



VicToRy – WebEx Q & A

Red Willow County Example

December 3, 2018

14-Nov: <https://nvcn-cio.webex.com/nvcn-cio/lsr.php?RCID=211d66262dc44feb9ceb4e9dd31eb2cb>

15-Nov: <https://nvcn-cio.webex.com/nvcn-cio/ldr.php?RCID=7b3b82bc7405ed357e3d6866d5ba6bd7>

Password for both: VicToRy2019

Please note: Some answers below will contain more information than what was provided in the Q&A session in the recordings above. The answers contained in this document should be considered as the most correct as more research was done after the demos.

Also, some duplicate questions are omitted.

November 14th, 2018 Q&A

Q: When adding a TOD, do we need a personal identifier?

A: TODs do not require a personal identifier. Only vehicle owners require a personal identifier such as a SSN, NE DLN, Date of Birth, or FEIN.

Q: How can I get ahold of the file layouts that were sent to the specific vendors (for county general ledger/financial systems)?

A: If you need access to the file layouts, please email Betty Johnson at Betty.Johnson@nebraska.gov.

Q: In the Personal Identifier Section, there was no date of birth option, only Social Security number and Driver License number?

A: In the owner section there is an option to select "Use DOB as identifier".

Q: How long will the Trailer Serial Numbers be? Will they still be 17 digits like a VIN?

A: [In VicToRy] Trailer Serial numbers will have 10 alphanumeric characters (NET followed by 7 numbers).

Q: Are there plans to allow a POS system to interface with VicToRy?

A: Anyone with questions about interfacing their POS system with VicToRy should email Betty Johnson at Betty.Johnson@nebraska.gov.

Q: Can you reiterate what was discussed in regards to thin clients?

A: Currently we are narrowing down who are using thin clients, what needs to be replaced, and what the next steps are for those using the thin clients.

Q: We have had some issues with the inspection fees for out-of-state titles. The Sheriff does all of the inspections and keeps the fees. The issue we had with balancing was corrected when we stopped entering the inspection number.

A: In VicToRy, the inspection fee is a default value. This can be configured depending on whether the county or the sheriff collect the inspection fee. The system will require the inspection number be entered in situations that warrant it going forward.

Q: In the Payment Type section, what is 'County Write off'?

A: This hasn't been discussed yet and may not be included, but this is an option for a county to choose to write off payment discrepancies of say five cents under the account balance.

Q: Currently we have DBAs on the first line of the address. How will this convert? Will DBAs have to start signing off on the title since they will be part of the ownership?

A: Addresses that contain DBA information in VTR will convert over as is and will need to be manually cleaned up in VicToRy. In VicToRy, DBA information will be stored on a separate field on the Owner section, but they will not be required to provide a signature to sign over a title. DBAs don't have ownership but can be used as another means to search for a specific record.

Q: When the transaction is complete, the screen does not clear. Will this happen after every transaction?

A: Yes, the service transaction window won't close automatically because additional items may need to be resolved. You can manually close the service transaction window.

Q: Why did you say if an out-of-county person is moving to a different county they would have to turn in the previous county plate?

A: Customers voluntarily requesting an address change when moving between counties mid-registration period will be required to turn in their plates to the new County Treasurer. If their registration is expired or they are obtaining new county plates at renewal, they will not be required to surrender their previous plates. When moving between Sarpy, Lancaster, or Douglas County with a current registration, the customer will not be required to turn in their plates.

Q: Can we use the PLID number to search for the lienholder?

A: Yes, the Participating Lender ID number can be used to search for a lienholder in VicToRy.

Q: If a trailer has a trailer identification number (from the manufacturer) but the customer doesn't want to go retrieve it, should we assign a new one?

A: Yes, for trailers you can assign them a new trailer identification number.

Q: Is there a section to add or view insurance information?

A: In our demonstration, all of our customers' insurance information was verified using the insurance file. If insurance was expired or not found, we would be able to visually verify a copy of their insurance and note that in the system.

Q: Is there any way to interface with County (or State) GIS systems for master address and tax district automation and address verification? Is USPS updated in a timely manner?

A: There is no central location to interface with for the GIS systems that all counties have. Some counties use VTR to look this information up, but this is something that is maintained by the counties and hasn't been updated in many years. Our hope is to interface with the Department of Revenue for local sales tax lookups, but tax district automation will not be available. USPS data is updated monthly. USPS data is part of the system and confirms that an address is a valid delivery point but contains no tax district information.

Q: How is the insurance verified?

