

Registration Renewal

One the most commonly completed transactions for Vehicle Services is a registration renewal.

The Scenario:

Scott Royal has a vehicle that is about to expire. He gives me his plate number, so we can look up the vehicle.

Registration Renewal

New Manager springboard

Since the action to be performed will be on an existing customer, I'll start by searching for that customer.

Select **Search** manager

Search

As I said, Scott has provided me with the plate number for his vehicle. So I will search by that.

Search field

55556US

Tapestry returns 2 search results, both for a 2014 Ford Explorer owned by Scott Royal. The first result shows a match for the Patriot plate and the second result shows a match for a combination of the plate and first 5 of the VIN.

Under the Vehicle Ownership Account hyperlink, the expiration date shows this vehicle's registration expires on July 31st 2017.

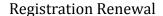
Since I am doing a transaction regarding the registration, I will select the Vehicle Ownership Account hyperlink.

Select Vehicle Ownership hyperlink

Vehicle Ownership Account

Notice the **Expires** date in the Account Attributes section. It is July 31, 2017. Tapestry will change the color of the **Expires** date when you're within 30 days of expiration to orange.

There are a few things I'd like to point out here on the **Vehicle Ownership Account** springboard. There is an **Important** icon next to the **Expires** date and the text is orange. This color coding indicates that the registration is expired.





Vehicle Ownership Account (cont.)

In the registration tab and sub-tab, the current registration is a **New Reg**. From here I can also easily determine the valid dates for this registration, the Expiration date, the Plate Type and ID, and which office issued the registration.

Before I continue on to the Renewal, let's view Scott Royal's individual Customer springboard.

Owners section

Select Scott Royal hyperlink

On Scott Royal's Individual Customer springboard, we can see two vehicles linked to him: the Ford Explorer I wish to renew as well as an Audi S4. We will see shortly how him being linked to two vehicles in Tapestry will affect our transaction.

I am now going to close his Individual Customer springboard.

Navigation Panel

Select Close Manager icon for Scott Royal

I am taken back to the last springboard I had open: The Vehicle Ownership Account springboard.

So far, we've done activities that deal with the Title, so we've selected the **Issuance Transaction** action button on the **Vehicle Customer** springboard. Now we're working on the registration, or account, so I need to select the **Issuance Transaction** action button here on the **Vehicle Ownership Account** springboard. This action button will open a list of transactions relating to the registration and plates for this **Vehicle Ownership Account**.

Select **Issuance Transaction** action button

To renew the registration, I will select the **Vehicle Registration Renewals** hyperlink.

Select Vehicle Registration Renewals Hyperlink

Vehicle Detail

This is the Vehicle Registration Renewal activity springboard. The first sub-section displays vehicle details for all vehicles owned by this owner. The top vehicle will always be the vehicle the Registration Renewal was initiated from. The **Renew** checkbox for this vehicle will also always be checked.

Any other vehicles owned by the registered owner of the first vehicle will be listed below. Here, I can see that Scott also owns a 2015 Audi S4.

Tapestry displays all vehicles owned by this owner so that we can renew all of them simultaneously. To add the Audi to the activity, I would simply select the **Renew** checkbox. We'll do this together in another exercise. For now, the Audi's registration doesn't expire until December, so we'll leave the **Renew** checkbox unchecked and continue with renewing only the Ford Explorer.

When all vehicles to be renewed are marked with checks in their **Renew** checkboxes, the next step is to select the **Next** action button. As we've seen with other vehicle activities, we can also **Cancel** this activity. You'll notice there is no **Save** action button. This is because a renewal is such a fast transaction, it isn't going to save that much time by saving for later.

Select **Next** action button



Renewal Information

Before I enter any information into this sub-section, let's examine the **Section Outline** more closely.

We are currently in the **Ownership** section, the **Registration Information** sub-section. Moreover, there's what appears to be another **Section Outline** forming within this sub-section. This structure reflects Tapestry's ability to renew more than one registration at a time. The **Registration Information** sub-section we're currently in is specifically for the first vehicle listed in the **Vehicle Detail** sub-section.

Within this **Registration Information** sub-section, we are in the **Renewal Information** section. At the top of this section is the **Title Assignment**. It is not editable, because this is only a registration renewal transaction. If a change to the title were necessary, I would need to complete a different vehicle activity.

We can choose to Update Contact information by selecting yes or no.

Another option I have in this section is to add a **Veteran's Certificate Number** which discounts registration fees for veterans. Mr. Royal is not a veteran, so I will not add a number to this field.

