

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1079
DATE ISSUED: February 28, 2011

The State of Ohio, through the Department of Administrative Services for the Ohio Department of Public Safety is requesting proposals for:

ODPS Service Desk

INQUIRY PERIOD BEGINS: February 28, 2011
INQUIRY PERIOD ENDS: March 28, 2011
OPENING DATE: April 4, 2011
OPENING TIME: 11:00 A.M.
OPENING LOCATION: Department of Administrative Services
I.T. Procurement Services
Bid Room
4200 Surface Road
Columbus, Ohio 43228

This RFP consists of five parts and nine attachments, totaling 85 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

PART ONE: EXECUTIVE SUMMARY

Purpose. This is a Request for Competitive Sealed Proposals ("RFP") under Sections 125.071 and 125.18 of the Ohio Revised Code (the "Revised Code") and Section 123:5-1-8 of the Ohio Administrative Code (the "Administrative Code"). The Ohio Department of Public Safety ("ODPS") has asked the Department of Administrative Services to solicit competitive sealed proposals ("Proposals") for the ODPS Service Desk (the "Work"), and this RFP is the result of that request.

If a suitable offer is made in response to this RFP, the State of Ohio (the "State"), through the Department of Administrative Services, may enter into a contract (the "Contract") to have the selected offeror (the "Contractor") perform all or part of the Work. This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. While these dates are subject to change, prospective offerors must be prepared to meet them as they currently stand.

Once awarded, the term of the Contract will be from the award date until the Work is completed to the satisfaction of the State and the Contractor is paid or June 30, 2011, whichever is sooner. The State may renew this Contract for up to six (6) additional one-year term(s), subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of the ODPS.

The State may reject any Proposal if the offeror fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the Work or the terms and conditions in this RFP.

Background. The Ohio Department of Public Safety (ODPS) is a cabinet level agency. The ODPS is responsible to serve and protect the safety and security of Ohioans. The ODPS accomplishes their mission through its eight (8) divisions: Administration (ADM); Emergency Medical Services (EMS); Ohio Bureau of Motor Vehicles (BMV); Ohio Emergency Management Agency (EMA); Ohio Homeland Security (OHS); Ohio Investigative Unit (OIU); Ohio Office of Criminal Justice Services (OCJS); and, Ohio State Highway Patrol (OSHP).

The **Administration Division** makes it possible for all other Divisions within Public Safety to operate smoothly. Some areas under Administration include Information Technology, Human Resources and Fiscal Services.

The **Ohio Bureau of Motor Vehicles (BMV)**, which oversees driver and motor vehicle licensing and registration, continues to make services more convenient, efficient and cost-effective. A good example of BMV's strong commitment to improving customer service is the creation of www.OPLATES.com – a website that hundreds of thousands of Ohioans use each year to renew their vehicle registrations and perform other business transactions with the BMV.

Through its research, technology, grants administration and programmatic initiatives, the **Ohio Office of Criminal Justice Services (OCJS)** serves agencies and communities committed to reducing and preventing crime across Ohio. OCJS administers over \$30 million in state and federal criminal justice funding every year. OCJS identifies justice issues, evaluates programs and develops technology, training and products for criminal justice professionals and communities.

Protecting Ohioans from potential acts of terrorism is central to Public Safety's mission. **Ohio Homeland Security (OHS)** Division was established as a new division within Public Safety in September 2003 to strengthen Ohio's commitment to addressing the new threats and challenges of terrorism in wake of the September 11, 2001 attacks. The Homeland Security Division also oversees the licensing and regulation of private investigators and security guards.

Keeping alcohol and cigarettes out of the hands of young Ohioans is a main focus of the **Ohio Investigative Unit (OIU)**. Through its enforcement and educational efforts, agents have helped to reduce the problem of underage drinking. Agents also investigate food stamp fraud and gambling violations.

The primary mission of the **Ohio Emergency Management Agency (EMA)** is to coordinate activities to mitigate, prepare for, respond to and recover from disasters, both natural and man-made. This mission is carried out by closely interfacing with local, state and federal agencies in an effort to bring resources of recovery and support to Ohioans impacted by the disaster. Ohio EMA agency activities, in addition to disaster response and recovery include: education, training, planning, preparedness, strengthening Ohio's first responder capabilities and improving communication across the state.

In case of a sudden medical emergency, like a heart attack or stroke, **Emergency Medical Services (EMS)** ensures that you or a loved one will receive the highest quality of care. EMS oversees the certification of emergency medical technicians and firefighters and provides that these people in lifesaving roles are properly trained, educated and prepared for emergency situations.

Keeping Ohioans as safe as possible on state routes and highways is the responsibility of the **Ohio State Highway Patrol (OSHP)**. The OSHP, established in 1933, strives to save lives and prevent injuries on roadways and has made great progress in this area as traffic fatalities have been decreasing from year to year. The Patrol also offers statewide emergency response services, investigates criminal activities on state-owned property, and provides security for the Governor and other dignitaries.

Currently the ODPS outsources tier 1 help desk services for these divisions. The ODPS Help Desk is staffed by the current Contractor and operational Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 7:00 a.m. through 2:00 p.m. Eastern Time, excluding holidays. For this RFP and resulting contract, the ODPS is requiring operational hours of Monday through Saturday from 7:00 a.m. to 7:00 p.m. Eastern Time, including holidays. In addition, the ODPS is seeking an optional cost proposal for twenty-four hour per day, seven days a week, and three hundred sixty five days per year (24x7x365) service desk coverage. The ODPS Service Desk processes a call volume of approximately two thousand one hundred (2,100) calls per month from a user base of two thousand eight hundred (2,800) seats. The user base is located primarily at the ODPS Shipley Building and the Alum Creek Facility (ACF), both located in Columbus, Ohio. This call volume of two thousand one hundred (2,100) calls generates approximately one thousand one hundred (1,100) problem tickets per month. The ODPS Help Desk also supports one hundred fifty-four (154) county title processing offices located in eighty-eight (88) counties throughout Ohio.

The ODPS, including the Contractor's Service Desk, uses 'Remedy' software to generate electronic problem tickets. Electronic problem tickets note the time the initial call is received, name of the caller, operating system, pod number, nature of the problem and referral if not within the tier 1 purview. Typical tier 1 problems the Contractor's Service Desk responds to are requests to reset passwords, trouble shooting desktop applications including mainframe, client server, Intranet and Internet applications, in addition to associated hardware and peripheral issues. If the Contractor's Help Desk is not able to resolve a problem, the problem is sent to tier 2 or 3 and noted on the electronic problem ticket. When the problem is resolved, at either tier 1, 2 or 3, the electronic problem ticket is closed.

The current contract in force validated the initial effort to improve service and cut costs; the ODPS Information Technology Office (ITO) conducted an analysis of help desk operations and recommended outsourcing their tier 1 help desk support functions. The analysis indicated the time required to resolve the ODPS tier 1 problems was excessive and the number of problems resolved at tier 1, as a percentage of overall tickets, was low compared to industry standards. These problems have been resolved by the Contractor. Currently, the Contractor has four (4) Full-Time Equivalent (FTE) employees assigned to the ODPS Service Desk.

The ODPS is seeking continued improved functionality of tier 1 call resolution through determination of the severity of the problem and whether to send to tier 2 or 3 after receiving the required information from the caller. The Contractor Service Desk staff will be located 'off-site' at the Contractor's location.

The purpose of this RFP is to solicit Proposals from established IT help desk vendors that have the capability to perform the existing help desk services using the ODPS Remedy software licenses and database, at an increased level of efficiency, off-site at the Contractor's location. There are two other help desks within the ODPS that use the Remedy problem management system; the Ohio State Highway Patrol (OSHP) help desk and Deputy Technical Services (DTS) help desk. Both of these divisions will maintain their current operation and are out of scope for this Contract. It is the ODPS intent to move toward the service desk ('Service Desk') model in the future and all references to the Work performed in this Contract will reference Service Desk.

All Contractor personnel that will provide the ODPS Service Desk services must sign confidentiality and non-disclosure agreements and go through background checks before having access to the ODPS licenses and database.

Current ODPS Environment

Remedy application

The ODPS ITO currently uses version 5.1.2 of Remedy as the primary software tool for the ODPS Service Desk to report problems. The contracted ODPS Service Desk analysts, who handle tier 1 support calls, use Remedy to create problem tickets that are either resolved at the Contractor's Service Desk or forward the problem ticket to the assigned to ITO supervisors. Tickets assigned to ITO supervisors are tier 2 and 3 level problems that cannot be resolved at the tier 1 help desk and require either a Network Administrator to either contact the end user or physically visit the end user location to work on equipment or software.

Service desk analysts are expected to take ownership of the problem ticket from start to finish. It is the responsibility of the service desk analysts to follow-up and close out tickets the analyst has opened.

The ODPS Remedy system has over five thousand five hundred (5,500) users for whom a problem ticket may be opened. The actual numbers of personnel who can create and update Remedy tickets are much smaller – mostly network administrators and tier 2 help desk staff. The five thousand five hundred (5,500) user count includes Law Enforcement Automated Data System (LEADS) and DTS users, users that no longer are employed, do not have an active ID or are not associated with the ODPS and duplicate users who have more than one ID assigned to them.

All LEADS and DTS users will contact their own help desk and the Contractor will not be responsible for their help desk calls. Both the LEADS and DTS internal help desks, which are not in scope for this RFP, use the Remedy software to manage problem tickets. Remedy will continue to be managed by the ODPS so there should be no impact on the LEADS and DTS help desks. DTS is the tier 1 Help Desk for IT problems at the Deputy Registrar locations. The LEADS serves as the electronic communication network for Ohio's criminal justice communities. The LEADS is used by law enforcement, courts and prosecutors across the state to inquire on information about driving records, vehicle ownership and outstanding warrants.

Automated Title Processing System (ATPS)

The Automated Title Processing System (ATPS) is a critical component of the public policy mission of the ODPS and the eighty-eight (88) county Clerks of Courts of Common Pleas. Motor vehicle and watercraft titling is provided by these agencies for the citizens of Ohio through the ATPS. The ATPS provides the information infrastructure for the titling function and the actual transaction processing capability. The title itself is a document that is the physical representation of the information about the ownership and enables the commercial process of property exchange. However, at its fundamental level, a motor vehicle or watercraft title is information, information about the ownership and security interest in property collectively worth billions of dollars to the citizens of Ohio. The

Bureau of Motor Vehicles (BMV) is responsible for providing the information services to support the titling function for Ohio and it does this through the ATPS.

The ATPS enhances title processing where appropriate—in order to improve the efficiency, effectiveness and flexibility of the title processing functions and processes that basically work well. The ATPS supports process improvements by providing better integration between county and central site components, better access to existing information, and better ways to capture, use and update the title information.

Some of the major functions of the ATPS include:

- Title Issuance (Individual and batch)
- Cash Drawer Reconciliation
- Inquiry
- Maintenance (County and State)
- Reporting

Currently, a vendor is under contract with the state of Ohio to replace the ATPS II decentralized Oracle forms application with a new version of ATPS III. The ATPS III vendor will implement ATPS III as an Active Server Pages (ASP). Net Web forms application that supports the ODPS / BMV and one hundred fifty-four (154) county Clerks offices in each of Ohio's eighty-eight (88) counties for title issuance. The ATPS III will provide both the information infrastructure for the titling function as well as the actual transaction processing capability. The on-line help and User's Manual for the Automated Title Processing System reference some of the standard functions and processing techniques that are provided by this system.

Tier 1 support is provided for these remote sites by the Contractor's Service Desk. This includes support for PCs, printers, servers, and tape backup systems. Tier 2 support is provided by the ODPS support specialists. On-site support for servers and printers is provided by third-party vendors and is governed by various response time and service level agreements.

The ATPS is used in one hundred fifty-four (154) county Clerk of Courts locations. The equipment in the county Clerk of Courts offices totals approximately one thousand one hundred (1,100) Personal Computers (Dell OptiPlex 780 Basic Office Desktop Computers with nineteen inch (19") monitors); approximately one thousand one hundred (1,100) dot matrix, line and laser printers; and four hundred sixty-five (465) Hewlett-Packard LaserJet P3005x Printers (Q7816A). Currently, each Clerk of Courts office also has one Hewlett-Packard server which will be removed as part of the ATPS III implementation. Each Clerk of Courts office will have two or more scanners. This equipment is used to issue approximately six million (6,000,000) titles per year. The volume of titles produced by each office varies by the population of the county. A typical Clerk of Courts office is comprised of both full and part-time personnel, a majority of which will probably never use or have a need to use the Service Desk. Therefore, for this RFP, the Clerk of Courts (ATPS) offices will each be invoiced as one (1) seat.

Hardware dispatch

When required, the service desk analysts contact select hardware vendors for tier 2 support. This is primarily a requirement for support of the ATPS application. The ODPS will provide step-by-step instructions and contact information to place these calls.

Network

The ODPS network consists primarily of Cisco hardware. It utilizes the TCP/IP protocol for the majority of its communications. There are approximately 1,100 WAN and 5,000 LAN connections supported statewide. WAN speeds vary from 56k to T1. LAN speeds vary from 10MB to 1GB depending on location.

Network services for the ODPS are provided by the Ohio State Highway Patrol's (OSHP) Network Services group. Circuit management, troubleshooting, help desk and higher-level troubleshooting are part of the services provided by the Network Services group.

Software/Applications

The Service Help Desk supports both custom and commercial off-the-shelf (COTS) software and applications. Some applications configured on desktop systems include those that are developed and maintained by other divisions. The ODPS ITO installs and supports these applications.

Hardware

The hardware environment at the ODPS includes mainframe, mid-range, server, and desktop systems. The open systems hardware platforms are composed of various brands of servers and desktops. The servers are primarily Dell and Hewlett Packard. The desktops include Dell and MPC. Desktop hardware also includes various brands of printers and PDA devices (e.g., Blackberry). The ODPS uses a combination of Novell Netware and Microsoft Windows for its server and desktop operating systems, with Netware serving as the network operating system.

Currently, the ODPS is involved in an effort to migrate all of the applications, data, and functionality from the Unisys mainframe computer to a Windows server environment. In addition, the ODPS is transitioning from Novell Netware to Microsoft Exchange (estimated completion is June 2011).

Remote Site Hardware and Software

Primary remote site support is provided for users of the ATPS which is described in a previous section. Other remote sites supported are the ODPS ACF in Columbus and limited applications at the OSHP posts located throughout the state. Most calls for technology assistance from remote OSHP locations are handled through the OSHP's help desk, which is not part of the scope of this RFP. But the OSHP posts call the ODPS Service Desk for assistance with applications that are developed and maintained by the ODPS ITO.

Functionality the ODPS will need after cutover

In addition to all other tier 1 support reasonably necessary to support the ODPS users, the Contractor must provide the following tier 1 support:

- **ODPS Divisions**

- a. **Hardware** - PCs and peripherals (e.g., keyboard, mouse, monitor), scanners, printers, printer drivers, printer servers, etc.
- b. **Software** - PC operating systems (i.e., Novell, Windows), email (i.e., MS-Exchange, GroupWise), web browsers, core desktop productivity applications (i.e., Microsoft Office, Adobe, email clients), basic connectivity, and launch of application programs, including web, client/server and mainframe applications.
- c. **Password/User ID** - User ID and password creation and reset, policy and procedure login including, among others the ODPS PeopleSoft HRMS login, Business Application Support Services login, Active Directory password reset, Novell and GroupWise password reset.
- d. **Data Service Requests** - Create documentation and requests for new installs of hardware and software; create documentation and requests for hardware moves; create requests for new accounts for Novell, GroupWise, and Active Directory; create documentation for adding network printers to PCs.
- e. **Network** - PC connectivity, access to files and directories; Internet access, etc.
- f. **Printing** - Printer management from desktop (select default printers, etc.); failure to print to network or local printer; print drivers and print queues.
- g. **IT Services** - File restores, Novell and GroupWise account changes, and Active Directory account problems.

- h. **Procedural** – Communicate and assist with resolving large scale system outages.
- **Automated Title Processing System**
 - a. **Hardware** - Servers, tape backup units, printers (laser and line printers), UPS, workstations, print servers, scanner wands, etc.
 - b. **Network** - Central Automated Title Processing System servers, WAN, and Title Office connectivity.
 - c. **Printing** - Title Office printers, printer formats, print spoolers, print drivers, printer configuration, and Title printing (application and hardware).
 - d. **Software** - Automated Title Processing System accounts, tape backup software, Automated Title Processing System software, Automated Title Processing System database, Title transactions, Windows login including Active Directory accounts, Windows servers, and e-mail.
 - e. **Procedures** – Communicate and assist with resolving Automated Title Processing System application issues, large scale system outages, etc.

Objectives. The State has the following objectives that it wants the Work to fulfill, and it will be the Contractor's obligation to ensure that the Work meets these objectives:

Outsource the tier 1 service desk operations to provide a cost effective alternative that provides the highest level of service for the ODPS Service Desks.

Overview of the Work's Scope. The scope of the Work is provided in Attachment Two of this RFP. This section only gives a summary of the Work. If there is any inconsistency between this summary and the attachment's description of the Work, the attachment will govern.

The ODPS seeks to continue to transfer responsibility for its helpdesk to the successful offeror and have that Contractor operate it remotely and maintain its functions as a service desk model. The Contractor will provide single point of contact, tier 1 services (receive initial calls, triage calls and refer unresolved calls to appropriate tier 2 and 3 support groups, including third party maintenance, warranty and service vendors, ATPS sites and the ODPS divisions for agency specific applications) using the ODPS existing Remedy application. The Contractor service desk will support divisions under the ODPS including Administration (ADM); Emergency Medical Services (EMS); Ohio Bureau of Motor Vehicles (BMV), including County title offices; Ohio Emergency Management Agency (EMA); Ohio Homeland Security (OHS); Ohio Investigative Unit (OIU); Ohio Office of Criminal Justice Services (OCJS); and the Ohio State Highway Patrol (OSHP).

The Contractor must complete the implementation of the ODPS tier 1 Service Desk services by July 1, 2011.

Mandatory Requirement Overview. The offeror must meet the following mandatory requirements:

- The Contractor Service Desk staff must be located 'off-site' at the Contractor's location.
- Services must be performed within the state of Ohio.
- The offeror must demonstrate they have provided hardware and software tier 1 support for a user base of 2500 users. At least two of those contracts must have covered a helpdesk service that fielded an average call volume of at least 2,100 calls per month and produced an average of at least 1,100 problem tickets per month.

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at anytime. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	February 28, 2011
Inquiry Period Begins:	February 28, 2011
Inquiry Period Ends:	March 28, 2011, at 8:00 a.m.
Proposal Due Date:	April 4, 2011, at 11:00 a.m.

Estimated Dates

Award Date:	April 25, 2011
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Estimated Work Dates

Work Begins:	May 2, 2011
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five parts and has nine attachments. The parts and attachments are listed below. There also may be one or more supplements to this RFP listed below.

Parts:

- Part 1 Executive Summary
- Part 2 Structure of this RFP
- Part 3 General Instructions
- Part 4 Evaluation of Proposals
- Part 5 Award of the Contract

Attachments:

Attachment One	Evaluation Criteria
Attachment Two	Work Requirements and Special Provisions
Attachment Three	Requirements for Proposals
Attachment Four	General Terms and Conditions
Attachment Five	Sample Contract
Attachment Six	Offeror Certification Form
Attachment Seven	Offeror Profile Summary
Attachment Eight	Personnel Profile Summary
Attachment Nine	Cost Summary
Attachment Ten	Standard Affirmation and Disclosure Form EO 2010-09S

Supplements:

Supplement One	W-9 Form
Supplement Two	DPS-800.01, Use of Internet, Email and Other IT Resources Policy
Supplement Three	DPS-800.03, Internet Security Policy
Supplement Four	DPS-800.04, Internet – Intranet Policy
Supplement Five	DPS 0111, Request to Access Department Email from the Internet Form
Supplement Six	DPS 0166, Facility Access Card Request Form
Supplement Seven	Confidentiality and Conduct Agreement
Supplement Eight	Non-Disclosure Agreement
Supplement Nine	Information Technology Standards, Requirements and Limitations
Supplement Ten	DPS Custom Applications
Supplement Eleven	Automated Title Processing System (ATPS) System User Manual

PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about this RFP and how to respond to it. All responses must be complete and in the prescribed format.

Contacts. The following person will represent the State during the RFP process:

Procurement Representative:

Andrew Miller
Department of Administrative Services
I.T. Procurement Services
4200 Surface Road
Columbus, Ohio 43228

During the performance of the Work, a State representative (the "Work Representative") will represent the ODPS and be the primary contact for the Work. The State will designate the Work Representative in writing after the Contract award.

Inquiries. Offerors may make inquiries regarding this RFP anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, offerors must use the following process:

- Access the State's Procurement Website at <http://procure.ohio.gov/>;
- From the Navigation Bar on the left, select "**Find It Fast**";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the RFP number found on the first page of this RFP (the RFP number begins with zero followed by the letter "A");
- Click the "Find It Fast" button;
- On the document information page, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
 - First and last name of the prospective offeror's representative who is responsible for the inquiry,
 - Name of the prospective offeror,
 - Representative's business phone number, and
 - Representative's email address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this RFP,
 - The heading for the provision under question, and
 - The page number of the RFP where the provision can be found; and
- Click the "Submit" button.

An offeror submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an email acknowledging receipt. The offeror will not receive a personalized response to the question nor notification when the State has answered the question.

Offerors may view inquiries and responses on the State's Procurement Website by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Amendments to the RFP. If the State revises this RFP before the Proposals are due, it will announce any amendments on the State Procurement Website.

Offerors may view amendments by using the “Find It Fast” function of the State’s Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Website. The State may issue amendment announcements anytime before 5:00 p.m. on the day before Proposals are due, and it is each prospective offeror’s responsibility to check for announcements and other current information regarding this RFP.

After the Proposal due date, the State will distribute amendments only to those offerors whose Proposals are under active consideration. When the State amends the RFP after the due date for Proposals, the State will permit offerors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror’s Proposal is no longer in its interest. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the State allows offerors to modify their Proposals in response to an amendment, the State may limit the nature and scope of the modifications. Unless otherwise provided in the State’s notice, offerors must make any modifications or withdrawals in writing and submit them to the State within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. If this RFP provides for a negotiation phase, this submission procedure will not apply to changes negotiated during that phase. The State may reject any modification that is broader in scope than the State has authorized in the announcement of the amendment and treat it as a withdrawal of the offeror’s Proposal.

Proposal Submittal. Each offeror must submit a technical section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the technical section as a separate package from the cost section of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the technical section of the Proposal must be sealed and contain one originally signed technical section and four (4) copies of the technical section, and the package with the cost section also must be sealed and contain two (2) complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either “0A1079 ODPS Service Desk RFP – Technical Proposal” or “0A1079 ODPS Service Desk RFP – Cost Summary,” as appropriate.

Included in each sealed package, the offeror also must provide an electronic copy of everything contained within the package on CD-ROM in Microsoft Office, Microsoft Project, and Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the State will base its evaluation of the offeror’s Proposal on the hard copy.

Proposals are due no later than 11:00 a.m. on the Proposal due date. Proposals submitted by email, fax, or other electronic means are not acceptable, and the State may reject them. Offerors must submit their Proposals to:

Department of Administrative Services
I.T. Procurement Services
Attn: Bid Room
4200 Surface Road
Columbus, Ohio 43228

The State may reject any Proposals or unsolicited modifications it receives after the deadline. An offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. Offerors also must allow for potential delays due to increased security. The Bid Room accepts packages between the hours of 7:30 A.M. to 5:00 P.M. Monday through Friday, excluding State Holidays. No deliveries will be accepted before or after these hours without prior arrangements. Offerors must allow sufficient time since the State may reject late Proposals regardless of the cause for the delay.

Each offeror must carefully review the requirements of this RFP and the contents of its Proposal. Once opened, Proposals cannot be altered or withdrawn, except as allowed by this RFP.

By submitting a Proposal, the offeror acknowledges it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source other than the inquiry process described in the RFP.

Revised Code Section 9.24 prohibits the State from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery (a "Finding"), if the Finding is unresolved at the time of the award. This also applies to renewals of contracts. By submitting a Proposal, the offeror warrants it is not subject to an unresolved Finding under Section 9.24 at the time of its submission. Additionally, the offeror warrants it will notify the Department of Administrative Services in writing immediately upon becoming subject to such an unresolved Finding after submitting its Proposal and before the award of a Contract under this RFP. Should the State select the offeror's Proposal for award of a Contract, this warranty of immediate written notice will apply during the term of the Contract, including any renewals or extensions. Further, the State may treat any unresolved Finding against the Contractor that prevents a renewal of the Contract as a breach, in accordance with the provisions of Attachment Four, General Terms and Conditions.

The State may reject any Proposal if the offeror takes exception to the terms and conditions of this RFP, includes unacceptable assumptions or conditions in its Proposal, fails to comply with the procedure for participating in the RFP process, or fails to meet any requirement of this RFP. The State also may reject any Proposal it believes is not in its interest to accept and may decide not to award a contract to any or all of the offerors responding to this RFP.

Offerors may not prepare or modify their Proposals on State premises.

All Proposals and other material offerors submit will become the property of the State and may be returned only at the State's option. Offerors should not include any confidential information in a Proposal or other material submitted as part of the evaluation process. All Proposals will be open to the public after the State has awarded the Contract.

The State will retain all Proposals, or a copy of them, as part of the Contract file for at least three years. After the three-year retention period, the State may return, destroy, or otherwise dispose of the Proposals and any copies of them.

Waiver of Defects. The State may waive any defects in any Proposal or in the submission process followed by an offeror, but the State will only do so if it believes it is in the State's interest and will not cause any material unfairness to other offerors.

Multiple or Alternate Proposals. The State will not accept multiple Proposals from a single offeror or any alternative solutions or options to the requirements of this RFP. Additionally, any offeror that disregards a requirement in this RFP simply by proposing an alternative to it will have submitted a defective Proposal the State may reject. Further, any offeror that submits multiple Proposals may have all its Proposals rejected.

Changes to Proposals. The State will allow modifications or withdrawals of Proposals only if the State receives them before the Proposal due date. No modifications or withdrawals will be permitted after the due date, except as authorized by this RFP.

Proposal Instructions. Each Proposal must be organized in an indexed binder ordered in the same manner as the response items are ordered in the applicable attachments to this RFP. The requirements for a Proposal's contents and formatting are contained in the attachments to this RFP. The State wants clear and concise Proposals, but offerors must answer questions completely and meet all the RFP's requirements.

The State is not liable for any costs an offeror incurs in responding to this RFP or from participating in the evaluation process, regardless of whether the State awards the Contract through this process, decides not to go forward with the Work, cancels this RFP for any reason, or contracts for the Work through some other process or through another RFP.

Location of Data and Performance of Work. Unless the State agrees otherwise in writing, the selected offeror and its subcontractors must do the Work and keep all State data in the U.S. Additionally, if Attachment Two contains any restrictions on where the Work may be done or where any State data may be kept, the State may reject any Proposal that proposes to do any Work or make State data available outside of those geographic restrictions.

PART FOUR: EVALUATION OF PROPOSALS

Disclosure of Proposal Contents. The State will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the State will seek to keep the contents of all Proposals confidential until the Contract is awarded. But the State will prepare a registry of Proposals that contains the name of each offeror. The public may inspect that registry after the State opens the Proposals.

Rejection of Proposals. The State may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, objects to the terms or conditions of this RFP, or that the State determines is excessive in price or otherwise not in the State's interest to accept. In addition, the State may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or other means.

Evaluation of Proposals Generally. The evaluation process may consist of up to six distinct phases:

1. Initial review;
2. Technical evaluation;
3. Evaluation of costs;
4. Requests for more information;
5. Determination of responsibility; and
6. Contract Negotiations.

The State may decide whether phases four and six are necessary, and the State may rearrange the order in which it proceeds with the phases. The State also may add or remove sub-phases to any phase at any time, if the State believes doing so will improve the evaluation process.

Clarifications and Corrections. During the evaluation process, in the State's sole discretion, it may request clarifications from any offeror under active consideration and may give any offeror the opportunity to correct defects in its Proposal, if the State believes doing so would not result in an unfair advantage for the offeror, and it is in the State's interest. The State may reject any clarification that is non-responsive or broader in scope than what the State requested. If the State does so, or if the offeror fails to respond to the request for clarification, the State then may request a corrected clarification, consider the offeror's Proposal without the clarification, or disqualify the offeror's Proposal.

Corrections and clarifications must be completed off State premises.

Initial Review. The State will review all Proposals for their format and completeness. The State normally rejects incomplete or incorrectly formatted Proposals, though it may waive any defects or allow an offeror to submit a correction, if the State believes doing so would not result in an unfair advantage for the offeror

and it is in the State's interest. Further, if the Auditor of State does not certify a Proposal due to lateness, the State will not open it. After the initial review, the State will forward all timely, complete, and properly formatted Proposals to an evaluation team, which the Procurement Representative will lead.

Technical Evaluation. The State will evaluate each Proposal that it has determined is timely, complete, and properly formatted. The evaluation will be scored according to the requirements identified in this RFP, including the requirements in Attachment One. Other attachments to this RFP may further refine these requirements, and the State has a right to break these requirements into components and weight any components of a requirement according to their perceived importance.

The State also may have the Proposals or portions of them reviewed and evaluated by independent third parties or various State personnel with experience that relates to the Work or to a criterion in the evaluation process. Additionally, the State may seek reviews from end users of the Work or the advice or evaluations of various State personnel with subject matter expertise or an interest in the Work. The State may adopt or reject any recommendations it receives from such reviews and evaluations or give them such weight as the State believes is appropriate.

During the technical evaluation, the State will calculate a point total for each Proposal it evaluates. At the sole discretion of the State, it may reject any Proposal receiving a significant number of zeros for sections in the technical portions of the evaluation. The State may select those offerors submitting the highest rated Proposals for the next phase. The number of Proposals that advance to the next phase will be within the State's discretion, but regardless of the number of Proposals selected, they always will be the highest rated Proposals from this phase.

At any time during this phase, in the State's sole discretion, it may ask an offeror to correct, revise, or clarify any portions of its Proposal.

The State will document all major decisions and make these a part of the Contract file, along with the evaluation results for each Proposal considered.

Requirements. Attachment One provides requirements the State will use to evaluate the Proposals, including any mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next phase of the evaluation, which will consider other requirements described in a table in Attachment One.

In the case of any requirements for a team of people the offeror is proposing, the offeror must submit a team to do the Work that collectively meets all the team requirements. But the experience of multiple candidates may not be combined to meet a single requirement. Further, previous experience of the candidate submitted for a Work Manager position may not be used to meet any other team member requirements. Each candidate proposed for the Work team must meet at least one of the requirements.

This RFP asks for responses and submissions from offerors, most of which represent components of the requirements in Attachment One. While each requirement represents only a part of the total basis for a decision to award the Contract to an offeror, a failure by an offeror to make a required submission or meet a mandatory requirement normally will result in a rejection of that offeror's Proposal. The value assigned above to each requirement is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that the State received. It is not a basis for determining the importance of meeting that requirement.

If the State does not receive any Proposal that meets all the mandatory requirements, the State may cancel this RFP. Alternatively, if the State believes it is in its interest, the State may continue to consider the highest-ranking Proposals despite their failure to meet all the mandatory requirements. In doing this, the State may consider one or more of the highest-ranking Proposals. But the State may not consider any lower-ranking Proposals unless all Proposals ranked above it are also considered, except as provided below.

In any case where no Proposal meets all the mandatory requirements, it may be that an upper ranking Proposal contains a failure to meet a mandatory requirement the State believes is critical to the success of the RFP's objectives. When this is so, the State may reject that Proposal and consider lower ranking Proposals. Before doing so, the State may notify the offeror of the situation and allow the offeror an opportunity to cure its failure to meet that mandatory requirement.

If the offeror cures its failure to meet a mandatory requirement the State has deemed critical to the success of the RFP's objectives, the State may continue to consider the offeror's Proposal. But if the offeror is unwilling or unable to cure the failure, its Proposal may be rejected. The State then may continue to consider the other remaining Proposals, including, if the State so chooses, Proposals that ranked lower than the rejected Proposal.

Cost Evaluation. Once the technical merits of the Proposals are considered, the State may consider the costs of one or more of the highest-ranking Proposals. But it is within the State's discretion to wait until after any interviews, presentations, and demonstrations to evaluate costs. Also, before evaluating the technical merits of the Proposals, the State may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. And the State may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

The State may select one or more of the Proposals for further consideration in the next phase of the evaluation process based on the price performance formula contained in Attachment One. The Proposal(s) selected for consideration in the next phase always will be the highest-ranking Proposal(s) based on this analysis. That is, the State may not move a lower-ranking Proposal to the next phase unless all Proposals that rank above it also are moved to the next phase, excluding any Proposals the State disqualifies because of excessive cost or other irregularities.

If the State finds it should give one or more of the highest-ranking Proposals further consideration, the State may move the selected Proposals to the next phase. The State alternatively may choose to bypass any or all subsequent phases and make an award based solely on its scoring of the preceding phases, subject only to its review of the highest-ranking offeror's responsibility, as described below.

Requests for More Information. The State may require some offerors to interview, make a presentation about their Proposals, or demonstrate their products or services. If the presentations, demonstrations, or interviews are held as part of the technical evaluation phase, all offerors that have Proposals under evaluation may participate. Alternatively, if the presentations, demonstrations, or interviews are held after the technical evaluation, the State normally will limit them to one or more of the highest ranking offerors. The State normally will limit such presentations, demonstrations, and interviews to areas in which it seeks further information from the highest ranking offeror or offerors. Typically, these discussions provide an offeror with an opportunity to do one or more of the following:

- Clarify its Proposal and ensure a mutual understanding of the Proposal's content;
- Showcase its approach to the Work; and
- Demonstrate the professionalism, qualifications, skills, and work knowledge of its proposed candidates.

The State will schedule the presentations, demonstrations, and interviews at its convenience and discretion. The State will determine the scope and format of any such presentations, demonstrations, and interviews and may record them. Additionally, if the State moves more than one offeror to this phase, the scope and format of these presentations, demonstrations, and interviews may vary from one offeror to the next, depending on the particular issues or concerns the State may have with each offeror's Proposal.

The State normally will not rank interviews, demonstrations, and presentations. Rather, if the State conducts the interviews, demonstrations, or presentations as part of the technical evaluation, the State may use the information it gathers during this process in evaluating the technical merits of the Proposals. If the State holds the demonstrations, presentations, or interviews only for one or more of the top-ranking

offerors after the evaluation phase, the State may decide to revise its existing Proposal evaluations based on the results of this process.

Determination of Responsibility. The State may review the background of one or more of the highest-ranking offerors and its or their key team members and subcontractors to ensure their responsibility. For purposes of this RFP, a key team member is a person an offeror identifies by name in its Proposal as a member of its proposed team. The State will not award the Contract to an offeror it determines is not responsible or that has proposed candidates or subcontractors to do the Work that are not responsible. The State's determination of an offeror's responsibility may include the following factors: experience of the offeror and its key team members and subcontractors, its and their past conduct on previous contracts, past performance on previous contracts, ability to execute this Contract properly, and management skill. The State may make this determination of responsibility based on the offeror's Proposal, reference evaluations, a review of the offeror's financial ability, and any other information the State requests or determines is relevant.

Some of the factors used in determining an offeror's responsibility, such as reference checks, may also be used in the technical evaluation of Proposals in phase two of the evaluation process. In evaluating those factors in phase two, the weight the State assigns to them, if any, for purposes of the technical evaluation will not preclude the State from rejecting a Proposal based on a determination that an offeror is not responsible. For example, if the offeror's financial ability is adequate, the value, if any, assigned to the offeror's relative financial ability in relation to other offerors in the technical evaluation phase may or may not be significant, depending on the nature of the Work. If the State believes the offeror's financial ability is inadequate, the State may reject the offeror's Proposal despite its other merits.

The State may make a responsibility determination at any time during the evaluation process, but it typically will do so only once it has evaluated the technical merits and costs of the Proposals. The State always will review the responsibility of an offeror selected for an award before making the award, if it has not already done so earlier in the evaluation process. If the State determines the offeror selected for award is not responsible, the State then may go down the line of remaining offerors, according to rank, and determine responsibility with the next highest-ranking offeror.

Reference Checks. As part of the State's determination of an offeror's responsibility, the State may conduct reference checks to verify and validate the offeror's and its proposed candidates' and subcontractors' past performance. Reference checks that indicate poor or failed performance by the offeror or a proposed candidate or subcontractor may be cause for rejection of the offeror's Proposal. Additionally, the State may reject an offeror's Proposal as non-responsive if the offeror fails to provide requested reference contact information.

The State may consider the quality of an offeror's and its candidates' and subcontractors' references as part of the technical evaluation phase, as well as in the State's determination of the offeror's responsibility. The State also may consider the information it receives from the references in weighing any requirement contained in the technical evaluation phase, if that information is relevant to the requirement. In checking an offeror's or any of its proposed candidates' or subcontractors' references, the State will seek information that relates to the offeror's previous contract performance. This may include performance with other governmental entities, as well as any other information the State deems important for the successful operation and management of the Work and a positive working relationship between the State and the offeror. In doing this, the State may check references other than those provided in the offeror's Proposal. The State also may use information from other sources, such as third-party reporting agencies.

Financial Ability. Part of State's determination of an offeror's responsibility may include the offeror's financial ability to perform the Contract. This RFP may expressly require the submission of audited financial statements from all offerors in their Proposals, but if this RFP does not make this an express requirement, the State still may insist an offeror submit audited financial statements for up to the past three years, if the State is concerned an offeror may not have the financial ability to carry out the Contract. Also, the State may consider financial information other than the information that this RFP requires as part of the offeror's Proposal, such as credit reports from third-party reporting agencies.

Contract Negotiations. The final phase of the evaluation process may be contract negotiations. It is entirely within the discretion of the State whether to permit negotiations. An offeror must not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal, and any Proposal that is contingent on the State negotiating with the offeror may be rejected. The State is free to limit negotiations to particular aspects of any Proposal or the RFP, to limit the offerors with whom the State negotiates, and to dispense with negotiations entirely. If negotiations are held, they will be scheduled at the convenience of the State, and the selected offeror or offerors must negotiate in good faith.

The State may limit negotiations to specific aspects of the RFP or the offeror's Proposal. Should the evaluation result in a top-ranked Proposal, the State may limit negotiations to only that offeror and not hold negotiations with any lower-ranking offeror. If negotiations are unsuccessful with the top-ranked offeror, the State then may go down the line of remaining offerors, according to rank, and negotiate with the next highest-ranking offeror. Lower-ranking offerors do not have a right to participate in negotiations conducted in such a manner.

If the State decides to negotiate simultaneously with more than one offeror, or decides that negotiations with the top-ranked offeror are not satisfactory and therefore negotiates with one or more of the lower-ranking offerors, the State then will determine if an adjustment in the ranking of the offerors with which it held negotiations is appropriate based on the negotiations. The Contract award, if any, then will be based on the final ranking of offerors, as adjusted.

Auction techniques that reveal one offeror's price to another or disclose any other material information derived from competing Proposals are prohibited. Any oral modification of a Proposal will be reduced to writing by the offeror as described below.

Following negotiations, the State may set a date and time for the offeror(s) with which the State conducted negotiations to submit a best and final Proposal. If negotiations were limited and all changes were reduced to signed writings during negotiations, the State need not require a best and final Proposal.

If best and final Proposals are required, they may be submitted only once, unless the State determines that it is in the State's interest to conduct additional negotiations. In such cases, the State may require another submission of best and final Proposals. Otherwise, discussion of or changes in the best and final Proposals will not be allowed. If an offeror does not submit a best and final Proposal, the State will treat that offeror's previous Proposal as its best and final Proposal.

The State usually will not rank negotiations and normally will hold them only to correct deficiencies in or enhance the value of the highest-ranked offeror's Proposal.

From the opening of the Proposals to the award of the Contract, everyone evaluating Proposals on behalf of the State will seek to limit access to information contained in the Proposals solely to those people with a need to know the information. The State also will seek to keep this information away from other offerors, and the State may not tell one offeror about the contents of another offeror's Proposal in order to gain a negotiating advantage.

Before the award of the Contract or cancellation of the RFP, any offeror that seeks to gain access to the contents of another offeror's Proposal may be disqualified from further consideration.

Negotiated changes will be reduced to writing and become a part of the Contract file, which will be available for public inspection after award of the Contract or cancellation of the RFP, provided the State does not plan to reissue the RFP. If the State plans to reissue the RFP, the Contract file will not be available until the subsequent RFP process is completed. Unless the State agrees otherwise in writing, the offeror must draft and sign the written changes and submit them to the State within five business days. If the State accepts the changes, the State will give the offeror written notice of the State's acceptance, and the negotiated changes to the successful offer will become a part of the Contract.

Failure to Negotiate. If an offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations with that offeror, remove the offeror's Proposal from further consideration, and seek such other remedies as may be available in law or in equity.

PART FIVE: AWARD OF THE CONTRACT

Contract Award. The State plans to award the Contract based on the schedule in the RFP, if the State decides the Work is in its best interest and has not changed the award date.

Under Ohio's anti-terrorism legislation, effective April 14, 2006, the selected offeror must complete a Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization to certify that the offeror has not provided material assistance to any terrorist organization listed on the Terrorist Exclusion List. The form and the Terrorist Exclusion List are available on the Ohio Homeland Security Website. The form must be submitted with the offeror's Proposal. If an offeror answers yes or fails to answer any question on the form, the State may not award the Contract to that offeror. The offeror may request the Department of Public Safety to review such a denial of an award. More information concerning this law is available at: <http://www.homelandsecurity.ohio.gov>.

Included with this RFP, as Attachment Five, is a sample of the Contract for the RFP. The State will issue two originals of the Contract to the Contractor proposed for award. The offeror must sign and return the two originals to the Procurement Representative. The Contract will bind the State only when the State's duly authorized representative signs all copies and returns one to the Contractor with an award letter, the State issues a purchase order, and all other prerequisites identified in the Contract have occurred.

The Contractor must begin work within 15 business days after the State issues a purchase order under the Contract. If the State awards a Contract pursuant to this RFP, and the Contractor is unable or unwilling to begin the Work within the time specified above, the State may cancel the Contract, effective immediately on notice to the Contractor. The State then may return to the evaluation process under this RFP and resume the process without giving further consideration to the originally selected Proposal. Additionally, the State may seek such other remedies as may be available to the State in law or in equity for the selected offeror's failure to perform under the Contract.

Contract. If this RFP results in a Contract award, the Contract will consist of this RFP, including all attachments, written amendments to this RFP, the Contractor's accepted Proposal, and written, authorized amendments to the Contractor's Proposal. It also will include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is included as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in Attachment Four to this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract (Attachment Five) in its final form;
2. This RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, change orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract. To be binding on the State, a duly authorized representative of the Department of Administrative Services must sign any change order under or amendment to the Contract.

ATTACHMENT ONE: EVALUATION CRITERIA

Mandatory Requirements. The first table lists this RFP's mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next part of the technical evaluation phase described in the next table.

Mandatory Requirements	Reject	Accept
The offeror's proposal identifies the location from which the offeror's service desk staff will complete work per the requirements of this RFP; from the offeror's location, not on-site at the ODPS facilities.		
The offeror's proposal identifies that all services required by the terms of this RFP must be performed within the state of Ohio.		
The offeror must provide three (3) contracts, each which must have been at least twenty-four (24) months in duration, where the offeror has provided hardware and software tier 1 support for a user base with a minimum of two thousand five hundred (2,500) users per contract. At least two (2) of those contracts must have covered a helpdesk service that fielded an average call volume of at least two thousand one hundred (2,100) calls per month and produced an average of at least one thousand one hundred (1,100) problem tickets per month.		

Scored Criteria. In the technical evaluation phase, the State will rate the technical merits of the Proposals based on the following requirements and the weight assigned to each requirement:

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
The offeror must provide three (3) contracts, each which must have been at least twenty-four (24) months in duration, where the offeror has provided hardware and software tier 1 support for a user base with a minimum of two thousand five hundred (2,500) users per contract. At least two (2) of those contracts must have covered a helpdesk service that fielded an average call volume of at least two thousand one hundred (2,100) calls per month and produced an average of at least one thousand one hundred (1,100) problem tickets per month.	50	0	5	7	9
Minimum of twenty-four (24) months experience with tier 1 Help Desk operation using Telephone, E-Mail, and web support.	20	0	5	7	9
Minimum of twenty-four (24) months experience providing tier 1 support for common applications such as Microsoft Office, Adobe Acrobat, Novell GroupWise and Windows Operating Systems.	15	0	5	7	9
Minimum of twelve (12) months experience using a problem management system to complete electronic trouble ticket entry, escalate to tier 2 and 3 support, and update and close problem tickets.	20	0	5	7	9
Minimum of twelve (12) months experience using Remedy as a problem management system for tier 1 support.	20	0	5	7	9
Staffing Plan	20	0	5	7	9
Work Plan	20	0	5	7	9
Transition Plan	20	0	5	7	9
Implementation Plan	25	0	5	7	9

Proposed Solution					
1.1 Language Requirements	5	0	5	7	9
1.2 90 Day Implementation	10	0	5	7	9
1.3 tier 1 Service Desk Services - The offeror's proposed solution must demonstrate that it can provide a single point of contact call center, making available a reasonable and appropriate number of qualified live technicians to answer and respond to telephone calls and other communications. It must also demonstrate that it can provide tier 1 Service Desk services Monday through Friday, 7:00 a.m. through 7:00 p.m. and Saturday from 7:00 a.m. through 2:00 p.m. (Columbus, Ohio local time), including holidays.	20	0	5		
1.3.1 The offeror's proposed solution must demonstrate that the offeror can provide remote technical support to the ODPS employees and agents, whether based in local or remote office locations, as well as providing support to third party maintenance, warranty and service vendors under contract by the ODPS. The ODPS local office locations include the ODPS Shipley Building and the Alum Creek Facility (ACF), both located in Columbus, Ohio. The remote office locations consist of one hundred fifty-four (154) county title processing offices located in eighty-eight (88) counties throughout Ohio.	10	0	5		
1.3.2 The offeror's proposed solution must include tier 1 Service Desk services to, at a minimum: receive initial calls, support basic tier 1 troubleshooting and resolution, and refer unresolved calls to appropriate tier 2 and 3 organizations, individuals, or third party maintenance, warranty and service vendors.	10	0	5		

<p>1.3.3 The offeror's proposed solution must demonstrate that the offeror's Service Desk services will include tier 1 technical support regarding all aspects of the ODPS IT environment and all platforms, hardware, software, equipment and other technology contained therein at any given time, including, among other things, the following:</p> <ul style="list-style-type: none"> a) data center equipment; b) mainframe operating systems and applications; c) printers for various platforms; d) PC hardware and software; e) customized or custom software; f) COTS software; g) various connectivity and network issues; h) printing issues; i) security issues such as password resets; and j) change requests from end users. 	10	0	5	7	9
<p>1.3.4 The offeror's proposed solution must demonstrate that the offeror will successfully establish and maintain a dedicated toll-free number exclusively for use by the ODPS users when calling for Service Desk services.</p> <p>1.3.4.1 The offeror's proposed solution must demonstrate that the offeror will successfully establish and maintain toll-free phone service for all calling parties, including original caller, and tier 2 and 3 follow-up back to the Service Desk for status reporting, ticket closure, etc.</p>	5	0	5		
<p>1.3.5 The offeror's proposed solution must demonstrate that the offeror will be prepared to handle a minimum of 2,100 calls a month (as currently projected), opening trouble tickets.</p>	5	0	5	7	9

<p>1.3.6 The offeror's proposed solution must demonstrate that the offeror will resolve problems or issues related to such things as the following:</p> <ul style="list-style-type: none"> a) Windows OS (including 2000 and XP) b) Novell based networks c) Wintel based PCs, BIOS, drivers, etc. d) Reset Active Directory profiles e) Reset passwords f) Reload software g) Download software h) Gain remote control of desktop i) Produce screen prints j) Capture error logs k) Ping devices on the network l) Hardware and support issues dealing with Wintel-based microcomputers and associated peripherals such as printers, scanners, etc. m) Network communications and infrastructure n) Non-Wintel based systems o) Wireless LANs p) Network Appliances q) Other intelligent devices (e.g., Blackberry) 	5	0	5		
<p>1.3.7 The offeror's proposed solution must demonstrate that the offeror will provide quality "How to" support for Novell GroupWise and Exchange e-mail, Office Automation (OA) software suites (MS Office 97/2000/XP), and Adobe Acrobat on the first call.</p>	10	0	5		
<p>1.3.8 The offeror's proposed solution must demonstrate that the offeror will provide quality "How to" support on the first call for other COTS software.</p>	10	0	5	7	9
<p>1.3.9 The offeror's proposed solution must demonstrate that the offeror will provide successful tier 1 troubleshooting and "How to" support on the initial call for the ATPS application. It also must demonstrate that the offeror will successfully train service desk analysts on this application (See Supplement Eleven, ATPS User Manual).</p>	20	0	5		
<p>1.3.10 The offeror's proposed solution must demonstrate that the offeror will use an appropriate, up-to-date, and fully-featured automated call-answering and call-routing system.</p>	5	0	5	7	9

1.3.11	The offeror's proposed solution must demonstrate that the offeror will properly delegate, assign, or escalate trouble tickets that cannot be resolved on the first call as directed by the ODPS.	5	0	5		
1.3.12	The offeror's proposed solution must demonstrate that the offeror will properly assist the calling user over the telephone with instruction and tools provided by the ODPS and using relevant technical experience and training to quickly troubleshoot, diagnose, and resolve the issue.	5	0	5		
1.3.13	The offeror's proposed solution must demonstrate that the offeror will provide a successful method for callers to track the progress of their trouble ticket.	15	0	5	7	9
1.3.14	The offeror's proposed solution must demonstrate that the offeror will provide timely and relevant follow up status updates as requested by calling users with regard to any particular service desk call or trouble ticket.	5	0	5	7	9
1.3.15	The offeror's proposed solution must demonstrate that the offeror will provide the ODPS with complete and direct access to Contractor's service desk reporting systems and data pertaining to services provided including problem, asset and change management, decision support, SLA component, and reporting tools. Supported divisions also must have direct access to their specific data.	5	0	5		
1.3.16	The offeror's proposed solution must demonstrate that the offeror will generate an "incident confirmation receipt", where applicable, to acknowledge to the end users that a problem report has been received. The incident confirmation receipt must contain the ticket number along with the end use reporting the problem (name, telephone number, etc.)	15	0	5		
1.3.17	The offeror's proposed solution must demonstrate that the offeror will properly monitor and respond to tickets generated by automated system monitoring software.	10	0	5		
1.3.18	The offeror's proposed solution must demonstrate that the offeror will properly respond to incoming calls, reported and assigned problems and incidents in a manner that meets all applicable service levels.	5	0	5		

1.3.19 The offeror's proposed solution must demonstrate that the offeror will provide best-in-class customer service to the ODPS and its users and maintain a continual effort at increasing the quality of customer service, which will be measured by the ODPS-approved customer surveys and random audits by the ODPS.	5	0	5	7	9
1.3.20 The offeror's proposed solution must demonstrate that the offeror will escalate customer problems or issues appropriately within the Contractor's organization before such issues are, if appropriate, routed to the ODPS contact person.	5	0	5		
1.4 Remedy Incident Tracking System	20	0	5	7	9
1.5 Reporting and Analysis	10	0	5	7	9
1.6 Hardware	20	0	5	7	9
1.7 Notices	15	0	5	7	9
1.8 Staff and Training	15	0	5	7	9
2.0 Service Metrics	25	0	5	7	9
3.0 Customer Satisfaction	20	0	5	7	9
4.0 Post Contract Transition Requirements	20	0	5	7	9
Escalation Procedures	15	0	5	7	9
Measurement and Reporting Procedures	10	0	5	7	9
Call Control Procedures	20	0	5	7	9
Improvement Options					
Web-based Trouble Ticket Initiation	15	0	5	7	9
Self Help Capabilities	20	0	5	7	9
Alert Procedures	15	0	5	7	9
Event Notification Procedures	15	0	5	7	9
Service Desk Personnel Retention					
Offeror policies and procedures for training the service desk staff (e.g., analysts and supervisors).	10	0	5	7	9
Offeror criteria employed in hiring service desk support analysts and supervisors.	10	0	5	7	9
Offeror policies and procedures employed in retaining service desk support analysts and supervisors.	15	0	5	7	9
Service Desk Requirements					
Help Desk Institute (HDI) Support Center Certification (SCC) or equivalent	5	0	5		
Documentation of an acceptable operations audit conducted by an external organization that the offeror adheres to its established protocol and procedures.	10	0	5		
Service Desk Manager Requirements					
Minimum of sixty (60) months help/service desk supervisory experience leading support teams and managing projects in a multi-site environment.	5	0	5	7	9

Minimum of two (2) projects as a help/service desk manager.	5	0	5	7	9
Minimum of twelve (12) months operational or administrative experience with Remedy software.	25	0	5	7	9
Help Desk Institute (HDI) certified Help Desk Manager (HDM) or equivalent.	5	0	5		

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each offeror.

The offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

$$\text{Technical Proposal Points} = (\text{offeror's Technical Proposal Points} / \text{Highest Number of Technical Proposal Points Obtained}) \times 700$$

The offeror with the lowest proposed Not-To-Exceed Fixed Price will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

$$\text{Cost Summary Points} = (\text{Lowest Not-To-Exceed Fixed Price} / \text{offeror's Not-To-Exceed Fixed Price}) \times 300$$

Total Points Score: The total points score is calculated using the following formula:
Total Points = Technical Proposal Points + Cost Summary Points

ATTACHMENT TWO: WORK REQUIREMENTS AND SPECIAL PROVISIONS

PART ONE: WORK REQUIREMENTS

This attachment describes the Work and what the Contractor must do to get the job done. It also describes what the Contractor must deliver as part of the completed Work (the "Deliverables"). Additionally, it gives a detailed description of the Work's schedule.

Scope of Work.

The State will provide oversight for the Work, but the Contractor must provide overall Work management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff, if any, involved in the Work. Additionally, the Contractor must provide all administrative support for its staff and activities. Throughout the Work effort, the Contractor must employ ongoing management techniques to ensure a comprehensive Work Plan is developed, executed, monitored, reported on, and maintained.

The Contractor must provide a Service Desk Manager for the Work. The Contractor must employ the proposed Service Desk Manager as a regular, fulltime employee on the Proposal submission date and throughout the term of the Contract, including all renewals of it. Additionally, the Contractor's full-time regular employees must perform at least 30% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining 70% of the effort.

The Contractor must establish a Service Desk to provide Single Point of Contact, tier 1 Service Desk services for the ODPS divisions and one hundred fifty-four (154) county title processing offices located in eighty-eight (88) counties throughout Ohio. The ODPS divisions include:

- Administration (ADM);
- Ohio Bureau of Motor Vehicles (BMV);
- Ohio Office of Criminal Justice Services (OCJS);
- Ohio Homeland Security (OHS);
- Ohio Investigative Unit (OIU);
- Ohio Emergency Management Agency (EMA);
- Ohio Emergency Medical Services (EMS); and,
- Ohio State Highway Patrol (OSHP).

In addition to all other tier 1 support reasonably necessary to support the ODPS users, the Contractor must provide the following tier 1 support:

- **ODPS Divisions**
 - a. **Hardware** - PCs and peripherals (e.g., keyboard, mouse, monitor), scanners, printers, printer drivers, printer servers, etc.
 - b. **Software** – PC operating systems (i.e., Novell, Windows), email (i.e., MS-Exchange, GroupWise), web browsers, core desktop productivity applications (i.e., Microsoft Office, Adobe, email clients), basic connectivity, and launch of application programs, including web, client/server and mainframe applications.
 - c. **Password/User ID** - User ID and password creation and reset, policy and procedure login including, among others the ODPS PeopleSoft HRMS login, Business Application Support Services login, Active Directory password reset, Novell and GroupWise password reset.
 - d. **Data Service Requests** - Create documentation and requests for new installs of hardware and software; create documentation and requests for hardware moves; create requests for

new accounts for Novell, GroupWise, and Active Directory; create documentation for adding network printers to PCs.

- e. **Network** - PC connectivity, access to files and directories; Internet access, etc.
 - f. **Printing** - Printer management from desktop (select default printers, etc.); failure to print to network or local printer; print drivers and print queues.
 - g. **IT Services** - File restores, Novell and GroupWise account changes, Microsoft Exchange and Active Directory account problems.
 - h. **Procedural** – Communicate and assist with resolving large scale system outages.
- **ATPS**
 - a. **Hardware** - Servers, tape backup units, printers (laser and line printers), UPS, workstations, print servers, scanner wands, etc.
 - b. **Network** - Central ATPS servers, WAN, and Title Office connectivity.
 - c. **Printing** - Title Office printers, printer formats, print spoolers, print drivers, printer configuration, and Title printing (application and hardware).
 - d. **Software** - ATPS accounts, tape backup software, ATPS software, ATPS database, Title transactions, Windows login including Active Directory accounts, Windows servers, and e-mail.
 - e. **Procedures** – Communicate and assist with resolving ATPS application issues, large scale system outages, etc.
 - **Software/Applications**

In addition to other software that may be present on the ODPS network, the Contractor must provide tier 1 support for the following ODPS software:

 - a. Windows
 - b. ATPS
 - c. Novell Netware
 - d. Novell GroupWise
 - e. Business Application System Services (BASS) - Custom Application
 - f. Law Enforcement Officers Toolkit (LEOT) - Custom Application
 - g. Hours Management System - Timekeeping Custom Application
 - h. Dynacomm - PC terminal emulation program
 - i. Microsoft Office
 - j. Microsoft Exchange
 - k. The ODPS PeopleSoft HRMS Application

Contractor Responsibilities and Deliverables. The Contractor must meet all RFP requirements for the Work and complete all Work satisfactorily.

The Contractor and all Contractor staff assigned to this project will be required to enter into security and confidentiality agreements regarding secure applications and will be required to undergo agency specified security authorization requirements such as background checks. The ODPS and its divisions reserve the right to conduct security investigations and audits. All background checks will be performed by and paid for by the ODPS.

1.0 Support Services

The support services required by the ODPS are described below. These support services must be provided with respect to both the “Local Office Locations” and the “Remote Office Locations” and at levels meeting the “Service Levels” set forth in Section 2.0.

The ODPS “Local Office Locations” include the ODPS Shipley Building and the ACF, both located in Columbus, Ohio. The “Remote Office Locations” consist of one hundred fifty-four (154) county title processing offices located in eighty-eight (88) counties throughout Ohio.

- 1.1 All Contractor personnel engaged in the performance of the support services must be able to read English and fluently and intelligibly speak and converse in grammatically and syntactically correct English, without the use of slang or of regional or ethnic speech or dialects, so that they may accurately enter English text into the applicable systems and communicate easily with, and be readily understood by, a wide variety of culturally diverse English speakers.
- 1.2 The Contractor must implement the ODPS service desk services within ninety (90) days after Project Work begins.
 - 1.2.1 During the ninety (90) day transition period from the current Contractor, following receipt of the executed Contract, the Contractor will be observing the ODPS Service Desk operation and developing scripts, procedures, training manuals, etc. at the ODPS Shipley Building. Any portion of this Work performed at any other location must be identified and approved in writing by the ODPS. Work completed after the transition period is expected to be completed at the Contractor’s proposed location.
- 1.3 **Tier 1 Service Desk Services** – The Contractor must provide a single point of contact call center, making available a reasonable and appropriate number of qualified live technicians to answer and respond to telephone calls and other communications. Tier 1 Service Desk services must be provided Monday through Friday, 7:00 a.m. through 7:00 p.m. and Saturday from 7:00 a.m. through 2:00 p.m. (Columbus, Ohio local time), including holidays. The Contractor must provide five (5) floating days of coverage per State Fiscal Year to be used at the option of the State for coverage; these coverage days will be agreed upon annually at the beginning of each State Fiscal Year.
 - 1.3.1 The Contractor must provide remote technical support to the ODPS employees and agents, whether based in local or remote office locations, as well as providing support to third party maintenance, warranty and service vendors under contract by the ODPS. The ODPS local office locations include the ODPS Shipley Building and the ACF, both located in Columbus, Ohio. The remote office locations consist of one hundred fifty-four (154) county title processing offices located in eighty-eight (88) counties throughout Ohio.
 - 1.3.2 Tier 1 Service Desk services include, at a minimum: receive initial calls, support basic tier 1 troubleshooting and resolution, and refer unresolved calls to appropriate tier 2 and 3 organizations, individuals, or third party maintenance, warranty and service vendors.
 - 1.3.3 Service Desk services include tier 1 technical support regarding all aspects of the ODPS IT environment and all platforms, hardware, software, equipment and other technology contained therein at any given time, including, among other things, the following:
 - a) data center equipment;
 - b) mainframe operating systems and applications;
 - c) printers for various platforms;
 - d) PC hardware and software;
 - e) customized or custom software;

- f) COTS software;
 - g) various connectivity and network issues;
 - h) printing issues;
 - i) security issues such as password resets; and
 - j) change requests from end users.
- 1.3.4 The Contractor must establish and maintain a dedicated toll-free number exclusively for use by the ODPS users when calling for Service Desk services.
- 1.3.4.1 The Contractor must establish and maintain toll-free phone service for all calling parties, including original caller, and tier 2 and 3 follow-up back to the Service Desk for status reporting, ticket closure, etc.
- 1.3.5 The Contractor must be prepared to handle a minimum of two thousand one hundred (2,100) calls a month (as currently projected), opening trouble tickets.
- 1.3.6 The Contractor must resolve problems or issues related to the following:
- a) Windows OS (including 2000 and XP)
 - b) Novell based networks
 - c) Wintel based PCs, BIOS, drivers, etc.
 - d) Reset Active Directory profiles
 - e) Reset passwords
 - f) Reload software
 - g) Download software
 - h) Gain remote control of desktop
 - i) Produce screen prints
 - j) Capture error logs
 - k) Ping devices on the network
 - l) Hardware and support issues dealing with Wintel-based microcomputers and associated peripherals such as printers, scanners, etc.
 - m) Network communications and infrastructure
 - n) Non-Wintel based systems
 - o) Wireless LANs
 - p) Network Appliances
 - q) Other intelligent devices (e.g., Blackberry Smart Phones)
- 1.3.7 The Contractor must provide “How to” support for Novell GroupWise and Microsoft Exchange e-mail, Office Automation (OA) software suites (MS Office 97/2000/XP), and Adobe Acrobat on the first call.
- 1.3.8 The Contractor must provide “How to” support on the first call for other COTS software.
- 1.3.9 The Contractor must provide tier 1 troubleshooting and “How to” support on the initial call for the ATPS application. The Contractor must train service desk analysts on this application (See Supplement Eleven, ATPS User Manual).
- 1.3.10 The Contractor must use an appropriate, up-to-date, and fully-featured automated call-answering and call-routing system.
- 1.3.11 The Contractor must delegate, assign, or escalate trouble tickets that cannot be resolved on the first call as directed by the ODPS.
- 1.3.12 The Contractor must assist the calling user over the telephone with instruction and tools provided by the ODPS and using relevant technical experience and training to quickly troubleshoot, diagnose, and resolve the issue.

- 1.3.13 The Contractor must provide a method for callers to track the progress of their trouble ticket.
- 1.3.14 The Contractor must provide status updates as requested by calling users with regard to any particular service desk call or trouble ticket.
- 1.3.15 The Contractor must provide the ODPS with complete and direct access to Contractor's service desk reporting systems and data pertaining to services provided including problem, asset and change management, decision support, SLA component, and reporting tools. Supported divisions also must have direct access to their specific data.
- 1.3.16 The Contractor must generate an "incident confirmation receipt", where applicable, to acknowledge to the end users that a problem report has been received. The incident confirmation receipt contains the ticket number along with the end use reporting the problem (e.g., name, telephone number, etc.)
- 1.3.17 The Contractor must monitor and respond to tickets generated by automated system monitoring software.
- 1.3.18 The Contractor must respond to incoming calls, reported and assigned problems, and incidents in a manner that meets all applicable service levels.
- 1.3.19 The Contractor must provide best-in-class customer service to the ODPS and its users and maintain a continual effort at increasing the quality of customer service, which will be measured by the ODPS-approved customer surveys and random audits by the ODPS.
- 1.3.20 The Contractor must escalate customer problems or issues appropriately within the Contractor's organization before such issues are, if appropriate, routed to an ODPS contact person.
- 1.3.21 The Contractor must monitor and report responses of tier 2 and 3 service vendors under the ODPS contract to ascertain when performance falls below contracted levels, making use of the Service Desk software's SLA and decision support components. (e.g., CGI service calls for the ATPS application).
- 1.3.22 The Contractor must provide supplemental, off-hours, and weekend support (as defined by requesting division) for divisions wishing to complement their internal prime-shift service desks or to obtain the services for a specific project period. This includes "one shot" requests where a new application roll out may result in a more than normal level of calls for a limited duration. Examples of this may include, but is not limited to, special events such as the Ohio Investigative Unit enforcement at Ohio University on Halloween or the implementation, roll out and testing of a new application.

1.4 Remedy Incident Tracking System – The Contractor must utilize the ODPS Remedy system.

- 1.4.1 The Contractor must access and efficiently use, populate, and update data in the ODPS Remedy incident tracking and call management system (the "Incident Tracking System"). The Contractor must use the ODPS Remedy system to log and track all calls received.
- 1.4.2 The Contractor must ensure the technicians performing Service Desk services obtain all pertinent information from the caller, verify it and enter the information

into the system, including, but not limited to, entering a concise description of the reason for the call and the caller's complete contact information.

- 1.4.3 The Contractor must categorize incident or trouble tickets and update open tickets on a daily basis with current status, steps taken to resolve the issue, etc.
- 1.4.4 The Contractor must delegate or assign tickets to the appropriate Ohio ODPS tier 2 and 3 organization, individual, or third-party vendor.
- 1.4.5 The Contractor must maintain ownership of the trouble ticket until closure, serving as the coordination point for all inquiries. Service Desk analysts must follow-up with users, referral sources, etc., to ensure timely and complete solutions are provided to the user and recorded in the Incident Tracking System. The ODPS will use the Service Desk services Incident Tracking System to track SLA compliance of all parties involved.
- 1.4.6 The Contractor must use the ODPS Remedy service desk problem management software. This software includes the following features:
 - a) Complete electronic trouble ticket entry, referral, update and closure
 - b) Web-based status inquiry
 - c) Web-based trouble ticket initiation, update and closure for tier 2/3 providers including, but not limited to, all other ODPS ITO personnel.
 - d) User access to knowledge base
 - e) Automation of Service Level Agreements
 - f) Alerts, based on SLAs, to indicate required actions
 - g) If applicable, the ability to accept event notifications, alerts and automatic initiation of trouble tickets from Remedy problem management software
 - h) Historical retrieval of problem tickets

1.5 Reporting and Analysis

- 1.5.1 The Contractor must establish appropriate metrics, capture and analyze data from the Remedy System, and provide appropriate reporting capabilities and informative reporting, on a regular and consistent basis and as requested by the ODPS, and in such form and with such frequency as directed by the ODPS, including, but not limited to, calls received, trouble tickets opened, and other relevant statistics regarding the Service Desk services.
- 1.5.2 The Contractor must provide monthly management reports by division/program (electronic and hard copy) as specified by the ODPS ITO detailing an agreed upon set of metrics. At a minimum, metrics for reports must include, but not be limited to:
 - a) # of calls/incidents
 - b) # of busies
 - c) # of abandoned calls/time to abandon
 - d) duration of call/incident
 - e) call statistics - #/length/time to answer
 - f) % incidents closed at tier 1
 - g) closure rates/length of time to close call by specific tier 2 and 3 service providers
 - h) # of open incidents/length of time open
 - i) trend analysis to identify commonly/frequently occurring problems

Note: During startup and at the request of the ODPS ITO, reports may be required on a more frequent basis (i.e., daily, weekly), until division, system, or application is operating on a stable basis.

The ODPS ITO reserves the right to add additional metric components during the life of the Contract.

- 1.5.3 The Contractor must provide problem analysis, problem tracking, and trend analysis reports.
- 1.5.4 The Contractor must conduct, analyze, and provide the ODPS with results of monthly user satisfaction surveys that are based on a sample size of actual calls (equal to minimum of five percent of the monthly call volume) and any other customer satisfaction surveys specific to the Service Desk services that the ODPS may request from time to time.

1.6 Hardware

- 1.6.1 The Contractor must place warranty calls after identifying failed hardware, if hardware is still under warranty. If the equipment is not under warranty the Contractor must place depot/on-site repair calls, ensuring that each caller's issue is resolved by monitoring ticket status and progress of the performance of the applicable manufacturer (for warranty service) or the vendor personnel handling the depot, for PCs, printers, radio frequency devices, etc.

1.7 Notices

- 1.7.1 The Contractor must have an emergency notification process to notify key state staff of pending problem areas (e.g., virus outbreak) to escalate problems.
- 1.7.2 The Contractor must provide a periodic status notification to the ODPS for service outages of mission critical systems as required by the Contract (i.e., hourly updates to key staff for severity 1 outages).
- 1.7.3 The Contractor must implement changes to the Service Desk services, as requested by the ODPS (and as needed to reflect changes in the ODPS IT environment, business, or business operations) within thirty (30) calendar days for major changes and fifteen (15) calendar days for minor changes.
- 1.7.4 The Contractor must provide immediate support in emergency situations (e.g., in the event of a natural disaster or catastrophe or in the event of an unanticipated hardware or software application failure, change, or interim situation) and as otherwise requested or directed by the ODPS.

1.8 Staff and Training

- 1.8.1 The Contractor must use any training and documentation provided for current systems and implementation of new systems by the ODPS.
- 1.8.2 The Contractor must ensure that all personnel providing Service Desk services have sufficient technical training to provide appropriate service and support for the ODPS environment.
- 1.8.3 The Contractor must provide appropriate training, at the Contractor's cost, to all personnel providing Service Desk services with regard to both the ODPS current environment and any new technologies or equipment introduced into the environment.
- 1.8.4 The Contractor must ensure that all personnel providing Service Desk services are proficient in the Microsoft Windows 2000, Windows XP, and any successor operating systems, and that they possess fundamental knowledge of network

connectivity in general (and Novell ZENWorks in particular), dial-up connectivity, Hewlett Packard and Lexmark printers, and any other appropriate technology used by the ODPS.

- 1.8.5 The Contractor must ensure that all personnel providing Service Desk services:
- a) have at least twenty-four (24) months experience in configuring, troubleshooting, and supporting PC hardware and the Windows operating systems (i.e., Microsoft Windows 98, Windows 2000, Windows NT, Windows XP, and any successor operating systems);
 - b) possess strong customer services skills (with a minimum of twenty-four (24) months of telephone support experience); and
 - c) are strongly customer-focused, with strong interpersonal skills;
- 1.8.6 The Contractor must provide a Service Desk Manager (also functioning as the Project Manager), on-site at the Contractor's location at which the service desk is located, who is responsible for the day-to-day management of all service desk analysts. The Service Desk Manager's responsibility includes, among other customary duties, all of the following:
- a) ensures that all analysts are aware of and follow both the ODPS and the Contractor's technical and administrative processes;
 - b) manages all staffing issues (hiring, training and removal of analysts when necessary);
 - c) oversees the creation and maintenance of documentation that outlines in detail the ODPS and the Contractor's technical and administrative processes and procedures;
 - d) acts as the first level in the customer and technician escalation process within the Service Desk services group for all service desk-related user issues, appropriately escalating issues; and,
 - e) participates in meetings with the ODPS business and management personnel as needed to facilitate communication, awareness, and process improvements.

To accomplish the above, the Service Desk Manager must possess strong written and verbal communication skills and the ability to identify areas of potential improvement and recommend solutions.

- 1.8.7 The Contractor must adapt to technologies and equipment in place at the ODPS at any given time and use and provide guidance to the ODPS regarding industry-accepted "best practices" as they apply to the Service Desk services and the deliverables to be provided in connection therewith.
- 1.8.8 The Contractor must efficiently use the knowledge data bases and service desk tools and software owned and maintained by the ODPS.

2.0 Service Metrics

- 2.1 Service Level Improvements – The Contractor must conduct quarterly meeting with the ODPS to review and appropriately adjust the Service Levels to reflect the then-current level of performance of the services and changes in technology, the ODPS business environment and needs, and other relevant areas.
- 2.2 All calls must generate a trouble ticket. Multiple calls for a single incident must be added to a master ticket.
- 2.3 The Contractor must maintain a list of services that it provides and the products it supports for the ODPS.

