

*This Process Catalog documents DOR's current business processes along with notable batch process and some general system requirements. For the DOR-MVD System modernization project this catalog is intended to define the required scope of the System. Existing business processes are expected to evolve and improve to meet DOR needs and the capabilities of the new system.*

| Subject Area     | Process Type | Process Name                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Channel                            |
|------------------|--------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Customer Manager | New Customer | Create New Customer                | <p>The system creates a new customer record with a unique identification number when no matching records are found. Customers will be divided into distinct but similarly managed categories: Individual, Company/Business, Government Agency and Trust. While specific information will be managed for each type of customer, the same basic functions and services will apply consistently to both. The new customer will be assigned a unique identification number that they will retain for the life of the record in the system. The customer will be created with the required demographics information and will have an option to include multiple contact details.</p> <p>For all customers, mailing address and County of vehicle registration is captured, which has to be a South Dakota County. For each customer name and ID type is captured. ID type captured may be SD ID or DL, SSN or FEIN, as applicable. Only SD ID and DL are verified through the web interface to DL system (Dept of Public Safety). Currently, customer may also have physical address, phone, e-mail, delivery method for correspondence (at registration renewal), customer creation timestamp and last updated timestamp.</p> <p>Tribes are identified as government agency. There are 9 tribal agencies in SD. All tribes are listed under government agency as they get same exemptions as the government agencies. Main tribal entities are listed under government entities. Some smaller business with tribe name may be listed as company. Each customer is assigned a 7-digit unique ID, also known as DMB number, which the customer can use to create a portal account. Some customers which were converted from prior legacy system may not have DMB number assigned to them.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Existing: Agency, County Treasurer |
| Customer Manager | Search       | Search Customer                    | <p>The system provides the capability to search for customers. If not found, the system provides a message to this effect and provides capability to create new customer. If found (an existing customer), the system displays 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 is displayed. If the number of records matching the criteria is large, the user will be required to refine search criteria to narrow the search results to set limit. Search criteria includes customer type and name of customer. There is advanced search capability using the customer's address. Dealers can be searched using dealer number. There is an ability to search using partial name of the customer. There is also capability to search the customer using email, but capability is limited to central office only. There is capability to search customer and their information using VIN and other vehicle parameters, placard number etc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Need customer search capability using phone and email for all relevant users of the system. The agency staff can only search one customer type at one type. Need ability to search multiple customer types at the same time, if the customer is the same.</p> <p>Need ability to search by vehicle type. Other vehicle searches, such as VIN and other vehicle parameters, placard number etc. currently exist.</p> <p>Need an ability to display a map (Google/Bing) of the address, when it is searched.</p> | Existing: Agency, County Treasurer |
| Customer Manager | New Customer | Create Portal Account for Customer | <p>The customer has capability to create a portal account using their DMB number, which is a unique 7-digit identifier assigned to the customer when the new customer is created in the DOR/MV (SDCARS) system. Using this portal account, customer can change their address, check status of their product, such status of title, placard, plates and stickers. The in-state (South Dakota) customer using portal account can perform transactions such as, renew registration, update their customer record, file report of sale, obtain seller's permit, archive a vehicle, request a duplicate title and request a license plate replacement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Need ability for the out of state customer to use portal (or Kiosk) and allow following transactions:</p> <ul style="list-style-type: none"> <li>Renew registration</li> <li>Update their customer record</li> <li>File report of sale</li> <li>Obtain seller's permit</li> <li>Archive a vehicle</li> <li>Duplicate title</li> <li>License plate replacement</li> </ul>                                                                                                                                       | Web                                |
| Customer Manager | Search       | Search Vehicle                     | <p>The vehicle information can be searched using VIN, title number, registration number, customer number and other vehicle parameters.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Need capability to search using vehicle type.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Existing: Agency, County Treasurer |

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| Customer Manager | Alert                                | Add Alert on Customer Account                               | An alert is added to customer's record for one or more reasons. The reasons typically include waiting for a correspondence from the customer, insufficient funds and customer is referred to Obligation Recovery Center (ORC – Collection Center).                                                                                                                                                                                                                                                                                                                                                                                                       | Creating a pre-defining list of alerts and ability to a new alert definition to this list | Existing: Agency, County Treasurer                     |
| Customer Manager | Alert                                | Remove Alert on Customer Account                            | An alert on the customer's record may be removed manually or by the system. Once the correspondence is received from the customer, the system automatically removes correspondence related alert from the customer's record. When an update from Obligation Recovery Center (ORC – Collection Center) is received, the system automatically removes this alert from the customer's record. Insufficient funds and other others may need to be removed manually by the agency staff.                                                                                                                                                                      |                                                                                           | Existing: System, Agency, County Treasurer             |
| Customer Manager | Block                                | Add Block on Customer Account                               | A block may be added to customer record for one or more reasons. The reasons typically include Financial Responsibility (FR), customer owing money to DOR, Motor Carrier related obligations, non-payment for registration.                                                                                                                                                                                                                                                                                                                                                                                                                              | Creating a pre-defining list of blocks and ability to a new block definition to this list | Existing: Agency, County Treasurer                     |
| Customer Manager | Block                                | Remove Block on Customer Account                            | A block on the customer's record may be removed manually or by the system. Once payment and other obligations are completed by the customer, the system in some cases or agency staff may go clear the block on the customer's record.                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                           | Existing: System, Agency, County Treasurer             |
| Customer Manager | Update Customer                      | Update Customer Information - Self-service using DOR Portal | The customer will be able to update their information such as their mailing and physical address, email, phone number using the DOR website by logging to their portal account. Note: The customer will need to an active DOR customer with valid credentials to logon using DOR portal.                                                                                                                                                                                                                                                                                                                                                                 |                                                                                           | Existing: Web                                          |
| Customer Manager | Update Customer                      | Update Customer Information - At Office Location            | The agency staff or the County staff will be able to update the customer's information, such as name changes, ID type and ID information, and other customer information that the customer requests.<br>The customer may contact to have their information updated using mail or phone or in person.<br>Customer may need to furnish some supporting documents to change their information.                                                                                                                                                                                                                                                              |                                                                                           | Existing: Agency, County Treasurer                     |
| Customer Manager | Update Customer                      | Account Password Management                                 | The customer will 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 is created, which the customer will need to change when they logon to their account.                                                                                                                                                                                                                                                                                         |                                                                                           | Existing: Agency, Phone; Future: Web                   |
| Customer Manager | Track Status of Product and Services | Track Status of Product and Services                        | Customer can track the status of their transactions by logging on to their account in the system. The agency staff and County staff can check the status of customer's product or transaction and provide the information.                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                           | Existing: Agency, County Treasurer, Phone; Future: Web |
| Customer Manager | Merge Customer                       | Merge Customer Records                                      | Using the system, Agency staff can merge two or more customer records into one customer record. If the customer is assigned a unique identification number, the records with the unique numbering scheme will be merged under this unique identification number. The customer record merge will 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 will result in a notification to the customer. The merging of records will maintain the history of original records. |                                                                                           | Existing: Agency                                       |
| Customer Manager | Unmerge Customer                     | Unmerge Customer Records                                    | The system will unmerge merged records into its original records. The customer record unmerge will 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 will result in a notification to the customer. The unmerging of records will maintain the merge history, if this information is needed in future or for reference.                                                                                                                                                 |                                                                                           | Existing: Agency                                       |

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| Motor Vehicle | Disability Portable Certificate/Placard | Issue New Portable Certificate/Placard - Portable Disability Certificate for Individual                  | <p>This process describes issuance of a new portable disability certificate/placard to an individual.</p> <p>Placards are of 2 types:</p> <ul style="list-style-type: none"> <li>- Permanent - issued for a period of 5 years</li> <li>- Temporary - issued up to a period of 1 year</li> </ul> <p>Individual can be issued up to a maximum of 2 permanent or 1 temporary placard. This is irrespective of disability plates issues to the vehicles they own.</p> <p>Permanent and temporary follow the same process, except the duration.</p> <p>The medical certificate has to be provided for requesting a portable certificate/placard for the initial application. Currently the medical certificate is part of the application form.</p> <p>The customer requesting portable certificate/placard has to be a South Dakota resident.</p> <p>There are no fees assessed for issuance of portable certificate/placard.</p> | <p>The application for initial application and renewal needs to be available online for permanent placards.</p> <p>State is exploring possibility of renewing placards using Kiosk, not the initial application.</p> | Existing: County Treasurer, Mail, Agency |
| Motor Vehicle | Disability Portable Certificate/Placard | Issue New Disability Plate / Portable Certificate (Placard) - Disability Plate for Organization          | <p>This process describes issuance of a new disability plate to an organization which is a nursing home or nursing facility. Nursing home or nursing facility may also be issued portable certificate/placards.</p> <p>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.</p> <p>There are no fees assessed for issuance of portable certificate/placard.</p>                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      | Existing: County Treasurer, Mail, Agency |
| Motor Vehicle | Disability Portable Certificate/Placard | Issue New Portable Certificate/Placard - Disability Portable certificate/Placard for Organization        | <p>This process describes issuance of a new placards to an organization (e.g. non-profit, licensed hospitals).</p> <p>Organizations that are not nursing home or facilities are eligible to receive only placards. No plates are issued to these organizations.</p> <p>The placards issued to organizations are all permanent.</p> <p>Maximum number of placards issued to organization is limited to the number of vehicles titled to them.</p> <p>The organization will need have a presence and physical location in South Dakota.</p> <p>There are no fees assessed for issuance of portable certificate/placard.</p>                                                                                                                                                                                                                                                                                                     | <p>The application for initial application and renewal needs to be available online for permanent placards.</p> <p>State is exploring possibility of renewing placards using Kiosk, not the initial application.</p> | Existing: County Treasurer, Mail, Agency |
| Motor Vehicle | Disability Portable Certificate/Placard | Issue Replacement Disability Portable Certificate                                                        | <p>Here a replacement disability portable certificate is issued to the customer as a replacement to the disability portable certificate that was reported as lost, stolen, damaged or mutilated.</p> <p>The customer will need to provide documented proof for lost or stolen portable disability certificate, such as certified statement.</p> <p>Customer will need to return the damaged or mutilated placard to their respective county treasurer location.</p> <p>Replacement disability portable certificate will not have same number as the original portable certificate.</p> <p>There are no fees assessed for replacement of portable certificate/placard.</p> <p>When a replacement placard is issued, the old placard number should be expired by the system.</p>                                                                                                                                                | <p>When the customer returns the mutilated or damaged placards at the county location, county treasurer needs to record in the system the reason and the product that was returned.</p>                              | Existing: County Treasurer, Agency       |
| Motor Vehicle | Disability Portable Certificate/Placard | Correct Disability Portable Certificate/Placard - Disability Portable Certificate/Placard for Individual | <p>In this process, a correction may be made to Disability Portable Certificate/Placard information. A correction may be required 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. Correction may be requested at any Agency office location (including County Treasurer location).</p> <p>A correction may result in issuance of a new Disability Portable Certificate/Placard.</p> <p>There are no fees assessed for correcting the portable certificate/placard.</p>                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                      | Existing: Agency, County Treasurer, Mail |

