



**VicToRy**

**May 22<sup>nd</sup> - 23<sup>rd</sup> Demo Q&A**

## May 22<sup>nd</sup> Q & A

**Q:** Will we need driver's license information for dealers when doing titles?

**A:** When we move forward with this we will be collecting some personal identifiers as part of the title applications. If you are issuing a title to a dealership, they will be required to provide a federal ID number or tax ID number. If you are issuing a title to an individual, they will be required to provide us with either a driver's license number, or social security number, or a date of birth.

**Q:** Did we skip how sales tax integrated into the registration issuance?

**A:** No, that will be integrated into the registration issuance, it just hasn't been created yet.

**Q:** Will documents be signed electronically by the customer?

**A:** No, we will not initially have the opportunity to have documents electronically signed by the customers. This is something we hope to integrate in the future, but when we deploy in October 2019 we will not have the capability.

**Q:** What do we do for individuals who like to add their child and their child does not have an ID?

**A:** Any vehicle owner (adult or child) that does not have a social security number or driver's license number, can provide a date of birth.

**Q:** Will this system be compatible with our scanners for the titles, registrations, & plates?

**A:** Yes the system will still be compatible with the bar code scanners currently used.

**Q:** When typing in a business name, will we have to complete the name or will the system generate the full name?

**A:** In terms of linking complete customer information, this is one of the things currently being worked on in the requirements gathering process.

**Q:** What do we do for VIN inspections that are not required for out of state such as travel trailers?

**A:** For a lot of the things that are logic based, we will have some logic built into the system. We will make sure when you are titling a travel trailer it will not ask you for the VIN inspection because it is not required. A lot of our work over the next 18 months is to figure out what that logic is and then to write it in to the system.

**Q:** How would you do a TOD (transfer of death)?

**A:** As they demo-ed for you today and how they entered owner name, there will be another option that you can enter a transfer of death and identify it as such. It's not something built into the core system demo-ed for you today.

**Q:** Is there an 'inspection override' for items that are not required to have one? For instance, dealer auction.

**A:** Yes, there will be overrides that will be built into the system. Again, that is part of the logic we will have to build in. It may require you to answer a question in a drop down selection of options you will be able to select.

**Q:** What about untitled options?

**A:** There are options for being able to just register or just title and those will be subject to rules such as what vehicle type you are using and that will be something that will be in the system because we know there are things like trailers and other vehicles not required to be titled.

**Q:** Can we search for records by address?

**A:** Yes one of the search options is to search by address. There are also a lot of shortcuts on the Search Manager and there are more ways to search for other things than what was shown in the demo.

**Q:** Will the insurance database still be there?

**A:** Yes and that is one of the processes we are currently working on is integrating the insurance information we receive from insurance companies into the new system.

**Q:** Is there a search option for dealers, such as when a dealer license is revoked?

**A:** The dealer information is contingent upon what we receive from the Motor Vehicle Industry Licensing Board. Unfortunately, currently they do not have a system we can integrate with, but we are working with them to see what kind of data we can receive from them and how current it is. One of our goals is to have all of the data available to us to make our jobs easier.

**Q:** Our sheriff's office collects the fees for their inspections. Will entering the inspection number generate a fee through the system also?

**A:** We haven't worked through the logic on this, but when we do we will try and account for the processes for offices where the treasurers collect the inspection fees and some offices do not.

**Q:** Can we enter insurance so it is there for the companies not currently in the database?

**A:** We can set the system up to allow you to capture and enter that information if the insurance information is not in the database, however, we may not want to add the extra layer of work and data entry that would be required because it likely wouldn't benefit anyone for future references. That is something we have to talk about and try to balance work load.

**Q:** Are maturity dates for lien notations required?

**A:** We do not collect maturity dates for lien notifications in the state of Nebraska. This will be a field that gets removed. We are using a product called FAST VS that has been implemented in seven other states currently in production and five other states are currently implementing it and this field may or may not apply in this state. It will be turned off because this is not a field currently being used by the state.

**Q:** Once downloaded to us will we be able to go in and train in a training mode?

**A:** Yes, this is what the sandbox environment is intended for. There will be the three tiers of training we talked about where you will get some videos and also come into classrooms and work with expert users, FAST trainers, and colleagues from your county and other counties. The sandbox we talked about which is a non-production environment to get comfortable with the system.

**Q:** Is there a sales tax only option?

**A:** There will be something to collect sales tax only.

**Q:** When you look up a person's name does it list the fees for each vehicle also?

**A:** It is possible to get to the fees calculated in the last renewal. What it will look like in the converted registrations we are not sure yet.

