

Motor Vehicle Requirements

Appendix C - Motor Vehicle Functional Requirements Guidelines for the Requirements Worksheet

1 There are seven tabs in this worksheet.

Legend:	Guidelines related to this weeksheet
Title:	Titling a Vehicle and Dealer assginment
Registration:	Registration, Inventory, Permit and Record Request
Lien:	Lien
Disability:	Disability Portable Certificate/Placard
Dealer:	Dealer Vehicle License
Customer:	Customer, Search, Alert, Block, Merge and Unmerge
MV Finance:	Financial Capabilities for Motor Vehicle Services
Revenue Accounting:	Accounting Functionality
Debt:	Collection of debt
Legal Support:	Legal Support related requirements
General:	General Requirements for all sections
NMVTIS:	NMVTIS Requirements

2 Columns on each Tabs

Column Name

Process Type	Subject area
Process Name	Process from process catelog
Requirement	Requirements from RFP perspective

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
Title	Enter Application for New Title – Dealer	The system shall provide the dealer and dealer staff a capability to enter an application for new title for the vehicle sold to their customer.
		The system shall provide the dealer and dealer staff a capability to capture the customer details, vehicle information, lien information (zero or more), any traded-in vehicle information (zero or more), bill of sale, MCO/MSO information as part of the application process.
		The system shall allow for a dealer agent to add dealership name as owner for titles going into the dealership name.
		The system shall allow the dealer and dealer staff an ability to issue a 45-day temporary registration to drive the vehicle off their lot.
		The system shall automatically assign a specific title number to each completed application entered. The current title format is 5 digit Julian date followed by 4 digit sequence number, and the system shall continue to use this format. Older title number which do not follow this format shall also be brought into the new system.
		Once the title application information is entered and the dealer is ready to send application, the system shall provide an ability to route this application for new title to County Treasurer office or the state office with the status of 'Pending' depending on the vehicle type.
		The system shall provide the dealer an ability to print the title application paperwork to be given to the customer to be taken to their county of residence or the dealer may to directly send it to the appropriate County Treasurer office.
		The system shall provide the dealer agent an ability to save a pending application to pick up and complete at a later time.
		The system shall track the number of days from the date purchase to dealer submitting application to state or County Treasurer office and flag those transaction that are late. Currently the dealer has 45 days to send the paperwork to the customer. The customer needs to submit the paperwork to the County Treasurer. The system shall provide an ability to run reports based on this information.
		The system shall provide a capability for the dealer to send the scanned paperwork or electronic copies of the title application to the County Treasurer or State office for title processing.
		The system shall track the documents which do not exist in the electronic format or originals are required and allow these documents to be sent as paper documents.
		The system shall have permissions-based role which will allow the system users to view only the data that they have permissions. For example, the users such as the dealer, County Treasurer office staff and DOR/Motor Vehicle staff may all be working in the same system.
		The system shall have the capability to validate VIN information that is entered into the system and will populate certain fields based on the VIN (per information received from Vintelligence software).
Title	Amend Application for New Title – Dealer	The system shall allow the dealer to amend the application for new title and re-submit the paperwork within a specific time period.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall allow the dealer to amend the application for title multiple times and amended period may extend to few days, as configured in the system. The system shall count the number of times the title application is amended.
		The system shall allow for cancellation of a title application based on system configurations with an approval from the agency.
Title	Process Title Application at County Treasurer Office	The system shall have the capability to receive title application electronically at the County Treasurer office from the dealer when the dealer send title application for vehicle purchased at the dealership.
		The system shall provide a capability to capture title application manually at the County Treasurer office, when the paperwork is received from customer (or their agent).
		The system shall have the capability to receive title application to get a South Dakota vehicle title, at the County Treasurer office from a vehicle owner with an out of state title.
		The system shall have the capability to receive title application at the County Treasurer office from the South Dakota residents for transfer of ownership between two South Dakota residents.
		The system shall provide a capability to process the hard-copy paperwork which may be received at the County Treasurer office from customer (vehicle owner) bringing in the paperwork or dealer sending paperwork (could be mail or in-person).
		The system shall make the partial title transaction and title applications visible to the agents at the County Treasurer office.
		The system shall provide a capability to the County Treasurer office agent to makes necessary changes and corrections to the title transaction.
		The system shall provide a capability to the County Treasurer office agent to collects the applicable excise taxes and update status of the title transaction to indicate that the County Treasurer office has completed their review and applicable changes and is ready for state to perform further processing.
		The system shall provide a capability to enter a new title application from the vehicle ownership change for the paperwork is received in the County Treasurer office.
		The system shall provide a capability to electronically capture and forward the title paperwork to DOR central office (Motor Vehicle division).
		The system shall provide an indicator to be placed on the title application when the title paperwork is forwarded via mail to DOR central office (Motor Vehicle division) and notify the appropriate DOR Motor Vehicle central office staff of the incoming mail related to the title paperwork.
Title	Process Title Application at DOR Central Office	The system shall provide a capability receive to the title paperwork from the County Treasurer office electronically or via mail.
		The system shall provide a capability receive to the title paperwork from the dealer electronically or via mail.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall verify the title transaction is in the DOR Motor Vehicle system with a tracking status (at what step in the title workflow step is the title application at) when these are received from the County Treasurer Office or from dealer.
		The system shall update the title transaction status to indicate that the state has received the title paperwork, when the paperwork is received from the County Treasurer Office or from the dealer at the state office.
		The system shall put the title transaction in appropriate queue to be processed by the title processor.
		The system shall conducts the NMVTIS check (with a real-time interface to NMVTIS) at specified times and keeps for future reference for review and continue with the issuance of title.
		The system shall notify the user to set the title processing aside and/or process it later, if the Motor Vehicle system does not get a response from NMVTIS because it was down or suspended.
		The system shall provide a capability to the title processor to review and verify the title paperwork, makes any changes as appropriate.
		The system shall send the title to a printing batch queue to be printed overnight once the title processor has verified and completed their review. This will depend if the title is paper or electronic.
		The system shall provide a capability for the agency staff to manually enters the title transaction, if required.
		The system shall allow the agency staff to collect the applicable excise taxes and place a status indicator for title processor review, if the title transaction is newly entered by the agency staff.
		The system shall provide a tracking status on a title application designating where it is at in the process so that other users and possibly customers can see.
Title	Capture Title Transaction Details at County Treasurer Office	The system shall provide a capability to the County Treasurer office agent to capture the customer details, vehicle information, lien information (zero or more), any traded-in vehicle information (zero or more), bill of sale/purchase information, MCO/MSO information (ownership document), value of the vehicle along with options and upgrades as part of the title transaction.
		The system shall provide a capability to the County Treasurer office agent to accurately calculate the excise tax, including any out of state paid excise tax credit, and title fee.
		The system shall allow for multiple vehicles to be traded-in and provide credit for all these vehicles.
		The system shall allow any tangible asset to be used as a trade-in.
		The system shall perform a NMVTIS check on vehicle when the old/existing title is provided during title transaction.
Title	Maintain Excise Tax Calculation and Waivers	The system shall provide a capability to capture vehicle value for Excise Tax, where the vehicle value is the purchase price of the vehicle, including all options.
		The system shall provide an option to deduct the value of all traded-in vehicles and/ or tangible trade from vehicle value during excise tax calculation.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall provide an option to calculate excise tax depending on the type of vehicle. Currently, an excise tax of 4 % is assessed on vehicles and an excise tax of 3 % is assessed on the snowmobile and boats.
		The system shall provide an option to give a credit for excise tax for the taxes (excise/sales) paid in an out-of-state jurisdiction during titling of a vehicle.
		The system shall calculate additional excise tax amount to be assessed to the customer on the current vehicle valuation, if the excise/sales tax paid is less than SD rate in the out-of-state jurisdiction during titling of a vehicle.
		The system shall allow the initial registration fee (tax) calculation to be performed on manufactured home during initial titling of manufactured home at a pre-defined rate, which is 4 % on the valuation of the manufactured home.
		The system shall provide a capability to indicate if the manufactured home is owned by a qualified tribal member.
		The system shall provide a capability to perform excise tax calculation differently for manufactured home that is owned by a qualified tribal member, which are at 11.25 % of 4 % on the valuation.
		The system shall provide a capability indicate if the vehicle is exempt per current statutory exemptions, then add an exception code to the title transaction to waive the excise tax amount.
		The system will have an ability to manually enter a tax amount.
		The system shall have the capability to determine the value of a vehicle if the purchase price is unknown or questionable. The system shall have a capability to use external sources for this purpose, for example: JD Power, Kelley Blue book, NADA.
Title	Process Bonded Title	The system shall provide a capability to process the bonded title, when the customer requests a bonded title on a old vehicle, which does not have a title or transferring a bonded title from another state.
		The system shall capture a clearance letter and related information from DOR Motor Vehicle fraud unit when a new SD bonded title is applied for. The vehicle needs to be verified by fraud unit and cleared prior to issuance of a bonded title.
		The system shall forward the bonded title request information and the required documentation to the fraud unit to provide clearance and the vehicle valuation on new SD bonded title.
		The system shall provide a capability to capture the vehicle valuation provided by the fraud unit on a new SD bonded title.
		The system shall generate a letter/notification to the customer about the bond requirement that the customer must satisfy to proceed with the bonded title or if the request is denied, after the fraud unit conducts their evaluation. This is required only on the new SD bonded title applications.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall provide a capability to capture the bond information provided by customer for issuance of bonded title. Once the vehicle is cleared and validated by the fraud unit, the customer is required to get a bond (per the valuation provided by the fraud unit), then request a bonded title at the county treasurer office. This is required only on the new SD bonded title applications.
		The system shall allow the request for a bonded title to be processed at the County Treasurer office location.
		The system shall allow the bonded title to be issued for a period of three years or as defined by statute on South Dakota Bonded titles.
		The system shall allow the customer to request a clear title for the vehicle after a specified period is completed with the bonded title on that vehicle. Only applicable on vehicles applied for first bonded title through South Dakota.
		The system shall track and store bond information for reporting purposes, such as, start date, expiration date, bond number, etc.
Title	Assign Title Brand	<p>The system shall support all the brands defined in the South Dakota State statute. Brands currently supported in South Dakota are:</p> <ul style="list-style-type: none"> • CLEAR – No brand is printed on title. • JUNKING CERTIFICATE • JUNKING CERTIFICATE - CARS • MANUFACTURER BUY BACK • MANUFACTURER BUY BACK - JUNKING CERTIFICATE • MANUFACTURER BUY BACK - REBUILT • MANUFACTURER BUY BACK - SALVAGE • PARTS ONLY • REBUILT • RECOVERED THEFT • SALVAGE*
		The system shall provide an ability to carry forward previous damage disclosures notations but not add new ones.
		The system shall provide a capability to issue a branded title to a vehicle with the South Dakota defined and supported brands.
	Rebuilt	The system shall provide a capability to capture the vehicle owner provided documented proof when the vehicle needs a specific brand, including payments details.
	Rebuilt	The system shall mandate the vehicle inspection, if the specific brand requires an inspection to be conducted by the DOR Motor Vehicle fraud unit.
	Rebuilt	The system shall provide a capability to capture vehicle inspection information for issuance of a branded title, if required.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall allow the application to brand a vehicle to be submitted by various channels such as at a central office location, mailed to a central office location, submitted through a County Treasurer office or over the web with the ability to upload relevant document, which are verified by the Agency staff.
		The system shall provide a capability to assign a new SD-VIN if the vehicle does not have manufacturer assigned VIN.
		The system shall mark the vehicle with an appropriate indicator if a VIN plate is attached to the vehicle.
		The system shall provide a capability to capture the previous states and brands associated with the vehicles.
Title	Process New Title - Operation by Law	The system shall provide a capability to process a new title on a vehicle without a title and when a court order is issued for the vehicle.
		The system shall capture an affidavit from the customer or law enforcement that the vehicle is acquired without a title and then a new title shall be issued to customer or law enforcement using this affidavit.
Title	Process New Title - Repossessions	The system shall provide a capability to request a repossession title from the title requestor, who is usually a lender, with an affidavit for repossession and paperwork with the security agreement.
		The system shall capture an affidavit from the customer that the vehicle is repossessed without a title and then a new title shall be issued to customer using this affidavit.
Title	Process New Title - Rebuilt and Kit	The system shall provide a capability to process title to a rebuilt and kit vehicles.
		The system shall require that customer submit an application with all parts used (and associated bills) in rebuilding the vehicle, to apply for a rebuilt title for their vehicle to DOR Motor Vehicle division and the system shall provide an ability to capture this information. Note: The first 3 requirements listed under the process 'Assign Title Brand' apply.
		The system shall send the information regarding the rebuilt or kit vehicle to the DOR Motor Vehicle fraud unit for inspection.
		The system shall provide a capability for the fraud unit to enter the inspection information on vehicle and indicate if the vehicle inspection is complete.
		The system shall provide a capability to assign a new SD-VIN to the vehicle and provide a capability to add an indicator that a new VIN plate is attached to the rebuilt vehicle.
		The system shall process a new title for this vehicle with the Rebuilt brand.
		The system shall allow the title for these vehicles to be processed at the County Treasurer office location as a normal title application.
		The system shall allow the vehicle that does not have a serial number, to assign and issue a new SD-VIN and a new VIN plate to be attached to the vehicle.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
Title	Process New Title - Abandoned Title	The system shall provide a capability to process abandoned title from the requestor which is usually a towing company, or their towed vehicle storage facility.
		The system shall capture information such as, when the requestor sent the first notice to owner and lien holder and tracking number, if any claims are made to the vehicle within certain number of days prior to starting an abandoned title application.
Title	Process New Title - Unpaid Repair Bills	The system shall provide a capability to process a new title for unpaid repair bills from the requestor, which is usually a repair facility where the vehicle is brought in for repairs by the vehicle owner.
		The system shall capture information such as, when the vehicle is brought in for repairs, amount of repair bills, and that the repair bills are not paid, if the repair facility sent a notice to owner and lien holder, if vehicle has lien, and that the vehicle is not claimed with the payment of the repairs within certain number of days.
		The system will have an ability to capture and compare purchase price when a previous unpaid repair bill title is transferred to a new owner.
Title	Print Title and Send Lien Notifications	The system shall provide a capability to the title processor to manually completes the review and verification of the title paperwork and approves title to be printed.
		The system shall automatically perform all verification checks on the title paperwork and approves title to be printed.
		The system shall send the titles which are approved for printing into the title print queue for overnight printing.
		When the title transaction has a lien on the vehicle, then the system shall maintain the title as eTitle (electronic title) and shall not be spooled into the title print queue.
		The system shall send the lien notifications to the lien holder electronically through the Electronic Lien service provider, if the lien holder is signed up through the Electronic Lien service provider.
		The system shall send the title record for printing when there is a lien release or no lien on title.
		The system shall provide a capability to print titles with no lien and send to the vehicle owner (or any other customer, as appropriate).
		The system shall provide a capability to batch the titles in multiple print spools to be printed on a different print schedule. For example, the titles in special spool are to be printed first and then rest of the titles are to be printed.
		The system shall identify the titles in special spool for printing title as to be handed to the customer in person or to be sent by FedEx, as appropriate.
		The system shall capture information such as when titles are printed, when they are mailed to the customer and when ELT notifications are sent or received.
		The system shall provide a capability to correct title, recall a title and regenerate ELT notifications, as appropriate.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall provide a capability to indicate printing preferences on the title, such as, no automatic title printing, when the lien is released or any other desired preference.
		The system shall provide a capability to define notification preferences on the customer's profile to receive a paper title or electronic title.
		If the customer has electronic title notification set on the customers records, the system shall provide an option to request a paper title, if desired.
		The system shall provide a capability to configure and capture a valid reason, such as selling/moving out of state for issuance of paper title.
Title	Un-Issue Title	The system shall provide a capability to pull the title from the print queue, prior to start of printing for an authorized user.
Title	Issue Duplicate Title	The system shall provide a capability for the customer to request a duplicate title by paying a duplicate title fee.
		The system shall allow the request for duplicate title to be made at the County Treasurer office or central office.
Title	Correct Title Record - At DOR MV Central Office	The system shall provide a capability to perform a correction to the title record at the DOR Motor Vehicle central office.
		The system shall provide a capability to capture reason for corrections such as, Motor Vehicle division (MV) error, customer requesting amend to their title record or any other reason which can be configured.
		The system shall have a capability to not charge any correction fee, if the correction reason is recorded as MV error.
		The system shall assess a correction fee, if customer requested a correction on the printed title or title record.
		The system shall track the title record corrections and updates as appropriate and provide an ability to retrack the corrections and updates, if necessary.
		The system shall provide a capability to define and configure requirements for each error correction, such as, need to provide an affidavit for correction to the title, depending on the error to be corrected.
		The system shall enforce the requirements for each error correction, such as, need to provide an affidavit for correction to their title, depending on the error to be corrected, which shall be configurable.
		If error fixes need be reported to NMVTIS and CARFAX, then the system shall send an automated notification to these agencies.
		The system shall send a notification to the customer to return the paper title, if there is a paper title issued to the customer and title needs a correction.
		The system shall track if the correction will result in new paper title being issued to customer and generate a new title to be printed and mailed to the customer.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		If the title is electronic, then the system shall only update the title record in the system and send a message about corrected title record to the lien holder and/or owner.
		The system shall provide a capability to print a paper title when the lien is amended / released.
Title	Correct Title Record - At County Treasurer Office	The system shall provide a capability to perform a correction to the title record at the County Treasurer office location.
		The system shall restrict the correction to be performed only when the customer is requesting amend to their title record at the County Treasurer office location.
		The system shall provide a capability to configure the corrections that can be performed at the County Treasurer office.
		The system shall enforce the correction fee to be collected at the County Treasurer office location for a title correction transaction.
		The system shall provide a capability to forward the title correction information and related paperwork to the DOR Motor Vehicle central office with a specified status.
		The system shall provide a capability for the DOR Motor Vehicle central office staff to complete the remaining title record correction processing for the correction transaction started at the County Treasurer office location and recognize that the correction fee is already collected.
Title	Cancel Title/Cancel Title Transaction	The system shall provide a capability for the system's user to cancel a title transaction if the customer does not wish to continue with the transaction.
		The system shall provide a capability to cancel (manually and automatically) a title transaction if the transaction is pending for a long period of time per the system configured number of days. The pending period may be configurable by the DOR user.
Title	Void Title/Void Title Transaction	When the issued title is voided in the system, then system shall automatically send a notification to NMVTIS about the voided title.
		The system shall provide a capability for the system's users to void and undo a title transaction after it has been completed, based on permissions/security settings.
		The system needs to provide a capability to set time periods that certain permission levels are allowed to perform voids.
Title	Recall Title	The system shall provide a capability to mark the title as 'Recalled (or similar status)' when it is recalled.
		The system shall capture the reason for a title recall such as, corrections required to the title, title is issued in error, or fraud detected after title issuance and others, as applicable.
		The system shall allow an authorized users to configure the title recall reason without the need for programming resources.
Title	Suspend Title	The system shall provide a capability to suspend the title or title transaction if fraud is detected in the title paperwork submitted for issuance of title or after title is already printed and sent out to the customer.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall provide a capability for the user to select and configure and track the suspension reason as one of the below, but not limited to: <ul style="list-style-type: none"> • From a customer complaint • The title is found to be fraudulent during review from auditing • County office found the title to be suspicious
		The system shall have an ability to restrict the title suspension transaction capability to DOR Motor Vehicle central office staff per the security roles defined.
		The system shall provide a capability to create a case for title suspension if fraud is identified and define a workflow to track the actions taken by DOR Motor Vehicle fraud unit and Law Enforcement agency.
		The system shall have a capability to add a flag or a stop to be put on the title record. These are two alerts in the current system. No additional work shall be able to be performed on the title record until this alert or stop is cleared.
Title	Process Surrendered Title - Surrendered Out of State	The system shall include an indicator to mark the status on the title record as surrendered out-of-state, when another state issues a title on the South Dakota titled vehicle, and DOR Motor Vehicle division gets a notification on a new title being issued by an out of state jurisdiction. Most information on out-of-state surrenders is received through NMVTIS.
		The system shall not delete the title record for the title that is surrendered to the out-of-state jurisdiction.
		The system shall allow the DOR Motor Vehicle division staff to manually record information that the title is surrendered to the out-of-state jurisdiction, if needed. The system shall track who and when loaded the indicator. Permissioned users shall have an ability to undo an incorrectly loaded indicator.
		The system shall automatically add a surrendered out-of-state indicator, without the DOR Motor Vehicle staff involvement, if the notification of out-of-state title issuance on the South Dakota titled vehicle is received through NMVTIS.
		The system shall track the history of the surrendered out of state indicator and this indicator shall be accessible to access the vehicle history information.
Title	Process Surrendered Title - Destroyed Vehicle	The system shall include an indicator to flag the title such as 'Junked Destroyed' when a notification from a salvage yard or junkyard or dealer is received that the vehicle is destroyed.
		The system shall add an additional indicator on title record that the title is surrendered, when a notification from a salvage yard or junkyard or dealer is received that the vehicle is destroyed.
		The system shall allow the DOR Motor Vehicle division staff to manually record information that the title is Junked/Destroyed, if needed. The system shall track who and when loaded the indicator. The Junked/Destroyed indicator shall be sent to NMVTIS. Permissioned users shall have an ability to undo an incorrectly loaded indicator.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall automatically add a Junked/Destroyed indicator, without the DOR Motor Vehicle staff involvement, if the notification on the South Dakota titled vehicle is received through NMVTIS or other 3rd party.
		The system shall track the history of the Junked/Destroyed and this indicator shall be accessible to access the history information.
Title	Process Unclaimed Titles	The system shall provide a capability to process the paper titles that returned from post office as undeliverable.
		The system shall provide a capability to update the customer's address after DOR Motor Vehicle staff tries to contact customer to verify and obtain their correct address.
		The system shall provide a capability to indicate that the title is unclaimed if the DOR Motor Vehicle staff is unable to reach the customer and verify their address.
		The system shall maintain and track unclaimed indicator on the title record for a period of one year.
		The system shall provide a capability to print a new paper title and send it to customer, if the customer contacts DOR Motor Vehicle division with an updated address, within one year of title status being identified as unclaimed, and remove the unclaimed indicator from the title record.
		The system shall issue a duplicate paper title by assessing a duplicate title fee, if the customer contacts DOR Motor Vehicle division with an updated address after one year of title record being identified as unclaimed, and shall remove the unclaimed indicator from the title record.
		The system shall have a capability to automatically calculate the time period to allow or not allow duplicate, and printing of title, per the customer request.
Title	Manage Correspondence on Title and Lien	The system shall provide a capability to generate correspondences related to the title and lien paperwork during title issuance processing if there are deficiencies found in the submitted paperwork or additional information is required from the customer.
		The system shall have an ability to identify an error on the title record, lien, etc., and continue with the title issuance process, based on criteria.
		The system shall provide a capability to generate a correspondence at various steps during the title processing, such as, when the title processor is reviewing the title paperwork prior to approving the title for printing, or if County Treasurer office staff is reviewing the title application from customer or dealer.
		The system shall provide a capability to generate requirements for a possible correspondence of missing required items at various steps during the title processing, such as, when the title processor is reviewing the title paperwork prior to approving the title for printing, or if County Treasurer office staff is reviewing the title application from customer or dealer.
		The system shall link the correspondence to the customer records, dealer record (if applicable), lienholder record (if applicable), and title record with a pending correspondence response.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
		The system shall remove the pending correspondence requirement from customer's and title records when the customer responds with appropriate documentation and the correspondence is resolved.
		The system shall allow the DOR Motor Vehicle staff with an option to manually update or remove the correspondence from customer's and title records, if required.
		The system shall provide a capability to suspend the title issuance when there is a correspondence, based on requirements.
		If the customer is owed a refund (due to excess money collected by the County Treasurer office), the system shall print and send the title to the customer along with appropriate information to request a refund for excess payment.
		The system shall provide a capability to the County Treasurer office to handle the related correspondence and shall generate an automated notification in the system when the pending correspondence response is completed, based on requirements.
		If the correspondence response is met, then the system shall automatically remove or update the correspondence without DOR Motor Vehicle staff involvement.
		Based on permission levels, the system shall provide a capability to save the correspondence and review it before final title issuance to the customer.
Dealer Assignment	Assign Vehicle to Dealer	The system shall have the capability to indicate that the traded-in vehicles are 'Assigned to Dealer' when the dealer reports that their customer has one or more traded-in vehicles, in the title transaction.
		The system shall provide a capability to capture or record the date and dealership information on which the vehicles were traded-in.
		The system shall indicate that the traded-in vehicles are no longer assigned to the vehicle owner by status or designation on the record.
		The system shall provide a capability to not assess any fee or taxes for a vehicle that is assigned to dealer.
		Trade-in vehicles that are 'Assigned to Dealer' shall be shown in their dealer inventory as well as on the customer record.
Dealer Assignment	Remove Dealer Assignment	The system shall have capability to remove 'Assigned to Dealer' on the vehicle when the vehicle is sold to SD customer and a new title application process has been initiated for the new vehicle owner.
		The system shall remove the 'Assigned to Dealer' when the dealer has reported the vehicle is auctioned or sold to an out-of-state customer.
		When the vehicle that is dealer assigned gets sold by another dealer to SD customer, the system shall capture this movement of vehicle from initial dealer to the new dealer and process dealer assignment to new dealer.
		The system shall be required to track the movement of vehicle between multiple dealers or auction houses.

