



MAAP – Third Party Vehicle Software Certification

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State of New Hampshire
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Revision History

<i>Date</i>	<i>Version</i>	<i>Description</i>	<i>Author</i>
May 27, 2004	1.0	Final draft of ver. 1.0	Jim Bronson
April 25, 2005	2.0	Update to certification phase definition and addition of certification test scenarios.	Jim Bronson
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Introduction

Overview

Current Situation

Several private sector companies write and sell vehicle registration software to towns and cities in New Hampshire. Some of the larger cities and towns write their own proprietary vehicle registration software. Some towns and cities use third party vehicle registration software to perform the municipal portion of vehicle registration and CTA (Certificate of Title Application). Municipal Agents (MA) who are currently online with MAAP state registration and title applications and have third party software must enter registration data twice. Once into their third party software and again into the state system – i.e., “double entry”.

MAAP Goal

One goal of MAAP (Municipal Agent Automation Project), which is a web-based application, is to eliminate the double entry for MAs who are online and have third party software. The state will provide a web browser interface to MAs who are online who do not have third party software. The browser will transmit data to and from the MA and will provide the screen presentation (User Interface or UI). MAAP will interface with third party vehicle software via XML (eXtended Markup Language) messages. The state designed XML for MAAP is called MAXMS. XML messages transmit data, but do not provide a UI. The third party software will provide a UI to the local user.

Agent of the State

The State of New Hampshire DMV (Division of Motor Vehicles) authorizes agents, who are not state employees, to perform motor vehicle registration and title transactions. The first agents authorized by DMV are Municipal Agents (MA). MAs are employed by towns and cities to perform the municipalities’ local vehicle and boat registration activities. Other agents of DMV may include, but are not limited to, automobile dealers, boat dealers, marinas, and other private companies.

Third Party Vehicle Software Certification

Third party vehicle software must be certified to interface with MAAP before it can be used by agents of the state to connect to the MAAP. The state will provide a test platform and test cases for vendors and cities to test and certify the XML interface between their third party vehicle software and MAAP. Test cases will have known inputs and will specify known outputs as reflected by proper transaction entries in the MAAP database.

MAAP and Third Party Software Versions

MAAP is released in specific, identifiable versions (see Appendix C for version numbering scheme). Third party software that interfaces with MAAP must also be released in specific, identifiable versions. The version number of the third party software must be embedded in the code and must be easily identifiable by a state employee who may audit an MA location using the third party software. One suggested method to identify software version is commonly used by software that resides in a Microsoft Windows environment. That method is to click on the help button and then on “about” or “help about” the software. That reveals the version information to the user.

Third party software will be certified as a specific version of that software to interface with a specific version of MAAP. A change in the version of either the third party software or MAAP may require some level of certification or re-certification. The level of certification may include specific features/functions or an entire re-certification. The state will work with third party software developers to define the level of certification required.

MAAP releases are accompanied by release notes identifying new or upgraded features and bug fixes relevant to third party software. Third party software developers must notify NH OIT ASD at Safety of any new releases of their certified software. Release notes defining the changes to the software must accompany the notification.

Interface and Functionality Certification

Third party software will be certified by the state for proper XML interface with MAAP and functionality to perform state registration and title transactions. DMV will determine if the third party software provides the proper functionality for performing state transactions. OIT will certify that the XML interface meets MAAP requirements.

When Third party Vehicle Software Must be Certified

Software certification will take place at one of several situations:

- Certifying New Third party Software Vendors or Cities/Towns
- Re-certification of Third party Software after changes have been made to MAAP as specified in the product release notes
- Re-certification of Third party Software after functional and/or technical changes have been made to the Third party Software
- Annual re-certification of third party software versions
- Re-certification of third party software version that the state deems to be operating improperly or is affecting other MAAP processing. This determination may be the result of an audit or other observation by the state.

Third party Vehicle Software Certification and Agents of the State

Third party vehicle software must be certified before it may be used by agents to interface with MAAP. There are no plans to certify individual agents of the state except for those who have their own proprietary software. Once a vendor's software version is MAAP certified any agent of the state may use it as long as that installation conforms to the certification.

Where Certification will Take Place

Software certification may take place at the software developer's location or at a state location. The state reserves the right to require software developers to perform certification of their software at a state location. The state location will be at an OIT (Office Information Technology) or DMV location in Concord, New Hampshire. If certification takes place at a state location the state will provide a workstation location for the software developer and state observers. The state will work with the software developer to determine what infrastructure will be needed for the installation of the software being certified at the state location and which party will provide the needed parts of the infrastructure.

State and Third party Software Developer Communications

Collaborative Web Site

OIT maintains a collaborative web site for communications between the state and current and potential third party software developers of software with XML interface to MAAP. Potential XML partners will be given a login and address information when they declare their intention to explore an XML interface with MAAP.

The state will post all relevant information on the web site. The state and current and potential XML partners can also use this site to conduct forums on issues related to the XML interface. Third party software developers are expected to check this web site on at least a weekly basis.

State Contacts for Third party Software Developers

When a third party software developer announces his/her intention to develop a MAAP XML interface OIT will provide a list of OIT employees who he/she can call with technical issues regarding the development, testing, and certification of their software to interface with MAAP. The list will include OIT personnel roles and the sequence in which they should be called.

DMV will provide the third party software developer a list of DMV personnel who he/she can call regarding registration and title business issues.

MAAP Certification of Third party Vehicle Software

Roles and Responsibilities

OIT and DMV will share the state's responsibility for certification.

Third party Vehicle Software Developer

During Certification Development and Testing

- Develop and test his/her third party software to interface with MAAP in conformance with MAXMS XML documentation provided by OIT and to conform with State Law and DMV rules and regulations for registration and title transactions.
- Notify OIT and DMV regarding her/his development schedule and submit the "MAAP XML SOFTWARE CERTIFICATION APPLICATION" as required.
- Make sure that his/her software is ready for certification
- Perform certification scenarios using test cases and data provided by DMV in a pre-certification session – reiterate this process until the state determines that the software is ready for certification
- Perform certification scenarios using test cases and data provided by DMV in a certification session – reiterate this process until the software completes 100% of the test cases with no errors within one session without changing software or configuration

After Certification

- Notify the DMV and OIT of any changes to the third party software

New Hampshire OIT

During Certification Development and Testing

- Provide MAXMS XML documentation to the third party software developer
- Provide a MAAP test platform to the third party software developer for development, testing, and certification activities
- Provide technical support to the third party software developer – this does NOT include helping debug third party software
- Observe pre-certification and certification sessions at the location that the third party software developer is performing these functions
- Review the results of pre-certification sessions with DMV for the purpose of making the decision to allow the third party software to be used in a certification session
- Review the results of certification sessions with DMV for the purpose of making the decision to approve the certification of the third party software
- Observe and track the performance of third party software after it is interfacing with the MAAP production environment
- Make recommendations to re-certify third party software if necessary because of problems observed
- Make recommendations to re-certify third party software if necessary because of changes to MAAP or third party software

After Certification

- Support MAAP production activities including MAAP bug fixes and enhancements as presented through established production processes