- 2.3.1 The level of support must be described for each product in the list (e.g., log & escalate, troubleshoot, etc.)
- 2.4 The Service Desk must maintain a product/service list that specifies the tier 2 and tier 3 referrals for the problems that cannot be resolved by the Service Desk.
- 2.5 The Service Desk must maintain a procedure for dealing with products or services that are not supported or for which support requirements are not known.
- 2.6 The ODPS will be assigned an account representative as a contact for all Contractor issues.
- 2.7 The Contractor account representative must hold periodic meetings with the ODPS, no less than on a monthly basis to discuss operational performance, customer satisfaction and service delivery quality issues. The ODPS reserves the right to adjust the frequency of the periodic meetings based upon the Contractor's performance
- 2.8 The Contractor must implement a policy of internal Contractor operational escalation of unresolved problems.
- 2.9 The following monthly service levels must be maintained, supported by monthly reports to document them:
- a) Call must be picked up by 3rd ring. If Voice Response Unit (VRU) is used, average time to refer the call to an analyst must be 60 seconds or less after completion of any required customer input or announcement. Announcements and customer input must be kept to a minimum and be approved, in writing, by the ODPS before they are implemented.
 - b) In the case where all analysts are busy, the call system must provide the estimated wait time for the next available agent and provide the caller the option of holding or leaving a voice mail message. An analyst must respond to each voice mail within thirty (30) minutes.
 - c) No more than a three percent (3%) cumulative total of dropped calls and forced busies is acceptable. Calls dropped in ten (10) seconds or less may be excluded from the calculations.
 - d) In year one (1), the minimum first call closure rate must be eighty percent (80%) of calls at tier 1.
 - e) In year two through the end of the Contract, the minimum first call closure rate must be ninety percent (90%) of calls at tier 1. A hardware referral will be considered a tier 1 resolution unless the maintenance vendor returns the ticket.
 - f) An analyst must respond to an electronically submitted trouble call within thirty (30) minutes.
 - g) Calls must be directed for resolution within thirty (30) minutes of the completion of standard tier 1 trouble shooting procedures.

If any of the levels of service indicated above are not maintained for the ODPS for any two (2) month period, the State will be entitled to the following credits in the next billing cycle:

- a) <10% below any service level above – credit 5% of total bill on next invoice
- b) 10% - 25% below any service level above – credit 10% of total bill on next invoice
- c) >25% below any service level above – credit 25% of total bill on next invoice

An exception will be granted as follows:

- a) A 60-day grace period may be provided for the implementation of new applications and the ODPS divisions where the associated metrics will be excluded from the service level calculations.

- b) Service level is not met during an unusually high period of call volume, defined as 50% higher than the previous month's average hourly call volume for the same specific call period.

The State will apply the credits in this section for service level inadequacy, only once for each quarter.

- 2.10 Upon the ODPS written request as a result of a 3-month period of poor performance (defined as not satisfying any one of the service level requirements documented above), the Contractor must add sufficient staff or increase training, documentation, etc. to resolve the poor performance at no cost to the ODPS.
- 2.11 Upon the ODPS written request, the Contractor must replace specific staff who are identified as having a history of being either unhelpful or who exhibit undesirable traits when dealing with customers.
- 2.12 Contractor must conduct customer service quality reviews for supported applications and services on a routine, ongoing basis (i.e., every 10th call). Additional reviews may be requested by the ODPS on an as needed basis to gather information for specific issues and activities. At a minimum, the Contractor must have the ability to conduct quality reviews in the following manner:
 - In-person
 - Online
 - Phone
- 2.13 If the Contractor is unable to meet the 90-day implementation timeframe for the transition, the State will be entitled to credits in the next billing cycle:
 - a) For each delay requiring the ODPS to maintain contracted support staff, the Contractor must pay the associated monthly cost of \$25.00 per hour not to exceed 40 hours per week, per resource, not to exceed a total of four resources.
 - b) The remedy will be prorated for a partial month's delay by the Contractor on a 20-business day/month basis. The remedy for each business day delayed will be 1/20 of the monthly fee.
 - c) The State will deduct any credits from the next payment due to the Contractor for Work performed as an off-set, in accordance with the terms of Attachment Four.
- 2.14 All credits are applicable for services that do not meet requirements during the term of the Contract and do not limit the State's right to terminate the Contract for breach and seek the remedies available to it due to a termination of the Contract for cause.

3.0 Customer Satisfaction

The Contractor must conduct a baseline customer satisfaction survey of a subset of the ODPS end-users. The results of this initial customer satisfaction survey will constitute the baseline for measuring subsequent performance improvements. At least once each calendar quarter after conducting the baseline customer satisfaction survey, the selected Contractor must conduct a follow-up customer satisfaction survey of the ODPS end-users, using the same questions as used in the baseline customer satisfaction survey, unless otherwise approved, in writing, by the ODPS. No one end-user will participate in more than one survey in the same calendar year. Additionally, at least once each calendar year, the selected Contractor must conduct a satisfaction survey of the ODPS senior managers. The ODPS will have a right of prior written approval, on a case-by-case basis, regarding the form, content, and proposed distribution or respondent list, and the process by which the survey is to be conducted and the results evaluated, with respect to each customer satisfaction or user survey to be conducted by the Contractor.

- 3.1 Customer satisfaction surveys must be structured so the results can be quantified. Any group of surveys in any one quarter falling below 90% will be subject to the following actions by the Contractor:
 - a) Perform root cause analysis to determine the reasons for survey satisfaction being less than 90%; and,
 - b) Provide the ODPS a report of the root cause analysis and recommend options for improving the results.
- 3.2 Contingent upon no changes in the structure or content of surveys from one quarter to the next, any group of surveys falling below 90% in two consecutive quarters will be subject to the following actions by the Contractor:
 - a) Perform root cause analysis to determine the reasons for survey satisfaction being less than 90%;
 - b) Provide the ODPS a report of the root cause analysis and recommend options for improving the results; and,
 - c) Provide 5% of total bill credit on the next invoice.

4.0 Billing/Service Requirements

- 4.1 Billing must be based on a standard per seat rate. The Clerk of Courts (ATPS) offices will each be invoiced as one (1) seat because there is only one concurrent user at any given time for this position.
- 4.2 The ODPS can remove any application for which services are being provided under the contract with a thirty (30) day written notice.
- 4.3 Each quarter the ODPS will be billed directly based on monthly seats no more than ten (10) business days after the close of the quarter. Any seat quantity differences will be reconciled through the Contractor billing on a quarterly basis.

5.0 Post Contract Transition Requirements

- 5.1 If this Contract is not renewed at the end of a term, or is terminated prior to the completion of a term, for any reason, the Contractor must provide for a reasonable period of time for transition after the expiration or termination of this project or Contract. All reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State. The Contractor must provide transition services to the State at the current contract cost. The transition plan must minimally include conversion of data at the end of the contract.
- 5.2 In the event that a subsequent contractor is unable to assume Service Desk operations on the planned date for transfer, the Contractor must continue to perform Service Desk operations on a month-to-month basis at the current cost for up to six (6) months beyond the planned transfer date. The State will provide the Contractor a thirty (30) day notice of an extension.

Transition Plan. The Contractor shall provide a plan for transitioning the contract either to another vendor or to the State. This plan must be updated annually and the updated plan must be submitted to the ODPS for review and approval. The cost for the original plan and the updates must be included in the proposed annual costs.

Maintain Work Plan. The Work Plan must allow sufficient time for the State's staff to review all Work. The ODPS will determine the number of business days it needs for such reviews and provide that information to the Contractor after award and early in the development of the Work Plan. (See

Attachment Three for components of the Work Plan.) In addition, the Work Plan must contain the following:

- **Business Continuity Plan**
 - Must submit a business continuity plan with the RFP to ensure that the Contractor's Service Desk is recoverable from and remains in operation during an unexpected crisis.
 - The Contractor's business continuity plan must provide for the continuation of business during the Contracted agree to times with no interruptions and loss of services.
 - The business continuity plan and methodology provided by the Contractor must also easily adapt to vulnerabilities, ever-changing threats, and integrate privacy and security into the business continuity process.

- **Disaster Recovery Plan**
 - Must submit a disaster recovery plan with the RFP that includes the process, policies, and procedures of restoring operations critical to the resumption of the Service Desk and other business services after a natural or human-induced disaster.
 - Provide well-established and thoroughly tested disaster recovery plan.
 - Provide a cohesive relationship between the Business Continuity Plan and the Disaster Recovery Plan that is often considered to be part of the larger process that is the Business Continuity Plan.

- **Data Security Plan**
 - Must submit a data security plan with the RFP that includes a comprehensive approach to the maintenance of secure data.
 - Must identify what data needs to be stored (minimize security issues).
 - Must identify the State as the ultimate data owner with the Contractor responsible for safeguarding it.
 - Must provide documented audit trails specifying who grants access to whom, for what data and at what level, and what access rights are available (e.g., read, write, delete).
 - Must develop a data classification scheme to determine how different types of data should be retained on backup, meet regulatory requirements, determine level of approval, and assist in setting policy.
 - Must encrypt data that leaves a secure data center via everything – CD, DVD, USB drives, backup tapes, laptops, etc. along with firewalls, anti-virus programs, and intrusion protection.
 - Must undergo security audit by an independent third party authority. If data security weaknesses are identified, implement a plan to correct the problem(s).
 - Must backup all data daily so a complete copy of recent data is readily available. Daily data backups must be stored at a remote, secure location.
 - Must develop a plan, schedule and implement an employee informational session/documentation regarding policies and procedures they need to follow to secure data.

Meeting Attendance and Reporting Requirements. The Contractor's management approach to the Work must adhere to the following meeting and reporting requirements:

- **Immediate Reporting** - The Service Desk Manager or a designee must immediately report any staffing changes for the Work to the Work Representative (see: Attachment Four: Part Two: Replacement Personnel).
- **Attend Status Meetings** - The Service Desk Manager and other Work team members must attend status meetings with the Contract Representative and other people deemed necessary to discuss Work issues. The Contract Representative will schedule these meetings, which will follow an agreed upon agenda and allow the Contractor and the State to discuss any issues that concern them.
- **Provide Status Reports** - The Contractor must provide written status reports to the Contract Representative at least one full business day before each status meeting.

- The Contractor's proposed format and level of detail for the status report is subject to the State's approval.
- Prepare Monthly Status Reports - During the Work, the Contractor must submit a written monthly status report to the Contract Representative by the fifth business day following the end of each month. At a minimum, monthly status reports must contain the following:
 - A description of the overall completion status of the Work in terms of the approved Work Plan (schedule and cost);
 - Updated Work schedule;
 - The plans for activities scheduled for the next month;
 - The status of any Deliverables;
 - Time ahead or behind schedule for applicable tasks;
 - A risk analysis of actual and perceived problems; and
 - Strategic changes to the Work Plan, if any.
- Prepare Weekly Status Reports - During the Work, the Contractor must submit a written weekly status report to the Contract Representative on a specified day of each week. At a minimum, weekly status reports must contain the following:
 - A description of the overall completion status of the Work in terms of the approved Work Plan (schedule);
 - Updated Work schedule;
 - The plans for activities scheduled for the next month;
 - The status of any Deliverables;
 - Time ahead or behind schedule for applicable tasks;
 - A risk analysis of actual and perceived problems;
 - Testing status and test results; and
 - Strategic changes to the Work Plan, if any.

Develop, Submit, and Update High-Level Plans. As part of the Work, the Contractor must develop a high-level Work management plan (Work Plan). The Contractor also must update the Work Plan with more detail throughout the 90-day period of transition to address, at a minimum, the following subjects:

- Scope,
- Time,
- Quality,
- Staffing,
- Communications, and
- Risk.

The Contractor must develop and maintain the Work Plan from information that the Contractor's and the State's personnel provide. State personnel assigned to the Work will have varying percentages of their time to devote to the Work, and the Contractor must consider their time commitments to the Work in creating the Work schedule and when obtaining information from State staff to create the above plans.

The following ODPS State Personnel will be available, as needed, during the 90-day period of transition:

<u>Staff Resource</u>	<u>Estimated Hours</u>
Technical IT Resource – Remedy	70
Technical IT Resource – Infrastructure	70
Security Operations Network Administration	48
Network Operations Management	40
Network Engineers	80
ODPS IT Management	70

Work Hours and Conditions. The Contractor must work with the ODPS staff. Normal working hours are 8:00 a.m. to 5:00 p.m. with a one-hour lunch period for a total of eight working hours per day. The

Contractor must ensure that appropriate Contractor resources are available to interact with the ODPS staff and perform the Work of this Project.

PART TWO: SPECIAL PROVISIONS

Submittal of Deliverables. The Contractor must perform its tasks in a timely and professional manner that produces Deliverables that fully meet the Contract's requirements. And the Contractor must provide the Deliverables no later than the due dates the Contract requires. At the time of delivery of a written Deliverable, the Contractor must submit an original and one copy of each Deliverable, plus an electronic copy. The Contractor must provide the electronic copy in a file format acceptable to the State.

By submitting a Deliverable, the Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner that meets the Contract's requirements.

The Contractor's Fee Structure. The Contract award will be for a not-to-exceed fixed price, payable in accordance with the schedule below:

Payment Time Frame	Payment
Quarterly	Per User

The number of monthly seats will be adjusted up or down on a quarterly basis, based on a quarterly true up of the needed seats. The quarterly true up must be submitted in writing to the ODPS, no later than fifteen (15) business days after the end of the quarter. The Contractor's cost will be adjusted accordingly, and the ODPS will modify the existing purchase order or issue an additional purchase order for the changes resulting from the quarterly true up.

Upon the date(s) given above, the Contractor may submit an invoice quarterly according to the payment schedule identified above.

Reimbursable Expenses. None.

Bill to Address.

Ohio Department of Public Safety
P.O. Box 182081
Attn: Fiscal Services
Columbus, OH 43218-2081

Location of Data and Performance of Work. The State will not accept Proposals that propose Work to be performed the state of Ohio or data to be maintained outside the U.S. All Work, including the Work of subcontractors, is to be performed inside the state of Ohio throughout the term of the Contract.

Background Check. Upon Contract award, the Contractor and all staff involved in the Project must undergo a complete and thorough background check, at the ODPS expense. This will include previous work addresses for the last ten (10) years. An extensive investigation will be conducted by the ODPS prior to the assignment of the Contractor's staff to begin work.

Background checks will be performed to determine if current or potential employees of the Contractor or subcontractor(s) have any types of convictions in the following areas:

1. Any record of violence, domestic or otherwise;
2. Drug-related convictions;
3. Theft; and,
4. Other offenses deemed at risk to the facility or its population.

Those employees and potential employees of the Contractor and subcontractor(s) with felony convictions or other criminal records, unless specifically approved by the ODPS, will not be permitted to be employed on this Project.

ATTACHMENT THREE: REQUIREMENTS FOR PROPOSALS

Proposal Format. Each Proposal must include sufficient data to allow the State to verify the total cost for the Work and all of the offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment, whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply may be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following:

- Cover Letter
- Vendor Information Form (OBM-5657)
- Location of Data
- Subcontractor Letters
- Offeror Certification Form
- Offeror Profile
- Offeror Profile Summary Forms
- Personnel Profile Summary
- Proposed Solution
 - Escalation Procedures
 - Measurement and Reporting Procedures
 - Call Control Procedures
 - Sample Reports
 - Improvement Options
 - Service Desk Personnel Retention
- Staffing Plan
- Time Commitment
- Assumptions
- Work Plan
- Support Requirements
- Conflict of Interest Statement
- Proof of Insurance
- Payment Address
- Legal Notice Address
- W-9 Form
- Declaration Regarding Terrorist Organizations
- EO 2010-09S Affirmation and Disclosure Form
- Cost Summary (must be separately sealed)

Cover Letter. The offeror must include a cover letter in the form of a standard business letter that provides an executive summary of the solution the offeror plans to provide, and an individual authorized to legally bind the offeror must sign the letter. The letter also must include the following:

- a. A statement regarding the offeror's legal structure (e.g., an Ohio corporation), federal tax identification number, D-U-N-S number, and principal place of business;
- b. A list of the people who prepared the offeror's Proposal, including their titles;
- c. The name, phone number, fax number, email address, and mailing address of a contact person who has authority to answer questions regarding the Proposal;
- d. A list of all subcontractors, if any, that the offeror will use on the Work, if the State selects the offeror to do the Work;

- e. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:
 1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business;
 2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
 3. A description of the part of the Work the subcontractor will do;
 4. A commitment to do the part of the Work if the offeror is selected;
 5. A statement that the subcontractor has read and understands the RFP and will comply with the requirements of the RFP; and
 6. A statement that the subcontractor will maintain any permits, licenses, and certifications required to perform its portion of the Work;
- f. A statement that the offeror's Proposal meets all the requirements of this RFP for the Work;
- g. A statement that the offeror has not taken any exception to the terms and conditions in this RFP;
- h. A statement that the offeror does not assume there will be an opportunity to negotiate any aspect of its Proposal;
- i. A statement that the offeror will comply with all federal and Ohio laws, rules, and regulations;
- j. A statement that the offeror is proposing a Service Desk Manager who is a regular, fulltime employee of the offeror;
- k. A statement that the offeror's regular, fulltime employees will perform at least 30% of the effort involved in the Work;
- l. A statement that the offeror will not substitute, at Work start-up, personnel for those evaluated by the State, except when a candidate's unavailability is no fault of the offeror (e.g. the candidate resigns, is deceased, etc.); and
- m. A statement that the offeror is not now subject to an "unresolved" finding for recovery under Revised Code Section 9.24 and that the offeror will notify the State anytime it becomes subject to such a finding before the award of a Contract arising out of this RFP.

All offerors must submit a response that contains an affirmative statement using the language in paragraphs 'a' through 'm' above.

Vendor Information Form. The offeror must submit a signed and completed Vendor Information Form (OBM-5657) for itself and for each subcontractor the offeror plans to use under the Contract. The form is available at <http://obm.ohio.gov/MiscPages/Forms/default.aspx>.

Location of Data. As part of its Proposal, the offeror must disclose the following:

1. The location(s) where the offeror and its subcontractors will perform all services;
2. The location(s) where the offeror and its subcontractors will maintain or make any State data applicable to the Contract available; and
3. The offeror's and its subcontractors' principal places of business.

Subcontractor Letters. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

Offeror Certifications. The offeror must complete Attachment 6, offeror Certification Form.

Offeror Profile. Each Proposal must include a profile of the offeror's capability, capacity, and relevant experience providing services similar to the Work. The profile also must include the offeror's legal name, address, telephone number, and fax number; home office location; date established; ownership (such as public firm, partnership, or subsidiary); firm leadership (such as corporate officers or partners); number of employees; number of employees the offeror will engage in tasks directly related to the Work; and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.

Offeror Profile Summary Form. This RFP includes an offeror Profile Summary Form as an attachment. The offeror must use this form and fill it out completely to provide the required information.

The Offeror Profile Summary Form contained in this document has been customized for the applicable offeror requirements. (Refer to Attachment Seven.) Each page of the form may contain minor variations. If an offeror elects to duplicate the form electronically, the offeror must carefully review each page of the form to ensure that it has been copied accurately. Failure to duplicate the form exactly may lead to the rejection of the offeror's Proposal.

Each offeror must meet all the mandatory requirements in the RFP. If an offeror does not meet all the mandatory requirements, the State may reject the offeror's Proposal as non-responsive.

The various sections of the offeror Profile Summary Forms are described below:

Mandatory Experience and Qualifications. The offeror must complete this section to demonstrate that it has the experience needed to meet the RFP's mandatory requirements. (Refer to Attachment Seven.) For each reference, the offeror must provide the following information:

- **Contact Information.** The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- **Work Name.** The offeror must provide the name or title for the work, such as a project name, from which it obtained the mandatory experience.
- **Dates of Experience.** The offeror must complete this area with a beginning month and year and an ending month and year to show the length of time the offeror performed the work, not just the length of time the offeror was engaged by the reference.
- **Description of the Related Service Provided.** The State will not assume that, since the experience requirement is provided at the top of the page, all descriptions on that page relate to that requirement. The offeror must reiterate the experience being described, including the capacity in which the work was performed and the role of the offeror on the Work. It is the offeror's responsibility to customize the description to clearly substantiate the qualification.
- **Description of how the related service shows the offeror's experience, capability, and capacity to develop the Deliverables and do the Work.**

The offeror must list each work experience separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Required Experience and Qualifications. The offeror must complete this section to demonstrate that it meets the requirements for experience. For each reference, the offeror must provide the information in the same manner as described under Mandatory Experience and Qualifications above.

THE OFFEROR MAY NOT USE THE EXPERIENCE OR QUALIFICATIONS OF A SUBCONTRACTOR TO MEET ANY OF THE ABOVE MANDATORY QUALIFICATIONS OR EXPERIENCE. THESE MUST BE FULFILLED EXCLUSIVELY THROUGH THE QUALIFICATIONS AND EXPERIENCE OF THE OFFEROR. If the offeror seeks to meet any of the other qualifications and experience through a subcontractor, the offeror must identify the subcontractor by name in the appropriate part of the offeror Profile Summary Form, in Attachment Seven to this RFP, for each reference.

Personnel Profile Summaries. Each Proposal must include a profile for each key member of the proposed work team. This RFP includes Personnel Profile Summary Forms as Attachment Eight, and the offeror must use these forms and fill them out completely for each reference.

The Personnel Profile Summary Forms contained in this RFP have been customized for the applicable candidate requirements. Each page of the forms may contain minor variations. If an offeror elects to duplicate the forms electronically, the offeror must carefully review each form to ensure that it has been copied accurately. Failure to duplicate the forms exactly may lead to the rejection of the offeror's Proposal.

The offeror must propose a Work team that collectively meets all the requirements in this RFP, as demonstrated through the Personnel Profile Summary Forms. Additionally, each team member may have mandatory requirements listed in this RFP that the team member must individually meet. The offeror must name all candidates proposed, and each must meet the technical experience for the candidate's position.

The State will not consider a candidate's overlapping months of experience toward meeting the experience requirements in this RFP. Therefore, for each requirement for a key position, the Personnel Profile Summary Forms for the candidate must demonstrate that the candidate meets the requirement through a work experience that does not overlap in time with any other work experience used to meet the same requirement for the position.

The offeror must demonstrate that all candidate requirements have been met by using the Personnel Profile Summary Forms. The various sections of the forms are described below:

- a) Candidate References. If the offeror provides less than three work experiences, the offeror must explain why. The State may reject the Proposal if less than three work experiences are given for a candidate.
- b) Education and Training. The offeror must use this section to list the education and training of the proposed candidate and demonstrate, in detail, the proposed candidate's ability to properly perform under the Contract. The offeror must show how the candidate's education and training relates to the requirements of the RFP.
- c) Mandatory Experience and Qualifications.

The offeror must complete this section to show how a candidate meets the mandatory experience requirements, if any are applicable to that candidate. If any candidate does not meet the mandatory requirements for the position the candidate is proposed to fill, the offeror's Proposal may be rejected as non-responsive.

- d) Required Experience and Qualifications. The offeror must complete this section to show how its candidate meets the experience requirements. (Refer to Attachment Eight.)

For each reference, the offeror must provide the following information:

- Candidate's Name.
- Contact Information. The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- Dates of Experience. The offeror must complete this section with a beginning month and year and an ending month and year to show the length of time the candidate performed the technical experience being described, not just the length of time the candidate worked for the company.
- Description of the Related Service Provided. The State does not assume that, since the technical requirement is provided at the top of the page, all descriptions on that page relate to that requirement. Offerors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the work as it relates to the Work covered by this RFP. It is the offeror's responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's work experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Proposed Solution. The offeror must describe in detail how its approach to the Work meets the requirements described in Attachment Two of this RFP. The offeror may not simply state that the proposed solution will meet or exceed the specified requirements. Instead, the offeror must provide a written narrative that shows that the offeror understands the functionality and the technical requirements of this RFP and how the offeror's proposed solution meets those requirements.

All the specifications given in this RFP are minimum requirements. The offeror may recommend features or other elements in excess of the minimum but must clearly identify them as such, provide the rationale behind their recommendations, and explain how their recommendations will benefit the State. The recommendations may not result in additional evaluation credit being given.

Offeror must provide an affirmative statement of conformance to each of the requirements as well as any detail that is applicable or supportive to each of the items in Attachment Two, Section 1.0 – 4.0 of the section entitled "Contractor Responsibilities and Deliverables". In addition to the affirmative statement, the offeror must provide a statement as to how they will meet or exceed each requirement.

The State also wishes to assess the nature of the offeror's ability to perform the Contract with regard to best practices. The following identifies key areas where information from the offeror is required. Information provided by the offeror in response to this section will be used to identify key strengths of the proposed Service Desk services the Contractor's ability to provide the required services.

Escalation Procedures. The offeror must describe how escalation procedures will be implemented in the ODPS environment.

Measurement and Reporting Procedures - The offeror must describe their proposed measurements and reporting procedures and how they will be implemented in the ODPS service desk environment, including but not limited to:

- a) Time to answer
- b) Total call volume
- c) Number of dropped calls
- d) Number of force busy calls
- e) Minimum first closure rate
- f) Response time to electronic calls

- g) Time lag to direction of call to a tier 2 source

Call Control Procedures - The offeror must describe the proposed call control procedures that will be implemented in the ODPS service desk environment, including but not limited to:

- a) Announcements on incoming calls
- b) Automated advisory of wait time in queue
- c) Options of hold or leaving of voice mail
- d) Use of voice response input to channel calls to specific analysts
- e) Use of informational messages to assist the customer in helping themselves or in gathering pertinent information

Confidentiality Plan. The offeror must provide a plan of action detailing the policies and methods they will employ to assure the confidentiality of customer information in the ODPS service desk environment.

Sample Reports. The offeror must provide one sample of the following reports that detail:

- a) call control statistics (e.g., # of calls, # of calls that received forced busies).
- b) problem control statistics and escalation (e.g., open problems, closure rates, length of time to close by offeror or tier 2 support).
- c) call trend analysis (e.g., # of calls on given hardware type, # of calls for assistance for a specific software problem).

Improvement Options. The ODPS may consider the improvement options listed below during the term of the Contract, and after Contract award may negotiate with the Contractor for incorporation of the improvements. offeror's shall include the cost of these options in Table B of the Cost Summary. The proposed Service Desk shall permit incorporation of the improvement items without extensive operational changes and disruption of services. The offeror must describe how these options could be implemented in the ODPS Service Desk environment.

- a) Web-based trouble ticket initiation, update and closure for tier 2/3 providers.
- b) Self help capabilities through telephony and web.
- c) Alerts, based on SLAs, to indicate required actions.
- d) Event notifications, alerts and automatic initiation of trouble tickets from Remedy problem management software.

Service Desk Personnel Retention. The offeror must describe their proposed service desk personnel policies and procedures and how they will be implemented in the ODPS service desk environment, including but not limited to:

- a) offeror policies and procedures for training the service desk staff (e.g., analysts and supervisors).
- b) offeror criteria employed in hiring service desk support analysts and supervisors.
- c) offeror policies and procedures employed in retaining service desk support analysts and supervisors.

Staffing Plan. The offeror must provide a staffing plan that identifies the personnel by position that the offeror proposes and that are required during the 90 day transition period. The staffing plan must show each individual's responsibilities during this period. The State also requires a staffing plan that matches the proposed personnel and qualifications to the activities and tasks that will be completed during the 90 day transition period. In addition, the plan must have the following information:

- A contingency plan that shows the ability to add more staff if needed to ensure meeting the Work's due date(s); and,
- The number of people onsite at the State location at any given time to allow the State to plan for the appropriate workspace.

Time Commitment. The offeror must submit a statement and a chart that clearly indicate the time commitment of the proposed Work Manager and the offeror's proposed team members for the Work. The

offeror also must include a statement indicating to what extent, if any, the Work Manager may work on other tasks or assignments unrelated to the Work during the term of the Contract. The State may reject any Proposal that commits the proposed Work Manager or any proposed personnel to other assignments during the term of the Work, if the State believes that any such commitment may be detrimental to the offeror's performance.

Assumptions. The offeror must list all the assumptions the offeror made in preparing the Proposal. If any assumption is unacceptable to the State, the State may reject the Proposal. No assumptions may be included regarding negotiation, terms and conditions, or requirements.

Work Plan. The State encourages responses that demonstrate a thorough understanding of the nature of the Work during the 90 day transition period and what the Contractor must do to complete the Work properly. To this end, the offeror must submit a Work Plan that the offeror will use to create a consistent and coherent management plan for the Work. The Work Plan must include detail sufficient to give the State an understanding of how the offeror's knowledge and approach will:

- Manage the Work;
- Guide Work execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders;
- Define key management review as to content, scope, and schedule; and
- Provide a baseline for progress measurement and Work control.

At a minimum, the offeror's Work Plan must include the following:

- Description of the Work management approach;
- Scope statement that includes the Work objectives and the Work Deliverables and milestones;
- Detailed Work schedule for all Work Deliverables and milestones. The offeror must provide the Work schedule as a Microsoft Project Gantt chart, showing all major Work tasks on a week-by-week schedule to serve as the basis for managing the Work. The schedule must clearly demonstrate how the Work will be completed by the delivery date. The offeror must give dates for when all Deliverables and milestones will be completed and start and finish dates for tasks. The offeror also must identify and describe all risk factors associated with the forecasted milestone schedule;
- Performance measurement baselines for technical scope and schedule;
- Major milestones and target date(s) for each milestone that are consistent with this RFP's dates;
- Key or required staff and their expected effort;
- High-level subsidiary Work management plans:
 - Scope management,
 - Schedule management,
 - Quality management,
 - Staffing management,
 - Communications management, and
 - Risk management (including constraints and assumptions, planned responses, and contingencies),
- Description of the offeror's proposed organization(s) and management structure responsible for fulfilling the Contract's requirements;
- Definition of the review processes for each milestone and Deliverable and a description of how the parties will conduct communication and status review;
- Description of the Work issue resolution process; and
- If the offeror chooses to use subcontractors, this part of the offeror's Proposal must describe its approach to managing its subcontractors effectively.

The offeror must provide a detailed Work Plan, which outlines how they will implement the services in accordance with the schedule requirement.

Work Plan specifics are to include, at a minimum, timelines to:

- Transition the existing ODPS Help Desk workload to the offeror's service desk staff;
- Set-up required telephony technology to provide the customers a Single Point of Contact regardless of the location of the service desk;

The offeror's proposed implementation schedule must meet or exceed the ODPS implementation timeframe set forth in this document.

The Work Plan must also highlight any requirements the offeror has regarding the use of the ODPS resources.

Support Requirements. The offeror must describe the support it wants from the State other than what the State has offered in this RFP. Specifically, the offeror must address the following:

- Nature and extent of State support required in terms of staff roles, percentage of time available, and so on;
- Assistance from State staff and the experience and qualification levels required; and
- Other support requirements.

The State may not be able or willing to provide the additional support the offeror lists in this part of its Proposal. The offeror therefore must indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the State may reject the offeror's Proposal, if the State is unable or unwilling to meet the requirements.

Conflict of Interest Statement. Each Proposal must include a statement indicating whether the offeror or any people that may work on or benefit from the Work through the offeror have a possible conflict of interest (e.g., employed by the State of Ohio, etc.) and, if so, the nature of that conflict. The State may reject a Proposal in which an actual or apparent conflict is disclosed. The State also may terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.

Proof of Insurance. The offeror must provide the certificate of insurance required by Attachment Four. The policy may be written on an occurrence or claims made basis.

Payment Address. The offeror must give the address to which the State should send payments under the Contract.

Legal Notice Address. The offeror must give the name, title, and address to which the State should send legal notices under the Contract.

W-9 Form. The offeror must complete the attached W-9 form in its entirety. The offeror must submit at least one originally signed W-9. All other copies of a Proposal may contain copies of the W-9. The offeror must indicate on the outside of the binder which Proposal contains the originally signed W-9.

Declaration Regarding Terrorist Organizations. The offeror must complete a Declaration Regarding Material Assistance/Non-assistance to Terrorist Organizations in its entirety. The offeror must submit at least one originally signed copy of this form, which should be included with the offeror's originally signed Proposal. All other copies of the offeror's Proposal may contain copies of this form. The form is available at: <http://www.homelandsecurity.ohio.gov>.

EO 2010-09S Affirmation and Disclosure. By offeror's submission of a quotation, proposal or statement of work, offeror hereby represents and warrants that offeror, and any subcontractor will not, as a part of the Contract with the State, provide any of its services outside the United States, and that offeror has truthfully disclosed the following:

1. The location(s) where all services will be performed by Contractor and any subcontractor;
2. If applicable, the location(s) where any state data associated with any of the provided services will be accessed, tested, maintained, backed-up or stored; and
3. The principle location(s) of business for the Contractor and any subcontractors providing the services to the State.

As part of the above disclosure and affirmation requirement, the offeror must complete the Standard Affirmation and Disclosure Form Executive Order 2010-09S (see Attachment Ten).

Offeror understands that the Contractor will be under the continuous obligation to disclose any shift in the location of any services provided by the Contractor or any subcontractor during the term of the Contract.

If offeror's representations and warranties are found to be false or if offeror fails to fully disclose as stated in 1-3 above, the offeror may be subject to sanctions, termination or damage payments to the State.

Cost Summary. This RFP includes a Cost Summary Form provided as an attachment. Offerors may not reformat this form. Each offeror must complete the Cost Summary Form in the exact format provided, since the State may reject any Proposal with a reformatted Cost Summary Form or that is not separately sealed. (See: Part Three: General Instructions, Proposal Submittal.)

The Cost Summary Form must not include exceptions, additional terms and conditions, or assumptions.

The offeror's total cost for all the Work must be represented as the not-to-exceed fixed price.

The State will not be liable for or pay any Work costs that the offeror does not identify in its Proposal.

ATTACHMENT FOUR: GENERAL TERMS AND CONDITIONS

PART ONE: PERFORMANCE AND PAYMENT

Statement of Work. The selected offeror's proposal (the "Proposal") and the State's Request for Proposals (the "RFP"), which are collectively referred to as the "RFP Documents", are a part of this contract (the "Contract") and describe the work (the "Work") the selected offeror (the "Contractor") must do and any materials the Contractor must deliver (the "Deliverables") under this Contract. The Contractor must do the Work in a professional, timely, and efficient manner and must provide the Deliverables in a proper fashion. The Contractor also must furnish its own support staff necessary for the satisfactory performance of the Work.

The Contractor must consult with the appropriate State representatives and others necessary to ensure a thorough understanding of the Work and satisfactory performance. The State may give instructions to or make requests of the Contractor relating to the Work, and the Contractor must comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory completion of the Work and will not amend or alter the scope of the Work.

Term. Unless this Contract is terminated or expires without renewal, it will remain in effect until the Work is completed to the satisfaction of the State and the Contractor is paid. But the current General Assembly cannot commit a future General Assembly to an expenditure. Therefore, this Contract will automatically expire at the end of each biennium, the first of which is June 30, 2011. The State may renew this Contract in the next biennium by issuing written notice to the Contractor of the decision to do so. This expiration and renewal procedure also will apply to the end of any subsequent biennium during which the Work continues, subject to the State's approval. Termination or expiration of this Contract will not limit the Contractor's continuing obligations with respect to Deliverables that the State pays for before or after termination or limit the State's rights in such.

The State's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails to continue funding for the payments and other obligations due as part of this Contract, the State's obligations under this Contract will terminate as of the date that the funding expires without further obligation of the State.

The Work has a completion date that is identified in the RFP Documents. The RFP Documents also may have several dates for the delivery of Deliverables or reaching certain milestones in the Work. The Contractor must make those deliveries, meet those milestones, and complete the Work within the times the RFP Documents require. If the Contractor does not meet those dates, the Contractor will be in default, and the State may terminate this Contract under the Suspension and Termination Section contained in Part II of this Attachment Four.

But the State also may have certain obligations to meet. Those obligations, if any, also are listed in the RFP Documents. If the State agrees that the Contractor's failure to meet the delivery, milestone, or completion dates in the RFP Documents is due to the State's failure to meet its own obligations in a timely fashion, then the Contractor will not be in default, and the delivery, milestone, and completion dates affected by the State's failure to perform will be extended by the same amount of time as the State's delay. The Contractor may not rely on this provision unless the Contractor has in good faith exerted reasonable management skill to avoid an extension and has given the State meaningful written notice of the State's failure to meet its obligations within five business days of the Contractor's realization that the State's delay may impact the Work. The Contractor must deliver any such notice to both the Work Representative and Procurement Representative and title the notice as a "Notice of State Delay." The notice must identify any delay in detail, as well as the impact the delay has or will have on the Work. Unless the State decides, in its sole and exclusive judgment, that an equitable adjustment in the Contractor's Fee is warranted in the case of an extended delay, an extension of the Contractor's time to perform will be the Contractor's exclusive remedy for the State's delay. Should the State determine that an equitable adjustment in the Contractor's Fee is warranted, the equitable adjustment will be handled as

a Change Order under the Changes Section of this Contract, and the extension of time and equitable adjustment will be the exclusive remedies of the Contractor for the State's delay.

The State seeks a complete solution to what the Work is intended to accomplish, and the Contractor must provide any incidental items omitted in the RFP Documents as part of the Contractor's not-to-exceed fixed price. All required components and processes for the Work to be complete and useful to the State are included in the Work and the not-to-exceed fixed price, unless the RFP expressly provides otherwise.

Compensation. In consideration of the Contractor's promises and satisfactory performance, the State will pay the Contractor the amount(s) identified in the RFP Documents (the "Fee"), plus any other expenses identified as reimbursable in the RFP Documents. In no event, however, will payments under this Contract exceed the "not-to-exceed" amount in the RFP Documents without the prior, written approval of the State and, when required, the Ohio Controlling Board and any other source of funding. The Contractor's right to the Fee is contingent on the complete and satisfactory performance of the Work or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the Work tied to the applicable milestone or period. Payment of the Fee also is contingent on the Contractor delivering a proper invoice and any other documents the RFP Documents require. An invoice must comply with the State's then current policies regarding invoices and their submission. The State will notify the Contractor in writing within 15 business days after it receives a defective invoice of any defect and provide the information necessary to correct the defect.

The Contractor must send all invoices under this Contract to the "bill to" address in the RFP Documents or in the applicable purchase order.

The State will pay the Contractor interest on any late payment, as provided in Section 126.30 of the Ohio Revised Code (the "Revised Code"). If the State disputes a payment for anything covered by an invoice, within 15 business days after receipt of that invoice, the State will notify the Contractor, in writing, stating the grounds for the dispute. The State then may deduct the disputed amount from its payment as a nonexclusive remedy. If the Contractor has committed a material breach, in the sole opinion of the State, the State also may withhold payment otherwise due to the Contractor. Both parties will attempt to resolve any claims of material breach or payment disputes through discussions among the Work Manager, the Contractor's executive responsible for the Work, the Work Representative, and the State Contract Management Administrator. The State will consult with the Contractor as early as reasonably possible about the nature of the claim or dispute and the amount of payment affected. When the Contractor has resolved the matter to the State's satisfaction, the State will pay the disputed amount within 30 business days after the matter is resolved. The State has no obligation to make any disputed payments until the matter is resolved, and the Contractor must continue its performance under this Contract pending resolution of the dispute or claim.

If the State has already paid the Contractor on an invoice but later disputes the amount covered by the invoice, and if the Contractor fails to correct the problem within 30 calendar days after written notice, the Contractor must reimburse the State for that amount at the end of the 30 calendar days as a nonexclusive remedy for the State. On written request from the Contractor, the State will provide reasonable assistance in determining the nature of the problem by giving the Contractor reasonable access to the State's facilities and any information the State has regarding the problem.

If the RFP Documents provide for any retainage, the State will withhold from each invoice paid the percentage specified in the RFP Documents as retainage. The State will pay the retainage only after the State has accepted all the Work and then only in accordance with the payment schedule specified in the RFP Documents. The State will withhold all amounts under this section arising from claims or disputes in addition to any retainage specified in the RFP Documents.

Reimbursable Expenses. The State will pay all reimbursable expenses identified in the RFP Documents, if any, in accordance with the terms in the RFP Documents and, where applicable, Section 126.31 of the Revised Code. The Contractor must assume all expenses that it incurs in the performance of this Contract that are not identified as reimbursable in the RFP Documents.

In making any reimbursable expenditure, the Contractor always must comply with the more restrictive of its own, then current internal policies for making such expenditures or the State's then current policies. All reimbursable travel will require the advance written approval of the State's Contract Representative. The Contractor must bill all reimbursable expenses monthly, and the State will reimburse the Contractor for them within 30 business days of receiving the Contractor's invoice.

Right of Offset. The State may set off the amount of any Ohio tax liability or other obligation of the Contractor or its subsidiaries to the State, including any amounts the Contractor owes to the State under this or other contracts, against any payments due from the State to the Contractor under this or any other contracts with the State.

Certification of Funds. None of the rights, duties, or obligations in this Contract will be binding on the State, and the Contractor will not begin its performance, until all the following conditions have been met:

- (a) All statutory provisions under the Revised Code, including Section 126.07, have been met;
- (b) All necessary funds are made available by the appropriate State entities;
- (c) If required, the Controlling Board of Ohio approves this Contract; and
- (d) If the State is relying on federal or third-party funds for this Contract, the State gives the Contractor written notice that such funds are available.

Employment Taxes. All people furnished by the Contractor (the "Contractor Personnel") are employees or subcontractors of the Contractor, and none are or will be deemed employees or contractors of the State. No Contractor Personnel will be entitled to participate in, claim benefits under, or become an "eligible employee" for purposes of any employee benefit plan of the State by reason of any work done under this Contract. The Contractor will pay all federal, state, local, and other applicable payroll taxes and make the required contributions, withholdings, and deductions imposed or assessed under any provision of any law and measured by wages, salaries, or other remuneration paid by or which may be due from the Contractor to the Contractor Personnel. The Contractor will indemnify, defend (with the consent and approval of the Ohio Attorney General), and hold the State harmless from and against all claims, losses, liability, demands, fines, and expense (including court costs, defense costs, and redeemable attorney fees) arising out of or relating to such taxes, withholdings, deductions, and contributions with respect to the Contractor Personnel. The Contractor's indemnity and defense obligations also apply to any claim or assertion of tax liability made by or on behalf of any Contractor Personnel or governmental agency on the basis that any Contractor Personnel are employees or contractors of the State, that the State is the "joint employer" or "co-employer" of any Contractor Personnel, or that any Contractor Personnel are entitled to any employee benefit offered only to eligible regular fulltime or regular part-time employees of the State.

Sales, Use, Excise, and Property Taxes. The State is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the Work, such will be the sole and exclusive responsibility of the Contractor. And the Contractor will pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or a later time.

PART TWO: WORK AND CONTRACT ADMINISTRATION

Related Contracts. The Contractor warrants that the Contractor has not and will not enter into any contracts without written approval of the State to perform substantially identical services for the State, such that the Work under this Contract duplicates the work done or to be done under the other State contracts.

Other Contractors. The State may hold other contracts for additional or related work, including among others independent verification and validation (IV&V) efforts for the Work. The Contractor must fully cooperate with all other contractors and State employees and coordinate its Work with such other contractors and State employees as may be required for the smooth and efficient operation of all related or additional work. The Contractor may not act in any way that may unreasonably interfere with the work of any other contractors or the State's employees. Further, the Contract must fully cooperate with any

IV&V contractor assigned to the Work. Such cooperation includes expeditiously providing the IV&V contractor with full and complete access to all Work product, records, materials, personnel, meetings, and correspondence as the IV&V contractor may request. If the State assigns an IV&V contractor to the Work, the State will obligate the IV&V contractor to a confidentiality provision similar to the Confidentiality Section contained in this Contract. The Contractor must include the obligations of this provision in all its contracts with its subcontractors for the Work.

Subcontracting. The Contractor may not enter into subcontracts related to the Work after award without written approval from the State. But the Contractor will not need the State's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the RFP Documents.

The State's approval of the use of subcontractors does not mean that the State will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Work in a timely and professional manner. The Contractor must hold the State harmless for and must indemnify the State against any such claims.

The Contractor assumes responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, the Contractor will be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the Contract. And the Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement also must pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record keeping obligations, and audit rights. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. But this exception is applicable only to sections that expressly provide an exclusion for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages the State in any way, the Contractor must indemnify the State for the damage.

Record Keeping. The Contractor must keep all financial records in accordance with generally accepted accounting principles consistently applied. The Contractor also must file documentation to support each action under this Contract in a manner allowing the documentation to be readily located. And the Contractor must keep all Work-related records and documents at its principal place of business or at its office where the work was performed.

Audits. During the term of this Contract and for three years after the payment of the Contractor's Fee, on reasonable notice and during customary business hours, the State may audit the Contractor's records and other materials that relate to the Work. This audit right also applies to the State's duly authorized representatives and any person or organization providing financial support for the Work.

Insurance. The Contractor must provide the following insurance coverage at its own expense throughout the term of this Contract:

- (a) Workers' compensation insurance, as required by Ohio law, and if some of the Work will be done outside Ohio, the laws of the appropriate state(s) where any portion of the Work will be done. The Contractor also must maintain employer's liability insurance with at least a \$1,000,000.00 limit.

- (b) Commercial General Liability insurance coverage for bodily injury, personal injury, wrongful death, and property damage. The defense cost must be outside of the policy limits. Such policy must designate the State of Ohio as an additional insured, as its interest may appear. The policy also must be endorsed to include a blanket waiver of subrogation. At a minimum, the limits of the insurance must be:

\$ 2,000,000 General Aggregate
\$ 2,000,000 Products/Completed Operations Aggregate
\$ 1,000,000 Per Occurrence Limit
\$ 1,000,000 Personal and Advertising Injury Limit
\$ 100,000 Fire Legal Liability
\$ 10,000 Medical Payments

The policy must be endorsed to provide the State with 30-days prior written notice of cancellation or material change to the policy. And the Contractor's Commercial General Liability must be primary over any other insurance coverage.

- (c) Commercial Automobile Liability insurance with a combined single limit of \$500,000.
- (d) Professional Liability insurance covering all staff with a minimum limit of \$1,000,000 per incident and \$3,000,000 aggregate. If the Contractor's policy is written on a "claims made" basis, the Contractor must provide the State with proof of continuous coverage at the time the policy is renewed. If for any reason the policy expires, or coverage is terminated, the Contractor must purchase and maintain "tail" coverage through the applicable statute of limitations.

The certificate(s) must be in a form that is reasonably satisfactory to the State as to the contents of the policies and the quality of the insurance carriers. All carriers must have at least an "A-" rating by A.M. Best.

Replacement Personnel. If the RFP Documents contain the names of specific people who will do the Work, then the quality and professional credentials of those people were material factors in the State's decision to enter into this Contract. Therefore, the Contractor must use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor may not remove those people from the Work without the prior, written consent of the State, except as provided below.

The Contractor may remove a person listed in the RFP Documents from the Work, if doing so is necessary for legal or disciplinary reasons. But the Contractor must make a reasonable effort to give the State 30 calendar days' prior, written notice of the removal.

If the Contractor removes a person listed in the RFP Documents from the Work for any reason other than those specified above, the State may assess liquidated damages in the amount of \$1,500.00 for every day between the date on which the individual was removed and the date that this Contract is terminated or the individual's qualified replacement, selected in accordance with the process identified in this section, starts performing on the Work. The State also may provide the Contractor with written notice of its default under this section, which the Contractor must cure within 30 days. Should the Contractor fail to cure its default within the 30 day cure period, this Contract will terminate immediately for cause, and the State will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The Contractor must have qualified replacement people available to replace any people listed in the RFP Documents by name or identified as a key individual on the Work. When the removal of a listed person is permitted under this Section, or if a person becomes unavailable, the Contractor must submit the resumes for two replacement people to the State for each person removed or who otherwise becomes unavailable. The Contractor must submit the two resumes, along with such other information as the State

may reasonably request, within five business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

The State will select one of the two proposed replacements or will reject both of them within ten business days after the Contractor has submitted the proposed replacements to the State. The State may reject the proposed replacements for any legal reason. Should the State reject both replacement candidates due to their failure to meet the minimum qualifications identified in the RFP Documents, or should the Contractor fail to provide the notice required under this Section or fail to provide two qualified replacement candidates for each removed or unavailable person, the Contractor will be in default and the cure period for default specified elsewhere in this Contract will not apply. In any such case, the State will have the following options:

- (a) The State may assess liquidated damages in the amount of \$1,500.00 for every day between the date on which the Contractor failed to provide the applicable notice, failed to provide the two replacement candidates, or the date the State rejected all candidates for cause and the date on which the Contractor effects a cure or the Contract expires without renewal or is terminated.
- (b) The State may terminate this Contract immediately for cause and without any cure period.

Should the State exercise its option under item (a) above, it nevertheless will be entitled anytime thereafter to exercise its option under item (b) above. Additionally, should the State terminate this Contract under this provision, it will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The State may determine that the proposed replacement candidates meet the minimum qualifications of this Contract and still substantially reduce the value the State perceived it would receive through the effort of the original individual(s) the Contractor proposed and on whose credentials the State decided to enter into this Contract. Therefore, the State will have the right to reject any candidate that the State determines may provide it with diminished value.

Should the State reject both proposed candidates for any legal reason other than their failure to meet the minimum qualifications identified in the RFP Documents, the State may terminate this Contract for its convenience.

The State has an interest in providing a healthy and safe environment for its employees and guests at its facilities. The State also has an interest in ensuring that its operations are carried out in an efficient, professional, legal, and secure manner. Therefore, the State will have the right to require the Contractor to remove any individual involved in the Work, if the State determines that any such individual has or may interfere with the State's interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under this Contract has become unavailable, and the Contractor must follow the procedures identified above for replacing unavailable people. This provision also applies to people that the Contractor's subcontractors engage, if they are listed by name or as a key person in the RFP Documents.

Suspension and Termination. The State may terminate this Contract if the Contractor defaults in meeting its obligations under this Contract and fails to cure its default within the time allowed by this Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. The State also may terminate this Contract if the Contractor violates any law or regulation in doing the Work, or if it appears to the State that the Contractor's performance is substantially endangered through no fault of the State. In any such case, the termination will be for cause, and the State's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have 30 calendar days to cure any breach of its obligations under this Contract, provided the breach is curable. If the Contractor fails to cure the breach within 30 calendar days after written notice, or if the breach is not one that is curable, the State will have the right to

terminate this Contract immediately on notice to the Contractor. The State also may terminate this Contract in the case of breaches that are cured within 30 calendar days but are persistent. "Persistent" in this context means that the State has notified the Contractor in writing of the Contractor's failure to meet any of its obligations three times. After the third notice, the State may terminate this Contract on written notice to the Contractor without a cure period if the Contractor again fails to meet any obligation. The three notices do not have to relate to the same obligation or type of failure. Some provisions of this Contract may provide for a shorter cure period than 30 calendar days or for no cure period at all, and those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

Moreover, the State may terminate this Contract for its convenience and without cause or if the Ohio General Assembly fails to appropriate funds for any part of the Work. If a third party is providing funding for the Work, the State also may terminate this Contract should that third party fail to release any funds for the Work. The RFP Documents normally identify any third party source of funds for the Work, but an absence of such in the RFP Documents will not diminish the State's rights under this section.

The notice of termination, whether for cause or without cause, will be effective as soon as the Contractor receives it. Upon receipt of the notice of termination, the Contractor must immediately cease all activity on the Work and take all steps necessary to minimize any costs the Contractor will incur related to this Contract. The Contractor also must immediately prepare a report and deliver it to the State. The report must be all-inclusive and must detail the Work completed at the date of termination, the percentage of the Work's completion, any costs incurred in doing the Work to that date, and any Deliverables completed or partially completed but not delivered to the State at the time of termination. The Contractor also must deliver all the completed and partially completed Deliverables to the State with its report. But if the State determines that delivery in that manner would not be in its interest, then the State may designate a suitable alternative form of delivery, which the Contractor must honor.

If the State terminates this Contract for cause, the State will be entitled to cover for the Work by using another Contractor on such commercially reasonable terms as the State and the covering contractor may agree. The Contractor will be liable to the State for all costs related to covering for the Work to the extent that such costs, when combined with payments already made to the Contractor for the Work before termination, exceed the costs that the State would have incurred under this Contract. The Contractor also will be liable for any other direct damages resulting from its breach of this Contract or other action leading to termination for cause.

If the termination is for the convenience of the State, the Contractor will be entitled to compensation for any Work that the Contractor has performed before the termination. Such compensation will be the Contractor's exclusive remedy in the case of termination for convenience and will be available to the Contractor only once the Contractor has submitted a proper invoice for such, with the invoice reflecting the amount that the State determines it owes to the Contractor. The State will make that determination based on the lesser of the percentage of the Work completed or the hours of work performed in relation to the estimated total hours required to perform all the Work.

The State will have the option of suspending rather than terminating the Work, if the State believes that doing so would better serve its interests. In the event of a suspension for the convenience of the State, the Contractor will be entitled to receive payment for the work performed before the suspension. In the case of suspension of the Work rather than termination for cause, the Contractor will not be entitled to any compensation for any work performed. If the State reinstates the Work after suspension for cause, rather than terminating this Contract after the suspension, the Contractor may be entitled to compensation for work performed before the suspension, less any damage to the State resulting from the Contractor's breach of this Contract or other fault. Any amount due for work before or after the suspension for cause will be offset by any damage to the State from the default or other event giving rise to the suspension.

In the case of a suspension for the State's convenience, the State will calculate the amount of compensation due to the Contractor for work performed before the suspension in the same manner as provided in this section for termination for the State's convenience. The Contractor will not be entitled to

compensation for any other costs associated with a suspension for the State's convenience, and the State will make no payment under this provision to the Contractor until the Contractor submits a proper invoice. If the State decides to allow the Work to continue rather than terminating this Contract after the suspension, the State will not be required to make any payment to the Contractor other than those payments specified in this Contract and in accordance with the payment schedule specified in this Contract for properly completed Work.

Any notice of suspension, whether with or without cause, will be effective immediately on the Contractor's receipt of the notice. The Contractor will prepare a report concerning the Work just as is required by this Section in the case of termination. After suspension of the Work, the Contractor may not perform any Work without the consent of the State and may resume the Work only on written notice from the State to do so. In any case of suspension, the State retains its right to terminate this Contract rather than to continue the suspension or resume the Work. If the suspension is for the convenience of the State, then termination of the Contract will be a termination for convenience. If the suspension is with cause, the termination will also be for cause.

The State may not suspend the Work for its convenience more than twice during the term of this Contract, and any suspension for the State's convenience may not continue for more than 30 calendar days. If the Contractor does not receive notice to resume or terminate the Work within the 30-day suspension, then this Contract will terminate automatically for the State's convenience at the end of the 30 calendar day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor will be solely responsible for satisfying any claims of its subcontractors for any suspension or termination and must indemnify the State for any liability to them. Notwithstanding the foregoing, each subcontractor must hold the State harmless for any damage caused to them from a suspension or termination. They must look solely to the Contractor for any compensation to which they may be entitled.

Representatives. The State's representative under this Contract will be the person identified in the RFP Documents or in a subsequent notice to the Contractor as the "Work Representative." The Work Representative will review all reports the Contractor makes in the performance of the Work, will conduct all liaison with the Contractor, and will accept or reject the Deliverables and the completed Work. The Work Representative may delegate his or her responsibilities for individual aspects of the Work to one or more managers, who may act as the Work Representative for those individual portions of the Work.

The Contractor's Work Manager under this Contract will be the person identified on the RFP Documents as the "Work Manager." The Work Manager will be the Contractor's liaison with the State under this Contract. Additionally, the Work Manager will conduct all Work meetings and prepare and submit to the Work Representative all reports, plans, and other materials that the RFP Documents require from the Contractor.

Either party, upon written notice to the other party, may designate another representative. However, the Contractor may not replace the Work Manager without the approval of the State if that person is identified in the RFP Documents by name or as a key individual on the Work.

Work Responsibilities. The State will be responsible for providing only those things, if any, expressly identified in the RFP Documents. If the State has agreed to provide facilities or equipment, the Contractor, by signing this Contract, warrants that the Contractor has either inspected the facilities and equipment or has voluntarily waived an inspection and will use the equipment and facilities on an "as is" basis.

The Contractor must assume the lead in the areas of management, design, and development of the Work. The Contractor must coordinate the successful execution of the Work and direct all Work activities on a day-to-day basis, with the advice and consent of the Work Representative. The Contractor will be responsible for all communications regarding the progress of the Work and will discuss with the Work Representative any issues, recommendations, and decisions related to the Work.

If any part of the Work requires installation on the State's property, the State will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed. After the installation is complete, the Contractor must complete an installation letter and secure the signature of the Work Representative certifying that installation is complete and the Work, or applicable portion of it, is operational. The letter must describe the nature, date, and location of the installation, as well as the date the Work Representative certified the installation as complete and operational.

Unless otherwise provided in the RFP Documents, the Contractor is solely responsible for obtaining all official permits, approvals, licenses, certifications, and similar authorizations required by any local, state, or federal agency for the Work and maintaining them throughout the duration of this Contract.

Changes. The State may make reasonable changes within the general scope of the Work. The State will do so by issuing a written order under this Contract describing the nature of the change ("Change Order"). Additionally, if the State provides directions or makes requests of the Contractor without a change order, and the Contractor reasonably believes the directions or requests are outside the specifications for the Work, the Contractor may request a Change Order from the State. The parties will handle such changes as follows: The Contractor will provide pricing to the State. The State will execute a Change Order once it and the Contractor have agreed on the description of and specifications for the change, as well as any equitable adjustments that need to be made in the Contractor's Fee or the performance schedule for the work. Then within five business days after receiving the Change Order, the Contractor must sign it to signify agreement with it.

If a change causes an increase in the cost of, or the time required for, the performance of the Work, the Contractor must notify the State in writing and request an equitable adjustment in its Fee, the delivery schedule, or both before the Contractor signs the Change Order. If the Contractor claims an adjustment under this section in connection with a change to the Work not described in a written Change Order, the Contractor must notify the State in writing of the claim within five business days after the Contractor is notified of the change and before work on the change begins. Otherwise, the Contractor will have waived the claim. In no event will the State be responsible for any increase in the Fee or revision in any delivery schedule unless the State expressly ordered the relevant change in writing and the Contractor has complied with the requirements of this section. Provided the State has complied with the procedure for Change Orders in this section, nothing in this clause will excuse the Contractor from proceeding with performance of the Work, as changed.

Where an equitable adjustment to the Contractor's Fee is appropriate, the State and the Contractor may agree upon such an adjustment. If the State and the Contractor are unable to agree, either party may submit the dispute to the senior management of the Contractor and the senior management of the State's Department of Administrative Services for resolution. If within 30 calendar days following referral to senior management, the claim or dispute has not been resolved, the Contractor must submit its actual costs for materials needed for the change (or estimated amount if the precise amount of materials cannot be determined) and an estimate of the hours of labor required to do the work under the Change Order. The Contractor must break down the hours of labor by employee position, and provide the actual hourly pay rate for each employee involved in the change. The total amount of the equitable adjustment for the Change Order then will be made based on the actual cost of materials (or estimated materials) and actual rate for each person doing the labor (based on the estimated hours of work required to do the change). Labor rates will be increased by 25% to cover benefits and taxes. The equitable adjustment for the Change Order then will be set based on this amount, plus 15% to cover overhead and profit. This amount will be the not-to-exceed amount of the Change Order. If the change involves removing a requirement from the Work or replacing one part of the Work with the change, the State will get a credit for the work no longer required under the original scope of the Work. The credit will be calculated in the same manner as the Contractor's Fee for the change, and the not-to-exceed amount will be reduced by this credit.

The Contractor is responsible for coordinating changes with its subcontractors and adjusting their compensation and performance schedule. The State will not pay any subcontractor for the Change Order. If a subcontractor will perform any work under a Change Order, that work must be included in the

Contractor's not-to-exceed amount and calculated in the same manner as the Contractor's equitable adjustment for the portion of the work the Contractor will perform. The Contractor will not receive an overhead percentage for any work a subcontractor will do under a Change Order.

If the RFP Documents provide for the retainage of a portion of the Contractor's Fee, all equitable adjustments for Change Orders also will be subject to the same retainage, which the State will pay only on completion and acceptance of the Work, as provided in the RFP Documents.

Excusable Delay. Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party must notify the other promptly of any material delay in performance and must specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay. The delayed party also must describe the cause of the delay and what steps it is taking to remove the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors will be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and over whom the Contractor has no legal control.

Independent Status of the Contractor. The parties are independent of one another, and the Contractor's Personnel may act only in the capacity of representatives of the Contractor and not as representatives of the State. Further, the Contractor's Personnel will not be deemed for any purpose to be employees, representatives, or agents of the State. The Contractor assumes full responsibility for the actions of the Contractor's Personnel while they are performing under this Contract and will be solely responsible for paying the Contractor's Personnel (including withholding, and paying income taxes and social security, workers' compensation, disability benefits and the like). The Contractor may not commit, and is not authorized to commit, the State in any manner. The Contractor's subcontractors will be considered the agents of the Contractor for purposes of this Contract.

Publicity. The Contractor may not advertise or publicize that it is doing business with the State or use this Contract or the Contractor's relationship with the State as a marketing or sales tool, unless the State agrees otherwise in writing.

PART THREE: OWNERSHIP AND HANDLING OF INTELLECTUAL PROPERTY AND CONFIDENTIAL INFORMATION

Confidentiality. The State may disclose to the Contractor written material or oral or other information that the State treats as confidential ("Confidential Information"). Title to the Confidential Information and all related materials and documentation the State delivers to the Contractor will remain with the State. The Contractor must treat such Confidential Information as secret, if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interest of the public, other contractors, potential contractors with the State, or individuals or organizations about whom the State keeps information. By way of example, information must be treated as confidential if it includes any proprietary documentation, materials, flow charts, codes, software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. By way of further example, the Contractor also must treat as confidential materials such as police and investigative records, files containing personal information about individuals or employees of the State, such as personnel records, tax records, and so on, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records excluded by Ohio law from public records disclosure requirements.

The Contractor may not disclose any Confidential Information to third parties and must use it solely to do the Work. The Contractor must restrict circulation of Confidential Information within its organization and then only to people in the Contractor's organization that have a need to know the Confidential Information

to do the Work. The Contractor will be liable for the disclosure of such information, whether the disclosure is intentional, negligent, or accidental, unless otherwise provided below.

The Contractor will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Contractor must cause all of its Personnel who have access to any Confidential Information to execute a confidentiality agreement incorporating the obligations in this section.

The Contractor's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (1) was already in the Contractor's possession before disclosure by the State, and such was received by the Contractor without obligation of confidence; (2) is independently developed by the Contractor; (3) except as provided in the next paragraph, is or becomes publicly available without breach of this Contract; (4) is rightfully received by the Contractor from a third party without an obligation of confidence; (5) is disclosed by the Contractor with the written consent of the State; or (6) is released in accordance with a valid order of a court or governmental agency, provided that the Contractor (a) notifies the State of such order immediately upon receipt of the order and (b) makes a reasonable effort to obtain a protective order from the issuing court or agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production. The Contractor must return all originals of any Confidential Information and destroy any copies it has made on termination or expiration of this Contract.

Information that may be available publicly through other sources about people that is personal in nature, such as medical records, addresses, phone numbers, social security numbers, and similar things are nevertheless sensitive in nature and may not be disclosed or used in any manner except as expressly authorized in this Contract. Therefore, item (3) in the preceding paragraph does not apply, and the Contractor must treat such information as Confidential Information whether it is available elsewhere or not.

The Contractor may disclose Confidential Information to its subcontractors on a need-to-know basis, but the Contractor first must obligate them to the requirements of this section.

When the Contractor performs services under this Contract that require the Contractor's and its subcontractors' personnel to access facilities, data, or systems that the State in its sole discretion deems sensitive, the State may require the Contractor's and its subcontractors' personnel with such access to sign an individual confidential agreement and policy acknowledgements, and have a background check performed before accessing those facilities, data, or systems. Each State agency, board, and commission may require a different confidentiality agreement or acknowledgement, and the Contractor's and its subcontractors' personnel may be required to sign a different confidentiality agreement or acknowledgement for each agency. The Contractor must immediately replace any of its or its subcontractors' personnel who refuse to sign a required confidentiality agreement or acknowledgment or have a background check performed.

Ownership of Deliverables. The State owns all Deliverables that the Contractor produces under this Contract, with all rights, title, and interest in all intellectual property that come into existence through the Contractor's custom work being assigned to the State. Additionally, the Contractor waives any author rights and similar retained interests in custom-developed material. The Contractor must provide the State with all assistance reasonably needed to vest such rights of ownership in the State. The Contractor will retain ownership of all tools, methods, techniques, standards, and other development procedures, as well as generic and preexisting shells, subroutines, and similar material incorporated into any custom Deliverable ("Pre-existing Materials"), if the Contractor provides the non-exclusive license described in the next paragraph.

The Contractor may grant the State a worldwide, non-exclusive, royalty-free, perpetual license to use, modify, and distribute all Pre-existing Materials that are incorporated into any custom-developed Deliverable rather than grant the State ownership of the Pre-existing Materials. The State may distribute such Pre-existing materials to third parties only to the extent required by governmental funding mandates. The Contractor may not include in any custom Deliverable any intellectual property unless such has been

created under this Contract or qualifies as Pre-existing Material. If the Contractor wants to incorporate any Pre-existing Materials into a custom Deliverable, the Contractor must first disclose that desire to the State in writing and seek the State's approval for doing so in advance. The State will not be obligated to provide that approval, unless the Contractor disclosed its intention to do so in the RFP Documents. On the Contractor's request, the State will incorporate into any copies of a custom Deliverable any proprietary notice that the Contractor included with the original copy, if that notice is reasonably necessary to protect the Contractor's interest in any Pre-existing Materials contained in the custom Deliverable.

Subject to the limitations and obligations of the State with respect to Pre-existing Materials, the State may make all custom Deliverables available to the general public without any proprietary notices of any kind.

License in Commercial Material. As used in this section, "Commercial Material" means anything that the Contractor or a third party has developed at private expense, is commercially available in the marketplace, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Any Commercial Material that the Contractor intends to deliver as a Deliverable must have the scope of the license granted in such material disclosed in the RFP Documents or as an attachment referenced in the RFP Documents, if that scope of license is different from the scope of license contained in this section for Commercial Materials.

Except for Commercial Material that is software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the State will have the rights permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material is patented, then the State will have the rights permitted under the federal patent laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material consists of trade secrets, then the State will treat the material as confidential. In this regard, the State will assume all obligations with respect to the Commercial Material that the Contractor assumes under the Confidentiality section of this Contract with respect to the State's Confidential Information. Otherwise, the State will have the same rights and duties permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor, whether or not the material is copyrighted when delivered to the State.

For Commercial Software, the State will have the rights in items (1) through (6) of this section with respect to the software. The State will not use any Commercial Software except as provided in the six items below or as expressly stated otherwise in this Contract. The Commercial Software may be:

- (1) Used or copied for use in or with the computer or computers for which it was acquired, including use at any State installation to which such computer or computers may be transferred;
- (2) Used or copied for use in or with a backup computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative;
- (3) Reproduced for safekeeping (archives) or backup purposes;
- (4) Modified, adapted, or combined with other computer software, but the modified, combined, or adapted portions of the derivative software incorporating any of the Commercial Software will be subject to same restrictions set forth in this Contract;
- (5) Disclosed to and reproduced for use on behalf of the State by support service contractors or their subcontractors, subject to the same restrictions set forth in this Contract; and
- (6) Used or copied for use in or transferred to a replacement computer.

Commercial Software delivered under this Contract is licensed to the State without disclosure restrictions unless it is clearly marked as confidential or secret. The State will treat any Commercial Software that is marked as confidential or secret as Confidential Information to the extent that such is actually the case.

PART FOUR: REPRESENTATIONS, WARRANTIES, AND LIABILITIES

General Warranties. The Contractor warrants that the recommendations, guidance, and performance of the Contractor under this Contract will: (1) be in accordance with sound professional standards and the requirements of this Contract and without any material defects; and (2) unless otherwise provided in the RFP Documents, be the work solely of the Contractor. The Contractor also warrants that: (1) no Deliverable will infringe on the intellectual property rights of any third party; and (2) the Contractor's work and the Deliverables resulting from that work will be merchantable and fit for the particular purposes described in the RFP Documents.

Additionally, with respect to the Contractor's activities under this Contract, the Contractor warrants that: (1) the Contractor has the right to enter into this Contract; (2) the Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services; (3) the Contractor will observe and abide by all applicable laws and regulations, including those of the State regarding conduct on any premises under the State's control; (4) the Contractor has good and marketable title to any goods delivered under this Contract and in which title passes to the State; (5) the Contractor has the right and ability to grant the license granted in any Deliverable in which title does not pass to the State; and (6) the Contractor is not subject to any unresolved findings of the Auditor of State under Revised Code Section 9.24 and will not become subject to an unresolved finding that prevents the extension or renewal of this Contract.

The warranties regarding material defects, merchantability, and fitness are one-year warranties. All other warranties will be continuing warranties. If any portion of the Work fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor must correct such failure with all due speed or must refund the amount of the compensation paid for such portion of the Work. The Contractor also must indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim is based on the modification or misuse. The State will give the Contractor notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor must do one of the following things: (1) modify the Deliverable so that it is no longer infringing; (2) replace the Deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or (4) remove the Deliverable and refund the amount the State paid for the Deliverable and the amount of any other Deliverable or item that requires the availability of the infringing Deliverable for it to be useful to the State.

GENERAL EXCLUSION OF WARRANTIES. THE CONTRACTOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THOSE EXPRESS WARRANTIES CONTAINED IN THIS CONTRACT.

Indemnity for Property Damage and Bodily Injury. The Contractor must indemnify the State for all liability and expense resulting from bodily injury to any person (including injury resulting in death) and damage to tangible or real property arising out of the performance of this Contract, provided that such bodily injury or property damage is due to the negligence or other tortious conduct of the Contractor, its employees, agents, or subcontractors. The Contractor will not be responsible for any damages or liability to the extent caused by the negligence or willful misconduct of the State, its employees, other contractors, or agents.

Limitation of Liability. Neither party will be liable for any indirect, incidental, or consequential loss or damage of the other party, including but not limited to lost profits, even if the parties have been advised, knew, or should have known of the possibility of such damages. Additionally, neither party will be liable

to the other for direct or other damages in excess of one times the not-to-exceed fixed price of this Contract or \$4,000,000, whichever is greater. The limitations in this paragraph do not apply to any obligation of the Contractor to indemnify the State against claims made against it or for damages to the State caused by the Contractor's negligence or other tortious conduct.

PART FIVE: ACCEPTANCE AND MAINTENANCE

Acceptance. There will be no formal acceptance procedure unless the RFP Documents expressly provide otherwise. If the RFP Documents do not provide otherwise, the acceptance procedure will be an informal review by the Work Representative to ensure that each Deliverable and the Work as a whole comply with the requirements of this Contract. The Work Representative will have up to 30 calendar days to do this. No formal letter of acceptance will be issued, and passage of the 30 calendar days will imply acceptance, though the State will issue a notice of noncompliance if a Deliverable or the Work as a whole does not meet the requirements of this Contract. If the Work Representative issues a letter of noncompliance, then the Contractor will have 30 calendar days to correct the problems listed in the noncompliance letter. If the Contractor fails to do so, the Contractor will be in default without a cure period. If the Work Representative has issued a noncompliance letter, the Deliverables or the Work as a whole will not be accepted until the Work Representative issues a letter of acceptance indicating that each problem noted in the noncompliance letter has been cured. If the problems have been fixed during the 30 day period, the Work Representative will issue the acceptance letter within 15 calendar days.

If the Work fails to meet the standard of performance after 90 calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Work.

Passage of Title. Title to any Deliverable will pass to the State only on acceptance of the Deliverable. All risk of loss, regardless of the cause, will remain with the Contractor until title to the Deliverable passes to the State.

PART SIX: CONSTRUCTION

Entire Document. This Contract is the entire agreement between the parties with respect to its subject matter and supersedes any previous statements or agreements, whether oral or written.

Binding Effect. This Contract will be binding upon and inure to the benefit of the respective successors and assigns of the State and the Contractor.

Amendments – Waiver. No change to any provision of this Contract will be effective unless it is in writing and signed by both parties. The failure of either party at any time to demand strict performance by the other party of any of the terms of this Contract will not be a waiver of those terms. Waivers must be in writing to be effective, and either party may at any later time demand strict performance.

Severability. If any provision of this Contract is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Contract will remain in full force and effect to the extent that such does not create an absurdity.

Construction. This Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

Headings. The headings used herein are for the sole sake of convenience and may not be used to interpret any section.

Notices. For any notice under this Contract to be effective, it must be made in writing and sent to the address of the appropriate contact provided elsewhere in the Contract, unless such party has notified the

other party, in accordance with the provisions of this section, of a new mailing address. This notice requirement will not apply to any notices that this Contract expressly authorized to be made orally.

Continuing Obligations. The terms of this Contract will survive the termination or expiration of the time for completion of Work and the time for meeting any final payment of compensation, except where such creates an absurdity.