**Q:** Will there be a specific place to show credits for trade-ins that have time left on their registrations?

**A:** Yes, there will be the ability to enter and calculate credit for however many months of registration are left.

**Q:** Will there be a way to track leases ending so when a lease buyout or termination can be expected?

**A:** Yes, one of the data fields we are going to add in the new system that we do not currently have is the lease end date. So when a customer initially leases a vehicle we will ask you to enter that information to ease the process and ensure we have the right title issued, collect the proper sales tax, etc. Some do renew and never pay that sales tax as well.

**Q:** Will other counties be able to verify if sales tax was collected in another county?

**A:** Yes, that will be one of the really nice things about the new system. We will be able to do away with the county boundaries that we have today. Today each one of you have your own database and moving forward there will be one database and you will be able to see the activity that has occurred in other counties.

**Q:** Will boat and trailers continue to be separate or will there be an option to print them together?

**A:** The registration for those will be two separate actions in the system but it will be possible to collect payment for both of them at the same time so the customer will not have to write two checks.

**Q:** Will that include history from another county?

**A:** Yes it will. We are still working through the conversion process but we will be consolidating the history records we get into one database so one could go back and see that, and going forward you can see any prior registrations.

**Q:** Will a history title be locked so that a customer cannot renew under an old title?

**A:** Yes. For example, if someone went to Iowa and we received notice from NMVTIS that the Nebraska title was surrendered and issued in Iowa, then title and registration for that person would be cancelled and could no longer be renewed. In addition, if a vehicle is registered and one wanted a duplicate title those records would be tied together, with the AS/400 VTR system it would list as two separate records. Because the new system is integrated, it will no longer be possible to get the title number out of sync when it's issued in another county. We'll build in the rules for processing duplicates titles based on business process, not system limitations.

**Q:** If a customer has multiple vehicles that need to be registered will the program show all of the vehicles needing to renew in a way that we are able to click all of them at the same time?

**A:** That is something we will work through regarding multiple registrations, there is also a fleet process we will have to create so that is something we will work through and how to make that as quick as possible.

**Q:** If a customer has multiple transactions, will the system keep a running total due?

**A:** It will be possible to renew multiple vehicles and then get that whole total, make one payment and issue those titles.

**Q:** Will VIN numbers that are entered for history bring up only Nebraska history and brands? Would we still need to use NMVTIS for out of state titles?

**A:** For any title issuance in the system NMVTIS will be called from within the system to make sure we know what the most recent title was, any out of state title you would still need to use that but it will not be in a separate window or separate system, that information will be built into VicToRy, so when you enter in the VIN on that first screen like when we started with the title and registration. We will essentially do what you would be doing in NMVTIS by requesting that title information for that vehicle and that other state if they send back that additional information. So that will be built into the system, it will be a very long discussion with DMV and the other counties for what the edit checks are and what comes back and when we would stop you if there is a brand in another state. There will be more of those checks built into the system, whereas right now you are supposed to know to look at the website. This will be built in and happen automatically.

**Q:** If a person has twelve vehicles, does the system add up all the registrations and give us a total before we print them?

**A:** Yes it will.

**Q:** When will we receive an address cleanup work book?

**A:** A lot of that will be dependent on when we have developer time available to run reports. Some of the data clean up items we have mentioned in the past we have cleaned up ourselves. We still have a list of items that we hope to provide to the counties to help us with clean up. We do not have a specific time in mind as to when we will be able to get those done.

**Q:** Will the letter portion be able to flag all vehicles in a customer's record?

**A:** In terms of printing registrations, you would be able to print multiple registrations at once to say you paid for a bunch and want them at the same time, I'm not 100% sure what this one is asking.

**Q:** Will there be a fleet option for registrations like our bank code option for property/real estate taxes?

**A:** There will have to be something in there for fleets and for things like U-Haul and larger companies that have multiple vehicles. There will be things in there to pay for multiple vehicles.

**Q:** Will there be a receipt that we can print?

**A:** This is something we will have to look at to see if that needs to be added or if it is something additional that needs to be printed off.

**Q:** Can you print a receipt just for titles without deferring?

**A:** That is something that we will have to work through the process to determine what receipts are going to be built into the system and at what point we will be able to print them.

**Q:** Will the dealer codes and PLIDs be used state wide?

**A:** The PLIDs will definitely be used state wide, dealer codes and so on are items on our list we have yet to discuss how we will handle, a lot is dependent on what type and how often we can get information from the Dealer Licensing Board.

