



Channel Foundation Agreement U.S. Public Sector

1. INTRODUCTION

- 1.1 This Channel Foundation Agreement ("Foundation Agreement") specifies the terms and conditions agreed between CA and the Ordering Activity, as defined in GSA Order ADM4800.2G and as revised from time to time ("End User" or "Customer") as a foundation for their relationship as further defined in the applicable Modules. Ordering Activity understands and agrees that Ordering Activity's right to use the CA Offerings, ordered by Ordering Activity and submitted to CA by an Authorized CA Partner, is subject to Ordering Activity's compliance with this Foundation Agreement and the relevant Module for such CA Offering. The Foundation Agreement and the Module(s) incorporated into the GSA Schedule contract for the CA Offering(s) purchased by Ordering Activity will govern orders from an Authorized CA Partner for Ordering Activity's acquisition of the CA Offering and such terms shall remain binding upon both Ordering Activity and CA for that CA Offering absent mutual written agreement to the contrary.
- 1.2 Modules to this Foundation Agreement include the Channel Software Module, Channel SaaS Module, Channel Hardware Appliance Module, and Channel Education Module.

2. DEFINITION

- 2.1 "Agreement" means this Foundation Agreement, the applicable Module, and License Metric for the applicable CA Offering, and any document incorporated expressly therein or incorporating the foregoing by reference.
- 2.2 "Authorized CA Partner" means an entity having a valid, current authorization from CA to market, offer and resell to Ordering Activity the right to use the CA Offering. Ordering Activity may find information regarding authorized CA Partners here: www.ca.com/partners.
- 2.3 "CA Offering" means the individual offering (such as software, services, software as a service etc.) made available by CA as defined in the Module and/or, License Metric.
- 2.4 "Confidential Information" means any information, maintained in confidence by the disclosing Party, communicated in written or oral form, marked as proprietary, confidential or otherwise so identified, that is exempt from disclosure under the Freedom of Information Act (FOIA), 5.U.S.C. §552(b) under one or more exemptions to that Act, and/or any information that by its form, nature, content or mode of transmission would to a reasonable recipient be deemed confidential or proprietary, including, without limitation, CA Offerings, Documentation, and any benchmark data and results produced.
- 2.5 "Documentation" means the documentation, technical product specifications and/or user manuals, published by CA or any entity within CA group of companies (each a CA entity) that is made generally available with CA Offerings.
- 2.6 "License Metric" means the specific criteria for measuring the usage of the CA Offering (such as MIPS, CPUs, tiers, servers, or users).
- 2.7 "Module" means the additional terms and conditions applicable to the CA Offering.
- 2.8 "Parties" means individually and or collectively CA and or the Ordering Activity.
- 2.9 "Prime Contractor" means the entity contracting directly with the Ordering Activity, if other than an Authorized CA Partner.
- 2.10 "Term" means the period for which Ordering Activity is authorized to use the CA Offering as specified in CA's order with Ordering Activity's chosen Authorized CA Partner or the Prime Contractor.

3. ORDERING AND DELIVERY

- 3.1 This Agreement applies to each specific CA Offering purchased by Ordering Activity from an Authorized CA Partner or Prime Contractor. Use of the CA Offerings, or of this Agreement to procure CA Offerings, by Ordering Activity's Affiliates outside of the jurisdiction specified for Ordering Activity in the order between CA and the Authorized CA Partner or Prime Contractor is not permitted unless such Affiliate signs a participation agreement with CA to adopt and adhere to the terms of this Agreement.
- 3.2 CA will deliver or make available a CA Offering to Ordering Activity only upon, and in accordance with, CA's execution of an order with the Authorized CA Partner. Any terms that may appear on an Ordering Activity's purchase order (including without limitation pre-printed terms), or as part of Ordering Activity's order with an Authorized CA Partner or Prime Contractor, that conflict or vary from the terms and conditions of this Agreement shall not apply to CA and shall be deemed null and void unless otherwise required by law.



- 3.3 The CA Offering will be delivered by CA to Ordering Activity either by electronic delivery (ESD) or in tangible media in accordance with the terms of the GSA Schedule contract and the relevant purchase order. CA agrees to be responsible for all customs duties and clearances.

4. CONFIDENTIAL INFORMATION

- 4.1 The Parties agree that when receiving Confidential Information from the disclosing Party, that the receiving Party shall hold it in confidence and shall not disclose or use such information except as permitted under the Agreement. The receiving Party shall treat the disclosing Party's Confidential Information confidentially and in the same manner as it treats its own proprietary and/or confidential information, which shall not be less than a reasonable standard of care, and the receiving Party shall use Confidential Information only for the purposes described in the Agreement. Confidential Information may be disclosed to receiving Party's employees, agents, financial advisors, contractors and attorneys on a need-to know basis and the receiving Party shall ensure that such persons maintain such Confidential Information pursuant to the terms of the Agreement.
- 4.2 The receiving Party shall be permitted to disclose Confidential Information in connection with a judicial or administrative proceeding to the extent that such disclosure is required under applicable law or court order, provided that the receiving Party shall, where reasonably possible, give the disclosing Party prompt and timely written notice of any such proceeding and shall offer reasonable cooperation in any effort of the disclosing Party to obtain a protective order.
- 4.3 For the purposes of the Agreement, Confidential Information shall exclude: (i) information which the receiving Party has been authorized in writing by the disclosing Party to disclose without restriction; (ii) information which was rightfully in the receiving Party's possession or rightfully known to it prior to receipt of such information from the disclosing Party; (iii) information which was rightfully disclosed to the receiving Party by a third Party having proper possession of such information, without restriction; (iv) information which is part of or enters the public domain without any breach of the obligations of confidentiality by the receiving Party; and (v) information which is independently developed by the receiving Party without use or reference to the disclosing Party's Confidential Information.
- 4.4 Nothing in the Agreement will (i) preclude CA from using the ideas, concepts and know-how which are developed in the course of providing any CA Offerings to Ordering Activity or (ii) be deemed to limit CA's rights to provide similar CA Offerings to other customers. Ordering Activity agrees that CA may use any feedback provided by Ordering Activity related to any CA Offering for any CA business purpose, without requiring consent including reproduction and preparation of derivative works based upon such feedback, as well as distribution of such derivative works.
- 4.5 To the extent permitted by the Federal Records Act, the receiving Party agrees, upon request of the disclosing party, to return to the disclosing Party all Confidential Information in its possession or certify the destruction thereof.
- 4.6 For CA software (including code) and Documentation, and Ordering Activity's and/or CA's Confidential Information expressly designated in writing as perpetually confidential, the obligations of this section are perpetual and shall survive termination. For all other Confidential Information, the foregoing obligations shall extend for five (5) years from the date of initial disclosure.

5. FEES

- 5.1 The Parties acknowledge and agree that all terms governing the fees, payments, payment schedules, pricing and discounts for the applicable CA Offering procured by Ordering Activity under this Agreement are and shall be between solely Ordering Activity and their chosen Authorized CA Partner or Prime Contractor.

6. TITLE

- 6.1 CA retains all right, title, copyright, patent, trademark, trade secret and all other proprietary interests to all CA Offerings and any derivatives thereof. No title, copyright, patent, trademark, trade secret or other right of intellectual property not expressly granted under the Agreement is exchanged between the Parties.

7. WARRANTY

- 7.1 Each Party represents and warrants that it has the legal power to enter into the Agreement.
- 7.2 CA represents and warrants that it owns or otherwise has sufficient rights to grant Ordering Activity the rights defined in the Agreement.

8. INDEMNIFICATION

- 8.1 CA will indemnify any third party claims that Ordering Activity's use of the specific CA Offering licensed or purchased by Ordering Activity under this Agreement infringes any valid US patent or copyright within the jurisdictions where Ordering Activity is authorized to use the CA Offering at the time of delivery. CA may, at its option and expense: (i) procure for Ordering Activity the



right to continue to use the CA Offering; (ii) repair, modify or replace the CA Offering so that it is no longer infringing; or (iii) provide a pro-rated refund to the Authorized CA Partner of the fees paid for the CA Offering which gave rise to the indemnity calculated against the remainder of the Term from the date it is established that CA is notified of the third party claim. If the CA Offering is CA Software, and is licensed on a perpetual basis, an amortization schedule of three (3) years shall be used for the basis of the refund calculation.

- 8.2 CA shall have no liability: (i) in the event the allegation of infringement is a result of a modification of the CA Offering except a modification by CA, (ii) if the CA Offering is not being used in accordance with CA's specifications, related documentation and guidelines, (iii) if the alleged infringement would be avoided or otherwise eliminated by the use of a CA published update or patch, (iv) if the alleged infringement is a result of use of the CA Offerings in combination with any third party product, or (v) if the applicable fees due for the specific CA Offering have not been paid by Ordering Activity or Prime Contractor to its Authorized CA Partner. The indemnifications contained herein shall not apply and CA shall have no liability in relation to any CA Offering produced by CA at the specific direction of Ordering Activity. THE FOREGOING PROVISIONS STATE THE ENTIRE LIABILITY AND OBLIGATIONS OF CA REGARDING CLAIMS OF INFRINGEMENT, AND THE EXCLUSIVE REMEDY AVAILABLE TO ORDERING ACTIVITY WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY OR OTHER PROPRIETARY RIGHTS.
- 8.3 CA shall indemnify Ordering Activity against all damages, fees, (including reasonable attorney's fees) fines, judgments, costs and expenses finally awarded as a result of a third party action alleging a bodily injury or death which arises under the Agreement, provided that such liabilities are the proximate result of gross negligence or intentional tortious conduct on the part of CA.
- 8.4 The above indemnities are contingent upon: (i) Ordering Activity providing prompt notice of any claim of infringement and assistance in the defense thereof, (ii) CA's right to consult with Ordering Activity at any time and to intervene in the proceedings through CA's chosen counsel at CA's expense, provided that Ordering Activity shall not have the right to settle any claim requiring CA to make a payment or to admit liability without CA's prior written agreement, and (iii) Ordering Activity not taking any actions or failing to take actions that hinder the defense or settlement process.

9. LIMITATION OF LIABILITY

EXCEPT IN THE CASE OF A BREACH OF TITLE, INFRINGEMENT OF CA'S INTELLECTUAL PROPERTY RIGHTS OR CONFIDENTIALITY, OR OF THIRD PARTY CLAIMS ARISING UNDER THE INDEMNIFICATION SECTION, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW NEITHER PARTY (INCLUDING ANY OF CA'S SUPPLIERS) SHALL BE LIABLE FOR A) ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING, BUT NOT NECESSARILY LIMITED TO, LOSS OF PROFIT, DAMAGES RELATING TO MONIES SAVED OR FEES GENERATED AND OR ANY LOSS OF DATA BY USE OF ANY CA OFFERING, REGARDLESS OF WHETHER A PARTY WAS APPRISED OF THE POTENTIAL FOR SUCH DAMAGES; AND B) IN NO EVENT WILL A PARTY'S LIABILITY, EXCEED THE FEES PAID AND OR OWED TO CA FOR THE THEN CURRENT INITIAL OR RENEWAL TERM FOR WHICH THE ORDERING ACTIVITY HAS PROCURED THE CA OFFERING OR AS FURTHER DEFINED IN THE MODULE. FURTHERMORE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CA SHALL NOT INCUR ANY LIABILITY FOR DEATH OR BODILY INJURY TO ANY THIRD PARTY UNLESS THE SAME ARISES FROM THE INTENTIONAL OR GROSSLY NEGLIGENT ACT(S) OF CA. This clause shall not impair the U.S. Government's right to recover for fraud or crimes arising out of or related to this Agreement under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733.

10. TERM & TERMINATION

- 10.1 This Foundation Agreement shall continue in effect unless otherwise terminated in accordance with this section or as required pursuant to Federal Acquisition Regulation (FAR) 52.212-4 "Contract Terms and Conditions- Commercial Items" sections (l) "Termination for the Government's Convenience" and (m) "Termination for Cause."
- 10.2 In the event Ordering Activity elects to terminate an order for its convenience prior to the expiration of the then current term, and such order includes licenses for CA Software, Ordering Activity shall also, within a reasonable period of time, delete all copies of such software from its systems, including copies stored for archival purposes and either destroy or return them to CA. The foregoing shall not apply, however, where such licenses were perpetual and Ordering Activity, at the time of such termination, has paid all associated perpetual license fees.
- 10.3 Termination does not release either Party from any liability which, at the time of such termination, had already accrued to the other Party or which is attributable to a period prior to such termination, nor preclude either Party from pursuing any rights or remedies it may have under law or in equity with respect to any breach of this Foundation Agreement or the Agreement.

11. DISPUTE RESOLUTION

- 11.1 Prior to the initiation of formal dispute resolution procedures regarding any dispute, controversy, or claim arising out of the Agreement or interpretation thereof (a "Dispute"), the Parties shall first meet as often, and for such duration and as promptly as the Parties reasonably deem necessary to discuss the Dispute and negotiate in good faith in an effort to resolve it.



11.2 The provisions of paragraph 11.1 will not be construed to prevent a Party from instituting formal proceedings to the extent necessary to avoid the expiration of any applicable limitations period or to pursue equitable rights or injunctive remedies deemed reasonable necessary to protect its interests.

11.3 Disputes relating to the payments of fees, any third party products or services or otherwise relating to the terms and conditions of an order between an Authorized CA Partner and Ordering Activity, shall be between Ordering Activity and such Authorized CA Partner, or if applicable, between Ordering Activity and Prime Contractor, and Ordering Activity agrees that it shall have no right of contribution or other claim from or against CA by reason thereof.

12. GENERAL TERMS

12.1 **Amendments.** The terms of the Agreement may only be amended by mutual written agreement of the Parties.

12.2 **Force Majeure.** Except for payment obligations and obligations pertaining to non-disclosure, notwithstanding any contrary provision in the Agreement, neither Party will be liable for any action taken, or any failure to take any action required to be taken, in the event and to the extent that the taking of such action or such failure arises out of causes beyond a Party's control, including, without limitation, war, civil commotion, act of God, strike or other stoppage (whether partial or total) of labor, any law, decree, regulation or order of any government or governmental body (including any court or tribunal).

12.3 **Order of Precedence.** Any conflict or inconsistency among or between the terms and conditions of the documents comprising the Agreement shall be resolved according to the following order of precedence, in the order of the greatest control to the least: (1) U.S. Federal law, (2) the relevant Module and (3) this Channel Foundation Agreement. Notwithstanding this Order of Precedence, unless expressly required by U.S. Federal law in subcontracts for commercial information technology, neither an Ordering Activity issued purchase order, nor the terms of an order between Ordering Activity and the Authorized CA Partner or Prime Contractor, shall modify the terms of the documents indicated herein.

12.4 **Ordering Activity Data.** If Ordering Activity transfers any personal data to CA as a requirement pursuant to any CA Offering, then Ordering Activity represents that (i) it is duly authorized to provide personal data to CA and it does so lawfully in compliance with relevant legislation, (ii) CA and any entity within the CA group of companies (each a "CA entity") or its subcontractors can process such data for the purposes of performing its obligations and (iii) CA may disclose such data to any CA entity and its subcontractors for this purpose and may transfer such data to countries outside of the country of origin. CA, Inc. is Safe Harbour certified and the CA Entities have committed to comply with relevant data protection/privacy legislation.

12.5 **Import Export.** Ordering Activity agrees that CA Offerings, Documentation, and or Confidential Information is subject to export controls of the United States of America and import controls of any other country in which such information may be used. Ordering Activity agrees to export, re-export or import such information only in compliance with such laws and controls.

12.6 **Announcements.** Neither Party may issue press releases relating to the Agreement without approving the content with the other Party. Either Party may include the name and logo of the other Party in lists of customers or vendors in accordance with the other Party's standard guidelines.

12.7 **Counterparts.** This Foundation Agreement and any Module, as applicable, may be signed in any number of counterparts by the Parties and each part shall be considered part of the whole and valid, legally binding document.

12.8 **Notice.** All notices hereunder shall be delivered to the other Party identified in the Agreement either personally, via certified mail, facsimile or overnight courier. If delivered personally, notice shall be deemed effective when delivered; if delivered via facsimile, notice shall be deemed effective upon electronic confirmation; and if delivered via certified mail or overnight courier, notice shall be deemed effective upon confirmation of delivery.

12.9 **Headings.** The section headings used herein are for information purposes only and shall not affect the interpretation of any provision of this Agreement.

12.10 **Validity.** In the event any term or provision of the Agreement shall be held to be invalid, the same shall not affect in any respect whatsoever the validity of the remainder of the Agreement.

12.11 **Third Parties.** This Agreement shall not create any rights in favor of, or any obligations owed by, any third party unless otherwise expressly defined in any Module. The Parties agree that any action arising from this Agreement shall solely be brought by Ordering Activity, the U.S. Government, or CA, unless otherwise permitted by law.

12.12 **Choice of Law.** To the extent that federal law is not dispositive of a dispute hereunder, the laws of the State of New York (excluding its conflict of laws provisions) shall govern the construction and enforceability of the Agreement.



12.13 **Survival.** Sections pertaining to Confidentiality, Title, Limitation of Liability, Termination, and Import Export shall survive termination of this Foundation Agreement.

12.14 **Entire Agreement.** The Agreement and all documents incorporated by reference therein shall comprise the entire agreement as pertaining to the subject matter thereof and all other prior representations, proposals, and other such information exchanged by the Parties concerning the subject matter is superseded in their entirety by the Agreement.

Channel SaaS Module

U.S. Public Sector

1. INTRODUCTION

- 1.1. This Module for Software as a Service ("SaaS Module") specifies terms and conditions which apply to Software as a Service that CA will provide to Ordering Activity.
- 1.2. This SaaS Module incorporates by reference the terms of the Foundation Agreement. Any capitalized terms used in this SaaS Module shall have the meanings given in the Foundation Agreement unless otherwise provided herein.

2. DEFINITIONS

- 2.1. "Ordering Activity Data" means information stored in the SaaS database.
- 2.2. "Force Majeure Event" means an event of Force Majeure as defined in the Foundation Agreement and/or delays caused by an Internet service provider or hosting facility that results in data center outages resulting from causes not within CA's control.
- 2.3. "ISO 27001" means an Information Security Management System standard published by the International Organization for Standardization (ISO). This particular standard specifies a management system that is intended to bring information security under explicit management control and mandates specific requirements when this standard is met.
- 2.4. "Production" means the "live" environment of SaaS provided to process data on a real-time basis.
- 2.5. "Production Availability" means, for purposes of measuring the Service Level, the aggregate number of minutes during the month in which the SaaS is available for Production access and use by Ordering Activity.
- 2.6. "SaaS" means the online version of the CA Software specified in the Authorized CA Partner's order with CA for access to and usage by its customers via a website(s) environment.
- 2.7. "SAS 70 Type II" means the standards used by an independent auditor that employs procedures, policies and controls of SAS 70 Type I to verify and validate that the organization is following those procedures regarding control objectives, activities and control over information technology, and related processes.
- 2.8. "SaaS Support" means support of the underlying CA software so it operates materially in accordance with the Documentation.
- 2.9. "Sandbox" means a development or test environment that is not Production.
- 2.10. "Scheduled Downtime" means planned downtime of SaaS availability where CA provides notice to Ordering Activity at least 72 hours in advance.
- 2.11. "Service Level" means as described in the section entitled: Service Level Commitments.
- 2.12. "Subscription Term" means the period of the Ordering Activity's subscription to the SaaS as specified in the Authorized CA Partner's order with CA.
- 2.13. "Users" means the number of individuals authorized to access and use of SaaS by Ordering Activity and who have been provided user identifications and passwords by Ordering Activity (or by CA at Ordering Activity's request), measured by CA on an aggregate monthly basis by the amount of User Logins. Users may include Ordering Activity and Affiliate's employees and independent contractors that agree to be bound by terms and conditions no less restrictive than those contained herein and are acting on behalf of Ordering Activity and not a third party.
- 2.14. "User Logins" means the initial and standard login screen where a User is required to enter its user ID and the password.

3. SAAS OFFERING

- 3.1. CA shall provide SaaS to Ordering Activity during the Subscription Term directly or through a third party SaaS provider in accordance with the terms of the Agreement.
- 3.2. CA hereby provides Ordering Activity a non-transferable and non-exclusive right to access and use SaaS for the sole purpose of supporting its internal business use. A new User may replace a former User who no longer requires access to, or use of, the SaaS. Users may be Ordering Activity employees, Ordering Activity third party consultants, contractors or agents, which third parties may



access and use the SaaS solely for the benefit of Ordering Activity's internal business purposes in accordance with the provisions of this Agreement.

- 3.3. Ordering Activity acknowledges and agrees that in order for CA to effectively provide SaaS, Ordering Activity may be required to provide necessary information and shall not delay, prevent or interfere with CA's provision of SaaS.

4. FEES & RENEWAL

- 4.1. Ordering Activity may access SaaS for solely the number and type of Users specified in the Authorized CA Partner's order with CA. Additional Users, or an additional SaaS offering, if available, shall require Ordering Activity to procure with CA or an Authorized CA Partner (whether directly or through a Prime Contractor) for such users or offering. Unless otherwise agreed by CA, (i) additional Users may be purchased only in increments of 50 Users; and (ii) such additional User subscriptions shall be coterminous with the expiration of the Subscription Term.
- 4.2. CA may with notice prior to any renewal, replace the Ordering Activity ordered SaaS with replacement, underlying software that is generally available to customers with alternative, materially similar, functionality.
- 4.3. The fees for SaaS subscription are not contingent upon the delivery of any future functionality or features of the CA Software.

5. ORDERING ACTIVITY DATA

- 5.1. Ordering Activity exclusively owns all rights, title and interest in and to all Ordering Activity Data. Ordering Activity Data shall be considered to be Confidential Information under the Agreement. CA shall not access Ordering Activity's User accounts, or Ordering Activity Data, except (i) in the course of data center business operations if required, (ii) in response to SaaS or technical issues or (iii) at Ordering Activity's specific request as reasonably required in the provision of SaaS. CA will segregate Ordering Activity's Data from other customers' data.
- 5.2. CA operates and maintains a disaster recovery procedure. In case of a Force Majeure Event, Ordering Activity acknowledges and agrees that Ordering Activity Data may not be recoverable and accepts responsibility for re-entry of such data.
- 5.3. Ordering Activity Data will be returned to the Ordering Activity at the end of the Subscription Term or at the termination of the SaaS subscription in the manner described in the SaaS Documentation.

6. SECURITY

- 6.1. CA shall adhere to SAS 70 Type II audit compliance criteria and data security procedures which meet ISO 27001 status during the Subscription Term.
- 6.2. CA shall comply with CA's security policy and procedures, which policies and procedures are designed to provide and maintain commercially reasonable safeguards against the destruction, loss or alteration of, or unauthorized access to or use of the Ordering Activity Data in CA's possession or control and which safeguards are, at a minimum, no less rigorous than those maintained by CA for its own information of a similar nature.
- 6.3. Ordering Activity Data shall be stored pursuant to CA's data security procedures, which shall be provided to Ordering Activity upon request. Except as required herein, CA will not be responsible for any unauthorized access to, or alteration, theft or destruction of Ordering Activity Data, unless caused as a result of CA's negligence or intentional misconduct, in which case restoring or recovery of Ordering Activity Data shall be limited to the most recent back-up of Ordering Activity Data. CA is not responsible for loss of Ordering Activity Data arising from Ordering Activity's: (i) transmission of data in contravention of the User Guide; or (ii) failure to act on any CA provided communication.
- 6.4. CA shall comply with the applicable EU member states' implementation of the Directive 95/46/EC ("Directive") governing the processing of personal data as defined specifically in the Directive and CA, Inc. is Safe Harbour certified.
- 6.5. Ordering Activity or an independent third party may audit CA's operations within the applicable data center to verify CA's compliance with the security and technical provisions defined in this Module. The audit may take place, no more than once annually, upon thirty (30) days prior written notice subject to Ordering Activity or its independent third party having executed a CA confidentiality agreement and stating the purpose and scope of the request. Such audit shall be conducted during normal business hours in a manner that does not disrupt business operations.

7. INITIATION AND SUPPORT PROCESSES

- 7.1. The following processes apply to the SaaS:

- i. CA will send an email to Ordering Activity's technical contact identified in the Authorized CA Partner's order with CA setting out the SaaS URL(s) and other information necessary for initial use of the SaaS. Ordering Activity shall provide information as requested within 7 days of receiving the email.



- ii. Customer will utilize the CA Support website, or other site or notification mechanism as CA may designate from time to time, to notify CA of SaaS availability issues, request other in-scope technical support assistance, or for Customer's to provide feedback or approvals on requests as applicable.

8. SAAS SUPPORT

- 8.1. The Ordering Activity shall be provided with SaaS Support during the Subscription Term.
- 8.2. For any SaaS Support requests, Ordering Activity should be prepared to provide to SaaS Support personnel, all pertinent information, in English, including but not limited to, Ordering Activity number or site identification number, incident severity, SaaS/software name, area of SaaS (Production or Sandbox), incident description, and a technical contact familiar with Ordering Activity's environment or the problem to be solved. Ordering Activity must use reasonable efforts to communicate with CA in order to verify the existence of the problem and provide information about the conditions under which the problem could be duplicated.
- 8.3. Upon receiving Ordering Activity's technical contact information, SaaS Support will be provided in a timely and professional manner by qualified support engineers as defined below:
- i. Access to CA help desk and the ability to open and manage support incidents via CA support online or by telephone.
 - ii. Production environment support: 24x7 for severity 1 incidents; normal business hours for severities 2-4.
 - iii. Sandbox environment support: Normal business hours for incidents of all severities.
 - iv. Access to CA support website (currently: <http://support.ca.com>) for 24x7x365 online support and access to CA software product and documentation, global user communities and regional user groups, FAQs, samples, webcast recordings and demos, usage tips, technical updates and HYPER notifications, as such are made available by CA.
 - v. Interactive remote diagnostic support allowing CA support engineers to troubleshoot an incident securely through a real-time browser-based remote control feature.
 - vi. Additional support such as file storage, point in time backup, periodic file refresh and basic reporting may be available at CA's discretion according to the SaaS provided.
- Any additional support requirements are only by prior written agreement with CA.
- 8.4. In order to respond to an issue raised through SaaS Support, CA may request Ordering Activity to upgrade to appropriate operating systems and or third party applications as required in order to properly operate and access the SaaS offering. Any such upgrades or installations shall be at the Ordering Activity's sole option and discretion. The costs associated with any upgrades required and any such installations are not included as SaaS Support and all such costs shall be the responsibility of the Ordering Activity.

9. ORDERING ACTIVITY RESPONSIBILITIES

- 9.1. Ordering Activity is responsible for all activities that occur in, or are related to, User accounts including the data, information stored or transmitted when accessing SaaS.
- 9.2. Because Ordering Activity may integrate or utilize third party links to other software, hardware or other service which are associated with, or otherwise available through SaaS, Ordering Activity agrees that it and its Users shall use such third party links in their sole discretion. CA shall have no responsibility or liability with respect to such third party links used by Ordering Activity's or Users' or for any act or omission of any such third party provider.
- 9.3. Ordering Activity shall not: (i) make SaaS available to any third party not authorized, other than to Users or as otherwise contemplated by this Agreement; (ii) send or store code that can harm or result in damage to the SaaS offering (including but not limited to malicious code and malware); (iii) wilfully interfere with or disrupt the integrity of SaaS or the data contained therein; (iv) attempt to gain unauthorized access to the SaaS or its related system or networks; (v) use SaaS to provide services to external end users and or to process data other than Ordering Activity's as an outsourcer, service bureau or consultant without written permission provided by CA.

10. WARRANTY

- 10.1. CA warrants that (i) SaaS shall perform materially in accordance with the applicable SaaS Documentation and (ii) that SaaS will be available online according to the performance levels described in the Service Levels defined in this SaaS Module.
- 10.2. EXCEPT AS EXPRESSLY SET FORTH ABOVE, TO THE EXTENT PERMITTED BY LAW, NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THIRD PARTY WARRANTIES, IMPLIED WARRANTIES OF MERCHANTABILITY, SUITABILITY OR SATISFACTORY QUALITY, OR THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE MADE BY CA AND CA MAKES NO WARRANTIES HEREUNDER WITH RESPECT TO ANY HARDWARE EQUIPMENT OR THIRD PARTY SOFTWARE WHICH CA MAY USE TO PROVIDE THE SAAS.



10.3. Ordering Activity warrants that (i) it has the right to transmit any data or information as may be required for the purposes of accessing SaaS (ii) it will ensure compliance to the Agreement by itself and its Users and (iii) it is responsible for all activities that occur in User accounts, (iv) it shall not misuse SaaS through sending spam or otherwise duplicative or unsolicited messages or store infringing, obscene, threatening, or otherwise unlawful material that is harmful to children or violates third party privacy rights.

11. WARRANTY REMEDY

11.1. In the event of a breach of the Warranty by CA, CA may in consultation with Ordering Activity (i) use reasonable efforts consistent with industry standards to cure the defect as defined in CA Support process outlined in this SaaS Module and or (ii) Ordering Activity may exercise its rights to termination as defined under the Service Level Commitment section below and qualify for a refund as defined therein and or (iii) mutually agree with Ordering Activity to terminate the subscription and provide a pro-rata refund to the Authorized CA Partner calculated on the number of months left remaining on the Subscription Term. Warranty remedies are conditioned upon (i) any error or defect complained of is reasonably reproducible by CA, (ii) the breach is not attributable in whole or in part to any non-CA product(s) or service(s).

12. SERVICE LEVEL COMMITMENT

12.1. Service Levels: The following Service Levels will apply to the applicable SaaS offering during the applicable Subscription Term:

- i. Production Availability of SaaS 99.5% on a monthly basis. If Production Availability falls below 99%, it shall be considered a minor failure; and If Production Availability falls below 98%, it shall be considered a major failure.

12.2. Ordering Activity will be provided monthly electronic reports regarding Service Levels and follow the procedure set out below:

- i. CA will investigate missed Service Levels through determining the root cause of the issue then using commercially reasonable efforts to correct the issue and advising Ordering Activity as reasonably requested by Ordering Activity of the status of efforts being undertaken with respect to the issue;
- ii. Provide Ordering Activity reasonable evidence to Ordering Activity that the cause of the issue is being corrected or will be corrected and
- iii. In the event of a minor failure, Ordering Activity is entitled to 2 additional days of the applicable SaaS offering at no additional charge. In the event of a major failure, Ordering Activity is entitled to 5 additional days of the applicable SaaS offering at no additional charge.

12.3. Pursuant to FAR 52.212-4(l), Ordering Activity may terminate for convenience its subscription to SaaS without incurring any additional charges or termination fees. In the event of such termination for convenience CA shall refund to the CA Authorized Partner that portion of the fees paid which have not yet been applied towards SaaS as of the effective date of termination. Any such refund herein shall be Ordering Activity's sole and exclusive remedy under this SaaS Module with respect to CA only and CA shall have no further liability arising out of the applicable SaaS subscription, and shall not impact termination of any other Module or the Foundation Agreement. This section does not limit the rights or remedies of the Ordering Activity under FAR 52.212-4(m), Termination for cause. The following events shall be excluded from the calculation of any Service Level failures: (i) Force Majeure Event; (ii) outages due to Scheduled Downtime such as upgrading data center infrastructure; (iii) outages based on Ordering Activity networks or domain name server issues; (iv) Ordering Activity's configuration, scripting, coding; (v) internet outages; (vi) Ordering Activity outages requested by Ordering Activity (vii) Ordering Activity changes to its environment which hinder SaaS production and (viii) inability for Ordering Activity to log in due to use of Lightweight Directory Access Protocol (LDAP) to control authentication.

13. NIMSOF SaaS

13.1. The following sections of this Module are not applicable to Nimsoft SaaS transactions:

- i. 2.2;
- ii. 2.3;
- iii. 2.7;
- iv. 5.2;
- v. 6.1;
- vi. 6.5 and
- vii. 12.2;

13.2. The following sections of this Module are modified or added as follows for Nimsoft SaaS (On-Demand) transactions to the extent consistent with U.S. Federal law:



- i. Section 7.1 ii: "Ordering Activity will utilize the Nimsoft CA Support website, or other site or notification mechanism as CA may designate from time to time, to notify CA of SaaS availability issues, request other in-scope technical support assistance, or for Ordering Activity to provide feedback or approvals on requests as applicable."
- ii. Section 8.1: "The Ordering Activity shall be provided with SaaS Support pursuant to the terms of <http://www.nimsoft.com/content/dam/nimsoft/documents/un-secure/agreements/nimsoft-us-support-agreement.pdf> during the Subscription term."
- iii. Section 10.1: "CA warrants that (i) SaaS shall perform materially in accordance with the applicable SaaS Documentation for a period of 60 days from the commencement of the Term and (ii) that SaaS will be available online according to the performance levels described in the Service Levels defined in this SaaS Module."
- iv. Add the following as Section 15:

"15. REPORTING AND AUDIT

Reports. Ordering Activity agrees to prepare and submit monthly reports to the Authorized CA Partner and CA that shall include, without limitation, information detailing the use of SaaS pursuant to the license metrics applicable to SaaS ("Report"). Ordering Activity shall submit each Report to the Authorized CA Partner and CA on the fifteenth day of each calendar month.

Overage. If the Report shows the Ordering Activity has exceeded the Authorized Use Limitation at any time during a month, such Report shall constitute a basis for a claim to the relevant Contracting Officer pursuant to the Contract Disputes Act and FAR 52.233-1. In no event may the SaaS quantity be lowered below the original number ordered.

14. GENERAL TERMS.

- 14.1. Any conflict or inconsistency among or between the terms and conditions of the documents comprising the Agreement shall be resolved according to the following order of precedence, in the order of the greatest control to the least: (1) U.S. Federal law, (2) this Channel SaaS Module and (3) the Channel Foundation Agreement. Notwithstanding the foregoing, unless expressly required by U.S. Federal law in subcontracts for commercial information technology, neither an Ordering Activity issued purchase order, nor the terms of an order between Ordering Activity and the Authorized CA Partner or Prime Contractor, shall modify the terms of the documents indicated herein.



Channel Hardware Appliance Module U.S. Public Sector

1. INTRODUCTION

- 1.1. This Module for the Hardware Appliance ("Hardware Appliance Module") specifies terms and conditions which apply to the Hardware Appliance which CA will provide to Ordering Activity.
- 1.2. This Hardware Appliance Module incorporates by reference the terms of the Foundation Agreement. Any capitalized terms used in this Hardware Appliance Module shall have the meanings given in the Foundation Agreement unless otherwise provided herein.

2. DEFINITIONS

- 2.1. "Hardware" means a single CA-supplied third party physical server or device.
- 2.2. "Hardware Appliance" means Hardware that is bundled with and operates the CA Software licensed by Ordering Activity and pre-installed on the Hardware.

3. APPLIANCE OFFERING

- 3.1. CA shall provide the Hardware Appliance specified in the Authorized CA Partner's order with CA.
- 3.2. The terms for license and support for the underlying CA Software is covered separately under the Software Module.

4. FEES

- 4.1. Ordering Activity may order Hardware Appliance with, and pay the associated fees and other charges to an Authorized CA Partner or Prime Contractor. CA will deliver to Ordering Activity the Hardware Appliance specified in the Authorized CA Partner's order with CA.
- 4.2. Upon CA's receipt of payment from the Authorized CA Partner, Ordering Activity will own the Hardware free of any liens or encumbrances.

5. WARRANTY

- 5.1. Upon the purchase of a Hardware Appliance, CA will pass through to the Ordering Activity the applicable Hardware warranty. Such warranty will be provided for a period of twelve (12) months or more depending on the type of Hardware Appliance purchased. A copy of the applicable third party support warranty coverage is available under the "Get Support" section of CA's Support website located at <https://support.ca.com>.

6. WARRANTY REMEDY

- 6.1. To address a warranty issue on the Hardware, CA will provide Ordering Activity telephone assistance to access the third party Hardware support to address support issues with the Hardware.
- 6.2. Except for procuring third party warranty coverage for the Hardware as described above, the Hardware is provided on an "AS IS" basis and CA makes no warranties, and disclaims any and all express or implied warranties (including but not limited to warranties of merchantability or satisfactory quality or fitness for a particular purpose), with respect to the Hardware. None of the warranties specified in the Foundation Agreement or any other agreement shall apply to the Hardware.

7. ORDERING ACTIVITY REQUIREMENTS

- 7.1. Ordering Activity is solely responsible for use of the Hardware, including assuring proper supported environment configuration, CA software installation, and operating methods in accordance with the Hardware specifications and Documentation.
- 7.2. CA will not support modifications to the Hardware nor will it support the Hardware if Ordering Activity fails to comply with the terms of the Agreement to the extent such failure causes the Hardware's failure to perform in substantial accordance with the applicable Hardware documentation.
- 7.3. CA shall have no obligation to replace the Hardware, or provide additional hardware, in cases where future Versions or Releases (as such terms are defined in the Software Module) of the CA Software require an upgrade of or addition to such Hardware.

8. GENERAL TERMS

- 8.1. Any conflict or inconsistency among or between the terms and conditions of the documents comprising the Agreement shall be resolved according to the following order of precedence, in the order of the greatest control to the least: (1) U.S. Federal law, (2) this Channel Hardware Appliance Module and (3) the Channel Foundation Agreement. Notwithstanding the foregoing, unless expressly required by U.S. Federal law in subcontracts for commercial information technology, neither an Ordering Activity issued purchase



order, nor the terms of an order between Ordering Activity and the Authorized CA Partner or Prime Contractor, shall modify the terms of the documents indicated herein.



Channel Education Module U.S. Public Sector

1. INTRODUCTION

- 1.1. This Module for Education ("Education Module") specifies terms and conditions which apply to Education that CA will provide to Ordering Activity.
- 1.2. This Education Module incorporates by reference the terms of the Foundation Agreement. Any capitalized terms used in this Education Module shall have the meanings given in the Foundation Agreement unless otherwise provided herein.

2. DEFINITIONS

- 2.1. "Attendees" mean the participants authorized by Ordering Activity to attend or participate in the Education offerings as indicated in the Transaction Document.
- 2.2. "Course Materials" means any Education content provided to Ordering Activity in any media form pursuant to a Transaction Document, including without limitation, all publications, courseware, training manuals and materials, user guides, web portals, or virtual labs provided by CA or a CA subcontractor.
- 2.3. "Education" means any standard or customized education offerings, training or instruction, or related services, provided by CA or a CA subcontractor in any format or location, including without limitation, (i) instructor led training, including at CA or Ordering Activity site(s), (ii) virtual training, including online classes, courses, or course catalogues and/or (iii) class room training or testing, at a CA or third party training facility.

3. EDUCATION OFFERING

- 3.1. CA shall provide the Education as specified in the Authorized CA Partner's order with CA.
- 3.2. CA may require the registration or pre-registration of Attendees in order to attend or access the applicable Education. Ordering Activity acknowledges that CA reserves the right to refuse entry or access to any individual that cannot authenticate their registration or authorization for such Education.

4. FEES AND CANCELLATION

- 4.1. The Parties acknowledge and agree that all terms governing the fees, payments, payment schedules, pricing and discounts for the applicable CA Offering procured by Ordering Activity under this Agreement are and shall be between solely Ordering Activity and their chosen Authorized CA Partner or Prime Contractor.
- 4.2. If CA cancels a class due to unforeseen circumstances, or low enrollment, CA will provide as much advance notice as possible but no less than ten (10) business days prior to the class in which case Ordering Activity may reschedule the class to an alternative time.
- 4.3. Cancellation in writing by Ordering Activity must be provided at least ten (10) business days prior to the class. If such notice is not given CA may charge Authorized CA Partner up to 100% of the fees for the class. If fees are pre-paid, no refund will be provided to the Authorized CA Partner.
- 4.4. Neither party shall be liable for any travel related fees or expenses incurred by the other party in relation to Education which such party has properly cancelled in compliance with this section.

5. INTELLECTUAL PROPERTY RIGHTS

- 5.1. CA grants to Ordering Activity, a non-exclusive, non-transferable license to use the Course Materials for the internal use of the Ordering Activity, but limited to the specific Attendees and subject to terms of the Agreement. Ordering Activity shall be responsible for all use of the Education and Course Materials by its Attendees.

6. WARRANTY

- 6.1. If CA provides an instructor, the delivery of the Course Offering shall be provided in a professional, workman-like manner.
- 6.2. EXCEPT AS SET FORTH IN THIS SECTION, NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THIRD PARTY WARRANTIES, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR SUITABILITY AND/OR THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE MADE BY CA.

7. WARRANTY REMEDY



7.1. In the event of a breach of the Warranty section, Ordering Activity's remedy shall be, at CA's discretion and in consultation with Ordering Activity, to re-perform the Education at no additional charge to the Ordering Activity. These remedies are contingent upon the alleged breach not resulting from Ordering Activity's failure to abide by its obligations or to conform to the Course Materials.

8. GENERAL TERMS

Any conflict or inconsistency among or between the terms and conditions of the documents comprising the Agreement shall be resolved according to the following order of precedence, in the order of the greatest control to the least: (1) U.S. Federal law, (2) this Channel Education Module and (3) the Channel Foundation Agreement. Notwithstanding the foregoing, unless expressly required by U.S. Federal law in subcontracts for commercial information technology, neither an Ordering Activity issued purchase order, nor the terms of an order between Ordering Activity and the Authorized CA Partner or Prime Contractor, shall modify the terms of the documents indicated herein.



Channel Software Module U.S. Public Sector

1. INTRODUCTION

- 1.1. This Module for CA Software ("Software Module") specifies terms and conditions which apply to CA Software that CA will license to Ordering Activity and the Support that applies.
- 1.2. This Software Module incorporates by reference the terms of the Foundation Agreement. Any capitalized terms used in this Software Module shall have the meanings given in the Foundation Agreement unless otherwise provided herein.

2. DEFINITION

- 2.1. "Access" means use of CA Software remotely by an Authorized End User.
- 2.2. "Authorized End Users" means Ordering Activity as well as its employees and support contractors (but excluding any outsourcer, facilities management providers, managed service provider, or application service provider) that are bound by terms and conditions no less restrictive than those contained herein and are acting on behalf of Ordering Activity and not a third party.
- 2.3. "Authorized Use Limitation" means the quantity of the CA Software authorized by CA in accordance with the License Metric specified in the order between CA and the Authorized CA Partner.
- 2.4. "CA Software" means the computer software programs, either provided individually or packaged as a software appliance, made generally available and licensed to a Ordering Activity under this Module, including all Versions, Releases, provided as part of Support if applicable.
- 2.5. "Distributed" means the CA Software designated as distributed that is generally used for independent usage across individuals systems or hardware based on the Licensed Metric in a decentralized form of computing.
- 2.6. "Mainframe" means CA Software designated as mainframe that is generally used for a large capacity processor that provides links to users through less powerful devices such as workstations or terminals based on the Licensed Metric in a centralized form of computing.
- 2.7. "Maintenance" means the provision of new Releases made available while on active Support or new Versions if applicable to the generally available CA Software licensed by Ordering Activity.
- 2.8. "Perpetual License" means a license to use CA Software for an indefinite period subject to compliance with the Agreement.
- 2.9. "Release" means a general available release of a CA software product, which may contain minor new software product functionality, code, or compatibility and incorporates all previous fixes (if any exist) since the last Version. Typically, a Release requires a new installation, rather than an overlay to the already installed software. Unless otherwise specified by CA for a particular product, a Release is tied to the preceding Version and is typically designated by a number to the right of the decimal point such as 1.1, 1.2, 1.3, etc.
- 2.10. "Subscription" or "UMF" (Usage and Maintenance Fee) license means a license to use CA Software for a specific period of time which shall include Support unless otherwise specified by CA in its order with the Authorized CA Partner.
- 2.11. "Support" means the provision of technical support and Maintenance provided for a particular CA Software as specified in the Authorized CA Partner's order with CA.
- 2.12. "Territory" is the location where Ordering Activity is authorized to install the CA Software as specified in the Authorized CA Partner's order with CA or the Prime Contractor.
- 2.13. "Version" means a release of a CA Software Product that contains major changes in software product functionality, code, or compatibility and incorporates the previous release (if one has occurred), fixes and service Packs (if they have occurred). Typically, a Version requires a new installation, rather than an overlay to the already installed software. Unless otherwise specified by CA for a particular product, a Version is designated by the number to the left of the decimal point such as 1.0, 2.0, 3.0, etc.

3. SOFTWARE OFFERING & OBLIGATIONS

- 3.1. CA grants the Ordering Activity a limited, non-exclusive, non-transferable license, for the Term:
 - 3.1.1. install and deploy the CA Software in the Territory up to the Authorized Use Limitation.
 - 3.1.2. permit its Authorized End Users Access to the CA Software for Ordering Activity's and Affiliates' internal business wherever located. Ordering Activity hereby expressly agrees that a breach by an Authorized End User of the Agreement shall be considered to be a breach by and the responsibility of the Ordering Activity.



3.1.3. make a reasonable number of copies of the CA Software for disaster recovery "cold standby", backup and archival purposes. Use of such copies is limited to testing Ordering Activity's disaster recovery procedures and effectiveness and as is necessary during any reasonable period subsequent to the occurrence of an actual disaster during which Ordering Activity cannot operate the CA Software.

3.1.4. relocate CA Software to a new Ordering Activity location within the Territory upon prior written notice.

3.2. The specifications and specified operating environment information of the CA Software may be found in the Documentation accompanying the CA Software, if available (e.g., a user manual, user guide, or readme.txt or notice.txt file).

3.3. Upon request by CA, Ordering Activity agrees to provide records reasonably requested by CA to verify its compliance with the Authorized Use Limitation during the period in which Ordering Activity is licensed to use the CA Software and for a period of twelve (12) months after expiration including certified copies of statements or records as applicable. Such reports will be based on the License Metric for the CA Software ordered for Customer by CA.

3.4. The grant of license is contingent upon Ordering Activity's compliance with the following obligations set out under this provision: Ordering Activity agrees, that it shall not: (i) access or use any portion of the CA Software not expressly authorized by CA or the Documentation of the CA Software; (ii) cause or permit de-compilation, reverse engineering, or otherwise translate all or any portion of the CA Software; (iii) modify, unbundle, or create derivative works of the CA Software and/or Documentation; (iv) rent, sell, lease, assign, transfer or sublicense the CA Software or use the CA Software to provide hosting, service bureau, on demand or outsourcing services for the benefit of a third party; (v) remove any proprietary notices, labels, or marks on or in any copy of the CA Software or Documentation; (vi) use the CA Software beyond the Authorized Use Limitation.

3.5. CA reserves the right, on reasonable notice to the Ordering Activity and subject to any security measures the Ordering Activity deems appropriate, to conduct an audit remotely or onsite of Ordering Activity and/or its Affiliates facilities to verify Ordering Activity's compliance with the terms of the Agreement. CA agrees that such audit shall be conducted during regular business hours at Ordering Activity's offices and CA shall endeavor to conduct such audit so as not to interfere unreasonably with Ordering Activity's activities and/or use an independent third party to conduct the audit subject to terms of non-disclosure if required.

3.6. All rights not specifically granted hereunder are expressly reserved.

4. SUPPORT OFFERING

4.1. If Support is purchased by Ordering Activity, CA will provide Ordering Activity with technical support for the CA Software, according to the Support specified in the Authorized CA Partner's order with CA, to operate according to the Documentation, help desk support and Maintenance for the CA Software based on Support guidelines as described on <http://www.support.ca.com>.

4.2. In order to initiate an issue, Ordering Activity will provide CA sufficient information so that CA can provide assistance to Ordering Activity in a timely manner.

4.3. CA will provide a minimum of twelve months prior written notice to Ordering Activity if CA ceases to provide new Versions or Releases for a CA Software product.

4.4. CA will renew Support for Ordering Activity's use of the CA Software upon its acceptance of an order with an Authorized CA Partner for such Support.

5. THIRD PARTY TERMS

The CA Software may contain third-party software components. Ordering Activities are advised to review any additional terms, notices, and/or information applicable to third-party software components, which are available at <https://support.ca.com/prodinfo/tpterms>.

6. PERFORMANCE WARRANTY

6.1. For Distributed Software. CA warrants that the CA Software will operate materially in accordance with the applicable specifications set forth within the Documentation for a period of ninety (90) days after delivery of the CA Software to Ordering Activity subject to Ordering Activity's compliance with the Agreement.

6.2. For Mainframe Software. CA warrants that the Mainframe Software will operate materially in accordance with the applicable specifications set forth within the Documentation for the Term, subject to Ordering Activity's compliance with the Agreement.

7. PERFORMANCE WARRANTY REMEDY

7.1. If CA has breached either warranty set forth in the section entitled: Performance Warranty, Ordering Activity's remedy is for CA to, in consultation with Ordering Activity, to either (i) use reasonable efforts consistent with industry standards to cure the defect, or (ii) replace the CA Software(s) with one that materially complies with the Documentation, or (iii) mutually agree to terminate the license



and provide a pro-rata refund to the Authorized CA Partner of the license fees paid and or Support fees. If option (iii) applies, the pro-rata refund shall be calculated on the number of months left remaining on the Term of the applicable Transaction Document or if the CA Software is licensed under a Perpetual License, using (only for purposes of a refund calculation) an amortization schedule of three (3) years.

7.2. Warranty remedies are conditioned upon (i) any error or defect complained of is reasonably reproducible by CA, (ii) the CA Software is not modified and is being used in accordance with CA Documentation, and (iii) the breach is not attributable in whole or in part to any non-CA product(s) or service(s).

7.3. **THE ABOVE WARRANTIES ARE THE SOLE WARRANTIES PROVIDED BY CA. NO OTHER WARRANTIES, INCLUDING THAT THE CA SOFTWARE IS ERROR FREE, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, OR SUITABILITY AND/OR THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE MADE BY CA.**

8. ACCEPTANCE

8.1 All CA Software is deemed accepted upon issuance of an order to CA from CA Authorized Partner.

9. VIRTUALIZATION

When CA Software is used on multiple machines (physical and "virtual"), each such use of the CA Software shall be counted for the purposes of determining the Authorized Use Limitation for that CA Software. A "virtual" PC or server environment is created where Virtual Machine Technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously.

10. NEW PRODUCT LANGUAGE AND DISTRIBUTED CA SOFTWARE EXCLUSION

10.1 In addition to and separate from unspecified upgrades and enhancements to be provided as maintenance under the initial Term specified in the order with Authorized CA Partner (together with any extension(s) or renewal(s) thereof, the "Term" for purposes of this section), in the event CA develops a new release of a mainframe CA Software that it designates and makes generally available as a new product (typically containing new functions in addition to or different from existing functionality (a "New Product"), then upon CA's receipt of Ordering Activity's written request and without additional charge, such currently unspecified mainframe New Product shall be made available for use by the Ordering Activity during the Term, on the same basis as applies to such mainframe CA Software, even if CA then determines to charge a separate license fee for the mainframe New Product to CA's other licensees.

10.2 Such rights shall not extend to any Hardware provided under this Agreement. Notwithstanding anything to the contrary in the Agreement by and between the parties hereto (i) the Distributed CA Software herein shall not be construed as a "New Product" for the purposes of any prior agreement between the parties; and (ii) the provisions of any "New Product" provision in any prior agreement shall not apply to the distributed CA Software herein or any subsequent license for CA Software.

11. NIMSOFT ON PREMISE

11.1. The following terms are modified or added for all Nimsoft transactions to the extent consistent with U.S. Federal law:

11.1.1. **Section 2.4:** "Nimsoft Software" means the computer software programs, made generally available and licensed to a Ordering Activity under this Module, including all Versions, Releases, provided as part of Support if applicable."

11.1.2. **Section 4.1:** "If Support is purchased by Ordering Activity, CA will provide Ordering Activity with technical support for the Nimsoft Software, according to the Support specified in the Authorized CA Partner's order with CA, to operate according to the Documentation, help desk support and Maintenance for the Nimsoft Software pursuant to the following: <http://www.nimsoft.com/content/dam/nimsoft/documents/un-secure/agreements/nimsoft-us-support-agreement.pdf>."

11.1.3. **Add as Section 15: "15. REPORTS.** Ordering Activity agrees to prepare and submit monthly reports to the CA Authorized Reseller and CA that shall include, without limitation, information detailing the use of the Nimsoft Software pursuant to the license metrics applicable to the Software ("Report"). Ordering Activity shall submit each Report to CA Authorized Reseller and CA on the fifteenth day of each calendar month."

11.1.4. **Add as Section 16: "16. OVERAGE.** If the Report shows the Ordering Activity has exceeded the Authorized Use Limitation at any time during a month, such Report shall constitute the basis for a claim to the relevant Contracting Officer pursuant to the Contract Disputes Act and FAR 52.233-1. In no event may the Perpetual License or Subscription License quantity be lowered below the original number ordered."

12. GENERAL TERMS

12.1. Any conflict or inconsistency among or between the terms and conditions of the documents comprising the Agreement shall be resolved according to the following order of precedence, in the order of the greatest control to the least: (1) U.S. Federal law, (2) this



Channel Software Module and (3) the Channel Foundation Agreement. Notwithstanding the foregoing, unless expressly required by U.S. Federal law in subcontracts for commercial information technology, neither an Ordering Activity issued purchase order, nor the terms of an order between Ordering Activity and the Authorized CA Partner or Prime Contractor, shall modify the terms of the documents indicated herein.



Attachment A to Channel Software Module Definitions and License Metrics

APPLICABILITY

The following definitions and License Metrics shall apply to the CA Software licensed by Ordering Activity to the extent such terms and/or CA Software are included in Ordering Activity's agreement with Authorized CA Partner or Prime Contractor:

Arcot

"Tier Servers" means single server of any tier up to and including Tier 9 Server. "Server" shall designate a specialized computer or a serial of processors assigned to store and to distribute information to and from Customer's personal computer (workstations). Linked to a company network, it enables a shared access to the files and a printing service support. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis.

CA Access Control Premium Edition

"Managed Device" means a virtual or physical machine to which the CA Software controls access.

CA Access Control Privileged User Password Management (PUPM)

"Managed Device" means a virtual or physical system or application whose privileged account passwords are being managed by the CA Software, including but not limited to operating system instances, databases, applications, Command Line Interface Software Development Kits, Open Database Connectivity/Java Database Connectivity applications, Windows services and managed tasks, and managed configuration files. When CA Software is used (i) in connection with a Managed Device or (ii) in connection with a virtual or physical system or application that leverages or interoperates with a Managed Device (a "Password Consumer System or Application"), each such use of the CA Software shall be counted for the purposes of determining the Authorized Use Limitation.

CA Automation Suite for Data Centers

A "Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores. CA Configuration Automation program is included in the delivery of CA Automation Suite for Data Centers for use in server environments managed under CA Automation Suite for Data Centers license. Use of this program with server environments not managed by CA Automation Suite for Data Centers requires a separate license for additional fees. Systems Performance for Infrastructure Manager (SystemEDGE) and Virtual Assurance for Infrastructure Manager AIMS components are included in the delivery of the CA Automation Suite for Data Centers for use only with this product. Use of these components with other CA products requires a separate license for additional fees. CA IT Client Management solution consists of CA Software Delivery, CA Asset Management, CA Remote Control programs and is included in the delivery of the CA Automation Suite for Data Centers. Customer may only use these components to manage server class machines, including virtual machines. Use of these programs for managing desktops, laptops and other client devices requires separate licenses for additional fees. CA Asset Intelligence and CA Patch Manager programs are included in the delivery of the CA Automation Suite for Data Centers. Customer may only use these components to manage server class machines, including virtual machines. Use of these programs for managing desktops, laptops and other client devices requires separate licenses for additional fees. CA Process Automation program is included in the delivery of CA Automation Suite for Data Centers. CA Process Automation includes two Orchestrators, all non-Premium Connectors, unlimited Agents and 75 Concurrent Processes per Orchestrator. Additional Orchestrators and Premium Connectors are available as an add-on option at additional cost. "Agent" means a single installation of the agent software component of the CA Process Automation program on a specific operating system which can be identified as unique host identification on a physical or virtual hardware server. "Orchestrator" means a single installation of the Orchestrator software component of the CA Process Automation program on a specific operating system which can be identified as unique host identification on a physical or virtual hardware server. This installation can be a stand-alone Orchestrator or as a node of a new or existing clustered Orchestrator. "Connector" is the software program connecting the CA Process Automation program with specific named third party software or other CA software. For example, CA Process Automation Connector For CA Service Desk connects CA Process Automation with CA Service Desk. Each Connector may only be used to connect the CA Software with the specific named third party software or CA software program. "Premium Connector" means a Connector identified by CA in the Order Form. "Process instance" means a single copy of a Process definition that has been scheduled to run (Queued state), is running (Running state), or has completed running (Failed or Completed state) on a particular "Orchestrator".



"Concurrent Processes" means the number of CA Process Automation Process instances that are marked in the Running state within an Orchestrator at any given time.

CA AutoSys Workload Automation

"instance" means the number of copies of CA AutoSys Workload Automation installed in your physical and/or virtual environment.

CA Clarity Project & Portfolio Manager

"CA Software" means the CA Clarity Project and Portfolio Manager (also known as CA Clarity PPM). CA Clarity PPM is licensed by Environment and the number of Users (Manager, Team Member or Viewer). Customer is granted the right to install and use CA Clarity PPM in not more than three (3) Environments, of which only one (1) may be a production Environment. An "Environment" can consist of any or all of the following, provided that all of the servers in the Environment function as one logical Environment: one or more application servers, search servers, report servers, background servers, and/or database servers. Typical examples of Environments include production Environments, development Environments and test Environments. A production Environment is a computer system used to process an organization's daily work on a real-time operation, not systems used only for development and testing. "Manager User" means Customer's designated users who have full use of and access to the functions within CA Clarity PPM. "Team Member User" means Customer's designated users who have limited rights to the functions within CA Clarity PPM, and may only (i) view data and run reports in all licensed products; (ii) collaboratively participate in processes, discussions and document sharing and receive notifications in all licensed products; (iii) view project tasks and calendars, and report and approve time and project status; and (iv) enter and view status of ideas. "View Only User" means Customer's designated users who have limited rights to the functions within CA Clarity PPM and may only (i) view data and run reports; (ii) originate idea workflows, and participate in the continuation of those workflows.

CA Client Automation

A "Managed System" is any physical or virtual computer system that can host an operating system, including, but not limited to, a desktop computer or laptop computer, used by an end-user as part of their job function to access data, applications and resources, that is administered or managed by CA Client Automation by way of a management infrastructure, whether a CA management agent resides on the system or not. This includes laptops, desktops and virtual desktops running Windows, Macintosh and Linux operating systems, and it excludes Windows Servers, Linux Servers and UNIX systems. The management infrastructure components, such as Domain Manager, Scalability Server, and System Engine, that run on server platforms do not require a separate license, except if these systems themselves are being managed by an active agent for purposes other than serving as the CA Client Automation management infrastructure.

CA Client Automation consists of:

- CA IT Client Manager

- CA Patch Manager

- CA Desktop Migration Manager

- CA Asset Intelligence

- CA Workflow for CA IT Client Manager (it is included in the delivery of CA Client Automation for use only for automating workflows inside CA Client Automation and between CA Client Automation and other software programs)

CA Configuration Automation:

The CA Software is licensed by the number of Physical Sockets. A "Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

CA Database Performance

CA Database Performance is licensed by the number of CPUs when used as a distributed product. "CPU" means a central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A dual-core central processing unit is considered a single CPU. Note that because of the use of multi-core CPUs and virtual server environments, the calculation of CPUs for licensing purposes described below will not always equate to the number of physical CPUs in the environment. A virtual server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously. With the Authorized Use Limitation as "CPU" or "Processor", the calculation with respect to the number of CPUs on an individual server is determined as follows:



1. For non-virtual server environments, for any server with databases monitored by the CA Software with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with databases monitored by the CA Software with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number.
2. For virtual server environments, for any server with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number. Determine the maximum percentage of the server CPU capacity that is allocated by the Virtual Machine Technology to any operating system instance containing database(s) monitored by the CA Software, and multiply this percentage by the number of CPUs. Multiply the resulting number by one and a half (1.5X) and round up to the next whole number.
3. For mixed server environments, for each server perform the calculations for CPUs as set forth above in subparagraphs (1) and (2) and add these amounts together to determine the aggregate number of CPUs.

CA Systems Performance for Infrastructure Managers (formerly known as "CA SystemEdge") is a separate program included in the delivery of CA Database Performance. Customers can use this program only for communication with other CA Technologies tools and/or monitoring CA Technologies software systems only. Full functionality of the program to monitor and manage servers requires a separate license with additional fees.

CA DLP

CA DLP includes CA DLP Enterprise Suite, CA DLP Platform & Surveillance, CA DLP Endpoint, CA DLP Stored Data, CA DLP Message Server and CA DLP Network. CA DLP Network and CA DLP Enterprise Suite (which includes CA DLP Network) require and may only be used on a licensed CA DLP Network Appliance.

"CA DLP Network Appliance" means the hardware that operates the CA DLP Network. "User" means a single person, or identity, listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless specified on the Order Form, a User shall not be counted more than once on a concurrent basis. If an Appliance is included with the CA Software, Support for an Appliance is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>.

CA Enterprise Log Manager

"Agent" means a single installation of the agent software on a specific operating system instance which can be identified as a unique host identification on a hardware server. A hardware server may have multiple operating system instances installed on it (through partitioning or virtualization). Each instance of the operating system on a partitioned/virtualized server must license an agent if required for job scheduling purposes. "Node" means, in a communications system, a network junction or connection point. Any system or device connected to a network is also called a node or cluster. "Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA ESP Workload Automation

(MIPS Based license. Operating System is IBM z/OS)

CA ESP Workload Automation is licensed by the specified number of MIPS (the "Authorized Use Limitation in MIPS"). "MIPS" means millions of instructions per second. The MIPS capacity of a computer shall be calculated by reference to CA's published schedules of the MIPS capacity and if a computer isn't listed then the manufacturer's published specifications should apply. In the event that any particular computer is not accounted for on CA's schedule, the manufacturer's published specification of MIPS capacity shall control. Further, in the event a special purpose processor, designed to perform one or more dedicated functions, is being used as a general purpose processor, CA shall treat such processor as a general purpose processor for purposes of calculating Authorized Use Limitation in MIPS. "Customer Site" means the site(s) specified at the time of licensing the CA Software or the Customer Address if no Customer Site has been indicated. Customer may use the CA Software only on the specific computers upon which the CA Software is installed to run at the Customer Site or on computers which are linked, connected to and/or which can remotely access such computers, irrespective of the platform designations of the hardware or operating systems, provided that such computer is capable of accessing, using, executing or benefiting from the CA Software, subject to the aggregate MIPS capacity not exceeding the Authorized Use Limitation in MIPS.



CA Fast Unload for Distributed Databases:

The CA Software is licensed by the number of servers. "Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA Federation Manager:

- (a) "Federate" means to link or bind two or more entities together, enabling identity, account, attribute, authentication, and authorization federation across different trust realms.
- (b) "Federation" means a relationship or an association between a specific system entity's identified users, partners or accounts.
- (c) "Federation Partner" means an internal or external entity (i) for which a unique federation configuration is required in order to join a Federation, and (ii) with whom Customer interoperates using Federation Manager, with or without SAML AA.
- (d) "Federation Partnership Licensee" means the Federation Partner designated by Customer as licensed to use SAML AA or Federation Manager in accordance with the provisions of the Agreement and who has agreed in writing to Customer terms and conditions substantially similar to the Federation Manager and SAML AA license provisions contained herein, as well as the confidentiality provisions contained in the Agreement. Such Federation Partnership Licensee shall not have any right to further copy, distribute, or otherwise transfer such software or any rights therein, notwithstanding any provision of the Agreement to the contrary. With regard solely to such Federation Partner's use of the Licensed Programs in accordance herewith, the term "Customer" in the Agreement includes such Federation Partner.
- (e) "Federation User" means any user who is allowed to use a Federation via the specific configuration of Federation Manager that Customer deploys. A Federation User shall not be counted more than once or on a concurrent basis.

CA GEN ENC Cross-Gen Opt Linux

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Non Tier Servers" means single server of any tier up to and including Tier 9 Server.

CA GEN Implementation Toolset

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Non Tier Servers" means single server of any tier up to and including Tier 9 Server.

CA GEN TRANSACTION Enabler

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Non Tier Servers" means single server of any tier up to and including Tier 9 Server.

CA GEN TRANSACTION Enabler User Fnl

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Non Tier Servers" means single server of any tier up to and including Tier 9 Server.



CA GEN WRKSTN Cross-Gen Linux

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. "User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Non Tier Servers" means single server of any tier up to and including Tier 9 Server.

CA Identity Manager

"User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by CA Identity Manager. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. "Internal User" is an intranet User defined as an employee or contractor of the Customer. CA Identity Manager may be used for Customer's internal use only, by the Internal Users on Customer's local area network and client/server system or a HTTP-based Web server infrastructure. Internal Users licensed hereunder may not be aggregated by a Customer contractor with any users of CA Identity Manager separately licensed by such contractor. "External User" is either an extranet or internet User defined as an employee of Customer's authorized third parties, which may be Customer's customers, clients, or consumers, on internet website(s) owned by, or under the control of, Customer. External Users licensed hereunder may not be aggregated by a Customer's vendor or business partner with any Users of CA Identity Manager separately licensed by such vendor or partner.

CA Infrastructure Insight

"Device" means a network-connected device that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, physical servers, single-flow interfaces, and physical machines, but excluding endpoint devices such as IP telephones. When the Authorized Use Limitation is "Device", the calculation with respect to the number of Licenses is determined as follows:

- a. For network-connected devices, for any device with up to five (5) IPflow interfaces, count the number of devices. For any device with greater than five (5) IPflow interfaces, count the total number of IPflow interfaces. Divide the number of IPflow interfaces by five (5) and round up to the next whole number.
- b. For network-connected devices, for any device with up to two hundred (200) ports, count the number of devices. For any device with greater than two hundred (200) ports, count the total number of ports. Divide the number of ports by two hundred (200) and round up to the next whole number.

For avoidance of doubt, when a single network-connected device, has greater than five (5) IPflow interfaces and greater than two hundred (200) ports, the device is included in the license count that results in the highest number of licenses. For example, a device with fifty (50) IPflow interfaces and six hundred (600) ports would be included in the license count based upon the number of IPflow interfaces ($50/5 = 10$ licenses while $600/200 = 3$ licenses).

CA Infrastructure Insight consists of CA Spectrum Infrastructure Manager and CA NetQoS ReporterAnalyzer.

CA Database Performance is included in the delivery of CA Infrastructure Insight for use only for monitoring the databases included in CA Infrastructure Insight. Full functionality of CA Database Performance to monitor other databases requires a separate license for additional fees.

CA Systems Performance for Infrastructure Managers is included in the delivery of CA Infrastructure Insight for use only for provisioning and performance monitoring of the systems that are running CA Infrastructure Insight. Full functionality of CA Systems Performance for Infrastructure Managers requires a separate license for additional fees.

If an Appliance is included with the CA Software, Support for a CA-provided physical server platform hardware appliance which is bundled with and used to operate one or more pre-installed licensed CA software products is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>.

CA Infrastructure Management

"Device" means a network-connected device that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, physical servers, single-flow interfaces, and physical machines, but excluding endpoint devices such as IP telephones. When the Authorized Use Limitation is "Device", the calculation with respect to the number of Licenses is determined as follows:



- a. For network-connected devices, for any device with up to five (5) IPflow interfaces, count the number of devices. For any device with greater than five (5) IPflow interfaces, count the total number of IPflow interfaces. Divide the number of IPflow interfaces by five (5) and round up to the next whole number.
- b. For network-connected devices, for any device with up to two hundred (200) ports, count the number of devices. For any device with greater than two hundred (200) ports, count the total number of ports. Divide the number of ports by two hundred (200) and round up to the next whole number.

For avoidance of doubt, when a single network-connected device, has greater than five (5) IPflow interfaces and greater than two hundred (200) ports, the device is included in the license count that results in the highest number of licenses. For example, a device with fifty (50) IPflow interfaces and six hundred (600) ports would be included in the license count based upon the number of IPflow interfaces ($50/5 = 10$ licenses while $600/200 = 3$ licenses).

CA Infrastructure Management consists of CA Spectrum Infrastructure Manager, CA eHealth Performance Manager and CA NetQoS ReporterAnalyzer.

CA Database Performance is included in the delivery of CA Infrastructure Management for use only for monitoring the databases included in CA Infrastructure Management. Full functionality of CA Database Performance to monitor other databases requires a separate license for additional fees.

CA Systems Performance for Infrastructure Managers is included in the delivery of CA Infrastructure Management for use only for provisioning and performance monitoring of the systems that are running CA Infrastructure Management. Full functionality of CA Systems Performance for Infrastructure Managers requires a separate license for additional fees.

If an Appliance is included with the CA Software, Support for a CA-provided physical server platform hardware appliance which is bundled with and used to operate one or more pre-installed licensed CA software products is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>.

CA Infrastructure Performance

"Device" means a network-connected device that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, physical servers, single-flow interfaces, and physical machines, but excluding endpoint devices such as IP telephones. When the Authorized Use Limitation is "Device", the calculation with respect to the number of Licenses is determined as follows:

- a. For network-connected devices, for any device with up to five (5) IPflow interfaces, count the number of devices. For any device with greater than five (5) IPflow interfaces, count the total number of IPflow interfaces. Divide the number of IPflow interfaces by five (5) and round up to the next whole number.
- b. For network-connected devices, for any device with up to two hundred (200) ports, count the number of devices. For any device with greater than two hundred (200) ports, count the total number of ports. Divide the number of ports by two hundred (200) and round up to the next whole number.

For avoidance of doubt, when a single network-connected device, has greater than five (5) IPflow interfaces and greater than two hundred (200) ports, the device is included in the license count that results in the highest number of licenses. For example, a device with fifty (50) IPflow interfaces and six hundred (600) ports would be included in the license count based upon the number of IPflow interfaces ($50/5 = 10$ licenses while $600/200 = 3$ licenses).

CA Infrastructure Performance consists of CA eHealth Performance Manager and CA NetQoS ReporterAnalyzer.

CA Database Performance is included in the delivery of CA Infrastructure Performance for use only for monitoring the databases included in CA Infrastructure Performance. Full functionality of CA Database Performance to monitor other databases requires a separate license for additional fees.

CA Systems Performance for Infrastructure Managers is included in the delivery of CA Infrastructure Performance for use only for provisioning and performance monitoring of the systems that are running CA Infrastructure Performance. Full functionality of CA Systems Performance for Infrastructure Managers requires a separate license for additional fees.

If an Appliance is included with the CA Software, Support for a CA-provided physical server platform hardware appliance which is bundled with and used to operate one or more pre-installed licensed CA software products is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>.



CA Insight Database Performance Manager

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer. CA Systems Performance for Infrastructure Managers (formerly known as "CA System Edge") Limited Use, is a separate program included in the delivery of CA Insight Database Performance Manager. The customers can use this program only for communication with other CA Technologies tools and/or monitoring CA Technologies Software systems only. Full functionality of the program to monitor and manage servers requires a separate license with additional fees.

CA IT Asset Manager

"CA Software" means the CA IT Asset Manager and CA Software Compliance Manager. A "Managed System" is any physical or virtual desktop, laptop, server, and tablet computer that may be tracked and/or managed by the CA Software, based upon user-supplied unique designations to identify such computers, regardless of use purpose including non-production, spares, or disaster recovery. If the optional component CA Software Compliance Content Subscription is listed on the applicable Order Form, Customer is granted a term license to use such content with CA Software Compliance Manager or CA IT Asset Manager beginning on the Term Start Date and ending on the Term End Date. The subscription fees for CA Software Compliance Content Subscription include the right to receive content updates during the Term of the content subscription. Such license for CA Software Compliance Content Subscription shall renew at the option of the Ordering Activity and be extended for successive periods equivalent to the original subscription Term, subject to the parties' agreement concerning fees to be paid during each such extended term. Use of the CA Software is limited as to several components included unless separately licensed. Software technology for Software Distribution, Remote Control and Asset Discovery and Inventory (CA IT Client Management) are included with CA Software Compliance Manager and CA IT Asset Manager, however the only authorized use is the ability to import Microsoft SMS 2003 or Microsoft SystemCenter Configuration Manager 2007 through the CA Asset Converter for Microsoft SMS, importing inventory from other third party discovery tools using the Asset Collector technology and CA IT Client Manager technology. Explicitly, Customer is not licensed to use the software distribution, remote control technologies as well as the full asset inventory and discovery agents. Use of the CA Software or CA Software Compliance Content Subscription is not a substitute for Customer's compliance with any laws (including but not limited to any act, statute, regulation, requirement, rule, standard, directive, administrative order, executive order, etc. (collectively, "Laws")). Customer should consult with competent legal counsel regarding any such Laws. Use of the CA Software or CA Software Compliance Content Subscription is not a substitute for Customer's compliance with its contractual obligations. The CA Software and CA Software Compliance Content Subscription require Customer to (i) manually or electronically enter or (ii) make decisions regarding software license data and other information for purposes of tracking authorized use, compliance with its software license contractual obligations and other information ("Data Entry"). Notwithstanding the provisions of any warranty to the contrary, CA makes no warranty with respect to the CA Software or CA Software Compliance Content Subscription failure, error, omission or inaccuracy to the extent that any such failure, error, omission or inaccuracy relates, in whole or in part, to Data Entry errors, omissions, decisions, inaccuracies, misinterpretations or otherwise.

CA IT Client Manager

"Managed System" is any physical or virtual computer system that can host an operating system, including, but not limited to, a desktop computer, server, or laptop computer, that is administered or managed by the CA Software (IT Client Manager / IT Inventory Manager) by way of a CA management agent, whether it resides on the asset or not. A "Non-CA managed system" has their inventory gathered by a non-CA management agent; however, the information about that asset is still stored in the Management Database (MDB). This asset information may have been obtained using the SMS Connector or Asset Collector. If Customer is licensed for CA IT Client Manager Patch Subscription, Customer is granted a term license to use such program with CA IT Client Manager beginning on the Term Start Date and ending on the End Date for the subscription term. The term license for the CA IT Client Manager Patch Subscription shall renew at the Ordering Activity's option and be extended for successive periods equivalent to the original term, subject to the parties' agreement concerning fees to be paid during each extended term.

CA Mainframe for IBM Rational Developer for System z Unit Test (CA Mainframe Suite for RDz UT):

- a) Additional license rights to the CA software program(s) referenced below ("CA Software") are provided under the following terms and conditions in addition to any terms and conditions referenced (i) on the Order Form entered into by you and the CA entity ("CA") through which you obtained a license for the CA Software and (ii) in the software license agreement between you and CA for the CA Software. These terms shall be effective from the effective date of the Order Form.
- b) **Program Name:** CA Mainframe Suite for IBM Rational Developer for System z Unit Test ("RDz UT")



c) Specified Operating Environment

The license rights set forth herein apply only to CA Software separately licensed from CA for the z/OS environment and for use hereunder only in the IBM RDz UT environment.

d) CA Software

CA Software for IBM RDz UT Environment:

CA 1™ Tape Management, CA TLMS® Tape Management
CA ACF2™, CA ACF2™ Option for DB2
CA Aion® Business Rules Expert
CA Auditor for z/OS, CA Cleanup
CA Bundl®
CA Cleanup
CA Compliance Manager for z/OS
CA Database Management for DB2 for z/OS
CA Database Management for IMS for z/OS
CA Datacom®
CA Deliver™
CA Disk™ Backup and Restore
CA Dispatch™
CA Easytrieve®
CA Endeavor® Software Change Manager
CA FileMaster™ Plus, CA FileMaster™ PlusIMS
CA Gen
CA Gener/OL
CA IDMS™
CA InterTest™ for CICS, CA InterTest™ Batch
CA JCLCheck™ Workload Automation
CA JobTrac™ Job Management
CA Librarian®
CA Mainframe Application Tuner
CA Mainframe Software Manager™
CA NetMaster® File Transfer Management, CA NetMaster® Network Automation, CA NetMaster® Network Management for SNA, CA NetMaster® Network Management for TCP/IP
CA Optimizer®/II
CA Panvalet®
CA Roscoe®



CA Scheduler® Job Management
CA Spool™
CA SymDump® Batch, CA SymDump® for CICS
CA Telon®
CA Top Secret®, CA Top Secret® Option for DB2
CA UFO™
CA View®
CA Workload Automation CA 7® Edition, CA Workload Automation ESP Edition, CA Workload Automation Restart Option EE, CA Workload Automation Restart Option for z/OS Schedulers
CA XCOM™ Data Transport®

e) Licensing Model and Terms

The license rights set forth herein authorize you to use CA Software for which you are separately licensed only in the IBM RDz UT environment for non-production purposes. During the term of this license, you must also be licensed to use the IBM RDz UT environment. Use of the CA Software in any other environment or in the RDz UT environment for production purposes is expressly prohibited. This restriction does not change your existing license rights to use the CA Software in a production environment. A production environment is a computer system used to process an organization's daily work on a real-time operation and is not a system used only for development and testing. During the term of this license, if you license additional CA Software, the license rights granted herein apply to such subsequently licensed CA Software.

The license rights are provided on a "per Seat" basis. "Seat" means a single person or identity whose access and use rights can be authenticated, authorized, or administered, or who has the ability to view content aggregated or managed by the CA Software. In general, a Seat shall not be counted more than once or on a concurrent (logged-in) basis. One Seat license shall authorize you to use any of the CA Software for which you are separately licensed in the RDz UT environment. The term of this license (the "Term") is the lesser of: (i) one (1) year; (ii) the term end date for the applicable separately licensed CA Software; or (iii) the term end date for your use of the IBM RDz UT environment. Any termination under clauses (ii) or (iii) immediately above shall not result in refund of any license fees paid hereunder. Subject to the limitations set forth in clauses (i) (ii) and (iii) immediately above, any renewal or extension of the license term for the separately licensed CA Software or the IBM RDz UT environment, as the case may be, shall continue the Term of this agreement for the period identified above. If you have multiple CA Software products with different term end dates, the license rights granted herein terminate as to each specific CA Software product in the lesser of one (1) year or when the applicable term license for such CA Software ends. Termination of license rights hereunder shall not terminate your license to any CA Software product.

CA does not provide support for the CA Software in the RDz UT environment. Any issues with the CA Software in the RDz UT environment must be reproduced by you in the z/OS environment and reported as such through CA Technologies normal support process for the CA Software.

CA NetQoS NetVoyant

"Device" means a network-connected device that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, physical servers, single-flow interfaces, and physical machines. Endpoint devices used solely as IP telephones are not considered to be Devices, unless the CA Software is specifically licensed by the number of phones. For the purposes of CA NetQoS Unified Communication Monitor only, endpoint devices used solely as IP telephones are considered to be Devices. When the Authorized Use Limitation is "Device", the calculation with respect to the number of Licenses is determined as follows:

1. For network-connected devices, in non-virtual server environments, for any device with up to five (5) IPflow interfaces, count the number of devices. For any device with greater than five (5) IPflow interfaces, count the total number of IPflow interfaces. Divide the number of IPflow interfaces by five (5) and round up to the next whole number.

2. For network-connected devices, in non-virtual server environments, for any device with up to two hundred (200) ports, count the number of devices. For any device with greater than two hundred (200) ports, count the total number of ports. Divide the number of ports by two hundred (200) and round up to the next whole number.

For avoidance of doubt, when a single network-connected device, in non-virtual environments, has greater than five (5) IPflow interfaces and greater than two hundred (200) ports, the device is included in the license count that results in the highest number of licenses. For example, a device with fifty (50) IPflow interfaces and six hundred (600) ports would be included in the license count based upon the number of IPflow interfaces ($50/5 = 10$ licenses while $600/200 = 3$ licenses).

CA NetQoS Reporter Analyzer

"Device" means a network-connected device that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, physical servers, single-flow interfaces, and physical machines. Endpoint devices used solely as IP telephones are not considered to be Devices, unless the CA Software is specifically licensed by the number of phones. For the purposes of CA NetQoS Unified Communication Monitor only, endpoint devices used solely as IP telephones are considered to be Devices. When the Authorized Use Limitation is "Device", the calculation with respect to the number of Licenses is determined as follows:

1. For network-connected devices, in non-virtual server environments, for any device with up to five (5) IPflow interfaces, count the number of devices. For any device with greater than five (5) IPflow interfaces, count the total number of IPflow interfaces. Divide the number of IPflow interfaces by five (5) and round up to the next whole number.
2. For network-connected devices, in non-virtual server environments, for any device with up to two hundred (200) ports, count the number of devices. For any device with greater than two hundred (200) ports, count the total number of ports. Divide the number of ports by two hundred (200) and round up to the next whole number.

For avoidance of doubt, when a single network-connected device, in non-virtual environments, has greater than five (5) IPflow interfaces and greater than two hundred (200) ports, the device is included in the license count that results in the highest number of licenses. For example, a device with fifty (50) IPflow interfaces and six hundred (600) ports would be included in the license count based upon the number of IPflow interfaces ($50/5 = 10$ licenses while $600/200 = 3$ licenses).

CA RegFort:

CA RegFort is licensed by the number of Users or Issuance.

"User" means a single person, or identity, listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by CA RegFort or who has the ability to view content aggregated or managed by CA RegFort. In general, a user shall not be counted more than once or on a concurrent (logged-in) basis.

"Issuance" means any activity in the life cycle of a Public Key Infrastructure credential that is managed by CA RegFort, including, but not limited to, creation of a new credential, revocation, renewal, re-issue or update of the credential.

"RegFort Client" means a portion of CA RegFort which enables end-users to interface with smartcards and tokens.

Limited License Grant. In addition to the rights granted in the applicable license agreement, CA grants Customer and its affiliates a nonexclusive license to distribute RegFort Client to end-users. Customer may use Customer's logo and name with the RegFort Client. No title to or ownership of the RegFort Client is transferred to Customer.

CA RiskFort:

CA RiskFort is licensed by the number of Users.

"User" means a single person, or identity, listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by CA RiskFort or who has the ability to view content aggregated or managed by CA RiskFort. In general, a user shall not be counted more than once or on a concurrent (logged-in) basis.

CA Role and Compliance Manager

"User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. An "Internal User" is an intranet User defined as an employee or contractor of the Customer. CA Role and Compliance Manager may be used for Customer's internal use only, by the Internal Users on Customer's local area network and client/server system or a HTTP-based Web server infrastructure. Internal Users licensed hereunder may not be aggregated by a Customer contractor with any users of CA Role and Compliance Manager separately licensed by such contractor. An "External User" is either an extranet or internet User defined as an employee of Customer's authorized third parties, which may be Customer's customers, clients, or consumers, on internet website(s) owned by, or under the control of, Customer. External Users licensed hereunder may not be aggregated by a Customer's vendor or business partner with any Users of CA Role and Compliance Manager separately licensed by such vendor or partner.

CA Server Automation

"Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

CA Systems Performance for Infrastructure Manager (SystemEDGE) and CA Virtual Assurance for Infrastructure Manager AIMS components are included in the delivery of the CA Server Automation for use only with this product. Use of these components with other CA products requires a separate license for additional fees.

CA IT Client Management solution consists of CA Software Delivery, CA Asset Management, CA Remote Control programs and is included in the delivery of the CA Server Automation. Customer may only use these components to manage server class machines, including virtual machines. Use of these programs for managing desktops, laptops and other client devices requires separate licenses for additional fees.

CA Asset Intelligence and CA Patch Manager programs are included in the delivery of the CA Server Automation. Customer may only use these components to manage server class machines, including virtual machines. Use of these programs for managing desktops, laptops and other client devices requires separate licenses for additional fees.

CA Service Desk Manager

"CA Software" and "SDM" mean the CA Service Desk Manager – Analyst License, CA Service Desk Manager - Full License, or CA CMDB Manager Servers described herein in object code form. CA Service Desk Manager-Full License and CA Service Desk Manager-Analyst License are licensed on a Concurrent Analyst basis. In CA Service Desk Manager-Full License, CA Service Desk Manager-Analyst License, the authorized users are assigned various roles based upon the functions needed to accomplish designated tasks. "Concurrent Analyst", in the context of CA Service Desk Manager, means a software license that is based on the number of simultaneous (concurrent) users accessing the program. For the purpose of SDM, all roles (for example: Analyst, Manager, Administrator), and programmatic API and/or web services calls require a license. The Software does not prohibit additional users from access, but does log a license exception for auditing purposes. Customer is entitled to have the specified number of Concurrent Analysts access CA Service Desk Manager simultaneously. For CA Service Desk Manager-Full License, CA Service Desk Manager-Analyst License, You are also licensed for End-User Self-Service, which is granted to the employee and customer roles to allow for the creation, modification, and closure of a ticket on their own behalf, but not on behalf of someone else. CA Service Desk Manager-Full License includes a limited entitlement to CA Cohesion, and use of CA Cohesion is restricted to a maximum of one hundred (100) Managed Servers. Use for additional Servers requires additional licenses for CA CMDB Managed Server. CA Service Desk Manager-Analyst License does not include the CA Cohesion entitlement. CA CMDB Managed Servers is licensed by the number of Servers. "Managed Servers" means a virtual or physical Server managed by CA Software. "Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA Service Desk Manager includes a limited entitlement to CA Business Intelligence. This entitlement is restricted to use within the context of reporting for SDM only. Specifically, SDM reports created using CA Business Intelligence may access and incorporate data created by, derived from, or used by SDM or third party data sources, provided that such data facilitates or augments data for Customer's use of SDM.

CA Service Desk Manager includes a limited entitlement to CA Process Management for Workflows. This entitlement is restricted to use within the context of Workflows associated with SDM only. This entitlement includes: the Service Desk Manager connector; three (3) Custom Operators; and five (5) Agents. This entitlement does not include any Premium Connectors. Multiple Orchestrators can be deployed with the constraints specified herein. There are no license limitations on the number of concurrent processes per Orchestrator.

For the purpose of CA Process Management for Workflows, "Agent" means a single installation of the agent software component of the CA Process Management for Workflows on a specific operating system which can be identified as a unique host identification on a physical or virtual hardware server.

For the purpose of CA Process Management for Workflows, "Connector" is the software program connecting CA Process Management for Workflows with specifically named third-party software or other CA software. For example, "CA Process Management for Workflows Connector for CA Service Desk Manager" connects CA Process Management for Workflows with CA Service Desk Manager. Each Connector may only be used to connect the CA Software with the specific named third-party software or CA software program.

For the purpose of CA Process Management for Workflows, "Custom Operator" means a type of automation object within the CA Process Management for Workflows that can be created to enhance, modify, or restrict the capabilities of an existing "Connector".

For the purpose of CA Process Management for Workflows, "Orchestrator" means a single installation of the Orchestrator software component of CA Process Management for Workflows on a specific operating system which can be identified as a unique host identification on a physical or virtual hardware server. This installation can be a stand-alone Orchestrator or as a node of a new or existing clustered Orchestrator.

CA SiteMinder

"User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis. An "Internal User" is an intranet User defined as an employee or contractor of the Customer. CA SiteMinder may be used for Customer's internal use only, by the Internal Users on Customer's local area network and client/server system or a HTTP-based Web server infrastructure. Internal Users licensed hereunder may not be aggregated by a Customer contractor with any users of CA SiteMinder separately licensed by such contractor. An "External User" is either an extranet or internet User defined as an employee of Customer's authorized third parties, which may be Customer's customers, clients, or consumers, on internet website(s) owned by, or under the control of, Customer. External Users licensed hereunder may not be aggregated by a Customer's vendor or business partner with any Users of CA SiteMinder separately licensed by such vendor or partner.

CA SOA Security Manager
"Secured Web Service" means a software system designed to support interoperable machine-to-machine interaction over a network which needs to be secured from unauthorized access, software routines or components that is or are intended to disable, erase, or otherwise harm software, equipment, or data, or cause other similar damage. This web service can be a URI or web services End point defined in a WSDL file. "URI" (Uniform Resource Identifier) means a compact string of characters for identifying an abstract or physical resource. "End point" means a specific location for accessing a web service using a specific protocol and data format. "WSDL" (Web Service Definition Language) means an XML (Extensible Markup Language) format for describing network services as a set of endpoints operating on messages containing either document-oriented or procedure-oriented information. "User" means a single person, application or identity listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the CA Software or who has the ability to view content aggregated or managed by CA SOA Security Manager. In general, a user shall not be counted more than once or on a concurrent (logged-in) basis.

CA SOA Security Manager with Gateway

CA SOA Security Manager is licensed in number of Secured Web Services and Users. CA SOA Security Gateway is licensed in number of Instances. "Secured Web Service" means a software system designed to support interoperable machine-to-machine interaction over a network which needs to be secured from unauthorized access, software routines or components that is or are intended to disable, erase,

or otherwise harm software, equipment, or data, or cause other similar damage. This web service can be a URI or web services End point defined in a WSDL file. "URI" (Uniform Resource Identifier) means a compact string of characters for identifying an abstract or physical resource. "End point" means a specific location for accessing a web service using a specific protocol and data format. "WSDL" (Web Service Definition Language) means an XML (Extensible Markup Language) format for describing network services as a set of endpoints operating on messages containing either document-oriented or procedure-oriented information. "User" means a single person, application or identity listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by CA SOA Security Manager or who has the ability to view content aggregated or managed by CA SOA Security Manager. In general, a user shall not be counted more than once or on a concurrent (logged-in) basis. "Installation" means the number of copies of CA SOA Security Manager installed in the Customer's physical and/or virtual environment.

CA Spectrum Infrastructure Manager

"Managed Network Device" means a virtual or physical network-connected device with less than 200 ports that is managed by CA Spectrum Infrastructure Manager and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, virtual or physical servers, and virtual or physical machines, but excluding endpoint devices such as IP telephones.

CA Spectrum Service Assurance

"Site" or "Installation" means use of CA Spectrum Service Assurance in a data center comprised of one or more CPUs conforming to the following conditions: Two or more CPUs will be considered part of the same site if (i) the CPUs are located in a single building, (ii) each CPU shares access to data storage and peripheral devices with one or more of the other CPUs without requiring any programming interface to another CPU, and (iii) the CPUs function as a data processing facility under common data processing operations supervision. Use of CA Spectrum Service Assurance on two or more CPUs will be considered multiple and separate sites if all of the foregoing conditions of a single site are not satisfied, regardless of (i) whether they occupy different floors or locations in the same building or share the same mailing location address, or (ii) the extent to which the CPUs are integrated within a network or serve a functional role as part of a larger data processing organization. Customer is granted the right to deploy CA Spectrum Service Assurance at the Sites with the addresses listed in the Order Form. Customer may change and amend the addresses of the Sites by notice to CA providing that the total number of Sites listed does not exceed the number listed in the Order Form. "Connection" means a data source indicated by CA Spectrum Service Assurance to have a connector status of "Online". A Connection may consist of a connection to a CA Software product (i.e. CA Wily, CA Spectrum), a third party product (i.e. HPOV), or a custom application. "Data source" means any software application that provides data to CA Spectrum Service Assurance.

CA SYSVIEW for CA Wily APM

Customer is granted a limited license to use CA SYSVIEW for CA Wily APM solely for the integration with CA Wily APM or CA Wily Introscope 8.2 or above ("CA Wily"). With this license, Customer is only authorized to install, configure and use CA SYSVIEW for CA Wily APM components to support its authorized use with CA Wily to provide mainframe performance metrics to CA Wily and trace transactions tagged by CA Wily that perform activity on the mainframe. Customer may not use CA SYSVIEW for CA Wily APM for other purposes. Any additional use requires a separate non-restricted license. In the event Customer chooses to increase its Authorized Use for CA Wily, Customer must also increase its Authorized Use for CA SYSVIEW for CA Wily APM and pay all applicable additional license and maintenance fees related thereto in order to use CA SYSVIEW for CA Wily APM with such increased CA Wily capacity. Additional use of CA Wily without obtaining a separate non-restricted license may be the basis for filing a claim with the relevant Contracting Officer under the Contract Disputes Act and FAR 52.233-1.

CA TSreorg for Distributed Databases

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA Virtual Assurance

"Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

If an Appliance is included with the CA Software, Support for an Appliance is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>.

CA Virtual Automation

"Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

CA Virtual Configuration

"Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

CA Virtual Performance Management (CA VPM)

"CPU" or "Processor" means central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A Processor may not exceed a maximum of 12 processing cores.

CA WebFort:

CA WebFort is licensed by the number of User Credentials and Users.

"Credential" means an attestation of qualification, competence, or authority issued to a User by the CA Software.

"User" means a single person, or identity, listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by CA WebFort or who has the ability to view content aggregated or managed by CA WebFort. In general, a user shall not be counted more than once or on a concurrent (logged-in) basis.

"User Credentials" means the number of Credentials set forth on the Order Form to be issued to the Users who are authorized to access and use CA WebFort. Each User may have more than one credential for different verification methods.

"ArcotID Client" or "ArcotOTP Client" means portions of CA WebFort which enable end-users to use the ArcotID and ArcotOTP credentials.

Limited License Grant. In addition to the rights granted in the applicable license agreement, CA grants Customer and its affiliates a nonexclusive license to distribute the ArcotID Client or ArcotOTP Client to end users. Customer may use Customer's logo and name with the ArcotID Client or ArcotOTP Client. No title to or ownership of the ArcotID Client or ArcotOTP Client is transferred to Customer.

CA Wily Application Performance Management v9 (CA WilyAPMv9)

CA Wily APMv9 is licensed by (1) the number of CPUs when used as a distributed product or by (2)(a) millions of service units ("MSUs") and number of System z Application Assist Processors ("zAAPs") and number of System z Integrated Information Processors ("zIIPs") or (b) number of Integrated facilities for Linux ("IFLs"), when used in the mainframe environment. "CPU" means a central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A dual-core central processing unit is considered a single CPU. Note that because of the use of multi-core CPUs and virtual server environments, the calculation of CPUs for licensing purposes described below will not always equate to the number of physical CPUs in the environment. A virtual server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously ("Virtual Machine Technology"). When the

Authorized Use Limitation is "CPU" or "Processor", the calculation with respect to the number of CPUs on an individual server is determined as follows:

1. For non-virtual server environments, for any server with applications monitored by the CA Software with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with applications monitored by the CA Software with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number.
2. For virtual server environments, for any server with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number. Determine the maximum percentage of the server CPU capacity that is allocated by the Virtual Machine Technology to any operating system instance containing application(s) monitored by the CA Software, and multiply this percentage by the number of CPUs. Multiply the resulting number by one and a half (1.5X) and round up to the next whole number.
3. For mixed server environments, for each server perform the calculations for CPUs as set forth above in subparagraphs (1) and (2) and add these amounts together to determine the aggregate number of CPUs.