Time. Unless otherwise expressly provided, any reference in this document to a number of days for an action or event to occur means calendar days, and any reference to a time of the day, such as 5:00 p.m., is a reference to the local time in Columbus, Ohio.

PART SEVEN: LAW AND COURTS

Compliance with Law. The Contractor must comply with all applicable federal, state, and local laws while performing under this Contract.

Drug-Free Workplace. The Contractor must comply with all applicable state and federal laws regarding keeping a drug-free workplace. The Contractor must make a good faith effort to ensure that all the Contractor's Personnel, while working on state property, will not have or be under the influence of illegal drugs or alcohol or abuse prescription drugs in any way.

Conflicts of Interest. None of the Contractor's Personnel may voluntarily acquire any personal interest that conflicts with their responsibilities under this Contract. Additionally, the Contractor may not knowingly permit any public official or public employee who has any responsibilities related to this Contract or the Work to acquire an interest in anything or any entity under the Contractor's control, if such an interest would conflict with that official's or employee's duties. The Contractor must disclose to the State knowledge of any such person who acquires an incompatible or conflicting personal interest related to this Contract. And the Contractor must take steps to ensure that such a person does not participate in any action affecting the work under this Contract. But this will not apply when the State has determined, in light of the personal interest disclosed, that person's participation in any such action would not be contrary to the public interest.

Ohio Ethics Law and Limits on Political Contributions. The Contractor certifies that it is currently in compliance and will continue to adhere to the requirements of the Ohio ethics laws. The Contractor also certifies that all applicable parties listed in Division (I) or (J) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I) and (J) of Ohio Revised Code Section 3517.13.

Security & Safety Rules. When using or possessing State data or accessing State networks and systems, the Contractor must comply with all applicable State rules, policies, and regulations regarding data security and integrity. And when on any property owned or controlled by the State, the Contractor must comply with all security and safety rules, regulations, and policies applicable to people on those premises.

Declaration of Material Assistance ("DMA"). The Contractor represents and warrants that it has not provided any material assistance, as that term is defined in ORC Section 2909.33(C), to an organization that is identified by, and included on, the United States Department of State Terrorist Exclusion List and that it has truthfully answered "no" to every question on the DMA form. The Contractor further represents and warrants that it has provided or shall provide the DMA form through the Ohio Business Gateway at <http://business.ohio.gov/efiling/> prior to execution of this Contract. If these representations and warranties are found to be false, this Contract shall be void and the Contractor shall immediately repay to the State any funds paid under this Contract.

Unresolved Finding for Recovery. If the Contractor was subject to an unresolved finding of the Auditor of State under Revised Code Section 9.24 on the date the parties sign this Contract, the Contract is void. Further, if the Contractor is subject to an unresolved finding of the Auditor of State under Revised Code

Section 9.24 on any date on which the parties renew or extend this Contract, the renewal or extension will be void.

Equal Employment Opportunity. The Contractor will comply with all state and federal laws regarding equal employment opportunity and fair labor and employment practices, including Ohio Revised Code Section 125.111 and all related Executive Orders.

Before a contract can be awarded or renewed, an Affirmative Action Program Verification Form must be submitted to the Department of Administrative Services Equal Opportunity Division to comply with the affirmative action requirements. Affirmative Action Verification Forms and approved Affirmative Action Plans can be found by going to the Ohio Business Gateway at: <http://business.ohio.gov/efiling/>

Injunctive Relief. Nothing in this Contract is intended to limit the State's right to injunctive relief, if such is necessary to protect its interests or to keep it whole.

Assignment. The Contractor may not assign this Contract or any of its rights or obligations under this Contract without the prior, written consent of the State. The State is not obligated to provide its consent to any proposed assignment.

Governing Law. This Contract will be governed by the laws of Ohio, and venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

Executive Order 2010-09S Termination, Sanction, and Damages. If Contractor or any of its subcontractors perform services under this Contract outside of the United States, the performance of such services shall be treated as a material breach of the Contract. The State is not obligated to pay and shall not pay for such services. If Contractor or any of its subcontractors perform any such services, Contractor shall immediately return to the State all funds paid for those services. The State may also recover from the Contractor all costs associated with any corrective action the State may undertake, including but not limited to an audit or a risk analysis, as a result of the Contractor performing services outside the United States.

The State may, at any time after the breach, terminate the Contract, upon written notice to the Contractor. The State may recover all accounting, administrative, legal and other expenses reasonably necessary for the preparation of the termination of the Contract and costs associated with the acquisition of substitute services from a third party.

If the State determines that actual and direct damages are uncertain or difficult to ascertain, the State in its sole discretion may recover a payment of liquidated damages in the amount of five percent (5%) of the value of the Contract.

The State, in its sole discretion, may provide written notice to Contractor of a breach and permit the Contractor to cure the breach. Such cure period shall be no longer than 21 calendar days. During the cure period, the State may buy substitute services from a third party and recover from the Contractor any costs associated with acquiring those substitute services.

Notwithstanding the State permitting a period of time to cure the breach or the Contractor's cure of the breach, the State does not waive any of its rights and remedies provided the State in this Contract, including but not limited to recovery of funds paid for services the Contractor performed outside of the United States, costs associated with corrective action, or liquidated damages.

**ATTACHMENT FIVE
SAMPLE CONTRACT**

**A CONTRACT BETWEEN
THE DEPARTMENT OF ADMINISTRATIVE SERVICES
ON BEHALF OF THE**

AND

(CONTRACTOR)

THIS CONTRACT, which results from RFP 0A1079, entitled _____, is between the State of Ohio, through the Department of Administrative Services, on behalf of _____, and _____ (the "Contractor").

This Contract consists of the referenced RFP, including all its attachments and supplements, written amendments to the RFP, the Contractor's Proposal, and written, authorized amendments to the Contractor's Proposal. It also includes any materials incorporated by reference in the above documents and any purchase orders and Change Orders issued under the Contract. The form of the Contract is this one page document, which incorporates by reference all the documents identified above. The General Terms and Conditions for the Contract are contained in an attachment to the RFP. If there are conflicting provisions among the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This document;
2. The RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, Change Orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

This Contract has an effective date of the later of _____, 20____, or the occurrence of all conditions precedent specified in the General Terms and Conditions.

TO SHOW THEIR AGREEMENT, the parties have executed this Contract as of the dates below.

CONTRACTOR

STATE OF OHIO

DEPARTMENT

OF

ADMINISTRATIVE

SERVICES

SAMPLE – DO NOT FILL OUT

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

ATTACHMENT SIX

OFFEROR CERTIFICATION FORM

1. The offeror is not currently subject to an “unresolved” finding for recovery under Revised Code Section 9.24, and the offeror will notify the Procurement Representative any time it becomes subject to such a finding before the award of a Contract arising out of this RFP.
2. The offeror certifies that it will not and will not allow others to perform work for the State of Ohio outside the geographic limitations contained in Attachment Two or take data that belongs to the State of Ohio outside the geographic limitations contained in Attachment Two without express written authorization from the State.
3. The offeror certifies that its responses to the following statements are true and accurate. The offeror’s answers apply to the last seven years. Please indicate yes or no in each column.

Yes/No	Description
	The offeror has had a contract terminated for default or cause.
	The offeror has been assessed any penalties in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity).
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a 20% interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a 20% interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter’s possible impact on the offeror’s performance under the Contract, and the best interest of the State.

4. The offeror certifies that neither it nor any of its people that may work on or benefit from the Contract through the offeror has a possible conflict of interest (e.g., employed by the State of Ohio, etc.) other than the conflicts identified immediately below:

Potential Conflicts (by person or entity affected)

(Attach an additional sheet if more space is need.)

The State may reject a Proposal in which an actual or apparent conflict is disclosed. And the State may cancel or terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.

5. The offeror certifies that all its and its subcontractors' personnel provided for the Work will have a valid I-9 form on file with the offeror or subcontractor, as appropriate, and will have presented valid employment authorization documents, if they are not United States citizens.
6. The offeror certifies that its regular, fulltime employees will perform at least 30% of the Work.
7. The following is a complete list of all subcontractors, if any, that the offeror will use on the Work, if the State selects the offeror to do the Work:

The offeror certifies that it has obtained and submitted a subcontractor letter, as required by Attachment Three, for each subcontractor it plans to use to do the Work.

Please provide the following information for a contact person who has authority to answer questions regarding the offeror's Proposal:

Name:	
Title:	
Mailing Address:	
Office Phone Number:	
Cell Phone Number:	
Fax Number:	
Email Address:	

Signature

Name

Title

Company Name

Company D-U-N-S Number

**ATTACHMENT SEVEN
OFFEROR PROFILE SUMMARY**

OFFEROR MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT: The offeror must provide three (3) contracts, each which must have been at least twenty-four (24) months in duration, where the offeror has provided hardware and software tier 1 support for a user base with a minimum of two thousand five hundred (2,500) users per contract. At least two (2) of those contracts must have covered a helpdesk service that fielded an average call volume of at least two thousand one hundred (2,100) calls per month and produced an average of at least one thousand one hundred (1,100) problem tickets per month.

Company Name:		Contact Name: (Indicate Primary or Alternate)	
		Contact Title:	
Company Address:		Contact Phone Number:	
		Contact Email Address:	
Work Name:		Beginning Date of Experience:	Ending Date of Experience:
		Month/Year	Month/Year
Average Monthly Call Volume:	Average Monthly Problem Tickets:	Number of Users:	
List Related Service Provided:			
<p>Describe how the Related Service shows the offeror's experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>			

**ATTACHMENT SEVEN
OFFEROR PROFILE SUMMARY**

OFFEROR REQUIREMENTS

REQUIREMENT: Minimum of twenty-four (24) months experience with tier 1 Help Desk operation using Telephone, E-Mail, and web support.

If the offeror is using a subcontractor to meet this requirement, insert the subcontractor name in the adjacent box:		Subcontractor, if applicable	
Company Name:		Contact Name: (Indicate Primary or Alternate)	
Company Address:		Contact Title:	
Company Address:		Contact Phone Number:	
Company Address:		Contact Email Address:	
Work Name:		Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Telephone Support?	E-mail support?	Web Support?	
List Related Service Provided:			
<p>Describe how the Related Service shows the offeror's experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>			

**ATTACHMENT SEVEN
OFFEROR PROFILE SUMMARY**

**OFFEROR REQUIREMENTS
CONTINUED**

REQUIREMENT: Minimum of twenty-four (24) months experience providing tier 1 support for common applications such as Microsoft Office, Adobe Acrobat, Novell GroupWise and Windows Operating Systems.

<p>If the offeror is using a subcontractor to meet this requirement, insert the subcontractor name in the adjacent box:</p>	<p>Subcontractor, if applicable</p>	
<p>Company Name:</p>	<p>Contact Name: (Indicate Primary or Alternate)</p> <p>Contact Title:</p>	
<p>Company Address:</p>	<p>Contact Phone Number:</p> <p>Contact Email Address:</p>	
<p>Work Name:</p>	<p>Beginning Date of Experience: Month/Year</p>	<p>Ending Date of Experience: Month/Year</p>
<p>List Related Service Provided:</p> <p>List applications supported:</p> <p>List operating systems supported:</p> <p>Describe how the Related Service shows the offeror's experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>		

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

CANDIDATE EDUCATION AND TRAINING

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each key candidate and must demonstrate in detail the key candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
Service Desk Manager**

Candidate's Name:

Requirement: Minimum of sixty (60) months help / service desk supervisory experience leading support teams and managing projects in a multi-site environment.

Company Name:	Contact Name: <small>Primary or Alternate</small>	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: <small>Month/Year</small>	Ending Date of Experience: <small>Month/Year</small>	
Description of technical experience, capacity performed, and role related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
Service Desk Manager **CONTINUED****

Candidate's Name:

Requirement: Minimum of twelve (12) months operational or administrative experience with Remedy software.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
Service Desk Manager **CONTINUED****

Candidate's Name:

Requirement: Help Desk Institute (HDI) certified Help Desk Manager (HDM) or equivalent.

Attach a copy of the certification.

**ATTACHMENT NINE
COST SUMMARY**

Table A

The Work	Monthly Per Seat Fee		Estimated # of Seats	=	Monthly Cost	Duration	Annual Cost
Fiscal Year 2012	\$	X	2,800	=	\$	X 12 months	\$
Fiscal Year 2013	\$	X	2,800	=	\$	X 12 months	\$
Fiscal Year 2014	\$	X	2,800	=	\$	X 12 months	\$
Fiscal Year 2015	\$	X	2,800	=	\$	X 12 months	\$
Fiscal Year 2016	\$	X	2,800	=	\$	X 12 months	\$
Fiscal Year 2017	\$	X	2,800	=	\$	X 12 months	\$
Not-to-Exceed Total Fixed Price:							\$

Table B - Improvement and Non-Standard Options

For the specified improvement options and non-standard support the offeror must indicate the cost for the option or support by filling out a column in Table B or indicating "none" or "N/A". Responding with "none" indicates the option or support will be provided at no cost. Responding with "N/A" indicates the option or support is not available.

The Work	Monthly Per Seat Fee Increase	or	One-time Total Cost for Implementation
Web-based Trouble Ticket Initiation	\$		\$
Self Help Capabilities	\$		\$
Alerts	\$		\$
Event Notifications	\$		\$
Off-Hours Support - to be based on anticipated call volume and work effort			
Monday through Friday 7 p.m. – 7 a.m.			Maximum Daily Rate \$
Saturday 2 p.m. through Monday 7 a.m.			Maximum Weekend Rate \$
Optional Support			
Twenty-four hour per day, seven days a week, three hundred sixty five days per year (24x7x365)			Monthly Per Seat Fee \$

Performance Bond Cost
\$

ATTACHMENT TEN
STANDARD AFFIRMATION AND DISCLOSURE FORM EO 2010-09S
DEPARTMENT OF ADMINISTRATIVE SERVICES

STANDARD AFFIRMATION AND DISCLOSURE FORM
EXECUTIVE ORDER 2010-09S
Banning the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all requests for proposals. This information must be submitted as part of the response.

CONTRACTOR/SUBCONTRACTOR AFFIRMATION AND DISCLOSURE:

By the signature affixed to this response, the Offeror affirms, understands and will abide by the requirements of Executive Order 2010-09S issued by Ohio Governor Ted Strickland. If awarded a contract, the Offeror becomes the Contractor and affirms that both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States. The Executive Order is attached and is available at the following website: (<http://www.governor.ohio.gov/Default.aspx?tabid=1495>).

The Offeror shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information as part of the response will deem the Offeror not responsive and no further consideration will be given to the response. If the Offeror will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Offeror:

(Address)

(City, State, Zip)

Name/Principal location of business of subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

2. Location where services will be performed by Offeror:

(Address)

(City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Offeror:

(Address)

(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

(Name)

(Address, City, State, Zip)

4. Location where services to be performed will be changed or shifted by Offeror:

(Address)

(Address, City, State, Zip)

Name/Location(s) where services will be changed or shifted to be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

OFFEROR

By: _____
(Offeror Authorized representative)

Date: _____

SUPPLEMENT ONE
W-9 FORM
(THIS PAGE BLANK)

Request for Taxpayer Identification Number and Certification

**Give form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
	List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
or
Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a “saving clause.” Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the “Name” line. You may enter your business, trade, or “doing business as (DBA)” name on the “Business name” line.

Limited liability company (LLC). Check the “Limited liability company” box only and enter the appropriate code for the tax classification (“D” for disregarded entity, “C” for corporation, “P” for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner’s name on the “Name” line. Enter the LLC’s name on the “Business name” line.

For an LLC classified as a partnership or a corporation, enter the LLC’s name on the “Name” line and any business, trade, or DBA name on the “Business name” line.

Other entities. Enter your business name as shown on required federal tax documents on the “Name” line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the “Business name” line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the “Exempt payee” box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,
7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.consumer.gov/idtheft or 1-877-IDTHEFT(438-4338).

Visit the IRS website at www.irs.gov to learn more about identity theft and how to reduce your risk.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

SUPPLEMENT TWO

DPS-800.01, USE OF INTERNET, EMAIL AND OTHER IT RESOURCES POLICY

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**Ohio Department of Public Safety****Policy Number : DPS-800.01****USE OF INTERNET, EMAIL, AND OTHER IT RESOURCES**Date of Revision : **3/3/2009**Priority Review : **All OSHP Auxiliaries ; All Employees ;
Other Affected Personnel**Distribution : **All ODPS Divisions****Summary of Revisions**

Complete revision to policy, policy title, and scope to bring policy in line with State of Ohio, Office of Information Technology (OIT) policies.

The acknowledgement of review and understanding of the policy contents through completion of electronic read and sign for this policy replaces the form DPS 0048, Computer Compliance Agreement.

E-mail provisions included in this policy revision result in the elimination of the following policy:

- **DPS-800.13, E-mail Compliance Policy**

Purpose

To establish controls on the use of state-provided information technology (IT) resources to ensure that they are appropriately used for the purposes for which they were acquired.

Policy**A. STATEMENT OF POLICY**

The State of Ohio furnishes a variety of IT resources to employees, contractors, temporary personnel and other agents of the state to conduct the business of the state. These resources include equipment such as desktop and notebook computers, tablet PCs, printers, digital copiers, facsimile machines, personal digital assistants, digital audio and video recorders, applications and services such as software, subscription services, e-mail, Internet access, and supplies such as paper, toner and ink. With such a proliferation of devices, services, and software, great care is required to prevent misappropriation of publicly-owned IT resources.

The people of Ohio expect their public servants to devote their time to conduct the state's business and compensate them for that time. In the use of their time and IT resources, public servants must be mindful of the public trust that they discharge, of the necessity for conducting themselves according to the highest ethical principles, and of avoiding any action that may even be viewed as a violation of the public trust. As custodians of resources entrusted to them by the public, public servants must be mindful of how these resources are used.

FBI CJIS and LEADS security policies take precedence over this policy on matters pertaining to the Law Enforcement Automated Data System (LEADS). Hardware and software owned by LEADS is under the management control of the OSP Office of Technology and Communication Services (OTCS) Commander.

B. COMPLIANCE

1. **Read and Sign** - The acknowledgement of review and understanding of the contents of this policy shall be accomplished through supervisory assignment and completion of electronic read and sign by every DPS employee and OSHP Auxiliary. Contractors and other agents of the state shall be provided with a copy of this policy and acknowledgement its receipt.
2. **Education and Awareness** – Employees will be provided with security education and awareness training as part of new employee orientation, new supervisor orientation, and periodically thereafter. The training shall cover this policy, [OIT Policy ITP-E.8 "Use of Internet, E-mail and Other IT Resources"](#), applicable local, state, and federal laws, and applicable collective bargaining agreement provisions.
3. **Administrative Investigations** – Supervisors suspecting computer misuse should contact the Chief Information Security Officer (CISO), DPS Human Resources - Administrative Investigations, or the OSP Administrative Investigations Unit (AIU) Commander for immediate assistance. The DPS IT Security Operations Group will obtain necessary evidence to prove or disprove misuse. Evidence will only be released to the investigator or supervisor handling the administrative investigation.

C. DEFINITIONS

- **Blog** - Web-based content consisting primarily of periodic articles or essays listed with the latest entry and visitor comments at the top. Blog topics can range from personal diaries to political issues, media programs and industry analysis. Blogs are also known as "Weblogs" or "Web logs."
- **Chat Room** - An online forum where people can broadcast messages to people connected to the same forum in real time. Sometimes, these forums support audio and video communications, allowing people to converse and to see each other.
- **Confidentiality** - The assurance that information is disclosed only to those systems or persons who are intended to receive the information. Areas in which confidentiality may be important include nonpublic customer information, patient records, information about a pending criminal case, or infrastructure specifications. Information systems that must ensure confidentiality will likely deploy techniques such as passwords, and could include encryption.
- **Instant Messaging** - A software tool that allows real-time electronic messaging or chatting. Instant messaging services use "presence awareness," indicating whether people on one's list of contacts are currently online and available to chat. Examples of instant messaging services are AOL Instant Messenger, Yahoo! Messenger and MSN Messenger.
- **Internet** - A worldwide system of computer networks — a network of networks — in which computer users can get information and access services from other computers. The Internet is generally considered to be public, untrusted and outside the boundary of the state of Ohio enterprise network.
- **IT Resources** - Any information technology resource, such as computer hardware and software, IT services, telecommunications equipment and services, digital devices such as digital copiers and facsimile machines,

supplies and the Internet, made available to public servants in the course of conducting state government business in support of agency mission and goals.

- **Listserv** - An electronic mailing list software application that was originally developed in the 1980s and is also known as "discussion lists." A listserv subscriber uses the listserv to send messages to all the other subscribers, who may answer in similar fashion.
 - **Malicious Code** - Collective term for program code or data that is intentionally included in or inserted into an information system for unauthorized purposes without the knowledge of the user. Examples include viruses, logic bombs, Trojan horses and worms.
 - **Online Forum** - A Web application where people post messages on specific topics. Forums are also known as Web forums, message boards, discussion boards and discussion groups. They were predated by newsgroups and bulletin boards in the 1980s and 1990s.
 - **Peer-to-Peer (P2P) File-Sharing** - Directly sharing content like audio, video, data, software or anything in digital format between any two computers connected to the network without the need for a central server. Examples of P2P networks are Kazaa, OpenNap, Grokster, Gnutella, eDonkey and Freenet.
 - **Public Servant** - Any employee of the state, whether in a temporary or permanent capacity, and any other person performing a government function, including, but not limited to, a consultant, contractor, advisor or a member of a temporary commission.
 - **Social Networks** - Web sites promoting a "circle of friends" or "virtual communities" where participants are connected based on various social commonalities such as familial bonds, hobbies or dating interests. Examples include eHarmony, Facebook, Friendster, LinkedIn, Match.com, MySpace, Plaxo and Yahoo!Groups.
 - **Telephone Service** - Unless otherwise stated, telephone service includes both wired telephones and wireless telephones.
 - **Wiki** - A Web application that allows one user to add content and any other user to edit the content. The popular software used to implement this type of Web collaboration is known as "Wiki." A well-known implementation is Wikipedia, an online encyclopedia.
 - **Wireless** - Use of various electromagnetic spectrum frequencies, such as radio and infrared, to communicate services, such as data and voice, without relying on a hardwired connection, such as twisted pair, coaxial or fiber optic cable.
- D. **USE OF STATE-PROVIDED IT RESOURCES** - The State of Ohio provides computers, services, software, supplies and other IT resources to employees, contractors, temporary personnel and other agents of the state for supporting the work and conducting the affairs of Ohio government. Use of state IT resources that is strictly prohibited includes, but is not limited to, the following:
1. Personal use of state IT resources is prohibited.
 2. The personal use of data retrieved from state files is strictly prohibited. The use of data outside the scope of the employee's job responsibilities is strictly

prohibited.

3. Any use of IT resources that disrupts or interferes with government business, incurs an undue cost to the state, could potentially embarrass or harm the state, or has the appearance of impropriety is strictly prohibited.
4. **Violation of Law** - Violating or supporting and encouraging the violation of local, state, or federal law is strictly prohibited.
5. **Illegal Copying** - Downloading, duplicating, disseminating, printing, or otherwise using copyrighted materials, such as software, texts, music, and graphics, in violation of copyright laws is strictly prohibited.
6. **Operating a Business** - Using state resources to operate or assist in the operation of a business, directly or indirectly, for personal gain is strictly prohibited.
7. **Accessing Personals Services** - Accessing or participating in any type of personals ads or services, such as or similar to dating services, matchmaking services, companion finding services, pen pal services, escort services, or personals ads is strictly prohibited.
8. **Accessing Sexually Explicit Material** - Downloading, displaying, transmitting, duplicating, storing, or printing sexually explicit material is strictly prohibited.
9. **Harassment** - Downloading, displaying, transmitting, duplicating, storing or printing material that is offensive, obscene, threatening, or harassing is strictly prohibited.
10. **Gambling or Wagering** - Organizing, wagering on, participating in or observing any type of gambling event or activity is strictly prohibited.
11. **Solicitation** - Except for Department-approved efforts, soliciting for money or support on behalf of charities, religious entities, or political causes is strictly prohibited.
12. **Participation in Online Communities** - Any use of state-provided IT resources to operate, participate in, or contribute to an online community including, but not limited to, online forums, chat rooms, instant messaging, listservs, blogs, wikis, peer-to-peer file sharing, and social networks, is strictly prohibited unless organized or approved by the Chief Information Officer (CIO), the Chief Information Security Officer (CISO) or the Chief of IT Operations. OSP requests for access are to be routed through the chain of command to the OTCS Commander for review, who will then forward the request to one of the above individuals for final approval. If an individual is approved to participate in any of these forms of communication as part of state business, that person must be provided a security briefing by the Security Operations Group outlining the methods to avoid inadvertent disclosure of sensitive information and practices to avoid that could harm the security of state computer systems and networks.
13. **Unauthorized Installation or Use of Software** - Installing or using software including, but not limited to, instant messaging clients and peer-to-peer file sharing software, or personally-owned software, without permission of the CISO is strictly prohibited. Installation and use of unlicensed software is strictly prohibited.
14. **Unauthorized Installation or Use of Hardware** - Installing, attaching, or

physically or wirelessly connecting any kind of hardware device to any state-provided IT resource, including computers and network services, without prior authorization from the Information Technology Office is strictly prohibited. OSP personnel shall channel authorization requests to the OTCS Commander for review and forwarding of the request to the Information Technology Office for final approval by the CIO, CISO, or Chief of IT Operations. Connecting or attempting to connect a wireless device to the state's wireless service without proper approval is strictly prohibited (see Policy DPS-402.01 "Use and Audit of Telecommunication Equipment and Services").

15. **No Expectation of Privacy** - This policy serves as notice to public servants that they shall have no reasonable expectation of privacy in conjunction with their use of state-provided IT resources. Contents of state computers may be subject to review, investigation, and public disclosure. Access and use of the Internet, including communication by e-mail and instant messaging and the content thereof, are not confidential, except in certain limited cases recognized by state or federal law. The state reserves the right to view any files and electronic communications on state computers, monitor and log all electronic devices, and report findings to appropriate supervisors and authorities.
 - **Impeding Access** - Impeding the state's ability to access, inspect, and monitor IT resources is strictly prohibited. A public servant shall not encrypt or conceal the contents of any file or electronic communication on state computers using tools other than those provided/approved by the Security Operations Group (i.e. Safeboot encryption software, SSL certificates). If a password needs to be set or changed to control access to an electronic file or folder, the user shall provide documentation to their supervisor detailing the name of the file or folder and its location (on their PC, shared drive, etc.), the date the password was created or changed, and the password itself. Supervisors shall secure the password in a locked cabinet or desk drawer. Contractors shall provide a copy of the password to Security Operations. System and database passwords shall likewise be recorded by the system administrator or database administrator, placed in a sealed envelope, and delivered to the Chief Information Security Officer for safeguarding in a safe. Network system passwords will be maintained by the OSP OTCS Commander.
 16. **Misrepresentation** - Concealing or misrepresenting one's name or affiliation to mask unauthorized, fraudulent, irresponsible, or offensive behavior in electronic communications is strictly prohibited.
 17. **Intellectual rights** - All files such as, but not limited to, documents, spreadsheets, databases, presentations, and applications developed by state employees during the course of their work remain the property of the state. Employees have no right to personally possess or disseminate source code, configuration files, or other files or data, in electronic or hard copy format without prior approval from an Information Technology manager. Contractors shall abide by appropriate contract language concerning intellectual rights.
- E. **USE OF STATE E-MAIL** - Electronic mail provides a method to send messages to another person through computer systems, and is stored on file servers throughout the Department. Additional restrictions apply to its use as follows:

1. **Retention** - Electronic mail will be retained in accordance with Policy DPS-400.07 and Division records retention guidelines. E-mail is kept in the user's inbox for 30 days as a system standard. If the e-mail needs to be kept longer than 30 days for records retention purposes, the e-mail can be archived electronically or printed and filed. It is the user's responsibility to determine the record retention of e-mails in accordance with the policy and enable archive settings or print copies of e-mails as appropriate.
2. **Litigation** - The destruction of e-mail must be postponed whenever a subpoena, discovery motion, or other legal notice is received or is anticipated, and the e-mail is applicable to the litigation. e-mails pertinent to the litigation must be held until you are notified by DPS Legal Services that they can be destroyed.
3. **Content and Handling** - Electronic mail messages and information shall be treated with the same degree of propriety, professionalism, and confidentiality as official written correspondence.
4. **Confidentiality** - Employees must treat electronic mail messages as direct communication between a sender and recipient. Before forwarding any material, employees must verify copyright or permission to forward the material. E-mail is not a secure communications technique, however, and employees should realize these transmissions could be read by others who may have intercepted the message. Confidential or sensitive information shall not be sent via e-mail.
5. **Revocation** - The use of electronic mail is a privilege that is subject to revocation.
6. **Mass E-mailing** - Sending unsolicited e-mails or facsimiles in bulk or forwarding electronic chain letters in bulk to recipients inside or outside the state environment is strictly prohibited.
7. **Department-wide/Building-wide E-mails**
 - Users are not permitted to send Department-wide and/or building-wide e-mails. In those cases where personnel need to send this type of e-mail, a draft of the message must be sent to, reviewed, and approved by the Director of Communications, or designee. Once approved, ODPS Communications staff will transmit the message through the use of the appropriate distribution list.
 - The Service Desk may send Department-wide, Division-wide, and/or building-wide e-mails to notify users of system outages, security alerts, and other IT related messages that require immediate transmission, but only after they have been approved by the Chief of IT Operations, the Assistant Administrator of IT, or the Chief Information Officer.
 - ODPS Facility Services, ODPS Human Resources and OSHP Post98 (Shiple Building security) may send building-wide e-mails to notify users of critical facility, public safety and/or security issues that require immediate transmission, with approval by the appropriate Division administrators.
8. **Restrictions on the Use of State E-mail Addresses** - Public servants shall avoid the appearance of impropriety and avoid the appearance of leveraging the stature of the state in the use of their assigned state e-mail

address. State e-mail addresses, such as `firstname.lastname@ohio.gov` or `"first initial last name@dps.state.oh.us"` shall not be used for personal communication in public forums such as, or similar to, listservs, discussion boards, discussion threads, comment forums, or blogs.

9. **Hoax messages** - If you receive an e-mail that says your friend or family member may have sent you a virus, do NOT follow the instructions they provide but forward the e-mail as an attachment to the Help Desk and explain your concerns. The Help Desk will forward the e-mail to the Security Operations Group to investigate the claims. Many viruses are hoaxes and are sent just to cause additional e-mail traffic on the Internet or they suggest deleting files that your computer needs to function. Keeping in mind that personal use of e-mail is prohibited, a user receiving these messages should notify the sender not to send personal e-mails to your business e-mail address.
 10. **Phishing** - Claims received through e-mail asking you to provide personal information, bank account information, or credit card information need to be verified before providing any suggested information. There are many forms of scams, known as phishing, that use e-mail to acquire information to perform identity theft. Keep in mind that most reputable organizations will allow you to contact them by telephone to validate information.
 11. **External Use of Departmental e-mail** - Departmental e-mail can be remotely accessed from the Internet. The user must complete form [DPS 0111 "E-mail Compliance Form"](#) to request the access. Justification and a manager's signature are required to have access granted (for OSP, OTCS Executive Officer). The form must be sent to the CISO for processing. In signing the request, the employee agrees to the following:
 - ODPS is not responsible for any issues that occur on personally-owned equipment as a result of accessing Departmental e-mail.
 - ODPS is not responsible for providing Internet connectivity. This is the employee's responsibility.
 - ODPS requires that the employee use up-to-date virus protection which must be installed on any computer used to access Departmental e-mail. This virus protection software must be kept up-to-date with the latest virus signatures.
 - The employee agrees that having access to Departmental e-mail from an Internet location is not a work requirement. The employee will not be compensated for use of Departmental e-mail on the employee's own time.
- F. **SYSTEMS SECURITY MEASURES** - Any use of state-provided IT resources that interferes with or compromises the security or operations of any computer system, or compromises public trust is strictly prohibited.
1. **Confidentiality Procedures** - Using IT resources to violate or attempt to circumvent confidentiality procedures is strictly prohibited.
 2. **Accessing or Disseminating Confidential Information** - Accessing or disseminating confidential information or information about another person without authorization is strictly prohibited.
 3. **Accessing Systems without Authorization** - Accessing networks, files, or systems or an account of another person without proper authorization is

strictly prohibited. Public servants are individually responsible for safeguarding their password in accordance with Policy DPS-800.10 "Password and Personal Identification Number Security".

4. **Distributing Malicious Code** - Distributing malicious code or circumventing malicious code security is strictly prohibited. Policy DPS-800.07 "Malicious Code Security" outlines requirements for protecting IT resources against threats from malicious code.
 5. **Locking Screensavers** - Users shall lock the computer whenever they leave their work area by activating the locking screensaver. Screensavers must also be set to automatically activate after 15 minutes of inactivity. Locking screensavers will not be implemented on:
 - Computers used within the dispatch area of Highway Patrol posts that are used for dispatching purposes
 - Computers in kiosks used for administration of drivers exams
 - Computers in lobbies used by the public to obtain crash reports or personalize license plates
 - Mobile Data Terminals or computers in patrol cars used to control lights, siren, or radio functions.
 6. **Bypassing or Disabling Security Controls** - Bypassing or intentionally disabling security controls is strictly prohibited. Users experiencing problems with security controls should contact the Help Desk for assistance. The Help Desk will then refer the problem to Security Operations Group for resolution.
- G. **PENALTIES** - DPS employees, contractors and other agents of the state are required to adhere to all statewide and DPS-specific IT policies.
1. Violations of these policies may result in disciplinary action or contractual penalties, and may be cause for termination. In addition, public servants may be subject to a civil action or criminal prosecution as a result of inappropriate use or misuse of IT resources. The ORC makes certain misuse of IT resources criminal offenses:
 - **[ORC § 2909.04 - Disrupting public services](#)** - knowingly using a computer system, network or the Internet to disrupt or impair a government operation.
 - **[ORC § 2909.05 - Vandalism](#)** - causing serious physical harm to property that is owned, leased, or controlled by a government entity.
 - **[ORC § 2913.04\(b\) - Unauthorized use of property - computer, cable, or telecommunication property](#)** - accessing without authorization any computer, computer system, or computer network without consent of the owner.
 - **[ORC § 2913.04\(c\) - Unauthorized use of property - computer, cable, or telecommunication property](#)** - knowingly gain access to, attempt to gain access to, cause access to be granted to, or disseminate information gained from access to the law enforcement automated database system created pursuant to [ORC § 5503.10](#) without the consent of, or beyond the scope of the express or implied consent of, the chair of the Law Enforcement Automated Data System (LEADS) Steering Committee.

- [ORC § 2921.41 – Theft in office](#) - using a public office to commit theft which includes fraud and unauthorized use of government computer systems.

2. In addition, federal law may also apply:

- [Federal Privacy Act](#)
- [5 U.S.C. 552a](#)
- Social Security Act sections [205](#) (viii) and [1106](#)

H. **STATE POLICY REGISTRY** - The Chief Information Security Officer shall submit a copy of this IT policy, and subsequent material revisions, to the Ohio Office of Information Technology, Statewide IT Policy section in accordance with [OIT Policy ITP-E.8 "Use of Internet, E-mail and Other IT Resources"](#), paragraphs 5.12 and 6.1.

Current Form and Supplemental References

Access the following, and other Ohio Office of Information Technology, Statewide IT policies through the following link:

- [Ohio IT Policy ITP-E.8 "Use of Internet, E-mail and Other IT Resources"](#)

Access forms through the Central Repository System (CRS):

<http://odpsweb.ps/crs/WebPages/Repository/MyDocuments.aspx>

- **DPS 0111 E-mail Compliance Form**

Standard References

41.3.07

Policy References

DPS-200.02	DPS WEB PAGE DEVELOPMENT AND MAINTENANCE
DPS-200.05	OPERATIONAL SECURITY (OPSEC)
DPS-200.06	COLLECTION AND DESTRUCTION OF DOCUMENTS AND OTHER MEDIA CONTAINING SENSITIVE INFORMATION (OPSEC)
DPS-400.02	DEPARTMENTAL AND DIVISIONAL POLICIES AND DIRECTIVES AND INTRANET ACCESS
DPS-400.04	ADMINISTRATION OF PUBLIC RECORDS REQUESTS
DPS-400.07	RECORDS MANAGEMENT AND RETENTION
DPS-402.01	USE AND AUDIT OF TELECOMMUNICATIONS EQUIPMENT AND SERVICES
DPS-402.02	MULTI-AGENCY RADIO COMMUNICATION SYSTEM (MARCS)
DPS-500.01	ORGANIZATIONAL STRUCTURE AND ACCOUNTABILITY
DPS-501.01	WORK RULES - NON-SWORN BARGAINING UNIT PERSONNEL
DPS-501.02	WORK RULES - SWORN PERSONNEL
DPS-501.03	WORK RULES - EXEMPT PERSONNEL
DPS-501.04	WORK RULES - TEMPORARY WORKERS, CONTRACT VENDORS,

	CONSULTANTS, NON-DPS STAFF
DPS-800.03	INTERNET SECURITY
DPS-800.04	INTERNET / INTRANET POLICY
DPS-800.05	SECURITY OF COMPUTER NETWORKS
DPS-800.06	REMOTE ACCESS SECURITY FOR ODPS COMPUTER SYSTEMS AND NETWORKS
DPS-800.07	MALICIOUS CODE SECURITY / COMPUTER VIRUS PROTECTION
DPS-800.08	INFORMATION TECHNOLOGY PLAN
DPS-800.09	COMPUTER NETWORK BOUNDARY PROTECTION
DPS-800.10	COMPUTER PASSWORD AND PERSONAL IDENTIFICATION NUMBER SECURITY
DPS-800.11	WIRELESS LOCAL AREA NETWORK SECURITY
DPS-800.12	VIRTUAL PRIVATE NETWORK ACCESS
DPS-800.14	MANAGEMENT OF ODPS COMPUTER HARDWARE
DPS-800.16	PORTABLE COMPUTING SECURITY
DPS-800.17	SECURITY NOTIFICATIONS - STATE COMPUTER APPLICATIONS / NETWORKS / TELECOMMUNICATIONS SYSTEMS
DPS-802.01	COMPUTER ROOM ACCESS
INV 303.01	CELL PHONES
OSP-403.22	RECORDS MANAGEMENT

SUPPLEMENT THREE

DPS-800.03, INTERNET SECURITY POLICY

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**Ohio Department of Public Safety****Policy Number : DPS-800.03****INTERNET SECURITY**Date of Revision : **3/3/2009**Priority Review : **All OSHP Auxiliaries ; All Employees ;
Other Affected Personnel**Distribution : **All ODPS Divisions****Summary of Revisions**

Complete revision to policy, policy title, and scope to bring policy in line with State of Ohio, Office of Information Technology (OIT) policies.

The acknowledgement of review and understanding of the policy contents through completion of electronic read and sign for this policy replaces form:

- **DPS 0045, Internet Access Compliance Agreement (OBSOLETE)**

Purpose

To establish minimum security requirements for the implementation and operation of security protections for Internet, extranet, and intranet use, and to provide Internet security awareness training.

Policy**A. STATEMENT OF POLICY**

1. This policy is applicable to all employees, contractors, temporary personnel, and other agents of the state who use and administer state computer and telecommunications systems.
2. The use of the Internet has increased dramatically as a method of obtaining and disseminating information and supporting the business needs of an organization. With this expansion of the Internet have also come new ways to gain unauthorized access to computer systems and networks. Due to this threat and the increasing value of computer system assets, security measures must be employed to safeguard information and systems.
3. FBI CJIS and LEADS security policies take precedence over this policy on matters pertaining to the Law Enforcement Automated Data System (LEADS). Hardware and software owned by LEADS is under the management control of the OSP Office of Technology and Communication Services Commander.

B. USE

1. Internet use shall comply with OIT Policy ITP-B.1, DPS policies 800.06, 800.07, 800.09, and 800.01 "Use of Internet, Email and Other IT Resources."
2. Files downloaded from the Internet shall be checked for malicious code. Authorized employees, contractors, temporary personnel, and other agents

of the state will be responsible for using anti-virus software to check all downloaded files for malicious code pursuant to Policy DPS-800.07.

3. In the event of or suspicion that malicious code has been received, the employee, contractor, temporary personnel, and other agent of the state shall immediately report the activity to the DPS Help Desk by calling 614-752-6487.
4. Employees, contractors, temporary personnel or other agents of the state shall be held accountable for their use and misuse of government resources, including access to the Internet. Acceptable use of the Internet is defined in DPS-800.01 "Use of Internet, E-mail, and Other IT Resources."
5. Internet access shall be limited to official state business. It is not for personal use. This includes an employee's lunch and break time, as well as work time.
6. The introduction of viruses or malicious tampering with any computer system is expressly prohibited. Any such activity may result in disciplinary action.
7. Employees using Department accounts are acting as representatives of the Department of Public Safety. As such, users should act accordingly so as not to damage the reputation of the organization.
8. The truth or accuracy of information on the Internet and in e-mail should be considered suspect until confirmed by a separate, reliable source.
9. Employees should not place any material (copyrighted software, internal correspondence, etc.) on any publicly accessible Internet computer without prior permission through the Information Technology Office or the OSP Office of Technology and Communication Services, where applicable. Requests approved at this level will be forwarded to the ODPS Communications Unit for final approval.
10. The Internet does not guarantee privacy and confidentiality of information. Data transferred over the Internet in clear-text may be at risk of detection by a third-party. Sensitive data may not be transferred over the Internet without using encryption approved by the CISO in accordance with OIT Standard ITS-SEC-01 "Data Encryption and Cryptography."
11. All software on the Internet should be considered copyrighted work. Employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.
12. Streaming media such as Internet radio, TV, music and video sites use significant amounts of network services, and thus may only be accessed for business purposes.

C. COMPLIANCE

1. Any infringing activity of this policy by employees, contractors, temporary personnel and other agents of the state may be the responsibility of the Department of Public Safety. Therefore, this organization may choose to hold them liable for their actions.
2. The Department of Public Safety reserves the right to monitor an employee's or contractor's use of Department equipment or to inspect an employee's or contractor's state-assigned computer system for violations of this policy.

There is to be no expectation of privacy in the use of state-controlled Internet services.

3. The Department uses systems to detect activity of users in violation of security precautions. If prohibited from reaching a web site that is needed for official business, the user should navigate to <http://dpsweb> and complete the Websense exemption form located there. This form will electronically submit an exemption request to the appropriate administrator and the Security Operations Group. Exemptions will be based on business need and require administrator approval.
4. Supervisors suspecting employee Internet misuse should contact the Chief Information Security Officer (CISO), who will obtain a usage report and review it for signs of improper use. If misuse is indicated, the supervisor will be informed by the CISO and the provisions of policy DPS-100.01, Administrative Investigations - DPS Employees, shall then be followed. If an OSP employee is involved, the CISO will also notify the OTCS Commander.

D. DEFINITIONS

- **Extranet** - A private network that uses Internet protocol and the public telecommunications system to share part of an agency's information or operations with suppliers, partners, customers or other agencies. An extranet can be viewed as part of an agency's intranet that is extended to users outside the agency.
- **Intranet** - A private network contained within an enterprise whose purpose is to aid employees in sharing information and computing resources. It may consist of many linked local area networks and may also include leased lines in a wide area network. An intranet may include connections through one or more gateway computers to the outside Internet. Intranets are commonly used to facilitate working in groups and to hold teleconferences.
- **Internet** - A worldwide system of computer networks - a network of networks - in which computer users can get information and access services from other computers. The Internet is generally considered to be public, untrusted and outside the boundary of the state of Ohio enterprise network.
- **Malicious Code** - Collective term for program code or data that is intentionally included in or inserted into an information system for unauthorized purposes without the knowledge of the user. Examples include viruses, logic bombs, Trojan horses and worms.
- **Sensitive Information** - sensitive information includes, but is not limited to:
 - Name coupled with date of birth, social security number, or drivers license number
 - Emergency operations plans
 - Law enforcement and homeland security sensitive information
 - Health care records

E. CONNECTIVITY

1. Internet connectivity shall comply with Ohio IT Policy ITP-B.1 "Information Security Framework", Policy DPS-800.09 "Computer Network Boundary Protection", Policy DPS-800.07 "Malicious Code Security / Computer Virus

Protection”, and Policy DPS-800.06 “Remote Access Security For ODPS Computer Systems and Networks”.

2. Connections to the Internet from state-controlled assets shall be secured against unauthorized access and malicious code. Pursuant to Policy DPS-800.07, “Malicious Code Security / Computer Virus Protection,” desktop and notebook users will be responsible for maintaining awareness of malicious code risks. Such awareness includes, but is not limited to, recognizing the potential for damage, using anti-virus software, and reporting malicious code encounters to the DPS Help Desk.
3. Internet access will be provided to employees as their job functions dictate a need. Supervision and management of an area will determine and document the need. The justification will be forwarded to the Information Technology Office which will provide the access.
4. Access to the state network via VPN and Active Directory accounts shall be secured and remote access servers shall be securely configured as defined in Ohio IT Policy ITP-B.1 “Information Security Framework”, and DPS policies 800.06, 800.07 and 800.09.
5. Dial-in access through the state network to the Internet, the ODPS intranet and extranet, and applications shall be secured as defined OIT Policy ITP-B.1 and DPS policies 800.06, 800.07 and 800.09.
6. Alternate Internet Service Provider connections to the Department of Public Safety’s internal network are not permitted unless expressly authorized by the Chief Information Security Officer (CISO) and the Chief Information Officer and properly protected by a firewall or other appropriate security device(s).

- F. **STATE POLICY REGISTRY** - The Chief Information Security Officer shall submit a copy of this IT policy, and subsequent material revisions, to the Ohio Office of Information Technology, Statewide IT Policy section in accordance with State of Ohio IT Policy ITP-E.8, paragraphs 5.12 and 6.1.

Current Form and Supplemental References

Access the following, and other Ohio Office of Information Technology, statewide IT policies and standards at:

- **Ohio IT Policy [ITP-B.1](#) “Information Security Framework”**
- **Ohio IT Policy [ITP-B.6](#) “Internet Security”**
- **Ohio IT Policy [ITP-E.8](#) “Use of Internet, E-Mail, and Other IT Resources”**
- **Ohio IT Standard [ITS-SEC-01](#) “Data Encryption and Cryptography”**

Standard References

None

Policy References

DPS-100.01	ADMINISTRATIVE INVESTIGATIONS
DPS-200.02	DPS WEB PAGE DEVELOPMENT AND MAINTENANCE
DPS-200.05	OPERATIONAL SECURITY (OPSEC)
DPS-400.04	ADMINISTRATION OF PUBLIC RECORDS REQUESTS

DPS-400.07	RECORDS MANAGEMENT AND RETENTION
DPS-401.01	COMMUNICATIONS, MEDIA RELATIONS, MARKETING, VISUAL COMMUNICATIONS, COMMUNITY AFFAIRS
DPS-404.02	MANAGEMENT OF FORMS AND PRINTED ITEMS
DPS-800.01	USE OF INTERNET, EMAIL, AND OTHER IT RESOURCES
DPS-800.04	INTERNET / INTRANET POLICY
DPS-800.05	SECURITY OF COMPUTER NETWORKS
DPS-800.06	REMOTE ACCESS SECURITY FOR ODPS COMPUTER SYSTEMS AND NETWORKS
DPS-800.07	MALICIOUS CODE SECURITY / COMPUTER VIRUS PROTECTION
DPS-800.09	COMPUTER NETWORK BOUNDARY PROTECTION
DPS-800.10	COMPUTER PASSWORD AND PERSONAL IDENTIFICATION NUMBER SECURITY
DPS-800.12	VIRTUAL PRIVATE NETWORK ACCESS
DPS-800.14	MANAGEMENT OF ODPS COMPUTER HARDWARE
DPS-800.16	PORTABLE COMPUTING SECURITY
DPS-800.17	SECURITY NOTIFICATIONS - STATE COMPUTER APPLICATIONS / NETWORKS / TELECOMMUNICATIONS SYSTEMS

SUPPLEMENT FOUR

DPS-800.04, INTERNET – INTRANET POLICY

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**Ohio Department of Public Safety****Policy Number : DPS-800.04****INTERNET / INTRANET POLICY**Date of Revision : **8/3/2004**Priority Review : **All OSHP Auxiliaries ; All Employees**Distribution : **All ODPS Divisions**

Biennial review April 4, 2008. Policy is under review and revision by DPS Office of Information Technology.

Summary of Revisions

Revisions are in bold, italicized text.

Revised to update office terminology.

Purpose

To establish guidelines and procedures for the Department of Public Safety for the display of information on the Internet and Intranet.

The Internet provides a method for the Department of Public Safety to interact with our customers. The Intranet provides an easily accessible method to display information to employees of the Department. The proliferation of computers on the desk top makes available the technology to electronically display information for our employees.

Along with any opportunity there are risks. The Internet provides a quick, easy access to any information available through it, whether the information is correct or not. Access to a company or agency Internet pages also reflects upon the image of that entity. There is also the risk of unauthorized individuals updating the information provided through the Internet or of their accessing data not intended to be available through the Internet. Browsing through sites on the Internet quickly point these things out.

Policy

- A. **SCOPE** - This policy is applicable to all Department of Public Safety personnel. This includes:

- Full-time and part-time employees.
- Student interns, temporary and summer help.
- Contract employees.
- Volunteers, including Highway Patrol Auxiliaries, who are provided physical access to Department computer equipment.
- Consultants who are provided physical access to Department computer equipment.
- Other State of Ohio employees who are provided physical access to Department computer equipment.

- B. **INTERNET**

1. Any information available through the Internet must be public information.
2. A regular schedule of review of the data must be established to ensure the information is accurate, as the public's trust will be that they perceive this information to be factual. The area responsible for the creation of the information is responsible for review and updating. The frequency of the review will be dictated by how frequently the information changes. For example, news releases may need daily or weekly reviews, whereas special plate displays may not change for several months. **Information Technology Office** will update online pages weekly.
3. Graphics and graphical representation of data will be used as needed to convey the message. Consideration must be given to slower network access users. A text only version of any page developed should also be available
4. Electronic forms will be in a standard PDF format.
5. Content of information for the Internet may be developed by any ODPS Division or Unit. The layout will be forwarded to the **Information Technology Office** for review, standardization and inclusion in the Department Internet pages. The Office of Technology, Information Services will include updates to the Department Internet pages weekly.
6. Sensitive data will not be passed through the Internet without a secure server connection with the end user.
7. Access to and from the Internet will be through the Department firewall.
8. Document content will be reviewed prior to inclusion in the Internet pages by a committee consisting of representatives from each Division. Time sensitive information such as news releases, wanted persons postings, Highway Patrol unusual incident blotter, etc., may be reviewed, approved, and posted by divisional Public Information Offices with the divisional head's approval.
9. No LEADS device shall have access to the Internet without the proper firewalling.

C. **ODPS INTRANET**

1. Information available through the Intranet may be public information or sensitive information. Sensitive information must be so noted and easily identifiable for the viewer. If sensitive data is printed, the print-out must be disposed of properly after use.
2. A regular schedule of review of the data must be established to ensure the information is accurate as the viewer is relying upon this information to make decisions or to provide information to others.
3. Graphics and graphical representations of data will only be used when there is no other way to present the information. The user is accessing this information for content, not for presentation. Graphics place an unnecessary burden on both the network and local workstation. Not using graphics will speed access to the information.
4. Electronic forms representations will be in HTML format as there is no need to print the form. The viewer is again interested in the content, not the exact layout of the form. This will speed access to the information.

5. Content of information for the Intranet may be developed by any ODPS Division or Unit. The layout will be forwarded to Office of Technology, Information Services for review, standardization and inclusion in Department Intranet pages. The **Information Technology Office** will include updates to Department Intranet pages weekly.
6. Access to Intranet information will be for Department employees or contract staff working for the Department. Access to the Intranet will be provided to those needing access for their job duties.

Standard References

None

Policy References

DPS-800.01	USE OF INTERNET, EMAIL, AND OTHER IT RESOURCES
DPS-800.02	MANAGEMENT OF ODPS COMPUTER HARDWARE AND SOFTWARE
DPS-800.03	INTERNET SECURITY
DPS-800.05	SECURITY OF COMPUTER NETWORKS
DPS-800.06	REMOTE ACCESS SECURITY FOR ODPS COMPUTER SYSTEMS AND NETWORKS

SUPPLEMENT FIVE

DPS 0111, REQUEST TO ACCESS DEPARTMENT EMAIL FROM THE INTERNET FORM

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REQUEST FOR ACCESS TO DEPARTMENTAL EMAIL FROM THE INTERNET

NAME	DATE
DIVISION/SECTION	
TIME NEEDED	
From: _____ To: <input type="checkbox"/> Indefinite	
JUSTIFICATION	

By signing this document I agree to the following:

- ODPS is not responsible for any issues that occur on personally owned equipment due to the accessing of Departmental email.
- ODPS is not responsible for providing Internet connectivity; this is my responsibility.
- I understand that ODPS requires that I have up-to-date Virus protection programs with up-to-date Virus data pattern files installed on the computer I am using.
- I also understand that by being given the privilege of accessing my Departmental email from an Internet location, that I access it due to my own needs and it is not a required work directive. No compensation will be provided for accessing my email on my own time.

EMPLOYEE SIGNATURE X	DATE
DEPUTY ADMINISTRATOR SIGNATURE X	DATE
ITO/OSP APPROVAL X	DATE

SUPPLEMENT SIX

DPS 0166, FACILITY ACCESS CARD REQUEST FORM

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FACILITY ACCESS CARD REQUEST NON-ODPS EMPLOYEE

ODPS SPONSOR INFORMATION (ODPS employee responsible for individual requiring access)

OHIO DEPARTMENT OF PUBLIC SAFETY SPONSOR NAME	
SPONSOR DIV/SECTION/UNIT	SPONSOR PHONE # () -
SPONSOR SIGNATURE X	
REQUEST ACCESS BE GRANTED TO (Building/Location)	
TYPE OF ACCESS: <input type="checkbox"/> PICTURE ACCESS CARD WITH ACCESS RIGHTS	START DATE / /
<input type="checkbox"/> SIGN IN AND SIGN OUT/VISITORS BADGE	END DATE / /
REASON FOR ACCESS	

COMPANY OR AGENCY INFORMATION

COMPANY NAME		
ADDRESS		
CITY	STATE	ZIP CODE
EMERGENCY OFFICE PHONE # () -		
COMPANY SIGNATURE (i.e., Corporate Officer, Chief) X	PRINT NAME	

INFORMATION ON INDIVIDUAL REQUIRING ACCESS

LAST NAME	FIRST NAME	FULL MIDDLE NAME	
PRESENT ADDRESS	CITY	STATE	ZIP CODE
DATE OF BIRTH: (MM/DD/YY) / /	SOCIAL SECURITY # - -		
ALIASES AND/OR MAIDEN NAME	HOME PHONE # () -		
YOUR SUPERVISOR'S NAME (Print)	SUPERVISOR OFFICE PHONE # () -		
LIST ANY FELONY OR MISDEMEANOR CONVICTIONS IN THE PAST TEN YEARS AND DATE OF CONVICTION:			
DRIVER LICENSE #/STATE ID/PASSPORT (Attach Copy Of Legal Picture ID)			
I _____, CERTIFY THAT ALL OF THE ANSWERS AND STATEMENTS ON THIS FORM ARE COMPLETE, TRUE, AND CORRECT TO THE BEST OF MY KNOWLEDGE AND ARE MADE IN GOOD FAITH.			
SIGNATURE X			DATE

SUBMIT TO YOUR SPONSOR 30 DAYS PRIOR TO ARRIVING AT THE SITE. SPONSOR WILL COORDINATE THE ISSUANCE OF AN ODPS ACCESS CARD.

Restricted – Sensitive PII

SUPPLEMENT SEVEN
CONFIDENTIALITY AND CONDUCT AGREEMENT
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CONFIDENTIALITY AND CONDUCT AGREEMENT

As part of this engagement by you with the state of Ohio, you hold a position of trust relative to the information received during the performance of the Work. By executing this Confidentiality and Conduct Agreement, you acknowledge and recognize the responsibility entrusted to you and to the state of Ohio in preserving the security and confidentiality of the information.

I will not disclose any confidential and/or sensitive information to third parties, unless otherwise authorized in writing by the State to do so.

I will use any confidential or sensitive information solely to do the Work.

I will restrict circulation of confidential and/or sensitive information within my organization and then only to people in my organization that have a need to know to do the Work.

Title to confidential and/or sensitive information and all related materials and documentation the State delivers to me will remain with the State.

I will be liable for the disclosure of such information whether the disclosure is intentional, negligent, or accidental.

I will not incorporate any portion of any confidential and/or sensitive information into anything, other than a Deliverable, and will have no proprietary interest in any of the confidential and/or sensitive information.

I will return all originals of any confidential information and destroy any copies I have made on termination or expiration of this project.

I will destroy any sensitive information (notes, work documents, documentation, etc.) that I have accumulated while doing the Work upon termination or expiration of this project.

I understand that I am not a representative of the state of Ohio and will not represent myself as such unless requested in writing by the State.

I understand that breach of this Agreement may result in my organization and I being prohibited from participating in any future work related to this project.

I have read and understand the Confidentiality and Conduct Agreement. My signature below indicates my agreement to all of the above terms.

BY: _____
(PLEASE PRINT)

TITLE: _____

SIGNATURE : _____

DATE: _____

SUPPLEMENT EIGHT
NON-DISCLOSURE AGREEMENT
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NON-DISCLOSURE AGREEMENT

This Nondisclosure Agreement ("**Agreement**") is made this ____ day of _____, 20____
by _____ ("**Contractor**")

WHEREAS, Contractor holds a position of trust relative to the information received during the performance of the work on the project. By executing this Agreement, Contractor acknowledges and recognizes the responsibility entrusted to Contractor and to the state of Ohio in preserving the security and confidentiality of the information.

NOW THEREFORE, Contractor agrees as follows:

- 1.** The term "**Confidential Information**" shall mean any and all information which is disclosed by the State verbally, electronically, visually, or in a written or other tangible form that is not generally disclosed to the public, including but not limited to, trade secrets, computer programs, software, software manuals and documentation, technology, systems, source code, databases, applications, engine protocols, routines, models, displays and manuals, including, without limitation, the selection, coordination and arrangement of the contents thereof, formulas, data, inventions, methodologies, algorithms, techniques, processes, research activities and plans, marketing and sales plans, strategic plans, forecasts, training materials, pricing and pricing strategies, methods of operation, internal controls, security procedures, third party confidential information, customer lists, unpublished financial information, and personal information such as social security numbers, home addresses, telephone numbers, emergency contact information, and any other personal information.
- 2.** Contractor warrants and agrees to keep Confidential Information in strict confidence and shall not disclose it to any third party. Contractor shall use Confidential Information in a manner consistent with the terms of this Agreement and only in furtherance of the work on the project. Contractor's internal disclosure of Confidential Information shall be only to those employees, contractors or agents having a need to know such information in connection with this Agreement and only insofar as such persons are bound by a nondisclosure agreement consistent with this Agreement. Contractor shall promptly notify the State of any unauthorized disclosure or use of Confidential Information by any person and/or entity. Upon termination of this Agreement, or the State's written request, the Contractor shall cease use of the Confidential Information and immediately return all tangible Confidential Information to the State. With respect to Confidential Information stored in electronic form, the Contractor shall delete all such Confidential Information from its systems and certify in writing to the State that such information has been deleted.
- 3.** This Agreement imposes no obligation upon Contractor with respect to Confidential Information which Contractor can establish by legally sufficient evidence that such information: (a) was, prior to receipt from the State, in the possession of, or was rightfully known by Contractor, without an obligation to maintain its confidentiality; (b) is or becomes generally known to the public without violation of this Agreement or without a violation of an obligation of confidentiality owed to the State; (c) is obtained by Contractor in good faith from a third party having the right to disclose it without an obligation of confidentiality; or (d) is independently developed by Contractor without the use of or reference to the Confidential Information. Contractor may disclose Confidential Information in accordance with valid judicial or other governmental order, provided that Contractor shall have given the State reasonable notice and opportunity to object prior to such disclosure, will seek confidential treatment of the information disclosed, and shall comply with any applicable protective order or equivalent.
- 4.** The Confidential Information is provided "as-is" and the State makes no representation or warranty of any kind, express or implied, with respect to the suitability, accuracy or non-infringement of third party rights. The State shall at all times retain sole and exclusive title to, ownership of, all rights in and control over the use of all its Confidential Information. Contractor agrees that nothing in this Agreement is intended to grant any rights or license under any intellectual property rights of the State, nor shall this Agreement grant Contractor any rights in or to the Confidential Information, except the limited right to use such information in accordance with this Agreement.

5. Contractor will be liable for the disclosure of Confidential Information whether the disclosure is intentional, negligent, or accidental, and that breach of this Agreement may result in Contractor and Contractor's organization being prohibited from participating in any future work with the Ohio Department of Public Safety.

6. This Agreement constitutes the entire agreement and supersedes all prior understandings and agreements concerning this subject matter. All additions or modifications to this Agreement must be in writing and signed by the authorized representatives of both parties. This Agreement shall be governed by the laws of the state of Ohio, excluding choice of law principles. Contractor acknowledges that monetary damages may not be sufficient remedy for unauthorized use or disclosure of Confidential Information, or for breach of this Agreement, and the State shall be entitled, without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.

Contractor has read and understands this Nondisclosure Agreement. Contractor's signature below indicates Contractor's agreement to all of the above terms.

BY: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

SUPPLEMENT NINE
INFORMATION TECHNOLOGY STANDARDS, REQUIREMENTS AND LIMITATIONS
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ODPS INFORMATION TECHNOLOGY STANDARDS

Background: The ODPS Information Technology Office (ITO) provides the networking, hardware and software for the ODPS, ATPS, Deputy, Highway Patrol, Investigative Unit, Reinstatement Centers and other ODPS business units. The ODPS currently provides Network connectivity for hundreds of external sites, for various Divisions within the ODPS. This connectivity terminates at either the State of Ohio Computer Center (SOCC), or at the Shipley Building. There are redundant high speed communications links between the SOCC and Shipley buildings.

Networking Topology: All sites use 10/100/1000baseT Ethernet for all user and server segments. All main satellite office connections are Point to Point via a T1 bandwidth. The branch satellite offices utilize Ethernet for their user segments via 56K connections. The ODPS utilizes Transmission Control Protocol/Internet Protocol (TCP/IP) as its standard networking protocol.

User LAN: The ODPS currently uses Windows XP SP3 and Windows 7 for the desktop operating system. Windows Server 2003 R2 SP2 and Server 2008 SP2 64-bit are the server operating systems deployed by the ODPS. The ODPS has an Active Directory infrastructure that is being upgraded to 2008, Group Wise is being migrated to Exchange, file services will be migrated to Microsoft Windows/EMC NAS and print services will be migrated to Microsoft.

Enterprise Application Infrastructure: The ODPS currently uses Microsoft Windows 2003/2008 Servers as its application server platform. The ODPS also utilizes Unisys Mainframe 7800 Series technology and high end Server technology in the form of Unisys ES7000's.

For Internet/Intranet applications, the ODPS requires a 3 or more tier architecture containing hardware load balanced web farm for the presentation tier, a hardware load balanced application / business tier and Microsoft SQL Server 2008 (preferred) or 2005 clustered database tier. Applications are to be stateless and object oriented. Applications will be developed using Visual Studio Team Edition 2008 or later (Team Suite or Team Developer), unless otherwise stated. All database interaction will be via stored procedure.

Application Security: Security should be determined on a case by case basis, based on the number of users, sensitivity of the data, and how data is accessed. Some organizations access data on behalf of their employees. Active Directory, table based security (username and password) and collecting items such as Driver's License Number, Date of Birth and last four digits of the person's social security number to validate against the operator license database are the normal authentication mechanisms.

Database: The ODPS utilizes Microsoft Structured Query Language (SQL) Server database primarily. Any new applications must utilize Microsoft SQL Server 2008 (preferred) or 2005. Oracle databases are present. IBM DB2 is also present. Oracle and DB2 are not a strategic direction for the ODPS.

The database is accessed through Microsoft Data Access Components (MDAC), Open Database Connectivity (ODBC), Object Linking and Embedding, Database (OLEDB), and Windows Communication Foundation (WCF), and/or WEB services. A Windows Communication Foundation (WCF) service with is the preferred database access method to interface with any database. No third party software (i.e. nHibernate) should be used for database interaction.

Servers and user PCs are restricted from residing on the same network segment.

Enterprise Storage: The ODPS utilizes EMC Storage Area Networks (SANs) and Network-Attached Storage (NAS) within both Data Centers and replicates certain data between the centers for backup and redundancy. The ODPS utilizes EMC DMX for high end transactional storage, EMC Celerra for NAS storage, EMC Clariion for mid-range economical storage, and EMC Centera for Token-based archival storage. Each server application is reviewed to decide which storage is best suited for the application.

Enterprise Backup and Recovery: The ODPS uses EMC Networker and EMC Avamar for backup and recovery operations. EMC Networker is backing up the physical server infrastructure and Avamar is backing up the VMware and Exchange environments. The ODPS uses EMC Networker SQL backup

agents to perform hot backups of the SQL database environment. The backup and recovery needs are reviewed to decide the best method for redundancy and timeliness of recovery.

Security: The ODPS does not allow direct connections from outside sources to internal systems. All externally and most internally available applications are designed in a 3 or more tier security model utilizing full client disconnects. HyperText Transfer Protocol (http) proxy based applications are not allowed. The ODPS restricts the Internet Protocol (IP) application ports that are allowed to traverse networks. The ODPS does not allow dynamic port allocation applications. The ODPS considers any machine that is directly accessed by an outside entity as a perimeter device and restricts accordingly.

Contractors coming on site to perform design and implementation services may not connect a computer to the ODPS network without having up to date anti-virus software and appropriate operating system updates applied on the computer.

Remote Access: The Contractor shall utilize a secure ODPS hosted WebEx session or other ODPS approved remote access method for any remote access. The ODPS does not allow the use of vendor provided remote control applications.

Hardware: The ODPS prefers to utilize Dell PowerEdge Servers and Dell Optiplex PC's. This is a standard within the ODPS. The ODPS prefers to utilize EMC SAN storage for all storage needs. Servers will be acquired, installed, and administered by ODPS personnel. The Contractor is required to supply server specifications as part of the design document.

Virtualization: The ODPS currently has ESX 4 vSphere implemented for hosting virtual servers. Application and web tiers are virtualized when possible and the SQL Server environment is a physical cluster.

State IT policy, standards, bulletins, and procedures: The Contractor must comply with the following:

State IT policy

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITPolicies/tabid/107/Default.aspx>

State IT standards

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITStandards/tabid/108/Default.aspx>

State IT bulletins

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITBulletins/tabid/111/Default.aspx>

State IT procedures

<http://das.ohio.gov/Divisions/InformationTechnology/OhioEnterpriseITProcedures/tabid/110/Default.aspx>

House Bill 648

http://www.legislature.state.oh.us/bills.cfm?ID=127_HB_648

Vendor must submit a project plan to include a system hardware, software, and security design. This design must be reviewed and approved by the Ohio Department of Public Safety prior to beginning the implementation phase of the project.

Technical Requirements:

1. Be designed to be browser based with centralized management of all processes. Management and user access tools are to be web based.
2. All deployment of software and applications should be centrally distributed and updated. Zero-Touch deployment.
3. Utilize TCP/IP for all client/server communication.
4. Browser-based solutions must be HTML compliant.
5. Be able to run in an SSL and non-SSL environment.
6. Use industry standards for data storage, retrieval, and processing.
7. Use ODBC or standard industry interface to back end systems and not allow any vendor proprietary interfaces, protocols, and/or encryption routines.
8. Have an automatic restart process for connection failures or if the back end systems are unavailable.
9. Support an n-tier configuration (remote databases and/or back-end systems). All applications must reside on a separate server from the "back end" server.
10. Offeror must provide future growth estimates and hardware requirements to support future growth and scalability.
11. Applications must integrate via programmatic methods and not via screen-scraping technology.
12. Application failures are sent via email and text messaging to supporting personnel.
13. Any encryption used as part of this solution must comply with State of Ohio Office of Information Technology Policy ITS-SEC-01 "Data Encryption and Cryptography", and must use FIPS 140-2 validated cryptographic modules. The appropriate FIPS 140-2 certificates must accompany the vendor's submitted project plan.

Technical Limitations:

1. Products must utilize standard ODBC/OLEDB interfaces to connect to the database.
2. Direct remote access to any computer is not allowed.
3. Standalone modems are not allowed
4. Vendor provided remote control applications are not allowed.
5. Servers and User PC's are restricted from residing on the same network segment.
6. Proprietary storage and communications are not allowed unless an API is provided that allows full consumption of said contents.
7. Screen scraping or macro based solutions are not allowed. All communication to other systems must take place via a programmatic approach.
8. Vendors coming on site to perform design and implementation services may not connect a computer to the ODPS network without having up to date anti-virus software and appropriate operating system updates applied on the computer.

SUPPLEMENT TEN
ODPS CUSTOM APPLICATIONS
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ODPS Custom Applications. Below is a partial list of ODPS custom applications.

1. **Withdrawal Management System (WMS) /Driver License Suspension System**

Overview

WMS is a real-time user-driven system that interfaces with BASS and the Driver License System (DLS) to help ensure DLS has up-to-the-minute status for every driver. It also provides detailed information to the Business Application Services System (BASS) and BMV users about reinstatement requirements for drivers with suspended licenses.

WMS maintains and manages all driver license fee due/fee paid information, warrant block information, accident information, and immobilization information related to driving privilege withdrawals (suspensions). It also generates suspension letters and detailed requirements for license reinstatement. WMS updates the driver's status in the Driver License System in real-time with up-to-date suspension, fee payment, and reinstatement information.

System Summary

Platform Mainframe - UNISYS OS2200

Age 7 years

Main Programming Language EAE / LINC

User Interface GUI

Security Novell and application

Database RDMS

Registered Users 350 people can use WMS, 100 regular users, 5-10 interested in detail.

Users /Business units Supported BMV, OSP.

Maintained by State (ODPS)

Information flow bidirectional

2. **IBM Document Imaging System - Custom Processing and Indexing Client (CPIC)**

Overview

The IBM Document Imaging System - Custom Processing and Indexing Client (CPIC) stores images of numerous documents for the Department BMV Division. The document images are stored in a specialized file system and are indexed in a database to allow the images to be searched and easily retrieved, viewed, or printed.

System Summary

Platform IBM AIX/ RS6000 P650

Age 8 years

Main Programming Language IBM Content Manager, CPIC

User Interface GUI

Security Active Directory

Database DB2

Registered Users Approximately 600

Users /Business units Supported BMV

Maintained by State (ODPS)

Information flow bidirectional

3. Automated Title Processing System (ATPS)

Overview

ATPSII is the Ohio data processing system for motor vehicle and watercraft titles. Six million Ohio titles are issued annually by the Title Offices in all 88 County Clerks of the Court of Common Pleas. ATPSII includes the Electronic Title Application (ETA) and Electronic Liens and Titles (ELT) systems.

ATPSII provides both the information infrastructure for the titling function as well as the actual transaction processing capability. The BMV is responsible for providing information services to support the titling function through ATPSII. Some of the major functions of ATPSII include: Title Issuance (Individual and Batch), Cash Drawer Reconciliation, Inquiry, Maintenance (County and State), and Reporting.

NOTE: Procurement efforts are in progress to replace this system with ATPSIII, which will utilize a web-based solution currently expected to occur late in FY11.

System Summary

Platform Windows

Age 10 years

Main Programming Language .NET web services; ASP.NET, Oracle Pkgs and Procs

User Interface GUI, Browser and Thick Client

Security Active Directory

Database Oracle and SQL Server

Registered Users 1200

Users /Business units Supported BMV

Maintained by State (ODPS)

Information flow bidirectional

4. Dealers System (DLRSYS)

Overview

The Dealer Licensing System (DLRSYS) maintains information on all auto dealers, dealership owners and company officers, salespersons, salvage auction buyers, and inspection stations. It stores and passes vehicle sales data to the Titles System. It also tracks the forms vehicle inspection stations use when performing inspections. DLRSYS tracks the temporary tags assigned to each dealership and monitors the transfer of license plates by dealerships.

DLRSYS manages the licensing of auto dealerships, salespersons and salvage auction buyers, and reports on the sale of vehicles to the Titles System. Since some auto dealers are authorized to sell temporary tags, the system tracks their purchase and sale by those dealers.