New Hampshire DMV and other DOS Divisions

Note: Other DOS divisions include, but are not limited to DOS Business Office

- DMV
 - During Certification Development and Testing
 - Provide test scenarios and test cases (including specific data) for third party software pre-certification and certification
 - Provide business advice to third party software developers regarding registration and title transactions performed by MAs
 - Observe pre-certification and certification sessions at the location that the third party software developer is performing these functions
 - Review the results of pre-certification sessions with OIT for the purpose of making the decision to allow the third party software to be used in a certification session
 - Review the results of certification sessions with OIT for the purpose of making the decision to approve the certification of the third party software
 - After Certification
 - Support MAs using certified third party software and forward bugs and similar problems to the third party software developer. If the third party software developer tests and determines the problem is in MAAP forward the problem to OIT Helpdesk for analysis and correction by OIT. Note: Some exceptions will occur where DMV supervisors will forward know MAAP problems directly to OIT,
- Other DOS Divisions
 - During Certification Development and Testing
 - Provide business advice to third party software developers regarding registration and title transactions performed by MAs
 - Observe pre-certification and certification sessions at the location that the third party software developer is performing these functions
 - Review the results of pre-certification sessions with OIT for the purpose of making the decision to allow the third party software to be used in a certification session
 - Review the results of certification sessions with OIT for the purpose of making the decision to approve the certification of the third party software
 - After Certification
 - Support MAs using certified third party software and forward bugs and similar problems to DMV to forward the problem to the third party software developer. If the third party software developer tests and determines the problem is in MAAP DMV will forward the problem to OIT Helpdesk for analysis and correction by OIT. Note: Some exceptions will occur where DMV supervisors will forward know MAAP problems directly to OIT,

The Certification Process

Scheduling MAAP Interface Testing and Certification

The state will work with third party software developers to schedule MAAP interface testing and certification based on the software developers' readiness to test and certify their software. Third party vehicle software developers must notify the state, in writing, at least three months prior to starting their XML interface certification process.

MAAP Certification Grading

Third party vehicle software developers must successfully complete all certification test cases to certify their software; i.e., a score of 100% in a single pass through the certification scenarios without altering software or configuration. If the software fails to certify to the standard stated above the state will work

with the third party vehicle software developer to schedule another certification attempt. The state will limit a third party software developer to three certification attempts. After three failed certification attempts the certification process will end. The state will remove the third party software developer's access to the certification platform and the third party developer's certification attempt will end.

Certification Scenarios and Test Scripts

DMV will publish a test plan, which consists of several sets of test scenarios and scripts for interface testing and certification. See Appendix A of this document.

Phases of Certification

Testing and certification on the MAAP test platform is broader than simply testing the XML interface. The testing/certification will test the capability of the third party vehicle software to perform state registration and title application functions.

Phase 1 – Third party Software Development and Informal Testing

Phase 1 is primarily intended for third party vehicle software developers to develop and unit-test their software. OIT will provide a test platform to give third party vehicle software developers the opportunity to test their interface against the functionality of MAAP. The state will provide a connection and all necessary addressing information to the certification platform to the third party software developer when the developer is ready to start Phase 1 testing.

Unit Testing of Third party Vehicle Software

The third party vehicle software developer will test that they can create all XML messages from their third party system and that their third party software is working correctly.

System Testing of Third party Vehicle Software

The software developer, working on his/her own with her/his own data, will run at least one test from each scenario supplied by the state to ensure that all can be processed accurately from end-to-end. If problems arise, the software developer, after analyzing and verifying that the XML request is correct, will provide the state with the XML request that they generated and the XML response that they received from the state. The state will review the XML and advise the third party developer as to what is wrong with the XML. The state will not assist the third party developer in designing or debugging the third party software.

If the third party software developer uncovers what he/she considers to be a bug in MAAP the state will work with the third party developer to resolve the problem. If the problem is a MAAP bug the state will publish the problem to all current and identified potential MAAP XML interface partners. The state will set bug fix priorities, develop a schedule, and inform all third party software developers of the fix and any re-certification required.

Phase 2 - Certification of Vendor/City MAAP Interface

Phase 2 of certification is the actual certification process. When the third party vehicle software developer determines that her/his software is ready to be certified he/she will schedule the certification process with the state. The state will publish sample certification test cases and will provide a MAAP platform for the software certification process. DMV will supply test cases to the software developer based on the municipality that the developer will use for their certification.

The actual certification is a two step process:

- pre-certification
- certification

Pre-certification:

The third party software developer will perform the certification scenarios with the state to demonstrate that his/her software is ready for certification. If problems occur the third party developer and state will note the problem and move forward with the rest of the scenarios unless the problem makes continuing impossible.

If the pre-certification process indicates that the third party software is ready for certification, the actual certification will be scheduled. Actual certification may occur on the same day or at a future date as agreed upon by the third party developer and the state. If the third party software is not ready for certification another pre-certification will be scheduled by agreement between the third party developer and the state. Pre-certification sessions will be limited to two attempts. After two pre-certification failures the third party software developer's certification effort will end.

Certification:

During the certification attempt the state will prohibit access to the certification platform by any third party software developers other than the developer performing the certification.

The third party software developer will perform the certification scenarios with the state from beginning to end without error. If an error occurs caused by the software being certified the certification session will end. The third party software developer and the state will schedule another certification attempt. After three failed certification attempts the certification process will end. The state will remove the third party software developer's access to the certification platform.

DMV Certification

The third party software developer will run a test set of scenarios (see Appendix A below in this document) that will be overseen by OIT and DMV business users. OIT and DMV will observe the operation of the third party vehicle software and the results of the MAAP interaction. The following DMV personnel will sign to verify the successful completion of the scenarios:

- DMV MA Coordinator
- Director of DMV

XML Certification

OIT will verify the proper execution of all test cases performed during the DMV certification. DMV will provide to OIT hard copies of all documents created by the test case transactions and any screen snaps of the third party vehicle software as requested by OIT. OIT will verify that the correct data changes occur in the MAAP Oracle and IDMS databases. The following OIT personnel will sign to verify the successful completion of the scenarios:

- OIT ASD Software Development Specialist performing the certification
- OIT ASD Manager

Lockbox Certification (Optional)

Some XML interface partners of MAAP include a lockbox operation as part of their third party vehicle registration software. A lockbox is an agent that collects money (usually by mail or Internet) for an organization and does the financial transactions including depositing funds into the appropriate bank accounts. The lockbox agent periodically sends a report to the organization informing that organization of the collections that have been done.

Several of the larger municipalities in New Hampshire have lockbox operations for their collectibles including vehicle registrations. Lockbox operations interfacing with MAAP may only be used for

registration renewal transactions. No other registration or title transactions may be done via lockbox. Lockbox transactions must be run at least daily during the business week.

Municipalities that use a mechanized lockbox operation with MAAP XML must certify both the manual XML interface as well as the lockbox operation before they can be connected to MAAP. The manual processing XML certification and automated processing XML certification are two separate certification processes. Lockbox certification, like regular XML certification, will be limited to three attempts. After three failed attempts the certification process will end.

The following describes the three steps for lockbox certification:

Step One – Test on the MAAP Certification Platform – Function and Performance

The third party software developer will run a lockbox test on the MAAP certification platform and send the registration printouts to OIT. OIT will observe system performance during the test on the certification platform and will then verify that the transactions were recorded properly in the MAAP database. Upon successful completion of the test, which includes proper functioning of the lockbox transactions and OIT determining that it is not likely to disrupt other MAAP work due to heavy resource burden, the state and the third party software developer will schedule steps two and three.

Step Two – Test on MAAP Production Platform During Non-business Hours

DMV and OIT will supervise the test from the location where the software developer is conducting the test. The test will run during non-business hours to minimize MAAP performance disruption should anything go wrong. OIT will measure performance of the MAAP platform including the legacy mainframe. DMV will forward a copy of the registration certificates to OIT and OIT will verify that the data was written to the database correctly.

Note: This test is performed on the production environment with real transactions. Therefore, care must be taken to segregate those transactions from any that are forwarded to DMV to enter into MAAP; i.e., “paper transactions”. Once DMV and OIT are satisfied with the functionality and performance of the lockbox on the production environment during off-business hours, Step Three of the lockbox certification will be scheduled.