When the Authorized Use Limitation is "MSUs", "zAAPs", or "zIIPs" (i) the MSUs shall be calculated by totaling the MSU capacity for all logical partitions, or LPARs, that run an application monitored by the CA Software, (ii) the zAAPs shall be calculated by totaling the number of zAAP engines attached to such LPARs, and (iii) the zIIPs shall be calculated by totaling the number of zIIP engines attached to such LPARs. An "LPAR" means the division of a computer's processors, memory, and storage into multiple sets of resources so that each set of resources is operated independently with its own physical or virtual operating system instance and applications.

When the Authorized Use Limitation is "IFLs", the IFLs shall be calculated by totaling the number of IFL engines that run an application monitored by the CA Software.

CA Wily Transaction Impact Monitor ("TIM") "Software Appliance" means the software running TIM on Customer's network feed to capture http/https transactions necessary for the Customer Experience analysis portion of CA Wily APMv9. Customer is responsible for providing hardware on which to run the TIM Software Appliance that meets CA's specifications. Customer must license a copy of the TIM Software Appliance for each physical server (regardless of the number of CPUs) on which a TIM Software Appliance will be installed and configured.

CA Wily Application Performance Management (CA Wily APM)

CA Wily APM is licensed by (1) the number of CPUs when used as a distributed product or by (2)(a) millions of service units ("MSUs") and number of System z Application Assist Processors ("zAAPs") and number of System z Integrated Information Processors ("zIIPs") or (b) number of integrated facilities for Linux ("IFLs"), when used in the mainframe environment. "CPU" means a central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A dual-core central processing unit is considered a single CPU. Note that because of the use of multi-core CPUs and virtual server environments, the calculation of CPUs for licensing purposes described below will not always equate to the number of physical CPUs in the environment. A virtual server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously. When the Authorized Use Limitation is "CPU" or "Processor", the calculation with respect to the number of CPUs on an individual server is determined as follows:

1. For non-virtual server environments, for any server with applications monitored by the CA Software with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with applications monitored by the CA Software with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number.
2. For virtual server environments, for any server with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number. Determine the maximum percentage of the server CPU capacity that is allocated by the Virtual Machine Technology to any operating system instance containing application(s) monitored by the CA Software, and multiply this percentage by the number of CPUs. Multiply the resulting number by one and a half (1.5X) and round up to the next whole number.
3. For mixed server environments, for each server perform the calculations for CPUs as set forth above in subparagraphs (1) and (2) and add these amounts together to determine the aggregate number of CPUs.

When the Authorized Use Limitation is "MSUs", "zAAPs", or "zIIPs" (i) the MSUs shall be calculated by totaling the MSU capacity for all logical partitions, or LPARs, that run an application monitored by the CA Software, (ii) the zAAPs shall be calculated by totaling the number of zAAP engines attached to such LPARs, and (iii) the zIIPs shall be calculated by totaling the number of zIIP engines attached to such LPARs. An "LPAR" means the division of a computer's processors, memory, and storage into multiple sets of resources so that each set of resources is operated independently with its own physical or virtual operating system instance and applications.

When the Authorized Use Limitation is "IFLs", the IFLs shall be calculated by totaling the number of IFL engines that run an application monitored by CA Wily APM.

An Appliance is a CA-supplied physical server ("Hardware") that is bundled with and used to operate the CA Software licensed by Customer which is pre-installed on the Hardware. Support is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>. Customer must acquire at least one license (per CPU, MSU or IFL) in order to purchase a CA Wily Transaction Impact Monitor ("TIM") or CA Wily Transaction Event & Statistics Server ("TESS"). Both a TIM and a TESS are required for any production installation. CA Wily Solutions for Lab Environments ("Wily LAB") is a single Appliance that contains TIM and TESS capabilities but is not supported for a production environment. The Wily LAB system includes one CPU license for CA Wily APM at no additional charge.

CA Wily Customer Experience Manager (CA Wily CEM)

CA Wily CEM is licensed by (1) the number of CPUs when used as a distributed product or by (2)(a) millions of service units ("MSUs") and number of System z Application Assist Processors ("zAAPs") and number of System z Integrated Information Processors ("zIIPs") or (b) number of integrated facilities for Linux ("IFLs"), when used in the mainframe environment. "CPU" means a central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A dual-core central processing unit is considered a single CPU. Note that because of the use of multi-core CPUs and virtual server environments, the calculation of CPUs for licensing purposes described below will not always equate to the number of physical CPUs in the environment. A virtual server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously ("Virtual Machine Technology"). When the Authorized Use Limitation is "CPU" or "Processor", the calculation with respect to the number of CPUs on an individual server is determined as follows:

1. For non-virtual server environments, for any server with applications monitored by the CA Software with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with applications monitored by the CA Software with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number.
2. For virtual server environments, for any server with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number. Determine the maximum percentage of the server CPU capacity that is allocated by the Virtual Machine Technology to any operating system instance containing application(s) monitored by the CA Software, and multiply this percentage by the number of CPUs. Multiply the resulting number by one and a half (1.5X) and round up to the next whole number.
3. For mixed server environments, for each server perform the calculations for CPUs as set forth above in subparagraphs (1) and (2) and add these amounts together to determine the aggregate number of CPUs.

When the Authorized Use Limitation is "MSUs", "zAAPs", or "zIIPs" (i) the MSUs shall be calculated by totaling the MSU capacity for all logical partitions, or LPARs, that run an application monitored by the CA Software, (ii) the zAAPs shall be calculated by totaling the number of zAAP engines attached to such LPARs, and (iii) the zIIPs shall be calculated by totaling the number of zIIP engines attached to such LPARs. An "LPAR" means the division of a computer's processors, memory, and storage into multiple sets of resources so that each set of resources is operated independently with its own physical or virtual operating system instance and applications.

When the Authorized Use Limitation is "IFLs", the IFLs shall be calculated by totaling the number of IFL engines that run an application monitored by the CA Software.

An Appliance is a CA-supplied physical server ("Hardware") that is bundled with and used to operate the CA Software licensed by Customer which is pre-installed on the Hardware. Support is provided in accordance with the CA Appliance Hardware Policy published on CA Support Online located at <http://support.ca.com>. Customer must acquire at least one license (per CPU, MSU or IFL) in order to purchase a CA Wily Transaction Impact Monitor ("TIM") or CA Wily Transaction Event & Statistics Server ("TESS"). Both a TIM and a TESS are required for any production installation. CA Wily Solutions for Lab Environments ("Wily LAB") is a single appliance that contains TIM and TESS capabilities but is not supported for a production environment. The Wily LAB system includes one CPU license for CA Wily CEM at no additional charge.

CA Wily Introscope

CA Wily Introscope is licensed by (1) the number of CPUs when used as a distributed product or by (2)(a) millions of service units ("MSUs") and number of System z Application Assist Processors ("zAAPs") and number of System z Integrated Information Processors ("zIIPs") or (b) number of integrated facilities for Linux ("IFLs"), when used in the mainframe environment. "CPU" means a central processing unit which is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. A dual-core central processing unit is considered a single CPU. Note that because of the use of multi-core CPUs and virtual server environments, the calculation of CPUs for licensing purposes described below will not always equate to the number of physical CPUs in the environment. A virtual server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously ("Virtual Machine Technology"). When the Authorized Use Limitation is "CPU" or "Processor", the calculation with respect to the number of CPUs on an individual server is determined as follows:

1. For non-virtual server environments, for any server with applications monitored by the CA Software with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with applications monitored by the CA Software with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number.
2. For virtual server environments, for any server with single CPUs (including, for the avoidance of doubt, dual-core CPUs), count the number of CPUs. For any server with greater than dual-core CPUs, count all cores of the CPUs. Divide the number of cores by two (2) and round up to the next whole number. Determine the maximum percentage of the server CPU capacity that is allocated by the Virtual Machine Technology to any operating system instance containing application(s) monitored by the CA Software, and multiply this percentage by the number of CPUs. Multiply the resulting number by one and a half (1.5X) and round up to the next whole number.
3. For mixed server environments, for each server perform the calculations for CPUs as set forth above in subparagraphs (1) and (2) and add these amounts together to determine the aggregate number of CPUs.

When the Authorized Use Limitation is "MSUs", "zAAPs", or "zIIPs" (i) the MSUs shall be calculated by totaling the MSU capacity for all logical partitions, or LPARs, that run an application monitored by the CA Software, (ii) the zAAPs shall be calculated by totaling the number of zAAP engines attached to such LPARs, and (iii) the zIIPs shall be calculated by totaling the number of zIIP engines attached to such LPARs. An "LPAR" means the division of a computer's processors, memory, and storage into multiple sets of resources so that each set of resources is operated independently with its own physical or virtual operating system instance and applications. When the Authorized Use Limitation is "IFLs", the IFLs shall be calculated by totaling the number of IFL engines that run an application monitored by the CA Software.

CA Workload Automation

"Instance" means the number of copies of the CA Software installed in the Customer physical and/or virtual environment.

CA XCOM Data Transport for Windows Family Server

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA eHealth Performance Manager

"Managed Network Device" means a virtual or physical network-connected device with less than 200 ports that is managed by the CA Software and uses an Internet Protocol ("IP") address, including but not limited to IP and hybrid telephony devices, routers, appliances, hubs, virtual or physical servers, and virtual or physical machines, but excluding endpoint devices such as IP telephones.

Mainframe CPU CA Software only

The CA Software is licensed by the specified number and model of CPU (the "Authorized Use Limitation"). "CPU" shall mean the central processing unit(s) capable of running the CA Software. Customer may only use CPUs specified when licensing the licenses herein and upon which the CA Software is installed and runs ("Designated CPUs"). Customer may change the Designated CPU on providing written notice to CA provided that such replacement CPU is of the same or lower CPU tier/power rating to the Designated CPU (save that Customer may

require an authorization key from CA in order to commence use of such CPU). Should Customer wish to add to the number of Designated CPUs or upgrade the then current Designated CPU(s) to a CPU with greater tier/power rating, Customer may elect to do so by providing CA with prior written notice of such additional CPU and/or upgrade to the Designated CPU(s) and by executing an order form to effect such addition/change and purchasing the applicable license.

Mainframe MIPS CA Software only

The CA Software is licensed by the specified number of MIPS (the "Authorized Use Limitation in MIPS"). "MIPS" means millions of instructions per second. The MIPS capacity of a computer shall be calculated by reference to CA's published schedules of the MIPS capacity and if a computer isn't listed then the manufacturer's published specifications should apply. Further, in the event a special purpose processor, designed to perform one or more dedicated functions, is being used as a general purpose processor, CA shall treat such processor as a general purpose processor for purposes of calculating Authorized Use Limitation in MIPS. "Customer Site" means the site(s) specified at the time of licensing the CA Software or the Customer Address if no Customer Site has been indicated. Customer may use the CA Software only on the specific computers upon which the CA Software is installed to run at the Customer Site or on computers which are linked, connected to and/or which can remotely access such computers, irrespective of the platform designations of the hardware or operating systems, provided that such computer is capable of accessing, using, executing or benefiting from the CA Software, subject to the aggregate MIPS capacity not exceeding the Authorized Use Limitation in MIPS.

Mainframe MSU CA Software only

The CA Software is licensed by the specified number of MSU (the "Authorized Use Limitation in MSU"). "MSU" means millions of service units. The MSU capacity shall be calculated with the aggregate computing power (expressed in millions of service units) by reference to CA's published schedules of the MSU capacity and if a computer isn't listed then the manufacturer's published specifications shall apply of all computers upon which the CA Software is installed to run at the Customer Site ("Customer Site" means the site(s) specified at the time of licensing the CA Software or the Customer Address if no Customer Site has been indicated) or computers which are linked, connected to and/or which can remotely access such computers, irrespective of the platform designations of the hardware or operating systems, provided that such computer is capable of accessing, using, executing or benefiting from the CA Software. Customer may use the CA Software subject to the aggregate MSU Capacity not exceeding the Authorized Use Limitation in MSU.

Pervasive Software:

The Pervasive Software is licensed by either by the number of Server or Users. Pervasive Software may be used to build integrations that connect to any authorized CA Clarity environment.

Pervasive Data Integrator Engine/Agent for CA Clarity PPM* is licensed by the number of Servers.

* Includes one User license of Pervasive Data Integrator Analyst Studio for CA Clarity PPM

Pervasive Data Integrator Analyst Studio for CA Clarity PPM is licensed by the number of Users.

Pervasive Data Profiler Engine for CA Clarity PPM is licensed by the number of Servers.

Pervasive Data Profiler Analyst Studio for CA Clarity PPM is licensed by the number of Users.

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

"User" means a single person listed in any Customer directory or network storage location whose access and use rights can be authenticated, authorized, or administered by the Pervasive Software. Unless otherwise specified, a User shall not be counted more than once or on a concurrent basis.

CA Process Automation:

CA Software means the CA Process Automation software described herein in object code form only.

"Agent" means a single installation of the agent software component of the CA Software on a specific operating system which can be identified as a unique host identification on a physical or virtual hardware server.

"Orchestrator" means a single installation of the Orchestrator software component of the CA Software on a specific operating system which can be identified as a unique host identification on a physical or virtual hardware server. This installation can be a stand-alone Orchestrator or as a node of a new or existing clustered Orchestrator.

"Connector" is the software program connecting the CA Software with specific named third party software or other CA software. For example, CA Process Automation Connector For CA Service Desk connects CA Process Automation with CA Service Desk. Each Connector may only be used to connect the CA Software with the specific named third party software or CA software program.

"Premium Connector" means a Connector identified as "Premium" by CA.

"Custom Operator" means a type of automation object within the CA Process Automation Orchestrator that can be created to enhance, modify, or restrict the capabilities of an existing "Connector".

"Process" means a type of automation object within CA Process Automation Orchestrator that contains connectors and other logical constructs that define a set of actions that will take place when the "Process" is executed by the Orchestrator.

"Process Instance" means a single copy of a Process definition that has been scheduled to run (Queued state), is running (Running state), or has completed running (Failed or Completed state) on a particular "Orchestrator".

"Concurrent Processes" means the number of CA Process Automation Process instances that are marked in the Running state within an Orchestrator at any given time.

"Power Pack" means a combination of Process definitions, Premium Connectors, Custom Operators and other automation objects that are packaged together to implement a specific solution.

The CA Software is licensed in different editions, as set forth in this Order Form, which authorizes the use of the specified number of Orchestrators, Agents, Connectors, and Concurrent processes (the "Authorized Use Limitation"). The various editions are:

CA Process Automation Player License includes: one Orchestrator, forty Agents, all non-Premium Connectors, and two hundred Concurrent Processes per Orchestrator. This license requires the purchase of either a "Power Pack" or a Services contract for the implementation of a solution that will be executed by the Player. No new automation objects may be created with the Player License. Only modifications of the purchased Power Packs and any Services delivered content is allowed.

CA Process Automation Express License includes: two Orchestrators, forty Agents, all non-Premium Connectors, and seventy-five Concurrent Processes per Orchestrator.

CA Process Automation Standard License includes: two Orchestrators, unlimited Agents, three Premium Connectors, all non-Premium Connectors, and two hundred Concurrent Processes per Orchestrator.

CA Process Automation Enterprise License includes: unlimited Orchestrators, unlimited Agents, twenty Premium Connectors, all non-Premium Connectors, and four hundred and seventy-five Concurrent Processes per Orchestrator.

CA Process Automation Level 1 Orchestrator includes: one Orchestrator and seventy-five Concurrent Processes per Orchestrator.

CA Process Automation Level 2 Orchestrator includes: two Orchestrators and two hundred Concurrent Processes per Orchestrator.

CA Process Automation Level 3 Orchestrator includes: three Orchestrators and four hundred and seventy-five Concurrent Processes per Orchestrator.

CA Process Automation Premium Connector License includes the right to use a Premium Connector to connect to a single instance of the target application or system.

CA Process Management for Workflows License includes: unlimited Orchestrators, five Agents, and three Custom Operators. No Premium connectors are available for purchase with this license. The only CA product connectors that are available are those associated with the product(s) providing the entitlement. This is a limited use entitlement and its use is restricted to the context of Workflows associated with the CA product(s) providing the entitlement. The component limits are not cumulative across multiple instances of the license at any individual customer.

The number of concurrent processes executing on any licensed Orchestrator may be exceeded as long as the total number of concurrent processes executing on all licensed Orchestrators is not exceeded. For example, if the license is for two Orchestrators with seventy-five Concurrent Processes per Orchestrator, one hundred Concurrent Processes could be utilized on one Orchestrator so long as only fifty Concurrent Processes are utilized on the second Orchestrator.

Server:

"Server" means a single physical or virtual computer which processes data using one or more central processing units, and which is owned, leased or otherwise controlled by Customer.

CA Virtual Assurance for Infrastructure Managers and CA System Performance for Infrastructure Managers

"Physical Socket" means an electrical component attached to a printed circuit board ("PCB") and electrically interconnects a central processing unit ("CPU") and PCB. A CPU is the specialized integrated circuit that executes binary programs and performs most logical functions or calculations. One physical CPU may have up to twelve (12) processing cores.

DOCUSIGN, INC.
CORPORATE SUBSCRIBER TERMS AND CONDITIONS
v121008

These Terms and Conditions are incorporated by this reference into the Order Form (collectively referred to as the "Agreement") entered into by DocuSign, Inc. ("DocuSign") and the customer identified in the Order Form ("Subscriber").

1. DEFINITIONS

"Account" means a unique account established by Subscriber to enable its Authorized Users to access and use the Subscription Service and, where applicable, other DocuSign Products.

"Authorized User" means any employee of Subscriber, identified by a unique email address and user name, who is registered under the Account; provided that no two persons may register or use the Subscription Service as the same Authorized User.

"Consulting Services" means any additional professional services to be delivered by DocuSign, such as integration consulting or assistance, custom development, training, and transition services, that are set forth in an Order Form or Work Order as described in Section 15.

"DocuSign API" means the application programming interface that supports interoperability of applications with the Subscription Service.

"DocuSign Products" means the products and services identified on an Order Form, which may include the Subscription Service, the Repository Services, the Consulting Services and any other DocuSign offerings.

"eContract" refers to a contract, notice, disclosure, or other record or document deposited into the System by Subscriber for Processing using the Subscription Service.

"Envelope" means an electronic record containing one or more eContracts consisting of a single page or a group of pages of data uploaded to the System.

"Order Form" means a standard DocuSign order form or any other document separately and specifically approved by DocuSign that describes the DocuSign Products to be purchased by Subscriber and is signed by both parties.

"Personal Data" means any of the following: (a) nonpublic personally identifiable information, including driver's license numbers, national identification numbers such as social security account numbers, credit card numbers, digital identity certificates; (b) personally identifiable financial information regarding a consumer (i) provided by a consumer to a financial institution, (ii) resulting from any transaction with the consumer or any service performed for the consumer by a financial institution, or (iii) otherwise obtained by the financial institution, including any list, description, or other grouping of consumers (and publicly available information pertaining to them) that is derived using any nonpublic personal information; (c) personally identifiable medical or health-related information.

"Process" means any operation or set of operations performed upon Subscriber's data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, accessing, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Repository Services" means the Contract Repository or eVaulting Services, each as defined in the Terms and Conditions for Repository Services (available at <http://www.docusign.com/company/terms-and-conditions/eoriginal/v121005>), that are made the subject of an Order Form.

"Specifications" means the technical specifications set forth in the "Subscription Service Specifications" available at <http://docusign.com/company/specifications>.

"Subscription Service" means DocuSign's on-demand electronic signature service, which provides online display, certified delivery, acknowledgement, electronic signature, and storage services for eContracts via the Internet.

"System" refers to the software systems and programs, communication and network facilities, and hardware and equipment used by DocuSign or its agents to provide the Subscription Service.

"Term" means the period of effectiveness of this Agreement, as described in more detail in Section 9 below.

"Transaction Data" means the metadata associated with an Envelope and maintained by DocuSign for the purpose of establishing a digital audit trail, such as transaction history, image hash value, method and time of Envelope deletion, sender and recipient names, email addresses and signature IDs.

2. THE SUBSCRIPTION SERVICE

2.1 During the Term and subject to these Terms and Conditions, DocuSign will provide the Subscription Service in accordance with the Specifications, and Subscriber will have the right to obtain an Account and register its Authorized Users, who may access and use the Subscription Service. The right to use the Subscription Service is: (a) limited to its Authorized Users (accordingly, Subscriber may not resell or otherwise provide or assist with the provision of the Subscription Service to any third party); and (b) conditioned on Subscriber's acknowledgement and agreement with the following:

- i) Nothing in this Agreement will be construed to make DocuSign a party to any eContract, and DocuSign makes no representation or warranty regarding the transactions sought to be effected by any eContract;
- ii) DocuSign maintains no control of or access to the contents of any eContract, and so the content, quality, and format of any eContract is at all times in the exclusive control and responsibility of Subscriber;
- iii) If Subscriber elects to use optional features designed to verify the identity of the intended recipient of an eContract ("Authentication Measures"), DocuSign will apply only those Authentication Measures (if any) selected by the Subscriber, but makes no representations or warranties about the appropriateness of any Authentication Measure and further, assumes no liability for the inability or failure by the intended recipient or other party to satisfy the Authentication Measure or to circumvent it;
- iv) Certain types of agreements and documents are excepted from electronic signature laws, such that they cannot be legally formed by electronic signatures, and additionally, various agencies may have promulgated specific regulations that apply to electronic signatures and electronic records. DocuSign assumes no responsibility to determine whether any particular eContract is an exception to applicable electronic signature laws, or whether it is subject to any particular agency promulgations, or whether it can be legally formed by electronic signatures;
- v) Subscriber is solely responsible for making available to third parties (including all parties to its eContracts) all contracts, documents, and other records required by applicable law, including, without limitation, electronic signature laws and other laws that may require records relating to a transaction to be retained or made accessible for a certain period of time;
- vi) Certain laws or regulations impose special requirements with respect to electronic transactions involving one or more "consumers," such as (among others) requirements that the consumer consent to the method of contracting and/or that the consumer be provided with a copy, or access to a copy, of a paper or other non-electronic, written record of the transaction. DocuSign assumes no responsibility to: (A) determine whether any particular transaction involves a consumer; (B) furnish or obtain any such consents or to determine if any such consents have been withdrawn; (C) provide any information or disclosures in connection with any attempt to obtain any such consents; (D) provide legal review of, or to update or correct any information or disclosures currently or previously given; (E) provide any such copies or access except as expressly provided in the Specifications for all transactions, consumer or otherwise; or (F) otherwise to comply with any such special requirements; and
- vii) Subscriber expressly undertakes to determine whether any consumer is involved in any eContract presented by its Authorized Users for Processing, and, if so, to comply with all requirements imposed by law on such eContracts or their formation.

3. SUBSCRIPTION PLANS AND USAGE PRICING

3.1 The pricing, features and options of the DocuSign Products selected by Subscriber are set forth in the Order Form. The Subscription Service is sold on a subscription basis and may be limited by usage ("Envelope Allowance"), or by the number of Authorized Users ("Seats"), or both. Optional features, such as Authentication Measures or fax-back services, may be purchased on a periodic or per-use basis.

3.2 If Subscriber selects an **Envelope Allowance Subscription**, then Subscriber is allowed to send the number of Envelopes in the Envelope Allowance specified in the Order Form during the Term. All Envelopes sent in excess of the Envelope Allowance will incur a per-Envelope charge that will be invoiced within 30 days of the date first incurred. The total number of Envelopes used is based on the sum of all Envelopes that have been sent for signature or for certified delivery from the Account. An Envelope will be deemed consumed at the time it is sent by an Authorized User, whether or not it has been received by the recipients or the recipients have performed any actions upon any eContract in the Envelope.

3.3 If Subscriber selects a **Seat Subscription**, then Subscriber is allowed to manually send Envelopes from the number of Seats specified in the Order Form during the Term. A Seat is defined as a natural person manually preparing and sending Envelopes, and excludes the Processing of Envelopes using automated batch or bulk sending operations, or the use of the

DocuSign API for sending Envelopes. If the number of Envelopes sent from a particular Seat or a group of Seats is abusive and/or unduly burdensome (indicating automated Processing), DocuSign will promptly notify Subscriber and the parties will review the use-case scenario as well as any continued monitoring and additional Seats that may be required to be purchased. The number of Seats is determined by the total number of active Authorized Users listed in the membership of an Account at any one time. No two individuals may log onto or use the Subscription Service as the same Authorized User, but Subscriber may unregister or deactivate Authorized Users and replace them with other Authorized Users without penalty, so long as the number of active Authorized Users registered at any one time is equal to or less than the number of Seats purchased. The addition by Subscriber of more Authorized Users than the number of Seats purchased in an Order Form will result in an additional charge for one Seat per additional Authorized User for the remainder of the Term, to be invoiced immediately.

4. ADDITIONAL SUBSCRIBER RESPONSIBILITIES

4.1 Subscriber agrees that it will not use or permit the use of the Subscription Service to send unsolicited mass mailings outside its organization, it being understood that the term "unsolicited mass mailings" includes all statutory and other common definitions, including all Commercial Electronic Marketing Messages as defined in the U.S. CAN SPAM Act.

4.2 Subscriber agrees that it is solely responsible for the nature and content of all materials, works, data, statements, and other visual, graphical, video, written or audible communications of any nature submitted by any Authorized User or otherwise Processed through its Account.

4.3 Subscriber further agrees not to use or permit the use of the Subscription Service: (a) to communicate any message or material that is defamatory, harassing, libelous, threatening, or obscene; (b) in a way that violates or infringes upon the intellectual property rights or the privacy or publicity rights of any person or entity or that may otherwise be unlawful or give rise to civil or criminal liability (other than contractual liability of the parties under eContracts Processed through the Subscription Service); (c) in any manner that is likely to damage, disable, overburden, or impair the System or the Subscription Service or interfere in any way with the use or enjoyment of the Subscription Service by others; or (d) in any way that constitutes or encourages conduct that could constitute a criminal offense.

4.4 Although DocuSign does not monitor the content Processed through the Subscription Service, DocuSign may at any time suspend any use of the Subscription Service and/or remove or disable any content as to which DocuSign reasonably and in good faith believes is in violation of this Agreement. DocuSign agrees to provide Subscriber with notice of any such suspension or disablement before its implementation unless such suspension or disablement is necessary to comply with legal process or prevent imminent harm to DocuSign's System, the Subscription Service or any third party, in which case DocuSign will notify Subscriber of such suspension or disablement as soon as reasonably practicable thereafter.

5. INTELLECTUAL PROPERTY AND TRADEMARK LICENSE

5.1 DocuSign is the owner of various intellectual property and technology rights associated with the Subscription Service, its document management, digital signature, and notary system, including patent, copyright, trade secret, and trademark and service mark rights. Except for the rights expressly granted in this Agreement, DocuSign does not license or transfer to Subscriber or any Authorized User or other third party any of DocuSign's technology or other intellectual property or technology rights. All right, title, and interest in and to DocuSign's technology and intellectual property will remain solely with DocuSign. Subscriber agrees that it will not, directly or indirectly, reverse engineer, decompile, disassemble, or otherwise attempt to derive source code or other trade secrets from or about any of the DocuSign Products or DocuSign's technology. DocuSign agrees that data and information provided by Subscriber under this Agreement shall remain, as between Subscriber and DocuSign, owned by Subscriber.

5.2 DocuSign hereby grants to users and licensees of its products and services a limited, revocable, nonexclusive and nontransferable right to use DocuSign's regular trade names, trademarks, titles and logos ("Licensed Marks") solely for purposes of identifying DocuSign's products and services. Details of this trademark license are available at:
<http://www.docuSign.com/trademark-license>.

6. CUSTOMER SUPPORT

DocuSign will provide customer support to Subscriber in accordance with the package that is identified on the Order Form, as further detailed at <http://www.docuSign.com/products/support-plans>.

7. eCONTRACT STORAGE AND DELETION

7.1 DocuSign will store in accordance with the Specifications all completed eContracts sent by Subscriber until the termination or expiration of the Agreement, unless otherwise directed by Subscriber. Copies of stored eContracts may be retrieved by Subscriber at any time during that period, provided that following the expiration or termination of the Agreement, Subscriber may

request DocuSign's assistance in retrieving completed eContracts still remaining on the System pursuant to the transition services terms described in Section 9.4.

7.2 Prior to the expiration or termination of this Agreement, Subscriber may elect to purchase post-expiration or post-termination storage services for their completed eContracts. Where Subscriber opts not to purchase storage services, all copies of eContracts may be deleted by DocuSign without prior notice after the period available for transition services has expired pursuant to the terms described in Section 9.4. Subscriber may, at its option and wholly at Subscriber's risk, direct that any eContract be deleted at a time stated by Subscriber and prior to the end of the Term.

7.3 DocuSign may at its sole discretion delete an uncompleted eContract from the System immediately and without notice upon earlier of: a) expiration of the Envelope (where Subscriber has established an expiration for such Envelope, not to exceed 365 days); or b) expiration of the Term.

7.4 DocuSign will retain the Transaction Data permanently, provided that any Transaction Data that constitutes Confidential Information of Subscriber will at all times maintain that status and DocuSign will comply with its obligations in Section 13.

8. FEES AND PAYMENT TERMS

8.1 Subscriber will pay DocuSign the amounts set forth in each Order Form. An Order Form is not binding until it is executed by both DocuSign and Subscriber, at which point it will be deemed to be incorporated into this Agreement. Unless otherwise specified in an applicable Order Form, the first invoice will be submitted to Subscriber within 30 days after the Order Start Date, and Subscriber will pay all amounts due within 30 days of the date of the applicable invoice.

8.2 If Subscriber's usage under an Envelope Allowance Subscription exceeds the Envelope Allowance prior to the end of the Term, the unpaid balance of the Order Form for such Envelope Allowance Subscription shall become immediately due and payable.

8.3 Any undisputed amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable usury law, whichever is less, determined and compounded daily from the date due until the date paid. Subscriber will reimburse any costs or expenses (including reasonable attorneys' fees) incurred by DocuSign to collect any undisputed amount that is not paid when due. DocuSign may accept any check or payment in any amount without prejudice to DocuSign's right to recover the balance of the amount due or to pursue any other right or remedy. Amounts due to DocuSign under this Agreement may not be withheld or offset by Subscriber for any reason against amounts due or asserted to be due to Subscriber from DocuSign. All amounts payable under this Agreement are denominated in United States dollars, and Subscriber will pay all such amounts in United States dollars.

8.4 **Taxes.** Other than federal and state net income taxes imposed on DocuSign by the United States, Subscriber will bear all taxes, duties, and other governmental charges (collectively, "taxes") resulting from this Agreement or transactions conducted in relation to this Agreement or the DocuSign Products. If a tax is imposed on DocuSign by a jurisdiction outside the United States, Subscriber will not be obligated to bear that tax to the extent: (a) the tax is allowable as a credit against the United States federal income taxes of DocuSign; (b) Subscriber reduces such tax to the extent possible, giving effect to the applicable Income Tax Convention between the United States and other jurisdictions; and (c) Subscriber furnishes DocuSign with such evidence as the United States taxing authorities may require to claim the credit. Subscriber will pay any additional taxes as are necessary to ensure that the net amounts received and retained by DocuSign after all such taxes are paid are equal to the amounts that DocuSign would have been entitled to in accordance with this Agreement as if the taxes did not exist.

9. TERM AND TERMINATION

9.1 **Term.** Unless sooner terminated as stated below, and subject to Section 17 with respect to Work Orders (as defined below), the effectiveness of this Agreement will commence upon the Order Start Date and will continue for the term specified on the Order Form (the "Term").

9.2 **Termination for Cause.** If either party commits a material breach or default in the performance of any of its obligations under this Agreement, then the other party may terminate this Agreement by giving the defaulting party written notice of termination if the material breach or default in performance is not cured within 30 days after the defaulting party receives notice thereof. Without limiting the foregoing, any failure by Subscriber to timely pay to DocuSign any amounts owing under this Agreement will constitute a material breach of this Agreement. If Subscriber fails to timely pay any amounts due for services to be performed by DocuSign, then without limitation to any of its other rights or remedies, DocuSign may suspend performance of such services until it receives all amounts due.

9.3 **Post-Termination Obligations.** If this Agreement expires or is terminated for any reason: (a) Subscriber will pay to DocuSign any amounts required to be paid under this Agreement that have accrued prior to, and remain unpaid as of, the date of

termination or expiration (including Subscription fees, which become due upon termination of this Agreement as set forth in an Order Form, and any one-time or recurring fees through the end of the billing cycle in which termination occurs); (b) any and all liabilities accrued prior to the effective date of the termination will survive; (c) Subscriber will destroy all copies of DocuSign software, documentation, and materials within five business days of such termination, and immediately thereafter, if requested by DocuSign, provide DocuSign with a written certification signed by an authorized Subscriber representative certifying that all copies of software, documentation, and materials have been destroyed; (d) licenses to use DocuSign software and the provision of DocuSign services will immediately end; and (e) the parties' rights and obligations under Sections 1, 7.4, 9.3, 9.4, 10.3, and 11 through 14 will survive.

9.4 Transition Services. Upon expiration or termination of this Agreement for any reason, at Subscriber's request and at DocuSign's then-current standard professional services rates plus expenses, DocuSign shall provide reasonable transition services for a period not to exceed 90 days to assist Subscriber in moving Subscriber's data to another provider or exporting eContracts to external media. As part of such transition services, DocuSign shall at a minimum transfer, and cause any of its independent contractors to transfer, all data and electronic files associated with the Subscription Service. At its then-current standard professional services rates, DocuSign shall at Subscriber's request further cooperate with Subscriber in the development of a transition plan and shall use reasonable efforts to assist Subscriber and/or another service provider in the transition. DocuSign may at its discretion require advance payment or other adequate security for payment as DocuSign may consider appropriate in connection with or as a condition to the provision of services described in this section.

10. WARRANTIES AND DISCLAIMERS

10.1 DocuSign Warranties. DocuSign represents and warrants that: (a) the Subscription Service as delivered to Subscriber and used in accordance with the Specifications will not infringe on any United States patent, copyright or trade secret; (b) the Subscription Service shall be performed in accordance with the Specifications in their then-current form at the time of the provision of such Subscription Service; (c) any DocuSign Products that are software shall be free of harmful or illicit code, trapdoors, viruses, or other harmful features; (d) the proper use of the Subscription Service by Subscriber in accordance with the Specifications and applicable law in the formation of an eContract not involving any consumer will be sufficient under the Electronic Signatures in Global and National Commerce Act, 15 U.S.C. §§ 7001 et seq. (the "ESIGN Act") to support the validity of such formation, to the extent provided in the ESIGN Act; (e) the proper use of the Subscription Service by Subscriber in accordance with the Specifications and applicable law in the formation of an eContract involving a consumer will be sufficient under the ESIGN Act to support the validity of such formation, to the extent provided in the ESIGN Act, so long as and provided that Subscriber complies with all special requirements for consumer eContracts, including and subject to those referenced in Section 2.1(vi) and (vii) above; and (f) DocuSign has implemented information security policies and safeguards to preserve the security, integrity, and confidentiality of Personal Data and to protect against unauthorized access and anticipated threats or hazards thereto, that meet the objectives of the Interagency Guidelines Establishing Standards for Safeguarding Customer Information as set forth in Section 501 (b) of the Gramm-Leach-Bliley Act.

10.2 Mutual Warranties. Each party represents and warrants to the other that: (a) this Agreement has been duly executed and delivered and constitutes a valid and binding agreement enforceable against such party in accordance with its terms; (b) no authorization or approval from any third party is required in connection with such party's execution, delivery, or performance of this Agreement; and (c) the execution, delivery, and performance of this Agreement does not violate the laws of any jurisdiction or the terms or conditions of any other agreement to which it is a party or by which it is otherwise bound.

10.3 Disclaimer. EXCEPT FOR THE EXPRESS REPRESENTATIONS AND WARRANTIES STATED IN SECTIONS 10.1 AND 10.2 ABOVE (WHICH ARE NOT APPLICABLE TO CONSULTING SERVICES), DOCUSIGN MAKES NO ADDITIONAL REPRESENTATION OR WARRANTY OF ANY KIND -- WHETHER EXPRESS, IMPLIED IN FACT OR BY OPERATION OF LAW, OR STATUTORY -- AS TO ANY MATTER WHATSOEVER. DOCUSIGN EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DOCUSIGN DOES NOT WARRANT THAT THE DOCUSIGN PRODUCTS (INCLUDING CONSULTING SERVICES OR RELATED DELIVERABLES, IF ANY), ARE OR WILL BE ERROR-FREE, WILL MEET SUBSCRIBER'S REQUIREMENTS, OR BE TIMELY OR SECURE. SUBSCRIBER WILL NOT HAVE THE RIGHT TO MAKE OR PASS ON ANY REPRESENTATION OR WARRANTY ON BEHALF OF DOCUSIGN TO ANY THIRD PARTY.

11. INDEMNIFICATION

11.1 By DocuSign. DocuSign will defend Subscriber, and its employees, directors, agents, and representatives ("Indemnified Party") from any actual or threatened third party claim arising from: (a) any breach by DocuSign of its confidentiality obligations in Section 13, and/or (b) alleged infringement by DocuSign of any third party intellectual property rights (each a "Subscriber Claim").

11.2 By Subscriber. Subscriber will defend DocuSign, and its employees, directors, agents, and representatives ("Indemnified Party") from any actual or threatened third party claim arising from: (a) any breach by Subscriber of its confidentiality obligations in Section 13, and/or (b) alleged infringement by Subscriber of any third party intellectual property rights, and/or (c) the content submitted by any Authorized User or otherwise Processed through Subscriber's Account (each a "DocuSign Claim").

11.3 Procedures. The parties' respective indemnification obligations above are conditioned on: (a) the Indemnified Party gives the Indemnifying Party prompt written notice of the Subscriber Claim or DocuSign Claim (as the case may be, a "Claim"); (b) the Indemnifying Party has full and complete control over the defense and settlement of the Claim; (c) the Indemnified Party provides assistance in connection with the defense and settlement of the Claim as the Indemnifying Party may reasonably request; and (d) the Indemnified Party complies with any settlement or court order made in connection with the Claim. The Indemnifying Party will indemnify the Indemnified Party against: (i) all damages, costs, and attorneys' fees finally awarded against any of them in any Claim under this Section 11; (ii) all out-of-pocket costs (including reasonable attorneys' fees) reasonably incurred by any of them in connection with the defense of the Claim (other than attorneys' fees and costs incurred without the Indemnifying Party's consent after it has accepted defense of such Claim); and (iii) if any Claim arising under this Section 11 is settled by the Indemnifying Party or with its approval, then the Indemnifying Party will pay any amounts to any third party agreed to by the Indemnifying Party in settlement of any such Claims.

12. LIMITATIONS OF LIABILITY

12.1 Disclaimer of Consequential Damages. EXCEPT WITH RESPECT TO INDEMNIFICATION OBLIGATIONS OF SECTION 11, NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THIS AGREEMENT, NEITHER PARTY WILL, UNDER ANY CIRCUMSTANCES, BE LIABLE TO THE OTHER PARTY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE TRANSACTIONS CONTEMPLATED UNDER THIS AGREEMENT (INCLUDING WITH RESPECT TO CONSULTING SERVICES, IF ANY), INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR LOSS OF BUSINESS, EVEN IF APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.

12.2 Cap on Liability. EXCEPT WITH RESPECT TO INDEMNIFICATION OBLIGATIONS OF SECTION 11, UNDER NO CIRCUMSTANCES WILL EITHER PARTY'S TOTAL LIABILITY OF ALL KINDS ARISING OUT OF OR RELATED TO THIS AGREEMENT (INCLUDING, BUT NOT LIMITED TO, WARRANTY CLAIMS AND WITH RESPECT TO CONSULTING SERVICES, IF ANY), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY SUBSCRIBER TO DOCUSIGN UNDER THIS AGREEMENT DURING THE 12 MONTHS PRECEDING THE DATE OF THE ACTION OR CLAIM.

12.3 Independent Allocations of Risk. EACH PROVISION OF THIS AGREEMENT THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES REPRESENTS AN AGREED ALLOCATION OF THE RISKS OF THIS AGREEMENT BETWEEN THE PARTIES. THIS ALLOCATION IS REFLECTED IN THE PRICING OFFERED BY DOCUSIGN TO SUBSCRIBER AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THIS AGREEMENT, AND EACH OF THESE PROVISIONS WILL APPLY EVEN IF THE WARRANTIES IN THIS AGREEMENT HAVE FAILED OF THEIR ESSENTIAL PURPOSE.

13. CONFIDENTIALITY

13.1 "Confidential Information" means any trade secrets or other information of DocuSign or Subscriber, whether of a technical, business, or other nature (including, without limitation, in the case of DocuSign, DocuSign software and related information, and in the case of Subscriber, Personal Data and eContracts), that is disclosed to the other party (the "Recipient"). Confidential Information does not include any information that: (a) was known to Recipient prior to receiving it from the disclosing party; (b) is independently developed by Recipient without use of or reference to any Confidential Information of the other party; (c) is acquired by Recipient from another source that did not receive it in confidence from the other party to this Agreement; or (d) is or becomes part of the public domain through no fault or action of Recipient.

13.2 Restricted Use and Nondisclosure. During and after the Term, Recipient will: (a) use the Confidential Information of the other party solely for the purpose for which it is provided; (b) not disclose such Confidential Information to a third party; and (c) protect such Confidential Information from unauthorized use and disclosure to the same extent (but using no less than a reasonable degree of care) that it protects its own Confidential Information of a similar nature.

13.3 Required Disclosure. If Recipient is required by law to disclose Confidential Information of the other party or the terms of this Agreement, Recipient must give prompt written notice of such requirement before such disclosure and assist the disclosing party to obtain where reasonably available an order protecting the Confidential Information from public disclosure.

13.4 Return of Materials. Except for as provided in Section 7.4, upon written request by the disclosing party, Recipient will destroy or deliver to the disclosing party all of the disclosing party's Confidential Information that Recipient may have in its possession or control.

13.5 Ownership. Recipient acknowledges that, as between the parties, all Confidential Information it receives from the disclosing party, including all copies thereof in Recipient's possession or control, in any media, is proprietary to and exclusively owned by the disclosing party. Nothing in this Agreement grants Recipient any right, title or interest in or to any of the disclosing party's Confidential Information. Recipient's incorporation of the disclosing party's Confidential Information into any of its own materials shall not render Confidential Information non-confidential.

13.6 Remedies. Recipient acknowledges that any actual or threatened violation of this confidentiality provision may cause irreparable, non-monetary injury to the disclosing party, the extent of which may be difficult to ascertain, and therefore agrees that the disclosing party shall be entitled to seek injunctive relief in addition to all remedies available to the disclosing party at law and/or in equity. Absent written consent of the disclosing party, the burden of proving that the disclosing party's Confidential Information is not, or is no longer, confidential or a trade secret shall be on the Recipient.

13.7 Existing Obligations. The obligations in this Section 13 are in addition to, and supplement, each party's obligations of confidentiality under applicable law and/or under any nondisclosure or other agreement between the parties.

14. GENERAL

14.1 Relationship. At all times, the parties are independent actors, and are not the agent or representative of the other. This Agreement is not intended to create a joint venture, partnership, or franchise relationship, or give rise to any third party beneficiary. Subscriber must not represent to anyone that Subscriber is an agent of DocuSign or is otherwise authorized to bind or commit DocuSign in any way without DocuSign's prior authorization.

14.2 Assignability. Subscriber may not assign its rights, duties, or obligations under this Agreement without DocuSign's prior written consent. If consent is given, this Agreement will bind Subscriber's successors and assigns. Any attempt by Subscriber to transfer its rights, duties, or obligations under this Agreement except as expressly provided in this Agreement is void. Notwithstanding the foregoing, either party may assign this Agreement to a successor of its business without the other party's consent.

14.3 Nonsolicitation. During the Term of this Agreement and for a period of one year thereafter, Subscriber will not, directly or indirectly, employ or solicit the employment or services of a DocuSign employee or independent contractor without the prior written consent of DocuSign.

14.4 Notices. Any notice required or permitted to be given in accordance with this Agreement will be effective if it is in writing and sent using: (a) the "acknowledge receipt" function of the Subscription Service; (b) by certified or registered mail; or (c) insured courier, to the appropriate party at the address set forth on the Order Form. Either party may change its address for receipt of notice by notice to the other party in accordance with this Section. Notices are deemed given upon receipt if delivered using the Subscription Service, two business days following the date of mailing, or one business day following delivery to a courier.

14.5 Force Majeure. Except for any payment obligations, neither party will be liable for, or be considered to be in breach of or default under this Agreement on account of, any delay or failure to perform as required by this Agreement as a result of any cause or condition beyond such party's reasonable control, so long as such party uses all commercially reasonable efforts to avoid or remove such causes of non-performance or delay.

14.6 Dispute Resolution. In the event of any dispute regarding any right or obligation under this Agreement, the aggrieved party shall notify the other party in a writing describing the dispute ("Notice of Dispute"). Upon receipt of the Notice of Dispute, the parties shall arrange a meeting between their representatives. Over a period not to exceed 10 business days after receipt of Notice of Dispute ("Period"), the parties shall engage in good faith negotiations to resolve such dispute. If the parties' representatives are unable to resolve the dispute at such meetings during the Period, then each party may seek any remedies available to it in law or equity. Notwithstanding the foregoing, either party may seek injunctive relief at any time. Each party hereby irrevocably waives, to the fullest extent permitted by law, any and all right to trial by jury in any legal proceeding arising out of or relating to this Agreement.

14.7 Governing Law. This Agreement will be interpreted, construed, and enforced in all respects in accordance with the local laws of the State of Washington, U.S.A., without reference to its choice of law rules to the contrary. The provisions of the 1980 U.N. Convention on Contracts for the International Sale of Goods are expressly excluded and do not apply to this Agreement. Any legal action by Subscriber arising under this Agreement must be initiated within two years after the cause of action arises.

14.8 Waiver. The waiver by either party of any breach of any provision of this Agreement does not waive any other breach. The failure of any party to insist on strict performance of any covenant or obligation in accordance with this Agreement will not be a waiver of such party's right to demand strict compliance in the future, nor will the same be construed as a novation of this Agreement.

14.9 Severability. If any part of this Agreement is found to be illegal, unenforceable, or invalid, the remaining portions of this Agreement will remain in full force and effect. If any material limitation or restriction on the grant of any license to Subscriber under this Agreement is found to be illegal, unenforceable, or invalid, the license will immediately terminate.

14.10 Counterparts. This Agreement may be executed in any number of identical counterparts, notwithstanding that the parties have not signed the same counterpart, with the same effect as if the parties had signed the same document. All counterparts will be construed as and constitute the same agreement.

14.11 Entire Agreement. This Agreement is the final and complete expression of the agreement between these parties regarding the DocuSign Products. This Agreement supersedes, and the terms of this Agreement govern, all previous oral and written communications regarding these matters. This Agreement may be changed only by a written agreement signed by an authorized agent of both parties.

ADDITIONAL TERMS AND CONDITIONS FOR CONSULTING SERVICES

The following additional terms and conditions apply to Consulting Services, if any, that are made the subject of an Order Form.

15. SERVICES, WORK ORDERS, AND CHANGE ORDERS

15.1 Services. Subject to the terms and conditions of this Agreement, DocuSign will, if ordered as provided hereunder, perform for Subscriber certain Consulting Services.

15.2 Work Orders. The specific details of the Consulting Services to be performed will be determined on a per-project basis, and the details for each project will be described in a Work Order that is executed by both parties (called the "Work Order" for purposes of the Consulting Services). An Order Form that lists a DocuSign standard training or consulting package as a DocuSign Product constitutes a Work Order. Once executed by both parties, each Work Order will be a unique agreement that incorporates the terms of this Agreement and stands alone with respect to all other Order Forms. If there is a conflict between the terms of this Agreement and the terms of a Work Order, the terms of this Agreement will control unless the Work Order states that a specific provision of this Agreement will be superseded by a specific provision of the Work Order.

15.3 Change Orders. Unless otherwise specified in a Work Order, Subscriber may reasonably request in writing that revisions be made with respect to the Consulting Services or deliverables set forth in that Work Order ("Change Order"). If a Change Order recites revisions that materially increase the scope of the Consulting Services or the effort required to deliver deliverables under the applicable Work Order, then within 10 business days after DocuSign's receipt of the Change Order, DocuSign will deliver to Subscriber a written, revised Work Order reflecting DocuSign's reasonable determination of the revised Consulting Services, deliverables, delivery schedule, payment schedule, and adjusted fees or fee estimates, if any, that will apply to the implementation of the revisions. If Subscriber approves the revised Work Order, then the parties will execute it, and upon execution, the revised Work Order will supersede the then-existing Work Order. If Subscriber does not approve the revised Work Order within 10 business days after its receipt by Subscriber, the then-existing Work Order will remain in full force and effect, and DocuSign will have no further obligation with respect to the applicable Change Order.

16. PERFORMANCE OF CONSULTING SERVICES

16.1 Project Management. For each project described in a Work Order, each party will designate a single point of contact within its organization to manage the project ("Project Leader"). The Project Leaders will meet as necessary to manage the Consulting Services to be performed under a Work Order. Disputes will be escalated to more senior executives if the Project Leaders are unable to resolve a problem. DocuSign's Project Leader will provide Subscriber's Project Leader with regular reports on the status of the Consulting Services at least once per month.

16.2 Performance Standard. DocuSign warrants to Subscriber that the Consulting Services will be performed in a good and workmanlike manner in accordance with standard industry practice and the applicable Work Order, including any specifications

in such Work Order. DocuSign will complete the Consulting Services, including the delivery of any deliverables, in accordance with the schedule of times and milestones specified in the Work Order.

16.3 Fees. Unless otherwise specified in a Work Order, Subscriber will pay DocuSign for Consulting Services on a time-and-materials basis at DocuSign's then-current rates and under payment terms described in this Agreement ("Consulting Fees").

16.4 Disclaimer. EXCEPT FOR WARRANTIES PROVIDED HEREIN OR EXPRESSLY IDENTIFIED AS SUCH IN A WORK ORDER, THE CONSULTING SERVICES AND ANY RELATED DELIVERABLES WILL BE PROVIDED AS-IS AND WITHOUT WARRANTY OF ANY KIND. DOCUSIGN EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT AS TO ANY AND ALL CONSULTING SERVICES AND RELATED DELIVERABLES.

17. TERM AND TERMINATION OF WORK ORDERS

17.1 Term. Each Work Order is non-cancellable except pursuant to a Change Order, and will commence on the specified effective date and will continue until each party's obligations under the Work Order have been fulfilled or the Work Order is terminated as provided in the Work Order.

17.2 Effect of Termination. If any Work Order is terminated in accordance with this Section 17, then Subscriber will pay to DocuSign any Consulting Fees and all other payment obligations accrued and payable for the Consulting Services performed under the terminated Work Order through the effective date of the termination. If a Work Order is terminated for any reason other than for material breach by DocuSign, Subscriber will pay to DocuSign all Consulting Fees due under the Work Order had the Work Order not been terminated and had the Consulting Services been fully performed in accordance with the schedule then in effect, which amount owing will be evidenced in a final termination invoice to be provided by DocuSign to Subscriber. The amount of Consulting Services Fees specified in such termination invoice from DocuSign will be final and binding on the parties, absent manifest error.

18. PROPRIETARY RIGHTS

18.1 Subscriber Materials. Any materials provided by Subscriber to DocuSign specifically for use by DocuSign in the course of the Consulting Services ("Subscriber Materials") will be used and disclosed solely as required to perform the Consulting Services. As between the parties, Subscriber will continue to own the Subscriber Materials.

18.2 Inventions. Except as expressly set forth to the contrary in a Work Order, all works of authorship, inventions, discoveries, improvements, methods, processes, formulas, designs, techniques, and information: (a) conceived, discovered, developed or otherwise made by DocuSign, solely or in collaboration with others, in the course of performing the Consulting Services; or (b) that form all or part of a deliverable provided as part of the Consulting Services, whether developed as part of the Consulting Services or separately, but excluding Subscriber Materials (as defined in Section 18.1) (collectively, "inventions"), will be the sole property of DocuSign. Upon and subject to final payment by Subscriber of all amounts owing to DocuSign, DocuSign hereby grants to Subscriber a nonexclusive, perpetual, worldwide, royalty-free license to use, copy, modify, and prepare derivative works of the inventions solely for purposes of Subscriber's internal business operations only.

MASTER PURCHASE AGREEMENT

This Master Purchase Agreement (this "Agreement") is entered into as of [DATE] (the "Effective Date") by and between FireEye (as defined below) and _____, a _____ corporation, with its principal place of business at _____ ("Customer"). This Agreement will govern Customer's initial purchase of FireEye Offerings and any future orders by Customer as agreed between the parties in writing. FireEye shall provide its Offerings pursuant to the terms and conditions below. For good and valuable consideration, the parties hereby agree as follows:

Structure and Order of Precedence. This Agreement provides the general terms under which the Customer may use FireEye's various Offerings. The explicit rights for the Customer to use and receive Products, Support Services or Subscriptions or otherwise engage with specific FireEye Offerings are set forth in the applicable Exhibit. In the event of conflict between any of the terms in this Agreement and an Exhibit, the Exhibit shall govern.

GENERAL TERMS APPLICABLE TO ALL FIREEYE OFFERINGS

1. DEFINITIONS.

1.1 "Content Feed" means all intelligence and content feeds associated with Products, which may consist of inbound and outbound feeds that are part of FireEye's Dynamic Threat Intelligence (DTI) Cloud, downloads of Indicators for use with Products, and/or intelligence provided as part of the Advanced Threat Intelligence (ATI) Subscription.

1.2 "Deliverables" means the written reports that are created specifically for Customer as a result of the Professional Services provided hereunder.

1.3 "Documentation" means the user manuals generally provided in writing by FireEye to end users of the Products and Subscriptions in electronic format, as amended from time to time by FireEye.

1.4 "FireEye" means (i) FireEye, Inc., a Delaware corporation with its principal place of business at 1440 McCarthy Blvd., Milpitas, CA, 95035 with respect to Offerings that are shipped to, deployed or rendered inside of North America (including the United States, Mexico, Canada and the Caribbean), Central America and South America (collectively, the "Americas"); or (ii) with respect to all Offerings that are shipped to, deployed or rendered outside of the Americas, FireEye Ireland Limited, a company incorporated under the laws of Ireland with principal place of business at 2 Park Place, City Gate Park, Mahon, Cork, Ireland. FireEye includes the operating divisions Mandiant and ISIGHT.

1.5 "FireEye Materials" means all FireEye proprietary materials, Deliverables, intellectual property related to Products or Subscriptions, (such as all rights in any software incorporated into a Product or Subscription, copyrights, and patent, trade secret and trademark rights related to Products, and screens associated with Products or Subscriptions), Documentation, any hardware and/or software used by FireEye in performing Services or providing Subscriptions, Content Feeds, FireEye's processes and methods (including any forensic investigation processes and methods), Indicators of Compromise, materials distributed by FireEye during Training, and any FireEye templates and/or forms, including report and presentation templates and forms. FireEye Materials does not include Third Party Materials.

1.6 "Indicators of Compromise" or "Indicators" means specifications of anomalies, configurations, or other conditions that FireEye is capable of identifying within an information technology infrastructure, used by FireEye in performing Professional Services and providing Subscriptions.

1.7 "Intellectual Property Rights" means copyrights (including, without limitation, the exclusive right to use, reproduce, modify, distribute, publicly display and publicly perform the copyrighted work), trademark rights (including, without limitation, trade names, trademarks, service marks, and trade dress), patent rights (including, without limitation, the exclusive right to make, use and sell), trade secrets, moral rights, right of publicity, authors' rights, contract and licensing rights, goodwill and all other intellectual property rights as may exist now and/or hereafter come into existence and all renewals and extensions thereof, regardless of whether such rights arise under the law of the United States or any other state, country or jurisdiction.

1.8 "Offerings" means, collectively, Products, Subscriptions, Training, Professional Services and Support Services.

1.9 "Order" means a written purchase order or similar ordering document, signed or submitted to FireEye by Customer and approved by FireEye, under which Customer agrees to purchase Offerings.

1.10 "Products" means the FireEye software and hardware appliances (which may include embedded software or firmware components) as described in Exhibit A to this Agreement.

1.11 "Professional Services" means, collectively, those security consulting services provided by FireEye under a Statement of Work and/or set forth on an Order, which may consist of Product-related services such as deployment, configuration or installation services; proactive security consulting such as penetration testing, vulnerability assessments or compromise assessments; or incident response or other remedial services.

1.12 "Service" or "Services" means the Professional Services, Support Services and Training.

1.13 "Statement of Work" or "SOW" means a mutually agreed-upon document between FireEye and Customer, describing Professional Services, rates and timelines (if applicable) for those Professional Services, and incorporating this Agreement.

1.14 "Subscription" means a service provided by FireEye for a fixed term, under which FireEye provides access to certain features, functionality, and/or information, as described in the applicable Exhibit for each Subscription attached to this Agreement.

1.15 "Support Services" means the Product support and maintenance services provided by FireEye with respect to each Product, and that are described in the applicable Exhibit for each Product attached to this Agreement.

1.16 "Third Party Materials" means software or other components that are licensed to FireEye by third parties for use in FireEye's Offerings.

1.17 "Training" means training in the use of Products, or on security-related topics in general, provided by FireEye.

2. ORDERS AND STATEMENTS OF WORK.

2.1. Orders. Customer may purchase Offerings by submitting an Order. If accepted by FireEye, the "Order Effective Date" will be the date of the Order. All Orders will be governed by this Agreement. For clarity, FireEye will not be obligated to ship any Product, or provide any Services, Training or Subscriptions until Customer has issued a valid Order for those Offerings.

2.2. Statements of Work. Each Statement of Work will incorporate and be governed by this Agreement. The "Statement of Work Effective Date" will be the date both Customer and FireEye have agreed to the Statement of Work, either by executing the Statement of Work or by issuing and accepting an Order for the Professional Services described on the Statement of Work. For clarity, FireEye will not be obligated to perform any Professional Services until a SOW describing those Professional Services has been agreed by both parties or an Order listing those Professional Services has been accepted by FireEye.

3. PAYMENT. Customer agrees to purchase the Offerings for the prices set forth in each Order and/or Statement of Work, as applicable ("Fees"). If Customer purchases through a FireEye partner (such as an authorized reseller or distributor, collectively, "FireEye Partners"), all fees and other procurement and delivery terms shall be agreed between Customer and the applicable partner. If Customer purchases directly from FireEye, Customer will make full payment in the currency specified in FireEye's invoice, without set-off and in immediately available funds, within thirty (30) days of the date of each invoice. All Fees are non-cancelable and non-refundable. All Fees described on an Order will be fully invoiced in advance, unless otherwise agreed by FireEye. Unless otherwise specified in a Statement of Work, all Fees related to Professional Services will be invoiced

fully in advance. Customer shall reimburse FireEye for any and all expenses incurred so long as such expenses are directly attributable to the Services or Subscriptions performed for or provided to Customer. FireEye will provide appropriate vouching documentation for all expenses exceeding \$25. If any payment is more than fifteen (15) days late, FireEye may, without limiting any remedies available to FireEye, terminate the applicable Order or Statement of Work or suspend performance until payment is made current. Customer will pay interest on all delinquent amounts at the lesser of 1.5% per month or the maximum rate permitted by applicable law. All Fees are exclusive of all present and future sales, use, excise, value added, goods and services, withholding and other taxes, and all customs duties and tariffs now or hereafter claimed or imposed by any governmental authority upon the Offerings which shall be invoiced to and paid by the Customer. If Customer is required by law to make any deduction or withholding on any payments due to FireEye, Customer will notify FireEye and will pay FireEye any additional amounts necessary to ensure that the net amount FireEye receives, after any deduction or withholding, equals the amount FireEye would have received if no deduction or withholding had been required. Additionally, Customer will provide to FireEye evidence, to the reasonable satisfaction of FireEye, showing that the withheld or deducted amounts have been paid to the relevant governmental authority. For purposes of calculating sales and similar taxes, FireEye will use the address set forth on the Order or Statement of Work, as applicable, as the jurisdiction to which Offerings and shipments are delivered unless Customer has otherwise notified FireEye in writing as of the Order Effective Date or Statement of Work Effective Date, as applicable. Customer will provide tax exemption certificates or direct-pay letters to FireEye on or before the Order Effective Date or Statement of Work Effective Date, as applicable. FireEye reserves the right to increase Fees at any time, although increases in Fees for Subscriptions or Support Services will not go into effect until the next Renewal Subscription Term or Renewal Support Term, as applicable.

4. TITLE AND RISK OF LOSS; INSPECTION. All hardware, including Products and any hardware provided for use with Subscriptions and/or Services, is shipped FOB Origin (FCA) from FireEye's designated manufacturing facility or point of origin, and title to such hardware and the risk of loss of or damage to the hardware shall pass to Customer at time of FireEye's delivery of such hardware to the carrier. FireEye is authorized to designate a carrier pursuant to FireEye's standard shipping practices unless otherwise specified in writing by Customer. Customer must provide written notice to FireEye within five (5) days of delivery of the Products of any non-conformity with the Order, e.g., delivery of the wrong Product or incorrect quantities.

5. TERMS APPLICABLE TO OFFERINGS.

5.1. Products and Support Services. Customer's purchase and use of each Product and Support Services for each Product will be subject to the licenses and terms specific to each Product set forth in Exhibit A.

5.2. Subscriptions. Customer's purchase of and access to each Subscription will be subject to the terms specific to each Subscription set forth in Exhibit B.

5.3. Training. Customer's purchase of Training will be subject to the terms in this Section 5.3. Training delivery dates and location for such Training will be mutually agreed upon by the parties. If an Order does not specify such dates and/or locations, then the parties will mutually agree upon the dates and locations for Training. Customer must request rescheduling of Training no less than two (2) weeks in advance of the scheduled start date. FireEye will use reasonable efforts to reschedule the Training, subject to availability, and Customer will pay any expenses associated with the rescheduling, including any expenses associated with cancelling or changing travel plans. If Customer cancels attendance at a public Training class, Customer must notify FireEye no later than two (2) business days before the date of the Training class. If Customer timely notifies FireEye of the cancellation, FireEye will issue Customer a credit for the amount paid for that public Training class, which Customer may apply toward another public Training class held within one (1) year of the date of the Order on which the cancelled Training class was included. Customer may substitute a named attendee at a public Training class, but Customer will notify FireEye in advance of any such substitution. FireEye reserves the right to refuse admittance to public Training classes to any person, for any reason, and if FireEye refuses admittance, FireEye will refund the amount paid for that person's attendance at the public Training class. FireEye does not refund or credit Fees paid for attendees who do not attend Training classes or who leave before a Training class concludes. If Customer purchases a block of Training hours (for example, 10 hours of Training), then Customer must use those hours within one (1) year of the effective date of the applicable Order. All Training must be scheduled and conducted within one (1) year of the date of the applicable Order for that Training.

5.4. Professional Services.

5.4.1. Deliverables. Subject to Customer's timely payment of applicable fees, and subject to this Agreement and each applicable SOW, Customer shall have a perpetual, non-exclusive, nontransferable, right and license to use, display and reproduce the Deliverables for its internal business purposes. Deliverables may not be shared with any third party other than law enforcement agencies. In no event may Deliverables be used for sales or marketing activities.

5.4.2. Customer-Owned Property. Customer will be and remain, at all times, the sole and exclusive owner of the Customer-Owned Property (including, without limitation, any modification, compilation, derivative work of, and all intellectual property and proprietary rights contained in or pertaining thereto). FireEye will promptly return to Customer all Customer-Owned Property upon the termination or expiration of the applicable Statement of Work or Order, or sooner at Customer's request. "Customer-Owned Property" means any technology, software, algorithms, formulas, techniques or know-how and other tangible and intangible items that were owned by Customer, or developed by or for Customer prior to the SOW Effective Date that are provided by Customer to FireEye for incorporation into or used in connection with the development of the Deliverables or performance of Professional Services.

5.4.3. Customer Responsibilities. If the Services or Subscriptions require the installation and use of FireEye equipment or software, Customer will facilitate the installation and shall provide physical space, electrical power, Internet connectivity and physical access as reasonably determined and communicated by FireEye. Notwithstanding anything to the contrary herein or in any Statement of Work, including confidentiality provisions, if Customer has hired FireEye to perform a PCI DSS Compliance Audit or a PCI investigation, FireEye may provide The Payment Card Industry Security Standards Council, LLC (PCI SSC), card companies and the relevant merchant bank with all Reports of Compliance (ROC) and all related assessment and investigative report documents generated in connection with such work, as required by PCI DSS rules.

5.4.4. Additional Assumptions. (a) estimated Fees for Professional Services do not include any hardware, software, licensing, maintenance or support costs of any FireEye or other third-party product or service suggested by FireEye in the course of performing Professional Services; (b) when FireEye's personnel are performing Professional Services on site at Customer's premises, Customer will allocate appropriate working space and physical access for all FireEye personnel; (c) Customer will make available key individuals within the security program that can best help plan and coordinate activities described in the SOW; (d) either party may elect to submit written change requests to the other party proposing changes to the Statement of Work. All changes to the requirements and Statement of Work will be made using agreed-to project change control procedures.

5.5 Evaluations. If Customer receives a Product or Subscription for evaluation purposes ("Evaluation Offerings") then Customer may use the Evaluation Offerings for its own internal evaluation purposes for a period of up to thirty (30) days from the date of receipt of the Evaluation Offerings (the "Evaluation Period"). Customer and FireEye may, upon mutual written agreement (including via email), extend the Evaluation Period. If the Evaluation Offering includes hardware components, Customer will return the hardware within ten (10) days of the end of the Evaluation Period, and if Customer does not return the hardware within this period, Customer shall be invoiced for the then-current list price for the applicable Evaluation Offering. Customer acknowledges that title to hardware components of Evaluation Offerings remains with FireEye at all times, and that Evaluation Offerings may be used and/or refurbished units. If the Evaluation Offering does not include hardware components, Evaluator must delete all software and other components (including Documentation) related to the Evaluation Offering at the end of the Evaluation Period, and confirm those deletions in writing to FireEye, or the Evaluator shall be invoiced for the then-current list price for the Evaluation Offering. If the Evaluation Offering is a Subscription, Evaluator understands that FireEye may disable access to the Subscription automatically at the end of the Evaluation Period, without notice to Evaluator. EVALUATION OFFERINGS ARE PROVIDED "AS IS", AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, FIREEYE DISCLAIMS ALL WARRANTIES RELATING TO THE EVALUATION OFFERINGS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES AGAINST INFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6. INTELLECTUAL PROPERTY

6.1. Ownership of FireEye Materials; Restrictions. All Intellectual Property Rights in FireEye Materials, Products, Deliverables, Documentation, and Subscriptions belong exclusively to FireEye and its licensors. Customer will not (and will not allow any third party to): (i) disassemble, decompile, reverse compile, reverse engineer or attempt to discover any source code or underlying ideas or algorithms of any FireEye Materials (except to the limited extent that applicable law prohibits reverse engineering restrictions); (ii) sell, resell, distribute, sublicense or otherwise transfer, the FireEye Materials, or make the functionality of the FireEye Materials available to any other party through any means (unless otherwise FireEye has provided prior written consent); (iii) without the express prior written consent of FireEye, conduct any benchmarking or comparative study or analysis involving the FireEye Materials ("Benchmarking") for any reason or purpose except, to the limited extent absolutely necessary, to determine the suitability of Products or Subscriptions to interoperate with Customer's internal computer systems; (iv) disclose or publish to any third party any Benchmarking or any other information related thereto; (v) use the FireEye Materials or any Benchmarking in connection with the development of products, services or subscriptions that compete with the FireEye Materials; or (vi) reproduce, alter, modify or create derivatives of the FireEye Materials. Between Customer and FireEye, FireEye shall retain all rights and title in and to any Indicators of Compromise FireEye developed by or for FireEye in the course of providing Subscriptions or performing Services.

6.2. Third Party Materials. Customer acknowledges that Products and Subscriptions may include Third Party Materials. FireEye represents that these Third Party Materials will not diminish the license rights provided herein or limit Customer's ability to use the Products and Subscriptions in accordance with the applicable Documentation, and neither the inclusion of Third Party Materials in any Product or Subscription or use of Third Party Materials in performance of Services will create any obligation on the part of Customer to license Customer's software or products under any open source or similar license.

7. WARRANTIES.

7.1. Product Warranty. FireEye warrants to Customer that during the one (1) year period following the shipment of the Products, the Products will perform substantially in accordance with the applicable Documentation. The warranty stated in this Section 7.1 shall not apply if the Product has: (i) been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling or use contrary to any instructions issued by FireEye; (ii) been repaired or altered by persons other than FireEye; (iii) not been installed, operated, repaired and maintained in accordance with the Documentation; or (iv) been used with any third party software or hardware which has not been previously approved in writing by FireEye. If during the one-year Product warranty period: (a) FireEye is notified promptly in writing upon discovery of any error in a Product, including a detailed description of such alleged error; (b) such Product is returned, transportation charges prepaid, to FireEye's designated manufacturing facility in accordance with FireEye's then-current return procedures, as set forth by FireEye from time to time; and (c) FireEye's inspections and tests determine that the Product contains errors and has not been subjected to any of the conditions set forth in 7.1 (i)-(iv) above, then, as Customer's sole remedy and FireEye's sole obligation under the foregoing warranty, FireEye shall, at FireEye's option, repair or replace without charge such Product. Any Product that has either been repaired or replaced under this warranty shall have warranty coverage for the remaining warranty period. Replacement parts used in the repair of a Product may be new or equivalent to new.

7.2. Services Warranty. FireEye warrants to Customer that Services will be performed in a professional manner in accordance with industry standards for like services. If Customer believes the warranty stated in this Section has been breached, Customer must notify FireEye of the breach no later than thirty (30) days following the date the Services were performed, and FireEye will promptly correct or re-perform the Services, at FireEye's expense.

7.3. Subscription Warranty. FireEye warrants to Customer the Subscriptions will be provided in a professional manner in accordance with industry standards for similar subscriptions. If Customer believes the warranty stated in this Section has been breached, Customer must notify FireEye of the breach no later than thirty (30) days following the date the warranty was allegedly breached, and FireEye will promptly correct the non-conformity, at FireEye's expense.

7.4. Remedies Exclusive. Except for any Service Level Credits described in Exhibit B, the remedies stated in Sections 7.1-7.3 above are the sole remedies, and FireEye's sole obligation, with respect to Products, Subscriptions and Services that fail to comply with the foregoing warranties.

7.5. Disclaimer of Warranties. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH HEREIN, ALL PRODUCTS, SUBSCRIPTIONS, FIREEYE MATERIALS, DELIVERABLES AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY WHATSOEVER. FIREEYE AND ITS SUPPLIERS EXPRESSLY DISCLAIM, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, ALL WARRANTIES, EXPRESS, IMPLIED AND STATUTORY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, NONINFRINGEMENT, OR ARISING FROM COURSE OF PERFORMANCE, DEALING, USAGE OR TRADE. FIREEYE ALSO MAKES NO WARRANTY REGARDING NONINTERRUPTION OF USE OR FREEDOM FROM BUGS, AND MAKES NO WARRANTY THAT PRODUCTS, FIREEYE MATERIALS, DELIVERABLES, SERVICES OR SUBSCRIPTIONS WILL BE ERROR-FREE.

8. INFRINGEMENT INDEMNITY.

8.1. FireEye shall defend Customer, and its officers, directors and employees, against any third party action alleging that the FireEye Materials infringes a valid U.S. patent or copyright issued as of the date of delivery or performance, as applicable, and FireEye shall pay all settlements entered into, and all final judgments and costs (including reasonable attorneys' fees) finally awarded against such party in connection with such action. If the FireEye Materials, or parts thereof, become, or in FireEye's opinion may become, the subject of an infringement claim, FireEye may, at its option: (i) procure for Customer the right to continue using the applicable FireEye Materials; (ii) modify or replace such FireEye Materials with a substantially equivalent non-infringing FireEye Materials; or (iii) require the return of such FireEye Materials or cease providing affected Product, Subscriptions, Deliverables or Services, and refund to Customer, with respect to Products, a pro-rata portion of the purchase price of such Products based on a three-year straight line amortization of the purchase price, and with respect to Subscriptions, a portion of any pre-paid Fees for such Subscriptions, pro rated for any unused Subscription Term, and with respect to Services, any pre-paid Fees for Services that have not been delivered. THIS SECTION 8.1 STATES THE ENTIRE LIABILITY OF FIREEYE AND CUSTOMER'S SOLE REMEDY WITH RESPECT TO ANY INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS BY THE OFFERINGS, FIREEYE MATERIALS, OR DELIVERABLES.

8.2. FireEye shall have no indemnification obligations with respect to any action arising out of: (i) the use of any Product, Subscription, Deliverable, or Service, or any part thereof, in combination with software or other products not supplied by FireEye; (ii) any modification of the Products, Subscriptions, Deliverables, or Services not performed or expressly authorized by FireEye; or (iii) the use of any the Products, Subscriptions, Deliverables, or Services other than in accordance with this Agreement and applicable Documentation.

8.3. The indemnification obligations shall be subject to Customer: (i) notifying FireEye within ten (10) days of receiving notice of any threat or claim in writing of such action; (ii) giving FireEye exclusive control and authority over the defense or settlement of such action; (iii) not entering into any settlement or compromise of any such action without FireEye's prior written consent; and (iv) providing reasonable assistance requested by FireEye.

9. LIMITATION OF LIABILITY.

9.1. Consequential Damages Waiver. EXCEPT FOR LIABILITY ARISING UNDER A BREACH OF ANY INTELLECTUAL PROPERTY RIGHT OF FIREEYE, OR THE INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 8 (INFRINGEMENT INDEMNITY), IN NO EVENT WILL FIREEYE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS AND LOST SAVINGS, HOWEVER CAUSED, WHETHER FOR BREACH OR REPUDIATION OF CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE, WHETHER OR NOT FIREEYE WAS ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

9.2. Limitation of Monetary Damages. EXCEPT FOR LIABILITY ARISING UNDER A BREACH OF ANY INTELLECTUAL PROPERTY RIGHT OF FIREEYE, PAYMENT OBLIGATIONS OF CUSTOMER, AND THE INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 8 (INFRINGEMENT INDEMNITY), AND NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS AGREEMENT OR ANY ORDER OR STATEMENT OF WORK, FIREEYE'S TOTAL LIABILITY ARISING OUT OF THIS AGREEMENT, THE OFFERINGS, THE FIREEYE IP AND DELIVERABLES SHALL BE LIMITED TO THE TOTAL AMOUNTS

RECEIVED BY FIREEYE FOR THE RELEVANT OFFERINGS DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE FIRST OCCURRENCE OF THE EVENTS GIVING RISE TO SUCH LIABILITY.

9.3. Applicability. THE LIMITATIONS AND EXCLUSIONS CONTAINED HEREIN WILL APPLY ONLY TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, AND NOTHING HEREIN PURPORTS TO LIMIT EITHER PARTY'S LIABILITY IN A MANNER THAT WOULD BE UNENFORCEABLE OR VOID AS AGAINST PUBLIC POLICY IN THE APPLICABLE JURISDICTION.

9.4 SAFETY Act. FireEye and Customer hereby mutually waive and release each other from any and all liabilities relating to any claims for losses or damages of any kind (including, but not limited to, business interruption losses) arising out of an Act of Terrorism as defined by the Support Anti-Terrorism By Fostering Effective Technologies Act of 2002 ("SAFETY Act") (6 U.S.C. §§ 441-444). FireEye and Customer further agree to be solely responsible to the full extent of any and all losses they may sustain, or for any and all losses their respective employees, officers, or agents may sustain, resulting from an Act of Terrorism as defined by 6 U.S.C. §§ 441-444 when FireEye's Multi-Vector Virtual Execution Engine and any subscriptions, cloud services platform or associated services (the "Qualified Anti-Terrorism Technology") are utilized in defense against, response to, or recovery from an Act of Terrorism.

10. Export Control; Anti-Corruption; U.S. Government Restricted Rights.

10.1. Export Control. Export Control. Each party represents and warrants that it shall comply with all laws and regulations applicable to it with respect to the Offerings. Customer further acknowledges and agrees that the Products and FireEye Materials may be subject to restrictions and controls imposed by the United States Export Administration Act, the regulations thereunder, as well as European Union ("EU") or National export control laws and obligations and similar laws in other jurisdictions. Customer agrees to comply with all applicable export and re-export control laws and regulations, including the Export Administration Regulations ("EAR") maintained by the U.S. Department of Commerce, trade and economic sanctions maintained by the Treasury Department's Office of Foreign Assets Control, and the International Traffic in Arms Regulations ("ITAR") maintained by the Department of State. Specifically, Customer covenants that it shall not, directly or indirectly, sell, export, reexport, transfer, divert, or otherwise dispose of any Products, FireEye Materials, or technology (including products derived from or based on such technology) received from FireEye under this Agreement to any destination, entity, or person prohibited by the laws or regulations of the United States and the EU, without obtaining prior authorization from the competent government authorities as required by those laws and regulations. These prohibitions include, but are not limited to the following: (i) the Products and FireEye Materials cannot be exported or re-exported to any countries embargoed by the United States (currently including Cuba, Iran, North Korea, Sudan or Syria) which includes nationals of these countries employed by Customer; (ii) the Products and FireEye Materials cannot be exported or re-exported for military use in country group 'b' prior to valid 'export license' or valid 'license exception'; and (iii) the Products and FireEye Materials cannot be used for any prohibited end uses including any "nuclear, biological or chemical weapon related activities."; and (iv) the Products and FireEye Materials will not be re-exported or otherwise sold or transferred if it is known or suspected that they are intended or likely to be used for such purposes. Customer agrees to notify FireEye of any suspicious activities by any employee related to the Products. Customer agrees to indemnify, to the fullest extent permitted by law, FireEye from and against any fines or penalties that may arise as a result of Customer's breach of this provision. This export control clause shall survive termination or cancellation of any Orders.

10.2. Anticorruption Laws. Each Party acknowledges that it is familiar with and understands the provisions of the U.S. Foreign Corrupt Practices Act ("the FCPA") and the U.K. Bribery Act of 2010 ("UKBA") and agrees to comply with its terms as well as any provisions of local law related thereto. Each party further understands the provisions relating to the FCPA and UKBA's prohibitions regarding the payment or giving of anything of value, including but not limited to payments, gifts, travel, entertainment and meals, either directly or indirectly, to an official of a foreign government or political party for the purpose of influencing an act or decision in his or her official capacity or inducing the official to use his or her party's influence with that government, to obtain or retain business involving the Offering. Each Party agrees to not violate or knowingly let anyone violate the FCPA or UKBA, and Each Party agrees that no payment it makes will constitute a bribe, influence payment, kickback, rebate, or other payment that violates the FCPA, the UKBA, or any other applicable anticorruption or anti-bribery law.

10.3. U.S. Government Restricted Rights. The Offerings, Deliverables and Documentation are "commercial items", "commercial computer software" and "commercial computer software documentation," pursuant to DFAR Section 227.7202 and FAR Section 12.212, as applicable. All Offerings and FireEye Materials are and were developed solely at private expense. Any use, modification, reproduction, release, performance, display or disclosure of the Offerings, FireEye Materials and Documentation by the United States Government shall be governed solely by this Agreement and shall be prohibited except to the extent expressly permitted by this Agreement.

11. CONFIDENTIAL INFORMATION.

11.1. Confidential Information. "Confidential Information" means the non-public information that is exchanged between the parties, provided that such information is: (i) identified as confidential at the time of disclosure by the disclosing party ("Discloser"); or (ii) disclosed under circumstances that would indicate to a reasonable person that the information should be treated as confidential by the party receiving such information ("Recipient"). The terms of any commercial transaction between the parties (including pricing related to the Offerings) shall be considered Confidential Information.

11.2. Maintenance of Confidentiality. Each party agrees that it shall: (i) take reasonable measures to protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the Recipient uses to protect its own confidential information of a like nature; (ii) limit disclosure to those persons within Recipient's organization with a need to know and who have previously agreed in writing, prior to receipt of Confidential Information either as a condition of their employment or in order to obtain the Confidential Information, to obligations similar to the provisions hereof; (iii) not copy, reverse engineer, disassemble, create any works from, or decompile any prototypes, software or other tangible objects which embody the other party's Confidential Information and/or which are provided to the party hereunder; and (iv) comply with, and obtain all required authorizations arising from, all U.S. and other applicable export control laws or regulations. Confidential Information shall not be used or reproduced in any form except as required to accomplish the purposes and intent of an Order or Statement of Work. Any reproduction of Confidential Information shall be the property of Discloser and shall contain any and all notices of confidentiality contained on the original Confidential Information.

11.3. Exceptions. The parties agree that the foregoing shall not apply to any information that Recipient can evidence: (i) is or becomes publicly known and made generally available through no improper action or inaction of Recipient; (ii) was already in its possession or known by it prior to disclosure by Discloser to Recipient; (iii) is independently developed by Recipient without use of or reference to any Confidential Information; or (iv) was rightfully disclosed to it by, or obtained from, a third party. Recipient may make disclosures required by law or court order provided that Recipient: (a) uses diligent efforts to limit disclosure and to obtain, if possible, confidential treatment or a protective order; (b) has given prompt advance notice to Discloser of such required disclosure; and (c) has allowed Discloser to participate in the proceedings.

11.4. Injunctive Relief. Each party will retain all right, title and interest to such party's Confidential Information. The parties acknowledge that a violation of the Recipient's obligations with respect to Confidential Information may cause irreparable harm to the Discloser for which a remedy at law would be inadequate. Therefore, in addition to any and all remedies available at law, Discloser shall be entitled to seek an injunction or other equitable remedies in all legal proceedings in the event of any threatened or actual violation of any or all of the provisions hereof.

11.5. Return of Confidential Information. Within thirty (30) days after the date when all Orders and SOWs have expired or been terminated, or after any request for return of Confidential Information, each party will return to the other party or destroy all of such other party's Confidential Information, at such other party's discretion, and, upon request, provide such other party with an officer's certificate attesting to such return and/or destruction, as appropriate.

11.6. Privacy. If FireEye is a data processor under this Agreement, further to the provisions of Article 17 and 25 of the EU Data Protection Directive EU (Directive 95/46/EC), FireEye agrees that it will:

11.6.1 only deal with and process personal data controlled by Customer in compliance with, and subject to, the instructions received from Customer and in compliance with this Agreement and will not use or process the personal data for any other purpose whatever;

11.6.2 adopt and maintain appropriate (including organizational and technical) security measures in dealing with Customer's personal data in order to protect against unauthorized or accidental access, loss, alteration, disclosure or destruction of such data, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing; and

11.6.3 take all reasonable steps to ensure that (i) persons employed by it, and (ii) other persons engaged at its place of work, are aware of and comply with applicable data privacy laws and regulations.

11.6.4 FireEye may process or otherwise transfer any personal information in or to any country outside the European Economic Area or any country not deemed adequate by the European Commission pursuant to Article 25(6) to the extent necessary for the provision of the Offerings. If required, FireEye will enter into the EU Standard Contractual Clauses as approved by the European Commission for ensuring an adequate level of data protection in respect of the personal information that will be processed or transferred.

12. TERM AND TERMINATION.

12.1. Term.

12.1.1 Products. Products will be licensed according to the applicable terms in Exhibit A, for the period of time stated on the Order (e.g., if the Order lists a Product as being provided for "3Y," the license for that Product is provided for three years from the date of the Order). If no period of time is stated on the Order, then the Product is licensed perpetually, unless otherwise terminated as set forth herein.

12.1.2 Support Services. Support Services will begin ten (10) days from the date of shipment of the associated Product and continue for the period of time stated on the Order ("Initial Support Term"). Unless otherwise stated on the Order, the Support Services will automatically renew for additional periods of one (1) year each (each, a "Renewal Support Term" and together with the Initial Support Term, the "Support Term"), unless either party notifies the other of its intention not to renew Support Services at least sixty (60) days prior to the expiration of the then-current Support Term. Customer may terminate Support at any time, for convenience, on thirty (30) days' written notice to FireEye. If Customer terminates Support Services for convenience before the end of the then-current Support Term, Customer will pay any remaining fees owing for the remainder of the then-current Support Term within thirty (30) days of the effective date of termination.

12.1.3 Subscriptions. The term of each Subscription will begin on the Order Effective Date and will continue in effect for the period of time stated in the Order ("Initial Subscription Term"). Unless otherwise stated on the Order, the Subscription will automatically renew after its Initial Subscription Term for additional periods of one (1) year each (each, a "Renewal Subscription Term" and together with the Initial Subscription Term, the "Subscription Term"), unless either party notifies the other of its intention not to renew that Subscription at least sixty (60) days prior to the expiration of the then-current Subscription Term. Customer may terminate a Subscription at any time, for convenience, on thirty (30) days' written notice to FireEye. If Customer terminates a Subscription for convenience before the end of the then-current Subscription Term, Customer will pay any remaining fees owing for the remainder of the then-current Subscription Term within thirty (30) days of the effective date of termination.

12.1.4 Professional Services; Statements of Work. Professional Services described on an Order will be provided at mutually agreed-upon times, and will continue until complete, unless otherwise terminated as set forth herein. The term of each SOW will be as set forth in that SOW. If no term is expressed in an SOW, then the term of that SOW will begin on the SOW Effective Date and continue until the Professional Services described in that SOW are complete or the SOW is earlier terminated as set forth herein. Unless otherwise stated in a SOW, Customer may terminate a SOW at any time for convenience by giving FireEye at least thirty (30) days' written notice of its intent to terminate the SOW. If Customer terminates an SOW for convenience as set forth in this Section, Customer will pay any amounts owing for Professional Services and Deliverables provided under that SOW up to and including the date of termination. Customer may request that FireEye suspend performing Professional Services during the term of a Statement of Work, and FireEye will suspend such Professional Services within 24 hours of Customer's request. Customer acknowledges that any such suspension will not affect Customer's obligation to pay fees for Professional Services rendered through the date of suspension, and that

resumption of Professional Services may be delayed if FireEye redeploys personnel to other engagements during the period of suspension.

12.2. Termination for Material Breach. Either party may terminate any Order or any SOW upon written notice of a material breach of the applicable Order or SOW by the other party as provided below, subject to a thirty (30) day cure period ("Cure Period"). If the breaching party has failed to cure the breach within the Cure Period after the receipt by the breaching party of written notice of such breach, the non-breaching party may give a second notice to the breaching party terminating the applicable Order or SOW. Termination of any particular Order or SOW under this Section will not be deemed a termination of any other Order or SOW, unless the notice of termination states that another Order or SOW is also terminated. Notwithstanding the foregoing, the Cure Period applicable to a breach by Customer of any payment obligations under any Order or any SOW will be fifteen (15) days. Notwithstanding the foregoing, this Agreement shall terminate automatically in the event Customer has breached any license restriction and, in FireEye's determination, that breach cannot be adequately cured within the Cure Period.

12.3. Effect of Termination. Termination or expiration of any Order or SOW will not be deemed a termination or expiration of any other Orders or SOWs in effect as of the date of termination or expiration, and this Agreement will continue to govern and be effective as to those outstanding Orders and SOWs until those Orders and SOWs have expired or terminated by their own terms or as set forth herein. The provisions of Section 3 (Payment), Section 6 (Intellectual Property), Section 7.5 (Disclaimer of Warranties), 9 (Limitation of Liability), 10 (Export Control; Anti-Corruption; U.S. Government Restricted Rights), 12 (Confidential Information), and 13 (Miscellaneous), and all accrued payment obligations, shall survive the termination of all Orders and SOWs and the relationship between FireEye and Customer.

13. MISCELLANEOUS.

13.1. Assignment. Customer may not assign any Order or Statement of Work, or any rights or obligations thereunder, in whole or in part, without FireEye's prior written consent, and any such assignment or transfer shall be null and void. FireEye shall have the right to assign all or part of an Order or Statement of Work without Customer's approval. Subject to the foregoing, each Order and Statement of Work shall be binding on and inure to the benefit of the parties' respective successors and permitted assigns.

13.2. Entire Agreement. This Agreement along with any Order, Statement of Work and the Exhibits attached hereto is the entire agreement of the parties with respect to the Offerings and supersedes all previous or contemporaneous communications, representations, proposals, commitments, understandings and agreements, whether written or oral, between the parties regarding the subject matter thereof. FireEye does not accept, expressly or impliedly and FireEye hereby rejects and deems deleted any additional or different terms or conditions that Customer presents, including, but not limited to, any terms or conditions contained or referenced in any order, acceptance, acknowledgement, or other document, or established by trade usage or prior course of dealing. This Agreement may be amended only in writing signed by authorized representatives of both parties.

13.3. Force Majeure. Neither party will be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to unforeseen events, which occur after the signing of this Agreement and which are beyond the reasonable control of the parties, such as strikes, blockade, war, terrorism, riots, natural disasters, refusal of license by the government or other governmental agencies, in so far as such an event prevents or delays the affected party from fulfilling its obligations and such party is not able to prevent or remove the force majeure at reasonable cost.

13.4. Governing Law. This Agreement shall be deemed to have been made in, and shall be construed pursuant to the laws of the State of California and the United States without regard to conflicts of laws provisions thereof, and without regard to the United Nations Convention on the International Sale of Goods or the Uniform Computer Information Transactions Act. Any legal suit, action or proceeding arising out of or relating to the Offerings, the FireEye Materials, this Agreement, an Order or a Statement of Work will be commenced exclusively in a federal court in the Northern District of California or in state court in Santa Clara County, California, and each party hereto irrevocably submits to the jurisdiction and venue of any such court in any such suit, action or proceeding.

13.5. Independent Contractors. The parties are independent contractors. Nothing in this Agreement, any Order or any Statement of Work shall be construed to create a partnership, joint venture or agency relationship between the parties. Customer shall make no representations or warranties on behalf of FireEye.

13.6. Language. This Agreement and each Order and Statement of Work are in the English language only, which shall be controlling in all respects. All communications, notices, and Documentation to be furnished hereunder shall be in the English language only.

13.7. Notices. All notices required to be sent hereunder shall be in writing, addressed to receiving party's current business contact, if known, with a cc: to the General Counsel/Legal Department of the receiving party, and sent to the party's address as listed in this Agreement, or as updated by either party by written notice. Notices shall be effective upon receipt and shall be deemed to be received as follows: (i) if personally delivered by courier, when delivered; or (ii) if mailed by first class mail, or the local equivalent, on the fifth business day after posting with the proper address.

13.8. Severability. If any provision of this Agreement is held to be illegal, invalid or unenforceable under the laws of any jurisdiction, the provision will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remaining provisions of this Agreement will remain in full force and effect.

13.9. Third Party Rights. Other than as expressly set out in this Agreement, this Agreement does not create any rights for any person who is not a party to it and no person who is not a party to this Agreement may enforce any of its terms or rely on any exclusion or limitation contained in it.

13.10. Waiver. The waiver of a breach of any provision of this Agreement shall not constitute a waiver of any other provision or any subsequent breach.

13.11. Equal Opportunity. FireEye is committed to the provisions outlined in the Equal Opportunity Clauses of Executive Order 11246, the Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Act of 1974, the Jobs for Veterans Act of 2003, as well as any other regulations pertaining to these orders.

Wherefore, the parties have caused this Master Purchase Agreement to be executed as of the Effective Date.

FIREEYE, INC.

CUSTOMER

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FIREEYE IRELAND LIMITED

Signature: _____

Name: _____

Title: _____

Date: _____

EXHIBIT A
PRODUCT LICENSE AND SUPPORT TERMS
(FIREEYE NX, EX, AX, PX, FX, HX, SECURITY ORCHESTRATOR™, MVX SMART GRID, AND CENTRAL MANAGEMENT
SERIES (CMS) PRODUCTS)

The following terms apply to the FireEye NX, EX, AX, PX, FX, HX, Security Orchestrator, MVX Smart Grid, and Central Management Series (CMS) Products, including any add-on features such as FireEye Advanced Threat Intelligence (ATI).

1. Grant of License and Restrictions. Subject to the terms hereof, payment of all fees, and any applicable user/use limitations, FireEye grants Customer a personal, perpetual, nonsub licensable, nonexclusive, right to use the Product, in accordance with the Agreement and this Exhibit A. Customer will maintain the copyright notice and any other notices that appear on the Product, including any interfaces related to the Product. With respect to the FireEye HX Series Product, Customer may install the "agent" software component of the Product on the number of Nodes stated on the applicable Order. With respect to the FireEye EX Series Product, Customer may use the Product in connection with the number of attached URL engines (i.e., email accounts) ("Attached URL Engines") stated on the applicable Order. FireEye reserves the right to audit Customer's use of the Product to ensure compliance with this Agreement. "Nodes" are endpoint computing devices owned or controlled by Customer (such as laptops, workstations, and servers), on which Customer installs the agent software. Updates, preview features, Content Feeds and/or Support Services are not necessarily provided with the Software, may require additional payment or include additional terms and conditions, and may be provided on a "preview" basis for a limited period at no additional charge but then licensed for an additional fee at a later date. Customer acknowledges that Third Party Software distributed with the Products may be subject to separate license terms, and specifically, if the Oracle™ Java® software is included within the Product, that software is subject to the license found at <http://www.oracle.com/technetwork/java/javase/terms/license/index.html>.