**Q:** If we duplicate a title, will it automatically update our registration with the new title number?

**A:** Yes we can build that into the system to make sure that is done.

**Q:** Is VTR, IMS, NMVTIS and cashiering all built into this system?

**A:** We are trying to figure out what IMS means, with VTR, the system would be replacing the functions of VTR, if IMS means insurance that information would be getting pulled across, or IMS has something to do with the tax district that is a discussion we will have to have. I'm not sure if that is even available in most counties, we aren't exactly sure what that means. With NMVTIS it will be an interface in which we essentially are getting information back and displaying it in our system. It also mentions cashiering and I'm going to go out on a limb and assume you are from Douglas County when you're asking about cashiering. That is one of the interfaces that we are working on. We are working

with the IT folks from Douglas County to make sure there is an interface between cashiering and VicToRy.

**Q:** Will we get a pink slip from duplicate titles, salvages, or liens with the new system?

**A:** Again that is logic we still need to build into the system and the whole receiving process is something we have not discussed yet. It will be something we will figure out shortly how to manage.

**Q:** What about states that do not use NMVTIS, will Carfax have to be accessed separately still?

**A:** Carfax is not going to be integrated into the system. We are going to fully integrate NMVTIS and that will be the system we rely on to capture information about previous state titles.

**Q:** Will lien releases still be handled the same way? Participating at the state level and the rest at the county level?

**A:** At this point in time there will probably not be a lot of differences with how lien releases are handled, we will still have those that are participating vendors and those who are not and that process will not change much.

**Q:** For vehicles that sit for 13+ months going into a history, will we be able to recover those?

**A:** Again that is a process we haven't talked through, but I can probably guarantee you it will be handled very differently than how it is today on our current system and that is something we will be discussing over the next few months.

**Q:** Will there be a way to carry holds such as fleet payments that are not paid the same day from one day to the next?

**A:** That will be something we will be talking about as to how that fleet process works and we will be looking closely at how the fleet process works in VTR and how that would translate over to what we are setting up with VicToRy.

**Q:** Will 'onlines' be in a separate place from fleets?

**A:** Again that is something we haven't really started talking about, we have started talking a little bit about how online registrations will occur and what will happen with those, but we haven't worked out a lot of the details yet and that is something we will be looking at over the next few months.



**Q:** Will transaction and title reports be similar to what we have now?

**A:** I can pretty much guarantee all of the reports are going to change and they will look different, however, the important thing is that the information that is contained within in them is still available for things like making sure you can do your balancing, filing things away and all that. That is definitely part of the process and something we will look at. One of the things we've done so far is DMV staff have actually printed off all of the reports that are coming out of VTR right now and as we are going through our definition process, requirements gathering and setting things up, I will be looking at those and making sure that the same information is available. One of the number one things and I would say the goal here is we should all try and kill less trees. We still need information on the system so obviously things need to be printed, but we want to try and make reports in a way where they can be combined and also available in the system in an online and more interactive way.

**Q:** Will there be a log still to communicate about a record prior to processing?

**A:** So there are CRM notes everywhere in the system, and those are available to all other users as well. Those can really be added on to basically everything, be it that activity Christina was showing where she was doing data entry, the owner record, the vehicle record, and those would also be available anywhere. There will be capability to create correspondence and to recall correspondence to help track and log the process.

**Q:** Will putting in the address pull in the correct taxing district?

**A:** That is something we are looking at, we know there is not one uniform database anywhere of what address corresponds to what taxing district, so that is something being looked at. It's not information that is included with the USPS data that is loaded into the system.

**Q:** Will scanned copies of titles be a part of this system and will we be able to access other counties' scanned copies?

**A:** Scanning is definitely one of the big things we are talking about right now, and I know the goal is to get a lot of that information into the system but who is going to have access to that when it is going to be scanned or how it's going to be scanned are things that are still outstanding and things that we are going to talk to. We are already working with some of the OCIO staff here to figure out how the scanning process is going to work because as you may know the state has a central system for seeing how, if, and when data will be put into that system.

**Q:** Will the system know if we put in an incorrect social security or driver's license number?

**A:** In terms of what we are going to have access to from the driver's license system we have started talking to the developers here at DMV but we see what we have in order to do a validation to make sure that say, a driver's license is valid and it matches the last name of a customer saying they are the owner of the vehicle. That is something we are looking at.

