



VICTORY
2019
NEBRASKA
DEPARTMENT OF MOTOR VEHICLES

May WebEx Demo Q&A

Proprietary and Confidential

May 7, 2019

Q: What creates a session ID and the number associated with it?

A: The session ID number is a randomly system-generated number that is unique to that session.

Q: When we give change, will it show how much on the final receipt?

A: We are not planning on showing the change on the final receipt. Change should be given out during the process to make the transaction whole.

Q: When we close our day in the system, is it at cutover or the literal end of the day (e.g., 5pm)?

A: Close day will be used every day before you leave the office for the day. The day for your work should always be the calendar day. There will be a way to future date money that is received, but the 'session day' will always be the actual date.

Q: Will we get a pink copy of the registration?

A: Yes, we will continue to print the county copy.

Q: In the future, will you be giving a demonstration on voiding a motor vehicle transaction because of a returned check from the bank?

A: We will add this to a future demonstration.

Q: Where are the letters underlined for hot keys (system keyboard shortcuts)?

A: You can find underlined letters on a majority of commonly used buttons and hyperlinks throughout the system.

Q: Will we get a "county copy" of a new title? Or is that what the barcode paper is for?

A: There will be a cover sheet used for scanning containing some of the information on the original title. If you would like a "county copy", you will need to specifically print it. We are working on options to help manage the title audit processes performed in some counties.

Q: Will the registration automatically print after payment is received?

A: The registration will print after clicking the Quick Print hyperlink or pressing Alt + Q on your keyboard. For the purpose of the demo, we have the letters opening in a new browser tab.

Q: Will the barcode paper replace our version of the “county copy” in our physical filing systems? Or will we not have physical files on site anymore?

A: The goal is to significantly reduce physical files on site. The barcode paper will act as a cover sheet, which you will use to scan and submit all of the title paperwork to the state’s document management system. You would be able to destroy the paperwork after a specified period and after it has been verified in the system. This process is still being finalized.

Q: How long do you have to correct lienholder info?

A: Counties may correct lienholder information for 7 business days. You will contact the Help Desk to correct a lien noted earlier than the previous 7 business days.

Q: How do we know whether to use the next, complete, or the save keys when processing transactions?

A: This will be covered in training.

May 8, 2019

Q: The first registration was for a pickup but a passenger plate was put on it. Will there be an error that shows if we try putting a passenger plate on a pickup?

A: That’s not an edit we can build into the system, because a sports utility vehicle (vehicle type T) could legitimately get a passenger plate. And you are correct, this pickup should have received a commercial truck plate.

Q: Will the notes section stay open for the customer even after the transaction is closed or completed?

A: Yes, there are multiple places where you can add notes including account records, sessions, and transactions. You can also add notes after completing or discarding a session.

Q: When insurance is verified, will it show if the insurance belonged to the previous owner or the new owner? We often have previous owners who have not cancelled their insurance before the new owner gets it registered.

A: VicToRy will do a partial name match. If it does not match, the insurance will not show as verified, similar to how it works in VTR today.

Q: No sales tax form was printed on the first transaction. It was an individual sale so will we be able to print those sales tax forms?

A: The sales tax forms will be generated and will be available to print if needed. However, we have been working with the DOR, and they have agreed a printed Form 6 will not be required during a private party sale. When you see the new title applications the system will generate, a statement on the application will require a signature from the customer to meet the sales tax requirements – which we will use in lieu of capturing the signature on the form 6.

Q: With the new system, will we still need to check POI?

A: Yes, Proof of Insurance will still need to be checked. If an online renewal for a particular vehicle requires review of the uploaded proof of insurance, the transaction will not be sent to VicToRy until it has first been approved on Nebraska.gov.

Q: Will you provide us with a paper manual for VicToRy or will it only be online?

A: The user manuals for VicToRy and the policy manuals for title and registration will be part of VicToRy, so they will be online only. We will no longer be providing manuals in a paper format allowing us to more quickly update and keep as current as possible.

Q: Will customers be able to do online registrations from October 12th to the 14th?

A: No, unfortunately, they will not. We will shut down online renewals at noon on Thursday, October 10th. We will bring the online services back up sometime before the 15th, possibly on the 13th or the 14th. Once the data is converted over and the system is stable, we will bring it up as quickly as possible.

Q: For the title and registration that was purchased one year prior, will we be able to do a storage affidavit for that vehicle if it was in the shop for that year?

A: Yes, you will be able to add an affidavit for storage for less than a registration period for new vehicles. The vehicle must be stored for at least one full registration period when handling renewals. We can generate these affidavit forms using the View Forms hyperlink within the transaction. Depending on when the vehicle was stored will dictate which transaction it should be applied to. If, in our first example today, the vehicle had been in storage the entire time, the affidavit could be added to the original Title & Registration transaction. No follow-up registration would have been generated since the vehicle would have been brought up to date in the first transaction. If the vehicle wasn't stored the whole time, the affidavit could be added to the follow-up registration.

Q: How do we look up title information if the title was issued in another county?

A: Just search for the vehicle in the system using the title number, VIN, last 8 of the VIN, address, owner name, registration number, or plate ID. The county barriers will disappear in VicToRy, so there are no special requirements to search for titles issued in other counties.

Q: Will we have to run our end of month reports from October 1st -11th and then again from the 15th-31st, or will VicToRy be able to pull all of that previous information in?

A: We have been working with the State Treasurer's office and the State Auditor's office to create comprehensive instructions on how to handle October distributions. Discussion is continuing, but essentially you will be treating October like two separate months; first running the necessary reports in VTR for October 1-11 and then later working in VicToRy for October 15-31. You will then combine the two halves together to balance the entire month. Normally the State Treasurer makes two withdrawals from your checking account each month, one for title money and one for registration money. For October, you'll have three withdrawals. Money will be withdrawn for the title and the registration fees collected during the first half of the month, and then a lump sum for all title and registration fees (plus other items such as in lieu of property and driver's license for the entire month) will be withdrawn for the second half of the month. . Discussions continue for how this will be handled with vendors (MIPS and Thomson Reuters).

Q: If no sales tax form was printed at registration time how do we know if the correct school district and the correct sales tax percentage was used?

A: The school district will not show up on the sales tax form since school districts do not correlate to sales tax directly. Most tax district names now are non-descriptive (e.g. 'TD1'), which are not indicative of which school gets the money. For sales tax percentages, those will show on the taxes and fees section of the transaction. We're looking into adding this information to the Summary section of a transaction, so you can quickly review this information at a glance.

Q: This new system seems way more complicated than the one we have now. Will it be easier? Or is my mind just feeling blown?

A: Hmm...It sounds like it may be the latter. It's completely understandable to feel overwhelmed. This is a lot of information all at once, but the goal of VicToRy is to make things easier for you in the long run by providing access to more vehicle records across the state, reducing the need to call the Help Desk, and necessitating less memorization overall (e.g. remembering all of the plate codes and what all the F1-F24 keys do). For people transitioning into VicToRy from years of working in VTR, it may be jarring, which is why we *strongly* recommend utilizing each tier of training as much as possible and as soon as possible. Training new hires in VicToRy will be easier, especially if they are familiar with navigating the Internet as buttons and hyperlinks will be familiar to them. There is a significant learning curve, but going forward it will be simpler, especially after you've completed training and given yourself time to adjust.