2. Content Feeds. Subject to Customer's payment in full of all associated fees for the applicable FireEye Content Feed, as set forth on the applicable Order, FireEye shall grant a limited, non-exclusive, personal, non-transferable, non-sublicenseable right to use the Content Feed as set forth in the Documentation for the applicable Product, for Customer's internal business purposes during the active Support Term for the applicable Product. FireEye shall not disclose to any third party any personally identifiable data or Customer Confidential Information in connection with the Content Feed unless expressly authorized to do so by Customer. The Content Feeds available to the Customer with respect to the Products may include:

2.1 FireEye Dynamic Threat Intelligence™ (DTI™) – The DTI Content Feed (currently available only for customers who have purchased the FireEye NX, EX, AX, HX or FX Product) provides continual, updated information to the Product about threats.

2.2 FireEye Advanced Threat Intelligence™ (ATI™) – The ATI Content Feed (currently available only for customers who have purchased the FireEye NX Product) provides contextual information about malware detected in Customer's environment, such as information regarding threat groups associated with certain malware, industry verticals in which FireEye has observed certain threat groups operate and in which certain malware is used, and relative frequency of observation of various threats and malware.

3. Support Services. Subject to Customer's payment in full of all associated fees for FireEye Support Services, FireEye shall provide Support Services for the Products as set forth in Exhibit C, as may be updated by FireEye in its discretion.

EXHIBIT B
SUBSCRIPTION TERMS

EXHIBIT B-1
SUBSCRIPTION TERMS FOR FIREEYE AS A SERVICE (FAAS) – CONTINUOUS PROTECTION

The following terms govern the FireEye as a Service (FaaS) – Continuous Protection (CP) Subscription.

1 Definitions.

- 1.1 "Alert"** means, individually and collectively, APT Alerts, High Priority Alerts, and Low Priority Alerts.
- 1.2 "APT Alert"** means (a) with respect to Products other than HX, an alert generated by a Product, that is identified by the Product as being associated with a "targeted threat," which means advanced persistent threat (APT) actors or APT activity; (b) with respect to the HX Product, an alert designated by HX as XPLT, EXC, or PRE, that is triggered by a FireEye standard Indicator; and (c) with respect to the TAP Subscription, an "APT Alert" means a TAP Alert designated as an "APT Alert" in the table in Section 1.11 below.
- 1.3 "APT Only Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of APT Alert. If Customer purchases the APT Only Service, FireEye will provide FaaS Reports and monitoring of only APT Alerts, and not any other Alerts.
- 1.4 "Covered System"** means (i) a computing device (to the extent supported by FireEye) that Customer specifies as within the scope of the CP Subscription, and if the Customer has purchased the HX Product, on which a software agent has been installed to support CP Subscription delivery, or (ii) a computing device (to the extent supported by FireEye) whose network traffic is observable to support CP Subscription delivery; (iii) with respect to ETP Subscriptions, mailboxes monitored to support CP Subscription delivery; or (iv) any computing device that both Customer and FireEye agree is within scope of the CP Subscription.
- 1.5 "Full Coverage Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of all Alerts, regardless of the severity level of the Alert as classified by the Product.
- 1.6 "High Priority Alert Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of High Priority Alerts and APT Alerts.
- 1.7 "FaaS Reports"** means the written reports relating to Alerts that FireEye creates and makes available to Customer through the CP Subscription.
- 1.8 "High Priority Alert"** means (a) with respect to Products other than HX and FX, an alert generated by that Product that is classified by that Product as severity level "critical" or "major"; (b) with respect to the FX Product, any alert generated by the FX Product, including APT Alerts; and (c) with respect to a TAP subscription, a TAP Alert designated as a "High Priority Alert" in the table in Section 1.11 below.
- 1.9 "Low Priority Alert"** means an alert generated by a Product or TAP Subscription (as applicable) that is not an APT Alert or a High Priority Alert.
- 1.10 "Nodes" or "Node Band"** refers to number of Covered Systems within the Customer environment, which is reflected on the Subscription Order.
- 1.11 "TAP Alert"** means an alert generated by the TAP Subscription, with a severity level assigned by the TAP Subscription (e.g., "Critical," "High," "Medium"). TAP Alerts are investigated and reported on as "APT Alerts" and "High Priority Alerts" as shown in the table below, depending on the TAP Rule Pack that invoked the TAP Alert:

FireEye Rule Pack	APT Alerts	High Priority Alerts
Application Detection		
Cloud Infrastructure		
Commodity Malware		All

Current Events	Critical, High	Critical, High
DTI Rules		All
Exploit Kits		All
FTP		
Industrial Control Systems	Critical, High, Medium	Critical, High, Medium
Intel Match	Critical, High, Medium	Critical, High, Medium
Linux		Critical, High
Malware Methodology		Critical, High
Phishing	Critical High	Critical, High
Point of Sale	All	All
Security Tools		Critical, High, Medium
Targeted Malware	All	All
Vendor – FireEye		
Vulnerability		Critical, High, Medium
Web Application Attacks		Critical, High, Medium
Windows		Critical, High

1.13 “**TAP Rule Packs**” means a predefined set of criteria that identifies suspicious events or threats based on the associated rule type within the TAP Subscription.

- 2 **Scope of FaaS – Continuous Protection (CP) Subscription.** During the Subscription Term, FireEye will provide the CP Subscription as set forth in this Section 2, according to the Subscription level purchased by Customer as set forth in the Subscription Order. If the Subscription Order does not specify the Subscription level purchased, then Customer will be deemed to have purchased the APT Only Service. All services Customer requests that are not described in this Section 2 will be performed at mutually agreed upon rates as set forth in Statements of Work. Unless otherwise specified, the CP Subscription is provided by FireEye personnel remotely accessing Customer’s environment from FireEye’s networks. The CP Subscription is available for the number of Nodes purchased (available for Customers who have purchased the FireEye NX, FX, or EX Product or the ETP or TAP Subscription). If the number of Nodes exceeds the amount reflected in the Subscription Order by more than ten percent (10%), FireEye will notify Customer in writing, and will issue an invoice for the next higher Node Band at FireEye’s then-current rates pro-rated for the remaining portion of the then-current Subscription Term.

2.1 Event Analysis.

- (a) **Time to Begin Analysis.** FireEye will begin analysis of an Alert within the times set forth in the table below, calculated from the time the Alert was generated by the Product or TAP Subscription (as applicable).
- (b) **Alerts Investigated.** FireEye will investigate and report on the Alerts that correspond with the Subscription level the Customer purchased. If the Customer purchased the APT Only Service, FireEye will investigate and report on only APT Alerts. If the Customer purchased the High Priority Alerts Service, FireEye will investigate and report on only High Priority Alerts and APT Alerts. If the Customer purchased the All Alerts Service, FireEye will investigate and report on APT Alerts, High Priority Alerts, and Low Priority Alerts. FireEye has no obligation to investigate and report on Alerts that fall outside the purchased Subscription level.
- (c) **Initial Investigation.** FireEye analysts will perform an initial analysis of the Customer’s Covered Systems to determine if the Alert is a true or false positive, benign or suspicious activity.
- (d) **FaaS Reports.** If FireEye’s investigation determines that the Alert indicates a true compromise, FireEye will publish a FaaS Report to the FaaS Portal within one (1) hour of the time FireEye makes that determination. Regardless of whether FireEye’s investigation determines that an Alert indicates a true compromise, FireEye will publish a FaaS Report on the Alert to the FaaS Portal within the times set forth in the table

below, based on the classification of the Alert (APT Alert, High Priority Alert, Low Priority Alert). Customer acknowledges that in some cases, when FireEye's investigation is not complete, a FaaS Report may provide only an update of current status of the Alert investigation.

Alerts Investigated (Level of Service)			FaaS Alert Classification	Time to Begin Investigation (from time Product or TAP Subscription generates Alert)	Time to Publish FaaS Report (from time FireEye validates actual compromise)	Time to Publish FaaS Report (when no validation of actual compromise; from time Product or TAP Subscription generates Alert)
APT Only Service	High Priority Alerts Service	Full Coverage Service				
Yes	Yes	Yes	APT Alert	1 hours	1 hour	24 hours
No	Yes	Yes	High Priority Alert	7 hours	1 hour	24 hours
No	No	Yes	Low Priority Alert	24 hours	1 hour	48 hours

The service levels noted in the table above will become effective thirty (30) days following the Order Effective Date, to allow time for Customer to install Products and for FireEye to determine the level of staffing needed to respond to Alerts in Customer's environment.

(e) **Extended Investigations; Multiple Related Alerts.** When FireEye has identified a true positive or suspicious activity, FireEye analysts may perform an extended investigation, and/or may aggregate and review multiple Alerts from related Covered Systems to determine the extent of activity related to the Alert. FireEye analysts may append results from the extended investigation or subsequent Alert investigations to the initial FaaS Report if FireEye determines that additional or subsequent Alerts are related, and in such cases, FireEye will not be required to issue a separate FaaS Report for each such related Alert.

(f) **Non-Remediable Alerts.** FireEye has no obligation to notify the Customer or generate a new FaaS Report on new Alerts that are directly related to previous investigations where a FaaS Report has been published and FireEye has provided recommended remediation steps, when the Customer has acknowledged the FaaS Report but chooses not to or cannot remediate the cause of these Alerts.

(g) **Alert Priority.** FireEye may re-prioritize Alerts, regardless of their severity classification, to provide focus to Alerts that FireEye determines may have the largest impact to the Customer's environment.

(h) **Continuity of Monitoring.** All monitoring, investigation and reporting activities described in this Section 2.1 will be provided on a 24/7/365 basis.

2.2 System Health Monitoring and Notification. For Customers who have purchased the FireEye NX, EX, or FX Product, FireEye will provide Customer with notifications of system health issues such as connectivity problems.

2.3 Containment. When the Customer has purchased the HX Product, FireEye may, when appropriate, recommend containment of the target Covered System from the Customer's network. Containment must be executed by the Customer.

2.4 Portal Access. Alerts and FaaS Reports will be provided via an online portal ("FaaS Portal"), and FireEye will provide login credentials to the Customer to enable access to the FaaS Portal. The FaaS Portal will be available 99.9% of the time in any calendar month, other than Downtime, as defined below, and this FaaS Portal Service Level commitment will be subject to the Service Level Credits set forth in Section 3 below.

2.5 FireEye Intelligence Center. During the Subscription Term, FireEye will provide access to the FireEye Intelligence Center (FIC), which includes the Community Threat Intelligence (CTI) platform, subject to the following:

- (a) **Permitted Use; Reports.** Customer may access, view and use FIC and content appearing on FIC ("FIC Content") solely for internal use. Some features of FIC may allow Customer to generate a report (each, a "FIC Report"). FIC Reports and FIC Content are FireEye IP. Subject to Customer's payment obligations, FireEye grants to Customer a limited, non-exclusive right to produce FIC Reports using FIC, and reproduce and distribute those FIC Reports and FIC Content internally for Customer's own business purposes.
- (b) **Additional Use Limitations.** Customer may appoint up to fifteen (15) users of FIC at any time. Each day, all users on Customer's account may collectively make up to (A) one hundred (100) queries of IP addresses and domain names and (B) one hundred (100) queries of malware. Customer may request additional queries, to be evaluated by FireEye on a case by case basis.
- (c) **User Content.** "User Content" means any communications, images, sounds, and all the material and information that Customer or anyone using Customer's account contributes to or through FIC, including any contributions to or through the CTI platform (e.g., comments to FIC Content, suspected malware that Customer uploads to FIC). Customer hereby grants FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive, license, including the right to sublicense to third parties, and right to reproduce, fix, adapt, modify, translate, reformat, create derivative works from, publish, distribute, sell, license, transmit, publicly display, publicly perform, or provide access to electronically, broadcast, display, perform, and use and practice such User Content as well as all modified and derivative works thereof. Customer represents that Customer has all necessary rights to grant the license referenced in the preceding sentence. FireEye may use and disclose any of the information it collects about its customers' use of FIC, including CTI, to the extent such information is de-identified.
- (d) **Restrictions.** Customer may not access FIC by any means other than through the interface that is provided or approved by FireEye. Customer will not collect any information from or through FIC using any automated means, including without limitation any script, spider, "screen scraping," or "database scraping" application, and Customer will not damage, disable, overburden, or impair FIC or interfere with any other party's use and enjoyment of FIC.
- (e) Customer acknowledges that some optional features and content appearing on FIC may require payment of additional fees.

2.6 Reseller and Partner Purchases. If Customer receives the Subscription via a FireEye authorized services or support partner (a "Partner"), Customer agrees that the Subscription and FaaS Reports may be delivered to Customer through the Partner. Notwithstanding any other confidentiality obligations between the parties, Customer authorizes FireEye to disclose information related to the Subscription and Customer Data to Partner.

2.7 Customer Networks. The Subscription may only be provided for computer systems and networks leased to or owned by Customer, and under Customer's control, up to the number of Nodes allowed, as set forth in the applicable Subscription Order.

2.8 Connectivity Requirements. Unless otherwise specified, the Subscription are provided by FireEye personnel remotely accessing Customer's environment from FireEye's networks. Customer must provide outbound TCP-based connectivity from all Products to FireEye for the establishment of a virtual private network (VPN). Details pertaining to specific network access requirements will be established in conjunction with installation activities.

2.9 Credential Security. Customer will be responsible for the following: (a) providing accurate information to FireEye for provisioning access to (and removal of) Customer personnel access to the FaaS Portal; (b) implementing and adhering to strong password standards; (c) providing accurate information to FireEye for domain whitelisting; and (d) reporting any security issues related to the Subscription (including the FaaS Portal) to FireEye immediately.

2.10 Exclusions. Notwithstanding anything else contained in this Agreement to the contrary, FireEye shall have no obligation or responsibility to provide the Subscription for (i) Products for which Customer does not have an active Subscription in place; (ii) Products that the Customer (or FireEye or another third party on Customer's behalf) has configured with a one-way feed of FireEye's Dynamic Threat Intelligence (DTI) Subscription; (iii)

Products with an installed FireEye operating system less than version 6.2; (iv) Products that have been declared end of life; (v) Products that have no active Support Service in place; (vi) Products for which software updates have not been applied; (vii) Products that have not been installed and deployed; or (viii) Products that are misconfigured or incorrectly deployed, which prevents the Products from monitoring the Covered Systems. Customer acknowledges that to facilitate FireEye's efficient performance of the Subscription, FireEye may control some features and functionality of the Products, and that such features or functionality may not be available for Customer's independent use during the Subscription Term.

3. FaaS Portal Availability

3.1 FireEye shall undertake commercially reasonable efforts to ensure the FaaS Portal availability for 99.9% of the time during each calendar month.

3.1.1 "Service Outage" is where the FaaS Portal is not available due to a failure or a disruption in the FaaS Portal that is not the result of Scheduled Maintenance, Emergency Maintenance, a force majeure event or of the act or omission of Customer.

3.1.2 "Scheduled Maintenance Period" is the period during which weekly scheduled maintenance of the FaaS Portal may be performed, or a maintenance window otherwise mutually agreed upon by FireEye and Customer.

3.1.3 "Emergency Maintenance" means any time outside of Scheduled Maintenance that FireEye is required to apply critical patches or fixes or undertake other urgent maintenance. If Emergency Maintenance is required, FireEye will contact Customer and provide the expected time frame of the Emergency Maintenance and availability of the FaaS Portal during the Emergency Maintenance.

3.1.4 "System Availability" means the percentage of total time during which the FaaS Portal shall be available to Customer, excluding the Scheduled Maintenance Period, Emergency Maintenance, force majeure events, or acts or omissions of the Customer that cause system downtime.

3.2. Remedy

3.2.1 In the event that the FaaS Portal does not meet the monthly service availability defined in 3.1, FireEye will provide a credit to the Customer in accordance to the table below ("Credit") for a validated SLA Claim (defined below).

Percent of FaaS Portal Availability per Calendar Month	Service Credit
<99.9%	2%
<99.0%	5%
<98.0%	10%

3.2.2 For determining the Credit, the duration of a Service Outage will be measured as the time starting when Customer experiences a disruption in availability of the FaaS Portal and ending when a successful solution or workaround allowing for full restoration of the FaaS Portal is provided by FireEye to Customer. Customer must notify FireEye in writing of any Service Outage no later than fifteen (15) days after the calendar month in which the Service Outage occurred ("SLA Claim") to be entitled to a Credit for that Service Outage.

3.2.3 Any Credits earned by Customer hereunder will be applied to the Subscription Fees owed by Customer for the next Subscription Term for which the Credit applies. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated for non-renewal or for a material uncured breach by Customer, such credits shall become null and void. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated due to a material uncured breach by FireEye, FireEye will promptly pay Customer the amount of the Credit.

3.2.4 Customer shall not be entitled to receive a Credit that exceeds 10% of its prorated monthly Subscription Fee for a Service Outage for the applicable calendar month.

EXHIBIT B-2
SUBSCRIPTION TERMS FOR FIREEYE AS A SERVICE (FAAS) – CONTINUOUS VIGILANCE

The following terms govern the FireEye as a Service (FaaS) – Continuous Vigilance (CV) Subscription.

3 Definitions.

- 3.1 "Alert"** means, individually and collectively, APT Alerts, High Priority Alerts, and Low Priority Alerts.
- 3.2 "APT Alert"** means (a) with respect to Products other than HX, an alert generated by a Product, that is identified by the Product as being associated with a "targeted threat," which means advanced persistent threat (APT) actors or APT activity; (b) with respect to the HX Product, an alert designated by HX as XPLT, EXC, or PRE, that is triggered by a FireEye standard Indicator; and (c) with respect to the TAP Subscription, an "APT Alert" means a TAP Alert designated as an "APT Alert" in the table in Section 1.11 below.
- 3.3 "APT Only Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of APT Alert. If Customer purchases the APT Only Service, FireEye will provide FaaS Reports and monitoring of only APT Alerts, and not any other Alerts.
- 3.4 "Covered System"** means (i) a computing device (to the extent supported by FireEye) that Customer specifies as within the scope of the CV Subscription, and if the Customer has purchased the HX Product, on which a software agent has been installed to support CV Subscription delivery, or (ii) a computing device (to the extent supported by FireEye) whose network traffic is observable to support CV Subscription delivery; (iii) with respect to ETP Subscriptions, mailboxes monitored to support CV Subscription delivery; or (iv) any computing device that both Customer and FireEye agree is within scope of the CV Subscription.
- 3.5 "Full Coverage Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of all Alerts, regardless of the severity level of the Alert as classified by the Product.
- 3.6 "High Priority Alert Service"** means the Subscription level in which FireEye will provide FaaS Reports and monitoring of High Priority Alerts and APT Alerts.
- 3.7 "FaaS Reports"** means the written reports relating to Alerts that FireEye creates and makes available to Customer through the CV Subscription.
- 3.8 "High Priority Alert"** means (a) with respect to Products other than HX and FX, an alert generated by that Product that is classified by that Product as severity level "critical" or "major"; (b) with respect to the FX Product, any alert generated by the FX Product, including APT Alerts; and (c) with respect to a TAP subscription, a TAP Alert designated as a "High Priority Alert" in the table in Section 1.11 below.
- 3.9 "Low Priority Alert"** means an alert generated by a Product or TAP Subscription (as applicable) that is not an APT Alert or a High Priority Alert.
- 3.10 "Nodes" or "Node Band"** refers to number of Covered Systems within the Customer environment, which is reflected on the Subscription Order.
- 3.11 "TAP Alert"** means an alert generated by the TAP Subscription, with a severity level assigned by the TAP Subscription (e.g., "Critical," "High," "Medium"). TAP Alerts are investigated and reported on as "APT Alerts" and "High Priority Alerts" as shown in the table below, depending on the TAP Rule Pack that invoked the TAP Alert:

FireEye Rule Pack	APT Alerts	High Priority Alerts
Application Detection		
Cloud Infrastructure		
Commodity Malware		All

Current Events	Critical, High	Critical, High
DTI Rules		All
Exploit Kits		All
FTP		
Industrial Control Systems	Critical, High, Medium	Critical, High, Medium
Intel Match	Critical, High, Medium	Critical, High, Medium
Linux		Critical, High
Malware Methodology		Critical, High
Phishing	Critical High	Critical, High
Point of Sale	All	All
Security Tools		Critical, High, Medium
Targeted Malware	All	All
Vendor – FireEye		
Vulnerability		Critical, High, Medium
Web Application Attacks		Critical, High, Medium
Windows		Critical, High

1.13 **"TAP Rule Packs"** means a predefined set of criteria that identifies suspicious events or threats based on the associated rule type within the TAP Subscription.

- 2 **Scope of FaaS – Continuous Vigilance (CV) Subscription.** During the Subscription Term, FireEye will provide the CV Subscription as set forth in this Section 2, according to the Subscription level purchased by Customer as set forth in the Subscription Order. If the Subscription Order does not specify the Subscription level purchased, then Customer will be deemed to have purchased the APT Only Service. All services Customer requests that are not described in this Section 2 will be performed at mutually agreed upon rates as set forth in Statements of Work. Unless otherwise specified, the CV Subscription is provided by FireEye personnel remotely accessing Customer's environment from FireEye's networks. The CV Subscription is available for the number of Nodes purchased (available for Customers who have purchased the FireEye NX, FX, or EX Product or the ETP or TAP Subscription). If the number of Nodes exceeds the amount reflected in the Subscription Order by more than ten percent (10%), FireEye will notify Customer in writing, and will issue an invoice for the next higher Node Band at FireEye's then-current rates pro-rated for the remaining portion of the then-current Subscription Term.

2.1 Event Analysis.

- (e) **Time to Begin Analysis.** FireEye will begin analysis of an Alert within the times set forth in the table below, calculated from the time the Alert was generated by the Product or TAP Subscription (as applicable).
- (f) **Alerts Investigated.** FireEye will investigate and report on the Alerts that correspond with the Subscription level the Customer purchased. If the Customer purchased the APT Only Service, FireEye will investigate and report on only APT Alerts. If the Customer purchased the High Priority Alerts Service, FireEye will investigate and report on only High Priority Alerts and APT Alerts. If the Customer purchased the All Alerts Service, FireEye will investigate and report on APT Alerts, High Priority Alerts, and Low Priority Alerts. FireEye has no obligation to investigate and report on Alerts that fall outside the purchased Subscription level.
- (g) **Initial Investigation.** FireEye analysts will perform an initial analysis of the Customer's Covered Systems to determine if the Alert is a true or false positive, benign or suspicious activity.
- (h) **FaaS Reports.** If FireEye's investigation determines that the Alert indicates a true compromise, FireEye will publish a FaaS Report to the FaaS Portal within one (1) hour of the time FireEye makes that determination. Regardless of whether FireEye's investigation determines that an Alert indicates a true compromise, FireEye will publish a FaaS Report on the Alert to the FaaS Portal within the times set forth in the table

below, based on the classification of the Alert (APT Alert, High Priority Alert, Low Priority Alert). Customer acknowledges that in some cases, when FireEye's investigation is not complete, a FaaS Report may provide only an update of current status of the Alert investigation.

Alerts Investigated (Level of Service)			FaaS Alert Classification	Time to Begin Investigation (from time Product or TAP Subscription generates Alert)	Time to Publish FaaS Report (from time FireEye validates actual compromise)	Time to Publish FaaS Report (when no validation of actual compromise; from time Product or TAP Subscription generates Alert)
APT Only Service	High Priority Alerts Service	Full Coverage Service				
Yes	Yes	Yes	APT Alert	1 hours	1 hour	24 hours
No	Yes	Yes	High Priority Alert	7 hours	1 hour	24 hours
No	No	Yes	Low Priority Alert	24 hours	1 hour	48 hours

The service levels noted in the table above will become effective thirty (30) days following the Order Effective Date, to allow time for Customer to install Products and for FireEye to determine the level of staffing needed to respond to Alerts in Customer's environment.

(e) **Extended Investigations; Multiple Related Alerts.** When FireEye has identified a true positive or suspicious activity, FireEye analysts may perform an extended investigation, and/or may aggregate and review multiple Alerts from related Covered Systems to determine the extent of activity related to the Alert. FireEye analysts may append results from the extended investigation or subsequent Alert investigations to the initial FaaS Report if FireEye determines that additional or subsequent Alerts are related, and in such cases, FireEye will not be required to issue a separate FaaS Report for each such related Alert.

(f) **Non-Remediable Alerts.** FireEye has no obligation to notify the Customer or generate a new FaaS Report on new Alerts that are directly related to previous investigations where a FaaS Report has been published and FireEye has provided recommended remediation steps, when the Customer has acknowledged the FaaS Report but chooses not to or cannot remediate the cause of these Alerts.

(g) **Alert Priority.** FireEye may re-prioritize Alerts, regardless of their severity classification, to provide focus to Alerts that FireEye determines may have the largest impact to the Customer's environment.

(h) **Hunting.** FireEye will conduct periodic proactive hunting techniques on Covered Systems to look for additional indicators of malicious or attacker activity. When FireEye's investigation reveals a compromise, then within one (1) hour of the time FireEye makes that determination, FireEye will publish a FaaS Report related to that activity to the FaaS Portal.

(i) **Continuity of Monitoring.** All monitoring, investigation and reporting activities described in this Section 2.1 will be provided on a 24/7/365 basis.

2.2 System Health Monitoring and Notification. For Customers who have purchased the FireEye NX, EX, or FX Product, FireEye will provide Customer with notifications of system health issues such as connectivity problems.

2.3 Containment. When the Customer has purchased the HX Product, FireEye may, when appropriate, recommend containment of the target Covered System from the Customer's network. Containment must be executed by the Customer.

2.4 Portal Access. Alerts and FaaS Reports will be provided via an online portal ("FaaS Portal"), and FireEye will provide login credentials to the Customer to enable access to the FaaS Portal. The FaaS Portal will be

available 99.9% of the time in any calendar month, other than Downtime, as defined below, and this FaaS Portal Service Level commitment will be subject to the Service Level Credits set forth in Section 3 below.

2.5 FireEye Intelligence Center. During the Subscription Term, FireEye will provide access to the FireEye Intelligence Center (FIC), which includes the Community Threat Intelligence (CTI) platform, subject to the following:

- (f) **Permitted Use; Reports.** Customer may access, view and use FIC and content appearing on FIC ("FIC Content") solely for internal use. Some features of FIC may allow Customer to generate a report (each, a "FIC Report"). FIC Reports and FIC Content are FireEye IP. Subject to Customer's payment obligations, FireEye grants to Customer a limited, non-exclusive right to produce FIC Reports using FIC, and reproduce and distribute those FIC Reports and FIC Content internally for Customer's own business purposes.
- (g) **Additional Use Limitations.** Customer may appoint up to fifteen (15) users of FIC at any time. Each day, all users on Customer's account may collectively make up to (A) one hundred (100) queries of IP addresses and domain names and (B) one hundred (100) queries of malware. Customer may request additional queries, to be evaluated by FireEye on a case by case basis.
- (h) **User Content.** "User Content" means any communications, images, sounds, and all the material and information that Customer or anyone using Customer's account contributes to or through FIC, including any contributions to or through the CTI platform (e.g., comments to FIC Content, suspected malware that Customer uploads to FIC). Customer hereby grants FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive, license, including the right to sublicense to third parties, and right to reproduce, fix, adapt, modify, translate, reformat, create derivative works from, publish, distribute, sell, license, transmit, publicly display, publicly perform, or provide access to electronically, broadcast, display, perform, and use and practice such User Content as well as all modified and derivative works thereof. Customer represents that Customer has all necessary rights to grant the license referenced in the preceding sentence. FireEye may use and disclose any of the information it collects about its customers' use of FIC, including CTI, to the extent such information is de-identified.
- (i) **Restrictions.** Customer may not access FIC by any means other than through the interface that is provided or approved by FireEye. Customer will not collect any information from or through FIC using any automated means, including without limitation any script, spider, "screen scraping," or "database scraping" application, and Customer will not damage, disable, overburden, or impair FIC or interfere with any other party's use and enjoyment of FIC.
- (j) **Customer acknowledges that some optional features and content appearing on FIC may require payment of additional fees.**

2.6 Reseller and Partner Purchases. If Customer receives the Subscription via a FireEye authorized services or support partner (a "Partner"), Customer agrees that the Subscription and FaaS Reports may be delivered to Customer through the Partner. Notwithstanding any other confidentiality obligations between the parties, Customer authorizes FireEye to disclose information related to the Subscription and Customer Data to Partner.

2.7 Customer Networks. The Subscription may only be provided for computer systems and networks leased to or owned by Customer, and under Customer's control, up to the number of Nodes allowed, as set forth in the applicable Subscription Order.

2.8 Connectivity Requirements. Unless otherwise specified, the Subscription are provided by FireEye personnel remotely accessing Customer's environment from FireEye's networks. Customer must provide outbound TCV-based connectivity from all Products to FireEye for the establishment of a virtual private network (VPN). Details pertaining to specific network access requirements will be established in conjunction with installation activities.

2.9 Credential Security. Customer will be responsible for the following: (a) providing accurate information to FireEye for provisioning access to (and removal of) Customer personnel access to the FaaS Portal; (b) implementing and adhering to strong password standards; (c) providing accurate information to FireEye for domain whitelisting; and (d) reporting any security issues related to the Subscription (including the FaaS Portal) to FireEye immediately.

2.10 Exclusions. Notwithstanding anything else contained in this Agreement to the contrary, FireEye shall have no obligation or responsibility to provide the Subscription for (i) Products for which Customer does not have an active Subscription in place; (ii) Products that the Customer (or FireEye or another third party on Customer's behalf) has configured with a one-way feed of FireEye's Dynamic Threat Intelligence (DTI) Subscription; (iii) Products with an installed FireEye operating system less than version 6.2; (iv) Products that have been declared end of life; (v) Products that have no active Support Service in place; (vi) Products for which software updates have not been applied; (vii) Products that have not been installed and deployed; or (viii) Products that are misconfigured or incorrectly deployed, which prevents the Products from monitoring the Covered Systems. Customer acknowledges that to facilitate FireEye's efficient performance of the Subscription, FireEye may control some features and functionality of the Products, and that such features or functionality may not be available for Customer's independent use during the Subscription Term.

3. FaaS Portal Availability

3.1 FireEye shall undertake commercially reasonable efforts to ensure the FaaS Portal availability for 99.9% of the time during each calendar month.

3.1.1 "Service Outage" is where the FaaS Portal is not available due to a failure or a disruption in the FaaS Portal that is not the result of Scheduled Maintenance, Emergency Maintenance, a force majeure event or of the act or omission of Customer.

3.1.2 "Scheduled Maintenance Period" is the period during which weekly scheduled maintenance of the FaaS Portal may be performed, or a maintenance window otherwise mutually agreed upon by FireEye and Customer.

3.1.3 "Emergency Maintenance" means any time outside of Scheduled Maintenance that FireEye is required to apply critical patches or fixes or undertake other urgent maintenance. If Emergency Maintenance is required, FireEye will contact Customer and provide the expected time frame of the Emergency Maintenance and availability of the FaaS Portal during the Emergency Maintenance.

3.1.4 "System Availability" means the percentage of total time during which the FaaS Portal shall be available to Customer, excluding the Scheduled Maintenance Period, Emergency Maintenance, force majeure events, or acts or omissions of the Customer that cause system downtime.

3.2. Remedy

3.2.1 In the event that the FaaS Portal does not meet the monthly service availability defined in 3.1, FireEye will provide a credit to the Customer in accordance to the table below ("Credit") for a validated SLA Claim (defined below).

Percent of FaaS Portal Availability per Calendar Month	Service Credit
<99.9%	2%
<99.0%	5%
<98.0%	10%

3.2.2 For determining the Credit, the duration of a Service Outage will be measured as the time starting when Customer experiences a disruption in availability of the FaaS Portal and ending when a successful solution or workaround allowing for full restoration of the FaaS Portal is provided by FireEye to Customer. Customer must notify FireEye in writing of any Service Outage no later than fifteen (15) days after the calendar month in which the Service Outage occurred ("SLA Claim") to be entitled to a Credit for that Service Outage.

3.2.3 Any Credits earned by Customer hereunder will be applied to the Subscription Fees owed by Customer for the next Subscription Term for which the Credit applies. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated for non-renewal or for a material uncured breach by Customer, such credits shall become null and void. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated due to a material uncured breach by FireEye, FireEye will promptly pay Customer the amount of the Credit.

3.2.4 Customer shall not be entitled to receive a Credit that exceeds 10% of its prorated monthly Subscription Fee for a Service Outage for the applicable calendar month.

EXHIBIT B-3
SUBSCRIPTION TERMS FOR FIREEYE THREAT ANALYTICS PLATFORM (TAP)

The following terms govern the Threat Analytics Platform Subscription, including purchase and support of TAP Cloud Collector™ Appliances and Support.

1. TAP Software, Alerts

1.1.1 TAP Software and Hardware. As part of the TAP Subscription, FireEye may deliver to Customer one or more software files (individually and collectively, "TAP Software"), and/or one or more "Cloud Collector" hardware appliances ("Cloud Collector Appliances"), which may contain TAP Software. Subject to full payment of all Fees associated with the TAP Subscription, FireEye grants to Customer a non-exclusive, limited right and license to install and run the TAP Software during the Subscription Term solely for purposes of using the TAP Subscription in accordance with the Documentation for the TAP Subscription.

1.1.2 Access; Customer Logs. FireEye will provide Customer with credentials to enable access to the TAP Subscription. Using the TAP Software, and subject to payment of Fees for the TAP Subscription and any Cloud Collector Appliances, Customer may upload Customer Logs to the TAP portal ("TAP Portal"). "Customer Logs" means any communications, logs and other content and information that Customer or anyone using Customer's account contributes to or through the TAP Portal. Customer grants to FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive license and right to reproduce, modify, create derivative works from, publish, distribute, sell, sub-license, transmit, publicly display and provide access to Customer Logs, for purposes of enhancing FireEye's products and services, so long as (i) FireEye ensures that any Customer Confidential Information is removed from Customer Logs, and (ii) FireEye's use of Customer Logs does not in any way identify Customer or its employees or in any other way allow a third party to identify Customer as the source of the Customer Logs. Customer Logs are Customer's property, and other than the licenses granted in herein, FireEye does not obtain any ownership rights in Customer Logs.

1.1.3 TAP Alerts. Some features of the TAP Subscription may generate alerts of suspected malicious activity (each, a "TAP Alert"). TAP Alerts are FireEye Materials. FireEye hereby grants to Customer a limited, non-exclusive right to use TAP Alerts, and reproduce and distribute those TAP Alerts internally for Customer's own business purposes.

1.1.4 Cloud Collector Management. If Customer has installed Cloud Collectors in connection with the TAP Subscription, then FireEye will continuously monitor the Customer's Cloud Collector Appliances or Cloud Collector TAP Software for system health issues such as monitoring to ensure proper throughput and relay of data.

1.1.5 Cloud Collector Appliances. If the Customer has purchased Cloud Collector Appliances, then during the TAP Subscription Term, FireEye will replace any defective Cloud Collector Appliances as follows:

- a) Prior to any return, Customer shall verify that the Cloud Collector Appliance at issue is defective by logging a Support request via one of the mechanisms provided in the Documentation and in accordance with FireEye's RMA procedures, including providing the part number, serial number, quantity and reason for return, an explanation of all failure symptoms and other relevant information.
- b) Upon confirmation by FireEye of a defect, Customer shall obtain from FireEye an RMA number. FireEye shall ship via a recognized express courier service a replacement Cloud Collector Appliance to Customer to arrive no later than next business day after FireEye's issuance of an RMA number, provided the RMA number was issued prior to the business day cutoff time local to the defective Cloud Collector Appliance, provided the replacement does not require any custom pre-configuration, and provided no external-to-FireEye circumstances prevent the delivery. The replacement Cloud Collector Appliance may be a new or reconditioned Cloud Collector Appliance (of equivalent or better quality) at FireEye's sole discretion.
- c) FireEye shall pay the shipping costs to ship the replacement Cloud Collector Appliance to Customer, but Customer shall bear any and all risk of loss of or damage to said Cloud Collector Appliance at all times after said Cloud Collector Appliance is made available by FireEye to the common carrier.

- d) Within five (5) business days after Customer receives the replacement Cloud Collector Appliance from FireEye, Customer shall package the defective Cloud Collector Appliance in its original packing material or equivalent, write the RMA number on the outside of the package and return the defective Cloud Collector Appliance, at FireEye's cost (provided Customer utilizes FireEye's designated courier service and properly packages the defective Cloud Collector Appliance according to FireEye's instructions), shipped properly insured, FOB FireEye's designated facility. Customer shall enclose with the returned Cloud Collector Appliance the applicable RMA form, and any other documentation or information requested by FireEye customer support. Customer shall assume any and all risk of loss of or damage to such Cloud Collector Appliance during shipping. Title to the defective Cloud Collector Appliance shall pass to FireEye upon FireEye's receipt thereof.
- e) When a replacement Cloud Collector Appliance is provided and Customer fails to return the defective Cloud Collector Appliance to FireEye within ten (10) business days after Customer receives the replacement Cloud Collector Appliance from FireEye, FireEye may charge Customer, and Customer shall pay for the replacement Cloud Collector Appliance at the then-current list price.

2. Event Volume; True-Up

2.1.1 Fees for the TAP Subscription are divided into "Tiers" based on the volume of events processed through the TAP Subscription per second ("Event Volume"). If at any point during the Subscription Term, Customer's Event Volume exceeds the Tier upon which Customer's TAP Subscription Fees were based, FireEye will not guarantee that Customer Logs in excess of the purchased Tier will be ingested and processed by the TAP Subscription. In times of Event Volume in excess of the paid Tier, Customer Logs will enter a queue. Excessive queueing may cause Customer Logs to be lost from the queue. If at any point during the Subscription Term, Customer's average Event Volume for any consecutive thirty-day period exceeds the Tier upon which Customer's TAP Subscription Fees were based, FireEye may issue a true-up invoice for the pro-rated difference between the Fees already paid for that Subscription Term and FireEye's list prices for the Fees for the Tier associated with Customer's actual Event Volume for that thirty-day period, pro-rated to reflect that thirty-day period and the remainder of the Subscription Term. FireEye will apply any discounts that were applied to initial Fees to FireEye's list prices for any true-up invoice. Until such time that the True Up invoice is paid in full, the TAP Subscription will continue to ingest and process only the Event Volume of the purchased Tier, allowing any excess Customer Logs to enter queueing conditions. The Tier for any Renewal Subscription Term will be the Tier associated with the actual Event Volume for the immediately preceding Subscription Term.

2.1.2 At the end of the Initial Subscription Term and each Renewal Subscription Term, FireEye may true-up Fees for that Subscription Term, and if the average monthly Event Volume for that Subscription Term exceeds the maximum Event Volume for the Tier for which Customer previously paid Fees, then (a) FireEye will issue a true-up invoice reflecting the difference between the Fees already paid for that Subscription Term and the Fees for the Tier associated with Customer's actual Event Volume.

3. TAP Portal Availability

3.1 FireEye shall undertake commercially reasonable efforts to ensure the TAP Portal availability for 99.9% of the time during each calendar month.

3.1.1 "Service Outage" is where the TAP Portal is not available due to a failure or a disruption in TAP Portal that is not the result of Scheduled Maintenance, Emergency Maintenance, a force majeure event or of the act or omission of Customer.

3.1.2 "Scheduled Maintenance Period" is the period during which weekly scheduled maintenance of the TAP Portal may be performed, or a maintenance window otherwise mutually agreed upon by FireEye and Customer.

3.1.3 "Emergency Maintenance" means any time outside of Scheduled Maintenance that FireEye is required to apply critical patches or fixes or undertake other urgent maintenance. If Emergency Maintenance is required, FireEye will contact Customer and provide the expected time frame of the Emergency Maintenance and availability of the TAP Portal during the Emergency Maintenance.

3.1.4 "System Availability" means the percentage of total time during which the TAP Portal shall be available to Customer, excluding the Scheduled Maintenance Period, Emergency Maintenance, force majeure events, or acts or omissions of the Customer that cause system downtime.

3.2. Remedy

3.2.1 In the event that the TAP Portal does not meet the monthly service availability defined in 6.1, FireEye will provide a credit to the Customer in accordance to the table below ("Credit") for a validated SLA Claim (defined below).

Percent of TAP Portal Availability per Calendar Month	Service Credit
<99.9%	2%
<99.0%	5%
<98.0%	10%

3.2.2 For determining the Credit, the duration of a Service Outage will be measured as the time starting when Customer experiences unavailability of the TAP Portal and ending when a successful solution or workaround allowing for full restoration of the TAP Portal is provided by FireEye to Customer. Customer must notify FireEye in writing of any Service Outage no later than fifteen (15) days after the date the Service Outage occurred ("SLA Claim") to be entitled to a Credit for that Service Outage.

3.2.3 Any Credits earned by Customer hereunder will be applied to the Subscription Fees owed by Customer for the next Subscription Term for which the Credit applies. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated for non-renewal or for a material uncured breach by Customer, such credits shall become null and void. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated due to a material uncured breach by FireEye, FireEye will promptly pay Customer the amount of the Credit.

3.2.4 Customer shall not be entitled to receive a Credit that exceeds 10% of its prorated monthly Subscription Fee for a Service Outage for the applicable calendar month.

4. FireEye Intelligence Center™ (FIC™), Community Threat Intelligence™ (CTI™). During the Subscription Term, FireEye will provide access to the FireEye Intelligence Center (FIC), which includes the Community Threat Intelligence (CTI) platform, subject to the following:

- i. **Permitted Use; Reports.** Customer may view and use FIC and content appearing on FIC ("FIC Content") solely for internal use. Some features of FIC may allow Customer to generate a report (each, a "FIC Report"). FIC Reports and FIC Content are FireEye Materials. Subject to Customer's payment obligations, FireEye grants to Customer a limited, non-exclusive right to produce FIC Reports and FIC Content using FIC, and reproduce and distribute those FIC Reports and FIC Content internally for Customer's own business purposes.
- ii. **Additional Use Limitations.** Customer may appoint up to fifteen (15) users of FIC at any time. Each day, all users on Customer's account may collectively make up to (A) one hundred (100) queries of IP addresses and domain names, and (ii) one hundred (100) queries of malware. Customer may request additional queries, to be evaluated by FireEye on a case by case basis.
- iii. **User Content.** "User Content" means any communications, images, sounds, and all the material and information that Customer or anyone using Customer's account contributes to or through FIC including any contributions to or through the CTI platform (e.g., comments to FIC Content, suspected malware that Customer uploads to FIC). Customer hereby grants FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive, license, including the right to sublicense to third parties, and right to reproduce, fix, adapt, modify, translate, reformat, create derivative works from, publish, distribute, sell, license, transmit, publicly display, publicly perform, or provide access to electronically, broadcast, display, perform, and use and practice such User Content as well as all modified and derivative works thereof. Customer represents that Customer has all necessary rights to grant the license referenced in the preceding sentence. FireEye may use and disclose any of the information it collects about its customers' use of FIC, including the CTI platform, to the extent such information is de-identified.

- iv. Restrictions. Customer may not access FIC by any means other than through the interface that is provided or approved by FireEye. Customer will not collect any information from or through FIC using any automated means, including without limitation any script, spider, "screen scraping," or "database scraping" application, and Customer will not damage, disable, overburden, or impair FIC or interfere with any other party's use and enjoyment of FIC.
- v. Customer acknowledges that some optional features and content appearing on FIC may require payment of additional fees.

EXHIBIT B-4

SUBSCRIPTION TERMS FOR FIREEYE EMAIL THREAT PREVENTION (ETP) and MOBILE THREAT PREVENTION (MTP)

The following terms govern the Email Threat Prevention Subscription and Mobile Threat Prevention Subscription.

1. Definitions.

"Cloud Subscription" means the online, web-based applications and platform which is made accessible to Customer by FireEye via a designated website, which includes the associated offline Software components to be used in connection with FireEye Mobile Threat Prevention and/or FireEye Email Threat Prevention. FireEye Mobile Threat Prevention ("MTP") and FireEye Email Threat Prevention ("ETP") are separate Cloud Subscriptions and usage is conditional on what the Customer has indicated on an Order.

"Customer Data" means data, information, applications, and any other items originated by Customer that Customer submits to the Cloud Subscription.

"Customer Representatives" means any employee or contractor of Customer or Mobile Device Manager to whom Customer provides access to the Cloud Subscriptions (or any component thereof, including Software) for use on behalf of and for the benefit of the Customer and for Customer's internal business purposes, subject to all the terms and conditions of this Agreement.

"Licensed Device" means (i) with respect to MTP, the registered devices that Customer may have at any time that are registered to the Cloud Subscription; which maximum number shall be based on the subscription fees paid by Customer and identified on the relevant purchase order from Customer as approved and invoiced by FireEye; and (ii) with respect to ETP, the number of email inboxes Customer may have at any time that are registered to the Cloud Subscription; which maximum number shall be based on the subscription fees paid by Customer and identified on the relevant purchase order from Customer as approved and invoiced by FireEye. For the avoidance of doubt, with respect to MTP, "registered devices" are those devices which have loaded device Software and which have been registered to the Cloud Subscription and which have not been retired (meaning unregistered).

"Mobile Device Manager" shall mean a third party who has been engaged by the Customer to provide security services for Licensed Devices for the benefit of Customer. Where indicated as such, the Mobile Device Manager shall be a subset of the definition of the Customer Representatives solely as applicable to MTP.

"Software" means the object code version of FireEye's proprietary computer programs delivered to Customer hereunder for use in connection with the Cloud Subscriptions, including collectively and individually the device-side software used on devices registered to the Cloud Subscription ("Device Software") and any connector software and/or any other server-side software (collectively the "Premise Software"), each which are delivered to Customer hereunder for use in connection with the Cloud Subscriptions, and any Documentation, backup copies and updates, upgrades, maintenance releases, bug fixes to any of the foregoing provided to Customer hereunder.

2. Right of Access and Use. During the Subscription Term, and subject to the terms of this Agreement, FireEye grants to Customer a non-exclusive right to (a) permit those Customer Representatives authorized by Customer to access and use the Cloud Subscriptions on Customer's behalf in compliance with the terms of this Agreement, and (b) to install, copy and use Premise Software in connection with Cloud Subscriptions in accordance with the Agreement and this Exhibit, but solely on systems and hardware owned or controlled or otherwise managed by Customer on behalf of and for the benefit of Customer, (c) to install, copy and use Device Software in connection with Cloud Subscriptions in accordance with the Documentation, but solely on devices used by Customer Representatives on behalf of and for the benefit of Customer. Notwithstanding anything else herein, the number of devices Customer and/or Customer Representatives may register to the Cloud Subscriptions may not exceed the number of Licensed Devices.

Notwithstanding anything to the contrary herein, if Customer is using the Cloud Subscriptions for evaluation purposes then such Customer usage is solely for internal testing and evaluation and the Subscription Term shall not exceed fifteen (15) days unless otherwise mutually agreed upon in a signed Evaluation License Agreement.

3. Restrictions. Except as otherwise expressly permitted under this Agreement, Customer agrees that it shall not, nor shall it permit any third party to, (a) use the Cloud Subscriptions (or any portion thereof) in excess of or beyond the Subscription Term, the Licensed Device quantity, and/or other restrictions/limitations described in this Agreement; use the Cloud Subscriptions to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy or other rights; (d) interfere with or disrupt the integrity or performance of the Cloud Subscriptions or third-party data contained therein; (e) use the Software on equipment or devices which are not specified in the Documentation; (f) Cloud Subscription specific to ETP Cloud Subscriptions, Customer shall route email through a commercially available secure email gateway for anti-spam scanning prior to relay through the FireEye network. No rights or licenses are granted other than as expressly and unambiguously set forth herein. Customer access and usage for the Cloud Subscriptions is limited to the MTP or ETP Subscription that has been paid or are being evaluated by the Customer.

4. Updates, Malware Detection Content and Support Services. Updates and malware detection content and/or support services are not necessarily provided with the Software or Subscriptions, and may require additional payment or include additional terms and conditions. However, to the extent that an update to the Software and/or malware detection content is provided, such update/content shall be deemed "Software" provided subject to this Agreement. If malware detection content/support services are provided, FireEye reserves the right to change the scope or duration of such services at anytime, and to access, freely use and distribute data collected from Customer through such services. If such services are made available, Customer may be required to pay fees or other charges for use or access to some or all such services, which fees and terms will be specified in the invoice or order form for such service.

5. Device Count Increases; Reporting; Invoice. If the number of devices that Customer or Customer Representatives have registered to the Cloud Subscription ("Actual Device Count") exceeds Customer's then current Licensed Device count or if Customer wishes to increase the Licensed Device count, then Customer shall notify FireEye (or the applicable FireEye Partner) and submit an Order for the incremental Subscription Fees due, and upon receipt of such Order, the Licensed Device count shall be amended to reflect this change. Upon written request, Customer will provide FireEye a report identifying (i) the Actual Devices; (ii) the copies of and location of the Premise Software maintained; and (iii) any other information reasonably requested by FireEye at the time as it relates to the use of the Cloud Subscription to determine compliance with the terms of this Agreement. FireEye and/or its Authorized Resellers may invoice Customer if it learns of any shortfalls, i.e. that the Licensed Device Count is below the Actual Device count. The fees charged to Customer for increases in License Device counts will be based on the then-current Subscription Term pricing.

6. Cloud Subscription Availability

6.1 FireEye shall undertake commercially reasonable efforts to ensure the Cloud Subscription availability for 99.9% of the time during each calendar month.

6.1.1 "Service Outage" is where the Customer is not receiving Cloud Subscription due to a failure or a disruption in the Cloud Subscriptions and is not the result of Scheduled Maintenance, Emergency Maintenance, a force majeure event or of the act or omission of Customer.

6.1.2 "Scheduled Maintenance Period" is the period during which weekly scheduled maintenance of the Cloud Subscriptions may be performed, or a maintenance window otherwise mutually agreed upon by FireEye and Customer.

6.1.3 "Emergency Maintenance" means any time outside of Scheduled Maintenance that FireEye is required to apply critical patches or fixes or undertake other urgent maintenance. If Emergency Maintenance is required, FireEye will contact Customer and provide the expected time frame of the Emergency Maintenance and availability of the Cloud Subscriptions during the Emergency Maintenance.

6.1.4 "System Availability" means the percentage of total time during which the Cloud Subscriptions shall be available to Customer, excluding the Scheduled Maintenance Period, Emergency Maintenance, force majeure events, or acts or omissions of the Customer that cause system downtime.

6.2. Remedy

6.2.1 In the event that the Cloud Subscription does not meet the monthly service availability defined in 6.1, FireEye will provide a credit to the Customer in accordance to the table below ("Credit") for a validated SLA Claim (defined below).

Percent of System Availability per Calendar Month	Service Credit
<99.9%	25%
<99.0%	50%
<98.0%	100%

6.2.2 For determining the Credit, the duration of a Service Outage will be measured as the time starting when there is a disruption in Cloud Subscription and ending when a successful solution or workaround allowing for full restoration of the Cloud Subscriptions is provided by FireEye to Customer. Customer must notify FireEye in writing of any Service Outage no later than fifteen (15) days after the date the Service Outage occurred ("SLA Claim") to be entitled to a Credit for that Service Outage.

6.2.3 Any Credits earned by Customer hereunder will be applied to the Subscription Fees owed by Customer for the next Subscription Term for which the Credit applies. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated for non-renewal or for a material uncured breach by Customer, such credits shall become null and void. If Credits cannot be applied to future Subscription Fees because the Subscription Term has terminated due to a material uncured breach by FireEye, FireEye will promptly pay Customer the amount of the Credit.

6.2.4 Customer shall not be entitled to receive a Credit that exceeds 100% of its prorated monthly Subscription Fee for a Service Outage for the applicable calendar month.

EXHIBIT B-5
SUBSCRIPTION TERMS FOR FIREEYE ADVANCED THREAT INTELLIGENCE PLUS (ATI+)

The following terms govern the Advanced Threat Intelligence Plus (ATI+) Subscription.

The ATI+ Subscription comprises two features: Continuous Monitoring ("CM" or "Continuous Monitoring") and the FireEye Intelligence Center™ (FIC™) ("FIC").

1. Continuous Monitoring

The Continuous Monitoring portion of the Subscription is purchased in connection with one or more FireEye Products, and includes the following during the Subscription Term for the specific Products for which Continuous Monitoring was purchased (some Products may not be eligible for CM):

(a) **Critical Event Notification.** For Customers who have purchased the FireEye NX, FX, HX or EX Product, MVX Smart Grid with Network Smart node product combination, or the ETP or TAP Subscription, FireEye will provide Customer with proactive notifications of events FireEye determines to be critical that are logged by the Products ("Alerts"). FireEye will also provide Customer with access to a detailed description of the Alert. Alerts are not proof of vulnerability, threats or attacks on Customer.

(b) **System Health Monitoring and Notification.** For Customers who have purchased the FireEye NX, EX, FX, HX AX or FX Product, or MVX Smart Grid w/Network Smart node combination (hardware only), FireEye will provide Customer with proactive notifications of serious system health issues related to the hardware for Products covered by Continuous Monitoring. Customers will also be provided with metrics on critical event notifications and, for purchased hardware, the status of monitored hardware parameters.

(c) **Portal Access.** Alerts and critical event notifications from Continuous Monitoring will be provided via an online portal, and FireEye will provide login credentials to the Customer to enable access to that portal.

(d) **Continuity of Monitoring.** The monitoring activities described in (a)-(c) above will be provided on a 24/7 basis.

(f) **Reseller and Partner Purchases.** If Customer receives the Subscription via a FireEye Partner, Customer agrees that the Subscription may be delivered to Customer through the Partner. Notwithstanding any other confidentiality obligations between the parties, Customer authorizes FireEye to disclose information related to the Subscription to the Partner.

(g) **Exclusions.** Notwithstanding anything else contained in this Agreement to the contrary, FireEye shall have no obligation or responsibility to provide the Subscription for (i) Products for which Customer does not have an active Subscription in place; (ii) Products that the Customer (or FireEye or another third party on Customer's behalf) has configured with a one-way feed of FireEye's Dynamic Threat Intelligence subscription; (iii) Products with an installed FireEye operating system less than version 6.2; (iv) Products that are end of life; (v) Products that have no active support service in place; (vi) Products for which software updates have not been applied; or (vii) Products that have not been installed and deployed.

2. FireEye Intelligence Center™ (FIC™), Community Threat Intelligence™ (CTI™)

FireEye will provide the FIC portion of the Subscription, which includes the Community Threat Intelligence (CTI) platform, during the Subscription Term, as set forth below:

2.1 Permitted Use; Reports. Customer may view and use FIC and content appearing on FIC ("FIC Content") solely for internal use. Some features of FIC may allow Customer to generate a report (each, a "FIC Report"). FIC Reports and FIC Content are FireEye Materials. Subject to Customer's payment obligations, FireEye grants to Customer a limited, non-exclusive right to produce FIC Reports and FIC Content using FIC, and reproduce and distribute those FIC Reports and FIC Content internally for Customer's own business purposes.

2.2 Additional Use Limitations. Customer may appoint up to fifteen (15) users of FIC at any time. Each day, all users on Customer's account may collectively make up to (i) one hundred (100) queries of IP addresses and domain names, and (ii) one hundred (100) queries of malware per day. Customer may request additional queries, to be evaluated by FireEye on a case by case basis.

2.3 User Content. "User Content" means any communications, images, sounds, and all the material and information that Customer or anyone using Customer's account contributes to or through FIC including any contributions to or through the CTI platform. Customer hereby grants FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive, license, including the right to sublicense to third parties, and right to reproduce, fix, adapt, modify, translate, reformat, create derivative works from, publish, distribute, sell, license, transmit, publicly display, publicly perform, or provide access to electronically, broadcast, display, perform, and use and practice such User Content as well as all modified and derivative works thereof. Customer represents that Customer has all necessary rights to grant the license referenced in the preceding sentence. FireEye may use and disclose any of the information it collects about its customers' use of FIC, including the CTI platform to the extent such information is de-identified.

2.4 Restrictions. Customer may not access FIC by any means other than through the interface that is provided or approved by FireEye. Customer will not collect any information from or through FIC using any automated means, including without limitation any script, spider, "screen scraping," or "database scraping" application, and Customer will not damage, disable, overburden, or impair FIC or interfere with any other party's use and enjoyment of FIC. Customer acknowledges that some optional features and content appearing on FIC may require payment of additional fees.

EXHIBIT B-6
SUBSCRIPTION TERMS FOR FIREEYE INTELLIGENCE CENTER™ (FIC™) (INCLUDING COMMUNITY THREAT INTELLIGENCE™ (CTI™))

The following terms govern the FireEye Intelligence Center™ (FIC™) Subscription, which includes access to the Community Threat Intelligence™ (CTI™) platform.

1. During the Subscription Term, FireEye will provide access to the FireEye Intelligence Center (FIC), which includes the Community Threat Intelligence (CTI) platform, subject to the following:

- i. **Permitted Use; Reports.** Customer may view and use FIC and content appearing on FIC ("FIC Content") solely for internal use. Some features of FIC may allow Customer to generate a report (each, a "FIC Report"). FIC Reports and FIC Content are FireEye Materials. Subject to Customer's payment obligations, FireEye grants to Customer a limited, non-exclusive right to produce FIC Reports and FIC Content using FIC, and reproduce and distribute those FIC Reports and FIC Content internally for Customer's own business purposes.
- ii. **Additional Use Limitations.** Customer may appoint up to fifteen (15) users of FIC at any time. Each day, all users on Customer's account may collectively make up to (A) one hundred (100) queries of IP addresses and domain names, and (ii) one hundred (100) queries of malware. Customer may request additional queries, to be evaluated by FireEye on a case by case basis.
- iii. **User Content.** "User Content" means any communications, images, sounds, and all the material and information that Customer or anyone using Customer's account contributes to or through FIC including any contributions to or through the CTI platform (e.g., comments to FIC Content, suspected malware that Customer uploads to FIC). Customer hereby grants FireEye a perpetual, irrevocable, worldwide, paid-up, non-exclusive, license, including the right to sublicense to third parties, and right to reproduce, fix, adapt, modify, translate, reformat, create derivative works from, publish, distribute, sell, license, transmit, publicly display, publicly perform, or provide access to electronically, broadcast, display, perform, and use and practice such User Content as well as all modified and derivative works thereof. Customer represents that Customer has all necessary rights to grant the license referenced in the preceding sentence. FireEye may use and disclose any of the information it collects about its customers' use of FIC, including the CTI platform, to the extent such information is de-identified.
- iv. **Restrictions.** Customer may not access FIC by any means other than through the interface that is provided or approved by FireEye. Customer will not collect any information from or through FIC using any automated means, including without limitation any script, spider, "screen scraping," or "database scraping" application, and Customer will not damage, disable, overburden, or impair FIC or interfere with any other party's use and enjoyment of FIC.
- v. Customer acknowledges that some optional features and content appearing on FIC may require payment of additional fees.

EXHIBIT B-7
SUBSCRIPTION TERMS FOR FIREEYE ISIGHT INTELLIGENCE

The following terms govern the FireEye iSIGHT Intelligence Subscription ("iSIGHT" or "iSIGHT Subscription"). FireEye will provide the iSIGHT Subscription purchased by the Customer, as shown on the Order.

1. Definitions.

1.1 "Access Method(s)" or "Access Methods" means the MySIGHT Portal ("MySIGHT"), Software Development Kit ("SDK"), Application Programming Interface ("API"), Browser Plugin, iSIGHT App for Splunk, or any other method provided by FireEye for Customer to access the iSIGHT Subscription, individually or collectively. All Access Methods are FireEye Material as defined in the Agreement.

1.2 "Application" is a software program the Customer creates, or causes to have created on its behalf, that is designed to access the Content, which includes the features of the SDK/API but adds significant functionality beyond that provided by the SDK/API.

1.3 "Application Programming Interface" or "API" means the latest version of the iSIGHT Application Programming Interface software made generally available by iSIGHT, with its developer's guide and other related material (available at <http://www.isightpartners.com>).

1.4 "Browser Plugin" means the iSIGHT Browser Plugin which a Customer may install on Google Chrome and/or other commercially available and supported browsers that allows the Customer to access and view the Content when licensed to do so. The Browser Plugin displays the iSIGHT logo and links to MySIGHT. The Browser Plugin includes the latest version of the Browser Plugin software, its documentation and any html embedded code.

1.5 "Content" means the cyber threat intelligence data and any reports, threat indicators, trends, events, information, documentation or functionality provided in connection with the iSIGHT Subscription. All Content is FireEye Material as defined in the Agreement.

1.6 "End User" means the Customer or the Customer's employees, as applicable.

1.7 "Software Development Kit" or "SDK" shall mean the latest publicly-available version of the iSIGHT Software Development Kit and any associated documentation, tools, libraries, technical notes, software code, or other materials.

1.8 "iSIGHT App for Splunk" means the application provided by FireEye, which a Customer may install on Splunk, that allows the Customer to access and view the Content in accordance with this Agreement. The iSIGHT App for Splunk includes the latest version of the iSIGHT App for Splunk software, its documentation and any html embedded code.

1.9 "iSIGHT Subscription" includes but is not limited to, Cyber Crime, Cyber Espionage, Critical Infrastructure, Enterprise, Hacktivism, Vulnerability and Exploitation, MySIGHT Portal, Global Response, Analyst Access, iSIGHT SDK, iSIGHT API, iSIGHT Research Reports, or the current offering(s) as listed on the iSIGHT website, and as purchased by the Customer as shown on the Order.

2. License; Access to iSIGHT Subscription and Content.

2.1. Grant of Limited License. During the Subscription Term, FireEye grants to Customer in strict accordance with the terms of this Agreement, a limited, worldwide, revocable, non-exclusive, non-transferable, non-assignable, non-sublicensable royalty-free right and license to:

(a) use MySIGHT, the iSIGHT Subscription, and any Content provided by FireEye for internal use only. The iSIGHT Subscription can be used by End Users who have a valid "need to know" within Customer's organization, typically defined as a person or group that has a direct role in securing information system or networks. FireEye agrees to provide support for the iSIGHT Subscription in accordance with Section 3 below ("Subscription Support" or "Support").

(b) use the API to search, display, and otherwise access the Content. The API can be used to develop, display, or integrate applications, scripts, tools or workflows that interoperate with ISIGHT Subscriptions for the Customer's internal use. FireEye agrees to provide Support for the latest version of the API in accordance with Section 3 below.

(c) download, install and use the Software Development Kit ("SDK") to design, develop and test an Application(s), for the Customer's internal use only, for the purpose of customizing access to the Content. The Customer may modify the source code versions of sample files, if any, included with the SDK for the purpose of creating Customer's Application(s), and may make a reasonable number of copies of the SDK as necessary to develop Customer's Application(s), provided that Customer must reproduce complete copies of the SDK, including without limitation all "read me" files, copyright notices, and other legal notices and terms. FireEye agrees to provide Support for the ISIGHT SDK in accordance with Section 3 below.

(d) use the Browser Plugin to search, display and otherwise access the Content for the Customer's internal use only. Customer may install and use one copy of the Browser Plugin on a single computer per license. FireEye agrees to provide Support for the latest version of the Browser Plugin in accordance with Section 3 below

(e) use the ISIGHT App for Splunk to search, display and otherwise access the Content for the Customer's internal use only. Customer may install and use one copy of the ISIGHT App for Splunk on a single computer per license. FireEye agrees to provide Support for the latest version of the ISIGHT App for Splunk in accordance with Section 3 below.

2.2. Access Keys. Use of the Access Methods and access to the ISIGHT Subscription and the Content by Customer's End Users is provided through access keys or login credentials. Access keys in association with the Access Methods and ISIGHT Subscription shall be kept in confidence by Customer and Customer's End Users. Access keys will be issued to individual End Users by FireEye in accordance with each particular Access Method's parameters and will not be shared between End Users. Customer may not establish group accounts. Any unauthorized disclosure or dissemination of access keys by Customer or End Users shall be deemed a material breach of this Agreement. Customer shall inform FireEye of any data breach concerning login credentials in a timely manner. FireEye reserves the right to change, suspend, remove, or disable Customer's access keys to the Access Methods, ISIGHT Subscription, and Content upon notice if a material breach is suspected and not rectified upon notification.

2.3. Latest Version. The license granted to Customer under this Agreement is for the current version of the Access Methods. FireEye may release future versions of the Access Methods as determined in the sole discretion of FireEye. Nothing in this Agreement is a commitment to Customer of compatibility between the existing Access Methods and any future versions of the Access Methods. FireEye reserves the right to discontinue offering particular Access Methods (or any updates thereto) or to modify the Access Methods at any time in its sole discretion.

2.4. Multiple Copies. Customer may receive software for an Access Method in more than one medium and/or in multiple copies. The Customer's license rights are in accordance with the Order regardless of the number of copies received.

2.5. Additional Licenses. Customer may purchase additional licenses for the Browser Plugin for its authorized End Users through the Chrome Web Store. Customer may purchase additional licenses for the ISIGHT App for Splunk for its authorized End Users through Splunk. Additional licenses for the Browser Plugin and ISIGHT App for Splunk may be purchased and will be valid for the current Subscription Term as provided in the Order.

2.6. Customer Application. The Customer may allow Customer's employees to access and use the SDK/API on Customer's behalf to design an Application. The Customer may not rent, lease, sell, transfer, sublicense or time-share the Customer's Application to any third-party without the express consent of FireEye. Customer shall retain all right, title or interest in the Application and as such, Customer agrees to indemnify and hold harmless FireEye for any claims of infringement made against FireEye in connection with any Application. The Customer's Application(s) must perform in accordance with the terms of this Agreement and must ensure the security and confidentiality of FireEye's Confidential Information. Customer assumes full responsibility for any breach of

security caused by Customer's Application(s) in connection with the Content, API, SDK, and specifically to any unauthorized disclosure of any FireEye Materials or FireEye Confidential Information.

2.7. **Content Modifications.** Customer may access the Content from the MySIGHT Portal, via email, SMS, HTML, API, any other Access Methods as officially distributed by FireEye or an FireEye sanctioned third-party integration. FireEye reserves the right to modify, amend, augment, reduce or alter the Content's format, or Access Methods, or mode of retrieval of the Content, that in the sole judgment of FireEye is in its customers' best interests. Customer will be entitled to retrieve the Content with any updates, modifications, additions or changes in the Content. These changes may require Customer to upgrade its systems, hardware or software and FireEye will not be responsible for the costs of any such changes.

2.8. **Prohibited Usage.** Customer must comply with any Intellectual Property rights asserted in any materials contained in the Content. The following conduct and usage restrictions apply during Customer's download, installation, and use of the Content and/or Access Methods, and survive termination of the Agreement or Subscription Term. Customer and its authorized End Users may not:

- a. rent, lease, lend, sell, redistribute or sublicense any part of the ISIGHT Subscription or Access Methods to any other party;
- b. share the ISIGHT Subscription, Access Methods, Content or Confidential Information with any third-parties, except as expressly authorized in advance by this Agreement or by FireEye in writing;
- c. use the ISIGHT Subscription or Access Methods in the operation of a service or in any way to provide services to any third-party;
- d. create derivative works for external distribution or use based upon the Content;
- e. create apps, extensions, or other products and services that use Content except as set forth herein;
- f. display, post, frame, or scrape the Content, except as allowed under this Agreement;
- g. use the Access Methods for any other purpose than to access the ISIGHT Subscription and the Content;
- h. use the Access Methods for any illegal or unauthorized purpose to promote or provide instructional information about illegal activities or to promote stalking, physical harm or injury against any group or individual, or any use that violates the rights of privacy and publicity of others;
- i. create, place, or disseminate any materials or other items that are inappropriate, defamatory, obscene, pornographic, harassing, threatening, abusive, hateful or otherwise offensive, or is unlawful (including any content that infringes any patent, trademark, service mark, copyright, trade secret or other proprietary right of any third-party without appropriate permissions);
- j. transmit any viruses, worms, defects, Trojan horses, time-bombs, malware, spyware, or any other computer code of a destructive or interruptive nature in connection with use of the Access Methods;
- k. use the Access Methods in connection with or to promote any products, services, or materials that constitute, promote or are used primarily for the purpose of dealing in spyware, adware, or other malicious programs or code, counterfeit goods, unsolicited mass distribution of email ("spam"), hacking, surveillance, interception, descrambling equipment, stolen products and items used for theft;
- l. create any Application that exposes or provides functionality of the Access Methods to any third party;
- m. interfere, restrict or inhibit any other customer from using the Access Methods or Content or disrupt any services offered by FireEye through any medium;
- n. attempt to exceed or exceed the usage limits established by FireEye for the Customer (http://www.isightpartners.com/doc/sdk-bp-docs/#/rate_limiting).

2.9. **Restrictions.** FireEye expressly reserves the right to limit the number and/or frequency of requests for Content made through the Access Methods in its sole discretion in line with technical design and performance standards as documented in the publicly available developers guide. FireEye may limit the number of network calls that any Application may make via the Access Methods, the maximum file size, or the maximum amount of ISIGHT material that may be accessed. FireEye may change such usage limitations at any time and without notice. In addition to any other rights under this Agreement, FireEye may utilize technical measures to prevent over-usage or to stop usage of any Access Methods or any Application after any usage limitations are exceeded. The most current API/SDK documentation and developers guide can be found at <http://www.isightpartners.com/doc/sdk-bp-docs/#/>, and these documents detail the current rates and capabilities of the API.

2.10. Customer recognizes and agrees that certain information and data that will be provided by Customer to FireEye pursuant to the ISIGHT Subscription is not owned by Customer and is not Confidential Information of

Customer. Malware submitted by Customer to FireEye for analysis under ISIGHT Global Response, and other information submitted by Customer to FireEye that is not unique to and/or developed by Customer (collectively "Submissions") shall not be considered Confidential Information or Intellectual Property of the Customer. FireEye may use the Submissions, aggregate the Submissions with submissions from other FireEye customers as well as original research and analysis, and share that aggregated intelligence with Customer and with other FireEye customers to enhance the services FireEye provides to its customers. FireEye will anonymize all Submissions prior to distribution, and will not identify the source of any Submission without written permission in each case.

3. Service Levels.

3.1. Service Call and Subscription Support

FireEye maintains a service desk in order to assist its customers with issues, trouble or general questions concerning use of the FireEye ISIGHT Products. Customer may initiate a service call as follows:

Description	Details
FireEye Service Desk (Primary, escalation and off-hours contact)	servicedesk@isightpartners.com
Service Desk Hours	24 x 7
Service Call Response Time ("Response Time Standard")	4 hours for initial response (confirmation of receipt is immediate through an automated ticketing system)
ISIGHT API	General information regarding ISIGHT API which can be accessed at http://www.isightpartners.com/doc/api2.0/docs/#!/
Other resources (all other Subscription Support issues)	Existing Clients – Contact your assigned Intelligent Account Manager at: client-engagement@isightpartners.com Prospective Clients – Contact your assigned Sales Engineer at: sales-engineering@isightpartners.com Partners, Resellers, Referrals – Contact partners program representative at: partners@isightpartners.com

FireEye will catalog and evaluate all bugs or software issues as they are reported. Such issues will be prioritized based on variables such as customer impact, security impact, etc. and will be scheduled for release accordingly. When applicable, FireEye will notify Customer of urgent patches or bug fixes. Support Services do not include custom programming services, on-site support, or other services including installation of hardware or software, or training.

3.2. Maintenance and Updates

(a) When feasible and appropriate, FireEye will provide Customer prior notification about major releases at least two weeks in advance via communication from FireEye representatives.

(b) Scheduled system maintenance will be performed during the targeted times of 01:00 – 07:00 UTC on Thursdays and 12:00 – 19:00 UTC on Sundays. Prior notification will be provided in the event of any impact to customer facing applications.

(c) Emergency maintenance notifications will be provided by FireEye as early as possible but with a goal of six (6) hours' prior notice provided. Further, FireEye will strive to minimize the impact of any maintenance on any critical system during standard business hours around the globe.

3.3. Subscription Availability

(a) The FireEye iSIGHT API will have at least 99% system uptime ("API Uptime Standard").

(b) The iSIGHT MySIGHT Portal will have at least a 99% system uptime ("Portal Uptime Standard").

(c) FireEye realizes that a failure to meet the Response Time Standard, API Uptime Standard and the Portal Uptime Standard (collectively, the "Service Level Standards") could have an adverse impact to Customer. If FireEye fails to meet any of the Service Level Standards ("Service Level Failure"), FireEye will: (i) promptly investigate and report on the root cause of the problem; (ii) advise Customer of the remedial efforts being undertaken with respect to this failure to meet the Service Level Standards; (iii) use commercially reasonable efforts to correct the problem and begin meeting the Service Level Standards; and (iv) take appropriate preventative measures designed to ensure that the problem does not recur.

EXHIBIT C
FIREEYE SUPPORT SERVICES APPLICABLE FOR FIREEYE PRODUCTS

1. SUPPORT PURCHASED SEPARATELY FROM THE PRODUCTS. In the event Customer has purchased the Products and pass-through Support Services from FireEye through a FireEye authorized reseller (a "Reseller"), Customer will be entitled to all the rights herein set forth related to the level of Support Service requested and paid for by it, provided Customer: (a) is the original purchaser of the covered Products, (b) has provided true, accurate, current and complete information to FireEye included with its purchase; and (c) has maintained and updated this information to keep it true, accurate, current, and complete.

2. SUPPORT SERVICES PROVIDED BY FIREEYE.

FireEye offers a range of programs for the support of its Products as described below ("Support Programs"). Customer shall be entitled to receive the Support Services specified on the applicable support invoice and described below to the extent that Customer has paid in full the applicable Fees for Support Services.

2.1 Software Maintenance Services – include each of the following:

Software Updates. During the Support Term, FireEye shall provide Customer notification of bug fixes, maintenance patches and new releases which may contain minor enhancements to the features or functions of the Product ("**Updates**"). FireEye may designate a particular release of the Product as an Update at its sole discretion. Customer may obtain Updates either through delivery of a machine-readable copy pursuant to instructions contained in the document notifying Customer of an available Update or by downloading the Update from FireEye's server via the Internet. FireEye reserves the right to impose additional charges for releases of Products (i) that provide major enhancements to the features or functions of the Products, as determined by FireEye at its sole discretion; or, (ii) that provide additional features or perform additional functions not provided or performed by the Products.

Software Error Corrections. During the Support Term, FireEye shall use commercially reasonable efforts to correct any reproducible programming error in the software associated with the Product attributable to FireEye, employing a level of effort commensurate with the severity of the error, provided, however, that FireEye shall have no obligation to correct all errors in the Products. Upon identification of any programming error, Customer shall notify FireEye of such error in writing and shall provide FireEye with enough information to locate and reproduce the error. FireEye shall not be responsible for correcting any errors not attributable to FireEye. Errors attributable to FireEye shall be those that are reproducible by FireEye on unmodified Products. If it is found that a particular error is fixed in the most current Product release, then FireEye shall have no obligation to fix the error in any prior Product release and Customer will need to upgrade to the current Product release in order to obtain the fix.

2.2 Support Programs

(a) Platinum Support includes all of the services set forth above under Software Maintenance Service (section 2.1) and additionally:

- *Email, Live Chat, Web or Telephone Support.* During the Support Term, FireEye shall provide Customer technical email, live chat, web or telephone support for the Products twenty-four (24) hours per day, 365 days a year. FireEye's support technician shall only be obligated to respond to Customer's fifteen (15) designated contacts.
- FireEye shall use commercially reasonable efforts to respond to the request for support as detailed in the Initial Response Times table found at <https://www.fireeye.com/support/programs.html> regarding use or installation of the Product that is communicated to FireEye via one of the mechanisms above to the attention of FireEye's support engineers.
- *Product Return.* During the term of this Agreement, Customer shall have the right to return to FireEye any defective Product subject to the limited warranty. Additionally, FireEye will fulfill the following Advance Return provisions below.

- **Advance Replacement.** Prior to any return as to which Advance Replacement applies, Customer shall verify that said Product is defective by logging a Support request via one of the mechanisms described above and in accordance with FireEye's RMA procedures, including providing the part number, serial number, quantity and reason for return, an explanation of all failure symptoms and other relevant information. Upon confirmation by FireEye of a defect, Customer shall obtain from FireEye an RMA number. FireEye shall ship via a recognized express courier service a replacement Product to Customer to arrive no later than next business day after FireEye's issuance of an RMA number, provided the RMA number was issued prior to the business day cutoff time local to the defective Product, provided the replacement does not require any custom pre-configuration, and provided no external-to-FireEye circumstances prevent the delivery. The replacement Product may be a new or reconditioned Product (of equivalent or better quality) at FireEye's sole discretion. FireEye shall pay the shipping costs to ship the replacement Product to Customer, but Customer shall bear any and all risk of loss of or damage to said Product at all times after said Product is made available by FireEye to the common carrier. The support service will transfer from the defective Product to the replacement Product. Within five (5) business days after Customer receives the replacement Product from FireEye, Customer shall package said defective Product in its original packing material or equivalent, write the RMA number on the outside of the package and return said defective Product, at FireEye's cost provided Customer utilizes FireEye's designated courier service and properly packages the defective Product according to FireEye's instructions, shipped properly insured, FOB FireEye's designated facility (except that FireEye shall pay for shipping). Customer shall enclose with the returned Product the applicable RMA form, and any other documentation or information requested by FireEye customer support. Customer shall assume any and all risk of loss of or damage to such Product during shipping. Title to the defective Product shall pass to FireEye upon FireEye's receipt thereof. When a replacement Product is provided and Customer fails to return the defective Product to FireEye within ten (10) business days after Customer receives the replacement Product from FireEye, FireEye may charge Customer, and Customer shall pay for the replacement Product at the then-current list price.

(b) Platinum Priority Plus Support includes all of the services set forth above under Platinum Support [section 2.2(a)] and additionally:

- **Access to Support.** Customer will be provided with direct priority access to Level 2 Advanced Engineering support who shall respond to Customer's unlimited number of designated contacts. A Designated Support Engineer (DSE) point of contact, who is available during Customer's business hours (for single Customer site if Product(s) installed at multiple Customer sites), will be made available to be the focal point of contact within FireEye, to project manage Customer's technical issues.
- **Onsite Support.** Onsite visits for problem assistance at DSE's sole discretion.
- **Reporting.** FireEye will supply Customer with monthly reports detailing technical support provided during the previous month. Quarterly business reviews will also be conducted.

(c) Government Support, if available, includes all of the services set forth above under Platinum Support [section 2.2(a)] and additionally:

- **Email, Live Chat, Web or Telephone Support.** For the specified country, access to citizens of that country for the fulfillment of Level 1 and 2 technical support requests.

(d) Government Priority Plus Support includes all of the services set forth above under Government Support [section 2.2(c)] and additionally:

- **Access to Support.** Customer will be provided with direct priority access to Level 2 Advanced Engineering support who are citizens of that country and shall respond to Customer's unlimited number of designated contacts. A Designated Support Engineer (DSE) point of contact who is a citizen of that country and available during Customer's business hours (for single Customer site if Product(s) installed at multiple Customer sites), will be made available to be the focal point of contact within FireEye, to project manage Customer's technical issues.
- **Onsite Support.** Onsite visits for problem assistance at DSE's sole discretion.
- **Reporting.** FireEye will supply Customer with monthly reports detailing technical support provided during the previous month. Quarterly business reviews will also be scheduled.

(e) **Special Services.** FireEye agrees to use commercially reasonable efforts to respond to any requests by Customer for support services not specifically provided for above. Customer acknowledges that all such services provided by FireEye shall be at FireEye's discretion and then-current fees and policies.

3. CUSTOMER RESPONSIBILITIES.

3.1 Requesting Support Services. When requesting Support Services from FireEye under this Agreement, Customer should have the following information available to provide to FireEye, if requested: (i) detailed problem description, including operating system ("OS") version, Product model and serial number(s), of the affected Product, and a detailed description of the troubleshooting that has already been done to try to resolve the problem; (ii) detailed system log files; (iii) configuration and login details to allow FireEye access as needed to the Products via the Internet for the purpose of providing support services and permissions needed in order for FireEye to conduct such remote access; (iv) a detailed description of changes to the environment; and (v) Customer's unique ID, Account ID, the serial number(s) of the Product(s) covered by this Agreement or other unique customer identifier as assigned to Customer by FireEye. Customer acknowledges and agrees that failure to have any or all information or access available as needed by FireEye in order to provide the Support Services may result in delays in FireEye's response, may hinder FireEye's ability to perform the Support Services and/or may cause incorrect Support Program fulfillment. FireEye will not be responsible for any such delays and inability to perform due to causes not due to FireEye.

3.2 Customer Assistance. Customer agrees to: (i) ensure that their site complies with any and all applicable FireEye published system environmental specifications; (ii) follow FireEye's procedures when requesting Support Services; (iii) provide FireEye reasonable access to all necessary personnel to answer questions or resolve problems reported by Customer regarding the Products; (iv) promptly implement all Updates and error corrections provided by FireEye under this Agreement; (v) maintain FireEye supported versions of required third party software, if any; and (v) notify FireEye promptly of any relocation of the Products from the location to which the Products were originally shipped. Customer agrees to use reasonable efforts to resolve internally any support questions prior to requesting Support Services pursuant to this Agreement. During the Support Term, FireEye may obtain information regarding Customer's email communication and Customer agrees that, as a condition to FireEye's provision of Support Services, FireEye may use statistical data generated regarding Customer's email correspondence with customer support so long as the source or content of the emails is not being disclosed.

3.3 Contact People. Customer shall appoint the specified number of individuals (depending upon the Support Program purchased) within Customer's organization to serve as contacts between Customer and FireEye and to receive support through FireEye's telephone support center. Customer's contacts shall have been adequately trained on the Products and shall have sufficient technical expertise, training and experience. All of Customer's support inquiries shall be initiated through these contacts.

4. EXCLUSIONS. Notwithstanding anything else contained in this Agreement to the contrary, FireEye shall have no obligation or responsibility to provide any Support Services relating to problems arising out of or related to (i) Customer's failure to implement all Updates to the Product which are made available to Customer under this Agreement; (ii) the failure to provide a suitable installation environment; (iii) any alteration, modification, enhancement or addition to the Products performed by parties other than FireEye; (iv) use of the Products in a manner, or for a purpose, for which they were not designed; (v) accident, abuse, neglect, unauthorized repair, inadequate maintenance or misuse of the Products; or relocation of the Products (including without limitation damage caused by use of other than FireEye shipping containers); (vi) operation of the Products outside of environmental specifications; (vii) interconnection of the Products with other products not supplied by FireEye; (viii) use of the Products on any systems other than the specified hardware platform for such Products; or (ix) introduction of data into any database used by the Products by any means other than the use of the software associated with the Products. Notwithstanding anything else contained in this Agreement to the contrary, FireEye will support all generally available ("GA") versions of the FireEye OS, for a minimum of one (1) year from GA release date, regardless of the number of supported OS GA versions. FireEye will also support the two (2) most current OS GA versions, regardless of the elapsed time from GA release date. If available, and at FireEye's sole discretion, support for any other OS versions or for other problems not covered under this Agreement may be obtained at FireEye's then-current fees and policies for such services. FireEye's complete end of life policy can be found at <http://www.fireeye.com/support/supported-products.html>

5. LAPSED SUPPORT AND UPGRADED SUPPORT.

5.1 Lapsed Support. After any lapse of Support Services, the parties subsequently may elect to reinstate such Support Services for Products for which the Support Services lapsed pursuant to the terms and conditions set forth in this Agreement; provided, however, that (i) Customer agrees to pay for the period of time that has lapsed as well as any renewal term, and (ii) such Products must be in good working condition, as solely determined by FireEye or its designee.

5.2 Support Program Upgrade. At any time during the Term, Customer may upgrade to FireEye's next level of Support Program by (i) notifying FireEye of Customer's desire to upgrade; (ii) acknowledging in writing the then-current terms and conditions for the relevant Support Program; and (iii) paying FireEye the additional Support Fee owed in connection with such upgraded Support Program.

Exhibit A
Product Passthrough Terms – Google Apps for Work (for Customers)

Customer has entered into a certain written agreement (the "Agreement") pursuant to which Customer has purchased the right to access and use the Product. These Product Passthrough Terms set forth the terms and conditions under which Customer may access and use such Product.

1. Product.

- 1.1 Facilities and Data Transfer. All facilities used to store and process Customer Data will adhere to reasonable security standards no less protective than the security standards at facilities where Provider stores and processes its own information of a similar type. Provider has implemented at least industry standard systems and procedures to ensure the security and confidentiality of Customer Data, protect against anticipated threats or hazards to the security or integrity of Customer Data, and protect against unauthorized access to or use of Customer Data. As part of providing the Product, Provider may transfer, store and process Customer Data in the United States or any other country in which Provider or its agents maintain facilities. By using the Product, Customer consents to this transfer, processing and storage of Customer Data.
- 1.2 Modifications.
- a. To the Product. Provider may make commercially reasonable changes to the Product, from time to time. If Provider makes a material change to the Product, Customer may be informed of such change, provided that Customer has subscribed with Provider to be informed about such change.
- b. To URL Terms. Provider may make commercially reasonable changes to the URL Terms from time to time. If Provider makes a material change to the URL Terms, Customer may be informed of such change through the Notification Email Address or via the Admin Console. If the change has a material adverse impact on Customer and Customer does not agree to the change, Customer must so notify Partner or Provider via the Help Center within thirty days after receiving notice of the change. Upon such notification, Customer will remain governed by the URL Terms in effect immediately prior to the change until the end of the then-current term for the affected Product. If the affected Product is renewed, they will be renewed under Provider's then current URL Terms.
- 1.3 Customer Domain Name Ownership. Prior to providing the Product, Provider or Partner may verify that Customer owns or controls the Customer Domain Names. If Customer does not own, or control, the Customer Domain Names, then Provider will have no obligation to provide Customer with the Product.
- 1.4 Federal Information Security Management Act (FISMA). The Provider's Product known as "Google Apps Core Services" received a FISMA "Authorization to Operate" for a Moderate impact system. Provider will continue to maintain a System Security Plan (SSP) for the Google Apps Core Services, based on NIST 800-53 Rev. 3, or a similarly applicable standard. If Provider does not maintain this SSP as stated, Customer's sole and exclusive remedy, and Provider's entire liability, will be Customer's ability to terminate use of the Product upon thirty days prior written notice.

2. Customer Obligations.

- 2.1 Compliance. Customer will use the Product in accordance with the Acceptable Use Policy. Provider may make new applications, features or functionality for the Product available from time to time, the use of which may be contingent upon Customer's agreement to additional terms. In addition, Provider will make other Non-Google Apps Products (beyond the Product) available to Customer and its End Users in accordance with the Non-Google Apps Product Terms and the applicable product-specific Provider terms of service. If Customer does not desire to enable any of the Non-Google Apps Products, Customer can enable or disable them at any time through the Admin Console.
- 2.2 Customer Administration of the Product. Customer may specify one or more Administrators through the Admin Console who will have the rights to access Admin Account(s) and to administer the End User Accounts. Customer and Partner are responsible for: (a) maintaining the confidentiality of the password and Admin Account(s); (b) designating those individuals who are authorized to access the Admin Account(s); and (c) ensuring that all activities that occur in connection with the Admin Account(s) comply with these

Product Passthrough Terms. Customer agrees that Provider's responsibilities do not extend to the internal management or administration of the Product for Customer and that Provider is merely a data-processor.

- 2.3 End User Consent. Customer's Administrators may have the ability to access, monitor, use, or disclose data available to End Users within the End User Accounts. Customer will obtain and maintain all required consents from End Users to allow: (i) Customer's access, monitoring, use and disclosure of this data and Provider providing Customer with the ability to do so, and (ii) Provider to provide the Product.
- 2.4 Unauthorized Use. Customer will use commercially reasonable efforts to prevent unauthorized use of the Product, and to terminate any unauthorized use. Customer or Reseller will promptly notify Provider of any unauthorized use of, or access to, the Product of which it becomes aware.
- 2.5 Restrictions on Use. Unless Provider specifically agrees in writing, Customer will not, and will use commercially reasonable efforts to make sure a third party does not: (a) sell, resell, lease, or the functional equivalent, the Product to a third party (unless expressly authorized in these Product Passthrough Terms); (b) attempt to reverse engineer the Product or any component; (c) attempt to create a substitute or similar service through use of, or access to, the Product; (d) use the Product for High Risk Activities; or (e) use the Product to store or transfer any Customer Data that is controlled for export under Export Control Laws. Customer is solely responsible for any applicable compliance with HIPAA.
- 2.6 Third Party Requests. Customer is responsible for responding to Third Party Requests. Provider will, to the extent allowed by law and by the terms of the Third Party Request: (a) promptly notify Customer of its receipt of a Third Party Request; (b) comply with Customer's reasonable requests regarding its efforts to oppose a Third Party Request; and (c) provide Customer with the information or tools required for Customer to respond to the Third Party Request. Customer will first seek to obtain the information required to respond to the Third Party Request on its own, and will contact Provider only if it cannot reasonably obtain such information.

3. Technical Support Services

- 3.1 By Customer. Customer or Partner will, at its own expense, respond to questions and complaints from End Users or third parties relating to Customer's or End Users' use of the Product. Customer or Partner will use commercially reasonable efforts to resolve support issues before escalating them to Provider.
- 3.2 By Provider. If Customer or Partner cannot resolve a support issue consistent with the above, then Customer or Partner (as applicable based on the agreement between Provider and Partner) may escalate the issue to Provider in accordance with the TSS Guidelines. Provider will provide TSS to Customer or Partner (as applicable) in accordance with the TSS Guidelines.

4. Suspension

- 4.1 Of End User Accounts by Provider. If Provider becomes aware of an End User's violation of these Product Passthrough Terms, then Provider may specifically request that Customer Suspend the applicable End User Account. If Customer fails to comply with Provider's request to Suspend an End User Account, then Provider may do so. The duration of any Suspension by Provider will be until the applicable End User has cured the breach which caused the Suspension.
- 4.2 Emergency Security Issues. Notwithstanding the foregoing, if there is an Emergency Security Issue, then Provider may automatically Suspend the offending use. Suspension will be to the minimum extent and of the minimum duration required to prevent or terminate the Emergency Security Issue. If Provider Suspends an End User Account for any reason without prior notice to Customer, at Customer's request, Provider will provide Customer the reason for the Suspension as soon as is reasonably possible.

5. Confidential Information

- 5.1 Obligations. Customer and Provider will: (a) protect the other's Confidential Information with the same standard of care it uses to protect its own Confidential Information; and (b) not disclose the Confidential Information, except to Affiliates, employees and agents who need to know it and who have agreed in writing to keep it confidential. Customer and Provider (and any Affiliates, employees and agents to whom it has disclosed Confidential Information) may use Confidential Information only to exercise rights and fulfill its obligations under these Product Passthrough Terms, while using reasonable care to protect it. Customer

and Provider, respectively, will be responsible for any actions of its Affiliates, employees and agents in violation of this Section.

5.2 Exceptions. Confidential Information does not include information that: (a) the recipient of the Confidential Information already knew; (b) becomes public through no fault of the recipient; (c) was independently developed by the recipient; or (d) was rightfully given to the recipient by a third party.

5.3 Required Disclosure. Customer and Provider may disclose the other's Confidential Information when required by law but only after it, if legally permissible: (a) uses commercially reasonable efforts to notify the other; and (b) gives the other the chance to challenge the disclosure.

6. Intellectual Property Rights; Brand Features

6.1 Intellectual Property Rights. Except as expressly set forth herein, these Product Passthrough Terms does not grant either Customer or Provider any rights, implied or otherwise, to the other's content or any of the other's intellectual property. As between the Customer and Provider, Customer owns all Intellectual Property Rights in Customer Data, and Provider owns all Intellectual Property Rights in the Product.

6.2 Display of Brand Features. Provider may display those Customer Brand Features authorized by Customer (such authorization is provided by Customer uploading its Brand Features into the Product), and within designated areas of the Service Pages. Customer may specify the nature of this use using the Admin Console. Provider may also display Provider Brand Features on the Service Pages to indicate that the Product are provided by Provider. Neither party may display or use the other party's Brand Features beyond what is allowed in these Product Passthrough Terms without the other's prior written consent.

6.3 Brand Features Limitation. Any use of Brand Features will inure to the benefit of the entity holding Intellectual Property Rights in those Brand Features. Any right to use its Brand Features pursuant to these Product Passthrough Terms may be revoked at any time with written notice to the other and a reasonable period to stop the use.

7. Publicity. Customer agrees that Provider may include Customer's name or Brand Features in a list of Provider customers, online or in promotional materials. Customer also agrees that Provider may verbally reference Customer as a customer of the Provider's Product that is the subject of these Product Passthrough Terms.

8. Representations, Warranties and Disclaimers

8.1 Representations and Warranties. Customer and Provider represent that each will comply with all laws and regulations applicable to its provision, or use, of the Product, as applicable (including applicable security breach notification law). Provider warrants that it will provide the Product in accordance with the applicable SLA.

8.2 Disclaimers. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN, NEITHER PARTY MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE AND NON-INFRINGEMENT. PROVIDER MAKES NO REPRESENTATIONS ABOUT ANY CONTENT OR INFORMATION MADE ACCESSIBLE BY OR THROUGH THE PRODUCT. CUSTOMER ACKNOWLEDGES THAT THE PRODUCT IS NOT A TELEPHONY SERVICE AND THAT THE PRODUCT IS NOT CAPABLE OF PLACING OR RECEIVING ANY CALLS, INCLUDING EMERGENCY PRODUCT CALLS, OVER PUBLICLY SWITCHED TELEPHONE NETWORKS.

9. Term and Termination

9.1 Term. The term for the Product will be as decided upon between Partner and Customer. These Product Passthrough Terms will remain in effect for the Term.

9.2 Termination for Breach. The Services may be suspended or terminated, if: (i) Customer is in material breach of these Product Passthrough Terms and fails to cure that breach within thirty days after receipt of written notice; (ii) Customer ceases its business operations or becomes subject to insolvency proceedings and the proceedings are not dismissed within ninety days; or (iii) Customer is in material breach of these Product Passthrough Terms more than two times notwithstanding any cure of such breaches.