**Q:** How long will registrations be stored in the system for us to look at?

**A:** Anything that is kept in the system will not be deleted, so if it ends up being converted or entered into VicToRy that will be permanently retained in the system.

**Q:** Will this prevent us from using names that are nicknames or shortened versions?

**A:** I do not know that we will be able to prevent that from happening. That is going to be our goal because the requirement will be to use the full legal name so if we have the driver's license number, we will have it set up so that it will read the driver's license database and that will help that process, but I am not sure that we will have the logic built in that will restrict that process.

## May 23<sup>rd</sup> Q & A

**Q:** Could there be a pop-up box for TODs?

**A:** TODs is just something that hasn't been included in that owner's section yet. That's something we know will have to be added there because that does get printed on that title application and goes on the title as well.

**Q:** If the address has been entered in the screen for the title, can it generate the tax registration?

**A:** That seems pretty unlikely because there is no state-wide list of tax districts to addresses, but that is something that is being looked at just to see what information is available out there. I know that there are definitely some databases that exist and some counties are using those to do lookups on tax districts right now. The USPS data that's included there is really just the valid list of delivery points, it doesn't have the Nebraska county tax and districts included in that.

**Q:** Are dealers going to get any training on this so that they can collect driver's license numbers or social security numbers on the applications when they send a title with a lien?

**A:** Yes, we will do a couple of things. One is that when we start collecting that information on our title application, we will be sending a notice out, a letter or a memo to let them know that we are doing that. The other thing that happens is that on an annual basis the dealers do hold some training seminars. In the last several years, DMV has been a part of those training seminars, so we will continue to take part in those and have the opportunity to visit with the majority of the dealers at that time.

**Q:** Can a credit card payment be linked to the new VTR?

**A:** As part of the payment process you'll be able to enter into the system that you're taking payment by credit card, but the process to actually connect that credit card with your credit card vendor and to collect the money that way will not be integrated into the system.

**Q:** When we are creating a new title from a Canadian (or any other foreign) vehicle that uses kilometers will there be the possibility of converting the kilometers to miles?

**A:** We're looking at how that's going to work. That's one of those things that could happen on the data entry field or it could just capture, potentially just capture, the kilometer reading off the odometer. It could be done either way in the system, and that's one of the things we talked about yesterday with DMV staff and we're just working on figuring that out.

**Q:** Are our scanners going to work?

**A:** I think you're probably talking about the barcode scanners. Yes, you would be able to scan those in, say for the plate number and all that. We're working on getting example ones, I think we actually have a sample one that is recommended to be purchased to the counties. Some have different ones of course, but that's something we'll definitely be working with on our side.

**Q:** If a vehicle is left in the side bar on my machine, can another person run that registration?

**A:** Another person would be able to pull up that vehicle but anything that say, is in progress, like we're in the middle of the action that Christina was doing. Let's say she was transferring the vehicle from one person to another. Nothing would really be saved in the system until that submit button had been clicked. You wouldn't be transferring half

of that data entry over to another one. But nothing is going to stop another person from looking at that vehicle if you're currently looking at it.

**Q:** Will we still have to select MSRP values for vehicles?

**A:** Unless the data that we received from Prime Media, the vendor that provides that, changes in any way, there still will be times when multiple MSRP values will be displayed and you will need to select the appropriate one.

**Q:** When a lien is released, whether it be by DMV or a county, will we be able to see who released the lien and what address the title was sent to?

**A:** Yes, you would be able to see the address the title was sent to and how the lien was released. It's possible for a lot of actions in the system, specifically like ELT processing, you'll see a username of 'batch', which means it was run through an overnight process, and you'd also be able to tell if that was done, say through a file, because that would be labeled as a batch process that had been done. So that would show up in the system as well because all of the users' end date/times are logged. You would also be able to see where it was mailed to.

**Q:** I am not clear on the processing of a registration that has been started by a clerk and then completed by another clerk.

**A:** Essentially it's if you've started the registration and you haven't saved anything, it doesn't go between computers, it's only on your session. But if you saved something, and it may be possible say that you saved something but the customer didn't have the payment, if you had saved the registration but hadn't paid for it, it's possible, something that we'll be looking at whether that is allowed or not, but it's possible then that the customer could come back in and go to your neighbor and they could accept payment and issue the registration.

**Q:** Will the new system recognize vehicle types such as ATV vs motorcycles (V or M)?

**A:** The answer to this is very similar to the one about the MSRPs. Again, it depends on the data that we receive from our vendors. Today, if Polk has the information in it, then it will display that to you in the system. So the fact that we're changing systems doesn't change some of that reliance on other company's data, just because we're changing.

