

Go Renew – Virtual Office

Audit Report 201213-24

December 19, 2013

Executive Summary

In 2001, the Department of Highway Safety and Motor Vehicles (Department) implemented Go Renew, a web-based application for the renewal of vehicle and vessel registrations, as well as handicap parking permits. Since first being implemented, the Go Renew application has been redesigned into a single customer portal, known as Virtual Office, and the number of services provided increased to include the following:

- Print electronic titles;
- Identification card renewals and address changes;
- Driver license renewals and address changes; and
- The ability for customers to update their Emergency Contact Information.

The purpose of this audit was to evaluate the Go Renew process and transactions to determine compliance with Florida Statutes (F.S.), Florida Administrative Code (F.A.C.), and Department policies and procedures. The scope of this audit included Go Renew transactions from March, April, and May 2013.

Our audit identified the following issues which require management attention:

- The Bureau of Credentialing Services did not take timely actions to resolve differences noted on the E-commerce Payment Reconciliation Detail Reports;
- Voluntary contributions were not distributed in accordance with Florida Statute;
- County optional vessel registration fees were not distributed in accordance with Florida Statute;
- Motor vehicle antique status was determined using the model date of the vehicle contrary to F.S. and the Bureau of Issuance Oversight is not verifying the manufacture date of a vehicle's engine as required by Florida Statute;
- Biennial registrations were incorrectly calculated in Florida Real-Time Vehicle Information System (FRVIS); and
- The Department is not replacing personalized prestige license plates after 10 years when renewed through Go Renew.

Motorist Services management generally agreed with the findings and recommendations and has begun corrective action.

Background and Introduction

Florida Statutes encourages state agencies to make their goods, services, and information more convenient to the public. The Department is also authorized to conduct agency business utilizing electronic commerce while collecting payment from credit cards, debit cards, and electronic funds transfers.

In 2001, the Department implemented Go Renew, a web-based application for the renewal of vehicle and vessel registrations as well as handicap parking permits. Since first being implemented, the Go Renew application has been redesigned into a single customer portal, known as Virtual Office, and the number of services provided has increased to include the following:

- Print electronic titles;
- Identification card renewals and address changes;
- Driver license renewals and address changes; and
- The ability for customers to update their Emergency Contact Information.

Customers may access Go Renew using a variety of forms of identification, including a driver license or identification card number, a vehicle or vessel ID number, or a Florida License Plate number. Regardless of the type of identification the customer selects, the customer's date of birth and last four digits of their social security number are required to help safeguard customer information.

Customers are also required to agree to a Driver Privacy Protection Act Warning, explaining that information provided is protected and can only be accessed by the individual or an individual who has specific written permission to review the information. The warning also explains that an individual accessing or attempt to access another individual's personal information may be subject to criminal prosecution or civil liability.

Once a customer has logged into Go Renew they are provided with a list of services provided by the Department to the customer. A customer may not be eligible to utilize every service available. If not, the list will include an explanation why the customer is not eligible for that service. At the completion of the transaction, the customer is provided a tracking number and may either print a receipt or receive it electronically.

Go Renew driver license and identification cards are issued through the Central Issuance Processing System (CIPS). After driver license and identification card transactions are completed in Go Renew, the transactions are captured in the Driver License Internet Renewal database and saved into the CIPS Processing database. CIPS is a batch program that operates on scheduled intervals. Each batch is processed through a validation system to prevent invalid licenses from being created. The

validation system performs various edit checks, verifies Real ID compliance, fixes erroneous cities and zip codes, and creates barcodes.

Eligible transactions are processed overnight and the license is then printed and mailed to the customer. If an error occurs during validation and the customer is not eligible for the credential, CIPS generates a letter explaining why the customer is ineligible.

Go Renew motor vehicle transactions are issued through the county tax collector where the customer resides.

Findings and Recommendations

During our evaluation, we identified the following issues with the Go Renew process that require management attention.