A: Insurance will be verified in VicToRy in the same way that it is verified today; It can be verified visually or through the insurance file.

Q: When you corrected the spelling of the name for Ashley to Ashlee, I noticed that when you were in the final portion of the transaction, the name still showed as Ashley.

A: We'll definitely check for that during the demo tomorrow. *Note: It was confirmed after the demonstration that this updated correctly in the system.*

Q: Can customers still choose their expiration date?

A: When registering your vehicle you can choose to sync up your vehicle's registration with another one by changing the expiration month.

Q: Will we be able to view NMVTIS information on out-of-state titles? Will it automatically pull in brands from multiple states?

A: A NMVTIS inquiry will be run for all applicable title transactions based on the vehicle's VIN. This will retrieve the current title information and all brands added to that vehicle. This may not be true for states that have delayed interfaces and will not include information from states that are not participating with NMVTIS (e.g. Kansas).

Q: Will there be information on voided registrations? For example, if we received a NSF payment, would the voided registration provide details about the void?

A: Canceling a registration will occur in the event of fraud or a NSF payment. These options will be clearly labeled, and may present as indicators, or flagged holds, on the account.

Q: Will we be able to see historical title information such as a previous owner or previous title number?

A: Yes, we can view this information. Converted and native records will contain this information within VicToRy. There has been some discussion regarding what information needs to be seen on the title itself and where on the title it should be displayed.

Q: How do we handle an open transaction if a customer has forgotten their checkbook?

A: You can save the service transaction or pause and complete it at a later time. We still need to discuss how long a service transaction should be kept open before canceling it.

Q: You said there was no connection to credit card machines. Are there plans for this or was that just a point being made when demonstrating the payment options?

A: There is no plan to have credit card interfaces set up with VicToRy since so many counties are using different third party vendors. VicToRy will have a receipting feature that will assist in tracking which vehicles were paid by credit card so you are able to balance at the end of day or the next day.

Q: Will ATVs be recognized as ATVs instead of as motorcycles?

A: VINtelligence and Polk do not distinguish between an ATV and a motorcycle, but there are other areas within VicToRy where we can enter this information in or control how it's displayed.

Q: Is there any verification of the inspection number? Is there any data that can be automated from the inspection form (vehicle/owner etc.)?

A: There is currently no verification of the inspection number beyond verifying that it is unique.

Q: Will we be able to print a file copy?

A: Yes, you can print a file copy, but we are encouraging the majority of records be stored within VicToRy to cut back on the amount of paper in the office.

Q: We have computers at each desk as well as computers at the counter. The computers at the counter can currently be used by everyone in the office. Will we still be able to do this?

A: Each user will be able to use computers at their desk and at the counter, but they will be required to log on to VicToRy with their own username and password. They will also be able to log on to VicToRy from multiple computers at the same time.

Q: Entering the driver's license number pulls in the name. Why does it not pull in the address?

A: This is something that is currently being discussed.

Q: Will people still have to apply for a VIN on assembled trailers? Can we assign them one?

A: If the customer wants to title their assembled trailers, they are required to fill out an application for an assigned VIN to submit to the DMV. If they just want to register their assembled trailer, then you can assign a trailer serial number.

Q: We did not see a place on the title to choose between 'AND', OR', or 'WROS'. Will there be one?

A: This will look different in VicToRy. Instead of three options there will be two, 'AND' or 'OR WROS'. 'AND' is the current default, but this can possibly be changed for each county.

Q: Will user IDs change from the C01XXXX format?

A: This is still under discussion.

Q: Can the new serial numbers be used to make a title after issuing the registration?

A: Yes, you can keep the assigned registration serial number and then title later.

Q: Why is Previous Issue Date a required field?

A: We are comparing the previous issue date electronically with what is in NMVTIS. This assists in preventing fraudulent practices. Also, some states don't issue new title numbers unless the ownership information is changed. Previous issue dates make it easier to track which title is correct.

Q: On the right side of the service transaction springboard, we noticed a little envelope that says "2 Letters." What does that mean?

A: During a new vehicle ownership transaction two letters would be generated, the Title and Registration. To clarify, letters is used as a generic term for all documents. Two letters means we had two documents that needed to be printed.

Q: What is the blue section in the top middle that says 'Office'?

A: The Office panel ties into the activity and contains a unique identifier. This is being developed and we will show more details in the future.

Q: How will it work when the title has a lienholder and the customer moves to a state where they don't issue new titles but issue a registration only and NMVTIS has the registration number for the title?

