

The Scenario:

Alan Roberts came into our office to get his registration, he states he never received a registration renewal reminder and has let the registration on his 1999 Chev C15 expire. He also wants to renew his 2013 Hyun Accent.

Registration Renewal (2 Vehicles at Once)

New Manager springboard

Since we are looking for an individual customer and their existing vehicle within Tapestry, where should we start?

Select **Search** manager

Alan has given us his license plate number to search for the vehicle.

Search field

DMS422

Before we even enter a springboard, we can see from the **Vehicle Ownership Account** details displayed, that the 1999 Chev C15 registration expired as of May 31, 2018. We know this from the text and from the gray color of the **Vehicle Ownership** hyperlink.

1999 Chev C15

Select **Vehicle Ownership** hyperlink

Vehicle Ownership Account

You will notice the expiration date is red.

Let's select the **Issuance Transaction** action button in order to begin the registration renewal activity.

Select **Issuance Transaction** action button

To issue the new registration, we will select the **Vehicle Registration Renewals** hyperlink.

Select **Vehicle Registration Renewals** hyperlink

Vehicle Detail

Alan is an owner for both of these vehicles. His other vehicle is a 2013 Hyundai Accent. We're going to select both **Renew** checkboxes. Tapestry will walk us through the renewal process twice, once for each vehicle. The checkbox for the **1999 Chev C15** is already checked and cannot be unchecked. So we'll simply need to check the **Renew** checkbox and select the **Next** action button to continue.

2013 Hyun Accent

Select **Renew** checkbox

Select **Next** action button

Registration Information

Looking at our **Section Outline** it is important to realize that this **Renewal Information** sub-section pertains only to the first vehicle, the 1999 Chev C15. Once we complete this sub-section, this sub-section will actually be renamed 1999 Chev C15.

Alan would like to update his contact information. So we'll select **Yes** from the **Update Contact Info?** drop-down field.

Update Contact Info ?

Yes

He also has a **Veteran's Certificate Number** to add.

Veteran's Certificate Number

19911421441

New Mexico Motor Vehicle Division

Two Vehicle Registrations at One Time



Again, we have the option to keep the same license plate or we can change it. We can see that Mr. Alan Roberts has a Balloon Plate. For this vehicle he'd like to keep this plate. So we can select Yes from the Same Plate? drop-down field.	
Same Plate?	Yes
Now the Registration Term and Expire Date fields display. Alan would like a 1 year registration.	
Registration Term	1 Year
Select Next action button	

Owner Information	
We get the question: Is this the same person? The name on the credential does not match the name of the vehicle: Alan Dale Roberts. Yes it is the same person so were going to select Yes from the dropdown.	
Notice that the Registration Information sub-section in the Section Outline has updated to show we're working on the 1999 Chev C15.	
Alan is providing his cell phone number so let's enter that now.	
The name on the credential does not match the name of the primary owner on the vehicle: Alan Dale Roberts	Select Yes from the dropdown
Phone Type	Cell Phone
Telephone Number	505-658-2148
Select Next action button	

Owner Address	
Alan would also like to provide a Renewal Address . So let's select No from the Owner has same Renewal Address? drop-down and enter the following address.	
Is Owner's Renewal Address same as Mailing?	No
Single Line	906 Pearson Dr 88201
Once the addresses is verified, check with the owner to determine if they use the vehicle to commute to Bernalillo County more than 60 days a year. If so, they will need to prove they are compliant with that county's emissions requirements.	
Alan does not go to Bernalillo County that often so we will leave that checkbox unmarked. We can now select the Next action button to continue.	
Select Next action button	

Donations	
If you recall from the previous exercise that I demonstrated for you, we had to go through a Plate Information sub-section. That was because we were selecting a new plate. In this exercise, we're using the same plate so Tapestry skips over that sub-section to save us time.	
In the Fees sub-section we ask Mr. Roberts if he'd like to donate to either of the funds. He is going to donate \$1 to each of them.	
Once we mark those donations, we can select the Next action button to continue.	
Donate to the Veteran's Fund?	\$1
Donate to the Children's Eyesight Fund?	\$1