The new system will Polk will be more real time. The biggest change you'll probably see is the 2018 and the 2019 vehicles, or I guess the 2019 and 2020 vehicles, once we roll out, you'll be able to get those more rapidly if it's a type of vehicle that is returned by the Polk data today. But, it's unlikely that things that don't show up now like manufactured

trailers, or ATVs, some LSVs, that type of low speed vehicle, if it doesn't come back ever now for that type of vehicle, it is unlikely that that's going to change in the future unless there's additional data that can be provided.

**Q:** Are we able to see the scanned file copy from a different county if they scan the paperwork?

**A:** Part of the demo today where you saw that the actual printed documents, the documents printed by the system, whether it be an application for title, or the title, or the registration, those documents will definitely be a part of the system and you'll be able to see those across county lines. One of the things that's going to really change with this system is that those county lines are going to go away. So you'll be able to see registration history, you'll be able to see everything that is on the system regardless of what county you're in or what county it took place in. We're still working through the scanning of the title paperwork, so that is within the scope of this project. We're still working through the details of that because it's an interface that we have to build with the office of the Chief Information Officer (OCIO). So we're still kind of working through that, but our intention is that you will be scanning documents into the system and you will be able to retrieve those across county lines.

**Q:** Will the passwords time out like they do now, or will we actually be able to leave the customer info in the sidebar and process it later?

**A:** It's likely that we'll come up with a time out. It will probably be that with your session, you will be booted out of the system after say eight hours. But it's possible that before that eight hours expired, that the system would essentially lock your session where you just type in your password and get back essentially to what you were looking at. It's possible to say lock your current session, say maybe you're going to lunch, and then when you come back you just type in your password and it will take you back to exactly where you were previously, but the exact time and all that we still need to figure out and that's one of those questions that goes into security and what the requirements of DMV are, whether we're allowed to do that, all of those things, and it's those types of questions that we'll be talking about in the coming months.

The other thing that will impact that are security requirements that are set by the Office of the Chief Information Officer.

**Q:** How far back in history will the database go when it is first activated?

**A:** We are planning on converting all of the current and history title documents, and registration we are looking at converting current year plus three for vehicles and current

year plus four for boats. So there will be all of the title history and a significant number of years of the registration history.

**Q:** Are we able to see a registration from a different county if it's an untitled trailer or boat.

**A:** Yes, you will be able to. Again, the county lines, and I know it's hard to imagine today, but the county lines are going to completely disappear. When you're on the database it will be all of the data and all of the information statewide.

**Q:** Will we still lose history if they have a lost plate or transfer to message plate?

**A:** No you would be able to see what the previous plate was for that vehicle if you did the transfer or the plate replacement within the VicToRy system. However anything we are converting of course, if that data is not in the legacy system, we're not going to magically be able to pull that into the new system. But anything that is done in the system, would still be retained, so you'd be able to see that history of what changed and it goes back to where you see those grayed out rows in a lot of those lists. If I had ABC123 as my plate and now I got a message plate that said "Matt", you'd be able to see that I had ABC123 and now I have my new message plate on my car.

**Q:** Will we still have a drawer copy of registration?

**A:** That is something that has not been determined yet. We've been discussing it but no decision has been made. Before we do make a decision we will be reaching out to some county treasurers to discuss this and talk about it. In concept we could do away with that if you have access to what the actual registration looks like on the system, but we need to take into consideration what your business processes are and what you would use those drawer copies for. So that will be a decision we'll probably make later this summer.

**Q:** We have customers whose home office is out of state and the feedlot/ranch is in our county. Can the renewal notices still be sent to the home office by entering in care of address?

**A:** We would have the ability to have a separate mailing address, which would be different from where the vehicle has situs or is registered, so you would be able to send it to a different address and that could be out of state.

**Q:** Do you anticipate this being more helpful to prevent customers who have moved across from one county to another, being prevented from registering in the new county before the registration has expired in the previous county?

**A:** Absolutely. Again, because we're kind of doing away with those county lines, you'll be able to pull up the record, see that the registration is current and valid, and I'm making an assumption that if the registration is current and valid it will restrict us from renewing it in the future. I think the other thing to remember is that it is also going to clear up the issue we had about renewing a registration after the title has transferred. So all of that will be completely interactive compared to what it is today.