Step Three – Test on MAAP Production Platform During Business Hours

The third party software developer will run a lockbox with real data on the MAAP production platform during business hours. DMV and OIT will supervise the test from the location where the software developer is conducting the test. The state will take care that this test is not scheduled during predicted heavy workloads; e.g., month end, etc.

OIT will measure the performance of the MAAP production platform and will have personnel standing by to restore MAAP in case the test has an adverse effect on MAAP performance. The standard for performance impact on MAAP is that a lockbox will not increase system resources by a measurable amount. The MAAP performance will be performed using the HP/UX sar (System Activity Report) tool; the standards are as follows:

- less than 1% additional CPU usage
- less than 1% additional system time
- less than 1% additional waiting for I/O

When OIT and DMV are satisfied with the functionality and performance of the lockbox on the MAAP production platform during business hours they will declare the lockbox certified.

Upon Completion of Certification

Upon successful completion of third party vehicle software certification the state will issue a Certificate of MAAP Interface Certification to the software developer. Both state representatives and a representative of the third party vehicle software developer will sign the certificate.

The following state representatives will sign the certificate:

- Director of DMV
- OIT Manager

The following third party software developer representative will sign the certificate:

- For a municipality with proprietary third party vehicle software:
 - Treasurer or IT Manager or similar level of signature authority
- For a commercial software developer selling publicly available third party vehicle software:
 - Director level or above or proprietor or partner

The state will also place the software name, release number of the certified software, and the certification status on the state's public website for MAAP.

Re-certification of Third party Software

From time to time either MAAP or third party vehicle software will be upgraded. At that time the state may require third party software to be re-certified. The state reserves the right to change the status of any agent of the state using third party vehicle software to connect to MAAP when it is determined that that agent's software must be re-certified. The change to the agent's status may include, but not be limited to, the agent performing the state transactions manually and submitting paper copies of documents to the state for entry into MAAP.

Re-certification for MAAP Upgrade

Scheduled MAAP Upgrades

MAAP will be upgraded for added functionality, enhancements, or bug resolution. OIT deploys new MAAP releases on a scheduled basis. Each release notice will specify the changes to MAAP for that release. The state will make the release notices available to third party software developers. The state will determine if the changes affect the XML interface or third party vehicle software. In the case where the upgrade affects third party software the state will notify the developers ninety (90) days before the scheduled implementation of the new MAAP release to give third party software developers time to make any necessary changes to their third party software. The state will also determine whether part or the entire third party software and XML interface needs to be re-certified.

All third party software must be re-certified before the new MAAP release is implemented. Re-certification of third party software due to changes in MAAP will be scheduled by the state on an as needed basis. Those schedules will accommodate third party vehicle software developers, if possible, while adhering to the state's needs. Third party vehicle software may be de-certified by the state if the developer does not follow the state's schedule for re-certification. The state will not allow any agent of the state to connect to MAAP using third party vehicle software that is de-certified.

Third party vehicle software that must be re-certified due to MAAP upgrades must be re-certified within sixty (60) days of the state notifying the software developer of the MAAP upgrade and delivering the design changes to the developer.

Emergency MAAP Bug Fixes – Exception to Ninety Day Notice

In the case of emergency bug fixes, the state will make every effort to notify third party software developers of the change in a timely manner. Emergency bug fixes may be made without notification. The state will then notify third party software developers after the fix has been made. The state will determine what portions of the interface must be re-certified by third party software developers. The state and third party software developers will establish the schedule for re-certification.

Re-certification for Third party Software Upgrade

The state requires that third party software that interfaces with MAAP be released in a planned and scheduled manner with identifiable release designations. Third party software that interfaces with MAAP must have the software release information imbedded in the software in such a way that will let the state audit the software release identification at any MA location that has that software installed. MAAP XML interface certification will be issued to a third party software developer based on the identifiable release level basis.

Scheduled Third party Vehicle Software Upgrades

Third party software developers must notify the state in advance of planned software releases including the specific changes to be made to the software. Third party software developers must notify the state at least ninety (90) days prior to the developer's desire to certify a new software release. The newly released version of the third party software will not be allowed to interface with MAAP until it has been certified by the state. The state will work with the third party vehicle software developers to determine if their software must undergo a full MAAP interface certification or if partial (i.e., regression) testing is sufficient.

Emergency Bug Fixes to Third party Vehicle Software

In the case of an emergency bug fix to third party software, third party software developers must notify the state immediately regarding the change. At that time the state will determine if re-certification is necessary and the schedule for re-certification. The state will also determine whether the upgraded third party software will be allowed to continue to interface with MAAP before re-certification.

Annual Re-certification and Audits

Annual Re-certification

The state reserves the right to require annual re-certification of third party software that interfaces with MAAP. If the state chooses to re-certify third party software it will give the developer at least a one week notice and a schedule for re-certification.

Audits

The state reserves the right to audit the functionality and performance of third party software. The audits may be unannounced and may be at MA offices.

De-certification of Third party Vehicle Software

The state may de-certify third party vehicle software for the reasons stated above regarding re-certification after changes to MAAP or to third party software. The state may also de-certify third party vehicle software that it deems is causing MAAP system malfunctions or performance degradation.

Consequences of Third party Vehicle Software De-certification

The state will immediately disconnect from MAAP all agents of the state that are using de-certified third party vehicle software. Those agents of the state will be reconnected to MAAP only when they start using third party vehicle software that is certified to interface with MAAP.

Reconnection to MAAP

The state will work with the agents of the state and with their software developers to either re-certify their third party vehicle software to interface with MAAP or to connect the agents of the state to MAAP using the MAAP Browser. Each situation will be handled on a case-by-case basis.

Appendix A: Test Scenarios for Third party Software Developers

Security Login Scenario List		
ID	Scenario Description/Step	
1	Login using valid credentials (User Id, Password, Location).	
	Main Menu is displayed based on the User Role.	
2	Login without entering your user ID.	
	Message is displayed "Username cannot be blank."	
3	Login without entering your password.	
	Message is displayed "Password cannot be blank."	
4	Login after entering an invalid password.	
	Message is displayed "Incorrect password."	
5	Login after entering an invalid location number.	
	Message is displayed "Incorrect Location Code."	
6	Login using a valid user name, password, and location code for a user who's password expires in the next 7 days.	
	Message is displayed "Your password is about to expire" and redirects you to "Change Password" screen.	
7	Login using a valid user name, password, and location code for a user who's password has already expired.	
	Message is displayed "Your password has expired" and redirects you to 'Change Password' screen.	
8	Login using valid a user name, password, and location code for a user who has already logged into the system.	
	Message is displayed "User has already logged onto the system."	
Security Logout Scenario List		
ID	Scenario Description/Step	
1	Logout by clicking on the appropriate logout link.	
	Login page should display with following message "The user has been successfully	

	logged out”.	
2	Leave the system unused for 15 minutes and then try to access any link.	
	Login page should display.	
Security Password Change Scenario List		
ID	Scenario Description/Step	
1	Enter the correct password in the "Current Password" field. Type in a new password which has not been used previously in the "New Password" field. Retype the new password in the "Retype New Password" field and click OK.	
	Password has been successfully changed and saved.	
2	Enter in the correct password in "Current Password" field, enter in a new password that is less than 7 characters in length in the "New Password" and "Retype New Password" fields.	
	Process is stopped and a message is displayed “Password should be at least 7 characters in length.”	
	Change the password to the required length.	
	New password has been successfully saved and changed.	
3	Enter the correct password in the "Current Password" field, enter in different passwords in "New Password" and "Retype New Password" fields.	
	Process is stopped and a message is displayed "New Password entered incorrectly."	
4	Enter the correct password in "Current Password" field. In the "New Password" and "Retype New Password" field enter in a password that was one of the eight previous passwords used.	
	Process is stopped and a message is displayed "Cannot use any of the eight previous passwords."	
5	Start to process a password change, you have changed your mind, click on cancel.	
	User is directed back to the main menu.	
6	Enter in an incorrect password in "Current Password" field. Enter in a new password in "New Password" and Retype New Password" fields.	
	Process is stopped and a message is displayed "Incorrect old password entered."	
Closeout Scenario List		
ID	Scenario Description/Step	