Motor Vehicle Requirements - Title

Process Type	Process	Requirement
Dealer Reporting	Process Report of Vehicle Sale	The system shall provide a capability to track vehicles bought and sold by each customer and alert the DOR Motor Vehicle division staff if a customer has exceeded the threshold to get a dealer license. Dealer vehicle license is required if the person is selling five or more vehicles/boats in a 12-month period or three or more travel trailers in twelve month period.
		The system shall have the capability to capture information when a customer has sold a vehicle and will indicate the vehicle as 'Reported Sold'.
		The system shall provide a capability to capture or record the date of sale, customer information and purchase price for the vehicle that was sold.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
Registration	Issue New Vehicle Registration	The system shall provide a capability to issue a new registration to a vehicle along with plates and stickers during the title paperwork processing at the County Treasurer office.
		The system shall provide a capability to start the vehicle title and registration processing together in one single transaction.
		The system shall provide a capability to start the vehicle registration transaction from an existing title record.
		The system shall automatically assign the next sequential number for inventory item issued during registration, as applicable.
		The system shall provide a capability to set and update registration type based on information provided about the vehicle usage and body type.
		The system shall provide a capability to print/reprint unique registration certificate and stickers as part of transaction processing and print the transaction receipts, if required.
		The system shall issue registration and related products (plates, decals, stickers) to the vehicle depending on the weight, vehicle type and type of plate.
		The system shall process the request for registration upon application receipt.
		The system shall have a capability to identify where the registration application originated.
		The system shall support issuance of over-the-counter plate issuance during vehicle registration. For the new registration request at the County Treasurer office, 11 plate types are currently available for over-the-counter issuance, which are: regular non-commercial, motorcycle, emblem plates, emblem motorcycle, trailer (large, small, trailer-ID), commercial, snowmobile, watercraft motorized, watercraft non-motorized.
		The system shall have a capability to identify if the customer requested a plate other than one that available for over-the-counter issuance at the County Treasurer office (currently 142 and number could change in future), and issue a temporary permit indicating that the plate is ordered. The temporary permit shall be valid for a specific number of days (currently 45 and may change in the future).
		<p>The system shall configure and assess the following fees, along with the registration fee, if applicable, but not limited to:</p> <ul style="list-style-type: none"> •Electric vehicles fee •Motorcycle education •Solid waste fee •Highway patrol fee •Wheel tax •Specialty and personalized plate fees, as applicable •Mailing fees or others as necessary

