

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



**Meeting: Unsatisfied Judgments Sub Team Meeting**  
**Date: March 31, 2008**  
**Time: 2pm – 4pm**  
**Location: CRM133**

**Meeting called by:** Angela Burrell

**Attendees:** Linda Simmons, Margaret Skelton, Angela Burrell, LaTrice Ampy, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on March 31st was distributed to team.

**Session Goals and Objectives:**

Document detailed process flow (scenario) for Unsatisfied Judgments.

**Summary:**

- ❖ The team reviewed and defined scenario and requirements for Unsatisfied Judgments.

Scenarios included:

- ✚ Post Unsatisfied Judgment
- ✚ Comply Unsatisfied Judgment
- ✚ Post Default Judgment

**Plans for Next Workshop:**

S&R team will run report to include all Unsatisfied Judgments 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 Unsatisfied Judgments scenarios defined and their linked requirements. Please review and provide feedback ASAP.

## Scenario Report with Requirements

**Package:** Unsatisfied Judgments

<b>Detail:</b>			
Use Case Name:	Comply Unsatisfied Judgment		
Status:	Scripted		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	4/1/2008

**Notes:**

This process is used when an individual complies an unsatisfied judgement. 46.2-419 thru 46.2-427

**Current:**

- Customer submits documentation indicating judgment has been satisfied (paid in full, entered into an installment agreement with court, creditor's consent, bankruptcy chapter 7, 11 or 13, court order vacating judgment, proof of insurance on date of accident)
- DMV Technician updates customer record to indicate paid in full, installment agreement or creditor's consent
- Customer must comply other compliance items if applicable (reinstatement fee, SR22)
- System prints bar code sheet in real time in Correspondence/Judgment Work Center
- Correspondence/Judgment Technician matches bar code sheet to judgment compliance documentation
- Correspondence/Judgment Technician forwards bar code sheet and judgment compliance documentation to Imaging Work Center for scanning
- Imaging Work Center scans bar code sheet and judgment compliance documentation and attaches to customer record

**Future:**

- Customer mails documentation indicating judgment has been satisfied (paid in full, entered into an installment agreement with court, creditor's consent, bankruptcy chapter 7, 11 or 13, court order vacating judgment, proof of insurance on date of accident)
- See Alt Flow: Customer visits CSC
- System builds queue of judgment satisfaction documents for review by Judgment Correspondence Technician
- Correspondence/Judgment Technician reviews queue and updates customer record to indicate paid in full, installment agreement, creditor's consent, bankruptcy, court order vacating judgment, proof of insurance on date of accident
- Customer must comply other compliance items if applicable (reinstatement fee, SR22)

**Alt Flow: Customer visits CSC**

- Customer visits CSC to submit documentation indicating judgment has been satisfied (paid in full, entered into an installment agreement with court, creditor's consent, bankruptcy chapter 7, 11 or 13, court order vacating judgment, proof of insurance on date of accident)
- DMV Teller updates customer record to indicate paid in full, installment agreement or creditor's consent
- DMV Teller scans judgment satisfaction documentation and attaches to customer record
- Customer must comply other compliance items if applicable (reinstatement fee, SR22)

**Linked Requirements:**

**Name: DMV shall satisfy judgment based on paid in full, installment agreement, creditor's consent, bankruptcy, court order vacating judgment, proof of insurance on accident date**  
**Notes: 46.2-419 thru 46.2-427**

**Name: DMV Teller shall scan judgment satisfaction documentation and attach to customer record**  
**Notes:**

**Name: System shall allow Correspondence/Judgment Technician to review queue, update customer record to indicate paid in full, installment agreement or creditor's consent, bankruptcy, court order vacating judgment, proof of insurance on date**  
**Notes:**

