



VICTORY

Nebraska's New DMV System

February 2020 - LAST Newsletter

Is This the End?

Sadly, this is the last monthly newsletter. But the VicToRy project hasn't stopped. We are still going strong and have transitioned into production support mode.

What does this mean? It means that the VicToRy team members are continuing to make improvements and review issue submissions sent in by you. So keep sending in your recommendations via the Help manager! Our goal is to make VicToRy better week by week.

So What's New?

The Sync Pack updates are being worked on at this very moment. Although you'll only see a couple of changes, the updates coming in April will ensure that VicToRy is on the cutting edge and keeps up with changes. Here's what's coming!

- Cases will no longer require you to click the Next button to select the next available stage.
- Non-vehicle specific transactions will generate follow-up transactions which will make quick fixes a breeze.

To see a list of additional changes and help topics, look for the Sync Pack Update help topic in the Help manager, available mid-April.

A Little Help, Please

Did you know, you may be able to assist your online Fleet customers yourself? To look for help topics that could assist your customer with using e-Services, search for the word 'online.' To look for help topics that will assist you with processing tasks generated from e-Services, search for the word 'e-Services.' Below are additional help topics that could answer your questions.

- Title a Stolen Vehicle
- Payments and Reconciliation
- Daily Reconciliation

Also, if you are struggling to find certain help topics, tell us at VicToRy Support. Help us help you!

Upcoming Events

WebEx Demo

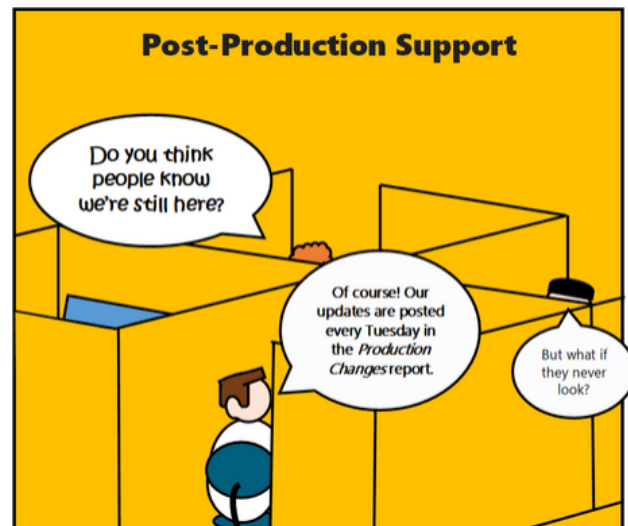
February 19, 2020

WebEx Demo

April 15, 2020

Sync Pack Moves to Production

April 17, 2020



That's right! The VicToRy team is still hard at work, and all their hard work can be found in the Production Changes report, found in the Help manager on the I Want To tab.

— VicToRy STILL in the Making —

Intranet Logon Info

URL > <https://dmv.nebraska.gov/user>

User > ctreasurer

Pass > :9&D7>{8Q=



Meet the Team - County Edition

You've heard what we've had to say, but you are in the system assisting customers on the daily. We wanted to hear from you and you answered. Below are the original questions, a collection of county quotes, and the three most popular answers per question based on topic. Thank you for your submissions!



What aspect, feature, or task do you love the most in VicToRy, and why?

"Multi renewals, the speed to which we handle customers is awesome with this feature"
-- Polk County

"There are so many, but being able to print the Title App before printing the Title is awesome! Catch those mistakes before you print :) And pausing a session so someone can run across the street to the bank cause they didn't bring money!"
-- Johnson County

"NMVTIS is included in the process, End of Day Balancing is suspiciously easy and scan bar on the multiple renewal function"
-- Furnas County

"Bar Code scan multiple renewals. Speed and accuracy."
-- Cass County

"Daily/monthly Motor Vehicle balancing because it is so accurate and easy to do"
-- Sherman County

"Multi-vehicle renewal--January renewals went much smoother and faster"
-- Merrick County

"Assigning Boat numbers automatically, being able to do more than one transaction at a time, dealer renewals. Time saving on all of these."
-- Saline County

"The multi-vehicle renewal is handy, especially in January."
-- Harlan County



What has been the biggest challenge transitioning from VTR into VicToRy?

"I think the biggest challenge for me has probably been re-training my own brain from AS400 'thinking ways' to Victory. In ways, AS400 made you question whether you were doing it correctly, where in Victory, it's all right there for us. It highlights all the requirements so nothing gets missed. Getting out of my own way has been my biggest hurdle...not even the system itself."
-- Butler County

"The reports - finding them and trusting the system is correct."
-- Wheeler County

"End of Day and Month end balancing"
-- York County

"The different names for the available options and then navigating in the program"
-- Custer County

"VTR pretty much let you do whatever but Victory limits that, which is great. Victory has more checkpoints."
-- Pawnee County

"Understanding process of reverse/void payment with different situations."
-- Nance County

"All of the errors from past titles and registrations and getting them fixed"
-- Cherry County



Who has been the most helpful person during this transition, and why?

"We feel that the dmv. victorysupport@nebraska.gov has been amazing support. From the start they have been amazing in getting back to you timely with an answer."
-- Stanton County

"Derek [Judd] - has been on the phone 7:30 AM to almost 6 PM - very tactful"
-- Seward County

"Darci Haney - State"
-- Nuckolls County

"We want recognize Corrine Burnett, because all of her time and dedication to this project and for making sure all our employees have a good understanding of the system."
-- Douglas County

"DMV Victory Support Team"
-- Gage County

"The Help Desk, all of them have been great."
-- Lancaster County

"Several at the state help desk, and also everyone else in my office."
-- Washington County

"The instructors during the classroom training sessions in Norfolk. Also the VicToRy support staff."
-- Cumming County

"Betty Johnson and Shannon [Davis]"
-- Madison County



Most Appreciated

1. Multi-Vehicle Renewals
2. Scanning bar codes
3. End of Day and/or End of Month



Most Frustrating

1. Learning curve
2. Fixing errors on old records
3. Understanding voids and reverses



Most Helpful

1. VicToRy Support Team Members
2. Darci Haney
3. DMV Help Desk