

Meeting Summary

Functional Area: Credentialing/Issue and Renew

Meeting: Fleet Renewal/Remittance Processor Sub Team Meeting

Date: September 3, 2008

Location: Room 301

Meeting called by: Angela Burrell

Attendees: Barbara Duff, Sharon Smith, Brenda Lewis



Preparation for meeting:

The agenda for the workshop on September 3rd was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for Fleet Renewals/Remittance Processor.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for Fleet Renewals.

Scenarios include:



Issue Fleet Renewals

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



Document “current” process for Remittance Processor Renewals by cob 9/12/08

(Sharon Smith)



Further clarification with other CSI process areas to determine future objectives/goals of Remittance Processor (Analyst)

Plans for next Sub Team Meeting:

Team will come back together to document future directions of the Remittance Processor.

Homework for Next Workshop:

A report from EA is attached that shows the scenario defined in our session and its linked requirements.

Scenario Report with Requirements

Package: Issue Fleet Renewals

Use Case Name:	Issue Fleet Renewals		
Status:	Scheduled		
Author:	Credential Team		
Created on:	9/3/2008	Modified on:	9/5/2008
Notes:	<p>This process is used to identify individuals or company with the same Federal Id # or Customer number that owns five or more vehicles whose registration expires in the same month.</p> <p>Current:</p> <ul style="list-style-type: none">-Customer mails in Fleet Renewal Application/Invoice with payment-Exception Processing Representative reviews application and payment <p>See Alt Flow: Application/Payment not complete See Alt Flow: Correction/ Changes on Application</p> <ul style="list-style-type: none">-Exception Processing Representative updates the vehicle registration in the system-The system prints updated registration cards-Exception Processing Representative matches verifies registration cards against the application-Exception Processing Representative manually attaches decals to the registration cards-Exception Processing Representative manually inserts up to 5 registration cards/decals in envelope to be mailed <p>See Alt Flow: More than 5 registration cards</p> <ul style="list-style-type: none">-Mail clerk picks up mail to send to the customer <p>Alt Flow: Application/Payment not complete</p> <ul style="list-style-type: none">-Exception Processing Representative contacts customer to correct completion or returns the application back to the customer <p>Return to normal process</p> <p>Alt Flow: Correction/ Changes on Application</p> <ul style="list-style-type: none">-Exception Processing Representative manually makes necessary changes or correction- Return to the normal flow <p>Alt Flow: More than 5 registration cards</p> <ul style="list-style-type: none">-Exception Processing Representative manually types labels for additional envelopes <p>Future:</p> <ul style="list-style-type: none">-Customer electronically submits Fleet Renewal Application/Invoice and Supporting Documentation <p>See Alt Flow: Mail-in/ Fax/ Walk-in</p> <ul style="list-style-type: none">-System receives the Fleet Renewal Application/Invoice /Supporting Documentation-System reviews the Fleet Renewal Application/Invoice/Supporting Documentation <p>See Alt Flow: Incomplete Application/Supporting Documentation</p> <ul style="list-style-type: none">-System verifies Internal Revenue Service (fed # and payment of HVUT) <p>See Alt Flow: HVUT not paid</p> <ul style="list-style-type: none">-System verifies emission (if applicable)-System processes the data <p>See Alt Flow: Stops exist</p> <ul style="list-style-type: none">-System calculates Fleet Renewal Registration Fee		

Invoke Calculate Fee
 -System displays Fleet Renewal Registration Fee
 -System collects Fleet Renewal Registration Fee
 See Alt Flow: Collect Fee Later
 -System prints receipt
 -System generates registration cards and decals
 -System/CSC Teller/Exception Processing Representative delivers/mailes credential by First Class mail
 Invoke Deliver Product

Alt Flow: Mail-in/ Fax/ Walk-in
 - CSC Teller/Exception Processing Representative receives Fleet Renewal Application/Invoice and Supporting Documents
 - CSC Teller/Exception Processing Representative reviews Fleet Renewal Application/Invoice and Supporting Documents
 -CSC Teller/Exception Processing Representative enters data
 Return to normal process

Alt Flow: Incomplete Application/Supporting Documentation
 -System determines Fleet Renewal Application/Invoice and Supporting Documents are in-complete
 -System rejects application
 -System displays/communicates the message unable to process transaction
 -Process Ends

Alt Flow: HVUT not paid
 -System identifies HVUT not paid
 -System generates correspondence to the customer indicating HVUT not paid
 -Invoke Communicate with Party
 -Return to normal process

Alt Flow: Stops Exists
 -System identifies stops
 -System/CSC Teller displays/informs customer of stops
 See Alt Flow: Comply Stop
 -System/CSC Teller rejects and returns application to customer
 -Process Ends

Alt Flow: Comply Stop
 -Customer meets compliance requirements
 -Return to normal process

Alt Flow: Collect Fee Later
 -System holds transaction in pending status
 -Customer visits CSC
 -CSC Teller retrieves application
 -Return to normal flow

Linked Requirements:

Name: System shall calculate Fleet Renewal Registration Fee

Notes:

Name: System shall collect Fleet Renewal Registration Fee

Notes:

Name: System shall determine if the Fleet Renewal Application/Invoice and Supporting Documents are complete

Notes:

Name: System shall display Fleet Renewal Registration Fee

Notes:

Name: System shall generate registration cards and decals

Notes:

Name: System shall print receipt

Notes:

Name: System shall process the Fleet Renewal Application/Invoice

Notes:

Name: System shall review the Fleet Renewal Application/Invoice/Supporting Documentation

Notes:

Name: System shall verify emission (if applicable)

Notes:

Name: System shall verify if HVUT has been paid

Notes:

Name: System shall verify with the Internal Revenue Service (fed # and payment of HVUT)

Notes:

Name: The system shall receive Fleet Renewal Application/Invoice and Supporting Documentation

Notes:

Use Case Name:	Process Remittance Processor Renewals		
Status:	Scheduled		
Author:	Credential Team		
Created on:	9/3/2008	Modified on:	9/4/2008
Notes:	This process is used to process mail-in vehicles registration renewals. To be documented later ... Current: Future:		
Linked Requirements:			