1	Process multiple registration transactions including cash, check, short slip used, short slip generated, credit memo used, credit memo generated. Process a close out, entering the valid tender amounts for each tender type.	
	Close out is successful.	
	Print the daily report and return to the main menu.	
2	Process regular and E-cash transactions and then process a closeout. Enter in the valid tender amounts for each tender type.	
	Close out is successful.	
	Print the daily report and return to the main menu.	
3	Process multiple registration transactions and then process a close out. Enter in invalid tender amounts for one of the tender types.	
	The closeout is unsuccessful and a supervisor override is required, the supervisor processes the override.	
	The close out is complete, the daily report is generated and the clerk returns to the main menu.	
4	The clerk logs into the system and clicks on the close out link to process a close out.	
	Process is stopped and a message is displayed "Cannot close out as no transactions have been processed."	
5	The clerk did not perform a close out from the previous day and logs into the system. Once logged into the system the clerk is automatically put into the close out screen. The clerk enters in the valid tender amounts for each tender types.	
	The closeout is successful, the daily report is generated and the clerk returns to the main menu.	
View Registration Scenario List		
ID	Scenario Description/Step	
1	Search a valid registration by Plate Number.	
	The selected registration is displayed for the plate selected.	
2	Search a registration by VIN.	
	Multiple registrations are displayed for the VIN entered, select the appropriate plate and it states that the registration is suspended.	
3	Search a registration that has a protested check by owner ID.	
	Multiple registrations are displayed, select the appropriate plate and it states that the customer has a protested check and must contact the Business office at 271-1016.	

4	Search a registration by decal number that has an invalid registration status.
	The selected registration is displayed for the decal selected and states that the registration has an invalid registration status.
5	Search an expired registration by plate number, plate type and check digit.
	The selected registration is displayed and states that the registration is expired.
New Title Application and New Registration Scenario List	
ID	Scenario Description/Step
1	Process a new title application and registration, for the town and state, for a new VIN to the system. The primary owner does not exist in MAAP, the clerk enters in both the mailing and legal addresses with an out of state address.
	Process is stopped as the they must have a NH address to title and register in NH.
	Clerk corrects the legal address to be a NH address, marks the customer as a non-resident and continues on with the title and registration process. The customer requests regular number plates and pays by cash.
	Process is completed successfully and the title application and registration are generated.
2	Process a new title application and registration for a new VIN to the system, that is non-compliant, with a lienholder that exists in MAAP. The primary owner does not exist in MAAP, the secondary owner selected is marked 'deceased'.
	Process is stopped as a deceased owner can not be selected.
	Delete the deceased owner and continue processing the title application in the system with the primary owner and the lienholder. The customer requested moose plates and pays by check.
	Process is completed successfully and the title and registration are generated.
3	Process a new registration from a title application that was prepared by a lienholder, the owner on the application is 17 years old, it is a compliant VIN that exists in MAAP. The application does not exist in the system, the clerk has to enter the title application onto the system with the lienholder listed and mark it as a lender application with the \$2.00 town clerk fee. The customer requests a vanity plate and pays by travelers check.
	Process is stopped as the owner listed is under 18 and a consent form is required. The clerk confirms in the system that they have collected a consent form and continues with the transaction.
	Process is completed successfully and the registration is generated.
4	Process a town only title application and registration for a leasing company with one individual lessee, customer pays by cash.
	Process is completed successfully and the title application and registration are generated.
5	Process a title application and registration for an antique VIN, the primary owner is an individual and the secondary owner is a DBA. The private seller information is added to the title application. The customer requests vanity antique plates and pays by a check.

	Process is completed successfully and the title application and registration are generated.	
6	Process a new title application and registration for a used vehicle that exists in MAAP, the primary owner has a suspension.	
	The registration process is stopped as a suspended person can not register, the clerk continues with the title application only, the customer pays by cash.	
	Process is completed successfully and the title application is generated.	
	New Title Application and New Registration Cont.	DATA
7	Process a new title application only for a Municipality for a brand new compliant VIN.	
	Process is completed and the title application is generated.	
8	Process a new title application and registration for a used vehicle with two owners, the secondary owner is under 16, the customer requests a numeric plate and pays by a check.	
	Process is stopped as no one under 16 can be on a registration.	
	The customer requests that the secondary owner be removed, the individual under 16 assigns the title over and the clerk deletes the secondary owner and continues with the transaction.	
	Process is completed successfully and the title application and registration are generated.	
9	Process a new registration sold by a NH dealer, the title application does not exist in MAAP, the primary owner is a leasing company, the first lessee is a company that is requesting an address change and the second lessee is an individual, the customer requests numeric plates and pays by a check. The next decal has been damaged so the clerk enters in the next decal number.	
	Message is displayed that the decal is out of sequence, the clerk continues with the transaction.	
	Process is completed successfully and the title application and registration are generated.	
10	Process a town only title application for a new trailer VIN, the GVW is <3000 lbs. and the title weight is >3000 lbs. There are multiple individual owners, after the clerk enters the secondary owner, they delete that secondary owner and add a new secondary owner. Customer pays the town fee by cash.	
	Process is completed successfully and the title application is generated.	
11	Process a new title application for a trailer with a GVW <3000 lbs. and Title weight < 3000 lbs. with one individual primary owner.	
	Process is stopped as the weight is <3000 lbs., which makes the trailer exempt from title.	
12	Process a new title application for a vehicle with a model year less than a 1990 for a corporate owner.	
	Process is stopped as the vehicle is title exempt due to its age.	

13	Process a new application and registration for a motorcycle, the primary owner is an individual, who is requesting an address change and the secondary owner is a DBA, the customer requests vanity plates and pays the town fee by check and the state fee by cash.
	Process is completed successfully and the title application and registration are generated.
14	Process the state portion of a new title application and registration of a customer who's town clerk is offline. The primary owner is a leasing company, the secondary owner is an out of state company and the primary driver is a NH resident. The customer is requesting numeric plates and pays the state portion with a check.
	Process is completed successfully and the title application and registration are validated.
	New Title Application and New Registration Cont.
	DATA
15	Process the town portion only of a title application and registration of a truck tractor that is at least 20 years old. The primary owner is a corporation and the secondary owner is a corporate DBA. The customer pays by check.
	Process is completed successfully and the town portion of the title application and registration are generated.
16	Process a new title application and registration for a new vehicle, the primary owner is a leasing company, the primary lessee is an individual, the secondary lessee is a corporation, none of the owners listed exist in MAAP. The clerk enters in a purchase date that is less than the manufacturing year of the vehicle.
	Process is stopped as the purchase date cannot be less than the manufacturing year.
	The clerk corrects the date of purchase and continues with the transaction. The customer requests moose plates and pays the town portion by cash and the state portion by travelers checks.
	Process is completed successfully and the title application and registration are generated.
17	Process a new title application and registration for a corporation with a lienholder and private seller. The vehicle has a NCIC indicator set to "Y".
	Process is stopped because of the NCIC hit.
18	Process a new title application for an antique vehicle, the primary and secondary owners are individuals, the primary owner is requesting an address change and antique plates.
	Process is stopped as the clerk does not have antique plates available in their inventory.
	Clerk continues the transaction as town only. The customer pays the town by check.
	Process is completed successfully and the title application and registration are generated.
19	Process a new title application for a motor home that is older than 1990 and has 3 axles, the primary owner is an individual.
	Process is stopped because the motor home is exempt.
20	Process a new title application for a vehicle that exists in MAAP, both owners are corporations. Under the 'no state fee' the clerk selects surviving spouse.

