Nebraska Department of Motor Vehicles

Julie Maaske

Region III Info Exchange
October 25, 2016
Enhance On-Line Services
Document Uploads

Started 2 years ago

- Joint effort with State Portal Provider, NIC
- Use technology of document uploads proven to work in one application and apply to other applications

- Vehicle Registration Renewal - 2014
- IRP Renewals - HVUT 2290 Forms - 2015
  - Federal Heavy Highway Vehicle Use Tax
- Driver License Address Change – June 2016
Objectives

- Provide more convenient alternative for customers
- Reduce number of customers in field offices
- Manage/Streamline/Maximize employee time
Registration Renewal

• For on-line renewal (vast majority of POI in database – seamless search occurs)
  • Small percentage insurance companies do not report to the database – restricts customers from on-line

• Modified online registration process
  • October 2014
    • Pilot in 2 counties for 2 months
  • September 2016
    • 76% all registered vehicles eligible for POI on-line
Motor Vehicle Insurance

We are unable to locate proof of insurance for your vehicle. You have the option of submitting proof of insurance through this online process. Read more on how this works.

1. Select a file or photo to submit as proof of insurance.

   Browse...

   ✉️ Upload

Continue to Purchase through Nebraska.gov ➔
Motor Vehicle Insurance

We are unable to locate proof of insurance for your vehicle. You have the option of submitting proof of insurance through this online process. Read more on how this works.

1. Select a file or photo to submit as proof of insurance.

2. Please review the image: verify that the VIN, Expiration Date and Name are visible and match what is on your registration; confirm that the effective date is prior to today and the expiration date is greater than today plus five business days; agree to the statement below and click on continue.

I attest that the document being submitted with my registration renewal has not been altered or modified to falsify information on the vehicle registration I am renewing.

Documents or images unreadable will be rejected and your vehicle registration will not be renewed.

Continue to Purchase through Nebraska.gov →
### POI Registration Renewals for Cass County

#### Search

<table>
<thead>
<tr>
<th>Original Registration Number</th>
<th>Order Id</th>
<th>Status</th>
<th>Submitted Date Range</th>
<th>County User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Select One</td>
</tr>
</tbody>
</table>

#### Results

<table>
<thead>
<tr>
<th>Reg #</th>
<th>Name</th>
<th>Order Id</th>
<th>Status</th>
<th>Date Submitted</th>
<th>County</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>00201439495</td>
<td>The Cretex Companies INC</td>
<td>17397918</td>
<td>Pending</td>
<td>10/09/2015 11:54 AM</td>
<td>Cass</td>
<td>Review</td>
</tr>
<tr>
<td>00201436505</td>
<td>David Henry</td>
<td>17601516</td>
<td>Pending</td>
<td>10/22/2015 04:07 PM</td>
<td>Cass</td>
<td>Review</td>
</tr>
</tbody>
</table>

**Result Count: 2**
Accept/Decline/Problem

Your Nebraska DMV Online

Registration Information
- Plate Number: 20S384
- Orig. Registration #: 00201436505
- Plate Type: PA
- Year / Make / Model: 2005 MERCURY MOUNTAINEER
- VIN: 4M2ZU86K85ZJ10200
- County: Cass
- Name on Registration: David Henry
- Email Address: ddhenrynhome@outlook.com

Order Information
- Order Id: 17601518
- Date Submitted: 10/22/2015 04:07 PM
- Registration Amount: $109.00
- Status: Pending

-safe drivers - safe vehicles - secure identities - saving lives
Declined Because...
- Altered Document Submitted
- Select One
- Other
- Altered Document Submitted
  - The Co Not Licensed in Nebraska
  - Invalid Document Submitted
  - Unreadable

Please contact your insurance carrier to request a corrected, unaltered card and resubmit or renew in person at the treasurers office. Your account will not be billed for this incomplete renewal.

