

MTCCA And MMTCTA IF&W Working Group
June 27, 2006

Questions, Requests & Remarks from Agents: *(With John's Notes) (Bill's Notes Added)*

1. "Sarah and Sandra are just the best in the world. They never get upset no matter how many times we call. They are great."

Positive feedback is always welcomed and helpful.

2. The most often requested enhancement by agents: the ability to track a number or name on the daily sales report to know whom the authority was for without having the receipt. By the person's name, MOSES ID # or license #.

This enhancement is on the list to be completed, but may not be on the top of the list. Until it has been completed, call the MOSES hotline as needed. They have access to information that we do not have.

3. To have the ME number or registration number print on the receipts.

IF&W is willing to add this enhancement to their list.

4. To have Boat Excise Tax print on the registration.

This request is on the list of requested enhancements.

5. The ability to void stickers without calling IF&W.

Due to IF&W's audit trail this will not change and it can only be done on the day of the sale.

6. The ability for MOSES to automatically flag an Agent when a license or registration has already been issued, without reading each license or registration. The ability to do a search by registration number and show a customers holdings to avoid duplicate registrations.

Currently MOSES registration can be done multiple times. This will be changed in the future. MOSES will not allow another game license to be issued if a customer uses the same MOSES ID number, but if a customer has more than one ID number a second license can be purchased under the other ID number. At some point agent's will be able to report multiple IDs to IF&W and we will remove them from the system. Also, when you bring up a vehicle to register, the MOSES system does show you when it was registered last and what the expiration date is/was. If you get in the habit of taking a quick look at that info, it could keep you from registering a vehicle that had already been registered that year.

7. "When adding a first time customer, we have to add "cz" to last name? Just putting in "new" should work."

This is referring to MOSES in the training mode only and not MOSES live. Do not add "cz" to the end on a name in the live MOSES program.

8. "Too many repeat screens:
 - a. Customer registration screens – why have two when you can put excise on first one?

The first screen is for information purposes only.

- b. Milfoil screen (why have two screens when you can "choose" the click "done" at same time? Also we shouldn't have to go to merchandise screen, we should be able to add it with the boat reg."

An enhancement has been requested to link the merchandise option to the boat registration for Milfoils.

9. "It would be better if we first could choose what we want to do as in Motor Vehicles. New, re-reg., renewal etc"

(IF&W was surprised to learn that motor vehicle registrations are not done via a live state-wide data base program.) The MOSES system is designed to first find the vehicle, verify the vehicle info, and then choose what you want to do based on the current status of the vehicle. This will not be changing.

10. "I counted 13 screens that I have to enter in order to do a rollover registration, and almost as many for others. If we have a line of customers, as we often do in the summer, especially on Friday's, it makes me nervous and customer's impatient, especially after I give item and they again have to wait while I leave Moses, go into Trio, enter all info again for a receipt."

Some screens may be deleted in the future. IF&W feels that as the data base is cleaned up (duplicate information is deleted) and a new servers are purchased & installed the system will move faster. The new servers should be on-line in the next month or so.

11. Any up-date on up-dating the manuals?

Currently any agent wishing to have additional training can make an appointment to come to IF&W's office in Augusta for one on one training. We will be updating the training manuals for paper based agents this year. The MOSES manuals are up to date and are given out at all classes. We have just hired Dale Freise on a permanent basis to head up our MOSES Training and Support staff.

12. The ability for Agents to process municipal registrations at no fee.

IF&W believes that this would create audit issues. We cannot allow agents to do no fee registrations. We will continue to do those from our office.

13. Why do some Municipalities have the right to not register new boats, atvs and snowmobiles for their residents? Are neighboring Agents required to do these registrations? Is the customer required to go to Augusta or mail the registration to Augusta?

No Municipality has to be an agent. Each Municipality has the opportunity to be an agent as a service to its community. Neighboring agents do not have to serve other communities. Customers can be referred to Augusta to complete their business.

14. "It appears that agents could have discrepancies at the end of the year if IF&W is not keeping track of our milfoil sales. How does IF&W intend to reconcile with agent at year end if there is a discrepancy that can't be resolved?"

IF&W does keep track of the inventory and will reconcile sales at year end. Discrepancies will be handled appropriately.

15. How soon does IF&W expect a response on balance due notices for prior years? It may take us sometime to research the records.

If an agent needs time to research records, please call IF&W and let them know that you are working on the issue and you will need more time. A common issue is unsold inventory not being returned for credit.

16. When are the next MOSES training dates for game licenses and registrations?

No classes in July. Classes planned for August. Agents on the training waiting list will be notified first when a class is arranged. If you would like to be added to the waiting list or if you're not sure if you are on the list call IF&W and inquire. A Registration training class was held in August and a License training class is scheduled for September. We are still working on October and November training dates.

17. Any news in allowing MOSES Agents to login for a longer time?

This may be done sometime after new computer servers are up and running.

18. "We have noticed that on busy days (like the Friday before Memorial Day), MOSES is extremely slow. It takes up to a minute for the screen to change. Is there a way to speed up the system? We have new computers and high-speed Internet, so I don't think that is the problem. Just wondering..."

When the MOSES system was moved from California to Maine the program was added to the Maine Revenue Service server. IF&W is buying two new servers to improve the speed and reliability of the MOSES system. This is top priority for the Department. Once again, the two new servers should be on-line in the next month or so.

19. Up-date on TRIO cash receipts integrating with MOSES.

IF&W has provided TRIO with all the information needed for them to work on the needed software. We have received calls from Trio with questions, so we know they are working on this.

20. Next meeting of the IF&W Working Group, Tuesday, August 29th or Tuesday, September 26th, 2 PM?

August 29th, 2 PM

Other notes:

The software correction to correctly charge \$2 for a new registration in MOSES is high on IF&W list of corrections.

At some point customers will be able to register boats online, but not soon. MOSES is not likely to be programmed to calculate boat excise tax. IF&W does not want to be responsible for any errors made in the calculation of excise tax.