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a ability for permissioned users to manage plates types and information/requirements associated with them including but not limited to, lifecycle, on demand or county held, number of characters, prefixes/suffixes, etc.
		The system shall not issue any registration to the manufactured homes, as these are only issued a title.
Registration	Issue Tonnage or Weight Decal	The system shall have a capability to issue a tonnage decal (also known as weight decal) along with the registration to a commercial and non-commercial vehicle.
		The system shall provide a capability to issue a tonnage decal depending the type of vehicle. The tonnage decal shall be issued to indicate the maximum weight limit that the vehicle shall be capable to haul. These are issued in addition to the expiration decals.
		The system shall assess the registration fees based on the age and weight of the vehicle or requested tonnage according to the non-commercial gross weight or commercial fee schedules.
		The system shall provide a capability to make the tonnage decal validity period to be identical with the registration period of the vehicle.
		The system shall permit the tonnage decals with certain vehicle weight (currently, 27 tons or below) to be issued by the County Treasurer office along with the regular registration.
		The system shall provide a capability to allow only the authorized DOR Motor Vehicle staff to configure and adjust the tonnage decal limit for the County Treasurer office location without any programming changes.
		The system will allow a customer to upload required documents and add a note to the covered vehicles.
		The system will allow the state to verify or deny the required documents and added note on the customer's covered vehicle and communicate the approval or denial to the customer.
		The system will attach the document to a customers vehicle record and indicate that the requirement for tonnage has been approved for that customer's vehicle and allow tonnage to be issued at the time of registration or communicate requirements to the customer.
		The system shall create requirements for document, if tonnage is not verified at the time of registration, for the customer to upload required documentation.
		The system shall provide a capability to automatically route the tonnage decal request and supporting documentation, if the HVUT verification is not completed for the vehicle at the time of registration.
		The system shall provide a capability to automatically generate a correspondence for missing documentation, if documentation is found to be missing during the review of request for tonnage decal by the DOR Motor Vehicle central office staff.
		The system shall provide a capability to print the tonnage decal when the documentation for the tonnage decal is complete.
		The system shall provide a capability to capture the tonnage decal information such as when the tonnage decal was mailed to the customer for tracking purposes.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability to capture if a registration was canceled, voided, etc, with the tonnage decal information.
		The system shall provide a capability to restrict the tonnage decal to be issued up to 99 tons as vehicle weight or increase the limit, if required in future.
Registration	Capture Registration Details	The system shall provide a capability to capture additional details that are essential to issue a registration depending on the plate requested, vehicle type, and vehicle weight.
		<p>The system shall provide a capability to capture the following information to issue a registration, but not limited to:</p> <ul style="list-style-type: none"> •Registration county, which is required for distribution of funds. •RMI (registration month indicator) is the registration month, depending on their last name, and business name for the company. This should default based on rules. •Begin Date (For new registrations this would be Purchase date, renewals would normally be the date after previous expiration). •Expiration date, which may not be 12 months from the purchase date but depends on RMI. Expiration date can be at a max 15 months from the purchase date and minimum of 1 month and should not be less than the transaction date. •Number of wheels for wheel tax (max is \$60.00). No limit on number of wheels that can be captured. •Tonnage information is captured during registration. •Vehicle primary and secondary color. These are initially captured on the title application but can be altered during registration. •Transfer date if transferring from another vehicle.
		The system shall provide a capability to assess the registration fees on a prorated basis based on number of months being registered.
		The system shall provide a capability to assess the registration fees depending on registration details and assess any additional fees which may be related to the type of inventory item, such as plate, decal issued.
		The system shall have the capability to assess additional registration fees for specialized plate, personalized plate, electric vehicle or others as requirements apply on a yearly basis.
		The system shall have the capability to adjust or add additional registration fees during a transaction for all registration types based on permissions.
		The system shall have the capability to update or add registration fees and set parameters with a future effective date without need for programming changes by permissioned users.
Registration	Process Specialty Plate Request	The system shall provide a capability to process a specialty plate request from the customer.
		The system shall verify that the customer requesting a specialty plate is a registered owner on the vehicle.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability to input or upload additional information related to specialty plate and shall make this information required depending on the specialty plate requested.
		The system shall provide a capability to define and track any approval requirement for specialty plates and required documentation.
		The system shall verify that the approval requirements and required documentation is provided along with the specialty plate request prior to approval of the specialty plate request.
		The system shall provide a capability to capture a special mailing address for issuance of a specialty plate, and this address shall appear on the registration document.
		The system shall allow the capability to have a special mailing address be different than the address captured during title application or the customer address.
		The system shall allow the capability to configure fees for each specialty plate and other registration plates as defined in line #36 above.
		The system shall provide a capability assess zero fees as a special plate fee depending on the specialty plate type. This feature shall be extended to other fee types as well. This fee shall appear as an item on a receipt with \$0.00.
		The system shall provide a capability to configure an odometer reading requirement during registration based on requirements. This odometer reading during registration may be different from one captured during title application process.
Registration	Process Personalized Plate Request	The system shall provide a capability for user to load and accept the customer's request for a personalized plate and route for approval.
		The system shall provide a capability to verify residency of applicant. This is done via valid SD Drivers License or ID and if the user doesn't have one they will be prompted to provide additional documentation.
		The system shall provide a capability to maintain the forbidden plate combination and keep it updated.
		The system shall provide a capability to verify the requested personalized plate combination with the forbidden plate combination.
		If the personalized plate combination is already taken, then the system will stop the user and give them a prompt notifying them during the application and give them the ability to request a different combination or switch plate types. This requirement shall apply to all plate types.
		The system shall track and prompt the customer, when a specific plate combination may be available in future.
		During reissue years the system shall have an ability to issue the same plate to the customer.
Registration	Print Registration Cards and Stickers	The system shall provide a capability to print registration cards and stickers at the County Treasurer office location.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system will need to interact with the vendor system (currently, ITI is vendor) which handles the printing of stickers. There are two printers in each pod (counter location at which stickers are distributed): one for odd years and one for even years. The color for the sticker changes for each year. Two stickers are printed with month and year information and plate number: One for front plate and another for back plate. Some plates like trailers and motorcycle are issued only have one plate and sticker combination the other sticker prints VOID and is not usable. Some plate types will not require a registration sticker and both will print VOID. Note: The vendor supplies the registration card and it is a pre-printed stationary with two stickers.
		The system will need to support the pre-printed registration cards with State logo and instructions.
		The system shall support multiple registration years as the registration month may vary depending on the customer's name and duration.
		The system will need to interact with the vendor system (currently, ITI is vendor) which currently handles the registration card printing. Information shall be sent from the record to be printed on the registration card. The registration card and stickers will print at the same time.
		The system shall have the capability of generating an electronic registration and transmitting information to law enforcement or other approved entities, whenever there is an inquiry on a vehicle registration from law enforcement or other approved entities.
Registration	Maintain Plate Design	The system shall provide a capability to maintain and track the plate designed, prefixes and suffixes used for plate design. In the current plate design, prefix indicates the county for regular non-commercial plates. Most plates have 2-digit county number followed by 4-digit alphanumeric serial number. Nine counties have 1-digit county numbers followed by 5-digit alphanumeric serial number. Some plates have alpha character as suffix on them, such as, motorcycle plate, tribal plate, and veteran plate.
		The system shall provide a capability for the system to generate plate numbers for specified types using the max characters and prefix/suffix provided.
		The system shall provide a capability for the user to input a requested plate number for specified types based on rules.
Registration	Issue Transporter Plate	The system shall provide a capability to issue a transporter plate to a customer. These shall not be tied to a vehicle.
		The system shall ensure the transporter plates shall expire on a fixed date (currently 12/31 of the issue year).
		The system shall generate a registration certificate and expiration decals for each transporter plate in the name of requesting individual or business. The system shall provide a capability to print this certificate at DOR Motor Vehicle division office location or County Treasurer office location.
		The system shall provide a capability to link and track the transporter plates to the customer, not to a specific vehicle.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability to renew the transporter plates at County Treasurer office location.
		The system shall provide a capability to create and print the transporter plates on demand through the fulfillment center.
		The system shall provide a capability to issue a regular registration card with only customer information. The registration card shall be similar to the one issued for dealer plate. The registration card shall list only the plate number and business name. No vehicle information shall be included on the registration card, only the customer information, plate number, issue date and expiration date shall be included.
Registration	Issue Fleet Trailer plates	The system shall provide a capability to allow a customer to register their fleet of trailers with a trailer plate with a 7-year registration.
		The system shall provide a capability to generate fleet trailer plate registration similar to the regular registration, but the expiration on the plate shall be for 7 years in future to a specific end date. The fees shall be prorated if requested in the middle of a plate lifecycle.
		The system shall calculate the registration fees for fleet trailer plates and shall generate a bill to be sent to the customer.
		The system shall track the funds remitted by the customer for the registration of their plates, with the invoice and payment information.
		The system shall allow the authorized DOR Motor Vehicle staff to adjust the trailer plate fees in middle of their renewal cycle without programming changes, as the renewal cycle for fleet trailer plates spans several years.
		The system shall automatically generate a bill for difference in fees if fees change during the registration period and send this to the company via electronic method and/or provide capability to print the bill to be mailed to the company.
		The system shall provide a capability to adjust the system privileges for the fleet trailer plates to be renewed by County Treasurer office staff.
		The system shall ensure that the fleet trailer plates expire based on Registration Month Indicator (RMI) of the customer. The system shall track all plates that are expiring in a specific year.
Registration	Issue Driver Education Plate	The system shall have a capability to issue drive education plates.
		The system shall assign the drive education plates to the dealer, who loans vehicles to driving schools. These plates are not vehicle specific, and the plates are owned by dealership, not the driving school. These plates shall be issued to dealer in the same way as the dealer plates.
		The system shall track and maintain the driver education plate along with the dealer information to whom these plates are issued.
Registration	Issue Dealer plate	The system shall have the capability to issue dealer plates.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall assign the dealer plates to the dealership and not a specific vehicle. These plates are assigned the dealer number as the plate assigned number along with any prefix/suffix.
		The system shall generate a registration certificate, expiration decals, tonnage decals (if applicable) and sequence decals for each dealer plate or plate set and in the name of requesting dealer. The system shall provide a capability for this certificate or decals to be printed at the DOR Motor Vehicle division office.
		The system shall provide a capability to maintain and track the plate designed, prefixes and suffixes, and lifecycles used for plate design.
		The system shall assign a sequence number to each plate or plate set ordered by the dealership based on rules.
		The system shall have a capability to calculate the registration fees which may be prorated based on begin and end dates.
Registration	Issue Sample Plate	The system shall have a capability to issue one sample plate to an instate or an out of state requestor. The sample plate is a SD plate with the word SAMPLE (or variations), with no registration card, no stickers or expiration. They are not tied to a vehicle or searchable in the system. They are not valid for display on vehicles.
		The system shall have a capability to issue commemorative plates (per SD Statute commemorative 32-5-110) to an instate or an out of state requestor. The plates may be special ordered with no registration card, no stickers or expiration. They are not tied to a vehicle or searchable in the system.
		The system shall assess a sample plate fee and a mailing fee with an ability for the user to override or adjust fees.
		The system shall track sample plate issued along with the requestor information and inventory related to sample plate at the DOR Motor Vehicle central office.
		The system shall have a capability to issue a historical and original historical plates to the qualified vehicles with the proper documentation from the customer.
Registration	Issue New Boat/Watercraft Registration with Title	The system shall have a capability to issue a new registration to a boat/watercraft at the County Treasurer office location. The registration issued shall be valid for a specified period.
		The system shall support the following categories of boats/watercrafts for issuance of a registration, but not limited to: <ul style="list-style-type: none"> •Motorized boat/watercraft under 19 feet •Motorized boat/watercraft 19 feet and over •Non-Motorized boat/watercraft over 12 feet •Exempt boat/watercraft
		The system shall have a capability to assess registration fees depending on size of boat/watercraft, if motorized or not and other parameters as defined per South Dakota statute and DOR Motor Vehicle division policy and procedures.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall issue a motorized plate decal to a motorized boat/watercraft and link this decal to the motorized boat/watercraft record and customer's record.
		The system shall issue a non-motorized plate decal to a non-motorized boat/watercraft over 12 feet and link this decal to the non-motorized boat/watercraft record and customer's record.
		The system shall issue a non-motorized plate decal to a boat/watercraft with electric motor and link this decal to the record for boat/watercraft with electric motor and customer's record.
		The system shall have the capability to issue registration with expiration decals.
		The system shall provide a capability with an option to change their renewal month at the time of renewal if the business name changes.
		The system shall keep the registration tied with the boat/watercraft and shall provide capability to transfer the registration to the new owner if the ownership changes. Upon renewal the new owner has the ability to change the RMI.
		The system shall assign and track a boat number or SD number. After a boat is titled and registered, the boat is assigned a boat number or SD number. This shall be system generated number with a specified format.
		The system shall be able to handle amphibious vehicles and be able to issue them both a motorcycle and boat registration. Both registration records shall be active at the same time. The system shall have the capability to add more than one active registration record, when the vehicle type is identified as amphibious vehicle.
Registration	Issue New Boat/Watercraft Registration with No Title	The system shall provide a capability to perform registration of boats that are not titled in South Dakota and issue plate decals to them.
		The system shall provide capability to perform registration of documented boats and issue plate decals to them. The Documented Boats are registered with US Coast guards. The system shall create a record for these boats, but shall not generate a title. These boats shall be issued regular license plate decals, expiration decals, registration document and assigned a boat number. Most of these boats fall in category for over 19 feet motorized boat, hence the plate decal and registration for appropriate category shall be issued to these boats.
		The system shall support the registration of untitled boats. The Untitled Boats are boats that are exempt from titling process, such as kayaks, canons, inflatables, and sailboards. If these boats are over 12 feet long, then the system shall create a record for these boats, but shall not generate a title. These boats are issued regular license plate decals, expiration decals, registration document and assigned a boat number.
Registration	Issue New Registration to Snowmobile	The system shall support a capability to issue a registration to a snowmobile.
		The system shall issue a registration to snowmobile, which needs to staggered throughout the year, per name of the customer.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability to issue one plate decal with registration card and expiration sticker which are issued as part of registration and track them.
		The system shall link the registration to a snowmobile and track the ownership of snowmobile, as the registration always stays with the snowmobile.
		The system shall have the capability to issue a registration to an exempt snowmobile, which are owned by government entities. These registrations may have different rules associated with them.
Registration	Issue New Registration to Motorcycle	The system shall support a capability to issue a registration to a motorcycle.
		The system shall issue a registration to a motorcycle, which needs to staggered throughout the year, per name of the customer.
		The system shall issue one plate as part of motorcycle registration.
		The system shall have the capability to process the motorcycle registration similar to the vehicle registration.
		The system shall provide a capability to issue specialty and personalized plates for motorcycle registration.
		The system shall allow the registration fees to be configured based on cc's or fuel type for a motorcycle and assess the fees during registration.
		The system shall have the capability to issue a registration to an exempt motorcycle, which are owned by government entities. These registrations may have different rules associated with them.
Registration	Issue New Registration to Trailer	The system shall provide a capability to issue a registration to a trailer.
		The system shall provide a capability to identify two different categories of non-commercial trailers for registration purposes and fees shall be based on the weight of the trailer.
		The system shall issue one plate as part of the trailer registration.
		The system shall issue a registration to trailer, which needs to staggered throughout the year, per name of the customer.
		The system shall have the capability to issue a registration to an exempt non-commercial Trailer, which are owned by government entities. These registrations may have different rules associated with them.
		The system shall provide a capability for the customer to request a Trailer ID/commercial trailer plate as part of trailer registration, which is a permanent registration for the titled owner for the life of the trailer.
Registration	Generate Registration Renewal Notification	The system shall provide a capability to generate a registration renewal notification to the customer. This would include an option for an electronic or a paper or no notification at all. Notifications shall be sent out based on rules designated.
		The system shall provide the customer an option to choose the type of notification they would like to receive from a paper, an electronic or no notice at all.
Registration	Renew Registration	The system shall provide a capability to process the registration renewal of the motor vehicle related products for the customer.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability that the registration fee calculation is based on fee tables established by SD statute. They account for different variables such as age, weight, type, secondary vehicle type, etc.
		The system shall provide an option for the customer to renew the registration up to 90 days (need to be configurable) before the expiration date.
		The system shall provide an option to perform a registration renewal over the counter at the County Treasurer office which shall be county of resident of the customer.
		The system shall provide an option to perform a registration renewal using online DOR portal and kiosk. Currently, the kiosk has ability to issue stickers. For online renewals, a mailing fee shall be charged.
		System shall provide a capability for some renewals to go through an approval process before completing.
		The system shall identify the reissue year and for reissue year, the customer performing transaction using the portal or Kiosk shall be issued a 45-day plate order permit and a notification that the new plate with stickers shall be mailed out to them from the fulfillment center. The customer shall be charged a mailing fee.
		For reissue year, the system shall provide the customer an option to get that plate from County Treasurer office, if plate is a County issued plate.
		For reissue year, if the customer is requesting a specialty and a personalized plate, then the system shall issue a 45-day plate order permit and shall notify that plate shall be issued from the fulfillment center and assess a separate mailing fee.
		The system shall reserve and assign some plate ranges for the renewal transactions performed using kiosk and online portal. These plate ranges (sequence range) shall not be issued to the County inventory and shall be maintained at the fulfillment center to handle online and kiosk transactions.
		The system shall have the capability for the customer to renew their registration late, that is, after the expiration date and shall not assess any penalty for renewing late.
		The system shall assess the customer a full year registration fee, if customer is renewing late.
		The system shall allow the customer to renew their registration late using online portal and kiosk.
		The system shall identify if the customer is renewing a registration that is more than a year expired. The system shall assess fees from current date forward to expiration.
		The system shall provide a capability to capture mileage for each renewal cycle for certain types of plates or registration, based on rules.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		<p>The system shall configure and assess the following fees for each renewal cycle, along with the registration fee, if applicable:</p> <ul style="list-style-type: none"> •Electric vehicles fee •Motorcycle education •Solid waste fee •Highway patrol fee •Wheel tax •Specialty and personalized plate fees, as applicable •Mailing fees or others
Registration	Issue Duplicate or Replacement Registration	The system shall provide a capability to issue a duplicate or replacement registration card and issue an inventory item (plate, sticker and decal, as applicable) to the customer with the same expiration date as the prior issued registration.
		The system shall capture the reason for duplicate or replacement registration from the customer and this field shall be made mandatory.
		The system shall have the capability to define the list of reasons which the user can pick from and add additional reasons, as desired.
		The system shall provide a recommendation and an option for renewal of registration if the registration is expiring within a specified number of day (90 days or less, which should be configurable), when the customer request a duplicate or replacement registration.
		The system shall assess a duplicate registration card fee if the registration card is lost or missing. The system shall print stickers with void on them.
		If the customer reported a registration sticker as lost, damaged or never received then the system shall print a duplicate registration card with stickers.
		If a replacement registration/plates with HVUT are requested they would need to be released, following the same process as defined above.
		The system shall provide a capability issue registration and print the plate with the same plate number for a personalized and some specialty plates, if the customer requested a duplicate plate, for lost, stolen, damaged or never received. The system shall assess a duplicate plate fee and a mailing fee for this transaction.
		The system shall issue a replacement county inventory item (plate, sticker and decal, as applicable), if the customer reported their plate as lost, stolen, damaged, or never received. The system shall assess a duplicate plate fee and a mailing fee (if applicable) for this transaction.
Registration	Amend Registration	The system shall provide a capability to amend active, non-expired registration at the DOR Motor Vehicle and County Treasurer office locations.
		The system shall provide a capability to configure and select reason for amended registration transaction, such as, customer requested, or MV/County identified.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall calculate additional fees owed or credit applied based on reason and changes made by the user.
		The system shall have the capability to amend a registration during processing of title document by DOR Motor Vehicle division and County Treasurer office staff. The system shall generate an amended registration document to be issued and sent to customer based on rules.
		The system shall have the capability to waive the amended registration fee.
		The system shall generate a new registration and optionally generate a refund, if the weight captured needs to be lower than the initial documentation, that is, during tittle processing.
		The system shall generate a letter to be mailed or e-mailed to the customer, if the weight needs to higher, and additional fees need to be paid by the customer to get a new registration.
		The system shall have some sort of utility for registration maintenance where the system shall allow changes to made at the back end without generating any registration documents.
		The system shall have provide a way for a user to reprint a registration (For example, if there is a print error).
Registration	Void Registration	The system shall provide a capability to void the current registration without voiding the title.
		The system shall void the registration if the title is voided.
		When the current registration is voided, the system shall reinstate prior registration if one exist.
		The system shall have the capability to process a refund or a credit, if the void results in state owing money to the customer.
		The system shall ensure that void registration will only void the latest transaction, and shall not affect other products and services. The customer's registration may be active and expired after void transaction is performed.
		The system shall allow the County Treasurer office to void registration during a predetermined time, and perform title and registration void at the same time.
		The system shall provide a capability to the DOR Motor Vehicle central office to void transaction any time based on permissions.
		The system shall provide a capability to the DOR Motor Vehicle central office to perform multiple voids, if necessary. The system shall ensure that the first void transaction must be completed to start another void.
		The system shall generate a letter to the customer if prompted to return the plate within a certain number of days (10 days currently), after the registration is voided. The system shall have the capability to issue or not issued a refund, depending on the scenario.
Registration	Recall Registration	The system shall generate and send a recall letter to customer to return the plate, if the customer does not qualify for the plate type.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall put a stop on plate, and shall not perform renewal of registration if the customer does not qualify for the plate. The system shall not allow other transactions on this registration. The system shall keep the registration active until customer is issued a new plate. The plates which are usually recalled are fire-department plates and Personalized plates.
		The system shall allow the user to not issue a refund for recalled registration.
Registration	Transfer Plate	The system shall provide a capability to transfer a registration from an old vehicle to a new vehicle.
		The system shall provide a capability to issue a credit for the unused portion of the registration to the customer, if applicable.
		The system shall provide a capability to charge the customer for additional fees when transferring a plate if applicable.
		The system shall include a mandatory requirement for an approval of DOR Motor Vehicle division and an affidavit from the new owner that they qualify for this plate, if the customer wishes to transfer a specialty plate to another owner.
		The system shall provide a capability to capture business rules on transferring a plate from one vehicle (to another vehicle or owner) without the need for programming changes. For example, some plates transfer with the vehicle, such as, historical and inheritance, hence cannot be transferred from one vehicle to another. In case of snowmobile and watercraft, the registration is tied to vehicle, hence does not transfer. Some plates may be transferable, and system shall need an option to indicate this option on the plate type.
Registration	Issue Undercover Registration	The system shall provide a capability to issue an undercover registration and plates to the requesting agency. The agency requesting an undercover registration and plates shall be restricted to defined agencies within the state of South Dakota.
		The system shall keep the undercover registration and plate issuance information masked from rest of database and not visible to anyone except those who are authorized to view and update this information. Currently, the undercover registration application is on a standalone system and not connected to the legacy DOR Motor Vehicle system. Currently only two (2) agents have access to this system. In future, additional people may have access to the undercover functionality.
		The system shall provide a capability to add or remove access to the undercover registration region to an authorized individuals, if there is a turnover of staff.
		The system shall provide a capability to support the undercover functionality such as, requesting law enforcement agency sending application with number of plates needed without vehicle VINs, providing fictitious name on the registration.
		The system shall issue the regular plates, with the county name, and these inventory items shall be removed from the County inventory (from central issuance location).
		The registration and stickers shall be printed on a designated printer (only for UC), and registration and stickers shall be mailed from DOR Motor Vehicle central office.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall provide a capability to issue a registration in the requesting agency's name, as a default, with the capability to issue these to individuals.
		The system shall provide a capability to process and issue titles using the normal titling processing.
		The system shall allow the queries on undercover registration and plate to be restricted to the assigned staff.
Inventory	Generate and Send Files to Fulfillment Center	The system shall provide a capability in the Motor Vehicle system to generate and send necessary information in real-time (or near real-time) to vendor (ITI) managed fulfillment center for printing of inventory and mailing the output to the customer. The information send to fulfillment center shall include, but not limited to, the registration, plate, sticker, decal information, including customer's mailing information, which needs to be printed and mailed to the customer.
		The system shall provide an ability to receive tracking information from vendor (ITI) and display in the system for DOR user or customer use.
		The system shall send the updated address, if there is an address update on the product/customer to reduce number of mail returns.
		The system shall send plate inventory information for offices to vendor(ITI) so that they can maintain certain levels of inventory at the various locations.
		The system may provide an ability to order additional inventory direct through vendor (Pheasantland Industries).
Permit	Issue Permit	The system shall provide a capability to issue a new permit to the customer, if they meet the criteria.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		<p>The system shall provide a capability to issue the following permits, but not limited to:</p> <ul style="list-style-type: none"> • Special Event permit – issued from central office to out-of-state dealers for special event and valid for 15 days and fees vary depending on when ordered. • Plate Ordered permit – issued to a customer if they ordered specialty plate and valid for 45 day and no fees are charged. • Dealer Sold permit – issued to a customer from dealer as temporary registration to drive vehicle off the dealer lot and valid for 45 day and no fees are charged. • Seller permit – issued to a seller of a vehicle to be given to the purchaser and valid for 45 day and no fees are charged. • 5-to-15-day Temporary permit - issued for min of 5 days and max of 15 days for hauling various non-commercial vehicle for a fee. • Commercial permit – issued to a commercial vehicle in increments of 30 days up to 1 year and fees charged will depend on the registration fee schedule based on tonnage of the vehicle. • Harvest permit – issued to a vehicle with valid registration (in-state or out-of-state) which are valid for up to 1 year for a fixed fee. • Mobile Manufactured Home permit – issued for moving a mobile manufactured home within South Dakota and valid for 1 day. Customer may request multiple permits at the same time. • Off road vehicle permit – issued for out of state customers to off road vehicles. Valid for 1 year from date of issuance. • Extended Sold permit – issued in special circumstances from a central office user.
		The system shall provide a capability to configure the fees charged for issuance of a permit and duration of each permit.
		The system shall allow the permit be issued from DOR Motor Vehicle central office location, County Treasurer office location, or from a business partner, such as a vehicle dealer and in some cases available for customers to apply and receive via online or kiosk.
		The system shall provide a capability to configure permits to allow for renewal or not. If not allowed a renewal then the system will instruct the user to issue or request a new permit.
		The system should provide an ability to reprint a current permit. This may be restricted to a certain number of reprints based on rules.
		The system shall provide an ability to extend or amend a permit for permissioned users based on business rules.
		The system shall track all permits issued to the customer and link them to customer's record.
		The permits shall be searchable for the law enforcement agencies by permit number.
Permit	Void Permit	The system shall provide a capability for an authorized staff to void a permit, based on business rules of the permit. The permit must not be expired to be voided. Refund may or not be issued for a voided permit.