System Summary

Platform Mainframe - UNISYS OS2200

Age 18 years

Main Programming Language LINC/EAE

User Interface GUI, Dynacomm (Green Screens)

Security Novell and application security

Database RDMS

Registered Users Dealers, Titles, Investigations, Auto Dealers

Users /Business units Supported BMV, Dealers, Titles, Investigations

Maintained by State (ODPS)

Information flow bidirectional

5. Vehicle Registration (VR)

Overview

The Vehicle Registration System (VRS) records the data necessary to process vehicle registrations and handicap window placards for the State of Ohio. It provides this information to the Registrar of Motor Vehicles, Deputy Registrars, Courts, Internal BMV users, Law Enforcement, State and Federal Agencies, and private organizations as required and allowed by law.

System Summary

Platform Mainframe - UNISYS OS2200

Age 13 years

Main Programming Language Pacbase

User Interface TCP/IP (Green screens)

Security Novell, Local Security (Mainframe)

Database RDMS

Registered Users

Users /Business units Supported BMV, Registration, Remittance

Maintained by State (ODPS)

Information flow bidirectional

6. Refund Management System

Overview

The Refund Management System (RMS) maintains and manages all refunds that are paid to ODPS customers.

System Summary

Platform Mainframe - UNISYS OS2200

Age 5 years

Main Programming Language EAE / Linc

User Interface GUI

Security Novell and application (RMS) user security

Database RDMS

Registered Users 300+

Users /Business units Supported BMV Customers, ODPS

Maintained by State (ODPS)

Information flow bidirectional

7. Transaction Database (TDB)

Overview

The Transaction Database (TDB) is a historical database that stores vehicle registration, driver license, and ID card application data for seven years. The information is used to create historical and statistical reports that are made available to internal and external customers.

The TDB is the primary repository for applications submitted by citizens for Driver Licenses, ID Cards, and Vehicle Registrations. It provides complete tracking capabilities, financial transactions that occur with the BMV and ODPS.

System Summary

Platform Mainframe - UNISYS OS2200

Age 10 plus years

Main Programming Language EAE / LINC

User Interface GUI and Green Screens

Security Novell and TBD user security

Database RDMS

Registered Users 450+

Users /Business units Supported BMV, BMV Customers, ODPS

Maintained by State (ODPS)

Information flow bidirectional

8. Law Enforcement Automated Data System (LEADS)

Overview

LEADS is used for the entry and retrieval of OSHP arrest (HP-7) and crash (OH-1) information is gathered to produce various analytical reports. System OSHP platform areas of interaction and support: Scale activity, Polygraph Scheduling, Polygraph, Health & Fitness, and Traffic Crash

System Summary

Platform Mainframe - UNISYS OS2200

Age Approximately 4 years

Main Programming Language EAE / LINC

User Interface GUI

Security Novell

Database RDMS

Registered Users 2 to 75 (Highest Traffic Crash 75,Lowest Health 2)

Users /Business units Supported OSHP, BMV

Maintained by State/OSHP

Information flow bidirectional

9. Business Application Services System (BASS)

Overview

BASS is an in-house developed web-based computer system used by the BMV's Deputy Registrars (DR) to issue DL and ID cards and Vehicle Registrations (VR). The multi-server system interfaces with many other ODPS systems for supporting services, as well as three AAMVA systems for national driver and SSN information. It was built using Microsoft web-based (.NET) technologies and implemented at the 216 DR's and CSC's in the 3rd and 4th Quarter of 2005. The main goal of BASS was to provide a system that was user-friendly, while streamlining the DL and ID Cards and VR processes for over 15 million transactions annually. The system interfaces real-time to the DL/ID and VR mainframe systems and also handles all point-of-sale (POS) functionality. BASS provides bank deposit information, updates a central deposit system and includes numerous other services offered by the DRs (e.g. Driver Record Abstracts, Special Plates, Salvage Title Inspection Receipts, CDL Test Receipts, Motorcoach Bus Inspections, Driver Images, Print on Demand VR Stickers and a many other POS items).

A major enhancement and expansion in 2008 added functionality that automated the driver exam testing, interfacing the written (computer-based testing kiosks) and the driving road test scores into the Driver License issuance process for all classes of drivers.

System Summary

Platform Windows 2003 OS, .NET Framework 2.0/3.0

Age 4 years

Main Programming Language Microsoft Visual Studio.NET 2005

User Interface Browser/Web and Thin Client

Security Active Directory

Database SQL Server 2005

Registered Users 1500+

Users /Business units Supported BMV Divisions, County Clerks of Courts, OSHP (DX Stations, CDL, Motorcoach and Salvage Title Receipt Issuance), Administration Division (Revenue Management, POS, Deposit Reporting, and others)

Maintained by State (ODPS IT)

Information flow bidirectional

SUPPLEMENT ELEVEN
AUTOMATED TITLE PROCESSING SYSTEM USER MANUAL
(THIS PAGE BLANK)

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INTRODUCTION

About This Manual

This user's manual describes how to utilize the Automated Title Processing System (ATPS II). It represents an overview of the system, details the screens and functions that can be performed within ATPS II, and explains data entry methods. The table of contents lists the major sections and topics within those sections by page number and is your directory to this manual.

The manual is a companion to the system's on-line help. As you use the system, select the



icon on the Tool Bar, select Help from the main menu, or select the F1 key to access On-line Help. Field specific hint text for the field you are on is displayed in the message bar at the bottom of the screen. For further information on how to use the On-line Help feature in ATPS II see the Overview of Help Options in ATPS II section.

This manual, in conjunction with the on-line help feature, will provide the answers to your questions related to the ATPS II system.

AUTOMATED TITLE PROCESSING SYSTEM II (ATPS II) OVERVIEW

What is ATPS II?

The ATPS II is a critical component of the public policy mission of the Ohio Department of Public Safety (DPS) and Ohio Department of Natural Resources and the 88 county Clerks of Courts of Common Pleas. Motor vehicle and watercraft titling is an important consumer protection function provided by these agencies for the citizens of Ohio. ATPS II provides both the information infrastructure for the titling function as well as the actual transaction processing capability. The title itself is a document, which is the physical representation of the information about the ownership and enables the commercial process of property exchange. However, at its fundamental level, a motor vehicle or watercraft title is information, information about the ownership and security interest in the property, property collectively worth billions of dollars to the citizens of Ohio. The Bureau of Motor Vehicles (BMV) is responsible for providing the information services to support the titling function for Ohio and it does this through ATPS II.

ATPS II is not the same system as the original ATPS implemented in 1992. The original ATPS brought new information systems capability to all 88 counties in Ohio where only a handful of the largest counties had any automated title processing system at the time. That effort required the full design and construction of new automated business functionality. ATPS II did not start from scratch; it is new custom software that includes new functionality as a key element. ATPS II enhances the current transaction processing capability and changes the way some processes are executed, but ATPS II does not “reinvent” major title management functions for Ohio. Rather, ATPS II enhances title processing where appropriate—in order to improve the efficiency, effectiveness and flexibility of the title processing functions and processes that basically work well. ATPS II supports process improvements by providing better integration between county and central site components, better access to existing information, and better ways to capture, use and update the title information.

Some of the major functions of ATPS II include:

- Title Issuance (Individual and Batch)
- Cash Drawer Reconciliation

- Inquiry
- Maintenance (County and State)
- Reporting

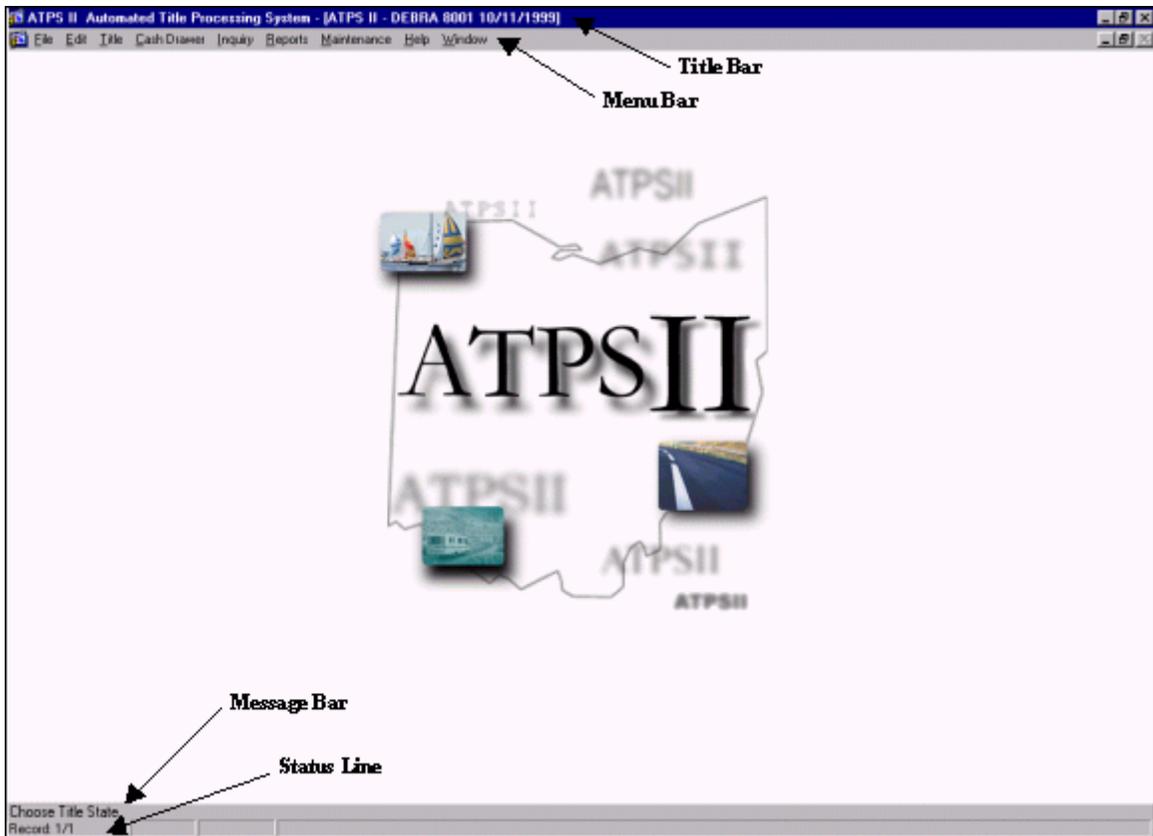
Oracle software was utilized in the development the ATPS II application. The on-line help and User's Manual for ATPS II reference some of the standard functions and processing techniques that are provided by Oracle.

ATPS II APPLICATION WINDOW

ATPS II Main Application Window

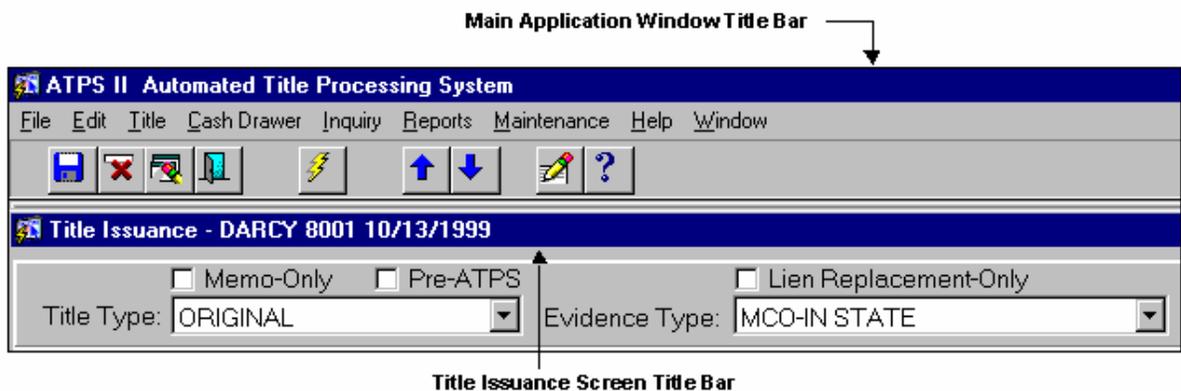
The ATPS II Main Application Window is a Graphical User Interface (GUI) that allows the user to perform a variety of tasks within the ATPS II application. The ATPS II Main Application Window is pictured below with callouts to its features. The features of the ATPS II Main Application Window are:

- Title Bar
- Menu Bar
- Tool Bar
- Message Bar
- Status Line



Title Bar

The Title Bar appears at the top of the ATPS II Main Application Window and all ATPS II screens. The Title Bar displays information identifying the name of the screen, the User ID of the user who is currently logged into the system, the Office ID, and the System Date. Some screens will also display the ATPS II version.



Menu Bar

The Menu Bar appears at the top of the ATPS II Main Application Window (under the Title Bar) and contains a horizontal list of menus such as File, Edit, and Title. When an item is selected from the Menu Bar, a list of commands is displayed in a sub-menu. Select a command to execute the action (i.e., selecting the Title Issuance command will open the **Title Issuance**

screen). Depending upon the authorization level of a user, certain menu items or commands may be unavailable.

The menu options can be selected by using the mouse to select the option or by using appropriate shortcut keys. Refer to the Shortcut Key section for instructions on how to use shortcut keys and for a list of shortcut keys available in ATPS II.

Some of the menus on the ATPS II Menu Bar are cascading menus. Cascading menus have sub-menus that provide an additional list of commands. To the right of a command on the sub-menu, there is a triangle indicating that an additional list of commands is available. For example, the Title menu provides a Correction sub-menu. If the Correction sub-menu is selected, a list of Correction commands is displayed.

The following Menu and sub menu options are available in ATPS II:

1. File – Consists of the commands Close, Exit.
2. Edit – Consists of the commands Cut, Copy, Paste, and Remove Row.
3. Title – Consists of the commands Title Issuance, Batch Title, Miscellaneous Receipts, Batch Add Lien, Batch Cancel Lien, Administrative Hold (State Only), Correction sub-menu, Reprint.
 - Correction sub-menu – Consists of the commands Title and Receipt Data, Miscellaneous Receipt Data, Title and Receipt Void, Miscellaneous Receipt Void, Update Title Status.
4. Cash Drawer – Consists of the commands Open, Drop, Close, Reconcile, Cash Drawer Inquiry, Multiple Drawer Inquiry.
5. Inquiry – Consists of the commands Title, Title Chain, ID Chain, Owner Chain, SSN Chain, Suspense Transactions, Dealer/Vendor.
6. Reports – Consists of the sub-menus Transaction Reports, Cash Drawer Reports, Remittance Reports, Statistical Reports, Dealer Statistical Reports, Lien Reports, Inventory Control Reports, Sales Reports, Manufactured Home Reports, Title Type Reports, Check Reports, Other Miscellaneous Reports. Some reports have an additional sub-menu used to select if the report is run for Individual, Bulk, or Exempt. For more information on these options refer to the [Overview of Reports in ATPS II](#) section.
 - Transaction Reports sub-menu – Consists of the commands Transaction Detail by Business Day, Office, and Operator; Transaction Summary by Business Day, Office, and Operator; Transaction Summary by Business Day, and Office.
 - Cash Drawer Reports sub-menu – Consists of the commands Operator Cash Drawer Report, Operator Statistical Report.
 - Remittance Reports sub-menu – Consists of the commands Sales Tax Remittance Report, County Remittance Summary, BMV Remittance Report, and BMV Remittance Summary Report.
 - Statistical Reports sub-menu – Consists of the commands Motor Vehicle and Watercraft Statistical Report, Transaction Type Statistical Report, Exemption Statistical Report.
 - Dealer Statistical Reports sub-menu – Consists of the commands Out of County Vendor/Dealer Statistical Report, In County Vendor/Dealer Statistical, Dealer Statistical Report by Vehicle Make.
 - Lien Reports sub-menu – Consists of the commands Lien Notation Report, Lien Cancellation Report, Lienholder Report.
 - Inventory Control Reports sub-menu – Consists of the commands Inventory Control Number Report, Voided Inventory Control Number Report.

- Sales Report sub-menu – Consists of the commands Casual Sales Report, Vehicle Make Sales Report, Vehicle Type Sales Report, Vendor/Dealer Sales Report.
 - Manufactured Home Reports sub-menu – Consists of the commands Manufactured Home Report, Manufactured Homes Cancelled Report.
 - Title Type Reports sub-menu – Consists of the commands Replacement Title Report, Duplicate Title Report.
 - Check Reports sub-menu – Consists of the commands Refund Check Report, Check Report.
 - Other Miscellaneous Reports sub-menu – Consists of the commands Revenue Summary Report, Repossession Report, Curb Stoning Report, Receipt Corrections Report.
7. Maintenance – Consists of the commands Check Information, Control Number Assignment (State Only), Control Number Maintenance, Printer Setup, Printer Assignment, Check Guarantee, Company Information, County Setup, Employee Setup, Change Password, View User Sessions, System Parameters, Fee Type and Rate (State Only), Tax Exemption Code (State Only), Tax Rate (State Only).
 8. Help – Consists of the commands Contents, How to Use Help, Show Keys, About ATPS II, and Debug make new topic for this screen.
 9. Window – Consists of the commands Cascade, Tile, Arrange Icons. The Window menu also lists all the screens that are open in ATPS II.

Tool Bar

The Tool Bar appears at the top of the screen beneath the Menu Bar. The Tool Bar allows users to quickly perform commonly used functions by selecting an icon as a shortcut to menu items or screen functions. Placing the cursor over the button (but not actually selecting the button) displays the name of an icon. The Tool Bar will include the following icons:



– Saves the current transaction.



– Removes the row selected in a grid



– Clears the current screen.



– Closes the current screen.



– Performs a query on the parameters entered in the Query Block.



– Navigates to the previous matching record from a query. If only one record is found, a message is displayed "at first record" or "at last record"



– Navigates to the next matching record from a query. If only one record is found, a message is displayed "at first record" or "at last record"



– Opens a window that displays the entire value of a text field if the full value of the field is too long to be displayed on the screen without scrolling (e.g., comment fields; validation messages in the validation window).



– Opens on-line help.

Message Bar

The Message Bar is located at the bottom of the ATPS II Main Application Window (above the Status Line) and displays Hint Text as to the proper actions a user should take for a given field or form. Some of the hint text are standard Oracle messages while other hints are specific to each field on a screen.

1. Standard Oracle Messages - Oracle includes standard messages at the bottom of the screen that provides information on the operation of the system. For example, if the user attempts to display an additional record when all records returned by a query have been displayed, Oracle's standard message will say 'FRM-40352: Last Record of Query Retrieved'.
2. Field Specific Hint Text - Field specific messages provide information on the proper action that should be taken for a given field.

Status Line

The status line is located at the bottom of the ATPS II Main Application Window (below the Message Bar) and displays indicators which may include the following:

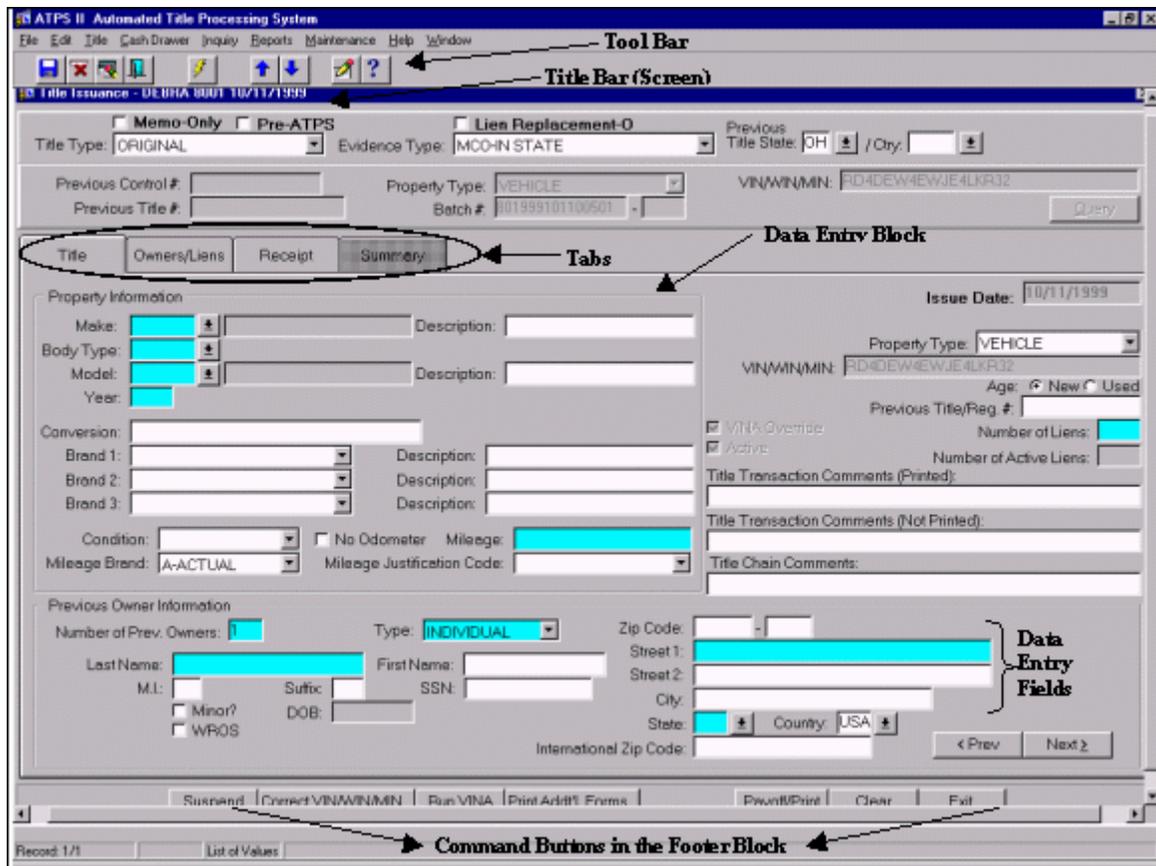
- ^ - Indicates that the user has displayed the last record in the set of records returned by a query.
- V - Indicates that a query has returned more than one record, and that there are additional records in the set of records returned by the query.
- Count - Indicates the number of records retrieved and displayed by a query. Each time another record is returned by a query, the Count number increases. After the last record has been displayed, an asterisk (*) is displayed before the Count.
- List - Indicates that there is a List of Values (LOV) associated with the current item.

ATPS II Screen Components

Overview of ATPS II Screen Components

Some screens in the ATPS II application share common components. An ATPS II screen is pictured below with callouts to its major features. The screen components are:

- Tool Bar
- Title Bar (with screen name)
- Tabs
- Data Entry Blocks
- Data Entry Fields
- Command Buttons
- Footer Block
- Query Block

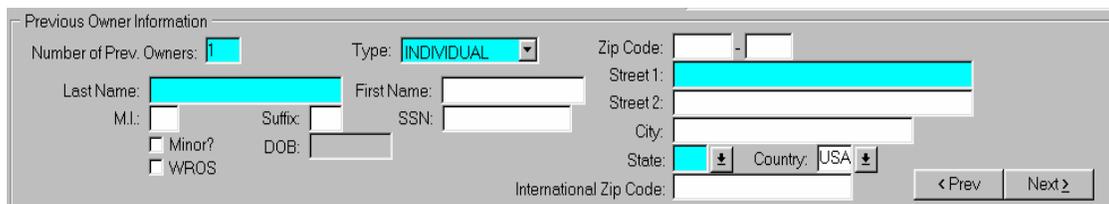


Tabs

Most ATPS II screens have a series of Tabs located at the top of the screen. These Tabs break-up the data entry for a screen into logical blocks. To navigate to a Tab, select the Tab with the mouse or select the TAB key on the last field of the previous Tab. For example, to navigate to the Owner/Liens Tab from the Title Tab on the **Title Issuance** screen, select the TAB key while on the last field of the Title Tab. The Owner/Liens Tab will open automatically and the cursor will appear in the first field of the Owner/Liens Tab. Depending on the function being performed, some Tabs may be disabled.

Data Entry Blocks

Fields on the ATPS II Screens are grouped in blocks based on the commonality of the fields. There is a light gray box around the grouped fields with the title of the block in the upper left corner. For example on the **Title Issuance** screen the Previous Owner Block contains all the fields that need to be entered for a previous owner.



Data Entry Fields

There are many different types of fields in ATPS II. Each of the field types is described in detail below:

1. List of Values (LOV) - A LOV field is displayed as a text field with a disconnected down arrow to the right of the field. Selecting the LOV icon displays a list of all possible values that can be entered in the field. LOV fields display both the code and description of the code for the list of values in a pop-up window. The user may enter a known value directly in the text field and the system will automatically validate the data entered in the field as soon as the user navigates off the field. If the value is invalid, or if the desired value is unknown, LOV fields provide the ability to enter a partial value in the field to narrow the list of available values in the pop-up window. When a partial value is entered, the pop-up window will only display all valid values that begin with the character(s) entered. If there is a value populated in the field, selecting the icon will not display values - you must first delete the value in the field and then select the icon again. PLEASE NOTE - It can be time consuming to retrieve every value in a large list (e.g., Dealer Permit Numbers). It is recommended to enter partial values whenever possible (e.g. if you know the Dealer Permit Number begins with the letters 'ND', entering 'ND' in the field before selecting the LOV icon will only provide a list of all those Dealer Permit Numbers beginning with 'ND').

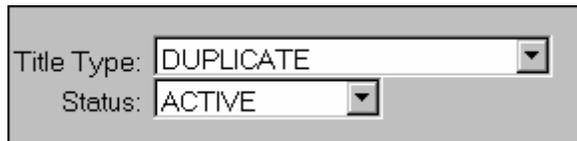
The State field is an example of a LOV field.



A screenshot of a form field labeled "State:". To the right of the text input area is a small square button containing a downward-pointing arrow, indicating a List of Values (LOV) field.

2. Drop Down Lists - A Drop Down List field is displayed as a text field with an arrow inside the field. Drop Down Lists only display descriptions or code values. To view the list of possible values for the field select the Drop Down icon. To enter a value in Drop Down List fields either select the value from the drop down list or type the first letter of a value to display it in the field.

Title Type and Status are examples of a Drop Down List fields.



A screenshot of two drop-down list fields. The first is labeled "Title Type:" and shows "DUPLICATE" selected. The second is labeled "Status:" and shows "ACTIVE" selected. Both fields have a small downward arrow on the right side of the text box.

3. Text Fields - Text fields provide the ability to type text directly into the field.

The Last Name, Middle Initial, and Suffix are examples of Text Fields.



A screenshot of three text input fields. The first is labeled "Last Name:" and is highlighted in cyan. The second is labeled "M.I.:" and the third is labeled "Suffix:". All three fields are empty.

4. Checkboxes - Checkboxes have only two values: YES or NO. If the check box is selected, the value of the field is set to 'Yes'. If the check box is **not** selected, the value of the field is set to 'No'.

The Minor and WROS are examples of Checkboxes.



A screenshot of two checkboxes. The first is labeled "Minor?" and the second is labeled "WROS". Both checkboxes are currently unchecked.

- Radio Buttons – Radio Buttons provide the ability to pick a value from a group of possible values. Only one Radio button can be selected in the group.

Change Type is an example of a Radio Button.

Change Type:	<input checked="" type="radio"/> Cash
	<input type="radio"/> Check
	<input type="radio"/> Credit

- Display-Only Fields – Display-Only fields are system generated, and cannot be edited. These fields appear “grayed-out” on the screen.

Total Fees and Total Net Taxes are examples of Display-Only fields.

Total Fees: \$	5.00
Total Net Taxes: \$	60.00

- Grid – Grids display multiple rows of the same item. Items in a grid are known as “context” items. Grids allow the user to enter more than one “context” item (e.g., more than one Fee Type can be entered in the Fee Information Block on the **Miscellaneous Receipt** screen with the associated Fee Description and Fee Amount in the grid).

The following example of a grid appears on the Printer Setup screen.

Office ID	Printer #	Printer Queue
8001	8001RP01	\\GEMS4\HP4SI_527
8001	8001TL01	\\GEMS4\HP4SI_527
8001	8001RP02	\\GEMS4\HP4SI_958
...		
...		

- Grid with Overflow – Grids with an overflow area display additional information about a “context” item in the Grid. The information displayed in the overflow area will change when a different “context” item is selected. Overflow areas prevent the need for a horizontal scrollbar on a grid. To view different “context” items displayed in a grid with an overflow area, highlight the “context” item. Information associated with the “context” item will be displayed in the overflow area. For example, on the **County Setup** Maintenance screen, the Office ID and Office Name fields are context items; the Office Details section to the right is the overflow area. The Office Details section will change depending upon the highlighted Office ID. To enter information in the grid overflow, enter a “context” item and navigate to the overflow area, entering the appropriate information for the selected “context” item.

The following example of a grid with an overflow appears on the County Setup screen.

The screenshot displays the 'County Setup' screen with two main sections: 'Office Information' and 'Office Details'.

Office Information: A table with columns 'Office ID' and 'Office Name'. It contains four rows of data, with the first row highlighted in yellow and the others in light blue. A scroll bar is visible on the right side of the table.

Office ID	Office Name
2501	FRANKLIN
2502	FRANKLIN
2503	FRANKLIN
2504	FRANKLIN

Office Details: A form with various input fields and checkboxes.

- Street 1: 410 S. HIGH STREET
- Street 2: 2ND FLOOR
- City: COLUMBUS
- State: OH
- Zip Code: 43215
- Phone #: (614)-462-6022
- Fax #: (614)-462-6656
- Email: (empty)
- Inactive Date: (empty)
- Office Type: MAIN

Days of Operation and Hours of Operation: A table with columns for days and their corresponding hours.

Days of Operation	Hours of Operation
<input checked="" type="checkbox"/> Monday	08:00 AM - 05:00 PM
<input checked="" type="checkbox"/> Tuesday	08:00 AM - 05:00 PM
<input checked="" type="checkbox"/> Wednesday	08:00 AM - 05:00 PM
<input checked="" type="checkbox"/> Thursday	08:00 AM - 05:00 PM
<input checked="" type="checkbox"/> Friday	08:00 AM - 05:00 PM
<input type="checkbox"/> Saturday	-
<input type="checkbox"/> Sunday	-

Command Buttons

Command Buttons provide the ability to either perform an action for a transaction or navigate to an additional screen known as a pop-up window. Command Buttons can be located within a screen or in the Footer Block.

The following list provides a sample of Command Buttons that perform an action within ATPS II:

- Start Batch
- Toggle Owner / Previous Owner
- Add Lien
- Cancel Liens
- Remove Title
- Retrieve Title
- Run VINA
- Payoff/Print
- Drop
- Save
- Suspend
- Delete

Buttons that navigate to a pop-up window can be distinguished from Command Buttons by three periods after the button name. The pop-up window may be used to enter or view additional data. Once all data is entered or viewed on the pop-up window, select the **OK** button, the pop-up window will close, returning the user to the previous screen. If additional data was entered on the pop-up window, the data will be stored with the transaction once the transaction is saved (i.e., information entered on the pop-up window is not saved until the **SAVE** button is selected on the main application window). The following list provides a sample of Command buttons that navigate to a pop-up window in ATPS II:

- Correct VIN/WIN/MIN
- Print Additional Forms
- Waived Fees
- Misc. Fees
- Broker Info.

- Common Info.
- Reconcile
- Change Business Date

Footer Block

Each ATPS II screen has a Footer Block containing Command Buttons grouped at the bottom of the screen that can be selected in order to perform common ATPS II functions (e.g., Save, Close, Clear, etc.) or to access an additional screen known as a pop-up window. The buttons do not change as you move between tabs on a screen. Refer to the Command Buttons section for more information on the buttons provided in ATPS II.

Query Block

Each ATPS II screen has a Query Block containing fields that can be used as query parameters to inquire the database for existing data relevant to the screen. Refer to the Overview of Query Function section for information on performing a query.

NAVIGATING ATPS II

Navigating in ATPS II

There are several ways to navigate between fields, tabs, and screens within ATPS II.

To navigate between fields within an ATPS II screen, choose one of the following options:

- To move from one field to the next, select the Tab or the Enter key. The Tab and Enter keys are slightly different. The Tab key will move the cursor to the next available field or button on the screen without performing an action. The Enter key will also move the cursor to the next available field but will perform an action if the cursor is placed on a button. The Tab or the Enter key may be used to navigate to any type of ATPS II field (e.g., to navigate from a text field to a grid, select either the Tab or the Enter key).
- To move back to a previous field, select the Shift key and the Tab key simultaneously. The up arrow key will not move the cursor to the previous field.
- The mouse can also be used to navigate to fields by 'clicking' on the field. This will move the cursor to the field that has been selected.
- To select a check box, select the check box with the mouse or use the Tab key to navigate to the check box and select the space bar to check or uncheck the box.
- To select a radio button, select the radio button with the mouse or use the Tab key to navigate to the first radio button and use the left and right arrows on the key board to select the correct radio button.
- Navigation through fields in grids on screens is slightly different. Grids provide the ability to enter more than one of the same "context" item (e.g., more than one Lienholder). From any line of the grid, select the Down Arrow key to enter a "context" item on the next line in the grid. Once all values have been entered in the grid, select the Tab or Enter key to exit the grid and move to the next available field.
- Navigation through grids with overflow areas follows the same basic steps as navigation through grids without overflow areas. Select the Tab or the Enter key to navigate through

the “context” items in the grid. The Tab or Enter key will also navigate from the grid to the overflow area, and between the fields in the overflow area. Once all data has been entered in the overflow area, the user may either enter an additional item in the grid or navigate to the next field on the screen. Select the Tab or Enter key in the last field of the overflow area to navigate to the next field on the screen. Select the down arrow key in the last field of the overflow area to enter an additional item in the grid. The next line in the grid will be highlighted so that the user may enter a “context” item. The overflow area will be cleared so that information related to the new “context” item may be entered in the overflow area.

- If more than one owner or previous owner exists on a record select the **NEXT** button to view the next owner on a title record or to enter information on an additional owner. Select the **PREV** button to view information on a previous owner that was entered prior to the previous owner visible on the screen.

To navigate between ATPS II screens, choose one of the following options:

- The **Menu Bar** can be used to navigate all the different ATPS II screens
- **Shortcut Keys** can be used to navigate to all menu options

To navigate between Tabs within ATPS II screens, choose one of the following options:

- Select the Tab with the mouse to navigate to the Tab. Once the Tab is selected the screen will appear.
- Once data is entered in the last field of a Tab, select the Enter or Tab key to automatically navigate to the first available field on the next available Tab.
- Use the Shift + Tab simultaneously from the first field on a tab to navigate to the 1st available field on the previous tab.

Shortcut Keys

The following list represents the Shortcut Keys available in ATPS II. Shortcut keys provide the ability to perform ATPS II functions using the keyboard rather than the mouse. All Menu Bar commands and Command buttons have an associated Shortcut Key.

There are two methods to use the shortcut keys on the Menu Bar:

- To select a menu item using the keyboard, simultaneously select the ALT key and the underlined letter indicated for the menu option. This will open the sub menu and display the list of commands. A command on the sub menu can then be invoked by selecting the underlined letter of the command in the menu item name. The action associated with the command will be performed automatically.
- There are three sub-menu items that can be invoked by using an additional shortcut key. They are:

Sub Menu Option	Shortcut Key
Cut	Ctrl + X
Copy	Ctrl + C
Paste	Ctrl + V

To use shortcut keys for a Command button, simultaneously select the ALT key and the underlined letter in the name of the Command button. The button must be available on the screen to use a shortcut key (e.g. selecting Alt + D on the inquiry screen will not add a lien since the Add Lien button is not available on the inquiry screen). The following list defines all command button shortcut keys.

Command Button Name	Shortcut Key
Add Lien	Alt + D
Add Role	Alt + A
Broker Info...	Alt + B
Calculate Tax	Alt + \$
Calculator	Alt + A
Cancel	Alt + N
Cancel Lien	Alt + N
Cancel Liens	Alt + A
Change Business Date	Alt + B
Change Range...	Alt + G
Clear	Alt + L
Close Drawer	Alt + O
Common Info...	Alt + O
Correct VIN/WIN/MIN...	Alt + /
Create User ID...	Alt + E
Delete	Alt + D
Drop	Alt + D
Edit Title...	Alt + D
Enter Payments	Alt + Y
Exit	Alt + X
ID Chain...	Alt + D
Kill Session	Alt + K
Memo Only	Alt + Y
Misc Fees...	Alt + .
More Info...	Alt + N
Next	Alt + >
OK	Alt + K
Open Drawer	Alt + O
Owner Chain...	Alt + O
Payoff/Print	Alt + P
Play	Alt + Y
Prev	Alt + ^
Print Add't Forms... (Inquiry Screen)	Alt + N
Print Addt'l Forms...(Title Issuance)	Alt + D
Print Screen	Alt + P

Printer Assignment...	Alt + A
Query	Alt + Q
Query Batch	Alt + Q
Query Title	Alt + Q
Recalculate	Alt + A
Reconcile	Alt + N
Record	Alt + D
Refresh	Alt + S
Remove Role	Alt + R
Remove Title (Batch & Batch Add Lien)	Alt + V
Remove Title (Batch Cancel Lien)	Alt + O
Reprint	Alt + P
Reset Password	Alt + R
Retrieve Title	Alt + I
Run VINA	Alt + V
Save	Alt + S
Save/Print	Alt + P
Set/Update Authorizations...	Alt + A
SSN Chain...	Alt + S
Start/Resume Batch	Alt + B
Stop	Alt + P
Suspend	Alt + U
System Totals	Alt + Y
Title Chain...	Alt + A
Title Inquiry...	Alt + N
Toggle Owner/Previous Owner	Alt + G
Update Profile	Alt + P
Use	Alt + U
View Checks...	Alt + V
View Details...	Alt + V
View Title	Alt + V
View Users...	Alt + V
Waived Fees...	Alt + A

LOGON AND LOGOUT OF ATPS II

Logon Procedure

Each user will need a User ID and password to begin an ATPS II application session. After entering the proper User ID, password, and Office ID on the logon screen the ATPS II Main Application Window will be displayed.

Logout Procedure

There are many ways to logout of ATPS II:

- Select **File** from the Menu Bar and **Exit** from the sub-menu.
- Select ALT key and the F4 key simultaneously.
- Select the X in the top right-hand corner of the ATPS II Main Application Window.

QUERY FUNCTION IN ATPS II

Overview of Query Function

The Query function is used to find an existing record or information. Most of the screens in ATPS II include a Query Block to enter values in the fields provided as parameters for the query. The information entered in the parameter field(s) helps to narrow down the search and retrieve the correct information. The Query Block works the same for all screens even though there will be different query parameters available depending on the screen. Parameters are the data that all records returned in the query have in common. For example: if the VIN and the Title Type are used as query parameters, the system will retrieve information from the database that matches the entered VIN and Title Type (e.g., all 'Duplicate' titles for VIN '12345678900000000'). ATPS II will only return records that have both of the entered parameters in common.

Complete the following steps to perform a query:

1. Enter the query parameters in the appropriate field(s) in the Query Block.
2. Select the **QUERY** button. The **QUERY** button can be selected by using the Enter key, shortcut key, or selecting the button with the mouse. If you just tab through the button it will not invoke the query function.
3. To start a new query after the transaction has been completed, select the **CLEAR** button and enter new query parameters.

There are various methods of customizing the criteria entered in a query. ATPS II requires minimum query parameters for all inquiries to insure that a query does not degrade the performance of the system. Some screens in ATPS II provide the ability to use Soundex and Wildcard searches with the query parameters.

To return just one day of information, use one of the following options:

- Enter a date in the Date Range From field and leave the Date Range To field blank.
- Enter a date in the Date Range From field and enter a date at least one day greater in the Date Range To field. (e.g., Date Range From 8/16/1999 and Date Range To 8/27/1999)

For information on performing a query on each of the screens in ATPS II, refer to the appropriate help section(s) for the desired screen.

Wildcard

All LOV Fields and some fields on every **Inquiry** screen provide the ability to use Wildcard searches. For example, use Wildcard searches when you are unsure of the exact spelling of a name or the number of characters in a VIN/WIN/MIN or a name. Partial values and Wildcard characters can be entered as the criteria. For example, if only the first 10 digits for a VIN are known, enter the 10 digits and '%' at the end of the 10 digits. All VINs with these first 10 digits in common will be returned by the query. You can use as many Wildcards in a search as needed. The list below outlines various methods of customizing a query using a Wildcard:

- An underscore (_) represents any single character;
- A percentage symbol (%) represents any sequence of characters, including no characters.

Some examples of Wildcard searches include:

- %123456 will search for all values ending with the last 6 digits entered.
- %Corporation% will search for any organization that has Corporation anywhere in its name
- _IN%S as criteria will retrieve BINS, FINES, WINNERS, WINEMAKERS, etc

- %anBuren will search for VanBuren or vanBuren.
- ENG% will search for ENG, ENGL, ENGR, or other abbreviations of ENG.

NOTE: Wildcard searches will take longer than a regular search.

Soundex

The Owner Chain Inquiry provides the ability to use Soundex for searches. This function allows the ability to query according to words that sound similar. Select the Soundex check box in the Query Block to use this functionality. Use the Soundex search when you are unsure of the spelling of a name or when a name is commonly misspelled. With Soundex, the system ignores the difference between uppercase and lowercase letters and spaces in names (e.g., van Buren, vanBuren, or Van Buren). You must have the first letter of the name correct for Soundex to locate similar names.

Soundex is an indexing system that translates names into a 4-digit code consisting of 1 letter and 3 numbers. The advantage of Soundex is its ability to group names by sound rather than the exact spelling. Take, for example, the name Paine. Some might spell the name as Paine, Pain, Pane, Payn, Payne, etc. The Soundex code for all of these is P500, so the search will bring back all variations of the name.

NOTE: Soundex searches will take longer than a regular search.

VALIDATIONS IN ATPS II

Overview of Validations

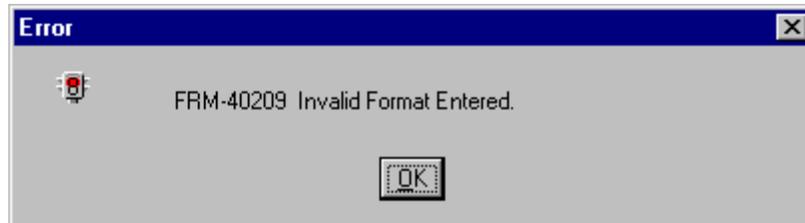
In order to achieve the goal of collecting complete and accurate data, ATPS II includes a Validation function. The Validation function performs error checking routines to make sure required fields are completed, and performs crosschecks between related fields. If a validation routine detects an error, a user will be able to update the incorrect data and make the appropriate changes. All validation errors must be corrected before the transaction will be completed and saved in the system. The Validation function utilizes a variety of techniques that can be grouped into two main categories, field level and transaction level validations.

1. Field level validations occur as a transaction is in process and most are initiated when the user enters data. Field level validations in ATPS II include enabling and disabling fields, highlighting required fields, and providing error messages when the improper format is used. Some additional warnings and error messages are also provided by the field level validation routine.
 - Certain fields and functions within ATPS II will be disabled (or grayed-out) depending on a user's authority and actions performed. For example, when a user selects 'Vehicle' as the Property Type when issuing a title, all fields that apply only to Watercraft and Outboard Motor titles will be disabled. This helps prevent the user from accidentally entering data into the wrong field.
 - Required fields in ATPS II are highlighted in blue to help the user identify those fields that must be entered to complete a transaction.

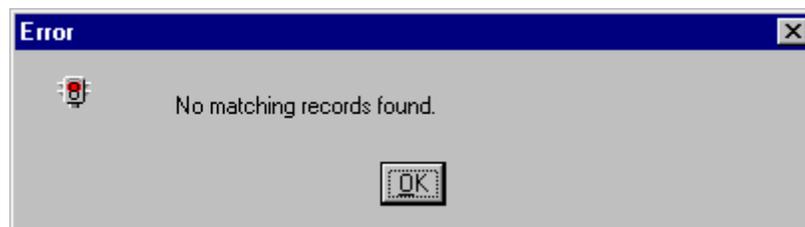
NOTE: The required query parameters in each **Query Block** will not be highlighted in blue since some queries involve the entry of one parameter **or** another. For example, the user must enter **either** the Cashier's User ID **or** the Business Date as the query parameters on the **Multiple Cash Drawer Inquiry** screen. Neither of these fields in the Query Block will be highlighted in blue since both are not required. If a user selects the **QUERY** button without entering the required minimum query parameters, an error

message will appear notifying the user of the minimum required parameters they must enter to continue the transaction.

- Some fields require the user to enter data in the proper format. For example, if a user tries to enter a letter in the Payment Amount field, a warning message will appear notifying the user that a number must be entered in this field.



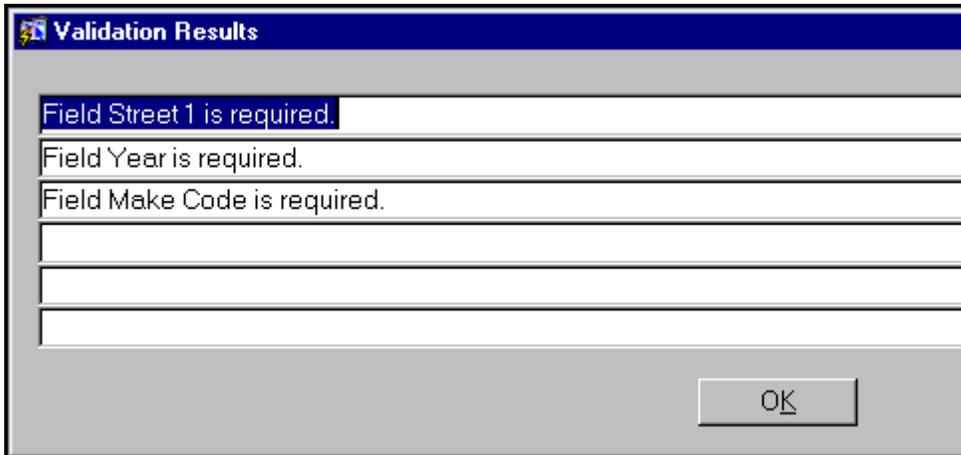
- Additional field level validations are necessary for some functions within ATPS II. For example, on the **Cash Drawer Drop** screen, if a user enters a query parameter incorrectly (e.g., accidentally misspells a Cashier's User ID) an error message will be displayed when the **QUERY** button is selected notifying the user that a cash drawer does not exist for the specified parameters. The user would need to reenter the Cashier's User ID correctly to continue and complete the function.



2. Transaction level validations occur upon completion of a transaction. On most of the screens in ATPS II, selecting the **SAVE**, **SUSPEND**, or **PAYOFF/PRINT** button initiates the transaction level validations. Validations at the transaction level involve a crosscheck between related fields. For example, on the **Title Issuance** screen if a user entered an Inspection Station Number but did not enter an Inspection Station Form Number, the transaction level validation routine would provide a warning message notifying the user that since one of these fields was entered, so must the other. In ATPS II, transaction level validations are displayed to the user in two different manners depending on the type of transaction being performed.
 - On all the screens in ATPS II except for those in Title Issuance, Corrections, and Batch processing, each transaction level validation error will be displayed in pop-up windows one at a time when the transaction is completed. When the user initiates the completion of a transaction (e.g., selects the **SAVE** button) the first transaction level validation error will be displayed in a pop-up window. The user will then select **OK** on the pop-up window to return to the screen and update the necessary fields to correct the error. The transaction level validations should again be initiated (e.g., select the **SAVE** button again). The next validation error pop-up window will be displayed. This process will continue until the transaction has no validation errors and is saved successfully.



- On the Title Issuance, Correction, and Batch screens, one validation pop-up window will display all validation errors at the completion of the transaction. When the user initiates the completion of a transaction (e.g., selects the **PAYOFF/PRINT** button) a pop-up window will display all the transaction level validation errors for the transaction. The user may either minimize or close this pop-up window to return to the screen and update the necessary fields to correct the error(s). After all validation errors are corrected, the transaction level validations should again be initiated (e.g., select the **PAYOFF/PRINT** button again). The transaction will be completed and saved to the system when no validation errors exist.



TITLE ISSUANCE

Overview of Title Issuance in ATPS II

The **Title Issuance** screen provides the user with the proper authority the ability to issue an Ohio Title for a Motor Vehicle, Watercraft, or Outboard Motor.

Either an Ohio Title or a Memorandum Title must be printed on the **Title Issuance** screen. ATPS II will generate a new Title Number and Control Number every time an Ohio Title is printed (even if a Duplicate or Replacement Title is issued). If only a Memorandum Title is printed, a new Title Number will not be generated. For more information on printing only a Memorandum Title, Refer to the Memo Only Transaction section.

For an outline of the steps necessary to issue an Ohio Title, refer to the section Issuing a Title in ATPS II.

The following functions may be performed on the **Title Issuance** screen in order to issue an Ohio Title:

- Define the Title Transaction
- Query Function in Title Issuance
- Enter Title Data
- Enter Owner/Lien Data
- Enter Receipt Data
- Enter Payment Data
- Suspend Function
- Payoff/Print Function
- Print Check Function in Title Issuance
- VINA Function
- Watercraft Algorithm Function
- Correct VIN/WIN/MIN Function
- Memorandum Only Transaction
- Pre-ATPS Title Transaction
- Salvage Title Transactions
- Convert the Property Type of a Title
- Convert an Out of State Title to an Ohio Title

The following fields are located on the **Title Issuance** screen:

Title Information Block

- Memo-Only
- Pre-ATPS
- Lien Replacement

- Title Type
- Evidence Type
- Previous Title State
- Previous Title Country
- Reassignment State

Query Block

- Previous Control Number
- Previous Title Number
- Property Type
- VIN/WIN/MIN
- Batch Number

Title Tab

- Issue Date
- Property Type
- VIN/WIN/MIN
- Age
- Previous Title/Registration Number
- VINA Override
- Active
- Number of Liens
- Number of Active Liens
- Title Transaction Comments (Printed)
- Title Transaction Comments (Not Printed)
- Title Chain Comments

Property Information Block

Vehicle

- Make
- Make Description
- Body Type
- Model
- Model Description
- Year
- Conversion
- Brand (1,2,3)
- Description (Brand)
- Condition

- No Odometer
- Mileage
- Mileage Brand
- Mileage Justification Code

Watercraft

- Make
- Model
- Year
- Length in Feet
- Length in Inches
- Number of Inboard Motors
- Inboard Motor MIN
- Inboard Motor Make
- Inboard Motor HP

Outboard Motor

- Make
- Model
- Year
- HP

Previous Owner Information Block

- Number of Prev. Owners
- Type

Company

- Company Code
- Name
- FEIN
- SSN

Individual

- Last Name
- First Name
- M.I.
- Suffix
- SSN
- Minor?
- DOB
- WROS

Dealer

- Permit Number
- Name
- Vendor Number
- DBA Number
- * (DBA Print Option)
- DBA Name

Vendor

- Vendor Number
- User-Entered Vendor Number
- Name
- FEIN

Address

- Zip Code
- Zip Code Suffix
- Street 1
- Street 2
- City
- State
- Country
- International Zip Code

Owner Information Block

- Number of Owners
- Type

Company

- Company Code
- Name
- FEIN
- SSN

Individual

- Last Name
- First Name
- M.I.
- Suffix
- SSN
- Minor?

- DOB
- WROS

Dealer

- Permit Number
- Name
- Vendor Number
- DBA Number
- * (DBA Print Option)
- DBA Name

Vendor

- Vendor Number
- User-Entered Vendor Number
- Name
- FEIN

Address

- Zip Code
- Zip Code Suffix
- Street 1
- Street 2
- City
- State
- Country
- International Zip Code
- County of Residence

Lien Information Block

- LH#
- Company Code
- Lienholder Name
- Lien Date
- Cancel Date
- Active
- Reassigned
- Reassigned From
- Zip Code
- Zip Code Suffix
- Street 1

- Street 2
- City
- State
- Country
- International Zip Code

Receipt Tab

- Business Date
- Office Date
- Purchase Date
- Age
- Tax Type
- Exemption Code
- Exemption Justification Code
- Prev. Owner Dealer Permit Number
- DBA Number
- * (DBA Print Option)
- Previous Owner Vendor Number
- Inspection Form Number
- Inspection Station Number

Fee Information Block

- Title Fee
- Late Fee
- Memo Fees
- Inspection Fee
- Archive Fee
- Lien Fees
- Affidavit Fees
- Misc. Fees
- Total Fees
- Waived?

Miscellaneous Fees Pop-up Window

- Miscellaneous Fees
- Miscellaneous Fee Description
- Amount

Waived Fees Pop-up Window

- Waived Fees Description (for each Fee Type)

Tax Information Block

- Charge Transit Tax
- Purchase Price
- Trade-In Amount
- Taxable Amount
- Sales Tax
- Sales Tax Credit
- Vendor Discount
- Taxes Paid on Previous Transaction
- Total Net Taxes

Broker Information Pop-up Window

- Broker Permit Number
- Broker Vendor Number
- Broker Name

Collection Information Block

- Total Fees
- Total Net Taxes
- Total Due
- Total Paid
- Remaining Due
- Change Due
- Change Type

Payment Information Block

- Category
- Payment Type
- Payment Amount
- Payment Type Description
- Check Number
- Check Guarantee Code
- Check Guarantee Amount
- Check Guarantee Type
- Guarantor Name

Issuing a Title in ATPS II

Complete the following steps to issue a basic Ohio Title:

1. Navigate to the **Title Issuance** screen by selecting **Title** from the menu bar and **Title Issuance** from the sub-menu. The **Title Issuance** screen will be displayed. Only the toolbars and the query block will be displayed on the **Title Issuance** screen. The **Title Issuance** screen will remain open for multiple Title Issuance transactions (unless the **EXIT** button is selected). The user does not need to select **Title Issuance** from the menu for each Title Issuance transaction.
2. Select the **Title Type** of the title to be issued and the **Evidence Type** presented for the title transaction. For more information on entering the Title Type and Evidence Type, refer to the [Overview of the Title Information Block](#) section.
3. Enter query parameters and select the **QUERY** button, or scan an Ohio Title's bar code (for querying by Control Number). Once a query has been executed, the Title Issuance Tabs will be displayed. If a previous Ohio title exists, certain data will be pre-populated (depending on the Evidence Type). For more information on querying and the pre-population of data on the **Title Issuance** screen, refer to the [Overview of the Query Function in Title Issuance](#) section.
4. Once the Title Issuance Tabs are displayed, data may be entered for the new title. The **Title Issuance** screen consists of three tabs:
 - **Title Tab**
 - **Owner/Liens Tab**
 - **Receipt Tab**
5. The Title Tab or the Receipt Tab will be displayed first depending upon the user's County Setup. Refer to the section [Overview of County Setup](#) for more information. Data may be entered in any order on any Title Issuance Tabs regardless of the County Setup.
6. During a title issuance transaction, data pre-populated from a previous title record may be changed. Once the title has been printed, a Replacement Title must be created in order to modify data printed on the title. In order to modify data that is not printed on the title, utilize the correction process. Refer to the section [Overview of Corrections in ATPSII](#) for more information on the correction process.
7. If title data entered on the Title Tab also applies to fee and tax information on the Receipt Tab, ATPS II will automatically populate the title data into the appropriate fields on the Receipt Tab (and vice versa).
8. To suspend a title transaction, select the **SUSPEND** button in the Footer Block. Refer to the section [Overview of the Suspend Function](#).
9. To print forms in addition to the Ohio Title and the receipt, select the **PRINT ADDT'L FORMS** button on the **Title Issuance** screen. Refer to the section [Overview of Other Forms in ATPS II](#) for more information.
10. To payoff the title transaction and print the Ohio Title and the receipt, select the **PAYOFF/PRINT** button in the Footer Block. A title or receipt will never be printed or paid off until all title and receipt data have been entered. Refer to the section [Overview of the Print/Payoff Function](#).

Defining the Title Transaction

Overview of Title Information Block

The Title Information Block provides the ability to define a new title transaction. To define the Title Transaction, select the Title Type of the new title, the Evidence Type used for the new title transaction, and the Title State or Title Country of the previous title. If the Title Country is entered, enter an XX in the Title State field.

<input type="checkbox"/> Memo-Only	<input type="checkbox"/> Pre-ATPS	<input type="checkbox"/> Lien Replacement-Only	Previous Title State: 0
Title Type: ORIGINAL	Evidence Type: OHIO TITLE		

The Title Type indicates the type of new title that will be issued in the new title transaction. This should not be the type of title used as evidence in the new title transaction. The Title Types in ATPS II include:

- Original
- Replacement
- Duplicate
- Salvage
- Salvage Replacement
- Salvage Duplicate

For more information on Duplicate, Replacement, Salvage Duplicate, and Salvage Replacement Title Transactions, refer to the section Duplicate and Replacement Title Transactions.

For more information on Salvage Transactions, refer to the section Salvage Title Transactions.

The Evidence Type indicates the evidence used for the new title transaction to prove ownership of the Motor Vehicle, Watercraft, or Outboard Motor. Evidence Types in ATPS II include:

- Ohio Title
- Non-Ohio Title
- MCO – In State
- MCO – Out of State
- Unclaimed Affidavit 4505(Vehicle)/4585(Watercraft and Motor)
- Unclaimed Affidavit 4513(Vehicle)/1547(Watercraft and Motor)
- Authorization Letter
- Bill of Sale
- Assembled
- Affidavit of Ownership
- Court Order
- Registration
- Reassignment
- Repossession
- None (for Duplicate and Salvage Duplicate Title Types Only).

Query Function in Title Issuance

Overview of the Query Function in Title Issuance

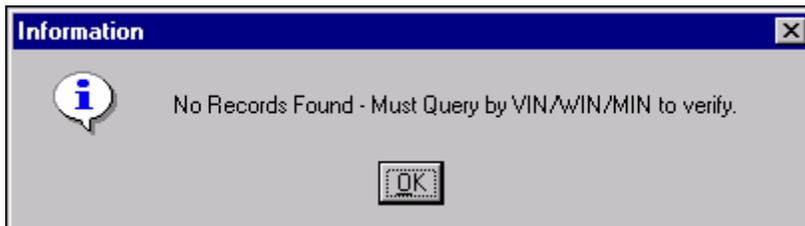
A query must be performed on the **Title Issuance** screen (even if an Ohio Title is not expected to exist in ATPS II). For general information on querying in ATPS II, refer to the section Overview of the Query Function.

The screenshot shows a horizontal toolbar with the following fields:

- Previous Control #: [text input]
- Previous Title #: [text input]
- Property Type: [dropdown menu]
- Batch #: [text input] - [text input]
- VIN/WIN/MIN: [text input]

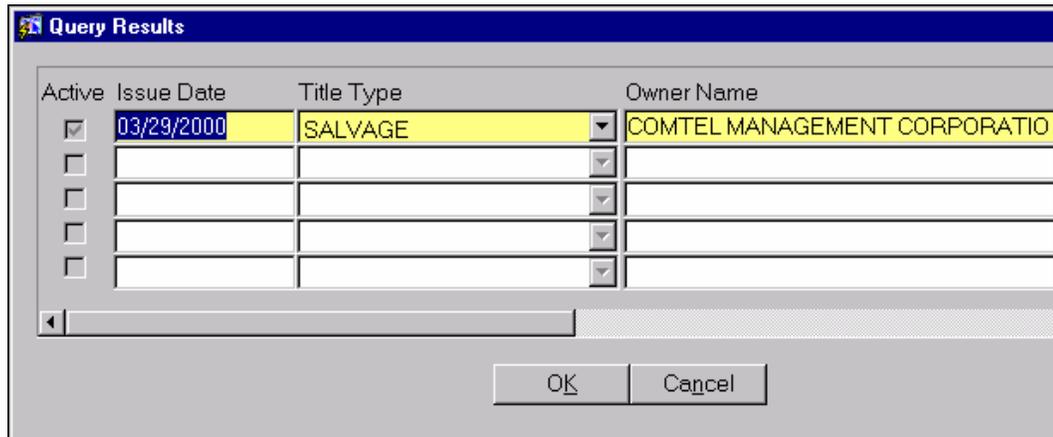
Complete the following steps to perform a query on the **Title Issuance** screen:

1. The **Title Issuance** screen must be displayed. Only the toolbars and the query block will be displayed on the **Title Issuance** screen.
2. Prior to performing a query, select the Title Type, Evidence Type, and Previous Title State or Previous Title Country. For more information, refer to the [Overview of the Title Information Block](#).
3. To execute a query, either scan the bar code of an Ohio Title or enter one of the following query parameters. Do not enter more than one query parameter. If more than one parameter is entered, the query will not run successfully.
 - Previous Title Number
 - Previous Control Number
 - A combination of Property Type and VIN/WIN/MIN
 - Batch Number and Sub-Batch Number (for retrieving suspended transactions only)
4. If query parameters are entered manually, select the **QUERY** button. This will execute the query. Scanning the bar code of an Ohio Title will execute the query automatically.
5. A query by Batch Number will search only the County Suspense Database.
6. If a query returns no matching title records, the following may occur:
 - If the parameter used in the query is the Property Type 'Vehicle' and a VIN, the VINA function will be performed. For more information on the VINA function, refer to the section [Overview of the VINA Function](#).
 - If the parameter used in the query is a Previous Control Number or Previous Title Number, ATPS II will prompt the user to query by the VIN/WIN/MIN. Select **OK** and then select the **CLEAR** button. Then enter the Property Type and VIN/WIN/MIN as query parameters and select the **QUERY** button.

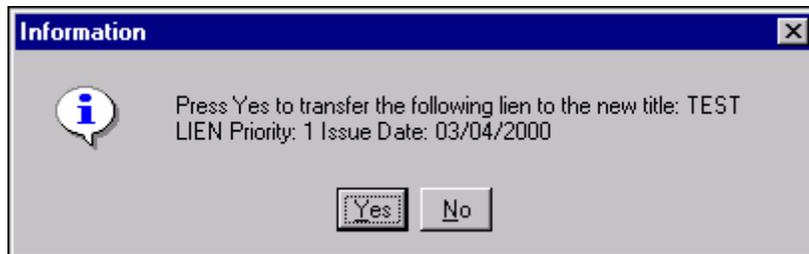


- If no record is returned by the query and the Evidence Type is 'Unclaimed Affidavit 4505/4585' or 'Unclaimed Affidavit 4513/1547', ATPS II will automatically populate 'Unclaimed Affidavit' into the Previous Owner Name, Street 1 and Title Transaction Comment (Printed) fields.

7. If a query returns one matching title record, the Query Results grid will display information about the returned record. Confirm that the record returned by the query is the correct record. Select the horizontal scrollbar to view additional information about the record.
 - If the record displayed in the grid is the correct previous title record, select **OK**.
 - If the record displayed in the grid is not the correct previous title record, select the **CANCEL** button. The query will be cancelled. Select the **CLEAR** button on the footer block to execute a new query.

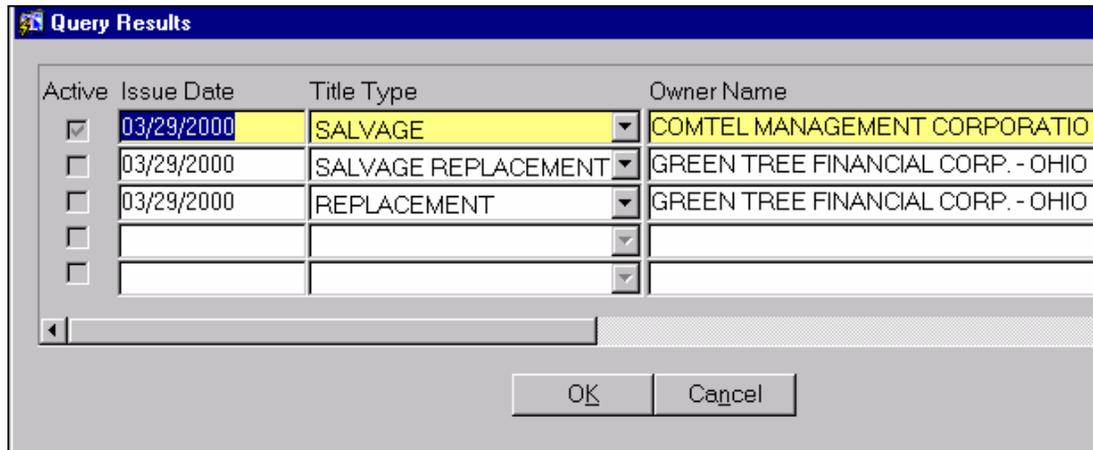


8. If a lien exists on the previous title record and ownership is changing, ATPS II will provide a message whether the lien should be transferred onto the new title. If 'No' is selected, the lien will be canceled on the previous title record. A message will be displayed for each lien on the previous title.



9. ATPS II will automatically populate the screen with information from the previous title record. The Previous Title Number, Property Type, VIN/WIN/MIN, and (if available) Title Chain Comment, Conversion, Brand, and Property Information will be automatically populated. Other Information will be pre-populated depending upon the **Evidence Type**.
 - The Previous Owner Information will be automatically populated for certain Evidence Types. ATPS II will not populate the Previous Owner Information for the evidence types 'Non-Ohio Title', 'Registration', and 'Reassignment'.
 - For Replacement, Duplicate, Salvage Replacement, and Salvage Duplicate titles, all active liens will automatically be populated onto the new transaction (because the ownership is not changing).
 - When 'Repossession' is selected as the Evidence Type, the first active lien on the previous title record will be automatically populated into the Owner Information section of the new title transaction. Liens do not need to be cancelled prior to issuing a Repossession Title:
 - If the first lien is the only lien on the previous title record, ATPS II will cancel the lien automatically.

- If there are multiple liens on the previous title record, ATPS II will not cancel any liens. All liens will be transferred onto the Repossession Title.
 - When 'Unclaimed Affidavit 4505/4585' or 'Unclaimed Affidavit 4513/1547' is selected as the Evidence Type, 'Unclaimed Affidavit' will automatically populate into the Title Transaction Comments (Printed) field.
10. If a query returns more than one matching record, the Query Results grid will be displayed listing information about all records returned by the query. Select the correct record to use as the previous title in the new title transaction.



11. If a query by the Evidence Types 'Non-Ohio Title', 'Registration', or 'Reassignment' return an active title record for the same VIN/WIN/MIN, further steps must be taken. Refer to the [Multiple Active Title Records for the Same VIN/WIN/MIN](#) section for more information.
12. Once the query is successfully performed, the Title Issuance Tabs will be displayed for data entry. ATPS II will automatically generate a Batch Number for the transaction.

Multiple Active Title Records for the Same VIN/WIN/MIN

ATPS II provides a warning notification when an active title record already exists for the same VIN, WIN, or MIN. This warning will be provided for certain Evidence Types when the query parameters are the Property Type and VIN/WIN/MIN. There are legitimate times that two active records exist with the same VIN, WIN, or MIN. The user with the proper authority must determine whether the existing, active title record is legitimate.

Two messages will be displayed to the user to determine the appropriate steps to be taken. The first message will prompt whether the existing, active title is for the same property (i.e., same vehicle, watercraft, or outboard motor). The user must analyze the Property Information to ensure that the records are the same property. The second message will vary depending upon the selection made in the first message.

1. If the user selects 'Yes' for the first message (i.e., the active titles are the same property), a second message will be displayed for the user to determine whether the active record should be inactivated:
 - If 'Yes' is selected for the second message, the existing, active title record will be inactivated and the new title will become the only active record for that VIN/WIN/MIN.
 - If 'No' is selected for the second message, two active records will exist for the same VIN/WIN/MIN in the system. Only the user with the proper authority may select 'No'.

2. If the user selects 'No' for the first message (i.e., the active titles are for different property), a second message will be displayed for the user to determine whether the VIN/WIN/MIN on both records are correct.
 - If 'Yes' is selected for the second message (i.e., both VINs/WINs/MINs are correct), a suffix will automatically be added to the VIN/WIN/MIN of both title records in order to make the VIN/WIN/MIN unique for chaining purposes.
 - If 'No' is selected for the second message (i.e., one of the VINs/WINs/MINs is incorrect), the user with the proper authority may continue with the current title transaction. Enter the reason for allowing multiple VIN/WIN/MIN records to remain active in the Title Transaction Comment field. The incorrect VIN/WIN/MIN may be fixed at a later time by performing the Correct VIN/WIN/MIN function. Refer to the section [Overview of Correct VIN/WIN/MIN Function](#) for more information.
3. If the user is not authorized to continue when an active title record already exists for the same VIN/WIN/MIN, a user with the proper authority may override this security check. This will allow the title transaction to be processed despite the fact that multiple active records will exist for the same VIN/WIN/MIN. For more information on security overrides, refer to the section [Performing Overrides](#).

Administrative Holds in Title Issuance

If a query on the **Title Issuance** screen returns a matching record that has a Type 1 (On Hold) or Type 3 (Stolen) Administrative Hold, a message will be displayed. If the Property Type is 'Vehicle', the message will display 'Administrative Hold, Please Contact Ohio BMV, Title Section'. If the Property Type is 'Watercraft' or 'Outboard Motor', the message will display 'Administrative Hold, Please Contact the Ohio Department of Natural Resources (ODNR), Title Department'. A title transaction may not be processed if a Type 1 or Type 3 Administrative Hold has been placed on the previous record.

Enter Title Data

Overview of Title Tab

The Title Tab provides the ability to enter Title Information, Property Information and Previous Owner Information.

1. The Title Information Block provides the ability to enter miscellaneous information about the title record.
 - The Override VINA and Active fields are system assigned and display only. The Override VINA field indicates whether the [VINA function](#) has been overridden on the previous title record. The Active field indicates the status of the title record.
 - The Property Type field in the Title Information Block will default to the Property Type of the previous title or the Property Type indicated on the Title Query Block. To change the Property Type of a title (e.g., convert an outboard motor title to a watercraft title), refer to the section [Converting the Property Type of a Title](#).
2. The Property Information Block provides the ability to enter information about the property being titled. Refer to the [Overview of Property Information Block](#) for more information on this block.
3. The Previous Owner Information Block provides the ability to enter information about the owner of the previous title record. Refer to the [Overview of Previous Owner Information Block](#) for more information on this block.

Property Information Block

Overview of Property Information Block

The Property Information Block provides the ability to enter information about the property being titled.

Complete the following steps to enter Property Information:

1. Navigate to the Title Tab on the **Title Issuance** screen.
2. The fields displayed in this block will be determined according to the Property Type. For example, if the 'Vehicle' Property Type is selected, fields relevant to motor vehicles will be displayed in the Property Information Block. If the Property Type is changed to 'Watercraft', the fields displayed in the Property Information Block will change to those applicable to Watercraft. To change the Property Type of a title (e.g., convert an outboard motor title to a watercraft title), refer to the section [Converting the Property Type of a Title](#).

Property Information Block for the 'Vehicle' Property Type:

The screenshot shows a 'Property Information' form for a 'Vehicle' property type. The form is organized into several sections:

- Make:** A dropdown menu with a cyan highlight and a 'Description:' text box.
- Body Type:** A dropdown menu with a cyan highlight.
- Model:** A dropdown menu with a cyan highlight and a 'Description:' text box.
- Year:** A text input field with a cyan highlight.
- Conversion:** A text input field.
- Brand 1, Brand 2, Brand 3:** Three dropdown menus, each with a 'Description:' text box.
- Condition:** A dropdown menu.
- No Odometer:** A checkbox.
- Mileage:** A text input field with a cyan highlight.
- Mileage Brand:** A dropdown menu.
- Mileage Justification Code:** A dropdown menu.

Property Information Block for the 'Watercraft' Property Type:

Property Information

Make: Model: Number of Inboard Motors:

Year: Length: In.

MIN	Motor Make	HP
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

2. If a Previous Ohio title was returned by a query, some or all Property Information will automatically be populated on the Title Tab (depending upon the **Title Type**).
3. If a Previous Ohio title was not returned by a query, Property Information must be entered. The **VINA function** will automatically populate some Property Information (e.g., Make, Model, Year, etc.) for vehicles.

Previous Owner Information Block

Overview of Previous Owner Information Block

The Previous Owner Information Block provides the ability to enter information about the previous owner of the property.

In addition to the steps outlined in Issuing a Title in ATPS II, complete the following steps to enter Previous Owner Information:

1. Navigate to the Title Tab on the **Title Issuance** screen.
2. Enter the number of previous owners to be entered in the Number of Prev. Owners field.
3. Select the **Type** field in the Previous Owner Information Block as an Individual, Company, Dealer, or Vendor. The fields in this block will change automatically depending upon the value selected from the Type field. For example, if the 'Individual' Type is selected, fields applicable to Individuals (i.e., Last Name, WROS, etc.) will be displayed in the Previous Owner Information Block. If the Type field is changed to 'Dealer', the fields displayed in the Previous Owner Information section will change to be relevant to Dealers (i.e., Dealer Permit Number, DBA Number, etc.). Some Customer Types share fields in common.