A: In these cases, the other state is not supposed to be updating the title with NMVTIS. If the other state did update it, you should call the DMV help desk. The help desk will then work with the other state to sort out the issue. This may possibly require an override.

Q: Is there a law requiring personal identifiers?

A: Yes, in 2016 there was legislation that will require us to collect this information.

Q: To print the forms, can we short key "1"?

A: Yes, you can use the hot key option "1" to print all the forms during a Service Transaction from the Taxes and Fees section or the Summary section.

Q: What is the purpose of typing the Hull number twice?

A: When entering a HIN into the system it will verify if it is on record. If the HIN is not verified then it will need to be entered twice to reduce the number of errors, which will help to avoid unnecessary voiding.

Q: At the last meeting, there was discussion about phone numbers? Is that just something we will need to keep track of ourselves?

A: We are still working with legislation to get the authority to collect volunteered contact information as well as protect it from a public record request. So for now, it will still be something you can collect on your own outside of the system.

Q: Can you explain the Tasks hyperlink?

A: Tasks are units of work that may be assigned to a user to complete. They might also be added to a customer record if additional work needs to be completed. For example, the DMV Help Desk may need to approve a message plate, clean up a record, or follow up with a customer. This is very similar to the log system, but it hasn't been discussed in great detail.

Q: You mentioned something about not being able to move computers or printers to different locations. Can you please explain how that works again?

A: Computers will be associated to a specific office, printer, and inventory location because they are in a fixed location. In VTR, users sometimes have to update their printer when switching desks or locations, this would not be necessary in VicToRy.

Q: Can an employee work on another employee's paused transaction? For example, if someone had paused a transaction to go to lunch?

A: It is possible to start a transaction and have another person complete it, however the rules for this process are not completely set up yet.

Q: If we enter someone's DOB or SSN instead of their DL, will we manually enter their name?

A: Yes. DOBs will require you to manually enter their name. If the customer's SSN is attached to their DL then the name may populate for you. Otherwise, you would have to manually enter it.

Q: What are the eight open issues that may require special handling?

A: These issues concern data that requires corrections by our data verifiers. An example of this is a boat with a 17 digit HIN that was given a trailer plate. Some items may require counties to assist with cleanup, but this will typically be only when the customer must be contacted.

Q: If the credit is past 60 days, will it stop you from issuing?

A: You will have the option to override refunds, but we are currently configuring the system to reduce the need to override. For example, if the 60th day lands on a Saturday then the customer could come in on Monday. This will also be true for the 60th day landing on a holiday. You will also have the option to override credits through a manual override.

Q: When you do the state-wide training sessions, will there be more than one day at each location so that we don't have to close our offices for all of our staff to attend?

A: Training will be offered in multiple locations, and there will be multiple courses offered at each, based on the number of employees in that region. We know that for many counties the last week of August is a busy time, so unless you are in a county like Douglas, Lancaster or Sarpy, then training would start the first week of September.

Q: Will there only be an "Online Manual" (no paper copies like we have now)?

A: We have a Help manager that will contain how-to or procedural help topics along with basic definitions for much of the common functionality in the system. You could print these topics, but the content is continually being updated, so any print outs will quickly become outdated. The system also supports some dynamic links within it that can take you to related help topics.

Q: Has anything been developed to make renewing someone's fleet easier if they are all due in the same month?

A: We've had a number of meetings concerning what the fleet process will look like. This feature will be a part of the system, but it is not currently developed. Also note, that there will be new terminology to distinguish fleets from batch processing.

Q: I know we haven't covered ordering plates yet but will we be able to see the status of our plate inventory orders in VicToRy?

A: Yes, you will be able to see this in the future.

November 15th, 2018 Q&A

Q: Is it possible to accept more than one type of payment per transaction?

A: Yes, payments can be split multiple ways. For example, check, credit card, and cash could all be used for the same transaction.

Q: When will the registration renewal print?

A: The registration renewal prints automatically at the end of a transaction when it's been paid for.

Q: Will we be able to collect the inspection fee as part of our title fee?

A: Yes.

Q: What is the letter icon on the right side of the window during the title and registration for?

A: The letter icon indicates the pieces of correspondence to be printed after a transaction. To clarify, letters is used as a generic term for all documents. Letters in VicToRy include documents such as the title and registration.

Q: Can a title be issued using the trailer serial number from the county office, or does the customer need to get the number from the state?

A: If a serial number was previously assigned to the trailer (e.g. it was a registration only), the customer can use the existing trailer serial number to apply for title. If the customer is attempting to title the trailer at time of initial registration, they would need to apply for an assigned VIN from DMV first.