Motor Vehicle Requirements - Registration

Process Type	Process	Requirement
		The system shall verify that the permit that is being voided is not expired. If the permit is expired, then the system shall not allow this permit to be voided.
		The system shall provide a capability to issue refund for a voided permit, if necessary and this shall be configurable in system.
Record Reque	Process Bulk Record Request	The system shall provide a capability to process a record request from bulk record requestor including the record request which are received on a periodic basis, such as, monthly, quarterly.
		The system shall provide a capability to process on-demand bulk record requests from external agencies.
		The system shall verify that the record request received is for the vehicle related records which exist in the DOR Motor Vehicle system.
		The system shall provide a capability to bill the requestor on periodic basis on the volume of records generated for the request. If there is additional query or IT staff involvement, the cost shall be billed to the requestor.
		The system shall provide a capability print and send the generated output records only after the payment is received from the requestor.
		The system shall store the requestor data stored including records matched, payment information and timestamp.
		The system shall add an indicator on the records which matched the request criteria that they were found in request criteria along with the timestamp (date and time when the search was performed).
Record Reque	Process Individual Record Request	The system shall provide a capability to process an individual record request received from vehicle owners, law enforcement, towing company, attorney, for one or more qualified record.
		The system shall support multiple channels to receive the record request, such as, DOR Motor Vehicle central office, County Treasurer office location, Kiosk and portal.
		The system shall distinguish the nature of the requestor and generate the output differently depending on the requestor and shall change fee depending on the requestor. The system shall provide a capability to not charge any fee to some requestors depending on type of requestor.
		The system shall provide a capability to certify the records manually or using the system certification capability when the records are requested by courts, attorneys (only if requested for certified copies), or other government entities.

Motor Vehicle Requirements - Lien

Process Type	Process	Requirement
Lien	Add New Lien	The system shall provide a capability to add a lien on the vehicle record.
		The system shall generate a lien notification and send it to the lien holder when the vehicle has a lien.
		The system shall not print a title when a vehicle has a lien.
		The system shall have the capability to receive and capture the lien information as part of title application.
		The system shall have the capability to receive and capture the lien information without the title application, directly from the lien holder if/when e-title is implemented.
		The system shall provide a capability to request a title (paper document) without a lien from customer when lien needs to be added and no prior lien exist, so that a lien can be added.
		The system shall have the capability to send lien notifications through the ELT (Electronic Lien and Title) providers electronically.
		The system shall generate paper lien notifications, if the lien holder is not an ELT participant.
		The system shall provide a capability to send or not send any updates on to lien holders if lien holder is not a ELT participant.
		The system shall have the capability to charge a fee to add a new lien.
		The system shall allow multiple (up to 99) liens to be added on the vehicle.
		The system shall provide a capability to define precedence on the lien, that is, the lien holder whose lien is noted first and second and so on.
		The system shall provide a capability to print a paper title and mail to the lien holder, if the lien holder requests a title.
		The system shall provide a capability to add a lien electronically without the use of ELT provider, through the DOR web-site if/when e-title is implemented.
Lien	Release Lien	The system shall have a capability to release a lien from the vehicle record when a notification to release a lien is received from a lien holder directly at DOR Motor vehicle division or through the ELT (Electronic Lien and Title) provider.
		The system shall identify next lien to be defined as the first lien on the vehicle record, if there are additional liens on the vehicle.
		The system shall generate a notification to the lien holder(s), if the order of lien changes.
		The system shall not print a title when a vehicle has a lien.
		The system shall have the capability to print a paper title and mail it to the first vehicle owner's mailing address on file.
Lien	Amend Lien	The system shall not print a paper titles automatically, if the customer chooses an option to have electronic title for the vehicle. The customer will need to request a paper title with an appropriate reason for a paper title, such as selling vehicle out of state.
		The system shall have the capability to amend a lien, if the lien information is found to be incorrect during an audit process, or a correction is requested by a lien holder, a vehicle owner or a dealer.

Motor Vehicle Requirements - Lien

Process Type	Process	Requirement
		The system shall provide a capability to DOR Motor Vehicle staff to make changes such as, the vehicle owner information, lien holder name, address information or any other lien related information.
		The system shall provide a capability to assess a fee to amend a lien.
Lien	Add a Lien Holder	The system shall have the capability to add a new lien holder if the lien holder does not exist in the system.
		The system shall perform a search prior to adding a new holder in the system.
		The system shall assign a unique lien holder number to lien holder when they are added as a lien holder.
		The system shall capture the FEIN as an identification from the lien holder.
		The system shall allow the lien holder to use same FIEN for multiple business locations.
		The system shall allow an identifier to be added to identify multiple business locations for a lien holder.
		The system shall have the capability to add a ELT provider (one of the five ELT providers) for the lien holder to get electronic notification and information on all transactions.
		The system shall provide a capability to allow the lien holder to not have a ELT holder added to their profile.
		The system shall provide capability to send paper lien notifications to the lien holder if ELT service is not used and shall keep the title electronically.
Lien	Amend Lien Holder	The system shall have the capability to amend or change the lien holder information.
		The system shall maintain and track supporting documents requirement to amend the lien holder information depending on the type of amend.
		The system shall have the capability to back out of ELT provider or switch the provider.
		The system shall change status of the lien holder to inactive, with an effective date, if the lien holder does not wish to do business in South Dakota.
		The system shall not delete the inactive lien holder, but keep them in the system. The system shall not allow new liens to be added from this lien holder, but the older liens shall still be kept active.
		The system shall provide a capability to search on inactive lien holder information.
Lien	Check Lien Status	The system shall provide a capability for the lien holder to have access to DOR portal where they can check the vehicle and customer information as it related to their liens.
		The system shall provide the lien holder with an access so that can check the status on vehicle lien, without involvement of a ELT vendor.
Lien	Maintain lienholders	The system shall provide permissioned users the ability to manage lienholders. The users shall have the capability to maintain basic information regarding address, contact information, etc. The users shall have an ability to update information regarding if they are participating in our ELT program or not. The shall also provide an ability to designate the lenders as Major (searchable) or minor (not searchable).

Motor Vehicle Requirements - Lien

Process Type	Process	Requirement
Lien	Merge Lienholder Records	The system shall provide the agency staff a capability to merge two or more lienholder records into one lienholder record.
		If the lienholder is assigned a unique identification number, then multiple records shall be merged under this unique identification number.
		The lienholder record merge shall result in merging of the vehicle records and other associated records.
		Merging of records shall maintain the history of original records.
Lien	Unmerge Lienholder Records	The system shall provide a capability to unmerge the merged records into its original records.
		The lienholder record unmerge shall result in separating out the vehicle records and other associated records.
		Unmerging of records shall maintain the merge history, if this information is needed in future for reference.