Moving down this sub-section we come to **Plate Information.** There is the option to change plates when renewing a registration. In this case, Mr. Royal would like to switch to the Standard Yellow Plate, so we'll select **No** from the **Same Plate?** drop-down.

No)
	No

Since we entered **No**, Tapestry not only displays fields for **Registration Term** and **Expire Date** but also fields to select at **New Plate Type** or to **Use an Existing NM Plate**.

First, Mr. Royal wants another 2 year Registration Term.

New Plate Type	Standard Yellow
Same Plate?	No
Registration Term	2 Years

With all fields satisfied in this sub-section, we can proceed by selecting the **Next** action button. If Mr. Royal decided that he did want to renew his other vehicle's registration as well, that would be a good opportunity to select the **Previous** action button and return to the **Vehicle Detail** sub-section. Before we proceed, take a look at the **Section Outline**. At the moment, the sub-section we're on is the **Registration**

Select **Next** action button

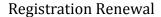




Plate Information

The **Plate Information** sub-section in a Registration Renewal works exactly the same way it does in other registration activities. The plate number is automatically populated based on my inventory. If the customer chooses at this point to change the plate type, that must be done in the **Renewal Information** sub-section.

Also, we still have the **Missing, Damaged,** and **Grab Next Inventory** action buttons to utilize as needed.

511TLR is present and undamaged so I'm going to select the **Next** action button to continue.

Select **Next** action button

Donations

This is the donations section. Here, customers have the option to donate to the **Veterans Fund** or **Children's Eyesight Fund**. If the customer would like more information about the funds, you can select the hyperlinks to view additional information.

Select Veterans Fund hyperlink

A Definition Box with a short description of the fund displays. To close it, select the **Close** icon or click anywhere outside of the box.

We will not be taking any donations for the Veterans or Children's Eyesight Funds, so we will select \$0 for each followed by the **Next** action button.

Donate to the Veterans Fund?	Select \$0 selector button
Donate to the Children's Eyesight Fund?	Select \$0 selector button
	Select Send Verification/Donations
Now we can proceed to the Fees sub-section by selecting the Next action button.	
	Select Next action button



Fees

After confirming the fees, verify that the customer has a form of payment. Even though we can't **Save** a renewal activity, we still need to verify the customer has a form of payment. If they do not, select the **Cancel** action button. It will be quick and easy to recreate the activity when they return.

If they have payment, select the **Next** action button to continue.

Select Next action button

Summary

Here you see a summary of the transaction. The balance that the customer owes shows in red, and the new **Expiration** date displays as well. We will now submit this activity so that we can accept a payment.

Select Submit action button

Vehicle Ownership Account

With the other activities we've done, Tapestry automatically navigated to the **Vehicle Customer** springboard. That is because we began them from the **Vehicle Customer** springboard. For a Registration Renewal, we began the activity from the **Vehicle Ownership Account** springboard. So *that* is where Tapestry navigates upon **Submitting** the activity.

Notice how this springboard has changed:

- 1) There is now a balance
- 2) There is now a Renewal transaction in the Account Registration History

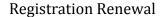
There are other things that have not yet changed because I have not taken a payment.

- 1) Expires date is still July 31, 2017
- 2) Plate Number is still 55556US
- 3) Based on the blue hyperlink, the New Reg is still the active Registration type.

Once I take a payment, those things will change. I'm going to do that now by selecting the **Accept a Payment** action button and selecting the **Check** hyperlink.

	Select Accept A Payment action button
Individual Payment Type	Select Check hyperlink

Cashiering Payment	
Routing Number	107112122
Account Number	45412214
Check Number	5841
Check Amount	167.00
	Select Save action button





Cashiering Interaction The payment has been processed and now I can print my documents by selecting the Quick Print action button.		
This time, we only get a registration document to print and the cashiering receipt. There is no title document since the Registration Renewal has no bearing on the title. After printing the documents		
	Close Registration IE tab	
	Close Cashiering IE tab	
When we select the OK action button, Tapestry will navigate back to the Vehicle Ownership Account springboard.		
	Select OK action button	

Vehicle Ownership Account

See how things have updated with the payment.

- 1) The Balance is \$0
- 2) Expires date is now September 30, 2019
- 3) Plate Number is now 511TRL
- 4) Based on the blue hyperlink, the Renewal is still the active Registration type.

Navigation Panel	Select Close Manager icon
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Registration Renewal



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