Previous Owner Information Block for the 'Individual' Type:

The screenshot shows a form titled "Previous Owner Information". It contains the following fields and options:

- Number of Prev. Owners: 1
- Type: INDIVIDUAL (dropdown menu)
- Last Name: [Redacted]
- First Name: [Redacted]
- M.I.: [Redacted]
- Suffix: [Redacted]
- SSN: [Redacted]
- Zip Code: [Redacted]
- Street 1: [Redacted]
- Street 2: [Redacted]
- City: [Redacted]
- State: [Redacted]
- Country: US
- International Zip Code: [Redacted]
- Minor? (checkbox)
- WROS (checkbox)
- DOB: [Redacted]

4. To indicate that a title transaction is Casual, select 'Individual' or 'Company' as the Previous Owner Type.
5. Enter the address of the Individual, Company, Dealer, or Vendor.
6. To enter multiple previous owners, select the **NEXT>** button. The blank Previous Owner Information Block will be displayed, allowing the user to enter an additional previous owner.
 - If the user selects the **NEXT>** button by mistake, select the Remove Row menu option from the Edit menu or select the Shift Key and the F6 key simultaneously. The extra Previous Owner record will be removed.
7. To navigate back to already entered previous owners, select the **<PREV** button.

Enter Owner/Lien Data

Overview of Owner Liens Tab

The Owner/Liens Tab provides the ability to enter new Owner Information and Lien Information.

In addition to the steps outlined in Issuing a Title in ATPSII, complete the following steps to enter Previous Owner Information:

1. The Owner Information Block provides the ability to enter information about the owner of the new title record. Refer to the section [Overview of the Owner Information Block](#) for more information.
2. The Lien Information Block provides the ability to enter information about a new, active lien for the title record. The Lien Information Block displays information about active liens that currently apply to the title record, and inactive liens that have previously applied to the title. A lien may be cancelled or re-assigned in the Lien Information Block. Refer to the section [Overview of Lien Information Block](#) for more information.

Owner Information Block

Overview of Owner Information Block

The Owner Information Block provides the ability to enter information about the current owner of the property.

In addition to the steps outlined in Issuing a Title in ATPS II, complete the following steps to enter Owner Information:

1. Navigate to the Owner/Liens Tab on the **Title Issuance** screen.
2. Enter the number of owners to be entered in the Number of Owners field.

3. Select the **Type** field in the Owner Information section as an Individual, Company, Dealer, or Vendor. The fields in this block will change automatically depending upon the value selected from the Type field. For example, if the 'Individual' Type is selected, fields applicable to Individuals (i.e., Last Name, WROS, etc.) will be displayed in the Owner Information Block. If the Type field is changed to 'Dealer', the fields displayed in the Previous Owner Information section will change to be relevant to Dealers (i.e., Dealer Permit Number, DBA Number, etc.). Some Customer Types will share fields in common.

Owner Information Block for the 'Dealer' Type:

The screenshot shows a form titled "Owner Information" with the following fields and values:

- Number of Owners: 1
- Type: DEALER
- Zip Code: [] - []
- Street 1: []
- Street 2: []
- City: []
- State: []
- Country: US
- International Zip Code: []
- County of Residence: 82
- Permit #: []
- DBA #: [] *CORP ONLY
- Vendor #: []
- Name: []

4. To indicate that a title transaction is Casual, select 'Individual' or 'Company' as the Owner Type.
5. Enter the address of the Individual, Company, Dealer, or Vendor.
6. To enter multiple previous owners, select the **NEXT>** button. The blank Owner Information Block will be displayed, allowing the user to enter an additional owner.
 - If the user selects the **NEXT>** button by mistake, select the Remove Row menu option from the Edit menu or select the Shift Key and the F6 key simultaneously. The extra Owner record will be removed.
7. To navigate back to already entered previous owners, select the **<PREV** button.

Lien Information Block

Overview of Lien Information Block

The Lien Information Block provides the ability to enter a new lien, cancel a lien, or reassign a lien to a different Lienholder. The Lien Information Block displays information about active and inactive liens that currently apply to the title record. The Active checkbox indicates whether the lien is active. Liens may be added, cancelled, or reassigned during a title transfer, or as a Replacement Title due to the update of an existing title record.

In addition to the steps outlined in Issuing a Title in ATPS II, complete the following steps to enter a new lien:

1. Navigate to the Owner/Liens Tab on the **Title Issuance** screen.
2. Select the next blank row of the Lien Information Block grid.
3. If a Company Code is available, select a Company Code. The remaining fields in the Lien Information Block will be populated based on the Company Code.
4. If a Company Code is not available, a new Lienholder Name and Address may be entered manually.

5. The Lien Date may be entered. If a Lien Date is not entered, the Lien Date will automatically be set as the Calendar Date when the **PAYOFF/PRINT** button is selected.
6. ATPS II will automatically 'Check' the Active checkbox when a lien is added.
7. ATPS II will automatically generate the Lienholder Number. The new active lien will become the last lien if there are existing active liens.
8. If more than 2 active liens are entered, a Lien Discharge Form may be printed. Refer to the [Overview of Other Forms in ATPSII](#) section for more information.

Complete the following steps to cancel an active lien on the Owner/Liens Tab:

1. Navigate to the Owner/Liens Tab on the **Title Issuance** screen.
2. Select the lien to be cancelled in the Lien Information Block.
3. Select the **CANCEL LIEN** button.
4. The Active checkbox will be 'un-checked' and the Cancel Date will be automatically populated.
5. An Ohio Title must be printed if this button is selected from the Owner/Liens Tab on the **Title Issuance** screen. If a lien is cancelled in a batch, printing an Ohio Title is not required. Refer to the section [Overview of Batch Cancel Lien](#) for more information.

Liens that have been cancelled in error may be re-instated through the Corrections Function. Refer to the section [Reinstating a Lien](#) for more information.

Complete the following steps to reassign a lien to a different Lienholder on the Owner/Liens Tab:

1. Navigate to the Owner/Liens Tab on the **Title Issuance** screen.
2. Select the Reassigned checkbox next to the existing lien that will be reassigned to a new lienholder. A prompt will be displayed that the existing Lienholder must be canceled.
3. Select the next blank row of the Lien Information Block grid.
3. Enter information about the new Lienholder. Enter the Lien Date as the Date of the original lien (not the calendar date).
4. Enter the Lienholder Name of the old lien that was re-assigned to the new Lienholder in the Reassigned From field.

Enter Receipt Data

Overview of Receipt Tab

The Receipt Tab provides the ability to enter Fee Information, Tax Information, and Payment Information for the new title.

1. Receipt data (including Payment Information) may be entered prior to entering title data. However, the title transaction may not be paid off and the receipt may not be printed until all title and receipt information has been entered. Refer to the section [Overview of Payoff/Print Function](#) for more information.

2. If the user paying off the title is different than the user entering title and receipt data, the title must be suspended in order for a different user to work on the same title transaction. Refer to the section [Overview of the Suspend Function](#) for more information.
3. The Receipt Information Block on the Receipt Tab provides the ability to enter title data related to fee and tax information.
 - Certain fields in this block are also displayed on other Title Issuance Tabs. For example, the Age field appears on both the Title Tab and the Receipt Tab. If the Age is entered on the Title Tab, the Age field on the Receipt Tab will automatically be populated with the same value entered on the Title Tab.
4. The [Fee Information Block](#) provides the ability to enter fee-related information.
5. The [Tax Information Block](#) provides the ability to enter tax-related information.
6. The [Collection Information Block](#) displays summary information about the fees and taxes collected for the title transaction.

Fee Information Block

Overview of the Fee Information Block

The Fee Information Block provides the ability to enter fee-related information.

- ATPS II will automatically calculate the Amount column in the Fee Information Block based on the information entered. For example, if an Inspection Station Number and Inspection Form Number are entered, an Inspection Fee will be populated automatically in the Amount column.
- A number may be entered in the Memo Fees, Lien Fees, and Affidavit Fees. Fees listed in the Amount Column will be calculated automatically based on the number entered. For example, if the Lien Fee is \$5.00 and there are three liens on the title, enter '3' in the Lien Fees field. The Amount column will be populated with '\$15.00' automatically.
- To waive a fee, select the Waived? checkbox next to the appropriate fee. Refer to the section [Overview of Waived Fees in Title Issuance](#) for more information.
- To enter a miscellaneous fee, select the **MISC FEES** button. Refer to the section [Overview of Miscellaneous Fees in Title Issuance](#) for more information.
- Based on the individual fee amounts, the Total Fees field is automatically calculated and displayed.

Overview of Miscellaneous Fees in Title Issuance

ATPS II provides the capability to add miscellaneous fees to a title issuance transaction. ATPS II also provides the ability to process miscellaneous receipt transactions without processing a title issuance transaction. Refer to the section Overview of Miscellaneous Receipt Transactions in ATPSII for more information. Miscellaneous Fees in Title Issuance include:

- Unclaimed affidavit
- Title searches
- Certified copies
- Photocopies
- Passports

- Hunting/fishing licenses
- Reports (for sale to customers)
- Other miscellaneous fees

The fee amount will be automatically populated for title searches and certified copies. All other miscellaneous fee amounts must be entered by the user (i.e., these are not system-generated).

Complete the following steps to include a miscellaneous fee in a title issuance transaction:

1. Navigate to the Receipt Tab on the **Title Issuance** screen.
2. Select the **MISC FEES** button on the Receipt Tab. The Miscellaneous Fees pop-up window will appear.
3. Select the Miscellaneous Fee Type. To enter a miscellaneous fee that is not listed, select 'Other' as the Miscellaneous Fee Type. A description of the 'Other' miscellaneous fee must be entered in the Misc. Fee Description field. If 'Other' is not selected, then a Misc. Fee Description should not be entered.
4. Enter the amount for the miscellaneous fee in the Fee Total field if the amount is not system generated.
5. To save the entered information, select the **OK** button. The Miscellaneous Fees pop-up window will be closed and the Receipt Tab will be displayed.
6. ATPS II will automatically display the total amount of miscellaneous fees in the Misc. Fees field on the Receipt Tab.

Overview of Waived Fees in Title Issuance

ATPS II provides the capability to waive the following fees associated with a Title Issuance transaction:

- Title Fee (The user must have the proper authority to waive a Title Fee)
- Late Fee (The user must have the proper authority to waive a Late Fee)
- Memo Fee
- Inspection Fee
- Archive Fee
- Lien Fee
- Affidavit Fee

Complete the following steps to waive a fee:

1. Navigate to the Receipt Tab on the **Title Issuance** screen.
2. Select the Waived? checkbox next to the appropriate fee.
3. Select the **WAIVED FEES** button to display the Waived Fees pop-up window.
4. Select the fee to be waived. Enter the reason the fee will be waived in the Waived Fees Description field.
5. To save the entered information, select the **OK** button. The Waived Fees pop-up window will be closed and the Receipt Tab will be displayed.

6. ATPS II will automatically subtract the waived fee from the Total Fees amount.

Tax Information Block

Overview of the Tax Information Block

The Tax Information Block provides the ability to enter tax-related information.

1. Prior to entering tax information in this block, select whether the transaction is 'Exempt' or 'Taxable' in the Tax Type field. If the transaction is 'Exempt', an Exemption Code must be selected. The Purchase Date must be entered prior to entering Tax Information.
2. Enter the Purchase Price, Trade In Amount, and Sales Tax Credit (if applicable).
 - If a higher Transit Tax should be applied (based on the customer's address), select the Charge Transit Tax To checkbox and then select the county with the higher transit tax rate to be applied to the current title transaction. ATPS II will automatically calculate the higher Transit Tax.
 - Enter Broker Information by selecting the **BROKER INFO** button. Broker Information will only be printed on the receipt. Broker Information may be used to calculate the Vendor Discount (if a Broker Vendor Number is entered) and the Trade In Amount (if a Dealer Permit Number is associated with the Broker Vendor Number).
3. For Duplicate, Replacement, Salvage Duplicate, and Salvage Replacement titles, do not select the **CALCULATE TAX** button. Select the **CALCULATE TAX** button if the ownership is changing. The **CALCULATE TAX** button must be selected for all title transfers (even if the transaction is 'Exempt' or the Purchase Price equals '\$0.00'). The taxes will automatically be calculated according to the following formulas:
 - $\text{Purchase Price} - \text{Trade-In Amount} = \text{Taxable Amount}$
 - $\text{Taxable Amount} * \text{Sales Tax \%} = \text{Sales Tax}$
 - $\text{Sales Tax} - \text{Sales Tax Credit} = \text{New Sales Tax}$
 - $\text{New Sales Tax} * \text{Vendor Discount \%} = \text{Vendor Discount Amount}$
 - $\text{New Sales Tax} - \text{Vendor Discount Amount} = \text{Total Taxes}$
5. If a Duplicate, Replacement, Salvage Duplicate, or Salvage Replacement title is being created, the taxes paid on the previous title will be displayed in the Taxes Paid on Previous Transaction field. Refer to the section [Duplicate and Replacement Title Transactions](#) for more information on this functionality.
6. If any information related to tax calculation changes after the **CALCULATE TAX** button has been selected, the Sales Tax and Total Net Taxes fields will be cleared. Select the **CALCULATE TAX** button again to ensure that all credits and taxes are applied appropriately.

Collection Information Block

Overview of the Collection Information Block

The Fee Collection Information Block displays summary information about the total amount due from the customer, the total amount collected from the customer, and any discrepancy between the amount due and the amount collected. The following fields in this block are calculated automatically by ATPS II:

1. Total Fees – The Total Fees due for the transaction.
2. Total Taxes – The Total Taxes due for the transaction.
3. Total Due – A sum of the Total Fees and Total Taxes. The amount to be collected from the customer.
4. Total Paid – The actual amount paid by the customer. ATPS II will automatically populate this field from the Payment Amount(s) entered in the Payment Information Block. Refer to the section [Overview of Payment Information Block](#) for more information.
5. Remaining Due – The remaining amount that must be collected from the customer. If the Total Paid is less than the Total Due, a value will be displayed in the Remaining Due field. Enter an additional Payment Amount equal to the Remaining Due amount, or increase the existing Payment Amount by the Remaining Due amount.
6. Change Due – The amount of change to be returned to the customer. If the Total Paid is greater than the Total Due, a value will be displayed in the Change Due field. The Change Type field will be enabled when a value is displayed in the Change Due field. Select one of the Change Type radio buttons to indicate the method of returning money to the customer.

Enter Payment Data

Overview of Payment Information Block

Information about how the customer paid for a transaction is entered in the Payment Information Block. Payment Information may be entered at any time prior to selecting the **Payoff/Print** button. Refer to the section Overview of the Payoff/Print Function for more information.

- The Category field will default to 'Payment' on the **Title Issuance** screen. This field is disabled and may not be changed.
- The Payment Type must be selected. Multiple payment records may be entered in the Payment Information Block. For example, a customer may pay for half of the transaction with cash and half by check.
 - If 'Check' is selected as the Payment Type, a Check Number and Check Guarantee Information may be entered. See the end of this section for more information on entering Check Guarantee Information.
 - If 'Credit' is selected as the Payment Type, a type of credit card may be entered in the Payment Type Description field.
 - Select 'EFT' as the Payment Type if the customer has paid with an Electronic Funds Transfer (EFT).
 - Select 'ADA' as the Payment Type if the customer is a member of the Automobile Dealers Association (ADA).
- The Payment Amount must be entered. The sum of all Payment Amounts is system-calculated in the Total Paid field. The Total Paid must be greater than or equal to the Total Due in order to complete the transaction. If the Total Paid is less than the Total Due, an amount will appear in the Remaining Due field.
- The Total Paid must be greater than or equal to the Total Due in order to complete the transaction. If this is not true, a value will be displayed in the Remaining Due field. Either update the existing payment record(s) to equal the Total Due or create a new payment record to equal the Remaining Due.

- If the customer pays too much money, change may be returned to the customer and a value will be displayed in the Change Due field. The Change Type field will be enabled so that the method of returning change to the customer may be indicated. Refer to the topic [Print Check Function in Title Issuance](#) for information on how to print a check for the Change Due.
- To enter more than one payment in the Payment Information Block, select the down arrow key in the grid. The second line of the Payment Information Grid will be highlighted in yellow, allowing the entry of a second payment. Any additional payments will be added to the Total Paid in the Collection Information Block.
- To enter Check Guarantee information (formerly Credit Authority Information), the Payment Type must be 'Check'. Select a Check Guarantee Code. The remaining Check Guarantee fields (e.g., Check Guarantee Type, Check Guarantee Amount, etc.) will be populated based on the Check Guarantee Code.

Suspend Function in Title Issuance

Overview of the Suspend Function

ATPS II will provide the ability to suspend a title transaction prior to selecting the **PRINT/PAYOFF** button. All required fields must be entered on the **Title Issuance** screen prior to suspending the transaction. The ATPS II validation routine will be performed against the title transaction when the user suspends the title. A title transaction may be retrieved out of suspense by querying on the Batch Number from the **Title Issuance** screen.

Complete the following steps to suspend a title transaction:

1. Enter all required fields for the title transaction. Note the Batch Number in the Query Block.
2. Select the **SUSPEND** button.
3. If validation errors have occurred, a list will be displayed. For more information on the ATPS II validation routine, refer to the section [Overview of Validations](#) for more information.
4. Once all validation errors have been corrected, select the **SUSPEND** button again.
5. The title transaction will be saved in suspense.

Complete the following steps to retrieve the title transaction out of suspense on the **Title Issuance** screen:

1. A blank **Title Issuance** screen must be displayed. Enter the Batch Number in the Query Block. Select the **QUERY** button to execute the query. For information on querying in Title Issuance, refer to the [Overview of the Query Function in Title Issuance](#) section.
2. If a matching title is found in suspense, the title transaction will be displayed on the **Title Issuance** screen.
3. If the title transaction has been suspended and the Batch Number is not known, navigate to the **Suspense Transactions Inquiry** screen by selecting **Inquiry** from the main menu and **Suspense Transactions** from the sub-menu. Refer to the section [Suspense Transaction Inquiry](#) for more information on this screen.

Payoff / Print Function in Title Issuance

Overview of Payoff / Print Function

The Payoff/Print function is the final action performed for a title transaction on the **Title Issuance** screen. A user must have the proper authority in order to perform the Payoff/Print function. All title and receipt data must be entered prior to performing the Payoff/Print function.

Payment Information may be entered at any time while the title transaction is being processed. However, the title transaction may not be paid off, and the title and receipt may not be printed, until all title and receipt data have been entered. Therefore, Reprocess Refunds are not needed in ATPS II. There will never be a title transaction where the transaction has been paid off and it is later determined that the Title cannot be printed. In ATPS II, the title transaction will not be paid off until the user is ready to print the Title.

The Payoff/Print function will perform the following actions:

- Save the title record,
- Set the Issue Date of the Title as the calendar date,
- Assign a new Title Number and Control Number to the title record,
- Set the status of the previous title record to 'Inactive', if appropriate,
- Set the Lien Date of the Lien(s) as the calendar date, if appropriate,
- Send the Ohio title, Memo title (if appropriate), and the associated receipt to the appropriate printers.

Refer to the section Memo Only Transaction for information on performing the Payoff/Print function for a Memo Only Transaction.

Complete the following steps to payoff and print an Ohio Title in ATPS II:

1. The **Title Issuance** screen must be displayed. Ensure that all Title, Receipt, and Payment Information have been entered. For more information on entering data, refer to the section [Issuing a Title in ATPS II](#).
2. Select the **PAYOFF/PRINT** button to initiate the Payoff/Print function.
3. If there are errors in the title or receipt data, the Validation Results window will be displayed. All errors will be listed in this Validation Results window.
 - To view the full text for a validation error, select the validation message with the mouse. Then, select the Edit Toolbar button or double-click on the message with the mouse. The entire message will be displayed in a pop-up box for easier reading.
 - Select **OK** to return to the Title Issuance Tabs. Correct the data in error on the Title Issuance Tabs. Then select the **PAYOFF/PRINT** button again. All validation errors must be corrected before the title transaction can be completed. For more information on validations in ATPS II, refer to the section [Overview of Validations](#).
4. Once validation errors have been corrected, a confirmation message will be displayed that the title record has been sent successfully to the printer. This message will display the new Title Number and Control Number of the title record.
5. If the Title is sent successfully to the printer by ATPS II but the Title does not actually print successfully, the user may select the **Re-Print** sub-menu option (from the **Title** menu) to print the title with the same Title Number. For more information refer to the section [Reprint Function](#).

Print Check Function in Title Issuance

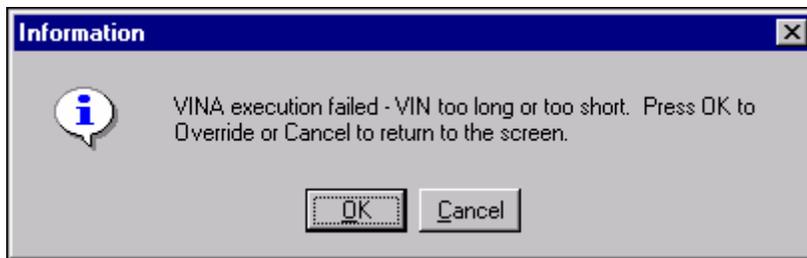
If a Title Issuance transaction is paid off and Change is due back to the customer, an amount will be displayed in the Change Due field. Select the method of returning change to the customer in the Change Type field. If the Change Type is 'Check' and the user is authorized (i.e., the county prints checks via ATPS II), the **Check Maintenance** screen will be displayed once the **PAYOFF/PRINT** button is selected. The user must have the proper authority in order to utilize the **Check Maintenance** screen. The user with the proper authority will have the ability to print a check for the change to be returned to the customer. Refer to the section Issue Checks for more information.

VINA Function

Overview of the VINA Function

The Vehicle Identification and Number Analysis (VINA) function validates a Motor Vehicle's VIN.

1. ATPS II will automatically perform VINA when a query by VIN returns no matching records.
 - If VINA is successful, the Year, Make, Model, and Body Type of the vehicle will be populated automatically in the Property Information Block of the Title Tab. For more information on the Property Information Block, refer to the section [Overview of the Property Information Block](#).
 - If VINA fails, the Title Issuance Tabs will remain disabled. ATPS II will display a message that VINA was not successful and prompt the user whether to override the VINA function. Select **OK** to override VINA and continue with the transaction.

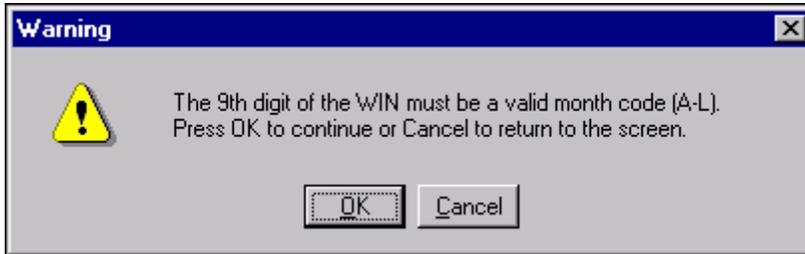


- When VINA is overridden, all Property Information (including the Year, Make, Model, and Body Type) must be entered in the Property Information Block. The Override VINA checkbox will automatically be checked on the Title Tab if this function is used. The Override VINA checkbox will be saved with the title record for future queries or title transactions.
2. The VINA function may be performed on a title record at any time. To run the VINA function against a VIN, select the **RUN VINA** button.
 - When the **RUN VINA** button is selected, and VINA is successful, ATPS II will display a message with the data returned by VINA. This message will prompt the user whether to replace existing ATPS II data with the data returned by VINA. If **OK** is selected, the Year, Make, Model, and Body will be replaced by the data returned from VINA.
 - When the **RUN VINA** button is selected, and VINA fails, ATPSII will display a message that VINA was not successful and prompt the user whether to override the VINA function. Select **OK** to override VINA and continue with the transaction.

Watercraft Algorithm Function

Overview of the Watercraft Algorithm

The Watercraft Algorithm function will validate a Watercraft's WIN. ATPS II will perform the Watercraft Algorithm when the **PAYOFF/PRINT** button is selected. If the WIN is incorrect, message(s) will be displayed. Select **OK** to override the Watercraft Algorithm and not correct the WIN. Select **CANCEL** to return to the screen and correct the WIN. To correct the WIN, select the **CORRECT VIN/WIN/MIN** button. For more information, refer to the Overview of Correct VIN/WIN/MIN Function.



There is no function to validate a Outboard Motor's MIN in ATPS II.

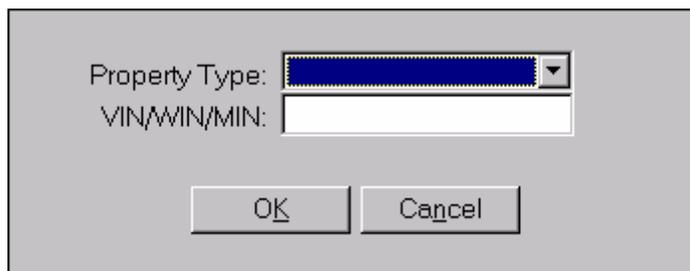
Correct VIN/WIN/MIN Function

Overview of Correct VIN/WIN/MIN Function

ATPS II will provide the ability to correct a VIN, WIN, or MIN during a Title Issuance transaction if the Previous Title's VIN, WIN, or MIN is incorrect. The VIN/WIN/MIN will be corrected only for the new transaction. Previous title records will retain the incorrect VIN/WIN/MIN.

In addition to the steps outlined in the Issuing a Title in ATPS II section, complete the following steps to correct a VIN, WIN or MIN:

1. Select the **CORRECT VIN/WIN/MIN** button.



2. Enter the Property Type and new VIN, WIN, or MIN on the Correct VIN/WIN/MIN pop-up window.
3. Select 'OK' on the pop-up window to return to the Title Issuance Tabs.
4. ATPS II will query the database to ensure that another active title record does not exist for the new VIN, WIN, or MIN. For more information on multiple, active title records returned by a query, refer to the section [Multiple Active Title Records for the Same VIN/WIN/MIN](#).
5. ATPS II will perform the VINA function against the new VIN. For more information on the VINA function, refer to the section [Overview of the VINA Function](#).

Other Title Issuance Transactions

Memo Only Transaction

ATPS II provides the ability to issue only a Memorandum (Memo) Title for an existing Ohio Title. A Memo Only transaction should be initiated if the only action to perform against an Ohio Title is the printing of a Memo Title. If other actions must be performed, the Memo Only Transaction is not necessary. For information on issuing a Memo Title during title issuance, refer to the Memo Fees field.

A Memo Only Transaction may be performed when the previous title is a Pre-ATPS Title. Refer to the section Pre-ATPS Title Transactions for more information.

Complete the following steps to print only a Memo Title:

1. A blank **Title Issuance** screen must be displayed. Select the Memo Only checkbox on the Title Information Block. The Evidence Type and Title Type fields will be disabled.

The screenshot shows a software interface for title issuance. At the top, there are three checkboxes: Memo-Only, Pre-ATPS, and Lien Replacement-Only. Below these are several input fields: 'Title Type:' with a dropdown arrow, 'Evidence Type:' with a dropdown arrow, and 'Previous Title State:' with a dropdown arrow. In the lower section, there are fields for 'Previous Control #:', 'Property Type:' (with a dropdown arrow), 'VIN/WIN/MI', 'Previous Title #:', and 'Batch #:' (with a hyphen and a dropdown arrow).

2. Query on the existing Ohio Title. For more information on querying, refer to the section [Overview of the Query Function in Title Issuance](#).
3. The existing Ohio title will be displayed on the Title Issuance Tabs. No information should be changed on the title when the Memo Only checkbox is selected. Any changes made to data displayed on the Title Tab or Owner/Liens Tab will not be saved.
4. Navigate to the Receipt Tab to enter [Fee Information](#) and [Payment Information](#) for the fee associated with the printing of a Memo Title.
5. Select the **PAYOFF/PRINT** button.
6. A new Title Number will not be generated and the Issue Date of the Ohio Title will remain the same. The Issue Date of the Memo Title will be the calendar date the Memo Title is printed. A Memo Only receipt will also be saved and printed for the transaction. The existing title record will not be updated.

Pre-ATPS Title Transaction

When a Pre-ATPS title is the previous title record in a title transaction, select the Evidence Type 'Ohio Title' and select the Pre-ATPS checkbox. Any Title Type may be issued in the title transaction as long as the Evidence Type is 'Ohio Title' and the Pre-ATPS checkbox is selected. A query must be performed using a combination of Property Type and VIN/WIN/MIN when the Pre-ATPS checkbox is selected. The Pre-ATPS title does not need to be 'historied' into ATPS II.

To issue an Ohio Title based on a Pre-ATPS Title, complete the following steps:

1. Select the Pre-ATPS checkbox.

<input type="checkbox"/> Memo-Only	<input checked="" type="checkbox"/> Pre-ATPS	<input type="checkbox"/> Lien Replacement-Only	Previous Title State: O
Title Type: ORIGINAL	Evidence Type: OHIO TITLE		
Previous Control #: <input type="text"/>	Property Type: <input type="text"/>		VIN/WIN/MI
Previous Title #: <input type="text"/>	Batch #: <input type="text"/> - <input type="text"/>		

2. Select the Title Type and Evidence Type of the new title transaction.
3. Enter the query parameters as the Property Type and VIN/WIN/MIN. Select the **QUERY** button. For more information on querying, refer to the section [Overview of the Query Function in Title Issuance](#).
4. Once the Title Issuance Tabs are displayed, process the new title transaction by entering all relevant data from the scratch. The Title Number of the Pre-ATPS title must be entered in the Prev. Title/Reg # field on the Title Tab. For more information on processing a new title transaction, refer to the section [Issuing a Title in ATPS II](#).
5. The Property Information and Previous Owner Information must be entered manually. Enter the Owner of the Pre-ATPS title as the Previous Owner of the new title transaction.
6. Select the **PAYOFF/PRINT** button to complete the transaction.

To issue a Memo Only Transaction based on a Pre-ATPS Title, complete the following steps:

1. Select the Pre-ATPS checkbox and the Memo Only checkbox.
2. The Title Type and Evidence Type fields will be disabled. Enter the query parameters as the Property Type and VIN/WIN/MIN. Select the **QUERY** button.
3. Once the Title Issuance Tabs are displayed, enter all data as it appears on the Pre-ATPS title. The comment 'Pre-ATPS Memo Only' will automatically be populated into the Transaction Comment (Not Printed).
4. Process the new title transaction using the same steps to process an Ohio Title. For more information on processing a new title transaction, refer to the section [Issuing a Title in ATPS II](#).
5. When the **PAYOFF/PRINT** button is selected, a Replacement Title, Memorandum Title, and receipt will be printed. A new Title Number and Control Number will be assigned to the title. The Replacement title may be sent to the Lienholder.

Duplicate and Replacement Title Transactions

In ATPS II, titles may be designated as Duplicate or Replacement titles according to the Title Type of the title.

If the title is salvaged, then the Title Type should be selected as either 'Salvage Replacement' or 'Salvage Duplicate'. The only difference between a Replacement title and a Salvage Replacement title is that the Salvage Replacement title is salvaged. The same is true for Duplicate and Salvage Duplicate titles.

A Replacement or Salvage Replacement title indicates that information printed on an Ohio Title must be modified. The customer must provide an Ohio Title as Evidence when a Replacement or Salvage Replacement title is being issued. Therefore, the Evidence Type must be 'Ohio Title' if the Title Type is 'Replacement' or 'Salvage Replacement'. Enter the Control Number and select the **QUERY** button, or scan the bar code of the Ohio Title. If a matching record is not found, ATPS II will provide the ability to query by a combination of Property Type and VIN/WIN/MIN.

A Duplicate or Salvage Duplicate title indicates that a title has been lost or stolen. There is no Evidence provided by the customer. Therefore, the Evidence Type must be 'None' if the Title Type is 'Duplicate' or 'Salvage Duplicate'. Any query parameter may be used when creating a Duplicate or Salvage Duplicate title. Enter query parameters and select the **QUERY** button.

For more information on querying, refer to the section Overview of the Query Function in Title Issuance.

Modifying Data on Duplicate and Replacement Titles

For Duplicate, Replacement, Salvage Duplicate, and Salvage Replacement titles, the ownership of the property has not changed. Therefore, when a query is performed, data from the previous title is pre-populated onto the new title transaction. Owner and Previous Owner Information from the previous title will automatically be displayed on the Title Issuance Tabs. Active liens from the previous title will automatically be displayed on the Owner/Liens Tab.

Data may be modified when creating Duplicate, Replacement, Salvage Duplicate, and Salvage Replacement titles. In the former ATPS, data could not be modified on Duplicate titles. This is not the case in ATPS II.

Fees and Taxes on Duplicate and Replacement Titles

A Title Fee will be charged when issuing a Duplicate, Replacement, Salvage Duplicate, or Salvage Replacement title. Any fees that apply to the new title transaction may be entered on the Receipt Tab.

Tax information may be changed on Duplicate, Replacement, Salvage Duplicate, or Salvage Replacement titles. For example, the Purchase Price may be increased on a Replacement title. The taxes paid on the previous title will automatically populate into the Taxes Pd. on Prev. Trans. field in the Tax Information Block. If no value appears in the Taxes Paid on Prev. Trans. Field, then the taxes paid on the previous transaction should be entered in the Sales Tax Credit field. This will allow taxes to be calculated correctly, even if tax information is changed.

- If the Purchase Price is increased, then the taxes paid on the previous transaction will be subtracted from the new Sales Tax amount. Therefore, the customer will only pay taxes on the amount added to the Purchase Price.
- If the Purchase Price is decreased or remains the same, then no taxes will be collected from the customer. A refund will not be provided when the Purchase Price is decreased on a Duplicate, Replacement, Salvage Duplicate, or Salvage Replacement title. The customer must apply to the Ohio Department of Taxation for the refund.

Printing Duplicate and Replacement Titles

Once all title and receipt data has been entered, select the **PAYOFF/PRINT** button. A new Title Number will be generated for the title. In the former ATPS, Duplicate and Replacement titles were not assigned a new Title Number. This is not the case in ATPS II. A new Title Number will be generated in order to provide a logical chaining of titles, and to avoid the manual file system problems of the former ATPS. For more information on the Payoff/Print function, refer to the section Overview of Payoff/Print Function.

Salvage Title Transactions

In ATPSII, titles may be designated as salvaged according to the Title Type of the title. The following list indicates whether a Title Type is salvaged and whether ownership changes for a Title Type:

The following Title Type combinations are valid in ATPSII:

ORIGINAL title can be transferred to:

ORIGINAL (change of ownership)
REPLACEMENT (no change of ownership)
DUPLICATE (no change of ownership)
SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)

REPLACEMENT title can be transferred to:

ORIGINAL (change of ownership)
REPLACEMENT (no change of ownership)
DUPLICATE (no change of ownership)
SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)

DUPLICATE title can be transferred to:

ORIGINAL (change of ownership)
REPLACEMENT (no change of ownership)
DUPLICATE (no change of ownership)
SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)

SALVAGE title can be transferred to:

SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)
SALVAGE DUPLICATE (no change of ownership)
ORIGINAL (change of ownership and prefill RS brand)
REPLACEMENT (no change of ownership and prefill RS brand)

SALVAGE REPLACEMENT title can be transferred to:

SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)
SALVAGE DUPLICATE (no change of ownership)
ORIGINAL (change of ownership and prefill RS brand)
REPLACEMENT (no change of ownership and prefill RS brand)

SALVAGE DUPLICATE title can be transferred to:

SALVAGE (change of ownership)
SALVAGE REPLACEMENT (no change of ownership)
SALVAGE DUPLICATE (no change of ownership)
ORIGINAL (change of ownership and prefill RS brand)
REPLACEMENT (no change of ownership and prefill RS brand)

Converting the Property Type of a Title

ATPSII provides the ability to change the Property Type of a title. For example, a Watercraft title may be changed to a Outboard Motor title.

In addition to the steps outlined in the section Issuing a Title in ATPS II, perform the following steps to change the Property Type of a title:

1. Query on the previous title record. For information on querying, refer to the section [Overview of the Query Function in Title Issuance](#).
2. The Property Type of the previous title record will populate into the Property Type field on the Title Tab.
3. Select the **CORRECT VIN/WIN/MIN** button. Select the appropriate Property Type and enter the correct serial number. The system will confirm that the Property Type of the Title should be changed. If this action is performed, all previous Property Information and Fee Information will be lost. Select **OK** and the fields in the Property Information Block will change to match the new Property Type. The new fields displayed in the Property Information Block will be blank.
4. Enter data into the fields displayed in the Property Information Block. If Fee Information was entered on the Receipt Tab (such as Miscellaneous Fees), enter the Fee Information again.
5. The Property Type displayed on the Query Block will be different than the Property Type displayed on the Title Tab. This is normal when the Property Type has been changed. The Property Type displayed on the Title Tab will be saved with the title when the **PAYOFF/PRINT** button is selected.

Converting an Out of State Title to an Ohio Title

ATPS II provides the ability to convert an out of state title to an Ohio title when the ownership of the property does not change.

In addition to the steps outlined in the section Issuing a Title in ATPS II, complete the following steps to convert an out of state title to an Ohio Title:

1. Select the appropriate Evidence Type (i.e., 'Non-Ohio Title', etc.). Enter the Title Type and the Previous Title State.
2. Perform a query using the Property Type and VIN/WIN/MIN query parameters. Select the **QUERY** button.
3. If the query returns a matching record (i.e., the property was previously titled in Ohio), the Query Results window will be displayed.
 - Select the most recent inactive record for the VIN/WIN/MIN and then select **OK**.
 - If an active record exists for the same VIN/WIN/MIN, other steps must be taken. Refer to the section [Multiple Active Records for the Same VIN/WIN/MIN](#) for more information.
4. The Title Issuance Tabs will be displayed. If the query returned a matching record, the Property Information Block will be pre-filled automatically. Otherwise, VINA will run (for motor vehicles) and automatically populate the property information block.
5. Enter the Previous Owner as the Previous Owner displayed on the out of state title. Enter the Owner as the Owner displayed on the out of state title.
6. On the Receipt Tab, select 'Exempt' from the Tax Type field and select 'CV' from the Exemption Code field. This will indicate that the title is converted from an out of state title and that taxes do not need to be paid on the Ohio title for the same owner.

BATCH PROCESSING

Overview of Batch Processing

Batch Processing in ATPS II provides a user with the proper authority the ability to process multiple transactions in one Batch. A Batch also may consist of only one transaction (but will be considered a Batch because data is being entered on a Batch screen).

- The **Batch Title** screen provides the ability to issue Ohio Title(s) in one Batch. Refer to the [Overview of a Batch Title](#) section.
- The **Batch Add Lien** screen provides the ability to add lien(s) to multiple titles. Refer to the [Overview of Batch Add Lien](#) section.
- The **Batch Cancel Lien** screen provides the ability to cancel lien(s) on multiple titles. Refer to the [Overview of Batch Cancel Lien](#) section.

Batch Title

Overview of a Batch Title

The **Batch Title** screen in ATPS II provides a user with the proper authority the ability to issue multiple Ohio Titles in one Batch. A Batch of Titles may consist of multiple transactions or only one transaction. The **Batch Title** screen appears similar to the **Title Issuance** screen. Any function that may be performed during Title Issuance may also be performed on the **Batch Title** screen. Refer to the section Overview of Title Issuance in ATPSII for more information.

A Batch of Titles may contain any combination of Motor Vehicle, Watercraft or Outboard Motor transactions. A Batch of Titles may contain transactions with any combination of Title Type and Evidence Type.

The following functions may be performed on the **Batch Title** screen:

- [Enter Common Information in a Batch](#)
- [Enter Summary Information in a Batch](#)
- [Suspend a Batch](#)
- [Retrieve a Batch from Suspense](#)
- [Remove a Transaction from a Batch](#)
- [Payoff/Print a Batch](#)

For a list of the steps necessary to issue Ohio Titles in a batch, refer to the section Issuing Titles in a Batch.

The following fields are located on the **Batch Title** screen:

Common Information pop-up window

Batch Information Block

- [Batch Number](#)
- [No. of Transactions](#)
- [Amount Received](#)

- Receipt Name
- Amount Remaining

Owner Information Block

- Type

Dealer

- Permit Number
- Name
- Vendor Number
- DBA Number
- * (DBA Print Option)

Vendor

- Vendor Number
- User-Entered Vendor Number
- Name
- FEIN

Company

- Company Code
- Company Name
- FEIN
- SSN

Individual

- Last Name
- First Name
- M.I.
- Suffix
- SSN
- Minor?
- DOB
- WROS

Address

- Zip Code
- Zip Code Suffix
- Street 1
- Street 2
- State
- City

- International Zip Code
- Country

Previous Owner Information Block

- Type

Dealer

- Permit Number
- Name
- Vendor Number
- DBA Number
- * (DBA Print Option)

Vendor

- Vendor Number
- User-Entered Vendor Number
- Name
- FEIN

Company

- Company Code
- Company Name
- FEIN
- SSN

Individual

- Last Name
- First Name
- M.I.
- Suffix
- SSN
- Minor?
- DOB
- WROS

Address

- Zip Code
- Zip Code Suffix
- Street 1
- Street 2
- State
- City

- International Zip Code
- Country

Summary Tab

Titles Block

- Sub-Batch Number
- Title Type
- VIN/WIN/MIN
- Print Memo
- Print Discharge
- Print Other
- Transaction Amount Due

Fee Collection Information Block

- Business Date
- Total Fees
- Total Net Taxes
- Total Due
- Total Paid
- Remaining Due
- Change Due
- Change Type

Payment Information Block

- Category
- Payment Type
- Payment Amount
- Payment Type Description
- Check Numbers
- Check Guarantee Code
- Check Guarantee Amount
- Check Guarantee Type
- Guarantor Name

Issuing Titles in a Batch

Complete the following steps to issue multiple Ohio Titles in a Batch on the **Batch Title** screen:

1. Navigate to the **Batch Title** screen by selecting **Title** from the menu bar and **Batch Title** from the sub-menu. The Common Information pop-up window is displayed.
2. Enter Common Information about the Batch.

- Ensure that all required fields have been entered. These fields must be entered on the Common Information pop-up window in order to process a Batch.
 - Select the **ENTER PAYMENTS** button to enter Payment Information on the Summary Tab prior to starting or suspending the Batch.
 - Select the **START/RESUME BATCH** to start the Batch immediately. The Batch Number will be generated.
 - Select the **SUSPEND** button to suspend the Batch. The Batch Number will be generated. Data will remain on the Common Information pop-up so that it may be printed.
 - Select the **PRINT SCREEN** button to print the Common Information pop-up window.
 - For more information on the Common Information pop-up window, refer to the section [Enter Common Information in a Batch](#).
3. If the **START/RESUME BATCH** button was selected, the Summary Tab of the **Batch Title** screen will be displayed. Enter query parameters in the Query Block and select the **QUERY** button, or scan the bar code on the Ohio Title. All query and data entry functions for Batch Title transactions are the same as described in Title Issuance. Refer to the section [Overview of Title Issuance in ATPS II](#) for more information.
 4. Once all information has been entered on the Title Tab, Owner/Liens Tab, and Receipt Tab, select the **SAVE** button to complete the transaction. The Summary Tab will be displayed. The Titles Block of the Summary Tab will display information about the saved transaction. The **SAVE** button must be selected before information about the transaction will be displayed on the Summary Tab. A Sub-Batch Number will be generated for the title transaction. The Batch Number will remain the same.
 5. To issue the next transaction in the Batch, enter query parameters in the Query Block and select the **QUERY** button, or scan the bar code on the Ohio Title. Once the query is executed for the next title in the Batch, the Title, Owner/Liens, and Receipt Tabs will be enabled so that the user may process the next transaction in the Batch.
 6. After transactions have been saved in the Batch, a transaction may be retrieved for editing or viewing. In the Titles Block of the Summary Tab, highlight the transaction and select the **RETRIEVE TITLE** button. The transaction will be displayed on the Title, Owner/Lien, and Receipt Tabs. Once changes are made, the **SAVE** button must be selected again.
 7. If Payment Information is entered for each transaction, the Payment Information will be moved to the Summary Tab once the transaction is saved. For more information, refer to the section [Payment Information in Batch Title](#).
 8. To exit out of a Batch prior to completing it, select the **SUSPEND** button. Do not select the **EXIT** button. Transactions must be saved prior to selecting the **SUSPEND** button. Refer to the section [Suspend a Batch](#) for more information.
 9. Once a Batch is suspended, any user in the same county may retrieve the Batch out of suspense. Refer to the section [Retrieve a Batch from Suspense](#) for more information.
 10. Once a Batch is created with Common Information and the **START/RESUME BATCH** button is selected, multiple users in the same county may work on the same Batch. For more information on this functionality, refer to the section [Multiple Users Working on a Batch](#).
 11. Prior to completing a Batch, transactions may be removed from the Batch. For more information on this functionality, refer to the section [Remove a Transaction from a Batch](#).
 12. To complete a Batch, select the **PAYOFF/PRINT** button. The Batch may not be paid off, and the titles in the Batch may not be printed, until all transactions in the Batch have been

saved and payment information is entered. Refer to the section [Payoff/Print a Batch](#) for more information.

Multiple Users Working on a Batch

More than one user may work on a Batch simultaneously. The user that enters the Common Information must select the **SUSPEND** button or the **START/RESUME BATCH** button to generate a Batch Number. Then, other user(s) may query by this Batch Number on the Common Information window and enter transactions in the Batch. The user entering a transaction must save that transaction. Multiple users may not enter data for the same transaction.

If only one record exists in the Batch and another user queries on the Batch Number, the one transaction will immediately be displayed. Select the **CLEAR** button to exit out of this transaction. That user may then enter query parameters and query on the next transaction in the Batch.

If the multiple users are entering Payment Information on the Receipt Tab for individual transactions in the Batch, one user will not be able to see another user's Payment Information. If multiple users are working on a Batch and entering Payment Information for each transaction, select the **SUSPEND** button every time a transaction is saved to ensure that other users may view all Payment Information for the Batch.

Only one user with the proper authority may complete the Batch by performing the payoff/print function. Prior to Payoff/Printing the Batch, all users must suspend the Batch by selecting the **SUSPEND** button on the Summary Tab. The user authorized to Payoff/Print the Batch must retrieve the Batch out of suspense prior to Payoff/Printing the Batch.

Batch Add Lien

Overview of Batch Add Lien

The **Batch Add Lien** screen in ATPS II provides a user with the proper authority the ability to add a lien to multiple titles. The **Batch Add Lien** screen is used to add a lien to an existing title or process a Memo Only transaction for an existing title.

If a Lien is added, a Replacement title will be printed for all transactions processed on the **Batch Add Lien** screen. Liens may not be cancelled from the **Batch Add Lien** screen. Liens may be canceled on the **Batch Cancel Lien** screen. Refer to the section Overview of Batch Cancel Lien for more information.

A Batch Add Lien may consist of multiple transactions or only one transaction.

For a list of the steps necessary to add liens in a Batch, refer to the section Adding Liens in a Batch.

The following functions may be performed on the **Batch Add Lien** screen:

- [Enter Common Information in a Batch](#)
- [Enter Summary Information in a Batch](#)
- [Suspend a Batch](#)
- [Retrieve a Batch from Suspense](#)

- Remove a Transaction from a Batch
- Payoff/Print a Batch

The following fields are located on the **Batch Add Lien** screen:

Common Information pop-up window

Batch Information Block

- Batch Number
- No. of Transactions
- Amount Received
- Receipt Name
- Amount Remaining

Common Company/Bank Information Block

- Company Code
- Lienholder Name
- Street 1
- Street 2
- State
- City
- Zip Code
- Zip Code Suffix
- International Zip Code
- Country

Add Lien Tab

Title Information Block

- Control Number
- Sub-Batch Number
- Title Number
- VIN/WIN/MIN
- Property Type
- Title Type
- Evidence Type
- Print Memo
- Print Title
- Print Discharge

Lien Information Block

- LH#

- Company Code
- Active
- Lienholder Name
- Street 1
- Street 2
- State
- City
- Zip Code
- Zip Code Suffix
- International Zip Code
- Country
- Lien Date
- Cancel Date

Fee Information Block

- Title Fee
- Memo Fee
- Lien Fees
- Total Fees
- Waived?

Summary Tab

Titles Block

- Sub-Batch Number
- Title Type
- VIN/WIN/MIN
- Print Memo
- Print Discharge
- Print Title
- Transaction Amount Due

Collection Information Block

- Total Due
- Total Paid
- Remaining Due
- Change Due
- Change Type

Payment Information Block

- Category

- Payment Type
- Payment Amount
- Payment Type Description
- Check Numbers
- Check Guarantee Code
- Check Guarantee Amount
- Check Guarantee Type
- Guarantor Name

Adding Liens in a Batch

Complete the following steps to process titles on the **Batch Add Lien** screen:

1. Navigate to the **Batch Add Lien** screen by selecting **Title** from the menu bar and **Batch Add Lien** from the sub-menu. The Common Information pop-up window will be displayed.
2. Enter Common Information about the Batch Add Lien.
 - Ensure that all required fields have been entered. These fields must be entered on the Common Information pop-up window in order to process a Batch.
 - Select the **ENTER PAYMENTS** button to enter Payment Information on the Summary Tab prior to starting or suspending the Batch.
 - Select the **START/RESUME BATCH** to start the Batch immediately. The system will generate a Batch Number.
 - Select the **SUSPEND** button to suspend the Batch. The Batch Number will be generated. Data will remain on the Common Information pop-up so that it may be printed. The system will generate a Batch Number.
 - Selecting the **PRINT SCREEN** button will print the Common Information pop-up window.
 - For more information on the Common Information pop-up window, refer to the section [Enter Common Information in a Batch](#).
3. After selecting the **START/RESUME BATCH** button, the **Batch Add Lien** screen will be displayed. Enter query parameters in the Query Block and select the **QUERY** button, or scan the bar code on the Ohio Title. If the query is successful, a matching transaction will be returned in the Query Results window. Select **OK** if the record is correct. Select **CANCEL** to cancel the query. For more information on querying in ATPS II, refer to the section [Overview of Query Function](#).
4. Verify that the transaction returned by the query is the correct record. If liens exist on the title record, these liens will be displayed in the Lien Information Block.
5. To add the lien to the transaction, select the **ADD LIEN** button. The Lienholder entered on the Common Info pop-up window will be populated into the Lien Information Block on the Add Lien Tab.
6. If a lien is added to the transaction, the user may select whether to print a Memorandum Title or a Lien Discharge form. Select the Print Memo checkbox to print a Memorandum Title. Select the Print Discharge checkbox to print a Lien Discharge form, the Print Lien Discharge checkbox is automatically selected if the added lien is the 3rd lien or higher. A

Replacement Title will always print if a lien is added to a title on the **Batch Add Lien** screen.

7. To only print a Memo Title, select the **MEMO ONLY** button. A Memorandum Title will automatically be printed when the Batch is completed. This button should not be selected if a lien must be added to the title.
8. Select the **SAVE** button to complete the transaction. The Summary Tab will be updated with the saved transaction. The **SAVE** button must be selected before information about the transaction will be displayed on the Summary Tab. A Sub-Batch Number will be generated for the saved transaction. The Batch Number will remain the same.
9. After transactions have been saved, a transaction may be retrieved for editing or viewing. In the Titles Block of the Summary Tab, highlight the transaction and select the **RETRIEVE TITLE** button. The transaction will be displayed on the Add Lien Tab. After changes have been made, select the **SAVE** button.
10. To exit out of a Batch prior to completing it, select the **SUSPEND** button. Do not select the **EXIT** button. Transactions must be saved prior to selecting the **SUSPEND** button. Refer to the section [Suspend a Batch](#) for more information.
11. Once a Batch created with Common Information and the **START/RESUME BATCH** button is selected, multiple users may work on the same Batch. For more information on this functionality, refer to the section [Multiple Users Working on a Batch](#).
12. Once a Batch is suspended, any user in the same county may retrieve the Batch out of suspense. Refer to the section [Retrieve a Batch from Suspense](#) for more information.
13. Prior to completing a Batch, transactions may be removed from the Batch. For more information on this functionality, refer to the section [Remove a Transaction from a Batch](#).
14. To complete a Batch, select the **PAYOFF/PRINT** button. The Batch may not be paid off, and the titles in the Batch may not be printed, until all transactions in the Batch have been saved and payment information is entered. Refer to the section [Payoff/Print a Batch](#).

Batch Cancel Lien

Overview of Batch Cancel Lien

The Batch Cancel Lien function provides the ability to cancel liens on multiple titles. The **Batch Cancel Lien** screen is only used to cancel liens on an existing title.

A Batch of Canceled Liens may consist of multiple transactions or only one transaction. The **Batch Cancel Lien** screen provides the ability to cancel some or all liens on a title. Titles will not be paid off or printed when processed on the **Batch Cancel Lien** screen.

For a list of the steps necessary to cancel liens in a Batch, refer to the section [Canceling Liens in a Batch](#).

The following functions may be performed on the **Batch Cancel Lien** screen:

- [Remove a Transaction from a Batch](#)

The following fields are located on the **Batch Cancel Lien** screen:

Query Parameters Block

- [Control Number](#)
- [Title Number](#)

- VIN/WIN/MIN
- Property Type

Title Information Block

- Control Number
- Title Number
- VIN/WIN/MIN
- Property Type

Lien Information Block

- Company Code
- Cancel
- Lienholder Name
- Street 1
- Street 2
- State
- City
- Zip Code
- Zip Code Suffix
- International Zip Code
- Country
- Lien Date
- Cancel Date

Canceling Liens in a Batch

Complete the following steps to cancel liens in a Batch:

1. Navigate to the **Batch Cancel Lien** screen by selecting **Title** from the menu bar and **Batch Cancel Lien** from the sub menu.
2. Enter query parameters in the Query Block and select the **QUERY** button, or scan the bar code on the Ohio Title. For more information on querying in ATPS II refer to the [Overview of Query Function](#) section.
3. The queried transaction will be displayed in the Title Information Block. Click onto this transaction in the Title Information Block.
4. Once the transaction is highlighted, existing liens associated with the title will be displayed in the Lien Information Block. The Cancel checkbox will automatically be 'checked' for all active liens listed in this block.
 - Leave the Cancel checkbox 'checked' next to the lien(s) that should be cancelled on the title. If all liens should be cancelled, then no action is required.
 - 'Un-check' the Cancel checkbox next to the lien(s) that should not be cancelled.

5. Repeat steps 2 - 4 for the remaining transactions in the batch. Select the appropriate query parameter in the Query Block and query on the remaining transactions in the Batch.
6. Prior to selecting the **Cancel Liens** button, a title may be removed from the Batch Cancel Liens. Refer to the section [Remove a Transaction from a Batch](#) for more information.
7. Select the **Cancel Liens** button to cancel the liens on the transactions displayed in the Title Information Block. Only liens that have the Cancel checkbox 'checked' will be canceled when this button is selected. No titles will be printed or paid off on the **Batch Cancel Lien** screen.

Batch Functions

Enter Common Information in a Batch

Common Information may be entered on the **Batch Title** screen or the **Batch Add Lien** screen. General information about the Batch, such as the Number of Transactions to be entered in the Batch, must be entered on the Common Information pop-up window. For Batch Titling information about a customer that will apply to every title in the Batch may be entered on the Common Information pop-up window. However, if a query returns data, the Common Information will never replace this existing information.

For example, if a Dealer has been entered as the Previous Owner on the Common Information screen, this Dealer will be pre-filled into the Previous Owner Information Block of transactions in the Batch. The Dealer will not be pre-filled into the Previous Owner Information Block if the query for a transaction retrieves a title that has an Individual as the Previous Owner. The Individual will remain the Previous Owner because the Individual Previous Owner Information is data that already existed in ATPS II. For Batch Add Lien, information about the lienholder for the lien to be added to each title must be entered on the Common Information screen.

The following functions may be performed on the Common Information pop-up window:

- Enter data about the batch in the Batch Information Block. Information entered about a customer will automatically be populated onto every title in the batch. The following fields must be entered on the Common Information pop-up window in order to process a Batch:
 - Receipt Name
 - Number of Transactions
 - Customer Name (i.e., Lienholder Name on the **Batch Add Lien** screen)
- Select the **ENTER PAYMENTS...** button to enter payment information at the beginning of the batch. This is an optional feature. Payment Information may also be entered at the end of the Batch on the Summary tab.
- To start the batch immediately, select the **START/RESUME BATCH** button. The batch will be assigned a Batch Number and the appropriate tabs will be enabled for data entry or querying.
- Select the **SUSPEND** button on the Common Information pop-up window to suspend the Batch. The Batch will be assigned a Batch Number that will be displayed on this pop-up window. For more information on suspending, refer to the section [Suspend a Batch](#).
- After suspending, select the **PRINT SCREEN** button to print the data displayed on the Common Information pop-up window.
- As the batch is processed, the common information may be modified. Select the **COMMON INFO** button on the Footer block to access the Common Information pop-up window. Change information on the Common Information pop-up window. Select the

START/RESUME BATCH button. The data will automatically be populated onto subsequent transactions processed in the Batch. These changes will not be applied to transactions that have already been saved in the Batch.

- When changing Common Information on the **Batch Title** screen, the information entered in the Owner Information Block may be moved into the Previous Owner Information Block (or vice versa) by selecting the **TOGGLE OWNER/PREV. OWNER** button. If both an Owner and a Previous Owner has been entered on the Common Information pop-up window, selecting the **TOGGLE OWNER/PREV. OWNER** button will populate the Owner Information into the Previous Owner Information and the Previous Owner Information into the Owner Information.

Enter Summary Information in a Batch

Both the **Batch Title** and **Batch Add Lien** screens contain a Summary Tab that displays summary information about all titles saved in a Batch. The Summary Tab provides a breakdown of the fees for each transaction as well as the Total Due for the Batch.

As each transaction is saved in the Batch, the Summary Tab will be updated automatically. Information about each transaction processed in the Batch will be displayed in the Titles Block. The fees calculated for each transaction will be displayed in the Transaction Amount Due column. The Fee Collection Information Block will display the Total Due for the Batch. The Total Due for the Batch is a sum of the Transaction Amount Due column. The fields in the Fee Collection Information Block are display only and calculated automatically.

The Payment Information Block provides the capability to enter information about how the customer paid for the Batch. Refer to the section Payment Information in Batch Title for more information on entering Payment Information on the **Batch Title** screen.

For information about the **RETRIEVE TITLE** button, refer to the section Issuing Titles in a Batch or Adding Liens in a Batch.

For more information about the **REMOVE TITLE** button, refer to the section Remove a Transaction from a Batch.

Payment Information in Batch Title

The Payment Information Block provides the capability to enter information about how the customer paid for the Batch. One payment may be entered for the entire Batch, separate payments may be entered for each transaction in the Batch, or the number of payments may be different than the number of transactions in the Batch.

- To enter more than one payment in the Payment Information Block, select the down arrow key. The second line of the Payment Information Grid will be highlighted in yellow, allowing the entry of a second payment. Any additional payments will be added to the Total Paid in the Fee Collection Information Block on the Summary Tab.
- If 'Check' is selected as the Payment Type, the user may enter a Check Number, and Check Guarantee information (formerly Credit Authority information). Select a Check Guarantee Code to populate the remaining check guarantee fields.

After all transactions have been entered in the Batch, the Payment Information should be reviewed to ensure that enough money has been received to Payoff the Batch. Payment Information may be modified in a Batch as long as the **PAYOFF/PRINT** button has not been

selected. For more detailed information on the Payment Information Block, refer to the section Overview of Payment Information Block.

Payment Information may be entered at many different times during Batch processing. It is suggested that only one method of entering Payment Information be used for a Batch.

Enter Payment Information via Common Information screen

Payment Information may be entered at the beginning of the Batch by selecting the **ENTER PAYMENTS** button on the Common Information screen. The Payment Information Block will be displayed. This provides the ability to enter one or many payment records at the beginning of the Batch. This information will be displayed on the Summary Tab after saving transactions.

Enter Payment Information for Each Transaction

Payment Information may be entered on the Receipt Tab for each transaction in a Batch. If Payment Information is entered for each transaction, the Payment Information will be moved to the Summary Tab once the transaction is saved.

If the transaction is retrieved after it has been saved, the Payment Information will not appear on the Receipt Tab. The Payment Information will remain on the Summary Tab.

Enter Payment Information on Summary Tab

Payment Information may be entered on the Summary Tab after saving each transaction in the Batch. Or Payment Information may be entered on the Summary Tab immediately prior to Payoff/Print (after all transactions have been saved).

Suspend a Batch

The **Batch Title** and **Batch Add Lien** screens provide the ability to suspend a Batch. All individual transactions in the Batch must be saved prior to suspending the Batch. If a transaction is not saved, the system will prompt the user with a message.

Complete the following steps to suspend a Batch:

1. Ensure that any transactions entered in the Batch have been saved. If a transaction is not saved, a pop-up window will appear prompting the user to save the current transaction.
2. Select the **SUSPEND** button on the Summary Tab.
3. Note the Batch Number.
4. A list of validation errors will be displayed if validations have failed. For more information on the ATPS II validation routine, refer to the [Overview of Validations](#) section.
5. Once all validation errors have been corrected, select the **SUSPEND** button again.
6. The Batch (including all transactions within the Batch) will be saved in suspense. All transactions saved in a Batch will be suspended together.

Retrieve a Batch from Suspense

The **Batch Title** and **Batch Add Lien** screens provide the ability to suspend a Batch. After suspending a Batch, a query may be executed to retrieve the Batch from suspense.

Complete the following steps to retrieve a suspended Batch on the **Batch Title** or **Batch Add Lien** screens:

1. Navigate to the Common Information pop-up window.
2. Enter the Batch Number in the Common Information pop-up window. Refer to the section [Enter Common Information in a Batch](#) for more information on the Common Information pop-up window.
3. Select the **QUERY BATCH** button. Information about the Batch will appear on the Common Information pop-up window.
4. Select the **START/RESUME BATCH** button to resume the Batch.
5. Once a Batch has been retrieved from suspense, transactions may be added to the batch or existing transactions may be changed.
6. The existing transactions that have already been saved in the Batch will be listed on the Summary Tab.
 - To retrieve one of the transactions listed on the Summary Tab, highlight the transaction on the Summary Tab and select the **RETRIEVE** button.
 - The highlighted transaction will be displayed on the appropriate tabs.
7. On the **Batch Title** screen, if only one transaction has been entered, that transaction will automatically be displayed on the Batch Title Tabs. Select the **SAVE** button or **CLEAR** button to enter additional transactions in the Batch.
8. If the Batch Number is not known, navigate to the **Suspense Transactions Inquiry** screen to retrieve the suspended Batch. Select the **Inquiry** menu option and then select the **Suspense Transactions** sub-menu option to navigate to this screen. Refer to the [Suspense Transaction Inquiry](#) section for more information on this screen.

Remove a Transaction from a Batch

The **Batch Title**, **Batch Add Lien** and **Batch Cancel Lien** screens provide the ability to remove a transaction from a Batch. If a transaction is removed from a Batch, that transaction will be deleted. Removed transactions may not be retrieved or processed.

Complete the following steps to remove a transaction from a Batch on the **Batch Title** or **Batch Add Lien** screen:

1. Save the current transaction.
2. Navigate to the Summary Tab. In the Titles block, highlight the appropriate transaction and select the **REMOVE** button.
3. A message will be displayed to confirm that the highlighted transaction should be removed. Select 'OK' to remove the transaction from the Batch and delete the transaction from the suspense database. Select 'Cancel' if the transaction should not be removed from the Batch.

Complete the following steps to remove a transaction on the **Batch Cancel Lien** screen:

1. Highlight the appropriate transaction in the Title Information Block and select the **REMOVE** button.

2. A message will be displayed to confirm that the highlighted transaction should be removed. Select 'OK' to remove the transaction from the Batch. Select 'Cancel' if the transaction should not be removed from the Batch.

Payoff/Print a Batch

The Payoff/Print function is the final action to complete a Batch on the **Batch Title** or **Batch Add Lien** screen. A user with the proper authority may perform the Payoff/Print function. Ensure that all individual transactions have been saved prior to performing the Payoff/Print function.

The Payoff/Print function will perform the following actions:

- Save the title records,
- Set the Issue Date of the Titles as the calendar date,
- Generate new Title Numbers and Control Numbers for the title records,
- Set the status of the previous title records to 'Inactive';
- Send the Ohio titles, Memo titles (if applicable) transaction receipts, and Batch Summary Receipt to the appropriate printers.

When only Memorandum (Memo) Titles are being printed from the **Batch Title** or the **Batch Add Lien** screen, the Payoff/Print function will perform the following actions:

- Send the Memo Titles, associated receipts, and Batch Summary Receipt to the appropriate printer(s),
- Set the Issue Date of the Memo Titles as the calendar date,
- Save and Print a Memo Only receipt.

Complete the following steps to payoff and print a Batch:

1. Ensure that the transactions entered in the Batch have been saved. Ensure that Payment Information has been entered on the Summary Tab. Refer to the section [Enter Summary Information in a Batch](#) for more information.
2. If there is not enough money to payoff the Batch, a transaction may be removed from the Batch. Refer to the section [Remove a Transaction from a Batch](#).
3. Select the **PAYOFF/PRINT** button to initiate the Payoff/Print function. If more than one user works on the Batch simultaneously, only one user with the proper authority may payoff and print the Batch.
4. If there are errors in the Batch, the Validation Results window will be displayed. All errors will be listed in this Validation Results window.
 - To view the full text validation errors, select the validation message. Then, select the Edit Toolbar button or double-click on the message with the mouse. The entire message will be displayed in a pop-up box for easier reading.
 - Select **OK** to return to the Title Issuance Tabs. Correct the data in error on the Title Issuance Tabs and then select the **PAYOFF/PRINT** button again. All validation errors must be corrected before the title transaction can be completed. For more information on validations in ATPS II, refer to the section [Overview of Validations](#).

5. Once all validation errors have been corrected, the system will display a confirmation message that the title(s) have been sent successfully to the printer. This message will display the new Title Numbers and Control Numbers of the titles entered in the Batch.
6. If change is due and the Change Type is 'Check', the **Check** Maintenance screen will be displayed. A user with the proper authority may utilize the **Check** maintenance screen and print a check for the change to be returned to the customer. (i.e., the county prints checks via ATPS II). Refer to the **Check Information** Maintenance screen for more information.
7. Once the Payoff/Print function has been performed for a Batch, the Batch is complete. A Batch may not be re-created after it has been completed. To make corrections to transactions processed in a Batch, query by the Title Number or Control Number on the **Corrections** screen. Refer to the section [Overview of Corrections in ATPSII](#) for more information on the **Corrections** screen. To change data that prints on the title, query by the Title Number or Control Number on the **Title Issuance** screen. Refer to the section [Overview of Title Issuance in ATPSII](#) for more information on the **Title Issuance** screen.

Re-print Title(s) in a Batch

If titles are successfully sent to the printer by ATPS II but some or all titles do not actually print successfully (due to printer error), the user may reprint a range of titles in the Batch.

Complete the following steps to re-print titles, receipts or the Batch Summary Receipt:

1. Navigate to the **Re-Print** screen by selecting **Title** from the menu bar and **Re-Print** from the sub-menu. The **Re-Print** screen will be displayed.
2. To re-print only one title in a Batch, enter the Title Number.
3. To re-print multiple titles in a Batch, enter the Batch Number in the Batch Number field. Then enter a range of titles to be re-printed. Enter the Batch Suffix number of the first title into the Suffix From field. Enter the Batch Suffix number of the last title (in the range of titles) into the Suffix To field.
4. Select the Title, Receipt, Summary Receipt, or Memo checkboxes to indicate the appropriate documents that must be re-printed. If the user needs to re-print at least one transaction receipt in the Batch of titles, then select the Receipt checkbox. The transaction receipts for all titles in the range of titles will be re-printed.
5. If the Title checkbox is selected, the New Control #? Field will be enabled.
 - Select 'Yes' from the New Control #? field if the title(s) to be re-printed require new control number(s). The Control Number(s) that were previously assigned to the title(s) will be updated with the status 'Void – Damaged'.
 - Select 'No' from the New Control #? field to use the current Control Number(s) of the title(s) when the title(s) are re-printed.
6. Select the **REPRINT** button to re-print the appropriate titles, receipts, batch summary receipt, and/or memo titles.

MISCELLANEOUS RECEIPT TRANSACTIONS

Overview of Miscellaneous Receipt Transactions in ATPS II

ATPS II provides the ability to process miscellaneous receipt transactions that are non-title related (i.e., collect a fee that is not associated with a title transaction). Miscellaneous fees may also be applied during title issuance. For information regarding miscellaneous fees included in a title transaction, refer to the [Overview of Miscellaneous Fees in Title Issuance](#) section.

A user must have an [open cash drawer](#) in order to process a Miscellaneous Receipt transaction. The following fees may be processed as independent Miscellaneous Receipt transactions:

- Miscellaneous Affidavits
- Title searches
- Certified copies
- Photocopies
- Passports
- Hunting/fishing licenses
- Reports (for sale to customers)
- Other miscellaneous fees

The 'Title Search' and 'Certified Copy' Fee Types will be automatically populated with the appropriate fee amount. All other miscellaneous fee amounts will be user entered (not system-generated).

The following fields appear on the **Miscellaneous Receipt** screen (listed in tabbing order):

Receipt Information Block

- [Customer Name](#)

Fee Information Block

- [Fee Type](#)
- ["Other" Fee Description](#)
- [Fee Total](#)

Payment Information Block

- [Category](#)
- [Payment Type](#)
- [Payment Amount](#)
- [Payment Type Description](#)
- [Check Number](#)

- [Check Guarantee Code](#)
- [Check Guarantee Amount](#)
- [Check Guarantee Type](#)
- [Guarantor Name](#)
- [Change Type](#)
- [Total Due](#)
- [Total Paid](#)
- [Remaining Due](#)
- [Change Due](#)

Creating a Miscellaneous Receipt

Complete the following steps to create a Miscellaneous Receipt:

1. Navigate to the **Miscellaneous Receipt** screen by selecting **Title** from the menu bar and **Miscellaneous Receipt** from the sub-menu.
2. A Customer Name field is available to enter a customer's name for the transaction but is not required.
3. Select or enter the miscellaneous Fee Type. To enter a miscellaneous fee that is not listed, select 'Other' as the Fee Type and enter a description for the miscellaneous fee in the Other Fee Description field. When the Fee Type is 'Other' a description must be entered in the Other Fee Description field.
4. Enter the amount for the miscellaneous fee in the Fee Total field if the amount is not system populated.
5. Enter the payment information for the Miscellaneous Receipt. For more information on Payment Information Block, refer to the [Overview of Payment Information Block](#) section.
6. Select the **PAYOFF/PRINT** button to complete the Miscellaneous Receipt transaction. A confirmation message will notify the user that the transaction was successful and display the [Miscellaneous Transaction Number](#). The Miscellaneous Receipt will be printed once the user selects 'OK' on this confirmation message. If change must be issued to the customer in the form of a check, and the user has the proper authority, the **Check Information** screen will appear once the **PAYOFF/PRINT** button is selected. If the user does not have the authority to issue a change check, another user with the proper authority must issue the check for the transaction. For more information on issuing a check refer to the [Overview of Check Information](#) section.

CASH DRAWER

Overview of Cash Drawer Functions in ATPS II

ATPS II provides the following six main functions related to the Cash Drawer component:

- **Open** – Provides the ability to ‘Open’ a cash drawer for a business day. A user must complete the Open Cash Drawer function in order to perform any payment transactions.
- **Drop** – Provides the ability to record the removal of cash and checks from a physical cash drawer during a business day.
- **Close** – Provides the ability to ‘Close’ a cash drawer for a business day. No payment transactions may be completed using a ‘Closed’ cash drawer.
- **Reconcile** – Provides the ability to ‘Reconcile’ a cash drawer to ensure the physical amount of funds collected and refunded by a user matches the system-generated amount.
- **Inquiry** – Provides the Cash Drawer Inquiry screen and Multiple Cash Drawer Inquiry screen to determine the status and balance of a particular cash drawer or multiple cash drawers in a county.
- **Calculate** – Provides the ability to assist with the tallying of funds when completing the Cash Drawer Drop and Close Cash Drawer functions.

There are two concepts that must be defined in order to understand cashiering in ATPS II – the difference between a *physical* cash drawer and a *system* cash drawer, and the difference between a *calendar* date and a *business* date.

1. All cashiering functions involve both a *physical* cash drawer and a *system* cash drawer.
 - The physical cash drawer is the location where money is actually held. A cashier will have one physical cash drawer on a calendar date. Multiple users may share one physical cash drawer but each user will have their own system cash drawer.
 - The Cash Drawer component allows for all monetary transactions processed by a user to be tracked by a system cash drawer. The system cash drawer is defined in the ATPS II system by a User ID, Office ID, and Business Date. A system cash drawer can have one of three statuses: ‘Open’, ‘Closed’, or ‘Reconciled’. A cash drawer must have an ‘Open’ status for any payment transactions to be completed. System cash drawers must be closed at the end of each business day in order to open a drawer for a new business day. After a system cash drawer is closed, it is reconciled to ensure funds were accurately collected and tallied by the user. A user may have multiple system cash drawers on a calendar date.
2. All cashiering functions also utilize the concept of a *business date*, which differs from a *calendar date*.
 - The business date defines the unit of time associated with cash drawer transactions. A business day can be equal to or greater than the calendar day and may span more than one calendar day. The use of a business date for a cash drawer allows a user to close one cash drawer then open a new cash drawer (with a business date that is greater than the business date of the drawer just closed) all on the same calendar date. This allows a user to close and reconcile a cash drawer but continue processing transactions for that calendar date (using the cash drawer with the new business date).