9.3 Effects of Termination. If Services are terminated, then: (i) the rights granted by Provider to Customer, and Customer to Provider will cease immediately (except as set forth in this Section); (ii) neither Customer nor Partner will have access to, or the ability to export, the Customer Data; (iii) Provider will begin to delete Customer Data; and (iv) upon request will promptly use commercially reasonable efforts to return or destroy all other Confidential Information of the other.

10. Miscellaneous.

10.1 Product Development. The Product was developed solely at private expense and is commercial computer software and related documentation within the meaning of the applicable civilian and military federal acquisition regulations and any supplements thereto.

10.2 Force Majeure. Due to circumstances beyond Provider's controls, Provider may not be able to provide the Product.

10.3 No Waiver. Failure to enforce any provision of these Product Passthrough Terms will not constitute a waiver.

10.4 No Agency. These Product Passthrough Terms do not create any agency, partnership or joint venture.

10.5 No Third-Party Beneficiaries. There are no third-party beneficiaries to these Product Passthrough Terms. Customer's sole remedies will be set forth in its agreement with the Partner.

10.6 Survival. The following sections will survive expiration or termination of these Product Passthrough Terms: Sections 5, 6, 9.3, 10 and 12.

10.7 Severability. If any term (or part of a term) of these Product Passthrough Terms is invalid, illegal, or unenforceable, the rest of these Product Passthrough Terms will remain in effect.

10.8 Conflicting Terms. If there is a conflict between any terms of these Product Passthrough Terms and any other document that makes up the entire agreement as needed for Customer to use the Product, the terms of these Product Passthrough Terms will take precedence.

11. Additional Product Terms.

11.1 Ads. Provider does not serve Ads in the Product or use Customer Data for Ads purposes.

11.2 Aliases. Customer is solely responsible for monitoring, responding to, and otherwise processing emails sent to the "abuse" and "postmaster" aliases for Customer Domain Names but Provider may monitor emails sent to these aliases for Customer Domain Names to allow Provider to identify Product abuse.

11.3 Google Apps Vault Retention. If Customer is using Google Apps Vault, Provider will have no obligation to retain any archived Customer Data beyond the retention period specified by Customer. If Customer does not renew Google Apps Vault, Provider will have no obligation to retain any archived Customer Data.

12. Definitions.

"Acceptable Use Policy" means the acceptable use policy for the Product available at http://www.google.com/a/help/intl/en/admins/use_policy.html. The Acceptable Use Policy and such URL link may be updated or modified by Provider from time to time.

"Admin Account(s)" means the administrative account(s) provided to Customer for the purpose of administering the Product. The use of the Admin Account(s) requires a password, which Provider will provide to Customer or Partner.

"Admin Console" means the online tool Customer may use in reporting and certain other administration functions.

"Administrators" mean the Customer-designated technical personnel who administer the Product to End Users on Customer's behalf.

"Ads" means online advertisements displayed by Provider to End Users, excluding advertisements provided by any advertising products that are not part of the Product that Customer chooses to use in connection with the Product.

"Affiliate" means any entity that directly or indirectly controls, is controlled by, or is under common control with an entity.

"Brand Features" means the trade names, trademarks, service marks, logos, domain names, and other distinctive brand features of each party, respectively, as secured from time to time.

"Confidential Information" means information disclosed or exchanged under these Product Passthrough Terms that is marked as confidential or would normally be considered confidential under the circumstances. Customer Data is Customer's Confidential Information.

"Customer Data" means data, including email, provided, generated, transmitted or displayed via the Product by Customer, End Users, or Partner on behalf of Customer.

"Customer Domain Names" mean the domain names owned or controlled by Customer, which will be used in connection with the Product.

"Emergency Security Issue" means either: (a) Customer's use of the Product in violation of the Acceptable Use Policy, which could disrupt: (i) the Product; (ii) other customers' use of the Product; or (iii) the Providernetwork or servers used to provide the Product; or (b) unauthorized third party access to the Product.

"End Users" means the individuals Customer permits to use the Product.

"End User Account" means a Provider-hosted account established by Customer through the Product for an End User.

"Export Control Laws" means all applicable export and reexport control laws and regulations, including trade and economic sanctions maintained by the Treasury Department's Office of Foreign Assets Control, and the International Traffic in Arms Regulations ("ITAR") maintained by the Department of State.

"Google Apps Core Services" means the applicable Product purchased by Customer from Partner which are more fully described here: http://www.google.com/a/help/intl/en/users/user_features.html. The Google Apps Core Services and such URL link may be updated or modified by Provider from time to time.

"Help Center" means the Provider help center accessible at <http://www.google.com/support/>. The Help Center and such URL link may be updated or modified by Provider from time to time.

"High Risk Activities" means uses such as the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Product could lead to death, personal injury, or environmental damage.

"HIPAA" means the Health Insurance Portability and Accountability Act of 1996, as may be amended from time to time, and any regulations issued thereunder.

"Intellectual Property Rights" means current and future worldwide rights under patent law, copyright law, trade secret law, trademark law, moral rights law, and other similar rights.

"Non-Google Apps Products" means Provider products which are not part of the Product, but which may be accessed by End Users using their End User Account login and password. The Non-Google Apps Products are set forth at the following URL: <http://www.google.com/support/a/bin/answer.py?hl=en&answer=181865>. The Non-Google Apps Products and such URL link may be updated or modified by Provider from time to time.

"Non-Google Apps Product Terms" means the terms found at the following URL: http://www.google.com/apps/intl/en/terms/additional_services.html. The Non-Google Apps Product Terms and such URL link may be updated or modified by Provider from time to time.

"Notification Email Address" means the email address designated by Customer to receive email notifications from Provider. Customer may provide a Partner email address for this purpose if it so chooses. Customer may change this email address through the Admin Console.

"Provider" means the third party provider of the Product.

"Partner" means the entity Customer is paying to provide access to and use of the Product.

"Service Pages" mean the web pages displaying the Product to End Users.

"Product" means, as applicable, the Google Apps Core Services purchased from Partner.

"SLA" means the Service Level Agreement located here for applicable Google Apps Core Services: http://www.google.com/apps/intl/en/terms/reseller_sla.html. The SLA and such URL link may be updated or modified by Provider from time to time.

"Suspend" means the immediate disabling of access to the Product, or components of the Product, as applicable, to prevent further use of the Product.

"Term" means the term of these Product Passthrough Terms, which will continue for as long as Customer is receiving Product from Provider, unless terminated earlier pursuant to these Product Passthrough Terms, or pursuant to Customer's agreement with Partner.

"Third Party Request" means a request from a third party for records relating to an End User's use of the Product. Third Party Requests can be a lawful search warrant, court order, subpoena, other valid legal order, or written consent from the End User permitting the disclosure.

"TSS" means the technical support Product provided by Provider to the Administrators during the Term pursuant to the TSS Guidelines.

"TSS Guidelines" means Provider's technical support Product guidelines then in effect for the Product. TSS Guidelines are at the following URL: <http://www.google.com/a/help/intl/en/admins/tssg.html>. The TSS Guidelines and such URL link may be updated or modified by Provider from time to time.

"URL Terms" means the Acceptable Use Policy, the SLA and the TSS Guidelines.

SALESFORCE Service Terms

"AppExchange" means the online directory of on-demand applications that work with the Service, located at <http://www.appexchange.com> or at any successor websites.

"Service" means the online, Web-based application provided by [Salesforce.com](http://www.salesforce.com) (sometimes referred to as "SFDC") via <http://www.salesforce.com> and/or other designated websites, including associated offline components but excluding AppExchange applications.

"Third-Party Applications" means online, Web-based applications and offline software products that are provided by third parties, interoperate with the Service, and are identified as third-party applications, including but not limited to those listed on the AppExchange.

"User Guide" means the online user guide for the Services, accessible via <http://www.salesforce.com>, as updated from time to time.

"Users" means Your employees, representatives, consultants, contractors or agents who are authorized to use the Service and have been supplied user identifications and passwords by You (or by [Salesforce.com](http://www.salesforce.com) or Your reseller at Your request).

"You" and **"Your"** means the customer entity which has contracted to purchase subscriptions to use the Service subject to the conditions of these SFDC Service Terms.

"Your Data" means all electronic data or information submitted by You to the Service.

1. Use of Service

- (a) User subscriptions cannot be shared or used by more than one User (but may be reassigned from time to time to new Users who are replacing former Users who have terminated employment with You or otherwise changed job status or function and no longer require use of the Service).
- (b) You (i) are responsible for all activities occurring under Your User accounts; (ii) are responsible for the content of all Your Data; (iii) shall use commercially reasonable efforts to prevent unauthorized access to, or use of, the Service, and shall notify Your reseller or [Salesforce.com](http://www.salesforce.com) promptly of any such unauthorized use You become aware of; and (iv) shall comply with all applicable federal laws and regulations in using the Service.
- (c) You shall use the Service solely for Your internal business purposes and shall not: (i) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share or otherwise commercially exploit or make the Service available to any third party, other than to Users or as otherwise contemplated by these SFDC Service Terms; (ii) send spam or otherwise duplicative or unsolicited messages in violation of applicable laws; (iii) send or store infringing, obscene, threatening, libelous, or otherwise unlawful or tortious material, including material that is harmful to children or violates third party privacy rights; (iv) send or store viruses, worms, time bombs, Trojan horses and other harmful or malicious code, files, scripts, agents or programs; (v) interfere with or disrupt the integrity or performance of the Service or the data contained therein; or (vi) attempt to gain unauthorized access to the Service or its related systems or networks.

- (d) You shall not (i) modify, copy or create derivative works based on the Service; (ii) frame or mirror any content forming part of the Service, other than on Your own intranets or otherwise for its own internal business purposes; (iii) reverse engineer the Service; or (iv) access the Service in order to (A) build a competitive product or service, or (B) copy any ideas, features, functions or graphics of the Service.

2. **Service Provision.** Salesforce.com will use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week, except for: (a) planned downtime (of which SFDC shall give at least 8 hours notice via the Services and which SFDC shall schedule to the extent practicable during the weekend hours from 6:00 p.m. Pacific time Friday to 3:00 a.m. Pacific time Monday), or (b) any unavailability caused by circumstances beyond SFDC's reasonable control, including without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving SFDC employees), or Internet service provider failures or delays.

Salesforce.com will provide the Services only in accordance with applicable laws and government regulations.

3. **Acquisition of Third-Party Products and Services.** Any acquisition by You of third-party products or services, including but not limited to Third-Party Applications and implementation, customization and other consulting services, and any exchange of data between You and any third-party provider, is solely between You and the applicable third-party provider. Salesforce.com does not warrant or support third-party products or services, whether or not they are designated by Salesforce.com as "certified" or otherwise. No purchase of third-party products or services is required to use the Service as provided by Salesforce.com.
4. **Third-Party Applications and Your Data.** If You install or enable Third-Party Applications for use with the Service, You acknowledge that Salesforce.com may allow providers of those Third-Party Applications to access Your Data as required for the interoperation of such Third Party Applications with the Service. Salesforce.com shall not be responsible for any disclosure, modification or deletion of Your Data resulting from any such access by Third-Party Application providers. The Service shall allow You to restrict such access by restricting Users from installing or enabling such Third-Party Applications for use with the Service.
5. **Google Services.** Service features that interoperate with Google services depend on the continuing availability of the Google application programming interface ("API") and program for use with the Service. If Google Inc. ceases to make the Google API or program available on reasonable terms for the Service, Salesforce.com may cease providing such Service features without entitling You to any refund, credit, or other compensation.
6. **Proprietary Rights.** Subject to the limited rights expressly granted hereunder, Salesforce.com reserves all rights, title and interest in and to the Service, including all related intellectual property rights. The Service is deemed Salesforce.com confidential information, and You will not use it or disclose it to any third party except as permitted in these SFDC Service Terms and except as required by law, upon notice to Salesforce.com.
7. **Your Data.** As between Salesforce.com and You, You exclusively own all rights, title and interest in and to all of Your Data. Your Data is deemed your confidential information, and Salesforce.com shall not access Your User accounts, including Your Data, except to respond to service or technical problems or at your request.
8. **Compelled Disclosure.** If either You or Salesforce.com is compelled by law to disclose confidential information of the other party, it shall provide the other party with prior notice of such

compelled disclosure (to the extent legally permitted) and reasonable assistance, at the other party's cost, if the other party wishes to contest the disclosure.

9. **Suggestions.** You agree that Salesforce.com shall have a royalty-free, worldwide, transferable, sublicenseable, irrevocable, perpetual license to use or incorporate into the Service any suggestions, enhancement requests, recommendations or other feedback provided by You or Your Users relating to the operation of the Service.
10. **Fees.** Contracted for fees for use of the Service represent a firm commitment and the number of User subscriptions contracted for cannot be reduced in the middle of a subscription term.
11. **Termination.** The master contract governs your termination (FAR 52.212-4(l) & (m)) and cancellation rights with the contractor, and the contract requires continued performance while any disputes are resolved (FAR 52.233-1(i)).
12. **Data Storage.** You are entitled to a cumulative amount of storage per User subscription for no additional charge as set forth in the User Guide for the Service subscription type purchased. You may purchase additional storage if necessary, and you may contact Your reseller for then-current rates listed in master contract price list.
13. **Support.** SFDC will provide You with basic support as described from time to time by SFDC at www.salesforce.com. In the event that You have purchased an upgraded support package, then upgraded support contact information will be provided to You together with your initial account set up information.
14. **No Warranty.** SALESFORCE.COM MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE REGARDING THE SERVICE AND/OR SUPPORT, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. IN THE EVENT THAT YOUR AGREEMENT WITH YOUR RESELLER PROVIDES ANY WARRANTIES WITH RESPECT TO THE SERVICE AND/OR SUPPORT, SUCH WARRANTIES ARE SOLELY BETWEEN YOU AND YOUR RESELLER. This clause does not disclaim any warranties expressly provided in a contract with the U.S. Government."
15. **No Liability.** IN NO EVENT SHALL SALESFORCE.COM HAVE ANY LIABILITY TO YOU OR ANY USER FOR ANY DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR DAMAGES BASED ON LOST PROFITS, HOWEVER CAUSED AND, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, WHETHER OR NOT EITHER YOU OR SALESFORCE.COM HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. This clause shall not impair the

U.S. Government's right to recover for fraud or crimes arising out of or related to this Contract under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733. Furthermore, this clause shall not impair nor prejudice the U.S. Government's right to EXPRESS remedies provided in the Contract (i.e. clause 552.238-72 – Price Reductions, clause 52.212-4(h) – Patent Indemnification, Liability for Injury or Damage (Section 3 of the Price List), and GSAR 552.215-72 – Price Adjustment – Failure to Provide Accurate Information).

16. **Further Contact.** Salesforce.com may contact you regarding new Salesforce.com service features and offerings.
17. **Third Party Beneficiary.** SFDC shall be a third party beneficiary to the agreement between You and Reseller solely as it relates to these SFDC Service Terms.



SOFTWARE LICENSE AND SUPPORT AGREEMENT
General Terms and Conditions
("GTC")

1. DEFINITIONS.

1.1 **"Add-on"** means any development using SAP API's that adds new and independent functionality, but does not modify existing SAP functionality.

1.2 **"Agreement"** means these GTCs, any Order Form referencing these GTCs, and the Use Terms and Schedules referenced by these GTCs and/or such Order Forms. All such components are integral to the agreement, and collectively are referred to herein as the "Agreement".

1.3 **"API"** means SAP's application programming interfaces, as well as other SAP code that allow other software products to communicate with or call on SAP Software (for example, SAP Enterprise Services, BAPIs, Idocs, RFCs and ABAP or other user exits) provided under this Agreement.

1.4 **"Affiliate"** mean any legal entity in the Territory in which the Licensee, directly or indirectly, holds more than fifty percent (50%) of the shares or voting rights. Any such legal entity shall be considered an Affiliate for only such time as such equity interest is maintained.

1.5 **"Business Partner"** means a legal entity that requires access to the Software in connection with Licensee's internal business operations, such as customers, distributors and/or suppliers of Licensee.

1.6 **"Confidential Information"** means, with respect to SAP, all information which SAP protects against unrestricted disclosure to others, including but not limited to: (a) the Software and Documentation and other SAP Materials, including without limitation the following information regarding the Software: (i) computer software (object and source codes), programming techniques and programming concepts, methods of processing, system designs embodied in the Software; (ii) benchmark results, manuals, program listings, data structures, flow charts, logic diagrams, functional specifications, file formats; and (iii) discoveries, inventions, concepts, designs, flow charts, documentation, product specifications, application program interface specifications, techniques and processes relating to the Software; (b) the research and development or investigations of SAP; (c) product offerings, content partners, product pricing, product availability, technical drawings, algorithms, processes, ideas, techniques, formulas, data, schematics, trade secrets, know-how, improvements, marketing plans, forecasts and strategies; and (d) any information about or concerning any third party (which information was provided to SAP subject to an applicable confidentiality obligation to such third party). With respect to Licensee, "Confidential Information" means all information which Licensee protects against unrestricted disclosure to others and which (i) if in tangible form, Licensee clearly identifies as confidential or proprietary at the time of disclosure; and (ii) if in intangible form (including disclosure made orally or visually), Licensee identifies as confidential at the time of disclosure, summarizes the Confidential Information in writing, and delivers such summary within thirty (30) calendar days of any such disclosure.

1.7 **"Documentation"** means SAP's documentation which is delivered or made available to Licensee with the Software under this Agreement.

1.8 **"Intellectual Property Rights"** means patents of any type, design rights, utility models or other similar invention rights, copyrights, mask work rights, trade secret or confidentiality rights, trademarks, trade names and service marks and any other intangible property rights, including applications and registrations for any of the foregoing, in any country, arising under statutory or common law or by contract and whether or not perfected, now existing or hereafter filed, issued, or acquired.

1.9 **"Modification"** means (i) a change to the delivered source code or metadata; or (ii) any development, other than a change to the delivered source code or metadata, that customizes, enhances, or changes existing functionality of the Software including, but not limited to, the creation of any new application program interfaces, alternative user interfaces or the extension of SAP data structures; or (iii) any other change to the Software (other than an Add-on) utilizing or incorporating any SAP Materials (defined below).

1.10 **"Professional Services Schedule"** means the terms and conditions governing SAP's delivery of professional services, attached hereto and made a part hereof.

1.11 **"SAP Materials"** means any software, programs, tools, systems, data, or other materials made available by SAP to Licensee in the course of the performance under this Agreement including, but not limited to, the Software and Documentation, as well as any information, materials or feedback provided by Licensee to SAP relating to the Software and Documentation.

1.12 **"SAP Support"** means SAP's then-current SAP support offering specified in the applicable Order Forms and made available to Licensee as stated in the applicable SAP Support Schedule found at www.sap.com/company/legal/index.epx as of the effective date of the first Software Order Form issued under these GTCs. Such SAP Support Schedule is incorporated herein by reference. For the avoidance of doubt, such SAP Support Schedule shall apply to all Order Forms issued under these GTCs, unless otherwise agreed by the parties. SAP recommends Licensee prints a copy of the applicable SAP Support Schedule for Licensee's own records.

1.13 **"Software"** means (i) any and all software products licensed to Licensee under this Agreement as specified in Software Order Forms hereto, all as developed by or for SAP, SAP AG, Business Objects Software Limited and/or any of their affiliated companies and delivered to Licensee hereunder; (ii) any new releases thereof made available through unrestricted shipment pursuant to the respective support agreement and (iii) any complete or partial copies of any of the foregoing.

1.14 **"Software Order Form"** means the order form for the Software and related SAP Support ordered by Licensee thereunder, including information on Software, SAP Support, fees, and other information necessary for the delivery of such items to Licensee.

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The Software Order Form does not include fees for professional services, which shall be billed under separate statements of work in accord with the Professional Services Schedule.

1.15 **"Territory"** means the world except for those countries prohibited by United States' export laws, and further subject to Section 12.4 of the GTC.

1.16 **"Third Party Software"** means (i) any and all software products and content licensed to Licensee under this Agreement as specified in Software Order Forms hereto, all as developed by companies other than SAP, SAP AG, Business Objects Software Limited and/or any of their affiliated companies and delivered to Licensee hereunder; (ii) any new releases thereof made available through unrestricted shipment pursuant to the respective SAP Support Schedule and (iii) any complete or partial copies of any of the foregoing.

1.17 **"Use"** means to activate the processing capabilities of the Software, load, execute, access, employ the Software, or display information resulting from such capabilities.

1.18 **"Use Terms"** means, with regard to Software specified in a Software Order Form, the SAP Software Use Rights document current at the time of execution of such Software Order Form, copies of which are found at www.sap.com/company/legal/index.epx and made a part hereof. Such SAP Software Use Rights documents are incorporated herein by reference. SAP recommends Licensee prints copies of the applicable SAP Software Use Rights documents for Licensee's own records.

2. **LICENSE GRANT.**

2.1 **License.**

2.1.1 Subject to Licensee's compliance with all the terms and conditions of this Agreement, SAP grants to Licensee a non-exclusive, perpetual (except for subscription based or term licenses) license to Use the Software, Documentation, and other SAP Materials at specified site(s) within the Territory to run Licensee's and its Affiliates' internal business operations (including customer back-up and passive disaster recovery) and to provide internal training and testing for such internal business operations and as further set forth in the Software Order Form, unless terminated in accordance with Section 5 herein. This license does not permit Licensee (without being limited specifically to such restrictions) to: (i) use the SAP Materials to provide services to third parties (e.g., business process outsourcing, service bureau applications or third party training) other than to Affiliates (subject to Section 2.2); (ii) lease, loan, resell, sublicense or otherwise distribute the SAP Materials, other than distribution to Affiliates (subject to Section 2.2); (iii) make any Use of or perform any acts with respect to the SAP Materials other than as expressly permitted in accordance with the terms of this Agreement; or (iv) use Software components other than those specifically identified in the Software Order Form, even if it is also technically possible for Licensee to access other Software components. Business Partners may Use the Software only through screen access and solely in conjunction with Licensee's Use and may not Use the Software to run any of Business Partners' business operations.

2.1.2 Licensee agrees to install the Software only on information technology devices (e.g. hard disks or central processing units) identified by Licensee pursuant to this Agreement and that has been previously approved by SAP in writing or otherwise officially made known to the public as appropriate for Use or interoperability with the Software (the "Designated Unit"). Licensee must hold the required licenses as stated herein and in the applicable Order Forms, for any individuals that Use the Software, including employees or agents of Affiliates and Business Partners. Use may occur by way of an interface delivered with or as a part of the Software, a Licensee or third-party interface, or another intermediary system.

2.1.3 The terms and conditions of this Agreement relative to "Software" apply to Third Party Software except as otherwise stated in the Software Use Rights Schedule, a Schedule, an Order Form, or an Amendment.

2.2 **Affiliate Use.** Affiliates' Use of the Software, Documentation and other SAP Materials to run their internal business operations as permitted under Section 2.1.1 is subject to the following: (i) the Affiliate agrees to be bound by the terms herein in the form of Schedule A ("Affiliate Use Agreement") attached hereto; and (ii) a breach of such Affiliate Use Agreement by Affiliate shall be considered a breach by Licensee hereunder. If Licensee has an affiliate or subsidiary with a separate agreement for SAP software licenses and/or support services with SAP AG, any SAP AG affiliate (including SAP) or any other distributor of SAP software, the Software shall not be Used to run such affiliate's or subsidiary's business operations and such affiliate or subsidiary shall not receive any support services under this Agreement even if such separate agreement has expired or is terminated, unless otherwise agreed to in writing by the parties.

2.3 **Outsourcing Services.** With SAP's prior written consent, Licensee may permit services providers to access the Software solely for the purpose of providing facility, implementation, systems, application management or disaster recovery services to Licensee in connection with the business of Licensee for which the Software is herein licensed provided: (i) Licensee and such services provider execute a written agreement that includes provisions requiring such services provider's compliance with the terms of this Agreement prior to such access, including without limitation non-disclosure of SAP Confidential Information; (ii) Licensee shall hold the required licenses as stated in the Use Terms for all employees of such services provider authorized to access the Software; (iii) such services provider shall be permitted to Use the Software solely to install and configure the Software in accordance with the business of Licensee as set forth herein (or in the case of a disaster recovery vendor, to provide disaster recovery services only); (iv) under no circumstances may such services provider Use the Software to operate or provide processing services to Licensee or any other party, or in connection with such services provider's own business operations; (v) Licensee shall be responsible for any additional Software, migration tools, or third party software needed to effect such transition; and (vi) Licensee expressly agrees to indemnify SAP, its officers, employees, agents and subcontractors from and against all claims, liabilities, losses, damages and costs (including reasonable attorney fees) suffered by SAP arising from a breach by the services provider of the conditions of this Agreement. Upon SAP request, Licensee shall provide written confirmation to SAP that items (i)-(iv) are fulfilled.

3. **VERIFICATION.** SAP shall be permitted to audit (at least once annually and in accordance with SAP standard procedures, which may include on-site and/or remote audit) the usage of the SAP Materials. Licensee shall cooperate reasonably in the conduct of such audits. In the event an audit reveals that (i) Licensee underpaid license fees and/or SAP Support fees to SAP and/or (ii) that Licensee has Used the Software in excess of the license quantities or levels stated in the Software Order Form, Licensee shall pay such underpaid fees and/or for such excess usage based on SAP List of Prices and Conditions Software and Support governing use in effect at the time of the audit, and shall execute an additional Software Order Form in accordance with the terms of this Agreement.

to affect the required licensing of any additional quantities or levels. Reasonable costs of SAP's audit shall be paid by Licensee if the audit results indicate usage in excess of the licensed quantities or levels. SAP reserves all rights at law and equity with respect to both Licensee's underpayment of License fees or SAP Support fees and usage in excess of the license quantities or levels.

4. PRICE, PAYMENT, AND DELIVERY.

4.1 Fees. Licensee shall pay to SAP license fees for the Software and fees for SAP Support on the terms in Software Order Forms hereto. Fees for consulting services will be paid as set forth in the Professional Services Schedule. Any fees not paid when due shall accrue interest at the rate of 18% (eighteen percent) per annum, but not to exceed the maximum amount as allowed by law.

4.2 Taxes. Fees and other charges described in this Agreement do not include federal, state or local sales, foreign withholding, use, property, excise, service, or similar transaction taxes ("Tax(es)") now or hereafter levied, all of which shall be for Licensee's account. Any applicable direct pay permits or valid tax-exempt certificates must be provided to SAP prior to the execution of this Agreement. If SAP is required to pay Taxes, Licensee shall reimburse SAP for such amounts. Licensee hereby agrees to indemnify SAP for any Taxes and related costs, interest and penalties paid or payable by SAP.

4.3 Delivery of the Software and SAP Support. SAP will deliver the Software and SAP Support by making it available for electronic download through the SAP ServiceMarketplace (<http://service.sap.com/swdc>) to Licensee. Risk of loss passes at the time of such electronic delivery. Licensee agrees not to request any physical delivery of Software or SAP Support and should it occur that any such delivery will be rejected by Licensee. Licensee agrees and understands that the calculation of Taxes may be affected by the delivery method and delivery location of the Software and corresponding SAP Support.

5. TERM.

5.1 Term. This Agreement and the license granted hereunder shall become effective as of the date first set forth in the first Software Order Form issued under these GTCs, and shall continue in effect thereafter unless this Agreement is terminated upon the earliest to occur of the following: (i) thirty days after Licensee gives SAP written notice of Licensee's direction to terminate this Agreement, for any reason, but only after payment of all license and SAP Support fees then due and owing; (ii) thirty days after SAP gives Licensee notice of Licensee's material breach of any provision of the Agreement (other than Licensee's breach of its obligations under Sections 6, 10 or 11, which breach shall result in immediate termination), including more than thirty days delinquency in Licensee's payment of any money due hereunder, unless Licensee has cured such breach during such thirty day period; (iii) immediately if Licensee files for bankruptcy, becomes insolvent, or makes an assignment for the benefit of creditors. For the avoidance of any doubt, termination of the Agreement shall strictly apply to all licenses under the Agreement, its appendices, schedules, addenda and order documents and any partial termination of the Agreement by Licensee shall not be permitted in respect of any part of the Agreement, its appendices, schedules, addenda, order documents.

5.2 End of Term Duties. Upon any termination hereunder, Licensee and its Affiliates shall immediately cease Use of all SAP Materials and Confidential Information. Within thirty (30) days after any termination, Licensee shall irretrievably destroy or upon SAP's request deliver to SAP all copies of the SAP Materials and Confidential Information in every form, except to the extent it is legally required to keep it for a longer period in which case such return or destruction shall occur at the end of such period. Licensee must certify to SAP in writing that it has satisfied its obligations under this Section 5.2. Licensee agrees to certify in writing to SAP that it and each of its Affiliates has performed the foregoing. Sections 3, 4, 5.2, 6, 7.2, 8, 9, 10, 12.4, 12.5, 12.6 and 12.8 shall survive such termination. In the event of any termination hereunder, Licensee shall not be entitled to any refund of any payments made by Licensee. Termination shall not relieve Licensee from its obligation to pay fees that remain unpaid.

6. INTELLECTUAL PROPERTY RIGHTS.

6.1 Reservation of Rights. The SAP Materials, and all Intellectual Property Rights embodied in the foregoing, shall be the sole and exclusive property of SAP, SAP AG (the parent company of SAP) or its or their licensors, subject to any rights expressly granted to Licensee in Section 2 and 6.3 herein. Except for the rights set forth in Section 6.3 herein, Licensee is not permitted to modify or otherwise make derivative works of the Software. Any such unauthorized works developed by Licensee, and any Intellectual Property Rights embodied therein, shall be the sole and exclusive property of SAP or SAP AG.

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6.3 Modifications/Add-ons.

6.3.1 Conditioned on Licensee's compliance with the terms and conditions of this Agreement, Licensee may make Modifications and/or Add-ons to the Software in furtherance of its permitted Use under this Agreement, and shall be permitted to use Modifications and Add-ons with the Software in accordance with the License grant to the Software set forth in Section 2.1.1 herein. Licensee shall comply with SAP's registration procedure prior to making Modifications or Add-ons. All Modifications and all rights associated therewith shall be the exclusive property of SAP and SAP AG. All Add-ons developed by SAP (either independently or jointly with Licensee) and all rights associated therewith shall be the exclusive property of SAP and SAP AG. Licensee agrees to execute those documents reasonably necessary to secure SAP's rights in the foregoing. All Add-ons developed by or on behalf of Licensee without SAP's participation ("Licensee Add-on"), and all rights associated therewith, shall be the exclusive property of Licensee subject to SAP's rights in and to the Software; provided, Licensee shall not commercialize, market, distribute, license, sublicense, transfer, assign or otherwise alienate any such Licensee Add-ons. SAP retains the right to independently develop its own Modifications or Add-ons to the Software, and Licensee agrees not to take any action that would limit SAP's sale, assignment, licensing or use of its own Software or Modifications or Add-ons thereto.

6.3.2 Any Modification developed by or on behalf of Licensee without SAP's participation or Licensee Add-on must not (and subject to other limitations set forth herein): enable the bypassing or circumventing any of the restrictions set forth in this Agreement and/or provide Licensee with access to the Software to which Licensee is not directly licensed; nor permit mass data extraction from

Software to any non-SAP software, including use, modification saving or other processing of data in the non-SAP software; nor unreasonably impair, degrade or reduce the performance or security of the Software; nor render or provide any information concerning SAP software license terms, Software, or any other information related to SAP products.

6.3.3 Licensee covenants, on behalf of itself and its successors and assigns, not to assert against SAP or its affiliated companies, or their resellers, distributors, suppliers, commercial partners and customers, any rights in any Modifications developed by or on behalf of Licensee without SAP participation or Licensee Add-ons, or any other functionality of the SAP Software accessed by such Modification developed by or on behalf of Licensee without SAP participation or Licensee Add-on.

7. PERFORMANCE WARRANTY.

7.1 Warranty. SAP warrants that the Software will substantially conform to the specifications contained in the Documentation for six months following delivery. The warranty shall not apply: (i) if the Software is not used in accordance with the Documentation; or (ii) if the defect is caused by a Modification or Add-on (other than a Modification or Add-on made by SAP and which is provided through SAP Support or under warranty), Licensee or third-party software. SAP does not warrant that the Software will operate uninterrupted or that it will be free from minor defects or errors that do not materially affect such performance, or that the applications contained in the Software are designed to meet all of Licensee's business requirements. Provided Licensee notifies SAP in writing with a specific description of the Software's nonconformance within the warranty period and SAP validates the existence of such nonconformance, SAP will, at its option: a) repair or replace the nonconforming Software, or b) refund the license fees paid for the applicable nonconforming Software in exchange for a return of such nonconforming Software. This is Licensee's sole and exclusive remedy under this warranty.

7.2 Express Disclaimer. SAP AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.

8. INDEMNIFICATION.

8.1 Infringement and Defense of Licensee. SAP shall defend Licensee against claims brought against Licensee in the Territory by any third party alleging that Licensee's Use of the Software, in accordance with the terms and conditions of this Agreement, constitutes a direct infringement or misappropriation of a patent claim(s), copyright or trade secret rights, and SAP will pay damages finally awarded against Licensee (or the amount of any settlement SAP enters into) with respect to such claims. This obligation of SAP shall not apply if the alleged infringement or misappropriation results from Use of the Software in conjunction with any other software, an apparatus other than a Designated Unit, failure to use an update promptly provided by SAP if such infringement or misappropriation could have been avoided by use of the update, or unlicensed activities. This obligation of SAP also shall not apply if Licensee fails to timely notify SAP in writing of any such claim. SAP is permitted to control fully the defense and any settlement of any such claim as long as such settlement shall not include a financial obligation on Licensee. In the event Licensee declines SAP's proffered defense, or otherwise fails to give full control of the defense to SAP's designated counsel, then Licensee waives SAP's obligations under this Section 8.1. Licensee shall cooperate fully in the defense of such claim and may appear, at its own expense, through counsel reasonably acceptable to SAP. SAP expressly reserves the right to cease such defense of any claim(s) in the event the Software is no longer alleged to infringe or misappropriate, or is held not to infringe or misappropriate, the third party's rights. SAP may settle or mitigate damages arising from any claim or potential claim, by substituting alternative substantially equivalent non-infringing programs and supporting documentation for the Software. Licensee shall not undertake any action in response to any infringement or misappropriation, or alleged infringement or misappropriation of the Software that is prejudicial to SAP's rights.

8.2 THE PROVISIONS OF THIS SECTION 8 STATE THE SOLE, EXCLUSIVE, AND ENTIRE LIABILITY OF SAP AND ITS LICENSORS TO LICENSEE, AND IS LICENSEE'S SOLE REMEDY, WITH RESPECT TO THE INFRINGEMENT OR MISAPPROPRIATION OF THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS.

9. LIMITATIONS OF LIABILITY.

9.1 Not Responsible. SAP and its licensors will not be responsible under this Agreement (i) if the Software is not used in accordance with the Documentation; or (ii) if the defect or liability is caused by Licensee, a Modification or Add-on (other than a Modification or Add-on made by SAP which is provided through SAP Support or under warranty), or third-party software. SAP AND ITS LICENSORS SHALL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM INHERENTLY DANGEROUS USE OF THE SOFTWARE AND/OR THIRD-PARTY SOFTWARE LICENSED HEREUNDER.

9.2 Exclusion of Damages; Limitation of Liability. ANYTHING TO THE CONTRARY HEREIN NOTWITHSTANDING, EXCEPT FOR DAMAGES RESULTING FROM UNAUTHORIZED USE OR DISCLOSURE OF CONFIDENTIAL INFORMATION OR DEATH OR PERSONAL INJURY ARISING FROM EITHER PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES AND REGARDLESS OF THE NATURE OF ANY CLAIM SHALL SAP, ITS LICENSORS OR LICENSEE BE LIABLE TO EACH OTHER OR ANY OTHER PERSON OR ENTITY FOR AN AMOUNT OF DAMAGES IN EXCESS OF THE PAID LICENSE FEES FOR THE SOFTWARE DIRECTLY CAUSING THE DAMAGES OR BE LIABLE IN ANY AMOUNT FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, LOSS OF GOOD WILL OR BUSINESS PROFITS, WORK STOPPAGE, DATA LOSS, COMPUTER FAILURE OR MALFUNCTION, ATTORNEYS' FEES, COURT COSTS, INTEREST OR EXEMPLARY OR PUNITIVE DAMAGES. The provisions of this Agreement allocate the risks between SAP and Licensee. The license fees reflect this allocation of risk and the limitations of liability herein.

10. CONFIDENTIALITY.

10.1 Use of Confidential Information. Confidential Information shall not be reproduced in any form except as required to accomplish the intent of this Agreement. Any reproduction of any Confidential Information of the other shall remain the property of the disclosing party and shall contain any and all confidential or proprietary notices or legends which appear on the original. With respect to the Confidential Information of the other, each party: (a) shall take all Reasonable Steps (defined below) to keep all Confidential Information strictly confidential; and (b) shall not disclose any Confidential Information of the other to any person other than its bona fide individuals whose access is necessary to enable it to exercise its rights hereunder. As used herein "Reasonable Steps" means those steps the receiving party takes to protect its own similar proprietary and confidential information, which shall not be less than a reasonable standard of care. Confidential Information of either party disclosed prior to execution of this Agreement shall be subject to the protections afforded hereunder.

10.2 Exceptions. The above restrictions on the use or disclosure of the Confidential Information shall not apply to any Confidential Information that: (a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information, or is lawfully received free of restriction from a third party having the right to furnish such Confidential Information; (b) has become generally available to the public without breach of this Agreement by the receiving party; (c) at the time of disclosure, was known to the receiving party free of restriction; or (d) the disclosing party agrees in writing is free of such restrictions.

10.3 Confidential Terms and Conditions; Publicity. Licensee shall not disclose the terms and conditions of this Agreement or the pricing contained therein to any third party. Neither party shall use the name of the other party in publicity, advertising, or similar activity, without the prior written consent of the other, except that Licensee agrees that SAP may use Licensee's name in customer listings or, at times mutually agreeable to the parties, as part of SAP's marketing efforts (including without limitation reference calls and stories, press testimonials, site visits, SAPPHIRE participation).

11. ASSIGNMENT. Licensee may not, without SAP's prior written consent, assign, delegate, pledge, or otherwise transfer this Agreement, or any of its rights or obligations under this Agreement, or the SAP Materials or SAP Confidential Information, to any party, whether voluntarily or by operation of law, including by way of sale of assets, merger or consolidation. SAP may assign this Agreement to any of its affiliates.

12. GENERAL PROVISIONS.

12.1 Severability. It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such invalidity or unenforceability shall not affect the other provisions of this Agreement, and this Agreement shall be construed as if such invalid or unenforceable provision had never been contained herein.

12.2 No Waiver. If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.

12.3 Counterparts. This Agreement may be signed in two counterparts, each of which shall be deemed an original and which shall together constitute one Agreement.

12.4 Regulatory Matters. The Software, Documentation and SAP Materials are subject to the export control laws of various countries, including without limit the laws of the United States and Germany. Licensee agrees that it will not submit the Software, Documentation or other SAP Materials to any government agency for licensing consideration or other regulatory approval without the prior written consent of SAP, and will not export the Software, Documentation and SAP Materials to countries, persons or entities prohibited by such laws. Licensee shall also be responsible for complying with all applicable governmental regulations of the country where Licensee is registered, and any foreign countries with respect to the use of the Software, Documentation or other SAP Materials by Licensee and/or its Affiliates.

12.5 Governing Law; Limitations Period. This Agreement and any claims arising out of or relating to this Agreement and its subject matter shall be governed by and construed under the laws of Commonwealth of Pennsylvania without reference to its conflicts of law principles. In the event of any conflicts between foreign law, rules, and regulations, and United States law, rules, and regulations, United States law, rules, and regulations shall prevail and govern. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement. The Uniform Computer Information Transactions Act as enacted shall not apply. Licensee must initiate a cause of action for any claim(s) arising out of or relating to this Agreement and its subject matter within one (1) year from the date when Licensee knew, or should have known after reasonable investigation, of the facts giving rise to the claim(s).

12.6 Notices. All notices or reports which are required or may be given pursuant to this Agreement shall be in writing and shall be deemed duly given when delivered to the respective executive offices of SAP and Licensee at the addresses first set forth in any Software Order Form. Where in this section 12.6 or elsewhere in this Agreement written form is required, that requirement can be met by facsimile transmission, exchange of letters or other written form.

12.7 Force Majeure. Any delay or nonperformance of any provision of this Agreement (other than for the payment of amounts due hereunder) caused by conditions beyond the reasonable control of the performing party shall not constitute a breach of this Agreement, and the time for performance of such provision, if any, shall be deemed to be extended for a period equal to the duration of the conditions preventing performance.

12.8 Entire Agreement. This Agreement constitutes the complete and exclusive statement of the agreement between SAP and Licensee, and all previous representations, discussions, and writings are merged in, and superseded by this Agreement and the parties disclaim any reliance on any such representations, discussions and writings. This Agreement may be modified only by a writing signed by both parties. This Agreement shall prevail over any additional, conflicting, or inconsistent terms and conditions which may appear on any purchase order or other document furnished by Licensee to SAP. This Agreement shall prevail over any additional, conflicting or inconsistent terms and conditions which may appear in any clickwrap end user agreement included in the Software. Signatures sent by electronic means (facsimile or scanned and sent via e-mail) shall be deemed original signatures. This Agreement does not create any partnership, joint venture or principal and agent relationship.

12.9 Hierarchy. The following order of precedence shall be applied in the event of conflict or inconsistency between provisions of the components of this Agreement: (i) the Software Order Form; (ii) the Schedules; (iii) the Use Terms; and (iv) the GTC.

**Schedule B to the GTC
"Professional Services Schedule"**

The parties agree that this Schedule is hereby annexed to and made a part of the GTC. In each instance in which provisions of this Schedule contradict or are inconsistent with the provisions of the GTC, the provisions of this Schedule shall prevail and govern.

WHEREAS, Licensee licensed from SAP the right to Use SAP Software pursuant to the Agreement and SAP provides, through its employees, affiliates, and third party contractors ("Consultants"), consulting and professional services ("Services") including support of installation and implementation of the licensed Software in the United States.

1. Services. Upon request by Licensee, SAP will provide a Consultant(s) to perform, at Licensee's direction, consulting and professional services including support of installation and implementation of the applicable SAP Software ("Services"). Any Statement(s) of Work ("SOW") more fully describing the project assumptions, scope, duration and fees for the Services shall reference this Schedule. All Services of the SAP Consultant(s) will be coordinated with the designated Licensee representative. Licensee is responsible for making the necessary internal arrangements for the carrying out of the Services on a non-interference basis.
2. Satisfaction with Performance. If at any time Licensee or SAP is dissatisfied with the material performance of an assigned Consultant or a Licensee project team member, the dissatisfied party shall immediately report such dissatisfaction to the other party in writing and may request a replacement. The other party shall use its reasonable discretion in accomplishing any such change.
3. Compensation of SAP. All Services will be provided by SAP on a time and expense basis at SAP's then current rates, unless otherwise agreed by the parties in a SOW.
4. Taxes. The fees listed in the applicable SOW do not include taxes. If SAP is required to pay sales, use, property, value-added or other taxes based on the Services provided under this Schedule, then such taxes shall be billed to and paid by Licensee. This section shall not apply to taxes based on SAP's income. Licensee also agrees to pay SAP for additional tax amounts if any, created by the taxability of Consultants reimbursed travel and living expenses resulting from long term assignments at Licensee's locations.
5. Work Product. Unless otherwise agreed to in writing by the parties in a SOW, SAP shall have the sole and exclusive right, title and ownership to any and all ideas, concepts, or other intellectual property rights related in any way to the techniques, knowledge or processes of the SAP Services and deliverables, whether or not developed for Licensee.
6. Warranty. SAP warrants that its Services shall be performed consistent with generally accepted industry standards. SAP MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NOR ANY OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, IN CONNECTION WITH THIS SCHEDULE AND THE SERVICES PROVIDED HEREUNDER.
7. Limitation of Liability. WITH RESPECT TO SERVICES, ANYTHING TO THE CONTRARY NOTWITHSTANDING, EXCEPT FOR DAMAGES RESULTING FROM UNAUTHORIZED USE OR DISCLOSURE OF THE PROPRIETARY INFORMATION AND SAP'S RIGHT TO COLLECT UNPAID FEES, UNDER NO CIRCUMSTANCES SHALL SAP, ITS CONSULTANTS OR LICENSEE BE LIABLE TO EACH OTHER OR ANY OTHER PERSON OR ENTITY FOR AN AMOUNT OF DAMAGES IN EXCESS OF THE FEES PAID FOR THE APPLICABLE SERVICES HEREUNDER OR BE LIABLE IN ANY AMOUNT FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, LOSS OF GOOD WILL OR BUSINESS PROFITS, WORK STOPPAGE, DATA LOSS, COMPUTER FAILURE OR MALFUNCTION, OR EXEMPLARY OR PUNITIVE DAMAGES. The provisions of the Schedule allocate the risks between SAP and Licensee. The License Fees reflect this allocation of risk and the limitations of liability herein.
8. Termination. The terms of this Schedule shall be effective as of the Effective Date of the Agreement and shall remain in effect until terminated by either party upon thirty (30) days prior written notice or otherwise in accordance with a particular SOW. Licensee shall be liable for payment to SAP for all Services provided prior to the effective date of any such termination, including any expenses incurred pursuant to the provision of such Services, in accord with the applicable SOW.
9. General Provisions.
 - 9.1 SAP may subcontract all or part of the Services to be performed to a qualified third party.
 - 9.2 With respect to the Services provided by SAP under this Schedule and any SOW hereto, the relationship of SAP and Licensee is that of an independent contractor.
 - 9.3 This Schedule, including any applicable SOWs, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements between the parties, whether written or oral, relating to the same subject matter. In the event of any inconsistencies between this Schedule and a SOW, the SOW shall take precedence over the Schedule. Any purchase order or other document issued by Licensee is for administrative convenience only.
10. Survival. Sections 5 and 7 above shall survive any termination of this Schedule.

SUBSCRIPTION SERVICE AGREEMENT

This Subscription Service Agreement (including the Subscription Service Guide, attached hereto) ("**Agreement**") is made between the ServiceNow entity ("**ServiceNow**") and the customer entity ("**Customer**") on the ordering document and becomes effective on the last signature date of the ordering document issued by ServiceNow ("**Effective Date**").

The Subscription Service Guide includes: (1) the Customer Support Policy; (2) the Upgrade Policy; (3) the Data Security Guide; and (4) any other attachment set forth or referenced in the Subscription Service Guide. The Subscription Service Guide is posted on www.servicenow.com/schedules.do and incorporated herein by reference.

Pursuant to a separate transaction between Customer and ServiceNow's authorized reseller ("**Reseller**"), Customer has purchased from Reseller certain services to be delivered by ServiceNow. This Agreement specifies the terms and conditions under which those services will be provided, apart from price, payment and other terms specified in the separate agreement between Customer and Reseller.

1. DEFINITIONS

1.1. "Confidential Information" means: (a) ServiceNow Core Technology (which is Confidential Information of ServiceNow); (b) Customer Data and Customer Technology (which are Confidential Information of Customer); (c) any other information of a party that is disclosed in writing or orally and is designated as *Confidential* or *Proprietary* at the time of disclosure (and, in the case of oral disclosures, summarized in writing within thirty (30) days of the initial disclosure and delivered to the receiving party), or that due to the nature of the information the receiving party would clearly understand it to be confidential information of the disclosing party; and (d) the specific terms and conditions of this Agreement, any Use Authorization, any SOW, and any amendment and attachment thereof, between the parties. Confidential Information shall not include any information that: (i) is or becomes generally known to the public through no fault or breach of this Agreement by the receiving party; (ii) was rightfully in the receiving party's possession at the time of disclosure without restriction on use or disclosure; (iii) is independently developed by the receiving party without use of the disclosing party's Confidential Information; or (iv) was or is rightfully obtained by the receiving party from a third party not under a duty of confidentiality and without restriction on use or disclosure.

1.2. "Customer Data" means electronic data uploaded by or for Customer and Customer's agents, employees and contractors, and processed in the Subscription Service, excluding the ServiceNow Core Technology.

1.3. "Customer Technology" means software, methodologies, templates, business processes, documentation or other material authored, invented or otherwise created or licensed (other than by or from ServiceNow) by Customer using or for use with the Subscription Service, excluding the ServiceNow Core Technology.

1.4. "Development Tools" means source code, application programming interfaces (APIs), executable software and tools in human readable format made available by ServiceNow for the implementation, customization, configuration, and use of the Subscription Service, such as scripts, code snippets, sample code, and development tools published by ServiceNow.

1.5. "Documentation" means the ServiceNow product documentation relating to the operation and use of the Subscription Service, Software and Development Tools, including technical program or interface documentation, user manuals, operating instructions and release notes, as updated from time to time by ServiceNow.

1.6. "Product Overview" means the description of the ordered products and their functionalities attached to a Use Authorization or referenced therein.

1.7. "Professional Services" means any services provided by ServiceNow pursuant to an agreed SOW or Service Description.

1.8. "Service Description" means the written description for a packaged Professional Service, attached to a Use Authorization or referenced therein.

1.9. "ServiceNow Core Technology" means: (a) the Subscription Service; Software; Development Tools, Documentation; and ServiceNow technology and methodologies (including, without limitation, products, software tools, hardware designs, algorithms, templates, software (in source and object forms), architecture, class libraries, objects and documentation) existing as of the Effective Date or otherwise arising outside of work under a Professional Service; (b) updates, upgrades, improvements, configurations, extensions, and derivative works of the foregoing and related technical or end user documentation or manuals; and (c) intellectual property anywhere in the world relating to the foregoing.

1.10. "Software" means software provided by ServiceNow to Customer that operates on Customer-provided machines solely to facilitate the use of the Subscription Service.

1.11. "SOW" means a statement of work for Professional Services.

1.12. "Subscription Service" means the ServiceNow software as a service (SaaS) offering identified in a Use Authorization.

1.13. "Subscription Term" means the term of authorized use of the Subscription Service as set forth in the Use Authorization.

1.14. "Use Authorization" means a written document provided to Customer specifying the services that Customer has purchased, along with the term and scope of the authorized use thereof.

2. GRANT OF USE RIGHTS

2.1. SUBSCRIPTION SERVICE. Subject to the terms of this Agreement, ServiceNow authorizes Customer to access and use the purchased Subscription Service during the Subscription Term as set forth in an applicable Use Authorization for its internal business purposes in accordance with the Documentation. Customer shall not use or otherwise access the Subscription Service in a manner that exceeds Customer's authorized use as set forth in this Agreement and the applicable Use Authorization.

2.2. SOFTWARE. ServiceNow grants Customer a limited, personal, worldwide, non-sublicensable, non-transferable (except as set forth in Section 10.1 (Assignment)), non-exclusive license during the Subscription Term to install and execute Software on machines operated by or for Customer solely to facilitate Customer's authorized access to and use of the purchased Subscription Service. The Software may include code that is licensed under third party license agreements, including open source made available or provided with the Software. Software is licensed and not sold even if for convenience ServiceNow makes reference to words such as *sale* or *purchase*.

2.3. DEVELOPMENT TOOLS. In support of Customer's authorized internal business use of the Subscription Service during the Subscription Term, ServiceNow grants to Customer a limited, personal, worldwide, non-sublicensable, non-transferable (except as set forth in Section 10.1 (Assignment)), non-exclusive license to download and make a reasonable number of copies of the Development Tools, and to use, copy, modify and create derivative works of the Development Tools, in: (a) using, implementing and integrating the ServiceNow applications with other software and systems; and (b) creating applications on the ServiceNow platform (to the extent Customer has purchased authorized use of the Subscription Service to create applications on the ServiceNow platform). Customer shall not use the Development Tools in a manner that causes it to exceed the limits of its authorized use of the Subscription Service as set forth in this Agreement and the Use Authorization. From time to time, ServiceNow may provide Development Tools subject to the terms and conditions of separate agreements which will be provided to Customer for review and to which Customer will be required to agree prior to use of such Development Tools; provided that ServiceNow shall not require Customer to agree to separate terms and conditions for any Development Tool that is necessary for Customer's use of its ordered Subscription Service in conformance with the Product Overview unless set forth on the Use Authorization.

2.4. RESTRICTIONS. Customer shall not (and shall not permit others to) do the following with respect to the ServiceNow Core Technology: (i) use the Subscription Service with external programs in a manner that intentionally circumvents contractual usage restrictions; (ii) license, sub-license, sell, re-sell, rent, lease, transfer, distribute or time share or otherwise make any of it available for access by third parties except as otherwise expressly provided in a Use Authorization; (iii) access it for the purpose of developing or operating products or services intended to be offered to third parties in competition with the Subscription Service; (iv) disassemble, reverse engineer or decompile it; (v) copy, create derivative works based on or otherwise modify it except as permitted in this Agreement; (vi) remove or modify a copyright or other proprietary rights notice in it; (vii) use it to reproduce, distribute, display, transmit or use material protected by copyright or other intellectual property right (including the rights of publicity or privacy) without first obtaining the permission of the owner; (viii) use it to create, use, send, store or run viruses or other harmful computer code, files, scripts, agents or other programs or otherwise engage in a malicious act or disrupt its security, integrity or operation; or (ix) access or disable any ServiceNow or third party data, software or network (other than Customer's instance of the Subscription Service in accordance with this Agreement). Before Customer exercises any of the foregoing actions that Customer believes it is entitled to, Customer shall provide ServiceNow with thirty (30) days' prior written notice to legalnotices@servicenow.com (or, if applicable law or the relevant court order does not allow for such notice, then the maximum amount of notice allowable), and provide reasonably requested information to allow ServiceNow to assess Customer's claim and, at ServiceNow's sole discretion, provide alternatives that reduce adverse impacts on ServiceNow's intellectual property and other rights.

3. ORDERING

3.1. RESELLER ORDERS. Customer shall order and purchase the Subscription Service and Professional Services directly from Reseller pursuant to a separate agreement specifying price, payment and other commercial terms. ServiceNow is not a party to such separate agreement but will provide the purchased services pursuant to this Agreement. For each order, Reseller or ServiceNow will provide Customer with a Use Authorization for Customer to sign and return to ServiceNow. ServiceNow will have no obligation to provide services unless and until it has received a Use Authorization signed by Customer. Reseller is not authorized to make any changes to this Agreement (including any Use Authorizations issued hereunder) or bind ServiceNow to any additional or different terms or conditions. Additional orders for ServiceNow products or services may be placed either through Reseller or ServiceNow, provided that if Customer places an order directly through ServiceNow, Customer shall sign an addendum to this Agreement setting forth pricing, payment and other commercial terms between Customer and ServiceNow.

3.2. USE VERIFICATION. ServiceNow or Reseller may remotely review Customer's use of the Subscription Service, and upon ServiceNow or Reseller's written request Customer shall provide any reasonable assistance, to verify Customer's compliance with the Agreement. If ServiceNow determines that Customer has exceeded its permitted use of the Subscription Service then ServiceNow will notify Customer and within thirty (30) days thereafter Customer shall either: (i) disable any unpermitted use or (ii) purchase additional subscriptions commensurate with Customer's actual use. If Customer fails to regain compliance within such thirty (30) day period or fails to make payment as provided in its agreement with Reseller, ServiceNow may suspend Customer's use of the Subscription Service or terminate this Agreement for cause in accordance with Section 9 (Term and Termination), in addition to any other rights or remedies ServiceNow may have.

4. INTELLECTUAL PROPERTY

4.1. SERVICENOW OWNERSHIP. As between ServiceNow and Customer, all rights, title, and interest in and to all intellectual property rights in the ServiceNow Core Technology are owned exclusively by ServiceNow notwithstanding any other provision in this Agreement. Except as expressly provided in this Agreement, ServiceNow reserves all rights in the ServiceNow Core Technology and does not grant Customer any rights, express or implied or by estoppel.

4.2. CUSTOMER OWNERSHIP. As between Customer and ServiceNow, Customer shall retain all of its rights, title, and interest in and to its intellectual property rights in Customer Data and Customer Technology. Customer hereby grants to ServiceNow a royalty-free, fully-paid, non-exclusive, non-transferable (except as set

forth in Section 10.1 (Assignment)), sub-licensable, worldwide right to use Customer Data and Customer Technology solely for the purpose of providing the Subscription Service and Professional Services to Customer.

4.3. FEEDBACK. ServiceNow encourages Customer to provide suggestions, proposals, ideas, recommendations or other feedback regarding improvements to ServiceNow's services and related resources. To the extent Customer provides such feedback, Customer grants to ServiceNow a royalty-free, fully paid, sub-licensable, transferable (notwithstanding Section 10.1 (Assignment)), non-exclusive, irrevocable, perpetual, worldwide right and license to make, use, sell, offer for sale, import and otherwise exploit feedback (including by incorporation of such feedback into the ServiceNow Core Technology) without restriction.

4.4. PROFESSIONAL SERVICES. Subject to the provisions of this Section 4.4, ServiceNow shall assign to Customer any Newly Created IP (as defined below) in Deliverables upon payment in full by Customer of all amounts due for the Professional Service under which the Deliverable was created. A "**Deliverable**" is a deliverable that is identified in the applicable SOW or Service Description and that is created by ServiceNow for Customer in the performance of the Professional Services. "**Newly Created IP**" means intellectual property in any inventions or works of authorship that are made by ServiceNow specifically for Customer in the course of performing Professional Services for Customer that is identified as "Newly Created IP" in an SOW, excluding the ServiceNow Core Technology. To the extent (if at all) any ServiceNow Core Technology is incorporated into a Deliverable, ServiceNow grants to Customer a non-exclusive, royalty-free, non-transferable, non-sublicensable worldwide license to use the ServiceNow Core Technology solely to use the Deliverable in connection with the Subscription Service as contemplated under this Agreement during the Subscription Term. Nothing in this Agreement shall be deemed to restrict or limit ServiceNow's right to perform similar Professional Services for any other party or to assign any employees or subcontractors to perform similar Professional Services for any other party or to use any information incidentally retained in the unaided memories of its employees providing Professional Services.

5. WARRANTIES

5.1. LIMITED SUBSCRIPTION SERVICE WARRANTY. ServiceNow warrants that during the Subscription Term Customer's production instances of the Subscription Service shall materially conform to the Product Overview. To submit a warranty claim under this Section, Customer shall (1) reference this Section; and (2) submit a support request to resolve the non-conformity as provided in the Subscription Service Guide. If the non-conformity persists without relief more than thirty (30) days after written notice of a warranty claim provided to ServiceNow under this Section 5.1, then Customer may terminate the affected Subscription Service and submit to Reseller a claim for refund of any prepaid subscription fees covering the remainder of the Subscription Term of the affected Subscription Service after the date of termination. Notwithstanding the foregoing, this warranty shall not apply to any non-conformity due to a modification of or defect in the Subscription Service that is made or caused by any person other than ServiceNow or a person acting at ServiceNow's direction. THIS SECTION 5.1 SETS FORTH CUSTOMER'S EXCLUSIVE RIGHTS AND REMEDIES (AND SERVICENOW'S SOLE LIABILITY) IN CONNECTION WITH THIS WARRANTY.

5.2. LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Professional Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in the SOW or Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Professional Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Professional Services in conformance with these warranty requirements or shall terminate the affected Professional Services, in which case Customer may submit to Reseller a claim for a refund of any amounts paid for the nonconforming Professional Services. THIS SECTION 5.2 SETS FORTH CUSTOMER'S EXCLUSIVE RIGHTS AND REMEDIES (AND SERVICENOW'S SOLE LIABILITY) IN CONNECTION WITH THIS WARRANTY.

5.3. DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS AGREEMENT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES

ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SUBSCRIPTION SERVICE, SOFTWARE, PROFESSIONAL SERVICES, DEVELOPMENT TOOLS, DOCUMENTATION OR DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR. CUSTOMER ACKNOWLEDGES THAT IN ENTERING THIS AGREEMENT IT HAS NOT RELIED ON ANY PROMISE, WARRANTY OR REPRESENTATION NOT EXPRESSLY SET FORTH HEREIN.

6. CONFIDENTIAL INFORMATION

6.1. CONFIDENTIALITY OBLIGATIONS. The recipient of Confidential Information shall: (i) at all times protect it from unauthorized disclosure with the same degree of care that it uses to protect its own confidential information, and in no event using less than reasonable care; and (ii) not use it except to the extent necessary to exercise rights or fulfill obligations under this Agreement. Each party shall limit the disclosure of the other party's Confidential Information to those of its employees and contractors with a need to access such Confidential Information for a party's exercise of its rights and obligations under this Agreement, provided that all such employees and contractors are subject to binding disclosure and use restrictions at least as protective as those set forth herein. Each party's obligations set forth in this Section 6 shall remain in effect during the term and three (3) years after termination of this Agreement. The receiving party shall, at the disclosing party's request or upon termination of this Agreement, return all originals, copies, reproductions and summaries of Confidential Information and other tangible materials and devices provided to the receiving party as Confidential Information, or at the disclosing party's option, certify destruction of the same. Provisions for the return of Customer Data are set forth in Section 9.3 (Return of Customer Data).

6.2. REQUIRED DISCLOSURES. A party may disclose the disclosing party's Confidential Information to a court or governmental body pursuant to a valid court order, law, subpoena or regulation, provided that the receiving party: (a) promptly notifies the disclosing party of such requirement as far in advance as possible to the extent advanced notice is lawful; and (b) provides reasonable assistance to the disclosing party in any lawful efforts by the disclosing party to resist or limit the disclosure of such Confidential Information.

6.3. EQUITABLE REMEDIES. The parties agree that the receiving party's disclosure of Confidential Information except as provided herein may result in irreparable injury for which a remedy in money damages may be inadequate. The parties further agree that in the event of such disclosure or threatened disclosure, the disclosing party may be entitled to seek an injunction to prevent the breach or threatened breach without the necessity of proving irreparable injury or the inadequacy of money damages, in addition to remedies otherwise available to the disclosing party at law or in equity.

7. INDEMNIFICATION

7.1. SERVICENOW OBLIGATION. Subject to the exclusions set forth below, ServiceNow shall: (i) defend Customer, its officers, directors and employees against any third party suit, claim, action or demand (each a "**Claim**") to the extent alleging: (A) that the Subscription Service used in accordance with this Agreement infringes any third party patent, copyright or trademark, or misappropriates any third party trade secret; or (B) that ServiceNow's personnel when onsite at Customer's premises caused death, bodily harm or damage to tangible personal property due to their negligence or willful misconduct; and (ii) pay any court-ordered award of damages or settlement amount to the extent arising from any such Claims. If any portion of the Subscription Service becomes the subject of a Claim under Section 7.1(i)(A), ServiceNow may: (a) contest the Claim; (b) obtain permission from the claimant for Customer's continued use of the Subscription Service; (c) replace or modify the Subscription Service to avoid infringement, if such replacement or modification has substantially the same capabilities as the Subscription Service; or, if the foregoing (a), (b), and (c) are not available on commercially reasonable terms in ServiceNow's judgment, then (d) terminate Customer's use of the affected Subscription Service upon sixty (60) days' written notice, whereupon Customer may submit to Reseller a claim for a refund of any prepaid subscription fees covering the remaining portion of the applicable Subscription Term for the affected

Subscription Service after the date of termination. Notwithstanding the above, ServiceNow shall have no obligation or liability for any Claim under Section 7.1(i)(A) arising in whole or in part from: (1) any use of the Subscription Service which exceeds the authorized use permitted under this Agreement or not in accordance with the Documentation; (2) Customer Data or Customer Technology; (3) use of the Subscription Service by Customer in violation of applicable law; (4) use of the affected Subscription Service after termination in accordance with clause (d) of this Section 7.1; (5) modifications to the Subscription Service made to Customer's specifications or otherwise made by any person other than ServiceNow or a person acting at ServiceNow's direction if the Claim would have been avoided by use of the unmodified Subscription Service; or (6) use of the Subscription Service in combination with any hardware, software, application or service that was not provided by ServiceNow, if the Claim would have been avoided by the non-combined or independent use of the Subscription Service.

7.2. CUSTOMER OBLIGATION. Customer shall: (i) defend ServiceNow, its officers, directors and employees against any Claim alleging that: (A) Customer Data, (B) Customer Technology or (C) a modification to the Subscription Service made to Customer's specifications or otherwise made by or on behalf of Customer by any person other than ServiceNow or a person acting at ServiceNow's direction (but only if the Claim would have been avoided by use of the unmodified Subscription Service), infringes any patent, copyright or trademark, misappropriates any third party trade secret, or violates any third party privacy rights; and (ii) pay any court-ordered award of damages or settlement amount to the extent arising from such Claim.

7.3. PROCESS. All of the foregoing indemnity obligations of ServiceNow and Customer are conditioned on the indemnified party notifying the indemnifying party promptly in writing of any actual or threatened Claim, the indemnified party giving the indemnifying party sole control of the defense thereof and any related settlement negotiations, and the indemnified party cooperating and, at the indemnifying party's request and expense, assisting in such defense. SECTION 7 STATES EACH PARTY'S ENTIRE LIABILITY AND THE OTHER PARTY'S EXCLUSIVE REMEDY FOR THIRD PARTY CLAIMS AND ACTIONS.

8. LIMITATIONS OF LIABILITY

8.1. LIMITATIONS OF LIABILITY. SERVICENOW SHALL HAVE NO LIABILITY FOR ANY REFUND THAT, IN ACCORDANCE WITH THE TERMS OF THIS AGREEMENT, IS TO BE PAID BY RESELLER. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE PRODUCTS OR SERVICES PROVIDED HEREUNDER WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE PRODUCTS OR SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO:

(1) CUSTOMER'S OBLIGATION TO PAY FOR PRODUCTS, SERVICES OR TAXES; (2) A PARTY'S OBLIGATIONS IN SECTION 7 (INDEMNIFICATION); AND (3) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

8.2. EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) PAYMENTS TO A THIRD PARTY ARISING FROM A PARTY'S OBLIGATIONS UNDER SECTION 7 (INDEMNIFICATION); AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

8.3. GROSS NEGLIGENCE; WILFUL MISCONDUCT. AS PROVIDED BY LAW, NOTHING HEREIN SHALL BE INTENDED TO LIMIT A PARTY'S LIABILITY IN AN ACTION IN TORT (SEPARATE AND DISTINCT

FROM A CAUSE OF ACTION FOR BREACH OF THIS AGREEMENT) FOR THE PARTY'S GROSS NEGLIGENCE OR WILFUL MISCONDUCT.

9. TERM AND TERMINATION

9.1. TERM AND TERMINATION. This Agreement continues until terminated under the terms of this Agreement. Each party may terminate this Agreement in its entirety either: (i) upon thirty (30) days' prior written notice to the other party, if at the time of notice there are no Use Authorizations in effect; or (ii) upon written notice if the other party becomes the subject of a petition in bankruptcy or any proceeding related to its insolvency, receivership or liquidation, in any jurisdiction, that is not dismissed within sixty (60) days of its commencement or an assignment for the benefit of creditors. Either party may terminate a Subscription Service or Professional Services upon written notice if the other party materially breaches this Agreement or the applicable Use Authorization for the affected service and does not cure the breach within thirty (30) days after receiving written notice thereof from the non-breaching party. Professional Services are separately ordered from the Subscription Service, and are not required for the Subscription Service. A breach by a party of its obligations with respect to Professional Services shall not by itself constitute a breach by that party of its obligations with respect to the Subscription Service even if the services are enumerated in the same Use Authorization.

9.2. EFFECT OF TERMINATION OF SUBSCRIPTION SERVICE. Upon termination of the Subscription Service for any reason, Customer shall stop using, and ServiceNow shall stop providing, the Subscription Service and all rights granted to Customer in this Agreement shall terminate. If the Subscription Service is terminated by Customer due to ServiceNow's breach, then Customer may submit to Reseller a claim for refund of all prepaid fees for the remaining portion of the Subscription Term for the terminated Subscription Service after the effective date of termination. Within thirty (30) days following the effective date of a termination by ServiceNow for Customer's breach, Customer shall pay all remaining amounts for the Subscription Term applicable to the Subscription Service covering the remainder of the Subscription Term regardless of the due dates specified in Reseller's order form to Customer.

9.3. TRANSITION SERVICES. At least thirty (30) days prior to either the expiration of the Subscription Term (where Customer elects not to renew) or in connection with the termination by Customer of the Subscription Service in accordance with Section 9.1, provided that Customer signs an addendum to this Agreement setting forth payment and other commercial terms between Customer and ServiceNow, Customer may purchase the following services from ServiceNow: (i) one (1) extension of the Subscription Service for up to six (6) months ("**Transition Subscription Service**"); and (ii) Professional Services. Prior to the commencement of any Transition Subscription Service or Professional Services, Customer shall sign an ordering document and shall pay in advance for the Transition Subscription Service and any Professional Services plus verifiable travel and expenses.

9.4. RETURN OF CUSTOMER DATA. ServiceNow shall provide Customer Data in its standard database export format, excluding the ServiceNow Core Technology, to Customer upon Customer's written request and at no additional cost to Customer, provided that ServiceNow receives such request from Customer within forty-five (45) days following the expiration or termination of this Agreement for the Subscription Service (including any Transition Subscription Service term, if applicable). If ServiceNow has not received a request within the foregoing time frame, ServiceNow shall have no obligation to maintain or provide any Customer Data and shall thereafter, unless legally prohibited, have the right to delete all Customer Data in its systems or otherwise in its possession or under its control and delete Customer's instances of the Subscription Service.

9.5. SURVIVAL. Sections 2.4 (Restrictions), 4.1 (ServiceNow Ownership), 4.2 (Customer Ownership), 4.3 (Feedback) and 6 (Confidential Information) through 10 (General Provisions) of this Agreement, together with any other provision required for their construction or enforcement, shall survive termination of this Agreement for any reason.

10. GENERAL PROVISIONS

10.1. ASSIGNMENT. Neither party may assign its rights or obligations under this Agreement, whether by operation of law or otherwise, without the prior written consent of the other party. Notwithstanding the

foregoing, either party may, upon notice and without the other party's consent: (i) in connection with a merger, reorganization or sale of all or substantially all of the assets or equity of such party, assign this Agreement in its entirety to such party's successor; and (ii) assign this Agreement in its entirety to any Affiliate. "Affiliates" shall mean any person or entity directly or indirectly Controlling, Controlled by or under common Control with a party to the Agreement, where "Control" means the legal power to direct or cause the direction of the general management of the company, partnership or other legal entity. Any attempted or purported assignment in violation of this Section 10.1 will be null and void. Subject to the foregoing, this Agreement shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

10.2. COMPLIANCE WITH LAWS. ServiceNow shall comply with any statutes and regulations that apply to its provision of the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables, under the Agreement, including but not limited to those applicable to the privacy and security of personal information, including trans-border data transfers and data breach notification requirements as required of ServiceNow by law. Customer shall comply with all laws that apply to its use of the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables, under the Agreement, including but not limited to those applicable to collection and processing of Customer Data in ServiceNow systems through the Subscription Service. Customer agrees to provide any required disclosures to and obtain any required consents for the transfer of Customer Data to ServiceNow. ServiceNow shall not be responsible for compliance with any laws applicable to Customer and its industry that are not generally applicable to information technology service providers.

10.3. EXPORT COMPLIANCE. Each party shall comply with United States and foreign export control laws and regulations. Customer acknowledges that the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables are subject to the U.S. Export Administration Regulations (the "EAR") and that Customer shall comply with the EAR. Without limiting the foregoing, Customer represents and warrants that: (i) Customer is not located in, and shall not use the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables from, any country that is subject to U.S. export restrictions (currently including, but not necessarily limited to, Cuba, Iran, North Korea, Sudan and Syria); (ii) Customer shall not use the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables in the design, development or production of nuclear, chemical or biological weapons, or rocket systems, space launch vehicles, sounding rockets or unmanned air vehicle systems; and (iii) Customer is not prohibited from participating in U.S. export transactions by any federal agency of the U.S. government. In addition, Customer is responsible for complying with any local laws which may impact Customer's right to import, export or use the Subscription Service, Professional Services, Software, Documentation, Development Tools and Deliverables.

10.4. US GOVERNMENT RIGHTS. All ServiceNow software (including Software) is commercial computer software and all services are commercial items. "Commercial computer software" has the meaning set forth in Federal Acquisition Regulation ("FAR") 2.101 for civilian agency purchases and the Department of Defense ("DOD") FAR Supplement ("DFARS") 252.227-7014(a)(1) for defense agency purchases. If the software is licensed or the services are acquired by or on behalf of a civilian agency, ServiceNow provides the commercial computer software and/or commercial computer software documentation and other technical data subject to the terms of this Agreement as required in FAR 12.212 (Computer Software) and FAR 12.211 (Technical Data) and their successors. If the software is licensed or the services are acquired by or on behalf of any agency within the DOD, ServiceNow provides the commercial computer software and/or commercial computer software documentation and other technical data subject to the terms of this Agreement as specified in DFARS 227.7202-3 and its successors. Only if this is a DOD prime contract or DOD subcontract, the Government acquires additional rights in technical data as set forth in DFARS 252.227-7015. This U.S. Government Rights clause is in lieu of, and supersedes, any other FAR, DFARS or other clause or provision that addresses Government rights in computer software or technical data.

10.5. NOTICE. Except as otherwise provided herein, all notices shall be in writing and deemed given upon: (i) personal delivery; (ii) when received by the addressee if sent by a recognized overnight courier (receipt requested); (iii) the second business day after mailing; or (iv) the first business day after sending by email with

confirmation of receipt, except that email shall not be sufficient for notices regarding a Claim. Notices shall be sent to the parties as set forth on the signature page of this Agreement or as subsequently updated in writing.

10.6. FORCE MAJEURE. No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement (excluding Customer's failure to pay amounts owed when due), when and to the extent such failure or delay is caused by or results from acts beyond the affected party's reasonable control, including without limitation: strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), trespassing, sabotage, theft or other criminal acts, failure of energy sources or transport network, acts of God, export bans, sanctions and other government actions, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, explosions, collapse of building structures, fires, floods, storms, earthquakes, epidemics or similar events, natural disasters or extreme adverse weather conditions (each a "**Force Majeure Event**"). The party suffering a Force Majeure Event shall use reasonable efforts to mitigate against the effects of such Force Majeure Event.

10.7. HIGH RISK ACTIVITIES. Customer shall use the ServiceNow Core Technology within the intended business purposes described in the Documentation, and not for any purpose that requires fail-safe performance including, but not limited to, stock trading, financial transaction processing, management of hazardous facilities or applications for which failure could result in death, personal injury, or severe physical or environmental damage ("**High Risk Activity**"). ServiceNow, its licensors and suppliers expressly disclaim all warranties of fitness for any such use and Customer shall release and hold ServiceNow, its licensors and suppliers harmless from liability arising out of the use of the ServiceNow Core Technology for High Risk Activity.

10.8. USE OF AGGREGATE DATA. Customer agrees that ServiceNow may collect, use and disclose quantitative data derived from the use of the Subscription Service for industry analysis, benchmarking, analytics, marketing, and other business purposes. All data collected, used, and disclosed will be in aggregate form only and will not identify Customer or its users.

10.9. ENTIRETY. This Agreement, together with the Use Authorizations, Product Overviews, SOWs, Service Descriptions, and the Subscription Service Guide (including the Customer Support Policy, the Upgrade Policy and the Data Security Guide), is the final and entire agreement between the parties regarding the products and services provided hereunder and supersedes all prior or contemporaneous oral or written agreements, representations, understandings, undertakings and negotiations with respect to the subject matter hereof. The terms of this Agreement apply to the exclusion of any other terms that Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. Customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of ServiceNow that is not set out in this Agreement. Customer's orders are not contingent on, and Customer has not relied on, the delivery of any future functionality regardless of any verbal or written communication about ServiceNow's future plans. This Agreement may be executed in counterparts, each of which shall be deemed to be an original.

10.10. WAIVER AND AMENDMENT. A waiver of any right is only effective if it is in writing and only against the party who signed such writing and for the circumstances given. Any modification of this Agreement must be in writing and signed by authorized representatives of both parties.

10.11. RELATIONSHIP OF THE PARTIES. The parties are independent contractors. Nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship. Neither party shall have any right or authority to assume or create any obligation of any kind expressed or implied in the name of or on behalf of the other party.

10.12. GOVERNING LAW: JURISDICTION AND VENUE. This Agreement shall be governed by the laws of the state of California, without regard to its conflict of laws principles. The parties hereby irrevocably consent to the exclusive jurisdiction of, and venue in, any federal or state court of competent jurisdiction located in Santa Clara County, California, for the purposes of adjudicating any dispute arising out of this Agreement. Each party hereto expressly consents to service of process by registered mail. To the extent permitted by law, choice of law rules and the United Nations Convention on Contracts for the International Sale of Goods shall not apply.

Notwithstanding the foregoing, either party may at any time seek and obtain appropriate legal or equitable relief in any court of competent jurisdiction for claims regarding such party's intellectual property rights.

10.13. CONSTRUCTION. Products and services shall be provided in the English language unless agreed otherwise. The parties confirm that they have requested that this Agreement and all related documents be drafted in English at the express wishes of the parties. Les parties confirment avoir expressément exigé que le présent contrat et les documents de ServiceNow qui y sont attachés soient rédigés en anglais. Section headings are for convenience only and are not to be used in interpreting this Agreement.

SUBSCRIPTION SERVICE GUIDE

Capitalized terms not defined herein shall have the meaning set forth in the ordering agreement or the use agreement between Customer and ServiceNow.

1. SUPPORT

During the Subscription Term, ServiceNow or its authorized reseller, as applicable, shall provide support for the Subscription Service as set forth in the **Customer Support Policy** attached hereto, and incorporated herein by reference.

2. UPGRADES

ServiceNow determines whether and when to develop, release and apply any Upgrade (as defined in the **Upgrade Policy** attached hereto, and incorporated herein by reference) to Customer's instances of the Subscription Service.

3. DATA SECURITY

ServiceNow shall implement and maintain security procedures and practices appropriate to information technology service providers to protect Customer Data from unauthorized access, destruction, use, modification, or disclosure, as described in the **Data Security Guide** attached hereto, and incorporated herein by reference.

4. INSURANCE

ServiceNow agrees to maintain in effect during the Subscription Term, at ServiceNow's expense, the following minimum insurance coverage:

- (i) (a) Workers' Compensation Insurance, in accordance with applicable statutory, federal, and other legal requirements and (b) Employers' Liability Insurance covering ServiceNow's employees in an amount of not less than \$1,000,000 for bodily injury by accident, \$1,000,000 policy limit for bodily injury by disease, and \$1,000,000 each employee for bodily injury by disease;
- (ii) Commercial General Liability Insurance written on an occurrence form and including coverage for bodily injury, property damage, products and completed operations, personal injury, advertising injury arising out of the services and/or products provided by ServiceNow under this Agreement with minimum limits of \$1,000,000 per occurrence/\$2,000,000 aggregate;
- (iii) Commercial Automobile Liability Insurance providing coverage for hired and non-owned automobiles used in connection with this Agreement in an amount of not less than \$1,000,000 per accident combined single limit for bodily injury and property damage;
- (iv) Combined Technology Errors' & Omission Policy with a \$5,000,000 per Claim limit, including: (a) Professional Liability Insurance providing coverage for the services and software in this Agreement. Such coverage to be maintained for at least two (2) years after the termination of this Agreement; and (b) Privacy, Security, and Media Liability Insurance providing liability coverage for unauthorized access or disclosure, security breaches or system attacks, as well as infringements of copyright and trademark that might result from this Agreement; and
- (v) Excess Liability over Employers' Liability, Commercial General Liability and Commercial Automobile Liability with a \$5,000,000 aggregate limit.

For the purpose of this Section, a "**Claim**" means a written demand for money or a civil proceeding which is commenced by service of a complaint or similar pleading.

5. AVAILABILITY SERVICE LEVEL

5.1. DEFINITIONS

- (a) "**Available**" means that the Subscription Service can be accessed by authorized users.

(b) **"Excused Downtime"** means: (i) Maintenance Time of up to two (2) hours per month; and (ii) any time the Subscription Service is not Available due to circumstances beyond ServiceNow's control, including without limitation modifications of the Subscription Service by any person other than ServiceNow or a person acting at ServiceNow's direction, a Force Majeure Event, general Internet outages, failure of Customer's infrastructure or connectivity (including without limitation, direct connectivity and virtual private network (VPN) connectivity to the Subscription Service), computer and telecommunications failures and delays, and network intrusions or denial-of-service or other criminal attacks.

(c) **"Maintenance Time"** means the time the Subscription Service is not Available due to service maintenance.

(d) **"Availability SLA"** means the percentage of total time during which Customer's production instances of the Subscription Service are Available during a calendar month, excluding Excused Downtime.

5.2. AVAILABILITY

If Customer's production instances of the Subscription Service fall below the Availability SLA of ninety-nine and eight-tenths percent (99.8%) during a calendar month, Customer's exclusive remedy for failure of the Subscription Service to meet the Availability SLAs is either: (1) to request that the affected Subscription Term be extended for the number of minutes the Subscription Service was not Available in the month in accordance with the Availability SLA; or (2) to request that ServiceNow issue a service credit to Customer for the dollar value of the number of minutes the Subscription Service was not Available in the month in accordance with the Availability SLA (determined at the deemed per minute rate ServiceNow charges to Customer for Customer's use of the affected Subscription Service), which Customer may request ServiceNow apply to the next invoice for subscription fees.

5.3. REQUESTS

Customer must request all service credits or extensions in writing to ServiceNow within thirty (30) days of the end of the month in which the Availability SLA was not met, identifying the support requests relating to the period Customer's production instances of the Subscription Service was not Available. The total amount of service credits for any month may not exceed the subscription fee for the affected Subscription Service for the month, and has no cash value. ServiceNow may delay issuing service credits until such amounts reach one thousand U.S. dollars (\$1,000) or equivalent currency specified in the applicable Order Form.

CUSTOMER SUPPORT POLICY

This Customer Support Policy governs the support that ServiceNow or its authorized reseller, as applicable, will provide for the Subscription Service. This Policy may be updated from time to time.

Scope

The purpose of Customer Support is to resolve defects that cause the Subscription Service to perform not in substantial conformance to the Product Overview. A resolution to a defect may consist of a fix, workaround or other relief ServiceNow deems reasonable.

Customer Support does not include:

- implementation services
- configuration services
- integration services
- customization services or other custom software development
- training
- assistance with administrative functions

Customer Support is not required to provide resolutions for immaterial defects or defects due to modifications of the Subscription Service made by any person other than ServiceNow or a person acting at ServiceNow's direction.

Business Hours

Customer Support is available 24 hours a day, 7 days a week, including all holidays.

Access Contacts

Customer may contact ServiceNow using one of the following means:

- Support Portal at <https://hi.service-now.com/>. Customer may get login access to this self-service portal by contacting its ServiceNow administrator.
- Phone using one of the numbers at <http://servicenow.com/support/contact-support.html>.

Customer shall contact ServiceNow's authorized reseller in accordance with its agreement with the reseller.

Incident Priority

Incident priority for a defect is determined using the guidelines below:

Priority	Definition
P1	Any defect that causes an instance to be unavailable.
P2	Any defect that causes a critical function to fail.
P3	Any defect that significantly impedes work or progress.
P4	Any defect that does not significantly impede work or progress.

Response Times and Level of Effort

Customer submits an incident with ServiceNow via phone or web and with ServiceNow's authorized reseller as directed by reseller. All support requests are tracked online and can be viewed by Customer's authorized contacts. Response times do not vary if the incident was filed via phone or web.

ServiceNow or its authorized reseller, as applicable, will use reasonable efforts to meet the target response times and target level of effort stated in the table below. Support from the reseller may be limited to business hours only.

Priority	Target Response Times	Target Level of Effort
P1	30 minutes	Continuously, 24 hours per day, 7 days per week
P2	2 hours	Continuously, but not necessarily 24 hours per day, 7 days per week
P3	1 business day	As appropriate during normal business hours
P4	N/A	Varies

Customer Responsibilities

Customer's obligations are as follows:

- (a) Customer agrees to receive from ServiceNow or its authorized reseller, as applicable, communications via email, phone or through the Support Portal regarding the Subscription Service.
- (b) Customer shall appoint no more than five (5) contacts ("**Customer Authorized Contacts**") to engage Customer Support for questions and/or technical issues.
 - (i) Only Customer Authorized Contacts are authorized to contact Customer Support.
 - (ii) Customer must ensure the information for these contacts is current in the Support Portal at <https://hi.service-now.com/>.
 - (iii) Customer Authorized Contacts are trained on the use and administration of the Subscription Service.
- (c) Customer shall cooperate to enable ServiceNow to deliver the Subscription Service and support for the service.
- (d) Customer is solely responsible for the use of the Subscription Service by its authorized users.

Support Resources

- ServiceNow Website (<http://www.servicenow.com/services/overview.html>)
- ServiceNow Community (<https://community.servicenow.com/welcome>)
- Release Notes (http://wiki.service-now.com/index.php?title=Main_Page)
- Product Documentation (http://wiki.service-now.com/index.php?title=Main_Page)
- Knowledge Base (https://hi.service-now.com/nav_to.do?uri=kb_home.do)
- Support Community (<https://community.servicenow.com/community/support>)

UPGRADE POLICY

1. UPGRADES

"Upgrades" are ServiceNow's releases of the Subscription Service for repairs, enhancements or new features applied by ServiceNow to Customer's instances of the Subscription Service at no additional fee during the Subscription Term. ServiceNow has the discretion to provide new functionality as an Upgrade or as different software or service for a separate fee. ServiceNow determines whether and when to develop, release and apply any Upgrade to Customer's instances of the Subscription Service.

2. NOTICE; MAINTENANCE DOWNTIME

ServiceNow shall use reasonable efforts to give Customer thirty (30) days prior notice of any Upgrade to the Subscription Service. ServiceNow shall use reasonable efforts to give Customer ten (10) days prior notice of any Upgrade to the cloud infrastructure network, hardware, or software used by ServiceNow to operate and deliver the Subscription Service if ServiceNow in its reasonable judgment believes that the infrastructure Upgrade will impact Customer's use of its production instances of the Subscription Service. ServiceNow will use commercially reasonable efforts to limit the period of time during which the Subscription Service is unavailable due to the application of Upgrades to no more than two (2) hours per month. Notwithstanding the foregoing, ServiceNow may provide Customer with a shorter or no notice period of an Upgrade if necessary, in the reasonable judgment of ServiceNow, to maintain the availability, security or performance of the Subscription Service or the ability of ServiceNow to efficiently provide the Subscription Service.

3. NOMENCLATURE

A pending Upgrade may be a "Feature Release", "Patch" or "Hotfix." A **"Feature Release"** is an Upgrade that includes new features or enhancements. A **"Patch"** or a **"Hotfix"** is an Upgrade to a Feature Release that maintains the functionality of the Feature Release and does not include new functionality. ServiceNow refers to each Feature Release and its associated Patches and Hotfixes as a **"Release Family."** For example, ServiceNow's Feature Release "Aspen" established the "Aspen" Release Family, and ServiceNow's subsequent Feature Release "Berlin" established the "Berlin" Release Family.

4. PINNING REQUESTS

Customer may submit a support request for "no Upgrade" not fewer than five (5) business days' prior to a pending Upgrade of the Subscription Service. Subject to the terms and conditions of this Upgrade Policy, Customer's "no Upgrade" request shall be granted, and the Upgrade shall not be applied to Customer's instances of the Subscription Service.

5. SUPPORTED AND NON-SUPPORTED RELEASE FAMILIES

ServiceNow offers support for the then current Release Family and the prior two (2) Release Families (**"Supported Release Families"**) as set forth in the Customer Support Policy. A Customer using a Supported Release Family may be required to Upgrade to a Patch or Hotfix within the Supported Release Family to correct a defect. At its discretion, ServiceNow may offer limited support for additional Release Families (**"Non-Supported Release Families"**). Without limiting ServiceNow's discretion to determine the availability of support for Non-Supported Release Families, a Customer using a Non-Supported Release Family may be required to Upgrade to a Supported Release Family to correct a defect. Any service level agreements, recovery time objectives or recovery point objectives are not applicable to Non-Supported Release Families. Details of ServiceNow support are further set forth in the Customer Support Policy.

Customer acknowledges that the current Release Family is the most current feature, availability, performance and security version of the Subscription Service. Within a Supported Release Family, the most recent Patch contains the most current feature, availability, performance and security version of the Subscription Service for that Release Family. A Customer that has submitted a "no Upgrade" request may experience defects, for which Customer hereby agrees that ServiceNow is not responsible, including without limitation those that affect the features, availability, performance and security of the Subscription Service, that are fixed in the most

current version of the Subscription Service.

6. REQUIRED UPGRADES

If Customer has requested "no Upgrade" it may nevertheless be required to Upgrade if in the reasonable judgment of ServiceNow the Upgrade is necessary to maintain the availability, security or performance of the Subscription Service or the ability of ServiceNow to efficiently provide the Subscription Service, as follows:

6.1. SUPPORTED RELEASE FAMILY. If Customer is using a Supported Release Family, it may be required to Upgrade to a Patch or Hotfix within the Supported Release Family.

6.2. NON-SUPPORTED RELEASE FAMILY. If Customer is using a Non-Supported Release Family, it may be required to Upgrade to a Supported Release Family.

7. EXCEPTIONS

Notwithstanding the other provisions of this Upgrade Policy, Customer may not submit a support request for "no Upgrade" for any Upgrade to, or that is essential for, the infrastructure network, hardware, or software used by ServiceNow to operate and deliver the Subscription Service.

DATA SECURITY GUIDE

Security Statement of an Enterprise IT Cloud Company

The ServiceNow cloud is built for the enterprise customer with every aspect aimed towards meeting the customer's demand for reliability, availability and security. ServiceNow's comprehensive approach to address this demand is enabled by the following: (a) ServiceNow's robust cloud infrastructure runs on its own applications and utilizes industry best-of-breed technology to automate mission critical functionalities in the cloud service with around-the-clock and around-the-world delivery; (b) ServiceNow achieves flexibility and control in its ability to deliver a stable user experience to the customer by having a logical single tenant architecture; (c) ServiceNow's application development which has a paramount focus on quality, security, and the user experience is closely connected to the operations of delivering those applications in a reliable and secure cloud environment; (d) ServiceNow invests in a comprehensive compliance strategy that allows its customers to attain their own compliance to applicable laws by obtaining attestations and certifications and running its subscription service from paired data centers situated close to where its customers are located; and (e) ServiceNow's homogeneous environment where all applications are on a single platform offers ServiceNow a competitive advantage in being able to concentrate its efforts to make the customer's user experience the best possible.

This Data Security Guide describes the measures ServiceNow takes to protect Customer Data when it resides in the ServiceNow cloud. This Data Security Guide forms a part of any legal agreement into which this Data Security Guide is explicitly incorporated by reference (the "**Agreement**") and is subject to the terms and conditions of the Agreement. Capitalized terms that are not otherwise defined herein shall have the meaning given to them in the Agreement.

1. SECURITY PROGRAM

While providing the Subscription Service, ServiceNow shall maintain a written information security program of policies, procedures and controls ("**Security Program**") governing the processing, storage, transmission and security of Customer Data. The Security Program includes industry standard practices designed to protect Customer Data from unauthorized access, acquisition, use, disclosure, or destruction. ServiceNow may periodically review and update the Security Program to address new and evolving security technologies, changes to industry standard practices, and changing security threats, provided that any such update does not materially reduce the commitments, protections or overall level of service provided to Customer as described herein.

2. CERTIFICATIONS AND ATTESTATIONS

2.1. Certifications and Attestations. ServiceNow shall establish and maintain sufficient controls to meet the objectives stated in ISO 27001 and SSAE 16 / SOC 1 and SOC 2 Type 2 (or equivalent standards) (collectively, the "**Standards**") for the information security management system supporting the Subscription Service. At least once per calendar year, ServiceNow shall perform an assessment against such Standards ("**Assessment**"). Upon Customer's written request, which shall be no more than once per calendar year, ServiceNow shall provide a summary of the Assessment(s) to Customer. Assessments shall be Confidential Information of ServiceNow.

2.2. Safe Harbor. ServiceNow shall maintain self-certified compliance under the U.S.-EU and U.S.-Swiss Safe Harbor Frameworks developed by the U.S. Department of Commerce regarding the collection, use and retention of Personal Data (defined in Section 6 below) from European Union member countries and Switzerland.

3. PHYSICAL, TECHNICAL AND ADMINISTRATIVE SECURITY MEASURES

The Security Program shall include the following physical, technical and administrative measures designed to protect Customer Data from unauthorized access, acquisition, use, disclosure, or destruction:

3.1. Physical Security Measures

(a) Data Center Facilities: (i) Physical access restrictions and monitoring that may include a combination of any of the following: multi-zone security, man-traps, appropriate perimeter deterrents (for example,

fencing, berms, guarded gates), on-site guards, biometric controls, CCTV, and secure cages; and (ii) fire detection and fire suppression systems both localized and throughout the data center floor.

(b) Systems, Machines and Devices: (i) Physical protection mechanisms; and (ii) entry controls to limit physical access.

(c) Media: (i) Industry standard destruction of sensitive materials before disposition of media; (ii) secure safe for storing damaged hard disks prior to physical destruction; and (iii) physical destruction of all decommissioned hard disks storing Customer Data.

3.2. Technical Security Measures

(a) Access Administration. Access to the Subscription Service by ServiceNow employees and contractors is protected by authentication and authorization mechanisms. User authentication is required to gain access to production and sub-production systems. Access privileges are based on job requirements and are revoked upon termination of employment or consulting relationship. Production infrastructure includes appropriate user account and password controls (for example, the required use of virtual private network connections, complex passwords with expiration dates, and a two-factored authenticated connection) and is accessible for administration.