	Process is stopped because you can not perform surviving spouse for a corporation.	
21	Process a new title application and registration where the primary owner has a protested check.	
	Process is stopped and the messages advises the customer to contact the business office at 271-1061.	
22	Process a new title application and registration where the primary owner is under suspension.	
	Process is stopped and the message advises the customer to contact Financial Responsibility at 271-3105.	
23	Process a new title application and registration for a new vehicle to MAAP, the primary owner is a leasing company, the primary lessee has an existing short slip in the system. The customer selects a vanity plate that already exists on another vehicle, the customer selects another vanity plate that exists as a vanity moto plate, the customer pays by check.	
	Process is completed successfully and the title application and registration are generated.	
	New Title Application and New Registration Cont.	DATA
24	Process a new title application and registration for a leasing company with no lessee.	
	Process is stopped as you can not have a leasing company with out a lessee.	
	The clerks enters in an individual lessee as the secondary owner and continues the transaction. The customer requests a numeric plate and pays with a check that is greater than the amount due.	
	Process is completed successfully and the title application, registration and credit memo are generated.	
25	Process a new title application for a corporation, process the registration with the same corporation and an individual owner. The customer requests a vanity moose plate, they pay with a check.	
	Process is stopped as the title application and registration do not match.	
	Clerk deletes the individual owner on the registration and continues with the transaction.	
	Process is completed successfully and the title application and registration are generated.	
26	Process a new title application and registration for a new vehicle, both owners are individuals who are non-residents, they are requesting vanity plates and pay by check.	
	Process is completed successfully and the registration and title application are generated indicating non-resident status.	
27	Process a new registration for an exempt truck as town and state for a corporation. The customer is requesting APRO plates.	
	Process is stopped as APRO plates can only be processed in IRP's location.	
	Continue the process as town only, the customer pays the town fee by check.	
	Process is completed successfully and the registration is generated.	

28	Process a new registration for a generator, the primary owner is an individual, the customer is requesting construction plate. Process as town only. The customer pays by check.	
	Process is completed successfully and the registration is generated.	
29	Process the town portion only for a new title and registration on a 3rate wrecker for a corporation, the customer pays by cash.	
	Process is completed successfully and the registration is generated, along with a receipt.	
30	Process a new registration for an individual owner, the customer is requesting numeric plates and pays by check.	
	Process is stopped as the vehicle is already registered to the selected primary owner.	
31	Process a new registration of a truck with 2 axles with a non-compliant VIN, the primary owner is an individual who is requesting farm plates, the customer pays by cash.	
	The customer has a credit memo in fee settlement, he pays the difference and the registration is generated.	
32	Process a new registration for an antique passenger vehicle, the primary owner is an individual who is requesting a regular vanity plate, the vanity plate they are requesting already exists as a vanity antique plate, the customer pays by check.	
	Process is completed successfully and the registration is generated.	
33	Process a new registration and title application for a new homemade trailer with a NHTR VIN weighing 3100 lbs., both owners are individuals who are requesting a vanity trailer plate, the customer pays by cash.	
	Process is stopped as new trailers weighing over 3001 lbs. can not have a NHTR VIN.	
	The customer is requested to get a NH VIN issued by Highway Enforcement.	
	The customer comes back with a NH VIN and continues the transaction.	
	Process is completed successfully and the registration is generated with the NH VIN.	
	New Title Application and New Registration Cont.	DATA
34	Process a new registration for a new homemade trailer with a NH VIN weighing 2990 lbs., the primary owner is an individual who wants a regular trailer plate, the customer pays by cash.	
	Process is stopped as new trailers weighing under 3001 lbs. can not have a NH VIN.	
	The clerk gives the customer a NHTR VIN and continues with the transaction.	
	Process is complete successfully and the registration is generated with a NHTR VIN.	
The following scenarios are for E-Cash transactions		
	The following three transactions were processed 2 days prior.	
35	Process a new title application and registration for a used vehicle, both owners are individuals, the customer was issued numeric plates.	
	Process is completed successfully and the validation line is generated.	

36	Process a new title application only for multiple individual owners, list the private seller and the lienholder.	
	Process is completed successfully and the validation line is generated.	
37	Process a new registration sold by a dealer where the title does not exist in MAAP, both owners are individuals, they were issued numeric plates.	
	Process is completed successfully and the validation line is generated.	
38	Enter in the E-Cash date as a future date.	
	Process is stopped as the E-Cash date can not be a future date.	
39	Enter in the E-Cash date as the current date.	
	Process is stopped as the E-Cash date can not be the current date.	
	The following three transactions were processed 1 day prior.	
40	Process a new title application and registration for an individual owner who received numeric plates and had an address change.	
	Process is completed successfully and the validation line is generated.	
41	Process a new registration for a new motorcycle that was sold by a dealer, both owners are individuals, the secondary owner is under 18, the customer received a regular motorcycle plate.	
	Process is stopped as the owner under 18 needs a consent form.	
	The clerk marks that the consent form was received and continues with the transaction.	
	Process is completed successfully and the validation line is generated.	
42	Process a new registration to a titleable trailer for a corporate owner who received regular trailer plates.	
	Process is completed successfully and the validation line is generated.	
Renew Registration Scenario List		
ID	Scenario Description/Step	
1	Process the renewal of a numeric registration, the customer pays by a check.	
	Process is stopped as the registration is under suspension, a message is displayed that the customer needs to contact Financial Responsibility at 271-3109.	
2	Process the renewal of a controlled numeric plate, the customer pays the town money by less cash.	
	Process is completed successfully and the registration is generated.	

3	Process the state portion renewal of a handicap plate where the town portion was done by an offline town, the customer pays by a check.	
	Process is completed successfully and the validation line is generated.	
4	Process the renewal of a vanity plate, add an additional owner to the registration, the customer pays with travelers checks.	
	Process is stopped as the title and registration do not match.	
	The additional owner is deleted and the clerk continues with the transaction.	
	Process is completed successfully and the registration is generated.	
5	Process the renewal of an exempt vehicle, add an additional owner to the registration, the customer is requesting a plate change to a vanity plate and pays with a check.	
	The customer changes their mind and would like to process the town portion only at this time.	
	The clerk changes the transaction to town only and continues with the process.	
	Process is completed successfully and the town portion of the registration is generated.	
6	Process the renewal of a 20 day temporary plate.	
	Process is stopped as temporary plates cannot be renewed.	
7	Process a renewal of a numeric plate that has been expired for more than 1 year and 1 day, the customer pays with a check.	
	Process is stopped as the registration is out of the renewal period.	
	Cancel the transaction and process it as a new registration with new plates.	
	Process is completed successfully and the registration is generated.	
8	Process the renewal of a numeric plate of an exempt vehicle, add an additional owner with a different birth month and then resequence the owners, the customer pays by a check.	
	Process is completed successfully and the registration is generated with the new expiration date.	
9	Process multiple registration renewals for the same customer that were received by mail, one of the registrations is a veterans plate, the customer pays with a check that is less than the amount due.	
	Process is completed successfully and the registrations and short slip are generated.	
10	Process the renewal of a registration with an individual owner as the primary owner and their trust as the secondary owner, the customer pays with cash.	
	Process is stopped as the title and registration do not match.	
	Process a title application to match the registration with a no fee charge and continue with the registration transaction.	