**Name: System shall build queue of judgment satisfaction documents for review by Judgment Correspondence Technician**

**Notes:**

Use Case Name:	Post Default Judgment		
Status:	Identified		
Author:	Credential Team		
Created on:	3/31/2008	Modified on:	4/1/2008
Notes:	<p>This process is used to suspend an individual's driving and registration privileges when he has defaulted on court-order installment agreements or creditor's consent (JG02)</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Judgment creditor files letter with DMV indicating individual has defaulted on payment arrangement for unsatisfied judgment (creditor's consent must be at least 6 month old)</li><li>-See Alt Flow: Action CANNOT be taken</li><li>-Correspondence/Judgment Technician updates customer record to add default judgment</li><li>-System immediately suspends customer driving and registration privileges (includes reinstatement, judgment compliance, legal presence if applicable)</li><li>-System generates Default Judgment Order in overnight batch</li><li>-See Alt Flow: System does NOT produce default judgment order</li><li>-Correspondence/Judgment Technician retrieves Default Judgment Order to review and notify creditor and certify other DMV authorities that action has been taken</li><li>-Mail Clerk mails Default Judgment Order via first class mail</li><li>-Correspondence/Judgment Technician prepares default judgment documentation for scanning and forwards to Imaging Work Center</li><li>-Default Judgment documentation is returned to Correspondence/Judgment Work Center for indexing</li><li>-Correspondence/Judgment Technician indexes default Judgment documentation</li></ul> <p>-Alt Flow: Action CANNOT be taken</p> <ul style="list-style-type: none"><li>-Correspondence/Judgment Technician determines action cannot be taken on default judgment</li><li>-Correspondence/Judgment Technician prepares notification to Creditor advising action cannot be taken</li></ul> <p>Alt Flow: System does NOT produce default judgment order</p> <ul style="list-style-type: none"><li>-System determines unsatisfied judgment suspension is still effective</li><li>-System does NOT produce Default Judgment Order</li><li>-Correspondence/Judgment Technician generates pc-generated letter to creditor advising judgment remains unsatisfied and driving/registration privileges remain suspended</li></ul>		

**Linked Requirements:**

**Name: Correspondence/Judgment Technician shall scan default documentation and attaches to customer record**

**Notes:**

**Name: DMV shall suspend an individual's driving and registration privilege based on a default of a court-order installment agreement or creditor's consent**

**Notes: 46.2-423**

**Name: System shall accept posting of Default Judgment date when original unsatisfied judgment is effective**

**Notes:**

**Name: System shall allow Correspondence /Judgment Technician to update queue that no action will be taken**

**Notes:**

**Name: System shall allow Correspondence Judgement Technician to review queue to determine action**

**Notes:**

**Name: System shall allow Correspondence/Judgment Technician to update customer record to add default judgment and other states to notify of action taken and any changes to creditor information**

**Notes:**

**Name: System shall build queue of documentation for Default Judgment for review by Correspondence Judgement Technician**

**Notes:**

**Name: System shall determine unsatisfied judgment suspension is still effective**

**Notes:**

**Name: System shall generate correspondence to creditor and other states advising of action taken (needs to drafted)**

**Notes:**

**Name: System shall generate Default Judgment Order (JG02) in overnight batch**

**Notes:**

**Name: System shall generate letter to creditor advising judgment remains unsatisfied and driving/registration privileges remain suspended (needs to be drafted)**

**Notes:**

**Name: System shall generate notification to Creditor advising action cannot be taken (needs to be drafted)**

**Notes:**

**Name: System shall immediately suspend customer driving and registration privileges (includes reinstatement, judgment compliance, legal presence if applicable)**

**Notes:**

**Name: System shall not produce Default Judgment Order when original unsatisfied judgment suspension is effective (JG01)**