(b) Logging and Monitoring. The production infrastructure log activities are centrally collected and are secured in an effort to prevent tampering and are monitored for anomalies by a trained security team.

(c) Firewall System. An industry-standard firewall is installed and managed to protect ServiceNow systems by residing on the network to inspect all ingress connections routed to the ServiceNow environment.

(d) Vulnerability Management. ServiceNow conducts periodic independent security risk evaluations to identify critical information assets, assess threats to such assets, determine potential vulnerabilities, and provide for remediation. When software vulnerabilities are revealed and addressed by a vendor patch, ServiceNow will obtain the patch from the applicable vendor and apply it within an appropriate timeframe in accordance with ServiceNow's then current vulnerability management and security patch management standard operating procedure and only after such patch is tested and determined to be safe for installation in all production systems.

(e) Antivirus. ServiceNow updates anti-virus, anti-malware, and anti-spyware software on regular intervals and centrally logs events for effectiveness of such software.

(f) Change Control. ServiceNow ensures that changes to platform, applications and production infrastructure are evaluated to minimize risk and are implemented following ServiceNow's standard operating procedure.

3.3. Administrative Security Measures

(a) Data Center Inspections. ServiceNow performs routine reviews at each data center to ensure that it continues to maintain the security controls necessary to comply with the Security Program.

(b) Personnel Security. ServiceNow performs background and drug screening on all employees and all contractors who have access to Customer Data in accordance with ServiceNow's then current applicable standard operating procedure and subject to applicable law.

(c) Security Awareness and Training. ServiceNow maintains a security awareness program that includes appropriate training of ServiceNow personnel on the Security Program. Training is conducted at time of hire and periodically throughout employment at ServiceNow.

(d) Vendor Risk Management. ServiceNow maintains a vendor risk management program that assesses all vendors that access, store, process or transmit Customer Data for appropriate security controls and business disciplines.

4. DATA PROTECTION AND SERVICE CONTINUITY

4.1. Data Centers; Data Backup. ServiceNow shall host Customer's instances in primary and secondary SSAE 16 Type II or ISO 27001 certified (or equivalent) data centers in the geographic regions specified on the Order Form for the Subscription Term. Each data center includes full redundancy (N+1) and fault tolerant infrastructure for electrical, cooling and network systems. The deployed servers are enterprise scale servers with redundant power to ensure maximum uptime and service availability. The production database servers are replicated in near real time to a mirrored data center in a different geographic region. Each customer instance is supported by a network configuration with multiple connections to the Internet. ServiceNow backs up all Customer Data in accordance with ServiceNow's standard operating procedure.

4.2. Personnel. In the event of an emergency that renders the customer support telephone system unavailable, all calls are routed to an answering service that will transfer to a ServiceNow telephone support representative, geographically located to ensure business continuity for support operations.

5. INCIDENT MANAGEMENT AND BREACH NOTIFICATION

5.1. Incident Monitoring and Management. ServiceNow shall monitor, analyze and respond to security incidents in a timely manner in accordance with ServiceNow's standard operating procedure. Depending on the nature of the incident, ServiceNow security group will escalate and engage response teams necessary to address an incident.

5.2. Breach Notification. Unless notification is delayed by the actions or demands of a law enforcement agency, ServiceNow shall report to Customer the unauthorized acquisition, access, use, disclosure or destruction of Customer Data (a "Breach") promptly following determination by ServiceNow that a Breach occurred. The initial report shall be made to Customer security contact(s) designated in ServiceNow's customer support portal. ServiceNow shall take reasonable measures to promptly mitigate the cause of the Breach and shall take reasonable corrective measures to prevent future Breaches. As information is collected or otherwise becomes available to ServiceNow and unless prohibited by law, ServiceNow shall provide information regarding the nature and consequences of the Breach that are reasonably requested to allow Customer to notify affected individuals, government agencies and/or credit bureaus. Customer is solely responsible for determining whether to notify impacted Data Subjects (defined in 6.1 below) and for providing such notice, and for determining if regulatory bodies or enforcement commissions applicable to Customer or Customer Data need to be notified of a Breach.

5.3. Customer Cooperation. Customer agrees to cooperate with ServiceNow in maintaining accurate contact information in the customer support portal and by providing any information that is reasonably requested to resolve any security incident, identify its root cause(s) and prevent a recurrence.

6. DATA PROCESSING GUIDELINES; COMPLIANCE WITH LAWS

6.1. Customer as Data Controller. Customer acknowledges that in relation to Personal Data supplied and/or processed under the Agreement it acts as Controller and it warrants that it will duly observe all of its obligations under all applicable laws and regulations of the European Union, the European Economic Area and their member states regarding the processing of Personal Data (collectively referred to as "Data Protection Laws") including, without limitation, obtaining and maintaining all necessary notifications and obtaining and maintaining all necessary Data Subject Consents. Customer shall (i) have sole responsibility for the accuracy, quality, integrity, legality and reliability of Personal Data and of the means by which it acquired Personal Data, (ii) ensure that data processing instructions given to ServiceNow comply with applicable Data Protection Laws, and (iii) comply with all applicable Data Protection Laws in collecting, compiling, storing, accessing and using Personal Data in connection with the Subscription Service. For the purposes of this Data Security Guide, "Personal Data", "Controller", "Data Subject" and "Data Subject Consent" shall have the meaning given to these terms in Directive 95/46/EC. For clarity, "process" or "processing" means any operation or set of operations performed upon Customer Data.

6.2. ServiceNow as Data Processor. ServiceNow shall process or otherwise use Personal Data (including possible onward transfers) on behalf of Customer solely for the purpose of providing the services

described in the Agreement and only in accordance with Customer's lawful instructions (limited to those instructions which ServiceNow can reasonably carry out in the provision of the Subscription Service), the terms of the Agreement, and this Data Security Guide. ServiceNow shall ensure that those employees to whom it grants access to such Personal Data are directed to keep such Personal Data confidential and are informed of any additional data protection obligations applicable to such Personal Data. ServiceNow shall, to the extent legally permitted, promptly notify Customer with respect to any request or communication ServiceNow receives from any regulatory authority in relation to any data processing activities ServiceNow conducts on behalf of Customer. In addition, ServiceNow will cooperate and assist Customer, at Customer's cost, in relation to any such request and to any response to any such communication. ServiceNow will pass on to the Customer any requests of a Data Subject to access, delete, correct, or block Personal Data processed under the Agreement. If ServiceNow is compelled by law to disclose Customer's information as part of a civil proceeding to which Customer is a party, and Customer is not contesting the disclosure, Customer will reimburse ServiceNow for its reasonable cost of compiling and providing secure access to that information.

6.3. Subcontractors. ServiceNow may engage subcontractors for processing Customer Data under the Agreement, provided ServiceNow shall ensure compliance by such subcontractor(s) with the requirements of this Section 6 by entering into written agreements with such subcontractors which provide that the subcontractor will apply the Safe Harbor principles to the processing of Personal Data. ServiceNow's use of any subcontractor will not relieve, waive or diminish any obligation ServiceNow has under the Agreement or this Data Security Guide.

7. PENETRATION TESTS

7.1. By a Third Party. ServiceNow contracts with third party vendors to perform an annual penetration test on the ServiceNow platform to identify risks and remediation that help increase security.

7.2. By Customer. No more than once per calendar year Customer may request to perform, at its own expense, an application penetration test of its instances of the Subscription Service. Customer shall notify ServiceNow in advance of any test by submitting a request using ServiceNow's online support portal and completing a penetration testing agreement. ServiceNow and Customer must agree upon a mutually acceptable time for the test; and Customer shall not perform a penetration test without ServiceNow's express written authorization. The test must be of reasonable duration, and must not interfere with ServiceNow's day-to-day operations. Promptly upon completion of the penetration test, Customer shall provide ServiceNow with the test results including any detected vulnerability. Upon such notice, ServiceNow shall, consistent with industry standard practices, use all commercially reasonable efforts to promptly make any necessary changes to improve the security of the Subscription Service. Customer shall treat the test results as Confidential Information of ServiceNow.

8. SHARING THE SECURITY RESPONSIBILITY

8.1. Product Capabilities. The Subscription Service has the capabilities to: (i) authenticate users before access; (ii) encrypt passwords; (iii) allow users to manage passwords; and (iv) prevent access by users with an inactive account. Customer manages each user's access to and use of the Subscription Service by assigning to each user a credential and user type that controls the level of access to the Subscription Service.

8.2. Customer Responsibilities. ServiceNow provides the cloud environment that permits Customer to use and process Customer Data in the Subscription Service. The architecture in the Subscription Service includes, without limitation, column level encryption functionality and the access control list engine. Customer shall be responsible for using the column level encryption functionality and access control list engine for protecting all Customer Data containing sensitive data, including without limitation, credit card numbers, social security numbers, financial and health information, and sensitive personal data. Customer is solely responsible for the results of its decision not to encrypt such sensitive data. ServiceNow protects all Customer Data in the ServiceNow cloud infrastructure equally in accordance with this Data Security Guide, regardless of the classification of the type of Customer Data. Customer shall be responsible for protecting the confidentiality of each user's login and password and shall manage each user's access to the Subscription Service.

8.3. Customer Cooperation. Customer shall promptly apply any application upgrade that ServiceNow determines is necessary to maintain the security, performance or availability of the Subscription Service.

8.4. Limitations. Notwithstanding anything to the contrary in the Agreement or this Data Security Guide, ServiceNow's obligations extend only to those systems, networks, network devices, facilities and components over which ServiceNow exercises control. This Data Security Guide does not apply to: (i) information shared with ServiceNow that is not data stored in its systems using the Subscription Service; (ii) data in Customer's virtual private network (VPN) or a third party network; or (iii) any data processed by Customer or its users in violation of the Agreement or this Data Security Guide.

ServiceNow Product Overview

Effective Date: May 2, 2016

ServiceNow Applications	
Activity Designer	Enables a user to construct reusable activities that suit an organization's business needs. Requires Orchestration Core.
Activity Packs	A collection of related workflow activities that allow Orchestration Core to connect to, and automate work with, external systems. Some Activity Packs require Orchestration Core and others require Cloud Management.
Agile Development	Provides capabilities to manage the software development process in projects including enhancement requests, defect prioritization, definition of release content, and tasks.
Asset Management	Provides capabilities to track and manage the physical, contractual, and financial aspects of assets.
Audit Management	Provides a centralized process for Internal Audit teams to automate the complete audit lifecycle by providing the capability to plan, scope and execute integrated, risk-based audit plans.
Change Management	Allows repeatable methods and procedures to be used for introducing change into the IT infrastructure by providing capabilities for creating, assessing, approving, and executing changes.
Client Software Distribution	Allows administrators to distribute software from the service catalog using third party management systems. Requires Orchestration Core.
Cloud Management	Provides the capability to automate the provisioning and management lifecycle of public and private virtual servers. Requires Orchestration Core.
Configuration Automation	Provides the capability to manage the configuration settings of a physical or virtual server. Requires Orchestration Core.
Cost Management	Provides capabilities to track one-time and recurring costs of configuration items used by IT and allocate those costs to business units using allocation rules.
Cost Transparency	Provides insight for executives seeking to align spending to business goals. Users can classify general ledger records, define reporting structures and allocation rules, and view summary reports.
Customer Service Management	Includes the following key features: Omni-channel customer engagement across portal, chat, email, and phone (native telephony integration requires Notify); a robust customer data model for accounts, partners, and contacts; case management with advanced skills-based routing, real-time service level agreement (SLA), service contracts and service entitlements; pre-packaged service analytics using both real-time data as well as snapshots for trend analysis (trend analytics requires Performance Analytics use rights); and voice of customer feedback through online surveys and customer satisfaction reporting.

Demand Management	Consolidates IT requests through a service catalog and routes them in a workflow to stakeholders who gather additional information to prioritize investment decisions.
Discovery	Locates physical and virtual devices connected to an enterprise network. When Discovery locates a device, it explores its configuration, status, software, and relationships to other connected devices, and updates the Configuration Management Data Base (CMDB).
Edge Encryption	Resides on Customer-owned servers and encrypts and decrypts eligible data stored in their instance. Customer controls and manages the encryption keys for the eligible data in their instance.
Enterprise Service Portal - HR	In support of HR service delivery, provides employee self-service via an HR service catalog and provides HR the capability to assign tasks to employees. Uses prebuilt layouts, controls, and content. Requires HR Service Management.
Event Management	Aggregates events from monitoring tools used by Customer in its infrastructure, de-duplicates and correlates inputs from such events to CMDB, and provides the ability to filter and prioritize events to create incidents for remediation.
Facilities Service Management	Provides capabilities to manage the service delivery of a facilities department by offering a self-service catalog and assignment of requests based on fulfillment rules.
Field Service Management	Provides capabilities to create work order records for the repair and service of equipment. Requires Asset Management.
Financial Planning	Assists executives and budget owners in the automation of budget and forecast planning, helping to increase efficiency and simplify the planning process.
Finance Service Management	Enables the finance department to define its services and fulfill requests through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.
HR Service Management	Provides capabilities to manage HR service delivery using case management to document the interactions between the employee and HR supported by the knowledge base.
Incident Management	Facilitates the process of restoring normal IT operations by providing capabilities to record, classify, distribute, and manage incidents through to resolution. Includes Performance Analytics limited to 15 key performance indicators (KPIs), one dashboard and 90 days of data captured by Incident Management.
Legal Service Management	Enables the legal department to define its services and fulfill requests through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.
Marketing Service	Enables the marketing department to define its services and fulfill requests

Management	through workflow capabilities and knowledge management, and provides visibility into resource utilization and service delivery performance through dashboards.
Notify	Provides the capability to initiate notification from Customer's instance of the subscription service to a supported third-party platform for SMS, voice and other communications protocols. Customer is required to separately purchase any third-party service required to work with Notify.
Orchestration Core	Enables orchestration of activities outside Customer's instance of the subscription service. Allows Customer to automate discrete tasks or processes using graphical workflows that interact with external systems or services.
Password Reset	Provides the capability to reset User's passwords that are stored and pre-authenticated in a credential store outside Customer's instance of the subscription service, such as Active Directory and other supported credential stores. Requires Orchestration Core.
Performance Analytics	Provides advanced analytics and time series analysis for KPIs.
Platform Runtime	Allows customer to deploy applications developed on the ServiceNow Platform into production.
Policy and Compliance Management	Provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and best practices. Additionally, the application provides structured workflows for the identification, assessment, and continuous monitoring of control activities.
Problem Management	Facilitates the process of identifying the root causes of errors in the IT infrastructure by providing capabilities to record, escalate, and manage problems through to resolution.
Project Portfolio Management	Provides capabilities to plan, organize, and manage projects and project portfolios including associated tasks and resources.
Release Management	Facilitates the planning, design, build, configuration, testing, and release of hardware and software into the IT infrastructure.
Request Management	Provides capabilities to approve and fulfill requests for goods and services defined and presented in the service catalog.
Resource Management	Provides a view of projects and the availability, allocation, and capacity of assigned resources.
Risk Management	Provides an executive view into risk to allow risk managers to quickly identify at-risk assets, perform assessments, and continuously monitor risk exposure.
Security Incident Response	Enables SOC/SIRT teams to enact response plans to address security-related activities, events or incidents. Enables response team collaboration, investigation of network and non-network related activities (i.e. intellectual property theft, criminal activities, etc.) and includes the capability for automated request assignment and remediation across IT and security teams.

Service Mapping	Discovers business services of the organization and builds a comprehensive map of all devices, applications, and configuration profiles used in these business services.
Test Management	Provides a user acceptance testing framework to help project teams and business users align on project deliverables, and provides visibility into the status of the project testing when used in conjunction with Project Portfolio Management and Agile Development. Project Portfolio Management and Agile Development are separately authorized.
Threat Intelligence	Provides the ability to support multiple threat intelligence feeds to enhance the context of a security incident by enabling analysts to see potential threats and related systems in an integrated view. Threat Intelligence also allows Customers to add their own custom feeds and to place confidence scores or weighting on each feed to accelerate the identification of legitimate security issues.
Vendor Performance Management	Enables Customer to manage, evaluate and compare vendors based on predefined criteria.
Vulnerability Response	Integrates with the National Vulnerability Database (NVD) and third-party solutions to generate a set of actionable reports of vulnerable assets in the Customer environment. Incident response tasks, change requests or problem tickets can easily be opened from vulnerabilities to allow security teams to perform further investigation or to allow IT to perform remediation.
ServiceNow Platform Services	
Business Service Maps	Graphically displays the configuration items related to a business service, and indicates the status of those configuration items.
Chat	Provides real-time communication capability via instant messaging between Users.
Coaching Loops	Provides the capability to monitor and provide feedback on a specific behavior of an individual or group.
Configuration Management (CMDB)	Provides capabilities to identify, record, and report on IT configuration items and their relationships.
Connect	Provides the capability to connect people, processes and information into a unique and centralized collaboration workspace to cut down on resolution times. Features include real-time chat, document delivery, active lists to see who is working and the ability to interact straight from the activity stream.
Content Management System	Provides the ability to create custom interfaces.
Form Designer	Allows creation of forms and tables with visual controls.

Google Maps	ServiceNow may make Google Maps available for use with the subscription service. If Customer uses Google Maps, Customer agrees to the following terms: (i) Customer shall limit its use to 60,000 map views on an annual basis and additional use shall be purchased from Google subject to Google's terms and conditions, to which ServiceNow is not a party; (ii) Customer agrees, and shall cause its end users to agree, to Google's Maps Terms (http://maps.google.com/help/terms_maps.html or a successor URL as provided by Google), the Legal Notices (http://www.maps.google.com/help/legalnotices_maps.html or a successor URL as provided by Google), and the Acceptable Use Policy (http://www.google.com/enterprise/earthmaps/legal/us/maps_AUP.html or a successor URL as provided by Google); and (iii) Customer agrees that Google may use Customer data in accordance with its privacy policy and that Google may provide its maps services to Customer. Google Maps may not be available to Customer due to location availability and may not be available during Customer's entire subscription term. ServiceNow support and warranty do not apply to Google Maps.
Graphical Workflow	Provides the capability to automate multi-step processes within Customer's instance of the subscription service. Each workflow can manage a sequence of activities, such as creating records or running scripts, and the condition-based transitions between them. Customer is required to purchase Orchestration Core to orchestrate activities using the Graphical Workflow that interact outside Customer's instance of the subscription service.
Knowledge Management	Provides role-based tools to create, store, and publish information. Provides mechanisms for version control and approvals of documents in the review process.
Live Feed	Provides a place to post and share content.
Mobile	Provides a customizable ServiceNow interface for mobile devices.
On-Call Scheduling	Enables creation of on-call schedules and escalation rosters.
OpenFrame	An interface technology that enables real-time communication channels such as telephone systems to be integrated into the ServiceNow Platform. OpenFrame consists of UI elements as well as a set of APIs that support exchange of events and data between ServiceNow and the communications system.
Reporting	Provides the capability to create and share reports and dashboards.
REST API	Provides the ability to integrate external systems through REST APIs using standard response codes, header information, pagination support and streaming data on requests.
Service Catalog	Displays a listing of the goods and services that Customer provides within the enterprise to its employees and contractors.
Service Creator	Provides capabilities for building no-code service catalog items.

Service Level Management	Establishes and monitors status of service contracts and SLAs between the organization and its customers or third-party service providers.
Service Portal Designer	Provides the capability to build portals with a consumer-like experience using both ServiceNow out-of-the-box widgets and templates as well as Customer's own widgets and styles, while leveraging only HTML and CSS.
Skills Management	Assigns configured competencies to groups or users.
Studio	Integrated Development Environment (IDE) for professional and low-code (i.e., IT administration) application developers.
Survey Management	Allows for polling and collection of data, including configuration for specific events and/or conditions.
Time Cards	Records time worked on tasks either manually or automatically.
Visual Task Boards	Enables a Kanban-style workspace for either individual or team-based management of tasks.
Visualizations	Displays interactive 2-D and 3-D visual representations for any logical data relationships within an instance.

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions and any referenced documents form the agreement (the "**Agreement**") under which an Order Form is executed.

1. PROVISION OF SERVICES

ServiceNow will make the following purchased services available to Customer, subject to the terms and conditions of the Agreement and each ordering document signed by Customer and ServiceNow (each, an "**Order Form**") and the product overview attached thereto or referenced therein ("**Product Overview**"), including without limitation:

- (a) use of the ServiceNow applications which are made available by ServiceNow as a software as a service (SaaS) ("**Subscription Service**"); and
- (b) professional services and training services ("**Professional Services**").

An Order Form for Professional Services shall specify ServiceNow packaged professional services (each offering, a "**Packaged Service**"), as described in one or more service descriptions (if not attached to the Order Form, then as set forth on www.servicenow.com/be_schedules.do) ("**Service Description**") or other Professional Services described in one or more written statements of work ("**SOW**") signed by ServiceNow and Customer.

2. ORDERING

2.1 ORDERS AND PAYMENT. Upon execution by Customer and ServiceNow, each Order Form is non-cancellable and non-refundable except as provided in the Agreement. Prices stated in each Order Form are final. Except as expressly set forth in the applicable Order Form, Subscription Service fees are invoiced annually in advance. Each Subscription Term (as defined in Section 3.1) as set forth in the Order Form is a continuous and non-divisible commitment for the full duration of the Subscription Term regardless of the invoice schedule. Except as expressly set forth in the applicable Order Form or SOW or Service Description, Professional Services fees are invoiced on a time and materials basis monthly in arrears. Customer shall pay each invoice in full within thirty (30) days after the date of invoice. Customer may issue a purchase order consistent with the terms of the Order Form, but a purchase order is not required. If Customer issues a purchase order, then it shall be for the full amount of the Order Form, and any additional or conflicting terms appearing in a purchase order shall not amend the Order Form or the Agreement. Upon request, ServiceNow shall reference the purchase order number on its invoices (solely for administrative convenience) so long as Customer provides the purchase order at least fifteen (15) business days prior to the date of the invoice. Late payments shall accrue interest at a rate of one and one-half percent (1.5%) per month or the legal maximum interest rate, whichever is lower. If Customer is delinquent in payment of amounts for the services owed hereunder, ServiceNow may give notice to Customer of such delinquency and, in such case, Customer shall cure the delinquency within thirty (30) days from the date of ServiceNow's written notice. If Customer fails to cure the delinquency, ServiceNow may suspend Customer's use of the Subscription Service or terminate the Agreement for cause in accordance with Section 7 (Term and Termination), in addition to other rights and remedies available.

2.2 TAXES. All payments required by the Agreement are stated exclusive of all taxes, duties, levies, imposts, fines or similar governmental assessments including sales and use taxes, value-added taxes ("**VAT**"), goods and services taxes ("**GST**"), excise, business, service, and similar transactional taxes imposed by any jurisdiction and the interest and penalties thereon (collectively, "**Taxes**"). Customer shall be responsible for and bear Taxes associated with its purchase of, payment for, access to or use of the Subscription Service and Professional Services. Taxes shall not be deducted from the payments to ServiceNow, except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, ServiceNow receives and retains (free from any Tax liability) an amount equal to the amount it would have received had no such deductions or withholdings been made. Each party is responsible for and shall bear taxes imposed on its net income. If Customer is a tax-exempt entity or claims exemption from any Taxes under the Agreement, Customer shall provide a tax exemption number on the Order Form and a certificate upon execution of the Order Form and, after receipt of valid evidence of exemption, ServiceNow shall not charge Customer any Taxes from which it is exempt. If ServiceNow is required to invoice or collect Taxes associated with Customer's purchase of, payment for, access to or use of the Subscription Service or Professional Services, ServiceNow will issue an invoice to Customer including the amount of those Taxes, itemized where required by law. Customer shall provide to ServiceNow its VAT or GST identification number(s) on the Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has a fixed establishment. Customer shall use the ordered Subscription Service and Professional Services for Customer's business use in the foregoing location(s) in accordance with the provided VAT or GST identification number(s). The parties' obligations under this Section shall survive the termination or expiration of the Agreement.

2.3 **USE VERIFICATION.** Customer may not use or otherwise access the Subscription Service in a manner that exceeds Customer's authorized use. ServiceNow may review Customer's use of the Subscription Service, and Customer shall provide any reasonable assistance to verify Customer's compliance with the Agreement. If ServiceNow determines that Customer has exceeded its permitted use of the Subscription Service then ServiceNow will notify Customer and within thirty (30) days thereafter Customer shall either: (i) disable any unpermitted use or (ii) purchase additional subscriptions. If Customer fails to regain compliance within such thirty (30) day period, ServiceNow may suspend Customer's use of the Subscription Service or terminate the Agreement for cause in accordance with Section 7 (Term and Termination), in addition to any other rights or remedies ServiceNow may have.

3. GRANT OF USE RIGHTS; OWNERSHIP; CUSTOMER RESTRICTIONS

3.1. **SUBSCRIPTION SERVICE.** Customer is authorized to use the Subscription Service limited by the purchased amount and subscription term ("**Subscription Term**") on the Order Form and the Product Overview.

3.2. **DOCUMENTATION.** ServiceNow grants to Customer a non-exclusive, non-transferable, worldwide right during the Subscription Term to access and use the documentation relating to the operation and use of the Subscription Service that is provided by ServiceNow to Customer under the Agreement, as updated by ServiceNow from time to time ("**Documentation**").

3.3. **CUSTOMER DATA.** Customer grants ServiceNow a non-exclusive, non-transferable, worldwide right to use the electronic data pertaining to Customer and/or its users that is processed using the Subscription Service (collectively "**Customer Data**") strictly for the limited purpose of providing the Subscription Service to Customer.

3.4. **SOFTWARE.** ServiceNow may provide ServiceNow software products ("**Software**") for use in connection with the Subscription Service. Any Software is licensed and not sold (even if for convenience ServiceNow makes reference to words such as "sale" or "purchase"). ServiceNow grants Customer a limited, personal, worldwide, non-sublicensable, non-transferable, non-exclusive license to install and execute the Software on machines operated by or for Customer solely to permit Customer to use the Subscription Service during the Subscription Term in accordance with the terms and conditions of the Agreement. The Software may include code that is licensed under third party license agreements, including open source made available or provided with the Software.

3.5. **OWNERSHIP.** As between ServiceNow and Customer, all rights, title, and interest in and to all intellectual property rights in the Subscription Service, Software and/or Documentation are owned exclusively by ServiceNow. Except as expressly provided in the Agreement, ServiceNow does not grant Customer (and expressly reserves) any rights, express or implied, or ownership in the Subscription Service, Software and/or Documentation. ServiceNow shall have a royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to make, use, sell, offer for sale, import, or otherwise incorporate into the Subscription Service, Software and/or Documentation, any suggestions, enhancements, recommendations or other feedback provided by Customer relating to the Subscription Service, Software and/or Documentation.

3.6. **RESTRICTIONS.** Customer shall not (and shall not permit others to) do the following with respect to the Subscription Service, Software or Documentation: (i) license, sub-license, sell, re-sell, rent, lease, transfer, distribute or time share or otherwise make any of them available for access by third parties; (ii) disassemble, reverse engineer, decompile or modify them or otherwise create derivative works thereof; (iii) access them for the purpose of developing products or services that compete with the Subscription Service; (iv) use them to operate more or different type of applications or platform not authorized under the Agreement; (v) use them to create, use, send, store or run viruses or other harmful computer code, files, scripts, agents or other programs or engage in any other malicious act; (vi) disrupt their security, integrity or operation; (vii) remove or modify a copyright or other proprietary rights notice in them; (viii) use them to reproduce, distribute, display, transmit or use material protected by copyright or other intellectual property right (including the rights of publicity or privacy) without first obtaining the permission of the owner; (ix) use them to damage the property of another; (x) use them in any manner which violates any law or regulation of the United States, any state thereof or other government authority; (xi) use them in any manner that disables, hacks or otherwise interferes with any security, digital signing, digital rights management, verification or authentication mechanisms or (xii) use them in a manner that temporarily or permanently alters, erases, removes, copies, modifies, halts or disables any ServiceNow or third party data, software or network.

4. WARRANTIES

4.1. **LIMITED SUBSCRIPTION SERVICE WARRANTY.** ServiceNow warrants that during the Subscription Term Customer's production instances of the Subscription Service shall materially conform to the Product Overview. To submit a warranty claim under this Section, Customer shall (1) reference this Section; and (2) submit a support request to resolve the non-conformity as provided in the Subscription Service Guide, which is set forth on www.servicenow.com/be_schedules.do. If the non-conformity persists without relief more than thirty (30) days after written notice of a warranty claim provided to

ServiceNow under this Section 4.1, then Customer may terminate the affected Subscription Service and ServiceNow shall refund to Customer any prepaid subscription fees covering the remainder of the Subscription Term of the affected Subscription Service after the date of termination. Notwithstanding the foregoing, this warranty shall not apply to any non-conformity due to a modification of or defect in the Subscription Service that is made or caused by any person other than ServiceNow or a person acting at ServiceNow's direction. THIS SECTION 4.1 SETS FORTH CUSTOMER'S EXCLUSIVE RIGHTS AND REMEDIES (AND SERVICENOW'S SOLE LIABILITY) IN CONNECTION WITH THIS WARRANTY.

4.2. LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Professional Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in the SOW or Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Professional Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Professional Services in conformance with these warranty requirements or shall terminate the affected Professional Services and refund to Customer any amounts paid for the nonconforming Professional Services. THIS SECTION 4.2 SETS FORTH CUSTOMER'S EXCLUSIVE RIGHTS AND REMEDIES (AND SERVICENOW'S SOLE LIABILITY) IN CONNECTION WITH THIS WARRANTY.

4.3. DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THE AGREEMENT, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY DOES NOT WARRANT THAT THE SUBSCRIPTION SERVICE, SOFTWARE, PROFESSIONAL SERVICES OR DOCUMENTATION WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR. CUSTOMER ACKNOWLEDGES THAT IN ENTERING THE AGREEMENT IT HAS NOT RELIED ON ANY PROMISE, WARRANTY OR REPRESENTATION NOT EXPRESSLY SET FORTH HEREIN.

5. CONFIDENTIALITY AND NON-USE RESTRICTIONS

5.1. CONFIDENTIAL INFORMATION. "**Confidential Information**" means all information disclosed by a party ("**Disclosing Party**") to the other party ("**Receiving Party**"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of the disclosure, including without limitation: each party's respective business plans and processes; financial and employee data; proprietary technology and product information and designs; the Subscription Service and Software and Customer Data. The terms of the Agreement and Order form(s) are Confidential Information of ServiceNow. Confidential Information excludes information that: (i) is or becomes generally known to the public; (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation to the Disclosing Party; (iii) is received from a third party without any obligation of confidentiality to a third party or breach of any obligation of confidentiality to the Disclosing Party; or (iv) was independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information.

5.2. PROTECTION. The Receiving Party shall: (i) at all times protect the confidentiality of the Disclosing Party's Confidential Information with the same degree of care that it uses to protect its own confidential information, and in no event using less than reasonable care; and (ii) not use Confidential Information of the Disclosing Party except to the extent necessary to exercise its rights or fulfill its obligations under the Agreement. To the extent necessary under the Agreement, the Receiving Party may disclose the Confidential Information of the Disclosing Party to the Receiving Party's employees or contractors who are bound by written obligations of confidentiality and non-use and non-disclosure restrictions at least as protective as those set forth herein. In the event of a court order or government regulation compelling disclosure of any Confidential Information, the Receiving Party shall provide the Disclosing Party with prompt written notice thereof, and shall reasonably cooperate with the Disclosing Party to seek confidential or other protective treatment. Each party's obligations set forth in this Section 5 shall remain in effect during the term and three (3) years after termination of the Agreement. The Receiving Party shall promptly return to the Disclosing Party or destroy (with certification of such destruction provided by the Receiving Party upon request) all Confidential Information of the Disclosing Party in its possession or control upon request from the Disclosing Party. Provisions for the return of Customer Data are set forth in Section 7.3 (Return of Customer Data).

6. LIMITATIONS OF LIABILITY AND DAMAGES

6.1. LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THE AGREEMENT OR THE SERVICES PROVIDED HEREUNDER, WHETHER BASED ON CONTRACT, IN TORT OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICE GIVING RISE TO THE CLAIM DURING THE

TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; AND (3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER.

6.2. EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

7. TERM AND TERMINATION

7.1. TERM AND TERMINATION. The Agreement continues until terminated in accordance with its terms. Each party may terminate the Agreement in its entirety either: (i) upon thirty (30) days' prior written notice to the other party, if at the time such notice is served there are no Order Forms in effect; or (ii) upon written notice if the other party becomes the subject of a petition in bankruptcy or any proceeding related to its insolvency, receivership or liquidation, in any jurisdiction, that is not dismissed within sixty (60) days of its commencement or an assignment for the benefit of creditors. Either party may terminate a Subscription Service or Professional Services effective immediately upon written notice if the other party materially breaches a material obligation under the Agreement or the applicable Order Form for the affected service and does not cure the breach within thirty (30) days after receiving written notice thereof from the non-breaching party. Professional Services are separately ordered from the Subscription Service, and are not required for the Subscription Service. A breach by a party of its obligations with respect to Professional Services shall not by itself constitute a breach by that party of its obligations with respect to the Subscription Service even if the services are enumerated in the same Order Form.

7.2. EFFECT OF TERMINATION OF SERVICE. Upon expiration or other termination of the Subscription Service for any reason, Customer shall stop using, and ServiceNow shall stop providing, the terminated Subscription Service. (a) If the Subscription Service is terminated by Customer due to ServiceNow's breach, then ServiceNow shall refund to Customer, within thirty (30) days after the effective date of termination, all prepaid fees for the remaining portion of the Subscription Term for the terminated Subscription Service after the effective date of termination. (b) If Professional Service is terminated by Customer due to ServiceNow's breach, then ServiceNow shall refund to Customer, within thirty (30) days after the effective date of termination, any prepaid amounts for unperformed Professional Service. (c) If the Subscription Service is terminated by ServiceNow due to Customer's breach, then Customer shall pay to ServiceNow, within thirty (30) days after the effective date of termination, fees for the terminated Subscription Service that would have been payable for the remainder of the Subscription Term after the effective date of termination. (d) Upon expiration or other termination of the Subscription Service for any reason, Customer shall be eligible to request the return of Customer Data in accordance with Section 7.3 (Return of Customer Data).

7.3. RETURN OF CUSTOMER DATA. Following the end of the Subscription Term, where Customer has not renewed, Customer shall have forty-five (45) days to request a copy of the Customer Data from ServiceNow; and, if requested, ServiceNow shall use commercially reasonable efforts to provide a copy of that data within fifteen (15) days in a mutually agreed upon, commercially standard format at no cost to Customer unless ServiceNow determines in its reasonable discretion that the data output is not routine, in which case the parties shall mutually agree on a statement of work for professional services. After such forty-five (45) day period, ServiceNow shall have no obligation to maintain or provide any Customer Data and shall thereafter, unless legally prohibited, have the right to delete all Customer Data in its systems or otherwise in its possession or under its control and delete Customer's instances of the Subscription Service.

7.4. SURVIVAL. Upon termination of the Agreement for any reason, Customer shall pay all amounts owed hereunder. Sections 3.5 (Ownership), 3.6 (Restrictions), and 5 (Confidentiality and Non-Use Restrictions) through 8 (General Provisions) of these General Terms and Conditions, together with any other provision required for their construction or enforcement, shall survive termination of the Agreement for any reason.

8. GENERAL PROVISIONS

8.1. ASSIGNMENT. Neither party may assign its rights or obligations, whether by operation of law or otherwise, without the prior written consent of the other party. Notwithstanding the foregoing, either party may, upon notice and without the other party's consent: (i) in connection with a merger, reorganization or sale of all or substantially all of the assets or equity

of such party, assign the Agreement in its entirety to such party's successor; and (ii) assign the Agreement in its entirety to any company, partnership or other legal entity which from time to time directly or indirectly controls, is controlled by or is under the common control with such party. Any attempted or purported assignment in violation of this Section 8.1 will be null and void. Subject to the foregoing, the Agreement shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

8.2. NOTICE. Except as otherwise provided herein, all notices shall be in writing and deemed given upon: (i) personal delivery; (ii) when received by the addressee if sent by a nationally recognized overnight courier (receipt requested); (iii) the second business day after mailing; or (iv) the first business day after sending by email, except that email shall not be sufficient for notices regarding a Claim. Notices shall be sent to the parties as set forth on the Order Form or as otherwise agreed to by the parties in writing.

8.3. EXPORT COMPLIANCE. Each party shall comply with United States and foreign export control laws and regulations. Customer acknowledges that the Subscription Service, Professional Services, Software and Documentation are subject to the U.S. Export Administration Regulations (the "EAR") and that Customer shall comply with the EAR. Without limiting the foregoing, Customer represents and warrants that: (i) Customer is not located in, and shall not use the Subscription Service, Professional Services, Software and Documentation from, any country that is subject to U.S. export restrictions (currently including, but not necessarily limited to, Cuba, Iran, North Korea, Sudan and Syria); (ii) Customer shall not use the Subscription Service, Professional Services, Software and Documentation in the design, development or production of nuclear, chemical or biological weapons, or rocket systems, space launch vehicles, sounding rockets or unmanned air vehicle systems; and (iii) Customer is not prohibited from participating in the U.S. export transactions by any federal agency of the U.S. government. In addition, Customer is responsible for complying with any local laws which may impact Customer's right to import, export or use the Subscription Service, Professional Services, Software and Documentation.

8.4. FORCE MAJEURE. No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached the Agreement, for any failure or delay in fulfilling or performing any term of the Agreement, when and to the extent such failure or delay is caused by or results from acts beyond the affected party's reasonable control, including without limitation: strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), trespassing, sabotage, theft or other criminal acts, failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, explosions, collapse of building structures, fires, floods, storms, earthquakes, epidemics or similar events, natural disasters or extreme adverse weather conditions (each a "Force Majeure Event"). The party suffering a Force Majeure Event shall use reasonable efforts to mitigate against the effects of such Force Majeure Event.

8.5. U.S. GOVERNMENT RIGHTS. All ServiceNow software is commercial computer software and all services are commercial items. "Commercial computer software" has the meaning set forth in Federal Acquisition Regulation ("FAR") 2.101 for civilian agency purchases and the Department of Defense ("DOD") FAR Supplement ("DFARS") 252.227-7014(a)(1) for defense agency purchases. If the software is licensed or the services are acquired by or on behalf of a civilian agency, ServiceNow provides the commercial computer software and/or commercial computer software documentation and other technical data subject to the terms of the Agreement as required in FAR 12.212 (Computer Software) and FAR 12.211 (Technical Data) and their successors. If the software is licensed or the services are acquired by or on behalf of any agency within the DOD, ServiceNow provides the commercial computer software and/or commercial computer software documentation and other technical data subject to the terms of the Agreement as specified in DFARS 227.7202-3 and its successors. Only if this is a DOD prime contract or DOD subcontract, the Government acquires additional rights in technical data as set forth in DFARS 252.227-7015. This U.S. Government Rights clause is in lieu of, and supersedes, any other FAR, DFARS or other clause or provision that addresses Government rights in computer software or technical data.

8.6. ENTIRETY. Customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of ServiceNow which is not set out in the Agreement. Customer's order is not contingent on, and Customer has not relied on, the delivery of any future functionality regardless of any verbal or written communication about ServiceNow's future plans. The Agreement supersedes all prior or contemporaneous oral or written agreement, representations and negotiations, including, but not limited to, any terms contained in Customer's purchase order.

8.7. WAIVER AND AMENDMENT. A waiver of any right is only effective if it is in writing and only against the party who signed such writing and for the circumstances given. Any modification of the Agreement, an Order Form, the Product Overview, the Subscription Service Guide, a SOW or a Service Description must be in writing and signed by authorized representatives of both parties.

8.8. RELATIONSHIP OF THE PARTIES. The parties are independent contractors. Nothing in the Agreement shall be construed to create a partnership, joint venture or agency relationship. Neither party shall have any right or authority

to assume or create any obligation of any kind expressed or implied in the name of or on behalf of the other party. ServiceNow may at any time subcontract or delegate in any manner any or all of its obligations under the Agreement to any third party or agent.

8.9. **GOVERNING LAW; VENUE; TIME FOR BRINGING ACTION.** The Agreement shall be governed by, subject to, and interpreted in accordance with the laws of the state of California, United States of America, if Customer is located in Canada, United States or Mexico, and the laws of England if Customer is located elsewhere. If Customer is located in Canada, United State or Mexico, the parties hereby irrevocably consent to the nonexclusive jurisdiction of, and venue in, any federal or state court of competent jurisdiction located in San Diego, California, or New York, New York, for the purposes of adjudicating any action or proceeding to enforce the terms of the Agreement. If Customer is located elsewhere, then any dispute arising under the Agreement shall be finally settled by binding arbitration in London, England. Such arbitration shall be conducted in English in accordance with the rules of the International Chamber of Commerce by one (1) arbitrator appointed in accordance with such rules. The arbitrator shall allow such discovery as is appropriate in accomplishing a fair, speedy, and cost-effective resolution of the dispute, and shall be expressly empowered to issue appropriate injunctive relief. The award of arbitration shall be final and binding upon both parties, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Any monetary award shall be payable in United States dollars. To the extent permitted by law, choice of law rules and the United Nations Convention on Contracts for the International Sale of Goods shall not apply. No cause of action arising hereunder or relating hereto may be brought more than one (1) year after it first accrues. The prevailing party in an action to enforce the Agreement shall be entitled to costs of bringing the claim and reasonable attorneys' and experts' fees and expenses. Notwithstanding the foregoing, either party may at any time seek and obtain appropriate legal or equitable relief in any court of competent jurisdiction for claims regarding such party's intellectual property rights.

8.10. **CONSTRUCTION.** The Subscription Service and Professional Services shall be provided in the English language unless agreed otherwise. The parties confirm that they have requested that the Agreement and all related documents be drafted in English at the express wishes of the parties. Les parties ont exigé que le présent contrat et ServiceNow les documents connexes soient rédigés en anglais selon la volonté expresse des parties. Capitalized terms not defined herein shall have the meaning set forth or referenced in the Subscription Service Guide. Section headings are for convenience only and are not to be used in interpreting the Agreement.

SUBSCRIPTION SERVICE GUIDE

Capitalized terms not defined herein shall have the meaning set forth in the Express General Terms and Conditions or Subscription Service Agreement.

1. CUSTOMER OPERATION OF SUBSCRIPTION SERVICE

1.1. **PASSWORDS AND USER NAMES.** Customer shall: (a) protect the names and passwords of users of the Subscription Service and prevent and notify ServiceNow of unauthorized use of the Subscription Service; (b) appoint up to five (5) designated support contacts for purposes of contacting ServiceNow support regarding questions and/or technical issues ("**Authorized Customer Support Contacts**") and ensure that the Authorized Customer Support Contacts' information is current in the ServiceNow support portal; (c) be responsible for the lawfulness of, and results obtained from, all Customer Data submitted by users to the Subscription Service and each user's acts and omissions; and (d) use the Subscription Service only in accordance with the Documentation.

1.2. **ACCESS CONTROL.** ServiceNow provides the technical architecture that permits Customer to use and process Customer Data in the Subscription Service. This architecture includes an access control list engine. Customer shall be responsible for using the access control list engine for protecting all Personal Data. Customer shall ensure that access to and use of Subscription Service is restricted to only users authorized by Customer. Customer shall be responsible for ensuring all such users maintain the security of any passwords, usernames and other forms of authentication to the Subscription Service. A username and password must be uniquely assigned to a specific person and may not be shared by multiple persons at any one time or transferred. "**Personal Data**" means information identifying a natural person; an identifiable natural person is someone who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, financial, cultural or social identity.

2. SECURITY PROGRAM; EXCEPTIONS

ServiceNow shall maintain a security program ("**Security Program**") that includes industry standard practices designed to protect Customer Data from unauthorized access, use, disclosure, alteration, distribution and destruction. Notwithstanding anything to the contrary in this Agreement, the Security Program apply only to those systems, networks, network devices, facilities and components over which ServiceNow exercises control. The Security Program does not apply to: (i) information shared with ServiceNow that is not Customer Data; (ii) Customer Data in transit over the Internet, Customer's virtual private network (VPN), or another third party network; (iii) any Customer Data processed by Customer or its users in violation of this Agreement; or (iv) any part of the Subscription Service that is not hosted by ServiceNow.

3. UPGRADES

3.1. **UPGRADES.** "**Upgrades**" are ServiceNow's releases of the Subscription Service for repairs, enhancements or new features applied by ServiceNow to Customer's instances of the Subscription Service at no additional fee during the Subscription Term. ServiceNow has the discretion to provide new functionality either: (i) as an Upgrade, or (ii) as different software or service for a separate fee. ServiceNow determines whether and when to develop, release and apply any Upgrade to Customer's instances of the Subscription Service.

3.2. **MAINTENANCE.** ServiceNow shall use reasonable efforts to give Customer ten (10) days' notice of any service maintenance to the infrastructure network, hardware or software used by ServiceNow to operate and deliver the Subscription Service if ServiceNow, in its reasonable judgment, believes that such cloud infrastructure maintenance will impact Customer's use of its production instances of the Subscription Service. ServiceNow will use reasonable efforts to limit the Maintenance Time (as defined below) to no more than two (2) hours per month. Notwithstanding the foregoing, ServiceNow may provide Customer with a shorter or no notice period of service maintenance if necessary, in the reasonable judgment of ServiceNow, to maintain the availability, security, stability or performance of the Subscription Service.

4. SUPPORT

During the Subscription Term, ServiceNow shall use reasonable efforts to resolve Defects in the Subscription Service ("**Support**").

A "**Defect**" means a problem causing the Subscription Service to not conform to the Product Overview. Customer may request Support for a Defect at the online portal <https://hi.service-now.com/> or any successor site.

A Defect will be assigned a priority level as follows:

- A Priority Level 1 Defect is any Defect that causes Customer's instance(s) of the Subscription Service to be not Available (as defined below).
- A Priority Level 2 Defect is any Defect that causes a mission critical function of the Subscription Service to fail.
- A Priority Level 3 Defect is any Defect that significantly impedes work or progress.
- A Priority Level 4 Defect is any Defect that does not significantly impede work or progress.

Upon notification by Customer of a Defect, ServiceNow shall, in all instances, target an initial response (the "**Initial Response**") within the timeframes set forth in the Support Table, as measured from the time that Customer notifies ServiceNow. The initial response from ServiceNow shall include, as applicable and without limitation: (i) ServiceNow's acknowledgment or notification to Customer of such Defect, and (ii) the classification of such Defect as a Priority Level 1, 2, 3 or 4.

SUPPORT TABLE

Priority Level	Target Initial Response
1	30 minutes; at all times
2	2 hours; at all times
3	Within 1 business day
4	Varies

Support does not include: implementation services; configuration services; integration services; customization services or other custom software development; support for modifications of the Subscription Service by any person other than ServiceNow or a person acting at ServiceNow's direction; training or "how-to"; assistance with administrative functions; professional services; corrections of Immaterial Defects or Defects that have a viable workaround; or corrections that will degrade the Subscription Service.

5. SERVICE LEVEL OBJECTIVE

5.1. DEFINITIONS.

(a) "**Available**" means that the Subscription Service can be accessed by authorized users.

(b) "**Excused Downtime**": means (i) Maintenance Time of up to two (2) hours per month; and (ii) any time the Subscription Service is not Available due to circumstances beyond ServiceNow's control, including without limitation modifications of the Subscription Service by any person other than ServiceNow or a person acting at ServiceNow's direction, a Force Majeure Event, general Internet outages, failure of Customer's infrastructure or connectivity (including without limitation, direct connectivity and virtual private network (VPN) connectivity to the Subscription Service), computer and telecommunications failures and delays not within ServiceNow's control, and network intrusions or denial-of-service or other criminal attacks.

(c) "**Maintenance Time**" means the time the Subscription Service is not Available due to service maintenance.

(d) "**Availability Service Level Objective**" means the percentage of total time during which Customer's production instances of the Subscription Service are Available during a calendar month, excluding Excused Downtime.

5.2. **AVAILABILITY.** ServiceNow shall use reasonable efforts to provide an Availability Service Level Objective of 99.8% over any calendar month. There is no service credit offered for a failure to meet this Availability Service Level Objective.

SCHEDULE A

**TERMS AND CONDITIONS TO
VIRTRU PRO
SUBSCRIPTION AGREEMENT**

1. DEFINITIONS

For purposes of this Agreement, the following terms shall have the following meanings:

1.1 "Derivative Work" shall mean a new or modified work that is based on or derived from a preexisting work, including, without limitation, a work that, in the absence of a license, would infringe the copyright in such preexisting work or that uses trade secrets or other proprietary information with respect to such preexisting work.

1.2 "Materials" shall mean the Virtru Pro software (including any object code, executable files, or browser plug-ins) or materials related thereto provided by Virtru to Customer hereunder, including, without limitation, any software downloaded from Virtru's website or from the Virtru Pro Services; any related materials and documentation therefor; and any modifications, error corrections, bug fixes, new releases, enhanced functionality (including platform integration features not generally available to non-commercial users of Virtru's software) or other updates thereto that may be provided hereunder by Virtru to Customer during the term of this Agreement.

1.3 "Third Party Services" shall mean any services used in connection with the Materials that are hosted by a party other than Virtru or Licensee.

1.4 "Virtru Pro Services" shall mean the Virtru hosted services made available by Virtru to Customer in connection with the Materials.

2. RIGHTS IN MATERIALS AND TO USE SERVICE

2.1 Grant of Rights. Subject to the terms and conditions of this Agreement, Virtru (a) hereby grants to Customer a restricted, non-exclusive, nontransferable, nonsublicensable, royalty-free (except as set forth in Section 2.3), revocable right to use, during the term of this Agreement and in accordance with the documentation provided by Virtru, the Materials (the "License"), and (b) Virtru will make the Virtru Pro Services available to Customer pursuant to this Agreement during the term of this Agreement. Except as set forth in this Section 2.1, no other right or license of any kind is granted

by Virtru to Customer hereunder with respect to the Materials or the Virtru Pro Services. Customer acknowledges and agrees that, unless otherwise agreed in writing between the parties, Customer shall be solely responsible for procuring and complying with any license or right to use any Third Party Services, including those offered by Customer's email services provider.

2.2 Restrictions. Customer shall not, without the prior written consent of Virtru: (a) copy all or any portion of the Materials or Virtru Pro Services; (b) decompile, disassemble, scrape or otherwise reverse engineer the Materials, Virtru Pro Services or any portion thereof, or determine or attempt to determine any source code, algorithms, methods or techniques embodied in the Materials or used in the Virtru Pro Services or any portion thereof; (c) modify, translate or create any Derivative Works based upon the Materials or Virtru Pro Services; (d) distribute, disclose, market, rent, lease, assign, sublicense, pledge or otherwise transfer the Materials, in whole or in part, to any third party or export the Materials outside the United States; (e) remove or alter any copyright, trademark, trade name or other proprietary notices, legends, symbols or labels appearing on or in copies of the Materials or the Virtru Pro Services; (f) perform, or release the results of, benchmark tests or other comparisons of the Materials or Virtru Pro Services with other programs or services; (g) transfer the Materials to any computer other than a computer owned by Customer and used by Customer in Customer's operations; (h) permit the Materials or Virtru Pro Services to be used for processing the data of any third party; (i) incorporate the Materials, Virtru Pro Services or any portion thereof into any other program, product or service, or use the Materials or Virtru Pro Services to provide similar services or functionality to third parties; (j) provide any third party with access to the Virtru Pro Services other than as expressly permitted herein or by the Terms of Service (as defined below); (k) use the Materials or Virtru Pro Services for any unlawful or tortious purpose; or (l) use the Materials or Virtru Pro Services for any purpose other than in accordance with the terms and conditions of this Agreement or Virtru's then-current terms of service (available at <https://www.virtru.com/terms-of-service>) (the "Terms of Service"). Customer shall ensure that all Customer end users of the Virtru Pro Service and Materials comply with

the terms and conditions of this Agreement. Customer shall be responsible for compliance with this Agreement by each Customer end user and it shall monitor and manage all Customer users in connection with this Agreement.

2.3 Fees; Payment. In consideration of the Virtru's provision of the Virtru Pro Services and Materials, Customer shall make payments to Virtru in accordance with the terms set forth on the cover page of this Agreement. Sales and use tax, VAT, or GST are Customer's sole responsibility, and Customer acknowledges and agrees that all fees are exclusive of all such taxes.

2.4 Seats; Reporting. Customer shall initially be permitted to use the Materials and Virtru Pro Services with respect to the number of seats set forth on the cover page of this Agreement (the "**Baseline Seat Count**"). Each seat shall be used by one Customer user. During the term of this Agreement, Customer will report to Virtru the total number of users of the Materials and Virtru Pro Services on an annual basis. Such report will be submitted to sales@virtru.com and shall be due thirty (30) days prior to each anniversary of the date of this Agreement (each, a "**Reporting Date**") based on the actual number of users as of the date thirty (30) days prior to such Reporting Date (each, a "**Seat Count Date**"). If the actual number of Customer users as of any Seat Count Date is higher than the Baseline Seat Count, Customer will pay the "Subscription Fee per Seat" set forth on the cover page of this Agreement (the "**Subscription Fee**") for each such additional user for any Renewal Term.

2.5 Adjustment Events. In addition to the annual reporting required under Section 2.4 above, Customer shall report to Virtru any increase of ten percent (10%) or more in the aggregate number of Customer users in excess of the Baseline Seat Count that occurs between Reporting Dates (an "**Adjustment Event**") and agrees to pay Virtru, within thirty (30) days following any such Adjustment Event, a prorated Subscription Fee for each such additional user for the remaining portion of the applicable term and for any Renewal Term.

2.6 Seat Count Audit. At any time during the term of this Agreement, Virtru shall have the right to audit Customer's usage of the Virtru Pro Services and Materials (a "**Seat Count Audit**"). If the actual number of Customer users as of the date of any Seat Count Audit is higher than the Baseline Seat Count, Customer will pay the "Subscription Fee per Seat" set forth on the cover page of this Agreement for the remaining portion of the applicable term and for any Renewal Term.

3. SUPPORT

Virtru will provide support to Customer and its end users through Virtru's generally available online ticketing and support system. Except as expressly provided in Schedule B, which is incorporated herein by reference, in this Section 3 or as may otherwise be provided under a written support agreement entered into by Virtru and Customer, Virtru is under no obligation to support the Materials or Virtru Pro Services in any way, nor to provide any modification, error correction, bug fix, new release or other update (each an "**Update**") to or for the Materials or Virtru Pro Service. In the event Virtru, in its sole discretion, supplies or makes available any Update to Customer, such Update shall be deemed to be part of the Materials or Virtru Pro Services (as applicable) hereunder and shall be subject to the terms and conditions of this Agreement.

4. PROPRIETARY RIGHTS

4.1 General. As between Virtru and Customer, Virtru retains all right, title and interest, including, without limitation, all patent rights, copyrights, trademarks and trade secrets, in and to the Materials, Virtru Pro Services and any portion thereof, including, without limitation, any copy or Derivative Work of the Materials, Virtru Pro Services or any portion thereof and any Update thereto. Customer agrees to take any action reasonably requested by Virtru to evidence, maintain, enforce or defend the foregoing. Customer shall not take any action to jeopardize, limit or interfere in any manner with Virtru's ownership of and rights with respect to the Materials, Virtru Pro Services or any Derivative Work or Update. Customer shall have only those rights in or to the Materials, Virtru Pro Services and any Derivative Work or Update granted to it pursuant to this Agreement.

4.2 Feedback. Customer and its authorized users may provide suggestions, requests, recommendations and other feedback concerning Customer's use of the Materials and Virtru Pro Services (including, without limitation, any errors or difficulties discovered with respect thereto) (the "**Feedback**"). Customer agrees that all Feedback shall be the sole

property of Virtru and Virtru may use such Feedback at its discretion without the consent of Customer.

5. PROPRIETARY INFORMATION

5.1 Proprietary Information. Both parties acknowledge that, in the course of this Agreement each may obtain confidential or proprietary information of the other party ("Proprietary Information"). "Proprietary Information" will include, without limitation, (a) the existence of and terms of this Agreement, (b) trade secrets, know-how, inventions (whether or not patentable), techniques, processes, programs (whether in source code or object code form), ideas, algorithms, formulas, schematics, testing procedures, software design and architecture, computer code, documentation, design and functional specifications, product requirements, problem reports, performance information, software documents, hardware, devices, designs, drawings, unpublished patent applications, data, plans, strategies and forecasts, and (c) technical, engineering, manufacturing, product, marketing, servicing, financial, personnel and other information. Virtru's "Proprietary Information" will include, without limitation, the Materials (including all Derivative Works and Updates) and all confidential information related thereto provided by Virtru to Customer in connection with this Agreement. Virtru's Proprietary Information shall, as between Customer and Virtru, belong solely to Virtru, and Customer's Proprietary Information shall, as between Customer and Virtru, belong solely to Customer.

5.2 Use and Disclosure Restrictions. Each party agrees (a) to protect the other party's Proprietary Information from unauthorized dissemination and use; (b) to use the other party's Proprietary Information only for the performance of this Agreement and the exercise of any rights under this Agreement; (c) not to disclose any Proprietary Information, or any part or parts thereof, to any of its employees, agents, contractors or any other individuals except to its employees who are under confidentiality obligations no less restrictive than the requirements of this Section 5; (d) with respect to Customer, not to disclose or otherwise provide to any third party, without the prior written consent of Virtru or as otherwise set forth in a separate written agreement between the parties hereto entered into after the date hereof, as applicable, any of Virtru's Proprietary Information, materials or any data or other information produced, obtained or created by Customer in connection with Customer's use of the Materials, including, without limitation, the existence of this Agreement and the existence and possible applications of the Materials; (e) to undertake whatever action is necessary (or authorize the other party to do so in the name of such party) to prevent

or remedy any breach of such party's confidentiality obligations herein set forth or any other unauthorized disclosure of any Proprietary Information by its current or former employees, agents or contractors; and (f) not to remove or destroy any proprietary or confidential legends or markings placed upon or contained within the Proprietary Information provided to such party by the other party.

5.3 Exclusions. The foregoing restrictions on disclosure and use shall not apply with respect to any Proprietary Information that: (a) is or becomes publicly known through no act or omission of the other party; (b) was rightfully known by the receiving party without confidential or proprietary restriction before receipt from the other party, as evidenced by the receiving party's contemporaneous written records; (c) becomes rightfully known to the receiving party without confidential or proprietary restriction from a source other than the disclosing party that does not owe a duty of confidentiality with respect to such Proprietary Information; or (d) is independently developed without the use of the Proprietary Information as evidenced by the receiving party's written records. In addition, a party may use or disclose Proprietary Information to the extent (i) approved in writing by the other party and (ii) a party is legally compelled to disclose such Proprietary Information, provided, however, that prior to any such compelled disclosure, such party shall cooperate fully with the other party in protecting against any such disclosure and/or obtaining a protective order narrowing the scope of such disclosure and/or use of the Proprietary Information. Further, each party may disclose the terms and conditions of this Agreement: (A) in confidence, to legal counsel; (B) in confidence, to accountants, banks, and financing sources and their advisors; and (C) in connection with the enforcement of this Agreement or any rights hereunder.

5.4 Equitable Relief. Each party agrees that, due to the unique nature of the other party's Proprietary Information, the unauthorized disclosure or use of the other party's Proprietary Information or any other breach of any provision of this Section 5 will cause irreparable harm and significant injury to the other party, the extent of which will be difficult to ascertain and for which there will be no adequate remedy at law. Accordingly, each party agrees that the other party, in addition to any other available remedies, shall have the right to seek an immediate injunction and other equitable relief enjoining any breach or threatened breach of this Section 6 without the necessity of posting any bond or other security. Each party shall notify the other party in writing immediately upon becoming aware of any such breach or threatened breach.

6. NO WARRANTY

THE MATERIALS AND VIRTRU PRO SERVICES ARE PROVIDED "AS IS" AND VIRTRU DISCLAIMS ALL WARRANTIES AND REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, RELATING TO THE MATERIALS AND VIRTRU PRO SERVICES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NONINFRINGEMENT OF THIRD PARTY RIGHTS, OR WARRANTIES ARISING FROM A COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OR TRADE PRACTICE. VIRTRU DOES NOT GUARANTEE THE ACCURACY OF THE INFORMATION INCLUDED IN, TRANSMITTED THROUGH OR MADE AVAILABLE BY THE MATERIALS OR VIRTRU PRO SERVICES, WHICH MAY INCLUDE INACCURACIES OR ERRORS. VIRTRU DOES NOT GUARANTEE THAT THE MATERIALS OR VIRTRU PRO SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT BUGS OR MALFUNCTIONS WILL BE CORRECTED OR THAT THE MATERIALS, VIRTRU PRO SERVICES OR VIRTRU'S SERVERS ARE FREE OF HARMFUL COMPONENTS. VIRTRU DOES NOT GUARANTEE THAT THE MATERIALS OR VIRTRU PRO SERVICES ARE ACCURATE, WITHOUT ERROR OR RELIABLE.

7. VIRTRU'S ENTIRE LIABILITY

TO THE EXTENT ALLOWED BY APPLICABLE LAW AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY OR LIMITATION OF LIABILITY: (a) IN NO EVENT SHALL VIRTRU OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES FOR LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF USE OR DATA, INADVERTENT DISCLOSURE OF DATA, OR INTERRUPTION OF BUSINESS, OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR OTHER ECONOMIC LOSS ARISING FROM OR RELATING TO THIS AGREEMENT OR THE SUBJECT HEREOF, EVEN IF VIRTRU HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, HOWEVER CAUSED, AND (b) NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, VIRTRU'S ENTIRE LIABILITY ARISING FROM OR RELATING TO THIS AGREEMENT OR THE SUBJECT HEREOF, UNDER ANY LEGAL THEORY (WHETHER IN CONTRACT, TORT, INDEMNITY OR OTHERWISE), IF ANY, SHALL NOT EXCEED ONE THOUSAND DOLLARS (US\$1,000).

8. INDEMNIFICATION

Customer shall defend, indemnify and hold Virtru harmless against any loss, liability, damage or cost (including reasonable attorneys' fees) in connection with claims, actions, demands, suits, or proceedings made or brought against Virtru by a third party alleging (a) that any modification or addition to the Materials or Virtru Pro

Services made by or for Customer (other than by Virtru) infringes a copyright, mask work right, trade secret, trademark right or patent of the third party; (b) in combination with any other product or service not provided, specified or recommended in writing by Virtru for use with the Materials or Virtru Pro Services; or (b) with respect to the development, manufacture, marketing, sales, distribution or use of any of the Materials or Virtru Pro Services, including, without limitation, a product liability claim or a claim for breach of any warranty or support obligations. In connection with a claim under this Section 9, Virtru shall: (i) provide Customer with prompt notice of the claim; (ii) permit Customer to control the defense and any settlement of the claim (provided that Customer may not settle any claim unless such settlement unconditionally releases Virtru of all liability in connection with such claim); and (iii) provide cooperation as reasonably requested by Customer (at Customer's expense).

9. TERM AND TERMINATION

9.1 Term. This Agreement shall commence on the Effective Date and, unless sooner terminated pursuant to the terms hereof, shall continue in full force and effect for one (1) year (the "Initial Term"). Thereafter, this Agreement shall automatically renew for successive one (1) year periods (each a "Renewal Term"), unless either party provides the other party with written notice of its intent not to renew at least thirty (30) days prior to the end of the then-current term. The automatic renewal of this Agreement will be for the Baseline Seat Count, as adjusted pursuant to Sections 2.4, 2.5 and/or 2.6, on the same payment terms as set forth on the cover page of this Agreement.

9.2 Termination. Either party may terminate this Agreement immediately upon written notice to the other party if the other party fails to perform any of its duties or obligations hereunder and, except with respect to Customer's breach of Section 2.1 or 2.2, which breach shall not be subject to any cure period, fails to cure such default within thirty (30) days following receipt of written notice from the non-defaulting party specifying the occurrence or existence of the default. Customer shall notify Virtru within twenty-four (24) hours of Customer becoming aware of any breach (other than by Virtru) of the terms and conditions of this Agreement, including, without limitation, Sections 2 and 5.

9.3 Effect of Termination. Upon the expiration or termination of this Agreement, the rights granted to Customer hereunder shall terminate. Customer will cease all use of the Materials, return to Virtru or destroy the Materials in its possession, and, upon Virtru's request, so certify such actions to Virtru. Any costs

incurred in returning or destroying the Materials upon termination shall be borne by Customer. The provisions of Sections 2.2, 4.2, 5, 6, 7, 8, 9.3, and 10 shall survive the expiration or any termination of this Agreement. Termination of this Agreement by either party shall not act as a waiver of any breach of this Agreement and shall not act as a release of either party from any liability for breach of such party's obligations under this Agreement. Neither party shall be liable to the other for damages of any kind solely as a result of terminating this Agreement in accordance with its terms, and termination of this Agreement by a party shall be without prejudice to any other right or remedy of such party under this Agreement or applicable law.

10. GENERAL PROVISIONS

10.1 Notices. Any notice, request, demand or other communication required or permitted hereunder shall be in writing, shall reference this Agreement and shall be deemed to be properly given: (a) when delivered personally; (b) seven (7) days after having been sent by registered or certified mail, return receipt requested, postage prepaid; or (c) two (2) business days after deposit with a private industry express courier, with written confirmation of receipt. All notices shall be sent to the address set forth on the cover page of this Agreement and to the notice of the person executing this Agreement (or to such other address as may be designated by a party by giving written notice to the other party pursuant to this Section 10.1).

10.2 Assignment. This Agreement may not be assigned, in whole or part, whether voluntarily, by operation of law or otherwise, by Customer without the prior written consent of Virtru. Subject to the preceding sentence, the rights and liabilities of the parties hereto shall bind, and inure to the benefit of, their respective assignees and successors and is binding on the parties and their successors and assigns. Any attempted assignment other than in accordance with this Section 10.2 shall be null and void.

10.3 Governing Law, Jurisdiction and Venue. This Agreement is to be construed in accordance with and governed by the internal laws of the Commonwealth of Virginia (but expressly excluding the Uniform Computer Information Transactions Act ("UCITA") as enacted in Virginia) without giving effect to any choice of law rule that would cause the application of the laws of any jurisdiction other than the internal laws of the Commonwealth of Virginia (excluding UCITA) to the rights and duties of the parties. Any legal suit, action or proceeding arising out of or relating to this Agreement shall be commenced in a federal court in the Eastern District of Virginia or in state courts with jurisdiction over

Fairfax County, Virginia, and each party hereto irrevocably submits to the exclusive jurisdiction and venue of any such court in any such suit, action or proceeding.

10.4 Attorneys' Fees. If any legal action, including, without limitation, an action for arbitration or injunctive relief, is brought relating to this Agreement or the breach hereof, the prevailing party in any final judgment or arbitration award, or the non-dismissing party in the event of a dismissal without prejudice, shall be entitled to the full amount of all reasonable expenses, including all court costs, arbitration fees and actual attorneys' fees paid or incurred in good faith.

10.5 Waiver. The waiver by either party of a breach of or a default under any provision of this Agreement, shall be in writing and shall not be construed as a waiver of any subsequent breach of or default under the same or any other provision of this Agreement, nor shall any delay or omission on the part of either party to exercise or avail itself of any right or remedy that it has or may have hereunder operate as a waiver of any right or remedy.

10.6 Severability. If the application of any provision of this Agreement to any particular facts or circumstances shall be held to be invalid or unenforceable by an arbitration panel or a court of competent jurisdiction, then (a) the validity and enforceability of such provision as applied to any other particular facts or circumstances and the validity of other provisions of this Agreement shall not in any way be affected or impaired thereby and (b) such provision shall be enforced to the maximum extent possible so as to effect the intent of the parties and reformed without further action by the parties to the extent necessary to make such provision valid and enforceable.

10.7 Relationship of the Parties. Nothing contained in this Agreement shall be deemed or construed as creating a joint venture, partnership, agency, employment or fiduciary relationship between the parties. Neither party nor its agents have any authority of any kind to bind the other party in any respect whatsoever, and the relationship of the parties is, and at all times shall continue to be, that of independent contractors.

10.8 Restricted Rights. If Customer is an agency or instrumentality of the United States Government, the Materials are "commercial computer software" and "commercial computer software documentation," and, pursuant to FAR 12.212 or DFARS 227.7202, and their successors, as applicable, use reproduction and disclosure of the Materials are governed by the terms of this Agreement.

10.9 Reference. Customer agrees to serve as a "reference customer" that may be disclosed by Virtru to third parties (including by displaying Customer's name, logo and/or a link to Customer's web site on Virtru's web site) and, upon reasonable notice from Virtru, shall serve as a reference to potential customers, vendors, investors, or other third parties designated by Virtru; provided, however, that Virtru shall provide Customer with reasonable prior notice of its need to have Customer serve as a reference.

10.10 Entire Agreement. This Agreement, any Schedules and any Exhibits attached hereto and incorporated herein by reference, and the Terms of Service constitute the entire agreement between the parties concerning the subject matter hereof and supersede all prior or contemporaneous representations,

discussions, proposals, negotiations, conditions, agreements and communications, whether oral or written, between the parties relating to the subject matter of this Agreement and all past courses of dealing or industry custom. No amendment or modification of any provision of this Agreement shall be effective unless in writing and signed by a duly authorized signatory of each of Virtru and Customer.

10.11 Counterparts and Electronic Signatures. The Parties may execute this Agreement in counterparts, each of which is deemed an original, but all of which together constitute one and the same agreement. This Agreement may be delivered electronically or by facsimile transmission, and the parties hereby agree that any electronic or facsimile signatures hereto are legal, valid and enforceable as originals.

SCHEDULE B

MAINTENANCE AND SUPPORT SERVICES SCHEDULE

1. DEFINITIONS

For purposes of this Schedule, the following term shall have the following meaning:

- (a) **"Support Services"** means the delivery of front-end support to Customer's end users by telephone, email or other methods and the training of Customer's end users, in each case relating to the use of the Materials and Virtru Pro Services.

2. SUPPORT SERVICES.

Virtru will be responsible for providing Customer's end users with Support Services. Virtru will not be required to provide the Support Services if Customer has failed to pay any amount payable to Virtru under this Agreement and such amount is more than thirty (30) days overdue.

3. UPDATES.

Virtru will provide Customer with one copy of each Update made generally available by Virtru to its customers that pay for customer support and maintenance during the term of this Agreement.

4. SUPPORT HOURS.

Virtru will provide the Support Services during Virtru's normal business hours, Monday to Friday, except holidays. Virtru will respond to Customer support inquiries or requests within one business day.

vCloud Air (U.S. and Japan Data Centers)

TERMS OF SERVICE

Last updated: November 5, 2014

VMware vCloud Air is an infrastructure as a service offering. By accessing any service offered through VMware vCloud Air (the "**Service Offering**") you agree to be bound by these terms of service between you and VMware ("**Agreement**"). If you do not agree to this Agreement, you must not access the Service Offering. An individual accepting this Agreement on behalf of an organization represents and warrants having legal authority to bind that organization. "**You**" means the entity accepting this Agreement. "**VMware**," "**we**," or "**us**" means VMware, Inc., a Delaware corporation, to the extent that you are purchasing the Service Offering in the United States, VMware vCloud Service G.K., a company organized and existing under the laws of Japan, to the extent that you are purchasing the Service Offering in Japan, and VMware International Limited, a company organized and existing under the laws of Ireland, to the extent that you are purchasing the Service Offering elsewhere. Capitalized terms used in this Agreement are defined throughout this Agreement and in Section 14.

EVALUATION PROGRAM USE. When you access the Service Offering under a VMware evaluation program, you may use the Service Offering only for non-production computing activity. Notwithstanding any other provision in this Agreement, under a VMware evaluation program, we provide the Service Offering "AS-IS" without indemnification, support or warranty of any kind, expressed or implied, and we will not be liable for any damages. Upon termination of the evaluation, you will no longer have access to the Service Offering and Your Content.

1. The Service Offering.

1.1 Generally. This Agreement governs your access and use of the Service Offering. We may deliver the Service Offering to you with the assistance of our affiliates, licensors and providers. Service Level Agreements may apply to the Service Offering. You will comply with all laws, rules and regulations applicable to your use of the Service Offering, and with the Third Party Terms, the Service Description, the Privacy Addendum, and the Support Policy, all of which are incorporated herein by reference.

1.2 Access to the Service Offering. You may access and use the Service Offering solely for your own benefit and only in accordance with this Agreement. To access the Service Offering, you must register for the Service Offering and set up an authorized account with Login Credentials. You may monitor and manage your Service Offering account via the My VMware Portal available at www.vmware.com/accounts and through the Service Offering Portal available at <http://vcloud.vmware.com>. You must keep confidential your Login Credentials. If you set up an authorized account for an organization, you will require that all authorized users of that account (including anyone providing services to you) keep confidential their Login Credentials. You will keep your registration information accurate, complete and current as long as you use the Service Offering. You are responsible for any use that occurs under your Login Credentials, including any activities by you, or your employees, contractors or agents. If you believe an unauthorized user has gained access to your Login Credentials, you will notify us as soon as possible. Neither we nor our affiliates are responsible for any unauthorized access to or use of your account.

1.3 Verifying; Cooperation. We have the right to verify your compliance with this Agreement. If we

seek to verify that compliance, you will provide information or other materials reasonably requested by us to assist the verification. We monitor the overall performance and stability of the infrastructure of the Service Offering. You may not block or interfere with that monitoring. If we reasonably believe a problem with the Service Offering may be attributable to Your Content or your use of the Service Offering, you will cooperate with us to identify and resolve the source of that problem.

1.4 Additional Terms; Third Party Content. As part of your use of the Service Offering, you may receive access to additional data, content, software or applications subject to separate terms. If so, those separate terms will prevail over this Agreement as to your use of that data, content, software or applications. Third Party Content is available "AS IS" without indemnification or support, and we disclaim all express and implied warranties (including warranties of merchantability, fitness for a particular purpose, and non-infringement). You are responsible for reviewing, accepting, and complying with any third party terms of use or other restrictions applicable to the Third Party Content. Those terms will be available to you through a notification within the Service Offering or in a document available at <https://www.vmware.com/files/pdf/support/vmware-vcloud-air-third-party-terms.pdf>. It is your responsibility to check the Third Party Terms, which may be modified from time to time. We may provide billing and related services associated with the Third Party Content. We will not provide any support for the Third Party Content unless otherwise noted in the Third Party Terms. We reserve the right to suspend or terminate the Third Party Content at any time, but we will use commercially reasonable efforts to provide reasonable notice of that suspension or termination.

1.5 Early Evaluation/Beta Features. We may identify and make available on an early evaluation or beta basis certain features or functionality within the Service Offering. You must use these features or functionality only for evaluation purposes and for the period that we specify. We provide these features and functions "AS-IS," without indemnification or support and disclaim all express and implied warranties (including warranties of merchantability, fitness for a particular purpose, and non-infringement). Any early evaluation or beta features or functionality do not constitute an implied commitment to offer to you or anyone these features and functionality as part of the Service Offering on a generally available basis.

1.6 Open Source Software. You may receive open source software when you use the Service Offering and any open source software distributed to you is made available under the applicable open source license, which can be found at: http://www.vmware.com/download/open_source.html. You may obtain a copy of these licenses and any source code (and modifications) that we are required to make available under these licenses (the "Source Files") at http://www.vmware.com/download/open_source.html or by sending a written request, with your name and address to: VMware, Inc., 3401 Hillview Avenue, Palo Alto, CA 94304, United States of America. All written requests must clearly specify: Open Source Files Request, Attention: General Counsel. This offer to obtain a copy of the Source Files is valid for three years from the date you last received open source software as part of the Service Offering or last accessed the Service Offering.

2. Data Protection and Security.

2.1 Data Protection. We will process personal data contained in Your Content as set forth in the Privacy Addendum.

2.2 Your Content and Security. You are solely responsible for Your Content. You are responsible for protecting the security of Your Content, including any access you might provide to Your Content by your employees, customers or other third parties, and in transit to and from the Service Offering. The Service Offering provides you with certain software and functionality to help you protect Your Content from unauthorized access. You will take and maintain appropriate security, protection and backup of Your Content, which might include the use of encryption technology to protect Your Content from unauthorized access. You are responsible for providing any necessary notices to your

users and obtaining any legally-required consents from your users concerning their use of the Service Offering. You are solely responsible for complying with any laws or regulations that might apply to Your Content. You are responsible for any losses or other consequences arising from your failure to encrypt or back up Your Content.

3. Acceptable Use.

3.1 General Restrictions. You and those accessing the Service Offering through you may not: (a) resell or sublicense the Service Offering; or (b) use or access the Service Offering: (i) in a way prohibited by law, regulation, governmental order or decree; (ii) to violate any rights of others; (iii) to try to gain unauthorized access to, test the vulnerability of, or disrupt the Service Offering or any other service, device, data, account or network; (iv) to spam or distribute malware; (v) in a way that could harm the Service Offering or impair anyone else's use of it; (vi) in a way intended to work around the Service Offering's technical limitations, recurring fees or usage limits; or (vii) in any application or situation where failure of the Service Offering could lead to the death or serious bodily injury of any person, or to severe physical or environmental damage. You must ensure that your users comply with the terms of this Agreement, and you agree that if you become aware of any violation by one of your users, you will terminate that user's access to Your Content immediately. If we have reason to believe that you or your users have breached this Agreement, we or our designated representative may review your use of the Service Offering, including your account, Your Content, and your records, to verify your compliance with this Agreement.

3.2 Content Restrictions. You will take steps to ensure that those accessing any service you provide with the Service Offering do not post content that: (a) may create a risk of harm, loss, physical or mental injury, emotional distress, death, disability, disfigurement, or physical or mental illness to anyone; (b) may create a risk of any other loss or damage to any person or property; (c) may constitute or contribute to a crime or tort; (d) contains any information or content that is illegal, unlawful, harmful, abusive, pornographic, racially or ethnically offensive, defamatory, infringing, invasive of personal privacy or publicity rights, harassing, humiliating to other people (publicly or otherwise), libelous, threatening, or otherwise objectionable; or (e) contains any information or content that you do not have a right to make available under any law or under contractual or fiduciary relationships. You are solely responsible for any software, product or service that a third party licenses, sells or makes available to you that you install or use with the Service Offering. Your use of that software, product or service is governed by separate terms between you and that third party. We are not a party to and are not bound by any of those separate terms. You represent and warrant that Your Content does not and will not violate any third-party rights, including any Intellectual Property Rights, and rights of publicity and privacy. You will ensure that your use of the Service Offering complies at all times with your privacy policies and all applicable laws and regulations, including any encryption requirements.

3.3 Violations of Acceptable Use. If you become aware that any of Your Content or your user's use of Your Content violates Section 3.1 or 3.2, you will take immediate action to remove the applicable part of Your Content or suspend the end user's access. If you fail to do so, we may ask you to do so. If you fail to comply with our request within twenty-four hours, we may suspend your account or disable access to Your Content until you comply with our request.

3.4 Notification of Infringement Concerns. If you believe that your copyrighted work has been copied and is accessible on our Service Offering in a way that constitutes copyright infringement, please send a notice to us as further detailed in Section 8 of the Community Terms of Use available at http://www.vmware.com/community_terms.html.

4. IP Ownership.

4.1 Ownership of Service Offering. We and our licensors own and retain all right, title and interest in and to the Service Offering and any related VMware Software, including all improvements, enhancements, modifications and derivative works thereof, and all Intellectual Property Rights therein. This includes any information that we collect and analyze in connection with the Service Offering, such as usage patterns, user feedback and other information to improve and evolve our software products and services offerings. Your rights to use the Service Offering are limited to those expressly granted in this Agreement. No other rights with respect to the Service Offering, any related VMware Software, or any related Intellectual Property Rights are implied.

4.2 Ownership of Your Content. You and your authorized users retain all right, title and interest in and to Your Content and all Intellectual Property Rights therein. Our rights to access and use Your Content are limited to those expressly granted in this Agreement. No other rights with respect to Your Content or any related Intellectual Property Rights are implied.

4.3. Feedback. We will be free to use for any purpose any feedback (such as comments or suggestions) that you provide to us regarding the Service Offering. You hereby grant to us a non-exclusive, perpetual, irrevocable, royalty-free, transferable, worldwide right and license, with the right to sublicense, to use, reproduce, perform, display, disclose, distribute, modify, prepare derivative works of and otherwise exploit the feedback without restriction in any manner now known or in the future conceived and to make, use, sell, offer to sell, import and export any product or service that incorporates the feedback.

5. Order, Delivery, Payment, and Taxes.

5.1 Generally. Sections 5.3 (Direct Orders), 5.4 (Delivery), 5.5 (Invoicing and Payment Terms) and 5.6 (Taxes) apply only to orders you place directly with, and the Service Offering you purchase directly from, VMware. When ordering through, or purchasing the Service Offering from, a VMware authorized reseller, the authorized reseller might specify similar terms.

5.2 Orders. All Orders issued to VMware are subject to the terms of this Agreement and are not binding until accepted by VMware. We are not required to provide any Service Offering to you until you provide all information we require for processing your Order.

5.3 Direct Orders. For orders placed directly with VMware, you must issue a purchase order to VMware for the initial Service Offering order, but a purchase order is not required for the monthly billings that occur after the initial Order billing. For subsequent billings, all fees (including subscription renewals, metered usage components, and other add-ons) will be paid in accordance with this Agreement. Your Order will be deemed accepted when we authorize the purchased Service Offering for your Login Credentials.

5.4 Delivery. When VMware accepts your Order for the Service Offering, we will deliver the corresponding Login Credentials to you by email to the address associated with your account. If VMware ships a physical object in connection with an add-on feature of the Service Offering, shipping and delivery terms are Ex Works VMware's regional fulfillment facility (INCOTERMS 2010).

5.5 Invoicing and Payment Terms. You will pay all fees for use of the Service Offering in the amount and currency specified in your invoice, within 30 days after the date of the invoice, and regardless of your usage level during a billing period. You will also be responsible for all additional fees for any subscription renewals and metered usage components consumed, and other subscriptions, features, products, services or add-ons that you purchase within the Service Offering. You will be billed in advance for the monthly or prepaid charges due to the subscription services purchased. Any metered usage components and any initial monthly fees will be billed in arrears. The applicable fees for subscriptions (including renewals), features and other available products and

services will be governed by the then-current applicable price list at the time the initial, renewal, or add-on order is submitted, or as otherwise agreed. We may increase or add new fees for the Service Offering by notifying you at least 30 days in advance.

5.6 Taxes. Service Offering fees are exclusive of taxes, and you shall pay or reimburse for all taxes arising out of transactions contemplated by this Agreement. If you are required to pay or withhold any tax for payments due under this Agreement, you shall gross your payments to us so we receive sums due in full and free of any deductions. You will provide documentation to us showing that taxes have been paid to the relevant taxing authority. "Taxes" means any sales, VAT, use, gross receipts, business and occupation, and other taxes (other than taxes on our income), export and import fees, customs duties and similar charges imposed by any government or other authority. You hereby confirm that we can rely on the name and address you provide to us when you agree to the Service Offering or in connection with your payment method as being the place of supply for sales tax and income tax purposes or as being the place of supply for VAT purposes where you have established your business.

6. Temporary Suspension.

6.1 Generally. Upon prior written notice to you, we may suspend your use of the Service Offering if we reasonably determine: (a) payment for the Service Offering is not received within 30 days from the date on which payment is due; (b) you or your use of the Service Offering is in breach of this Agreement; (c) you fail to address our request to take action as specified in Section 3.3; (d) your use of the Service Offering poses a security risk to the Service Offering or other users of the Service Offering; or (e) suspension is required pursuant to our receipt of a subpoena, court order, or other request by a law enforcement agency.

6.2 Effect of Suspension. You will remain responsible for all fees incurred before or during the suspension. You will not be entitled to any service credits under the Service Level Agreement that you might have otherwise accrued during the period of suspension.

7. Term and Termination.

7.1 Term of Agreement. This Agreement will be in effect through the Subscription Term, plus any renewals, unless terminated earlier as permitted under this Agreement or the Service Description. Upon the completion of the Subscription Term, the subscription will automatically renew as specified in the Service Description, unless terminated as permitted under the Service Description.

7.2 Termination for Cause. We may terminate this Agreement effective immediately upon sending you an email notice if: (a) you breach any provision in Sections 3.1 or 3.2; (b) you do not resolve the underlying cause resulting in a suspension of your account pursuant to Section 6.1 (other than suspension due to a subpoena, court order, or other request by a law enforcement agency) within 10 days after your account is suspended; or (c) you commit a material breach that cannot be cured.

7.3 Termination for Insolvency. We may terminate this Agreement effective immediately upon sending you an email notice if you: (a) terminate or suspend your business; (b) become insolvent, admit in writing your inability to pay your debts as they mature, make an assignment for the benefit of creditors; or (c) become subject to control of a trustee, receiver or similar authority or any bankruptcy or insolvency proceeding.

7.4 Effect of Termination. Upon the termination of this Agreement for any reason: (a) all rights granted to you under this Agreement, including your ability to access the Service Offering, will immediately terminate; and (b) you must promptly discontinue all use of the Service Offering and delete or destroy any of our Confidential Information. We will retain Your Content for a period of 30

days following the effective date of the termination, although you will cease to have access to the Service Offering or Your Content during this period. After the 30 days, Your Content will be deleted. Sections 1.6 (Open Source Software), 3 (Acceptable Use) 4 (IP Ownership), 5 (Order, Delivery, Payment and Taxes), 7 (Term and Termination), 9 (Disclaimer), 11 (Limitation of Liability), 12 (Confidential Information), 13 (General), and 14 (Definitions), will survive the termination of this Agreement. Termination of the Service Offering (except to the extent that the termination is permitted under Section 13.3 of this Agreement or Section 3.6 of the Service Description) will not entitle you to any refunds, credits, or exchanges, and you will be liable for all monthly billing fees for the remainder of the Subscription Term after termination, as well as all usage and other fees incurred up to the termination date.

8. Support and Subscription Services. When applicable, and subject to the terms of this Agreement, we will provide to you support for the Service Offering in accordance with the terms specified in the Support Policy. We will not provide support to any end users of Your Content.

9. Disclaimer. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE AND OUR LICENSORS AND SERVICE PROVIDERS DISCLAIM ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE REGARDING OR RELATING TO THE SERVICE OFFERING OR ANY MATERIALS OR SERVICES FURNISHED OR PROVIDED TO YOU UNDER THIS AGREEMENT. WE AND OUR LICENSORS AND SERVICE PROVIDERS DO NOT WARRANT THAT THE SERVICE OFFERING WILL BE UNINTERRUPTED OR FREE FROM DEFECTS, OR THAT THE SERVICE OFFERING WILL MEET (OR IS DESIGNED TO MEET) YOUR BUSINESS REQUIREMENTS.

10. Indemnification.

10.1 Indemnification by Customer. You will defend and indemnify us against any third party claim arising from or relating to: (a) Your Content; (b) any infringement or misappropriation of any Intellectual Property Rights by you, your customers, your end users or your suppliers; (c) violation of law by you; (d) your use of the Service Offering (including any activities under your account and any use by your employees, personnel or end users) in violation of this Agreement, or (e) your use of any Third Party Content. We will (a) provide you with notice of the claim within a reasonable period of time after learning of the claim; and (b) reasonably cooperate in response to your requests for assistance. You may not settle or compromise any indemnified claim without our prior written consent.

10.2 Defense and Indemnification. Subject to the remainder of this Section 10, we will defend you against an Infringement Claim and indemnify you from the resulting costs and damages finally awarded against you to that third party by a court of competent jurisdiction or agreed to in settlement. You will (a) provide us with notice of any Infringement Claim within a reasonable period of time after learning of it; (b) allow us sole control over the claim's defense and settlement; and (c) reasonably cooperate in response to our requests for assistance. You may not settle or compromise any Infringement Claim without our prior written consent.

10.3 Remedies. If the Service Offering becomes, or in our opinion is likely to become, the subject of an Infringement Claim, we will at our option and expense either: (a) procure the rights necessary for you to keep using the Service Offering; (b) modify or replace the Service Offering to make it non-infringing; or (c) terminate this Agreement and refund any pre-paid fees for the Service Offering pro-rated for its remaining Subscription Term.

10.4 Exclusions. We will have no obligation under this Section 10 or otherwise with respect to any

claim based on: (a) a combination of VMware Software with non-VMware products or content, including Your Content; (b) use of the Service Offering for a purpose or in a manner not specified in this Agreement or the Service Description; (c) any modification to the Service Offering made without our express written approval; or (d) any Service Offering provided on a no charge basis. This Section 10 states your exclusive remedy for any infringement actions or claims.

11. Limitation of Liability.

11.1 Generally. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL WE OR OUR LICENSORS OR SERVICE PROVIDERS BE LIABLE FOR ANY LOST PROFITS OR BUSINESS OPPORTUNITIES, LOSS OF USE OF THE SERVICE OFFERING, LOSS OF REVENUE, LOSS OF GOODWILL, BUSINESS INTERRUPTION, LOSS OF DATA, OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES UNDER ANY THEORY OF LIABILITY, WHETHER BASED IN CONTRACT, TORT, NEGLIGENCE, PRODUCT LIABILITY, OR OTHERWISE. IN ADDITION, OUR AND OUR LICENSORS' AND SERVICE PROVIDERS' LIABILITY UNDER THIS AGREEMENT WILL NOT, IN ANY EVENT, REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, EXCEED THE GREATER OF: (A) THE AGGREGATE FEES PAID OR PAYABLE TO US FOR YOUR ACCESS TO AND USE OF THE SERVICE OFFERING IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT GIVING RISE TO YOUR CLAIM, OR (B) \$5,000 USD (OR THE EQUIVALENT IN LOCAL CURRENCY). REGARDLESS OF WHETHER WE OR OUR LICENSORS OR SERVICE PROVIDERS HAVE BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES AND REGARDLESS OF WHETHER ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. THESE LIMITATIONS OF LIABILITY IN THIS SECTION 11.1 WILL NOT APPLY TO (A) VMWARE'S INDEMNIFICATION OBLIGATIONS UNDER THIS AGREEMENT OR (B) ANY LIABILITY WHICH MAY NOT BE EXCLUDED BY APPLICABLE LAW.

11.2 Further Limitations. Our licensors and service providers will have no liability of any kind under this Agreement. You may not bring a claim under this Agreement more than eighteen (18) months after the cause of action arises.

12. Confidential Information.

12.1 Protection. A party may use Confidential Information of the other party solely to exercise its rights and perform its obligations under this Agreement or as otherwise permitted under this Agreement. Each party will disclose the Confidential Information of the other party only to the employees, service providers or contractors of the recipient party who have a need to know the Confidential Information for purposes of this Agreement and who are under a duty of confidentiality no less restrictive than each party's duty hereunder. Each party will use reasonable care to protect the confidentiality of the other party's Confidential Information.

12.2 Exceptions. The recipient's obligations under Section 12.1 with respect to any Confidential Information will terminate if the recipient can show by written records that the information: (a) was already known to the recipient at the time of disclosure by the other party; (b) was disclosed to the recipient by a third party who had the right to make the disclosure without any confidentiality restrictions; (c) is, or through no fault of the recipient has become, generally available to the public; or (d) was independently developed by the recipient without access to, or use of, discloser's Confidential Information. The recipient may disclose Confidential Information to the extent the disclosure is required by law or regulation. The recipient will provide the other party notice, when practicable, and will take reasonable steps to contest and limit the scope of any required disclosure.

13. General.

13.1 Assignment. You may not assign or transfer this Agreement, in whole or in part, by operation of law or otherwise, without our prior written consent. Any attempted assignment or transfer without that consent will be void. Subject to these limits, this Agreement will bind and inure to the benefit of the parties and their respective successors and assigns.

13.2 Notices. Any notice delivered by us to you under this Agreement will be delivered by email to the email address associated with your account or by posting on either the Service Offering Portal or the My VMware Portal, except as otherwise set forth in this Agreement. Please direct legal notices or other correspondence to VMware, Inc., 3401 Hillview Avenue, Palo Alto, California 94304, United States of America, Attention: Legal Department.

13.3 Modifications. We may change periodically the Service Offering, the terms of your access to the Service Offering, this Agreement, the Service Description, the Privacy Addendum, the Third Party Terms, the Service Level Agreement, or the Support Policy. It is your responsibility to regularly check the Service Offering console and the My VMware portal for updates. We will notify you of any material, detrimental change to this Agreement, the Service Description, the Privacy Addendum, the Service Level Agreement, or the Support Policy. The modified Agreement, Service Description, Privacy Addendum, Service Level Agreement, or Support Policy, as applicable, will become effective as of the date stated in that notification. If we make a material, detrimental change to the Service Offering (other than the termination or modification of any beta feature or functionality), this Agreement, the Service Description, the Privacy Addendum, the Service Level Agreement, or the Support Policy, then you may terminate this Agreement within 30 days of the change to the Service Offering or within 30 days of the notification. In that event, the termination will be effective as of the date we receive your notification, unless you state an effective date in your notification that is within 45 days after we receive your notification. In the event of that termination, we will refund any prepaid fees, pro-rated for the remainder of your Subscription Term, and less any discounts that would then not be earned. Your continued use of the Service Offering after the effective date of any modification to the Agreement, the Service Description, the Privacy Addendum, the Third Party Terms, the Service Level Agreement, or the Support Policy will be deemed acceptance of the modified terms, as applicable.

13.4 Waiver. The waiver of a breach of any provision of this Agreement will not constitute a waiver of any other provision or any later breach.

13.5 Severability. If any provision of this Agreement is held to be invalid or unenforceable, the provision will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remaining provisions of this Agreement will remain in force.