	Process is completed successfully and the registration is generated.	
	Renew Registration Cont.	DATA
11	Process the town only renewal of a numeric plate, the customer is adding an additional owner who has a handicap placard. Process a new title application with the registration to add the second owner. The customer request a change to a handicap plate, the customer pays by a check.	
	Process is completed successfully, the title application and town portion only of the registration is generated.	
12	Process the renewal of a NHNG plate, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	
13	Process the renewal of a Purple Heart plate, the customer pays with cash.	
	Process is completed successfully and the registration is generated.	
14	Process the renewal of a numeric plate, the customer pays with a check.	
	Process is stopped as the registration has an NCIC hit.	
15	Process the registration of a vanity antique plate that is owned by a corporation, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	
16	Process the renewal of a controlled numeric plate, the customer pays with a check.	
	Process is stopped as a controlled plate that has been expired for more than 30 days can only be processed at the Commissioners location.	
	Process the town only portion of the registration.	
	Process is completed successfully and the town portion of the registration is generated.	
17	Process the renewal of a vanity trailer plate, assign a double decal to the registration. The customer pays with cash.	
	Process is stopped as the decal is incorrect.	
	Assign a single decal to the registration and continue with the transaction.	
	Process is completed successfully and the registration is generated.	
18	Process the town only portion of a SCOMM plate, the customer pays with a check.	
	Process is completed successfully and the town portion of the registration is generated.	
19	Process the renewal of a CONEQ plate with a corporate owner, the corporation has an address change and they pay with a check.	
	A supervisor override is required for the corporate address change, the override is processed and the clerk continues with the transaction.	
	Process is completed successfully and the registration is generated with the address	

	change.	
	Renew Registration Cont.	DATA
20	Process the renewal of a vanity moose plate, the customer pays with a check.	
	Process is stopped as the registration is not in the renewal period, the expiration date is greater than 5 months from current date.	
21	Process the renewal of a numeric plate, the customer pays with a check.	
	Process is stopped as the owner has a protested check, a message is displayed for the customer to contact the Business Office at 271-1016.	
	Clerk cancels the transaction.	
22	Process a renewal of a controlled plate, the customer is adding an additional owner to the registration. Process a new title application to add the additional owner to the registration. The customer pays with a check.	
	Process is stopped as a change to a controlled plate can only be processed at the Commissioners location.	
	Continue the transaction as a town only portion.	
	Process is completed successfully and the title application and town portion of the registration is generated.	
23	Process the late renewal of a numeric plate with multiple owners, the customer pays with a check.	
	Process is stopped as the primary owner is deceased.	
	The customer produces their title and a copy of the death certificate, process a new title application with only 1 owner and continue the renewal with a reversal of names, deleting the deceased owner.	
	Process is completed successfully and the title application and registration are generated.	
24	Process a late renewal of a numeric plate to a new vehicle adding an additional owner, the customer provides their blue town clerk copy of the dealer title application. The customer pays with travelers checks.	
	The clerk needs to release the plate into available in inventory non-vanity and process it as a new registration.	
	Process is completed successfully and the registration is generated.	
25	Process a late renewal of a vanity plate to a new vehicle, the customer provides their CO that was assigned over by an out of state dealer. The customer pays with a money order.	
	The clerk needs to release the plate into available in inventory vanity and process it as a new registration.	
	Process is completed successfully and the title application and registration are generated.	
26	Process the renewal of a vanity plate with a plate change to a numeric plate, putting the vanity plate into available for reorder, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	

27	Process the renewal of an APRO plate, the customer pays with a check.	
	Process is stopped as APRO plates can only be processed at the IRP location.	
	Continue the transaction as town only.	
	Process is completed successfully and the town only registration is generated.	
28	Process the renewal of a DVETE plate.	
	Process is completed successfully and the registration is generated.	
	Renew Registration Cont.	DATA
29	Process the renewal of a street rod plate, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	
30	Process the renewal of a numeric plate, the customer pays by cash.	
	The process is stopped as the registration has an invalid status code.	
The following scenarios are for E-Cash transactions		
	The following two transactions were processed 2 days prior.	
31	Process the renewal of a numeric registration.	
	Process is completed successfully and the validation line is generated.	
32	Process the renewal of a vanity plate with a change to the owners address.	
	Process is completed successfully and the validation line is generated.	
	The following two transactions were processed 1 day prior.	
33	Process the renewal of a numeric plate of an exempt vehicle, delete the additional owner.	
	Process is completed successfully and the validation line is generated.	
34	Process the renewal of a moose plate with a change to a numeric plate.	
	Process is completed successfully and the validation line is generated.	
Transfer Scenario List		
ID	Scenario Description/Step	
1	Process the transfer of a numeric plate to a new vehicle, customer pays with a check.	
	Process is stopped as the title application does not exist.	
	The customer produces the town clerk copy of the dealer title application. The clerk continues with the transaction.	
	Process is completed successfully and the registration is generated.	

2	Process the transfer of a numeric plate to the same vehicle, the customer pays with cash.	
	Process is stopped as you cannot transfer to the same vehicle.	
3	Process a transfer of a vanity plate, the customer has bought the new vehicle by an out of state dealer. Process a new title application adding an additional owner, who is new to the state, the customer pays with a check.	
	Process is completed successfully and the title application and registration are generated.	
4	Process a transfer of a numeric plate to an exempt vehicle, changing the primary owner, the customer pays with a check.	
	Process is stopped as you cannot change the primary owner during a transfer.	
5	Process a one month transfer of a handicap plate to a new vehicle, sold by a NH dealer, with no changes to the ownership of the vehicle. The customer would also like to complete a renewal at the same time, the customer pays with a check.	
	Process is stopped as you cannot have like transactions in the shopping cart.	
	Process the one month transfer first, cut a short slip for the entire state transaction.	
	Process is completed successfully and the registration and short slip are generated.	
	Process the renewal for this handicap plate, the short slip should be added to your shopping cart, enter in the check for both transactions.	
	Process is completed successfully and the registration is generated and the short slip is validated as paid.	
6	Process the transfer of a numeric plate that is expired.	
	Process is stopped as you cannot transfer an expired registration.	
7	Process the town portion only of a transfer of a moose plate, the new vehicle was bought by a NH dealer and is in a higher weight class, the customer pays by cash.	
	Process is completed successfully and the town only portion of the registration is generated.	
8	Process the town portion of a lease transfer of a numeric plate, the new vehicle was sold by a NH dealer, the customer pays with a cash.	
	Process is completed successfully and the town only portion of the registration is generated.	
9	Process the transfer of a numeric plate to an exempt vehicle, the customer pays by cash.	
	Process is stopped as the owner is deceased.	
10	Process the transfer of a numeric passenger plate to an exempt motorcycle, adding and additional owner to the new registration, the customer pays by a cash.	
	Process is stopped as the plate is invalid for the new VIN.	

