



July WebEx Demo Q&A

Proprietary and Confidential

July 16, 2019

Q: What documents need to be included when a title document is scanned?

A: You should scan all the paperwork submitted with the title application, except the lien agreement and the lease agreement.

Q: Can we fix a title at any time or only the same day it was submitted?

A: There is no limit on title fixes — you can perform one at any time. As a reminder, a title fix means a mistake was made on the original title.

Q: I am locked out of the Sandbox, but id.nebraska.gov does not show my account as locked. Who do I contact?

A: Contact dmv.victoryid@Nebraska.gov. Include your username in the email, but do not send your password.

Q: Can we have shared logons in case we switch tasks while working on counter computers?

A: No. VicToRy will not include or allow counter IDs. A single user will be able to sign into VicToRy from multiple machines at once, but each user must be signed in with their own account on the computer they are using to process transactions.

Q: Can I run a Daily MV Report by user to access a midday balance?

A: You will have access to information about each user's transactions by tender and payment type, including the current balance of their drawers at any time.

Q: Can I perform a sales tax refund at any time, or does it have to be done the same month the tax was submitted?

A: It is possible to add a sales tax fix transaction at any time. The policies your county follows when issuing sales tax refunds are up to your Treasurer.

Q: Can I balance a batch on Monday that was opened on Friday?

A: Yes. You can leave a batch open for two business days. After a batch is closed, you have additional time to reconcile the batch.

Q: How do we handle manual date changes?

A: You cannot change the date in VicToRy – everything happens on the actual calendar date.

Q: How do we manually run reports?

A: Each user has their own payment batch and can run their reports individually. Reports can also be run for the entire office.

Q: We use a separate online system for processing certain transactions (e.g., Certified Payments, Nebraska Interactive, etc.). Will this change?

A: No, this will not change. You will still be able to use these systems as you have previously. VicToRy will interface with Nebraska Interactive for online payments as today. Any credit card system used specifically by your county will not change and VicToRy will not directly interface with it.

Q: If we aren't scanning lease/security agreements into the system, do we still need to keep a physical copy?

A: No. It is not currently a requirement you keep a copy of these agreements.

Q: Can we balance our drawers in the morning?

A: Yes. You will be able to close and reconcile your batches at the start of the next day.

Q: How do you close out and completely reconcile your day before leaving?

A: If this is what you do in your office, you would close and reconcile all your payment batches before leaving for the day. Online renewals will not be available to report on until the following day and will be separated by calendar day (midnight – midnight). Online renewal amounts are not reconciled in the same manner as user-collected payments but are instead matched against Nebraska Interactive reports (TPE).

Q: If a transaction is interrupted, can another employee take it over from me later?

A: Yes. You will be able to move work in the system to another employee. Alternatively, you can also leave transactions open in a window in the background and return to them later. This can be done by using the sidebar to navigate or opening the 'service' manager and selecting the session.

Q: Can we re-open a batch that has already been closed?

A: Yes. You are able to go back to a batch and re-open it until the batch has been fully reconciled or more than two business days have passed.

Q: How can we transfer work to another employee?

A: The feature allowing you to transfer work has not yet been demonstrated, but will be included in training.

Q: What is considered fully reconciled? EOD?

A: EOD fully reconciled means all payment batches in your office are closed, balanced, reconciled, and approved.

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Q: What is the difference between the Submit button and the Next button on the bottom right of the window?

A: The Next button takes you to either the next section of data entry or the summary window. The Submit button allows you to attempt to complete the transaction – you should click it when you are done and want to process the transaction.

Q: If a customer comes in after we have closed our business day, can we put the transaction on the next day or should we reconcile again?

A: If you haven't completed reconciliation, you can go back and re-open the payment batch, allowing you to add a payment in today's deposit. If you have already reconciled, you can open a new batch to start collecting money today and continue to tomorrow (payment batches can remain open for two business days).

Q: While you're closing out your day, how do you proceed if the physical money doesn't match what VicToRy says it should be?

A: The intention of checking unresolved work before reconciling is to catch these errors, but mistakes will still happen. If you notice a discrepancy during reconciliation, you can void the payment and reverse the associated transactions. You will then be able to close your batch and reconcile again.

Q: How do our current online renewals work with the new system?

A: Online renewals will still go through Nebraska Interactive. The main difference is the registration will be renewed in VicToRy (and therefore for any law enforcement searches) as soon as the payment is approved. The registration will still need to be printed in VicToRy, but this can be done at a later date – for example, a registration can be printed on Monday for a renewal approved on Saturday. Printing will have no relationship to ‘posting’ or reporting amounts, as this will be based on calendar day and viewed in separate reports. This is a significant change from VTR today.

Q: Where do you go to print registrations in VicToRy?

A: There is a window in VicToRy allowing you to print the registration. This feature hasn’t been shown yet in the demonstrations, but will be included in training.

Q: Is proof of insurance processed the same day as credit card payments for online renewals?

A: As with the current system, the credit card is not charged until you approve the proof of insurance. The online renewal system will not attempt to send the transaction for renewal unless you have approved the insurance submission.

Q: Is the proof of insurance website going to be included in the new system?

A: The proof of insurance website will remain the same as it is today, and you will use the same user ID and password you currently use. The link to the website will be included in VicToRy.