

MARVIN Rollout Reminders

October 6, 2017



Mississippi Automated Registration Vehicle Information Network

Housekeeping Items

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- ▶ Questions can be typed in the chat window of your Zoom session. We have reserved some time at the end of this demo for questions.
- ▶ If you can't hear anything, please type 'NO SOUND' in the chat window and we'll try to help troubleshoot.



Hurricane Preparedness

- ▶ Please let DOR staff know if your office will be closed.
- ▶ If state offices are closed Monday, as many staff as possible will still be working and staffing phone lines.



THANK YOU!

- ▶ Thank you for your feedback during Sandbox
- ▶ Taking care of these ahead of time will make life easier on Monday.
- ▶ We even had something at 5:57pm last night! It's now possible to transfer a specialty tag that has already been surrendered.
- ▶ Everything done in Sandbox has helped us prep for desk-side support!

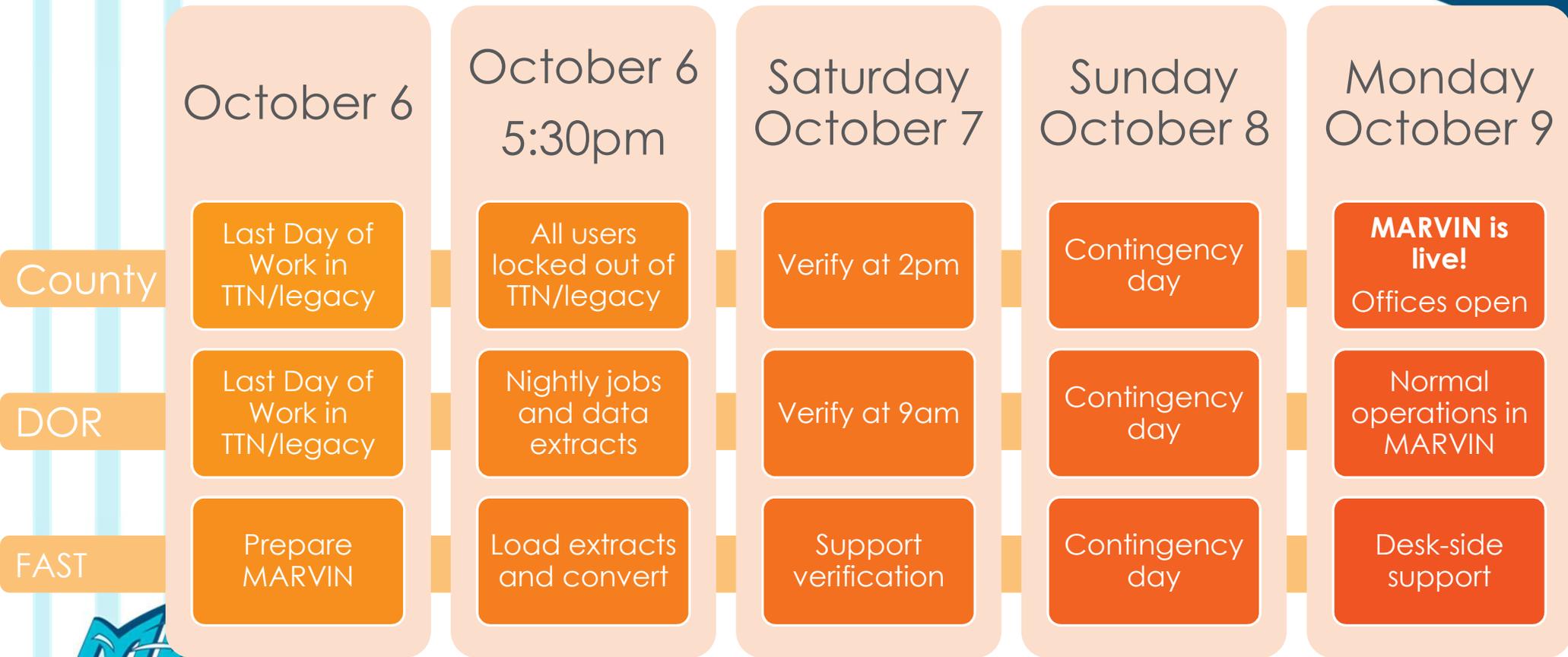


Inventory

- ▶ Plates have only been shipped to county seats. Physically move tags to your satellite offices before Monday, and move them in MARVIN:
 - ▶ Saturday afternoon after 2pm
 - ▶ Monday morning at 7:30am



Rollout Weekend Schedule



Saturday, October 6

- ▶ Counties may work from 2pm to 5pm
 - ▶ No access before or after this time
- ▶ This is not required by DOR but determined by your collector
- ▶ Suggested tasks:
 - ▶ Do mail-in renewals
 - ▶ Move inventory to satellite offices
- ▶ Email MARVINHelpDesk@dor.ms.gov – good or bad



Regular System Access

- ▶ MARVIN will be available from 6am to 7pm on weekdays, and 7am to 1pm on Saturdays.
- ▶ Each user needs their own credentials and their own authentication token.
- ▶ If an employee leaves, collect their token and notify DOR to turn off their user account. **Tokens will be re-used.**



Logging in to Production

- ▶ The icon is different!
- ▶ Same username/password
- ▶ Must use same token for authentication codes
- ▶ If you don't have this icon – contact your IT staff immediately!