Motor Vehicle Requirements - Disability

Process Type	Process	Requirement
Disability Portable Certificate/Placard	Issue New Portable Disability Certificate/Placard for Individual	The system shall provide a capability to issue a new portable disability certificate/placard to an individual. The system shall support following types of placards, but not limited to: Permanent placard - issued for a period of 5 years Temporary placard - issued up to a period of 1 year
		The system shall limit the individual customer to be issued up to a maximum of 2 permanent or 1 temporary placard along with the disability plates issued to the vehicles they own. Customer type of company can be issued as many placards as vehicle owned by the entity.
		The system shall use the same process for issuance of permanent and temporary placards, except the duration.
		The system shall provide a capability to capture the medical certificate provided for requesting a portable certificate/placard for the initial application as a mandatory requirement. Currently the medical certificate is part of the application form.
		The system shall ensure that the customer requesting portable certificate/placard is a South Dakota resident.
		The system shall not assess fees for issuance of a portable certificate/placard.
		The system shall make the application form for initial application and renewal of permanent placard available online on the DOR web-site.
		The system shall issue a decal that lists the expiration date and month to put on the placard. The system shall issue a permit certificate with the customer information, decal issue and expiration date.
Disability Portable Certificate/Placard	Issue New Disability Plate for Organization	This system shall provide a capability to issue a new disability plate to an organization which must be a nursing home or nursing facility. The nursing home/facility can only pickup and drop-off passengers/customers from nursing home/facility to the hospital at the front door, but can't use these plates to park in handicapped parking spot.
		The system shall provide a capability to issue portable certificate/placards to a nursing home or nursing facility.
		The system shall not assess fees for issuance of a portable certificate/placard.
Disability Portable Certificate/Placard	Issue New Disability Portable certificate/Placard for Organization	The system shall provide a capability to issue new placards to an organization (e.g. non-profit, licensed hospitals). Organizations that are not nursing home or facilities are eligible to receive only placards. No plates shall be issued to these organizations.
		The placards issued to organizations shall be permanent placards only.
		The system shall limit the maximum number of placards issued to organization to the number of vehicles titled to them.
		The system shall ensure that the requesting organization has a presence and physical location in South Dakota.
		The system shall not assess fees for issuance of a portable certificate/placard.
		The system shall make the application form for initial application and renewal of permanent placard available online on the DOR web-site.

Motor Vehicle Requirements - Disability

Process Type	Process	Requirement
Disability Portable Certificate/Placard	Issue Replacement Disability Portable Certificate/Placard	The system shall have the capability to issue a replacement disability portable certificate/placard to the customer as a replacement to the disability portable certificate/placard that was reported as lost, stolen, damaged or mutilated. Replacement disability portable certificate shall not have same number as the original portable certificate.
		The system shall capture a documented proof for lost or stolen portable disability certificate/placard, such as a certified statement from the customer.
		The system shall provide a capability to record that the customer has returned the damaged or mutilated disability portable certificate/placard to their respective County Treasurer office location prior to issuance of a replacement disability portable certificate/placard.
		The system shall not assess any fees for issuance of a replacement disability portable certificate/placard.
		The system shall expire the old disability portable certificate/placard when a replacement is issued.
		The system shall mandate that the County Treasurer office staff record the reason for the return of a damaged or mutilated disability portable certificate/placard and indicate on the customer's account that the product that was returned, when the customer returns the mutilated or damaged product at their location.
Disability Portable Certificate/Placard	Correct Disability Portable Certificate/Placard for Individual	The system shall provide a capability to make correction to the Disability Portable Certificate/Placard information issued to an individual, if a data entry error is discovered, or customer requested a correction based on an inaccuracy of their disability form certification and/or registration documentation.
		The system shall allow the correction to be performed at any Agency office location including County Treasurer office location.
		If the correction result in issuance of a new Disability Portable Certificate/Placard, then the system shall issue a new Disability Portable Certificate/Placard and registration documentation without assessing any fees to the customer.
Disability Portable Certificate/Placard	Correct Disability Portable Certificate/Placard for Organization	The system shall provide a capability to make correction to a disability portable certificate / permanent placard issued to organization, if the Agency staff made a data entry error or customer requested a correction of their disability portable certificate/placard and registration documentation.
		The system shall allow the correction to be performed at any Agency office location including County Treasurer office location.
		If the correction result in issuance of a new Disability Portable Certificate/Placard, then the system shall issue a new Disability Portable Certificate/Placard and registration documentation without assessing any fees to the customer.
Disability Portable Certificate/Placard	Recall Disability Portable Certificate/Placard	The system shall provide a capability to recall disability plates or placards if there is a complaint. The DOR Motor Vehicle division fraud unit will perform the investigation on the complaint and may recall the placards issued to the customer, if the complaint is valid.
		The system shall cancel the Disability plate or Disability Portable certificate/placard and status shall be indicated as inactive.

Motor Vehicle Requirements - Disability

Process Type	Process	Requirement
Disability Portable Certificate/Placard	Return Disability Portable Certificate/Placard	The system shall provide an ability to process a return of the disability portable certificate/placard from the customer.
		The return of product(s) shall inactivate the product(s) issued to the customer in the system.
Disability Portable Certificate/Placard	Void Disability Portable Certificate/Placard	The system shall provide a capability to void a disability portable certificate/placard issued to the customer.
		The void of product shall invalidate the products issued to the customer in the system.
		The void capability shall be made available at both the Agency and County Treasurer office locations.
		Void at Agency and county Treasurer office location shall need to be restricted to a specific duration from the date product was issued. The system shall not allow expired products to be voided.
Disability Portable Certificate/Placard	Renew Disability Portable Certificate/Placard	The system shall provide a capability to process a renewal of a disability portable certificate/permanent placard to the customer for additional five (5) years, only after renewal request is received from the customer.
		The system shall provide a capability to the customer to request the renewal of permanent placards issued to them in person or by mail.
		The system shall not assess any fees for renewing a disability portable certificate/placard and shall not require a new medical certificate for renewing permanent placard.
		The system shall track issuance of a disability portable certificate/permanent placard and issue a new permanent placard every 10 years. At this time, the old disability portable certificate/permanent placard number shall be expired by the system.
		The system shall make the application form for initial application and renewal of permanent placard available online on the DOR web-site.
		The system shall provide an optional capability to renew a disability portable certificate/permanent placard using Kiosk, but not the initial application.

Motor Vehicle Requirements - Dealer

Process Type	Process	Requirement
Dealer Vehicle License	Issue New Dealer Vehicle License	The system shall provide a capability to process and issue a new dealer vehicle license to an applicant once the applicant meets the requirements and submits appropriate supporting documentation. For issuance of a dealer vehicle license the applicant needs to fill out an online application, provide appropriate documents, such as zoning permit, proof liability insurance, pay for the application, provide Floor Planner (banking institution or financier for the dealer) information. The applicant needs to provide all owners information along with their IDs. The applicant shall have an ability to scan and upload their own documents into the system as part of their application process. The applicant also needs to provide information of their agents, including their IDs who they want to authorize to sign the title paperwork to the Motor Vehicle division. This information shall be maintained in the system along with the dealer vehicle license.
		The system shall use the same process for issuance of a dealer vehicle license for all dealership types, such as, motor vehicle, boat, trailer, motorcycle and off-road vehicles, snowmobile, emergency (these sell ambulances, fire trucks), final stage manufacturers (they add additional equipment to vehicle) and manufactured homes. The system shall have an ability to handle for the different requirements for different types of dealer licenses, show the applicant the documents they need to provide depending on the type of dealer license they are applying for.
		The issued dealer vehicle license shall include the capability to sell both new and/or used vehicles.
		The system shall provide a valid user-id and password to the applicant to access the system when the dealer vehicle license is issued.
		The system shall have a capability to configure and assess fees for each new dealer vehicle license depending on the type of dealer vehicle license.
		As a condition of issuance of a dealer vehicle license, the system may optionally verify if any owners listed on the application has any motor vehicle felonies, if the interface to Department of Safety is available. The system shall stop issuance of the dealer vehicle license and notify the applicant if any felonies are found on one or more owners.
		The dealer vehicle license shall expire at the end of the month and shall be staggered through out the year.
		The issuance of a dealer vehicle license is a multi-step process and need exchange of information between applicant and DOR Motor Vehicle division staff. The system shall provide a capability to set up dealer vehicle license as the workflow management, and a notification shall be generated to perform the next step, once the previous step is completed.
Dealer Vehicle License	Test Dealer Vehicle License Applicant	The system shall provide a capability to generate and send a link for the dealer manual to the applicant after their dealer vehicle license application and supporting documents are verified.
		The system shall send a notification to the applicant about the test they are required to complete (take and pass) in Learning Management System (LMS) prior to issuance of the dealer vehicle license.
		Once the dealer vehicle license application and supporting documents are verified, the system shall automatically generate a notification with the 'Dealer Manual' link and LMS training which the dealer needs to complete.

Motor Vehicle Requirements - Dealer

Dealer Vehicle License	Conduct Dealer Site Visit	The system shall provide a capability to record that the applicant has completed the required test in LMS system.
		The system shall provide a capability for the agency staff to sets up time to meet the dealer vehicle license applicant.
		The system shall provide a capability to record the following information, but not limited to: <ul style="list-style-type: none"> •Site visit date and time •Information on DOR Motor Vehicle staff performing the site visit •Dealer site information, such as location, address etc. •What was inspected during the visit, such as test results, facility related documentation •Inspection result
Dealer Vehicle License	Renew Dealer Vehicle License and Plates	The system shall provide a capability to renew the dealer vehicle license and issued dealer plates.
		The system shall provide a capability to request renewal of dealer vehicle license and plates over the web.
		The system shall assess renewal fee for the dealer vehicle license and all the dealer plates that are issued to the licensee.
		The system shall provide a capability to renew the dealer vehicle license and plate up to three months (which shall be configurable) prior the expiration of their license.
		The system shall have a capability to configure the renewal period on dealer vehicle license, which is currently one year from the date of initial issuance.
		The system shall make sure that the insurance or bond is up to date before the dealer vehicle licensee can proceed with renewal.
Dealer Vehicle License	Generate Renewal Notice for Dealer Vehicle License and Plates	The system shall have a capability to generate and send renewal notices electronically to the dealer vehicle licensee three months (which shall be configurable) prior to their expiration of their license per the communication preference specified by the licensee.
		If the dealer vehicle licensee has a portal account or account with DOR Motor Vehicle division, the renewal notice shall be visible on their account along with the expiration of their dealer vehicle license and plates.
Dealer Vehicle License	Issue Dealer Plates	The system shall provide a capability to issue one or more dealer plates to the dealer vehicle licensee and link them to licensee's account and not to any specific vehicle.
		The system shall not limit the number of plates which the dealer can request. Currently, there is no limit on number of dealer plates which the dealer can request.
		The system shall assess a per plate fee for each dealer plate requested.
		The system shall allow dealer plates to be requested during the initial application and during renewal of their dealer vehicle license.
		The dealer plates shall expire at the same time as the dealer vehicle license.
		The system shall provide a capability to request dealer plates at any time per the needs of the dealer and make sure that the license is active (not expired), the plate shall still expire along with the dealer vehicle license and plate fees charged shall be prorated for the time period issued.
		If the dealer is requesting plates with tonnage over 27 ton then the system shall madate that the dealer submits other required documentation (form2290, which is a HVUT requirement).

Motor Vehicle Requirements - Dealer

Dealer Vehicle License	Expire Dealer Vehicle License	The system shall automatically expire the dealer vehicle license and plates issues to dealer, if the license and plates are not renewed before the expiration date of the dealer vehicle license and plates and if appropriate fees are not paid.
		When a dealer vehicle license is expired the system shall provide a capability to allow for a restricted access to the dealer portal and permissioned users shall have the ability to override active and inactive dealers.
Dealer Vehicle License	Update Dealer Vehicle License - Dealer Information Except Name	The system shall provide a capability to record changes on the dealer vehicle license when the dealer requests changes to any demographic information, contact (phone, e-mail, address), adding or deleting an owner, adding or deleting a title paperwork authorized signer, and floor planner information, except the name change.
		The system shall provide a capability to configure and assess a fee or not assess a fee for a change to dealer vehicle license, depending on the change requested.
		The system shall provide a capability to allow the dealer to change some information themselves, such as the bond and title paperwork authorized signatory information. The system shall provide capability to restrict certain changes needing to be approved by permissioned users.
		The system shall provide a capability to configure the changes which can be updated by the dealer, and the changes which can only be updated by the DOR Motor Vehicle central office staff.
Dealer Vehicle License	Update Dealer Vehicle License - Dealer Name Change	The system shall provide a capability to update the dealership name, once a name change request along with appropriate supporting documentation is submitted to authorized DOR Motor Vehicle central office staff.
Dealer Vehicle License	Update Dealer Vehicle License - Dealer Ownership Change	If the dealership sends a request to change the entire dealer ownership (all owners to be changed), then the system shall generate a notification to dealer to request a new dealer vehicle license.
Dealer Vehicle License	Receive a Complaint on a Dealer	The system shall provide a capability to record a complaint received on a dealer from dealer's customer, law enforcement officer, AG's office or anyone else.
		The system shall provide a capability to receive a complaint from a customer by directly contacting DOR Motor Vehicle division with a dealer complaint.
		The system shall provide a capability to receive a complaint from law enforcement or AG's office, electronically or on paper.
		The system shall provide a capability to citizens of South Dakota to record a complaint on a dealer on the DOR portal.
		The system shall provide a capability to record a complaint as part of the audit of the dealership.
		The system shall provide a capability to record a complaint received from other dealers directly at the DOR Motor Vehicle division or using the DOR portal.
		The system shall link the electronically received complaint to dealer's record and forward this record for review to the authorized DOR Motor Vehicle staff.
		The system shall provide a capability to manually enter a complaint received on paper and link it to dealer's record.
Dealer Vehicle License	Record Violation on a Dealer	The system shall provide a capability for the authorized DOR Motor Vehicle staff to mark the received complaint as a violation.

Motor Vehicle Requirements - Dealer

		The system shall provide a capability to configure the types of complaints which can be categorized as violations.
		The system shall provide a capability to create a violation record and provide an ability to link it to the dealer's record.
		On creation of a violation record the system shall generate a report and send it to the DOR legal team for review using the system workflow.
		On creation of a violation record the system shall generate a correspondence to the dealer letting them know about the violation that is assessed to them.
		The system shall provide a capability to configure action (e.g. suspended, or revoked, or monetary penalties) to be taken on a dealer vehicle license depending on the number of violations.
Dealer Vehicle License	Track Dealer's Portal Usage Fee	The system shall track dealer's portal usage and number of title transactions performed by the dealership, which shall include transactions performed by all personnel at the dealership.
		The system shall count all the title transactions performed from the previous assessment date and assess fees for portal usage. The assessment periods are usually one or more calendar months, depending the volume of transactions performed by the dealership. Currently \$.25 per transaction fee is charged to dealer for portal usage for each title lookup or transaction (new title application and amend title transaction are treated as two different transactions).
		The system shall have an ability to easily change the transaction fee amount by MV staff if/when required or needed.
		The system shall generate an accounts receivable and a notification once the portal usage fee amount reaches certain threshold amount (currently \$50.00), and send to the dealer. Some dealers may not reach this threshold every month.
		The system shall provide a capability to configure the assessment period for each dealership separately, if desired.
		The system shall track the accounts receivable entry from the dealer and process the receipt of payment from the dealer on this accounts.
		The system shall monitor if the accounts receivable is overdue and shall assess interests and penalties per pre-defined criteria.
Dealer Vehicle License	Administer Dealer Vehicle Licensee	<p>The system shall provide a capability to perform various administrative functions for dealer vehicle licenses. This capability shall be limited to the authorized DOR Motor Vehicle staff and shall include but not limited to:</p> <ul style="list-style-type: none"> •Monitoring of dealers, their requirements, bonds, plates, fees owed etc. •Generating various reports, such as inspection type by dealer agent. •Tracking payment history from the dealer, which is currently received from US bank. •Approval of Dealer license – This should be a workflow as part of the dealer licensing process. •Linking accounts of dealer license – There is a possibility that one titling agent may be working under multiple dealer licenses.
		The system shall provide a capability to configure a special administrative role, to assign or grant permissions to dealer vehicle licensing functionality. This role shall have the capability to grant permissions to other DOR Motor Vehicle staff, dealer staff, County Treasurer staff, as necessary.