Q: Are first names not required on a TOD?

A: VicToRy is only requiring the last name to be entered to accommodate individuals who legally have one name. You should enter the full name of the individual as it is provided.

Q: Can you continue to add items to a customer's bill or do you have to do them individually?

A: You can group multiple actions. For example, grouping two vehicle renewals for a customer who wants to pay for both at once.

Q: Can we scan the barcodes on plates?

A: Yes, if you have barcode scanners, you will be able to scan plates instead of manually typing them.

Q: Can a person be on a title if there is no SSN or other ID?

A: They can use their DOB. DMV estimates that this will be mandated on June 1, 2019 that we have to collect personal identifiers, all owners will be required to provide this information. Personal identifiers will include SSN, NE DLN, or DOB.

Q: How will postage fees be handled?

A: Postage fees can be added as a fee on a renewal. There will be different fees for plate and registration vs. just registration.

Q: When moving from a different county, do the plates have to be surrendered?

A: Customers voluntarily requesting an address change when moving between counties mid-registration period will be required to turn in their plates to the new County Treasurer. If their registration is expired or they are obtaining new county plates at renewal, they will not be required to surrender their previous plates. When moving between Sarpy, Lancaster, or Douglas County with a current registration, the customer will not be required to turn in their plates.

Q: Will titles read AND instead of OR, or is it an optional choice?

A: Titles will continue to display either AND or OR. OR includes WROS.

Q: Can we add multiple credits to one transaction?

A: Yes.

Q: Will the dash in the county plate number be required when searching for it? Will it be required when entering a passenger plate number?

A: No, the dash or the hyphen is not required when you are searching for a county passenger plate. Nor is it required when you are entering the plate during a registration.

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

A: Yes, there will be a fleet process. Some of the activities that are currently referred to as a fleet process will be given a new name since they are not technically dealing with a fleet. However, there will be a possibility to renew multiple vehicles at a time. For example, early renewals won't be done using a fleet process but will be done as a renewal in VicToRy.

Q: If no NE DLN is available, do we default to SSN or DOB?

A: There is no required default. It is based on what the customer provides, either is acceptable.

Q: What kind of ID does a trust have to be able to use? Not all trusts have FED IDs (or FEINs)?

A: In regards to a trust, if they have a Federal Taxpayer ID they will have to provide that to you. If not, then they will have the option to use an SSN for one of the trustees.

Q: How do you add remarks on registrations?

A: VicToRy has a note functionality that can be added during a service transaction or to the record itself. Some remarks will be replaced by the note functionality, and some flagged remarks will be replaced by indicators, which can stop processes. Both notes and indicators will be visible to any other county or user in the system.

Q: What do we do for boats that do not have hull numbers? For instance, homemade or older boats?

A: Boats are required to have a HIN when they are titled and will need to be assigned a HIN. If you are only registering a boat, you are not required to have a HIN.

Q: Will individuals from outside of the United States be able to license vehicles?

A: Yes, individuals from outside of the US can use a DOB if they do not have a Nebraska driver's license or a SSN.

Q: What if someone only has an out-of-state ID?

A: Customers will be asked to provide their SSN or DOB instead of a DL.

Q: Will you need personal identifiers for just new title/registrations or renewals as well?

A: At some point in the future we are going to ask to add this information for registration renewals. However, it will not be required at this time or at the time we launch VicToRy.

Q: Is there a way to save your transaction when the customers tells you they don't have enough money and will be back later?

A: Yes. You can pause your transaction, but we have to finalize what the rules are for how long a service transaction should be left open. We want a process to reverse these service transactions, so they are not hanging around forever.

Q: May we announce that personal identifiers will be required in our local paper?

A: DMV is working on a press release that you can share with your local media.

Q: If someone moves from one end of town to the other, the tax district changes in our county. How do you change the address and tax district?

A: You can do this through a regular renewal or change registration.

Q: Are customers required to have a NE DLN to register a vehicle?

A: No, individual customers can also use a SSN or DOB.

Q: Can you change the renewal date?

A: Yes, you can select your expiration month.

Q: Will there be a way to recover deleted records similar to a delete record recovery for us to pull vehicles that have not been registered in years?

A: Registrations expiring in January 2016 or later will be converted into VicToRy (January 2015 for boats). For conversion purposes, if a vehicle was purged there will be a restore or rebuild vehicle process available for the DMV Help Desk. Once we go live with VicToRy, vehicles will no longer be purged from the system.

Q: Will SSNs be required?