13.6 Compliance with Laws; Export Control. Each party will comply with all laws applicable to the actions contemplated by this Agreement. You acknowledge that the Service Offering is of United States origin, is provided subject to the U.S. Export Administration Regulations (including "deemed export" and "deemed re-export" regulations), and may be subject to the export control laws of the applicable territory. You represent and warrant that (a) you are not, and are not acting on behalf of, (1) any person who is a citizen, national, or resident of, or who is controlled by the government of any country to which the United States has prohibited export transactions; or (2) any person or entity listed on the U.S. Treasury Department list of Specially Designated Nationals and Blocked Persons, or the U.S. Commerce Department Denied Persons List or Entity List; (b) you will not permit the Service Offering to be used for any purposes prohibited by law, including any prohibited development, design, manufacture or production of missiles or nuclear, chemical or biological weapons; (c) Your Content will not be classified or listed on the United States Munitions list, contain defense articles, defense services or contain ITAR-related data; (d) Your Content will not require an export license and is not restricted from export to any VMware global resource or personnel under applicable export control laws; and (e) you are not subject, either directly or indirectly, to any order

issued by any agency of the United States government, revoking or denying, in whole or in part, your United States export privileges. You will notify VMware immediately if you become subject to any such order.

13.7 Government Regulations. For purposes of sales to government entities in the U.S.: The Service Offering and its documentation are deemed to be "commercial computer software" and "commercial computer software documentation," respectively, pursuant to DFARS Section 227.7202 and FAR Paragraph 12.212(b), as applicable. Any use, modification, reproduction, release, performing, displaying or disclosing of the Service Offering and documentation by or on behalf of the U.S. Government will be governed solely by the terms and conditions of this Agreement.

13.8 Force Majeure. We will not be liable for any delay or failure to perform any obligations under this Agreement due to any cause beyond our reasonable control, including acts of God, labor disputes or other industrial disturbances, systemic electrical, telecommunications or other utility failures, earthquakes, storms or other elements of nature, blockages, embargoes, riots, acts or orders of government, acts of terrorism or war.

13.9 Construction. The headings of sections of this Agreement are for convenience and are not for use in interpreting this Agreement. As used in this Agreement, the word "including" means "including but not limited to."

13.10 Governing Law. This Agreement is governed by the laws of the State of California, United States of America (excluding its conflict of law rules), except as follows: To the extent that you choose a Japan data center Service Offering, then this Agreement is governed by the laws of Japan (excluding its conflict of law rules). The United Nations Convention for the International Sale of Goods does not apply.

13.11 Third Party Rights. Other than as expressly set out in this Agreement, this Agreement does not create any rights for any person who is not a party to it, and no person who is not a party to this Agreement may enforce any of its terms or rely on any exclusion or limitation contained in it.

13.12 Order of Precedence. The terms of this Agreement will supersede and control over any conflicting or additional terms and conditions of any other purchasing related document issued by you.

13.13 Entire Agreement. This Agreement, as may be revised by us, is the entire agreement of the parties regarding its subject matter. This Agreement supersedes all prior or contemporaneous communications, understandings and agreements, whether written or oral, between the parties regarding its subject matter.

14. Definitions.

14.1 "Confidential Information" means non-public technical, business or other information or materials disclosed or otherwise made available by one party that are in tangible form and labeled "confidential" or the like, or, information which is provided under circumstances reasonably indicating their confidentiality. Our Confidential Information includes: (1) Login Credentials; and (2) any information or materials relating to the Service Offering.

14.2 "Infringement Claim" means any third party claim that any VMware Software used to provide the Service Offering infringes any patent, trademark or copyright of the third party, or misappropriates a trade secret (but only to the extent that the misappropriation is not a result of your actions) under the laws of: (a) the United States; (b) Canada; (c) the European Economic Area; (d) Australia; (e) New Zealand; (f) Japan; or (g) the People's Republic of China, to the extent that those

countries are part of your places of use of the Service Offering.

14.3 "Intellectual Property Rights" means all worldwide intellectual property rights, including copyrights, trademarks, service marks, trade secrets, patents, patent applications, and moral rights, whether registered or unregistered.

14.4 "Login Credentials" mean any passwords, authentication keys or security credentials that enable your access to and management of the Service Offering.

14.5 "Order" means the internet order page, order document, purchase order, or purchase agreement issued to VMware that specifies your purchase of the Service Offering.

14.6 "Privacy Addendum" means the then-current version of the Service Offering Data Privacy Addendum document available at <http://vcloud.vmware.com/legal>, which we may modify from time to time.

14.7 "Service Description" means the then-current Service Offering Service Description document available at <https://www.vmware.com/files/pdf/vcloud-air/vcloud-air-Service-Description.pdf>, which contains technical and other information and which we may modify from time to time.

14.8 "Service Level Agreement" means the then-current Service Level Agreement document available at <https://www.vmware.com/support/vcloud-air/sla.html>, which we may modify from time to time.

14.9 "Subscription Term" means the time period of your access to the Service Offering, as specified by your Order.

14.10 "Support Policy" means the then-current version of the Service Offering Support Policy document available at <http://www.vmware.com/support/services/iaas-production.html>, which we may modify from time to time.

14.11 "Third Party Content" means third party data, service, content, software or applications, including open source software.

14.12 "Third Party Terms" means the then-current version of the third party license terms applicable to the Service Offering that are available at <https://www.vmware.com/files/pdf/support/vmware-vcloud-air-third-party-terms.pdf>, which we may modify from time to time.

14.14 "VMware Software" means the software programs listed in our commercial price list.

14.15 "Your Content" means any and all applications, files, information, data or other content uploaded to or published or displayed through the Service Offering by you, your users, us (acting upon your instructions as part of a service), or any third party users who access any service you provide with the Service Offering.

ATTACHMENT CC – INSURANCE SCHEDULE

INSURANCE REQUIREMENTS:

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The State in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, his agents, representatives, employees or subcontractors and Contractor is free to purchase additional insurance as may be determined necessary.

A. MINIMUM SCOPE AND LIMITS OF INSURANCE:

Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.

1. Commercial General Liability – Occurrence Form

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

General Aggregate	\$3,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

- a. The policy shall be endorsed to include the following additional insured language:
"The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

2. Automobile Liability

Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL)	\$1,000,000
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- a. The policy shall be endorsed to include the following additional insured language:
"The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor".

3. Worker's Compensation and Employers' Liability

Workers' Compensation	Statutory
Employers' Liability	
Each Accident	\$100,000
Disease – Each Employee	\$100,000
Disease – Policy Limit	\$500,000

- a. Policy shall contain a waiver of subrogation against the State of Nevada.
- b. This requirement shall not apply when a contractor or subcontractor is exempt under N.R.S., AND when such contractor or subcontractor executes the appropriate sole proprietor waiver form.

4. Technology E&O/Professional Liability

The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Services of this contract.

Each Claim	\$10,000,000
Annual Aggregate	\$10,000,000

- a. In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

5. Network Security (Cyber) and Privacy Liability

Per Occurrence	\$10,000,000
Annual Aggregate	\$10,000,000

- a. The Contractor shall maintain a cyber-liability insurance policy with liability limits in the amount of \$10,000,000 to protect any and all State data the Contractor receives as part of the project covered by this agreement. If the Contractor contracts with a third-party to host any of the State data the Contractor receives as part of the project covered by this agreement, then the Contractor shall include a requirement for cyber liability insurance as part of the contract between the Contractor and the third-party in so far as records contain any of the State's data.
- b. The Contractor shall include in its contract with any such third-party a provision requiring the State has the right to audit any and all records of the third party in so far as these records contain any of the State's data. The cyber liability insurance shall cover, at a minimum, expenses related to the management of a data breach incident, the investigation, recovery and restoration of lost data, data subject notification, call management, credit checking for data subjects, legal costs, and regulatory fines.

- c. Except as otherwise required by law, Contractor shall provide notice of the incident to the State only. The State shall then give notice to the person or entity whose data may have been involved, to regulatory agencies, and to other entities as appropriate. This procedure is adopted for the purpose of promoting clarity of reporting and avoiding confusion and double reporting.
- d. Notwithstanding any other provision of this agreement, and in addition to any other remedies available to the State under law or equity, the Contractor shall reimburse the State in full for all costs caused by Contractor and incurred by the State in the investigation and remediation of any data compromise, including but not limited to providing notification to third parties whose data were compromised and to regulatory agencies or other entities as required by law or contract. The Contractor shall also reimburse the State in full for all costs caused by Contractor that the State incurs in its offering of 5 years credit monitoring to each person whose data were compromised. The Contractor shall also pay any and all legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the data compromise caused by Contractor.
- e. The retroactive coverage date shall be no later than the effective date of this contract.
- f. Contractor shall maintain an extended reporting period for not less than two (2) years after termination of this contract.

B. ADDITIONAL INSURANCE REQUIREMENTS:

The policies shall include, or be endorsed to include, the following provisions:

- 1. On insurance policies where the State of Nevada is named as an additional insured, the State of Nevada shall be an additional insured to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Contract.
- 2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.

C. NOTICE OF CANCELLATION:

Contractor shall for each insurance policy required by the insurance provisions of this Contract shall not be suspended, voided or canceled except after providing thirty (30) days prior written notice been given to the State, except when cancellation is for non-payment of premium, then ten (10) days prior notice may be given. Such notice shall be sent directly to:

**Department of Motor Vehicles
Attn: Molly Lennon (mjlennon@dmv.nv.gov)
555 Wright Way
Carson City, Nevada 89711**

Should contractor fail to provide State timely notice, contractor will be considered in breach and subject to cure provisions set forth within this contract.

D. ACCEPTABILITY OF INSURERS:

Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Nevada and with an "A.M. Best" rating of not less than A- VII. The State in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

E. VERIFICATION OF COVERAGE:

Contractor shall furnish the State with certificates of insurance (ACORD form or equivalent approved by the State) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the State before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract shall be sent directly to:

Department of Motor Vehicles
Attn: Molly Lennon (mjlennon@dmv.nv.gov)
555 Wright Way
Carson City, Nevada 89711

The State project/contract number and project description shall be noted on the certificate of insurance. The State reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time. **DO NOT SEND CERTIFICATES OF INSURANCE TO THE STATES RISK MANAGEMENT DIVISION.**

F. SUBCONTRACTORS:

Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies or Contractor shall furnish to the State separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

G. APPROVAL:

Any modification or variation from the insurance requirements in this Contract shall be made by the Attorney General's Office or the Risk Manager, whose decision shall be final. Such action will not require a formal Contract amendment but may be made by administrative action.

**Nevada Department of Motor Vehicle
(DMV) Transformation Effort (DTE)
Modernization Project**

**DTE Implementation
Statement of Work (SOW)**

Attachment DD

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Appendix DD.1 – Project Deliverables

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I. DTE Implementation SOW Preamble

The DTE Implementation Statement of Work ("SOW" or "Implementation SOW"), part of the State of Nevada Department of Motor Vehicle ("DMV") Transformation Effort (DTE) Program (the "Program"), shall commence on September 22, 2021 (the "SOW Start Date") and terminate upon completion of the Deliverables as specified within the Implementation SOW. The estimated term of the Implementation SOW is forty-eight (48) months through September 30, 2025. The Implementation SOW is one of two SOWs under the Service Agreement. The term for each SOW is different and follows the planned DTE efforts within the implementation and operations areas.

The DMV has selected Carahsoft's offering of Salesforce, MuleSoft, and Slalom, "the Providers" referring to all four companies, to provide systems and services to meet DMV's DTE requirements and the scope identified in this implementation SOW and the Operations SOW (Attachment EE).

A. Overview

The Solution for the Program includes products and services that leverage the use of Commercial Off-The-Shelf (COTS) and/or Government Off-The-Shelf (GOTS) functionality over custom development.

In the event that requirements or specifics determined during design sessions do not align with the DMV's requirements, Providers will conduct an analysis to address or mitigate customization. Providers' functional and technical leadership will work with State staff to further understand the potential need for customization and identify potential alternatives. This effort focuses on 3 fundamental points of design:

- Analyze if all capabilities across the Solution have been investigated to address requirements,
- Collaborate with the DMV to determine if details of the functional requirements can be refined to align with COTS/GOTS capabilities while continuing to meet operational needs, and
- Evaluate potential third-party products to address the requirement and avoid customization.

In the event these efforts continue to indicate the need for customization, Providers will mitigate the impact on the sustainability of the Solution. Providers custom development practices focus on creating sustainable application components. Providers uses techniques, such as code reviews across the development team, to validate the structure of code, annotations (e.g., comments), and alignment with technology standards. Any approach, third-party product, customization, or configuration will be mutually agreed upon by the DMV and the Providers.

Providers will use an incremental approach to the design and implementation of the Solution. This approach will allow for more rapid deployment and testing of the Solution components in a manner which allows the DMV to take advantage of functionality earlier in the process. With this approach, deliverables, such as design documents and testing plans will be updated through the various increments associated with the implementation of a broader function. As an example, Credentialing will be implemented in multiple increments, where additional functionality becomes operational with each additional increment.

Providers will produce the design documents (Service Design Blueprint [DEL-04] and Future State Solution Architecture [DEL-05]) as outlined in this Implementation SOW as appropriate per the incremental approach. The design documents will contain diagrams illustrating the operational concepts of the interaction of the system, the user, and the environment that satisfies the

operational needs (included in the Program Roadmap [DEL-03] and Product Descriptions [DEL-07]). Providers will conduct design review sessions with the DMV, providing overviews of the system components, which are primarily COTS/GOTS systems requiring minimal configuration/customization changes. The design reviews will focus on systems, the environments into which they are deployed, and the necessary communication channels required to connect both users and systems together. The design documents will be the deliverable documents that the DMV will review and approve before systems are brought online.

With respect to methods, Providers will use an agile method to implementing the solutions. Providers will incorporate a project management approach that promotes consistency, scalability, and repeatability discovery process through successful delivery and project closure. Providers methodology will leverage artifacts and lessons learned on previous projects to help minimize the project's risk. A consistent global approach and real-time knowledge management infrastructure will enable reusability and rapid knowledge transfer.

The plans and project documents listed in Appendix DD.1 will be updated during the term of the services as indicated for each deliverable in Appendix DD.1.

B. Planning/Discovery Phase

Upon Contract Execution, the DMV and Providers will begin a Planning/Discovery Phase to continue detailed planning and scoping of the project; this phase is anticipated to take approximately 3 months, ending approximately on December 23, 2021. This timing will allow for full ramp-up of Program resources, detailed confirmation of the requirements and their respective implementation plans, as well as detailed project planning for the incremental implementation of the various Program components.

Providers and the DMV agree and understand the initial 3-month detailed Planning/Discovery Phase included in the Program initiation activities will likely involve modifications to the Implementation and Operations SOWs content, requirements, exhibits and attachments, as a result of this planning phase. Both Parties agree to modify either SOW at the conclusion of this phase as required to reflect agreement on changes to the detailed implementation approach and will utilize the Deliverables Acceptance process and/or change control process as defined in the Project Mission and Objectives (DEL-01).

C. Delivery Phase

The Delivery phase focuses on how to take the Minimum Viable Product (MVP) definition and plan coming out of Discovery phase, and partner with the DMV to deliver an MVP release and subsequent releases with speed and quality. In addition to first Sprint (Sprint 0 – Planning¹), Slalom will iteratively conduct the following activities in two-week sprints for the duration of the project.

- Backlog Grooming.
- Sprint Planning (Product Increment Planning).
- User Testing.
- Develop & Test.
- Sprint Review.
- Sprint Retrospective (Product Increment Retrospective).

¹ Part of the Agile process, the first Sprint is a planning Sprint to align the team(s) and define the cadence and rhythm of the subsequent Sprints.

During the iterative process, production releases will move sprint results into use by DMV and customers on a frequent basis as determined in the Program Roadmap (DEL-03).

D. Transition Phase

The Transition phase is the point at which the Providers team begins to move the ongoing development, enhancement, maintenance, and support of the system into the hands of the DMV. During this phase, Providers will ensure DMV core stakeholder groups are confident and comfortable fulfilling their responsibilities for the support of the DTE solution within the elements of the solution that DMV is responsible to manage post go-live.

Transition for the DMV will include final User Acceptance Testing, Administrator and Author training, end user onboarding (internal employees & external users) and all deployment activities associated with moving the system into production. At this phase, Providers will also establish a clear and shared understanding of the level of effort required for post-go live support. It is important to note planning for this phase will happen much earlier in the process to ensure the change management and training approach is customized to a transition model best suited to the DMV environment and in-house skill set.

E. State Responsibilities

Providers' performance of the Services is dependent on the DMV and Providers working together to carry out the responsibilities as set out in the Implementation SOW. Providers shall not be responsible for any delay or other consequences to the extent that they are resulting from the DMV's failure to perform its obligations under the Implementation SOW. DMV operates 8:00 AM to 5:00 PM Monday through Friday with the exception of State holidays, Providers will plan accordingly for DMV staff availability.

- **State's Responsibilities:**
 - » The DMV is responsible for all State functions and activities as documented (including timeliness) in the Implementation SOW and Program Roadmap (DEL-03);
 - » The DMV shall consider and respond timely to items submitted in writing to the DMV Program Manager;
 - » The DMV shall manage third party contractors, not part of this Contract, engaged by the DMV and be responsible for the quality of their input and work, and for the payment of their fees, except to the extent that Providers is responsible for such management as specified in the Implementation and Operations SOWs;
 - » The DMV shall provide such other functions as agreed upon by both Parties and outlined in a Contract Amendment;
 - » The DMV shall furnish all documentation and information for the DMV environment and processes reasonably required for Providers to successfully perform the Implementation SOW; and
 - » The DMV shall work with the Cloud Providers with assistance from Providers to ensure background checks and fingerprints for the Cloud Provider's resources delivering cloud services comply with State and DMV requirements.
- **State Personnel**

The DMV will provide resources as specified in Appendix DD.4 – State Resources and complete the DMV responsibility tasks as identified throughout Section III – Solution Implementation Tasks and Deliverables.
- **State Licenses**

The DMV will grant Providers all necessary rights and licenses to use State Software made available by State to Providers. The DMV shall provide Providers with all necessary State Data and other material. As part of this obligation, State shall obtain and maintain, at its expense, any consents or licenses, or both, from any third parties necessary for Providers use of specific state-licensed Software.

F. Acceptance

The DMV shall inspect and review all Deliverables prepared by Providers within the time specified in the Implementation SOW and/or Project Plan.

- **Acceptance Procedure**

Both Parties shall comply with their respective obligations in relation to any acceptance provisions set out in the Implementation SOW and/or Project Plan for Deliverables. Acceptance will occur upon the earlier of: (i) the date the DMV notifies Providers of acceptance; (ii) the end of the time specified in the Program Roadmap (DEL-03) if the DMV has not notified Providers of any material deviations from the specifications for such Deliverables; or (iii) the date the DMV requests that Providers commence operations of the Services using the Deliverables that are the subject of acceptance. Failure by the DMV to provide a written explanation for rejecting any Deliverable within the time specified shall constitute acceptance of the Deliverable. Acceptance periods will be shown in the Program Roadmap (DEL-03) and if not shown will be 10 business days.

- **Cure**

If a Deliverable does not conform to the applicable acceptance criteria and DMV so notifies Providers in writing (electronic delivery is acceptable), including with such notice an exception report describing the nonconformity (the "Exception Report"), Providers shall promptly investigate the alleged nonconformity and shall correct such nonconformity within a reasonable amount of time following its receipt of the Exception Report, or such other period as may be mutually agreed, unless Providers dispute such nonconformity in accordance with the Issue Resolution process provided for in the Project Mission and Objectives (DEL-01). Upon Providers notice to the DMV that Providers have cured such nonconformity, the DMV shall validate the Deliverable according to the applicable acceptance criteria. Notwithstanding the foregoing, the DMV may not reject a Deliverable because of a failure to meet the acceptance criteria to the extent such failure is related to State's modifications or alterations to a Deliverable that are not: (i) authorized by Providers; (ii) specified in the applicable user documentation or product specifications; or (iii) otherwise stated under this Contract, a Statement of Work or a Contract Amendment.

- **Payments**

The Program Roadmap (DEL-03) will define the deliverables in each quarter. Providers will only invoice the DMV upon acceptance of the deliverables scheduled for that quarter. Changes to the Program Roadmap (DEL-03) will be processed in accordance with the Program Mission and Objectives (DEL-01). Quarterly payments will not be issued until the quarterly deliverables are verified.

G. Cooperation of the Parties

The Parties recognize and agree that due to the nature of the Services; they shall collaborate and cooperate, in good faith, with each other for the purposes of the Implementation SOW. To this effect, the Parties will:

- a) work together for the purposes of the performance of the Implementation SOW,
- b) keep each other promptly informed of any actions they may have to take and of any events that may occur which, as far as they are aware, are likely to have an impact on the performance of the Implementation SOW, prompt notification is considered to be acknowledged contact within 24 hours of discovery of an issue by telephone or email with follow-up notification in accordance with the Notice provisions of the Participating Agreement. Failure to notify will be considered acknowledgement of responsibility for discovered issue.
- c) work together to remedy any identified issue while always being responsible for their respective obligations under the Implementation SOW,
- d) direct their Personnel and third parties to collaborate and cooperate in good faith.

H. Change Control Process

The Change Management Plan will be included in the Project Mission and Objectives (DEL-01). If a price change is indicated, a Contract Amendment will be initiated.

II. Scope of Work

This document sets forth the implementation SOW for the implementation of the new Solution. The Implementation SOW consists of the tasks, subtasks, deliverables, products, services, and responsibilities. Providers are required to provide in the delivery of the Implementation SOW. In addition to the other requirements of the Implementation SOW, Providers will provide the Deliverables identified in Appendix DD.1.

All Work performed under the Contract **shall** be performed within the territory of the United States and **shall** be performed by United States citizens or Lawful Permanent Residents of the United States. State data (including without limitation hot file data, identity history data, biographic data, property data, and personal data, as defined in the most current versions of the standards identified in section 1.3.2 and information **shall not** be communicated to anyone who is not a United States citizen, a Lawful Permanent Resident of the United States, or to anyone that is not authorized to have access to the information. State data **shall not** be stored, accessed from, or transmitted outside of the United States without the DMV's written permission provided in advance. The DMV retains the right to designate certain subsets of State data as being subject to additional storage, access, or transmission restrictions at its sole discretion.

The DMV may provide sets of test records for testing purposes, but "live data" **shall not** be modified or used for testing purposes without specific written approval from the DMV.

A. Overview

The Providers' managed Solution **shall** include services and software, including maintenance releases. Providers **shall** supply all levels of technical support set forth in the Service Level Plan (DEL-09), which **shall** meet all requirements under the Product Descriptions (DEL-07), and additionally provide and maintain all network connectivity from the DMV point of presence to the DMV Primary Site as well as to the COOP Site.

Providers **shall** be responsible for furnishing all personnel, equipment, material, supplies, and support and management services and **shall** perform all functions necessary to satisfy the requirements of the Implementation SOW and the solution requirements set forth in the Product Backlog, described below. All of Solution Requirements specifically referenced in the Implementation SOW, **shall** apply to the Providers' deliverables under the Implementation SOW.

B. Project Objectives

1. Scope of Work

The objective of the Implementation SOW is for Providers to provide, implement, and support a Solution for DMV, with the following:

- A Solution to meet the DMV requirements.
- Be sized for planned growth.
- Uses commercial off-the-shelf (COTS) software.
- Provides configurable administrative controls.
- Manages the orchestration and transaction integrity of all subcomponents of the Solution.
- Provides efficient and cost-effective storage and retrieval.
- Detects and notifies the DMV when systems, applications, equipment, or networks are interrupted or when there is a loss of power.
- Provides an operational State-approved Continuity of Operations Plan (COOP) site or option.

- Provide within the COOP, a disaster recovery plan to include realistic recovery time objectives (RTO) and recovery point objectives (RPO) in cases of natural disasters or longer than expected interruptions of service.

In order to deliver this solution, the DMV expects the Providers, led by Slalom as the lead integrator, to provide the services outlined in this Implementation SOW and the Operational SOW (Attachment EE). The Implementation SOW is focused on creating the solutions from the Providers' tools and experience along with augmentation from the DMV DTE team and Department experts. The Operations SOW (Attachment EE) focuses on the support and operation of the solutions completed under this Implementation SOW.

The Implementation is the period from the start of the project continuing to the acceptance of responsibility for ongoing development and operations of the DTE. Providers will implement the solution using an Agile approach, a flexible, iterative methodology that is providers more rapid and incremental results. This approach will allow DMV to demonstrate progress and bring products into production sooner and more frequently than in the past. This is a critical element of the DMV strategy and, led and coached by Slalom, will be a new way of doing business for the Department. During the implementation, Providers, led by Slalom, will execute the three phases introduced above:

- **Phase 1 – Discovery**
The Discovery phase helps address the desirability, feasibility, and viability of product conception and validation. Slalom will quickly define a Minimal Viable Product (MVP) with supporting design and architecture. There are three aspects to the Discovery phase: Learn, Ideate, and Plan. The results of the Discovery phase are several deliverables built around the following Agile concepts.

Product Backlog – The Solution Owner establishes an initial product backlog from the first set of user requirements that will be expanded upon during this phase. The taxonomy around epics, features, stories, and other elements will be established for the project. The product backlog will initially contain the DMV Requirements (Exhibit DD.1), Transaction Priorities (Exhibit DD.2), and Wishlist (Exhibit DD.3) as part of the deliverable. Throughout the DTE, Slalom and DMV will update and refine the product backlog to determine the composition of work in each two-week sprint based the agreed upon priorities established in this Discovery phase.

Minimum Viable Product (MVP) – Slalom will work with the DMV Solution Owner and Product Owners to define a Minimum Viable Product (MVP). An MVP is the most pared down version of a product that can still be released to end users. It is expected there will be multiple MVPs resulting from the Discovery's Planning aspect and processes.

Product Roadmap – The Solution Owner creates a product roadmap for the product that shows the MVP in the context of a larger plan. The purpose of a product roadmap is to communicate direction and progress to internal teams and external stakeholders. It should not include every feature in the product backlog, or a list of specific engineering bugs. The key result of this effort will be the creation

of Program Roadmap (see DEL-03 below) that will chart the plan and product release cycles for the DTE.

- **Phase 2 – Delivery**
The Delivery phase focuses on how to take the MVP definition(s) and plan coming out of Discovery, and partner with the DMV to deliver an MVP release and subsequent releases with speed and quality. Slalom will iteratively conduct the following activities in two-week sprints for the duration of the project.
- **Phase 3 – Transition**
The Transition phase is the point at which the Providers team begins to move the ongoing development, enhancement, updates, and first level of DTE system support into the hands of the DMV. During this phase, Providers will ensure DMV core stakeholder groups are confident and comfortable with the elements of the solution they are responsible to manage post go-live. Providers will also establish a clear and shared understanding of the level of effort required for post-go live support. It is important to note planning for this phase will happen much earlier in the process to ensure the change management and training approach is customized to a transition model best suited to the DMV environment and in-house skill set. Transition tasks begin with the plans built in the discovery phase and throughout the delivery efforts.

The phases will overlap and completed MVPs will be put into use by the DMV. When an MVP is put in use and is accepted, that MVP will then be governed by the provisions of the Operations SOW (Attachment EE). As determined in the Discovery phase, there will be a transition point when the DMV assumes the responsibility for the DTE, currently anticipated at 48 months after the contract start date, at which point all activity will be governed under the Operations SOW (Attachment EE).

The resulting products of these three phases will be 1) the MVPs and 2) a series of Deliverables created and updated throughout the DTE. The Deliverables are outlined in Appendix DD.1 and are described below in the subtask descriptions. The DMV DTE Team will manage the phases in quarterly increments using the Program Roadmap (DEL-03) to track progress and administer contractual compensation. Providers will have a quarterly list of deliverables as established for each quarter in the Program Roadmap (DEL-03) that must be accepted prior to payment for that quarter. Administration of the contract is discussed below in Task 1 and will be further described in operational process in the first Program deliverable, Project Mission and Objectives (DEL-01). Providers' required deliverables are detailed below in this Implementation SOW.

2. Project Management

Providers **shall** provide full project management, planning, monitoring, supervision, tracking, and control of all project activities during the term of the resultant Contract. Providers **shall** employ project management industry standards and practices in the performance of all Work.

Providers will perform project management in the form of a monitoring system that continuously compares performance against plan and objectives to identify problems so that corrective actions can be developed to address them as required during the term of the Implementation SOW. It includes a collection of skills and knowledge needed to plan, monitor, and manage the Program's successful execution. Providers' Project Management will include:

- Project Planning.
- Schedule Management.

- Financial Management.
- Issue and Risk Management.
- Contract Management.
- Change Control.
- Third-party Management.
- Measuring, assessing, and reporting performance.

C. Document References

1. Compliance Documents

Referenced or applicable documents cited within the Contract and its attachments, **shall** be considered compliance documents for the purpose of the Contract. The DMV recognizes that some of the compliance documents and their associated data items listed below may change. Throughout the term of the Contract, Providers or the DMV may propose compliance with newer documents and their associated data items that replace or supersede those identified in this list (e.g., State Security Policy updates or new Nevada Revised Statutes [NRS]). To substitute newer documents and their associated data items, Providers or the DMV **shall** perform all the following, in the order listed:

- Identify existing standards and data items to be replaced.
- Identify new documents and associated data items proposed for use.
- Provide a rationale for using the new items including cost, schedule, performance, and supportability impact.
- Obtain approval via the Change Management process as outlined in the Project Mission and Objectives (DEL-01).

2. Specifications, Standards, and Guides (Referred to as Section II.C.2)

The documents identified in this section constitute the specifications, standards, and guides serving as the core reference materials for the Solution, as applicable to the Providers solutions and services performed under the Contract:

- State of Nevada IT and Security Policies attached to the Contract.
- DTE Solution Specifications identified in Exhibits DD.1, DD.2, and DD.3.
- Nevada Department of Motor Vehicles (DMV) Administrative Policies (2021).
- N.R.S. Chapter 603A - Security Of Personal Information.
- Specific standards identified in the DTE Business and Technical requirements incorporated into the Implementation SOW.
- The following standards, collectively referred as DMV Technology Standards:
 - » A NIST Definition of Cloud Computing [NIST SP 800-145].
 - » NIST Digital Identity Guidelines (NIST SP 800-63-3).
 - » Computer Security Incident Handling Guide [NIST SP 800-61, Revision 2].
 - » Contingency Planning Guide for Federal Information Systems [NIST SP 800-34, Revision 1].
 - » Engineering Principles for Information Technology Security (A Baseline for Achieving Security) [NIST SP 800-27, Revision A].
 - » Assessing Security and Privacy Controls in Federal Information Systems and Organizations [NIST SP 800-53A, Revision 4].
 - » Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision 1].
 - » Guide for Developing the Risk Management Framework to Federal Information Systems [NIST SP 800-37, Revision 1].

- » A Security Life Cycle Approach [NIST SP 800-37, Revision 2] Guide for Mapping Types of Information and Information Systems to Security Categories [NIST SP 800-60, Revision 1].
- » Guide for Security-Focused Configuration Management of Information Systems [NIST SP 800-128].
- » Information Security Continuous Monitoring for Federal Information Systems and Organizations [NIST SP 800-137].
- » Managing Information Security Risk [NIST SP 800-39].
- » Minimum Security Requirements for Federal Information and Information Systems [FIPS Publication 200].
- » Security and Privacy Controls for Federal Information Systems and Organizations [NIST SP 800-53, Revision 4].
- » Risk Management Guide for Information Technology Systems [NIST SP 800-30].
- » Security Considerations in the System Development Life Cycle [NIST SP 800-64, Revision 2].
- » Security Requirements for Cryptographic Modules [FIPS Publication 140-2].
- » Standards for Security Categorization of Federal Information and Information Systems [FIPS Publication 199].
- » Technical Guide to Information Security Testing and Assessment [NIST SP 800-115].
- The following standards, collectively referred to as DMV Compliance Standards:
 - » H.R.418 - REAL ID Act of 2005, Payment Card Industry Data Security Standards (PCI-DSS) (3.2 or current version), Drivers Privacy Protection Act (DPPA), Criminal Justice Information Services (CJIS) Security Policy (5.9 or current version), Health Insurance Portability and Accountability Act (HIPPA), State of Nevada NRS 603A.040 "Personal information" | Federal Law 6 C.F.R §37.41(b)(2), and SSA defined applicable SSN data protection laws- Computer Fraud and Abuse Act [Public Law 99-474, 18 U.S. Code (USC) 1030].
 - » E-Authentication Guidance for Federal Agencies [Office of Management and Budget (OMB) M-04-04].
 - » Federal Information Security Modernization Act (FISMA) of 2014 [PL 113-283].
 - » Freedom of Information Act (FOIA) As Amended in 2002 [PL 104-232, 5 USC 552].
 - » Guidance on Inter-Agency Sharing of Personal Data – Protecting Personal Privacy [OMB M-01-05].
 - » Homeland Security Presidential Directive(HSPD)-7, Critical Infrastructure Identification, Prioritization and Protection [HSPD-7].
 - » Internal Control Systems [OMB Circular A-123].
 - » Management of Federal Information Resources [OMB Circular A-130].
 - » Management's Responsibility for Internal Control [OMB Circular A-123, Revised 12/21/2004].
 - » Privacy Act of 1974 as amended [5 USC 552a].
 - » Protection of Sensitive Agency Information [OMB M-06-16].
 - » Records Management by Federal Agencies [44 USC 31].
 - » Responsibilities for the Maintenance of Records About Individuals by Federal Agencies [OMB Circular A-108, as amended].
 - » Security of Federal Automated Information Systems [OMB Circular A-130, Appendix III].

III. Solution Implementation Tasks and Deliverables

This section of the Implementation SOW, together with Appendix DD.1 – Project Deliverables, provides a detailed description of the Scope of Work to be performed by Providers throughout the Solution Implementation Phase ("Solution Implementation Phase" or "Phase 1") of the Contract, including Solution development, implementation, and testing.

A. Task 1 – Project Administration

The provisions of the Implementation SOW section describe the requirements for the project management functions to be performed by Providers during the Solution Implementation Phase. Providers **shall** document management organization, roles and responsibilities, resources, processes, and other pertinent management information in project plans ("Project Plan(s)"), including a Project Mission and Objectives (DEL-01) and Program Roadmap (DEL-03), and **shall** maintain such plans current as necessary throughout the Solution Implementation Phase.

1. Subtask 1.1 – Develop Project Plans

Providers shall review the Solution Requirements with designated DMV staff. Based on that review, Providers **shall** have the primary responsibility of preparing a project plan document (Project Mission and Objectives [DEL-01]) and submitting it for written approval to the DMV's Program Manager. The DMV **shall** work closely with Providers during the preparation of DEL-01.

Additionally, Providers **shall** develop an Program Roadmap (DEL-03) and keep it current throughout the Solution Implementation Phase of the Contract. The Program Roadmap **shall** include, at a minimum, all activities required under the Implementation SOW, including all management and technical reviews. The Program Roadmap **shall** identify activities by applicable Site (Primary Site or COOP Site). The Program Roadmap **shall** provide sufficient detail to demonstrate confidence that the schedule is complete and realistic. The Program Roadmap **shall** identify due dates associated with any State-furnished milestone items (e.g., information, data, facilities access) and due dates associated with all Providers Deliverable items.

2. Deliverables for 1.1 – Project Plans

Providers **shall** provide 15 business days for the DMV's approval of the Project Mission and Objectives (DEL-01), developed in Microsoft Word and Smartsheet², which, includes the following unless otherwise mentioned all reports shall be completed in Microsoft Word that is readable and editable by the Program team:

1. [In Smartsheet] All Work described in the Implementation SOW and elsewhere in the Contract, including:
 - a. All Deliverables, including those referenced in Appendix DD-1.
 - b. All Tasks, Subtasks, and other Work.
 - c. Associated dependencies, if any, among Tasks, Subtasks, Deliverables, and other Work.
 - d. Resources assigned to each Task, Subtask, Deliverable, and other Work.
 - e. Start date and date of completion for each Task, Subtask, Deliverable, and other Work.
 - f. Proposed State review period for each Deliverable.
 - g. Proposed Milestones.

² Smartsheet is the DMV project management tool.

2. Identification of all Providers Key Personnel and Providers Key Staff, including the number of years of experience by role for each member of the team and brief summary of relevant experience.
3. A deficiency management plan documenting the approach to deficiency management, including methodology, recommended tool(s), and escalation process.
4. Approach to project communications and reporting.
5. A risk management plan documenting the approach to risk analysis (i.e., the evaluation of risks and risk interactions to assess the range of possible project outcomes), risk mitigation (i.e., the identification of ways to minimize or eliminate project risks), and risk tracking/control (i.e., a method to ensure that all steps of the risk management process are being followed and risks are being mitigated effectively) and clearly establishing a process for problem escalation, to be updated as needed throughout the term of the Contract. DMV expects this to be maintained in Smartsheet.
6. Initial identification of issues and risks that may impact the timely delivery of the Solution.
7. Project staffing and resource management plan, including third-party resources.
8. Financial management plan. This plan should outline the plan to align quarterly payments with the scheduled deliverables.
9. Change management plan. Changes, in this context, refer to changing the functionality of or adding additional functionality (e.g., changes to the project scope) to any Solution component. The approach **shall** ensure that the impact and rationale for each change are analyzed and coordinated prior to being approved. Change is also measured to show improvements or efficiencies upon completion of MVPs. Both parties agree that a Contract Amendment may be required prior to implementing any changes.
10. Contract management. This plan should identify any contract management practices used by the Providers and clearly detail any Provider expectations of the DMV.
11. Deliverable Acceptance Criteria, which **shall** be based on the terms of the Contract, including the Implementation SOW and the actual tasks being completed, and **shall** include all documentation, stated in the Implementation SOW, that is consistent with good analytical practices, as determined by the DMV. [In Microsoft Word]

The Program Roadmap must be delivered as a Smartsheet plan, or as agreed in DEL-01, as well as a portable document format (PDF) file. Once delivered, the schedule will be jointly maintained in the DMV Smartsheet environment.

Providers **shall** prepare and provide to the DMV a finalized DEL-01 pursuant to Subtask 1.1 – Develop Project Plan. The Project Plan may be modified only if such modification has been approved in advance in writing by the DMV. DEL-01 **shall** be the basis for the Project Schedule. The Project Schedule shall include a standard 10 business day review period for the initial submission, time to adjust deliverables based on feedback from DMV and a 5-business day review period for changes based on feedback.

Providers **shall** also develop a Program Roadmap, which **shall** include the activities required under the Implementation SOW as provided in Subtask 1.1 – Develop Project Plans.

Providers shall provide in accordance with Subtask 1.1 the following Deliverable(s) for this component of the Implementation SOW:

- DEL-01: Project Mission and Objectives.
- DEL-03: Program Roadmap.

DEL-01 **shall** include several management and technical reviews throughout the Solution implementation, acceptance, and migration processes. The table below identifies these reviews.

Table 1: Management and Technical Reviews

Review	Location
Project Kickoff Meeting	State Facility or Remotely
Quarterly Project Reviews	State Facility or Remotely
Product Backlog Grooming	State Facility or Remotely
Testing Reviews	State Facility or Remotely
Product Readiness Reviews	State Facility or Remotely
Sprint Retrospectives	State Facility or Remotely

3. Subtask 1.2 – Prepare Status Reports and Conduct Conferences

Providers **shall** provide ongoing project administration, which **shall** include, but not be limited to, the following:

1. Monthly written Project Plan update reports.
2. Weekly sprint/project update conferences (via teleconference or videoconference).
3. Attending meetings with designated Program staff as needed.
4. State approved updates to DEL-01 and the Program Roadmap (DEL-03).

The Providers Project Manager **shall** provide full project management and control of project activities. The Providers Project Manager **shall** present to the DMV's Program Manager written status reports documenting project progress, plans, and outstanding issues. The Providers Project Manager **shall** meet with or conduct a status update conference with the DMV's Program Manager on a weekly basis, or as otherwise agreed to by the DMV and Providers, to review project status reports and any related matters. All variances **shall** be presented to the DMV for approval or corrective action at status update conferences and status meetings. The first report **shall** be presented to the DMV's Program Manager within 10 business days of the Contract Execution or as agreed upon by the Parties, in a format approved by the DMV.

This Subtask 1.2 – Prepare Status Reports and Conduct Conferences **shall** include, but not be limited to:

1. Project planning and direction.
2. Providers staffing and personnel matters, including management of Providers technical staff.
3. Evaluation of results and status reporting.
4. Incorporation of the DMV's Solution Requirements, including, but not limited to, all business, functional, and technical requirements.
5. Management and backlog burndown.
6. Incorporation of required software modification, if any.

7. Management and tracking of all issues and their resolution.
8. Producing minutes of meetings and conferences within 3 business days.

The Providers Project Manager shall report project status on a regular basis to the DMV's Program Manager and shall participate in monthly status meetings with the DMV's program management team. The project status reports prepared by the Providers Project Manager pursuant to this Subtask 1.2 shall be used as the mechanism for Providers to report any project risks or problems identified as part of the implementation process.

4. Deliverables for 1.2 – Complete Status Reports and Conferences

The Providers Project Manager *shall* prepare and present to the DMV's Program Manager written monthly status reports documenting project progress, plans, and outstanding issues in accordance with Subtask 1.2 – Prepare Status Reports and Conduct Conferences. The Providers Project Manager *shall* meet with or conduct a status update conference with the DMV's Program Manager, as agreed to by the DMV and Providers, to review project status reports and any related matters. All variances *shall* be presented for approval by the DMV at the status meetings. The first report *shall* be presented to the DMV's Program Administrator within 10 business days of the Contract Execution or as agreed upon by the Parties, in a format approved by the DMV. Meeting and conference minutes will be produced within 3 business days.

5. Task 1 – State Responsibilities

State Responsibilities for Task 1:

- Provide the team structure and resource as defined in Appendix 4 – State Resources.
- Establish the Steering Committee - DMV shall provide a team of senior officials to work with, and on behalf of the project in defining overall policy, providing top level decision making, ensuring availability of key resources and effecting key interdepartmental and contractual relationships. The Steering Committee shall:
 - » Review proposed plans and timetables.
 - » Resolve issues which cannot be resolved at the project team level.
 - » Provide departmental policy as it relates to the project.
 - » Set priorities.
 - » Propose alternative solutions to problems encountered.
 - » Seek to obtain Legislative and Administrative backing.
 - » Provide information and involve external parties in project progress, accomplishments and challenges.
- The DMV (Program Administrator.) – The DMV shall provide the necessary Program Manager and Project Manager(s) who shall:
 - » Coordinate the activities of all individuals and organizations involved in the project.
 - » Provide on-going daily direction and oversight to the DMV project staff and the contractors and report progress and problems to the Program Administrator.
 - » Coordinate all organizations involved in the project and ensure resource requirements are identified and addressed.
 - » Set priorities when choices of alternatives are required.
- The DMV (Quality Assurance Monitor) shall provide timely review and feedback and shall either approve Deliverables or provide an Exception Report within 10 Business Days or as otherwise specified in the Project Plan.

B. Task 2 – Discovery Phase

The Discovery phase helps address the desirability, feasibility, and viability of product conception and validation. Slalom will quickly define a Minimal Viable Product (MVP) with supporting design and architecture. There are three aspects to the Discovery phase: Learn, Ideate, and Plan.

1. Subtask 2.1 – Learn

Activity	Description
Interviewing stakeholders	The Slalom team meets with key stakeholders that will have critical input to the product from a user experience, requirements, and technical implementation perspective. Stakeholder interviews are used to ensure that the Slalom team is aligned around the product vision and mission. During these interviews, Providers ask about what works, what does not, what are the DMV's goals, and what success looks like to the DMV. Stakeholders should be identified prior to starting the project, and meetings scheduled ahead of Discovery kickoff. The Slalom team works with the Product Owner to identify these individuals.
Capturing product vision, mission, and objectives (Strategy development)	The Solution Owner, which is the Providers methodology's term for the technical project manager, works with the Product Owner to document the project vision, mission, and key objectives at the start of the project. A vision statement outlines what the organization wants to be. It concentrates on the future. It is a source of inspiration and provides clear decision-making criteria. A mission statement tells the fundamental purpose of the DTE solution, defining the customer and the critical processes. It informs of the desired level of performance. This activity is facilitated by the Slalom discovery team with members of the DMV, all at once, or one at a time through the stakeholder interview process.
Assessing current state applications and experiences	The Solution Architect spends time with the technical leads and teams to get an understanding of the current technical landscape. A current state assessment outlines where the current platform/application is today versus its targeted state. In addition, the Solution Architect will spend time understanding current state related to user experience, such as market analysis, customer/user discovery, product strategy, and brand strategy. Slalom's people-first research approach starts with observation and documentation of the environment and contents of how people engage with the DMV. Slalom will distill observations into user personas and profiles that will drive creation of tailored journey and empathy maps. Before doing this, Slalom will identify if DMV has any existing personas and amend them based on findings. If none exist, Slalom will create new personas. The Design Lead & Strategist would identify a Program Roadmap in a cross-organizational workshop that results in a strategic visual output that captures key insights, pain points and complex customer interactions. It illuminates experience beyond a specific service, showing the journey a user takes through different touchpoints that characterize their interactions from start-to-finish. The Program Roadmaps will be customized based on personas for their touchpoint data which may range from visits, calls, email, and web-interactions.
Build out the Service Design model	Service Design Blueprint builds upon the customer journey maps and helps reveal the relationship, gaps, and opportunities between customer experience, operations (people, process, assets), and technology/data infrastructure and integrations. Providers can effectively align customer experiences with backstage internal operations, process, technology, and data. Providers do this by helping define and orchestrate all communication touchpoints through a product/service life cycle with a lens on the values, structure and enabling operations of an organization. Through service design, Providers help plan and organize all the

	necessary people, process, technology, data, and other assets to deliver great customer experience. The Customer Experience Designer uses design thinking methodology through the eyes of the customers and employees. Providers help clients identify service areas in need of improvement or new services to support a new capability.
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2. Subtask 2.2 – Ideate

Activity	Description
Determining target architecture	The Solution Architect develops a target solution architecture and validates it with client technical SMEs (Subject Manager Experts). The target architecture is typically focused around selecting the application platform, development language, key frameworks, database technologies, system integrations, security considerations, and infrastructure.
Determine Delivery Toolsets	The Solution Architect will determine the proper tool set for release management, test tracking, and configuration management in conjunction with the DMV core team. The Providers goal will be to reuse existing toolset already available with the DMV assuming that they are sufficient for the job. If they are not, specific toolsets will be put forward and a decision will be made with the DMV leadership.
Determining agile tool set	The Solution Owner selects and configures the tools that will be used to plan and execute the Agile delivery project. The Agile tool set will enable the planning, managing, and tracking of all activity for the project. The Solution Owner can bring the Providers preferred Agile toolset and configuration to use or bring the Providers expertise to the client's existing preferred toolset.
Creating initial product backlog	The Solution Owner establishes an initial product backlog from the first set of user requirements that will be expanded upon during this phase. The taxonomy around epics, features, stories, and other elements will be established for the project.
Determining and diagraming user workflows	The team visualizes the intended workflows of different users of the product. These diagrams capture the ideal workflows of the end user(s) through software by user segment and are evolved to capture low-level interaction and content states. Diagrams are an essential tool for communicating information architecture and interaction design within the Slalom team, as well as with clients. Providers use these diagrams to create an application architecture which ensures a more succinct and optimized experience for users.
Design the user experience (Design Discovery)	Slalom brings all the research and analysis to fruition in the form of visual designs and prototypes which are used to validate against requirements that have been gathered. These will be tested with stakeholders and iterated upon based on feedback collected, all while keeping aligned with the goals of the project.
Prototyping the user experience (Design Deliverables)	The Design Lead & Strategist and the Solution Architect creates a proof-of-concept Salesforce design based off design work already done so users can provide feedback ahead of development. These should be undertaken in a context as close to the end experience as possible. The prototyping exercise will continue into implementation.
Determining the QA strategy and approach to testing	The Solution Architect will determine the overall test strategy and approach based on inputs from the other activities and discussion with the team on the most appropriate way to ensure the product is tested. Decisions will be

documented in the Test Strategy deliverable, which describes the overall approach, tools, timing, and processes related to quality assurance.

3. Subtask 2.3 – Plan

Activity	Description
Defining a Minimum Viable Product	<p>The Solution Owner works with the Product Owner to define a Minimum Viable Product (MVP). An MVP is the most pared down version of a product that can still be released to end users. An MVP has three key characteristics:</p> <ul style="list-style-type: none"> • Provides definable value to users. • Develops excitement around future development. • Provides real user feedback.
Product roadmap development	<p>The Solution Owner creates a product roadmap for the product that shows the MVP in the context of a larger plan. The purpose of a product roadmap is to communicate direction and progress to internal teams and external stakeholders. It should not include every feature in the product backlog, or a list of specific engineering bugs.</p>
Estimating stories in the backlog	<p>The project team conducts estimation sessions to understand the level of effort for items in the backlog prioritized for MVP. The team uses a sizing estimation approach to provide high level estimates for the items included in MVP. This activity helps inform the implementation plan to bring the right size team to work with the client for delivery.</p>
Defining the delivery team	<p>The Solution Owner works with the Solution Architect to help ensure Providers have the team needed for delivery based on the level of effort outlined in MVP (Minimum Viable Project). The team works with the client to determine the roles that client team members will play in the delivery phase alongside Slalom team members.</p>
Identify the Process Improvement Methodology	<p>The Providers methodology for process improvement is built utilizing the following key process excellence principles.</p> <ul style="list-style-type: none"> • Customer focus – effective processes are designed around customer requirements whether they are internal or external customers. • Process first, then automation – get the waste out of the business process first then determine if automation would be cost effective. • Quick wins – identify and implement “quick wins” in improved quality, shortened lead time, lower costs, and increased revenue. • Simplify – a simplified process is faster to implement, and easier to sustain in the organization. <p>The approach for process improvement initiatives involves four key steps that include understanding the current state and then designing for success.</p> <ul style="list-style-type: none"> • Define target process goals and metrics, improvement opportunities, and the project roadmap. • Evaluate current processes, workflows, and measures to identify specific areas of change that will benefit the organization. • Design and develop processes that help achieve DMV goals. • Implement process changes into DMV organization to enable DMV to transform the way DMV work.

4. Deliverables for Task 2

Task 2 will result in eight deliverables (DEL-01 to DEL-08) that will be used throughout the DTE:

DEL-01 Project Mission and Objectives – This deliverable sets the program framework and management elements. It will address how the Providers will conduct:

- Project Overview, including mission, objective, approach
- Project Planning.
- Schedule Management.
- Deliverable Acceptance.
- Requirements Management.
- Financial Management.
- Issue and Risk Management.
- Contract Management.
- Compliance Management.
- Change Control.
- Resource and Third-party Management.
- Measuring, assessing, and reporting performance.

DEL-02 Current State Assessment – This focuses on gaining an understanding of the current technical landscape. A current state assessment outlines where the current platform/application is today versus its targeted state. In addition, the Solution Architect will spend time understanding current state related to user experience, such as market analysis, customer/user discovery, product strategy, and brand strategy.

Slalom's people-first research approach starts with observation and documentation of the environment and contents of how people engage with the DMV. Slalom will distill observations into user personas and profiles that will drive creation of tailored journey and empathy maps. Before doing this, Slalom will identify if DMV has any existing personas and amend them based on findings. If none exist, Slalom will create new personas.

Desired elements of this deliverable are:

- Review Requirements.
- Review Future State Wishlist.
- Create Personas and Profiles.
- Integration with New Financial solution and Cloud database service.

DEL-03 Program Roadmap – The Design Lead & Strategist would identify a Program Roadmap in a cross-organizational workshop that results in a strategic visual output that captures key insights, pain points and complex customer interactions. It illuminates experience beyond a specific service, showing the journey a user takes through different touchpoints that characterize their interactions from start-to-finish. The Program Roadmaps will be customized based on personas for their touchpoint data which may range from visits, calls, email, and web-interactions. The Program Roadmap will also outline the Schedule which includes:

- All Deliverables.
- All Sprints and other Work.
- Associated dependencies, if any, among Sprints and other Work.
- Resources assigned to each Sprint and other Work.

- Start date and date of completion for each Sprint and other Work.
- Proposed State review period for each Deliverable.
- Proposed Milestones.

The schedule will be reviewed quarterly by the Program teams in a joint review session.

DEL-04 Service Design Blueprint – This builds upon the customer journey maps and helps reveal the relationship, gaps, and opportunities between customer experience, operations (people, process, assets), and technology/data infrastructure and integrations. Providers will align customer experiences with backstage internal operations, process, technology, and data. Through service design, the Providers plan and organize all the necessary people, process, technology, data, and other assets to deliver great customer experience.

Providers shall design and develop the Service Design Blueprint to satisfy the Current State Assessment [DEL-02] and meet the required standards specified in **II.C.2 – Specifications, Standards, and Guides**. Providers shall design, develop, and produce or procure all software, and data components of the Solution, except for the operational data that is to be provided by the DMV.

DEL-05 Future State Solution Architecture

Providers shall design and develop the Solution to satisfy the Service Design Blueprint [DEL-04] and meet the required standards specified in **II.C.2 – Specifications, Standards, and Guides**. Providers shall design, develop, and produce or procure all software, and data components of the Solution, except for the operational data that is to be provided by the DMV.

Providers shall, to the maximum extent possible, use nonproprietary software in developing and implementing the Solution.

- Future State Solution Architecture will include:
 - » Specific design of the solution
 - » In the case of COTS software, be complete through the level of licensed software products (LSPs).
 - » Identify the functions performed by, performance required of, and interfaces supported by each LSP (for COTS software).
 - » Describe the interfaces supported by each LSP.
 - » Specify any standards with which each LSP complies.
 - » Database designs, including entity relationship diagrams and data dictionaries.
 - » Include complete workflows for all operational user and administrative functions.

As part of the Future State Solution Architecture, Providers **shall** present evidence (e.g., results of analyses, computer model, and Providers-supplied specifications) to demonstrate that the design satisfies the required standards set forth in **II.C.2 – Specifications, Standards, and Guides**. Providers **shall** deliver the Product Backlog documenting the mapping in the requirements and the major subsystems or components of the design.

The Future State Architecture (FSA) shall include data management processes. Providers **shall** develop, document, and implement comprehensive procedures for the management of data and documentation. Data management **shall** encompass all data and documentation produced by Providers under the Contract, procured by Providers under the Contract, and received from the DMV for use on the Contract. The FSA will also include relationships to non-Salesforce and Mulseoft components such as what DMV legacy remains, the new Financial solution, and the DMV cloud data store.

The Future State Architecture shall include security compliance processes. Providers **shall** document their security program in accordance with required standards set forth in II.C.2 – Specifications, Standards, and Guides. The Cloud Solution must be maintained on a FEDRAMP Certified infrastructure with the vendor providing evidence of third-party certification and security control measurement results.

DEL-06 Test Strategy and Plan - The Solution is a complex, software-based solution that has many attributes that must be tested. Of critical concern is the appropriate test regimen to follow to ensure that all appropriate aspects are tested in a reasonable sequence. To understand the Solution testing area, there is a need for a common vocabulary. The purpose of testing will be to verify that Providers' products meet or exceed all requirements in the solution design and product roadmap.

Providers **shall** develop and execute a comprehensive test program, spanning all phases of development and all levels of assembly of the Solution. Providers **shall** develop a Test Strategy and Plan (TSP/DEL-06), which **shall**:

- Govern all levels of testing, from the unit level through the fully assembled and integrated (with external systems) Solution.
- Govern all phases of testing, from unit testing through completion of Solution acceptance.
- Govern the System Acceptance Testing (SAT)
 - » Verify the requirements.
 - » Verify the performance requirements (throughput, accuracy, and reliability) with the full initial data load.
 - » Verify that the integrated sum is at least as functional as the sum of the individual parts.
 - » Verify that end-to-end workflows execute as anticipated but not the correctness of the business process
- Govern formal User Acceptance Testing (UAT).
- All phases of testing will include defined security and compliance testing approved by DMV.
- Include the coordinated and complete testing with existing live scan equipment with the new Solution, understanding that acceptance testing at each stage through UAT will not be considered by the DMV to have been completed until Solution components are successfully tested together.
- Provide test results of all testing to DMV.

For unmodified COTS software, COTS Providers-supplied test results may be submitted to the DMV for verification of requirements and certification of Providers testing for individual elements of the solution.

Any product release will undergo a final validation of the required business functions and flow of the Solution under real-world usage by demonstrating that the delivered products and services are adequate for their intended purpose. Procedures will include both scripts and normal operations to see how the end-to-end workflows operate across the entire Solution, to include the external interfaces to the AAMVA, DPS, and other critical interfaces, or State-owned databases. Testing will be planned to provide a realistic and adequate exposure of the Solution to all reasonably expected events. This includes things that might not happen in a normal period, such as a full backup and restore, switchover to the COOP Site, and a full suite of report generation events.

DEL-07 Product Descriptions – The following components of DEL-07 will be created and maintained by the Providers:

- **Product Backlog**
 - » Product Backlog is an emergent, ordered list of what is needed to advance or improve the product. It is the single source of work undertaken by the Scrum Team.
 - » Will include and map to DMV Requirements (Exhibit DD.1), Transaction Priorities (Exhibit DD.2), and Wishlist (Exhibit DD.3).
 - » Requirements traceability will be maintained throughout the lifecycle of the Product Backlog.
- **MVP Definition**
 - » A minimum viable product (MVP) is a version of a product with just enough features to be usable by early customers who can then provide feedback for future product development.
- **Product Roadmap**
 - » A product roadmap is a shared source of truth that outlines the vision, direction, priorities, and progress of a product over time. It's a plan of action that aligns the organization around short- and long-term goals for the product or project, and how they will be achieved.

The DTE Requirements Workbook document [Exhibit DD.1] includes the system requirements which are incorporated into the Implementation SOW of the desired DMV product.

DEL-08 Process Improvement Plan – Providers shall develop a Process Improvement Plan that identifies the activities, events, and resources (tools, data, facilities, personnel, and other resources) required to migrate from the legacy Solution to the replacement Solution environment provided under the Contract. The plan shall identify the sources (Providers or the DMV) of all resources and specify when those resources will be required.

Process improvements recommendations will include measurements to ensure the improvements can be evaluated and recorded. Other elements that should be tracked and maintained with the process improvements are:

- Providers will develop, maintain, and make available documentation on interfaces between the Solution and remote agency systems. Providers will maintain configuration management of the interfaces and associated documentation. From time to time, the interfaces and associated documentation may change, for example as a result of an AAMVA Technical and Operational Update. When such updates occur, Providers will work with the DMV as appropriate to coordinate notification to agencies/users, testing, and go-live.
- Providers will develop, maintain, and make available documentation on minimum and recommended requirements for remote user equipment used to operate Solution user interfaces (for example, minimum web browser versions). Providers will maintain configuration management of the remote end user equipment requirements documentation. From time to time, the requirements and associated documentation may change, for example, when an older browser version is no longer supported for security reasons. When such updates occur to Solution and the Process Improvement Document, Providers will work with the DMV as appropriate to coordinate notification to agencies/users, testing, and go-live.

5. Task 2 – State Responsibilities

State Responsibilities for Task 2:

- Testing Strategy (Program) – Review and approve the testing procedures.
- Test Scripts (Program) – Review and approve the system test plan.
- Test Execution Results (Program) – Review and approve the Solution Test Reports
- COOP Testing Support (DMV and EITS) – Provide technical support as required for MVIT and EITS related software components involved in Operational Testing.
- Test Support (DMV and EITS) - Provide technical support as required for all design, development, and test activities.
- Conduct User Acceptance Testing (Program)
- Remote Access – The DMV will provide members of the Providers team with VPN access and credentials as required.
- State (DMV and EITS) Cloud Provider – assist Providers in implementing connectivity between DMV, EITS, and Cloud Provider.

C. Task 3 – Delivery Phase

The Delivery phase focuses on how to take the MVP definition and plan coming out of Discovery, and partner with the DMV to deliver an MVP release and subsequent releases with speed and quality.

1. Subtask 3.1 – Delivery

Slalom will iteratively conduct the following activities in two-week sprints for the duration of the project.

Activity	Description
Sprint 0 Planning	This is where the initial product backlog is refined, and team / environment setup activities are executed: <ul style="list-style-type: none"> • Refine Product Backlog • Create Release Plan • Establish 'Definition of Done' • Environment Setup
Backlog Grooming	Session to re-prioritize product backlog, refine upcoming stories, and prepare them for upcoming sprint's Planning session (Scrum Ceremonies Grooming).
Sprint Planning (Product Increment Planning)	Session to plan the goals and inventory of features, sourced from the product backlog, that are going to be worked on in the current sprint.
User Testing	Ongoing end user testing conducted by designer to identify any new or changing gaps in the overall experience and iterate on design to feed back into development.
Develop & Test	The delivery team develops and tracks the progress of features committed to each sprint to deliver working software per specifications and acceptance criteria. Activities include: <ul style="list-style-type: none"> • Building functional prototypes • Applying visual design • Performing code reviews and Pull (or Merge) Requests • Logging and triaging defects • Monitoring Sprint Burndown • Writing and executing unit and functional tests

	<ul style="list-style-type: none"> • Executing data migration
Sprint Review	<p>Session to demonstrate to the business stakeholders the features that were completed during the sprint. The team will gather feedback and incorporate into the product backlog for prioritization (Solution Backlog Management). The Providers sprint demos consist of the following:</p> <ul style="list-style-type: none"> • Sprint Overview • Functional Demonstration • Story Acceptance
Sprint Retrospective (Product Increment Retrospective)	<p>In line with Agile best practices, Slalom incorporates Sprint Retrospectives into each sprint to reflect on opportunities to improve and key successes to reinforce. The Sprint Retrospectives are hosted with the development team to review impediments, opportunities for improvement and celebrate successes to make sure Providers are building a very collaborative and effective working environment. Reflection and growth are deeply imbedded in Slalom's culture, and Providers are always improving as a company and in unison with the Providers clients.</p>

Delivery will include loading data from legacy systems as necessary. The Providers shall load agreed upon converted data into the appropriate databases onto the Solution at the Primary Site and the COOP Site with the appropriate key identifiers, indices, or agreed-upon Master ID number(s), or in accordance with the Service Design Blueprint and Transition Plan. As part of this task, at the end of the initial data load, Providers shall produce a detailed report including the results and outcomes of the data conversion effort, including the following information:

- The number of records converted.
- Any problems encountered, by record number (i.e., any conversion-assigned number), problem type, and resolution.
- All records not successfully converted, by record number, and the reason for the failed conversion for each such record.
- Records that were identified as being from the same subject (i.e., multiple enrollments).
- The results of a conversion audit.

2. Deliverables for Task 3

The following documents will be considered a work in progress during the delivery of the project.

DEL-09 Service Level Plan

The Service Level Plan outlines the support plan for the solution. It will be organized by product release and aligned to the Program Roadmap (DEL-03). It will document support process, service levels, and responsibilities for each product release and solution. It will be updated from time to time as support configurations and responsibilities change.

DEL-10 Solution Configuration Document – This deliverable shall contain As-built information for Database, Interface, and Solution Designs.

Providers will deliver and install the software at the Primary Site, COOP site, and MVIT data center. Providers will confirm the installation and run the tests documented in the Test Strategy

and Plan (DEL-06). Any cloud services provided to the DMV must be physically located in the lower 48 states.

Providers will document the installations within the Solution Configuration Document (DEL-10). It depicts and identifies the configuration details of the Solution that process, or store protected information. It identifies the computing, storage, and network configuration items and their interconnectivity as used for the as-built Solution. It includes a network diagram as defined in the DMV Security Policy.

DEL-11 Configuration Management Plan – This plan shall document and implement a process for performing configuration control. Configuration control performed by Providers shall accomplish the following:

- Establish a controlled configuration for each software component at the Primary Site and the COOP Site, with a focus on optimal use of system resources.
- Maintain current copies of the deliverable documentation and code.
- Give the DMV access to the documentation and code under configuration control.
- Control the preparation and dissemination of changes to the master copies of the deliverable software and documentation placed under configuration control so that they reflect only approved changes.

Providers **shall** generate management records and status reports on all products comprising the controlled configuration for each software component at the Primary Site and the COOP Site. The status reports **shall**:

- Make changes to controlled products traceable.
- Serve as a basis for communicating the status of configuration identification software.
- Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

Providers **shall** participate in State configuration control meetings. State configuration control meetings will establish and control the requirements baseline, detailed in the Product Descriptions (DEL-07), throughout the performance of the Contract and will control the operational baseline (deployed software, databases, and documentation) once the Solution becomes operational.

DEL-12 Reporting – Providers shall produce the following reporting:

- Weekly Project Status Reporting
- Demo of working functionality with each Sprint
- Updated system documentation as warranted
- Sprint Retrospective Summaries with each Sprint
- Data Load Summaries as warranted
- Operational Reporting defined in OPNS SOW

D. Task 4 – Transition Phase

The Transition phase is the point at which the Providers team begins to move the ongoing development, enhancement, maintenance, and support of the system into the hands of the DMV. During this phase, Providers will ensure DMV core stakeholder groups are confident and comfortable with the elements of the solution they are responsible to manage post go-live.

Transition for the DMV will include final User Acceptance Testing, Administrator and Author training, end user onboarding (internal employees & external users) and all deployment activities associated with moving the system into production. It will also include validation of security and compliance previously tested during Sprints. At this phase, Providers will also establish a clear and shared understanding of the level of effort required for post-go live support. It is important to note planning for this phase will happen much earlier in the process to ensure the change management and training approach is customized to a transition model best suited to the DMV environment and in-house skill set.

1. Subtask 4.1 – Transition

Transition tasks begin with the plans built in the discovery phase and throughout the delivery efforts. Providers shall ingest and process all existing electronic (as available) and hard-copy data and records from the legacy system as outlined in the transition plan which shall outline conversion tasks, responsibilities, processes, and tests of the converted data.

The following two major events are key to the transition phase.

Activity	Description
User Acceptance Testing (UAT)	UAT enables current and future users of the solution to validate the functionality and business processes and determine that the solution is ready to be rolled out to the user community. In addition to coverage of business capabilities for each impacted function, this needs to include coverage of end-to-end scenarios for business capabilities and processes. As such, business input and involvement are crucial to the success and effectiveness of UAT. Note that this is not intended to be the re-execution of all the previous testing that has been completed during the Deliver phase.
Owner Transition & Handoff	Providers begin talking to DMV about the right transition model at the beginning of the engagement. The Slalom delivery team develops a transition and knowledge transfer plan to fully transfer the software delivery to the Client team. Slalom ramps down while the Client ramps up.

2. Deliverables for Task 4

The following documents will be the outputs of Task 4 and consist of:

DEL-13 Training Plan - The training plan will outline the conduct, procedures, and timing of training.

- Providers shall develop User Manuals addressing all user functions for all user types (e.g., operators, supervisors, system administrators, maintenance personnel). User documentation shall describe the components, functions, and operations of each server and user interface type. Operations descriptions shall include a list and description of all error conditions, as well as the associated error messages displayed, and the action required of the operator for each error condition.
- Each Solution user interface shall be provided with online user documentation that will be accessible via the agency's internal networks. All training and training materials shall be agreed upon by both Parties and provided at no additional cost to the DMV. The DMV reserves the right to review and approve training class and associated material prior to training taking place.
- Providers shall conduct three (3) types of courses, as follows:

- » Operator Baseline – This hands-on course will cover all features and functionality associated with the new Solution. "Hands-on" requires that each student have access to a fully functional user interface and training database during the training sessions
- » Supervisor Baseline – This course will cover all features and functionality associated with the new Solution, as well as all additional specialized supervisor functions.
- » Administration, Managers, and Supervisors – This course will cover Solution system management functions. The course will provide hands-on instruction on accessing and producing management reports, creating user accounts, and performing audits and inquiries using the tools provided by the Solution.
- The Providers training philosophy is that training of all users expected to work with, rely on, and support the Solution is key to a successful implementation of the Solution which has been agreed upon by both Parties and ultimately accepted by the DMV and its continuing operation.
- Providers must have a proven training approach, with proven curricula, based on best practices having incorporated the lessons learned that effectively prepare all affected users for the transition to the new environment.

DEL-14 Adoption Plan – Providers **shall** develop a Adoption Plan [DEL-14] that identifies the activities, events, and resources (tools, data, facilities, personnel, and other resources) required to migrate from the legacy Solution to the replacement Solution environment provided under the Contract. The plan **shall** identify the sources (Providers or the DMV) of all resources and specify when those resources will be required. The plan shall consist of outline:

- Data Management
- Data Conversion Plan
- System Responsibility
- Helpdesk Support

DEL-15 COOP – Providers **shall** perform the necessary planning; deliver a COOP (DEL-15); provide or utilize the necessary facilities, equipment, supplies, data, and documentation; and conduct the training necessary to establish a viable COOP capability that ensures the performance of the Solution's essential functions during any emergency or situation that may disrupt normal operations and leave the Primary Site facilities damaged or inaccessible.

- The purpose of COOP planning is to assure that the capability exists to continue essential provider functions across a variety of potential emergencies as well as when maintenance or upgrade activities might impact Solution use. The COOP will be developed in cooperation with DMV to ensure alignment with DMV plans. A COOP should account for:
 - » Ensuring the continuous performance of the DMV 's essential functions/operations during an emergency.
 - » Protecting essential records, and other assets.
 - » Reducing or mitigating disruptions to operations.
 - » Achieving a timely and orderly recovery from an emergency and resumption of full service to the DMV.
- The COOP provided by Providers shall contain the following:
 - » Plans and procedures.
 - » Identification of essential functions.
 - » Alternate facilities.
 - » Interoperable communications.
 - » Vital records and databases.

- » Tests, training, and periodic exercises/drills.
- » Identification of COOP options (e.g., hot backup site).
- The COOP should be developed and documented to ensure that, when implemented, it will provide for continued performance of essential State functions. At a minimum, the COOP shall also:
 - » Delineate essential functions and activities.
 - » Outline a decision process for determining appropriate actions in implementing COOP and procedures.
 - » Establish a roster of fully equipped and trained Providers and State personnel with the authority to perform essential functions and activities.
 - » Include procedures for employee advisories, alerts, and COOP activation, with instructions for relocation to predesignated facilities, with and without warning, during duty and non-duty hours. This includes providing for personnel accountability throughout the duration of the emergency and providing for continuous operational status in an active environment.
 - » Establish reliable processes and procedures to acquire resources necessary to continue essential functions as mutually designated and sustain operations similar to that of the Primary Site for up to 30 days.
- Providers shall generate management records and status reports on all products comprising the controlled configuration for each software component at the Primary Site and the COOP Site. The status reports shall:
 - » Make changes to controlled products traceable.
 - » Serve as a basis for communicating the status of configuration identification software.
 - » Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

3. Task 4 – State Responsibilities

State Responsibilities for Task 4:

- Review Training (State) – Review and approve the Training Plan.
- Schedule Training (State) – Schedule DMV personnel for training sessions in accordance with the agreed upon training schedule and plan.
- Identify power users who will be trained to provide ongoing training.
- Provide facilities, such as classrooms, training devices, audio/video training capabilities, printed training materials and any other facilities and materials necessary to perform the training classes.
- Program (SMEs) Provide Subject Matter Experts (SME's) to support the data conversion planning and data mapping activities.
- Program (Create Extraction Routines) – Develop data extract packages.
- Program (Execute Extraction Routines) – Extract legacy data from the legacy systems and provide it in the correct location and format.
- State (Data Cleansing) – Perform data cleansing activities.
- State (Verify Data Migration) – Verify the data has been migrated and converted per the State's approved Data Migration Plan and mapping specifications within the Solution.

IV. Assumptions

#	Assumption
1	The requirements and specifications will be interpreted in project deliverables. In the event of a contradiction, conflict or inconsistency between prior statements of requirements and specifications and a later approved deliverable, the contradiction, conflict or inconsistency will be resolved in favor of the latest approved deliverable.
2	In the event of a conflict between the DMVs requirements and specifications for the Solution in the various Contract documents, such conflict will be resolved according to the following order of precedence (the first having priority): the agreed upon Product Descriptions (DEL-07), Service Design Blueprint (DEL-04), Program Roadmap (DEL-03), the Implementation SOW, and the Providers' Quote.
3	Restricted information will not be stored in the ITSM tool and the DMV will communicate this requirement to the DMV's staff, including service desk staff.
4	Costs associated with background checks and fingerprints required for Providers staff directly involved with supporting the Implementation SOW and who have access to State systems or data will be covered by Providers.

Appendix DD.1

Project Deliverables

Appendix DD.1 – Project Deliverables

During the Implementation Phase of the Contract, Providers **shall** deliver those Deliverables identified and listed in the Deliverable Table below. All Deliverables **shall** be subject to State approval and Acceptance in order to satisfy the terms and conditions of the Contract.

Document No.	Deliverable/Plan Title	Delivery Dates
DEL-01	Project Mission and Objectives	<ul style="list-style-type: none"> • Draft – 20 business days after Contract Execution. • Update – at conclusion of the Discovery Phase.
DEL-02	Current State Assessment	<ul style="list-style-type: none"> • Draft – at conclusion of the Discovery Phase.
DEL-03	Program Roadmap	<ul style="list-style-type: none"> • Draft – 15 business days prior to the conclusion of the Discovery Phase. • Baseline – at conclusion of the Discovery Phase. • Update – as needed at quarterly project management reviews.
DEL-04	Service Design Blueprint	<ul style="list-style-type: none"> • Draft – 25 business days prior to the conclusion of the Discovery Phase. • Baseline – at conclusion of the Discovery Phase. • Update – as needed conclusion of any Sprint.
DEL-05	Future State Solution Architecture	<ul style="list-style-type: none"> • Draft – 15 business days prior to the conclusion of the Discovery Phase. • Baseline – at conclusion of the Discovery Phase. • Update – as needed conclusion of any Sprint. (Important to note that will get more and more specific throughout the life of the project.)
DEL-06	Test Strategy and Plan	<ul style="list-style-type: none"> • Draft – 15 business days prior to the conclusion of the Discovery Phase. • Baseline – at conclusion of the Discovery Phase. • Update – as a result of the sprint definition of each Sprint.
DEL-07	Product Descriptions (consisting of: Product Backlog MVP Product Roadmap)	<ul style="list-style-type: none"> • Draft – High-level work patterns at the conclusion of the Discovery Phase. • Baseline per mini-discovery effort – At the beginning of each set of major functionality. • Update – as needed conclusion of any Sprint.
DEL-08	Process Improvement Plan	<ul style="list-style-type: none"> • Draft – 15 business days prior to the conclusion of the Discovery Phase for initial high level work efforts. • Baseline – at conclusion of the Discovery Phase. • Update – as needed conclusion of any Sprint or as work efforts are defined.
DEL-09	Service Level Plan	<ul style="list-style-type: none"> • Draft – at conclusion of the Discovery Phase. • Baseline – at the conclusion of the first Production deployment. • Update – as needed for production deployments.
DEL-10	Solution Configuration Document	<ul style="list-style-type: none"> • Draft – at conclusion of the Discovery Phase. • Baseline – at the conclusion of the first Sprint • Update – as needed conclusion of any Sprint.

Document No.	Deliverable/Plan Title	Delivery Dates
DEL-11	Configuration Management Plan	<ul style="list-style-type: none"> ● Draft – at conclusion of the Discovery Phase. ● Baseline – at the conclusion of the first Sprint ● Update – as needed conclusion of any Sprint.
DEL-12	Reporting	<ul style="list-style-type: none"> ● Draft – at conclusion of the Discovery Phase. ● Update – at the conclusion of each Sprint and during the quarterly project review.
DEL-13	Training Plan	<ul style="list-style-type: none"> ● Draft – at conclusion of the Discovery Phase. ● Baseline – at the conclusion of the first Sprint ● Update – as needed conclusion of any Sprint.
DEL-14	Adoption Plan	<ul style="list-style-type: none"> ● Draft – at conclusion of the Discovery Phase. ● Baseline – at the conclusion of the first Sprint ● Update – as needed conclusion of any Sprint.
DEL-15	COOP	<ul style="list-style-type: none"> ● Draft – at 60 days after the end of the Discovery Phase. ● Baseline – Upon DMV approval ● Update – as needed conclusion of any Sprint or production release.

During the Delivery Phase of the project, Providers **shall** provide the DMV with a comprehensive set of user, system, training, and management documentation because of each Sprint. Providers **shall** supply documentation in electronic format. User documentation **shall** describe the components, functions, and operations of each user interface.

Appendix DD.2

Glossary

Appendix DD.2 – Glossary

This appendix presents a glossary of the acronyms used in this document.

Acronym	Definition
AAMVA	American Association of Motor Vehicle Administrators
AD	Active Directory
ADFS	Active Directory Federation Services
API	Application Programming Interface
BOE	Board of Examiners
COOP	Continuity of Operations Plan
COTS	Commercial Off-the-Shelf
DMS	Document Management System
DMV	Department of Motor Vehicles
DPS	Nevada Department of Public Safety
DRP	Disaster Recovery Plan
DTE	DMV Transformation Effort
ECM	Electronic Content Management
EITS	Enterprise Information Technology Services
FAR	Final Acceptance Review
FTP	File Transfer Protocol
GUI	Graphical User Interface
IMP SOW	Implementation Statement of Work
IMS	Integrated Master Schedule or Project Plan
IOC	Initial Operational Capability
ITSM	Information Technology Service Management tool
LOI	Letter of Intent
LSP	Licensed Software Product
NAC	Nevada Administrative Code
NCJIS	Nevada Criminal Justice Information System
NDA	Non-Disclosure Agreement
NDOC	Nevada Department of Corrections
NIEM	National Information Exchange Model
NOA	Notice of Award
NOC	Nevada Offense Code
NRS	Nevada Revised Statutes
OPS SOW	Operations Statement of Work
ORR	Operational Readiness Review
PDF	Portable Document Format
PIN	Person ID Number
PMO	Program Management Office
PMP	Project Management Plan
PT	Pacific Time
QA	Quality Assurance
RFP	Request for Proposal
RPO	Recovery Point Objectives
RTO	Recovery Time Objectives
RVTM	Requirements Verification and Traceability Matrix

Acronym	Definition
SAM	State Administrative Manual
SAN	Storage Area Network
SAT	System Acceptance Testing
SDLC	System Development Lifecycle
SDR	Solution Design Review
SIT	System-level Integration Testing
SLA	Service Level Agreement
SLP	Service Level Plan
SOU	Statement of Understanding
SOW	Statement of Work
SRR	Solution Requirements Review
SRS	Solution Requirements Specifications
STRR	System Test Readiness Review
TEMP	Test and Evaluation Master Plan
TOT	Type of Transaction
TOU	Technical Operations Update
UAT	User Acceptance Testing

Appendix DD.3

Definitions

Appendix DD.3 – Definitions

This appendix presents defined terms used in the Implementation SOW.

Term	Definition
Acceptance	Defined in Section I-F of the Implementation SOW
Agency	The Nevada DMV.
Business Day	The work day, normally 8:00 AM to 5:00 PM Monday through Friday, excluding State holidays.
Configuration	Modifying a software system by using native functions or settings within the system to change its behavior or features, in order to meet specific requirements.
Contract	The overall Contract including the Service Agreement, this Services Agreement, Implementation SOW, Operations SOW, and all referenced attachments to such documents.
Contract Amendment	Any change to the Contract. Any changes must be approved through the same process as the Contract.
Contract Execution	The date of the approval by the Nevada Board of Examiners.
Contract Start Date	The later of the Contract Execution or 9/13/2021.
COOP Site	The Cloud Provider site where disaster recovery environment as defined in the COOP will be hosted located in the ??? region.
Customization	Modification of a software system that requires additional coding to implement, in order to meet specific requirements.
Deliverables	All items that Providers are required to provide to the agency under the Contract.
Deprecated	Technology functions or elements that are in the process of being replaced by newer ones.
Electronic Content Management (ECM)	A system that collects, stores, retrieves and manages documents and records created by organizations.
Implementation SOW	The DTE Implementation Statement of Work ("SOW" or "Implementation SOW").
Middleware	Controls the orchestration of services so information exchanges can be easily implemented and managed; and ensures a seamless operation of the various capabilities in the environment.
Milestone	Used to mark specific points along the project timeline that must be reached to achieve success. Milestones represent one or more Deliverables. Milestones must be measurable, offer business value and be defined in a way that DMV can assess the level to which they are complete for approval, sign-off, and payment.
DTE Modernization	The DMV-led initiative to upgrade the current systems that comprise DTE. The upgraded systems are expected to provide at least the functionality provided by the current systems and improve the efficiency and effectiveness of the DMV's operations, by meeting the requirements provided by this agreement.

Term	Definition
Operations SOW	The DTE Operations Statement of Work ("SOW" or "Operations SOW"), part of the DMV of Nevada DTE Project.
Parties	The DMV and Providers.
Portal	A webpage that controls user access to the DTE systems and information, including launching data queries.
Primary Site	The Cloud Provider site where the Solution will be hosted located in the ??? region.
Program	The DTE effort.
Program Administrator	The person from the DMV team assigned to administer the Program with approval authority
Project	Specific and defined elements of work with the Program.
State Program Manager	The person from the DMV team assigned to deliver the Implementation SOW.
Project Manager (State)	The person(s) from the DMV team assigned to manage projects and coordinate efforts.
Program Manager (Providers)	The person(s) from Providers assigned to deliver the Implementation SOW and with approval authority.
Services	The activities defined in the Contract and attachments.
SMART21	The State's financial and enterprise resource planning system replacement program that will be implemented on the SAP platform.
Solution	The combination of services and products that will ultimately result in the completion of the DTE initiative, including the overall design approach and the systems that support it.
SOW	As used within this document, refers to the DTE Implementation Statement of Work, part of the DMV of Nevada DTE Project
State	State of Nevada.
System	Set of interconnected components that transform, store, transport, or control information for particular purposes.
Upgrade	The act of replacing the current system with a new, modernized, and improved product. An upgrade moves beyond simply updating the current system to fix issues.
Providers	Carahsoft, Salesforce, MuleSoft, and Slalom and includes their employees, contractors, and sub-contractors assigned to deliver the Implementation SOW.
Vendor	Provider, Providers.

Appendix DD.4 State Resources

Appendix DD.4 – State Resources

The DMV will provide the following resources committed to this project.

Program Steering Committee

The Steering Committee provides business guidance and context for the Program. It will be comprised of unit leadership within DMV and external representation as deemed appropriate by DMV. It will also assist with leadership in promoting support for the Program. Additional roles of the Steering Committee may include:

- Review of proposed plans and timetables.
- Provide problem resolution if issues cannot be resolved at the Program level.
- Provide DMV policy as it relates to the Program.
- Set business priorities.
- Propose alternative solutions to problems encountered.
- Assist with obtaining Legislative and Administrative backing.
- Assist providing information and involving external parties in Program progress, accomplishments and challenges.

Program Sponsor

The DMV is the Program's sponsor agency. All Program activities shall be conducted under the authority of the DMV. The DMV Deputy Director is the project's Executive Sponsor.

Program Administrator

The Program Administrator provides overall leadership to the Program and will ensure long-term success of the Program. Responsible for the administration of business success, financial management, and customer satisfaction for the Solution. The Program Administrator will be the senior leader of the Program effort. The Program Administrator will set Program priorities and resolve conflicts.

Program Manager

The Program Manager provides the Program and project management skills to the implementation effort. The Program Manager supervises the project management efforts within the Program and coordinates Program level activities. The Program Manager sets priorities when choices of alternatives are required and will resolve project conflicts.

Project Manager

Given the size and scope of the DTE, there will be 5 Project Managers. The Project Managers shall coordinate the activities of all individuals and organizations involved in the project. The Project Managers shall provide on-going daily project direction and oversight to the DMV project staff and the contractor and report progress and problems to the Program Manager. The Project Managers shall coordinate all organizations involved in the project and ensure resource requirements are identified and addressed.

State Project Staff

State project staff shall be assigned to the project on both permanent and on as-needed basis, as determined by project and technical management to represent the various functional and technical areas. State project staff shall be available to attend meetings, interviews and assist assigned staff in reviewing functions with Providers. State staff working on project tasks shall report through the appropriate Project Manager who shall act as a conduit to Providers.

Providers shall be expected to work closely with the DMV project staff assigned to this project.

External Assistance

External assistance may be utilized and shall act as member of the DMV program team providing technical assistance to the DMV. External state resource shall report to the DMV Program Manager.

Quality Assurance Monitor

A Quality Assurance (QA) monitor may be utilized and shall act as a member of the DMV program team. The QA monitor shall report to the DMV Program Manager. Major functions shall include, but not be limited to the following:

- Review of project tasks.
- Validation of results.
- Provide recommendations, as required.
- Review of program risks and issues.
- Review of deliverables.
- Project plan monitoring.

STATE OF NEVADA

DMV Transformation Effort (DTE)

Business Capability - Level 0	Business Capability - Level 1	Functional Requirements
Manage Customer Interactions	Manage Automated Customer Interaction	FR210000 - FR240000
	Manage Correspondence & Templates	
	Manage Customer Relationship	
	Survey Customers	
Provide Credentialing Services	Manage Identification Card	FR310000 - FR320000
	Manage Licensing of Drivers	
Regulate Service Providers	Manage Business Licenses	FR410000 - FR440000
	Manage Occupational Licenses	
	Regulate Emissions Test Providers	
Administer Vehicles	Manage Vehicle Records	FR510000 - FR520000
	Manage Vehicle Registration	
perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610000 - FR630000
	Perform Motor Carrier Fuel Tax Audit	
Support Enterprise Operations	Exchange Data with Data Trading Partners (Interfaces)	FR710000 - FR860000
	Manage Cases	
	Manage Documents	
	Manage Forms	
	Manage Inventory	
	Manage Licensing Drivers	
	Manage System	
	Manage User Access	
	Manage Vehicle Registration	
	Produce and Deliver Training	
	Provide Business Intelligence Analytics and Reporting	
	Provide Document Imaging	
Future State	Amazon Shopping Cart	FR91000 - FR910048
	ASG	
	Blockchain	
	Compliance	
	DL/ID	
	Document Processing and Correspondence	
	EDRS	
	Electronic Forms / Digital Signatures	
	Guiding Principles	
	Interface	
	Multiple Authentication	
	Online Services	
	Payment Processing	
	Records	
	Reg and Title	

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Automated Customer Interactions	FR210001	The solution shall provide the department dashboards to customers using various platforms (e.g., portal, mobile).
Manage Customer Interactions	Manage Automated Customer Interactions	FR210002	The solution shall provide self-service capabilities (e.g., kiosk, web services, mobile, portals).
Manage Customer Interactions	Manage Automated Customer Interactions	FR210003	The solution shall allow an authorized user to view system online errors displayed to the customer.
Manage Customer Interactions	Manage Automated Customer Interactions	FR210004	The solution shall provide an authorized user specific and concise error messages and provide resolution instructions.
Manage Customer Interactions	Manage Automated Customer Interactions	FR210005	The solution shall retrieve the customer's data during an online inquiry (e.g., Driver's License (DL)/Identification Card (ID) mailed status, vehicle registration information, vehicle title information).
Manage Customer Interactions	Manage Automated Customer Interactions	FR210006	The solution shall allow a web-based form submission process that will incorporate dynamic workflows to route documents, content, and forms for approvals.
Manage Customer Interactions	Manage Automated Customer Interactions	FR210007	The solution shall allow self-service payments to be processed at the completion of a transaction.
Manage Customer Interactions	Manage Automated Customer Interactions	FR210008	The solution shall allow for original issuance, renewals, and duplicates (e.g., vehicle registration, Driver's License (DL), Identification Card (ID), handicap placard, etc.) to be processed and completed via self-service capabilities.
Manage Customer Interactions	Survey Customers	FR220001	The solution shall allow customers to complete a customer satisfaction survey for all self-service capabilities regardless of platform (e.g., kiosk, web, portal).
Manage Customer Interactions	Manage Correspondence & Templates	FR230001	The solution shall allow dynamic verbiage on all Commercial Driver's License (CDL) clearance letter (e.g., name, address, clearance date).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230002	The solution shall automatically generate certificate renewal notices for Third Party Certifier Companies and Third Party Certifier Schools.
Manage Customer Interactions	Manage Correspondence & Templates	FR230003	The solution shall automatically generate certified letter file exchange to interface with third party vendor (e.g., NVLIVE suspension, Driver's License (DL) suspension/withdrawal, revenue recovery).
Manage Customer Interactions	Manage Correspondence & Templates	FR230004	The solution shall automatically generate customer notifications from a Company Certifier and Non-Commercial Driver's License Certifier (e.g., congratulations letter).
Manage Customer Interactions	Manage Correspondence & Templates	FR230005	The solution shall automatically generate inactive notifications to Third Party Certifier Companies and Third Party Certifier Schools.
Manage Customer Interactions	Manage Correspondence & Templates	FR230006	The solution shall automatically generate letters to a customer based on a Commercial Driver's License (CDL) medical expiration date.
Manage Customer Interactions	Manage Correspondence & Templates	FR230007	The solution shall generate a notice to the customer when the customer is required to return to an office.
Manage Customer Interactions	Manage Correspondence & Templates	FR230008	The solution shall allow for tracking of customer correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230009	The solution shall capture correspondence file type (e.g., Portable Document Format (PDF), Joint Photographic Experts Group (JPEG), Graphics Interchange Format (GIF), Tagged Image File Format (TIFF), Portable Network Graphics (PNG), Microsoft Word document).
Manage Customer Interactions	Manage Correspondence & Templates	FR230010	The solution shall capture correspondence information (e.g., creation date, timestamp, sent time, upload time, reference number).
Manage Customer Interactions	Manage Correspondence & Templates	FR230011	The solution shall capture correspondence sent and received type (e.g., inbound, outbound).
Manage Customer Interactions	Manage Correspondence & Templates	FR230012	The solution shall capture correspondence type (e.g., notice, letter, email, remittance, certified mail).
Manage Customer Interactions	Manage Correspondence & Templates	FR230013	The solution shall receive, upload, and associate solution generated customer correspondence to the customer's record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230014	The solution shall send notifications to an authorized user when inbound correspondence is received (e.g., email, fax, mail).
Manage Customer Interactions	Manage Correspondence & Templates	FR230015	The solution shall send a completion notification after a driving record has been sealed to the customer's address of record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230016	The solution shall allow proactive alerting capabilities to detect potential issues at a user, office, business unit, and system level (e.g., alert when there is a compliance enforcement issue, alert when call volume from customers reaches a defined threshold).
Manage Customer Interactions	Manage Correspondence & Templates	FR230017	The solution shall notify customer's through self-service capabilities (e.g., alert when expiration date is approaching, customer's issue has been resolved).
Manage Customer Interactions	Manage Correspondence & Templates	FR230018	The solution shall allow authorized users to transmit messages from within The solution on various channels (e.g., email, texts, posts on social media).
Manage Customer Interactions	Manage Correspondence & Templates	FR230019	The solution shall allow for an automated notification to the appropriate DMV division when users experience designated system errors.
Manage Customer Interactions	Manage Correspondence & Templates	FR230020	The solution shall display all customer correspondence to an authorized user.
Manage Customer Interactions	Manage Correspondence & Templates	FR230021	The solution shall provide the ability to send forms to customer through a self-service capability (e.g., mobile, portal).
Manage Customer Interactions	Manage Correspondence & Templates	FR230022	The solution shall allow dynamic verbiage on all Driver's License (DL)/Identification Card (ID) correspondence to be printed (e.g., cancellation reason, description, customer name, date).
Manage Customer Interactions	Manage Correspondence & Templates	FR230023	The solution shall create Problem Driver Pointer System (PDPS) correspondence for jurisdiction reciprocity.
Manage Customer Interactions	Manage Correspondence & Templates	FR230024	The solution shall generate a unique barcode on all correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230025	The solution shall generate Driver's License (DL)/Identification Card (ID) correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230026	The solution shall allow an authorized user to enter additional manual information during the customer correspondence creation.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230027	The solution shall allow an authorized user to import data into customer correspondence (e.g., NV DMV forms, Microsoft Word, Microsoft Excel).
Manage Customer Interactions	Manage Correspondence & Templates	FR230028	The solution shall allow an authorized user to preview and make additional edits to correspondence, prior to printing.
Manage Customer Interactions	Manage Correspondence & Templates	FR230029	The solution shall allow emails to be created, changed, and updated for any prospective marketing campaigns.
Manage Customer Interactions	Manage Correspondence & Templates	FR230030	The solution shall allow for a NV DMV representative's captured electronic signature to be placed on all correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230031	The solution shall allow for sending bulk emails using specific customer criteria.
Manage Customer Interactions	Manage Correspondence & Templates	FR230032	The solution shall allow for the tracking of returned mail.
Manage Customer Interactions	Manage Correspondence & Templates	FR230033	The solution shall generate on-demand customer letters or customer notifications.
Manage Customer Interactions	Manage Correspondence & Templates	FR230034	The solution shall track all customer correspondence sent and received (e.g., notices, letters, faxes, emails, license plate mailings, technician notes of customer interaction).
Manage Customer Interactions	Manage Correspondence & Templates	FR230035	The solution shall allow clearance letters to have customer identifiers and clearance information (e.g., name, address, clearance date).
Manage Customer Interactions	Manage Correspondence & Templates	FR230036	The solution shall generate a Driver's License (DL) clearance letter.
Manage Customer Interactions	Manage Correspondence & Templates	FR230037	The solution shall update a clearance letter with a validated customer address.
Manage Customer Interactions	Manage Correspondence & Templates	FR230038	The solution shall automatically generate renewal applications for an emission license.
Manage Customer Interactions	Manage Correspondence & Templates	FR230039	The solution shall generate emission inspector license expiration correspondence.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230040	The solution shall generate emission station correspondence (e.g., Memorandum of Understanding (MOU), expiration letters).
Manage Customer Interactions	Manage Correspondence & Templates	FR230041	The solution shall automatically notify the original authorized user who initiated the transaction when a check for the transaction cannot be honored because the account has insufficient funds available.
Manage Customer Interactions	Manage Correspondence & Templates	FR230042	The solution shall automatically send a notification when a Revenue Recovery payment plan has been cleared or paid in full.
Manage Customer Interactions	Manage Correspondence & Templates	FR230043	The solution shall automatically send notification emails, defined by DMV business rules to the State Controller's Office when a customer completes a wire or Electronic Funds Transfer (EFT) payment.
Manage Customer Interactions	Manage Correspondence & Templates	FR230044	The solution shall capture electronic acknowledgement of received files.
Manage Customer Interactions	Manage Correspondence & Templates	FR230045	The solution shall generate a customer notification regarding a receivable.
Manage Customer Interactions	Manage Correspondence & Templates	FR230046	The solution shall generate a customer notification regarding delinquency.
Manage Customer Interactions	Manage Correspondence & Templates	FR230047	The solution shall generate a customer notification to all customers linked to a Revenue Recovery status.
Manage Customer Interactions	Manage Correspondence & Templates	FR230048	The solution shall generate an automated email notification to the State Controller's Office when an Electronic Funds Transfer (EFT) or wire transfer is initiated.
Manage Customer Interactions	Manage Correspondence & Templates	FR230049	The solution shall generate approval request notifications (e.g., email and letters) upon completion of the reconciliation process.
Manage Customer Interactions	Manage Correspondence & Templates	FR230050	The solution shall generate clearance correspondence for a revenue recovery payment plan when balance is paid in full.
Manage Customer Interactions	Manage Correspondence & Templates	FR230051	The solution shall generate correspondence to the customer of non-negotiable item(s).
Manage Customer Interactions	Manage Correspondence & Templates	FR230052	The solution shall generate customer notifications of revenue recovery status.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230053	The solution shall generate notification of completed distributions (e.g., emails, correspondence).
Manage Customer Interactions	Manage Correspondence & Templates	FR230054	The solution shall allow for the creation, searching, changes, and deletions of hearings correspondence (e.g., list of exhibits, attachments, notes sent by the requestor).
Manage Customer Interactions	Manage Correspondence & Templates	FR230055	The solution shall automatically generate rejection correspondence with required information (e.g., reason for rejection, additional rejection information, Nevada Revised Statute (NRS), Nevada Administrative Code (NAC) information).
Manage Customer Interactions	Manage Correspondence & Templates	FR230056	The solution shall capture correspondence shipment information (e.g., email, USPS, FedEx) for hearings.
Manage Customer Interactions	Manage Correspondence & Templates	FR230057	The solution shall allow dynamic verbiage on all license credential (e.g., Identification (ID) card, Driver's License (DL), Commercial Driver's License, Instruction Permit (IP)) renewal notices to have be printed (e.g., voter registration verbiage, notification, marketing).
Manage Customer Interactions	Manage Correspondence & Templates	FR230058	The solution shall generate license credential renewal notices (e.g., Driver's License (DL), Identification card (ID), Commercial Driver's License (CDL)).
Manage Customer Interactions	Manage Correspondence & Templates	FR230059	The solution shall generate Motor Fuel customer notifications (e.g., audit results letter, preliminary audit results, due dates, statutory letters for Motor Fuel entities).
Manage Customer Interactions	Manage Correspondence & Templates	FR230060	The solution shall notify Motor Fuel users of applied payments.
Manage Customer Interactions	Manage Correspondence & Templates	FR230061	The solution shall automatically attach an electronic DMV signature on Motor Fuel industry correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230062	The solution shall generate a Farmer/Rancher refund notification to the customer.
Manage Customer Interactions	Manage Correspondence & Templates	FR230063	The solution shall generate correspondence when returning Farmer/Rancher documentation.
Manage Customer Interactions	Manage Correspondence & Templates	FR230064	The solution shall generate customer correspondence when tax return payments are returned to the customer.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230065	The solution shall generate customer correspondence for amended tax returns (e.g., approval, acceptance).
Manage Customer Interactions	Manage Correspondence & Templates	FR230066	The solution shall generate customer correspondence for approved late filing fee reimbursement requests.
Manage Customer Interactions	Manage Correspondence & Templates	FR230067	The solution shall generate customer correspondence for approved penalty and interest waiver requests.
Manage Customer Interactions	Manage Correspondence & Templates	FR230068	The solution shall generate customer correspondence for approved tax reimbursement requests.
Manage Customer Interactions	Manage Correspondence & Templates	FR230069	The solution shall generate customer correspondence for denied tax indexing reimbursement requests.
Manage Customer Interactions	Manage Correspondence & Templates	FR230070	The solution shall generate customer correspondence for Motor Fuel dealers (e.g., letters of approval, license, bill-of-rights information).
Manage Customer Interactions	Manage Correspondence & Templates	FR230071	The solution shall generate customer correspondence for Motor Fuel denied referral requests.
Manage Customer Interactions	Manage Correspondence & Templates	FR230072	The solution shall generate customer correspondence for Motor Fuel license revocations.
Manage Customer Interactions	Manage Correspondence & Templates	FR230073	The solution shall generate customer correspondence for Motor Fuel licensed manufacturers (e.g., letters of approval, license, bill-of-rights information).
Manage Customer Interactions	Manage Correspondence & Templates	FR230074	The solution shall generate customer correspondence for Motor Fuel licensed transporters (e.g., letters of approval, license, bill-of-rights information).
Manage Customer Interactions	Manage Correspondence & Templates	FR230075	The solution shall generate customer correspondence for Motor Fuel licensed Tribes (e.g., letters of approval, license, bill-of-rights information).
Manage Customer Interactions	Manage Correspondence & Templates	FR230076	The solution shall generate customer correspondence for Motor Fuel returned documents.
Manage Customer Interactions	Manage Correspondence & Templates	FR230077	The solution shall generate customer correspondence for Motor Fuel revenue refund request (e.g., approval, acceptance).
Manage Customer Interactions	Manage Correspondence & Templates	FR230078	The solution shall generate customer correspondence for Motor Fuel suppliers.