New Mexico Motor Vehicle Division

Two Vehicle Registrations at One Time



	Send Verification/Donations
	Select Next action button

Fees	
There are several more groups of fees in this activity. Again, these fees only represent the fees dealing with the 1999 Chev C15. We haven't told Tapestry anything about the other vehicle's renewal yet. Here we have Donations, Registration Penalties (since he was late), and the Vehicle Registration Fees .	
If we select the Expand icon for Donations . We will be able to see how \$1 is going to each fund.	
Donations	Select Expand icon
If we select the Expand icon for Vehicle Registration Fees we can also see the credit for the Veteran's Allowance .	
Vehicle Registration Fees	Select Expand icon
Before we select the Next action button, we verify that Alan has a form of payment. If not, we select the Cancel action button so that he can return later to complete the activity. If he does have payment, we can select the Next action button to begin renewing the second vehicle's registration.	
	Select Next action button

Registration Information	
Looking at our Section Outline we can see that a new Registration Information sub-section has been started below the 1999 Chev C15 sub-section.	
Like before, Alan would like to add a cell phone number and renewal address. We must enter this update twice, because Tapestry does not link information between vehicles. They are independent entities and what happens to one does not necessarily affect another – even if they have the same owner.	
Update Contact Info?	Yes
Since he can receive the discount more than once, we will add her Veteran's Certificate Number in this sub-section as well.	
Veteran's Certificate Number	19911421441

Registration Information (cont.)	
This vehicle currently has a Turquoise Plate , but Alan would like to switch to a Standard Yellow Plate . So we will mark the Same Plate? field as no.	
Same Plate?	No
New Plate Type	Standard Yellow Plate
Registration Term	1 year
With all field satisfied, we can select the Next action button to continue.	
	Select Next action button

Owner Information	
Notice that the Registration Information sub-section in the Section Outline has updated to show we're working on the 2012 Hyun Accent.	

New Mexico Motor Vehicle Division

Two Vehicle Registrations at One Time



Remember to change his cell phone number so let's enter that now and then select the Next action button to continue.	
Same Person?	Select Yes from dropdown
Phone Type	Cell Phone
Telephone Number	505-658-2148
	Select Next action button

Owner Address	
Let's enter the Renewal Address just as we did on the previous vehicle.	
Is Owner Renewal Address same as Mailing?	No
Single Line	906 Pearson Dr 88201
Once the address is verified, check with the owner to determine if they use the vehicle to commute to Bernalillo County more than 60 days a year. If so, they will need to prove they are compliant with that county's emissions requirements.	
Alan will not be using this vehicle to commute to Bernalillo County either, so we can now select the Next action button to continue.	
	Select Next action button

Plate Information	
ASK THE CLASS: Why do you think Tapestry is showing us this Plate Information sub-section?	
ASK THE CLASS: What would we do if Alan changed his mind and either wanted a different Plate Type or keep his previous plate?	
Assuming this plate is present and undamaged, let's select the Next action button to continue.	
	Select Next action button

Donations	
Since Alan already made donations on the first vehicle's renewal, she is not going to make additional donations in this part of the activity.	
Once we mark those donations as \$0, we can select the Next action button to continue.	
Donate to the Veteran's Fund?	\$0
Donate to the Children's Eyesight Fund?	\$0
	Send Verification/Donations
	Select Next action button

Fees	
Again, we want to verify that Alan has a form of payment before selecting the Next action button.	
Since he does have payment we can proceed to the Summary section for the entire activity.	
	Select Next action Button

Summary

Here you see a summary of the activity – both vehicle registration renewals. It includes each vehicle's information, the **Plate Type**, the **Expiration** for each vehicle, and the **Total Fees**. This is our last opportunity to select the **Cancel** action button before creating an open interaction that must be resolved. Assuming that the owner can pay for the whole total, we will select the **Submit** action button to complete both registration renewal activities.