E-commerce Payment Reconciliation Detail Reports

The Bureau of Credentialing Services uses the E-commerce Payment Reconciliation Detail Reports to identify differences between the amount charged by Go Renew and the amount reported in FRVIS. When differences occur, the funds are held in a non-deposited status and the requested credentials (Driver Licenses and Vehicle Registrations) are not processed.

During our review of 10 daily E-commerce Payment Reconciliation Detail reports, we determined that the differences noted were not timely resolved. For the 13 transactions with differences identified on the 10 daily reports, it took from 42 to 153 days to process the payments and credentials.

Finding 1

The Bureau of Credentialing Services did not take timely actions to resolve differences noted on the E-commerce Payment Reconciliation Detail Reports.

Recommendation

We **recommend** the Bureau of Credentialing Services ensure the E-commerce Payment Reconciliation Detail Reports are reviewed timely and customer credentials are processed timely.

Management Response

Due to organizational changes as well as staff changes, the E-commerce Payment Reconciliation Detail Reports were not properly reconciled; however, working through the reports is a priority of the Bureau of Credentialing Services (BCS).

The BCS has implemented a procedure to review the required reports and work through any issues discovered with the Division of Administrative Services or Information Systems Administration as the issues dictate. The Bureau is currently working on reports from October, 2013. However, the report reconciliation will be caught up and current no later than January 31, 2014. At that time, the reports will be reviewed weekly and kept up-to-date.

Since implementing this review and reconciliation procedure, BCS has identified the need for several programming glitches to be corrected so that errors do not continue to occur with fund distribution. We are notifying the Systems Evaluation group of such errors and working with them to create a Work Request and Prioritization (WRAP) for each error identified.

Since July, 2013, the Virtual Office Program Area reports for driver license related transactions are also being reviewed and reconciled on a monthly basis. These are processed monthly to allow the CIPS process to be completed and the funds to automatically transfer from "deposit" status to "processed" status in CRS.

Voluntary Contributions

Section 322.08(7), F.S., requires the application form for an original, renewal, or replacement driver license or identification card shall include language permitting a voluntary contribution to various organizations. The recipient of each voluntary contribution is stated in Florida Statute.

Our review of 10 daily E-commerce Payment Reconciliation Detail reports identified three transactions with voluntary contributions where the amount charged to the customer did not agree with the amount recorded in FRVIS and the resulting differences were deposited into the Motor Vehicle overages account.

Bureau of Issuance Oversight staff stated the issue is intermittent and although Information Systems Administration is aware of the issue a cause has not yet been identified.

Finding 2

Voluntary contributions were not distributed in accordance with Florida Statute.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure all voluntary contributions are distributed in accordance with Florida Statute.

Management Response

The Bureau of Issuance Oversight has been working with the Information Systems Administration to determine the root cause of problems with voluntary contributions submitted through Virtual Office not being recognized when FRVIS downloads the transaction. Based on the items identified by the Inspector General's office, this appears to be an intermittent problem.

The Bureau of Issuance Oversight will continue to work with ISA to identify and resolve the root cause of this issue.

Vessel Registration Fees

Section 328.66(1), F.S., authorizes any county to impose an annual registration fee on vessels registered, operated, used, or stored on the waters of this state within its jurisdictions. This fee shall be 50 percent of the applicable state registration fee.

Our review of 10 daily E-commerce Payment Reconciliation Detail reports identified four Go Renew transactions for canoe registrations in Hillsborough County where the county optional vessel registration fees were incorrectly calculated by FRVIS and the resulting differences were deposited into the Motor Vehicle overages account.

Subsequent to audit inquiry, the Bureau of Issuance Oversight submitted a Work Request Authorization and Prioritization (WRAP) to correct the FRVIS calculation.

Finding 3

County optional vessel registration fees were not distributed in accordance with Florida Statute.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure county optional vessel registration fees are distributed in accordance with Florida Statute.

