

Alex Harbor has come to your office today because her registration has been suspended due to insurance that is out of date. She has documentation with her today to prove she now has current insurance. We are going to have to access her Vehicle Ownership Account to reinstate this registration.

Proof of Insurance	
New Manager springboard	Select Search manager
Search field	TLR803
We must access the Vehicle Ownership Account hyperlink because all registration related activities can be found on the Vehicle Ownership Account springboard.	
	Select Vehicle Ownership hyperlink

Vehicle Account Activity springboard	
Here we can see the Title status is active. Registration and Insurance both show as suspended. In the instance you are unsure of why the Registration has been suspended, select the Registration Status hyperlink.	
Registration Status	Select Registration hyperlink
We see here that the vehicle is currently not insured. Let's close this window.	
Standing Detail window	Select Close icon
This account also has a debt of \$30 because of this suspension. The Indicator Banner at the top of the springboard says that we cannot pay for reinstatement until we first prove this vehicle has valid insurance. To do this, select the Issuance Transaction action button.	
	Select Issuance Transaction action button
	Select Proof of Insurance/Affidavit of Non-Use hyperlink.

Insurance Information	
Since the registration is currently suspended because of poor insurance, Tapestry knows that Insurance Information is needed. Once the registration has been suspended, an Affidavit of Non-use cannot be filled out to get rid of the \$30 debt . They must prove they have up-to-date insurance.	
The Insurance Information fields will act with the same rules as you have seen throughout this course.	
Company name	Metlife
Policy number	4431386780
State	NV
Like in the Title and Registration process, if we enter a state that does not meet the liability requirements of New Mexico, Tapestry will throw a soft error. Let's change this back to NM.	
State	NM

Insurance Information (cont.)	
Effective date	08/01/17
Expiration date	2/1/18
Scanning Required! Click to Scan	Scan Insurance documents
Once all of the insurance information has been entered and scanned select the Save action button.	
	Select Save action button

Vehicle Ownership Account	
Once we save our Proof of Insurance activity a few items are updated on the account.	
First, if we look at the Open Tasks section, Tapestry has created a Proof of Insurance work item. This work item has been sent to the Insurance Bureau for verification. A note has been added to the Account as well giving instructions to the Insurance Bureau on what to complete for this Work Item.	
Secondly, the Insurance status is now active because proof was provided. However, the registration is still suspended. This is because the customer must now pay for the \$30 suspension fee.	
Ask the Class: How can we pay for this debt?	
	Select Accept a Payment action button
	Select Cash hyperlink

Cashiering Payment springboard	
Tendered	30
	Select Save action button

Cashiering Interaction springboard	
	Select Quick Print header button
	Close IE tabs for PDF's
	Select OK action button

Vehicle Ownership Account	
Back on the Vehicle Ownership Account we see a few things have changed once we took payment:	
First, our indicator banner is now hidden and balance has returned to Zero because the suspension fee has now been paid for.	
Secondly, the Registration is now Active. It will remain that way unless the Insurance Bureau denies the work item.	
Navigation Panel	Select Close Manager icon