Open Cash Drawer

Overview of Open Cash Drawer

In order to perform any payment transactions, a user must have a system cash drawer with an 'Open' status. A user must have the proper authority in order to open a system cash drawer and each user may have only one system cash drawer per office at a time with an 'Open' status. If multiple users are sharing one physical cash drawer, each user must perform the Open Cash Drawer function. For more general information on the cash drawer component of ATPS II, and the difference between a physical cash drawer and a system cash drawer, refer to the Overview of Cash Drawer Functions section.

The following fields appear on the **Open Cash Drawer** screen (listed in tabbing order):

- **Business Date**
- **Drawer Label**

Open a Cash Drawer

Complete the following steps to Open a Cash Drawer in ATPS II:

1. Navigate to the **Open Cash Drawer** screen by selecting **Cash Drawer** from the menu bar and **Open** from the sub-menu. The User ID and Office ID of the user currently logged into the system will be displayed on the Title Bar. The Business Date is system calculated based on the calendar date and business date of the previous system cash drawer for the user. A user must have the proper authority to change the business date on the **Open Cash Drawer** screen. Refer to the **Change Business Date Function** for more information on this function.
2. A Drawer Label can be entered on this screen as an additional method for identifying the system cash drawer. If a drawer label is entered, it will appear on the screens for other cash drawer functions so that the user may easily recognize his/her own system cash drawer. This is optional and does not need to be entered in order to complete the Open Cash Drawer function.
3. Select the **OPEN DRAWER** button. A system cash drawer is now in 'Open' status for the Business Date, User ID, and Office ID of the user performing the Open Cash Drawer function. The user may now complete payment transactions.
4. Select the **EXIT** button to close the Open Cash Drawer screen.

Change Business Date Function

The business date on the **Open Cash Drawer** screen will default to the calendar date, or if a user has already closed a drawer on that calendar date, the business date will default to the next available business date. The available business dates are based on the normal days of operation that are specified for the office. Refer to the Overview of County Setup section for more information on designating the normal days of operation. To change the default value for the business date on the Open Cash Drawer screen, a user with the proper authority must complete the Change Business Date function.

The Open Cash Drawer screen includes a **CHANGE BUSINESS DATE** button. In order to change the business date an override is required. A user with the proper authority must enter a User ID and Password on the override screen in order to enable the Business Date field and change the default date. Refer to the Performing Overrides section for more information on overrides in APTSII.

Complete the following steps to change the Business Date on the Open Cash Drawer screen.

1. Navigate to the **Open Cash Drawer** screen by selecting **Cash Drawer** from the menu bar and **Open** from the sub-menu.
2. Select the **CHANGE BUSINESS DATE** button to change the business date. The override pop-up screen will appear.
 - If you have the authority to override the change business date function the User ID and Password fields will be automatically populated on the override screen with the necessary information.
 - If you do not have the authority to override the change business date function, an authorized user must enter their User ID and Password on the override pop-up screen.
3. Enter a comment in the Override Description field, if desired. Select the **OK** button on the override screen. The override pop-up screen will be closed and the Business Date field will now be enabled.
4. Enter the new Business Date in the Business Date field. The Business Date has now successfully been changed and the override recorded in the audit trail. See the [Open a Cash Drawer](#) section for more information on opening a system cash drawer.

Cash Drawer Drop

Overview of Cash Drawer Drop

The Cash Drawer Drop function in ATPS II provides the capability to record the physical removal of checks and cash from a system cash drawer with an 'Open' status. This allows a user to reduce the amount of money in a physical cash drawer at any point in a business day. The Cash Drawer Drop function also provides an optional Calculator screen to assist the user with computing the totals for the drop. The Calculator function also provides the ability to itemize checks included in drops (i.e., enter the individual check numbers and amounts). Refer to the Using the Calculator for a Cash Drawer Drop section for more information on this feature.

The following fields appear on the **Cash Drawer Drop** screen (listed in tabbing order):

Query Parameters Block

- [Cashier's User ID](#)
- [Office ID](#)

Drop Totals Block

- [Drawer Label](#)
- [Drop No.](#)
- [Checks Total](#)
- [Cash Total](#)

- [Total Drop Amount](#)

Cash Drawer Drop

Complete the following steps to complete a cash drawer drop:

1. Navigate to the **Cash Drawer Drop** screen by selecting **Cash Drawer** from the menu bar and **Drop** from the sub-menu.
2. Enter the query parameters. If the user is only authorized to perform drops on their own cash drawer, the Cashier's User ID and Office ID will default to the user logged into the system and cannot be changed. A user with the proper authority can complete a drop for another user's cash drawer by entering the Cashier's User ID and Office ID of the cash drawer or by selecting the **VIEW USERS** button to view a list of all 'Open' cash drawers available for a drop.
 - When the **VIEW USERS** button is selected, the User ID, Office ID, and Drawer Label, of each cash drawer for the County are displayed in a pop-up window. This pop-up window provides wildcard searching capabilities. Refer to the [Wildcard](#) section for more information on performing a wildcard search. Select the desired cash drawer from the view users pop-up window then select the **OK** button. The pop-up window will close and the Cashier's User ID and Office ID of the selected cash drawer will be populated to the **Cash Drawer Drop** screen.
3. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. Once the **QUERY** button is selected, the Drawer Label and Drop Number will be populated and display only.
4. Enter the total amount of Checks and Cash for the drop. The **Calculator** screen may be used to assist users with computing the total amount of checks and cash to be removed during the drop. The Calculator may also be used to itemize the checks included in the drop. Refer to the [Using the Calculator for a Cash Drawer Drop](#) section for more information on this feature. The Total Drop Amount will be system-calculated based on the amounts entered in the Checks Total and Cash Total fields.
5. Select the **DROP** button to complete the drop. The system totals will be updated to reflect the removal of funds from the physical cash drawer.

Note: A warning message will be displayed if the Total Drop Amount is greater than the system total for the cash drawer. Select the **OK** button on the window for the warning message to complete the drop for an amount greater than the system-calculated total amount in the cash drawer or select the **CANCEL** button to return to the Cash Drawer Drop screen and change the drop amounts.
6. To perform another cash drawer drop, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Cash Drawer Drop** screen.

Close Cash Drawer

Overview of Close Cash Drawer

The Close Drawer function marks the conclusion of a cashier's business day. No payment transactions can be performed once a system cash drawer has a 'Closed' status. Therefore, the Close Cash Drawer function should only be used when the cashier intends to stop all cashiering functions for that business date. Logging out of ATPS II does not automatically change the status of a cash drawer to 'Closed'. If a user logs out of ATPS II, their drawer status will remain 'Open' so that the user may resume processing transactions once logged

back into the system. A cash drawer may not be “reopened”. Once the Close Cash Drawer function has been completed, a new cash drawer with a new business date must be opened to process another payment transaction.

Closing a cash drawer involves entering into ATPS II the manually calculated totals for each payment type in a cashier’s drawer on a given business date. The system provides an optional Calculator screen to assist users with the manual count of their drawer. Refer to the Using the Calculator for Closing a Cash Drawer section for more information on the calculator. Since the Closing Totals include only those amounts that are *physically* contained in a cash drawer any funds removed from the drawer in the form of a drop, change, or refund should not be included in the Closing Totals.

The following fields appear on the **Close Cash Drawer** screen (listed in tabbing order):

Query Parameters Block

- Cashier's User ID
- Office ID
- Business Date
- Drawer Label

Closing Totals Block

- Checks
- Cash
- Credit
- EFT
- ADA
- Sub Total

Close a Cash Drawer

Complete the following steps to close a cash drawer:

1. Navigate to the **Close/Reconcile Cash Drawer** screen by selecting **Cash Drawer** from the menu bar and **Close** from the sub-menu. The screen will be displayed with the Close Tab selected. If the user is only authorized to close their own cash drawer, the Cashier’s User ID and Office ID will default to the user logged into the system and cannot be changed. These are required query parameters for closing a cash drawer. A user with the proper authority can close a system cash drawer for another user by entering the Cashier’s User ID and Office ID of the cash drawer to be closed.
2. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. Once the **QUERY** button is selected, the Business Date and Drawer Label (if one exists) for the cash drawer will be populated on the screen.
3. Enter the total amount of each payment type in their respective fields. The Sub-Total field will keep a running tally of the total funds entered. ATPS II includes two additional features to assist users with closing a cash drawer: the Calculator and System Totals pop-up windows. Users must have the proper authority to access the System Totals pop-up

window. Refer to the [Using the Calculator for Closing a Cash Drawer](#) and [Close Cash Drawer Using System Totals](#) sections for more information on these features.

Note: The Cashier Totals entered when closing a cash drawer are the funds *physically* contained in the cash drawer. Therefore, any funds removed from the drawer in the form of a drop, change, or refund should not be included in the Closing Totals.

4. Once all closing totals are entered, select the **CLOSE DRAWER** button. A confirmation message will be displayed to confirm the user wishes to close the cash drawer. Select **OK** on the confirmation window to complete the close. The system cash drawer will now be closed and no additional payment transactions may be performed with this system cash drawer. The user must open a new cash drawer for a new business date in order to complete any additional payment transactions. Once the **CLOSE DRAWER** button is selected, the Reconcile Tab becomes enabled so the [Reconcile Cash Drawer](#) function may now be completed for the closed cash drawer.
5. To close another cash drawer, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Close/Reconcile Cash Drawer** screen.

Close Cash Drawer Using System Totals

With the proper authority, instead of entering manually calculated cash drawer totals, the system totals may be used to complete the Close Cash Drawer function. The system totals may also be used when recalculating the closing totals on the Reconcile Cash Drawer screen.

The system-generated totals must be used in order to complete the Close Cash Drawer function when users are sharing a physical cash drawer. When multiple users are sharing one physical cash drawer on a business date, each cashier must open their own system cash drawer. These users are responsible for ensuring the sum of each system cash drawer matches the sum of the funds in the shared physical cash drawer. For example, users A and B are sharing a physical cash drawer. Both users will perform the Open Cash Drawer function. When cashier A performs the Close Drawer function, his/her system-generated total is \$50. When cashier B performs the Close Drawer function, his/her system-generated total is \$75. The physical cash drawer total should be \$125.

The following fields appear on the System Totals pop-up window (listed in tabbing order):

System Totals Block

- [Checks](#)
- [Cash](#)
- [Credit](#)
- [EFT](#)
- [ADA](#)
- [Sum of Payments](#)
- [Drops](#)
- [Cash Refunds](#)
- [Sub Total](#)
- [Non-Cash Refunds](#)
- [System Total](#)

Complete the following steps to close a system cash drawer using the system totals:

1. Navigate to the **Close/Reconcile Cash Drawer** screen by selecting **Cash Drawer** from the menu bar and **Close** from the sub-menu. The screen will be displayed with the Close Tab selected. If the user is only authorized to close their own cash drawer, the Cashier's User ID and Office ID will default to the user logged into the system and cannot be changed. These are required query parameters for closing a cash drawer. A user with the proper authority can close a system cash drawer for another user by entering the Cashier's User ID and Office ID of the cash drawer to be closed.
2. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. The Business Date and Drawer Label (if one exists) for the cash drawer will be populated on the screen.
3. Select the **SYSTEM TOTALS** button. This button will only be enabled if the user has the proper authorization. A pop-up window will appear displaying the system totals for the specified cash drawer.

Note: The System Totals pop-up window includes the total amount in Drops, Cash Refunds and Non-Cash Refunds for the specified cash drawer. These values are not populated to the Close screen and are provided for informational purposes only. The physical cash drawer total should match the amount in the Sub Total field.

4. Select the **USE** button on the System Totals pop-up window. The System Totals pop-up window will close and the totals will be populated to the Close Tab on the **Close/Reconcile Cash Drawer** screen.
5. Select the **CLOSE DRAWER** button. A confirmation message will be displayed to confirm the user wishes to close the cash drawer. Select **OK** on the confirmation window to complete the close. The system cash drawer will now be closed and no additional payment transactions may be performed with this system cash drawer. The user must open a new cash drawer for a new business date in order to complete any additional payment transactions. Once the **CLOSE DRAWER** button is selected, the Reconcile Tab becomes enabled so the [Reconcile Cash Drawer](#) function may now be completed for the closed cash drawer.
6. To close another cash drawer, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Close/Reconcile Cash Drawer** screen.

Reconcile Cash Drawer

Overview of Reconcile Cash Drawer

The Reconcile Cash Drawer function determines if a Discrepancy Amount exists between the totals entered by a user when closing a cash drawer and the system-calculated totals. Reconciling a cash drawer is the final step to be completed for each cash drawer in an office for every business date. A cash drawer must have a 'Closed' status in order to perform the Reconcile Cash Drawer function. Refer to the Overview of Close a Cash Drawer section for more information on the Close Cash Drawer function.

The following fields appear on the **Close/Reconcile Cash Drawer** screen (listed in tabbing order):

Query Parameters Block

- [Cashier's User ID](#)

- Office ID
- Business Date
- Drawer Label

Cashier Totals Block

- Checks
- Cash
- Credit
- EFT
- ADA
- Sub Total
- Non-Cash Refunds
- Cashier Total

System Totals Block

- Checks
- Cash
- Credit
- EFT
- ADA
- Sum of Payments
- Drops
- Cash Refunds
- Sub Total
- Non-Cash Refunds
- System Total

Discrepancy Block

- Discrepancy Amount

Force Reconcile Pop-up Window

- Force Reconcile Amount
- Comment

Recalculate Pop-up Window

- Checks
- Cash
- Credit
- EFT
- ADA
- Sub-Total

- [Non-Cash Refunds](#)
- [Cashier Total](#)

Reconcile a Cash Drawer

Complete the following steps to reconcile a cash drawer:

1. Navigate to the **Close/Reconcile Cash Drawer** screen by selecting **Cash Drawer** from the menu bar and **Reconcile** from the sub-menu. The screen will be displayed with the Reconcile Tab selected.

OR

If the **Close/Reconcile Cash Drawer** screen is already open and the cash drawer was just closed, select the Reconcile Tab. Navigating to the Reconcile Tab from the Close Tab will complete the Reconcile Cash Drawer function for the cash drawer specified on the Close Tab. If navigating to the Reconcile Cash Drawer function in this manner, skip to Step 4.

2. The Cashier's User ID, Office ID, and Business Date are all required query parameters for reconciling a cash drawer. If the user is only authorized to reconcile their own cash drawer, the Cashier's User ID and Office ID will default to the user logged into the system and cannot be changed. Enter the Business Date for the cash drawer to be reconciled. A user with the proper authority can reconcile a system cash drawer for another user by entering the Cashier's User ID, Office ID, and Business Date of the cash drawer to be reconciled.
3. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. Once the QUERY button is selected, the Drawer Label will be populated on the screen if one exists for the specified cash drawer.
4. The Cashier Totals will be populated with the values entered during the Close Cash Drawer function. The System Totals will be system-generated and populated to the screen. If the Discrepancy Amount is '\$0.00' see Step 5. If the Discrepancy Amount does **not** equal '\$0.00' see Step 6.
5. If the Cashier Total and System Total fields are the same, there will be no Discrepancy Amount (i.e., the Discrepancy Amount will be '\$0.00'). Select the **RECONCILE** button to complete the cash drawer reconciliation. The cash drawer will now have a 'Reconciled' status.

Note: The totals for the individual payment types in the Cashier Totals Block and System Totals Block may differ on the Reconcile tab but a Discrepancy Amount only exists when there is a difference in the Cashier Total field and System Total field. For example, the cashier reported total cash may differ from the system-calculated total cash but the drawer is still considered balanced if the Discrepancy Amount is '\$0.00'.

6. If the Cashier Total and System Total fields are different, a Discrepancy Amount will exist and the drawer is not considered balanced. The Recalculate function or the Force Reconcile function may be used to complete the reconciliation process when a discrepancy amount exists. The Force Reconcile function allows a user to store the discrepancy amount and enter a narrative description for why the force reconciliation was necessary. The Recalculate function provides the ability to update the totals reported by the user during the Close Cash Drawer function. This feature allows a user to correct any miscalculations that may have occurred when closing the cash drawer (e.g., the user miscounted the number of \$20 bills in his/her drawer).
 - When a Discrepancy Amount exists, select the **RECONCILE** button to perform a force reconciliation. The Force Reconcile pop-up window will appear. The Force Reconcile Amount will be populated and equal the Discrepancy Amount on the Reconcile Tab of the **Close/Reconcile Cash Drawer** screen. A comment must be entered to describe a

reason for the force reconciliation. Select the **OK** button on the pop-up window to complete the force reconciliation. The cash drawer will now have a 'Reconciled' status. The Force Reconcile Amount will be populated to the Reconcile screen and a Discrepancy Amount will no longer exist.

- When a Discrepancy Amount exists, select the **RECALCULATE** button to update the Cashier Totals. The Recalculate pop-up window will appear. The cashier reported totals will be populated with the totals from the Reconcile Tab of the **Close/Reconcile Cash Drawer** screen. Enter any changes in the appropriate field on the Recalculate pop-up window. The **CALCULATOR** button and **SYSTEM TOTALS** button may be selected to assist the user with recalculating the closing totals. Select the **OK** button on the pop-up window to complete the Recalculate function. Any changes to the Cashier Totals will be populated to the **Close/Reconcile Cash Drawer** screen. If a Discrepancy Amount still exists, utilize the Recalculate function again or the Force Reconcile function in order to complete the cash drawer reconciliation. If the Cashier Total and System Total fields equal, the Discrepancy Amount will be '\$0.00' and the cash drawer is balanced. Select the **RECONCILE** button to complete the cash drawer reconciliation. The cash drawer will now have a 'Reconciled' status.
7. To reconcile another cash drawer, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Close/Reconcile Cash Drawer** screen.

Cash Drawer Inquiry

Overview of Cash Drawer Inquiry

The Cash Drawer Inquiry function allows an individual with the proper authority to view from his/her workstation the system-generated totals, current drawer status, and detailed drop information of any cashier in his/her own County.

The following fields appear on the **Cash Drawer Inquiry** screen (listed in tabbing order):

Query Parameters Block

- Cashier's User ID
- Office ID
- Drawer Status
- Business Date
- Drawer Label

Balance Tab

Cashier Totals Block

- Checks
- Cash
- Credit
- EFT
- ADA
- Sub Total

- Non-Cash Refunds
- Force Recon Amt
- Cashier Total

System Totals Block

- Checks
- Cash
- Credit
- EFT
- ADA
- Sum of Payments
- Drops
- Cash Refunds
- Sub Total
- Non-Cash Refunds
- System Total

Drop Tab

Drop Totals Block

- Drop #
- Checks Total
- Cash Total
- Total Drop Amount

Drop Check Listing Pop-Up

- Check #
- Amount
- Total

Cash Drawer Inquiry

Complete the following steps to perform a Cash Drawer Inquiry:

1. Navigate to the **Cash Drawer Inquiry** screen by selecting **Cash Drawer** from the menu bar and **Cash Drawer Inquiry** from the sub-menu. The screen will be displayed with the Balance Tab selected.

OR

Access the **Cash Drawer Inquiry** screen from the **Multiple Cash Drawer Inquiry** screen by selecting the desired cash drawer from the grid on the Multiple Cash Drawer Inquiry screen and selecting the **VIEW DETAILS** button. Refer to the Multiple Cash Drawer Inquiry section for more information on cash drawer inquiries for multiple cash drawers.

2. Enter the query parameters. The Cashier's User ID, Office ID, and Business Date are required query parameters whereas Drawer Label and Drawer Status are optional. If the

user is only authorized to perform a cash drawer inquiry on their own cash drawer, the Cashier's User ID and Office ID will default to the user logged into the system and cannot be changed. A user with the proper authority can perform an inquiry on another user's cash drawer by entering the Cashier's User ID, Office ID, and Business Date of the desired cash drawer or by selecting the **VIEW USERS** button to view a list of all available cash drawers for the inquiry.

- When the **VIEW USERS** button is selected, the Cashier's User ID, Office ID, Business Date, Drawer Status, and Drawer Label of each cash drawer are displayed in a pop-up window. This pop-up window provides wildcard searching capabilities. Refer to the [Wildcard](#) section for more information on performing a wildcard search. Select the desired cash drawer from the View Users pop-up window then select the **OK** button. The pop-up window will close and the Cashier's User ID, Office ID, Business Date, Drawer Status, and Drawer Label of the selected cash drawer will be populated to the **Cash Drawer Inquiry** screen.
3. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. The fields on the Balance Tab and Drop Tab will be populated and display only. Since Cashier Totals are entered when the Close Cash Drawer function is performed, the fields for the Cashier Totals will not be populated if the Cash Drawer Status is 'Open'.
 4. The Drop Tab displays information for every Cash Drawer Drop completed for the specified cash drawer. To view the Check Number and Amount for each check included in a drop, navigate to the Drop Tab, select the row from the grid for the desired drop, and then select the **VIEW CHECKS** button. The Drop Check Listing pop-up window will be displayed and will list any check itemization information entered during a Cash Drawer Drop.
 5. To perform another cash drawer inquiry, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Cash Drawer Inquiry** screen.

Multiple Cash Drawer Inquiry

Overview of Multiple Cash Drawer Inquiry

The Multiple Cash Drawer Inquiry function allows an individual with the proper authority to view from his/her workstation the system-generated balance and drawer status of multiple cash drawers in his/her own County. This function is only available to users who have the authority to view the balance and status of other user's cash drawers. The Cash Drawer Inquiry function may be accessed from the **Multiple Cash Drawer Inquiry** screen to view more detailed information about an individual cash drawer.

The following fields appear on the **Multiple Cash Drawer Inquiry** screen (listed in tabbing order):

Query Parameters Block

- [Business Date](#)
- [Office ID](#)
- [Drawer Status](#)
- [Cashier's User ID](#)

Cash Drawer Data Block

- [Cashier's User ID](#)

- Office ID
- Business Date
- Drawer Label
- Drawer Status
- Checks
- Cash
- Credit
- EFT
- ADA
- Drops
- Refunds
- Force Recon Amt
- System Total
- Total

Multiple Cash Drawer Inquiry

Complete the following steps to perform a Multiple Cash Drawer Inquiry:

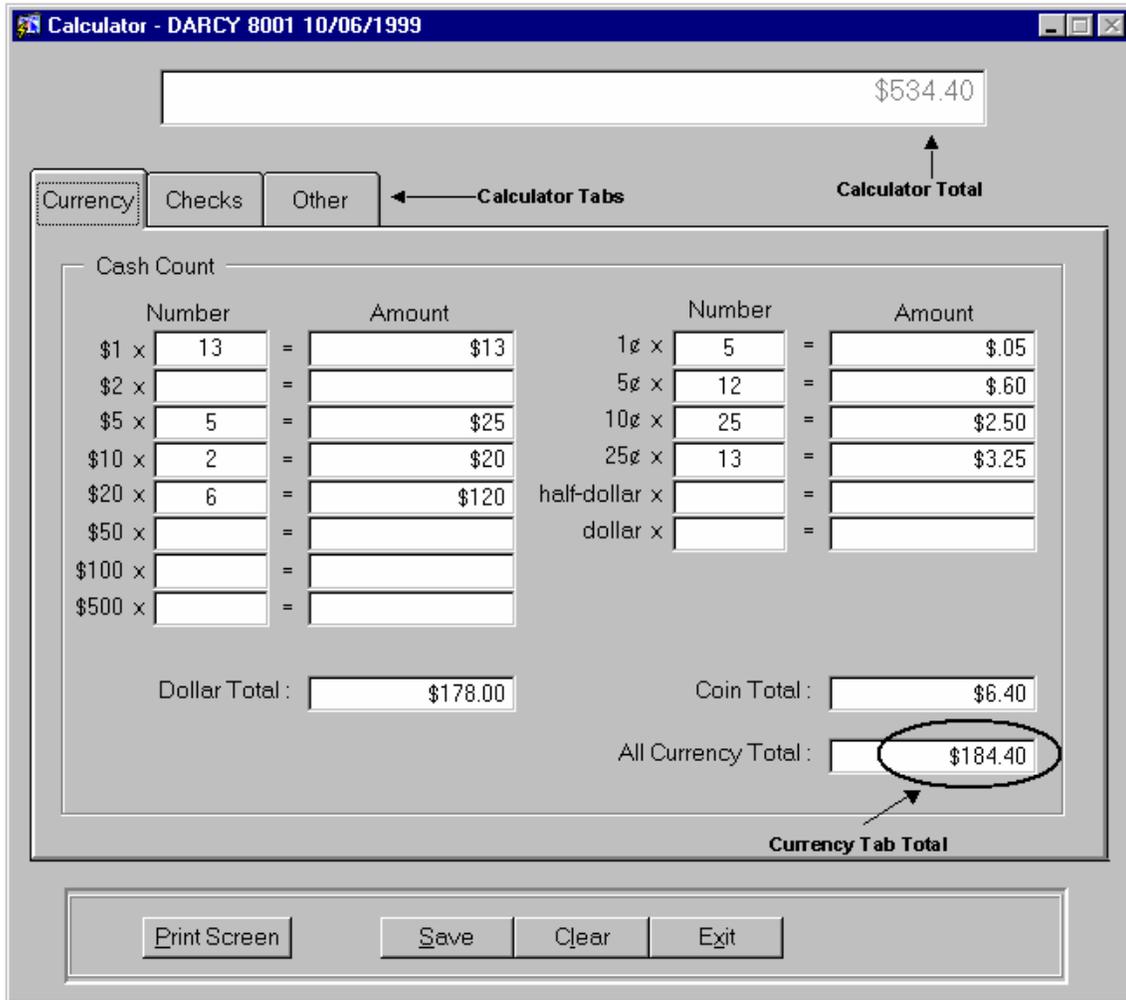
1. Navigate to the **Multiple Cash Drawer Inquiry** screen by selecting **Cash Drawer** from the menu bar and **Multiple Cash Drawer Inquiry** from the sub-menu.
2. Enter the query parameters. Either the Business Date or Cashier's User ID must be entered as a query parameter whereas Office ID and Drawer Status are optional. Multiple query parameters may be entered to narrow the search results.
3. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section. All fields will be populated with system-generated totals and display only.
4. To view more detailed information about a cash drawer displayed on the **Multiple Cash Drawer Inquiry** screen, select the cash drawer from the Cash Drawer Data grid and select the **VIEW DETAILS** button. The **Cash Drawer Inquiry** screen will be displayed with all the information regarding the selected cash drawer populated to the screen. Refer to the [Cash Drawer Inquiry](#) section for more information on the Cash Drawer Inquiry function.
5. To perform another multiple cash drawer inquiry, select the **CLEAR** button and repeat the above steps. Select the **EXIT** button to close the **Multiple Cash Drawer Inquiry** screen.

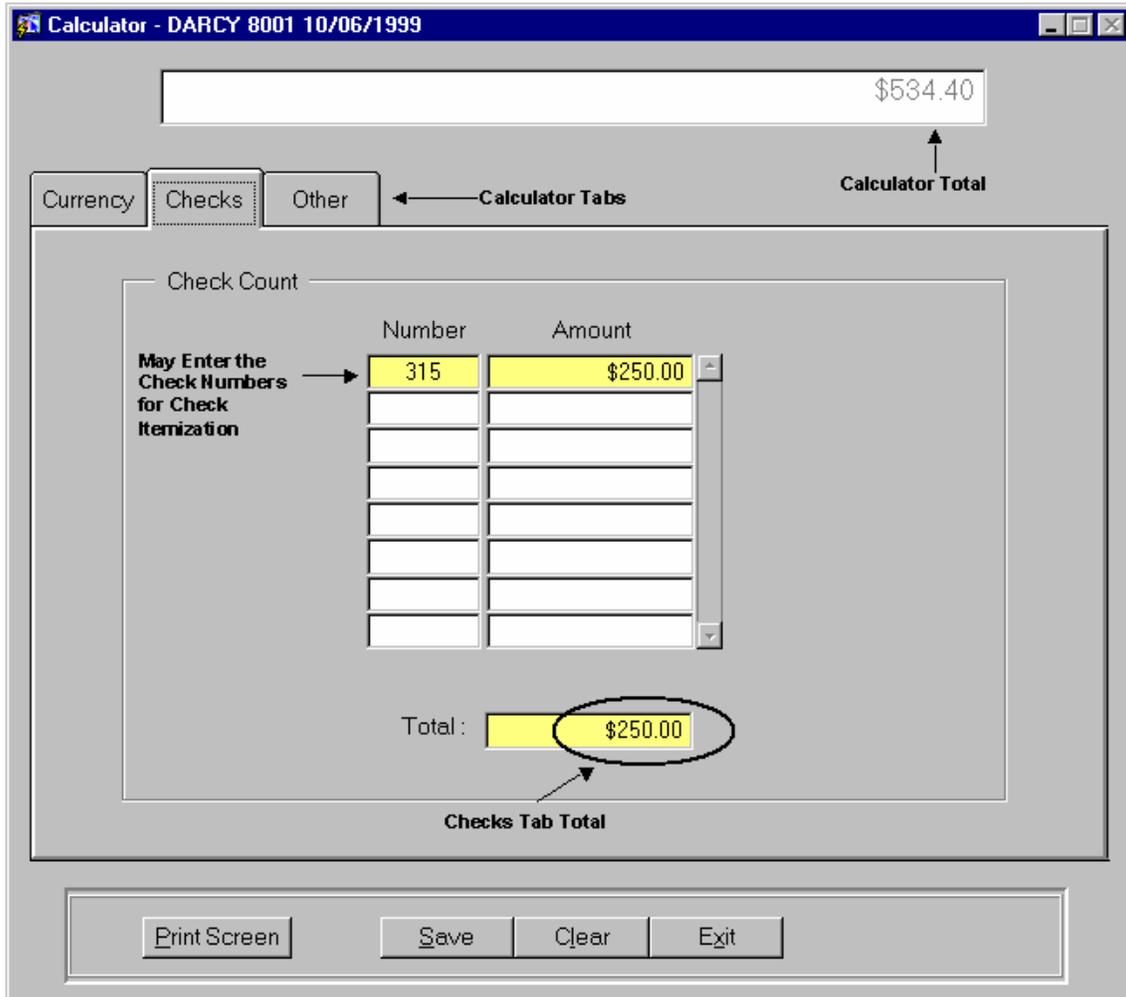
Cash Drawer Calculator

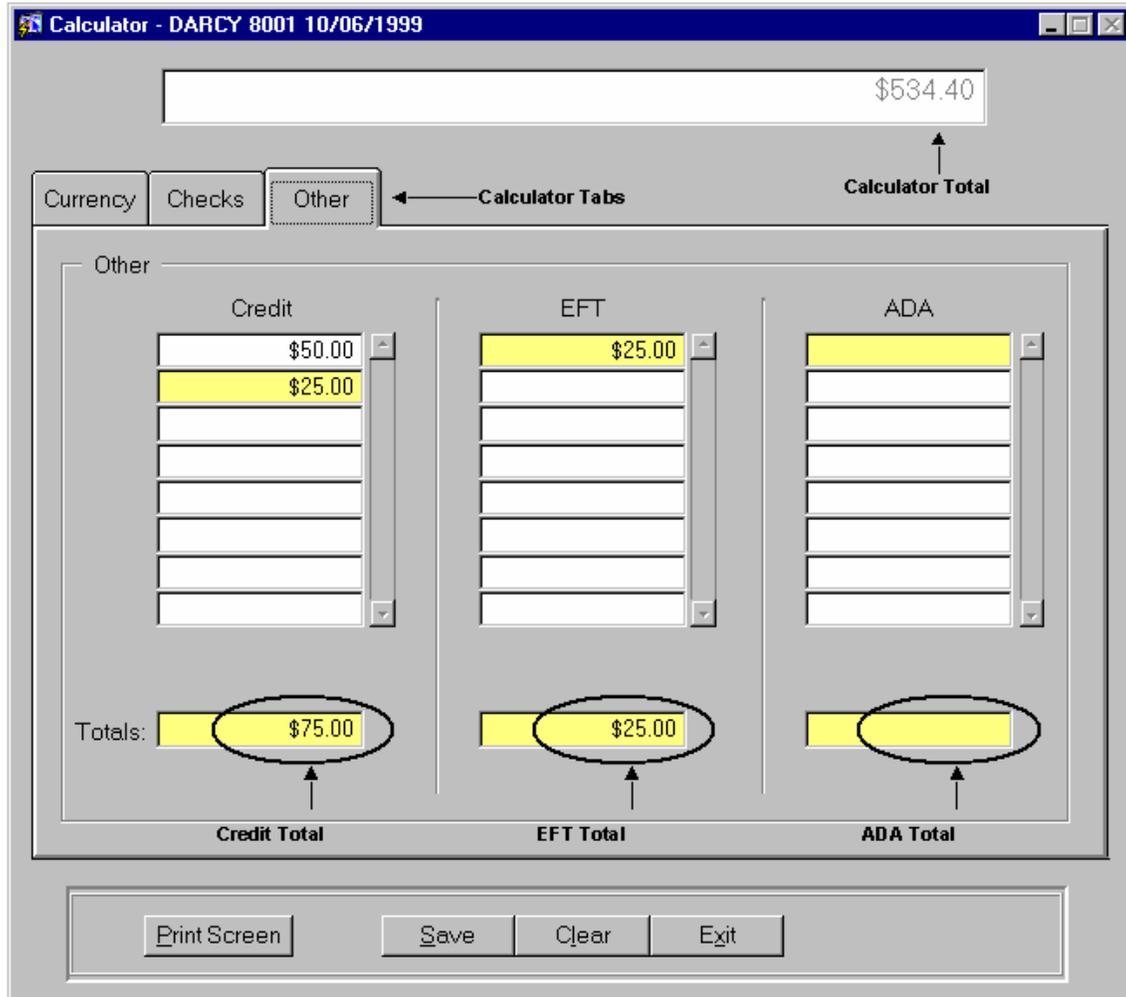
Overview of Cash Drawer Calculator

ATPS II provides a Cash Drawer Calculator to assist with computations when performing a Cash Drawer Drop or Close Cash Drawer. The Calculator is divided into three tabs: Currency Tab, Checks Tab, and Other Tab. Each tab provides a calculated total of the values entered on that tab, and the Calculator displays a running total of all tabs at the top of the screen. The

Calculator also provides check itemization capabilities where a user may enter check numbers and their associated amounts.







Using the Calculator for a Cash Drawer Drop

Complete the following steps to use the Cash Drawer Calculator when performing the Cash Drawer Drop function:

1. Select the **CALCULATOR** button on the **Cash Drawer Drop** screen.
2. The **Calculator** screen will be displayed with the Other Tab disabled.
3. Enter the amount of cash and coins for the drop on the Currency Tab. Enter either the number of each denomination in the Number column (e.g., 13 quarters) or the total of each denomination in the Amount column (e.g., \$3.25 in quarters). When the number of each currency type is entered, the system calculates the amount based on the number entered.
4. Select the Checks Tab. Enter the check Amount on the Checks Tab for each check included in the drop. The Check Number can also be entered to help itemize the check information, but is not required.
5. To populate the currency total and checks total computed on the **Calculator** screen to the Cash Drawer Drop screen, select the **SAVE** button. Selecting the **EXIT** button will close the **Calculator** screen and none of the totals will be populated to the **Cash Drawer Drop** screen. Refer to the [Cash Drawer Drop](#) section for more information on completing the Cash Drawer Drop function.

Note: When the **Calculator** screen is used to enter check itemization information (i.e., entering individual check numbers and the associated amounts), if the user changes the Checks Total on the **Cash Drawer Drop** screen that was populated from the **Calculator** screen, the check itemization information will be lost. ATPSII displays a warning in this situation to confirm that the user wishes to make such a change.

Using the Calculator for Closing a Cash Drawer

Complete the following steps to use the Cash Drawer Calculator when performing the Close Cash Drawer function:

1. Select the **CALCULATOR** button on the Close Tab on the **Close/Reconcile Cash Drawer** screen.
2. The **Calculator** screen will be displayed with all three Tabs enabled for user entry.
3. Enter the amount of cash and coins on the Currency Tab that is contained in the physical cash drawer. Enter either the number of each denomination in the Number column (e.g., 13 quarters) or the total of each denomination in the Amount column (e.g., \$3.25 in quarters). When the number of each currency type is entered, the system calculates the amount based on the number entered.
4. Select the Checks Tab. Enter the check Amount on the Checks Tab for each check contained in the physical cash drawer. The Check Number can also be entered, to help itemize the check information, but is not required.
5. Select the Other Tab. Enter the amount of money in credit, EFT and ADA payment types contained in the physical cash drawer in their respective columns.
6. To populate the totals computed on the **Calculator** screen to the **Close/Reconcile Cash Drawer** screen, select the **SAVE** button. Selecting the **EXIT** button will close the **Calculator** screen and none of the totals will be populated to the **Close/Reconcile Cash Drawer** screen. Refer to the [Close a Cash Drawer](#) section for more information on closing a cash drawer.

Note: When the **Calculator** screen is used to enter check itemization information (i.e., entering individual check numbers and the associated amounts), if the user changes the Checks Total that was populated to the **Close Cash Drawer** screen from the **Calculator** screen, the check itemization information will be lost. ATPSII displays a warning in this situation to confirm that the user wishes to make such a change.

CORRECTIONS

Overview of Corrections in ATPS II

ATPS II includes a Correction function that provides the ability to:

- Correct a title,
- Correct a title receipt,
- Correct a miscellaneous receipt,
- Void a title transaction,
- Void a miscellaneous receipt, and
- Update the status of a title

When a transaction is in process and the title and receipt have not yet been paid off, title and receipt data may be adjusted and/or corrected without having to start the transaction over or utilize the Correction function. For example, if a typo occurred on the customer's first name, simply navigate to that field and correct the typo at any time while processing the transaction before selecting the **PAYOFF/PRINT** button.

Once the **PAYOFF/PRINT** function has been successfully completed, the correction process would be necessary to make any adjustments to the record. However, the Correction function is only used to correct data that is not printed on the title; a Replacement Title must be issued in order to make changes to data that is printed on the face of a title. (Refer to the [Issuing a Title in ATPS II](#) section for information on issuing a Replacement Title.) Therefore, a title will never be printed as a result of completing the Correction function. The Correction function will always result in the printing of a new receipt, with the word 'Correction' printed at the top of the receipt.

Corrections to title receipt data may result in a change to the Total Amount Due. If a correction transaction results in an increase to the Total Amount Due (e.g., a fee is added), a new payment record must be inserted. If a correction transaction results in a decrease to the Total Amount Due (e.g., a fee is waived), the system will automatically calculate the Change Due and a Refund record does not need to be inserted. Existing Payment, Refund, or Change records can not be modified in corrections. If the existing payment information is incorrect, new payment and refund records may be inserted to correct the payment information.

The Correction function involves the following additional rules and procedures:

- A user must have the proper authority to perform a Correction transaction.
- If the Correction transaction results in a refund, a user must have the proper authority in order to issue a refund check.
- A user may only utilize the Correction function for a title and/or receipt record that was issued in their own County.
- The Correction function may not be utilized for any title and/or receipt record with an 'Inactive' status.

- Any changes made using the Correction function to a title or receipt record will appear in the audit trail.

Correcting Title and Receipt Data

The Correct Title and Receipt Data option is used to make corrections to information that is not printed on the face of the title. Refer to the Overview of Corrections section for more information regarding the basic rules and procedures for the Correction function.

The following title related fields can be changed using the Correct Title and Receipt Data function (listed in tabbing order):

Title Tab

- Title Transaction Comments (Not Printed)
- Condition (the Condition cannot be changed to/from 'Wrecked' using the Correction function)
- Age
- Previous Owner SSN
- All Previous Owner Information for third and subsequent previous owners

Owners/Liens Tab

- Owner SSN
- All Owner Information for third and subsequent owners
- All Lien Information for third and subsequent liens

Receipt Tab

- Office Date
- Purchase Date
- Inspection Form Number
- Inspection Station Number
- Late Fee
- Inspection Fee
- Affidavit Fees
- Miscellaneous Fees
- Total Fees
- Waived?
- Waived Fee Description

Complete the following steps to correct title and/or receipt data:

1. Navigate to the **Correct Title/Receipt** screen by selecting **Title** from the menu bar and **Correction – Title and Receipt Data** from the sub-menu.

2. Enter the Control Number, Property Type and VIN/WIN/MIN, or the Title Number as the query parameter for the record to be corrected. Select the **QUERY** button. For more information on performing a query, refer to the **Overview of Query Function** section. This screen is very similar to the **Title Issuance** screen in appearance but the majority of the fields are grayed-out, or disabled. Only those fields that may be changed using the Correction function are enabled for the user to correct.
3. The information for the selected title record will be displayed on the screen. Navigate to the field(s) requiring correction, and make the appropriate change(s). If necessary, collect any additional fees or issue a refund resulting from the correction.
 - Some corrections may result in the need to update payment information. Any data entered in the Payment Information Block on the original record cannot be changed. If the original payment information is incorrect or needs to be updated as a result of the correction, new information may be entered in the Payment Information Block to correct the error. The **Category** field in the Payment Information Block is enabled for Corrections and 'Refund' or 'Payment' may be selected as the type of Category. Below are three basic examples of updating payment information during the correction function. The first example describes when the total amount of fees is increased and a new Payment Amount must be entered. The second example describes when a fee is waived during a Correction transaction and the system automatically inserts a Change record. The third example explains how to correct the Payment Type field.
 - A receipt record had a \$25 check payment that was entered for the original transaction. The original receipt is corrected using the Correction function to add an Affidavit Fee. This increases the Total Due for the receipt to \$26. The \$25 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The customer pays for the additional \$1 in cash. The user will enter a new row of data in the Payment Information grid with Cash as the Payment Type and \$1 as the Payment Amount. The Total Due and Total Paid for the corrected receipt will now be \$26. The following graphic displays part of the Payment Information Block after the correction has been completed.

Payment Information			
Category	Payment Type	Payment Amount	Payment Type Description
PAYMENT	CHECK	\$25.00	
PAYMENT	CASH	\$1.00	

- A receipt record had a \$27 check payment that was entered for the original transaction. The \$27 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The original receipt is corrected using the Correction function to remove a \$1 Affidavit Fee that was erroneously charged to the customer. After removing the affidavit fee, the system will automatically calculate the \$1 Change Due and the user does not need to enter any new information in the Payment Information Block. The Total Due and Total Paid for the corrected receipt will now be \$26. The following graphic displays the Collection Information Block after the Affidavit Fee is removed using the Correction function.

Collection Information

Total Fees: \$	6.50
Total Net Taxes: \$	19.50
Total Due: \$	26.00
Total Paid: \$	27.00
Remaining Due: \$	
Change Due: \$	1.00

Change Type: Cash
 Check
 Credit

→ A receipt record had a \$25 cash payment that was entered for the original transaction. The \$25 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The original receipt is corrected using the Correction function to change the Payment Type from 'Cash' to 'Check'. The user would enter a row in the Payment Information Block with the Category as 'Refund' and the Payment Amount as \$25. The user must also select the Refund Type. Then he/she would enter another row in the Payment Information Block with the Category as 'Payment', Payment Type as 'Check' and the Payment Amount as \$25. The correction receipt will now display the appropriate Payment Type. Note: the Total Paid and Change Due on the correction receipt will be a sum of all entries in the Payment Information Block. For example, the correction receipt for this transaction will display Total Due as \$25, Total Paid as \$50, and Change Due as \$25. The following graphic displays part of the Payment Information Block after the correction has been completed.

Payment Information

Category	Payment Type	Payment Amount	Payment Type Description
PAYMENT	CASH	\$25.00	
REFUND	CASH	\$25.00	
PAYMENT	CHECK	\$25.00	

For more information on how to enter data in the Payment Information Block, refer to the Overview of Payment Information Block section.

4. Select the **PAYOFF/PRINT** button. A new receipt will be printed. The correction process is complete and the updated record will be saved. If a refund check must be issued as a result of the correction and the user has the authority to issue refund checks, the **Check Information** screen will appear once the **PAYOFF/PRINT** button is selected. If the user does not have the authority to issue a refund check, another user with the proper authority

must issue the refund check for the transaction. For more information on issuing a refund check refer to the [Overview of Check Information](#) section.

Correct Miscellaneous Receipt Data

ATPS II provides the ability to correct a Miscellaneous Receipt using the Correction function. Any corrections to a Miscellaneous Receipt will result in a new receipt being printed. Refer to the Overview of Corrections section for more information regarding the basic rules and procedures for the Correction function.

Complete the following steps to correct a miscellaneous receipt:

1. Navigate to the **Correct Miscellaneous Receipt** screen by selecting **Title** from the menu bar and **Correction – Miscellaneous Receipt Data** from the sub-menu.
2. Enter the [Miscellaneous Transaction Number](#) as the query parameter for the record to be corrected. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. All the information for the selected miscellaneous receipt will be displayed on the screen. Navigate to the field(s) requiring the correction, and make the appropriate change(s). If necessary, collect any additional fees resulting from the correction. For more information on the fund collection and fee calculation process for miscellaneous receipt transactions, refer to the [Creating a Miscellaneous Receipt](#) section.
 - Some corrections may result in the need to update payment information. Any data entered in the Payment Information Block on the original record cannot be changed. If the original payment information is incorrect or needs to be updated as a result of the correction, new information may be entered in the Payment Information Block to correct the error. The [Category](#) field in the Payment Information Block is enabled for Corrections and 'Refund' or 'Payment' may be selected as the type of Category. Below are three basic examples of updating payment information during the correction function. The first example describes when the total amount of fees is increased and a new Payment Amount must be entered. The second example describes when a fee is removed during a Correction transaction and the system automatically inserts a Change record. The third example explains how to correct the Payment Type field.
 - A receipt record had a \$25 check payment that was entered for the original transaction. The original receipt is corrected using the Correction function to add an Affidavit Fee. This increases the Total Due for the receipt to \$26. The \$25 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The customer pays for the additional \$1 in cash. The user will enter a new row of data in the Payment Information grid with Cash as the Payment Type and \$1 as the Payment Amount. The Total Due and Total Paid for the corrected receipt will now be \$26. The following graphic displays part of the Payment Information Block after the correction has been completed.

Payment Information			
Category	Payment Type	Payment Amount	Payment Type Description
PAYMENT	CHECK	\$25.00	
PAYMENT	CASH	\$1.00	

Total Due:	\$26.00
Total Paid:	\$26.00
Remaining Due:	\$0.00
Change Due:	\$0.00

→ A receipt record had a \$25 check payment that was entered for the original transaction. The \$25 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The original receipt is corrected using the Correction function to remove a \$1 Miscellaneous Affidavit Fee that was erroneously charged to the customer. After removing the Miscellaneous Affidavit fee, the system will automatically calculate the \$1 Change Due and the user does not need to enter any new information in the Payment Information Block. The Total Due and Total Paid for the corrected receipt will now be \$24. The following graphic displays the Collection Information Block after the Affidavit Fee is removed using the Correction function.

Payment Information			
Category	Payment Type	Payment Amount	Payment Type Description
PAYMENT	CHECK	\$25.00	

Total Due:	\$24.00
Total Paid:	\$25.00
Remaining Due:	\$0.00
Change Due:	\$1.00

→ A receipt record had a \$25 cash payment that was entered for the original transaction. The \$25 collected for the original transaction will appear in the Payment Information Block and cannot be changed. The original receipt is corrected using the Correction function to change the Payment Type from 'Cash' to

'Check'. The user would enter a row in the Payment Information Block with the Category as 'Refund' and the Payment Amount as \$25. The user must also select the Refund Type. Then he/she would enter another row in the Payment Information Block with the Category as 'Payment', Payment Type as 'Check' and the Payment Amount as \$25. The Total Due and Total Paid are the same as the original transaction but the Payment Type is now correct. Note: the Total Paid and Change Due on the correction receipt will be a sum of all entries in the Payment Information Block. For example, the correction receipt for this transaction will display Total Due as \$25, Total Paid as \$50, and Change Due as \$25. The following graphic displays the Payment Information Block after the correction has been completed.

Payment Information			
Category	Payment Type	Payment Amount	Payment Type Description
PAYMENT	CASH	\$25.00	
REFUND	CASH	\$25.00	
PAYMENT	CHECK	\$25.00	

Total Due:	\$25.00
Total Paid:	\$25.00
Remaining Due:	\$0.00
Change Due:	\$0.00

For more information on how to enter data in the Payment Information Block, refer to the [Overview of Payment Information Block](#) section.

4. Select the **PAYOFF/PRINT** button. A new miscellaneous receipt will be printed. The correction process is complete and the updated record will be saved to the database. If a refund check must be issued as a result of the correction and the user has the authority to issue refund checks, the **Check Information** screen will appear once the **PAYOFF/PRINT** button is selected. If the user does not have the authority to issue a refund check, another user with the proper authority must issue the refund check for the transaction. For more information on issuing a refund check refer to the [Overview of Check Information](#) section.

Reinstating a Lien

Any lien that was accidentally cancelled may be reinstated using the Correction Function. There are two methods for reinstating an accidentally cancelled lien: 1) use the Reinstatement Lien function on the **Correct Title/Receipt** screen, or 2) void the title using the Title Void function. The appropriate reinstatement method should be selected based on how the lien was cancelled.

If the lien was accidentally cancelled via the Batch Cancel Lien function, a new title was not printed. The title record is updated with a Cancel Date for the lien and no additional changes to the record are made. In this scenario, the accidentally cancelled lien should be reinstated

using the Reinstatement Lien function on the **Correct Title/Receipt** screen. Complete the following steps to reinstate a lien that was accidentally cancelled using the Batch Cancel Lien function:

1. Navigate to the **Correct Title/Receipt** screen by selecting **Title** from the menu bar and **Correction – Title and Receipt Data** from the sub-menu. This screen is very similar to the **Title Issuance** screen in appearance but the majority of fields are grayed-out, or disabled. Only those fields that may be changed using the Correction function are enabled for the user to correct.
2. Enter the Control Number, Property Type and VIN/WIN/MIN, or the Title Number as the query parameter for the record to be corrected. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. The information for the selected title record will be displayed on the screen. On the Owner/Lien Tab, select the lien that was accidentally cancelled and select the **REINSTATE LIEN** button. A pop-up window will appear confirming that the selected lien should be reinstated.
4. Select **OK** on the confirmation pop-up window. The **Cancel Date** for the lien will be removed and the record will be reflected as though the lien was never cancelled.
5. Select the **PAYOFF/PRINT** button. The correction process is complete and the updated record will be saved.

If a lien was accidentally cancelled at the time of issuing a Replacement Title, a new title record was created and a new title was printed (with the cancelled lien data not appearing on the new Replacement Title). For liens that are accidentally cancelled during the issuance of a Replacement Title, a Title Void transaction must be performed in order to reinstate the erroneously cancelled lien. The Title Void will allow the original title record that was changed when the lien was accidentally cancelled, to return to its original state and retain all the original data. If additional changes were made to the title record when the lien was accidentally cancelled, the Title Void function should be completed first, then a new Replacement Title must be issued for the record to reflect the additional changes. Refer to the [Void Title Transaction](#) section for more information on voiding title. Refer to the [Issuing a Title in ATPS II](#) section for more information on issuing a Replacement Title.

NOTE: If a lien is cancelled via the Batch Cancel Lien function, the Void Title Transaction function should not be used to reinstate the lien. See the steps noted above for reinstating a lien cancelled via the Batch Cancel Lien function.

Refer to the Overview of Corrections section for more information regarding the basic rules and procedures for the Correction function.

Void Title Transaction

The Correction function in ATPS II provides the ability for an authorized user to void a title transaction. When a title is voided, a refund is issued and a void receipt is printed. Refer to the [Overview of Corrections](#) section for more information regarding the basic rules and procedures for the Correction function.

Complete the following steps to void a title transaction:

1. Navigate to the **Void Title/Receipt** screen by selecting **Title** from the menu bar and **Correction – Title and Receipt Void** from the sub-menu.

2. Enter the Control Number, Property Type and VIN/WIN/MIN, or the Title Number as the query parameter for the record to be voided. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Basic information for the selected title record will be displayed in a grid on the screen. If multiple records are returned by the query, select the appropriate record to be voided from the grid. To verify that the returned record is the accurate title record to be voided, select the **VIEW TITLE** button. This opens the Title Inquiry screen so that all of the title information can be displayed and verified. For more information on the Title Inquiry screen, refer to the [Overview of Title Inquiry](#) section. It is very important that the user be positive the selected record is the appropriate record to be voided. Select **EXIT** on the Title Inquiry screen to return to the **Title and Receipt Void** screen.
4. After verifying that the record displayed on the screen should be voided, select 'Void' from the Status picklist and enter a Void Reason Text (if desired) for the title void. Select the Refund Type (e.g., Cash, Check, Credit).
5. Select the **VOID** button. A pop-up window will appear confirming the user wishes to void the selected title record. Select the **OK** button on the void confirmation pop-up window and the status of the title record is changed to 'Void'.
6. All Void Title Transactions will result in a full refund being issued. If the Refund Type is 'Check' and the user has the authority to issue refund checks, the **Check Information** screen will appear once the **OK** button on the confirmation pop-up window is selected. If the user does not have the authority to issue a refund check, another user with the proper authority must issue the refund check for the transaction. For more information on issuing a refund check refer to the [Overview of Check Information](#) section.

Note: If a title is voided and a previous title record exists for that VIN/WIN/MIN with an Inactive Reason of "Title Transferred to <Title Type>" or "Transferred to County", the system will automatically change the status of that previous record associated with that VIN/WIN/MIN to "Active". The status of the Control Number for that Title will automatically be set to 'Void – Title Void' once the Title Void is complete.

Void Miscellaneous Receipt Transaction

The Correction function in ATPS II provides the ability to void a miscellaneous receipt transaction. Every time a miscellaneous receipt is voided, a refund is issued and a void receipt is printed. A user must have the proper authority to void a miscellaneous receipt. Refer to the [Overview of Corrections](#) section for more information regarding the basic rules and procedures for the Correction function.

Complete the following steps to void a miscellaneous receipt:

1. Navigate to the **Void Miscellaneous Receipt** screen by selecting **Title** from the menu bar and **Correction – Miscellaneous Receipt Void** from the sub-menu. This screen is very similar to the **Miscellaneous Receipt** screen displayed when creating a Miscellaneous Receipt, but none of the fields are enabled for the user to correct.
2. Enter the Miscellaneous Transaction Number as the query parameter for the record to be voided. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. The information for the selected miscellaneous receipt record will be displayed on the screen allowing the user to verify the record returned is the accurate miscellaneous receipt

to be voided. It is very important that the user be positive the selected record is the appropriate record to be voided.

4. Select the Refund Type (e.g., Cash, Check, Credit).
5. After verifying that the record displayed on the screen should be voided, select the **VOID** button. A Void Explanation pop-up window will be displayed. Enter an explanation (if desired) for the miscellaneous receipt void. Select the **OK** button.
6. A pop-up window will appear confirming the user wishes to void the selected miscellaneous receipt record. Select the **OK** button on the void confirmation pop-up window and the updated miscellaneous receipt record will be saved. The Void Miscellaneous Receipt transaction is now complete and the Status is changed to 'Void'.
7. All Miscellaneous Receipt Voids will result in a full refund being issued. If the Refund Type is 'Check' and the user has the authority to issue refund checks, the **Check Information** screen will appear once the **OK** button on the confirmation pop-up window is selected. If the user does not have the authority to issue a refund check, another user with the proper authority must issue the refund check for the transaction. For more information on issuing a refund check refer to the [Overview of Check Information](#) section.

CHANGE TITLE STATUS (COUNTY)

Overview of Update Title Status (County)

The Update Title Status function provides the capability for a County user with the proper authority to change a title status from 'Active' to 'Inactive' (inactivating a title) and from 'Inactive' to 'Active' (reactivating a title). A user may only update the title status for their own County's title records.

A County user can manually change a title's status to 'Inactive' for the following Inactive Reason Types:

- Converted to Real Estate (motor vehicle titles only)
- Junked
- Transferred to Duplicate
- Transferred to Replacement
- Transferred within County
- Transferred Out of County (if more than one active title exists in different counties)

Changing a title status to 'Inactive' with an Inactive Reason Type of 'Transferred to Real Estate', 'Junked', 'Transferred to Duplicate', 'Transferred to Replacement', 'Transferred within County' or 'Transferred Out of County' will not result in the previous title record associated with that VIN/WIN/MIN to become 'Active'.

When a County issues a title in ATPS II, the previous title record with that VIN/WIN/MIN will automatically become 'Inactive'. Depending upon the title transaction, the previous title will automatically be assigned one of the following Inactive Reason Types:

- Transferred Within County

- Transferred to Duplicate
- Transferred to Replacement
- Transferred Out of County

The following fields are located on the **Update Title Status** screen:

Query Parameter Block

- Title #
- Control #
- Property Type
- VIN/WIN/MIN

Title Information Block

- Title #
- Control #
- Property Type
- VIN/WIN/MIN
- Status
- Date of Status Change
- Inactive Reason Type
- Inactive Reason Comment
- Transferred to County of

Inactivate a Title (County)

Complete the following steps to inactivate a title record:

1. Navigate to the **Update Title Status** screen by selecting **Title** from the menu bar and **Correction – Update Title Status** from the sub-menu.
2. Enter the Control Number, Property Type and VIN/WIN/MIN, or the Title Number as the query parameter for the record to be inactivated. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Basic information for the selected title record will be displayed in a grid on the screen. If multiple records are returned by the query, select the appropriate record to be inactivated from the grid. To verify that the returned record is the accurate title record to be inactivated, select the **VIEW TITLE** button. This opens the Title Inquiry screen so that all of the title information can be displayed and verified. For more information on the Title Inquiry screen, refer to the [Overview of Title Inquiry](#) section. Select **EXIT** on the Title Inquiry screen to return to the **Update Title Status** screen.
4. Select 'Inactive' as the Status.
5. Select the appropriate Inactive Reason Type. If the Inactive Reason Type is 'Transferred to County' then select the County ID of the county where the title record is being transferred in the Transferred to County of field.

6. A more descriptive reason for inactivating the title record can be entered in the Inactive Reason Text field but is not required.
7. Select the **SAVE** button. The Update Title Status transaction is complete and the title record will be saved to the database with a Title Status of 'Inactive'.

Reactivating a Title (County)

Complete the following steps to reactivate a title record:

1. Navigate to the **Update Title Status** screen by selecting **Title** from the menu bar and **Correction – Update Title Status** from the sub-menu.
2. Enter the Control Number, Property Type and VIN/WIN/MIN, or the Title Number as the query parameter for the record to be reactivated. Select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Basic information for the selected title record will be displayed in a grid on the screen. If multiple records are returned by the query, select the appropriate record to be activated from the grid. To verify that the returned record is the accurate title record to be activated, select the **VIEW TITLE** button. This opens the Title Inquiry screen so that all of the title information can be displayed and verified. For more information on the Title Inquiry screen, refer to the [Overview of Title Inquiry](#) section. Select **EXIT** on the Title Inquiry screen to return to the **Update Title Status** screen.
4. Select 'Active' as the Status.
5. A more descriptive reason for reactivating the title record can be entered in the Inactive Reason Text field but is not required.
6. Select the **SAVE** button. The Update Title Status transaction is complete and the title record will be saved to the database with a Title Status of 'Active'.

Note: A County cannot reactivate a title that has an Inactive Reason Type that is only available at the State.

PRINTING IN ATPS II

Print Screen Function

The **Print Screen** function provides the ability for users with proper authorization to print the information displayed on certain ATPS II screens. The output will be sent to the Screen printer assigned to the User ID. If one is not assigned, the output will default to the assigned Receipt printer. This function will print the data from all the fields displayed on the screen without graphics. The printed output will include a date and time stamp. The Print Screen function is available for the following ATPS II screens:

- Batch Title Common Information pop-up windows (Batch Title and Batch Add Lien)
- Cash Drawer Inquiry
- Multiple Cash Drawer Inquiry
- Cash Drawer Calculator
- Title Inquiry
- ID Chain Inquiry
- Title Chain Inquiry
- Owner Chain Inquiry
- SSN Chain Inquiry
- Dealer/Vendor Inquiry
- County Setup

Complete the following step to Print a Screen while performing a transaction or inquiry on one of the ATPS II screens providing Print Screen functionality.

1. Select the **PRINT SCREEN** button located on the footer block. The screen will be printed on the Screen printer the User is assigned. If no Screen printer is assigned, the output will default to the assigned Receipt printer.

Reprint Function

The Reprint function in ATPS II provides the ability for users with the proper authorization to reprint Titles, Title Receipts, Batch Summary Receipts, Memo Titles, and Miscellaneous Receipts when necessary. Reprinting documents is necessary when a document has been sent to the printer by ATPS II but the document does not print successfully.

A new Control Number may or may not be needed when reprinting titles. If the Title Stock has been consumed or damaged, ATPS II can assign a new Control Number to the Title being reprinted if 'Y' is selected in the New Control # field. When a new control number is used on a reprint the Status of the damaged Control Number will automatically be changed to 'Void – Damaged'. In the event printing fails before the Title Stock is consumed (i.e., Title Stock has not been damaged), the Title Stock can be re-used and the Control Number will remain the same if 'N' is selected in the New Control # field.

Reprinting Titles and Receipts

ATPS II provides users with proper authorization the ability to reprint an Ohio Title if the Title is sent to the printer by ATPS II but the Title does not actually print successfully. The reprinted

title will have the same Title Number. Receipts associated with the Title can also be reprinted. A reprinted Receipt will have the word "Re-print" printed on the document.

Complete the following steps to Reprint a Title, Title Receipt, Memo Title, and/or Batch Summary Receipt:

1. Navigate to the **Reprint Function** screen by selecting **Title** from the menu bar, and **Reprint** from the sub-menu.
2. Enter the Title Number to be reprinted.
3. Select the document(s) to be reprinted by selecting the Title?, Receipt?, or Memo Title? checkboxes.
4. Select 'Yes' from the New Control #? field if a new Control Number will be needed when reprinting a Title. If 'Yes' is selected, the status of the Control Number associated with that Title Number will be automatically set to 'Void - Damaged' by the system. Select 'No' from the New Control #? field if the Title Stock has not been damaged and the Control Number associated with the Title Number can be used to reprint the title.
5. Select the **REPRINT** button. The document(s) will be printed on the Title and/or Receipt printer the User is assigned.

Reprinting Batch Titles, Batch Individual Receipts and Batch Summary Receipts

ATPS II provides the ability to reprint a range of titles that were processed in a Batch. This may be necessary if the Titles are sent to the printer by ATPS II but some or all of the Titles in the Batch do not actually print successfully. Individual Receipts associated with the Titles in a Batch can be also be reprinted. A reprinted Receipt will have the word "Re-print" printed on the top of the document. The Batch Summary Receipt can also be re-printed.

Complete the following steps to Reprint a Batch of Titles, Batch Receipts, and/or Batch Summary Receipt:

1. Navigate to the **Reprint Function** screen by selecting **Title** from the menu bar, and **Reprint** from the sub-menu.
2. Enter the Batch Number, and then enter the range of Batch Suffix numbers to be reprinted. Only the documents associated with the Batch Suffix numbers entered in this range will be reprinted. This range of Batch Suffix numbers may include only some of the titles processed in the Batch, all of the Titles processed in the Batch, or only one of the Titles processed in the Batch. Enter the starting Batch Suffix number in the Suffix From field and enter the ending Batch Suffix number in the Suffix To field.
3. Select the documents to be reprinted. Select the Title? checkbox to reprint titles in a Batch. Select the Receipt? checkbox to reprint the individual transaction receipts associated with the titles in the Batch. If a Batch Summary Receipt is to be reprinted, select the Summary Receipt? checkbox. Select the Memo Title? checkbox to print any Memo Titles that were processed in the Batch.
4. Select 'Yes' from the New Control #? field if new Control Numbers will be needed when reprinting Titles in the Batch. If 'Yes' is selected, the status of Control Numbers associated with the Titles in the Batch will be automatically set to 'Void - Damaged' by the system. Select 'No' from the New Control #? field if the Title Stock has not been damaged and the Control Numbers associated with the Titles in the Batch can be used to reprint the Titles.
5. Select the **REPRINT** button. The document(s) will be printed on the Title and/or Receipt printer the User is assigned.

Miscellaneous Receipts

ATPS II provides users with proper authorization the ability to reprint a Miscellaneous Receipt. This may be necessary if the document was sent to the printer by ATPS II, but does not actually print successfully.

Complete the following steps to reprint a Miscellaneous Receipt:

1. Navigate to the **Reprint Function** screen by selecting **Title** from the menu bar, and **Reprint** from the sub-menu.
2. Enter the Miscellaneous Transaction Number to be reprinted.
3. Select the Miscellaneous Receipt? checkbox to reprint a Miscellaneous Receipt.
4. Select the **REPRINT** button. The document will be printed on the Receipt printer the User is assigned.

Other Forms in ATPS II

Overview of Other Forms in ATPS II

ATPS II provides the ability for a user with proper authorization to print the forms used in Titling transactions on the **Title Issuance** screen and the **Title Inquiry** screen once the title has been printed.

ATPS II provides the ability to print the following forms:

- Application for Certificate of Title (Motor Vehicle, Watercraft, or Outboard Motor)
- Federal Odometer Disclosure Statement
- State of Ohio Applicant's Affidavit
- State of Ohio Owner's Affidavit
- State of Ohio Seller's Affidavit
- Minor Consent Form
- Affidavit - Change of Motor Vehicle Title
- Ohio Consumer's Sales or Use Tax Return (Motor Vehicle, Watercraft, or Outboard Motor)
- Surviving Spouse Affidavit - (Motor Vehicle, Watercraft, or Outboard Motor)
- Lien Discharge Form

Complete the following steps to print Other Forms while performing a single Title or Batch Title Issuance transaction:

1. Select the **PRINT ADDT'L FORMS** button located on the footer block.
2. Select the forms to be printed by selecting the checkbox(es).
3. When printing forms from the Title Issuance screen select the **PRINT** button. The selected form(s) will be printed on the Title Forms printer the User is assigned. If no Title Forms printer is assigned, the output will default to the assigned Receipt printer. The forms will be printed with the data that has been entered on the **Title Issuance** screen. When printing forms for a batch you may use the same step as above to print the forms for each title as it is entered. To print all forms at one time at the end of the batch select the OK button once the forms are selected for each individual title in the batch. On the Summary Tab select the **PRINT ADDT'L FORMS** button and all forms selected for each title in the batch will be printed at one time.

Complete the following steps to print Other Forms after a title has been printed from the Title Inquiry Screen:

1. Navigate to the **Title Inquiry** screen by selecting **Inquiry** from the menu bar and **Title** from the sub-menu.
2. Enter the query parameters for the title that additional forms needs to be printed. At least one of the parameters must be entered.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved title information.
4. Select the **PRINT ADDT'L FORMS** button located in the footer block.
5. Select the forms to be printed by selecting the checkbox(es).
6. When printing forms form the Title Inquiry screen select the **PRINT** button. The selected form(s) will be printed on the Title Forms printer the User is assigned. If no Title Forms printer is assigned, the output will default to the assigned Receipt printer.

INQUIRY

Overview of Inquiries in ATPS II

The ATPS II Inquiry function provides the ability for a user with proper authorization to access data stored on the County and/or State databases.

The Inquiry function provides the following Inquiries:

- [Title Inquiry](#)
- [Title Chain Inquiry](#)
- [ID Chain Inquiry](#)
- [Owner Chain Inquiry](#)
- [SSN Chain Inquiry](#)
- [Suspense Transactions Inquiry](#)
- [Dealer/Vendor Inquiry](#)

All inquiry screens contain a Query Block and a minimum of one Information Block. The Information Block displays the information retrieved by the inquiry in a grid and is read-only.

ATPS II provides the following features to assist with the query function on the Inquiry screens. For general information on performing a Query, refer to the Overview Query Function section.

1. All inquiry screens allow the use of a Wildcard Search on some fields. This allows query capability when only a portion of the query parameter value is known. Refer to the [Wildcard](#) section for more information on this feature.
2. The Owner Chain Inquiry allows a user with the proper authority the use of Soundex. This function allows query capability when the user is unsure of the spelling of a name. Refer to the [Soundex](#) section for more information on this feature.
3. A minimum number of query parameters in the Query Block on each inquiry screen must be entered in order to complete an inquiry. Additional query parameters may also be entered to help narrow the search. Note that if more than one query parameter value is entered, the system will only return records that match ALL entered parameter values (it is an 'AND' relationship not an 'OR' relationship). Required query parameters for all Title and Chain Inquiries are:
 - Database – indicates whether to search the County database only, the State database only, County then State, or State then County. If the County-only or State-only option is selected and a record is not found, an informational message will be displayed to indicate that no records were retrieved. When the County then State, or State then County option is selected, the system will search the first database and if no records are retrieved in the first database the system will automatically search the second database. If records are found in the first database the results are displayed to the screen and the query is complete, the system does not display information from both databases. If no records are found in the first and second database, an informational message will be displayed to indicate that no records were retrieved.
 - Status – indicates if the search should return records with an 'Active' status only, 'Inactive' status only, 'Void' status only, or search for 'All' – 'Active', 'Void', and 'Inactive' records.
 - Privacy Block – indicates which type of information will not be printed or displayed on the screen due to a Privacy Block request by a customer. A customer can request that name and address (excluding zip code) be blocked from inquiry results based on who

is requesting the inquiry. A customer can request for an Individual and/or Bulk privacy block to be placed on their records. An Individual privacy block indicates that when an individual requests an inquiry, the name and address information (excluding zip code) will not be displayed. A Bulk privacy block indicates that name and address information (excluding zip code) will not be displayed when a company or solicitor requests an inquiry. The SSN is always blocked for both Individual and Bulk privacy blocks. When the Privacy Block query parameter is set to 'Individual', the requestor does not have access to information on records that have an Individual Privacy Block. When the Privacy Block query parameter is set to 'Bulk', the requestor does not have access to information on records that have a Bulk Privacy Block. When the Privacy Block Indicator is set to 'Exempt', the requester has access to both SSN and name/address information regardless of the returned individuals privacy block preference.

A **PRINT SCREEN** button is provided on all inquiry screens. At any time a user can select the **PRINT SCREEN** button to print the information currently displayed on the screen to the Screen printer to which the user is assigned. The appropriately blocked information will be blocked on the printed output. The blocked information appears on 'XXXX' on both the screen and the printed output. If the user is not assigned to a Screen printer, the information will be printed on the Receipt printer to which the user is assigned. For more information on assigning a user to a printer refer to the Overview of Printer Assignment section.

Title Inquiry

Overview of Title Inquiry

The **Title Inquiry** screen provides the ability for a user with proper authorization to inquire for a single title record. If more than one Title matches the query parameters entered the most recent active Title will be displayed on the screen. Perform one of the Chain Inquiries to view all the associated title records matching the designated query parameters. Refer to the section Overview of Chain Inquiries for more information.

The **Title Inquiry** screen is divided into eight data blocks:

1. Query Parameters Block – provides the query parameter fields that can be used to retrieve a title record. The available query parameters are:
 - Title #
 - Batch #
 - VIN/MIN/WIN
 - Suffix
 - Property Type
 - Control #
 - Database
 - Status
 - Privacy Block
2. Title Information Block – provides basic information about the title record retrieved by the query, such as Title Number, Control Number, Issue Date, and Title Status.

3. Property Information Block – provides information about the vehicle, watercraft, or motor. If the property is a Watercraft, the **MORE INFO** button can be selected to view information about any Inboard Motors that are associated with the Watercraft.
4. Miscellaneous Information Block – provides a count of the Number of Liens, Number of Active Liens, and Number of Owners associated with the Title.
5. Owner Information Block – provides information about the Owner of the property. In the case of multiple owners, the **NEXT** and **PREVIOUS** buttons can be selected to view information about each owner.
6. Previous Owner Information Block - provides information about the Previous Owner of the property. In the case of multiple previous owners, the **NEXT** and **PREVIOUS** buttons can be selected to view information about each previous owner.
7. Lien Information Block – Provides information about any liens that currently or previously existed on the title. In the case of multiple lienholders, the **NEXT** and **PREVIOUS** buttons can be selected to view information about each lienholder.
8. Receipt Information – Provides receipt information for the title.

Complete the following steps to perform a Title Inquiry:

1. Navigate to the **Title Inquiry** screen by selecting **Inquiry** from the menu bar and **Title** from the sub-menu. The **Title Inquiry** screen may also be accessed by selecting the **TITLE INQUIRY** button from one of the chain inquiry screens. The query parameters in the Query Block will be pre-populated if the **Title Inquiry** screen is accessed by selecting the **TITLE INQUIRY** button.
2. Enter the query parameters. In addition to the required query parameter fields (Database, Status, and Privacy Block) either a Title Number, Batch Number and Suffix, VIN/WIN/MIN and Property Type, or Control Number must be entered. The remaining query parameters are optional and may be used to narrow the search. The default setting for the Database query parameter is 'County then State' for the Title Inquiry.
3. Select the **QUERY** button. The Data Blocks will be populated with the retrieved information.
4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed on the screen.