Management Response

Regarding the distribution of county optional vessel registration fees, the Bureau of Issuance Oversight found that when processing a vessel registration in a county identified as charging the county registration fee (CRF), FRVIS fails to charge the CRF for a motorized canoe but it does charge the CRF on other vessel body types.

The Bureau of Issuance Oversight also confirmed that Virtual Office is correctly charging the CRF for motorized canoe transactions as well as other vessel body types. WRAP item 2357 was submitted on November 5, 2013 to resolve this issue.

Antique Vehicle Registration

Section 320.08, F.S., allows owners of motor vehicles, mopeds, and motorcycles to pay a reduced registration annual license tax when the vehicle is considered antique.

Section 320.086, F.S., identifies an antique vehicle as a motor vehicle for private use which is 30 years or more after the date of manufacture, equipped with an engine of the age 30 years or more after the date of manufacture.

During our review we noted the Bureau of Issuance Oversight is determining the 30 year time frame for antique status using the model date of vehicle instead of the date of manufacture and is not inspecting vehicles to determine if they are equipped with an engine 30 years or older.

Finding 4

Motor vehicle antique status was determined using the model date of the vehicle contrary to F.S. and the Bureau of Issuance Oversight is not verifying the manufacture date of a vehicle's engine as required by Florida Statute.

Recommendation

We **recommend** the Bureau of Issuance Oversight develop a procedure to ensure antique status is determined in accordance with F.S. or seek revision of the statute.

Management Response

The Bureau of Issuance Oversight concurs with the finding. The manufacture date is not captured in motor vehicle records, instead the model year is used as indicated in the Vehicle Identification Number (VIN). Often times a vehicle is manufactured in a year previous to the model year, however, we are only able to verify the model year. We will make a recommendation to revise Section 320.086, Florida Statutes to use model year instead of the manufactured year as well as to discontinue verification of the age of the engine.

The Bureau of Issuance Oversight does not verify the manufacture date of a vehicle's engine. We do not have the resources for physically checking each vehicle's engine. We will make a recommendation to revise the statutes to no longer require a physical check of the vehicle's engine.

Biennial Antique Vehicle Registration

Section 320.07, F.S., allows owners of motor vehicles or mobile homes registered under Section 320.08, F.S. to renew vehicle registration biennially during the applicable renewal period.

Our review of 10 daily E-commerce Payment Reconciliation Detail reports identified four Go Renew transactions for biennial vehicle registrations where the annual registration fees were incorrectly calculated by FRVIS when the vehicle turned 30 years old, constituting antique status, in the middle of the biennial registration period. FRVIS incorrectly calculated both years of the registration as antique when the vehicle would only qualify as antique in the second year.

Subsequent to audit inquiry, the Bureau of Issuance Oversight submitted a WRAP request to correct the FRVIS calculation.

Finding 5

Biennial registrations were incorrectly calculated in FRVIS.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure FRVIS calculates biennial registration fees correctly.

Management Response

The Bureau of Issuance Oversight concurs that fees calculated in Virtual Office for antique vehicle renewals are different than those calculated in FRVIS when a biennial renewal is processed and the vehicle becomes 30 years old during the second year of the registration effective period. We have submitted WRAP item 2230. This work order is included in our January 2014 release.

Personalized Prestige License Plates

Section 320.0805, F.S., authorizes the Department to issue a personalized prestige license plate with specific numbers, letters, or combination requested to the owner or lessee of any motor vehicle, except a vehicle registered under the International Registration Plan or a commercial truck required to display two license plates. Each request for a personalized prestige license plate must be submitted annually to the Department.

Section 320.06(1)(b), F.S., requires license plates bearing a graphic symbol and the alphanumeric system of identification be issued for a 10-year period. Upon renewal, at the end of the 10-year period, the plate shall be replaced.