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| Motor Vehicle | Disability Portable Certificate/Placard | Correct Disability Portable Certificate/Placard - Disability Portable Certificate/Placard for Organization | In this process, the correction to a disability portable certificate / permanent placard for organization is processed. The correction may result in issuance of a new disability portable certificate and registration documentation.<br>The correction may be required if the Agency staff made a data entry error or customer requested a correction of their disability portable certificate/placard and registration documentation.<br>The corrections can be requested at an Agency office location, including County Treasurer location.<br><u>There are no fees assessed for correcting the portable certificate/placard.</u> |                                                                                                                                                                               | Existing: Agency, Mail, County Treasurer |
| Motor Vehicle | Disability Portable Certificate/Placard | Recall Disability Portable Certificate/Placard                                                             | In this process, disability plates or placards may be recalled if there is a complaint. The division will do the investigation on the complaint and may recall the placards issued to the customer, if the complaint is valid.<br>Investigations is done by the fraud unit. The fraud unit is part of the Motor Vehicle division. Recall will cancel the placards on the system. The placard will be inactivated.                                                                                                                                                                                                                     |                                                                                                                                                                               | Existing: Agency                         |
| Motor Vehicle | Disability Portable Certificate/Placard | Return Disability Portable Certificate/Placard                                                             | In this process, the return of the disability portable certificate/placard from the customer is processed.<br>The return of product(s) will inactivate the product(s) issued to the customer in the system.                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                               | Existing: Agency, Mail, County Treasurer |
| Motor Vehicle | Disability Portable Certificate/Placard | Void Disability Portable Certificate/Placard                                                               | In this process, disability portable certificate/placard from the customer is voided. The void of product will invalidate the products issued to the customer in the system. The void capability needs to be made available at both the Agency and County Treasurer locations.<br>Void at Agency and county Treasurer location may need to be restricted to a specific duration.                                                                                                                                                                                                                                                      |                                                                                                                                                                               | Existing: None                           |
| Motor Vehicle | Disability Portable Certificate/Placard | Renew Disability Portable Certificate/Placard                                                              | In this process, the disability portable certificate/permanent placard is renewed for the customer for additional five (5) years.<br>The customer will need to request the renewal of permanent placards issued to them in person or by mail.<br><u>There are no fees assessed for renewing the portable certificate/placard.</u><br>No new medical certificate is required for renewing permanent placard.<br>A new permanent placard is issued every 10 years. At this time, the old placard number should be expired by the system.                                                                                                | The application renewal needs to be available online for permanent placards.<br>State is exploring possibility of renewing placards using Kiosk, not the initial application. | Existing: County Treasurer, Mail, Agency |

| Subject Area  | Process Type           | Process Name                                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Improvement                                                                                                                                                                                                     | Channel                                    |
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| Motor Vehicle | Dealer Vehicle License | Issue New Dealer Vehicle License                              | <p>In this process a new dealer vehicle license will be issued to an applicant once the requirements are met and appropriate supporting documentation is provided. The same process will be used for issuance of dealer vehicle license to be a dealer of motor vehicle, boat, trailer, motorcycle and off-road vehicles, snowmobile, emergency (these sell ambulances, fire trucks), final stage manufacturers (add additional equipment to vehicle) and manufactured homes. The license may include the capability to sell both new and/or used vehicles.</p> <p>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 months.</p> <p>For issuance of dealer vehicle license the applicant will need 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 also need to provide all owners information along with their IDs. The applicant also will need to provide information of their agents, including their IDs who they want to authorize to sign the title paperwork to Motor Vehicle division. This information is maintained in along with the dealer license.</p> <p>Prior to issuance of actual dealer vehicle license and assigning a dealer number to the applicant, the steps defined in the child processes 'Test Dealer Vehicle License Applicant' and 'Conduct Dealer Site Visit' have to completed in that order.</p> <p>As a final step issuance of the dealer vehicle license, the dealer is assigned a valid user-id and password into the system.</p> <p>A fee will be charged for new dealer license depending on the type of dealer license.</p> <p>Note: If any owner has one or more motor vehicle felonies, then they could be turned away from the license.</p> <p>Note: Dealer vehicle license expires at the end of the month.</p> | As issuance of dealer vehicle license is a multi-step, this process should be set up as the workflow management, and a notification is generated to perform the next step, once the previous step is completed. | Existing: Agency, Mail; Future: Web        |
| Motor Vehicle | Dealer Vehicle License | Test Dealer Vehicle License Applicant                         | <p>In this process, once the applicant's dealer vehicle license application and supporting documents are verified, the new licensee is sent to a link where to find the dealer manual and the applicant is notified that they need to take the test in Learning Management System (LMS) prior to issuance of the dealer vehicle license.</p> <p>Note: This process is a child process of 'Issue New Dealer Vehicle License'</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Verification of document should automatically generate a notification to dealer manual link and LMS training that the dealer needs to take.                                                                     | Existing: Agency                           |
| Motor Vehicle | Dealer Vehicle License | Conduct Dealer Site Visit                                     | <p>In this process, once the applicant has completed taking a test in LMS system, the agency staff sets up time meet the dealer vehicle license applicant. During the visit at the applicant's site, the applicant is trained, the test is reviewed, and the facility is inspected.</p> <p>Note: This process is a child process of 'Issue New Dealer Vehicle License'</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                 | Existing: Agency                           |
| Motor Vehicle | Dealer Vehicle License | Renew Dealer Vehicle License and Plates                       | <p>Here the dealer will be able to renew their dealer vehicle license and dealer plates issues to them. The request can be made at an Agency office location, via mail or over the web. The applicant will be charged a fee for renewal of their dealer vehicle license and all the dealer plates that are issued. The licensee will need to renew their license on a yearly basis prior to expiration of their license. The licensee can renew about three months prior the expiration of their license.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                 | Existing: Agency, Mail; Future: Web, Kiosk |
| Motor Vehicle | Dealer Vehicle License | Generate Renewal Notice for Dealer Vehicle License and Plates | <p>Here the renewal notices are generated and sent to the dealer vehicle licensee three months prior to their expiration of their license. The renewal notice will be sent per the communication preference specified by the licensee.</p> <p>If the licensee has a portal account or account with DOR, the notice will be visible on their account along with the expiration of their license.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                 | Existing: Mail; Future: Web                |