Chain Inquiries

Overview of Chain Inquiries

The ATPSII Chain Inquiry function provides authorized users with the ability to view title information and records that are chained or linked together by logical relationships.

The four **Chain Inquiry** screens are:

- [Title Chain Inquiry](#)
- [ID Chain Inquiry](#)
- [Owner Chain Inquiry](#)
- [SSN Chain Inquiry](#)

When navigating from one chain inquiry screen to another by selecting a chain button on the bottom of an inquiry screen, the Database field will return to the original default setting regardless of the value was different on the calling screen.

Use the horizontal control at the bottom of the grid to see additional data hidden to the right of the screen. To keep the screen focused to the right once you have scrolled to the right of the screen place the cursor in one of the fields to the right of the screen. When you use the scroll bar to scroll down the screen will hold focus on the right hand side of the screen.

For general information on Inquiries in ATPS II refer to the Overview of Query Function section.

ID Chain Inquiry

The **ID Chain Inquiry** screen provides the ability for a user with proper authorization to view all title records for a specific VIN, WIN, or MIN. The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the title information and an Information Block which displays the retrieved information for the ID Chain Inquiry in a grid.

The Query Block contains the following query parameter fields:

- VIN/MIN/WIN
- Suffix
- Property Type
- Data Range: From: To:
- Title Type
- Privacy Block
- Status
- Database

Complete the following steps to perform an ID Chain Inquiry:

1. Navigate to the **ID Chain Inquiry** screen by selecting **Inquiry** from the menu bar and **ID Chain** from the sub-menu. The **ID Chain Inquiry** screen may also be accessed by selecting the **ID CHAIN** button on the **Title Inquiry** screen or one of the other chain inquiry screens. The query parameters in the Query Block will be pre-populated if the **ID Chain Inquiry** screen is accessed by selecting the **ID CHAIN** button.
2. Enter the query parameters. In addition to the required query parameter fields (Database, Status, and Privacy Block) the Property Type and VIN/WIN/MIN must be entered. The remaining query parameters are optional and may be used to narrow the search. The default setting for the Database query parameter is 'State then County' for the ID Chain Inquiry.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved information.
4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed to the screen.

When the Correction Indicator field of the Information Block contains a value of 'Y', this is an indicator that the VIN has been changed (a Title Chain Inquiry will provide more information on the VIN and when it was changed). If the Corrected From field has an entry, then the current VIN has been corrected from a previous VIN (an ID Chain Inquiry on the previous VIN will provide more detailed information about the VIN).

Owner Chain Inquiry

The **Owner Chain Inquiry** screen provides the ability for a user with proper authorization to view all Title records for an Owner. The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the owner information and an Information Block which displays the retrieved information for the Owner Chain Inquiry in a grid.

The Query Block contains the following query parameter fields:

- Soundex Checkbox
- Owner Type
- Last Name
- First Name
- M.I.
- Suffix
- County ID
- Company Code
- Company Name
- Dealer Name
- Title Type
- Date Range From: To:
- Privacy Block
- Database

Complete the following steps to perform an Owner Chain Inquiry:

1. Navigate to the **Owner Chain Inquiry** screen by selecting **Inquiry** from the menu bar and **Owner Chain** from the sub-menu. The **Owner Chain Inquiry** screen may also be accessed by selecting the **OWNER CHAIN** button on the **Title Inquiry** screen or one of the other chain inquiry screens. The query parameters in the Query Block will be pre-populated if the **Owner Chain Inquiry** screen is accessed by selecting the **OWNER CHAIN** button.
2. Enter the query parameters. In addition to the required query parameter fields (Database Status, and Privacy Block) an Owner Type must be selected, and either an Individual Name, Company Name, or Dealer Name must be entered. The remaining query parameters are optional and may be used to narrow the search. The default setting for the Database query parameter is 'State then County' for the Owner Chain Inquiry.
 - If the owner is a Company, the Company Code can be used in place of the Company Name.
 - The Soundex checkbox is optional. When selected it provides a user the ability to query records when the user is unsure of the spelling of the owner's name. Please note that use of the Soundex function can result in the retrieval of many records and it is recommended to be used when querying against the County database only.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved information sorted by owner name.

4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed to the screen.

Title Chain Inquiry

The **Title Chain Inquiry** screen provides the ability for a user with proper authorization to view title chain information associated with a Title Number. A Title Chain Inquiry displays title records that are both previous to and after the queried title. The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the title information and an Information Block which displays the retrieved information for the Title Chain Inquiry in a grid.

The Query Block contains the following query parameter fields:

- Title Number
- Title Type
- Date Range From: To:
- Database
- Status
- Privacy Block

Complete the following steps to perform a Title Chain Inquiry:

1. Navigate to the **Title Chain Inquiry** screen by selecting **Inquiry** from the menu bar and **Title Chain** from the sub-menu. The **Title Chain Inquiry** screen may also be accessed by selecting the **TITLE CHAIN** button on the **Title Inquiry** screen or one of the other chain inquiry screens. The query parameters in the Query Block will be pre-populated if the **Title Chain Inquiry** screen is accessed by selecting the **TITLE CHAIN** button.
2. Enter the query parameters. In addition to the required query parameter fields (Database, Status, and Privacy Block) a Title Number must be entered. The remaining query parameters are optional and may be used to narrow the search. The default setting for the Database query parameter is 'State then County' for the Title Chain Inquiry.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved information sorted by Issue Date.
4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed to the screen.

SSN Chain Inquiry

The **SSN Chain Inquiry** screen provides the ability for users with proper authorization to view Title information associated with a specific SSN, Federal Employee Identification Number (FEIN), or Dealer Permit Number. The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the title information and an Information Block which displays the retrieved information for the SSN Chain Inquiry in a grid.

The Query Block contains the following query parameter fields:

- Owner Type
- SSN
- FEIN

- Dealer Permit #
- Date Range From: To:
- Title Type
- Database
- Status
- Privacy Block

The Social Security Number will automatically be blocked from view on all title records displayed by the SSN Chain Inquiry except when the Privacy Block query parameter is set to 'Exempt'.

Complete the following steps to perform an SSN Chain Inquiry:

1. Navigate to the **SSN Chain Inquiry** screen by selecting **Inquiry** from the menu bar and **SSN Chain** from the sub-menu. The **SSN Chain Inquiry** screen may also be accessed by selecting the **SSN CHAIN** button on the **Title Inquiry** screen or one of the other chain inquiry screens. The query parameters in the Query Block will be pre-populated if the **SSN Chain Inquiry** screen is accessed by selecting the **SSN CHAIN** button.
2. Enter the query parameters. In addition to the required query parameter fields (Database, Status, and Privacy Block) an Owner Type must be selected and either a SSN, FEIN, or Dealer Permit Number must be entered. The remaining query parameters are optional and may be used to narrow the search. The default setting for the Database query parameter is 'State then County' for the SSN Chain Inquiry.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved information.
4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed to the screen.

Transaction List Inquiries

Suspense Transaction Inquiry

The **Suspense Transaction Inquiry** screen provides the ability for a user with proper authorization to view transactions that are held in suspense. The user can query and view individual suspended transactions or transactions that are included in a suspended batch. The **Suspense Transaction Inquiry** screen also provides the ability for users with proper authorization to open a suspended transaction in order to complete processing of the title or batch.

The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the title information and an Information Block which displays the retrieved information for the Suspense Transaction Inquiry in a grid.

The Query Block contains the following query parameter fields:

- Batch Number
- Sub-Batch Number
- Date Range
- Source

- **User ID**

Complete the following steps to perform a Suspense Transaction Inquiry:

1. Navigate to the **Suspense Transaction Inquiry** screen by selecting **Inquiry** from the menu bar and **Suspense Transactions** from the sub-menu.
2. Enter the query parameters. At least one of the parameters must be entered.
 - **NOTE:** During Batch Title Issuance if only Common Info is entered and the batch is suspended (no Titles are entered yet), if a User ID is used as the query parameter, the batch will not appear on the **Suspense Transaction Inquiry** results. This is due to the fact that User ID is stored with titles only (and these batches do not have titles entered). If a Batch Number or a Date Range (with Source of "GUI") is used as the query parameter, Batches with Common Information data only will be returned.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved information.
4. To open a suspended transaction, highlight the desired transaction in the grid and select the **EDIT TITLE** button. The **Title Issuance** or **Batch Title** screen will open with the suspended transaction information populated.

Dealer/Vendor Inquiry

The **Dealer/Vendor Inquiry** screen provides the ability for users with proper authorization to view information regarding Dealers and Vendors. The screen contains a Query Block that provides the query parameter fields that can be used to retrieve the dealer/vendor information and an Information Block which displays the retrieved information for the Dealer/Vendor Inquiry in a grid.

The Query Block contains the following query parameter fields:

- **Name**
- **Permit Number**
- **Vendor License Number**

Complete the following steps to perform a Dealer/Vendor Inquiry:

1. Navigate to the **Dealer/Vendor Inquiry** screen by selecting **Inquiry** from the menu bar and **Dealer/Vendor** from the sub-menu.
2. Enter the query parameters. At least one of the parameters must be entered.
3. Select the **QUERY** button. The Information Block will be populated with the retrieved dealer/vendor information which includes the franchise and DBA information.
4. The **PRINT SCREEN** button may be selected at any time to print the information currently displayed to the screen.

REPORTS

Overview of Reports in ATPS II

The ATPS II **Standard Report** function provides the ability for users with proper authorization to select and process a wide variety of reports.

County users with the proper authority can only run standard reports against the County database, with the exception of the Curb Stoning report that can be run against the State database as well as the County database. State users with the proper authority can run standard reports against any or all County databases.

Standard reports can be run on demand. When a report is run on demand, a user manually initiates the report. Some standard reports can be run in batch. When a report is run in batch, the report is scheduled to automatically run for certain time periods (e.g., nightly, monthly, etc.). Please refer to the section on each individual report for more detail about whether a report can be run in batch. Refer to the System Operations Guide for information on how to schedule reports to run in a batch.

No reports will provide a customer's SSN, with the exception of the Curb Stoning report. Reports with information covered under the Driver Privacy Protection Act provide the capability to block Names and Addresses from appearing on reports. The reports that have this type of information will have a separate sub-menu option to select the level of privacy protection based on the requestor of the report. The selection from the sub-menu will determine the amount of protected personal information that will appear in the report. There are three options:

- Individual - privacy block indicates that when an individual requests report, the name and address information (excluding zip code) will not be displayed or printed on the report.
- Bulk - privacy block indicates that name and address information (excluding zip code) will not be displayed or printed when a company or solicitor requests the report.
- Exempt – privacy block indicates that the requester has access to both name and address information regardless of the returned individuals privacy block preference.

If the information is blocked, the data appears as 'XXXX' on the printed report.

All Standard Reports will be run using the business date. The only exceptions are the Check Report, Manufactured Homes Cancelled Report, Lien Cancellation Report, and the Voided Inventory Control Number Report, which are all run using calendar date.

Complete the following steps to run a standard report in ATPSII:

1. Navigate to the standard report by selecting **Reports** from the menu bar and the desired report from the sub-menu. The **Input Parameter** window will be displayed. (Note: if the Input Parameter window is not displayed to the screen check the windows task bar to ensure it is not minimized. To maximize the window, select the parameter window from the task bar).
2. Enter the appropriate input parameters. For more information on input parameters, refer to the [Input Parameters](#) section.
3. Select the Enter key or the **Run Report** Icon .
4. Standard Report results can either be previewed on the screen, or sent directly to the printer. This option is set by the Destination input parameter.

ATPS II provides the following Standard Reports:

Transaction Reports

- [Transaction Detail by Business Day, Office, and Operator](#)

- Transaction Summary by Business Day, Office, and Operator
- Transaction Summary by Business Day, and Office

Operator Reports

- Operator Cash Drawer Report
- Operator Statistical Report

Remittance Reports

- Sales Tax Remittance Report
- County Remittance Summary
- BMV Remittance Report
- BMV/ODNR Remittance Summary Report

Statistical Reports

- Motor Vehicle and Watercraft Statistical Report
- Transaction Type Statistical Report
- Exemption Statistical Report

Dealer Statistical Reports

- Out of County Vendor/Dealer Statistical Report
- In County Vendor/Dealer Statistical Report
- Dealer Statistical Report by Vehicle Make

Lien Reports

- Lien Notation Report
- Lien Cancellation Report
- Lien Holder Report

Inventory Control Reports

- Inventory Control Number Report
- Voided Inventory Control Number Report

Sales Reports

- Casual Sales Report
- Vehicle Make Sales Report
- Vehicle Type Sales Report
- Vendor/Dealer Sales Report

Manufactured Homes Reports

- Manufactured Homes Report
- Manufactured Homes Cancelled Report

Title Reports

- Replacement Title Report
- Duplicate Title Report

Check Reports

- Refund Check Report
- Check Report

Other Miscellaneous Reports

- Revenue Summary Report
- Repossession Report
- Curb Stoning Report
- Receipt Corrections Report

Input Parameters

Input parameters must be entered in order to run a standard report in ATPSII. Selecting different input parameters can customize a report.

The **Input Parameters** window will automatically be displayed after a standard report has been selected from the sub-menu. (Note: if the parameter window does not automatically display to the screen check the Windows Task bar and select the parameter window from the task bar to display it to the screen.)

The following input parameters are common to the majority of Standard Reports:

- **Business Date Range** – The Business Date Range is used as a parameter for most Standard Reports. The following four reports; Check Report, Manufactured Homes Cancelled Report, Lien Cancellation Report, and the Voided Inventory Control Number Report, use the Calendar Date. Enter the beginning date of the range in the To field. Enter the ending date of the range in the End field.
- **Office ID** – Enter an Office ID to run a report for a single office, or leave the field blank to run a report for all Offices in a County.
- **User ID** – Select a User ID from the drop down list to run a report for one user, or leave the field blank to run a report with information for all User ID's in a County or Office.
- **Property Type** – Select a Property Type (Vehicle, Watercraft, or Outboard Motor) to run the report for only one type of property, or leave the field blank to run a report for all property types.
- **Destination** – This parameter directs the output of the Standard Report.
 1. **Preview** - 'Preview' is the default setting of the Destination parameter. Once the report has completely run, the report results will be displayed on the screen. From the preview window, the report can be printed
 2. **Printer** - If the 'Printer' setting is selected, the report output will automatically be directed to the report printer assigned to the User ID of the user that initiated the report. If no printer is assigned for the user, it will print to the user's Window NT default printer.
 3. **Screen** - The 'Screen' setting displays the output to the screen in a similar fashion to 'Preview', except the output is not formatted to then print to a printer.
 4. **File** – This setting is not available in ATPS II. The 'File' setting would allow the user to save the report output to a file directly from ATPS II. Refer to the Operations Guide for information on how to save a report to a file.
 5. **Mail** - This setting is not available in ATPS II. The 'Mail' option would allow the user to email the report directly from ATPS II. Once the report is saved in a file format it can

be sent via email. Refer to the Operation Guide for more information on the email function.

Some of the reports have input parameters that are unique. Please review the individual report section for more detail. After entering or selecting the appropriate input parameters, select the **Run Report** Icon to generate the report.

Transaction Reports

Transaction Detail by Business Day, Office, and Operator

The **Transaction Detail by Business Day, Office, and Operator** report is a detailed listing of the ATPS II transactions that took place on a specific Business Date. This report lists the number of units and amounts collected (including Payment Type) for various transactions (i.e., titles, memos, affidavits, liens, etc.). Sub-totals for each User ID and Office, as well as Grand Totals are provided. This report can only be run on demand.

Input parameters for this report include:

- Destination
- Business Date (one day)
- User ID (leave blank for all users)
- Office ID (leave blank for all offices)

Complete the following steps to run this report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Transaction – Detail by Business Day, Office, and Operator** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Transaction Summary by Business Day, Office, and Operator

The **Transaction Summary by Business Day, Office, and Operator** report is a summary of the ATPS II transactions that took place on a specific Business Date. This report lists the number of units and amount collected (including Payment Type) for various transactions (i.e., titles, liens, memos, affidavits, etc). This report is broken down by Title Type. Sub-totals for each User ID and Office, as well as Grand Totals are provided. This report can only be run on demand.

Input parameters for this report include:

- Destination
- Business Date (one day)
- User ID (leave blank for all users)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Transaction – Summary by Business Day, Office, and Operator** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Transaction Summary by Business Day, and Office

The **Transaction Summary by Business Day, and Office** report is a summary of the ATPS II transactions that took place on a specific Business Date. This report lists the number of units and amount collected (including Payment Type) for various transactions (i.e., titles, liens, memos, affidavits, etc) processed in an Office. This report is broken down by Title Type. Sub-totals for each User ID and Office, and Grand Totals are provided. This report can be run on demand or in batch (nightly).

Input parameters for this report include:

- Destination
- Business Date Range (one day)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Transaction – Summary by Business Day, and Office** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Cash Drawer Reports

Operator Cash Drawer Report

The **Operator Cash Drawer Report** summarizes the cash drawer activity for each User in an Office. Sub-totals for each Office and a County Grand Total are provided. The report can be run on demand or in batch (nightly).

Input parameters for this report include:

- Destination
- Business Date (one day)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Cash Drawer – Operator Cash Drawer Report** from the sub-menu.

2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Operator Statistical Report

The **Operator Statistical Report** summarizes the titling and cash drawer activity for each User in an Office. Sub-totals for each Office, as well as a Grand Total are provided. The report can be run on demand or in batch (monthly)

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Cash Drawer – Operator Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Remittance Reports

Sales Tax Remittance Report

The **Sales Tax Remittance Report** lists the taxes (sales, transit, and additional) remitted to State Department of Taxation, as well as the poundage (collection fee) retained by the County. The information is broken down by Property Type (i.e., Vehicle, Watercraft, or Outboard Motor) and transaction (i.e., Dealer or Casual). This report is broken down by day. Grand totals are also provided. This report can only be run for the County (not broken down by Office). This report can be run on demand or in batch (weekly).

Input parameters for this report include:

- Destination
- Business Date Range
- Remittance Adjustment (the amount entered in this field will be deducted from the Remittance Total on the report and generate an Adjusted Remittance Total on the report)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Remittance – Sales Tax Remittance Report** from the sub-menu.

2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

County Remittance Summary

The **County Remittance Summary** summarizes the distribution of fees and taxes for a County. This report separates the amounts to be distributed to the County and the State. The fees and taxes are broken down by Property Type (i.e., Vehicle, Watercraft, Outboard Motor) and Miscellaneous Fees. This report also lists the sales tax on original titles. This report can be run on demand or in batch (nightly).

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Remittance – County Remittance Summary** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

BMV Remittance Report

The **BMV Remittance Report** lists the monthly amount that a County remits to the State for the various State funds. Both daily and monthly totals are provided. The totals listed in this report are broken down by Business Date and Fee Type. This report can be run on demand or in batch (monthly).

Input parameters for this report include:

- Destination
- Business Month
- Business Year

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Remittance – BMV Remittance Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

BMV/ODNR Remittance Summary Report

The **BMV/ODNR Remittance Report** lists the monthly totals that the county remits to the State for various state funds, broken down by title type. Both daily and monthly totals are provided. The totals listed in this report are broken down by Business Date and Title Type. This report can be run on demand or in batch (monthly).

Input parameters for this report include:

- Destination
- Business Month
- Business Year

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Remittance – BMV/ODNR Remittance Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Statistical Reports

Motor Vehicle and Watercraft Statistical Report

The **Motor Vehicle and Watercraft Statistical Report** lists the number of original titles issued per month for the requested year and the previous year. The information is broken down by Property Type (i.e., Vehicle, Watercraft, Outboard Motor). Sub-totals for each Office, as well as a Grand Total are provided. The report can be run on demand or in batch (weekly).

Input parameters for this report include:

- Destination
- Business Date
- Office ID (leave blank for all offices)

Note: The Business Date for this report will automatically cover the previous calendar year, and cover the current year up to the Business Date entered.

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Statistical – Motor Vehicle and Watercraft Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Transaction Type Statistical Report

The **Transaction Type Statistical Report** lists the number of transactions per month for each Title Type and Fee Type during the requested year and the previous year. The information is broken down by Property Type (i.e., Vehicle, Watercraft, Outboard Motor). Sub-totals for each Property Type and Office, as well as Grand Totals are provided. The report can be run on demand or in batch (monthly).

Input parameters for this report include:

- Destination
- Business Date
- Office ID (leave blank for all offices)

Note: The Business Date for this report will automatically cover the previous calendar year, and cover the current year up to the Business Date entered.

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Statistical – Transaction Type Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Exemption Statistical Report

The **Exemption Statistical Report** lists the number of titles issued per Exemption Code for each month. The report can be run on demand or in batch (monthly).

Input parameters for this report include:

- Destination
- Business Date

Note: The Business Date for this report will automatically cover the previous calendar year, and cover the current year up to the Business Date entered.

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Statistical – Exemption Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Dealer Statistical Reports

Out of County Vendor / Dealer Statistical Report

The **Out of County Vendor / Dealer Statistical Report** lists the number of original Titles issued to Vendors / Dealers with an out of County Vendor license number. The report will be broken down by Property Type (i.e., Vehicle, Watercraft, Outboard Motor). Grand totals are provided for each Vendor/Dealer. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Dealer Statistical – Out of County Vendor/Dealer Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

In County Vendor / Dealer Statistical Report

The **In County Vendor / Dealer Statistical Report** lists the number of original Titles issued to Vendors with a local County Vendor license number. The report will be broken down by Property Type (i.e., Motor Vehicle, Watercraft, Outboard Motors). Grand totals will be provided for each Vendor/Dealer. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Dealer Statistical – In County Vendor/Dealer Statistical Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Dealer Statistical Report by Vehicle Make

The **Dealer Statistical Report by Vehicle Make** lists the number of titles issued for (both in county and out of county) Dealers in a given county. This report provides a list of the Vehicle

Makes titled by the Dealer. Sub-totals for each Dealer, as well as Grand Totals are provided. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Dealer Statistical – Dealer Statistical Report by Vehicle Make** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Lien Reports

Lien Notation Report

The **Lien Notation Report** lists the titles issued with lien(s) (even if the lien(s) have since been cancelled). The number of liens (both active and inactive) are provided. The report contains information regarding both the Lienholder and the Owner on the title. The User ID of the user that entered the lien is also provided in this report. Sub-totals are provided for each Office, with a Grand Total provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Lien – Lien Notation Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Lien Cancellation Report

The **Lien Cancellation Report** lists the titles with cancelled liens. The report contains information regarding both the Lienholder and the Owner on the title. The User ID that cancelled the lien is also provided in this report. Sub-totals are provided for each Office, with a Grand Total provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Lien Cancel Date Range (based on calendar date)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Lien – Lien Cancellation Report** from the sub-menu and then select the requestor type **Individual**, **Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Lien Holder Report

The **Lien Holder Report** lists title transfers from the bank to dealers, regardless of subsequent liens. The User ID that cancelled the lien is also provided in this report. Sub-totals are provided for each Office, with a Grand Total provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range (based on calendar date)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Lien – Lien Holder Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Inventory Control Reports

Inventory Control Number Report

The **Inventory Control Report** lists inventory statistics for each Control Number and the associated Title Number issued for a given date range. Information about the title (i.e., Title Type, Evidence Type, Issue Date, and Property Type) is provided. A Grand Total counting the total number of used Control Numbers is also provided. The report can be run on demand or in batch (nightly).

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Inventory Control – Inventory Control Number Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Voided Inventory Control Number Report

The **Voided Inventory Control Report** lists inventory statistics about Control Numbers that have been voided. The report provides the Void Reason, Date, and the User ID that voided the Control Number. Sub-totals are provided for each Office, with a Grand Total provided at the end. The report can be run on demand or in batch (nightly).

Input parameters for this report include:

- Destination
- Status Date Range (based on the calendar date)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Inventory Control – Voided Inventory Control Number Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Sales Reports

Casual Sales Report

The **Casual Sales Report** lists information about casual title transfers (when both the Owner and Previous Owner are not Dealers or Vendors). The report provides Owner and Vehicle information, as well as Purchase Price. Sub-totals are provided for each Office, with a Grand Total provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range

- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Sales – Casual Sales Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Vehicle Make Sales Report

The **Vehicle Make Sales Report** lists information about all Vehicles sold by a Dealer, broken down by Vehicle Make. The report provides Exemption, Lienholder, Owner, Dealer, and Vehicle information as well as Purchase Price. Sub-totals are provided for each Make and Office, with Grand Totals provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Vehicle Make (leave blank for all Makes)
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Sales – Vehicle Make Sales Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Vehicle Type Sales Report

The **Vehicle Type Sales Report** lists all Vehicles sold by a Dealer, broken down by Vehicle Body Type. The report provides Exemption, Lienholder, Owner, Dealer, and Vehicle information as well as Purchase Price. Sub-totals are provided for each Body Type and Office, with Grand Totals provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Vehicle Body Type Code (leave blank for all Body Types)
- Business Date Range

- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Sales – Vehicle Type Sales Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Vendor / Dealer Sales Report

The **Vendor / Dealer Sales Report** lists sales of Vehicles, Watercraft, or Outboard Motors broken down by new or used Dealer. The report provides Exemption, Lienholder, Owner, Dealer, and Property information as well as Purchase Price. Sub-totals are provided for Age, Dealer, and Office, with Grand Totals provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Dealer Permit Number (leave blank for all Permit Numbers)
- Age (leave blank for both New and Used)
- Property Type (leave blank for Vehicle, Watercraft and Outboard Motors)
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Sales – Vendor / Dealer Sales Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Manufactured Home Reports

Manufactured Home Report

The **Manufactured Home Report** provides information about Title transfers of Manufactured Homes (vehicles with a Body Type of 'HM' or 'BH'). The report provides Owner and Vehicle information. Sub-totals are provided for each Office, with Grand Totals provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Manufactured Home – Manufactured Home Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Manufactured Homes Cancelled Report

The **Manufactured Homes Cancelled Report** provides information about Manufactured Home (vehicles with a Body Type of 'HM' or 'BH') titles which have been inactivated with an Inactive Reason Type of 'Transferred to Real Estate'. The report provides Owner and Property information. Sub-totals are provided for each Office, with Grand Totals provided at the end. The report can be run on demand.

Input parameters for this report include:

- Destination
- Current Status Date Range (based on calendar date)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Manufactured Home – Manufactured Homes Cancelled Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Title Type Reports

Replacement Title Report

The **Replacement Title Report** lists information about all Replacement Titles issued. The report is broken down by Property Type (Vehicle, Watercraft, and Outboard Motor). The report provides Title Number, Previous Title Number, Previous Control Number, and Owner Information for the Replacement Title. If the Title Fee of the Replacement title was waived (i.e., the title was free), this will be indicated on the report. Sub-totals are provided for each Office

and Property Type, with Grand Totals provided at the end. The report can be run on demand or in batch.

Input parameters for this report include:

- Destination
- Property Type (leave blank for Vehicle, Watercraft, and Outboard Motors)
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Title Type – Replacement Title Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Duplicate Title Report

The **Duplicate Title Report** lists information about all Duplicate Titles issued. The report is broken down by Property Type (Vehicle, Watercraft, and Outboard Motor). The report provides Title Number, Previous Title Number, Previous Control Number, and Owner Information for the Replacement Title. If the Title Fee of the Replacement title was waived (i.e., the title was free), this will be indicated on the report. Sub-totals are provided for each Office and Property Type, with Grand Totals provided at the end. The report can be run on demand or in batch.

Input parameters for this report include:

- Destination
- Property Type (leave blank for Vehicle, Watercraft, and Outboard Motors)
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Title Type – Duplicate Title Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Check Reports

Refund Check Report

The **Refund Check Report** lists information about title transactions that have resulted in a refund. The report provides Check information (i.e., Check Number, Amount, Issue Date, Check Status, etc.). This report also provides the Title Number of the transaction that resulted in the refund, and the User ID of the user that issued the Check. This Report is sorted by Check Number. Sub-totals are provided for each Office, with Grand Totals provided at the end. The report can be run on demand or in batch.

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Check – Refund Check Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Check Report

The **Check Report** lists checks that have been issued by the County from the maintenance screen. The report provides Check information (i.e., Check Number, Amount, Issue Date, Check Status, etc.). This report also provides the User ID of the user that issued the Check. The Report is sorted by Check Number. Checks are issued based on the Calendar Date, which may or may not differ from the Business Date. Sub-totals are provided for each Office and User ID, with Grand Totals provided at the end. The report can be run on demand or in batch.

Input parameters for this report include:

- Destination
- Issue Date Range (based on calendar date)
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Check – Check Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Other Miscellaneous Reports

Revenue Summary Report

The **Revenue Summary Report** lists the Taxes and Fees collected monthly. This report is broken down by Dealer or Casual (non-dealer) transactions and by Property Type (Vehicle, Watercraft, and Outboard Motor). Sub-totals are provided for State and County taxes for each Property Type. Sub-totals of fees and taxes are also provided, with Grand Totals provided at the end. The report can be run on demand or in batch (weekly).

Input parameters for this report include:

- Destination
- Business Date

The Business Date for this report will automatically cover the previous calendar year, and cover the current year up to the Business Date entered.

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Other Miscellaneous – Revenue Summary Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Repossession Report

The **Repossession Report** lists all Property Types that are transferred using the Repossession (RE and RP) exemption codes. The report provides Owner and Previous Owner information, Property information, and Title Number. The report can be run on demand.

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Other Miscellaneous – Repossession Report** from the sub-menu and then select the requestor type **Individual**, **Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Curb Stoning Report

The **Curb Stoning Report** is intended to assist law enforcement in identifying anyone acting as an unlicensed Dealer (selling more than 5 vehicles statewide in a 12 month period). This report can be generated at the State or at the County level. A County can only run the report against the county database on demand. For a County to run this report against the State database, it must be in Batch. Refer to the Operation Guide for information on running reports in batch. The State can run this report against a County database or the State database on demand. The report provides Owner and Previous Owner information, and title information such as the Title Number, Title Status, and VIN. Sub-totals are provided for persons or companies, with a Grand Total at the end.

Input parameters for this report include:

- Destination
- Business Date Range
- County

The Business Date Range for this report will automatically cover 12 months previous to the Date entered as the input parameter.

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Other Miscellaneous – Curb Stoning Report** from the sub-menu and then select the requestor type **Individual, Bulk** or **Exempt** from the sub menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

Receipt Corrections Report

The **Receipt Corrections Report** lists corrections made to Receipts broken down by User ID. The report provides Fee Information and Title Information (i.e., Title Number, Control Number, Title Type, VIN/WIN/MIN, etc.) related to the corrected receipt. The report can be run on demand or in batch.

Input parameters for this report include:

- Destination
- Business Date Range
- Office ID (leave blank for all offices)
- User ID (leave blank for all users)

Complete the following steps to run the Report:

1. Navigate to this Standard Report by selecting **Reports** from the menu bar and **Other Miscellaneous – Receipt Corrections Report** from the sub-menu.
2. Enter the appropriate input parameters. Refer to the section [Input Parameters](#) for more information.
3. Select the **RUN REPORT** Icon.

After the report has been generated, the output will be available based on the selection made in the Destination parameter.

MAINTENANCE (COUNTY)

Overview of County Maintenance Functions in ATPS II

The Maintenance function in ATPS II provides the ability for a user with proper authority to perform the following Maintenance functions at the County:

- [Check Information](#)
- [Control Number Maintenance \(County\)](#)
- [Printer Setup](#)
- [Printer Assignment](#)
- [Check Guarantee Code Setup](#)
- [Company Code Setup](#)
- [County Setup](#)

Check Information

Overview of Check Information

The **Check Information** screen provides the ability for a user with proper authority to issue checks, and maintain information about checks issued through ATPS II. The following functions may be performed on the **Check Information** screen:

- [Issue Checks](#)
- [Change Check Status](#)

Navigate to the **Check Information** screen by selecting **Maintenance** from the menu bar and **Check Information** from the sub-menu. This screen can also be accessed from the **Title Issuance, Miscellaneous Receipt**, or the **Correct Title/Receipt** screens when transactions take place that require either Change or Refund checks to be issued.

The following fields are located on the **Check Information** screen:

Query Parameters Block:

- [Check Number](#)

Check Information Block:

- [Check Number](#) (auto-populated)
- [Pay To The Order Of](#)
- [Street 1](#)
- [Street 2](#)
- [City](#)
- [State](#)
- [Zip Code](#)
- [Zip Code Suffix](#)
- [Issue Date](#)

- Status Date
- Amount
- Check Status
- Memo
- Check Type

Issue Checks

The **Check Information** screen provides the ability for a user with proper authority to issue checks through the ATPS II system.

ATPS II provides three Check Types:

- Refund – When a Title Void is performed, a Refund Check may be issued.
- Change – A Change Check may be issued to a customer when the customer paid more than the required amount for a transaction.
- Other – Remittance Checks and other types of Checks may be issued by designating the Check Type as 'Other'.

Complete the following steps to issue a Check in ATPS II:

1. Navigate to the **Check Information** screen by selecting **Maintenance** from the menu bar and **Check Information** from the sub-menu. The Check Information screen also may be accessed from the **Title Issuance**, **Miscellaneous Receipt**, or **Correction** screens.
 - The **Check Information** screen will automatically be displayed from the **Title Issuance** or **Miscellaneous Receipt** screen if there is Change Due to return to the customer and the Change Type selected is 'Check'.
 - The **Check Information** screen will automatically be displayed from a **Correction** screen if change is to be given to the customer and the Change Type selected is 'Check'.
2. Enter the payee name in the Pay To The Order Of field. This field will be automatically populated with the previous owner information from the Title Issuance or Correction screens if the user is navigating from one of those transactions.
3. Enter the address of the payee that was listed in the Pay To The Order Of field. This information will be automatically populated with the previous owner information from the Title Issuance or Correction screens if the user is navigating from one of those transactions.
4. The Issue Date and the Status Date will be system generated based on the Calendar Date and can not be changed.
5. Enter the Amount of the Check. This field will be automatically populated from the Title Issuance, Miscellaneous Receipt, or Correction screens if the user is navigating from one of those transactions.
6. The Check Status will be defaulted to 'Issued' and can not be changed at the time of issuance.
7. Select a Check Type. This field will default to the appropriate selection and can not be changed based on the Title Issuance, Miscellaneous Receipt, or Correction screens if the user is navigating from one of those screens.
8. Enter information regarding the transaction in the Memo field.

9. Select the **SAVE/PRINT** button.
10. The Check Number field will be automatically populated with the next available check number for the user-assigned check printer once printed.

Change Check Status

The **Check Information** screen provides the ability for a user with proper authority to change the status of a check that was issued in ATPS II. Checks can have one of the following statuses:

- 'Issued' – automatically assigned when a check is printed
- 'Void' – can be manually selected once a check is issued or damaged
- 'Cleared' – can be manually selected to reconcile bank statements

To change a Check Status complete the following steps:

1. Navigate to the **Check Information** screen by selecting **Maintenance** from the menu bar and **Check Information** from the sub-menu.
2. Enter the Check Number in the query block. Select the **QUERY** button. Information about the Check will be displayed on the screen.
3. Select the new Check Status from the list of values.
4. Select the **SAVE** button. The Status Date will be automatically populated with the calendar date.

Control Number Maintenance (County)

Overview of Control Number Maintenance (County)

The Control Number Maintenance function provides the ability for a user with proper authority to query and maintain the County Title Stock Inventory. The Control Number Status can be modified for a single Control Number, or for a range of Control Numbers. The Control Number Status indicates the current status of a piece of Title Stock. The following Statuses can be assigned to Control Number(s) by a County:

- Entered
- Printed
- Void – Damaged
- Void – Stolen
- Void – Title Void

When Control Number ranges are assigned to the County Stock Inventory by the State, they are automatically set to the Status 'Entered'. The Control Number will remain in this status until it is updated with a new status. When a title is printed from a **Title/Batch Issuance** screen, the Control Number is automatically assigned a status of 'Printed'. When a title is voided on the **Title and Receipt Void** correction screen, the status of the Control Number is automatically changed to 'Void – Title Void'. When a reprint title transaction is performed and a new Control Number is requested, the system will automatically assign the Title's previous Control Number to a status of 'Void – Damaged'. All other Void statuses are assigned manually using the **Control Number Maintenance** screen.

The following is a list of the possible changes to a Control Number's status that can be performed at a County by an authorized user:

CONTROL NUMBER STATUS CHANGES

FROM	TO
Entered	Void – Damaged
Entered	Void – Stolen
Printed	Void – Damaged
Printed	Void – Stolen
Void – Damaged	Entered
Void – Damaged	Printed
Void – Damaged	Void – Stolen
Void – Stolen	Entered
Void – Stolen	Printed
Void – Stolen	Void – Damaged

The following fields are located in the **Control Number Maintenance** screen.

Query Block:

- [County ID](#)
- [County Name](#)
- [Control Number From: To:](#)

Control Number Information:

- [Control Number](#)
- [Status](#)
- [Status Date](#)
- [Title Number](#)

Change Control Number Status (County)

To change the status of a Control Number, complete the following steps:

1. Navigate to the **Control Number Maintenance** screen by selecting **Maintenance** from the menu bar and **Control Number Maintenance** from the sub-menu.
2. Enter query parameters. Enter the County ID. The County Name will be automatically populated from the County ID entered. Enter at least one Control Number in the Control # From field. To query a range of Control Numbers, enter the beginning Control Number of the range in the Control # From field and enter the ending Control Number of the range in the Control # To field. Select the **QUERY** button once the query parameters have been entered. For more information on querying in ATPSII, refer to the section [Overview of the Query Function](#).

- To change the status of an individual Control Number, select the Control Number in the Control Number Information Block. Select the new status from the Status drop down list. The Status Date will automatically be updated with the calendar date.
 - To change the status for a range of Control Numbers, select the **CHANGE RANGE** button. A pop-up window will be displayed with the Control Number Range entered in the Control Number From and To: fields in the Query block. Select the new status from the Status drop down list and select the **OK** button. The Control Number Maintenance screen will be displayed with the changes made on the pop-up window.
3. Select the **SAVE** button. Validations will be performed once the Save button is selected. If the status change made on the Change Range window is not valid, a validation error will be displayed only after selecting the **SAVE** button. If a control number within the range fails validation, a message will be displayed providing the control number(s) that failed. The user will have the option to either skip that Control Number or cancel the entire transaction. Select the **OK** button to skip the Control Number that failed but save the remaining records, or select the **CANCEL** button to cancel the entire Status change transaction.

Assign Stock to a Printer

The assignment of Control Number Stock to a Title or Title-Batch Printer is necessary before the printer can be activated. Assigning a Starting Control Number to a printer is done on the Printer Setup Screen.

Control Numbers cannot be assigned to more than one printer at a time, and can only be assigned if the Control Number has a Status of 'Entered'. For more information on Control Number Status refer to the Overview of [Control Number Maintenance](#) section.

To assign stock to a Title or Title-Batch Printer, complete the following steps:

1. Navigate to the **Printer Setup** screen by selecting **Maintenance** from the menu bar and **Printer Setup** from the sub-menu.
2. Enter the Office ID of the printer to be assigned a Starting Control Number in the query block and select the **QUERY** button.
3. Select the printer which will be assigned the Starting Control Number:
 - If the printer is not already designated as a Title or Title-Batch Printer, select the appropriate Checkbox(es). When the type changes for a printer, the system will automatically change the status to 'Inactive'.
 - If the printer form type is already designated to print Title or Batch Titles, select 'Inactive' in the Status field. The printer must be inactive in order to assign Control Number Stock.
4. Enter the Starting Control Number of the range you wish to assign to the printer in the Start Control # field. The Next Available Control # field is generated by the system upon saving the record.
5. Select 'Active' in the Status field.
6. Select the **SAVE** button.

Printer Setup

Overview of Printer Setup

The Printer Setup function provides the ability for a user with proper authorization to enter and change printer settings for an office within a County. This function only provides connectivity to the ATPS II system; it does not control the printer physically (this is done through the system's operating system).

The **Printer Setup** screen provides the following functionality:

- Add Printers and Change Printer Settings
- Delete Printers

Office ID	Printer #	Printer Queue
8001	8001_TL_01	\\GEMS4\HP4SI_958
8001	80_01RP_01	\\TRAININGSERVE
8001	TS80_PRT_1	\\GEMS4\HP4SI_527
8001	TS80_PRT_OH_1	\\DPS6L_3B17_C
8001	8001_RP_01	\\GEMS4\HP4SI_527

The following fields are located on the **Printer Setup** screen.

Query Block:

- Office ID

Printer Information Block:

- Office ID
- Printer #
- Printer Queue

Printer Detail Overflow:

- Form Type
- Status
- Start Control #
- Next Available Control #
- Next Available Check #

Multiple Form Types can be assigned to a single printer as long as they print on compatible paper. When the Form Type is set to 'Title' or 'Title – Batch', the Start Control Number field is

required. The Next Available Control Number field is system-generated. The next Available Check Number field is used only when the Form Type for that printer is 'Check'.

Add / Change Printer Settings

Printers can be added or changed on the **Printer Setup** screen.

Printer Status Settings include the following:

- Active – ATPS II will allow print jobs to be sent to the printer.
- Inactive – ATPS II will not allow print jobs to be sent to the printer.
- Error – ATPS II will not allow print jobs to be sent to the printer, an error has occurred with the physical printer (e.g., paper jammed, off-line). The system administrator should fix the problem before re-activating the printer.
- Out of Stock – ATPSII will not allow print jobs to be sent to the printer; for title printers only, a new starting control number must be entered before re-activating the printer.

Form Type Settings include:

- Title – Print Title Documents.
- Title Batch – Print Batch Title Documents.
- Receipt – Print Receipts (including Batch Summary Receipts).
- Check – Print Checks.
- Memo Title – Print Memorandum Titles (on Receipt paper).
- Screens – Print Common Screens (on Receipt paper).
- Forms – Print Other Forms (on Receipt paper).
- Reports – Print Reports (on green bar paper).

To add a new printer to the County Printer Inventory complete the following steps:

1. Navigate to the **Printer Setup** screen by selecting **Maintenance** from the menu bar and **Printer Setup** from the sub-menu.
2. Enter an Office ID in the query block. Select the **QUERY** button.
3. Navigate to the next available blank line in the Printer Information grid.
4. Enter the Office ID where the printer is located.
5. Enter a Printer Number (unique name for printer, must be unique across all offices)
6. Enter a Printer Queue (the associated Windows NT print queue name). The print queue name can be obtained by printing a Windows printer test page or use the format for the printer queues for each type of printer:
 - \\ATPSCC_1\CCBRTL01 where CC is County ID, BB is Branch ID, and TL is for Title printer
 - \\ATPSCC_1\CCBBRC01 where CC is County ID, BB is Branch ID, and RC is for Receipt printer

- \\ATPSCC_1\CCBBRP01 where CC is County ID, BB is Branch ID, and RP is for Report printer
 - \\ATPSCC_1\CCBBCK01 where CC is County ID, BB is Branch ID, and CK is for Check printer
7. Select Form Type(s) in the Printer Details Overflow.
 - If the Form Type selected is 'Title' or 'Title – Batch', a Control Number value must be entered in the Start Control # field. This will assign the Control Number Stock to the printer. The Next Available Control Number is a system-generated field. For more information on assigning stock to a printer, refer to the [Assign Stock to a Printer](#) section.
 - If the Form Type selected is 'Check', a Check Number value must be entered in the Next Available Check # field.
 8. Set the Status field to 'Active'.
 9. Select the **SAVE** button. Validations will be performed and the system will inform the user of any errors.

Users can be assigned to a new printer by navigating to the **Printer Assignment** screen from the **Printer Setup** screen, by selecting the **PRINTER ASSIGNMENT** button. Refer the Overview of Printer Assignment section for more information on this function.

To change Printer settings, complete the following steps:

1. Navigate to the **Printer Setup** screen by selecting **Maintenance** from the menu bar and **Printer Setup** from the sub-menu.
2. Select an Office ID in the query block. Then select the **QUERY** button.
3. Enter changes to the necessary fields.
 - If the Form Type selected is 'Title' or 'Title - Batch', a Control Number must be entered in the Start Control Number field.
 - If the Form Type selected is 'Check', a Check Number must be entered in the Next Available Check Number field.
 - When changing Form Types, User ID assignments may be changed for the printer. To navigate to the **Printer Assignment** screen from the **Printer Setup** screen, select the **PRINTER ASSIGNMENT** button. Refer to the [Overview of Printer Assignment](#) section for more information on this function.
 - Changing a Form Type will automatically set the Status to 'Inactive'. If Form Types were changed, the Printer Status must be set back to 'Active'.
4. Select the **SAVE** button.

Delete a Printer

Deleting a Printer will remove it from the ATPS II County Printer Inventory. Printers cannot be deleted if Print Jobs are queued to that printer or if User IDs are assigned to the Printer. Refer to the Overview of Printer Assignment section for more information on deleting User IDs from a printer.

To delete a printer from the County Printer Inventory, complete the following steps:

1. Navigate to the **Printer Setup** screen by selecting **Maintenance** from the menu bar and **Printer Setup** from the sub-menu.
2. Select the Office ID in the query block. Then select the **QUERY** button.
3. Select the Printer to delete from the Printer Information block and select the **DELETE** button. ATPS II will perform validations and inform the user of any errors.

Printer Assignment

Overview of Printer Assignment

The **Printer Assignment** function provides the ability for a user with proper authorization to:

- **Add Printer Assignments** for User IDs within an office.
- **Delete Printer Assignments** to User IDs within an office.

Each user must be assigned to a printer in ATPS II to print documents.

The following fields are located on the **Printer Assignment** screen:

Query Block:

- **Office ID**
- **Printer #**
- **User ID**

Printer Assignments Block:

- **User ID**
- **Printer #**
- **Printer Type**

Add Printer Assignment

To add Printer Assignments, complete the following steps:

1. Navigate to the **Printer Assignment** screen by selecting **Maintenance** from the menu bar and **Printer Assignment** from the sub-menu.
 - The **Printer Assignment** screen may also be accessed from the **Printer Setup** screen by selecting the **PRINTER ASSIGNMENT** button. If a Printer is highlighted on the **Printer Setup** screen when the **PRINTER ASSIGNMENT** button is selected, the Office ID and Printer # query parameters will be pre-populated on the **Printer Assignment** screen. These parameters may be modified as necessary.
2. Enter query parameters. An Office ID must be entered as a query parameter. If a Printer # is entered as a query parameter, a list of User IDs associated with the Printer # will be displayed. If a User ID is entered as a query parameter, a list of the Printer #s the user is assigned to will be displayed. Select the **QUERY** button.
3. Add Printer Assignments by entering the User ID and Printer # in the Printer Assignment block. When a Printer # is entered the Form Type overflow fields will be populated for view-only purposes.
4. Select the **SAVE** button. Validation will be performed and the system will inform the user of any errors.

Delete Printer Assignment

To delete Printer Assignments, complete the following steps:

1. Navigate to the **Printer Assignment** screen by selecting **Maintenance** from the menu bar and **Printer Assignment** from the sub-menu.
 - The **Printer Assignment** screen may also be accessed from the **Printer Setup** screen by selecting the **PRINTER ASSIGNMENT** button. If a Printer is highlighted on the **Printer Setup** screen when the **PRINTER ASSIGNMENT** button is selected, the Office ID and Printer # query parameters will be pre-populated on the **Printer Assignment** screen. These parameters may be modified as necessary.
2. Enter query parameters. An Office ID must be entered as a query parameter. If a Printer # is entered as a query parameter, then a list of User IDs associated with the Printer # will be displayed. If a User ID is entered as a query parameter, then a list of the Printer #'s the user is assigned to will be displayed. Select the **QUERY** button.
3. Highlight the row with the User ID to delete and select the **DELETE** button.
4. Select the **SAVE** button.

Check Guarantee Information

Overview of Check Guarantee Information

The **Check Guarantee Maintenance** function provides the ability for a user with proper authorization to enter and maintain information about Check Guarantee Codes within the County. This screen can also be used to view the amount remaining on a check guarantee for a business date. This screen is automatically updated when a check guarantee is used in the payment block during a transaction.

The following functions may be performed from the **Check Guarantee Information** screen:

- [Add/Change a Check Guarantee](#)
- [Inactivate a Check Guarantee](#)

The following fields are located in the **Check Guarantee Information** screen.

Query Block:

- [Check Guarantee Code](#)

Check Guarantee Information Block:

- [Check Guarantee Code](#)
- [Check Guarantee Type](#)
- [Effective Date](#)
- [Expiration Date](#)
- [Credit Limit](#)
- [Dealer Affiliation](#)
- [Business Date](#)
- [Amount Remaining](#)

Guaranteed By Information Block:

- Company Code
- Company Name

Guaranteed For Information Block:

- Dealer Permit #
- Dealer Name
- Company Code
- Company Name
- Ind./Non-ATPS II Comp. Name

Add / Change a Check Guarantee

To add a new Check Guarantee Code for the County, complete the following steps:

1. Navigate to the **Check Guarantee Information** screen by selecting **Maintenance** from the menu bar and **Check Guarantee** from the sub-menu.
2. Enter data into the Check Guarantee Information Block:
 - Enter the new Check Guarantee Code. This field will be populated with the Dealer Permit Number if a Dealer Permit # is already entered in the Guaranteed For Information block.
 - The Effective Date will default to the current calendar date.
3. Enter the Company Code in the Guaranteed By Information Block. The Company Name will automatically be populated.
4. Enter either a Dealer Permit #, Company Code, or an Individual/ Non-ATPS II Company Name in the Guaranteed For Information Block.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

To change Check Guarantee Information, complete the following steps:

1. Navigate to the **Check Guarantee Information** screen by selecting **Maintenance** from the menu bar and **Check Guarantee** from the sub-menu.
2. Enter the Check Guarantee Code to change in the query parameter block. Then select the **QUERY** button.
3. Change fields as necessary in the Information Blocks.
4. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

Delete or Inactivate a Check Guarantee

The **Check Guarantee** screen provides the ability for users with the proper authorization to delete or inactivate a Check Guarantee.

A Check Guarantee cannot be deleted if it has already been used in a transaction. A Check Guarantee that has already been used can be inactivated by entering an expiration date which then prevents its use in future transactions.

To delete a Check Guarantee complete the following steps:

1. Navigate to the **Check Guarantee Information** screen by selecting **Maintenance** from the menu bar and **Check Guarantee** from the sub-menu.
2. Enter the Check Guarantee Code in the query block. Then select the **QUERY** button.
3. Select the **DELETE** button. The check guarantee will be deleted and will not be available for use in ATPS II.

To Inactivate a Check Guarantee complete the following steps:

1. Navigate to the **Check Guarantee** screen by selecting **Maintenance** from the menu bar and **Check Guarantee** from the sub-menu.
2. Enter the Check Guarantee Code in the query block. Then select the **QUERY** button.
3. Enter a date in the Expiration Date field in the Check Guarantee Information Block. The date entered cannot be previous to the current calendar date.
4. Select the **SAVE** button. The check guarantee will not be available for use in ATPS II.

Company Information

Overview of Company Information

The Company Information Maintenance function provides a user with proper authorization to enter and maintain information about companies commonly used by the County. The following functions may be performed from the **Company Information** screen:

- [Add/Change Company Information.](#)
- [Delete or Inactivate a Company Code.](#)

The following fields are located in the **Company Information** screen.

Query Parameter Block:

- [Company Code](#)
- [Company Name](#)

Company Information Block:

- [Company Code](#)
- [Company Name](#)
- [Street 1](#)
- [Street 2](#)
- [City](#)
- [State](#)
- [Zip Code](#)
- [Zip Code Suffix](#)
- [Country](#)
- [International Zip Code](#)

- FEIN
- SSN
- Inactive Date

Add / Change Company Information

The **Company Information** screen provides the ability for a user with proper authorization to add new companies and to change information about existing companies.

Adding a new Company

To add a new Company, complete the following steps:

1. Navigate to the **Company Information** screen by selecting **Maintenance** from the menu bar and **Company Information** from the sub-menu.
2. Enter a new unique county defined Company Code in the Company Code field.
3. Enter the Name, Address and FEIN, or SSN fields.
4. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

Change Company Information

To Change Company Information complete the following steps:

1. Navigate to the **Company Information** screen by selecting **Maintenance** from the menu bar and **Company Information** from the sub-menu.
2. Enter a Company Code in the query parameter. Select the **QUERY** button.
3. Change Company Information fields as necessary.
4. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

Delete or Inactivate a Company

The **Company Information** screen provides the ability for users with the proper authorization to delete or inactivate Company.

A Company cannot be deleted if it has already either been used as an Owner, Previous Owner, Lienholder, or for a Check Guarantee. A Company that has already been used can be inactivated which then prevents its use in future transactions.

To Delete a Company, complete the following steps:

1. Navigate to the **Company Information** screen by selecting **Maintenance** from the menu bar and **Company Information** from the sub-menu.
2. Enter a Company Code in the Query block. Then select the **QUERY** button.
3. Select the **DELETE** button. A message will be displayed prompting the user to confirm the record deletion.
4. Select the **OK** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

To Inactivate a Company Code complete the following steps:

1. Navigate to the **Company Information** screen by selecting **Maintenance** from the menu bar and **Company Information** from the sub-menu.
2. Enter a Company Code in the Query block. Then select the **QUERY** button.
3. Enter a date in the Inactive Date field in the Company Information Block. The date entered cannot be previous to the current calendar date.
4. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

County Setup

Overview of County Setup

The County Setup function provides the ability for a user with proper authorization to enter and maintain information about the County and each Office within the County. A county can only update information on this screen for their own county (e.g., a user in one county can not update information for another county). Users can only view information for other counties on this screen.

The **County Setup** screen provides the following functionality:

- [Change County Clerk and County Default Information](#)
- [Add / Change County Office Information](#)
- [Delete or Inactivate a County Office](#)

The **County Setup** screen contains the following fields:

Query Block:

- [County ID](#)
- [County Name](#)

County Information Block:

- [County ID](#)
- [County Name](#)
- [# of Offices](#)
- [Title or Receipt First](#)

Clerk Information Block:

- [Last Name](#)
- [First Name](#)
- [Middle Initial](#)
- [Street 1](#)
- [Street 2](#)
- [Zip Code](#)

- Zip Code Suffix
- City
- State
- Phone #
- Ext.
- Fax #
- Email

Office Information Block:

- Office ID
- Office Name

Office Details Overflow:

- Street 1
- Street 2
- City
- State
- Zip Code
- Zip Code Suffix
- Phone #
- Ext.
- Fax #
- Email
- Inactive Date
- Office Type
- Days of Operation
- Hours of Operation

Change County Clerk and County Default Information

The **County Setup** screen provides the ability for a user with proper authorization to Change the County Clerk and County Default information provided on the **County Setup** screen. The Title or Receipt First radio buttons determine which Tab on the **Title Issuance** screen is displayed first. Changes made to this information apply to all County Offices. When changes are made to this information each user needs to log out of ATPS II and log back into ATPS II so that the user has access to the updated information.

To change County Clerk information, complete the following steps:

1. Navigate to the **County Setup** screen by selecting **Maintenance** from the menu bar and **County Setup** from the sub-menu.
2. Enter a County ID in the query block. The County Name will automatically be populated based on the County ID. Then select the **QUERY** button.

3. Select the setting for either the Title or Receipt tab to appear first during Title Issuance.
4. Change County Clerk Information as needed.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

Add / Change County Office Information

The **County Setup** screen provides the ability for a user with proper authorization to add a new Office, or change Information for an existing Office.

To add a new County Office, complete the following steps:

1. Navigate to the **County Setup** screen by selecting **Maintenance** from the menu bar and **County Setup** from the sub-menu.
2. Enter a County ID in the query block. The County Name will automatically be populated based on the County ID. Then select the **QUERY** button.
3. Navigate to a blank line in the Office Information grid. Enter the new Office ID and Office Name.
4. Enter the new Office Information into the Office Details Block.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

To change County Office Information, complete the following steps:

1. Navigate to the **County Setup** screen by selecting **Maintenance** from the menu bar and **County Setup** from the sub-menu.
2. Enter a County ID in the query block. The County Name will automatically be populated based on the County ID. Then select the **QUERY** button.
3. Select the Office ID to change by highlighting the existing Office ID in the Office Information grid.
4. Enter changes in the Office Details Block.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

Delete or Inactivate a County Office

The **County Setup** screen provides the ability for a user with proper authorization to delete or inactivate a County Office. A County Office cannot be deleted if it has employees assigned to it or if it has previously issued ATPS II transactions. If the Office cannot be deleted, it still can be inactivated to prevent further transactions from being issued by that Office ID.

To delete an Office, complete the following steps:

1. Navigate to the **County Setup** screen by selecting **Maintenance** from the menu bar and **County Setup** from the sub-menu.
2. Enter a County ID in the query block. The County Name will automatically be populated based on the County ID. Then select the **QUERY** button.
3. Select the Office to delete by highlighting the Office ID.

4. Select the **DELETE** button. A message will be displayed prompting the user to confirm the record deletion.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

To inactivate an Office complete the following steps:

1. Navigate to the **County Setup** screen by selecting **Maintenance** from the menu bar and **County Setup** from the sub-menu.
2. Enter a County ID in the query block. The County Name will automatically be populated based on the County ID. Then select the **QUERY** button.
3. Select the Office by highlighting the Office ID.
4. Enter the Inactive Date (must be greater than or equal to the calendar date) in the Office Details Block.
5. Select the **SAVE** button. ATPS II will ensure the data entered complies with ATPS II business rules and inform the user of any errors if necessary.

System Parameter

Overview of System Parameters

The **System Parameters** screen provides the ability for a user with the proper access to change system parameters. The system parameters available to change are:

- Record Limit
- Number of Days before purged

The **System Parameter** screen provides the following functionality:

- [Change System Parameters](#)

The **System Parameter** screen contains the following fields:

Query Parameters

- [Category](#)

System Parameter Block

- [Name](#)
- [Category](#)
- [Value](#)
- [Description](#)

Change System Parameters

To change system parameters, complete the following steps:

1. Navigate to the **System Parameter** screen by selecting **Maintenance** from the menu bar and **System Parameter** from the sub-menu.
2. Enter the query parameter. The Category is defaulted to Maintenance and can not be changed. Select the **QUERY** button.
3. The System Parameters that can be changed will be populated to the screen once the query is complete. Select the system parameter to change from the name grid on the left-hand side of the screen. The overflow area on the right will be populated with the information for the selected system parameter name. The value for each parameter can be changed as needed. The following system parameter values can be changed:
 - Record Limit – The maximum number of records that may be returned in a query. The value is defaulted to 100, but can be changed. NOTE: This value can not be greater than 1000, and the larger the number the longer a query will take.
 - Number of days before purge – The maximum number of days a suspended record will be kept in the system before it is purged. The value is defaulted to 30 but can be changed. NOTE: This value can not be greater than 30.

MAINTENANCE (STATE)

Control Number Assignment

Overview of Control Number Assignment

The **Control Number Assignment** screen provides the ability for users with proper authorization to enter and maintain Title stock. The Control Number Assignment screen provides the following functionality:

- [Assign Control Number\(s\)](#)
- [Delete Control Number\(s\)](#)

The following fields are located on the **Control Number Assignment** screen:

Query Parameters Block

- [County ID](#)

Range Block

- [County ID](#)
- [Starting Control #](#)
- [Ending Control #](#)
- [Date Assigned](#)

County Stock Inventory Block

- [County ID](#)
- [Starting Control Number](#)
- [Ending Control Number](#)
- [Date Assigned](#)

Query Control Number Assignments

The Query Parameters block on the **Control Number Assignment** screen provides information on Control Numbers that have been assigned to a County's Title Stock Inventory.

Assigning Control Number(s)

The **Control Number Assignment** screen provides the ability to Assign Control Number(s). Once a Control Number Range is assigned to a County, all control numbers within the range automatically assigned a Status of 'Entered'.

Complete the following steps to Assign a Control Number Range:

1. Navigate to the **Control Number Assignment** screen by selecting **Maintenance** from the menu bar, and **Control Number Assignment** from the sub-menu.

2. Enter the County ID, the County Name will be populated, and select the **QUERY** button. The query function is optional on this screen. You do not need to query the county before you assign stock.
3. To enter control numbers in increments of 1000 complete the following steps in the County Stock Inventory grid:
 - Enter or select a County ID in a blank line in the County Stock Inventory grid.
 - Enter the Starting and Ending Control Number. The Control Number Range entered must be in increments of 1000 (e.g., 1000 to 1999, or 3000 to 3999) per line when entering control numbers directly into the County Stock Inventory grid.
4. To enter Control Numbers in increments greater than 1000 complete the following steps in the Range section:
 - Enter or select a County ID in the Range section.
 - Enter the Starting and Ending Control Numbers. They can be in increments greater than 1000 but must still be in a multiple of 1000 (e.g. 1000 to 4999).
 - Once the control numbers are entered in the Range section select the **POPULATE GRID** button. The grid will automatically be populated with a separate row for each range of 1000 control numbers.
5. Select the **SAVE** button. The Date Assigned field will be populated with the current Calendar Date. ATPS II will ensure that the requested action complies with ATPS II business rules and inform the user of any errors if necessary.

Deleting Control Number(s)

Complete the following steps to Delete a Control Number Range:

1. Navigate to the **Control Number Assignment** screen by selecting **Maintenance** from the menu bar, and **Control Number Assignment** from the sub-menu.
2. Enter the County ID, the County Name will be populated, and select the **QUERY** button.
3. Highlight the row in the grid to be deleted.
4. Select the **DELETE** button. A message will be displayed requesting confirmation of the deletion of the Control Numbers. Upon confirmation, ATPS II will ensure that the requested action complies with ATPS II business rules and inform the user of any errors if necessary.

Control Number Maintenance (State)

Overview of Control Number Maintenance (State)

The **Control Number Maintenance** function provides authorized users with the ability to query and maintain the Title Stock Inventory. The Control Number Status can be modified for a single Control Number, or for a range of Control Numbers.

Control Number Maintenance screen contains the following fields:

Query Parameter Block

- County ID
- County Name
- Control Number From

- Control Number To

Control Number Information:

- Control Number
- Status
- Status Date
- Title Number

Change Control Number Status

The Control Number Maintenance function provides the ability for a user with proper authority to query and maintain the Title Stock Inventory. The Control Number Status can be modified for a single Control Number, or for a range of Control Numbers. The Control Number Status indicates the current status of a piece of Title Stock. Control Numbers can be assigned one of the following statuses at the State:

- Entered
- Printed
- Void – Damaged
- Void – Stolen
- Void – Missing
- Void - Lost

When Control Number ranges are assigned to the County Stock Inventory by the State, they are automatically given the Status 'Entered'. The Control Number will remain at this status until it is either assigned a status of 'Printed' during Title Issuance, or is assigned one of the Void statuses (i.e. users can not manually change the status from 'Entered' to 'Printed'). 'Void – Title Void' status is system generated when a Void Title transaction is performed. All other Void statuses are assigned manually using the **Control Number Maintenance** screen.

The following is a list of possible control number status changes that can be performed at a State:

CONTROL NUMBER STATUS CHANGES

FROM	TO
Entered	Void – Damage
Entered	Void – Stolen
Entered	Void - Missing
Entered	Void - Lost
Printed	Void – Damaged
Printed	Void – Stolen
Printed	Void - Missing
Printed	Void - Lost
Void – Damaged	Entered
Void – Damaged	Printed
Void – Damaged	Void – Stolen

Void – Damaged	Void - Missing
Void – Damaged	Void - Lost
Void – Stolen	Entered
Void – Stolen	Printed
Void – Stolen	Void – Damaged
Void – Stolen	Void – Missing
Void – Stolen	Void – Lost
Void – Lost	Entered
Void – Lost	Printed
Void – Lost	Void – Damaged
Void – Lost	Void – Missing
Void – Lost	Void - Stolen

Control number status can be changed from either 'Entered' or 'Printed', to the Void Statuses of Damaged, Stolen, Lost, or Missing. The Control Number Status can also be changed from one Void to another, or back to 'Entered' or 'Printed' if the Status was changed in error. All Status changes will automatically be assigned a Status Date equal to the current calendar date.

Change Control Number Status (State)

Complete the following steps to Change Control Number Status:

1. Navigate to the **Control Number Maintenance** screen by selecting **Maintenance** from the menu bar and **Control Number Maintenance** from the sub-menu.
2. Enter query parameters. Enter the County ID. The County Name will be automatically populated from the County ID. Enter at least one Control Number in the Control # From field. To query a range of Control Numbers, enter the beginning Control Number of the range in the Control # From field and enter the ending Control Number of the range in the Control # To field. Select the **QUERY** button once the query parameters have been entered. For more information on querying in ATPSII, refer to the section [Overview of the Query Function](#).
 - To change the status of an individual Control Number, select the Control Number in the Control Number Information Block. Select the new status from the Status drop down list. The Status Date will automatically be updated with the calendar date.
 - To change the status for a range of Control Numbers, select the **CHANGE RANGE** button. A pop-up window will be displayed with the Control Number Range entered in the Control Number From: To: fields in the Query block. Select the new status from the Status drop down list and select the **OK** button. The Control Number Maintenance screen will be displayed with the changes made on the pop-up window.
3. Select the **SAVE** button. Validations will be performed once the Save button is selected. If the status change made on the Change Range window is not valid, a validation error will be displayed only after selecting the **SAVE** button. If a control number within the range fails validation, a message will be displayed providing the control number(s) that failed. The user will have the option to either skip that Control Number or cancel the entire transaction. Select the **OK** button to skip the Control Number that failed but save the remaining records, or select the **CANCEL** button to cancel the entire Status change transaction.

System and Reference Table Maintenance

Fee Type Maintenance

Overview of Fee Type Maintenance

The Fee Type Maintenance function is used by the State to view and change all fee types and their associated fee amounts. A user with the proper authority can perform the following functions:

- [Change a Fee](#)
- [Cancel Fee Type](#)

The following fields are located on the **Fee Type Maintenance** screen:

Query Parameter Block

- [Fee Type Code](#)

Fee Type Codes Block

- Code
- Description
- Property Type
- Effective Date
- Cancel Date
- Total Fee Amount
- Amount State F436
- State F539 Amount
- State FGRF Amount
- State F849 Amount
- State 4W4 Amount
- State DNR Amount
- Clerk of Courts Title Fund AmountClerk of Courts Title Fund
- Misc. Fee Indicator
- [CTF Indicator](#)

Cancel a Fee Type

Complete the following steps to cancel an existing Fee Type:

1. Navigate to the **Fee Type Maintenance** screen by selecting **Maintenance** from the menu bar and **Fee Type and Rate** from the sub-menu.
2. Enter the Fee Type Code query parameter then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.

3. Enter a date in the Cancel Date field. The date must be the calendar date or greater.
4. Select the **SAVE** button. The fee type information is updated.

Change Fee Type

Complete the following steps to change existing Fee Type information:

1. Navigate to the **Fee Type Maintenance** screen by selecting **Maintenance** from the menu bar and **Fee Type and Rate** from the sub-menu.
2. Enter the Fee Type Code query parameter then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. To change a fee amount enter a cancel date for the existing fee that is being changed. The date must be the calendar date or greater.
4. Select the next available blank row in the Fee Type Code grid and enter the following fields: Code, Property Type, Effective Date, and the amount break down in the appropriate Amount field. The total amount is system calculated based on the amounts entered in the individual Fund Type fields. NOTE: The Misc. Fee Indicator and CTF Indicator check box are defaulted by the system after the save function is complete.
5. Select the **SAVE** button. The fee type information is changed.

Tax Rate Maintenance

Overview of Tax Rate Maintenance

The Tax Rate Maintenance function is used by the Department of Taxation to view and update all taxes and their associated rates. A user with the proper authority can perform the following functions:

- [Change a Tax Rate Code](#)
- [Cancel a Tax Rate Code](#)

The following fields are located on the **Tax Rate Maintenance** screen:

Query Parameter Block

- [Tax Rate Code](#)
- [County ID](#)

Tax Rate Codes

- [Tax Rate Code](#)
- [Rate](#)
- [Effective Date](#)
- [Cancel Date](#)
- [County ID](#)

Change a Tax Rate

Complete the following steps to change existing Tax Rate information:

1. Navigate to the **Tax Rate Maintenance** screen by selecting **Maintenance** from the menu bar and then **Tax Rate** from the sub-menu.
2. Enter the Tax Rate Code and/or County as the query parameter(s) then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. To change a tax rate amount, enter a cancel date for the existing tax rate that is being changed. The date must be the calendar date or greater.
4. Select the next available blank row in the Tax Rate Code grid and enter the following fields: Tax Rate Code, Rate, Effective Date, and County.
5. Select the **SAVE** button. The tax rate information is changed.

Cancel a Tax Rate

Complete the following steps to cancel a Tax Rate:

1. Navigate to the **Tax Rate Maintenance** screen by selecting **Maintenance** from the menu and then **Tax Rate**.
2. Enter the query parameters then select the **QUERY** button. If a county is not entered in the County field the tax rate information for all counties will populate the grid. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Enter a date in the Cancel Date field. The date must be the calendar date or greater.
4. Select the **SAVE** button. The tax rate is updated in the database.

Tax Exemption Maintenance

Overview of Tax Exemption Maintenance

The Tax Exemption Maintenance function is used by the Department of Taxation to update exemption codes. A user with the proper authority can perform the following functions:

- [Change a tax exemption code](#)
- [Cancel a tax exemption code](#)

The following fields are located on the **Tax Exemption Maintenance** screen

Query Parameter Block

- [Tax Exemption Code](#)

Tax Exemption Codes Block

- Code
- Description
- Effective Date
- Cancel Date

Change Tax Exemption

Complete the following steps to change existing Tax Exemption Code information:

1. Navigate to the **Tax Exemption Maintenance** screen by selecting **Maintenance** from the menu bar and **Tax Exemption Code** from the sub-menu.
2. Enter the query Tax Exemption Code parameter then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. To change a tax rate amount, enter a cancel date for the existing exemption code that is being changed. The date must be the calendar date or greater.
4. Select the next available blank row in the Tax Exemption Code grid and enter the following fields: Code, Description, Effective Date, and County.
5. Select the **SAVE** button. The tax exemption code information is changed.

Cancel a Tax Exemption

Complete the following steps to delete a Tax Exemption Code:

1. Navigate to the **Tax Exemption Maintenance** screen by selecting **Maintenance** from the menu bar and **Tax Exemption Code** from the sub-menu.
2. Enter the Tax Exemption Code query parameter then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Enter a date in the Cancel Date field. The date must be the calendar date or greater.
4. Select the **SAVE** button. The tax exemption code is updated in the database.

TITLE RELATED FUNCTIONS (STATE)

Overview of Title Related Functions (State)

ATPS II will provide the following title related functionality for State users:

- [Add and Remove an Administrative Hold on Title Records](#)
- Inactive a Title
- Inquiry Title Records
- Generate Reports
- Assign Control Numbers to Counties
- Control Number Maintenance

Overview of Administrative Title Hold

In ATPS II a user with the proper authority can add or remove an Administrative Hold on a VIN, WIN, or MIN to stop an update or the transfer of a title. There are three types of Administrative Holds:

1. On Hold – a title with this type of hold cannot be updated or transferred. The system will stop the transaction from being performed and will display a message: 'Administrative Hold;

Please contact the Ohio BMV Title Section' for motor vehicles or 'Administrative Hold; Please contact the Ohio Department of Natural Resources (ODNR) Title Department' for watercraft or outboard motors.

2. Issue and Notify the BMV – The user will not be notified of the existence of this type of hold and, therefore, a title can still be updated or transferred. The State will have the ability to query for titles issued with this type of Administrative Hold via an Ad hoc report.
3. Stolen - a title with this type of hold can not be updated or transferred. The system will stop the transaction from being performed and will display a message 'Administrative Hold; Please contact the Ohio BMV Title Section' for motor vehicles or 'Administrative Hold; Please contact the Ohio Department of Natural Resources (ODNR) Title Department' for watercraft or outboard motors.

An Administrative Hold can be added or removed on the **Administrative Hold** screen. The following fields are located on the screen.

Query Parameter Block

- VIN/WIN/MIN
- Suffix
- Property Type

VIN/WIN/MIN Information Block

- VIN/WIN/MIN
- Suffix
- Property Type
- Admin. Hold Type
- Admin. Hold Date
- Description

Add / Remove an Administrative Hold

Complete the following steps to add an Administrative Hold to all existing and future titles with the VIN, WIN, or MIN:

1. Navigate to the **Administrative Hold** screen by selecting **Title** from the menu bar and **Administrative Hold** from the sub-menu.
2. Enter the VIN, WIN, or MIN, Suffix, and Property Type in the Property Information block. Be sure to have the correct suffix.
3. Select an Administrative Hold Type from the drop down list for the VIN, WIN, or MIN.
4. The Admin. Hold Date field will be automatically populated with the calendar date and can not be changed.
5. A Description field is available to enter more details about the hold, but it is not required.
6. Select the **SAVE** button to update the information. When a county tries to update information or transfer a title for the VIN, WIN, or MIN the appropriate message will be displayed to the screen.