Richard Wassinger  
Cass County Treasurer  
346 Main, Room 204  
Plattsburgh, NE 68048  
(402) 296-9320

Registration Information
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- Year / Make / Model: 2005 MERCURY MOUNTAINEER  
- VIN: 4M2ZU86K85Z10200  
- County: Cass  
- Name on Registration: David Henry  
- Email Address: ddhenryhome@outlook.com

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- Date Submitted: 10/22/2015 04:07 PM  
- Registration Amount: $109.00  
- Status: Pending

Cancel Decline  ✔ Decline
January – September 2016 (9 months)

- 230,409 total online renewals
  - Vast majority search the electronic insurance database
- 18,663 “POI” renewals (8.1%)
  - 33,085 since October 2014
- Declined after review (7.3%)
IRP On-Line Renewal

• IRS Form 2290 HVUT (Heavy Highway Vehicle Use Tax)
  • Receipt to State verifying payment of tax on highway motor vehicle 55,000 lbs or greater

• Problems Solved
  • Customer had to mail/fax/e-mail/delivery to us
  • Interrupted/Delayed our automated work flow
  • Delayed response to the customer
  • Prevented maximizing the benefits of on-line service
2016 IRP Renewals

- 60% of all IRP customers renew on-line

- FIRST YEAR utilizing the new customer option
  - 72% uploaded their 2290
  - Anticipate growth – 2017 renewal season
Welcome to the 2017 On-line IRP Renewal

2017 IRP requirements and features:
- All IRP bill’s must be paid
- All IFTA returns must be filed
- Your DOT Number must be active
- You must be reporting actual miles for Nebraska
- Upload your 2290 receipt after you submit your renewal
- Upon receiving the approval confirmation, pay your bill on-line

Do you have changes to your company information?
If making changes to your company information (i.e. name, federal id number, address, owner or officers) as shown on the first page of your renewal, make all changes on the renewal form and send the form to our office. The changes will be made before the cab card(s) are printed.

Federal Heavy Use Tax-Form 2290
Our office is required to receive a copy of the receipted 2290 form for the registration year 2016/2017. Scan and save the receipted form to your pc before you begin the renewal. At the end, you’ll have the opportunity to upload the form directly from your pc to our office. If unable to upload a copy, fax it to (402) 471-3920 or email to mcs.web@nebraska.gov or send via US mail.
Save time... Go online!

Motor Carrier Services

FAQ Contact Help

Carrier 2 TOEPFER, Fleet 2 Registration Year 2017

STOP

Your renewal is almost processed. Have you reviewed your entry? You want to make sure you have entered the miles correctly, verified the weights for each power unit and expired any units you have removed from your fleet. Before you proceed, click the Back button to each of the previous screens and verify your information. If you need more time, your entry is saved and you can return later to complete the process.

If you are ready to continue, this would be a good time to make sure your Form 2290 is scanned and ready to upload. The renewal is not complete without the copy of the receipted 2290 and you will have the option of uploading it at the end of the renewal process.

If you are unable to upload the Form 2290 you can fax it to (402) 471-3920, email to mcs.web@nebraska.gov or send via US mail.

Would you like to proceed to generate your IRP renewal bill?

Continue Back Menu

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If you are registering power units at weights exceeding 55,000 lbs. you must submit a current copy of your receipted 2290 form. Carriers who renew using the on-line service will be allowed to file and pay, but will NOT receive credentials without having submitted a copy of the 2290 receipt.

A copy of the 2290 can be uploaded here. Use the Browse button to select the receipted 2290 file from your hard drive. Please note, the uploaded file name can not contain quotes or commas. After selecting the file, use the Upload File button to send the file to DMV.
### Pending Status/E-Files Merged

#### Motor Carrier Services

<table>
<thead>
<tr>
<th>Update Date</th>
<th>Carrier</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
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<td>5144</td>
<td>Received</td>
</tr>
<tr>
<td>10/19/2016</td>
<td>7679</td>
<td>Processed</td>
</tr>
<tr>
<td>10/19/2016</td>
<td>5937</td>
<td>Processed</td>
</tr>
<tr>
<td>10/19/2016</td>
<td>6941</td>
<td>Processed</td>
</tr>
<tr>
<td>10/19/2016</td>
<td>905</td>
<td>Processed</td>
</tr>
<tr>
<td>10/19/2016</td>
<td>457</td>
<td>Processed</td>
</tr>
<tr>
<td>10/18/2016</td>
<td>6816</td>
<td>Processed</td>
</tr>
<tr>
<td>10/18/2016</td>
<td>6874</td>
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<tr>
<td>10/18/2016</td>
<td>2115</td>
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<tr>
<td>10/18/2016</td>
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<tr>
<td>10/18/2016</td>
<td>5460</td>
<td>Processed</td>
</tr>
<tr>
<td>10/18/2016</td>
<td>4302</td>
<td>Processed</td>
</tr>
</tbody>
</table>

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Change of Address On-Line

- Launched Summer 2016

- Adoption Rate
  - During 14 week period (mid-July to mid-October) notified individuals who had moved within the last year & failed to change document address
  - 69% opted for on-line address change

- Benefits
  - Customer convenience – Unlimited times
  - Workload shift
    - In-person office visit (busiest) to Examiners with more flexible work schedules
    - Manage when worked by Examiner, not the customer
  - $47,200 annual savings (conservative)
  - 27,570 less people annually to office (conservative)
Driver License Services - Change of Address

You indicated the address on file is not accurate. You are able to request a change of mailing and/or resident address online. Click the following link for a list of acceptable proof of address documents.