Motor Vehicle Requirements - Customer

Process Type	Process	Requirement
Customer	Create New Customer	The system shall create a new customer record with a unique identification number when no matching records are found.
		The system will allow customer records with the same FEIN and business name to have multiple records as they may have multiple locations.
		Customers shall be divided into distinct but similarly managed categories: Individual, Company/Business, Government Agency, Dealer and Trust. While specific information shall be captured and maintained for each type of customer, the same basic functions and services shall apply consistently to all categories.
		The new customer shall be assigned a unique identification number that they must retain for the life of the record in the system.
		The customer shall be created with the required demographics information and shall have an option to include multiple contact details.
		For all customers, mailing address and County of vehicle registration shall be captured, which needs be a South Dakota County.
		The system shall mandate that for each customer, their name and identification (ID) type is captured. The ID type captured shall be one or more from South Dakota issued identification (ID) or Driver License (DL), Social Security Number (SSN) or Federal Employee Identification Number (FEIN), as applicable. Only SD ID and DL are verified through the web interface to DL system at the Department of Public Safety.
		The system shall allow business with multiple locations to use same FEIN.
		The system shall provide capability to capture at a minimum customer's physical address, phone, e-mail, delivery method for correspondence (e.g. e-mail, paper etc.), customer creation timestamp and last updated timestamp.
		The system shall provide a capability to identify tribe as a government agency as they get same exemptions as the government agencies. There are 9 tribal agencies in South Dakota.
		The system shall have the capability to identify the main tribal entities under government entities and some smaller business with tribe name to be listed as company.
		The system shall provide a capability to assign an unique identification (ID) to the customer to be used for creation of a portal account. Currently, each customer is assigned a 7-digit unique ID, which the customer can use to create a portal account.
		The system shall mandate that for each type of customer, contact information such as, phone, e-mail or other contact method needs must be provided along with the mailing address of the customer.
		The system shall mandate that if the customer provides SD address, then must select SD County, if out of state address is provided, then county is not required.
Customer	Amend Customer	The system will allow permissioned users the ability to change the customer type on certain records. Example: Company record to a Dealer record.

Motor Vehicle Requirements - Customer

Process Type	Process	Requirement
Customer	Search Customer	The system shall provide a capability to search for customer if one exists the database. If not found, the system shall provide a message to this effect and shall provide a capability to create a new customer. If found (an existing customer), the system shall display matching results and displays every transaction for that customer. If there are multiple records that match the search criteria, then the summary information for each matching record shall be displayed. If the number of records matching the criteria is large, the user shall be asked and required to refine search criteria to narrow the search results to set limit.
		The system shall include customer type and name of customer in the search criteria and shall provide advanced search capability using the customer's address.
		The system shall provide a capability to search dealer using a dealer number.
		The system shall provide an ability to search using partial name of the customer.
		The system shall provide a capability to search the customer using email, not only at the DOR Motor Vehicle central office, but also at the County Treasurer office locations.
		The system shall provide a capability to search customer and their information using VIN and other vehicle parameters, placard number etc.
		The system shall provide a customer search capability using phone and email for all relevant users of the system.
		The system shall provide a capability to search using multiple customer types at the same time, if the customer is the same.
		The system shall provide a capability to search by vehicle type along with other vehicle searches, such as VIN and other vehicle parameters, placard number etc.
		The system shall provide an optional capability to display a map (Google/Bing) of the address, when it is searched.
Customer	Create Portal Account for Customer	The system shall provide a capability for the customer to create a portal account and link it to their DOR Motor Vehicle system account.
		The system using the portal account shall allow the customer to perform certain transactions, such as, change their address, check status of their product (for example, check status of title, placard, plates and stickers).
		The in-state (South Dakota) customer using portal account shall have the capability to perform transactions such as but not limited to, renew registration, update their customer record, file report of sale, obtain seller's permit, archive a vehicle, request a duplicate title and request a replacement for their license plate.
		The system shall provide an optional capability for an out-of-state customer to use portal (or Kiosk) and allow transactions such as but not limited to, renew registration, update their customer record, file report of sale, obtain seller's permit, archive a vehicle, request a duplicate title and request a replacement for their license plate.

Motor Vehicle Requirements - Customer

Process Type	Process	Requirement
Customer	Search Vehicle	The system shall provide a capability to search vehicle information using VIN, title number, registration number, plate number, customer number, vehicle type and other vehicle parameters.
Customer	Add Alert on Customer Account	The system shall provide a capability to add an alert to customer's record for one or more reasons, such as, waiting for a correspondence from the customer, insufficient funds and customer is referred to Obligation Recovery Center (ORC – Collection Center).
		The system shall provide a capability to configure a pre-defined list of alerts and an ability to add a new alert definition to this list without programming changes.
Customer	Remove Alert on Customer Account	The system shall provide a capability to remove an alert on customer's record automatically or with the staff intervention.
		Once the correspondence is received from the customer (if waiting for correspondence), the system shall automatically remove the correspondence related alert from the customer's record which prevents the customer from doing other transactions.
		When an update from Obligation Recovery Center (ORC – Collection Center) is received, the system shall automatically remove this alert from the customer's record.
		The system shall provide a capability to manually remove an alert from customer's account in some scenarios such as, insufficient funds and some others, which shall be configurable without programming changes.
Customer	Add Block on Customer Account	The system shall provide a capability to add a block to customer's record for one or more reasons such as, Financial Responsibility (FR), customer owing money to DOR, Motor Carrier related obligations, non-payment for registration.
		The system shall provide a capability to configure a pre-defined list of blocks and ability to add a new block definition to this list without programming changes.
Customer	Remove Block on Customer Account	The system shall provide a capability to remove a block on the customer's record automatically or with the staff intervention, once obligations such payments are complied with by the customer.
		The system shall provide a capability to configure the list of blocks to determine which blocks can be removed manually or automatically.
Customer	Update Customer Information using Self-service DOR Portal	The system shall provide the customer with an ability to update their information such as their mailing and physical address, email, phone number using the DOR website by logging to their portal account. The customer must be active DOR customer with valid credentials to logon using the DOR portal to their portal account.
Customer	Update Customer Information at Office Location	The system shall provide the agency staff or the County Treasurer staff an ability to update the customer's information, such as name changes, ID type and ID information, and other customer information that the customer requests. The customer may contact the agency staff or County Treasurer staff to have their information updated using mail or phone or in person. Customer may need to furnish some supporting documents to change some of their information.

Motor Vehicle Requirements - Customer

Process Type	Process	Requirement
Customer	Account Password Management	The system shall provide an ability to the customer to change their account password information by logging on to their portal account using forget password link or similar services without DOR staff's involvement.
		If the agency staff updates the password for the customer, then only a temporary password shall be created, which the customer shall be required to change when they logon to their account.
Customer	Track Status of Product and Services	The system shall provide a capability to the customer to track the status of their product or transactions by logging on to their account.
		The system shall provide a capability for the agency staff and the County Treasurer staff to check the status of customer's product or transaction and provide information to the customer.
Customer	Merge Customer Records	The system shall provide the agency staff a capability to merge two or more customer records into one customer record.
		If the customer is assigned a unique identification number, then multiple records shall be merged under this unique identification number.
		The customer record merge shall result in merging of the vehicle records, placard records, and other associated records. The merging of records may change the status of customer's privileges and issued products. Any changes to privileges and products statuses shall result in a notification to the customer.
		Merging of records shall maintain the history of original records.
Customer	Unmerge Customer Records	The system shall provide a capability to unmerge the merged records into its original records.
		The customer record unmerge shall result in separating out the vehicle records, placard records, and other associated records. The unmerging may change the status of customer's privileges and issued products. Any changes to the privileges and products statuses shall result in a notification to the customer.
		Unmerging of records shall maintain the merge history, if this information is needed in future for reference.

Motor Vehicle Requirements - MV Finances

Process Type	Process	Requirement
MV Finance	Collect Fees from Customer	The system shall provide an ability for a customer to pay the total amount due for a transaction with a single payment that can be split between all of the associated fees.
		The system shall provide an ability for a customer to pay fees due for a transaction by making an online payment.
		The system shall provide an ability for a customer to make an online payment for all applicable fees using a variety of different standard payment methods including credit card, debit card, ACH, and bank transfer.
		The system shall provide an ability to verify the online payment details and process the payment to determine if the payment is approved or rejected.
		The system shall provide an ability to notify the customer if the online payment they submitted was rejected and the reason it was rejected.
		The system shall provide an ability to automatically create and post the appropriate payment transaction for every transaction fee that was paid by the approved online payment from the customer.
		The system shall provide an ability to receive manual payments from customers for transaction fees using a variety of different standard payment methods including cash, check, credit card, debit card and non-cash vouchers.
		The system shall provide an ability to accept new payment types as they become available and widely accepted in future, such as Venmo, PayPal.
		The system shall provide a capability to capture information that the payment was collected outside the system and payment amount collected.
		The system shall provide an ability to automatically create and post the appropriate payment transaction for every transaction fee that was paid by the manual payment received from the customer.
		The system shall provide an ability to automatically revert or distribute all or a portion of the transaction fees paid to the appropriate recipient or recipients based on user defined business rules.
MV Finance	Apply Penalty, Interest and Other Fees	The system shall provide an ability to define and manage a grace period, a period of time after the due date when the customer payment is not be considered late and incur a late filing penalty.
		The system shall provide an ability to charge a penalty to a customer that has filed late or not filed based on the due date, grace period, and other user defined business rules.
		The system shall provide an ability to define and manage how the late filing penalty will be calculated including a flat rate or a percentage of total amount due.
		The system shall provide an ability to automatically calculate the late filing penalty and apply the late filing penalty to the customer and customer's transactions based on user defined business rules.
		The system shall provide an ability to manually calculate and apply a penalty to a customer for the payment was filed late or not filed.

Motor Vehicle Requirements - MV Finances

Process Type	Process	Requirement
		The system shall provide an ability to manually override a late filing penalty that was charged automatically.
		The system shall provide an ability to charge interest to the customer who has paid late or not paid based on the payment due date, grace period, and other user defined business rules.
		The system shall provide a capability to charge other fees (such as late fees), as applicable to the customer and their transactions per defined business rules.
MV Finance	Generate Monthly Billing Notices	The system shall provide an ability to define and manage the format and content of a monthly billing notice that will be sent (mail or electronic) to customers.
		The system shall provide an ability to send a monthly billing notice to customers based on user defined business rules.
MV Finance	Handle Misapplied Payments	The system shall provide an ability to view all payments that have been applied to a transaction including the payment details.
		The system shall provide an ability to select a payment that has been misapplied to a transaction where the payment should be applied.
		The system shall provide an ability to transfer or move the misapplied payment to the appropriate transaction and ensure the financial impact of the transfer or move is handled correctly.
		The system shall provide an ability to transfer or move a payment via interagency transfer electronically.
		The system shall provide an ability to transfer or move a payment via interagency transfer manually via a non-cash voucher.
		The system shall provide an ability to add a note or a comment to a transaction to indicate the reason for the transfer or move.
MV Finance	Manage Credit Balances	The system shall provide an ability to automatically apply a credit balance on a customer's account based on user defined business rules.
		The system shall provide an ability to manually apply a credit balance on a customer's account for appropriate transactions.
		The system shall provide an ability to automatically create a remaining balance due for the new liabilities if the credit balance is less than the total amount of the liabilities.
		The system shall provide an ability to automatically create a remaining credit balance on a customer's account if the new liabilities are less than the existing credit balance.
		The system shall provide an ability to automatically apply a credit balance on a customer's liabilities, such as those resulting from an audit, based on user defined business rules.
		The system shall provide an ability for a customer to request to apply a credit balance from one transaction to another, if applicable.
		The system shall provide an ability to review a request to apply a credit balance to other types of liabilities and determine if the request will be approved or rejected.

Motor Vehicle Requirements - MV Finances

Process Type	Process	Requirement
		The system shall provide an ability to send a correspondence to notify the customer that their request to apply a credit balance to other types of liabilities was rejected and the reason it was rejected.
		The system shall provide an ability to manually apply a credit balance to other types of liabilities such as liabilities including liabilities resulting from an audit.
		The system shall provide an ability to send a correspondence to notify the customer that their request to apply a credit balance to other types of liabilities was approved and to which other liabilities the credit balance was applied.
		The system shall provide an ability to automatically refund the credit balance, if applicable.
		The system shall provide an ability to flag the automatic refund of a credit balance for review based on user defined business rules.
		The system shall provide an ability for the customer to request a refund.
		The system shall provide an ability to review a refund request or automatic refund to determine if the refund should be approved or rejected.
		The system shall provide an ability to route a refund request for additional reviews and approvals.
		The system shall provide an ability to send correspondence to notify the customer that their request for a credit balance refund was rejected and the reason for the decision.
		The system shall provide an ability to automatically create a request to the appropriate department to generate a payment for an approved refund request based on user defined business rules.
		The system shall provide an ability to send a correspondence to notify the customer that their request for a credit balance refund was approved and how it was paid.
MV Finance	Manage P&I Abatements	The system shall provide an ability to abate penalty and/or interest that was charged to a transaction based on user defined business rules.
		The system shall provide an ability for a customer to request an abatement of penalty and/or interest that was charged to the transaction.
		The system shall provide an ability to review a customer abatement request and determine if it should be approved or rejected.
		The system shall provide an ability to send a correspondence to notify a customer that their abatement request was rejected and the reason it was rejected.
		The system shall provide an ability to manually abate penalty and/or interest that was charged to a transaction.
		The system shall provide an ability to add a note or comment to a transaction to indicate why penalty and/or interest was abated.
		The system shall provide an ability to send a correspondence to notify a customer that their abatement request was approved and the actually amounts that were abated.
MV Finance	Manage NSF Charges	The system shall provide an ability to define and manage an NSF charge that can be applied to the customer when a payment is returned for insufficient funds.

