VICTORY
2019
NEBRASKA
DEPARTMENT OF MOTOR VEHICLES

WebEx Demo

Proprietary and Confidential

March, 2019

FASTvs®

March 5, 2019

Q: What is a hot key?

A: Hot keys are system shortcuts used to activate a button or hyperlink by using Alt + a letter on your keyboard. This reduces the need for a mouse. The letter will be indicated by an underline, for example if you see Save with the S underlined it means you can use Alt + S as a hot key.

Q: Will we be able to manually select the dealer plate number, or will the system automatically pull plates from our inventory?

A: The example shown in the demonstration was using the next available plates; however, you can manually enter a plate ID.

Q: The county number automatically populates for the sheriff inspection. What if the inspection was done in another county, or if an inspection was not required?

A: The sheriff inspection location defaults to your county. If the inspection occurred in another county, it can be modified by selecting the correct county. Inspection fields will not be required in situations where an inspection has been determined to be unnecessary.

Q: How long will classroom training be for employees?

A: All county staff will be required to attend two days of classroom training. There will be an additional day of training for managers and supervisors.

Q: Is it possible to have an inspection date field to prevent inspection dates beyond 90 days?

A: This is something we plan to discuss and consider as a possible change.

Q: When processing a new customer, the transaction always begins with a VIN entry. How will we know if the title in front of us is the current one?

A: It depends on where the title came from. If the title presented is a Nebraska title and the customer wants to transfer ownership, we will have a record of the Nebraska title in the system and it will display the current title number (which should match the document presented), and require entry of the title issue date for verification. If an out of state title is presented, VicToRy interfaces with NMVTIS to determine what the current title should be and displays the correct information, the system will also show a warning if the previous title number entered does not match the title number returned from NMVTIS.

Q: What about states that do not report to NMVTIS?

A: That process would be the same as you do in your office today. VicToRy will be programmed to know which states do not participate.

Q: Will the system automatically transfer a credit from the correct registration?

A: VicToRy will calculate the proper amounts when transferring credit.

Q: Will VicToRy keep track of our plate inventory, or will we still have to order plates?

A: We are working with counties to determine inventory thresholds so the system can order inventory automatically as needed. It is possible to manually order plates for additional inventory when necessary.

Q: Are credits calculating correctly for preexisting credits?

A: Credit will be calculated by the system for all situations, this will be done within the registration transaction where the credit is being applied.

Q: Is there a way to estimate fees?

A: Yes. Estimating credits and refunds are built into the system. VicToRy e-Services is responsible for the online fee estimator. It will have a more direct connection to VicToRy than .GOV has with VTR today.

Q: Will we be able to "flag" a vehicle in the system to prevent a customer from renewing online?

A: Yes, there will be a number of processes that will do this automatically as well as a way to put holds on manually. We are working towards converting flagged remarks over from VTR, so those will most likely carry over into VicToRy.

Q: As for credits, do you process privately sold vehicle refunds differently than credits for trade-in vehicles if you are using the same plate?

A: Registration credits are applied the same way for both private and dealer trade-in sales. A trade-in can be used as an additional sales tax reduction/credit.

Q: Will we be able to print the file copy, and will it show the previous owner?

A: Printing will be different in VicToRy. Instead of printing the file copy, there will be a cover sheet with a barcode. The cover sheet will be used for scanning when uploading into the document management system. Content on the cover sheet is still in discussion, but we have made the decision to not include the previous owner on the cover sheet. If you think this is necessary, contact Betty to discuss what this will be used for and how we can manage the process.

Q: If you sell a vehicle privately, can you credit towards a new registration?

A: Private sales can be used for registration credits similarly as users do currently in VTR.

Q: How will we know if we have an online renewal that needs to be processed?

A: We will automatically process the renewal once the customer renews online. There will be a way for you to know to print the registration.

Q: Is there a title lookup option to view previous titles and see the previous owner information?

A: Yes, this will be located on the Vehicle springboard. For converted records, all historical titles will be converted as Tier-2 data. It is stored in a separate location in VicToRy, preventing most transactions. Any titles created in VicToRy will be contained within the vehicle record.

Q: What is the process if a customer requests a duplicate title from more than 20 years ago?

A: This will be the same process as you do today if a record has been purged from the system. The Help Desk will rebuild the record for the customer.

Q: For online registrations, will it prevent the user from registering a vehicle if the title is a historical one? Currently, VTR allows the user to register the vehicle.

A: This process is changing for both online and in-office registrations. When a title transfers ownership, the new title prevents the previous owner from registering the vehicle. The title and registration will be tied together in VicToRy.

Q: Will Tier-2 data contain all inactive information currently in VTR?

A: All title records will be converted to VicToRy with historical titles stored in Tier 2. Current registrations for vehicles, trailers, and those expired (and not renewed) in the past three years (everything expired on or after Jan 1, 2016) will convert into Tier 1. This includes boat registrations expired in the past four years. All other inactive registrations will also exist in Tier 2.

Q: Will we have a plate inventory management option in VicToRy like we do now?

A: There will be enhanced ways to manage and view current inventory, including status tracking for specialty plates.

Q: Currently, the system deletes inactive registrations a year from the last expiration date. Will VicToRy do the same?

A: No, VicToRy will not delete historical information.

Q: Does the pause button allow you to work with another customer prior to completing the paused transaction?

A: Yes. The pause button is a feature largely used for time tracking purposes. If you discard or do not complete a session and you begin a new session, the first session will automatically pause. For example, if a customer forgot their wallet in their car and you have time in between to process a renewal, you can process a transaction for the next customer without the needing to remember to pause the first session.

Q: Will we still have to transfer information to the state monthly for registration renewals?