Select **Submit** action button

Vehicle Ownership Account

Tapestry navigates back to where we started, the **Vehicle Ownership Account** springboard for the **1999 Chev C15**. There is now a balance, but the registration is still expired and listed in red text. The Renewal is not yet the active registration listed in the **Registration** tab and sub-tab.

To accept a payment for this transaction, we select the **Accept A Payment** action button. Mrs. Darcy will be paying with cash.

Select **Accept a Payment** action button

Interaction Payment Type

Select **Cash** hyperlink

Cashiering Payment

If we look at the **Interaction Bill Items** list, we can see that only bill items for the 199 Chev C15 registration renewal are present. We need to tell Tapestry to pull in the rest of the debt. Let's use the **Add Recent** header button to pull in the debt for the 2013 Hyun Accent registration renewal.

The **Add Customer** allows you to search for existing debt even if you didn't do the initial transaction. This is useful if a customer does part of a transaction at one office and wants to pay at another. This will also be helpful if another clerk in the same office begins the transaction, but the customer ends up at your window.

To pull in existing debt from transactions you performed that day, select the **Add Recent** header button.

Select **Add Recent** header button

Here you will see recent debt items performed by you. To add the debt for the Renewal of the other vehicle, select the Include checkbox and OK action button

Select **Include** checkbox

Select **OK** action button

Tapestry closes the **Select Level** window and adds the bill items for that customer to the **Interaction Bill Items** list. Now we see the same balance we saw in the activity **Summary** section.

Now we can take a payment as normal.

Select **Save** action button

Cashiering Interaction

The Processing Bar will appear when taking payment for multiple bill items.

Before we select the **Quick Print** header button, look at the **Letters** tab of this springboard. We can tell already that three documents are to print. Let's see how that plays out in the PDFs that generate.

Select **Quick Print** header button

New Mexico Motor Vehicle Division

Two Vehicle Registrations at One Time



Only 2 PDFs are generated for three letters. This is because Tapestry is going to print both registrations from a single PDF.

We are looking at Registration documents PDF now. If we scroll down, we'll see that there are two. This is for the Chev. . . .

Registration IE Tab

Scroll down

And this one is for the Hyun

Assuming that we've printed both PDFs, let's close the browser tabs to return to the **Cashiering Interaction** springboard.

Close **Registration** IE tab

Close **Cashiering** IE tab

As you can see, all three letters printed today. Select the **Ok** action button to return to the **Vehicle Ownership Account** springboard associated with the 1999 Chev C15.

Select **OK** action button

Vehicle Ownership Account

Now on this springboard we can see that the **Balance** is \$0, the **Expires** date has been updated for the renewal, the **Registration** status is now active, and the **Renewal** is the active registration listed under the **Registration** tab and sub-tab. To see similar results on the other vehicle's **Ownership Account** springboard, we need to navigate to **Alan Robert's** individual customer springboard by selecting the hyperlink of his name in the **Owners** section of this springboard.

Select **Alan Roberts** hyperlink

Individual Customer

Even before selecting the **Account Id** hyperlink, we can see that the account for the 2013 Hyun Accent has an **Expires** date of 1 year from this month and a \$0 **Balance**. Let's select the **Account Id** hyperlink, characterized by the **Plate Number** to verify that status of the registration.

2013 Hyun Accent

Select **Account Id** hyperlink

Vehicle Ownership Account

Sure enough, the **Registration** is active and the **Renewal** is the active registration.

Let's return to the **Search** manager to do one more together exercise. To navigate to the **Search** manager most efficiently, let's select the **Close Group** icon for this group that consists of Alan Roberts and the two **Vehicle Ownership** accounts he is linked to.

Navigation Panel

Select **Close Group** icon