Motor Vehicle Requirements - MV Finances

Process Type	Process	Requirement
		The system shall provide an ability to receive electronic notifications from the bank that a payment from the customer was returned due to insufficient funds (NSF).
		The system shall provide an ability to receive manual notifications from the bank that a payment from the customer was returned due to insufficient funds (NSF).
		The system shall provide an ability to automatically find and reverse the original payment from the appropriate transaction based on the NSF notification.
		The system shall provide an ability to find and manually reverse the original payment from the appropriate transaction based on the NSF notification.
		The system shall provide an ability to automatically apply an NSF charge to the appropriate transaction based on the NSF notification.
		The system shall provide an ability to manually apply an NSF charge to the appropriate transaction based on the NSF notification.
		The system shall provide an ability for the customer to submit a request to waive an NSF charge that was applied to a specific transaction.
		The system shall provide an ability to review the NSF charge waiver submitted by the customer and determine if it should be approved or rejected.
		The system shall provide an ability to send a correspondence to notify the customer that their NSF charge waiver request was rejected and the reason it was rejected.
		The system shall provide an ability to waive an NSF charge that was applied to a transaction and add a note or comment explaining why it was waived.
		The system shall provide an ability to send a correspondence to notify the customer that their NSF charge waiver request was approved and that the NSF charge was removed from their transaction.
MV Finance	Receive and Post Payments	The system shall provide an ability for a customer to pay the total amount due for one or multiple transactions with a single payment that can be split between those transactions.
		The system shall provide an ability for a customer to pay the total amount due for all transactions by making an online payment via their customer portal.
		The system shall provide an ability for a customer to make an online payment for all transactions using a variety of different standard payment methods including e-check, credit card, debit card, ACH, and bank transfer.
		The system shall provide an ability to verify the online payment details and process the payment to determine if the payment is approved or rejected.
		The system shall provide an ability to notify the customer if the online payment they submitted was rejected and the reason it was rejected.
		The system shall provide an ability to automatically create and post the appropriate payment for every transaction that was paid by the approved online payment from the customer.

Motor Vehicle Requirements - MV Finances

Process Type	Process	Requirement
		The system shall provide an ability to receive manual payments from customer for transactions using a variety of different standard payment methods including cash, check, credit card, debit card and non-cash vouchers.
		The system shall provide an ability to record a manual payment that is received from a customer including information about the type of payment and payment details such as check number.
		The system shall provide an ability to automatically create and post the appropriate payments for transactions that were paid by a manual payment received from the customer.
		The system shall provide an ability to automatically revert or distribute all or a portion of the total amount paid to the appropriate recipient or recipients based on user defined business rules.
		The system shall provide an ability to flag payments that can't be matched to a specific customer or customer transaction as suspended payments that will require further review.
		The system shall provide an ability to post payments that can't be matched to a specific customer or customer transaction to a suspense account.
MV Finance	Manage Suspended Payments	The system shall provide an ability to automatically assign flagged payments for review based on user defined business rules.
		The system shall provide an ability to view and manage all the flagged payments that have been assigned.
		The system shall provide an ability to manually assign or reassign a flagged payment.
		The system shall provide an ability to review a flagged payment in an attempt to determine the customer or customer transaction where the payment should be posted.
		The system shall provide an ability to do a robust search based on a variety of user defined search criteria in order to attempt to identify where a suspended payment should be posted.
		The system shall provide an ability to transfer or move a payment from the suspense account and post it to a specific customer or customer transaction once the review or research is completed.
		The system shall provide an ability to add a note or comment to the payment to indicate the reason the payment was transferred or moved to that specific customer or customer transaction.
MV Finance	Manage Posted Payments	The system shall provide an ability for SD DOR to make manually make changes or updates to a payment that a customer submitted and was posted to the customer's account.
		The system shall provide an ability to send correspondence to notify a customer that a payment that posted to their account was updated or changed by SD DOR and the reason for the change.

Motor Vehicle Requirements - Revenue Accounting

Process Type	Process	Requirement
Revenue Accounting	Miscellaneous	The system shall provide an ability to define and manage a Chart of Accounts (COA) and associated categories such as assets, liabilities, revenues, and expenses.
		The system shall provide an ability to define and manage configurable dimensions within the COA such as region, subsidiary, product, or cost center.
		The system shall provide an ability to define and manage a hierarchy of General Ledger (GL) accounts and subaccounts within the COA.
		The system shall provide an ability to define and manage configurable elements within the GL such as subledgers, control accounts for subledgers, and GL account segments.
		The system shall provide an ability to define and manage different types of transactions that can occur (ex. reporting, payments, adjustments, credits) and that need to be tracked within the GL.
		The system shall provide an ability to define the level that transactions (e.g., detailed or summary) can be recorded and reported.
		The system shall provide an ability to define and manage the criteria and business rules that map different transactions to specific GL accounts and subaccounts.
		The system shall provide an ability to define and manage the accounting calendar and associated accounting periods that will be used for GL transactions and reporting.
		The system shall provide an ability to define and manage adjustment periods within the accounting calendar when adjustment transactions can be made for a specific accounting period.
		The system shall provide an ability to define and manage GL journal entries that are generated automatically on a user defined schedule such as recurring or reversing journal entries.
		The system shall provide an ability to define and manage GL journal entries that are automatically generated to close an accounting period such as monthly or yearly journal entries.
		The system shall provide an ability to define and manage criteria associated with posting GL journal entries to the GL such as the timing (real-time, daily, weekly) and type (detailed, summary) of posting.
		The system shall provide an ability to define and manage the business process and associated workflow required during revenue accounting processes.
		The system shall provide an ability to define and manage the business rules associated with processing revenue accounting transactions.
		The system shall provide an ability to run and distribute predefined reports related to revenue accounting.
		The system shall provide an ability to create and manage user defined reports related to revenue accounting.
		The system shall provide an ability to create and manage user defined analytics and metrics related to revenue accounting.
		The system shall provide an ability to track and log all transactions related to revenue accounting in order to provide a complete audit history.
Revenue Accounting	Deposit Payments	The system shall provide an ability to view a record of all manual payments that were received by period of time (e.g., day) and location (e.g., remit center or field office) including the payment details.

Motor Vehicle Requirements - Revenue Accounting

Process Type	Process	Requirement
		The system shall provide an ability to reconcile the manual payments that were received and recorded to the physical payment (e.g., cash or checks) by period and location.
		The system shall provide an ability to reconcile the manual payments that were received and recorded to the payments that were posted to customer's account and Motor Vehicle transactions by location and period.
		The system shall provide an ability to automatically generate a bank deposit slip with all reconciled payments by period and location.
		The system shall provide an ability to update the bank deposit slip with details about the actual deposit that was made including the date and time.
		The system shall provide an ability to electronically receive details from a bank about deposits made by period and location.
		The system shall provide an ability to automatically reconcile bank deposit details received from a bank with the actual bank deposit slip by period and location.
		The system shall provide an ability to manually reconcile bank deposit details received from the bank with the actual bank deposit slip by period and location.
		The system shall provide an ability to view all electronic payments (e.g., e-checks, credit card, debit card, ACH, bank transfer) that were received and posted by period and location or source (e.g., DOR website or Kiosk).
		The system shall provide an ability to electronically receive details about electronic payments from a financial institution or processing vendor.
		The system shall provide an ability to automatically reconcile electronic payments details received from a financial institution or processing vendor with the payments that were received and posted.
		The system shall provide an ability to automatically process payments and generate the appropriate GL journal entries based on the user defined business rules.
		The system shall provide an ability to automatically post payment related GL journal entries to the state's accounting system.
Revenue Accounting	Perform End of Day and Month-End Closing	The system shall provide an ability to view all transactions that occurred and were posted during the closing period.
		The system shall provide an ability to sort and filter transactions based on a variety of user defined criteria.
		The system shall provide an ability to automatically review and approve GL journal entries for posting based on user defined business rules.
		The system shall provide an ability to manually review and approve GL journal entries for posting to the GL.
		The system shall provide an ability to automatically post the approved GL journal entries to the GL based on user defined business rules.
		The system shall provide an ability to manually post the approved GL journal entries to the GL.

Motor Vehicle Requirements - Revenue Accounting

Process Type	Process	Requirement
		The system shall provide an ability to define and manage criteria used to reconcile the GL including what type of reconciliation (account level, GL level) and the period for the reconciliation (daily, monthly, quarterly, yearly).
		The system shall provide an ability to automatically match and reconcile GL data and transactions to data and transactions on bank statements or subledgers (ex. AR or AP)
		The system shall provide an ability to automatically identify when a reconciliation discrepancy is found during automated reconciliation.
		The system shall provide an ability to manually identify when reconciliation discrepancies are found during the reconciliation process.
		The system shall provide an ability to manually match and reconcile GL data and transactions to data and transactions on bank statements or subledgers (ex. AR or AP).
		The system shall provide an ability to manually create GL journal entries to adjust any discrepancies that were found during the reconciliation process.
		The system shall provide an ability to automatically identify (both automatically and manually) a GL transaction that potentially might be duplicate transaction.
		The system shall provide an ability to review GL transactions that were identified as potential duplicate transactions and remove any true duplicate transactions.
		The system shall provide an ability to manually create any necessary accrual journal entries as well as any reversing journal entries associated with those accruals.
		The system shall provide an ability to generate (both automatically and manually) all of the standard daily and monthly financial reports including trial balance, balance sheet, profit and loss statement, cash flow statement, and bad debt.
		The system shall provide an ability to perform drill-down analysis of all financial statements based on user defined dimensions such as period, COA dimension, and consolidated reports.
		The system shall provide an ability to hard close a reporting period and shall not allow any additional transactions after the closeout.
Revenue Accounting	Perform Year-End Closing	The system shall provide an ability to zero or reset specific accounts and prepare the GL for a new fiscal year, both automatically and manually.
		The system shall provide an ability to automatically generate (both automatically and manually) all of the standard yearly financial reports including trial balance, balance sheet, profit and loss statement, cash flow statement, and bad debt.
Revenue Accounting	Process Fee Reversions	The system shall provide an ability to define and manage how fees are reverted to other entities including a flat rate and a percentage of the total amount paid.
		The system shall provide an ability to define and manage what recipients will receive fee reversions and how these are to be reverted to the recipient.
		The system shall provide an ability to define and manage the timing and schedule (e.g., weekly, monthly, quarterly, annually) for processing reversions to recipients.
		The system shall provide an ability to automatically calculate the amount of fees to be reverted to a recipient based on user defined business rules.

Motor Vehicle Requirements - Revenue Accounting

Process Type	Process	Requirement
		The system shall provide an ability to manually calculate the amount of fees to be reverted to an recipient.
		The system shall provide an ability to review and approve the fees that will be reverted to a recipient.
		The system shall provide an ability automatically generate (both automatically and manually) a payment to a recipient for the amount of fees that are being reverted.
		The system shall provide an ability to send a correspondence to notify a recipient that their fee reversion has been processed and the amount of fees that will be reverted.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
Debt Collections	Miscellaneous	The system shall provide an ability to define and manage the business rules associated with performing debt collections.
		The system shall provide an ability to define and manage different debt collections paths that a delinquent customer could follow to during the debt collections process.
		The system shall provide an ability to define and manage the different collection steps that are part of a specific debt collections path.
		The system shall provide an ability to define and manage the different collection actions that can occur during a specific collection step in a collection path.
		The system shall provide an ability to define and manage any workflow associated with a collection path, step, or action.
		The system shall provide an ability to define and manage collection cases that can be created and updated when performing debt collections.
		The system shall provide an ability to define and manage the correspondence that will be created and sent when performing debt collections.
		The system shall provide an ability to run and distribute predefined reports related to performing debt collections.
		The system shall provide an ability to create and manage user defined reports, analytics and metrics related to performing debt collections.
		The system shall optionally provide an ability to create and manage analytical models that can be used to determine risk associated and score delinquent customer.
		The system shall provide an ability to track and log all transactions related to debt collections in order to provide a complete audit history.
Debt Collections	Identify Collection Accounts	The system shall provide an ability to automatically identify and flag customers that are delinquent based on user defined business rules.
		The system shall provide an ability to manually identify and flag customers that are delinquent and require some sort of debt collection action.
Debt Collections	Assign and Prioritized Accounts	The system shall provide an ability to automatically assign delinquent customer based on user defined business rules.
		The system shall provide an ability to manually assign and reassign delinquent customer.
		The system shall provide an ability to automatically prioritize delinquent customer based on user defined business rules and other risk-based analytical scoring models.
		The system shall provide an ability to manually prioritize or change prioritization of delinquent customer.
Debt Collections	Perform Collections Actions	The system shall provide an ability to automatically assign a delinquent customer product to a specific debt collections path based on user define business rules.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
		The system shall provide an ability to view delinquent accounts that have been assigned and select a specific delinquent customer's product for review.
		The system shall provide an ability to manually assign a delinquent customer product to a debt collections path.
		The system shall provide an ability to assign (both automatically and manually) a delinquent customer product to a specific collection step within a collection path.
		The system shall provide an ability to automatically move a delinquent customer product to the next collection step in the collection path if the customer doesn't comply with the collection action in the current collection step.
		The system shall provide an ability to manually move a delinquent customer product forward to the next collection step or backward to the previous collection step.
		The system shall provide an ability to manually move a delinquent customer product to another collection step and skip the collection steps in between.
		The system shall provide an ability to suspend collections activities (both automatically and manually) at a specific collection step when appropriate (e.g., customer establishing a payment arrangement).
		The system shall provide an ability to resume collections activities (both automatically and manually) at the appropriate collection step when appropriate (e.g., customer not being compliant with their payment arrangement).
		The system shall provide an ability to remove the customer product from the collections process (both automatically and manually) when payment is made and the customer product is not longer delinquent.
		The system shall provide an ability to notify the customer that they have a delinquent customer product that is now in the debit collections process, by generating a message to a customer on their account, sending a correspondence and trigger an outgoing phone call.
		The system shall provide an ability to generate a statement of account that shows a customer the status of their product and what they are required to pay to become compliant.
		The system shall provide an ability for a customer to make a payment for a delinquent customer product online using the same payment method as when they submitted payment for original customer product.
		The system shall provide an ability for a customer to make a payment for a delinquent customer product over the phone using a credit or debit card.
		The system shall provide an ability to automatically create a jeopardy assessment for the estimated payment due from the customer that hasn't been filed for a delinquent customer product based on user defined business rules.
		The system shall provide an ability to manually override or adjust the jeopardy assessment amount that was estimated automatically.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
		The system shall provide an ability to send a correspondence to notify a customer that a jeopardy assessment has been created for a delinquent customer product and the estimated taxes due based on the jeopardy assessment.
		The system shall provide an ability to automatically create a distress warrant authorization for a delinquent customer product based on user defined business rules.
		The system shall provide an ability to manually create a distress warrant authorization for a delinquent customer product.
		The system shall provide an ability to manually update an existing distress warrant authorization for a delinquent customer product.
		The system shall provide an ability to manually delete or remove an existing distress warrant authorization that hasn't been executed.
		The system shall provide an ability to attach documents or files to an existing distress warrant authorization.
		The system shall provide an ability to delete or remove documents or files from an existing distress warrant authorization that hasn't been executed.
		The system shall provide an ability to automatically route a distress warrant authorization for any required reviews or approvals based on user defined business rules.
		The system shall provide an ability to manually route a distress warrant authorization for any required reviews or approvals.
		The system shall provide an ability to notarize an approved distress warrant authorization using an electronic notarization or with a manual notarization.
		The system shall provide an ability to send a notarized distress warrant authorization and all associated attachments to a county sheriff's office via an electronic interface and by manual method.
		The system shall provide an ability to receive information about when a distress warrant has been served and if any assets have been obtained from a county sheriff's office via an electronic interface and by manual method.
		The system shall provide an ability to handle a distress warrant release for a customer product that is no longer delinquent using a process that is similar to a distress warrant authorization.
		The system shall provide an ability to send a correspondence to notify a customer that their delinquent customer product will be revoked if they don't become compliant.
		The system shall provide an ability to create a request to revoke a delinquent customer product and any associated customer products.
		The system shall provide an ability to route a request to revoke a delinquent customer product for any required reviews or approvals.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
		The system shall provide an ability to send a correspondence to notify a customer that their delinquent customer product and associated customer products were revoked indicating the reason for the revocation.
		The system shall provide an ability to send a correspondence to notify a customer that their delinquent customer product is being assigned to the state's Obligation Recovery Center (ORC).
		The system shall provide an ability to send a delinquent customer product and all associated collection information to the ORC via an electronic interface and by manual method.
		The system shall provide an ability to receive information (both electronically and manually) about collection activities for a delinquent customer product that has been assigned to the ORC including any additional ORC collection fees or settlement amounts collected.
		The system shall provide an ability to update the delinquent customer product with information received from the ORC including any additional ORC collection fees or settlement amounts collected.
Debt Collections	Manage Payment Arrangements	The system shall provide an ability for a customer to submit an online request for a payment arrangement to repay any outstanding or delinquent debt.
		The system shall provide an ability to manually create a request for a payment arrangement based on an interaction or conversation with a customer.
		The system shall provide an ability for a payment arrangement to be automatically approved based on user defined business rules.
		The system shall provide an ability for a payment arrangement request to be reviewed to determine if the request should be approved or rejected.
		The system shall provide an ability to send a correspondence to a customer to notify them that their payment arrangement request was rejected and the reason for it was rejected.
		The system shall provide an ability to automatically create a payment arrangement for a customer based on user defined business rules.
		The system shall provide an ability to manually create a payment arrangement for a customer or override an automatically created payment arrangement.
		The system shall provide an ability to send a correspondence to a customer to notify them that their payment arrangement request was accepted and details of the payment arrangement.
		The system shall provide an ability to track payments made by a customer on a payment arrangement to ensure they are in compliance with the terms of the payment arrangement.
		The system shall provide an ability to terminate a payment arrangement and put the customer product back into collections (both automatically and manually), if they fail to comply with an existing payment arrangement.
Debt Collections	Manage Settlement Requests	The system shall provide an ability for a customer to submit an online request for a settlement arrangement to repay penalty and interest associated with an outstanding or delinquent debt.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
		The system shall provide an ability to manually create a request for a settlement arrangement based on an interaction or conversation with a customer.
		The system shall provide an ability for a settlement arrangement to be automatically approved based on user defined business rules.
		The system shall provide an ability for a settlement arrangement request to be reviewed to determine if the request should be approved or rejected.
		The system shall provide an ability to send a correspondence to a customer to notify them that their settlement arrangement request was rejected and the reason for it was rejected.
		The system shall provide an ability to send a correspondence to a customer to notify them that their settlement arrangement request was accepted and details of the settlement arrangement.
		The system shall provide an ability to track payments made by a customer on a settlement arrangement to ensure they are remaining in compliance with the terms of the settlement arrangement.
		The system shall provide an ability to automatically terminate a settlement arrangement and put the customer product back into collections (both automatically and manually) if they fail to comply with an existing settlement arrangement.
		The system shall provide an ability to automatically release a lien or distress warrant, based on user defined business rules, if a customer makes the necessary payments associated with a settlement agreement.
Debt Collections	Handle Customer Bankruptcies	The system shall provide an ability to update all customer's products to show the customer is in bankruptcy based on information received electronically from the court handling the bankruptcy or paper documents received from a bankruptcy court, trustee, or attorney.
		The system shall provide an ability to suspend all collections activity on all customer's products when a customer's status is changed to show they are in bankruptcy proceedings.
		The system shall provide an ability to create a Proof of Claim for each customer's products associated with a customer who is in bankruptcy proceedings.
		The system shall provide an ability to end Proof of Claims and any associated information (both automatically and manually) about the customer's debt to the court handling the customer's bankruptcy.
		The system shall provide an ability to receive information from the court (both automatically and manually) about proceeds from the bankruptcy that will be paid for a specific Proof of Claim.
		The system shall provide an ability to apply any proceeds received from customer's bankruptcy to the outstanding customer's debt based on user defined business rules.
		The system shall provide an ability to continue collections activity on all customer's products with outstanding or delinquent debt after the proceeds received from the bankruptcy have been applied to the customer's products.