**Q:** Will there be a field to enter a phone number of the customer?

**A:** There could be, I guess Betty could speak to whether that is allowed or not, or whether the DMV has the ability to collect that information.

We don't currently have the statutory authority to collect that information. To be honest, I would be pretty hesitant to want to collect it or to put the treasurers in a place where you're required to collect it, if we don't have that statutory authority. I understand why it would be useful, but I do think that we have to be a little bit careful because when we start talking about collecting more personal information about a customer, sometimes it can cause some unintended consequences.

**Q:** Will we be able to give customers a list of all fees paid for tax purposes?

**A:** That would be a part of the discussion. In theory it would always be possible to go back and reprint that registration, just don't print it on pink paper so it's not an official registration, and hand that to them. That's possible if we decide to allow that. Or if there's a receipt or something that you could print, you know there's a number of options that could be out there. We'll be able to print month stickers on demand.

That is a topic we are currently discussing. Right now, it's looking like that most likely that will not be a part of the system on the day we roll out, but it will be an enhancement that we will add later. A big part of that has to do with funding, the fact that the funding for those decals is wrapped up with our plate fee, and with the funding that comes from the department of transportation.

**Q:** Do we still have to type the owners name or business name in exactly to get the information?

**A:** The requirement is to have the full legal name, and then in terms of prepopulating any of that based on whether they have existing vehicles or they have a driver's license

number, that's something that we're looking at to see where that information might be available from. If you could put in a theme, or a driver's license, or something.

What about if you're just doing an open search? Does it require exact entry?

If you're trying to search you could do that wild card search like I talked about at the beginning. There are certain things built in to the system to kind of do character replacement for similar names and that's something that we'll talk about as we're going through because, as I understand right now, there's like a Soundex field for certain searches and we'll make sure to do something to include some of that functionality as well.

**Q:** Will changing addresses on a driver's license also update on the registration?

**A:** Not seamlessly at this time. What we plan to do is when you are entering information to start a new title record, we are planning to set up an interface with our driver's license system so that you can enter in a driver's license number and pull over some information from the driver's license database. But from that point forward, the driver's license database will not be pushing information to us on the VicToRy system so it will just be a pull when we're trying to create that record and set that up.

**Q:** Will we be able to merge business or individual names if there are titles and registrations for multiples? Example 3 L Ranch, Three L Ranch, 3-L Ranch.

**A:** That's something we're going to have to talk about, especially if it's title data because it's not necessarily as straight-forward as just updating that because the name differs from what was printed on the title, there might be some restrictions on that and that's something we'll talk about while we're going through the requirements for titles.

**Q:** If we change addresses on one registration would it change for all owned vehicles? Or would we have to do each individually?

**A:** That will be something that we're discussing. I know we've talked about linking and how things are tied together. There's not always a case that they did all move so there's a whole bunch of factors that would go into whether anything would happen automatically with any other vehicle there.

**Q:** Will you have the option to renew by address?

**A:** You can search by address, which is one of those things you could search for to pull up the vehicle in the search manager that we showed in the beginning. So there are ways of finding a vehicle by address.



**Q/Comment:** The renewal by address option would be nice to have with people who have private names and LLC or INC names.

**A:** Ok, makes sense.

**Q:** Will three names print on the registration?

**A:** How much information will be displayed on the registration and the title document will be determined when we get to the point where we start designing the print function and setting up the print function. So some of the decisions like that have not been made yet.

**Q:** If we have their social security numbers or driver's license numbers will we be able to renew with it?

**A:** That is possible to search on that information if it has been collected and it has been validated. For the overwhelming majority of vehicles, when we do go live, we would not have that information because it's not currently collected in the legacy system, but I know there's been discussion about that. I think we do have the ability to collect that now so maybe that is information that is going to start coming over, for some of the records anyways.

We do have the authority to collect that information, and we are working on trying to add that to our current system. We have high hopes that maybe in the next four to eight weeks we'll have that work completed and we will start collecting that information which will kind of set a foundation for us with the new system, and not add a new requirement on the day we deploy.

**Q:** Will there be news releases about collecting the social security numbers?

**A:** We have not discussed yet what public information we will be putting together with that; we'll determine that over the next few weeks.

**Q:** If you have a husband and wife, whose number would you use?

**A:** I think you're talking about driver's license numbers or possibly social security numbers. When we start collecting the driver's license number, date of birth, or social security number, you will be collecting that for each vehicle owner. If you have a record that says, say my husband and I are on it, you have a driver's license number for both of us, you would be able to search for that record by either driver's license number.