| Subject Area  | Process Type           | Process Name                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Improvement | Channel                            |
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| Motor Vehicle | Dealer Vehicle License | Issue Dealer Plates                                                      | <p>In this process, one or more dealer plates are issued to the dealer vehicle licensee. These plates are linked to licensee's account and not to any specific vehicle. There is no limit on number plates that the dealer can request. There is a fee assessed for each plate that is requested by the dealer.</p> <p>The dealer plates can be requested during the initial application (or during renewal of their license). The dealer plates will expire at the same time as the dealer vehicle license.</p> <p>The dealer plates can be requested at any time per the needs of the dealer. The dealer plates requested at any time the license is active (not expired), the plate will still expire along with the dealer vehicle license and fees charged will be prorated for the time period issued.</p> |             | Existing: Agency                   |
| Motor Vehicle | Dealer Vehicle License | Expire Dealer Vehicle License                                            | <p>In the process, the dealer vehicle license and plates issues to dealer will be automatically expired by the system, if the license and plates are not renewed before the expiration date of dealer vehicle license and plates. appropriate fees are not paid to DOR.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             | System                             |
| Motor Vehicle | Dealer Vehicle License | Update Dealer Vehicle License - Change to Dealer Information Except Name | <p>In this process the dealer vehicle license information is updated.</p> <p>In this variation, the changes are recorded 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 name change to the dealer.</p> <p>A fee may or may not be charged for this update.</p> <p>Note: Currently, the dealer can themselves update the bond and title paperwork authorized signer information. For other updates the DOR staff will need to be contacted.</p> <p>A fee may or may not be charged for this update.</p>                                                                                              |             | Existing: Agency                   |
| Motor Vehicle | Dealer Vehicle License | Update Dealer Vehicle License - Dealer Name Change                       | <p>In this process the dealer vehicle license information is updated.</p> <p>In this variation, dealer will need to send the name change request in writing to DOR. The application to change the name of the dealership will need to be signed by all owners of the dealerships. The application must include the updated bond and insurance information with the new dealership name.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |             | Existing: Agency                   |
| Motor Vehicle | Dealer Vehicle License | Update Dealer Vehicle License - Dealer Ownership Change                  | <p>In this process the dealer vehicle license information is updated.</p> <p>In this variation, when the dealer vehicle licensee request that owners be changed, it will result in notifying the dealer to request a new dealer vehicle license. The process defined in 'Issue New Dealer Vehicle License' will need to be followed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |             | Existing: Agency                   |
| Motor Vehicle | Dealer Vehicle License | Receive a Complaint on a Dealer                                          | <p>In this process, a complaint received on a dealer is recorded in the system. The complaint could be received from a customer, who can call DOR with the dealer complaint. A complaint can also be received from law enforcement or AG's office, electronically or on paper. Someone could record a complaint on a dealer on the DOR portal. A complaint could be received as part of the audit of the dealership, and also from other dealers.</p> <p>Electronically received complaint should be linked to dealer's record and forwarded for review to the authorized DOR staff. A complaint received on paper will need to be manually recorded in the system.</p>                                                                                                                                          |             | Existing: Agency, Mail, DOR Portal |
| Motor Vehicle | Dealer Vehicle License | Record Violation on a Dealer                                             | <p>In the process, the complaint received is reviewed by an authorized DOR staff if this is a violation. If the complaint meets the criteria to be a violation, then a violation record is created and linked to the dealer's record.</p> <p>The violation record will create a report and send it to the legal team for review.</p> <p>Additionally, it will generate a correspondence to the dealer letting them know about the violation that is assessed to them. Depending on the number of violations, the dealer license may be suspended, or revoked, or monetary penalties may be assessed.</p>                                                                                                                                                                                                         |             | Existing: Agency                   |

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| Motor Vehicle | Dealer Vehicle License | Track Dealer's Portal Usage Fee          | In this process, the system will need to track dealer's portal usage and number of title transactions performed. On the first of every month, the system will need to count all the title transactions performed from the previous assessment/payment and assess the fee for portal usage. Currently \$.25 per transaction charged to dealer for portal usage for each title transaction (new title application and amend title transaction are treated as two different transactions). Once the portal usage fee amount reaches certain threshold amount (currently \$50.00), a notification will be generated and sent to the dealer. The dealer has option to pay this amount to DOR. Once the amount reaches the threshold amount, then the dealer has till the end of that month to pay this amount. After the end of the month the dealer account is charged interests and penalties.<br>Note: Some dealers may not reach this threshold every month.                                                                                                                                                                                                                                                                                                                                                                                           | This needs to be automated system function without the involvement of DOR staff.                                                                     | System           |
| Motor Vehicle | Dealer Vehicle License | Administer Dealer Vehicle Licensee       | In the process, the authorized DOR staff will have ability to perform various administrative functions for dealer vehicle licenses. These include but not limited to:<br><ul style="list-style-type: none"> <li>Monitoring of dealers, their requirements, bonds, plates, fees owed etc.</li> <li>Generating various reports, such as inspection type by dealer agent</li> <li>Tracking payment history from the dealer, which is currently received from US bank</li> <li>Approval of Dealer license – This should be a workflow as part of the dealer licensing process.</li> <li>Linking accounts of dealer license – There is a possibility that one titling agent may be working under multiple dealer licenses</li> </ul> Note: Additionally, a special administrative role may be required to assign permission to dealer system (or similar system) to agency employees to the various parts of the system. This will need to be role-based security and permissions.                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                      | Existing: Agency |
| Motor Vehicle | Title                  | Enter Application for New Title – Dealer | In this process, the dealer will be able to enter an application for new title for the vehicle sold to the customer. The dealer must be able 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, value of the vehicle along with options and upgrades, and issue a 45-day temporary registration to drive the vehicle off their lot. Once the information entered is and they are ready to send application for new title to County office or state office, they create the record and the status is 'Dealer Pending'.<br>Note: The dealer will give the paperwork to the customer to be taken to their county of residence or may directly send to the county office. Currently, the customer has 45 days to submit the paperwork to the County office.<br>Note: Currently, the dealer enters data in the Dealer System (RV75). Once the status is 'Dealer Pending', the dealer system transfers the title application to Motor Vehicle (SDCARS) system with the status of 'Dealer Pending'.<br>Note: If the title application is for an exempt vehicle (Government entities), certain tribes, or needs an apportioned plate, then the application paperwork is directly sent to state office, and not to the county office. |                                                                                                                                                      | Existing: Agency |
| Motor Vehicle | Title                  | Amend Application for New Title – Dealer | In this process, the dealer can amend the application for new title in the system and re-submit the record and the status will remain 'dealer pending'. Currently, the amend of the title application is allowed until mid-night of the day of transaction.<br>Dealer cannot cancel or delete a transaction during the amend process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | In future, the dealer may be allowed to amend the application multiple times and amended period may extend to few days, as configured in the system. | Existing: System |

| Subject Area  | Process Type | Process Name                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Improvement | Channel                                    |
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| Motor Vehicle | Title        | Process New Title Application - Process Title Application at County Office      | <p>In this process, the agent at the County Treasurer office receives the title paperwork for the vehicle purchased or to be transferred to the new owner of the vehicle. The hard-copy paperwork may be received at the county office by customer (vehicle owner) bringing in the paperwork or dealer sending paperwork (could be mail or in-person). If the vehicle is sold from one SD owner to another SD owner, then purchaser will need to bring the paperwork at the county office.</p> <p>When the paperwork is received in the county office, the county agent verifies, if the title transaction is in the DOR system (SDCARS). If the title transaction exists in the system, then transaction details are reviewed and verified with the hard-copy paperwork. The agent makes necessary changes and corrections to the title transaction, collects the applicable excise taxes and changes the status of the title transaction to 'County Pending'. Prior to accessing the transaction, the county agent verifies that the transaction is in 'Dealer Pending' status.</p> <p>When the paperwork is received in the county office, the county office agent does not find the title transaction is in the DOR system (SDCARS), the county agent enters the title transaction in the system as defined in child process 'Capture Title Transaction Details', collects the applicable excise taxes and changed the status of the title transaction to 'County Pending'.</p> <p>The county office sends the paperwork to DOR central office (Motor Vehicle division) via mail.</p> |             | Existing: County Treasurer                 |
| Motor Vehicle | Title        | Process New Title Application - Process Title Application at DOR Central Office | <p>In this process, the title paperwork is received at the DOR central office (Motor Vehicle division) via mail from the County Treasurer office. The agency staff verifies that the title transaction is in the DOR system (SDCARS) with 'County Pending' status.</p> <p>Once the agency staff receives title paperwork from the County Treasurer office, updates the status of the transaction in system to 'State Pending'. The title transaction is then put in appropriate queue to be processed by the title processor.</p> <p>The system conducts the NMVTIS check (real-time interface with NMVTIS) at the backend and keeps it ready for the title processor to review prior to issuance of the title.</p> <p>The title processor, reviews and verifies the title paperwork, makes any changes as appropriate. The title is sent to printing batch queue to be printed overnight.</p> <p>Note: If the paperwork is directly received at the state office from the dealer or customer, and the agency staff does not find the title transaction is in the DOR Motor Vehicle system (SDCARS), the agency staff enters the title transaction in the system as defined in child process 'Capture Title Transaction Details', collects the applicable excise taxes and changes the status of the title transaction to 'State Pending'.</p>                                                                                                                                                                                                                                            |             | Existing: Agency                           |
| Motor Vehicle | Title        | Capture Title Transaction Details                                               | <p>In this process, the county office agent must be able 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, value of the vehicle along with options and upgrades as part of the title transaction. The county office agent must have capability to accurately calculate the excise tax, including any out of state paid excise tax credit, and title fee.</p> <p>Trade-in Vehicle: SD allows multiple vehicles to be traded-in and provide credit for all these vehicles. Anything that is tangible can be used as trade-in.</p> <p>Out of state transfer: Some states' do not have a title, then only registration record is received. Currently, in this scenario, SD will issue a new title to this vehicle. If the previous title record is provided, then that information is captured and checked with NMVTIS.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |             | Existing: Agency, County Treasurer, System |