A: We are still discussing how this process will work. There will still be error reports scheduled and worked by a specific day each month. You will no longer have to create the renewal notice file and send it to the state. These processes will be automated in VicToRy.

Q: If you pause the session, will that customer have to come back to the same person, or can someone else access the session?

A: This is still in development, but there is discussion about the possibility of transferring a session between employees.

Q: Will we be able to print reports such as balancing?

A: Generally, there will be ways to view reports without the need to print because information will be stored in VicToRy. If you wish to print, there will be options for exporting reports; however, much of this is still in development and will be shown in a future demonstration.

March 6, 2019

Q: Is it possible to create a box to indicate whether there is a lien on a title that prevents users from moving to the next section?

A: For a new title/registration service transaction, there is a required check box to verify there are no liens if none have been noted to prevent situations where a user may have forgotten to enter that information. In situations with a pre-existing lien on a vehicle, an ELT lienholder will prevent you from transferring ownership. If the lender is non-ELT participating, you will be required to release the lien before the transaction may be completed.

Q: If a state does not report to NMVTIS, how will we verify a title from out of state?

A: Unfortunately, we do not have the capability to verify that information in VicToRy. The process to lookup title information from non-participating states will remain the same as it is today.

Q: Will we be able to use special characters in names or street names?

A: Some special characters will be allowed. Dashes, apostrophes, and ampersand symbols (&).

Q: Will we be able to use spaces in names in place of commas when there are multiple last names?

A: Yes.

Q: Will we still be keeping the file copies after processing titles?

A: In preparation for VicToRy going live, there will be a document management system for users. We will determine over the next few months how to manage this. There will be a document for your work in the form of a cover sheet. The cover sheet will contain a barcode to electronically link the document to the record in VicToRy after scanning as well as provide additional information about the title so you may continue your audit processes.

Q: If a customer does not bring a letter for a personal plate, will we be able to get a plate number without making a phone call to the state?

A: Yes, there will be a specialty plate report allowing you to search by the customer's name. Also, if you start a session for the vehicle the plate has been requested for, a banner will appear above the session notifying you the specialty plate is pending on their account.

Q: When working in the Sandbox, will we be able to print out titles and registrations?

A: We will not allow users to print title and registration documents from the VicToRy Sandbox environment. This is to prevent printing on stock office paper and documents being mistaken as real. You will still be able to generate documents and view them in PDF form.

Q: Will we be able to add multiple credits to a single transaction?

A: Yes.

Q: Can you void a lien release the same day if your customer has not left the window?

A: In the event a user mistakenly released a lien, or released the wrong lien, there are ways in the system to reverse the transaction to put the lien back on while keeping all of the original data intact.

Q: Our sheriff inspection numbers are 507-3. Will we be able to enter another hyphen, or will we have to come up with a new number system?

A: Currently, additional hyphens are not allowed. We can discuss changes depending on how many other counties will be impacted by this. Email Betty Johnson if you are an affected county.

Q: How will boat numbers be issued?

A: Boat numbers from VTR will be converted into the system. For a boat new to the state of Nebraska, the system will automatically generate a boat number.

Q: What if a sheriff inspection was done in another county?

A: The inspection county defaults to your own county with the option to change it during a transaction, if needed.

Q: If we are processing 45 titles for a dealership, will we be working through the dealership session type?

A: This will be contingent upon to whom the titles are being issued. For titles issued to the dealership, this will be managed through the dealership session. Titles issued to a regular customer will be processed through the county work session. We are working on new functionality for dealerships to submit this paperwork themselves. This may decrease the number of titles you will manually key from dealerships.

Q: Will there be an inspection override?

A: Yes, there is an inspection exemption option.

Q: Will trailer IDs and single plate decals be tracked as inventory in VicToRy?

A: Yes.

Q: Will the boat number be printed on the title?

A: At this time, we are not planning to print the boat number on the title. Boat numbers can be viewed at any time in the system. Because this information is readily available in VicToRy, we will not include it on the title. Currently, the boat number is the only way to link the title to the registration. In VicToRy, the title and registration will be linked by the HIN.

Q: When will we get our new equipment?

A: For counties with state owned thin clients, we have confirmed with OCIO to have updated hardware installed between now and June 1.

Q: When will we get scanners?

A: We are still determining hardware needs for all counties. We are hoping you can continue to use the document/copier scanners currently in your office, but we have not finalized a decision.

Q: Will we be able to scan title numbers, registrations, and plates?

A: You will be able to scan a variety of different barcodes in VicToRy for offices who have scanners.

Q: Will we need to collect EIN numbers for lease companies?

A: For title issuance transactions, the EIN will be collected for leasing companies.

Q: When looking up organizational plates, will it display the picture of the organizational plate?

A: All plate designs have been loaded into the system and will display.

Q: What data will be converted over to VicToRy?

A: All title records will be converted to VicToRy. Current titles will be in Tier 1, usable for new issuance, duplicates, or other title transactions. Historical titles will be located in Tier 2, which will be view only and stored differently. Current registrations for vehicles, trailers, and those expired in the

past three years (everything expiring on or after Jan 1, 2016) will convert into Tier 1. This includes boat registrations expired in the past four years. All other inactive registrations will exist in Tier 2.

Q: Is there a delete record recovery option, and will it print an affidavit of storage and non-use?

A: If a record has a deleted status in VTR, records will be converted into Tier 2 in VicToRy. You will be able to process a registration from the title record and the system will print an Affidavit of Storage and Non-Use, when applicable. Going forward, the delete record process will no longer exist, and the process for renewing registrations expired for more than one year will be handled differently (printing the affidavit of Storage and Non-Use will be available).