

Earley, Jr., Jimmy E.

From: Earley, Jr., Jimmy E.

Sent: Tuesday, August 12, 2008 3:13 PM

To: Devlin, Lotte; Dolder, Rolf P; Lake, Steven

Subject: I Believe web trasnaction

Please review and let me know what changes are needed.

Thanks

11/6/2008

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).

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 40 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.

After we receive the 400 prepaid 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. Provide customer with next steps in process. Display fee to be charged.
5. Process payment with credit card/debit card
6. Generate customer receipt for download and printing. Describe what the customer can expect next.
7. Add customer info to database table

Re: #1: Capture data provided and write to temp table; check for valid customer in Phoenix and retrieve CS# and add to table; retrieve addresses (temp, mailing and physical) and add to table; check physical residence to insure state is SC. Mark applicants that are validated vs applicants not validated. If not validated (DL not on Phoenix file or out of state) return error message indicating applicant not eligible and record message to table.

Re: #5: Phoenix does not support use of debit card for Web transactions.

Re: #6: We will need a new service fee transaction and from R&A a GL account (unearned revenue) where the application fees can be held until the plate is delivered.

Re: #7: I think we should capture info on all applicants including those that are not approved in case we have to respond to queries about why someone was denied one of the first 400 plates.