A: Starting June 1st, 2019 an identifier will be required. The customer has the option to provide their NE DLN, SSN, or DOB. They also have the option to write down their SSN if they don't want to say it out loud.

Q: Do we have to see proof of the SSN? Are we going to be able to verify the number with SSA?

A: Customers are not required to provide proof of a SSN, and we are not going to be verifying this information.

Q: Can we search for lenders by using their PLID number?

A: Yes.

Q: Will birthdate and SSN automatically populate so that it doesn't need to be entered manually?

A: A NE DLN or SSN will populate the name and possibly the address (still being discussed) if this is the personal identifier information you enter and that ID has an active driver's license or state ID.

Q: Should we use the Driver's License system to find NE DLNs for the customer?

A: This is not required or expected of you. If they don't have the personal identifier information you can check the driver's license system if you chose.

Q: Once we've assigned a personal identifier to a customer, will we have to re-enter it every time they come in?

A: No, once you've entered a personal identifier for a record, you will not have to re-enter it again.

Note: A record is a vehicle, this information would need to be provided for any new vehicles registered to that customer.

Q: If the driver license address is different from the customer's situs address, will we need to change the pre-loaded situs address to the correct address?

A: Currently, the address does not populate from the DLN. This is under discussion.

Q: Will the L1 be merged with this system?

A: Not at this time.

Q: Is VicToRy going to interface with the Driver License system?

A: Yes. A daily file will be sent from the driver's license system to VicToRy, which will create records in the system containing very basic demographic information.

Q: Will someone be required to change their name on their title if they change their name on their driver's license?

A: No, this is not required.

Q: When a customer has multiple vehicles that they would like to renew, will the system ask for a personal identifier every time?

A: Renewals will not require a personal identifier at this time. If this is implemented in the future, they will only need to enter this information once per vehicle.

Q: If a person gives an incorrect SSN or birthdate, how will that affect our access to their records later?

A: There will be no firm verification of this information, so the only impact would be that if the customer later tells you the correct information, it would not be searchable. You can search by a different attribute (e.g., VIN, plate, name, etc.) if the personal identifier is incorrect.

Q: If a customer gives you a name that differs from the name pulled back by their driver's license, which one will the system use?

A: VicToRy will use the name from their driver's license. So if the customer gives you Bill and their name on the NE DLN is William, it would correct to William. A lot of these things we are talking about reference behavior in VicToRy. VTR will not retrieve this information.

Q: If a customer wants to add their spouse and they don't know their spouse's DL number, SSN, or birthdate, will they be turned away?

A: DMV is targeting June 1, 2019 for the date they will be required to provide that information for the other owner(s).

Q: Are boat numbers going to automatically populate? Will the system assign new boat numbers to out-of-state boats?

A: Yes, the first time a boat is registered in Nebraska a number will automatically generate in VicToRy and populate for you. If a boat already exists in the system, the existing boat number will carry forward into the next transaction. When we deploy VicToRy, these numbers will look different from the current version. These numbers will not include a county identifier but will be a generated number that will pull from a pool of numbers that can be issued statewide.

Q: Will there be barcodes for the VIN and registration?

A: Yes, the current registration and AAMVA barcodes will continue to be printed.

Q: When will the title print?

A: The title is printed after the payment is collected.

Q: Will the payment method show on the registration?

A: The title and registration layout have yet to be finalized. We will add it to the list of items that need to be discussed.

Q: If you find something wrong on the title after printing it, will we have to void everything?

A: You may need to do some voids or reversals in VicToRy, however a key improvement is that the title application and Form 6 can be printed before you complete a service transaction. The need to void should be significantly reduced. We are trying to provide as many opportunities as possible to review for you and the customer before the title is printed so you can avoid the void.

Q: If you need to void the title, will you have to void the registration first?

A: This is being discussed.

Q: Why do you have to put “outboard” twice on the boat registration?

A: This is per the Coast Guard’s requirements.

Q: Do we have to print all of the forms for the customer to verify, or can we have them look at the screen to save paper?

A: This may depend on your office configuration and whether or not the form you are showing requires a signature. You may have the option to view the Title of Application before printing or to have it print right away.

Q: Do you have to enter in a check number when accepting payment, or can that be bypassed?

A: The check number is not currently required.

Q: Will you be able to print a report for payments?

A: VicToRy will have reporting functions that provide the information needed to perform daily balancing and end of month distribution. These reports will look different from the existing VTR reports, and will be designed to be usable inside the system (e.g. links to jump to vehicle or payment record). While reports may still be printed, they are not formatted for printing like existing VTR reports and the need to print will be drastically reduced.