| Subject Area  | Process Type | Process Name                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Improvement                                                                                                                                                                                                                                                                                                                                         | Channel                            |
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| Motor Vehicle | Title        | Maintain Excise Tax Calculation and Waivers | <p>Vehicle value for Excise Tax: The vehicle value is the purchase price of the vehicle, including all options. Value of all traded-in vehicles is deducted from vehicle value during excise tax calculation.</p> <p>Tax calculation for Title Transaction: An excise tax of 4 % is charged on vehicles. An excise tax of 3 % is calculated on the snowmobile and boats.</p> <p>Credit for excise tax: If the excise/sales tax paid is less than SD rate, then additional amount is collected on the current vehicle valuation.</p> <p>Tax calculation on manufactured home: During initial registration of manufactured home, an initial registration fee of 4 % charged on the valuation. If the manufactured home is owned by tribal member on tribal land, then excise tax charged is 11.25 % of 4 % on the valuation.</p> <p>Gift: If the vehicle is gift, then an exception code is added to the title transaction to waive the excise tax amount.</p> <p>Waivers: Certain vehicles owned by Government agencies, and organization with exemption may be waived from paying the excise tax. Above are examples of exemptions from excise tax, full list in attachments.</p>                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                     | Existing: Agency, System           |
| Motor Vehicle | Title        | Process Bonded Title                        | <p>In this process, the customer can request a bonded title for some old vehicle, which do not have title.</p> <p>The vehicle is verified by fraud unit and cleared. The fraud unit provides clearance letter to customer.</p> <p>Once the vehicle is cleared, the customer gets a bond (per the valuation provided by the fraud unit), then request a bonded title at the county office.</p> <p>A bonded title is issued for a period of three years.</p> <p>Note: If the vehicle is still titled to the same customer for three years, then the customer can apply for clear title after three years.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | When the customer requests a bonded title, the system can send an alert to the fraud unit about the vehicle valuation and send the required documentation to the fraud unit. After the fraud unit conducts their evaluation, the system can generate a letter/notification to the customer about bond requirement to proceed with the bonded title. | Existing: County Treasurer; Agency |
| Motor Vehicle | Title        | Assign Title Brand                          | <p>Here a vehicle is branded with one of the brands defined in the State statute. A branded title will be issued to this vehicle. The vehicle owner may need to provide documented proof why the vehicle needs a specific brand, including payments details. To be issued a branded title, the vehicle may need to be inspected by fraud unit depending on the situation. The application to brand a vehicle may be submitted at a central office location, mailed to a central office location, submitted through a county office or over the web with the ability to upload relevant document, which are verified by the Agency staff.</p> <p>A new SD-VIN may need to be assigned the vehicle and VIN plate is attached to the vehicle in some cases, such as 'REBUILT'.</p> <p>Brands currently supported in South Dakota are:</p> <ul style="list-style-type: none"> <li>• CLEAR – No brand is printed on title.</li> <li>• JUNKING CERTIFICATE</li> <li>• JUNKING CERTIFICATE - CARS</li> <li>• MANUFACTURER BUY BACK</li> <li>• MANUFACTURER BUY BACK - JUNKING CERTIFICATE</li> <li>• MANUFACTURER BUY BACK - REBUILT</li> <li>• MANUFACTURER BUY BACK - SALVAGE</li> <li>• PARTS ONLY</li> <li>• REBUILT</li> <li>• RECOVERED THEFT</li> <li>• SALVAGE</li> </ul> <p>After the brand assignment, the customer can apply for branded title at the county office.</p> |                                                                                                                                                                                                                                                                                                                                                     | Existing: Agency                   |

| Subject Area  | Process Type | Process Name                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Improvement | Channel          |
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| Motor Vehicle | Title        | Process New Title - Operation by Law    | In this process variation, a new title is processed on a vehicle without a title.<br>When a court order is issued for the vehicle, the vehicle does not have a title to start the title process. Customer or law enforcement will create an affidavit that the vehicle is acquired without a title.<br>Then a new title is issued to customer or law enforcement using this affidavit. The steps followed for issuing a new title are defined in 'Process New Title Application' and variation 'Process Title Application at DOR / Motor Vehicle new title'.                                                                                                                                                                                                                                                                                                                                  |             | Existing: Agency |
| Motor Vehicle | Title        | Process New Title - Repossessions       | In this process variation, the title requestor, who is usually a lender, must have an affidavit for repossession and paperwork with the security agreement and that the request is for repossession title.<br>Then a new title is issued to customer or lender using this affidavit. The steps followed for issuing a new title are defined in 'Process New Title Application' and variation 'Process Title Application at DOR / Motor Vehicle new title'.                                                                                                                                                                                                                                                                                                                                                                                                                                    |             | Existing: Agency |
| Motor Vehicle | Title        | Process New Title - Rebuilt and Kit     | In this process variation, customer must 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. The information is sent to fraud unit for inspection. The fraud unit will inspect the vehicle if the vehicle is complete.<br>A new SD-VIN is assigned the vehicle and VIN plate is attached to the rebuilt vehicle.<br>Then a new title is issued to customer with the Rebuilt brand. The steps followed for issuing a new title are defined in 'Process New Title Application' and variation 'Process Title Application at County Office'.<br>Note: If the customer brings Kit car for title, then the steps followed will be similar. If the vehicle does not have a serial number, then a new SD-VIN is assigned to vehicle and VIN plate is attached to the vehicle. |             | Existing: Agency |
| Motor Vehicle | Title        | Process New Title - Abandoned Title     | In this process variation, the title requestor which is usually a towing company, or their towed vehicle storage facility can request a title for abandoned vehicle. Here, the vehicle must be towed by a licensed towing agency. The requestor must first send a notice to owner and lien holder, if any to claim the vehicle within certain number of days. If vehicle is not claimed for certain number of days, then the title requestor can apply for abandoned title. The steps followed for issuing a new title are defined in 'Process New Title Application' and variation 'Process Title Application at DOR / Motor Vehicle new title'.                                                                                                                                                                                                                                             |             | Existing: Agency |
| Motor Vehicle | Title        | Process New Title - Unpaid Repair Bills | In this process variation, the title requestor, which usually a repair facility where the vehicle is brought in for repairs. When the vehicle is brought in for repairs and the repair bills are not paid, the repair facility send notice to owner and lien holder, if vehicle has lien. If the vehicle is not claimed with the payment of the repairs within certain number of days, the repair facility applies for a new title.<br>The steps followed for issuing a new title are defined in 'Process New Title Application' and variation 'Process Title Application at DOR / Motor Vehicle new title'.                                                                                                                                                                                                                                                                                  |             | Existing: Agency |

| Subject Area  | Process Type | Process Name                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Improvement                                                                                                                                                                                                                                          | Channel                    |
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| Motor Vehicle | Title        | Print Title and Send Lien Notifications           | <p>In this process, when the title processor completes the review and verification of the title paperwork and approves title to be printed, then the title is spooled into the title print queue for overnight printing.</p> <p>If the title transaction also has a lien on the vehicle, then title is maintained as eTitle (electronic title) and is not spooled into the title print queue. The lien notifications are sent to the lien holder electronically through the Electronic Lien service provider. Note: When there is a lien release or no lien on title, then the Title record is sent for printing. Currently, all titles with no lien are printed and sent to the vehicle owner (or any other customer, as appropriate).</p> <p>Note: Currently, the titles are batched in multiple print spools. The titles in special spool printed first and then rest of the titles are printed. The special spool for printing title includes which need to be handed to the customer in person or to be sent by FedEx.</p> <p>Note: Once titles are printed, they are mailed to the customer and ELT notifications are sent. If issues are found in the title during review of records/audit, then titles may be corrected, recalled and ELT notifications re-generated. Some verification is performed such as number of titles, control numbers are correctly printed etc. The titles are then sent to admin services to be mailed to customer. Stuffing in the envelop and mailing is performed using a machine.</p> | In future, when the lien is released, there will be no automatic title printing. The customer will need to request a paper title. For issuance of paper title, the customer may need to provide a valid reason, such as selling/moving out of state. | Existing: Agency           |
| Motor Vehicle | Title        | Un-Issue Title                                    | <p>In this process, there needs an ability for the title processor to remove the title from printing and put back to "State Pending" status.</p> <p>Currently, if the title processor finds that there is error or missing information, if they have already sent the title in the printing queue, then the title processor has ability to pull the title from the print queue, prior to start of printing (7 pm currently).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                      | Existing: Agency           |
| Motor Vehicle | Title        | Issue Duplicate Title                             | In this process, the customer can request a duplicate title by paying a duplicate title fee. The request for duplicate title can be made at the County Treasurer office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | In future the customer shall have ability to request duplicate title using the DOR portal or at any of the Kiosk. In this scenario, the duplicate title application will be directly received at the central office for processing.                  |                            |
| Motor Vehicle | Title        | Correct Title Record - At DOR MV Central Office   | <p>In this process, correction can be made to the title record at the DOR central office. The correction can be a Motor Vehicle division (MV) error or customer requesting amend to their title record.</p> <p>If MV or county error, then no money involved in the correction transaction. If customer requested correction, then a correction fee (currently \$10.00) may be charged.</p> <p>The title record is updated as appropriate. The customer may need to provide an affidavit for correction to their title, depending on the error to be corrected. Some error fixes may need be reported to NMVTIS and CARFAX.</p> <p>If there is a paper title issued to the customer, then customer must return the paper title to MV. The correction will result in new paper title being issued to customer. If there is an electronic lien, the only title record is fixed in the system and lender will receive a message about corrected title record. No paper title is printed, if there is a lien. If the lien is amended / released, then paper title will be printed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      | Existing: Agency           |
| Motor Vehicle | Title        | Correct Title Record - At County Treasurer Office | <p>In this process, correction can be made to the title record at the county office. The correction is usually performed when the customer requesting amend to their title record.</p> <p>At the county office, the staff will try correcting information, if they can. They will collect the correction fee. After the correction, the paperwork is sent to DOR central office (MV) with the status of 'County Pending'. If the correction can't be completed, then paperwork is sent to DOR central office (MV) with status of 'To Attention Corrections'.</p> <p>After paperwork is received at DOR central office (MV), the remaining title record correction processing will be completed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                      | Existing: County Treasurer |

