

New Help Desk Organization Enhances Services

Recently, the Help Desk organization was reviewed. The Help Desk team performs many functions, and the new structure better supports VTR's mission and principal focus—the county tax offices.



**Johnny
Manns**

A supervisor and four team leaders will oversee the major functions of the Help Desk. Johnny Manns is the new Help Desk Supervisor. He is returning to VTR after several years and brings 17 years of experience in VTR positions, including a previous assignment as RTS Help Desk Supervisor.

Team lead positions include the following:

- Joan Minton, Senior Business Systems Analyst, RTS Call Center
- Conrad Munoz, Senior Business Systems Analyst, Titles and E-Government
- Kip Thomas, Senior Business Systems Analyst, Registration
- Mark Reyes, Senior Systems Analyst, User Acceptance Testing and Release Integration.

Other new assignments include Jerrie Whipple, Rileene Hubbard and Tammy Briggs to Business Analyst positions. Sheila Worden, Mary Sedillo-Chacon, Diane Counts and Kathy Roberson were recently assigned to Information Resource Support Specialist IV positions.



The RTS Help Desk Staff is ready to answer your questions and provide support.

POSSP Update

Point of Sale Sticker Printing (POSSP) continues to move along as scheduled. Version 5.2.2 user acceptance testing was completed February 8. Thirty-seven regional office staff members attended.

Angelina County will pilot RTS Version 5.2.2 (DTA component) for two weeks. County staff will be trained the week of February 14, with distribution slated for the evening of February 17.

Version 5.2.2 implementation for Fannin, Hunt, Rockwall, El Paso and Webb Counties is targeted for the week of March 14. Also, Williamson County will pilot Version 5.2.2 (subcontractor and DTA) in mid-March. Implementation for remaining counties should begin by mid- to late April.

In an effort to facilitate training, VTR Field Operations has arranged for shipment of two RSPS units each for Bexar, Dallas, Tarrant and Travis Counties. These units will be delivered to the respective regional offices to coordinate delivery and training.

Equipment Replacement Project Status

We are currently testing four new printers and expect to make a decision by mid-February. We will begin the purchase order process for printers and flat panel monitors in early March, with implementation scheduled for mid-July through October.

Reminder

Please do not input "TX" in the surrendered out-of-state and out-of-country fields located on the "additional information" screen of a title transaction. This will invalidate the registration.

IVTRS Counties

Some counties have identified a problem with declining fleet transactions (one trace number that includes multiple vehicle registration requests). If a transaction containing more than one registration request is declined, the first transaction is refunded properly, and the others refund one at a time in one-day increments. As a result, three transactions take three days to completely refund. Programming to accommodate this situation is forthcoming. In the meantime, please notify the Help Desk of any multiple transactions that are declined, and we will gladly handle them for you so that the refunds may be initiated quickly.

If you have questions about information in this newsletter, call your VTR regional office.

For comments about the format or possible future subjects for this newsletter, contact Darah Waldrip at (512) 302-2076.