Complete the following steps to remove an Administrative Hold from VIN, WIN, or MIN:

1. Navigate to the **Administrative Hold** screen by selecting **Title** from the menu bar and **Administrative Hold** from the sub-menu.
2. Enter query parameters and then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Functions](#) section.
3. Select the VIN, WIN, or MIN to remove an Administrative Hold from the grid and select the **REMOVE HOLD** button.
4. The Admin. Hold Date field will be automatically populated with the calendar date once the transaction is saved.
5. Select the **SAVE** button to update the record.

Note: If more than one record is returned on the query, use the VIN Chain Inquiry to ensure you remove the hold from the correct record.

Overview of Change Title Status (State)

The Change Title Status function provides the capability for a State user with the proper authority to change a title status from 'Active' to 'Inactive' and from 'Inactive' to 'Active'. When changing a title status to 'Inactive' the system provides the following Inactive Reason Types:

- Surrendered Out-of-State for Motor Vehicle, Watercraft, and Outboard Motor Titles,
- Cancelled for Motor Vehicle, Watercraft, and Outboard Motor Titles,
- Documentation for Watercraft and Outboard Motor Titles,
- Junked for Motor Vehicle/Watercraft Titles,
- Transferred to County for Motor Vehicle, Watercraft, and Outboard Motor Titles,
- Exported to Country (permanent or temporary) for Motor Vehicle, Watercraft, and Outboard Motor Titles.

The following fields are located on the **Title Status** screen:

Query Parameter Block

- [Title #](#)
- [Control #](#)
- [Property Type](#)
- [VIN/WIN/MIN](#)

Title Information Block

- [Title #](#)
- [Control #](#)
- [Property Type](#)
- [VIN/WIN/MIN](#)
- [Status](#)
- [Date of Status Change](#)
- [Inactive Reason Type](#)

- Inactive Reason Text
- Surrendered Date
- Export to Country of
- Surrendered to State of
- Transferred to County of
- Out of State Title #

Inactivate a Title (State)

Complete the following steps to inactivate a title record:

1. Navigate to the Title Status screen by selecting **Title** from the menu bar and **Update Title Status** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select 'Inactive' as the Status.
4. Select the Inactive Reason Type. If there are additional fields that need to be entered (based on the Inactive Reason Type selected) the fields will become enabled for entry. The following Inactive Reason Types have additional fields that need to be entered:
 - Surrendered Out-of-State for Motor Vehicle and Watercraft Titles enter the Surrendered Date (defaulted to current calendar date), Surrendered to State of, and Out of State Title # (optional).
 - Transferred to County for Motor Vehicle, Watercraft, and Outboard Motor Titles enter the Transferred to County of.
 - Exported to Country (permanent or temporary) for Motor Vehicle, Watercraft, and Outboard Motor Titles enter the Export to Country of.
5. A more descriptive reason for inactivating the title record can be entered in the Inactive Reason Text field but it is not required.
6. Select the **SAVE** button. The Change Title Status transaction is complete and the title record will be saved with a Title Status of 'Inactive'. If the Inactive Reason Type is 'Cancelled' the previous title record will become 'Active'.

To view a title on the **Title Inquiry** screen highlight a title in the grid and select the **VIEW TITLE** button in the footer bar. The title number will be populated on the **Title Inquiry** screen. Select the **QUERY** button to view the title inquiry.

Reactivate a Title (State)

Complete the following steps to activate a title record:

1. Navigate to the Title Status screen by selecting **Title** from the menu bar and **Update Title Status** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select 'Active' as the Status.

4. Select the **SAVE** button. The Update Title Status transaction is complete and the title record will be saved with a Title Status of 'Active'.

To view a title on the **Title Inquiry** screen highlight a title in the grid and select the **VIEW TITLE** button in the footer bar. The title number will be populated on the **Title Inquiry** screen. Select the **QUERY** button to view the title inquiry.

HELP IN ATPS II

Overview of Help Options in ATPS II

ATPS II provides an on-line Help feature in which groups of related topics that are connected by electronic links (jumps). In many ways, Help is information-at-your-fingertips. It is a powerful, flexible way to get answers to questions electronically. There are many different methods to accessing the on-line help information:

- [Context-Sensitive Help](#)
- [Screen Level Help](#)
- [Table of Contents](#)
- [Help Index](#)
- [Full Text Search](#)

Context Sensitive Help

To obtain information on a field within an ATPS II screen, place the cursor on the field and the definition of the field is displayed in the message bar. The Table of Contents within the On-line Help system also has a chapter called ATPS II fields which lists the fields in alphabetical order.

Screen Level Help

To obtain information on a screen, place the cursor anywhere on the screen and select the help icon on the Tool Bar . On-line help will be opened and the user can search for information on the screen.

Table of Contents in Help

To view the Table of Contents (TOC) in help. Select **Help** from the menu bar and **Contents** from the sub-menu. The Help file will open on the screen, to view the TOC select the Contents Tab (the Contents tab is the default tab). The TOC allows users to get an idea of the overall outline and organization of the Help system. Users can browse through the TOC to find a topic or to see the relationship between topics. The Contents Tab displays the Help system's TOC. The TOC uses books and pages:

- Books group topics into chapters or sections. Select a book to display its contents (i.e., pages).
- Pages represent individual topics. Select a page in the left-hand side of the Contents screen to display the information about that topic on the right-hand side of the Contents screen.

The topics for the page will be displayed in the right-hand window. To view a different topic select a different page from the TOC and the right-hand window will display the new topic information.

Help Index

To view the Index in help. Select **Help** from the menu bar and **Contents** from the sub-menu. The Help file will open on the screen, to view the Index select the Index Tab. The online index works just like an index of a printed book to find the page containing the information you are looking for, but much more interactively. The help system index provides the ability to quickly get to the information you need and want.

The Index Tab displays the help index containing a multilevel list of topics, keywords, or phrases. There are two ways to get to topics using the index:

- Typing - type a keyword or phrase and go directly to a topic or to a list of topics containing that keyword or phrase. Select the keyword or phrase to display the topic in the right-hand window.
- Browsing – use the arrow to scroll down to browse through the index, then select a keyword or phrase to display the topic in the right-hand window.

Full Text Search

Another quick way to find information in the help system is through the full-text search. The full-text search provides the ability to search every topic in the help system for a particular word or phrase. It's different from the Help index because the index contains keywords or phrases that may or may not be included in the actual topic, even though they are associated with the topic. The full-text search finds only topics containing the actual word or phrase the user is looking for.

The Search Tab within the on-line help displays the search index. Type in a word to search on in the first field. Selecting matching words to search on in the second block of the tab will narrow the search. The system will automatically populate information in the Choose Topic to Display block. Selecting a topic in the Choose Topic to Display Block will display the topic in the right-hand window.

Obtaining Technical Support

The Help Desk is available to assist users with questions on the ATPS II system. Please document the following information before calling the help desk:

- List of steps that were taken prior to the error.
- The exact error message that was displayed on the screen.

This information will help expedite the resolution in a timely manner.

The Help Desk phone numbers are:

(800) 686-1587

(614) 752-7565

The Hours of Operation are:

Monday – Friday 7:30 AM – 6:30 PM

Saturday 8:00 AM – 1:00 PM

The following materials are available assist to users with the ATPS II system:

- **ATPS User's Manual** - The User's Manual describes how to utilize the Automated Title Processing System (ATPS II). It represents an overview of the system, details the different screens within ATPS II, and explains data entry methods. It includes a table of contents that lists the major sections and topics within those sections by page number and is the directory to the manual. The manual is a companion to the system's on-line help and will include an exact replica of the information contained in on-line help.
- **System Management Operations Guide** - This System Management Operations Guide details the Oracle Database Administration and Operating System Administration tasks necessary to maintain the Automated Title Processing System (ATPS II). The Intended audience for this system management operation guide includes system administrators from the Ohio Bureau of Motor Vehicles as well as the County Clerks of Courts of Common Pleas.
- **Email Operations Guide** – The Email Operation Guide outlines the configuration and usage of the ATPS II Email system, and is not intended to be a comprehensive maintenance guide. The ATPS II Email administrator should be familiar with Lotus Domino Server 4.6.1 maintenance, Windows NT Server 4.0 configuration and maintenance, and the functionality of generic POP3 email systems.
- **User Training materials** - The End User Training Materials describes the procedures for using various functions in ATPS. This guide illustrates the windows used to perform tasks in the system and include detailed information on system navigation and step-by-step instructions designed to lead a user through titling operations.
- **System Administrator Training materials** - The System Administrator materials describe the procedures used by BMV and county system administrators or functional administrators for setup, maintenance, and support of the ATPS II system and the users.

EMAIL

Overview of Email in ATPS II

The ATPS II Electronic Mail System is an e-mail system consisting of a central, dedicated email server at the state level, and e-mail clients on the user workstations in the county offices. All standard e-mail functions, including store-and-forward email handling and attachments are supported by this system.

E-mail accounts are authorized by the State. System Administrators will be responsible for setting up the client software on the workstations for those authorized individuals.

Refer to the Email Operations Guide for more information on setting up and using email.

SYSTEM ADMINISTRATION

Overview of System Administration

The System Administration sections of this document include information on functions that can be performed by a System Administrator with the proper authorization in ATPS II. The sections in this document include:

- Employee Setup functions:
 - [Creating User ID's](#)
 - [Resetting Passwords](#)
 - [Assigning / Changing User Profile](#)
 - [Assigning / Changing Authorization Roles](#)
- [Changing Passwords](#)
- [Authorization Roles \(County\)](#)
- [Authorization Roles \(State\)](#)
- [Performing Overrides](#)
- [View User Sessions](#)
- [Debug Window](#)

For information on other System Administrator Functions refer to the following materials:

- System Management Operations Guide - This System Management Operations Guide details the Oracle Database Administration and Operating System Administrations tasks necessary to maintain the Automated Title Processing System (ATPS II). The intended audience for this system management operation guide includes system administrators from the Ohio Bureau of Motor Vehicles as well as the County Clerks of Courts of Common Pleas.
- Email Operations Guide – The Email Operation Guide outlines the configuration and usage of the ATPS II Email system, and is not intended to be a comprehensive maintenance guide. The ATPS II Email administrator should be familiar with Lotus Domino Server 4.6.1 maintenance, Windows NT Server 4.0 configuration and maintenance, and the functionality of generic POP3 email systems.
- System Administrator Training materials - The System Administrator materials describe the procedures used by BMV and county system administrators or functional administrators for setup, maintenance and support of the ATPS II system and the users.

Employee Setup Functions

Every user must have an 'Active' status and be assigned a valid User ID and Password to access the ATPS II system. A user will have an 'Active' status if there is not a cancel date in the Status Block on the **Employee Setup** screen. A user with the proper authority can perform the following functions on the **Employee Setup** screen to setup new users and change existing user information:

- [Add a New Employee](#)
- [Inactivating an Employee](#)

- Create a User ID
- Reset Passwords
- Update User profile
- Assign Authorization Roles
- Remove Authorization Roles

The following fields are located on the **Employee Setup** screen:

Query Parameter Block

- Last Name
- User ID
- First Name
- M.I.

Name Block

- Last
- First
- M.I.

Status Block

- Active Date
- Cancel Date

Connect Info Block

- User ID
- Profile

Authorizations Block

- Role

Offices Block

- Office ID
- Name
- Active Date
- Cancel Date

Adding a New Employee

The first step in getting a user setup in ATPS II is to add the new employee.

Complete the following steps to add a new employee:

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.

2. The only fields that will be enabled for data entry are in the Name, Status, and Office Blocks. Enter data in the fields and select the **SAVE** button. A message will be displayed to indicate that the user has been added. Select the **OK** button. The **CREATE USER ID** button will then become enabled.
3. Select the **CREATE USER ID** button. Refer to the [Create User ID](#) section for more information on this function.
4. Once the User ID is created the **SET/UPDATE AUTHORIZATION**, **UPDATE PROFILE**, and **RESET PASSWORD** buttons will become enabled. Refer to the [Assigning Authorization Roles](#), [Update User Profile](#), and [Resetting Passwords](#) sections for more information on these functions.

Inactivating an Employee

The Cancel Date in the Status Block is an informational date only. To inactivate an employee in an office enter a cancel date in the Offices Block for each office they are assigned. Once an inactive date is entered for an office the user will not have access to login to ATPS II for that office. An employee can only login to ATPS II for an office in which they are active.

Complete the following steps to inactivate an employee:

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Enter a date in the Cancel Date field in the Status block to indicate the date the user is no longer an employee (this field is informational only and will not restrict a user from logging on to ATPS II). Enter a date in the Cancel Date field in the Offices block to indicate that a user is inactivated from an Office. If a user is assigned to multiple offices a cancel date must be entered for each office to restrict a user from ATPS II. The cancel date in the office block will indicate if a user can logon to APTS II for that office.
4. Select the **SAVE** button.

Create User ID

All users must have a valid User ID to access the ATPS II system. A user with the proper authority can create a User ID for an employee on the **Employee Setup** screen. The following list contains Oracle and ATPS II's guidelines for valid User IDs:

- User IDs can be from 1 to 30 characters long.
- User IDs cannot have quotation marks (" ").
- User IDs are not case-sensitive.
- User IDs must begin with letters (alphabetic characters) and may include the underscore – ‘_’.
- User IDs cannot be Oracle8 reserved words. The following is a list of Oracle8 reserved words:

- | | |
|-----------|-------------|
| - ACCOUNT | - NCLOB |
| - ARRAY | - NESTED |
| - BFILE | - NOLOGGING |

- | | |
|-----------------------------|-------------------------|
| - BLOB | - NOPARALLEL |
| - CAST | - NOREVERSE |
| - CFILE | - NORMAL |
| - CHAR_CS | - NVARCHAR2 |
| - CHUNK | - OBJECT |
| - CLOB | - OBJNO_REUSE |
| - CLONE | - OID |
| - DANGLING | - OIDINDEX |
| - DATAOBJNO | - ORGANIZATION |
| - DEFERRABLE | - OVERFLOW |
| - DEFERRED | - PASSWORD |
| - Deref | - PCTTHRESHOLD |
| - DIRECTORY | - PCTVERSION |
| - ENFORCE | - PRESERVE |
| - EXCHANGE | - PURGE |
| - EXPIRE | - QUEUE |
| - EXTENT | - REF |
| - FLOB | - REPLACE |
| - GLOBALLY | - RETURN |
| - HASH | - RETURNING |
| - HASHKEYS | - REVERSE |
| - HEAP | - SCOPE |
| - IDGENERATORS | - SEG_BLOCK |
| - INITIALLY | - SEG_FILE |
| - LIBRARY | - SKIP |
| - LOCKED | - SYS_OP_NTCIMG |
| - LOGGING | - THAN |
| - LOGICAL_READS_PER_CALL | - THE |
| - LOGICAL_READS_PER_SESSION | - TOPLEVEL |
| - MASTER | - UNLOCK |
| - NATIONAL | - USAGE |
| - NCHAR | - VALUE (Reserved Word) |
| - NCHAR_CS | - VARYING |

Complete the following steps to create a new User ID:

1. Navigate to the Employee Setup screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Select the **CREATE USER ID** button. The Create User ID pop-up window will be displayed. This button will be enabled only if a new employee has been created. Refer to the [Employee Setup Functions](#) section for more information on setting up an employee.
3. Enter the New User ID information in the Create User ID pop-up. For information on the Profile field refer to the [Update User Profile](#) section. Select the **OK** button. The Create User ID pop-up will close and the Employee Setup will be displayed again.
 - The Create Authorization Like User field is an optional field only provided on the Create User ID pop-up and can only be used when the User ID is initially created. This field is used to assign Authorization(s) to an employee exactly like another employee that has already been setup in ATPS II. Enter the User ID of the person who has the same Authorization(s) that need to be assigned to the employee being setup. Once the **OK** button is selected the Authorization(s) will populate in the Authorizations Block on the **Employee Setup** screen.
4. Once the User ID is created the **SET/UPDATE AUTHORIZATION, UPDATE PROFILE,** and **RESET PASSWORD** buttons will become enabled and available for use. If there is no

other information to add for the User select the **SAVE** button. The new User ID is created and a default password is automatically assigned to the user when the User ID is created. Refer to the [Changing a Password](#) section for more information on changing a password from the default password.

Resetting Passwords

All users will have the default password assigned when a User ID is created. A user with the proper authority can reset a password back to the default password on the **Employee Setup** screen.

Complete the following steps to reset a password:

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select the **RESET PASSWORD** button.
4. The password for the user is reset back to the default password. The user must now logon to ATPS II using the default password. To change the password from the default password refer to the [Changing a Password](#) section.

Update User Profile

Profiles determine a users connect time, idle time before a user is timed out, and the number of concurrent sessions or logon's a user can have. The connect time is defined as the allowed amount of time for the user's session. All users in ATPS II will have an unlimited connect time. Idle time is defined as the time during which no database activity (inserts, updates, deletes, and reads) occurs. ATPS II provides five profiles with the following settings:

- ATPSII_BASIC - Unlimited connect time; Unlimited inactivity time out; Single ATPS II session
- ATPSII_RESTRICTED - Unlimited connect time; 15 minute inactivity time out; Single ATPS II session
- ATPSII_UNLIMITED - Unlimited connect time; Unlimited inactivity time out; Unlimited ATPS II sessions
- ATPSII_ADVANCED - Unlimited connect time; 15 minute inactivity time out; Unlimited ATPS II sessions
- ATPSII_PUBLIC - Public access with Unlimited connect time; Unlimited inactivity time out Unlimited ATPS II sessions.

Complete the following steps to change a user profile:

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select the **UPDATE USER PROFILE** button. The Update User Profile pop-window will be displayed.

4. Enter the new user profile information and select the **OK** button. The pop-up window will be closed the **Employee Setup** screen will be displayed.
5. Select the **SAVE** button.

Changing a Password

All users must have a valid password to access the ATPS II system. Users will have a default password automatically assigned when a User ID is created in ATPS II. All users can change their own password at any time on the **Change Password** screen.

The following list contains Oracle and ATPS II requirements for valid passwords:

- Passwords must be from 6 to 30 characters long.
- Passwords cannot have quotation marks. (“ ”)
- Passwords are not case-sensitive.
- Passwords must begin with letters (alphabetic characters) and may include the underscore – ‘_’.
- Passwords will not expire.
- Passwords cannot be Oracle8 reserved words. The following is a list of Oracle8 reserved words:

- | | |
|--------------------------|-----------------|
| - ACCOUNT | - NCLOB |
| - ARRAY | - NESTED |
| - BFILE | - NOLOGGING |
| - BLOB | - NOPARALLEL |
| - CAST | - NOREVERSE |
| - CFILE | - NORMAL |
| - CHAR_CS | - NVARCHAR2 |
| - CHUNK | - OBJECT |
| - CLOB | - OBJNO_REUSE |
| - CLONE | - OID |
| - DANGLING | - OIDINDEX |
| - DATAOBJNO | - ORGANIZATION |
| - DEFERRABLE | - OVERFLOW |
| - DEFERRED | - PASSWORD |
| - Deref | - PCTTHRESHOLD |
| - DIRECTORY | - PCTVERSION |
| - ENFORCE | - PRESERVE |
| - EXCHANGE | - PURGE |
| - EXPIRE | - QUEUE |
| - EXTENT | - REF |
| - FLOB | - REPLACE |
| - GLOBALLY | - RETURN |
| - HASH | - RETURNING |
| - HASHKEYS | - REVERSE |
| - HEAP | - SCOPE |
| - IDGENERATORS | - SEG_BLOCK |
| - INITIALLY | - SEG_FILE |
| - LIBRARY | - SKIP |
| - LOCKED | - SYS_OP_NTCIMG |
| - LOGGING | - THAN |
| - LOGICAL_READS_PER_CALL | - THE |

- | | |
|-----------------------------|-------------------------|
| - LOGICAL_READS_PER_SESSION | - TOPLEVEL |
| - MASTER | - UNLOCK |
| - NATIONAL | - USAGE |
| - NCHAR | - VALUE (Reserved Word) |
| - NCHAR_CS | - VARYING |

The following fields are located on the **Change Password** screen:

Change Password Block

- Old Password
- New Password
- Confirm New Password

Complete the following steps to change a password:

1. Navigate to the Change Password screen by selecting **Maintenance** from the menu bar and **Change Password** from the sub-menu.
2. Enter the current password in the Old Password field.
3. Enter the new password in the New Password field.
4. Re-enter the new password in the Confirm New Password field.
5. Select the **OK** button. The new password is saved for the User ID. The user must log out of ATPS II and re-logon using the new password once a password is changed.

View User Sessions

A user with the proper authority will have access to the **View User Session** screen to see what users are logged on to ATPSII and Logoff (Kill Session) a user.

The following fields are located on the **View User Sessions** screen:

Session Information Block:

- SID
- User Name
- Status
- OS User
- Workstation
- Program
- Logon Time

Complete the following step to Log a user off ATPSII using the **View User Sessions** screen:

1. Navigate to the **View User Sessions** screen by selecting **Maintenance** from the menu bar and **View User Sessions** from the sub-menu. The screen is automatically populated with information about current user sessions.
2. Select the User Name to logoff by highlighting the row and select the **KILL SESSION** button.

3. The user will not be able to perform ATPS II transactions until they re-login to the system.

The **REFRESH** button on the screen is available to update the view on the screen with the most current users.

Debug Window

The **Debug Window** can be used to help troubleshoot a problem in ATPS II. An ATPS II support person may instruct a user to this function when an error occurs on any of the following ATPS II Screens:

- Title Issuance
- Batch Title Issuance
- Batch Add Lien
- Batch Cancel Lien
- Update Title Status
- All Inquiry Screens (Title and Chain)
- Fee Type and Rate (State Only)
- Tax Exemption Code (State Only)
- Tax Rate (State Only)

The Debug Window can be used to get more information on where the error is occurring. The **Debug Window** can write the information on the screen to a file in the ATPS II forms directory that can be emailed to the Help desk if needed.

Once an error has occurred on any of the above screens and further information is needed to help troubleshoot the problem, do not close the screen where errors are occurring. Instead complete the following steps to generate information on the **Debug Window**:

1. Navigate to the **Debug Window** screen (while the other screen is still open) by selecting **Help** from the menu bar and **Debug Window** from the sub-menu.
2. Select the **RECORD** button.
3. Navigate back to the screen where the error message occurred by selecting **Window** from the menu bar and then selecting the screen from the sub-menu. Try to perform the action again, so the error messages are displayed again. Select **OK** on any error message that is displayed.
4. Navigate back to the open/recording Debug Window by selecting **Window** from the menu bar and **Debug Window** from the sub-menu.
5. Select the **PLAY** button. Additional information is displayed to the screen to help trouble shoot problems.
6. To write the information on the screen to a file select the Write to a File check box at the top of the screen. The check box is automatically defaulted. The file will be sent to the ATPS II Forms directory.

7. If instructed to do so, email the file as an attachment to the ATPS II support person troubleshooting the problem. Refer to the Email Operations Guide for information on email functions.

Trouble Shooting Printing Problems

There are two types of problems that can occur while trying to Payoff/Print Title and Batch Title transactions:

- Printer Errors
- Application Errors

Each of these circumstances is described in more detail below.

Printer Errors

If there are errors with the physical printer (e.g., printer jams, goes off-line), the Title record(s) may have been sent to the Print Queue but may not have actually printed successfully.

Complete the following steps:

1. The System Administrator should **first** change the Printer Status to "Inactive" in the *Printer Setup* screen and save the change. Refer to the [Printer Setup](#) section for more information. This will prevent additional users from sending Titles to this printer until the problem is resolved.
2. The System Administrator can then review the print queue against the titles already printed. In most cases, if only one piece of Title Stock paper is un-usable due to the jam, the System Administrator can fix the jam and, when the printer is brought back on-line, the remaining Titles will be printed with their already assigned Control Numbers. If the Control Numbers on the physical printer and those already assigned to the Titles are now off, the System Administrator should flush the print queue before bringing the printer back on-line.
3. The System Administrator should then change the status of the title stock (control number) that was damaged in the printer jam to "Void-Damaged" through the *Control Number Maintenance* screen and save the changes. Refer to the [Control Number Maintenance \(County\)](#) section for more information on how to Void Control Number(s).
4. Next the System Administrator should re-set the Starting Control Number on the *Printer Setup* screen to the printer stock (control number) that is being loaded into the printer and save the change.
5. Finally, the System Administrator should set the Printer Status back to "Active" on the *Printer Setup* screen and save the change.
6. Now, when the user is ready to reprint the title (or group of titles if necessary) that was not successfully printed due to the jam, they should use the *Reprint* screen under the Title menu. . Refer to the [Reprint Function](#) section for more information on reprinting. The user should select "Y" for a new Control Number (if the Control Numbers became out-of-sync due to the jam). **Note:** Asking for a new Control Number simply updates the existing Title Record with the new Control Number (and updates the old Control Number's status in the stock table as "Void-Damaged"). Therefore, when the user later queries on this title, it will be shown with the new Control Number only.

Application Errors

If an *unexpected* application error occurs during the payoff/print function (such as an “ORA”-type message):

- The user should FIRST write down the contents of the *first* error message in order to report it to the Help Desk. After choosing “OK” on that message, a standard message will then be displayed (“* **DO NOT RELEASE ANY PRINTED TITLE(S) FROM THIS BATCH TO THE CUSTOMER. * Error in paying off title(s). Contact your system administrator. Once the problem is resolved, you may retry Payoff/Print.**”). Note: If other “ORA” messages are displayed before the standard message, these should be written down as well and provided to the Help Desk as additional information.
- In these cases, the system will “rollback” any title(s) that were already saved/printed (so that all transactions in a batch are saved, but only in “Suspense”). This was done so that a Batch can not be partially paid off (an ATPSII requirement).
- The system will also automatically set Control Numbers for any stock used to a status of “Void-Damaged”. It will then set the printer status to “Error”.
- If this happens in a Batch, some titles could have physically printed, but then were “rolled back” to Suspense so that there could now be physical titles without real Title records in the system.

In this scenario, do the following:

1. As the application message states (noted above), the user should NOT give the printed titles to the customer.
2. The System Administrator should first ensure that the Printer Status was set to “Error” (by using the Printer Setup screen). If not, set the printer status to “Inactive” or “Error” so that no users can continue to send titles to that printer (otherwise, control numbers may be out-of-sync). Refer to the [Printer Setup](#) section for more information.
3. The System Administrator should then re-set the printer's Starting Control Number appropriately and set the printer status back to 'Active'. Refer to the [Control Number Maintenance \(County\)](#) section for more information.
4. To assist in determining where the unexpected problem may have occurred, the user can do several things:
 - For a Batch, determine the last title record that was printed successfully and the next one in the batch (not printed) should be the record with the problem.
 - Retrieve that record and review the data to determine if something there could have caused an unexpected error. Calling the Help Desk can also help narrow down the problem. Giving the Help Desk person the Batch Number, with the Suffix Number of the record causing the problem (e.g., the 5th title in the batch), *and* the contents of the “ORA” error message(s) that were displayed will allow them to help you diagnose the problem. Without this information, it will be harder to find a resolution for you.
 - **Note:** If the central server becomes unavailable during the Batch payoff/print and the Batch contains out-of-county transfers, this situation will arise as well. However, there will not be any transaction “problem” to fix. In this case, wait until the central is available again, then retrieve the Batch and choose Payoff/Print again.
5. The affected user can then re-query the suspended record or Batch and fix the problem. Then choose Payoff/Print again (of the single title or entire Batch of titles).

NOTE: If a Title is NOT printed, but the application gives a “title printed successfully” message, open the “Reports Background Engine” (which is minimized in the Windows Task Bar). Choose “View” from the menu and then “Show Log”. Scroll down to the last item and review the last entries to determine if the Reports Engine failed on a particular title and what the problem was.

Other

If a user selects the Payoff/Print and nothing happens check the task bar to ensure that a Report Parameter window is not minimized in the Task Bar. The window must be closed before any title transaction print jobs can be sent to the printer.

The Report Background window will be open and minimized on the Task Bar after the first printing transaction. If there are printing problems that can not be solved by any of the above, maximize the window and select the File and then Show Log. This view may provide additional information about the printing error.

Authorization Roles

Assigning Authorization Roles

A user with the proper authority will be able to assign authorization roles to users on the **Employee Setup** screen. A user may be assigned one or more roles that define the actions that they can perform in the ATPS II system. Each authorization a user is assigned incorporates actions, screens, and reports available to a user. A user must have the same authorization role(s) for all offices assigned to a User ID. For users that work at more than one office, a different employee record with a different User ID must be setup to allow for a user to have different authorization role(s) between multiple offices.

Refer to the Authorization Roles (County) and Authorization Roles (State) sections for a list of roles that can be assigned to users.

Complete the following steps to assign authorization role(s):

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select the **SET/UPDATE AUTHORIZATIONS** button. The Update Authorization Roles pop-up window is displayed. This button will be enabled only if a new employee has been created. Refer to the [Employee Setup Functions](#) section for more information on setting up an employee.
4. To add a role(s) to the User ID select the role(s) from the LOV. After each role is entered in the grid the **ADD ROLE** button *must* be selected. If the **ADD ROLE** button is not selected for a role it will not be added to the User ID even though it appears in the grid for the User ID.
5. Select the **OK** button once all the roles are added, the pop-up window will close and the **Employee Setup** screen will be displayed

6. Select the **SAVE** button on the **Employee Setup** screen. NOTE: if you assigning an authorization role for an existing User ID, the user will have to log out of ATPS II and re-login for the role to become available to the user.

Remove Authorization Role(s)

Complete the following steps to remove authorization role(s):

1. Navigate to the **Employee Setup** screen by selecting **Maintenance** from the menu bar and **Employee Setup** from the sub-menu.
2. Enter the query parameters then select the **QUERY** button. For more information on performing a query refer to the [Overview of Query Function](#) section.
3. Select the **SET/UPDATE AUTHORIZATIONS** button. The Update Authorization Roles pop-up window is displayed. This button will be enabled only if a new employee has been created. Refer to the [Employee Setup Functions](#) section for more information on setting up an employee.
4. To remove a role, highlight the role(s) to be removed and select the **REMOVE ROLE** button.
5. Select the **OK** button, the pop-up window will close and the **Employee Setup** screen will be displayed.
6. Select the **SAVE** button on the **Employee Setup** screen. The Authorization Role(s) are updated.

Authorization Roles (County)

The following list details the available ATPS II roles for county users. Each role incorporates actions, screens, and reports available to a user. Users may be assigned one or more roles that define the actions that they can perform in the ATPS II system. Refer to the Assigning Authorization Roles section for information on assigning role(s) to employees.

ROLES	ACTIONS
BASIC_MAINT	<ul style="list-style-type: none"> - Maintain County/Office Data - Maintain Company Data - Maintain Check Guarantee Data - Update Check Status to Void
BASIC_QUERY	<ul style="list-style-type: none"> - Query County/Office Data - Query Company Data - Query Check Guarantee Data
BATCH_ENTRY	<ul style="list-style-type: none"> - Batch Title/Receipt Entry - Batch Lien Entry - Batch Cancel Lien Entry
CASH_DRWR_ALL	<ul style="list-style-type: none"> - View All Drawer Amounts - Drop From All Drawers - Close All Drawers - Reconcile All Drawers

ROLES	ACTIONS
CASH_DRWR_USER	<ul style="list-style-type: none"> - Open Cash Drawer - Close Cash Drawer - Payoff - Calculate
CINQUIRY_ALL	<ul style="list-style-type: none"> - Query Suspense Transactions - Query Dealer/Vendor - Query Single Title - Query ID Chain - Query Owner Chain - Query Title Chain - Query SSN Chain - Soundex Owner Chain
CTITLE_STATUS	<ul style="list-style-type: none"> - Inactivate a Title (Mark as Junked, Surrendered to Real Estate, or Transferred out of County) - Reactivate a Title
DROP_DRWR_USER	<ul style="list-style-type: none"> - Drop From Own Drawer
FORMS_PRINT	<ul style="list-style-type: none"> - Print Standard Forms
INQUIRY_CHAIN	<ul style="list-style-type: none"> - Query Single Title - Query ID Chain - Query Owner Chain - Query Title Chain
LIEN_CANCEL	<ul style="list-style-type: none"> - Lien Cancellation (Title Issuance and Batch Cancel)
MISC_RCPT	<ul style="list-style-type: none"> - Issue Miscellaneous Receipts
MISC_RCPT_VOID	<ul style="list-style-type: none"> - Miscellaneous Receipt Void
OVERRIDE_ACTIVE_VIN	<ul style="list-style-type: none"> - Override VIN/WIN/MIN Active warning for your own transactions
OVERRIDE_ALL	<ul style="list-style-type: none"> - Waive Title Fee for your and other users' transactions - Waive Late Fee for your and other users' transactions - Change Business Date for your and other users' cash drawers - Waive SSN for your and other users' transactions - Exceed Check Guarantee Amount for your and other users' transactions - Override Lease warning for your and other users' transactions - Override Dealer Franchise validation for your and other users' transactions - Override VIN/WIN/MIN Active warning for your and other users' transactions - Remove or change title brand for your and other users' transactions - Select title/VIN to chain from multiple active

ROLES	ACTIONS
	titles for your and other users' transactions
OVERRIDE_BUS_DATE	- Change Business Date for your own cash drawer
OVERRIDE_CHECK_GUARANTEE	- Exceed Check Guarantee Amount for your own transactions
OVERRIDE_FRANCHISE	- Override Dealer Franchise validation for your own transactions
OVERRIDE_LATE_FEE	- Waive Late Fee for your own transactions
OVERRIDE_LEASE	- Override Lease warning for your own transaction
OVERRIDE_SSN	- Waive SSN for your own transactions
OVERRIDE_TITLE_BRAND	- Remove or change title brand for your own transaction
OVERRIDE_TITLE_FEE	- Waive Title Fee for your own transactions
OVERRIDE_TITLE_SELECT	- Select title/VIN to chain from multiple active titles for your own transaction
PRINTER_ASSGN	- Assign Printers to Employees
PRINTER_STOCK	- Assign Stock to Printers
PRINTERS_MAINT	- Maintain Printers
RCPT_CORRECTION	- Standard Receipt Corrections
RCPT_PRINT	- Print Receipt
RECONCILE_DRWR_USER	- Reconcile Own Drawer
REFUND	- Refunds
REMITTANCE_CHECK	- Issue Remittance Checks
REPORT_BOOKKEEPER	<ul style="list-style-type: none"> - Sales Tax Remittance Report - Revenue Summary Report - Transaction Type Statistical Report - County Remittance Summary Report - BMV Remittance Report - Refund Check Report - Receipt Corrections Report - BMV/ODNR Remittance Summary Report
REPORT_FREE_TITLE	- Replacement Title Report
REPORT_CbASHIER	<ul style="list-style-type: none"> - Operator Cash Drawer Report - Check Report

ROLES	ACTIONS
	<ul style="list-style-type: none"> - Detail by Business Day, Office, Operator - Summary by Business Day, Office, Operator - Summary by Business Day, and Office
REPORT_CTRL_NUM	<ul style="list-style-type: none"> - Inventory Control Number Report - Voided Inventory Control Number Report
REPORT_DEALER	<ul style="list-style-type: none"> - Dealer Statistical Report by Vehicle Make - Curb Stoning Report - In County Vendor/Dealer Statistical Report - Out of County Vendor/Dealer Statistical Report - Vehicle Make Sales Report - Manufactured Home Report - Vendor/Dealer Sales Report - Vehicle Type Sales Report - Manufactured Homes Cancelled Report - Casual Sales Report - Motor Vehicle Watercraft Statistical Report
REPORT_EXEMPTION	<ul style="list-style-type: none"> - Exemption Statistical Report
REPORT_LIEN	<ul style="list-style-type: none"> - Lien Notation Report - Lien Cancellation Report - Repossession Report
REPORT_LIENHOLDER	<ul style="list-style-type: none"> - Lienholder Report
REPORT_TITLE	<ul style="list-style-type: none"> - Replacement Titles Report - Duplicate Titles Report
REPORT_TXN_STAT	<ul style="list-style-type: none"> - Transaction Type Statistical Report
REPORT_USER_STAT	<ul style="list-style-type: none"> - Operator Statistical Report
SECURITY_ADMIN	<ul style="list-style-type: none"> - Create and Maintain Employees - Create User IDs - Assign Authorizations - Reset passwords - View Current Sessions - Log-off Users - Maintain System Parameters
STOCK_MAINT	<ul style="list-style-type: none"> - Maintain Stock Inventory (Control Numbers)
TITLE_CORRECTION	<ul style="list-style-type: none"> - Standard Title Corrections
TITLE_ENTRY	<ul style="list-style-type: none"> - Title/Receipt Entry
TITLE_PRINT	<ul style="list-style-type: none"> - Print Title
TITLE_REPRINT	<ul style="list-style-type: none"> - Reprint Title

ROLES	ACTIONS
TITLE_VOID	- Title Void
VIEW_ADMIN_HOLD	- View Administrative Holds
VIEW_AMT_USER	- View Own Drawer Amounts

Authorization Roles (State)

The following list details available ATPS II roles for state users. Each role incorporates actions, screens, and reports available to a user. Users may be assigned one or more roles that define the actions that they can perform in the ATPS II system at the Central Server.

These roles are available at the Sate. If a state user, for example a help desk user, needs to perform county actions (e.g. maintain a check guarantee) a User ID must exist on the county database for that user. That county User ID will be assigned roles from the county authorization roles separate from the state User ID and the state-level roles.

There will not be a SECURITY_ADMIN role (defined in county authorization roles) at the state-level. The actions that are part of the SECURITY_ADMIN role are being performed through the Oracle Enterprise Manage (OEM) tool at the state. Users that will have the ability to perform these actions will connect as the SYSTEM user (or an appropriately defined DBA user). Only users with the SYSTEM password will be able to create User IDs, change passwords, assign roles, etc. For more information on OEM refer to the system Operations Guide.

ROLES	ACTIONS
SINQUIRY_ALL	- Query Dealer/Vendor - Query County Clerk - Query Single Title - Query ID Chain - Query Owner Chain - Query Title Chain - Query SSN Chain
CODE_MAINT	Maintain Code Tables: - Fee Type Code - Body Code - Make Code - Model Code - Error Code - Country Code - State Code - Zip Code
TAX_MAINT	- Tax Rate Code - Exemption Code
REPORT_ALL	- Print Reports
STITLE_STATUS	- Reactivate Titles - Inactivate a title and mark as: - Out of State Surrender - Cancelled

ROLES	ACTIONS
INV_MAINT	<ul style="list-style-type: none"> - Documentation (Watercraft) - Junk - Transferred to Real Estate - Transferred to County - Exported to Country - Maintain County Title Stock Inventory
ADMIN_HOLD	<ul style="list-style-type: none"> - Place/Remove Administrative Holds

Performing Overrides

ATPS II will allow authorized users to override some system warnings and error messages triggered by violations of system business rules. Two levels of overrides are provided in ATPS II. Users can either override their own transaction but not the transactions of others or they can override their own transactions and the transactions of others. All other users will have no override capability; their transactions are stopped unless a properly authorized user performs an override.

Authorized users will approve overrides by entering their user ID and password on the machine requiring the override. The override is then logged in a database table for auditing purposes. Only those overrides performed on titles that are actually issued will be stored in the audit table. Authorized users overriding their own transactions will not be required to enter their user ID and password.

The system business rules that require and override or that can be overridden are:

- Waiving a Title Fee.
- Waiving a Late Fee.
- Changing the business (cash drawer) date from the defaulted business date.
- Allowing a transaction where the buyer's SSN has not been entered.
- Allowing a transaction with an exceeded check guarantee amount.
- Allowing a transaction where a leasing and daily rental (exemption codes of RR and RL) company attempts to transfer a vehicle before the 90 day period has expired.
- Allowing a transaction when a title application for a new vehicle is submitted by a dealer not properly franchised for the particular vehicle make.
- Allowing a transaction when a VIN/WIN/MIN entered during a title transaction is listed as active on a different title.
- Selecting a title/VIN to chain from multiple active titles during Title Issuance.
- Removing or changing a Title Brand.

Complete the following steps to perform an override for another user:

1. Once the Override Pop-up window is displayed to the screen the authorized users User ID and password must be entered in the fields on the pop-up window.
2. Enter an optional comment for the override in the comment field.

3. Select **OK**. The user can now continue processing the transaction and the override is logged in a database table for auditing purposes.

Complete the following steps to perform an override for your own transactions:

1. Once the Override Pop-up window is displayed to the screen your User ID and password fields will be populated and disabled from entry.
2. Enter an optional comment for the override in the comment field.
3. Select **OK**. The user can now continue processing the transaction and the override is logged in a database table for auditing purposes.

ATPS II FIELDS

of Offices

The number of offices located in a County.

*** (DBA Print Option)**

Indicates the Dealer Name printed on the title. CORP ONLY indicates that only the Corporate Name will print. DBA ONLY indicates that only the Doing Business As (DBA) Name will print. CORP AND DBA indicates that both the Corporate Name and DBA Name of the Dealer will print.

Active Date (Employee)

The date after which the employee has access to the system.

Active Date (Employee Office)

The date after which the employee is active in an office.

Active (Lien)

Indicates whether the Lien Status is Active or Cancelled.

Active (Title)

Indicates whether the Title Status is Active or Inactive.

ADA (Cashier)

The total amount of ADA payments contained in a physical cash drawer as entered by the user when the Close Drawer function is performed.

ADA (System)

The system-generated total amount of money in ADA payments contained in a system cash drawer.

Admin. Hold Date

The date the Administrative Hold is placed on the property.

Admin. Hold Type

The type of Administrative Hold on the title which will prevent certain transactions from taking place.

Affidavit Fees

The number of Affidavits that will be charged for on the receipt of the title transaction.

Age

The code denoting if the property was new or used at the time of the title issuance.

Amount (Check)

The amount of the issued check.

Amount (Drop Check)

The amount of the check removed from the cash drawer using the Cash Drawer Drop function.

Amount Received

The total amount of money received for a batch of transactions.

Amt Remaining (Batch)

The amount of money that has been received but not yet used, in a batch of transactions.

Amt Remaining (Check Guarantee)

The available credit limit amount remaining for the check guarantee.

Archive Fee

The Archive Fee associated with the Title transaction. The Archive Fee will be automatically added to the title transaction when 'BH' or 'HM' is selected as the Body Type of a vehicle. The Archive Fee will also be automatically added to the title transaction when 'MH' is selected as the Exemption Code.

Batch #

A unique system-generated number that is permanently stored with the title record.

Body Type

The Ohio Body Type Code describing the vehicle (e.g. 2D, 4D, etc.).

Brand (1, 2, 3)

The Code describing the vehicle brand. A 'RS' brand will automatically be assigned to a Salvage Title that is transferred out of state and re-titled in Ohio as an Original Title.

Broker Name

The name of the Broker.

Broker Permit #

The unique Dealer Permit Number of the Broker. When a Broker Permit Number is entered, the broker may receive a Trade In Amount.

Broker Vendor #

The unique Vendor Number of the Broker.

Business Date

The fiscal date to which money is associated.

The business date defines the unit of time associated with cash drawer transactions. A business day can be equal to or greater than the calendar day and may span more than one calendar day. The use of a business date for a cash drawer allows a user to close one cash drawer then open a new cash drawer (with a business date that is greater than the business date of the drawer just closed) all on the same calendar date. This allows a user to close and reconcile a cash drawer but continue processing transactions for that calendar date (using the cash drawer with the new business date).

Cancel

Indicates that the lien will be cancelled on the Batch Cancel Lien form. This checkbox will be selected by default. De-select this checkbox to indicate that a lien should not be cancelled on a title.

Cancel Date (Employee)

The date after which the employee is to be denied access to the system.

Cancel Date (Employee Office)

The date after which the employee is no longer active in an office.

Cancel Date (Lien)

The date the lien was cancelled.

Cancel Date (Fee Type)

The date after which the Fee Type is no longer effective.

Cancel Date (Tax Rate)

The date after which the Tax Rate is no longer effective.

Cash (Cashier)

The total amount of Cash contained in a physical cash drawer as entered by the user when the Close Drawer function is performed.

Cash (System)

The system-generated total amount of Cash contained in a system cash drawer.

Cash Refunds

The system calculated sum of cash refunds and cash change for the cash drawer.

Cash Total (Drop)

The total amount of Cash removed from a physical cash drawer using the Drop function.

Cashier Total

The total amount of money contained in a physical cash drawer when the Close Drawer function is performed. This total is system-calculated based on the user-entered totals for each payment type.

Cashier's User ID

The User ID of the individual operating a system cash drawer.

Category

Denotes if the transaction results in a payment by the customer, a refund issued by the County or change issued by the County.

Change Due

The amount of money to be returned to the customer.

Change Status To

Status of the Title Stock (e.g., Entered, Printed, Void due to Damage, etc.).

Change Type

Indicates if the Change Due will be issued as cash, check, or credit.

Charge Transit Tax To

If additional Transit Tax should be charged to the customer, select the Charge Transit Tax To field. Then select the County where the additional Transit Tax results from.

Check # (Drop)

The Check Number shown on the face of the check that is included in a drop.

Check Guarantee Amount

The check amount being guaranteed for a customer.

Check Guarantee Code

A County-assigned code identifying a customer who has been given a check guarantee by a bank. There can be multiple guarantees per customer.

Check Guarantee Type

A code representing the period for which the Check Guarantee is applicable (e.g. per day, per transaction, or per check).

Check Number

The check number issued.

Check Number (Payment)

The number of the check received if the Payment Type is Check.

Check Status

The status of a check (e.g., Issued, Cleared, etc.).

Check Type

Indicates the type of check issued.

Checks (Cashier)

The total amount of money in Checks contained in a physical cash drawer as entered by the user when the Close Drawer function is performed.

Checks (System)

The system-generated total amount of money in Checks contained in a system cash drawer.

Checks Total (Drop)

The total amount of money in Checks removed from a physical cash drawer using the Drop function.

City

The City of the legal address.

Clerk of Courts Title Fund

The amount of the fee to be retained by the Clerk of Courts Title Fund.

Comment (Force Reconcile)

Optional narrative description that may be entered when the Force Reconcile feature is used to Reconcile a cash drawer.

Company Code

A County-assigned code that allows the user to identify a company.

Company Name

The Company name.

Company Name (Check Guarantee)

The name of the bank or entity issuing the Check Guarantee.

Condition

A code representing the condition of the vehicle when the title was transferred.

Confirm Password

Re-enter the new password for the ATPS II user.

Control #

The unique number pre-printed on the title stock. This is also represented by a bar code on the title document.

Control # From: To:

A range of Control Numbers. The beginning Control Number in the range should be entered in the From field and the ending Control Number should be entered in the To field. To query on only one Control Number, enter the Control Number in the From field.

Conversion

A narrative description used if a vehicle has been converted to a new body type or if two different manufacturers have assembled a vehicle.

Correction Reason

The narrative description for a title or receipt correction.

Country

The country of the legal address.

County (Tax Rate)

The County for which the tax rate is applicable.

County ID

The unique number assigned to each County.

County Name

The County name.

County of Residence

The County where the owner of the property resides.

Credit (Cashier)

The total amount of money in Credit Cards payments contained in a physical cash drawer as entered by the user when the Close Drawer function is performed.

Credit (System)

The system-generated total amount of money in Credit Cards contained in a system cash drawer.

Credit Limit

The check amount being guaranteed for a customer.

CTF Indicator

Indicates if the fee is Certificate of Title Fund fee.

Customer Name (Miscellaneous Receipt)

The customer name printed on a miscellaneous receipt.

Database (Inquiry)

Indicates whether the inquiry will be performed on only the County database, only the State database, or both databases. If 'County then State' is selected, the query will search the County database first; if data is not found, it will search the State database second. If 'State then County' is selected, the query will search the State database first; if data is not found, it will search the County database second.

Date Assigned (Control Number)

The date the title stock is assigned to a County by the State.

Date of Status Change (Title)

The date the current title status was assigned.

Date Range (From and To)

The date range for the inquiry. The beginning date in the range should be entered in the From field and the ending date should be entered in the To field. To query on only one day, enter the Date in the From field.

DBA #

The number assigned to each "Doing Business As" (DBA) Name. If entered, the DBA Name will be printed on the title.

DBA Name

Displays the DBA name based on the DBA number entered in the DBA # field.

Dealer Affiliation

Indicates if the Dealer is a member of the Auto Dealers Association (ADA).

Dealer Name

The name of the Dealer.

Dealer Permit #

The unique Dealer Permit Number assigned by the State Bureau of Motor Vehicles (for Vehicles) or Department of Natural Resources (for Watercraft and Outboard Motors).

Description (Brand)

The narrative description when 'Other' is selected as the Brand. 'Other' is used for non-Ohio brands.

Description (Administrative Hold)

The narrative description of the reason for an Administration Hold.

Description (Exemption Code)

The narrative description of the Exemption Code.

Description (Fee Type)

The narrative description of the Fee Type.

Discrepancy Amount

The system-calculated difference between the Cashier Total and System Total of a cash drawer.

DOB

The date of birth of the customer if the customer is under 18 years of age.

Drawer Label

A descriptive name to associate a physical cash drawer to a system cash drawer.

Drawer Status

The current status of the system cash drawer (e.g., Open, Closed, or Reconciled).

Drop No.

The system-generated sequential number assigned to each Cash Drawer Drop transaction.

Drops

The system-calculated total amount of money that has been removed from a cash drawer using the Drop function.

Effective Date (Check Guarantee)

The date after which the Check Guarantee is effective.

Effective Date (Fee Type)

The date after which the Fee Type is effective.

Effective Date (Tax Rate)

The date after which the Tax Rate is effective.

EFT (Cashier)

The total amount of EFT payments contained in a physical cash drawer as entered by the user when the Close Drawer function is performed.

EFT (System)

The system-generated total amount of money in EFT payments contained in a system cash drawer.

Email (County Clerk)

The email address for the County Clerk.

Email (Office)

The email address for the Office, Branch, or Remote Site.

Ending Control #

The last Control Number of the title stock assigned to a printer.

Evidence Type

The type of evidence used to perform a title transaction.

The Evidence Type indicates the evidence used in the new title transaction to prove ownership of the Motor Vehicle, Watercraft, or Outboard Motor. Evidence Types in ATPS II include:

- Ohio Title – Indicate 'Ohio Title' as the Evidence Type when an Ohio Title is presented as evidence and a lienholder is not repossessing the property.
- Non-Ohio Title – Indicate 'Non-Ohio Title' as the Evidence Type when an out of state title is presented as evidence and it has not been reassigned.

- MCO – In State – Indicate ‘MCO – In State’ when an Ohio Dealer is selling property directly from the Manufacturer’s Certificate of Origin (MCO).
- MCO – Out of State – Indicate ‘MCO – Out of State’ when an out of state or Ohio Manufacturer is selling property from the Manufacturer’s Certificate of Origin (MCO).
- Unclaimed Affidavit 4505/4585 – Indicate ‘Unclaimed Affidavit 4505/4585’ when an unclaimed affidavit is presented as evidence for an abandoned property that is not salvaged. The Title Type must be ‘Original’ for this Evidence Type.
- Unclaimed Affidavit 4513/1547 - Indicate ‘Unclaimed Affidavit 4513/1547’ when an unclaimed affidavit is presented as evidence for a salvaged property that has been abandoned. The Title Type must be ‘Salvage’ for this Evidence Type.
- Authorization Letter – Indicate ‘Authorization Letter’ as the Evidence Type when an official Authorization Letter from the BMV is presented as evidence. An Ohio Title record must exist in ATPS II.
- Bill of Sale – Indicate ‘Bill of Sale’ as the Evidence Type when a bill of sale is presented as evidence.
- Assembled – Indicate ‘Assembled’ as the Evidence Type when property has been self-assembled.
- Affidavit of Ownership – Indicate ‘Affidavit of Ownership’ as the Evidence Type when an affidavit of ownership is presented as evidence.
- Court Order – Indicate ‘Court Order’ as the Evidence Type when a court order is presented as evidence.
- Registration – Indicate ‘Registration’ as the Evidence Type when a Registration is presented as evidence.
- Reassignment – Indicate ‘Reassignment’ as the Evidence Type when a title has been assigned to an out of state dealer and ownership of the title did not change during the reassignment. The title may be an Ohio Title or an out of state title.
- Repossession – Indicate ‘Repossession’ as the Evidence Type when an Ohio Title is presented as evidence but a lienholder is taking possession of the property.
- None - Indicate ‘None’ as the Evidence Type when the Ohio Title is lost or stolen. The Title Type must be either ‘Duplicate’ or ‘Salvage Duplicate’.

Exemption Code

The code denoting the reason a transaction is exempt from taxes.

Exemption Justification Code

A Direct Pay, PUCO or ICC number indicating that a customer is exempt.

Expiration Date (Check Guarantee)

The date after which the Check Guarantee is not longer effective.

Export to Country of

The Country to which a title was surrendered when the title status is changed to Inactive – Export Temporary or Inactive – Export Permanent.

Ext. (County Clerk)

The phone number extension for the County Clerk.

Ext. (Office)

The phone number extension for an Office, Branch, or Remote Site.

Fax # (County Clerk)

The fax number for the County Clerk.

Fax # (Office)

The fax number for an Office, Branch, or Remote Site.

Fee Total (Miscellaneous)

The dollar amount for the Miscellaneous Fee Type.

Fee Type Code

Code representing a type of fee recognized by the system.

FEIN

The Federal Employer Identification Number.

First Name (County Clerk)

The first name of the current County Clerk.

First Name (Customer)

The first name of the customer on a title.

First Name (Employee)

The First Name of the employee in the County or Bureau of Motor Vehicles.

Force Recon Amt

The system-calculated amount of a cash drawer discrepancy saved when the Force Reconcile feature is used to complete the Reconcile Drawer function.

Form Type

Indicates the type of document to be printed on a printer (e.g., Check, Receipt, Title, etc.).

Friday

Indicates whether Friday is a standard business day for the office.

Friday Close Time (Hours of Operation)

The time the office closes on Friday.

Friday Open Time (Hours of Operation)

The time the office opens on Friday.

Guarantor Name

The name of the bank or entity issuing the Check Guarantee.

HP

The horsepower of the inboard or outboard motor.

Inactive Date (Office)

The date after which the office is no longer active.

Inactive Date (Company)

The date after which the Company Code is no longer effective.

Inactive Reason Comment

The narrative describing why a title status is Inactive.

Inactive Reason Type

The code denoting why a title status is Inactive.

Ind./Non-ATPS II Comp. Name

The Name of an Individual or a Company with a check guaranteed by a bank. If a Company is entered in this field, the Company should not exist in ATPS II. Select a Company Code to enter a Company that exists in ATPS II.

Individual / Company Name

The name of the company or individual the check guarantee is for.

Inspection Fee

The Inspection Fee associated with the Title transaction. The Inspection Fee will be automatically generated when an Inspection Form Number and Inspection Station Number are entered.

Inspection Form #

The unique Inspection Station Form number printed on the Inspection Form.

Inspection Station #

The number assigned to the Inspection Station that performed the inspection.

International Zip Code

The zip code of the customer located outside the United States.

Issue Date (Check)

The date the check was issued.

Issue Date (Title)

The Calendar Date when the Ohio Title is printed and issued to the customer.

Last Name (County Clerk)

The last name of the current County Clerk.

Last Name (Customer)

The last name of the owner or previous owner on a title.

Last Name (Employee)

The Last Name of the employee in the County or Bureau of Motor Vehicles.

Late Fee

The Late Fee associated with the Title transaction. The Late Fee will be automatically generated based on the Purchase Date and the Office Date. A Late Fee will be assessed if the title process is not begun prior to 30 days after the Purchase Date. If the evidence was received prior to 30 days but the title was not processed until after the 30-day limit, the Office Date may be changed to ensure a Late Fee is not assessed.

Length Ft.

The length in feet of the Watercraft.

Length In.

The remaining length of the Watercraft measured in inches.

LH # (Lienholder)

The system-generated number assigned to each active lien on a title based on the Lien Date. ATPS II will automatically re-order the remaining liens on a title when a lien is added or cancelled so that the oldest lien will be assigned a LH # of 1.

Lien Date

The date the lien was issued.

Lien Fees

The number of liens that will be charged for on the receipt of the title transaction.

Lien Replacement-Only

Indicates that only lien information will be changed on the new title. When selected, the words "Lien Replacement Only" will be populated in the Title Transaction Comments (Printed) field.

Lienholder Name

The name of the lienholder that may or may not be associated with a Company Code.

M.I. (County Clerk)

The middle initial of the current County Clerk.

M.I. (Customer)

The middle initial of the Customer on a title.

M.I. (Employee)

The Middle Initial of the employee in County or Bureau of Motor Vehicles.

Make

The manufacturer's make designation of the vehicle, watercraft, or motor.

Make (Description)

The narrative describing the Make Code of the vehicle.

Memo (Check)

The narrative describing the purpose of the check.

Memo Fees

The number of Memorandum Titles that will be charged for on the receipt of the title transaction. This also indicates the number of Memorandum Titles that will be printed for the title transaction.

Memo-Only

Indicates that the only function to be performed for the transaction is the printing of a Memorandum Title. See the section for more information on issuing a memorandum title.

Mileage

The mileage shown on the odometer at the time the title was transferred.

Mileage Brand

The code representing the explanation of the mileage.

Mileage Justification Code

The code representing the justification for the Federal Odometer Statement not being required.

Minor?

Indicates if the customer is a minor (under 18 years of age).

Misc Fee

The total Miscellaneous Fees associated with the title transaction.

Misc Fee Indicator

Indicated if the fee is a Miscellaneous Fee.

Miscellaneous Transaction Number

The unique system-generated number that is permanently stored with the miscellaneous receipt record and printed on the receipt.

Model

The manufacturer's model designation of the vehicle, watercraft, or motor.

Model Description

(no field label on screen)

The narrative describing the Model Code of the vehicle.

Monday

Indicates whether Monday is a standard business day for the office.

Monday Close Time (Hours of Operation)

The time the office closes on Monday.

Monday Open Time (Hours of Operation)

The time the office opens on Monday.

Name (Company)

The Company name.

Name (Dealer/Vendor)

The name of the Vendor or Dealer customer.

New Password

Indicated the new password for the ATPS II user.

Next Available Check #

The next check number to be printed on the associated printer.

Next Available Control #

The Control Number of the next title document to be printed on the associated printer.

No Odometer

Indicator denoting whether or not the vehicle has an odometer. The No Odometer field will be automatically populated based on the Body Type entered.

No of Transactions

The total number of titles included in the batch transaction.

Non-Cash Refunds

The system-calculated sum of change issued in the form of a check or credit and refunds issued in the form of a check or credit.

Number of Active Liens

The number of liens with an 'Active' status associated with the title.

Number of Inboard Motors

The number of Inboard Motors associated with a Watercraft (up to six).

Number of Liens

The number of liens associated with the title.

Number of Owners

The number of owners associated with the title.

Number of Prev. Owners

The number of previous owners associated with the title.

Office Date

The date on which evidence for the transaction is received.

Office ID

The identifying number assigned to each office within a County.

Office Name

The name of the County Main Office, Branch, or Remote Site.

Office Type

Denotes the type of County Office (e.g., Main, Branch, or Remote Site).

Old Password

Indicates the old password for the ATPS II user.

Other Fee Description

The narrative description of a county-assessed "Other" miscellaneous fee.

Out of State Title #

The out of state Title Number the Ohio title is surrendered to when the title status is changed to Inactive – Surrendered Out of State.

Pay To The Order Of

The name of the Customer the check is issued to.

Payment Amount

The amount of money paid by the customer.

Payment Type

Defines the method of payment (e.g., cash, check, credit, ADA, or EFT).

Payment Type Description

The narrative description of the payment type.

Permit #

The unique Dealer Permit Number assigned by the State Bureau of Motor Vehicles (for Vehicles) or Department of Natural Resources (for Watercraft and Outboard Motors).

Phone # (County Clerk)

The telephone number of the County Clerk.

Phone # (Office)

The telephone number of the Office, Branch, or Remote Site.

Pre-ATPS

Indicates that the Ohio title does not exist in the ATPS II database.

Previous Control #

The unique number pre-printed on the title stock for the previous title record. This is also represented by a bar code on the title document.

Previous Title #

The Title Number for the previous title.

Previous Title Country

The Country where the property was previously titled. In order to enter a Previous Title Country, 'XX' must be entered in the Previous Title State.

Previous Title State

The State where the property was previously titled.

Previous Title/Reg. #

The Title Number or Registration Number for the previous title. An out of state Title Number, Registration Number or Pre-ATPS Title Number may be entered in this field.

Print Discharge

Indicates that a Lien Discharge Form will be printed for the transaction in the Batch.

Print Memo

Indicates that a Memorandum Title will be printed for the transaction in the Batch.

Print Other

Indicates that Other Forms will be printed for the transaction in the Batch.

Print Title

Indicates that an Ohio Title will be printed for the transaction in the Batch.

Printer #

The unique user-assigned number associated with a printer.

Printer Queue

The Network path of the printer.

Printer Type

Indicates the form type(s) to be printed on the associated printer.

Privacy Block (Inquiry)

Indicates which level of privacy block information will be retained when the inquiry is performed.

Property Type

Identifies the type of property the title is for (Outboard Motor, Vehicle, or Watercraft).

Purchase Date

The date on which the property was purchased.

Purchase Price

The full Purchase Price of the property, prior to any trade-in amount or broker fees.

Rate (Tax)

The rate (%) of the tax.

Reassigned

Indicates that the lien has been reassigned. When a lien is reassigned, the Lien Date of the original lien should be applied to the new lien.

Reassigned From

The lienholder name of the lien that was reassigned to the current lienholder.

Reassignment State

The state in which the dealer transacted a sale involving a reassignment. If the user selects the Evidence Type 'Reassignment', the Reassignment State field will be displayed.

Receipt Name (Batch)

The Customer Name to appear on the Batch Summary Receipt.

Refund

The amount of money to be returned to the customer.

Refund Type

Indicates the type of tender of the refund issued.

Refunds (System)

The system-generated total amount of money that has been refunded by a cash drawer in the form of either a refund or change.

Remaining Due

The remaining amount that must be collected from the customer for the transaction.

Sales Tax

The system-calculated sales tax amount for the transaction.

Sales Tax Credit

The amount of taxes previously paid by the customer in another state.

Saturday

Indicates whether Saturday is a standard business day for the office.

Saturday Close Time (Hours of Operation)

The time the office closes on Saturday.

Saturday Open Time (Hours of Operation)

The time the office opens on Saturday.

Soundex (Indicator)

Indicates if Soundex should be used for the inquiry.

Source

Indicates whether the suspended transaction originated from an electronic transaction or via the ATPS II Graphical User Interface (GUI).

SSN (Company)

The nine-digit Social Security Number of the Company.

SSN (Customer)

The nine-digit Social Security Number of the customer.

Start Control # (Printer)

The first Control Number in the range of title stock assigned to the printer.

Starting Control # (County)

The first Control Number in a range of title stock assigned to a County.

State

The State of the legal address.

State DNR

The amount of the fee to be allocated to the State DNR.

State Fund 4W4

The amount of the fee to be allocated to the State Fund 4W4.

State Fund F436

The amount of the fee to be allocated to the State Fund F436.

State Fund F539

The amount of the fee to be allocated to the State Fund F539.

State Fund F849

The amount of the fee to be allocated to the State Fund F849.

State Fund FGRF

The amount of the fee to be allocated to the State Fund FGRF.

Status (Control Number)

Status of the Title Stock (e.g., Entered, Printed, Void due to Damage, etc.).

Status (Inquiry)

Indicates whether the inquiry should include Active titles only, Inactive titles only or both Active and Inactive titles.

Status (Printer)

The current status of the printer.

Status (Title)

The current status of the title.

Status Date (Check Information)

The date the status of the Check was changed. If the Status of the Check is 'Issued', then the Status Date will be equal to the Issue Date.

Status Date (Control Number)

The date the status of the title stock was assigned.

Street 1

The legal Street Address.

Street 2

The legal Street Address.

Sub Total (Cash Drawer)

The system-calculated sum of user-entered or system-generated money in cash, checks, credit, EFT, and ADA in a cash drawer.

Sub-Batch #

A unique system-generated number that is permanently stored with the title record. This number is appended to the Batch Number. For Batch Title and Batch Add Lien, the Sub-Batch Number identifies the individual transactions within the Batch.

Suffix (Customer)

The Suffix of the customer on a title (e.g. Jr., Sr., III, etc.).

Suffix (VIN/WIN/MIN)

The suffix for the VIN, WIN, or MIN for the Vehicle, Watercraft, or Motor on the title record. The suffix uniquely identifies a VIN/WIN/MIN when two legitimate VINs/WINs/MINs are exactly the same serial number for two different pieces of property. The suffix is system generated.

Sum of Payments

The system calculated sum of Checks, Cash, Credit, EFT, and ADA payments for the cash drawer. Refunds, change, and drops are not included in this total.

Sunday

Indicates whether Sunday is a standard business day for the office.

Sunday Close Time (Hours of Operation)

The time the office closes on Sunday.

Sunday Open Time (Hours of Operation)

The time the office opens on Sunday.

Surrendered Date

The date a title is Surrendered Out of State.

Surrendered to State of

The State to which a title was surrendered when the title status is changed to Inactive – Surrendered Out of State.

System Parameter Category

Indicates the category the system parameter is in.

System Parameter Description

Indicates the description of the system parameter.

System Parameter Name

Indicates the name of the system parameter.

System Parameter Value

Indicates the value for the system parameter. This is the maximum value that the parameter can be set for.

System Total

The system-generated total amount of money for a system cash drawer. This amount includes the total amount of money received and refunded for transactions during a business date (including total amount of drops).

Tax Exemption Code

The code denoting the reason a transaction is exempt from taxes.

Tax Rate Code

A unique code identifying a type of tax.

Tax Type

Indicates if the customer is exempt from paying taxes.

Taxable Amount

The amount of the transaction used to compute the Sales Tax.

Taxes Paid on Prev. Transaction

For Duplicate, Replacement, Salvage Duplicate, and Salvage Replacement titles, the taxes paid on the previous transaction will be populated into this field. This amount will be subtracted from the Sales Tax amount. If the Purchase Price or Trade-In Amount is increased on the Duplicate, Replacement, Salvage Duplicate, or Salvage Replacement title, the customer will only be charged taxes on the amount added to the Purchase Price or Trade-In Amount.

Thursday

Indicates whether Thursday is a standard business day for the office.

Thursday Close Time (Hours of Operation)

The time the office closes on Thursday.

Thursday Open Time (Hours of Operation)

The time the office opens on Thursday.

Title #

The system-generated unique number of the Vehicle, Watercraft, or Motor title.

Title # (Control Number Maintenance)

The system-generated unique number of the Vehicle, Watercraft, or Motor title that is associated with this Control Number.

Title Chain Comments (Printed)

A permanent comment which will be printed on the title and remains with the title chain.

Title Fee

The Title Fee associated with the Title transaction. The Title Fee will be automatically generated.

Title or Receipt First

Indicates whether the Title Tab or Receipt Tab on the Title Issuance screen is displayed first for the County.

Title Transaction Comments (Not Printed)

A narrative used for a temporary comment that is only saved with the title where the comment originated. This comment is not printed and will not carry forward to the next title for this property or owner.

Title Transaction Comments (Printed)

A narrative used for a temporary comment that is only saved with the title where the comment originated. This comment is printed on the current title and will not carry forward to the next title for this property or owner.

Title Type

The type of title issued (e.g., Original, Duplicate, Salvage, Replacement, etc.).

The Title Type indicates the type of new title that will be issued in the new title transaction. The Title Types in ATPS II include:

- Original – Indicate the Original Title Type when the ownership of the property is changing and the property is not salvaged.
- Replacement – Indicate the Replacement Title Type when the ownership of the property is not changing, the property is not salvaged, the Ohio Title is presented as evidence, and a change must be made to title data which prints on the title. The Evidence Type must be 'Ohio Title'.

- Duplicate – Indicate the Duplicate Title Type when the ownership of the property is not changing, the property is not salvaged, and the Ohio Title is lost or stolen. In ATPS II, a change may be made to title data when issuing a Duplicate Title. The Evidence Type must be 'None'.
- Salvage – Indicate the Salvage Title Type when the ownership of the property is changing and the property is salvaged.
- Salvage Replacement - Indicate the Salvage Replacement Title Type when the ownership of the property is not changing, the property is salvaged, the Ohio Title is presented as evidence, and a change must be made to title data which prints on the title. The Evidence Type must be 'Ohio Title'.
- Salvage Duplicate - Indicate the Salvage Duplicate Title Type when the ownership of the property is not changing, the property is salvaged, the Ohio Title is lost or stolen. A change may be made to title data when issuing a duplicate title. The Evidence Type must be 'None'.

Total (Multiple Cash Drawer Inquiry)

The sum of the System Totals for all cash drawers included in a Multiple Cash Drawer Inquiry.

Total Drop Amount

The system-calculated total amount of money that has been removed from a cash drawer using the Drop function.

Total Due

The amount to be collected from the customer, based on a sum of the Total Fees and Total Taxes.

Total Fee Amount (Fee Type)

The dollar amount of the Fee Type.

Total Fees

The total amount of fees associated with the transaction.

Total Paid

The amount paid by the customer, based on a sum of all Payment Amounts.

Total Net Taxes

The Total Taxes owed by the customer after all discounts and credits have been applied.

Trade-In Amount

The amount of the trade-in allowed in the sale of the vehicle, watercraft, or outboard motor. The Trade-In Amount is subtracted from the Purchase Price to determine the Taxable Amount.

Transaction Amount Due

The Amount that is due for an individual transaction in the Batch.

Transferred to County of

The County to which a title was transferred when the title status is changed to Inactive - Transferred Out of County.

Tuesday

Indicates whether Tuesday is a standard business day for the office.

Tuesday Close Time (Hours of Operation)

The time the office closes on Tuesday.

Tuesday Open Time (Hours of Operation)

The time the office opens on Tuesday.

Type (Owner)

The type of owner on the title (Individual, Company, Vendor, or Dealer).

- An 'Individual' Owner Type is defined as a person who owns property.
- A 'Company' Owner Type is defined as a business, organization or agency that is not classified as a Vendor or Dealer.
- A 'Vendor' Owner Type is defined as a business that is licensed by the Ohio Department of Taxation. A Vendor must have a valid Vendor License Number.
- A 'Dealer' Owner Type is defined as a dealer that is licensed by the Ohio Bureau of Motor Vehicles. A Dealer must have a valid Dealer Permit Number.

Type (Previous Owner)

The type of previous owner on the title (Individual, Company, Vendor, or Dealer).

- An 'Individual' Previous Owner Type is defined as a person who used to own the property but has sold it.
- A 'Company' Previous Owner Type is defined as a business, organization or agency that is not classified as a Vendor or Dealer.
- A 'Vendor' Previous Owner Type is defined as a business that is licensed by the Ohio Department of Taxation. A Vendor must have a valid Vendor License Number.
- A 'Dealer' Previous Owner Type is defined as a dealer that is licensed by the Ohio Bureau of Motor Vehicles. A Dealer must have a valid Dealer Permit Number.

Vendor

The unique Vendor Number assigned to the customer by the State Department of Taxation.

Vendor Discount

The system-calculated discount for the Dealer or Vendor when a Vendor License Number is entered. The Vendor Discount is calculated by multiplying the Sales Tax (less Sales Tax Credit) by 0.75%.

VIN/WIN/MIN

The identification (serial) number assigned to the vehicle, watercraft or motor.

VINA Override

Indicator that VINA was overridden on a previous title transaction for the vehicle.

Void Explanation

The narrative description explaining why a title and/or receipt is voided.

Waived?

Indicator that denotes if a fee was waived. The customer will not be charged for waived fees.

Waived Fee Description

(points to multiple fields on pop-up)

The narrative description of the reason a fee is waived.

Wednesday

Indicates whether Wednesday is a standard business day for the office.

Wednesday Close Time (Hours of Operation)

The time the office closes on Wednesday.

Wednesday Open Time (Hours of Operation)

The time the office opens on Wednesday.

WROS

Indicates if the customer has Right of Survivorship

User ID

The unique identifier for a system user.

User-Entered Vendor Number

An invalid or expired Vendor Number that is manually entered by the user. In order to enable this field, 'XXXXXXXX' must be entered as the Vendor Number.

Year

The Model Year of the vehicle, watercraft, or motor.

Zip Code

The five-digit Zip Code of the legal address.

Zip Code Suffix

(no field label on screen)

The four-digit Zip Code Suffix of the legal address.

Supplement Trailer