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Manage Customer Interactions	Manage Correspondence & Templates	FR230079	The solution shall generate customer correspondence of the required corrections in order to complete the amended tax return.
Manage Customer Interactions	Manage Correspondence & Templates	FR230080	The solution shall generate customer correspondence providing the closing requirements of a Motor Fuel Supplier License.
Manage Customer Interactions	Manage Correspondence & Templates	FR230081	The solution shall generate customer correspondence stating the reason for denial or rejection of an amended tax return.
Manage Customer Interactions	Manage Correspondence & Templates	FR230082	The solution shall generate customer correspondence to capture Motor Fuel bond information (e.g., due dates, bond not received notice).
Manage Customer Interactions	Manage Correspondence & Templates	FR230083	The solution shall generate customer expiration notices for Letters of Credit and revocation notices to Motor Fuel industry licensee.
Manage Customer Interactions	Manage Correspondence & Templates	FR230084	The solution shall generate denial correspondence to Motor Fuel suppliers.
Manage Customer Interactions	Manage Correspondence & Templates	FR230085	The solution shall generate late filing fee reimbursement correspondence for tax returns (e.g., approval, acceptance).
Manage Customer Interactions	Manage Correspondence & Templates	FR230086	The solution shall generate Motor Fuel customer correspondence (e.g., Savings Passbook expired notice, supplier license revocation notice).
Manage Customer Interactions	Manage Correspondence & Templates	FR230087	The solution shall generate Motor Fuel industry license renewal notices.
Manage Customer Interactions	Manage Correspondence & Templates	FR230088	The solution shall generate Motor Fuel industry licensee notices after they are approved.
Manage Customer Interactions	Manage Correspondence & Templates	FR230089	The solution shall generate notices of bonds nearing expiration for licensees in the fuel industry.
Manage Customer Interactions	Manage Correspondence & Templates	FR230090	The solution shall generate notification to Motor Fuel industry customers when there are updates to the tax table.
Manage Customer Interactions	Manage Correspondence & Templates	FR230091	The solution shall generate tax return correspondence for penalty and interest (e.g., approval, acceptance).
Manage Customer Interactions	Manage Correspondence & Templates	FR230092	The solution shall send notification to Motor Fuel industry account customers when their account is cancelled.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230093	The solution shall utilize Extended Simple Mail Transfer (ESMT) protocol for system automated emails (e.g., batch emails to customer for renewal, notification to user of system errors).
Manage Customer Interactions	Manage Correspondence & Templates	FR230094	The solution shall capture the customer notice of action response (e.g., mail, web, portal, kiosk).
Manage Customer Interactions	Manage Correspondence & Templates	FR230095	The solution shall generate all Notice of Suspension to be sent via certified mail.
Manage Customer Interactions	Manage Correspondence & Templates	FR230096	The solution shall generate correspondence (e.g., updated bond requirements, cancellations, approvals, denials, renewals).
Manage Customer Interactions	Manage Correspondence & Templates	FR230097	The solution shall generate correspondence to the registered owner notifying them the incident of no insurance has been resolved as a result of an Administrative hearing.
Manage Customer Interactions	Manage Correspondence & Templates	FR230098	The solution shall generate correspondence to the registered owner notifying them the suspension has been temporarily lifted for an Administrative Hearing, when processing a hearing.
Manage Customer Interactions	Manage Correspondence & Templates	FR230099	The solution shall generate correspondence to the registered owner when a three week pending suspension is initiated.
Manage Customer Interactions	Manage Correspondence & Templates	FR230100	The solution shall generate customer correspondence (e.g., warning, notification, final suspensions).
Manage Customer Interactions	Manage Correspondence & Templates	FR230101	The solution shall generate insurance correspondence to the customer (e.g., court letter, credit card letter, dormant letter, dormant denial letter, extenuating circumstances letter, extenuating circumstances denial letter, Free Text Letter, Hearing denial letter, re-suspension letter, processing dormant vehicle affidavit, extenuating circumstances).
Manage Customer Interactions	Manage Correspondence & Templates	FR230102	The solution shall generate Nevada Liability Insurance Validation Electronically (NV LIVE) correspondence (e.g., insurer offenses sent to Department of Insurance, insurer offenses).
Manage Customer Interactions	Manage Correspondence & Templates	FR230103	The solution shall generate Nevada Liability Insurance Verified Electronically (NV LIVE) customer correspondence.

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Manage Customer Interactions	Manage Correspondence & Templates	FR230104	The solution shall generate notices (e.g., minimum vehicle requirements, bond expiration, increase in security).
Manage Customer Interactions	Manage Correspondence & Templates	FR230105	The solution shall generate one insurance verification card for all vehicle registrations affected under the particular Self-Insurance profile.
Manage Customer Interactions	Manage Correspondence & Templates	FR230106	The solution shall generate one notice for all vehicle registration affected under the particular Self-Insurance profile (e.g., disregard notice, rescind notice, pend-suspension notice).
Manage Customer Interactions	Manage Correspondence & Templates	FR230107	The solution shall generate one notice of suspension for all vehicle registrations affected under the particular Self - Insurance profile.
Manage Customer Interactions	Manage Correspondence & Templates	FR230108	The solution shall generate resolution letters upon refund approvals.
Manage Customer Interactions	Manage Correspondence & Templates	FR230109	The solution shall generate the notice of insurance suspension data and send to our business partner for mailings.
Manage Customer Interactions	Manage Correspondence & Templates	FR230110	The solution shall generate emission station correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230111	The solution shall allow an authorized user to generate customer correspondence (e.g., additional research time, denial letter, check returns, fraud suspected, fax cover sheet, denial of account setup/renewal, no photo on file).
Manage Customer Interactions	Manage Correspondence & Templates	FR230112	The solution shall allow correspondence templates to be created.
Manage Customer Interactions	Manage Correspondence & Templates	FR230113	The solution shall allow correspondence templates to be editable.
Manage Customer Interactions	Manage Correspondence & Templates	FR230114	The solution shall allow customer information to be printed on correspondence (e.g., customer identification number, customer name, address).
Manage Customer Interactions	Manage Correspondence & Templates	FR230115	The solution shall allow for the creation, inquiry, changes, and deletions of a customer correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230116	The solution shall allow for the creation, inquiry, changes, and deletions of a returned mail log.

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Manage Customer Interactions	Manage Correspondence & Templates	FR230117	The solution shall allow scanned returned mail to be associated to the customer record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230118	The solution shall capture mail information (e.g., post mark dates, returned date, customer id, address information (name, address), received date).
Manage Customer Interactions	Manage Correspondence & Templates	FR230119	The solution shall create unique correspondence identification numbers for established customers.
Manage Customer Interactions	Manage Correspondence & Templates	FR230120	The solution shall link the customer correspondence to the customer record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230121	The solution shall send certified mail using the NV DMV's business partner application (DataMatx).
Manage Customer Interactions	Manage Correspondence & Templates	FR230122	The solution shall associate all renewal notices to the customer's record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230123	The solution shall generate a Handicap Placard Authorization Letter (e.g., customer's name, address, placard, plate number issued).
Manage Customer Interactions	Manage Correspondence & Templates	FR230124	The solution shall notify the assessor's office an exemption has been rolled back.
Manage Customer Interactions	Manage Correspondence & Templates	FR230125	The solution shall automatically notify the NV DMV of a rejected emission certificate result.
Manage Customer Interactions	Manage Correspondence & Templates	FR230126	The solution shall send targeted broadcast messages (e.g., specific contact(s), inspectors).
Manage Customer Interactions	Manage Correspondence & Templates	FR230127	The solution shall allow for the distribution and publication of public weight masters location and information using alternate channels (e.g., web, portal).
Manage Customer Interactions	Manage Correspondence & Templates	FR230128	The solution shall generate customer correspondence for approval or denial of elected official license plates.
Manage Customer Interactions	Manage Correspondence & Templates	FR230129	The solution shall generate customer correspondence for the recall of elected official license plates.
Manage Customer Interactions	Manage Correspondence & Templates	FR230130	The solution shall allow for bar-code scanning of all customer correspondences updating the customer's record when returned mail is received.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Correspondence & Templates	FR230131	The solution shall generate customer correspondence for the cancellation of an issued elected official license plate.
Manage Customer Interactions	Manage Correspondence & Templates	FR230132	The solution shall allow all vehicle registration renewal notices to have dynamic verbiage printed (e.g., vehicle information, registered owner, amount due, vehicle registration status, registration type).
Manage Customer Interactions	Manage Correspondence & Templates	FR230133	The solution shall automatically send repeat renewal reminders to customer's (e.g., mail, text, email).
Manage Customer Interactions	Manage Correspondence & Templates	FR230134	The solution shall generate all vehicle registration rejection correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230135	The solution shall generate vehicle registration renewal correspondence (e.g., postcards, letters, email).
Manage Customer Interactions	Manage Correspondence & Templates	FR230136	The solution shall send all renewal notices (e.g., vehicle registration, Driver's License (DL), Identification card (ID), handicap placard) electronically.
Manage Customer Interactions	Manage Correspondence & Templates	FR230137	The solution shall send vehicle registration rejection correspondence electronically.
Manage Customer Interactions	Manage Correspondence & Templates	FR230138	The solution shall allow an authorized user to print correspondence.
Manage Customer Interactions	Manage Correspondence & Templates	FR230139	The solution shall allow for bar-code scanning of all customer correspondence and update the customer record, when returned mail is received.
Manage Customer Interactions	Manage Correspondence & Templates	FR230140	The solution shall allow for the creation, searching, changes, and deletions of customer correspondence based on title indicators.
Manage Customer Interactions	Manage Correspondence & Templates	FR230141	The solution shall allow for the tracking of returned Title's mail.
Manage Customer Interactions	Manage Correspondence & Templates	FR230142	The solution shall allow for the upload of all returned 'Title' mail and associate the image to the appropriate customer record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230143	The solution shall allow multiple vehicle information to be included in the same customer correspondence.

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Manage Customer Interactions	Manage Correspondence & Templates	FR230144	The solution shall allow the creation of correspondence for all vehicle title customers.
Manage Customer Interactions	Manage Correspondence & Templates	FR230145	The solution shall associate all customer correspondence with the case management system.
Manage Customer Interactions	Manage Correspondence & Templates	FR230146	The solution shall associate correspondence to the customer record.
Manage Customer Interactions	Manage Correspondence & Templates	FR230147	The solution shall automatically email a customer the shipping details when a non-expedited title is processed (e.g., United States Postal Service (USPS) tracking number, date).
Manage Customer Interactions	Manage Correspondence & Templates	FR230148	The solution shall automatically generate customer correspondence, based on NV DMV business rules.
Manage Customer Interactions	Manage Correspondence & Templates	FR230149	The solution shall generate customer correspondence from templates.
Manage Customer Interactions	Manage Correspondence & Templates	FR230150	The solution shall notify an authorized user that a return title has met or superseded its retention schedule.
Manage Customer Interactions	Manage Correspondence & Templates	FR230151	The solution shall notify the dealer electronically of received title transmittals.
Manage Customer Interactions	Manage Customer Relationship	FR240001	The solution shall allow a customer record to have multiple address types.
Manage Customer Interactions	Manage Customer Relationship	FR240002	The solution shall allow a mass update of selected addresses.
Manage Customer Interactions	Manage Customer Relationship	FR240003	The solution shall allow for a non-US country and military addresses.
Manage Customer Interactions	Manage Customer Relationship	FR240004	The solution shall allow for comments to be captured for a transaction.
Manage Customer Interactions	Manage Customer Relationship	FR240005	The solution shall allow for customer contact information (e.g., email address, home phone, cell phone, work phone, other phone, social media accounts).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Customer Relationship	FR240006	The solution shall allow for ICR (Intelligent Character Recognition) and OCR (Optical Character Recognition) scanning functionality to minimize data entry.
Manage Customer Interactions	Manage Customer Relationship	FR240007	The solution shall allow prior comments to be displayed in the transaction.
Manage Customer Interactions	Manage Customer Relationship	FR240008	The solution shall allow for reversals of non-monetary transactions; while keeping historical transactions.
Manage Customer Interactions	Manage Customer Relationship	FR240009	The solution shall allow inquiries of customer records for all identifying data elements (e.g., name, Personal Identifiable Information (PII), unique system identifiers (Driver's License (DL)/Identification card (ID) number, customer identification number, transaction ID), address).
Manage Customer Interactions	Manage Customer Relationship	FR240010	The solution shall allow multiple customer contact information by NV DMV functions (e.g., Commercial Driver's License (CDL)/Driver's License (DL)/Identification card (ID), vehicle registration, title, Motor Carrier).
Manage Customer Interactions	Manage Customer Relationship	FR240011	The solution shall allow multiple user inquiry of the same customer record.
Manage Customer Interactions	Manage Customer Relationship	FR240012	The solution shall allow non-monetary transactions.
Manage Customer Interactions	Manage Customer Relationship	FR240013	The solution shall provide an indexing system such as Soundex; a phonetic algorithm for indexing names by sound, as pronounced in English.
Manage Customer Interactions	Manage Customer Relationship	FR240014	The solution shall allow partial or fuzzy search functionality for customer and business records (e.g., searching for a customer with the name Robert Smith, the solution should allow a search such as Rob* Smi*/Robert Smit*/ Robe Smith*).
Manage Customer Interactions	Manage Customer Relationship	FR240015	The solution shall allow for customer/business current and historical records to be searched and retrieved using DMV product information (i.e., plate, address, VIN, license number, etc.).
Manage Customer Interactions	Manage Customer Relationship	FR240016	The solution shall include a "merge record" function.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Customer Relationship	FR240017	The solution shall allow the merging of customer and business data including all associated records (e.g., convictions, deceased records, accident reports, data mailers, decals).
Manage Customer Interactions	Manage Customer Relationship	FR240018	The solution shall allow the unmerging of customer and business data including all associated records (e.g., convictions, deceased records, accident reports, data mailers, decals).
Manage Customer Interactions	Manage Customer Relationship	FR240019	The solution shall allow for 'rolling back' of merged customer and business data.
Manage Customer Interactions	Manage Customer Relationship	FR240020	The solution shall maintain a history of merged records, with audit capabilities.
Manage Customer Interactions	Manage Customer Relationship	FR240021	The solution shall capture preferred customer contact method.
Manage Customer Interactions	Manage Customer Relationship	FR240022	The solution shall display the completed Optical Character Recognition (OCR)/Intelligent Character Recognition (ICR) data entry screen and scanned image side-by-side.
Manage Customer Interactions	Manage Customer Relationship	FR240023	The solution shall ensure duplicate record detection when creating new customer records.
Manage Customer Interactions	Manage Customer Relationship	FR240024	The solution shall generate a unique customer identifier.
Manage Customer Interactions	Manage Customer Relationship	FR240025	The solution shall have a fully integrated database to allow customer data availability within the solution capabilities.
Manage Customer Interactions	Manage Customer Relationship	FR240026	The solution shall notify the user when a customer's record is in use by another user.
Manage Customer Interactions	Manage Customer Relationship	FR240027	The solution shall provide a customer centric view to include all data elements associated with the customer.
Manage Customer Interactions	Manage Customer Relationship	FR240028	The solution shall provide access to all data associated with a customer within one user command (e.g., customer documentation, images, history, associated vehicles, other NV DMV data).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Customer Relationship	FR240029	The solution shall automatically update the customer's record when interfacing with Commercial Skills Test Information Management System (CSTIMS).
Manage Customer Interactions	Manage Customer Relationship	FR240030	The solution shall compare the applicant's Commercial Skills Test Information Management System (CSTIMS) information to the NV DMV customer's information, identifying discrepancies.
Manage Customer Interactions	Manage Customer Relationship	FR240031	The solution shall link all correspondence to the receiver's record in the solution (e.g., customers, business partners, internal divisions, state business partners, federal business partners).
Manage Customer Interactions	Manage Customer Relationship	FR240032	The solution shall allow a deceased indicator on a Nevada resident's record with a license credential (e.g., Driver's License (DL)/Identification (ID) card), when electronically notified by Division of Public and Behavioral Health (DPBH).
Manage Customer Interactions	Manage Customer Relationship	FR240033	The solution shall provide user-defined information to be captured about the customer interaction.
Manage Customer Interactions	Manage Customer Relationship	FR240034	The solution shall allow an authorized user to access all relevant information needed to resolve customer issues.
Manage Customer Interactions	Manage Customer Relationship	FR240035	The solution shall allow for logging and tracking of all customer issues.
Manage Customer Interactions	Manage Customer Relationship	FR240036	The solution shall allow the creation, searching, changes, and deletions of a customer record indicator (e.g., deceased, cash only, revenue recovery).
Manage Customer Interactions	Manage Customer Relationship	FR240037	The solution shall capture all channels of customer interactions with the NV DMV (e.g., in office, phone, web, correspondence, alternate services).
Manage Customer Interactions	Manage Customer Relationship	FR240038	The solution shall capture an authorized user's comments on the customer record.
Manage Customer Interactions	Manage Customer Relationship	FR240039	The solution shall capture crash information (e.g., Date of Accident, City, Vehicle information).
Manage Customer Interactions	Manage Customer Relationship	FR240040	The solution shall contain a contact management system allowing users to catalog, organize, and manage customer records.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Manage Customer Interactions	Manage Customer Relationship	FR240041	The solution shall maintain a record of all customer interactions (e.g., incoming calls, in-person interactions, reason for interaction, total numbers of calls).
Manage Customer Interactions	Manage Customer Relationship	FR240042	The solution shall allow an authorized user to view all applicable policies and procedures per transaction processed.
Manage Customer Interactions	Manage Customer Relationship	FR240043	The solution shall allow customer historical searches to be initiated using a from-date and to-date. Only transactions within the specified period will be available to the authorized user.
Manage Customer Interactions	Manage Customer Relationship	FR240044	The solution shall allow customers to search and view their historical transactions utilizing 'from-date and to-date' parameters.
Manage Customer Interactions	Manage Customer Relationship	FR240045	The solution shall allow cut, copy, and paste functionality within the customer transaction record.
Manage Customer Interactions	Manage Customer Relationship	FR240046	The solution shall allow an authorized user to flag a customer record when stolen documentation has occurred.
Manage Customer Interactions	Manage Customer Relationship	FR240047	The solution shall allow an authorized user to indicate customer identity theft has occurred.
Manage Customer Interactions	Manage Customer Relationship	FR240048	The solution shall display customer's documentation to an authorized user (e.g., correspondence, customer transaction history, customer interactions).
Manage Customer Interactions	Manage Customer Relationship	FR240049	The solution shall have the ability to retrieve customer records that are in research status.
Manage Customer Interactions	Manage Customer Relationship	FR240050	The solution shall have the ability to review customer records in real-time.
Manage Customer Interactions	Manage Customer Relationship	FR240051	The solution shall identify customers with excess activity for review by internal staff.
Manage Customer Interactions	Manage Customer Relationship	FR240052	The solution shall provide the ability to view all individual customer related information in a single area.
Manage Customer Interactions	Manage Customer Relationship	FR240053	The solution shall allow an inquiry on all key data elements of the customer's record (e.g., Driver's License (DL)/Identification card (ID), Also-Known-As (AKA), customer name, date of birth).

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Manage Customer Interactions	Manage Customer Relationship	FR240054	The solution shall allow for a foreign address, when issuing a customer refund.
Manage Customer Interactions	Manage Customer Relationship	FR240055	The solution shall capture the Motor Fuel customer's payment banking information (e.g., bank name, bank account, Automated Clearing House (ACH) authorization code, address, and contact) for refund purposes.
Manage Customer Interactions	Manage Customer Relationship	FR240056	The solution shall post all paid transactions in real-time by transaction type to a customer's record (e.g., registration, title, Driver's License (DL), Identification (ID) card, Occupational and Business License).
Manage Customer Interactions	Manage Customer Relationship	FR240057	The solution shall post all paid transactions in real-time to a customer's credential (e.g., registration, title, Driver's License (DL)/Identification card (ID), occupational license).
Manage Customer Interactions	Manage Customer Relationship	FR240058	The solution shall post all transactions in real-time to customer's account.
Manage Customer Interactions	Manage Customer Relationship	FR240059	The solution shall capture farmer/rancher's customer information (e.g., farm/ranch name, mailing address).
Manage Customer Interactions	Manage Customer Relationship	FR240060	The solution shall allow an authorized user to update the customer record indicating the customer's returned title has been destroyed.

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Provide Credentialing Services	Manage Licensing of Drivers	FR310001	The solution shall allow creation of credential licenses (e.g., Commercial Driver's License (CDL), Commerical Learner Permit (CLP), Identification (ID) card, business ID card, Driver's License (DL), Instruction Permit (IP)) with status (e.g., suspended, active, cancelled, revoked, denied).
Provide Credentialing Services	Manage Licensing of Drivers	FR310002	The solution shall generate a unique identifier number when issuing a credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310003	The solution shall allow a unique identifier number to be printed on a credential licenses renewal for alternate services.
Provide Credentialing Services	Manage Licensing of Drivers	FR310004	The solution shall allow an inquiry on a credential licenses (e.g., DL number, customer name, date of birth).
Provide Credentialing Services	Manage Licensing of Drivers	FR310005	The solution shall allow for changes to a credential licenses Personally Identifiable Information (PII) and non-identity information.
Provide Credentialing Services	Manage Licensing of Drivers	FR310006	The solution shall allow for the creation, searching, and changes of a credential licenses via alternate services (e.g., kiosk, web, portal).
Provide Credentialing Services	Manage Licensing of Drivers	FR310007	The solution shall allow for the creation, searching, changes, and deletions of a reprint credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310008	The solution shall capture credential licenses endorsement changes.
Provide Credentialing Services	Manage Licensing of Drivers	FR310009	The solution shall capture credential licenses restriction changes.
Provide Credentialing Services	Manage Licensing of Drivers	FR310010	The solution shall capture credential licenses duplicate indicators (e.g., stolen, lost).
Provide Credentialing Services	Manage Licensing of Drivers	FR310011	The solution shall capture the customer approval of a credential licenses confirmation sheet electronically.
Provide Credentialing Services	Manage Licensing of Drivers	FR310012	The solution shall deny credential licenses issuance based on non-qualifying events.
Provide Credentialing Services	Manage Licensing of Drivers	FR310013	The solution shall retrieve current credential licenses record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310014	The solution shall retrieve credential licenses records based on an inquiry from an alternate service (e.g., kiosk, web, portal).
Provide Credentialing Services	Manage Licensing of Drivers	FR310015	The solution shall validate the customer's identity using a self-service capability (e.g., kiosk, web) prior to allowing access to the record.
Provide Credentialing Services	Manage Licensing of Drivers	FR310016	The solution shall allow credential licenses skills test waivers based on NV DMV business rules.
Provide Credentialing Services	Manage Licensing of Drivers	FR310017	The solution shall allow credential licenses to be upgraded based on NV DMV business rules.
Provide Credentialing Services	Manage Licensing of Drivers	FR310018	The solution shall allow for the creation of endorsements on credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310019	The solution shall allow for the creation of restrictions on credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310020	The solution shall allow fraud-detection indicators on credential licenses records (e.g., fraud, convicted).
Provide Credentialing Services	Manage Licensing of Drivers	FR310021	The solution shall capture and maintain Commercial Federal Regulation (CFR) 383.51 disqualifying offenses for Commercial Driver's License (CDL) and Commercial Learner Permit (CLP).
Provide Credentialing Services	Manage Licensing of Drivers	FR310022	The solution shall capture and record the number of credential licenses renewals by customer.
Provide Credentialing Services	Manage Licensing of Drivers	FR310023	The solution shall deny issuance of Commercial Driver's License (CDL) and Commercial Learner Permit (CLP) for decertified.
Provide Credentialing Services	Manage Licensing of Drivers	FR310024	The solution shall generate a credential licenses expiration date.
Provide Credentialing Services	Manage Licensing of Drivers	FR310025	The solution shall generate AAMVA Code Dictionary (ACD) withdrawal codes and action on credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310026	The solution shall maintain the latest AAMVA Code Dictionary (ACD) conviction and withdrawal codes provided by American Association of Motor Vehicle Administrators (AAMVA).

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Provide Credentialing Services	Manage Licensing of Drivers	FR310027	The solution shall meet all AAMVA credential licenses requirements.
Provide Credentialing Services	Manage Licensing of Drivers	FR310028	The solution shall use Commercial Skills Test Information Management System (CSTIMS) results to determine Commercial Driver's License (CDL) and Commercial Learner Permit (CLP) eligibility.
Provide Credentialing Services	Manage Licensing of Drivers	FR310029	The solution shall validate credential permit has been issued prior to the issuance of a credential licenses based on NV DMV business rules.
Provide Credentialing Services	Manage Licensing of Drivers	FR310030	The solution shall validate credential permit issue date based on NV DMV business rules prior to the issuance of a credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310031	The solution shall validate customer's age qualification for credential permit issuance.
Provide Credentialing Services	Manage Licensing of Drivers	FR310032	The solution shall generate credential licenses withdrawal letters based on NV DMV business rules.
Provide Credentialing Services	Manage Licensing of Drivers	FR310033	The solution shall accept electronic credential licenses convictions from Nevada courts for Nevada credential licenses.
Provide Credentialing Services	Manage Licensing of Drivers	FR310034	The solution shall accept valid AAMVA Code Dictionary (ACD) convictions from other jurisdictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310035	The solution shall accept convictions from other jurisdictions and allow manual entry of the AAMVA Code Dictionary (ACD).
Provide Credentialing Services	Manage Licensing of Drivers	FR310036	The solution shall allow an authorized user to update and change violation codes for previously reported convictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310037	The solution shall allow for deleted convictions to be approved in an automated workflow.
Provide Credentialing Services	Manage Licensing of Drivers	FR310038	The solution shall allow multiple convictions to be entered on a customer's record.
Provide Credentialing Services	Manage Licensing of Drivers	FR310039	The solution shall block obsolete AAMVA Code Dictionary (ACD) convictions from being sent electronically to other jurisdictions.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310040	The solution shall block the receiving of obsolete AAMVA Code Dictionary (ACD) convictions from other jurisdictions being received electronically.
Provide Credentialing Services	Manage Licensing of Drivers	FR310041	The solution shall capture customer's conviction information (e.g., customer name, contact information, physical address, mailing address, telephone number, emails).
Provide Credentialing Services	Manage Licensing of Drivers	FR310042	The solution shall capture credential licenses surrender information from other jurisdictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310043	The solution shall capture information for Nevada licensed drivers traffic school attendance certificate (e.g., class name, location, date, instructor name).
Provide Credentialing Services	Manage Licensing of Drivers	FR310044	The solution shall capture out-of-state credential licenses information from customer's jurisdiction.
Provide Credentialing Services	Manage Licensing of Drivers	FR310045	The solution shall capture Sealed Records Court Order information (e.g., court name, court address, case number, court order date).
Provide Credentialing Services	Manage Licensing of Drivers	FR310046	The solution shall capture Traffic Safety School (TSS) information (e.g., school name, business license numbers, owner name, address, contact, telephone).
Provide Credentialing Services	Manage Licensing of Drivers	FR310047	The solution shall create a Commercial Driver's License Information System (CDLIS) pointer for Commercial Driver's License (CDL) or Commercial Motor Vehicle (CMV) convictions when the driver does not have a Commercial Driver's License Information System (CDLIS) pointer.
Provide Credentialing Services	Manage Licensing of Drivers	FR310048	The solution shall generate customer notification of eligibility to attend traffic safety school when a conviction entered on their record has a value of 3 or more points.
Provide Credentialing Services	Manage Licensing of Drivers	FR310049	The solution shall provide the status of a conviction (e.g., closed, pending, cleared).
Provide Credentialing Services	Manage Licensing of Drivers	FR310050	The solution shall remove demerit points for deleted conviction codes.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310051	The solution shall require confirmation prior to the deletion of a conviction or withdrawal from a customer's record.
Provide Credentialing Services	Manage Licensing of Drivers	FR310052	The solution shall retain electronic conviction or withdrawal files received from other jurisdictions on a Nevada driver's record.
Provide Credentialing Services	Manage Licensing of Drivers	FR310053	The solution shall send valid AAMVA Code Dictionary (ACD) convictions to other jurisdictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310054	The solution shall surrender the Nevada credential licenses when electronically notified by the customer's new jurisdiction when issued a credential licenses in their jurisdiction.
Provide Credentialing Services	Manage Licensing of Drivers	FR310055	The solution shall update credential licenses points based on receipt of convictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310056	The solution shall verify NV violation codes coincide the AAMVA Code Dictionary (ACD).
Provide Credentialing Services	Manage Licensing of Drivers	FR310057	The solution shall verify the Traffic Safety School's (TSS) license numbers.
Provide Credentialing Services	Manage Licensing of Drivers	FR310058	The solution shall allow an authorized user to enter a clearance.
Provide Credentialing Services	Manage Licensing of Drivers	FR310059	The solution shall allow comments/notes to be entered during the drive skills test.
Provide Credentialing Services	Manage Licensing of Drivers	FR310060	The solution shall allow customers to enter their drive logs.
Provide Credentialing Services	Manage Licensing of Drivers	FR310061	The solution shall allow drive routes to have notes added.
Provide Credentialing Services	Manage Licensing of Drivers	FR310062	The solution shall allow for an authorized user to enter the drive logs.
Provide Credentialing Services	Manage Licensing of Drivers	FR310063	The solution shall allow for display of drive test routes by office.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310064	The solution shall allow for selection of drive test route.
Provide Credentialing Services	Manage Licensing of Drivers	FR310065	The solution shall allow for the creation, searching, changes, and cancellation of credential licenses cancellation requests.
Provide Credentialing Services	Manage Licensing of Drivers	FR310066	The solution shall allow for the creation, searching, changes, and deletions of drive test routes.
Provide Credentialing Services	Manage Licensing of Drivers	FR310067	The solution shall allow for the creation, searching, changes, and deletions of drive schedules using a calendar.
Provide Credentialing Services	Manage Licensing of Drivers	FR310068	The solution shall allow for the creation, searching, changes, and deletions of NV DMV drive examiners.
Provide Credentialing Services	Manage Licensing of Drivers	FR310069	The solution shall allow for the creation, searching, changes, and deletions of NV DMV offices.
Provide Credentialing Services	Manage Licensing of Drivers	FR310070	The solution shall automatically update the withdrawal action on the customer record.
Provide Credentialing Services	Manage Licensing of Drivers	FR310071	The solution shall capture credential licenses denial requests through various statuses of the request to final disposition.
Provide Credentialing Services	Manage Licensing of Drivers	FR310072	The solution shall capture Drive Examiner information (e.g., name, technician ID).
Provide Credentialing Services	Manage Licensing of Drivers	FR310073	The solution shall capture credential licenses cancellation requests through various statuses of the request to final disposition.
Provide Credentialing Services	Manage Licensing of Drivers	FR310074	The solution shall capture drive test scores.
Provide Credentialing Services	Manage Licensing of Drivers	FR310075	The solution shall capture previous out-of-state information (e.g., previous state, credential licenses).
Provide Credentialing Services	Manage Licensing of Drivers	FR310076	The solution shall capture security deposits.
Provide Credentialing Services	Manage Licensing of Drivers	FR310077	The solution shall capture test classification.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310078	The solution shall capture the drive score information.
Provide Credentialing Services	Manage Licensing of Drivers	FR310079	The solution shall determine pass/fail score on drive test.
Provide Credentialing Services	Manage Licensing of Drivers	FR310080	The solution shall display drive test scheduler in a calendar form.
Provide Credentialing Services	Manage Licensing of Drivers	FR310081	The solution shall display in-state/out-of-state convictions.
Provide Credentialing Services	Manage Licensing of Drivers	FR310082	The solution shall generate a Social Security Number (SSN) information letter.
Provide Credentialing Services	Manage Licensing of Drivers	FR310083	The solution shall update denial expiration date.
Provide Credentialing Services	Manage Licensing of Drivers	FR310084	The solution shall allow for donations to be added during a transaction (e.g., organ donor).
Provide Credentialing Services	Manage Licensing of Drivers	FR310085	The solution shall capture credential licenses withdrawal status based on NV DMV business rules.
Provide Credentialing Services	Manage Licensing of Drivers	FR310086	The solution shall update a Commercial Driver's License Information System (CDLIS) pointer for Commercial Driver's License (CDL) or Commercial Motor Vehicle (CMV) convictions when the driver does not have a Commercial Driver's License Information System (CDLIS) pointer.
Provide Credentialing Services	Manage Licensing of Drivers	FR310087	The solution shall use Commercial Skills Test Information Management System (CSTIMS) for storing drive routes for Commercial Driver's License (CDL) and Commercial Learner Permit (CLP).
Provide Credentialing Services	Manage Identification Cards	FR320001	The solution shall allow an inquiry on all key data elements for a business license identification card (e.g., business identification number, Driver's License (DL)/Identification card (ID) number, customer name, Also-Known-As (AKA), date of birth, Social Security Number (SSN), address).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Provide Credentialing Services	Manage Licensing of Drivers	FR310088	The solution shall allow a license credential (e.g., Commercial Driver's License (CDL), Identification (ID) card, Driver's License (DL), Instruction Permit (IP) status (e.g., suspended, active, cancelled, revoked, denied).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410001	The solution shall capture insurance policy information (e.g., number, type, limits, effective/expiration/cancellation /reinstatement dates, ins company name, agent's first and last name, agent's company name, phone number).
Regulate Service Providers	Manage Business Licenses	FR410002	The solution shall capture business plate information (e.g., issue date, plate number, decal number, status, expiration date, renewal date, etc.) for the issuance of plates to a business license (e.g., transporter, wrecker, dealer, rebuilder, body shop, manufacturer, salvage pool).
Regulate Service Providers	Manage Business Licenses	FR410003	The solution shall update the business plate status based on the insurance effective, expiration, or cancellation dates.
Regulate Service Providers	Manage Business Licenses	FR410004	The solution shall validate there is an active security deposit (e.g., surety bond, cash, or time certificate) associated to the business license.
Regulate Service Providers	Manage Business Licenses	FR410005	The insurance information shall be associated to the business license.
Regulate Service Providers	Manage Business Licenses	FR410006	The bond information shall be associated to the business license.
Regulate Service Providers	Manage Business Licenses	FR410007	The solution shall allow a certification status of the Third Party Certifiers Company and Third Party Certifiers Schools (e.g., active, inactive, cancelled, denied, hold).
Regulate Service Providers	Manage Business Licenses	FR410008	The solution shall have the ability to search a Business License by key data elements (e.g., Business License number, Business Name, Also-Known-As (AKA), principal's name, address).
Regulate Service Providers	Manage Business Licenses	FR410009	The solution shall allow a Temporary Location license to be created and associated to existing valid business license.
Regulate Service Providers	Manage Business Licenses	FR410010	The solution shall have the ability to modify Business License information (e.g., DBA name, address, contacts, and principals) based on user profile.
Regulate Service Providers	Manage Business Licenses	FR410011	The solution shall allow business license holders (e.g., transporter, wrecker, garage, dealer, rebuilder, body shop, emission station, manufacturer, broker, salvage pool, traffic safety school, driving under the influence school, school for training drivers, temporary location, registration services) to renew or request duplicate licenses using self-service capabilities (e.g., on-line, mobile device).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410012	The solution shall allow business plate types to be issued to eligible business types.
Regulate Service Providers	Manage Business Licenses	FR410013	The solution shall allow for a business license status (e.g., cancelled, pending, active, expired, suspended, revoked, out of business, sanctions).
Regulate Service Providers	Manage Business Licenses	FR410014	The solution shall allow for a system disqualification of Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410016	The solution shall allow for multiple Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers numbers per individual school.
Regulate Service Providers	Manage Business Licenses	FR410017	The solution shall allow for the creation, inquiry, changes, and deletions of a business records with no associated business license(s).
Regulate Service Providers	Manage Business Licenses	FR410018	The solution shall allow for the creation, inquiry, changes, and deletions of insurance for business licenses.
Regulate Service Providers	Manage Business Licenses	FR410019	The solution shall allow for the creation, searching, changes, and deletions of a non-resident business permit.
Regulate Service Providers	Manage Business Licenses	FR410020	The solution shall allow for the creation, searching, changes, and deletions of a Occupational and Business License (OBL).
Regulate Service Providers	Manage Business Licenses	FR410021	The solution shall allow for the creation, searching, changes, and deletions of a Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers numbers.
Regulate Service Providers	Manage Business Licenses	FR410022	The solution shall allow for the creation, searching, changes, and deletions of Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410023	The solution shall allow for the creation, inquiry, changes, and deletions of bond for business licenses.
Regulate Service Providers	Manage Business Licenses	FR410024	The solution shall allow issuance of a non-resident permit based on effective dates.
Regulate Service Providers	Manage Business Licenses	FR410025	The solution shall allow manual updates to business license information.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410027	The solution shall allow the issuance and tracking of secured documents to a valid business license.
Regulate Service Providers	Manage Business Licenses	FR410028	The solution shall allow validation and alteration of Secretary of State (SOS) Common Business data retrieved by an authorized user prior to accepting into the database.
Regulate Service Providers	Manage Business Licenses	FR410029	The solution shall capture a Business License bond cancellation.
Regulate Service Providers	Manage Business Licenses	FR410030	The solution shall capture address information for an insurance company (e.g., mailing, physical address, address type indicator, address format type, From/to dates, auto copy function).
Regulate Service Providers	Manage Business Licenses	FR410031	The solution shall capture and display business license information (e.g., legal name, business name, DBA name, physical address, expiration date, authorized user information, to/from date, physical address, all principal names, mailing address).
Regulate Service Providers	Manage Business Licenses	FR410032	The solution shall capture background check information for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410033	The solution shall capture business information (e.g., legal name, business name, DBA name, mailing and physical address, business phone and fax numbers, email address, Federal Employer Identification Number (FEIN) number, corporation status, filing effective date, Nevada Secretary of State business license number).
Regulate Service Providers	Manage Business Licenses	FR410034	The solution shall capture Commercial Driver's License (CDL)/Driver's License (DL)/Identification card (ID) number of the School Certifier, Company Certifier, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410035	The solution shall capture dealer franchise information (e.g., dealer information, year, vehicle make, to/from dates, cancellation dates, physical address, status date).
Regulate Service Providers	Manage Business Licenses	FR410036	The solution shall capture dealer placard information.
Regulate Service Providers	Manage Business Licenses	FR410037	The solution shall capture insurance information for Third Party Certifier Company and Third Party Certifier School (e.g., Company name, contact person, administrative statuses, administrative effective dates, policy number formats, address).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410038	The solution shall capture non-resident business permit company information (e.g., Company name, Federal Employer Identification Number (FEIN) number, contact name, contact information, contact title information, physical address, mailing address, telephone number, email, base NV county).
Regulate Service Providers	Manage Business Licenses	FR410039	The solution shall capture non-resident business permit required documents (e.g., vehicle registration, insurance, emission test).
Regulate Service Providers	Manage Business Licenses	FR410040	The solution shall capture non-resident business permit vehicle emission information (e.g., emission certificate number, emission state, emission station number, emission test results).
Regulate Service Providers	Manage Business Licenses	FR410041	The solution shall capture non-resident business permit vehicle insurance information (e.g., Insurance company, National Association of Insurance Commissioners (NAIC) number, policy number, effective date, expiration date, physical address, mailing address, telephone number, email).
Regulate Service Providers	Manage Business Licenses	FR410042	The solution shall capture NV DMV Business License Number for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410043	The solution shall capture Occupational and Business License (OBL) authorized information (e.g., authorized license activities, to/from dates, physical address, contact information, name, telephone, business phone, fax, mail, locations).
Regulate Service Providers	Manage Business Licenses	FR410044	The solution shall capture Occupational and Business License (OBL) document information (e.g., document type, form name, form number, date submitted, proof of city/county/state license, date received, return date).
Regulate Service Providers	Manage Business Licenses	FR410045	The solution shall capture the permit information (e.g., permit type, issue date, duplicates, expiration date).
Regulate Service Providers	Manage Business Licenses	FR410046	The solution shall capture the school information for Third Party Certifiers School and Third Party Certifiers Company (e.g., name, address, contact, Company Certificate number, Business License Number).
Regulate Service Providers	Manage Business Licenses	FR410047	The solution shall capture the temporary location license information (e.g., type of temporary license, display only or exhibit, to and/or from date of the temporary location license, temporary location address).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410048	The solution shall capture Third Party Certifier Company and Third Party Certifier School endorsements (e.g., passenger, school bus, hazmat).
Regulate Service Providers	Manage Business Licenses	FR410049	The solution shall capture Third Party Certifiers Company and Third Party Certifiers School approved skills site.
Regulate Service Providers	Manage Business Licenses	FR410050	The solution shall capture Third Party Certifiers Company and Third Party Certifiers School class type (e.g., A, C, school bus).
Regulate Service Providers	Manage Business Licenses	FR410051	The solution shall capture Third Party Certifiers Company and Third Party Certifiers School multiple locations information (e.g., address, contact information).
Regulate Service Providers	Manage Business Licenses	FR410052	The solution shall capture Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers information (e.g., class information, pass/fail information).
Regulate Service Providers	Manage Business Licenses	FR410053	The solution shall display any past license types assigned to the principal(s) and statuses related to those licenses (e.g., registration services).
Regulate Service Providers	Manage Business Licenses	FR410054	The solution shall display Authorized Representative and Registered Agent information (e.g., affiliated license types, affiliated license numbers, affiliated license status, physical address, license expiration date, original issue date, sanctions/violations).
Regulate Service Providers	Manage Business Licenses	FR410055	The solution shall display occupational license Certification information for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410056	The solution shall expire Non-Resident Business permits.
Regulate Service Providers	Manage Business Licenses	FR410057	The solution shall generate a Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers unique class identifier.
Regulate Service Providers	Manage Business Licenses	FR410058	The solution shall generate a unique business license number for a Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410059	The solution shall generate a unique certificate number for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410060	The solution shall generate a unique Non-Resident Business permit number.
Regulate Service Providers	Manage Business Licenses	FR410061	The solution shall generate a unique business license number.
Regulate Service Providers	Manage Business Licenses	FR410062	The solution shall generate the required Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers certificates.
Regulate Service Providers	Manage Business Licenses	FR410064	The solution shall generate Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers certificate information (e.g., Certificate number, date, status, expiration date).
Regulate Service Providers	Manage Business Licenses	FR410065	The solution shall provide a non-resident interim permit.
Regulate Service Providers	Manage Business Licenses	FR410066	The solution shall rerun Problem Driver Pointer System (PDPS) verification upon non-response while issuing Occupational Licenses to Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410067	The solution shall update the Commercial Driver's License (CDL) record based on Problem Driver Pointer System (PDPS) responses when issuing an Occupational License to School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410068	The solution shall update the Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers status (e.g., active, cancelled, denied, hold, deceased).
Regulate Service Providers	Manage Business Licenses	FR410069	The solution shall validate all certificate components for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers (e.g., vehicle registration, certifiers, status).
Regulate Service Providers	Manage Business Licenses	FR410070	The solution shall validate certification eligibility based on business rules for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410071	The solution shall validate insurance policy is in effect for a business license that is required to maintain insurance.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Business Licenses	FR410072	The solution shall validate the effective date of the insurance policy is in the past.
Regulate Service Providers	Manage Business Licenses	FR410073	The solution shall validate the expiration or cancellation date is in the future.
Regulate Service Providers	Manage Business Licenses	FR410074	The solution shall verify the Occupational License is active/valid for the Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410075	The solution s shall validate issuance based on certification date for Third Party School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Regulate Service Providers	Manage Business Licenses	FR410076	The solution shall capture and display a body shop's Class A certificate information (e.g., business name, physical address, to/from dates, status).
Regulate Service Providers	Manage Business Licenses	FR410077	The solution shall capture and display business license identification card (e.g., private bidder, business identification, salvage pool) information (e.g., data card number, individual identification number, name, date of birth, issue date, expiration date).
Regulate Service Providers	Manage Business Licenses	FR410078	The solution shall capture and display Occupational and Business License (OBL) traffic safety, driving under the influence (DUI), or school for training drivers curriculum information (e.g., received date, review date, reviewed by, status).
Regulate Service Providers	Manage Business Licenses	FR410079	The solution shall print a body shop Class A certificate (e.g., business license number, name, physical address, expiration date).
Regulate Service Providers	Manage Business Licenses	FR410080	The solution shall provide reporting for Body Shop survey data.
Regulate Service Providers	Manage Business Licenses	FR410081	The solution shall capture business principal information (e.g., individual name, address, contact information, background check details) for a business license.
Regulate Service Providers	Manage Business Licenses	FR410082	The solution shall allow Business License (e.g., transporter, wrecker, dealer, rebuilder, body shop, manufacturer, salvage pool,) to renew or order new business plates using self-service capabilities (e.g., on-line, mobile device).
Regulate Service Providers	Manage Business Licenses	FR410083	The solution shall allow Business License (e.g., transporter, wrecker, dealer, rebuilder, body shop, manufacturer, salvage pool,) to order business secured forms using self-service capabilities (e.g., on-line, mobile device).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Occupational Licenses	FR420001	The solution shall allow for occupational license status (e.g., cancelled, pending, active, expired, suspended, revoked, sanctions).
Regulate Service Providers	Manage Occupational Licenses	FR420002	The solution shall allow manual updates to occupational license information.
Regulate Service Providers	Manage Occupational Licenses	FR420003	The solution shall generate a unique occupational license number.
Regulate Service Providers	Manage Occupational Licenses	FR420004	The solution shall allow a search on all key data elements for a Occupational License (e.g., Driver's License (DL)/Identification card (ID) number, customer name, Also-Known-As (AKA), date of birth, Social Security Number (SSN), address).
Regulate Service Providers	Manage Occupational Licenses	FR420005	The solution shall allow authorized users to make changes to Occupational Licenses.
Regulate Service Providers	Manage Occupational Licenses	FR420006	The solution shall allow for an Occupational License (e.g., salesperson, eligible emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) to renew or request a duplicate license using self-service capabilities (e.g., on-line, mobile device).
Regulate Service Providers	Manage Occupational Licenses	FR420007	The solution shall allow for occupational license transfer from one business to another valid business.
Regulate Service Providers	Manage Occupational Licenses	FR420008	The solution shall allow for the creation, inquiry, changes, and deletions of Occupational and Business License (OBL) sanctions/violations.
Regulate Service Providers	Manage Occupational Licenses	FR420009	The solution shall allow for the creation, searching, changes, and deletions of occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor).
Regulate Service Providers	Manage Occupational Licenses	FR420010	The solution shall allow for the search and retrieval in real-time of criminal history information via the Department of Public Safety (DPS) JLINK system.
Regulate Service Providers	Manage Occupational Licenses	FR420011	The solution shall associate the Driving Under the Influence (DUI) Instructor and Traffic Safety School Instructor License to multiple business license records.
Regulate Service Providers	Manage Occupational Licenses	FR420012	The solution shall associate the salesperson license to the business license.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Occupational Licenses	FR420013	The solution shall capture all Occupational License information (e.g., name, license number, license type, issuance date, license status, license renewal date, employer information, last business license).
Regulate Service Providers	Manage Occupational Licenses	FR420014	The solution shall capture and display occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) information (e.g., business name associated with, physical address, expiration date, authorized business permissions, to/from dates).
Regulate Service Providers	Manage Occupational Licenses	FR420015	The solution shall capture and display sanction/violation indicators.
Regulate Service Providers	Manage Occupational Licenses	FR420016	The solution shall capture background information (e.g., verification dates, National Crime Information Center (NCIC)/Nevada Criminal Justice Information Systems (NCJIS) checks, Nevada Highway Patrol (NHP)/Federal Bureau of Investigations (FBI) submitted/received indicators, background status, reprints requested/submitted) for Occupational and Business Licenses (OBL) (e.g., business principal, salesperson).
Regulate Service Providers	Manage Occupational Licenses	FR420017	The solution shall capture customer Occupational License identity information (e.g., date of birth, birth certificate information, gender, height, weight, eye color).
Regulate Service Providers	Manage Occupational Licenses	FR420018	The solution shall capture employment details for an occupational license (e.g., business license, business name, number, status, address, employment dates).
Regulate Service Providers	Manage Occupational Licenses	FR420019	The solution shall capture occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) document information (e.g., document type, document name, document number, date, verified-by).
Regulate Service Providers	Manage Occupational Licenses	FR420020	The solution shall capture the occupational license information for instructors (e.g., type, last business license associated to, license status, test scores, skills exams required).
Regulate Service Providers	Manage Occupational Licenses	FR420021	The solution shall display associated license information (e.g., license types, numbers, status, physical addresses, expiration dates).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Occupational Licenses	FR420022	The solution shall generate an occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) expiration date.
Regulate Service Providers	Manage Occupational Licenses	FR420023	The solution shall generate an occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) issue date.
Regulate Service Providers	Manage Occupational Licenses	FR420024	The solution shall generate an occupational license (e.g., salesperson, emission inspector, traffic safety school instructor, driving under the influence school instructor, school for training drivers instructor) email renewal notices (e.g., business license, occupational license, business plates associates to record).
Regulate Service Providers	Manage Occupational Licenses	FR420025	The solution shall generate renewal applications for Occupational and Business License (OBL) for delivery on various web platforms (i.e., online, email, on-demand).
Regulate Service Providers	Manage Occupational Licenses	FR420026	The solution shall print Occupational and Business License (OBL) (e.g., transporter, wrecker, garage, dealer, salesperson, rebuilder, body shop, emission station, emission inspector, manufacturer, broker, salvage pool, traffic safety school, driving under the influence school, school for training drivers, temporary location, registration services) licenses to include data elements (e.g., business license number, name, physical address, expiration date, authorized business permissions).
Regulate Service Providers	Manage Occupational Licenses	FR420027	The solution shall verify the School for Training Drivers, DUI Instructors, or Traffic Safety School Instructor has a valid Nevada Driver's License.
Regulate Service Providers	Regulate Emissions Test Providers	FR430001	The solution shall capture Emission Station Inspector classification information (e.g., 1G, 2G, Diesel, Registration).
Regulate Service Providers	Regulate Emissions Test Providers	FR430002	The solution shall allow an Emission Testing Inspector to be associated to multiple Emission Station licenses.
Regulate Service Providers	Regulate Emissions Test Providers	FR430003	The solution shall allow for scheduling of training for Emission Inspectors.
Regulate Service Providers	Regulate Emissions Test Providers	FR430004	The solution shall associate an emission inspector license to at least one principal emission station location.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Regulate Emissions Test Providers	FR430005	The solution shall allow the required system access to Vehicle Information Database (VID) upon approval of an emission station or emission inspector license.
Regulate Service Providers	Regulate Emissions Test Providers	FR430006	The solution shall associate an Emission Inspector license to a customer record.
Regulate Service Providers	Regulate Emissions Test Providers	FR430007	The solution shall associate an Emission Inspector license to a valid Emission Station license.
Regulate Service Providers	Regulate Emissions Test Providers	FR430008	The solution shall capture authorized signatory information (e.g., name, signature, contact information) of the Emission Station.
Regulate Service Providers	Regulate Emissions Test Providers	FR430009	The solution shall capture business acceptance of terms and conditions.
Regulate Service Providers	Regulate Emissions Test Providers	FR430010	The solution shall capture business information (e.g., legal name, business name, DBA business name, business structure types, mailing and physical address, phone number, fax number, email address).
Regulate Service Providers	Regulate Emissions Test Providers	FR430011	The solution shall capture emission inspector certification training type (e.g., 1G, 2G, D, Registration endorsements, college class, ASE).
Regulate Service Providers	Regulate Emissions Test Providers	FR430012	The solution shall capture emission inspector information (e.g., emission inspector number, location, vehicle information, test date, pass or fail status).
Regulate Service Providers	Regulate Emissions Test Providers	FR430013	The solution shall capture emission instruction certification information (e.g., school name, location, address, contact, certificate number, class name, class dates, certification date).
Regulate Service Providers	Regulate Emissions Test Providers	FR430014	The solution shall capture NV DMV testing information (e.g., class, date, time, test score, student name, test taken, date, NV DMV technician information, scores, subject, certification test type).
Regulate Service Providers	Regulate Emissions Test Providers	FR430015	The solution shall capture student test information (e.g., class taken, date, time, test scores, student name).
Regulate Service Providers	Regulate Emissions Test Providers	FR430016	The solution shall capture testing fee prices (e.g., price, product/services).
Regulate Service Providers	Regulate Emissions Test Providers	FR430017	The solution shall capture the authorized activities for emission license (e.g., 1G, 2G, Diesel, Registration).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Regulate Emissions Test Providers	FR430018	The solution shall capture the number of tests completed by the student.
Regulate Service Providers	Regulate Emissions Test Providers	FR430019	The solution shall display all emission station sanctions.
Regulate Service Providers	Regulate Emissions Test Providers	FR430020	The solution shall display all emission inspector sanctions.
Regulate Service Providers	Regulate Emissions Test Providers	FR430021	The solution shall generate an emission certification certificate with 1G, 2G, Diesel, and/or Registration.
Regulate Service Providers	Regulate Emissions Test Providers	FR430022	The solution shall generate user access id and password information for the Vehicle Information Database (VID).
Regulate Service Providers	Regulate Emissions Test Providers	FR430023	The solution shall link the certificate to the emission testing customer record.
Regulate Service Providers	Regulate Emissions Test Providers	FR430024	The solution shall record any change in status for an Emission Inspector status.
Regulate Service Providers	Regulate Emissions Test Providers	FR430025	The solution shall retrieve customer vehicle records based on inquiry.
Regulate Service Providers	Regulate Emissions Test Providers	FR430026	The solution shall validate certificate eligibility dates according to business rules.
Regulate Service Providers	Regulate Emissions Test Providers	FR430027	The solution shall validate city/county business license number.
Regulate Service Providers	Regulate Emissions Test Providers	FR430028	The solution shall host a training and testing schedule that DMV Technicians can manage and allow Emission Inspectors and applicants to access via web portal to schedule for training and testing appointment.
Regulate Service Providers	Regulate Emissions Test Providers	FR430029	The solution shall send a text reminder to Emission Inspectors and applicants of training and testing sessions requiring a return text to confirm their appointment.
Regulate Service Providers	Regulate Emissions Test Providers	FR430030	The solution shall produce a printable letter of the applicant and/or emission inspector test score results.
Regulate Service Providers	Manage Business Licenses	FR410084	The solution shall capture data for the issuance of Business Licenses, Registrations, and Certificates.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Regulate Service Providers	Manage Occupational Licenses	FR420028	The solution shall capture data for the issuance of Occupational Licenses.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510001	The solution shall capture vehicle information used for drive skills test (e.g., model, registration).
Administer Vehicles	Manage Vehicle Records	FR510002	The solution shall update the registration status based on the registration expiration date.
Administer Vehicles	Manage Vehicle Records	FR510003	The solution shall capture farm equipment vehicle information.
Administer Vehicles	Manage Vehicle Records	FR510004	The solution shall capture vehicle equipment information (e.g., vehicle, registration number, off-road equipment).
Administer Vehicles	Manage Vehicle Records	FR510005	The solution shall allow for a spreadsheet to be upload of self-insurance or fleet policies to terminate expiration dates.
Administer Vehicles	Manage Vehicle Records	FR510006	The solution shall allow for a spreadsheet to be upload of self-insurance or fleet policies to update expiration dates.
Administer Vehicles	Manage Vehicle Records	FR510007	The solution shall allow for searches of operator insurance policies.
Administer Vehicles	Manage Vehicle Records	FR510008	The solution shall allow for the creation, searching, changes, and deletion of insurance companies.
Administer Vehicles	Manage Vehicle Records	FR510009	The solution shall allow searches of fleet insurance policies.
Administer Vehicles	Manage Vehicle Records	FR510010	The solution shall allow searches on commercial fleet insurance policies.
Administer Vehicles	Manage Vehicle Records	FR510011	The solution shall allow searches on self-insurance policies.
Administer Vehicles	Manage Vehicle Records	FR510012	The solution shall allow searches on vehicle specific insurance policies.
Administer Vehicles	Manage Vehicle Records	FR510013	The solution shall provide real-time monitoring of file processing, response times, and data validation per insurance company file (e.g., failure to notify that insurer is unavailable, unavailable for more than 24 hours, insurer fails to submit correct data elements, failure to maintain data, confirms a Motor Vehicle (MV) liability policy, failure to meet prescribed procedures and formats, violates other provisions).
Administer Vehicles	Manage Vehicle Records	FR510014	The solution shall re-suspend the vehicle registration when a hearing decision has been affirmed.
Administer Vehicles	Manage Vehicle Records	FR510015	The solution shall return the vehicle registration to an active status when a rescinded hearing result is entered.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510016	The solution shall submit the insurance company requests via Secure File Transfer Protocol (SFTP) setups.
Administer Vehicles	Manage Vehicle Records	FR510017	The solution shall allow a dealer to submit a request for an extension on a Dealer Report of Sale (DRS).
Administer Vehicles	Manage Vehicle Records	FR510018	The solution shall allow Dealer Report of Sales to be amended or modified by the dealer after submission
Administer Vehicles	Manage Vehicle Records	FR510019	The solution shall allow a Dealer's Report of Sale (DRS) extension status (e.g., approved, denied, pending).
Administer Vehicles	Manage Vehicle Records	FR510020	The solution shall allow multiple extensions for the same Dealer's Report of Sale (DRS) Number.
Administer Vehicles	Manage Vehicle Records	FR510021	The solution shall automatically generate the Dealer Report of Sale (DRS) extension due-date.
Administer Vehicles	Manage Vehicle Records	FR510022	The solution shall capture Dealer Report of Sale (DRS) extension information (e.g., received date, DRS control number, vehicle identification number, vehicle year, make, model, date of sale, extension reason, extension number, requested by, request status, NV DMV due date, expiration date, approved by).
Administer Vehicles	Manage Vehicle Records	FR510023	The solution shall decode vehicle information with vehicle identification number decoding software.
Administer Vehicles	Manage Vehicle Records	FR510024	The solution shall allow for a vehicle registration and plate status (e.g., approved, denied, deletion required).
Administer Vehicles	Manage Vehicle Records	FR510025	The solution shall allow for an electronic transmittal containing multiple vehicles submitted appraisal/inspections report.
Administer Vehicles	Manage Vehicle Records	FR510026	The solution shall allow junk appraisals to be transferred from an authorized business to transfer to another authorized business.
Administer Vehicles	Manage Vehicle Records	FR510027	The solution shall allow for the creation, searching, changes, and deletions of vehicle appraisal records.
Administer Vehicles	Manage Vehicle Records	FR510028	The solution shall allow multiple business information to be captured (e.g., business id number, wrecker identification number, address, telephone number, contact information).
Administer Vehicles	Manage Vehicle Records	FR510029	The solution shall automatically generate a junk vehicle certificate duplicate upon approval.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510030	The solution shall capture appraisal requestor's information (e.g., legal name, address, telephone number).
Administer Vehicles	Manage Vehicle Records	FR510031	The solution shall capture junk transmittal information.
Administer Vehicles	Manage Vehicle Records	FR510032	The solution shall capture wrecker identification number for appraisals.
Administer Vehicles	Manage Vehicle Records	FR510033	The solution shall generate a junk vehicle certificate upon approval.
Administer Vehicles	Manage Vehicle Records	FR510034	The solution shall update the vehicle appraisal record with final disposition.
Administer Vehicles	Manage Vehicle Records	FR510035	The solution shall upload vehicle appraisal requests into a repository for work assignment.
Administer Vehicles	Manage Vehicle Records	FR510036	The solution shall validate business identification number has an active status with Occupational and Business Licensing (OBL) when completing an appraisal.
Administer Vehicles	Manage Vehicle Records	FR510037	The solution shall allow for donations to be added during a registration (e.g., veteran's home).
Administer Vehicles	Manage Vehicle Records	FR510038	The solution shall allow for a manual shut-down of Vehicle Information Database (VID) system.
Administer Vehicles	Manage Vehicle Records	FR510039	The solution shall allow for covert vehicles to be tested at emission stations and to prevent the test record from transferring to the registration record of the vehicle.
Administer Vehicles	Manage Vehicle Records	FR510040	The solution shall allow for creation, searching, and transfer of Vehicle Inspection Report numbers.
Administer Vehicles	Manage Vehicle Records	FR510041	The solution shall allow for emission VID statuses to be updated (e.g., assign, disable, terminate, issue, reset).
Administer Vehicles	Manage Vehicle Records	FR510042	The solution shall generate a unique analyzer identification number.
Administer Vehicles	Manage Vehicle Records	FR510043	The solution shall notify inspector of any actions to be performed.
Administer Vehicles	Manage Vehicle Records	FR510044	The solution shall allow an indicator for a specialty constructed vehicle type (e.g., motorcycle, Off-Highway Vehicle (OHV), trailer).
Administer Vehicles	Manage Vehicle Records	FR510045	The solution shall allow an indicator for specialty constructed vehicles (e.g., frame, horn, headlights).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510046	The solution shall allow for salvage vehicle part indicators (e.g., cowl, rear clip, roof assembly, floor pan assembly, complete front inner structure of a uni-body, conventional frame and one major federal certification safety label, emission labels, doors).
Administer Vehicles	Manage Vehicle Records	FR510047	The solution shall allow for specialty constructed trailer indicators (e.g., make, model, year, axels, frame, length).
Administer Vehicles	Manage Vehicle Records	FR510048	The solution shall allow for the creation, searching, changes, and deletions of a Vehicle Identification Number (VIN) assignment (e.g., stolen/recovered vehicles, Off-Highway Vehicle (OHV), specialty constructed, autonomous vehicles).
Administer Vehicles	Manage Vehicle Records	FR510049	The solution shall allow for the creation, searching, changes, and deletions of vehicle inspections (e.g., salvaged vehicles, kit/replica, specialty constructed, low-speed vehicles, grey market, scooters/mopeds, military vehicles, trailers, motorcycles, kit glider heavy duty truck).
Administer Vehicles	Manage Vehicle Records	FR510050	The solution shall allow for vehicle inspection indicators (e.g., federal certification safety label, emission labels, non-US indicators, autonomous vehicle).
Administer Vehicles	Manage Vehicle Records	FR510051	The solution shall allow salvage vehicle restoration indicators (e.g., prior restoration, on-road use, restored prior to authorization).
Administer Vehicles	Manage Vehicle Records	FR510052	The solution shall allow the vehicle inspector/appraiser application to upload captured information to an authorized user's computer upon connectivity.
Administer Vehicles	Manage Vehicle Records	FR510053	The solution shall automatically generate Vehicle Identification Numbers (VIN) for specialty constructed vehicles.
Administer Vehicles	Manage Vehicle Records	FR510054	The solution shall capture authorized inspector information (e.g., name, badge number, employee number, date).
Administer Vehicles	Manage Vehicle Records	FR510055	The solution shall capture business information when appraising/inspecting salvage vehicles (e.g., business name, business identification number, address, telephone number).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510056	The solution shall capture DMV authorized agency information for appraisals/inspections.
Administer Vehicles	Manage Vehicle Records	FR510057	The solution shall capture inspector address information (e.g., address, city, state, zip, telephone).
Administer Vehicles	Manage Vehicle Records	FR510058	The solution shall capture kit/replica motorcycle information (e.g., NV DMV assigned Vehicle Identification Number (VIN)).
Administer Vehicles	Manage Vehicle Records	FR510059	The solution shall capture law enforcement agency information for vehicle inspections.
Administer Vehicles	Manage Vehicle Records	FR510060	The solution shall capture original kit/replica manufactured vehicle identification number (VIN) on vehicle.
Administer Vehicles	Manage Vehicle Records	FR510061	The solution shall capture specialty constructed motorcycle engine information (e.g., number of cylinders, engine cubic centimeters (CCs), number of rotors).
Administer Vehicles	Manage Vehicle Records	FR510062	The solution shall capture specialty constructed motorcycle information (e.g., restored prior to authorization indicator, on-road use indicator).
Administer Vehicles	Manage Vehicle Records	FR510063	The solution shall capture the authorized NV DMV inspector signature electronically for inspections/appraisals.
Administer Vehicles	Manage Vehicle Records	FR510064	The solution shall capture the salvaged vehicle affiant signature electronically.
Administer Vehicles	Manage Vehicle Records	FR510065	The solution shall capture the salvaged vehicle business representative signature electronically.
Administer Vehicles	Manage Vehicle Records	FR510066	The solution shall capture the vehicle inspection customer information (e.g., legal name, address, telephone number).
Administer Vehicles	Manage Vehicle Records	FR510067	The solution shall capture the vehicle inspection information utilizing an alternate device (e.g., iPad, tablet, mobile device).
Administer Vehicles	Manage Vehicle Records	FR510068	The solution shall capture trailer information obtained from a vehicle inspection (e.g., vehicle identification number, make, model, year, body type, frame, axels, length).
Administer Vehicles	Manage Vehicle Records	FR510069	The solution shall capture vehicle fuel type indicators (e.g., gas, diesel, propane, electric).
Administer Vehicles	Manage Vehicle Records	FR510070	The solution shall capture vehicle inspection information (e.g., external agency, NV DMV authorized agency).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510071	The solution shall capture vehicle inspection information (e.g., Vehicle Identification Number (VIN), make, model, year, body type, number of rotors, number of cylinders, axels).
Administer Vehicles	Manage Vehicle Records	FR510072	The solution shall capture vehicle odometer reading for inspections, based on NV DMV business rules.
Administer Vehicles	Manage Vehicle Records	FR510073	The solution shall decode and upload the vehicle barcode information to the vehicle record.
Administer Vehicles	Manage Vehicle Records	FR510074	The solution shall generate an authorized Vehicle Identification Number (VIN) inspection sheet.
Administer Vehicles	Manage Vehicle Records	FR510075	The solution shall have the ability to maintain the Authorized Vehicle Identification Numbers (VIN) Inspectors List.
Administer Vehicles	Manage Vehicle Records	FR510076	The solution shall link specialty constructed vehicle receipts to the customer's record.
Administer Vehicles	Manage Vehicle Records	FR510077	The solution shall link the captured vehicle inspection information to the vehicle record.
Administer Vehicles	Manage Vehicle Records	FR510078	The solution shall link the vehicle to the customer record.
Administer Vehicles	Manage Vehicle Records	FR510079	The solution shall print Vehicle Identification Numbers (VIN) numbers on NV DMV VIN tags.
Administer Vehicles	Manage Vehicle Records	FR510080	The solution shall provide trailer checklist indicators (e.g., brake lights, tail lights, turn signals, reflectors, fenders, brakes over 1500 lbs., clearance lights, marker lights, safety devices, mud guards, brake away devices, overall width).
Administer Vehicles	Manage Vehicle Records	FR510081	The solution shall update inventory of NV DMV Vehicle Identification Number (VIN) tags used.
Administer Vehicles	Manage Vehicle Records	FR510082	The solution shall validate the Occupational and Business License (OBL) is active when processing a salvage vehicle title.
Administer Vehicles	Manage Vehicle Records	FR510083	The solution shall allow an authorized user to release staged titles for printing.
Administer Vehicles	Manage Vehicle Records	FR510084	The solution shall allow an authorized user to review the title prior to releasing it for print.
Administer Vehicles	Manage Vehicle Records	FR510085	The solution shall allow an authorized user to stage titles for delayed printing.
Administer Vehicles	Manage Vehicle Records	FR510086	The solution shall allow an authorized user to update the dealer transmittal to identify receipt of transmittal.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510087	The solution shall allow an authorized user to update the title status.
Administer Vehicles	Manage Vehicle Records	FR510088	The solution shall allow Electronic Lien Title (ELT) transactions to be a batch process (e.g., add/change lien holder, change lien holder reassignment record, lien holder title inquiry (LTI), title perfected lien (TPL), title demand notification (TDN), title delete electronic record (TDER), title delete electronic record response (TDERR), lien release, title print request (TPR), title lien holder reject (TLHR), title reassign and hold (TRH), lien holder deactivate).
Administer Vehicles	Manage Vehicle Records	FR510089	The solution shall allow an inquiry on all key data elements of a dealer transmittal (e.g., Vehicle Identification Number (VIN), dealer name, and dealer ID).
Administer Vehicles	Manage Vehicle Records	FR510090	The solution shall allow for a lien holder status (e.g., pending, hold, active, inactive).
Administer Vehicles	Manage Vehicle Records	FR510091	The solution shall allow for a title demand correspondence to be generated.
Administer Vehicles	Manage Vehicle Records	FR510092	The solution shall allow for assignment of Electronic Lien Title (ELT) rejections.
Administer Vehicles	Manage Vehicle Records	FR510093	The solution shall allow for the creation, searching, changes, and deletions of all Electronic Lien Titles (ELT).
Administer Vehicles	Manage Vehicle Records	FR510094	The solution shall allow for the creation, searching, changes, and deletions of expedited titles.
Administer Vehicles	Manage Vehicle Records	FR510095	The solution shall allow for the creation, searching, changes, and deletions of junk certificates.
Administer Vehicles	Manage Vehicle Records	FR510096	The solution shall allow for the creation, searching, changes, and deletions of lien sale notices.
Administer Vehicles	Manage Vehicle Records	FR510097	The solution shall allow for the creation, searching, changes, and deletions of lien sale titles.
Administer Vehicles	Manage Vehicle Records	FR510098	The solution shall allow for the creation, searching, changes, and deletions of demand notifications.
Administer Vehicles	Manage Vehicle Records	FR510099	The solution shall allow for the creation, searching, changes, and deletions of bonded titles.
Administer Vehicles	Manage Vehicle Records	FR510100	The solution shall allow for the creation, searching, changes, and deletions of non-repairable certificate.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510101	The solution shall allow the creation, searching, changes, and deletion of a lien holder status for titles.
Administer Vehicles	Manage Vehicle Records	FR510102	The solution shall automatically update the title status (e.g., hold, stop) on the vehicle record when a title demand is initiated by an authorized user.
Administer Vehicles	Manage Vehicle Records	FR510103	The solution shall calculate required expedited title fees (e.g., processing, shipping).
Administer Vehicles	Manage Vehicle Records	FR510104	The solution shall capture and manage all data errors and transaction messages derived from the processing of Electronic Lien Title (ELT) files.
Administer Vehicles	Manage Vehicle Records	FR510105	The solution shall capture dealer information when processing a title submitted by a dealer (e.g., dealer name, dealer identification number, address, telephone, contact).
Administer Vehicles	Manage Vehicle Records	FR510106	The solution shall capture documents presented for Canadian Vehicles (e.g., current Canadian registration, vehicle inspection certificate, Lien search results from province where vehicle was last registered, original copy of notarized lien release, odometer disclosure state, bill of sale, statement of facts).
Administer Vehicles	Manage Vehicle Records	FR510107	The solution shall capture documents presented for Death Transfers (e.g., title, death certificate, letters of testamentary, letters of administration, Court - final distribution, affidavit of transfer without probate).
Administer Vehicles	Manage Vehicle Records	FR510108	The solution shall capture documents presented for titles (e.g., title, duplicate application, statement of facts, Manufacturer's Statement of Origin (MSO), Vehicle Identification Number (VIN) Inspection, odometer statement, Dealer Report of Sale (DRS), bill of sale, Security Agreement) when processing a Nevada title.
Administer Vehicles	Manage Vehicle Records	FR510109	The solution shall capture expedited title customer mail-to information (e.g., customer name, address, and contact information).
Administer Vehicles	Manage Vehicle Records	FR510110	The solution shall capture expedited title shipping information (e.g., customer name, FedEx number, FedEx owner address, FedEx owner, contact information) and associate to the customer record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510111	The solution shall capture multiple lien sale notice requests for lien sale titles.
Administer Vehicles	Manage Vehicle Records	FR510112	The solution shall capture multiple lien sale requests.
Administer Vehicles	Manage Vehicle Records	FR510113	The solution shall capture the cancelled title from original titling state's information (e.g., state, jurisdiction agency, address, contact information).
Administer Vehicles	Manage Vehicle Records	FR510114	The solution shall capture the lienholder information (e.g., lienholder name, address, telephone, contact).
Administer Vehicles	Manage Vehicle Records	FR510115	The solution shall capture the new lienholder/s title information (e.g., legal name, Driver's License (DL)/Identification card (ID), Federal Employee Identification Number (FEIN), address, contact information).
Administer Vehicles	Manage Vehicle Records	FR510116	The solution shall capture title lienholder information (e.g., lien holder name, Federal Employee Identification Number (FEIN), address, contact, telephone).
Administer Vehicles	Manage Vehicle Records	FR510117	The solution shall capture vehicle owner information (e.g., owner name, address, phone, contact information, vehicle, description of documentation).
Administer Vehicles	Manage Vehicle Records	FR510118	The solution shall create expedited title shipping records to be transmitted via Secure File Type Protocol (SFTP) or flat files through web services to the shipping carrier.
Administer Vehicles	Manage Vehicle Records	FR510119	The solution shall create notices for stolen vehicle responses.
Administer Vehicles	Manage Vehicle Records	FR510120	The solution shall generate a unique expedited shipping number for expedited titles.
Administer Vehicles	Manage Vehicle Records	FR510121	The solution shall generate a unique lien holder number.
Administer Vehicles	Manage Vehicle Records	FR510122	The solution shall generate an office-copy title for all printed titles.
Administer Vehicles	Manage Vehicle Records	FR510123	The solution shall generate and record title transaction dates.
Administer Vehicles	Manage Vehicle Records	FR510124	The solution shall generate barcodes on a title coversheet.
Administer Vehicles	Manage Vehicle Records	FR510125	The solution shall generate batch title print files.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510126	The solution shall generate dates (e.g., pending sale date, effective date, National Motor Vehicle Title Information System (NMVTIS) check date) when processing titles using Lien Sale documentation.
Administer Vehicles	Manage Vehicle Records	FR510127	The solution shall generate demand letter dates (e.g., demand date, demand expiration date).
Administer Vehicles	Manage Vehicle Records	FR510128	The solution shall generate Electronic Lien Titles (ELT) batch processing response codes (e.g., printed vehicle titles, errors, lien releases).
Administer Vehicles	Manage Vehicle Records	FR510129	The solution shall have the ability to retrieve expedited shipping records via Secure File Type Protocol (SFTP) or flat files through web services.
Administer Vehicles	Manage Vehicle Records	FR510130	The solution shall notify requestor of stolen responses.
Administer Vehicles	Manage Vehicle Records	FR510131	The solution shall print a "clear" title for an Electronic Lien Title (ELT) print release.
Administer Vehicles	Manage Vehicle Records	FR510132	The solution shall print all titles without an Electronic Lien Title (ELT) number.
Administer Vehicles	Manage Vehicle Records	FR510133	The solution shall print expedited titles with specific information on title flaps.
Administer Vehicles	Manage Vehicle Records	FR510134	The solution shall print owner and vehicle information on the title.
Administer Vehicles	Manage Vehicle Records	FR510135	The solution shall print titles based on batch files released.
Administer Vehicles	Manage Vehicle Records	FR510136	The solution shall print titles in a centralized location.
Administer Vehicles	Manage Vehicle Records	FR510137	The solution shall print titles in order by transaction type (e.g., expedited titles, standard titles, duplicate titles).
Administer Vehicles	Manage Vehicle Records	FR510138	The solution shall provide a batch processing system to process all titles in a batch transaction.
Administer Vehicles	Manage Vehicle Records	FR510139	The solution shall provide for expedited indicators (e.g., expedited processing, expedited shipping).
Administer Vehicles	Manage Vehicle Records	FR510140	The solution shall provide lien holders real-time online access to their titles.
Administer Vehicles	Manage Vehicle Records	FR510141	The solution shall provide lien holders real-time online access to vehicle registrations linked to their titles.
Administer Vehicles	Manage Vehicle Records	FR510142	The solution shall update the title or customer record based on case management final disposition.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Records	FR510143	The solution shall update the title record with shipping information.
Administer Vehicles	Manage Vehicle Records	FR510144	The solution shall update the title type indicator as either NV DMV or externally produced (e.g., previous state) non-repairable certificate.
Administer Vehicles	Manage Vehicle Records	FR510145	The solution shall validate all Electronic Lien Title (ELT) transaction files received and sent, defined by NV DMV business rules.
Administer Vehicles	Manage Vehicle Records	FR510146	The solution shall validate the wrecker's Occupational and Business Licensing (OBL) license number when creating a non-repairable certificate.
Administer Vehicles	Manage Vehicle Records	FR510147	The solution shall return the vehicle registration to an active status when a hearing result is entered.
Administer Vehicles	Manage Vehicle Records	FR510148	The solution shall provide an automated workflow for receiving and routing these requests, and for notifying the requestor of the status.
Administer Vehicles	Manage Vehicle Records	FR510149	The solution shall capture authorized VIN inspector information (e.g., name, address, phone number, email address, effective date).
Administer Vehicles	Manage Vehicle Records	FR510150	The solution shall employ features to reduce input errors and provide tight controls on titling and registration functions.
Administer Vehicles	Manage Vehicle Registration	FR520001	The solution shall allow a business plate status (e.g., active, cancelled, expired, lost, out of business, stolen).
Administer Vehicles	Manage Vehicle Registration	FR520002	The solution shall allow printing of a vehicle registration (e.g., data elements, business license number, name, physical address, expiration date, authorized business permissions, plate number, decal number, issue date, expiration date).
Administer Vehicles	Manage Vehicle Registration	FR520003	The solution shall allow for the creation of duplicate registration certificates, decals, and business plates from customer requests.
Administer Vehicles	Manage Vehicle Registration	FR520004	The solution shall allow for the purchase or renewal of vehicle plates.
Administer Vehicles	Manage Vehicle Registration	FR520005	The solution shall allow for the search and retrieval in real-time of plate information via an interface with Department of Public Safety (DPS) JLINK system.
Administer Vehicles	Manage Vehicle Registration	FR520006	The solution shall calculate the number of plates allowed by business license type.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520007	The solution shall capture authorized representative information for business plates (e.g., status, status date, authorized permissions).
Administer Vehicles	Manage Vehicle Registration	FR520008	The solution shall capture business plate information (e.g., business plates issued, business plate numbers, decal numbers, status, last renewal date, issue/expiration dates, date status changed).
Administer Vehicles	Manage Vehicle Registration	FR520009	The solution shall generate a unique Business Plates Registration number.
Administer Vehicles	Manage Vehicle Registration	FR520010	The solution shall allow for golf cart permits to be created (e.g., original, renewals).
Administer Vehicles	Manage Vehicle Registration	FR520011	The solution shall allow for the creation, searching, changes, and deletions of permits (e.g., Drive Away, 24-hour, golf cart, special use, plate order, non-resident, temporary, short-term lessor, Motor Carrier temporary fuel, Motor Carrier temporary registration).
Administer Vehicles	Manage Vehicle Registration	FR520012	The solution shall capture vehicle mileage for Motor Carrier Division's temporary registration permits.
Administer Vehicles	Manage Vehicle Registration	FR520013	The solution shall allow for updates to the number of days on a vehicle permit.
Administer Vehicles	Manage Vehicle Registration	FR520014	The solution shall allow for vehicle permit statuses (e.g., active, expired, on-hold, suspended, cancelled, stolen).
Administer Vehicles	Manage Vehicle Registration	FR520015	The solution shall allow permits to be issued manually, batch, and alternate service (e.g., golf carts, drive away, 24-hour, short term lessor, special use, temporary, non-resident).
Administer Vehicles	Manage Vehicle Registration	FR520016	The solution shall allow transactions to be in a pending status if the National Motor Vehicle Title Information System (NMVTIS) interface is down.
Administer Vehicles	Manage Vehicle Registration	FR520017	The solution shall allow vehicle permits to be issued based on effective dates (e.g., drive away permit, temporary moving permit, short term lessor permit, 24-hour permit, plate order permit).
Administer Vehicles	Manage Vehicle Registration	FR520018	The solution shall associate the customer's license credential (e.g., driver's license) to a vehicle permit (e.g., temporary permit, 24-Hour permit, plate order permit, drive-away permit).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520019	The solution shall automatically expire vehicle permits (e.g., 24-Hour permits, drive away, golf cart, plate order, short term lessor, temporary moving permit).
Administer Vehicles	Manage Vehicle Registration	FR520020	The solution shall capture a customer's electronic signature for vehicle permits (e.g., Drive Away, 24-hour, special use, plate order, non-resident, temporary, short-term lessor, golf cart).
Administer Vehicles	Manage Vehicle Registration	FR520021	The solution shall capture authorized dealer information for short term lessor permits (e.g., dealer name, contact information, physical address, mailing address, telephone number, email).
Administer Vehicles	Manage Vehicle Registration	FR520022	The solution shall capture county and city information for vehicle permits (e.g., Nevada county name, city name).
Administer Vehicles	Manage Vehicle Registration	FR520023	The solution shall capture dealer information for a vehicle permit (e.g., dealer name, dealer number, contact information, physical address, mailing address, telephone number, email), based on DMV business rules.
Administer Vehicles	Manage Vehicle Registration	FR520024	The solution shall capture DMV employee transaction information (e.g., employee name, employee number, inspector ID, office information, contact information, physical address, telephone number, email).
Administer Vehicles	Manage Vehicle Registration	FR520025	The solution shall capture drive-away permit location information (e.g., from city, from state, to city, to state).
Administer Vehicles	Manage Vehicle Registration	FR520026	The solution shall capture event information (e.g., start date, end date, type of event) for special use and short term lessor permits.
Administer Vehicles	Manage Vehicle Registration	FR520027	The solution shall capture golf cart information (e.g., vehicle identification number, golf cart year, make, model, body, type).
Administer Vehicles	Manage Vehicle Registration	FR520028	The solution shall capture golf cart vehicle inspector's information (e.g., inspector name, contact information, physical address, mailing address, telephone number, email).
Administer Vehicles	Manage Vehicle Registration	FR520029	The solution shall capture issuance reasons (e.g., plate order, user error) for additional vehicle permits.