Communications

▶ Outbound Messages

- ▶ Emails from DOR to collectors and expert users
- ▶ MARVIN broadcast notifications
- ▶ Help manager - MARVIN FAQ and known issues



▶ Requesting Support

- ▶ Talk to expert user FIRST
- ▶ Call 1-866-665-5239
 - ▶ Option 1 or 2 for business process questions
 - ▶ Option 5 for system issues
 - ▶ Option 6 for NMVTIS questions
- ▶ Email: MARVINHelpDesk@dor.ms.gov

What To Do If Something Breaks

1. Stay calm
2. Check help manager for FAQs/known issues
3. Talk to your county's expert user or collector
4. Contact the phone number or email on prior slide
5. Counties need to have a plan for dealing with customers if their record is affected.
 1. **If customer leaves – get key info – VIN, tag, contact info**



How To Report Issues

- ▶ Provide as much detail as possible!
 - ▶ Your name, county, office, and MARVIN username
 - ▶ Example: John Doe, County 00, Office 001, Username; c001jd001
 - ▶ Vehicle(s) affected: VIN, tag number, owner name
 - ▶ HNA001, Smith, Jane
 - ▶ Exact date and time issue occurred
 - ▶ Example - October 9, 2017 at 10:15 am
 - ▶ MSRP example – couldn't track down until a VIN was sent



Getting Help

- ▶ Use the 'View Support ID' link on the phone
- ▶ This enables help desk and call center staff to see you what you see



NMVTIS

- ▶ NMVTIS = **N**ational **M**otor **V**ehicle **T**itling **I**nformation **S**ystem
- ▶ MS has already joined NMVTIS – data was sent on all active legacy titles on September 22
- ▶ Starting Monday, MS will be an ‘online’ state with NMVTIS
- ▶ Message overrides can be done by supervisor
- ▶ Timeout overrides can be done by clerk
- ▶ Stolen vehicles will be flagged Call 1-866-665-5239, option 6 with questions



POD Printers

- ▶ PODs should print to the same printers as they do today
- ▶ Separate antique printers are no longer used. PODs for antique tags will print from your normal printer
- ▶ Contact the help desk if issues arise
- ▶ To reprint a POD that fails (e.g. ran out of ink or paper)
 - ▶ Clerks allowed to do one re-print, additional re-prints require supervisor approval.
 - ▶ This is found on activity 'I Want To'



Daily Follow-Ups

- ▶ Zoom presentations from 5:15-5:45pm each day – October 9-20
 - ▶ <https://zoom.us/j/650550517>
- ▶ Topics:
 - ▶ Known Issues
 - ▶ Common Questions
 - ▶ Other items as requested
- ▶ Recommended attendance:
 - ▶ Collectors
 - ▶ Expert Users



County Financial File

- ▶ First files to be sent evening of October 9 (by midnight)
- ▶ Bookkeepers/office managers must accept all receipt drawers and close the office day before the file will be sent.
- ▶ Closing office day = money sent to the bank
- ▶ The file contains with summary information for *distribution only, not daily balancing*. **The file data will NOT match deposits.**
- ▶ MARVIN provides reports for daily balancing of motor vehicle money collected by clerks
- ▶ Contact your county vendor with questions about county system.



October Settlement

- ▶ **Treat today like the end of the month!**
- ▶ Any work from September or October 2-6 will follow 'old' legacy process. **Please purge titles and heavy trucks at the end of the day to submit to DOR next week.**
- ▶ Payment for all October work due November 20th
 - ▶ October 2-6 – Pay by check
 - ▶ October 9-31 – Pay through MARVIN



Sending in MARVIN Work

- ▶ DO NOT mail checks for county work done in MARVIN.
- ▶ Use the following PO Boxes:
 - ▶ Heavy trucks
 - ▶ PO Box 1140
 - ▶ Standard title applications
 - ▶ PO Box 23049
 - ▶ Fast track title applications
 - ▶ PO Box 22845
 - ▶ Everything else – additional information requests, replacements, etc.
 - ▶ PO Box 1383



Sales and Use Tax

- ▶ Counties still must file and pay sales and use tax and trauma fees through TAP.
- ▶ A 2008 vehicle may already be 10 years old, if purchase/acquisition date is after July 1, 2008. This means they are now exempt (different from legacy)
- ▶ MARVIN enforces sales tax rules as defined by DOR and MS law. Do NOT assume that it is wrong, check your options such as purchase type and exemptions first



Help Articles

- ▶ Please ensure that you review help articles before contacting your expert user or DOR
 - ▶ Policy Updates
 - ▶ Frequently Asked Questions
 - ▶ MARVIN Quick Guide
 - ▶ DOR Policies
- ▶ The Help manager is found in the County Office manager
- ▶ Updates will be posted here after go-live