| Subject Area  | Process Type | Process Name                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Improvement                                                                                                                                                                                                                            | Channel                  |
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| Motor Vehicle | Title        | Void Title Transaction                               | Here the title transaction is voided if the customer does not wish to continue with the transaction or the transaction is pending for a long period of time. The pending period may be configurable by the user.<br>This may happen in some rare cases. But there should be an option in the system to void the title transaction, if needed. If the issued title is voided, then it will need to be communicated to NMVTIS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                        | Existing: Agency, System |
| Motor Vehicle | Title        | Recall Title                                         | In this process, the titles that are recalled are flagged with a "Stop" in the system and a hold is placed on their title and registration for that record. The title recalls are done if there are corrections to be made to the title or if the title is issued in error, or fraud is detected after title issuance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                        | Existing: Agency         |
| Motor Vehicle | Title        | Suspend Title                                        | In this process, the title or title transaction is suspended if fraud detected in the title paperwork submitted for issuance of title or after title is already printed and sent out to the customer.<br>Suspension could be from one of the following reasons:<br><ul style="list-style-type: none"> <li>From a customer complaint</li> <li>If the title is found to be fraudulent during review from auditing</li> <li>County office find the title to be suspicious</li> </ul> To process the suspension, at first the title paper is received at Pierre and next the title paperwork is given to fraud unit for investigation. The fraud unit will suspend the title if they find that there is fraud involved. The paperwork is held at DOR Motor Vehicle division. The paperwork may also get sent to local law enforcement notifying them about the fraud. As result of the suspension, the vehicle may get inspected in some cases depending on the complaint, record is suspended, and the title paperwork is stopped.<br>A flag or a stop is put on the title record. These are two alerts in the current system. No additional work is done this until a court order is received or case is cleared. |                                                                                                                                                                                                                                        | Existing: Agency         |
| Motor Vehicle | Title        | Process Surrendered Title - Surrendered Out of State | If another state issues title on the South Dakota titled vehicle, and if MV gets a notification on a new title being issued by an out of state jurisdiction, then the status of the title record is changed to 'Surrendered Out of state'. The title record is not deleted from the system. Some information may be received manually. Currently, about 6 states send notifications manually. Most information on out of state surrenders is received through NMVTIS and the system flags the record as Surrendered Out of State.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | In future, if the notification of out of state title issuance on the South Dakota titled vehicle is received through NMVTIS, the system must change the status automatically, without the MV staff involvement. Want this to continue. | Existing: Agency         |
| Motor Vehicle | Title        | Process Surrendered Title - Destroyed Vehicle        | In this process, the salvage yard or junkyard will send the title of the vehicle that is destroyed. These are usually received from the dealer. The titles are received at central office. The records are flagged as 'Junked Destroyed'. The title is scanned in the system as surrendered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                        | Existing: Agency         |
| Motor Vehicle | Title        | Process Unclaimed Titles                             | In this process, the paper titles that returned from post office as undeliverable are processed. MV staff tries to contact customer to verify their correct address. If MV staff is unable to contact customer, then the status of the title is changed to 'unclaimed'. These titles are scanned in the system. The status is kept on the system for one year. If the customer contacts MV within one year with an updated address, a new paper title is printed and sent to customer. The status of 'unclaimed' is removed.<br>If the title has 'unclaimed' status, then duplicate title will not be allowed. After one year, the status of 'unclaimed' is removed, and the customer will need to request a duplicate title with duplicate title fee (\$10.00). Currently, the status changes are performed manually by the MV staff.                                                                                                                                                                                                                                                                                                                                                                          | The system should be able to automatically calculate the time period to allow or not allow duplicate, and printing of title, per customer request.                                                                                     | Existing: Agency         |

| Subject Area  | Process Type      | Process Name                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Channel                                                |
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| Motor Vehicle | Title             | Manage Correspondence on Title and Lien | <p>In this process, correspondences related to the title and lien paperwork is handled, so that the title issuance processes can be completed. If there are missing documents or paperwork submitted incorrectly, a correspondence is generated and sent to customer to send back necessary information to continue with the title issuance process.</p> <p>Note: Most of the correspondence on title transactions happen when the title processor is reviewing the title paperwork prior to approving the title for printing.</p> <p>Correspondence is currently tied to be customer record and title record with status 'correspondence', which means that the correspondence is pending from the customer. When the customer responds with appropriate documentation, the status 'correspondence' is removed manually by the MV staff, and the title issuance process continues.</p> <p>Note: In most cases, the 'correspondence' status may result in 'pending title' if the title can't be generated. The 'correspondence' status may not always result in 'pending title'. If the customer is owed a refund (due to excess money collected by county office), the title will get printed and sent to the customer and 'correspondence' is generated. County office may take care of the correspondence and later notify MV that they have taken care of the issue. The MV agent must manually change the status in the system after notification from the county office.</p> <p>If a letter is associated to "Pending" title record, when the title is issued/marked "Complete", the related correspondence is automatically removed.</p> | If the correspondence requirement is met, then the system should automatically remove or update this requirement without MV staff involvement. The county office staff also need an ability to indicate that they have taken care of the correspondence requirement, in which the system must automatically remove the status of 'correspondence' on customer's record. Would also like keep records of the letters, once completed, electronically in history records. | Existing: Agency, County Treasurer                     |
| Motor Vehicle | Dealer Assignment | Assign Vehicle to Dealer                | <p>In this process, when the dealer report that their customer has one or more traded-in vehicles, in the title transaction, the traded-in vehicles shall be changed to 'Assigned to Dealer' in the DOR/Motor Vehicle system from the date which they were traded-in. These vehicles will no longer be assigned to the vehicle owner.</p> <p>The dealer may not be charged a fee for a vehicle that is assigned to dealer, as this is not an actual sale of the vehicle.</p> <p>Note: This is a future process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | System, Agency, Dealer                                 |
| Motor Vehicle | Dealer Assignment | Remove Dealer Assignment                | <p>In this process the status on the vehicle 'Assigned to Dealer' will be removed after the vehicle is sold to SD customer and new title application process has been initiated for the new vehicle owner. If the dealer has reported this vehicle is auctioned or sold to out of state customer, then the dealer assignment will be removed.</p> <p>Note: If the dealer sells the vehicle to another dealer and the next dealer sells the vehicle to SD customer, this movement of vehicle may not get reflected in the system until final sale of the vehicle is completed.</p> <p>Note: This is a future process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | System, Agency, Dealer                                 |
| Motor Vehicle | Lien              | Add New Lien                            | <p>In this process a lien is added on the vehicle record. If the vehicle has a lien, a lien notification is generated and sent to the lien holder. In this scenario no title is printed. The lien information may be received during title paperwork, or independently a lien may be added to the vehicle.</p> <p>If a new lien is added when no lien exists, then the paper title may be requested from the customer, so that a lien can be added.</p> <p>All lien notifications are sent through the ELT (Electronic Lien and Title) providers electronically. If the lien holder is not an ELT participant, the paper notifications may be sent, but no updates may be received by the lien holder.</p> <p>A fee may be charged to add a new lien.</p> <p>Note: There may be more than one lien listed on a vehicle. There is no limit on number of liens that can be added on the vehicle. Precedence on the lien is the lien holder whose lien is noted first in the system.</p> <p>Note: Currently, if the lien holder requests a title, then a paper title is printed mailed to the lien holder. This may not be supported in future.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Existing: Agency, County Treasurer, Dealer, ELT Vendor |

| Subject Area  | Process Type | Process Name      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Improvement                                                                                                                                                                                    | Channel                                    |
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| Motor Vehicle | Lien         | Release Lien      | In this process, the lien is released from the vehicle record when a notification to release a lien is received from the lien holder directly or through the ELT (Electronic Lien and Title) provider. If there are additional liens, then next lien will become the first lien on the vehicle record, and a notification is generated to the lien holder(s).<br>If there are no liens on the vehicle, then a paper title is printed and mailed to the first vehicle owner's mailing address on file.                                                                                                                                                                                                                                                                                                                                                                     | In future, the paper titles may not be printed automatically. The customer will need to request a paper title with appropriate reason for a paper title, such as selling vehicle out of state. | Existing: Agency, ELT Vendor               |
| Motor Vehicle | Lien         | Amend Lien        | In this process, if the lien information is found to be incorrect during an audit process, or a correction is requested by lien holder, vehicle owner or dealer, then an amend of the lien will be performed.<br>The amend on the lien may including, change to vehicle owner information, lien holder name, address information or any other lien related information.<br>A fee may be charged to amend a lien.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                | Existing: Agency, County Treasurer, Dealer |
| Motor Vehicle | Lien         | Add a Lien Holder | In this process a new lien holder is added to the system if the lien holder does not exist in the system. A search may be performed prior to adding a new holder in the system. A unique lien holder number is assigned to lien holder when they are entered as lien holder in system. The lien holder will need to provide FEIN as their identification.<br>If there are multiple business locations, then lien holder can provide same FEIN, and each business location or branch will be assigned a 2-digit extension to identify them.<br>The lien holder must apply through the ELT provider (one of the five ELT providers) to get electronic notification and all transactions. If ELT service is not used, then everything will be on paper (lien release, etc.), but the title is kept electronically and no paper title is printed and sent to the lien holder. |                                                                                                                                                                                                | Existing: Agency                           |
| Motor Vehicle | Lien         | Amend Lien Holder | In this process, the lien holder information can be changed. The lien holder may need to provide supporting documents which are scanned to the lien holder's record.<br>A part of amending the lien holder information, they can back out of ELT provider or switch their provider. If the lien holder does not wish to do business in South Dakota, their status may be changed to inactive, with an effective date, so that there may not be new liens from this lien information, but the older liens are still active.<br>Note: A lien holder record may not be deleted due to existing liens and lien holder information may need to be searched in future.<br>Note: Multiple lien holder records may be merged to create one lien holder record.                                                                                                                    |                                                                                                                                                                                                | Existing: Agency                           |
| Motor Vehicle | Lien         | Check Lien Status | In this process, lien holder will have access to DOR portal where they can check the vehicle and customer information as it related to their lien. The lien holder will be given access so that can check the status on vehicle lien, without involvement of ELT vendor.<br>Note: This is a future process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                |                                            |

