release plates on Manufactured Plate List

Notes:

Use Case Name:	Review Requested Personalized Plates (Word Committee)		
Status:	Scripted		
Author:	Jim Davidson		
Created on:	3/17/2008	Modified on:	3/27/2008
Notes:	This process is used to review questionable personalized license plates referred to the Word Committee by the Special Plates Manager		

Current:

- Special Plates Manager builds manual list of questionable personalized license plates on a monthly basis
- Word Committee meets to review questionable plates on list
- Word Committee approves questionable plate for manufacture
- See Alt Flow: Deny Plate
- Special Plates Manager/Representative updates Manufactured Plate List to remove "Hold" indicator
- Special Plates Manager/Representative updates QUIPS system to indicate plate was referred to Word Committee and Committee's decision

Alt Flow: Deny Plate

- Word Committee determines questionable plate is in violation of the agency's screening guidelines
- Special Plates Manager/Representative updates Manufactured Plate List to change "Hold" indicator to "Obj"
- Recalled Plate, Invoke Recall Personalized Plate
- System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Future:

- Word Committee meets to review questionable plates in queue
- Special Plates Manager/Representative updates queue to release plate for manufacturing
- See Alt Flow: Deny Plate
- See -System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future
- System removes "Hold" indicator from Manufactured Plate List

Alt Flow: Deny Plate

- Special Plates Manager./Representative updates queue to mark questionable plate as "OBJ"
- System generates OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System determines vehicle for objectionable plate is registered with temp tags, Invoke Issue License Plates
- Invoke Refund Fees
- System determines vehicle for objectionable plate has metal tags in temp tag field and reactivates plate
- System generates registration card and decals for reactivated license plate
- Special Plates Manager retrieves Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

**Linked Requirements:**

**Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines**

**Notes: 46.2-713, 46.2-726**

**Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate**

in the future

Notes:

**Name: System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee**

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**Name: System shall allow Special Plates Manager to retrieve Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry**

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**Name: System shall allow Special Plates Manager to review queue of "held" plates**

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**Name: System shall allow Special Plates Manager to update queue and change "Hold" status to OBJ**

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**Name: System shall allow Special Plates Manager to update queue to approve "Held" plate**

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**Name: System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates**

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**Name: System shall allow Special Plates Technician to review each Manufactured Plate list on system**

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**Name: System shall build queue for review by Word Committee**

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**Name: System shall build queue of "held" plates for review by Special Plates Manager**

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**Name: System shall determine vehicle for objectionable plate has metal tags in temp tag field and reactivates plate**

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**Name: System shall generate registration card and decals for reactivated license plate**

Notes:

**Name: System shall release plates on Manufactured Plate List**

Notes: