



VicToRy - Hall WebEx Q&A

Hall WebEx Demo

August 27, 2018

15-Aug: <https://nvcn-cio.webex.com/nvcn-cio/ldr.php?RCID=16c449ee9a0deb1e1967eb3dca925e92>

16-Aug: <https://nvcn-cio.webex.com/nvcn-cio/ldr.php?RCID=d5e68096032f8be093189833293d3d34>

Password for both: **VicToRy2019**

August 15th, 2018 Q&A

Q: Where is tonnage added for a vehicle?

A: When applicable, a field will be available for you to enter the registered weight. This will be displayed on the vehicle registration.

Q: Will the system take you to a corrected registration form if you do a corrected, duplicate, or revised title?

A: Only if you need to do another registration. For duplicate titles, a new registration is not required because the current practice of printing a new registration on a duplicate title is due to system limitations. For corrected and revised titles, a new registration would be required.

Q: Is an EIN required for all businesses on titles?

A: Yes, this is a requirement that may be put into place prior to going live with VicToRy.

Q: If a vehicle has open liens, will the system allow you to add an additional owner?

A: Yes, you will be able to add an owner without requesting a paper title.

Q: If we do not have a credit card machine, how do we accept a credit card payment?

A: Your credit card processing will not change. If you currently do not accept credit cards, you will continue to do so. If you are currently using a vendor for credit card services, you will continue to use that vendor. Credit card information will continue to be entered through the vendor's system and not in VicToRy.

Q: Is NMVTIS going to automatically run when we enter an out of state title?

A: NMVTIS will run for every title that is entered in the system, including duplicates.

Q: How do we credit registrations for a new vehicle when their old registration has not yet expired?

A: You will be able to transfer a plate, registration, or both when registering a new vehicle in order to apply the registration credit.

Q: Will we be able to search for a vehicle title or registration by customer name only?

A: Yes, you will be able to search by the customer's name in the system.

Q: If insurance is found, do we have to view details to verify expiration?

A: No. You do need to check that the customer has insurance; however, the details will be available for you to view if provided by the insurance company.

Q: What is PLID?

A: Participating Lender ID. This is assigned to lenders participating in our electronic title and lien process.

Q: Is the NMVTIS report going to be viewable by everyone?

A: Yes. If the information in NMVTIS matches what is entered, you will not be required to review the NMVTIS information. If there is a mismatch, VicToRy will show you the NMVTIS information for comparison.

Q: My county collects the VIN inspection fee. Will we be able to collect the fee in VicToRy?

A: Yes.

Q: What is the difference between a corrected title and a revised title?

A: A corrected title is done when a mistake was made through data entry on the title, without making major changes to the title information. A revised title is done when you are making changes to the owner, lien, brand, etc.

Q: Will we be able to scan the renewal forms or registrations?

A: Yes, you will be able to scan multiple items using your scanners, as long as there is a barcode.

Q: Will there be an end of day total print out?

A: There will be end of day information available; however, how that information will look has yet to be decided.

Q: Will we be able to get estimates for the cost of registering a vehicle?

A: Yes.

Q: Will the thin clients work with VicToRy?

A: We are currently determining whether thin clients will be replaced or not.

August 16th, 2018 Q & A

Q: Will a driver license or federal ID be required for all transactions?

A: For titles and registrations, the customer is required to provide either a driver license number, federal ID number, or date of birth. The legislation was passed a few years ago. This will be implemented within the next few months, prior to VicToRy going live.

Q: Will registrations still be printed on pink paper?

A: Yes, there are no current plans to change those forms.

Q: Will we still be able to do fleet registrations?

A: You will be able to continue batch processing multiple title and registration activities. Moving forward, the term fleet will only relate to one entity owning multiple vehicles in VicToRy.

Q: Are we required to change the default name on the check in the system?

A: No. You can change the check name to match the person who is paying; however, it is not required. This functionality is available to help with reconciliation.

Q: If we have one customer with 150 registrations, will there be an easy way to process them?

A: Yes, we are discussing how that process will look.

Q: Where do we enter WROS if the owner wants it on the title?

A: You will only have the option to select OR or AND. To indicate WROS, you will select OR.

Q: If a lender does not have a PLID, where do we enter the lending institution's name?

A: You will be able to manually enter a lender if they do not have a PLID, similar to what you do now.

Q: Are we able to process split payments?

A: Yes. It is possible to track separate tenders or forms of payment.

Q: Do we have to enter the dash in plate numbers in VicToRy?

A: No, you do not have to enter the dash.

Q: Will the HVUT form be included in upcoming training sessions/demos?

A: Business policy in relation to the HVUT form will not be changing. We can show this in another demo, but the process should be the same as it is today.

Q: Will we still have a fee estimator?

A: Yes.

Q: Does the system automatically print a new registration when you do a name change or revised title?

A: We are discussing if that should be an automatic or two-step process.

Q: Will there be automatic defaults?

A: There will be certain things that will be defaulted. The items that will be set up this way are currently being discussed.

Q: Will the sheriff inspection fee be added to the registration?

A: Yes, if applicable. There will likely be an option to turn that fee on or off by county.

Q: Will customers get a title receipt?

A: We are currently discussing this.

Q: If the title is only under John Doe and we have all of the correct documents to put it under his name, but his wife brings the paperwork, what identifying information does she have to provide?

A: She can provide her husband's driver license number, social security number, or date of birth.

Q: What type of identifying information do we have to enter for a trust?

A: You should enter the trust's tax ID number, like you would for a business.

Q: Will the title application form change so that a dealer can capture the driver license number, etc.?

A: Yes, we will be updating all of the title application forms.

Q: Does it matter if the driver license number provided is expired?

A: No.

Q: Can the customer use an out-of-state driver license number if they have not changed to a Nebraska one?

A: No, they cannot use an out-of-state license number. We would require a social security number or their DOB.

Q: Do customers require documentation to prove their driver license number, SSN, or DOB?

A: No, customers do not need to provide any documentation to prove their identity.

Q: If one vehicle has the husband's driver license number and one vehicle has the wife's driver license number, will the vehicles be connected in the system?

A: They will not be connected, just as they are not connected in the current system.

Q: Will the codes for tax districts and other city sales tax areas (for when we collect on ATVs picked up at sales site) be preloaded?

A: The current practice of using made up tax districts will change, but there will be different jurisdictions and tax rates loaded into the system.

Q: Will we be able to scan driver license numbers?

A: We are looking into this.

Q: How will affidavit of non-use be handled?

A: We are still discussing this.

Q: Will the customer need proof of address?

A: No, they will not be required to provide this.