**Notes:**

Use Case Name:	Post Unsatisfied Judgment		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/5/2008	Modified on:	4/1/2008
Notes:	This process is used to post an unsatisfied judgment to an individual's record. This results in the suspension of the individual's driving and registration privileges. 46.2-417, 46.2-418, 46.2-364 (definition of judgment)  Current: -Creditor files original abstract of civil judgment and letter requesting suspension action with DMV -Correspondence/Judgment Technician reviews abstract and letter to ensure action		

can be taken

- See Alt Flow: Action CANNOT be taken
- Correspondence/Judgment Technician updates customer record to add unsatisfied judgment
- System immediately suspends customer driving and registration privileges (includes reinstatement, SR22, judgment compliance, legal presence if applicable)
- See Alt Flow: No Customer Record Exists
- See Alt Flow: Duplicate Customer Exists
- System generates Unsatisfied Judgment Order in overnight batch
- Correspondence/Judgment Technician retrieves Unsatisfied Judgment Order to review and notify creditor and certify other DMV authorities that action has been taken
- Mail Clerk mails Unsatisfied Judgment Order via first class mail
- Correspondence/Judgment Technician prepares abstract of civil judgment and letter requesting suspension action for scanning and forwards to Imaging Work Center
- Abstract of civil judgment and letter requesting suspension action is returned to Correspondence/Judgment Work Center for indexing
- Correspondence/Judgment Technician indexes abstract of civil judgment and letter requesting suspension action

-Alt Flow: Action CANNOT be taken

- Correspondence/Judgment Technician determines action cannot be taken on unsatisfied judgment and letter
- Correspondence/Judgment Technician prepares notification to Creditor advising action cannot be taken (DSA 446A)

-Alt Flow: No Customer Record Exists  
Invoke Create Customer

-Alt Flow: Duplicate Customer Exists  
-Invoke Resolve Duplicate Customer Records

Future:

- Creditor files original abstract of civil judgment and letter requesting suspension action with DMV
- Mail Clerks forwards paper abstract of civil judgment and letter to Correspondence Judgment Work Center
- Correspondence/Judgment Technician reviews abstract and letter to ensure action can be taken
- See Alt Flow: Action CANNOT be taken
- Correspondence/Judgment Technician updates customer record to add unsatisfied judgment, creditor requesting action, and other states to notify of suspension action
- See Alt Flow: No Customer Record Exists
- See Alt Flow: Duplicate Customer Exists
- System immediately suspends customer driving and registration privileges (includes reinstatement, SR22, judgment compliance, legal presence if applicable)
- Correspondence/Judgment Technician scans abstract of civil judgment and letter requesting suspension action and attaches to customer record
- System generates Unsatisfied Judgment Order (JG01)in overnight batch
- System generates correspondence to creditor and other states advising of action taken (needs to drafted)

Alt Flow: Action CANNOT be taken

- Correspondence/Judgment Technician determines action cannot be taken on unsatisfied judgment and letter

-Correspondence/Judgment Technician prepares notification to Creditor advising action cannot be taken

-Alt Flow: No Customer Record Exists  
Invoke Create Customer

-Alt Flow: Duplicate Customer Exists  
-Invoke Resolve Duplicate Customer Records

**Linked Requirements:**

**Name: Correspondence/Judgment Technician shall scan abstract of civil judgment and letter requesting suspension action and attach to customer record**

**Notes:**

**Name: DMV shall suspend an individual's driving and registration privileges upon receipt of unsatisfied judgment**

**Notes: 46.2-417, 46.2-418, 46.2-364**

**Name: Mail Services shall NOT scan and build queue of abstract of civil judgment and letter requesting suspension action**

**Notes:**

**Name: System shall allow Correspondence/Judgment Technician to update customer record to add unsatisfied judgment, creditor requesting action, and other states to notify of suspension action**

**Notes:**

**Name: System shall generate correspondence to creditor and other states advising of action taken (needs to drafted)**

**Notes:**

**Name: System shall generate Unsatisfied Judgment Order (JG01)in overnight batch**

**Notes:**

**Name: System shall immediately suspend customer driving and registration privileges when unsatisfied judgment is posted to customer record**

**Notes:**