

**Title of Nomination: Arkansas Walmart Vehicle Registration Renewal Process**

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**CATEGORY: Accessibility**

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## **The Arkansas Wal-Mart Vehicle Registration Renewal Process Executive Summary**

If you don't have a computer with Internet access or a telephone, your options were once limited when it comes to renewing your vehicle tags in Arkansas. Even if you have an Internet connected computer and/or a telephone, without a credit card, you are still stuck with either going to a state office to get your new tags or handling the transaction via regular mail. Neither option is very appealing to most citizens, so now there's another choice that allows anyone to take full advantage of eGovernment speed and convenience.

The State of Arkansas partnered with the Wal-Mart Corporation and the 3M Corporation to implement a program for performing annual vehicle registration renewals at selected Wal-Mart stores around the State. The Wal-Mart kiosk renewal process is designed to appeal to a large segment of the motoring public who do not use the mail-in, phone or Internet renewal processes offered by the state. These customers want product-in-hand when they renew, and/or do not want to enter their credit card information into a computer, as is required for the phone and Internet renewal processes. The only other alternative for these customers has been to take time off from work to renew at a State Tag Office during normal business hours. The Wal-Mart tag renewal process gives these customers the additional option to renew at a time and location convenient to them, to pay by cash, check, or debit/credit card, and to receive immediate delivery of their new registration certificate and license plate validation sticker.

To renew a car tag at one of the kiosks, the customer enters the required information from their tag renewal notice. The system retrieves the customer's vehicle record and displays it for the customer's verification. After verification the customer confirms his/her intent to renew. Upon confirmation an invoice is printed for the customer. The customer may then complete any other shopping they wish. Upon checkout at any store register, the Wal-Mart associate scans the tag renewal invoice as one of the products being purchased by the customer, and then gives the invoice back to the customer. The customer pays for his/her purchases, including the tag renewal, then stops back by the kiosk station and scans the invoice bar code. The system verifies that the invoice has been paid, and then prints the new vehicle registration certificate with the annual renewal sticker attached. Should the customer scan the invoice at the kiosk before paying for the renewal, the system will advise the customer that the renewal must be paid for before the registration certificate and validation sticker can be printed.

Vehicle registration renewals are most efficiently handled through an automated process. The State of Arkansas saves tax dollars every time someone renews their vehicle tags through one of its automated processes instead of the old-fashioned way in-person at a state revenue office.

Negotiations are currently in progress to expand the availability of the process to a large percentage of the Wal-Mart stores located throughout Arkansas

**Description of project, including length of time in operation:**

In May of 2002 the State of Arkansas partnered with the Wal-Mart Corporation and the 3M Corporation to implement a pilot program for performing annual vehicle registration renewals at selected Wal-Mart stores in Arkansas.

To renew a car tag at one of the kiosks, the customer enters the required information from their tag renewal notice. The system retrieves the customer's vehicle record and displays it for the customer's verification. After verification the customer confirms his/her intent to renew. Upon confirmation an invoice is printed for the customer. The customer may then complete any other shopping they wish. Upon checkout at any store register, the Wal-Mart associate scans the tag renewal invoice as one of the products being purchased by the customer, and then gives the invoice back to the customer. The customer pays for his/her purchases, including the tag renewal, then stops back by the kiosk station and scans the invoice bar code. The system verifies that the invoice has been paid, and then prints the new vehicle registration certificate with the annual renewal sticker attached. Should the customer scan the invoice at the kiosk before paying for the renewal, the system will advise the customer that the renewal must be paid for before the registration certificate and validation sticker can be printed.

From the perspective of the state's vehicle registration system, Wal-Mart headquarters in Bentonville, Arkansas is treated as one of the tag renewal offices that have real-time, electronic access to system, and each store appears as a register location within that virtual office. Transactions pass over a dedicated state line between the state's Department of Information Systems in Little Rock and Wal-Mart's main computer system in Bentonville. The transactions complete their transmission between Bentonville and the individual store locations via Wal-Mart's private network. The tag renewal revenues collected by Wal-Mart are transmitted electronically to the state on a weekly basis. Audit control of registration materials is resolved by using completely blank registration and decal materials. Until the materials go through the print process, the certificate and decal are of no value.

**Significance to the improvement of the operation of government:**

Vehicle registration renewals are most efficiently handled through an automated process. The State of Arkansas saves tax dollars every time someone renews their vehicle tags through one of its automated processes instead of the old-fashioned way in-person at a state revenue office.

The Wal-Mart kiosk renewal process is designed to appeal to a large segment of the motoring public who do not use the mail-in, phone or Internet renewal processes offered by the state. These customers want product-in-hand when they renew, and/or do not want to enter their credit card information into a computer, as is required for the phone and Internet renewal processes. The only other alternative for these customers has been to take time off from work to renew at a State Tag Office during normal business hours. The Wal-Mart tag renewal process gives these customers the additional option to renew at a time and location convenient to them, to pay by cash, check, or debit/credit card, and to

receive immediate delivery of their new registration certificate and license plate validation sticker.

**Benefits realized by service recipients, taxpayers, agency or state:**

The Wal-Mart registration renewal process provides Arkansas vehicle owners with 24/7/365 ability to renew car tags at selected Wal-Mart stores around the state. Each renewal is processed real-time, via a touch screen kiosk station located at the Wal-Mart Service Desk.

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The Wal-Mart tag renewal process gives customers the additional option of renewal at a time and location convenient to them; to pay by cash, check, or debit/credit card, and to receive immediate delivery of their new registration certificate and license plate validation sticker.

**Return on investment, short-term/long-term payback:**

The Wal-Mart Auto Tag Renewal program has proven to be both an unqualified technological success and a business success for the State of Arkansas. It is saving thousands of dollars through reduced processing costs because most who utilize the system would ordinarily seek renewals at a state revenue office requiring manual interaction with the system.

The Arkansas Department of Finance and Administration and the Arkansas Department of Information Systems worked with technical teams from Wal-Mart and the 3M Corporation, to initiate the project. Wal-Mart, at no cost to the state, provided touch screen entry stations and developed the front-end process that accesses the data from the vehicle registration record and presents it to the customer in a user friendly, touch screen format. The 3M Corporation, also at no cost to the state, provided the printers and all registration materials, and developed the print process that accepts the updated renewal records and prints the registration certificates and renewal stickers.

Negotiations are currently in progress to expand the availability of the process to a large percentage of the Wal-Mart stores located throughout Arkansas.