If you require a temporary document immediately, please visit a local driver licensing office to change your address in person. Temporary documents may not be available for up to three business days if change of address is submitted online.

Current Resident Address

Proof of current resident address is required with any address change (residential or mailing). If active duty military or family of active duty military an additional document, either a Leave and Earning Statement indicating Nebraska tax state or Nebraska Voter Registration Card, is required.

☐ I am Active Duty Military and/or Dependent of Active Duty Military

Address

City: [Text Box]  
State: Nebraska  
Zip Code: [Text Box]

County: [Text Box]

Mailing Address

☐ Same as Resident Address

Address

City:  
State: Nebraska  
Zip Code: [Text Box]
Customer View

Proof of Resident Address (Principal Address)

Proof of Resident Address is required for any change of address. Upload two documents or photos of proof of your current resident address. Click the following link for a list of acceptable proof of address documents. Pdf, jpg, tif, gif, png files accepted.

Supporting Document 1

Document Type
Select One
Document 1
Browse... No file selected.

Supporting Document 2

Document Type
Select One
Document 2
Browse... No file selected.

→ Cancel  ➔ Continue ➔
Examiner View

Change of Address Request (SIX, SYLVESTER, O #Q0000526)

Order Details
Status: Pending
Submitted: 2016-05-01 15:12:24

Resident Address
301 Centennial Mall South
Lincoln, NE 68509
Lancaster County
✓ Verified by USPS

Mailing Address
PO Box 94789
Lincoln, NE 68509
✓ Verified by USPS
Supporting Documentation

- Magazine issued within the last 90 days
  - Issue Date: 05/03/2016
  - Magazine Name: US Weekly

- Pay stub or earnings statement issued within 90 days, with employer info
  - Document Issued Date: 05/16/2016
  - Employer Name: State of Nebraska

[Buttons: Accept, Deny, Cancel]
Supporting Documentation

Account statement from a bank or other financial institution, within 90 days

- Document Issued Date: 10/06/2016
- Company Name: First National Bank of

Correspondence, receipt, invoice dated within the last 90 days

- Document Issued Date: 10/06/2016
- Document Type: Invoice for Homeowner’s Insurance Policy
Summary

• On-Line Document Upload
  Vehicle Registration Renewal – Betty Johnson
  IRP Renewals - HVUT 2290 Forms – Cathy Beedle
  • Federal Heavy Highway Vehicle Use Tax
  Driver License Address Change – Sara O’Rourke

• Efficiencies Gained
  • Convenience for customers
  • Reduced traffic in offices
  • Better utilization of personnel time
  • Win-Win-Win
For More Information

Contact:

Julie Maaske
402.471.3900

Julie.Maaske@nebraska.gov
Trooper in a Truck

Lieutenant Kurt Von Minden #420
Nebraska State Patrol
• Need a tool to be used in the education of motorists interacting with CMVs on the roadway
• Need a reasonable to make people believe that they may get caught for road rage, or irresponsible driving incidents with CMVs
• Need to decrease drivers of CMVs using handheld devices while driving
• Need to address the increasing crashes involving moving violations, in and around CMVs
Partnering with industry to build a concept that not only educates the motoring public, but that makes people think twice about their driving habits.

1 trooper equipped with a radio rides in a CMV with a driver between two fixed points.

Other troopers are posted at fixed locations between the two points.

When a violation occurs, the trooper riding in the truck calls it out to the chase cars.

Chase cars then catch the violator, and issue the appropriate enforcement activity.
• Pre media operation to be conducted to let the public know that the operation is commencing.
• Filming parts of the operation to use in media interviews, for public education at a later date.
• Involving industry to help educate professional drivers.
For More Information
Contact:

Lieutenant Kurt Von Minden
#420
Nebraska State Patrol
Kurt.vonminden@Nebraska.gov