



POSSP Implementation Continues

Point of Sale Sticker Printing (POSSP) implementation continues as planned. Kaufman and Orange Counties are scheduled to receive Release 5.2.0 on November 9.

Release 5.2.1 will take POSSP to the next level to include subcontractor transactions. McLennan County will pilot this phase, and VTR appreciates their support in facilitating training and conversion within the identified timeline.

Updated implementation plans include the following:

- Release 5.2.1 piloting will begin mid-November through mid-December.
- Training for trainers and counties is expected in mid-January.
- County implementation begins mid-January or mid-February.
- DTA counties will follow.
- Preparation for DTA counties will begin late January or early February with implementation in early spring.

New Software Helps Track Problems

The Help Desk is looking forward to receiving new problem tracking software so they can provide even better customer service. The software will provide enhanced capabilities for monitoring problem recurrences and trends. Please be patient with the Help Desk as the new software is introduced—the facilitators may be a little slower taking information as they become proficient with the new tool, but they will be familiar with it soon.

Helpful Hint:

Unable to Retrieve

As you know, RTS Record Retrieval and Database “Server Unavailable” indicators on the main menu of RTS alert the user when connectivity between the workstation and the mainframe is lost.

Did you know that the indicator is updated by actively inquiring? The user must attempt to retrieve a record to update the connectivity status of the workstation.

Reminder

VTR would like to request counties to please ask DTA users not to input document numbers on out-of-state and no record (MCO) situations. These will result in error reports.

IVTRS Update

A total of 92 counties currently use IVTRS. Four additional counties are expected to implement Internet transactions soon.

Join us at the VG Young Institute November 15-17!

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