| Subject Area  | Process Type | Process Name                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Improvement | Channel                            |
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| Motor Vehicle | Registration | Issue New Vehicle Registration | <p>In this process a new registration for a vehicle is issued along with the plates and stickers during the title paperwork processing at the County Treasurer office. In this variation, the vehicle title and registration will start together, and the system will automatically assign the next sequential number as applicable. The system shall be able to set and update registration class / sub-class based on information provided about the vehicle usage and body type. The system must be able to print/reprint unique stickers and decals as part of transaction processing as well as transaction receipts.</p> <p>The registration and related products issued to the vehicle will vary depending on the weight, class code and type of plate.</p> <p>The request for registration may be directly received from the customer or when a vehicle purchase is made at the dealer.</p> <p>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.</p> <p>If the customer requests other plate than one that available for over-the-counter issuance at County Treasurer office, then a 'Plate Ordered' permit is issued which is valid for 45 days. The 'Plate Ordered' permit is when the customer requests one of the 142 specialized plates and personalized plates.</p> <p>Note: Manufactured homes are only issued a title. These are not issued a registration.</p> |             | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Issue Tonnage or Weight Decal  | <p>In this process, a tonnage decal issued to a vehicle along with the registration for a commercial and non-commercial vehicle. The tonnage decal is issued to indicate the weight limit that the vehicle will haul, and the registration fees will vary depending on the weight of the vehicle. The weight decals are valid for the registration period of the vehicle.</p> <p>The weight decals for vehicle weight 27 tons or below are issued by county office along with the regular registration. If the vehicle weight is 28 tons or more, then county only issues regular registration expiration decal and central office issues tonnage decal to customer after proper documentation is received. At the central office the documentation is reviewed. If the documentation is missing a correspondence is sent to the customer. Once there is proper documentation, the decal is printed at central office and mailed to the customer. Vehicle weight of up to 99 tons are issued a tonnage decal and tracked in system currently.</p> <p>Note: Any weight decal or permit over 99 tons is an overweight permit (and an over-width permit, if width exceed certain dimensions), issued through law enforcement system and not tracked at DOR. This is issued as paper permit.</p>                                                                                                                                                                                                                                                                                                                                                                       |             | Existing: County Treasurer, Agency |

| Subject Area  | Process Type | Process Name                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Improvement                                                                                                           | Channel                            |
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| Motor Vehicle | Registration | Capture Registration Details          | <p>In this process, additional details are captured that are essential to issue a registration depending on the plate requested, vehicle type, vehicle weight and type of vehicle. The registration fees will vary depending on registration details and additional fees may be charged. Additional fees are charged for specialized plate, personalized plate, and electric vehicle, which are yearly fees.</p> <p>Along with the title information, the following information must also be capture to issue a registration:</p> <ul style="list-style-type: none"> <li>•Registration county is required for distribution of funds</li> <li>•RMI (registration month indicator) is the registration month, depending on their last name, and business name for the company</li> <li>•Purchase date</li> <li>•Expiration date, which may not be 12 months form the purchase date but depends on RMI. Expiration date can be at a max 15 months from the purchase date</li> <li>•Number of wheels for wheel tax (max is \$60.00). No limit on number of wheels that can be captured</li> <li>•Tonnage information is captured during registration</li> <li>•Vehicle primary and secondary color. These are initially captured on the title application, but can be altered during registration</li> </ul> |                                                                                                                       | Existing: Agency, County Treasurer |
| Motor Vehicle | Registration | Process Specialty Plate Request       | <p>In this process, the specialty plate request will be processed for an applicant. Special plate applicant requesting a specialty plate, must be primary application on the title document. Only the applicant listed on the title application can request a specialty plate.</p> <p>Note: Some special plates have addition information that needs to be captured in the system. Approval may be required for some special plates, along with proper documentation, e.g. Veteran plate.</p> <p>For issuance of specialty plate, a special mailing address may be captured, and this address appears on the registration document. This address can be anywhere, including international addresses, APO, mailboxes etc. are allowed. This address can be different than the address captured during title application.</p> <p>Note: Specialty plate fees may vary depending on the plate type. Some specialty plates may not be charged a special plate fee.</p> <p>Note: Some specialized plates will need odometer readings during registration. This is apart from the odometer reading captured during title process.</p>                                                                                                                                                                           |                                                                                                                       | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Process Personalized Plate Request    | <p>In this process, the customer's request for a personalized plate is processed. The customer must request the personalized plate at the County Treasurer office location of their county of residence. The personalized plate numbers are manually entered checked with the forbidden plate list and then entered in the system. If the plate combination is already taken, then the system may generate a plate sequence not already issued to other customer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | System must maintain and check for forbidden plate combination when the customer is requesting a personalized plate.  | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Print Registration Cards and Stickers | <p>In this process, registration cards and stickers are printed at County Treasurer office location. Printing of these stickers is managed through the vendor system (currently ITI, which handles the fulfillment center). Registration cards are pre-printed stationary with State logo and instructions.</p> <p>There are two printers in each pod: one for odd years and one for even years. The color for the sticker changes for each year.</p> <p>The registration month may vary depending on the customer's name and duration, hence need for odd or even year. Two stickers are printed with month and year information and plate number. One for front plate and another for back plate. Trailers and motorcycle only have one plate and sticker combination.</p> <p>Note: The registration card is a pre-printed stationary with two stickers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           | May need legislation change, if state wants to change from pre-printed registration card to using 8.5X11 blank paper. | Existing: County Treasurer, Agency |



| Subject Area  | Process Type | Process Name                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Improvement                                                                                                                                                                                                          | Channel                            |
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| Motor Vehicle | Registration | Maintain Plate Design        | In this process, the system will need to maintain and track the plate designed, prefixes and suffixes used for plate design.<br>In the plate issued today, 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Need ability to capture the suffix on the plate in the new system.                                                                                                                                                   | Existing: Agency                   |
| Motor Vehicle | Registration | Issue Transporter Plate      | In this process Transporter plates are issued to the requestor for them to haul manufactured vehicle from manufacturers to dealers. These are specifically for the trailers and expire on 12/31.<br>For issuance of transporter plate, a certificate is manually printed on 8.5 to 11 with list of transporter plates. These are tracked on an excel spreadsheet and not in SDCARS system. In future, need ability to track the transporter plates in MV system, to be renewed at county and the plate to be created/printed on demand. The plates should have a regular registration card with only customer information.<br>The registration card must be similar to the one issued for dealer plate. Registration card must list only the plate number and business name. No vehicle information should be included on the registration card, only customer information should be included. These should be tracked to the customer, not to a specific vehicle.                                                                                                                                                                                    | Need ability to track the transporter plates in MV system, to be renewed at county and the plate to be created/printed on demand. The plates should have a regular registration card with only customer information. | Existing: Agency, County Treasurer |
| Motor Vehicle | Registration | Issue U-Haul Plate           | In the process, U-Haul is allowed to register their fleet of vehicles with a fleet trailer plate with a 7-year registration. Registration is similar to regulation registration, but the expiration on the plates is usually 5 to 7 years in future.<br>Note: This was a five-year registration plate, statute changed to allow them issue 7-year registration.<br>In this process, fee calculation is done manually, a bill is sent to U-Haul, then they remit the fees to MV. If the trailer plate fees are raised in middle of their renewal cycle, then the fees have to be calculated and U-Haul are billed for the difference. If U-Haul adds more vehicles, then registration have to be calculated until their current registration cycle. Currently, they all are U-Haul vehicles are registered with Pennington County, Rapid City. The County Treasurer collects fees and registration is performed by the MV back office.<br>Note: Currently these plates expire on 11/30/2022 and will next be renewed until 11/30/2024. This information will need to be moved into system and next expiration date for these plates may be 11/30/2031. | Allow Pennington County treasurer office to perform registration on vehicles owned by U-Haul and issue them the U-Haul plates.                                                                                       | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Issue Driver Education Plate | In this process, drive education plates are issued and assigned 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.<br>These are issued to dealer in the same way as the dealer plate, but these are not captured or maintained in the Motor Vehicle SDCARS system. These are tracked manually in a excel spreadsheet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Track driver education plate in the system and how many are issued to each dealer.                                                                                                                                   | Existing: Agency                   |
| Motor Vehicle | Registration | Issue Sample Plate           | In this process, Sample Plate is issued to the requestor. The requestor can be an instate or an out of state requestor. This is a SD plate with the word SAMPLE, with no registration card, no stickers or expiration. The requestor is issued one plate.<br>Fee charged for requesting a sample plate is \$10.00 for plate and \$5.00 mailing fee. Currently, these plates are not tracked in any system, but inventory of these plates is maintained at the central office location.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | In future, these should be printed on demand and mailed from the fulfillment center. The requestor information needs to be captured and maintained in the system.                                                    | Existing: Agency                   |