Although Go Renew is capable of ordering new or replacement license plates for non-personalized plates, it is not capable of ordering new or replacement personalized plates as they must be manually ordered by the Department.

Our review determined customers are able to renew personalized prestige license plate that are over 10 years old using Go Renew and are not required to replace the license plate contrary to Florida Statute.

Finding 6

The Department is not replacing personalized prestige license plates after 10 years when renewed through Go Renew.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure personalized prestige licenses plates are replaced after 10 years when renewed in accordance with Florida Statute.

Management Response

The Bureau of Issuance Oversight concurs with the finding and recommendation. We have submitted WRAP item 2398 that will not allow a personalized license plate to be renewed online at year 10. The customer will be instructed to visit an office and process their renewal. In the future, the Bureau of Issuance Oversight will recommend system changes to allow the online process but ensure a new license plate is ordered.

Purpose, Scope, and Methodology

The purpose of this audit was to determine if the Go Renew process and transactions are in compliance with policy, procedure, rules, and regulations.

The scope of this audit was Go Renew transactions from March, April, and May 2013.

The methodology included:

- Reviewing applicable Department policies, procedures, and processes;
- Reviewing Florida Statutes related to registrations, driver license, and identification card renewals and replacements;
- Interviewing appropriate Department staff;
- Reviewing and comparing fee codes to Florida Statutes;
- Reviewing and comparing voluntary contributions to Florida Statutes;
- Reviewing and comparing transaction types to Florida Statutes;
- Reviewing and comparing revenue to transactions; and
- Reviewing security measures.



Distribution, Statement of Accordance, and Project Team

Distribution

Julie L. Jones, Executive Director
Steven Fielder, Deputy Director of Motorist Services

Copies distributed to:

Diana Vaughn, Deputy Executive Director
Terry Rhodes, Chief of Staff
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Rob Fields, Chief Information Officer
Julie Baker, Chief of Issuance Oversight
Deborah Roby, Chief of Credentialing Services

Melinda M. Miguel, Chief Inspector General
David W. Martin, Auditor General

Statement of Accordance

Section 20.055, Florida Statutes, requires the Florida Department of Highway Safety and Motor Vehicles' Inspector General to review, evaluate, and report on policies, plans, procedures, accounting, financial, and other operations of the Department and to recommend improvements. This audit engagement was conducted in accordance with applicable *The International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors and Principles and Standards for Inspectors General published by the Association of Inspectors General.

Project Team

Engagement conducted by:
Ashlea Whiddon, CIGA, Auditor

Under the supervision of:
David Ulewicz, Audit Director

Approved by:


Julie M. Leftneris, Inspector General

ATTACHMENT - Management Response



Julie L. Jones
Executive Director

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MEMORANDUM

DATE: December 18, 2013

TO: David Ulewicz, Audit Director

FROM: Steven Fielder, Deputy Director of Motorist Services 

SUBJECT: Management Response to the Go Renew – Virtual Office Audit (2013-24)

The following is our response to the findings and recommendations presented in the report:

Finding 1- E-commerce Payment Reconciliation Detail Reports

The Bureau of Credentialing Services did not take timely actions to resolve differences noted on the E-commerce Payment Reconciliation Detail Reports.

Recommendations

We **recommend** the Bureau of Credentialing Services ensure the E-commerce Payment Reconciliation Detail Reports are reviewed timely and customer credentials are timely processed.

Management Response

Due to organizational changes as well as staff changes, the E-commerce Payment Reconciliation Detail Reports were not properly reconciled however working through the reports is a priority of the Bureau of Credentialing Services (BCS).

The BCS has implemented a procedure to review the required reports and work through any issues discovered with the Division of Administrative Services or Information Systems Administration as the issues dictate. The Bureau is currently working on reports from October, 2013. However, the report reconciliation will be caught up and current no later than January 31, 2013. At that time, the reports will be reviewed weekly and kept up-to-date.