	Process a plate change to a motorcycle plate and continue with the transaction.	
	Process is completed successfully and the new registration is generated.	
	Transfer Cont.	DATA
11	Process the transfer of a CONEQ plate to a new piece of equipment, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	
12	Process the transfer of a numeric plate to a new motorhome with a GVW>26000 lbs. The customer provides the town clerk copy of the lienholder title application. The customer pays with a check.	
	Process is stopped as the town cannot perform a registration where the GVW>26,000 lbs.	
	Continue the transaction as a town only process.	
	Process is completed successfully and the town only portion is generated.	
13	Process the town portion only of a transfer of a vanity moose plate to a new piece of equipment, indicating a plate change to a CONEQ type plate. The customer pays with a check.	
	Process is completed successfully and the town only portion of the registration is generated.	
14	Process the transfer of an antique plate to another antique vehicle, the customer pays with a check.	
	Process is stopped as the owner has a protested check, a message is displayed to contact the Business Office at 271-1016.	
15	Process a transfer of a vanity moose plate to a new vehicle, sold by private sale, the customer is adding an additional owner and pays with a check.	
	Process is stopped as the additional owner is under suspension and cannot be on the registration.	
	The customer wants to complete the title application. The clerk continues with the title application only.	
	Process is completed successfully and the title application is generated.	
16	Process a transfer of a controlled plate to a new vehicle that was bought by an out of state dealer, the customer pays with a check.	
	Process is completed successfully and the title application and registration are generated.	
17	Process a transfer of a controlled plate to an exempt vehicle, changing the secondary owner on the registration, the customer pays with a check.	
	Process is stopped as any changes to a controlled plate can only be processed in the Commissioners location.	
	Continue the transaction as a town only process.	
	Process is completed successfully and the town portion of the registration is generated.	

18	Process a transfer of an APRO plate to a new vehicle sold by a NH dealer, the customer pays with a check.	
	Process is stopped as APRO plates can only be processed in the IRP location.	
	Continue the transaction as a town only process.	
	Process is completed successfully and the town portion of the registration is generated.	
19	Process a transfer of a numeric plate to an exempt vehicle, the customers plates have been stolen so a plate change is processed with the transfer, the customer pays with a check.	
	Process is completed successfully and the new registration is generated with the new plate number.	
20	Process a transfer of an antique plate to a new vehicle sold by a NH dealer, the customer pays with a check.	
	Process is stopped as the new vehicle is not antique, a plate change is required.	
	The customer requests a new moose plate, continue the transaction with a plate change to a moose plate.	
	Process is completed successfully and the new registration is generated with the new moose plate number.	
	Transfer Cont.	DATA
21	Process the town portion only of a surviving spouse transfer of a vanity plate, the customer pays with a check.	
	Process is completed successfully and the town portion of the title application and registration is generated.	
22	Process the transfer of a numeric plate where the owner is under 18 years old, the new vehicle was sold by a NH dealer and the customer pays with cash.	
	Process is stopped as the owner is under 18 and needs a consent form.	
	The clerk enters in that they have received the consent form and continues with the transaction.	
	Process is completed successfully and the new registration is generated.	
23	Process the state portion of a transfer of a numeric plate, the town portion was done at an offline town. The new vehicle was sold by a NH dealer and they are adding an additional out of state owner. The customer pays with a check.	
	Process is completed successfully and the validation line is generated.	
The following scen		

ar io s ar e fo r E- C as h Tr an sa cti o ns		
	The following transaction was processed 2 days prior.	
24	Process the transfer of a numeric plate to a new vehicle that was sold private sale.	
	Process is completed successfully and the validation lines are generated.	
	The following transaction was processed 1 day prior.	
25	Process a transfer of a vanity moose plate to a new vehicle sold by a NH dealer.	
	Process is completed successfully and the validation line is generated.	
Duplicate Registration Scenario List		
ID	Scenario Description/Step	
1	Process a duplicate registration of a numeric plate, the customer has lost their original and they pay with cash.	
	When you get to fee settlement the customer has an existing short slip, they agree to pay the short slip.	
	Process is completed and the registration is generated.	
2	Process a duplicate registration of a vanity plate, the customer has lost their original. The customer pays with cash.	
	Process is completed successfully and the registration is generated.	
3	Process a duplicate registration of a vanity plate, the customers original has been destroyed. The customer pays with a check.	
	Process is stopped as the registration has an invalid status code.	

4	Process a duplicate registration of a carrier plate, the customers original has been stolen. The customer pays with cash.	
	Process is stopped as carrier registrations are not processed at the town location.	
5	Process a duplicate registration of a moose plate, the original registration has been lost. The customer pays with cash.	
	Process is stopped as the registration is suspended.	
6	Process a duplicate registration of a vanity plate, the original registration has been stolen. The customer pays with a check.	
	Process is completed successfully and the registration is generated.	
7	Process a duplicate registration of a numeric plate, the original has been destroyed. The customer pays with a check.	
	Process is stopped as the secondary owner on the registration has a protested check.	
8	Process a duplicate registration of a vanity moose plate, the original registration has been stolen. The customer pays by cash.	
	The customer has a credit memo and pays the difference.	
	Process is completed successfully and the registration is generated.	
9	Process a duplicate registration of an antique plate, the original has been destroyed. The customer pays with a check.	
	Process is completed successfully and the registration is generated.	
10	Process a duplicate registration of a numeric plate, the original registration has been lost and the secondary owner is deceased. The customer pays with cash.	
	Process is completed successfully and the registration is generated.	
Reprint Registration Scenario List		
ID	Scenario Description/Step	
1	Process a reprint of a numeric plate, the reason for the reprint is due to a paper jam.	
	Process is completed successfully and the registration is regenerated.	
2	Process a reprint of a vanity plate, the clerk forgets to put in a reason.	
	Process is stopped as the reason for the reprint cannot be left blank.	
	Enter in the reason as a misalignment and continue with the transaction.	
	Process is completed successfully and the registration is regenerated.	

3	Process a reprint of a moose plate, the reason for the reprint is due to a paper jam. The clerk forgets to put in the new permit audit number.	
	Process is stopped as the new permit audit number cannot be left blank.	
	Enter in the new permit audit number and continue with the transaction.	
	Process is completed successfully and the registration is regenerated.	

Registration Maintenance Scenario List

ID	Scenario Description/Step	
1	Process the replacement of a lost decal for a customer with a numeric plate. The customer has a change of address and also has a credit memo to use which is an excess of the fee for this transaction.	
	Process is completed successfully and the registration and new credit memo are generated.	
2	Process the replacement of a damaged decal for a customer with a moose plate, change the color, body style and the GVW of the vehicle.	
	The customer has an outstanding short slip and agrees to pay it with cash.	
	Process is completed successfully and the registration is generated.	
3	Process the replacement of a stolen decal for a customer with a vanity plate.	
	Process is stopped as the registration is expired.	
4	Process the replacement of a lost decal for a customer with an antique plate, the customer pays with cash.	
	Process is completed successfully and the registration is generated.	
5	Process the replacement of a stolen decal for a customer with a numeric plate, the customer pays with cash.	
	Process is stopped as the person is under suspension.	
6	Process the replacement of a lost decal for a customer with a trailer plate, the decal entered is a double decal, the customer pays with cash.	
	Process stopped as the decal is incorrect.	
	Enter in a single decal and continue with the transaction.	
	Process is completed successfully and the registration is generated.	
7	Process the replacement of a damaged decal for a customer that has a handicap plate, the customer pays with cash.	