| Subject Area  | Process Type | Process Name                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Improvement | Channel                            |
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| Motor Vehicle | Registration | Issue New Boat/Watercraft Registration - With Title Non-Exempt Boat | <p>In this process, a new registration is issued to a boat/watercraft at the County Treasurer office that is valid for one year. The following categories of boats/watercrafts are issued a registration and fees are charged depending on the size of the boat:</p> <ul style="list-style-type: none"> <li>•Motorized boat/watercraft under 19 feet</li> <li>•Motorized boat/watercraft 19 ft and over</li> <li>•Non-Motorized boat/watercraft over 12 ft</li> <li>•Non-motorized boat/watercraft under 12 ft does not to be registered or titled</li> </ul> <p>A motorized decal is issued to motorized boat/watercraft. A non-motorized decal is issued to non-motorized boat/watercraft over 12 ft and boat/watercraft with electric motor. Boat/watercraft decals are bigger in size and also has a registration sticker (month and year). Two (2) decals are issued to be displayed on the either side of boat/watercraft. Boat/watercraft are issued staggered registration which is spread across the calendar year per last name of the person or business name. If the last name changes, an individual has option to keep registration month the same or change it. If business name changes, the at the time of renewal their renewal month may change. Registration stays with the boat/watercraft and will transfer if the ownership changes. Note: After a boat is titled and registered, the boat is assigned a boat number or SD number, which need to be displayed on either side of the boat. This is a system generated number with a format SD-nnnn-xx.</p> |             | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Issue New Boat/Watercraft Registration - With No Title              | <p>In this process, the registration and decals are issued to boats that are not titled in South Dakota.</p> <p>Documented Boats: These boats registered with US Coast guards. SD assigns them a record in system, but no title is generated for these boats. These boats are issued regular license decals. Most of these boats fall under over 19 ft motorized boat category, so the decal and registration for appropriate category is issued to these boats.</p> <p>Untitled Boats: The boats that are exempt from titling process are kayaks, canons, inflatables, and sailboards. If these boats are over 12 ft long, then no actual is title is created, but only a record created under title area. These are then issued a registration and decals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |             |                                    |
| Motor Vehicle | Registration | Issue New Boat/Watercraft Registration - Exempt Boat                | <p>In this process, a registration is issued to the boat/watercraft owned by government entities. A title is issued per the requirement (required for above 12 ft) mentioned in the process 'Issue New Boat/Watercraft Registration' and variation 'With Title Non-Exempt Boat'. These are issued a 10-year registration. Actual registration document is issued with no expiration date. The registrant is only required to pay for cost of the decal and mailing fee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Issue New Registration to Snowmobile                                | <p>In this process, a registration is issued to a snowmobile. These are issued a one-year registration, and the registrations are staggered throughout the year, per name of the customer. All snowmobiles are titled and as part of registration these are issued one decal with expiration sticker. The registration always stays with the snowmobile.</p> <p>Exempt Snowmobile: A registration is issued to an exempt snowmobile, which are owned by government entities. These are issued a 10-year registration. Actual registration document is issued with no expiration date. The registrant is only required to pay for cost of the decal and mailing fee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             | Existing: County Treasurer, Agency |

| Subject Area  | Process Type | Process Name                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Improvement                                                                                                                     | Channel                            |
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| Motor Vehicle | Registration | Issue New Registration to Motorcycle             | <p>In this process, a registration is issued to a motorcycle. These are issued a one-year registration, and these are staggered throughout the year, per name of the customer. As part of registration, a motorcycle is issued only one plate which goes on back of the motorcycle. Rest of the registration is similar to the vehicle registration. Motorcycles have option of specialty and personalized plates.</p> <p>Fees are based on cc's for motorcycle. There is motorcycle education fee for issuance of motorcycle registration, currently \$ 7.00. Motorcycle that are electric gets charged with the highest fee category, do not get charged \$50.00 electric vehicle fee.</p> <p>Note: Motorcycle registration is also issued to scooter with 49 cc or over as they are considered as motorcycle for the purposes of registration.</p> <p>Note: ATV are issued motorcycle plates.</p> <p>Note: Title and registration is optional for Mopeds. Scooters under 49 cc are considered moped.</p> <p>Exempt Motorcycle: A registration is issued to an exempt motorcycle, which are owned by government entities. These are issued a 10-year registration. Actual registration document is issued with no expiration date. The registrant is only required to pay for cost of the plate and mailing fee.</p> |                                                                                                                                 | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Issue New Registration to Non-Commercial Trailer | <p>In this process, a registration is issued to a non-commercial trailer. There are two different categories of non-commercial trailers for registration purposes and fees are based on the weight of the trailer. A trailer under 3000 lbs. is considered a small trailer and one with weight of 3000 lbs. or more considered a large trailer. As part of registration, the trailer is issued only one plate which goes on back of the trailer. The trailer is issued a one-year registration, and these are staggered throughout the year, per name of the customer.</p> <p>Exempt Non-Commercial Trailer: A registration is issued to an exempt non-commercial trailer, which are owned by government entities. These are issued a 10-year registration. Actual registration document is issued with no expiration date. The registrant is only required to pay for cost of the plate and mailing fee.</p> <p>Trailer ID Plate: As part of registration a trailer can request a Trailer ID plate, which is a permanent registration with a fee (\$ 10.00) for the life of the trailer, until person owns it.</p>                                                                                                                                                                                                    |                                                                                                                                 | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Generate Registration Renewal Notification       | <p>In this process a registration renewal notification is generated for the customer. The customer has option to choose the type of notification they would like to receive from paper, electronic or no notice at all. Per statute, the notification needs to be sent 90 days before the registration expiration date.</p> <p>For paper notifications, job runs 90 days before, but actual mail will go out about 75 days before the registration expiration date.</p> <p>For electronic notifications, an e-mail is sent out 60 to 70 days before the registration expiration date. This is a one-time e-mail sent to customer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | State would like to send another e-mail 15 or 30 days prior to renewal, if the customer has not yet renewed their registration. | Existing: System, Agency           |

| Subject Area  | Process Type | Process Name                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Improvement | Channel                                            |
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| Motor Vehicle | Registration | Renew Registration                          | <p>In this process, the registration renewal of the motor vehicle related products for the customer is processed. The customer has option to renew up to 90 days before their registration expiration date.</p> <p>Most of renewals are done at County Treasurer offices. Customer has option to renew using online DOR portal and kiosk. This renewal percentage is low (15-20%). The kiosk has ability to issue stickers. For online renewals, a mailing fee is charged</p> <p>For replating year, the customer performing transaction using portal or Kiosk will get a 45-day plate order permit and new plate with stickers is mailed out to them from fulfillment center. The customer is charged a mailing fee. If plate is a County issued plate, the customer has option to get that plate from County Treasurer office. Specialty and personalized plates will need to be issued from the fulfillment center with a separate mailing fee. The plate number is assigned by the system for kiosk and online portal. Some plates (sequence range) from county inventory are kept at the fulfillment center to handle online and kiosk transactions.</p> <p>Note: The customer can renew late, and there is no penalty for renewing late. If customer is renewing late, the customer is required to pay full year registration fee.</p> <p>Customer can renew registration up to 9 months late using online portal and kiosk. If it is later than 9 months, then the customer must go their respective county to get renewal completed.</p> <p>For registration of some plates system must capture mileage for each renewal cycle, such as, Historical, Rear-plate and Personalized rear-plate, and HVUT tax suspended.</p> <p>Along with the registration fee, the following fees must be paid at the time each renewal cycle, if applicable:</p> <ul style="list-style-type: none"> <li>•Electric vehicles fee</li> <li>•Motorcycle education</li> <li>•Solid waste fee</li> <li>•Highway patrol fee</li> <li>•Wheel tax</li> </ul> |             | Existing: County Treasurer, Web, Kiosk, Agency     |
| Motor Vehicle | Registration | Issue Duplicate or Replacement Registration | <p>In this process a duplicate and replacement registration card and inventory item is issued to the customer with the same expiration date as the prior issued registration. If the duplicate or replacement is request with less than 90 days prior to expiration date, then customer is strongly recommended to get their registration renewed instead of duplicate or replacement registration.</p> <p>A duplicate registration card is issued for fee (\$2.00) if the registration card is lost or missing. Stickers are printed with void on them.</p> <p>If the customer reported registration sticker as lost, damaged or never received then a duplicate sticker is issued for a fee of \$10.00 and a duplicate registration card with stickers is printed.</p> <p>If the customer requested a duplicate plate, for lost, stolen, damaged or never received plate, the plate with the same plate number is printed. This applies only to personalized and some specialty plate. This plate is printed using on-demand request process. A fee of \$10.00 and mailing fee is charged to the customer.</p> <p>If the customer reported their regular county plate as lost, stolen, damaged, or never received, then a replacement plate is issued to the customer. This plate will have different number than the original plate. A fee of \$10.00 and mailing fee is charged to the customer.</p> <p>Similarly, if the customer requests a duplicate decal for boat/snowmobile and snowmobile, they will be issued a replacement inventory item. Trailers, motorcycles will be issued replacement plate/duplicate plate, stickers, as listed above.</p>                                                                                                                                                                                                                                                                                                                                                                             |             | Existing: County Treasurer, Agency;<br>Future: Web |