Since implementing this review and reconciliation procedure, BCS has identified the need for several programming glitches to be corrected so that errors do not continue

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to occur with fund distribution. We are notifying the Systems Evaluation group of such errors and working with them to create a Work Request and Prioritization (WRAP) for each error identified.

Since July, 2013, the Virtual Office Program Area reports for driver license related transactions are also being reviewed and reconciled on a monthly basis. These are processed monthly to allow the CIPS process to be completed and the funds to automatically be transferred from "deposit" status to "processed" status in CRS.

Finding 2- Voluntary Contributions

Voluntary contributions were not distributed in accordance with F.S.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure all voluntary contributions are distributed in accordance with F.S.

Management Response

The Bureau of Issuance Oversight (BIO) has been working with the Information Systems Administration (ISA) to determine the root cause of problems with voluntary contributions submitted through Virtual Office not being recognized when the Florida Real-time Vehicle Information Systems (FRVIS) downloads the transaction. Based on the items identified by the Inspector General's office, this appears to be an intermittent problem.

The BIO will continue to work with ISA to identify and resolve the root cause of this issue.

Finding 3- Vessel Registration Fees

County optional vessel registration fees were not distributed in accordance with F.S.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure county optional vessel registration fees are distributed in accordance with F.S.

Management Response

Regarding the distribution of county optional vessel registration fees, the BIO found that when processing a vessel registration in a county identified as charging the county registration fee (CRF), FRVIS fails to charge the CRF for a motorized canoe but it does charge the CRF on other vessel body types.

BIO also confirmed that Virtual Office is correctly charging the CRF for motorized canoe transactions as well as on other vessel body types. Work Request and

Prioritization (WRAP) item 2357 was submitted on November 5, 2013 to resolve this issue.

Finding 4- *Antique Vehicle Registration*

Motor vehicle antique status was determined using the model date of the vehicle contrary to F.S. and the Bureau of Issuance Oversight is not verifying the manufacture date of a vehicle's engine as required by F.S.

Recommendation

We **recommend** the Bureau of Issuance Oversight develop a procedure to ensure antique status is determined in accordance with F.S. or seek revision of the statute.

Management Response

The Bureau of Issuance Oversight concurs with the finding. The manufacture date is not captured in motor vehicle records, instead the model year is used as indicated in the Vehicle Identification Number (VIN). Often times a vehicle is manufactured in a year previous to the model year, however, we are only be able to verify the model year. We will make a recommendation to revise section 320.086, Florida Statutes to use model year instead of the manufactured year as well as to discontinue verification of the age of the engine.

The BIO does not verify the manufacture date of a vehicle's engine. We do not have the resources for physically checking each vehicle's engine. We will make a recommendation to revise the statutes to no longer require a physical check of the vehicle's engine.

Finding 5- *Biennial Antique Vehicle Registration*

Biennial registrations were incorrectly calculated in FRVIS.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure FRVIS calculates biennial registration fees correctly.

Management Response

The Bureau concurs that fees calculated in Virtual Office for antique vehicle renewals are different than those calculated in FRVIS when a biennial renewal is processed and the vehicle becomes 30 years old during the second year of the registration effective period. We have submitted a Work Request and Prioritization (WRAP #2230). This work order is included in our January 2014 release.

Finding 6- *Personalized Prestige License Plates*

The Department is not replacing personalized prestige license plates after 10 years when renewed through Go Renew.

Recommendation

We **recommend** the Bureau of Issuance Oversight ensure personalized prestige licenses plates are replaced after 10 years when renewed in accordance F.S.

Management Response

The Bureau of Issuance Oversight concurs with the finding and recommendation. We have submitted a Work Request and Prioritization (WRAP #2398) that will not allow a personalized license plate to be renewed online at year 10. The customer will be instructed to visit an office to process their renewal. In the future, BIO will recommend system changes to allow the online process but ensure a new license plate is ordered.