	Process is stopped as the registration has an invalid status.	
8	Process the change of a permit audit number due to a clerk error.	
	Process is completed successfully.	
9	Process the deletion of an additional owner to a titleable vehicle.	
	Process is stopped as the title and registration do not match.	
	Process a new title application and registration with one owner. The customer pays with cash.	
	Process is completed successfully and the title application and registration are generated.	
10	Process the addition of a trust to a titleable vehicle.	
	Process is stopped as the title and registration do not match.	
	Process a new title application and registration adding the trust name. The customer pays with a check.	
	Process is completed successfully and the registration and title are generated.	
11	Process the deletion of an additional owner to an exempt vehicle.	
	Process is completed successfully and the registration is generated.	
12	Process the addition of an additional owner to an exempt vehicle.	
	Process is completed successfully and the registration is generated.	
13	Process the addition of an additional owner to a controlled plate.	
	Process is stopped as controlled plates can only be processed at the Commissioners location.	
	Process the town only portion of the new title application and registration.	
	Process is completely successfully and the title application and registration are generated.	
Plate Maintenance Scenario List		
ID	Scenario Description/Step	
1	Process a plate change for a customer with a vanity plate that has been stolen, the customer is requesting a different vanity plate and pays with a check.	
	Process is completed successfully and the registration is generated.	
2	Process the reorder of 1 vanity moose plate that has been damaged, the customer pays with cash.	
	Process is completed successfully and the registration is generated.	
3	Process a plate change for a customer with a trailer plate that has been lost, the customer	

	pays with cash.	
	Process is completed successfully and the registration is generated.	
4	Process a plate change for a customer with a numeric plate that has been stolen and would like to reorder the same plate number, the customer pays with cash.	
	Process is stopped as a stolen plate has to be changed.	
	Change the plate number to the next numeric plate available.	
	Process is completed successfully and the registration is generated.	
5	Process the reorder of 1 DVETE plate that has been damaged, the customer pays with a check.	
	Process is completed successfully and the registration is generated.	
6	Process a plate change for a customer with a numeric plate that has been lost, the customer pays with cash.	
	Process is stopped as the registration is expired.	
7	Process a plate change for a customer with a numeric plate that has been damaged, the customer pays with cash.	
	Process is stopped as the registration has an invalid status.	
8	Process a plate change for a customer with a moose plate that has been lost, the customer is requesting a set of new moose plates and pays with cash.	
	Process is stopped as the owner is under 18 and needs a consent form.	
	The customer produces the consent form and the clerk marks it in the system and continues with the transaction.	
	Process is completed successfully and the registration is generated.	
9	Process a plate change for a customer with a motorcycle plate that has been lost, assign an AGRI plate, the customer pays with cash.	
	Process is stopped as the plate type is invalid for the vehicle.	
	Assign a new motorcycle plate for the customer and continue with the transaction.	
	Process is completed successfully and the registration is generated.	
10	Process a plate change for a customer with an APRO plate that has been lost.	
	Process is stopped as APRO plates can only be processed in the IRP location.	
11	Process a plate change for a customer with a numeric plate that has been damaged, the customer pays with a check.	
	Process is stopped as the customer has a protested check.	

12	Process the reorder of 1 veteran plate that has been lost, the customer pays with cash.	
	Process is completed successfully and the registration is generated.	
Title View Scenario List		
ID	Scenario Description/Step	
1	Search a title by the title number.	
	The title is displayed and shows that the title status is in a SU status.	
2	Search a title by a CTA number.	
	The title application is displayed and shows the title status is AP.	
3	Search a title by the VIN.	
	The resolution screen is displayed, the clerk selects the desired title.	
	The title is displayed and shows that the title is in a VA status.	
4	Search a title by the owners last name and DOB.	
	The resolution screen is displayed with all of the titled vehicles for that owner. The clerk selects the desired vehicle.	
	The title is displayed and shows that the title is in a TR status.	
Payoff Short Slip Scenario List		
ID	Scenario Description/Step	
1	Payoff a short slip for a customer by the short slip number, the customer pays with cash.	
	Process is completed successfully and a validation line and receipt are generated.	
2	Payoff a short slip for a customer by their last name and DOB, the customer has multiple short slips, the customer pays with a check.	
	Process is completed successfully and the validation lines and receipt are generated.	
3	Payoff a short slip for a customer by the short slip number, the customer pays with a check that is more than the amount due.	
	Process is completed successfully and the validation line, credit memo and receipt are generated.	
4	Payoff a short slip for a corporation by searching for the corporate name, multiple corporations exist with that name, select the appropriate corporation. The customer pays with cash.	
	Process is completed successfully and the validation line and receipt are generated.	
5	Payoff a short slip for a customer by the short slip number, the customer pays with cash	

	that is less than the amount due.	
	Process stopped as you can not cut a new short slip when paying off a short slip.	
6	Payoff a short slip for a customer by the short slip number.	
	Process is stopped as a short slip does not exist for the search criteria.	
	State Payment Type Adjustment	DATA
ID	Scenario Description/Step	
1	Process an adjustment from a check to cash for a state payment for another clerk.	
	Process is completed successfully.	
2	Process an adjustment from cash to a check for a state payment for another clerk.	
	Process is completed successfully and a validation of the check is generated.	
3	Process an adjustment from a check to cash for the user that is logged in.	
	Process stopped as the user number should be different than the currently logged in user number.	
4	Process an adjustment for another clerk of the amount of the check and add a cash amount that does not equal the original amount received.	
	Process is stopped as the adjusted amount does not match the original amount processed.	
5	Process an adjustment for another clerk and put in a negative amount.	
	Process is stopped as you can not have a negative amount.	
6	Process an adjustment for another clerk, changing the check amount and adding cash for the difference.	
	Process is completed successfully and a validation for the check is done.	
	Assign Supervisor Privilege	
ID	Scenario Description/Step	
1	Assign supervisor privilege to another user who is authorized.	
	Process completed successfully.	
2	Assign supervisor privilege to another user who is not authorized.	
	Process is stopped as user is not authorized.	
3	Assign supervisor privilege to the user that is logged in.	
	Process is stopped as the user is	

	already authorized.	
4	Assign supervisor privilege to another user who is authorized when you have not processed a closeout from the previous day.	
	Process is completed successfully.	



Appendix B: Certification Request Form

MUNICIPAL AGENT AUTO



XML SOFTWARE CERTIFICATION APPLICATION

PURPOSE:

The purpose of this form is to offer municipalities and municipal software vendors a vehicle for requesting time from the State for performing MAAP (Municipal Agent Automation Project) XML interface software certification. The State requires a 30-day lead-time prior to the beginning of certification to organize test environments and other resource availability.

SCOPE:

This form can be utilized for initial software certifications or recertifications required by the State for MAAP XML entities as described in the MAAP – Local Vehicle Software Certification document.

CERTIFICATION SCHEDULING:

Completion of this certification request does not guarantee any particular start or end date for certification. It will be used as an initiator for the State to begin planning to perform all related certifications tasks. The State will engage municipalities and vendors on a best effort basis.

CERTIFICATION APPLICATION DETAIL:

Complete the following section in its entirety.

MUNICIPALITY/VENDOR NAME: _____
AUTHORIZED REPRESENTATIVE: _____
MUNICIPALITY/VENDOR SOFTWARE NAME/VERSION: _____
CURRENT DATE: _____

DATE A STATE TESTING ENVIRONMENT IS REQUESTED: _____

PROJECTED FUTURE CERTIFICATION DATE: _____

CURRENT MAAP XML CERTIFICATION LEVEL NUMBER: _____

☐ REQUESTING CERTIFICATION TO MAAP VERSION: _____

☐ THIS IS OUR INITIAL CERTIFICATION REQUEST

Please forward this document via e-mail or hard copy to:

Linda Rosano (linda.rosano@oit.nh.gov) or
Elaine Merchant (elaine.merchant@oit.nh.gov)
Office of Information Technology
Bureau of MAAP XML Certification
33 Hazen Drive
Concord, NH 03305

Appendix C: MAAP Version Numbering Scheme

MAAP releases are numbered as follows:

y.mm.bb

- y = the MAAP year – 2006 is the second calendar year for MAAP
- mm = the month of the calendar year – March is month 03 of 2006
- bb = the build for the calendar year – 02 is build number 2 for calendar year 2006

Build number **2.03.02** represents MAAP year 2, Month 3 of the calendar year, the 2nd build of the calendar year.