| Subject Area  | Process Type | Process Name        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Improvement | Channel                            |
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| Motor Vehicle | Registration | Amend Registration  | <p>In this process, an amend to an active, non-expired registration is processed. The amend registration may be customer requested, or MV/County identified.</p> <p>For the registration amend which is requested by the customer, if the customer requested expiration month change, there is no fee charged to the customer. If the customer request County change, that is, moving from SD County to another, no fee is charged for this change. If the customer requests their registration to be changed from commercial to non-commercial or from non-commercial to commercial, the customer is charged difference in the cost of the registration. If the cost of the plate the customer is switching to cost less, then currently it is a no-fee transaction. No refund is issued. Switching from non-commercial to commercial plate will also result in additional fees being charged to customer. If the customer request to change tonnage on their vehicle, then for increase in tonnage, prorated fees are charged for incremental tonnage. If the customer lowers tonnage, no refund is issued, and this is as per SD statute.</p> <p>MV/County identified registration amends may occur during processing of title document. In this scenario amended registration is issued. A new registration card may be sent, and no fees charged in most cases. If the weight captured needs to be lower than the initial documentation, then a refund may be issued with weight decal and new registration is sent. If the weight needs to higher, a letter is generated, and additional fees need to be paid by the customer to get a new registration.</p> <p>For registration maintenance, changes are made at the back end but does not get any registration documents to generated and sent to the customer.</p> |             | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Void Registration   | <p>In this process, the current registration is voided. If there is prior registration on that vehicle that one is reinstate. The process may result in generation of the refund process. Void will only void the latest transaction, may not affect other products and services. The customer's registration may be active and expired after void transaction is performed.</p> <p>Voiding title will also void the registration.</p> <p>Currently, County Treasurer office has ability to void registration the same day. County treasurer office can perform title and reg void at the same time. County treasurer office can only perform the same day void, so they may be able to perform a void of transactions performed the same day (e.g. amend and duplicate).</p> <p>The central office has ability to void any time. Multiple voids may be possible. First void transaction must be completed to start another void.</p> <p>Note: Expired registration should not be voided.</p> <p>In case of a fraud scenario, the customer is sent a letter to return the plate within a certain number of days (10 days currently), after with the registration is voided. Customer may or may not be issued a refund, depending on the scenario.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             | Existing: County Treasurer, Agency |
| Motor Vehicle | Registration | Recall Registration | <p>In this process, if the customer does not qualify for the plate type, a recall letter is sent to customer to return the plate. Stop is put on plate, and renewal is not allowed. No other transaction is allowed on this registration. Registration is still active until customer is issued a new plate. No refund is issued in this transaction.</p> <p>The plates which are usually recalled are fire-department plates and Personalized plates.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | Existing: Agency                   |

| Subject Area  | Process Type | Process Name                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Improvement                                                                                                                                                                                       | Channel                             |
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| Motor Vehicle | Registration | Transfer Plate                                | <p>In this process, a registration from the old vehicle can be transferred to the new vehicle. Credit for the unused portion of the registration may be given to the customer.</p> <p>If the customer wishes to transfer specialty plate to another owner, need an approval of Motor Vehicle division and an affidavit from the new owner that they qualify for this plate. 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.</p> <p>Note: Some plates may be transferable, and system needs an option to indicate this option on the plate type.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Need ability to change the rules on the plate transfer without making programming changes.                                                                                                        | Existing: County Treasurer, Agency  |
| Motor Vehicle | Registration | Issue Undercover Registration                 | <p>In this process, undercover registration and plates are issued to the requesting agency. The agency requesting undercover registration and plates is law enforcement agency within the state of South Dakota.</p> <p>Note: Undercover registration application is on a standalone system and not connected to the SDCARS system. Currently only two (2) agents have access to this system. In future, one or two additional people may have access. Need ability to change access to this system, if there is a turnover of staff.</p> <p>Here the requesting law enforcement agency fills out an application with number of plates needed. They do not have to provide vehicle VINs on the application. The undercover plate can be assigned to a specific vehicle or can be used on any vehicle which are owned by the requesting agency. The law enforcement may provide fictitious name on the registration. As part of undercover registration, the plates issued are regular plates, with the county name, but removed from the county inventory (from central issuance location). These are issued through central issuance, only. Registration and stickers are printed on a designated printer (only for UC). Registration and stickers are mailed from central office. Most registrations are issued in the requesting agency's name Some may be issued to individuals. The titles issued to these vehicles are issued in SDCARS system. Queries are restricted to the assigned staff. Undercover plate searched in SDCARS may get no results or an old inactive record.</p> | Currently only two (2) agents have access to this system. In future, one or two additional people may have access. Need ability to change access to this system, if there is a turnover of staff. | Existing: Agency, Standalone system |
| Motor Vehicle | Inventory    | Generate and Send Files to Fulfillment Center | <p>In this process, the Motor Vehicle system will generate the following files and send them to vendor (ITI) managed fulfillment center for printing of inventory and mailing the output to the customer. Two files (palatable file and registration file) are sent to the fulfillment center on a daily basis which includes the registration, plate, sticker, decal information, including customer's mailing information, which needs to be printed and send to the customer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | If there is an address update on the product/customer, then ITI should receive the updated address to reduce number of mail returns.                                                              | Existing: MV System                 |

| Subject Area  | Process Type   | Process Name                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Improvement                                                                                                                                                                                                                                       | Channel                                                |
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| Motor Vehicle | Permit         | Issue Permit                      | <p>In this process, a new permit is issued to the customer, if they meet the criteria. Fees may be charged for issuance of a permit and duration of each permit is different. The permit may be issued from central office location, County Treasurer office location, or by a business partner, such as vehicle dealer. Duration of each permit is different and usually one permit is issued at one time. After the expiration of each permit, customer can request another permit, which will be brand new permit.</p> <p>Currently issued permits include, but not limited to:</p> <ul style="list-style-type: none"> <li>• <b>S</b>pecial 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.</li> <li>• <b>P</b>late Ordered permit – issued to customer if they ordered specialty plate and valid for 45 day and no fees are charged.</li> <li>• <b>D</b>dealer Sold permit – issued to customer from dealer as temporary registration to drive vehicle off the dealer lot and valid for 45 day and no fees are charged.</li> <li>• <b>S</b>eller permit – issued to seller of a vehicle to be given to purchaser and valid for 45 day and no fees are charged.</li> <li>• <b>S</b>-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.</li> <li>• <b>C</b>ommercial permit – issued to 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.</li> <li>• <b>H</b>arvest permit – issued to vehicle with valid registration (in-state or out-of-state) which are valid for up to 1 year for a fixed fee.</li> <li>• <b>M</b>obile Manufactured Home permit – issued for moving mobile manufactured home within South Dakota and valid for 1 day. Customer may request multiple permits at the same time.</li> </ul> |                                                                                                                                                                                                                                                   | Existing: County Treasurer, Agency, Dealer, Web, Kiosk |
| Motor Vehicle | Permit         | Void Permit                       | <p>In this process, the permit issued is voided if there is error in issuance of permit. The permit must not be expired to be voided. Refund may or not be issued for a voided permit. This is a future process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                   | Agency, County Treasurer                               |
| Motor Vehicle | Record Request | Process Bulk Record Request       | <p>In this process, a record request from bulk record requestor is processed. The bulk record requestor may be requesting records on a periodic basis, such as, monthly, quarterly. The request will be on the vehicle related that existing in the Motor Vehicle system.</p> <p>Note: There may be some on-demand bulk record requests from external agencies, which may need to be accommodated as part of this process.</p> <p>The requestor is billed on periodic basis on the volume of records generated for the request. If there is additional query or IT staff involvement, the cost is billed to the requestor. Once the payment is received from the requestor, the generated output records are printed and sent to the requestor.</p> <p>Currently there are about 10 bulk data requestors.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | All of record requestor data stored in the system including records matched, payment information and timestamp. Also, the records which matched the request criteria need to have an indicator that they were found in request criteria and when. | Existing: Agency                                       |
| Motor Vehicle | Record Request | Process Individual Record Request | <p>In this process, an individual record request for one or more qualified record is processed. These record requests are from vehicle owners, law enforcement, tow company, attorney. Most of the request are received at the County Treasurer office location. The output generated may be different depending on the requestor and fee may be charged depending on the requestor. Some requestors may not be charged any fee for these records. If the records need to be certified, they are certified manually when the requested by courts, attorneys (only if requested for certified copies), or other government entities.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Need capability to generate certified records, if required.                                                                                                                                                                                       | Existing: County Treasurer, Agency                     |