Motor Vehicle Requirements - Debt Collection

Process Type	Process	Requirement
Debt Collections	Manage Uncollectible Debt	The system shall provide an ability to automatically identify debt that could be written off based on user defined business rules.
		The system shall provide an ability to manually identify debt that could be written off.
		The system shall provide an ability to select types of debt such as interest or penalty that can be written off.
		The system shall provide an ability to select types of debt that can be reclassified as uncollectible instead of being written off so it can possibly be collected in the future.

Motor Vehicle Requirements - Legal Support

Process Type	Process	Requirement
Legal Support	Miscellaneous	The system shall provide an ability to define and manage the business process and associated workflow required for legal support processes.
		The system shall provide an ability to define and manage the business rules associated with legal support processing.
		The system shall provide an ability to define and manage the correspondence that will be created and sent during legal support processing.
		The system shall provide an ability to run and distribute predefined reports related to legal support processing.
		The system shall provide an ability to create and manage user defined reports related to legal support processing.
		The system shall provide an ability to create and manage user defined analytics and metrics related legal support processing.
		The system shall provide an ability to track and log all transactions related to legal support processing in order to provide a complete audit history.
Legal Support	Manage Hearings and Appeals	The system shall provide an ability for a dealer to submit a request for a hearing about an action taken with regards to their dealer vehicle license.
		The system shall provide an ability to review a dealer request for a hearing determine if a hearing should be scheduled.
		The system shall provide an ability to schedule a hearing for the dealer with the appropriate governing body.
		The system shall provide an ability to update the hearing request received from the dealer with the results of the hearing and the decision that was made about their issue or violation.
		The system shall provide an ability to route the hearing request and the decision that was made to be modified, accepted, or rejected by SD DOR.
		The system shall provide an ability for a dealer to submit an appeal based on a decision that was made concerning their dealer vehicle license.
		The system shall provide an ability to schedule any appeal from a dealer with the appropriate court, if an appeal is allowed.
Legal Support	Provide Legal Support	The system shall provide an ability to request that legal support create or review dealer vehicle license related correspondence that will be sent to dealers.
		The system shall provide an ability for legal support to create or update the required dealer vehicle license related correspondence.
		The system shall provide an ability for legal support to deliver the required dealer vehicle license related correspondence to the requesting entity.
Legal Support	Handle Investigative Leads	The system shall provide an ability for an external entity to submit an investigative lead about a customer who might be involved in criminal or fraudulent activity.

Motor Vehicle Requirements - Legal Support

Process Type	Process	Requirement
		The system shall provide an ability for an external entity to attach documentation or data files to a lead they created.
		The system shall provide an ability to manually create an investigative lead related to customer's criminal activity or fraudulent activity.
		The system shall provide an ability to manually attach documentation or data files to an investigative lead that has been created.
		The system shall provide an ability to view all investigative leads that have been submitted or created and select a specific lead for review.
		The system shall provide an ability to review an investigative lead and all of the attached documentation to determine if the lead is a good candidate additional investigation.
		The system shall provide an ability to indicate that an investigative lead was not considered for additional investigation and the reason it wasn't considered for additional investigation.
		The system shall provide an ability to manually assign an investigative lead to the Investigative Services Bureau (ISB) agent who created the lead.
		The system shall provide an ability to manually put an investigative lead into a pool of investigations for assignment to an ISB agent.
		The system shall provide an ability to automatically prioritize the order of the investigative leads in the investigation pool based on user defined business rules.
		The system shall provide an ability to manually prioritize the order of the investigative leads in the investigation pool.
		The system shall provide an ability to automatically assign an investigative lead from the investigation pool to an ISB agent based on user defined business rules.
		The system shall provide an ability to manually assign or reassign an investigative lead to an ISB agent or put the lead back in the investigation pool.
		The system shall provide an ability to automatically create an audit case for an investigative lead assigned to an ISB agent based on user defined business rules.
		The system shall provide an ability to manually create and manage an ISB case for an investigative lead assigned to an ISB agent.
		The system shall provide an ability to manually create link between related ISB cases or remove an existing link.
		The system shall provide an ability to indicate on an audit case the type of audit that will be performed.
Legal Support	Manage Investigative Cases	The system shall provide an ability to add notes or comments to an investigative lead.
		The system shall provide an ability to route an investigative lead where the customer is involved in criminal or fraudulent activity to legal support.

Motor Vehicle Requirements - Legal Support

Process Type	Process	Requirement
		The system shall provide an ability to route an investigative lead without criminal or fraudulent activity for further processing.

Motor Vehicle Requirements - General

Process Type	Process	Requirement
Address	Capture Mailing Address	The system shall provide a capability to capture a special mailing address for issuance of a specialty plate to be anywhere within or outside of South Dakota including international addresses, APO, mailboxes etc.
Fee Only Transaction	Process Fee Only Transaction	The system shall permit users to perform fee only transactions. These are transactions that are designated in the system to only collect money and there is no other information tied to them besides the customer. Such requests would be records requests, county administrative fees, manual applications.
		The system shall allow permissioned users to create a fee transaction and assign which fees and amounts are associated.
Code Tables	Manage Code Tables	The system shall provide permissioned users with an ability to modify certain information such as vehicle makes, vehicle models, lienholder information (master list), fees, etc as needed.
Troubleshooting	Shadow System User or Customer	The system shall provide to emulate system user (dealer agent) or shadow system user (dealer agent) to help resolve issues or questions.
		The system shall provide to emulate portal user (customer) or shadow portal user (customer) to help resolve issues or questions.
Scanning	Scan Document	The system shall provide an ability to scan documents at various point throughout the process and link them to the vehicle or customer record or both.
History	Maintain History	The system shall maintain a complete history (create, access, update, purge, archive) associated with customer, vehicle, permits, user etc., that can be tracked and researched by users.
Operational Work Queues	Manage Operational Work Queues	The system shall provide an ability to the authorized user to create various work queues that will house work that needs to be completed.
		The system shall provide an ability to the authorized user to maintain various work queues that will house work that needs to be completed.
		The system shall have capability to support individual work queues for various tasks, such as, permit, county office, title processing, plate approval processing etc.
		The system shall automatically assign items to work queues based on business rules.
Help section	Provide Help	The system shall have a help section that will be available for users to reference for training or questions that will be reviewed and updated on a regular basis.
		The system shall ensure that the help section will be searchable within and outside the transaction.
		The help section shall be able to be updated by permissioned users.
Archive records	Manage Record Archival	The system shall have an ability to archive records throughout the system, automatically and manually based on business rules. An archived record is a record that doesn't appear on main page or main searches. These records shall be hidden from main searches but still available to view if needed based on special selections by users.
		Archived records shall only be viewable to permissioned users.

Motor Vehicle Requirements - NMVTIS

Process Type	Process	Requirement
NMVTIS	General	The system shall be implemented as a Fully Integrated Online, web-based solution as part of the NMVTIS implementation solution, and follow the guidelines provided by AAMVA for NMVTIS implementation.
NMVTIS	Conduct Analysis Phase	The vendor resources along with the state SME and IT resources shall analyze the existing legacy systems and the requirements of needed NMVTIS implementation.
		During the analysis phase the vendor shall define the need for any new data elements or modifications to existing data elements, and also identify the scope of user training needed for the new implementation.
		The system storage/archive requirements and existing network connectivity shall be analyzed to determine whether capacity, availability, and scalability modifications are required.
NMVTIS	Perform Data Synchronization (Data Sync)	It is an expectation that the title data from the State of South Dakota should match title data on the NMVTIS Central Site. However, over time for a variety of reasons, the data may differ. The "Data Sync" shall be performed to compare NMVTIS data with the South Dakota's data and to correct and restore NMVTIS data to that of the South Dakota's data.
		The "Data Sync" process shall be conducted to analyze any data integrity issues in its current or legacy systems and assist with the design of the new titling system. Initial load files shall be used for this process.
		As part of "Data Sync" process the data shall be loaded in data in batch mode into the new DOR-MVD system. Then a "Data Sync" shall be performed to load any data to reconcile the gap between the initial load date and the go-live date.
NMVTIS	Prepare Design Documentation	A Technical Design Document is documentation shall be prepared to include: <ul style="list-style-type: none"> • Implementation approach, • The transaction workflow, • Equipment needs, • The number of transactions expected daily for capacity planning, and • Operational requirements.
		The created Technical Design Document shall be reviewed with the AAMVA QA and Business Solutions teams.
		As part of the technical design changes to the Motor Vehicle database and network connectivity, if any, shall be identified. The training plan for the SD help desk and titling agents shall be created, and help desk duties shall be identified.
NMVTIS	Establish Connectivity with AAMVA	A following tasks shall be performed to establish connectivity with AAMVA systems: <ul style="list-style-type: none"> • Establish Network Connectivity (AAMVANet) • Set Up & Test State Web Services Interface • Set Up & Test Secure FTP Connectivity • Set Up Test Environment

Motor Vehicle Requirements - NMVTIS

Process Type	Process	Requirement
NMVTIS	Complete Programming of the System	The programming / coding tasks for the design of the NMVTIS implementation shall be completed within the time period as stipulated by the AAMVA guidelines and shall be kept ready for testing.
NMVTIS	Conduct Internal Testing	As part of the internal testing of the new application, the program changes shall be tested at the unit, program, and application levels within the State of South Dakota system implementation.
		Once this testing is complete, the vendor shall help with the review its processes with AAMVA by giving a system demonstration.
		As part of internal system the following tasks shall be completed: <ul style="list-style-type: none"> • Create Internal Test Plan/Test Cases • Perform Internal Testing Batch/Online • Deliver Test Completion Status • Attend Meetings to Provides Overview of New Titling System for South Dakota
NMVTIS	Perform Initial Batch Load Structured Tesing	The Initial Batch Load Structured Testing involves taking the existing South Dakota title record files and planning, preparing, and testing them for implementation of NMVTIS. These files shall be obtained from the legacy SDCARS system and other locations where titling records are maintained. Note: These files shall no longer be used once the rewrite/modernization is completed.
		As part of internal Initial Batch Load Structured Testing the following tasks shall be performed: <ul style="list-style-type: none"> • Create and Review Initial Load Test Plan • Conduct Batch Initial Load Testing • Send Dry Run Full Initial Load Files to AAMVA • Work with AAMVA team with the task Analysis/Validation of Dry Run Initial Load Files
NMVTIS	Perform Structured Testing	Structured testing involves testing transactions against the results that the state of South Dakota provides for specific scenarios in NMVTIS. AAMVA will check the data received from the test scenarios with the actual data the provided by South Dakota. If the two results match, then the test is successful. If there is not a match, the South Dakota and AAMVA team must work on a resolution to the scenario so that South Dakota is certified by AAMVA. The vendor shall support the state in performing structured testing and resolution of data discrepancies.
		The vendor shall work with the state to ensure that newly developed Motor Vehicle application is certified by AAMVA.
NMVTIS	Complete Pre-implementation Tasks	The vendor shall work with the state in planning for pre-implementation which shall include the creation of a procedure guide for handling NMVTIS inquiries and updates in the titling process, and training the agency employees on NMVTIS processes.
NMVTIS		As part of Pre-Implementation Tasks, the vendor shall work with the state to: <ul style="list-style-type: none"> • Create and Review Implementation Plan • Establishe NMVTIS Help Desk • Create NMVTIS Procedures Guide • Train Users on NMVTIS transactions

Motor Vehicle Requirements - NMVTIS

Process Type	Process	Requirement
NMVTIS	Implement in Production	As part of production implementation task the vendor shall help state prepare the initial load file to be sent to AAMVA.
		As part of product implementation task the vendor shall help state processes backlog of state held Update Load Files in NMVTIS to be sent to AAMVA.