

Devlin, Lotte

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Sent: Thursday, August 14, 2008 1:39 PM
To: Earley, Jr., Jimmy E.
Subject: I Believe process - Id



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Process to Accept "I Believe" prepaid applications

SCDMV must receive 400 prepaid applications before we can begin to produce the plates and make them available for sale.

Goal: Build a process to accept prepaid application on the web site

Web Transaction

Business Rules:

Pre paid application will only be accepted through the web site.

Customer is applying for a plate. The customer does not need to tie his application to a vehicle at this point in the process. (The customer could ID a vehicle here and we could try to retain that info and actually transfer the tag and mail a plate and registration to the customer, but the customer may ID a car that could be sold, traded, wrecked, etc between the time they apply and the time we begin to manufacture and distribute the plates. Also we do not want the customer to keep the old plate that is still valid).

When the customer is pre-applying on line, we need to get him to download the application form , so it can be mailed in and we have it on file. We need to have a new form created, (Michelle is already working on it) since the existing form wil just confuse things. We can also have it pre-filled showing they're applying for the I believe plate. This plate application should only be accessible through this web transaction for now, and should not be available through the regular forms section on the web. Once we've completed the pre-application process, this form can be archived.

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There is no guarantee that a plate will ever be produced or sold by SCDMV. If SCDMV does not receive the minimum number of plate applications (within 6 months), the customer's application fee will be refunded.

After we receive 400 prepaid apps, we need to remove the online transaction to apply for the plate. The web transaction will need to deny the 401st customer from applying for a plate. The web site will need to be updated with a message that states that 400 prepaid applications have been received and that SCDMV will soon announce details describing how to purchase the "I Believe" plate from one of our field offices.

After we receive 400 prepaid applications, IT will produce a report/spreadsheet for Vehicle Services that lists the 400 prepaid applicants. The report/spreadsheet will indicate the date/time stamp so that Vehicle Services can determine the order in which the applications were received and processed.

While we are preparing the online transaction, we need to finalize the cost of the plate and get the GL distribution and plate class into Phoenix asap so that it can be part of the September push. We also need to finalize the number series with which the plate will

start. We will use a 5 numeric start with a one alpha suffix format. The alpha suffix will rotate through the alpha series (similar to the In God we Trust plate). We can start with 1A, 101A, 10001A. Need to know this to finish Phoenix updates.

After we receive the 400 prepaid applications, we will place the production order to 3M for plates to be produced.

Once plates have been produced, Registration Mail In unit will process 400 prepaid applications. The first 10 numbers will be set aside for the Director's use. The prepaid applications will be processed in the order in which the applications were received, assigning the remaining numbers in order. If additional registration fees are due, Registration Mail In will contact customers as they do with other special plate applications.

we can begin to sell the plates from our field offices. Plates can be stocked in the offices

Steps in Web transaction

1. Customer ID's himself
Provides SSN, DL# or ID card number, Date of Birth
2. Verifies that info displayed is correct (Address, etc)
3. Offer customer the ability to update/correct their address by providing link to the existing "Change Address" transaction.
4. Indicate that customer is applying for the "I Believe" plate – We can display design of plate on screen. Include language that plate may not be manufactured and money may be returned.
5. Instruct customer to download and print application form (a link should be on this page).
6. Require customer to provide a current email address for contact purposes.
7. Provide customer with next steps in process. Display fee to be charged.
8. Process payment with credit card/debit card
9. Generate customer receipt for download and printing. Describe what the customer can expect next. Remind customer to fill out and mail application to address on form in order to complete the pre-registration process.
10. Add customer info to database table, including customer # name, address, email address, date/time stamp.

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