Nevada Department of Motor Vehicles			
Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520030	The solution shall capture registered owner information (e.g., NV Driver's License (DL)/Identification (ID) card number, date of birth, signature).
Administer Vehicles	Manage Vehicle Registration	FR520031	The solution shall capture vehicle information (e.g., Vehicle Identification Number (VIN), Gross Vehicle Weight Rating (GVWR), year, make, body type, model).
Administer Vehicles	Manage Vehicle Registration	FR520032	The solution shall generate a unique golf cart decal number.
Administer Vehicles	Manage Vehicle Registration	FR520033	The solution shall generate a unique vehicle permit number (e.g., 24-Hour permits, drive away, golf cart, plate order, short term lessor, temporary moving permit).
Administer Vehicles	Manage Vehicle Registration	FR520034	The solution shall link vehicle permits to the Vehicle Identification Number (VIN).
Administer Vehicles	Manage Vehicle Registration	FR520035	The solution shall provide indicators (e.g., slow moving vehicle, insurance indicators, inspection indicators).
Administer Vehicles	Manage Vehicle Registration	FR520036	The solution shall provide the number of default days on vehicle permits.
Administer Vehicles	Manage Vehicle Registration	FR520037	The solution shall require specific data entry fields based on vehicle indicators selected, based on defined NV DMV business rules.
Administer Vehicles	Manage Vehicle Registration	FR520038	The solution shall validate a dealer is authorized to issue a permit.
Administer Vehicles	Manage Vehicle Registration	FR520039	The solution shall verify vehicle information to ensure no registration has occurred when issuing a short term lessor permit.
Administer Vehicles	Manage Vehicle Registration	FR520040	The solution shall allow an authorized user to select the Exemption type associated to the customer or vehicle.
Administer Vehicles	Manage Vehicle Registration	FR520041	The solution shall allow farm vehicles to be linked to a customer record.
Administer Vehicles	Manage Vehicle Registration	FR520042	The solution shall allow for the creation, searching, changes, and deletions of exemption types (e.g., Veteran, Military, Veteran Surviving Spouse, Veteran's Home, Native American, Native American Tribe Records, Blind, Farm Vehicle, Red Cross and Sales/Use tax).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520043	The solution shall allow manual updates of Native American exemption information provided by Native American Tribal Offices.
Administer Vehicles	Manage Vehicle Registration	FR520044	The solution shall allow multiple exemptions to be linked to the customer.
Administer Vehicles	Manage Vehicle Registration	FR520045	The solution shall capture Native American information (e.g., Tribe/Nation, name, address, contact, telephone).
Administer Vehicles	Manage Vehicle Registration	FR520046	The solution shall capture the exemption amount (e.g., exemption amount, credit amount, remaining amount, exemption effective dates, exemption number) for a vehicle registration.
Administer Vehicles	Manage Vehicle Registration	FR520047	The solution shall capture the exemption customer's information (e.g., name, address, contact, telephone).
Administer Vehicles	Manage Vehicle Registration	FR520048	The solution shall capture veteran exemption information (e.g., Military Branch, dates served, disposition).
Administer Vehicles	Manage Vehicle Registration	FR520049	The solution shall display tribal chairman information (e.g., Tribe/Nation, chairman name, address, signature) to authorized users.
Administer Vehicles	Manage Vehicle Registration	FR520050	The solution shall link exemptions to the customer's record (e.g., Veteran, Military, Veteran Surviving Spouse, Veteran's Home, Native American, Blind, Farm Vehicle, Red Cross, Sales/Use tax).
Administer Vehicles	Manage Vehicle Registration	FR520051	The solution shall notify assessor of applied exemption amount.
Administer Vehicles	Manage Vehicle Registration	FR520052	The solution shall provide a sales tax exemption type indicator (e.g., Sales/Use or taxation letter number).
Administer Vehicles	Manage Vehicle Registration	FR520053	The solution shall provide an exemption type indicator (e.g., Veteran, Military, Native American, surviving spouse, veteran's home, farmer vehicle, blind, Red Cross).
Administer Vehicles	Manage Vehicle Registration	FR520054	The solution shall verify surviving spouse information with County Clerk to verify exemption amount and voucher number.
Administer Vehicles	Manage Vehicle Registration	FR520055	The solution shall verify the exemptions are applied to tribal land residence.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520056	The solution shall allow all emission/Vehicle Inspection Reports (VIR) transactions to process while in failover mode.
Administer Vehicles	Manage Vehicle Registration	FR520057	The solution shall allow an emission inspect to retrieve vehicle registration information (e.g., authorized registration renewal station).
Administer Vehicles	Manage Vehicle Registration	FR520058	The solution shall allow an authorized user to issue an emission test waiver.
Administer Vehicles	Manage Vehicle Registration	FR520059	The solution shall allow emission inspectors to query key vehicle data elements (e.g., vehicle identification, license plate).
Administer Vehicles	Manage Vehicle Registration	FR520060	The solution shall allow emission inspectors to update and enter messages (e.g., read, print, delete).
Administer Vehicles	Manage Vehicle Registration	FR520061	The solution shall allow emission tests to be administered based on inspector profiles.
Administer Vehicles	Manage Vehicle Registration	FR520062	The solution shall allow for the DMV to override the vehicle registration requirement, issuing an Administrative Vehicle Inspection Report (VIR) in a printable format, and records of the Administrative VIR's are to be stored in a maintained repository.
Administer Vehicles	Manage Vehicle Registration	FR520063	The solution shall allow a Vehicle Inspection Report (VIR) to be reprinted.
Administer Vehicles	Manage Vehicle Registration	FR520064	The solution shall allow fraud detection tools to be programmed in the Vehicle Information Database (VID) to pinpoint specific test anomalies.
Administer Vehicles	Manage Vehicle Registration	FR520065	The solution shall allow printing of vehicle registration receipts.
Administer Vehicles	Manage Vehicle Registration	FR520066	The solution shall allow testing of vehicles that have an approved modified test allowance ("alternate tests allowance table"). Typically this will allow specific vehicles to be tested with several or all monitors to be unset.
Administer Vehicles	Manage Vehicle Registration	FR520067	The solution shall assign a Vehicle Information Report (VIR) book to an emission station or business customer.
Administer Vehicles	Manage Vehicle Registration	FR520068	The solution shall associate emission test results to a vehicle record.
Administer Vehicles	Manage Vehicle Registration	FR520069	The solution shall automatically decrement the Vehicle Inspection Report (VIR) from inventory when an emission certificate is issued to a customer.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520070	The solution shall calculate required emission inspection testing.
Administer Vehicles	Manage Vehicle Registration	FR520071	The solution shall calculate the dilution standard for a 2-speed idle vehicle.
Administer Vehicles	Manage Vehicle Registration	FR520072	The solution shall capture 2-speed idle visual inspection entries (e.g., visible smoke, air injection system, exhaust gas recirculation, catalytic converter, fuel inlet, restrictor, gas cap, equipped with air injection).
Administer Vehicles	Manage Vehicle Registration	FR520073	The solution shall capture and maintain emission analyzer message disposition (e.g., received, failed, read).
Administer Vehicles	Manage Vehicle Registration	FR520074	The solution shall capture emission inspection information (e.g., emission label, 49/50 state, Mexico, Canada, missing).
Administer Vehicles	Manage Vehicle Registration	FR520075	The solution shall capture onboard diagnostics manual check indicators (e.g., visible smoke, malfunction indicator lamp, verification of key, datalink connector).
Administer Vehicles	Manage Vehicle Registration	FR520076	The solution shall capture onboard diagnostics test results.
Administer Vehicles	Manage Vehicle Registration	FR520077	The solution shall capture registration renewal indicators for vehicle registration.
Administer Vehicles	Manage Vehicle Registration	FR520078	The solution shall capture Revolutions Per Minute (RPM) data from the emission analyzer results.
Administer Vehicles	Manage Vehicle Registration	FR520079	The solution shall capture Revolutions Per Minute (RPM) information for an emission waiver.
Administer Vehicles	Manage Vehicle Registration	FR520080	The solution shall capture the technician labor fee for a Vehicle Information Database (VID) test failure.
Administer Vehicles	Manage Vehicle Registration	FR520081	The solution shall capture vehicle emission inspection information (e.g., Vehicle Identification Number (VIN), license plate, make, model, year, zip code, emission certificate number, emission state, emission station number, emission test results).
Administer Vehicles	Manage Vehicle Registration	FR520082	The solution shall complete a "Failed" vehicle information database (VID) test response.
Administer Vehicles	Manage Vehicle Registration	FR520083	The solution shall decode vehicle information from a vehicle identification number decoding software.
Administer Vehicles	Manage Vehicle Registration	FR520084	The solution shall determine vehicle emission of the Onboard Diagnostics II test results (e.g., pass, fail, reject).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520085	The solution shall generate an unique vehicle inspection number.
Administer Vehicles	Manage Vehicle Registration	FR520086	The solution shall generate an exhaust emission sample test notification (e.g., pass, fail, reject).
Administer Vehicles	Manage Vehicle Registration	FR520087	The solution shall generate exhaust sample emission test results (e.g., pass, fail, reject, abort, incomplete).
Administer Vehicles	Manage Vehicle Registration	FR520088	The solution shall have access to the DMV vehicle registration to allow a renewal to be processed at the emission station.
Administer Vehicles	Manage Vehicle Registration	FR520089	The solution shall prevent a Vehicle Inspection Report (VIR) number to be charged for a waiver.
Administer Vehicles	Manage Vehicle Registration	FR520090	The solution shall prevent Vehicle Inspection Report (VIR) purchases on invalid system responses.
Administer Vehicles	Manage Vehicle Registration	FR520091	The solution shall print an emission inspection waiver or rejection information statement.
Administer Vehicles	Manage Vehicle Registration	FR520092	The solution shall print a 2G List to include information (e.g., emission stations authorized to do repairs).
Administer Vehicles	Manage Vehicle Registration	FR520093	The solution shall print out a failed report for the customer and shall include items (e.g., failing Vehicle Inspection Report (VIR), failure code, reason for failure, retesting requirements).
Administer Vehicles	Manage Vehicle Registration	FR520094	The solution shall provide a software analyzer emulator, to allow testing of The solution without use of an analyzer.
Administer Vehicles	Manage Vehicle Registration	FR520095	The solution shall provide analyzer broadcast messages (e.g., system maintenance, upgrading of analyzers).
Administer Vehicles	Manage Vehicle Registration	FR520096	The solution shall provide emission station business information (e.g., license expiration date, Vehicle Inspection Report (VIR) inventory).
Administer Vehicles	Manage Vehicle Registration	FR520097	The solution shall provide registration indicators (e.g., registration renewals).
Administer Vehicles	Manage Vehicle Registration	FR520098	The solution shall store the assigned Vehicle Inspection Report (VIR) numbers to each emission business.
Administer Vehicles	Manage Vehicle Registration	FR520099	The solution shall update DMV inventory with assigned Vehicle Inspection Report (VIR) numbers.
Administer Vehicles	Manage Vehicle Registration	FR520100	The solution shall update the emission station vehicle inspection report declining balance.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520101	The solution shall upload all test result information to customer record in a failover disposition.
Administer Vehicles	Manage Vehicle Registration	FR520102	The solution shall validate the emission station type is eligible to purchase a Vehicle Inspection Report (VIR).
Administer Vehicles	Manage Vehicle Registration	FR520103	The solution shall verify a 2-speed idler Revolutions Per Minute (RPM) are within Vehicle Identification Database (VID) parameters from high-end to low-end to be a valid emissions test.
Administer Vehicles	Manage Vehicle Registration	FR520104	The solution shall verify the analyzer and license station login information match and are active in The solution .
Administer Vehicles	Manage Vehicle Registration	FR520105	The solution shall allow for an automated workflow to approve a personalized plate.
Administer Vehicles	Manage Vehicle Registration	FR520106	The solution shall allow for the central issuance of plates.
Administer Vehicles	Manage Vehicle Registration	FR520107	The solution shall allow for the creation of a Replica License Plate List (e.g., license plate numbers originally issued prior to 1969).
Administer Vehicles	Manage Vehicle Registration	FR520108	The solution shall allow for the creation, searching, changes, and deletions of expedited plates for the central issuance of plates.
Administer Vehicles	Manage Vehicle Registration	FR520109	The solution shall allow for the creation, searching, changes, and deletions of replica plates.
Administer Vehicles	Manage Vehicle Registration	FR520110	The solution shall allow for entries in the Omitted License Plate List (e.g., Inappropriate Plate List).
Administer Vehicles	Manage Vehicle Registration	FR520111	The solution shall allow for the creation, searching, changes, and deletions of vehicle license plates.
Administer Vehicles	Manage Vehicle Registration	FR520112	The solution shall allow license plate statuses (e.g., active, cancelled, denied, hold, suspended, released).
Administer Vehicles	Manage Vehicle Registration	FR520113	The solution shall allow the issuance of horseless carriage plates.
Administer Vehicles	Manage Vehicle Registration	FR520114	The solution shall associate a license plate to the vehicle's registration, Vehicle Identification Number (VIN), and customer(s).
Administer Vehicles	Manage Vehicle Registration	FR520115	The solution shall automatically approve or deny license plate issuance based on the Omitted License Plates List maintained in the solution.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520116	The solution shall automatically place the personalized license plate orders with the State's License Plate Factory.
Administer Vehicles	Manage Vehicle Registration	FR520117	The solution shall automatically send the license plate order to the State's License Plate Factory.
Administer Vehicles	Manage Vehicle Registration	FR520118	The solution shall automatically update the license plate inventory by office location.
Administer Vehicles	Manage Vehicle Registration	FR520119	The solution shall calculate remaining credit available for a registration.
Administer Vehicles	Manage Vehicle Registration	FR520120	The solution shall capture denied license plate information to automatically update the Omitted License Plate List (e.g., requested plate, date, reason for denial).
Administer Vehicles	Manage Vehicle Registration	FR520121	The solution shall capture electoral plate information (e.g., assembly ranking, elected official name).
Administer Vehicles	Manage Vehicle Registration	FR520122	The solution shall capture electoral plate shipping information (e.g., delivery address, date shipped).
Administer Vehicles	Manage Vehicle Registration	FR520123	The solution shall capture horseless carriage license plate application information (e.g., date application received, number of plates requested, plate type, date received, number of decals issued, date plate ordered).
Administer Vehicles	Manage Vehicle Registration	FR520124	The solution shall capture horseless carriage license plate shipping information (e.g., delivery address, date shipped).
Administer Vehicles	Manage Vehicle Registration	FR520125	The solution shall capture horseless carriage plate information (e.g., customer name).
Administer Vehicles	Manage Vehicle Registration	FR520126	The solution shall capture license plate information (e.g., plate type, background, plate number, issue date, plate size, plate style).
Administer Vehicles	Manage Vehicle Registration	FR520127	The solution shall capture requests for electoral plates (e.g., date application received, number of plates requested, plate type, date received, number of decals issued, date plate ordered).
Administer Vehicles	Manage Vehicle Registration	FR520128	The solution shall capture license plate information (e.g., customer name, issue date, plate size, plate style).
Administer Vehicles	Manage Vehicle Registration	FR520129	The solution shall capture the customer's information for all personalized plates (e.g., primary name, secondary name, tertiary name).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520130	The solution shall capture the customer's license plate information (e.g., mail-to address).
Administer Vehicles	Manage Vehicle Registration	FR520131	The solution shall capture the customer's personalized plate's intended meaning (e.g., requestors name, primary plate name, primary plate meaning, secondary plate name, secondary plate meaning, tertiary name, tertiary plate meaning).
Administer Vehicles	Manage Vehicle Registration	FR520132	The solution shall capture the date and tracking number the license plate is shipped.
Administer Vehicles	Manage Vehicle Registration	FR520133	The solution shall capture the date the license plate was issued.
Administer Vehicles	Manage Vehicle Registration	FR520134	The solution shall capture the date the license plates were ordered.
Administer Vehicles	Manage Vehicle Registration	FR520135	The solution shall capture the elected official's name and title to be validated against an approved list for the issuance of the elected official's information.
Administer Vehicles	Manage Vehicle Registration	FR520136	The solution shall capture the field office location where a license plate order will be sent.
Administer Vehicles	Manage Vehicle Registration	FR520137	The solution shall capture the license plate creation date.
Administer Vehicles	Manage Vehicle Registration	FR520138	The solution shall capture the specialty license plate background information (e.g., firefighter, military, amateur radio, handicap, purple heart, Prisoner of War (POW), vintage, law enforcement, veteran).
Administer Vehicles	Manage Vehicle Registration	FR520139	The solution shall capture the status of license plates that are returned to the NV DMV (e.g., surrender, release).
Administer Vehicles	Manage Vehicle Registration	FR520140	The solution shall generate electoral license plate information based on electoral ranking.
Administer Vehicles	Manage Vehicle Registration	FR520141	The solution shall link the state seal exemption to the vehicle registration, customer, and license plate number.
Administer Vehicles	Manage Vehicle Registration	FR520142	The solution shall maintain a license plate inventory, automatically deducting counts from inventory for license plates issued by office location.
Administer Vehicles	Manage Vehicle Registration	FR520143	The solution shall place surrendered license plates in a surrendered status based on NV DMV business rules.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520144	The solution shall update the vehicle registration information.
Administer Vehicles	Manage Vehicle Registration	FR520145	The solution shall validate the personalized license plate requested for availability.
Administer Vehicles	Manage Vehicle Registration	FR520146	The solution shall validate the replica license plate orders with the Replica License Plate List.
Administer Vehicles	Manage Vehicle Registration	FR520147	The solution shall verify the customer ordering the personalized license plate is a registered owner of the vehicle to which the plate is being associated.
Administer Vehicles	Manage Vehicle Registration	FR520148	The solution shall allow a license plate transfer to be applied to any appropriate vehicle, prior to a registration or title being processed.
Administer Vehicles	Manage Vehicle Registration	FR520149	The solution shall allow an authorized user the ability to edit all imported fields from an Electronic Dealer Report of Sale (EDRS).
Administer Vehicles	Manage Vehicle Registration	FR520150	The solution shall allow an authorized user to retrieve the vehicle plate information upon inquiry.
Administer Vehicles	Manage Vehicle Registration	FR520151	The solution shall allow an authorized user to retrieve the vehicle registration information to generate correspondence.
Administer Vehicles	Manage Vehicle Registration	FR520152	The solution shall allow an authorized user to retrieve title information upon inquiry.
Administer Vehicles	Manage Vehicle Registration	FR520153	The solution shall allow an authorized user to retrieve vehicle inspection information upon inquiry.
Administer Vehicles	Manage Vehicle Registration	FR520154	The solution shall allow an automated workflow to allow an authorized user to review and approve vehicle registration status
Administer Vehicles	Manage Vehicle Registration	FR520155	The solution shall allow an automated workflow to review and approve National Motor Vehicle Title Information System (NMVTIS) overrides.
Administer Vehicles	Manage Vehicle Registration	FR520156	The solution shall allow an exempt vehicle registration.
Administer Vehicles	Manage Vehicle Registration	FR520157	The solution shall allow an inquiry on all key data elements for vehicle registration (e.g., reading the bar-code).
Administer Vehicles	Manage Vehicle Registration	FR520158	The solution shall allow exempt vehicle exceptions from registration activities (e.g., expiration date, renewal notices, insurance validation, emission requirements).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520159	The solution shall allow for a vehicle registration renewal to be voided.
Administer Vehicles	Manage Vehicle Registration	FR520160	The solution shall allow for an authorized user to update the county information for a vehicle registration and validate with the physical address.
Administer Vehicles	Manage Vehicle Registration	FR520161	The solution shall allow for generation of vehicle registrations real-time or in a batch file.
Administer Vehicles	Manage Vehicle Registration	FR520162	The solution shall allow for manual entry or an override of the vehicle registration using the post-mark date.
Administer Vehicles	Manage Vehicle Registration	FR520163	The solution shall allow for registration statuses (e.g., active, deleted, expired, cancelled, suspended).
Administer Vehicles	Manage Vehicle Registration	FR520164	The solution shall allow for the creation, inquiry, changes, and deletions of a registration.
Administer Vehicles	Manage Vehicle Registration	FR520165	The solution shall allow for the restoral of voided vehicle registrations.
Administer Vehicles	Manage Vehicle Registration	FR520166	The solution shall allow for updates to capture odometer brand information (e.g., exempt, exempt weight, actual miles, not-actual miles, exceeds mechanical limits).
Administer Vehicles	Manage Vehicle Registration	FR520167	The solution shall allow for updates to Off-Highway Vehicle (OHV) registration information (e.g., vehicle identification number, make, model, year, type, model number, fuel type).
Administer Vehicles	Manage Vehicle Registration	FR520168	The solution shall allow for updates to vehicle owner type (e.g., registered, lessee, lien holder, lessor).
Administer Vehicles	Manage Vehicle Registration	FR520169	The solution shall allow for updates to vehicle registration information (e.g., vehicle identification number, make, model, year, type, model number, fuel type).
Administer Vehicles	Manage Vehicle Registration	FR520170	The solution shall allow for updates to vehicle registration types (e.g., Off-Highway Vehicle (OHV), vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520171	The solution shall allow for vehicle registration renewal fees to be waived.
Administer Vehicles	Manage Vehicle Registration	FR520172	The solution shall allow vehicle registration incomplete transaction reason indicators (e.g., stolen, lost, correction, wrong registered owner, system error, lack of money).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520173	The solution shall allow vehicle registration statuses to be updated (e.g., active, expired, deleted, suspended, surrendered, duplicate, renewal, cancelled).
Administer Vehicles	Manage Vehicle Registration	FR520174	The solution shall automatically generate a vehicle permit expiration date (e.g., Drive Away, 24-hour, special use, plate order, non-resident, temporary, short-term lessor, golf cart).
Administer Vehicles	Manage Vehicle Registration	FR520175	The solution shall automatically generate a vehicle registration expiration date (e.g., business plates, vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520176	The solution shall cancel existing vehicle registration upon transfer of a license plate.
Administer Vehicles	Manage Vehicle Registration	FR520177	The solution shall capture affidavit of non-operation information (e.g., moving violation indicators, driving indicators, vehicle identification number, vehicle year, vehicle make, vehicle model, vehicle body type, non-driving begin dates, non-driving ending dates, vehicle location address, city).
Administer Vehicles	Manage Vehicle Registration	FR520178	The solution shall capture insurance information for a vehicle registration (e.g., company name, National Association of Insurance Commissioners (NAIC) number, insurance policy number, effective date).
Administer Vehicles	Manage Vehicle Registration	FR520179	The solution shall capture Off-Highway vehicle (OHV) registration information (e.g., vehicle identification number, make, model, year, type, model number, fuel type, option number, declared weight, weight range, unladen weight, axels, cylinders).
Administer Vehicles	Manage Vehicle Registration	FR520180	The solution shall capture out-of-state registration information (e.g., state of registration, registered owner name, registration dates).
Administer Vehicles	Manage Vehicle Registration	FR520181	The solution shall capture the customer's vehicle registration signature electronically.
Administer Vehicles	Manage Vehicle Registration	FR520182	The solution shall generate a vehicle registration confirmation sheet with the vehicle information (e.g. year, make, model).
Administer Vehicles	Manage Vehicle Registration	FR520183	The solution shall capture vehicle citation information (e.g., vehicle, make, model, citation number).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520184	The solution shall capture vehicle inspection information (e.g., vehicle identification number, make, model, year, type, model number, fuel type, Manufacturer's Suggested Retail Price (MSRP), option number, declared weight, weight range, unladen weight, axels, cylinders, declared weight).
Administer Vehicles	Manage Vehicle Registration	FR520185	The solution shall capture vehicle odometer brand information (e.g., exempt weight, actual miles, not-actual miles, exceeds mechanical limits).
Administer Vehicles	Manage Vehicle Registration	FR520186	The solution shall capture vehicle purchase information (e.g., Manufacturer Suggested Retail Price (MSRP), sales tax).
Administer Vehicles	Manage Vehicle Registration	FR520187	The solution shall capture vehicle registration county information (e.g., vehicle county, resident county).
Administer Vehicles	Manage Vehicle Registration	FR520188	The solution shall capture vehicle registration effective dates (e.g., post-mark dates).
Administer Vehicles	Manage Vehicle Registration	FR520189	The solution shall capture vehicle registration emission control exemption information (e.g., registered owner's name, DL/ID, address, county, city, state, zip, telephone, contact information, license plate number, vehicle identification number, vehicle year, vehicle make, vehicle model, vehicle, color, no emission required indicators, vehicle county, owner county, applicant signature, out-of-state address).
Administer Vehicles	Manage Vehicle Registration	FR520190	The solution shall capture vehicle registration fleet information (e.g., name, fleet number, address, contact, number of vehicles).
Administer Vehicles	Manage Vehicle Registration	FR520191	The solution shall capture vehicle registration odometer certification of emission exemption information (e.g., application type, plate type, applicant name, physical address, mailing address, contact information, telephone, vehicle make, vehicle, and form EC-8.)
Administer Vehicles	Manage Vehicle Registration	FR520192	The solution shall capture vehicle sales tax information (e.g., Manufacture Suggested Retail Price (MSRP), applicable sales tax).
Administer Vehicles	Manage Vehicle Registration	FR520193	The solution shall capture vehicle emission information for a registration (e.g., emission certificate number, emission state, emission station number, emission test results).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520194	The solution shall capture vehicle trade-in information (e.g., vehicle value, trade-in value) to collect sales tax.
Administer Vehicles	Manage Vehicle Registration	FR520195	The solution shall generate a unique authentication access code for registration renewals.
Administer Vehicles	Manage Vehicle Registration	FR520196	The solution shall generate a unique vehicle registration number.
Administer Vehicles	Manage Vehicle Registration	FR520197	The solution shall generate the required fees for vehicle registration.
Administer Vehicles	Manage Vehicle Registration	FR520198	The solution shall generate the vehicle registration in real-time or batch.
Administer Vehicles	Manage Vehicle Registration	FR520199	The solution shall allow authorized users to issue a temporary dealer placard.
Administer Vehicles	Manage Vehicle Registration	FR520200	The solution shall link fleet information to a fleet business account.
Administer Vehicles	Manage Vehicle Registration	FR520201	The solution shall link the vehicle registration to all registered owner individual record.
Administer Vehicles	Manage Vehicle Registration	FR520202	The solution shall provide registration indicators (e.g., Farm vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520203	The solution shall provide vehicle registration types (e.g., Off-Highway Vehicle (OHV), vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520204	The solution shall update and capture National Motor Vehicle Title Information System (NMVTIS) responses.
Administer Vehicles	Manage Vehicle Registration	FR520205	The solution shall update the required vehicle registration fee accounts.
Administer Vehicles	Manage Vehicle Registration	FR520206	The solution shall update the vehicle information with vehicle information number decoding software.
Administer Vehicles	Manage Vehicle Registration	FR520207	The solution shall update the vehicle plate status.
Administer Vehicles	Manage Vehicle Registration	FR520208	The solution shall update the vehicle registration status.
Administer Vehicles	Manage Vehicle Registration	FR520209	The solution shall verify all vehicle citations against Department of Public Safety's (DPS) JLINK application.
Administer Vehicles	Manage Vehicle Registration	FR520210	The solution shall verify all vehicle citations with the Parking Authority to match the vehicle registration.
Administer Vehicles	Manage Vehicle Registration	FR520211	The solution shall verify if a vehicle is exempt from vehicle registration.

Nevada Department of Motor Vehicles

Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520212	The solution shall allow an authorized user the ability to edit or modify all imported fields to create a title.
Administer Vehicles	Manage Vehicle Registration	FR520213	The solution shall allow an inquiry on key data elements on a vehicle title (e.g., Vehicle Identification Number (VIN), title number, owner name).
Administer Vehicles	Manage Vehicle Registration	FR520214	The solution shall allow for a title status (e.g., pending, interrupted, stops, completed, deleted, restored, approved, rejected, demand, lien sale notice, lien sale, junk, non-repairable NV DMV, non-repairable external, canceled to another state).
Administer Vehicles	Manage Vehicle Registration	FR520215	The solution shall allow for an authorized user to enter a statement of facts explanation for missing ownership titling documents.
Administer Vehicles	Manage Vehicle Registration	FR520216	The solution shall allow for an automated workflow to approve title actions (e.g., delete, resubmit, retyped, lienholder demand notifications).
Administer Vehicles	Manage Vehicle Registration	FR520217	The solution shall allow for the creation, changes, and deletions of an odometer brand for titles.
Administer Vehicles	Manage Vehicle Registration	FR520218	The solution shall allow for the creation, inquiry, changes, and deletions of standard titles.
Administer Vehicles	Manage Vehicle Registration	FR520219	The solution shall allow for the creation, inquiry, changes, and deletions of vehicle titling statement of facts.
Administer Vehicles	Manage Vehicle Registration	FR520220	The solution shall allow for the creation, searching, changes, and deletions of a new title.
Administer Vehicles	Manage Vehicle Registration	FR520221	The solution shall allow for the restore of a deleted title.
Administer Vehicles	Manage Vehicle Registration	FR520222	The solution shall allow for the title to be resubmitted.
Administer Vehicles	Manage Vehicle Registration	FR520223	The solution shall allow for the title to be retyped.
Administer Vehicles	Manage Vehicle Registration	FR520224	The solution shall allow for title reason indicators (e.g., stolen, lost, new, duplicate).
Administer Vehicles	Manage Vehicle Registration	FR520225	The solution shall allow title type indicators (e.g., standard, Off-Highway Vehicle (OHV), salvage, junk, duplicate, restored, retyped, non-repairable, resubmitted).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520226	The solution shall automatically populate vehicle information fields provided by a vehicle identification number decoding software.
Administer Vehicles	Manage Vehicle Registration	FR520227	The solution shall capture a title transferee's information (e.g., transferees name, business name, Driver License/Identification card, Federal Employer Identification Number (FEIN), address, contact information, statement of facts).
Administer Vehicles	Manage Vehicle Registration	FR520228	The solution shall capture Electronic Lien Title (ELT) information (e.g., lien holder number, name, address).
Administer Vehicles	Manage Vehicle Registration	FR520229	The solution shall capture Grey Market Vehicle information (Non-US) (e.g., Manufacturer Statement of Origin (MSO), Department of Transportation (DOT) Form HS-7, Environmental Protection Agency (EPA) Form 3520-21, Homeland Security form CBP 7501, Statement of Facts, Vehicle Identification Number (VIN) Inspection, Affidavit of Construction) for titles.
Administer Vehicles	Manage Vehicle Registration	FR520230	The solution shall capture homemade vehicle information (e.g., affidavit of construction, receipt) for a title.
Administer Vehicles	Manage Vehicle Registration	FR520231	The solution shall capture in-care-of title information (e.g., name, address, contact information, telephone number).
Administer Vehicles	Manage Vehicle Registration	FR520232	The solution shall capture mail-to information (e.g., names, address, contact information, telephone number), when processing a vehicle title.
Administer Vehicles	Manage Vehicle Registration	FR520233	The solution shall capture odometer brand information (e.g., exempt, exempt weight, actual miles, not-actual miles, exceeds mechanical limits), when creating a vehicle title.
Administer Vehicles	Manage Vehicle Registration	FR520234	The solution shall capture salvage title information (e.g., application for salvage title, title).
Administer Vehicles	Manage Vehicle Registration	FR520235	The solution shall capture salvage to rebuilt information for a title (e.g., title, application of construction).
Administer Vehicles	Manage Vehicle Registration	FR520236	The solution shall capture seller information (e.g., business name, address, dealer number) for a title.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520237	The solution shall capture the Electronic Dealer Report of Sale (EDRS) number, date of submittal, and transaction date from the dealer's completed EDRS form to create a title/registration.
Administer Vehicles	Manage Vehicle Registration	FR520238	The solution shall capture the removal of a lien holder (e.g., title, lien release).
Administer Vehicles	Manage Vehicle Registration	FR520239	The solution shall capture title dates (e.g., transmittal date).
Administer Vehicles	Manage Vehicle Registration	FR520240	The solution shall capture title owner information (e.g., name, address).
Administer Vehicles	Manage Vehicle Registration	FR520241	The solution shall capture title type (e.g., first time, duplicate, out-of-state).
Administer Vehicles	Manage Vehicle Registration	FR520242	The solution shall capture trust information when adding a trust to a vehicle (e.g., trust agreement, full trust).
Administer Vehicles	Manage Vehicle Registration	FR520243	The solution shall capture vehicle obtain information (e.g., date obtained, how vehicle was obtained, how documents were obtained) when processing vehicle titles with Statement of Fact documentation.
Administer Vehicles	Manage Vehicle Registration	FR520244	The solution shall capture vehicle odometer information (e.g., brand date, brand state of issuance).
Administer Vehicles	Manage Vehicle Registration	FR520245	The solution shall capture vehicle owner type (e.g., registered, lessee, lessor, lienholder, transfer on death) for a vehicle title.
Administer Vehicles	Manage Vehicle Registration	FR520246	The solution shall capture vehicle statement of facts information (e.g., vehicle identification number (VIN), make, model, year, type, odometer readings) for a vehicle title.
Administer Vehicles	Manage Vehicle Registration	FR520247	The solution shall capture vehicle sub-type information (e.g., road street, road trail, motorcycle, dune buggy, boat trailer, camping trailer, dump truck, pickup, coupe, hardtop vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520248	The solution shall capture vehicle type information (e.g., golf cart, low speed vehicle, motorcycle, Off-Highway Vehicle (OHV), trailer, truck, vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520249	The solution shall capture vehicle's previous titling state information (e.g., previous state, title number).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520250	The solution shall generate a unique title number.
Administer Vehicles	Manage Vehicle Registration	FR520251	The solution shall import owner information from the Electronic Dealer Report of Sale (EDRS) (e.g., name, address).
Administer Vehicles	Manage Vehicle Registration	FR520252	The solution shall import the seller information from the Electronic Dealer Report of Sale (EDRS) (e.g., business name, address, dealer number).
Administer Vehicles	Manage Vehicle Registration	FR520253	The solution shall import the vehicle owner type from the Electronic Dealer Report of Sale (EDRS) (e.g., registered, lessee, lessor, lien holder, transfer on death).
Administer Vehicles	Manage Vehicle Registration	FR520254	The solution shall import vehicle information from the Electronic Dealer Report of Sale (EDRS) (e.g., vehicle identification number, make, model, year, type, model number, fuel type, option number, declared weight, weight range, unladen weight, axels, number of cylinders).
Administer Vehicles	Manage Vehicle Registration	FR520255	The solution shall import vehicle sub-type information from the Electronic Dealer Report of Sale (e.g., road street, road trail, motorcycle, dune buggy, boat trailer, camping trailer, dump truck, pickup, coupe, hardtop vehicle).
Administer Vehicles	Manage Vehicle Registration	FR520256	The solution shall link the title to the vehicle and all owner(s).
Administer Vehicles	Manage Vehicle Registration	FR520257	The solution shall move the current title record to history upon the issuance of a new title.
Administer Vehicles	Manage Vehicle Registration	FR520258	The solution shall retrieve lien holder information when lien holder number is entered (e.g., lien holder name, address, contact information).
Administer Vehicles	Manage Vehicle Registration	FR520259	The solution shall retrieve a previously deleted title record and make it the current record, based on DMV business rules.
Administer Vehicles	Manage Vehicle Registration	FR520260	The solution shall retrieve previous non-deleted title record in history to be restored to the current record, based on DMV business rules.
Administer Vehicles	Manage Vehicle Registration	FR520261	The solution shall update the title status.
Administer Vehicles	Manage Vehicle Registration	FR520262	The solution shall update the title type indicator.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Administer Vehicles	Manage Vehicle Registration	FR520263	The solution shall allow an authorized user to request vehicle registration cancellations, deletes, voids, and National Motor Vehicle Title Information System (NMVTIS) overrides.
Administer Vehicles	Manage Vehicle Registration	FR520264	The solution shall capture the vehicle's physical location (based on vehicle registration information) and apply emission control requirements based on county.
Administer Vehicles	Manage Vehicle Registration	FR520265	The solution shall allow for the capability to have multi-year registration on vehicle types, including trailers.

Nevada Department of Motor Vehicles DMV Transformation

Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610001	The solution shall allow a Fuel Tax industry user to create a new TradingPartner Agreement (TPA) user (e.g., user ID, login, password).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610002	The solution shall allow an automated Fuel Tax industry workflows to review and approve the return of Surety Bond.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610003	The solution shall allow an automated Fuel Tax workflow to manage bond information (e.g., bond expiration date, effective date).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610004	The solution shall capture customer requests for Fuel Tax industry security to be returned.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610005	The solution shall allow for an automated Fuel Tax workflow to review and approve Trading Partner Agreements (TPA).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610006	The solution shall allow for Fuel Tax industry license statuses (e.g., active, cancelled, denied, hold, suspended, approved).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610007	The solution shall allow for Fuel Tax industry users to access The solution based on the Trading Partner Agreement (TPA) (e.g., manager or user).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610008	The solution shall allow for the addition and removal of statuses for Fuel Tax industry licenses.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610009	The solution shall allow for the creation, searching, change, and deletions of Fuel Tax industry forms of security.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610010	The solution shall allow for the creation, searching, changes, and deletions of all Motor Carrier licensees by Motor Carrier Staff.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610011	The solution shall allow for the creation, searching, changes, and deletions of Fuel Tax industry customer referrals.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610012	The solution shall allow for the creation, searching, changes, and deletions of Fuel Tax TradingPartner Agreement (TPA) user identification (ID's).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610013	The solution shall allow for the creation, searching, changes, and deletions of Fuel Tax Tribal Certificates of Exemption.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610014	The solution shall allow for the creation, searching, changes, and deletions of Fuel Tax Voluntary Payments license.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610015	The solution shall allow for tracking of Integrated Fuel Tax industry licensees authorization information.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610016	The solution shall allow Fuel Tax industry licensees statuses (e.g., active, cancelled, denied, hold, suspended, approved).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610017	The solution shall allow Integrated Fuel Tax industry license statuses (e.g., active, cancelled, denied, hold, suspended, approved.)
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610018	The solution shall allow Fuel Tax industry referral statuses (e.g., active, cleared).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610019	The solution shall allow Fuel Tax industry eligible Third Party Access to view statuses to include active or inactive - access to view based on user rights.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610020	The solution shall allow Integrated Fuel Tax industry to search a supplier license.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610021	The solution shall allow Fuel Tax industry Trading Partner Agreements (TPA) to be generated.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610022	The solution shall allow searches of the Fuel Tax industry licenses (e.g., Driver's License (DL) number, Identification card (ID) number, customer name, supplier license number).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610023	The solution shall allow status of licensed Voluntary Payments for Fuel Tax industry (e.g., active, cancelled, denied, hold, suspended, approved, closed).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610024	The solution shall allow tracking of Integrated Fuel Tax industry voluntary payment licensees authorization information.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610025	The solution shall associate Fuel Tax Security information to the licensed Fuel Tax industry's business account.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610026	The solution shall automatically generate Fuel Tax industry bond due dates.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610027	The solution shall automatically generate Fuel Tax industry referrals.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610028	The solution shall automatically generate Fuel Tax industry receivables due.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610029	The solution shall automatically track Fuel Tax bond due dates.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610030	The solution shall calculate security amount requirements for the Fuel Tax industry (e.g., suppliers, dealers, exporters, etc.) based on financial data for the past 3 years.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610031	The solution shall calculate expiration dates for Fuel Tax industry Security.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610032	The solution shall calculate, using financial data, taxable fuel tax sales over the security amount.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610033	The solution shall capture a Fuel Tax industry customer's request to reinstate.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610034	The solution shall capture customer requests for Fuel Tax industry security to be returned.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610035	The solution shall capture Farmer/Rancher business corporate information (e.g., doing business as (DBA), business name, business structure type).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610036	The solution shall capture federally recognized Fuel Tax industry tribal information (e.g., tribal name, mailing status, physical address, business phone).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610037	The solution shall capture Fuel Tax bond information (e.g., bond type, bond number, amount, issuing bond company, effective date, bond expiration date).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610038	The solution shall capture Fuel Tax bond statuses (e.g., active, expired, pending).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610039	The solution shall capture Fuel Tax industry Certificates of Deposit Account (CDA) information (e.g., terms, amount, Nevada banking information).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610040	The solution shall capture Fuel Tax industry closing account reason (e.g., business closing, business sold).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610041	The solution shall capture Fuel Tax industry customer's request for account closure.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610042	The solution shall capture Fuel Tax industry dealer's license fuel type information (e.g., Liquefied Natural Gas (LNG), Liquefied Petroleum Gas (LPG), and Compressed Natural Gas (CNG)).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610043	The solution shall capture Fuel Tax industry license type information (e.g., import, export).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610044	The solution shall capture Fuel Tax industry licensee's business corporate data information (e.g., Doing Business As (DBA), Federal Employer Identification Number (FEIN), corporation status, filing effective date, Nevada Secretary of the State (NV SOS) business license number).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610045	The solution shall capture Fuel Tax industry licensee's information (e.g., customer's legal name, legal residence address, date of birth, height, weight, eye color, mailing address).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610046	The solution shall capture Fuel Tax industry Savings Passbook information (e.g., savings passbook term, amount, Nevada bank information).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610047	The solution shall capture Fuel Tax industry supplier's reinstatement information (e.g., reinstatement date, old account number).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610048	The solution shall capture Fuel Tax Trading Partner Agreement (TPA) signatures electronically.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610049	The solution shall capture Fuel Tax Trading Partner's employee information (e.g., name, email, business role, title).

Nevada Department of Motor Vehicles DMV Transformation

Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610050	The solution shall capture receiver of Fuel Tax industry Certificates of Deposit Accounts (CDA) signature.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610051	The solution shall capture the denial reason of a Fuel Tax industry's application.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610052	The solution shall capture the following Personal Identifying Information (PII) for the Fuel Tax industry licensee (e.g., social security number, driver's license number, identification card numbers).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610053	The solution shall capture the Fuel Tax industry business principal's information (e.g., individual name, contact information, background checks).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610054	The solution shall capture the Fuel Tax industry customer's business information (e.g., business license name, number, status).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610055	The solution shall capture the Fuel Tax industry customer's last month to accept a tax filing for account closure.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610056	The solution shall capture the Fuel Tax industry licensees business corporation information (e.g., Doing Business As (DBA) business name, business structure types).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610057	The solution shall generate an Integrated Fuel Tax industry license expiration date.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610058	The solution shall generate a unique number for all types of Fuel Tax Licenses (e.g. Dealer, Exporter, Manufactory, Transporter, Volunteer Payments, Industry, Tribal) and differentiate the different types of license.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610059	The solution shall generate an expiration date for Fuel Tax industry licenses.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610060	The solution shall generate customer correspondence for licensed Fuel Tax industry Voluntary Payments (e.g., letters of approval, license, bill-of-rights information).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610061	The solution shall generate customer correspondence for Fuel Tax industry licensed exporters (e.g., letters of approval, license, bill-of-rights information).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610062	The solution shall generate Fuel Tax industry Certificates of Deposit Account (CDA) correspondence (e.g., CDA expired notice, supplier license revocation notice).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610063	The solution shall generate the required licensing fees for a Fuel Tax industry customer (e.g., tax indexing reimbursement, supplier license, supplier license renewals, dealer license, exporter license).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610064	The solution shall identify customer for referrals (e.g., late-time filings, unlicensed transporters, unlicensed suppliers, number of offenses).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610065	The solution shall provide system search ability for Nevada licensed Fuel Tax industry customers (e.g., Tax return information, motor carrier licensing information, types).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610066	The solution shall require approval of Capture Certificates of Deposit (CDA), prior to the return of the CDA, based on DMV business rules and workflow.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610067	The solution shall require review of Capture Certificates of Deposit Accounts (CDA), prior to the return of the CDA, based on DMV business rules and workflow.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610068	The solution shall reset late-filing counter for Fuel Tax industry referrals. Sanctions - progressive.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610069	The solution shall track Fuel Tax industry Certificates of Deposit Accounts (CDA).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610070	The solution shall track Fuel Tax industry Savings Passbooks.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610071	The solution shall update and link all Fuel Tax industry business statuses (e.g., plates, licenses, permits).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610072	The solution shall validate Fuel Tax industry supplier's taxes, fees, and fines due.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610073	The solution shall validate the licenses of Fuel Tax industry business partners (e.g., Nevada Secretary of the States Office (SOS), United States Department of Transportation (USDOT), International Registration Program (IRP), International Fuel Tax Agreement (IFTA)).
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610074	The solution shall validate the Fuel Tax industry supplier's standing with International Fuel Tax Agreement (IFTA) when renewing a license.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610075	The solution shall verify Fuel Tax industry supplier's license expiration date.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610076	The solution shall capture Fuel Tax industry vehicle information (e.g., Vehicle Identification Number (VIN), year, make, model, unladen weight, unit number, body type).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620001	The solution shall accept Fuel Tax information (e.g., pipeline, card lock, gaps).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620002	The solution shall allow a comparison of a Supplier Company's accounting data to be reported to the tax return figure filed for the supplier.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620003	The solution shall allow an authorized user to refer a Fuel Tax entity for an audit.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620004	The solution shall allow audit variances to be applied in multiple methods to the reported tax return figures for Fuel Tax entities.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620005	The solution shall allow audits of exception (risk) based Fuel Tax entities.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620006	The solution shall allow audits to be auto assigned to a specific DMV Auditor according to the Fuel Tax business rules.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620007	The solution shall allow for a re-audit of a previously audited Fuel Tax entity.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620008	The solution shall allow for an automated workflow for review and approvals of Fuel Tax audits.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620009	The solution shall allow for the creation, searching, changes, and deletions of Fuel Tax tax audits.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620010	The solution shall allow Fuel Tax audit comments to be entered by auditor.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620011	The solution shall allow the DMV auditor to designate if travel is required for the Fuel Tax audit.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620012	The solution shall allow the Fuel Tax auditor to cancel an audit based on user's profile.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620013	The solution shall allow updates to Fuel Tax audit period prior to final completion.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620014	The solution shall calculate interest on unpaid balances due based on the prevailing interest rate for Fuel Tax.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620015	The solution shall calculate Fuel Tax tax and fees based on various tax rates (e.g., state, county, city, index, clean-up and inspection fees).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620016	The solution shall calculate Fuel Tax taxes (e.g., tax due, tax refund, penalties, interest, fines, fees).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620017	The solution shall calculate the difference in gallons reported by a supplier as compared to a third party for Fuel Tax.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620018	The solution shall capture Fuel Tax audit findings information (e.g., results, financial outcome, tax penalties).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620019	The solution shall capture Fuel Tax audit information (e.g., scheduled audit dates, times, location).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620020	The solution shall compare the gallons audited to gallons reported and create audit variances.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620021	The solution shall create a unique and consecutive numbering process for each Fuel Tax entity audit.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620022	The solution shall generate Fuel Tax audit notifications to companies selected for an audit.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620023	The solution shall generate notification to internal travel coordinator to book travel based on the Fuel Tax auditor preference.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620024	The solution shall include an "audit packet module/section" for Fuel Tax with remote access capabilities (e.g., containing entity data stored on The solution , up loadable).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620025	The solution shall notify a Fuel Tax auditor of audit assignments.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620026	The solution shall prevent Fuel Tax entity changes based on profile and audit status.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620027	The solution shall provide a Fuel Tax audit status (e.g., pending, assigned, closed, locked, cancelled, pending close).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620028	The solution shall randomly select and generate a Master Audit List of Fuel Tax entities not previously audited for tax auditing.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620029	The solution shall retrieve Department of Public Safety (DPS) citation information for Fuel Tax entities.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620030	The solution shall retrieve Fuel Tax audit data using entered information (e.g., date parameters, account number).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620031	The solution shall retrieve Fuel Tax entity information for auditing (e.g., company name, location, account number, assigned employees).

Nevada Department of Motor Vehicles DMV Transformation

Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620032	The solution shall retrieve Fuel Tax entity information for pre-audit reviews (e.g., demographics, registration data/invoices, tax return).
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620033	The solution shall prevent any updates to Fuel Tax return periods and notify the Fuel Tax auditor of any attempts once a period is placed under audit.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620034	The solution shall allow Fuel Tax industry tax filing to be referred to the Fuel Tax audit team.
Perform Fuel Tax Administration	Perform Motor Carrier Fuel Tax Audit	FR620035	The solution shall allow audits to be manually assigned to a specific DMV auditor according to the Fuel Tax business rules.
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	FR610077	The solution shall generate a Fuel Tax audit package allowing multiple fuel types of one account in one package.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710001	The solution shall allow for a link to the NV DMV system for a driver's license drive test.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710002	The solution shall capture and update medical examiner information from registry interface.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710003	The solution shall interface with Commercial Driver's License Information System (CDLIS) and include all Nevada medical waiver historical information.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710004	The solution shall interface with NV DMV's business partner card production vendor to exchange data and images.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710005	The solution shall interface with NV DMV's business partner Commercial Driver's License Information System (CDLIS) to update the CDLIS Pointer with the surrender.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710006	The solution shall interface with NV DMV's business partner Nevada Citation and Accident Tracking System (NCATS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710007	The solution shall interface with Problem Driver Pointer System (PDPS) to validate the Commercial Driver's License record.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710008	The solution shall interface with the Nevada DMV's business Drive School partner to receive customer drive logs.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710009	The solution shall interface with the NV DMV's business partner Commercial Driver's License Information System (CDLIS) when issuing Occupational Licenses to School Certifiers, Company Certifiers, and Non-Commercial Driver's License (NCDL) Certifiers.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710010	The solution shall interface with the NV DMV's business partner (PDPS) when issuing Occupational Licenses to School Certifiers, Company Certifiers, and Commercial Driver's License (NCDL) Certifiers.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710011	The solution shall interface with the NV DMV's business partner Commercial Driver's License Information System (CDLIS) to send and retrieve driver record information for Commercial Driver's License (CDL).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710012	The solution shall interface with the NV DMV's business partner Department of Public Safety (DPS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710013	The solution shall interface with the NV DMV's business partner National Sex Offender Registry (NSOR).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710014	The solution shall interface with the NV DMV's business partner Problem Driver Pointer System (PDPS) to send and retrieve drivers record information.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710015	The solution shall interface with the NV DMV's business partner Quality Address Systems (QAS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710016	The solution shall interface with the NV DMV's business partner Secretary of State to send voter registration information.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710017	The solution shall interface with the NV DMV's business Partner Solutions Thru Software (STS) for driver's license written exam.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710018	The solution shall interface with the NV DMV's business partner State-to-State (S2S).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710019	The solution shall interface with the NV DMV's business partner Verification of Lawful Status (VLS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710020	The solution shall interface with the NV DMV's business partner Web Extender to associate and display the images to the customer record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710021	The solution shall interface with the NV DMV's Third Party Certifier businesses.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710022	The solution shall retrieve the written test scores from DMV's business partner Solutions Thru Software (STS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710023	The solution shall update Commercial Driver's License Information System (CDLIS) (e.g., driver's name, date of birth (DOB), social security number (SSN) from driver privilege information).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710024	The solution shall allow an authorized user to capture Commercial Skills Testing Information Management System (CSTIMS) information manually.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710025	The solution shall associate and display the customer's Commercial Skills Test Information Management System (CSTIMS) summary information on their record.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710026	The solution shall capture automatic Commercial Skills Test Information Management System (CSTIMS) failure indicators (e.g., vehicle inspection, basic control skills, road test).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710027	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) drive unit and trailer information (e.g., axles, Gross Vehicle Weight Rating (GVWR), Vehicle Identification Number (VIN), registration).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710028	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) examiner information (e.g., identification (ID), name).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710029	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) failure indicators (e.g., vehicle failure, cancellation, automatic failure).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710030	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) test information (e.g., start date, end date, site, route, passing score, maximum errors, test score, pass/fail, comments, retest date).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710031	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) test type (e.g., pre-trip, basic control skills, road test, test form).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710032	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) vehicle information (e.g., type, class, brakes, transmission, additional vehicle characteristics, tag number, make, model, provider).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710033	The solution shall capture Commercial Skills Test Information Management System (CSTIMS) vehicle inspection information.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710034	The solution shall capture Commercial Skills Testing Information Management System (CSTIMS) jurisdiction information (e.g., jurisdiction code).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710035	The solution shall capture trailer information (e.g., axles, Gross Vehicle Weight Rating (GVWR), Vehicle Identification Number (VIN), registration).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710036	The solution shall interface with DMV's business partner Commercial Skills Test Information Management System (CSTIMS) to retrieve a customer's required test information based on DMV business rules.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710037	The solution shall interface with NV DMV's business partner Commercial Skills Test Information Management System (CSTIMS) for knowledge transfer and receipt.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710038	The solution shall transmit Commercial Skills Test Information Management System (CSTIMS) test results electronically to the domicile state.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710039	The solution shall interface with Commercial Driver's License Information System (CDLIS) for the electronic transmittal of convictions to out-of-state driver's jurisdiction of record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710040	The solution shall interface with the Commercial Driver's License Information System (CDLIS) for the electronic transmittal of conviction information (e.g., court name, court address, case number, court order date, conviction).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710041	The solution shall interface with the Nevada Department of Vital Statistics to receive and automatically process records of deceased Nevada residents.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710042	The solution shall interface with the State's Call Management System (CMS) to capture statistical data on user's inbound and outbound calls.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710043	The solution shall allow an authorized user to submit a Verification of Lawful Status (VLS) request via an automated interface.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710044	The solution shall allow for a user to submit a U.S. Passport Verification Service (USPV) requests via an automated interface.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710045	The solution shall automatically capture the Verification of Lawful Status (VLS) response via an automated interface.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710046	The solution shall automatically initiate a withdrawal action if an invalid United States Passport Verification Service (USPV) response is received via the interface (e.g., primary, secondary, tertiary).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710047	The solution shall interface with the DMV's business partner Verification of Lawful Status/U.S. Passport Verification Service (VLS/USPV).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710048	The solution shall interface with the NV DMV's business partner card production vendor.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710049	The solution shall update the United States Passport Verification Service (USPV) status via an automated interface (e.g., match, no match).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710050	The solution shall provide the ability for generating and sending files of Motor Carrier Account and Vehicle Information to the Nevada Highway Patrol in formats required for the transmission and acceptance of the files.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710051	The solution shall interface with the NV DMV's business partner for scanned document retrieval.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710052	The solution shall interface with DMV's business partner Problem Driver Pointer System (PDPS) for suspension of driver privileges.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710053	The solution shall interface with DMV's business partner Nevada Citation and Accident Tracking System (NCATS) to receive withdrawal actions electronically.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710054	The solution shall interface with DMV's business partner Problem Driver Pointer System (PDPS) and Commercial Driver's License Information System (CDLIS) for sending and receiving of driver information and eligibility.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710055	The solution shall interface with DMV's business partner Commercial Driver's License Information System (CDLIS) to retrieve the pointer from their previous state of record.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710056	The solution shall interface with DMV's business partner Commercial Driver's License Information System (CDLIS) to surrender the customer's pointer to their previous state of record.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710057	The solution shall interface with DMV's business partner Commercial Driver's License Information System (CDLIS) to verify the customer's eligibility.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710058	The solution shall interface with DMV's business partner Court and Juvenile Probation for suspension of driving privileges.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710059	The solution shall interface with DMV's business partner Drive Schools to receive customer drive logs electronically.

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410006	Reports/Error Detail	Error Reports for Dealer's Report of Sale (DRS) Numbers containing: DRS number, Mode, Count, Error Code, Error Message, Date/Time This report is run from an internal website that also has other functionality.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410007	Business Licenses with Staggered Renewals	Reports business license renewal counts for preceding one year period by renewal method, and provides counts of active and expired licenses.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410008	Daily Business License Renewal Report	Reports renewed business licenses by license number, business name, and method of renewal.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410009	Business Renewals processed on the web	Reports the names of businesses renewed on the web by regional area. Resets at each renewal season.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410010	Upcoming Instructor Renewals	Reports a list of upcoming instructor license renewals.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410011	Upcoming School Renewals	Reports a list of upcoming school business license renewals.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410012	Autonomous Plate Report	Allows user to generate a report of autonomous plates issued to a business.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410013	Business License Purge	Reports a list of business licenses with an Out of Business status for the previous calendar year.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410014	Occupational License Purge	Reports a list of instructors and inspectors with an expired or denied status.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410015	OBL Staggered Renewal Report	For a specified FY quarter, provides counts of staggered business license renewals by method and counts of active/expired licenses by license type.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410016	Upcoming Instructor Renewals	Reports a list of upcoming instructor license renewals.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410017	Upcoming School Renewals	Reports a list of upcoming school business license renewals.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410018	Autonomous Plate Report	Allows user to generate a report of autonomous plates issued to a business.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410019	Business License Purge	Reports a list of business licenses with an Out of Business status for the previous calendar year.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410020	Occupational License Purge	Reports a list of instructors and inspectors with an expired or denied status.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410021	Temporary Business License Report	The Temporary Business License Report is necessary on an as needed basis as this report is utilized by OBL and provided to the Investigation Section. This report details a list of temporary location permits issued to dealers.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410022	Web Renewals Report	The Web Renewals Report is necessary on an as needed basis as this report is utilized by OBL/Investigations to review business web renewals. This report allows a user to research the details of a web renewal for a business license number.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410023	Fee Override Comment Report	The Fee Override Comment Report is necessary on an as needed basis as this report is utilized by OBL to review employee fee overrides/comments.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410024	Replica Vehicles Report	A. The Replica Vehicle Report is necessary on an as needed basis as this report is utilized by the Emission Control Programs staff to reference replica vehicles. Emission Control Technicians reference this report when completing a Replica Vehicle Application, form number: VP-237. Specifically, the EC Technician records the next number in sequence from the number generated at the top of this report. This allows the vehicle to be added to the Replica Vehicle list.

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10001	ITI OHV Billing Report	Captures Registration Counts for billing purposes
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10002	Parking Violation Report	Summarized and detailed report used to identify entities that are a part of the Parking Ticket Program. Summary of records for entity, as entity is billed for number of records DMV updated. Detail shows individual records updated.
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10003	Registration Tech Totals	Count of all titles typed counts by operator and their location
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10004	ELT Activity Register	Electronic Lien Tinting (ELT) Activity Register. Includes transaction description and count
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10005	Parking Violation Report	Summarized and detailed report used to identify entities that are a part of the Parking Ticket Program. Summary of records for entity, as entity is billed for number of records DMV updated. Detail shows individual records updated.
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10006	ITI Report Number 1	AZBV050A is put together with the ITI report number 1 this to log registration into the daily report, monthly report, and the commission's report AZBV050A sends OHV decal information to ITI so they can print them
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10007	Vehicle Report	Report of all registrations, excluding Motor Homes. Used for Annual FHWA report - Crystal Report
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10008	ITI Report Number 2	ITI report number 2 is put with AZBV051A to be used to record registration renewals, this is used for the daily report, Monthly report, and the Commission's report AZBV050A sends OHV Renewal information to ITI so they can print notices
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10009	Motor Home Report	Report of all active Motor Home registrations counts for a certain time period. Used for annual FHWA report - Crystal Report
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10010	Active Vehicle Registrations	Lists all active registrations
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10011	Special Plates Report	Lists all special plate registrations for a specified date range*Report consists of vehicle and motorcycle registrations
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10012	Active Veteran Military Plates Report	List all active military plate registrations
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10013	Active Antique Plates	Count of active antique plates by type
Administer Vehicles 510000	Manage Vehicle Registrations	PRS10014	Active EX Plates	Count of exempt plates by type
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10015	VQUEST	VQUEST
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10017	Lien Business Number Report	Lien Business Number Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10018	Fleet Number Report	Fleet Number Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10019	Registration Services Report	Registration Services Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10020	Vehicle Make	Vehicle Make
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10021	Vehicle Body Style	Vehicle Body Style
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10022	Vehicle Plate Backgrounds	Vehicle Plate Backgrounds
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10023	Vehicle Registration Counts by Veh Code & Cnty	Vehicle Registration Counts by Veh Code & Cnty
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10024	New Duplicator Businesses	New Duplicator Businesses
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10025	Previous Business Day Exemption List	Previous Business Day Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10026	Prev Business Minus 1 Day Exemption List	Prev Business Minus 1 Day Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10027	Prev Business - 2 Days Exemption List	Prev Business - 2 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10028	Prev Business - 3 Days Exemption List	Prev Business - 3 Days Exemption List

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10029	Prev Business - 4 Days Exemption List	Prev Business - 4 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10030	Prev Business - 5 Days Exemption List	Prev Business - 5 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10031	Prev Business - 6 Days Exemption List	Prev Business - 6 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10032	Prev Business - 7 Days Exemption List	Prev Business - 7 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10033	Prev Business - 8 Days Exemption List	Prev Business - 8 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10034	Prev Business - 9 Days Exemption List	Prev Business - 9 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10035	Prev Business - 10 Days Exemption List	Prev Business - 10 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10036	Prev Business - 11 Days Exemption List	Prev Business - 11 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10037	Prev Business - 12 Days Exemption List	Prev Business - 12 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10038	Prev Business - 13 Days Exemption List	Prev Business - 13 Days Exemption List
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10039	Pending Daily Special Plate Order Reports	Pending Daily Special Plate Order Reports
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10040	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10041	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-1	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10042	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-2	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10043	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-3	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10044	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-4	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10045	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-5	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10046	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-6	Pending Daily Special Plate Order Reports - latest day through minus 9 days - Pending Daily Special Plate Order Report-6

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Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10069	Pending Daily Special Plate Order Reports - latest day through minus 20 days through 29 days- Pending Daily Special Plate Order Report-29	Pending Daily Special Plate Order Reports - latest day through minus 20 days through 29 days- Pending Daily Special Plate Order Report-29
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10070	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10071	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-1	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10072	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-2	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10073	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-3	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10074	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-4	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10075	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-5	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10076	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-6	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-6
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10077	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-7	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10078	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-8	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-8
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10079	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-9	Pending Daily Separated Plate Order Reports - latest day through minus 9 days - Pending Daily Separated Plate Order Report-9

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Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10102	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 2	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10103	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 3	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10104	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 4	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10105	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 5	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10106	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 6	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-6
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10107	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 7	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10108	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 8	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-8
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10109	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report 9	Pending Daily Reissue Plate Order Reports - latest day through minus 9 days - Pending Daily Reissue Plate Order Report-9
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10110	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-10	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-10
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10111	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-11	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-11
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10112	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-12	Pending Daily Reissue Plate Order Reports - minus 10 days through minus 19 days - Pending Daily Reissue Plate Order Report-12

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10178	Pending Daily Special Plate Order Reports - minus 10 days through minus 19 days - Plate Order Report- 18	Pending Daily Special Plate Order Reports - minus 10 days through minus 19 days - Plate Order Report-18
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10179	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 19	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 19
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10180	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 20	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 20
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10181	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 21	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 21
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10182	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 22	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 22
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10183	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 23	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 23
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10184	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 24	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 24
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10185	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 25	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 25
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10186	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 26	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 26
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10187	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 27	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 27
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10188	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 28	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 28
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10189	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 29	Pending Daily Special Plate Order Reports - minus 20 days through minus 29 days - Plate Order Report 29
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10190	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10191	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-1	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10192	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-2	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10193	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-3	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10194	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-4	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10195	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-5	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10196	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-6	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-6
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10197	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-7	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10198	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-8	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-8
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10199	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-9	Separated Plate Order Reports - Latest day through minus 9 days - Separated Plate Order Report-9
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10200	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-10	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-10
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10201	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-11	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-11
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10202	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-12	Separated Plate Order Reports - Latest day through minus 10 days through minus 19 days - Separated Plate Order Report-12

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10214	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-24	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-24
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10215	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-25	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-25
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10216	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-26	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-26
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10217	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-27	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-27
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10218	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-28	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-28
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10219	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-29	Separated Plate Order Reports - Latest day through minus 20 days through minus 29 days - Separated Plate Order Report-29
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10220	Reissue Plate Order Reports - latest day through minus 9 days	Reissue Plate Order Reports - latest day through minus 9 days
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10221	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10222	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 1	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10223	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 2	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10224	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 3	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10225	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 4	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-4

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10226	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 5	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10227	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 6	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-6
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10228	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 7	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10229	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 8	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-8
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10230	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report 9	Reissue Plate Order Reports - latest day through minus 9 days - Reissue Plate Order Report-9
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10231	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-10	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-10
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10232	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-11	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-11
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10233	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-12	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-12
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10234	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-13	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-13
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10235	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-14	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-14
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10236	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-15	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-15
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10237	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-16	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-16
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10238	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-17	Reissue Plate Order Reports - latest day through minus 10 days through 19 days - Reissue Plate Order Report-17

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Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles S10000	Manage Vehicle Registrations	RP510254	Web Plate Order Reports - minus 20 through minus 29 days	Web Plate Order Reports - minus 20 through minus 29 days
Administer Vehicles S10000	Manage Vehicle Registrations	RP510255	Web Plate Order Reports - minus 20 through minus 29 days	Web Plate Order Reports - minus 20 through minus 29 days
Administer Vehicles S10000	Manage Vehicle Registrations	RP510256	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report
Administer Vehicles S10000	Manage Vehicle Registrations	RP510257	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-1	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-1
Administer Vehicles S10000	Manage Vehicle Registrations	RP510258	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-2	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-2
Administer Vehicles S10000	Manage Vehicle Registrations	RP510259	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-3	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-3
Administer Vehicles S10000	Manage Vehicle Registrations	RP510260	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-4	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-4
Administer Vehicles S10000	Manage Vehicle Registrations	RP510261	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-5	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-5
Administer Vehicles S10000	Manage Vehicle Registrations	RP510262	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-6	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-6
Administer Vehicles S10000	Manage Vehicle Registrations	RP510263	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-7	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-7
Administer Vehicles S10000	Manage Vehicle Registrations	RP510264	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-8	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-8
Administer Vehicles S10000	Manage Vehicle Registrations	RP510265	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-9	Daily Special Plate Order Error Reports - Plate Error Report - latest day through minus 9 days - Plate Order Error Report-9

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Business Capability Level	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10277	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-21	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-21
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10278	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-22	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-22
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10279	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-23	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-23
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10280	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-24	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-24
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10281	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-25	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-25
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10282	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-26	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-26
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10283	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-27	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-27
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10284	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-28	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-28
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10285	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-29	Daily Special Plate Order Error Reports - Plate Error Report - minus 20 days through minus 29 days - Plate Order Error Report-29
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10286	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report

Business Capability Level	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RP510287	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-1	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RP510288	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-2	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RP510289	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-3	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RP510290	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-4	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RP510291	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-5	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RP510292	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-6	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-6
Administer Vehicles 510000	Manage Vehicle Registrations	RP510293	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-7	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RP510294	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-8	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-8

Business Capability Level D	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10295	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-9	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - latest day through minus 9 days - Daily Special Plate Order Update Error Report-9
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10296	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-10	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-10
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10297	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-11	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-11
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10298	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-12	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-12
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10299	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-13	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-13
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10300	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-14	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-14
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10301	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-15	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-15
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10302	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-16	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-16

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10303	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-17	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-17
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10304	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-18	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-18
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10305	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-19	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 10 days through minus 19 days - Daily Special Plate Order Update Error Report-19
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10306	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-20	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-20
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10307	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-21	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-21
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10308	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-22	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-22
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10309	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-23	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-23
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10310	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-24	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-24

Business Capability Level	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10311	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-25	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-25
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10312	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-26	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-26
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10313	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-27	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-27
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10314	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-28	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-28
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10315	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-29	Daily Special Plate Order Error Reports - Completed Plate Order Update Error Report - minus 20 days through minus 29 days - Daily Special Plate Order Update Error Report-29
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10316	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10317	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-1	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-1
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10318	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-2	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-2
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10319	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-3	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-3
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10320	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-4	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-4
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10321	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-5	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-5
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10322	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-6	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-6

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RP510323	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-7	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-7
Administer Vehicles 510000	Manage Vehicle Registrations	RP510324	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-8	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-8
Administer Vehicles 510000	Manage Vehicle Registrations	RP510325	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-9	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-9
Administer Vehicles 510000	Manage Vehicle Registrations	RP510326	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-10	Tag Plant IMS Error Report - latest through minus 9 days - Tag Plant IMS Error Report-10
Administer Vehicles 510000	Manage Vehicle Registrations	RP510327	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 11	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-11
Administer Vehicles 510000	Manage Vehicle Registrations	RP510328	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 12	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-12
Administer Vehicles 510000	Manage Vehicle Registrations	RP510329	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 13	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-13
Administer Vehicles 510000	Manage Vehicle Registrations	RP510330	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 14	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-14
Administer Vehicles 510000	Manage Vehicle Registrations	RP510331	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 15	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-15
Administer Vehicles 510000	Manage Vehicle Registrations	RP510332	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 16	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-16
Administer Vehicles 510000	Manage Vehicle Registrations	RP510333	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 17	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-17
Administer Vehicles 510000	Manage Vehicle Registrations	RP510334	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 18	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-18
Administer Vehicles 510000	Manage Vehicle Registrations	RP510335	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report- 19	Tag Plant IMS Error Report - latest minus 10 days through minus 19 days - Tag Plant IMS Error Report-19
Administer Vehicles 510000	Manage Vehicle Registrations	RP510336	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 20	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-20

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10337	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 21	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-21
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10338	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 22	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-22
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10339	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 23	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-23
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10340	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 24	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-24
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10341	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 25	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-25
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10342	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 26	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-26
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10343	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 27	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-27
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10344	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 28	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-28
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10345	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report- 29	Tag Plant IMS Error Report - latest minus 20 days through minus 29 days - Tag Plant IMS Error Report-29
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10346	Electronic Dealer Report of Sale	Electronic Dealer Report of Sale
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10347	Open Projects by Originator	Open Projects by Originator
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10348	Vehicle and 600000 Special and Personalized Sunset Plates Issued Each Month	Vehicle and 600000 Special and Personalized Sunset Plates Issued Each Month
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10349	Electronic Dealer Report of Sale (EDRS) - Autonomous Plate Report	Electronic Dealer Report of Sale (EDRS) - Autonomous Plate Report This report is run from an internal web site that also has other functionality.
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10350	Electronic Dealer Report of Sale (EDRS) - Bonded Title Report	Electronic Dealer Report of Sale (EDRS) - Bonded Title Report This report is run from an internal web site that also has other functionality.
Administer Vehicles S10000	Manage Vehicle Registrations	RPS10351	Electronic Dealer Report of Sale (EDRS) - EDRS Error Details	Electronic Dealer Report of Sale (EDRS) - EDRS Error Details This report is run from an internal web site that also has other functionality.

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10352	Electronic Dealer Report of Sale (EDRS) - EDRS Reports	Electronic Dealer Report of Sale (EDRS) - EDRS Reports This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10353	Electronic Dealer Report of Sale (EDRS) - ELT Lienholder	Electronic Dealer Report of Sale (EDRS) - ELT Lienholder This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10354	Electronic Dealer Report of Sale (EDRS) - ELT Payment Search	Electronic Dealer Report of Sale (EDRS) - ELT Payment Search This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10355	Electronic Dealer Report of Sale (EDRS) - Plate Information	Electronic Dealer Report of Sale (EDRS) - Plate Information This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10356	Electronic Dealer Report of Sale (EDRS) - RT Data Reports	Electronic Dealer Report of Sale (EDRS) - RT Data Reports This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10357	Electronic Dealer Report of Sale (EDRS) - Secure Placard	Electronic Dealer Report of Sale (EDRS) - Secure Placard This report is run from an internal web site that also has other functionality.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10358	OHV Report 236A	Report 236A is used for registration and title counts on the monthly reports
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10359	Titles Report	Individual daily operator totals of titles typed
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10360	Fed Ex Expedited Title Report	Daily report from the FEDEX shipping manager for expedited titles each day
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10361	Incomplete Titles	Report of incomplete titles by location for specified month
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10362	Expedited Titles Tech Totals	Count of all Expedited titles typed counts by operator and their location
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10363	Batch Title Print Files	Batch Salvage Title Print File showing title counts
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10364	ITI Report Number 3	ITI report number 3 is put together with AZ8V052A this is to record titles on the daily, weekly, monthly, and commission's report MPVR052A sends OHV Title information to ITI so they can print them.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10365	OHV Fiscal Billing Report	AZ8V052A is put with ITI report number 3 this is to record titles on the daily, weekly, monthly, and commission's report MPVR052A sends OHV Title information to ITI so they can print them.
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10366	OHV Activity	Used to monitor in the daily report, monthly report, weekly report, and commissions report get this from MVIT (operations)
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10367	Employee Monthly Statistics OHV	Report of monthly transactions by employee and transactions processed by type
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10368	ELT OHV Activity Register	OHV counts of Electronic Title transactions
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10369	ELT Activity Register	Title counts of Electronic Title transactions
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10370	OHV DRS Titles	OHV Title transaction by master tran ID
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10371	OHV Large ATV Report	OHV Large ATV Title transaction by master tran ID
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10372	Inspection/ Appraisal Activity Report	Report of Appraisal and Inspection Tasks includes tasks performed and who performed it
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10373	Short Term Lessor Report for Taxation	List of Active or Expired Short Term Lessors licensed by the Dept. Includes physical and mailing addresses
Administer Vehicles 510000	Manage Vehicle Registrations	RPS10374	Title Transmittal Report	Office prints the transmittal and matches up the titles processed that day to the transmittal

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Administer Vehicles 510000	Manage Vehicle Registrations	RP510375	Replica Vehicles Report	Per NRS 482.224 the Department may not issue a certificate of registration for more than 100 replica vehicles each year. This report is used to track the number of vehicles with a replica certificate of registration.
Administer Vehicles 510000	Manage Vehicle Registrations	RP510376	Weekly Testing MTRAN-ID	Electronic Lien Tiding (ELT) Off Highway Vehicle (OHV) Activity Register. Includes transaction description and count
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610001	Statistical Report Motor Fuel Excise Tax Collection	Statistical Report 1 -Motor Fuel Excise Tax Collections by Month
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610002	Statistical Report 1A(a - h) County Gallons by Business	Statistical Report 1A(a) County Gallons by Business by fuel type
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610003	Statistical Report 1B(a & b) County Gallons by Business - CPI Index - applicable fuel types	Statistical Report 1B(a) County Gallons by Business by fuel type
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610004	Statistical Report 1C(a - h) County PPI Index Tax by Business - Motor Fuels - Gasoline	Statistical Report 1C(a) County PPI Tax by Business - Motor Fuels Gasoline
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610005	Statistical Report 1D(a & b) Distribution Summary for CPI Index Tax - Gasoline - by applicable fuel type	Statistical Report 1D(a) Distribution Summary for CPI Tax - Gasoline by applicable fuel type
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610006	Statistical Report 1E(a - c) Distribution Summary for PPI Tax - Gasoline - by applicable fuel type	Statistical Report 1E(a) Distribution Summary for PPI Tax - Gasoline by applicable fuel type
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610007	Statistical Report 1F Distribution Summary for Index Tax - Motor and Special Fuels	Statistical Report 1F Distribution Summary for Index Tax - Motor and Special Fuels
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610008	Statistical Report 2 County Option Tax	Statistical Report 2 County Option Tax
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610009	Statistical Report 2A 1 Cent County Tax	Statistical Report 2A 1 Cent County Tax
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610010	Statistical Report 3 1.75 Cent State Tax (County Allocation) - Gallons	Statistical Report 3 1.75 Cent State Tax (County Allocation) - Gallons
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610011	Statistical Report 3A 1.75 Cent State Tax (County Allocation) - Gallons	Statistical Report 3A 1.75 Cent State Tax (County Allocation) - Gallons
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610012	Statistical Report 3D Recap - Total Tax To Counties	Statistical Report 3D Recap - Total Tax To Counties
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610013	Statistical Report 4 Account Detail Report	Statistical Report 4 Account Detail Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610014	Statistical Report 4 Account Summary Report	Statistical Report 4 Account Summary Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610015	Statistical Report 4 Total Tax Receipts Recap - Collections to Distributions	Statistical Report 4 Total Tax Receipts Recap - Collections to Distributions
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610016	Statistical Report 5 Jet Fuel Gallons	Statistical Report 5 Jet Fuel Gallons
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610017	Statistical Report 5A Jet Fuel Distributions	Statistical Report 5A Jet Fuel Distributions
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610018	Statistical Report 6 Aviation Fuel Gallons	Statistical Report 6 Aviation Fuel Gallons
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610019	Statistical Report 6A Aviation Fuel Distributions	Statistical Report 6A Aviation Fuel Distributions
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610020	Statistical Report 7 Petroleum Products Cleanup Fee and Inspection Fee	Statistical Report 7 Petroleum Products Cleanup Fee and Inspection Fee

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610021	Statistical Report 8 Special Fuels Excise Tax Collections	Statistical Report 8 Special Fuels Excise Tax Collections
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610022	Statistical Report 8A County Gallons Summary	Statistical Report 8A County Gallons Summary
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610023	Statistical Report 9 Dyed Diesel Receipts and Disbursements	Statistical Report 9 Dyed Diesel Receipts and Disbursements
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610024	Statistical Report Fiscal Year End County Trueup 1.25 Cents	Statistical Report Fiscal Year End County Trueup 1.25 Cents
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610025	Supplier List Report	Supplier List Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610026	Supplier List Report	Complete list of supplier and account details
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610027	Imported Fuel	Report of all imported fuel, available to external users
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610028	Worksheet 6 Adjustments Report	Worksheet 6 Adjustments Report for any manual adjustments needed.
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610029	Motor Fuel Exempt Gallons	List of gallons sold to exempt entities by schedule type with sub- totals by fuel code and a report total
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610030	Epayment Report	Report to recap electronic payment activity.
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610031	County True Up	Report for County trueup
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610032	Total Tax From Tax Return Report	Total Tax From Tax Return Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610033	Tax Collection by Super Tran ID Report	Tax Collection by Super Tran ID Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610034	Actual Payment Report	Actual Payment Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610035	Collection Account Code Tax Return Report	Collection Account Code Tax Return Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610036	Collection Account Code Tax Return with Refund Report	Collection Account Code Tax Return with Refund Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610037	Farmer-Rancher Gas & Diesel Access Report	Farmer-Rancher Gas & Diesel Access Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610038	Gas & Diesel Access Report	Gas & Diesel Access Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610039	GL Download	Used to monitor and compare taxes and fees collected by MCD
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610040	GL Detail Report	GL Detail Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610041	Revenue by Period Report	Income Report used to balance and reconcile distributions-used to identify discrepancies
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610042	Motor Carrier Refunds & Distributions by Fiscal Year	Provides refund information by selecting account codes refunds are processed from
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610043	Bad Debt Paid Accounts	Bad Debt Paid accounts reports to show accounts that have paid their tax/registration, penalty, and interest in full for each account
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610044	Deposits by Unit by Dates	This report is checks that were logged and processed by each unit and employee
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610045	Aging Receivables Account Level Detail	This is a report all aging receivable accounts for bad debt and sanction
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610046	Aging Receivables by Range Account Level Detail Days Past Due	This is each account in a certain money range and accrued days

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610047	Motor Carrier Aging Report By Range Greater Than \$50,001, \$10,001 to \$50,000, \$1,001 to \$10,000, \$501 to \$1,000, Less Than \$500	This is each account in a certain money range and days accrued range
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610048	Motor Carrier Aging Report By Range Greater Than \$50,001, \$10,001 to \$50,000, \$1,001 to \$10,000, \$501 to \$1,000, Less Than \$500	This is a summary of accounts in a certain money range and accrued days accrued range.
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610049	Sanctions Paid Report	Summary of Sanctions Paid at account level for tracking progressive sanctioning
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610050	Motor Carrier Vehicle Report	Report of all active Motor Carrier registration counts for a certain time period. Used for annual FHWA report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610051	Motor Carrier Surrender Plates - Backdated Transactions	Motor Carrier Surrender Plates - Backdated Transactions
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610052	Carriers by Fleet Type	Carriers by Fleet Type
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610053	Check for Unissued Credentials	Check for Unissued Credentials
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610054	Fleet Registration by Period	Fleet Registration by Period
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610055	Vehicles Deleted by Period	Vehicles Deleted by Period
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610056	Delinquent Invoice Reports	Delinquent Invoice Reports
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610057	Old Unpaid Invoice Reports	Old Unpaid Invoice Reports
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610058	Refund & Distribution Reports	Refund & Distribution Reports
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610059	Unpaid Invoice Report	Unpaid Invoice Report
Perform Fuel Tax Administration 610000	Issue and Regulate Fuel Supplier Licenses	RP610060	Transmittal Reports	Transmittal Reports
Support Enterprise Operations 710000 - 860000	Manage Inventory 750001 - 750002	RP750001	Forms	EZ office- reports can be pulled for usage of items. For example how many boxes of copy paper have been issued and to what budget or inventory on certain Department forms
Support Enterprise Operations 710000 - 860000	Manage Inventory 750001 - 750002	RP750002	Master Inventory	Excel spreadsheet report used for the DMV statewide inventory
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810001	Letter Counts	Email from DMV MVIT Operations Group supplying the monthly Letter counts for DL and NVLIVE
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810002	Renewal	DL Renewal by Mail's Daily Operator counts of mail-in renewal
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810003	BORG	Individual employee counts by transaction type
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810004	BORG	Reports employee transaction counts
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810005	Monthly Agent	Call Centers Monthly Agent report
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810006	Document Processing Monthly Stats	Document Processing monthly employee stats by transaction
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810007	DL Month End Stats	Driver's License Assessment Team (DLAT) month end statistics
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810008	DL Monthly Employee Stats	Driver's License Assessment Team (DLAT) monthly statistics

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810009	DL report of Incomplete Transactions	Driver's License Assessment Team (DLAT) report of Incomplete Transactions
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810010	Monthly Report Memorandum	Comprehensive report provided to the CEO Administrator detailing Division's investigative activities preceding month. It is compiled of numerous stats pulled from I-Sight and other manual tracking processes. Each supervisor prepares his or her section in a separate memorandum and forwards them to the Division's Management Analyst for compilation.
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810011	STL - Dept. of Taxation	Reports active Short Term Lessors by business name, number, address, FEIN, and original issue date.
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810012	Admin Fines Assessed-Paid Statewide Chart	Chart showing administrative fines issued vs. administrative fines collected, organized by Group
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810013	Admin Fines Assessed-Paid Statewide Investigator Chart	Chart showing administrative fines issued vs. administrative fines collected, for each investigator
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810014	Admin Fines Assessed-Paid Statewide Master	Chart showing administrative fines issued vs. administrative fines paid
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810015	Admin Fines Paid Previous Month	List of admin fines paid last month (NOTE: this is hard coded for a defined period of time but we would expect the ability to have a user select the period or hard coded timeframe. We would also expect to filter it by group, investigator, case type, etc.)
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810016	Monthly Transaction Report	The amount of transaction processed for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810017	Records Account Fee Disbursements	The amount of monies that go to MVIT for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810018	Information Requests by Fees, Type and Fiscal Year	Fees and the amount processed for each Records transaction for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810019	Sales and Certification Fiscal Year	Monies that came into Records and MVIT for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810020	Report of Incomplete Transaction	The amount of incomplete transactions from each tech for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810021	90, 60, 30 Days Past Due Suspended Account Report	Account that are in 90 day suspension
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810022	Monthly Bill Report	The amount of bills printed for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810023	Monthly Delinquent Payment Report	Accounts that owe Records money
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810024	Performance Measures	*Lists all closed service request within a specified date range*Calculates if a service request was closed on time*Calculates percentage of service request closed on time*Calculates customer satisfaction rate*Lists the amount of policy and procedures reviewed within a specific date range*Calculates a percentage of policy and procedures within the annual review timeframe
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810025	Alternative Technology and Renewal History Report	Lists transaction statistics broken down by office type*Calculates percentages of different types of payments*Calculates percentages of different type of transactions*Calculates percentages of different types of office locations*Calculates percentages of different types of alternative processing*Displays multiple graphs using collected data*This report ranges from FY13 through present
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810026	AAA Reports	Breaks down transaction completed at AAA offices*Calculates total for each office*Displays multiple graphs using collected data

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810027	MSP Workload Comparison	Lists amount of hours worked by an individual for a specified date range*Breaks down the hours worked by specific categories*Calculates percentage of time spent on categories*Totals hours worked in specific categories*Displays multiple graphs using collected data
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810028	Open Projects	Lists all open service requests*Displays multiple graphs using collected data
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810029	Complete Streets	Lists amount donated to the complete streets program
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810030	Declared Veteran Report	Lists declared veterans for a specific date range -- Sorts data by county
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810031	Veterans Counts Report	Lists a count of veterans by county
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810032	Quarterly Performance Measure	Using data gathered in the performance measure report,*Calculates the average percentage of service requests closed on time*Calculates average customer satisfaction rating*Calculates amount of policy and procedures reviewed within the annual review timeframe
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810033	Fiscal Report to Interagency Council on Veteran Affairs	List declared veterans broken down by county
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810034	Drive Totals	Report includes daily drive examiner counts for a monthly Drive Total by examiner
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810035	Monthly Pass-Fails	Report includes daily drive examiner Pass/Fail counts for a monthly Drive Total by examiner
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810036	Not Provided	Drive Examiner Weekly Drive Count and Tracking by Office
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810037	Closing Numbers	Captures Pass/Fail results for each drive examiner at location
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810038	Split Skill Summary Monthly -- DMV Records	Average time to answer calls and the amount of calls for the month
Support Enterprise Operations 710000 - 860000	Provide BI Analytics and Reporting 810001 - 810039	RP810039	Address Change	Daily transaction counts of address changes by employee broken down by transaction
Support Enterprise Operations 710000 - 860000	Support Regulatory Enforcement / Investigations 840001 - 840001	RP840001	Aging/ Receivables CED Report	Report of CED receivable balances/outstanding account balances. Used to complete Controller Report. CED gets from i- Sight system
Support Enterprise Operations 710000 - 860000	Manage Documents 730001 - 730001	RP730001	Open Forms-Books	Lists open service request for commercially printed documents
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720001	Arrests/Warrants	Arrests and Warrants organized by Group (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720002	HDO Opacity Citations	List of HDO Opacity Citations issued last quarter
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720003	OHV Reimbursement to BA 4739	Total time spent on OHV cases to account for budget account 4740 reimbursement
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720004	Uncollected Past Due Fines	Fines past due and uncollected (no hearing requested or hearing affirmed, stipulated, or other and no revocation or admin stop placed)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720005	FY 2018 FRS stats	Count of records reviewed and requiring further investigation, found in the Facial Recognition System

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720006	AAAB Report	CEO Case Management data compiled and provided to the Automotive Affairs Advisory Board
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720007	Admin Fines Assessed-Paid Statewide by Inv.	List of cases closed with a Disposition Code of "Administrative Fine" organized by Case Owner (Investigator), with a data filter
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720008	Arrest Info by Region/Group (user defined period)	List of cases containing "Arrest" in the Disposition Code (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720009	Arrest/Warrants (Disposition Date Last Month)	Arrests and Warrants organized by Group (cases with disposition date in the last month)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720010	Budget Account Split	Number of cases by budget account - user defined period
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720011	Business History	CEO Case Management data used for business enforcement history for progressive discipline, or case searching
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720012	Card Cancelled Cases, closed Last Month	Count of number of cases that contain "Card Cancelled" disposition code, closed last month
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720013	Case Review Log	List of Open Cases, conditionally formatted to show the number of days past due date or until due date
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720014	Case time per License Type Query	Investigative time recorded by license type (per defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720015	Case Time Report	Statewide case time by Case Type/Subject, for user defined period or hard coded period
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720016	Case Time Type Report	Statewide case time by Time Type, for user defined period or hard coded period
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720017	Cases Closed Last Month, separated by Group	Count of cases closed the previous month, organized by Group
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720018	Cases Created Last Month, separated by Group	Count of cases created the previous month, organized by Group
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720019	Closed cases by investigator for specified timeframe	Count of cases closed for user selected investigator and user defined period or hard coded period
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720020	Corrupted Case Time	List of cases where the Case Time is corrupted and the total is not being displayed
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720021	DAC Cases	Count of Driver Authorization Card cases to date, for the Governor's Quarterly Report
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720022	Evader Program Dispositions	Emission Evader Dispositions, for user defined period (NOTE: this is a report for a particular type of case but we would expect the ability to generate this for any program area to compare and contrast the way dispositions are applied by different investigators.)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720023	Facial Recognition Cases	Count of number of Facial Recognition Cases closed between a user defined period
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720024	Fines Assessed (Cases Closed Last Month)	List of cases closed the previous month in which an administrative fine was assessed
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720025	Fines Assessed-Paid Tracker	Report showing list of cases in which a fine was assessed, with number of days past due if applicable
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720026	Group Case Time Report (JM)	Total time spent on each case type, organized by group (NOTE: This report is coded for last month but we would expect the ability to adjust the timeframes. Currently we have two versions of this report, Last Month and Month To Date.)

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720027	GSA Report – Revocation- Suspension	List of cases in which a garage, body shop, or emission station license was revoked or suspended (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720028	GSA Report- Admin Fines	List of cases in which an administrative fine was issued to garages, body shops, and emission stations, provided to the General Services Administrator (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720029	Hearings Held in the Previous Quarter	Count of number of hearings held in the previous quarter, organized by Hearing Disposition
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720030	ID Fraud Cases (IQ)	Count of number of ID Fraud cases for last financial quarter, organized by disposition code (NOTE: this report is hard coded for a particular case type and timeframe but we would expect the ability to modify either of those items as needed.)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720031	Industry Group - All Cases	List of open and new cases assigned to group selected by user (NOTE: We have multiple. This is coded for one group but we would expect the ability to generate a report like this for any group or individual)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720032	Industry Team - Closed Case Count with Disposition Counts (Last Month)	Count of cases that were closed previous month, by case type and disposition code (NOTE: This is coded for one group but we would expect the ability to generate a report like this for any group or case type)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720033	Investigator Case Load - All	Bar Graph showing New and Open Cases, by investigator (NOTE: We have multiple versions of this report by Group, too. We'd expect the ability to generate a report like this for any group or individual)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720034	Investigator Case Load Detail	Count of New and Open Cases, by group and investigator
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720035	LCB Garage/Body Shop Report	Report of Garage and Body Shop cases, provided to the Legislature
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720036	Licensing Team - Salesperson and Principal Background Investigations	List of Open and New Salesperson and Principal Background Investigations [This is specific to a particular type of case so the supervisor can see how many of a particular type of case are assigned to each investigator in the group. This is included just to demonstrate that we have the ability to create reports needed for a supervisor to monitor the case load and type of cases assigned to each person.]
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720037	No Time Forms Audit	Report to show cases for which no time was entered
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720038	OIV Cases	Count of OIV cases (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720039	Percentage of Cases by Source	Count and pie charts showing the source of the case, organized by Group
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720040	Percentages- CED self- generated cases by subject	Count and pie charts showing the number and percentage of case subjects for which CED was the source
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720041	Person History	CED Case Management data for individual enforcement history or case searching
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720042	Regulatory Case Hearing Results	Regulatory case hearing results by hearing date (user defined period)
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720043	Team Case Load	Bar Graph showing New and Open Cases, by Group
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720044	Time Logged (Last Week)	Total amount of time entered by each user for the preceding week

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720045	Time Type is Blank	Audit report of current time forms with no type assigned to user
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720046	Unaccepted Cases List	List of unaccepted cases (still in "New" status) by group/investigator, conditionally formatted to color code cases more than 10 days in New status or less
Support Enterprise Operations 710000 - 860000	Manage Cases 720001 - 720047	RP720047	Vehicle History	CEO Case Management data for vehicle enforcement history or case searching
Support Enterprise Operations 710000 - 860000	Update Manage Knowledge Repository 860001 - 860002	RP860001	USE THIS LIST Current Authorized Vin Inspectors Copy	List of VIN Inspectors who are authorized to perform VIN Inspections
Support Enterprise Operations 710000 - 860000	Update Manage Knowledge Repository 860001 - 860002	RP860002	Open Projects by Originator	Lists all open service requests
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770001	Overnight Mail Tracking	Excel spreadsheet created to log incoming tracking numbers of overnight mail and printed daily
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770002	Build Report	We want build reports to show what code is where, who worked on it, who approved its movement, testing descriptions, etc., here is what we use today. Note the summary goes to all of DMV and DPS
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770003	DLL Version Check	We want to know what DLL versions are in what regions
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770004	DMV Events Log	Error Reports can be run by region, date/time, log names, source, event type, event ID, Description
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770005	Weekly Error Log PROD	Weekly PROD environment report of the MVIT generated reports; provides report number (error Prod ID)
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770006	Weekly Error Log UAT	Weekly UAT environment report of all of the MVIT generated reports; provides report number
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770007	Weekly Testing EMP-ID	Weekly TEST environment report of all of the MVIT generated reports; provides report number
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770008	Operation Job Stats	Provides Daily counts of print jobs completed with failure and success rate counts. Program areas include: Driver's License, Motor Carrier, Occupational and Business Licensing, Vehicle Registration, titles, and other.
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770009	Mail Tran List	List of all the different transactions that can be completed in CARMS. Used to identify and make other Crystal report queries.- Crystal Report
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770010	Print Jobs Report	Daily Mail Counts for CSD by document name, file name, etc.
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770011	Ticket and PSR Summary	Ticket and PSR Summary
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770012	Open Expedited Requests	Open Expedited Requests
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770013	Closed Expedited Requests	Closed Expedited Requests
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770014	Work In Progress Requests	Work In Progress Requests
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770015	Web Survey Comments	Web Survey Comments

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770016	Court Codes	DL Data Maintenance (ACD-Court Codes-WDRIL Text)
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770017	DDCV - ACD- Violation Codes	DL Data Maintenance (ACD-Court Codes-WDRIL Text)
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770018	Driver Withdrawal Maintenance	DL Data Maintenance (ACD-Court Codes-WDRIL Text)
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770019	Withdrawal Data Mailer Text	DL Data Maintenance (ACD-Court Codes-WDRIL Text)
Support Enterprise Operations 710000 - 860000	Manage System 770001 - 770020	RP770020	Withdrawal Rescission Text	DL Data Maintenance (ACD-Court Codes-WDRIL Text)

STATE OF NEVADA
DMV Transformation Effort (DTE)

Business Capability - Level 0	Business Capability - Level 1	Interface Requirements
Manage Customer Interactions	Manage Automated Customer Interaction	UI210000
	Manage Correspondence & Templates	
	Manage Customer Relationship	
	Survey Customers	
Provide Credentialing Services	Manage Identification Card	UI310000
	Manage Licensing of Drivers	
Regulate Service Providers	Manage Business Licenses	UI410000
	Manage Occupational Licenses	
	Regulate Emissions Test Providers	
Administer Vehicles	Manage Vehicle Records	UI510000
	Manage Vehicle Registration	
Perform Fuel Tax Administration	Issue and Regulate Motor Carrier Fuel Licenses	UI610000
	Perform Motor Carrier Fuel Tax Audit	
Support Enterprise Operations	Exchange Data with Data Trading Partners (Interfaces)	UI710000
	Manage Cases	
	Manage Documents	
	Manage Forms	
	Manage Inventory	
	Manage Licensing Drivers	
	Manage System	
	Manage User Access	
	Manage Vehicle Registration	
	Produce and Deliver Training	
	Provide Business Intelligence Analytics and Reporting	
	Provide Document Imaging	

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Manage Customer Interactions	Manage Correspondence and Templates	UI210001	DataMatx	Certified and letter mailing	N/A	Existing	DMV extracts files and sends to external vendor for printing and certified / normal mailings. (NV LIVE, AS, DL)	Send (Prospective Solution: Both - Return immediate acknowledgment)	External	Batch	SFTP (Prospective Solution: Web Services recommended)	send to DataMatx SFTP Server	Multiple DMV Defined Layouts
Manage Customer Interactions	Manage Correspondence and Templates	UI210002	Global 360	Global 360 (Kovis) Document Imaging (CARRS/First Letters/Certified Letters/Misc Docs)	N/A	Existing	An interface for scanning/uploading/retrieving document images for Revenue Recovery.	Both	Internal	Real-Time	Web Services	HTTPS, Access Data	DMV/Vendor Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210003	Dept. of Defense	Dept. of Defense Individual Extract	DOD	Existing	DMV extract of individuals for a given age group; normally age of 18 - 21.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210004	Selective Service	Selective Service Extract	SSS	Existing	An extract of individuals who do not opt-out.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210005	DETR	Dept. of Employment Training and	DETR	Existing	An extract of individual information.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210006	DMV Internal	Jury List Extract	N/A	Existing	An interface to extract individual information for given county/zip codes.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV defined layout
Manage Customer Interactions	Manage Customer Relationship	UI210007	DMV Internal	Organ Donor Extract	N/A	Existing	Batch extract information of registered organ donors.	Send	Internal	Batch	SFTP	Secured FTP	DMV Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210008	DMV Internal	Scanning High-Desert	Scanning	Existing	Web Service to show mailer images from DMV and Web applications.	Both	External	Real-Time	Web Services	HTTPS	Vendor Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210009	SOS	Nevada Secretary of State	SOS	Future	An interface to verify FEIN numbers	Both	External	TBD	TBD	TBD	Vendor Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210010	NAPHSIS	Electronic Verification of Vital Events	EVVE	Future	A national system that provide the ability to quickly, reliably, and securely verify and certify birth and death.	Receive	External	Real-Time	TBD	TBD	TBD
Manage Customer Interactions	Manage Customer Relationship	UI210011	SOR (DPS)	Sex Offender Registry	SOR	Existing	An interface to verify against the Sex Offender Registry.	Both	Internal	Real-Time	Web Services	Internal to State	State Defined Layout
	Manage Customer	UI210012	NSOR	National Sex Offender Registry	NSOR	Future	An interface to verify against the National Sex Offender Registry.	Both	Internal	Real-Time	Web Services	Internal to State	TBD
Manage Customer Interactions	Manage Customer Relationship	UI210013	NV DHHS, Vital Services	Deceased Records	N/A	Existing	An interface that uploads deceased information to the DMV application.	Receive	Internal	Batch	FTP	N/A	DMV Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
	Manage Customer Relationship	UI210014	NV DHHS, Vital Services	Deceased Records	N/A	Future	An interface that uploads National deceased information to the DMV application.	Both	Internal	Real-Time	Web Services	Internal to State	TBD
Manage Customer Interactions	Manage Customer Relationship	UI210015	NV State DHHS	Nevada Operations of Multi-Automated Data Systems (NOMADS) by individuals	NOMADS	Existing	An interface to extract individuals through batch search requirements from the Nomads/Welfare for individual based on their name, combination of name and date of birth	Both	Internal	Batch	SFTP	Secured FTP	State Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210016	Selective Service	Selective Service	SSS	Existing	Sends name and contact information for individuals in a given age group	Sends	External	Batch	SFTP	Secured FTP	DMV Defined Layout
Manage Customer Interactions	Manage Automated Customer	UI210017	QMatic	Queueing System	QMatic	Existing	An interface for customer queueing system. To get wait times for main page.	Receive	External	Real-Time	Web Services	Password	Vendor Defined Layout
Manage Customer Interactions	Manage Customer Relationship	UI210018	NV DHHS	NV KIDS	NV KIDS	Future	Individual, driver's license, occupational, and business information.	Both	Internal	TBD	TBD	TBD	TBD

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/ Future Interface	Function	Send/R eceive/ Both	Sent Internal to State/ External non- state	Real- Time/ Batch/ Both	Protocol	Security	Layout Information
Provide Credentialing Services	Manage Licensing of Drivers	UI310001	AAMVA	Commercial Driver's License Information System	CDUS	Existing	A nationwide computer system that enables state drive licensing agencies to ensure that each commercial driver has only one driver's license and one complete	Both	External	Real-Time	Mainframe (UNI)	Frame- Relay	Using AAMVA UNI Interface application
Provide Credentialing Services	Manage Licensing of Drivers	UI310002	AAMVA	National Driver Registry	NDR	Existing	A nationwide computer system to receive information about non- commercial driver's license information from other jurisdictions.	Receiv e	External	Real-Time	Mainframe (UNI)	Frame- Relay	Using AAMVA UNI Interface application
Provide Credentialing Services	Manage Licensing of Drivers	UI310003	AAMVA	Problem Driver Pointer System	PDP5	Existing	A system that is used to search the National Driver Register (NDR) which is maintained by the National Highway Traffic Safety Administration (NHTSA). This is a repository of information on problem drivers provided by all US	Receiv e	External	Real-Time	Mainframe (UNI)	Frame- Relay	Using AAMVA UNI Interface application
Provide Credentialing Services	Manage Licensing of Drivers	UI310004	AAMVA	Commercial Skills Test Information Management System	CSTIMS	Existing	An internet-based tool that provides a consistent way to track the scheduling and entry of test results for commercial skills test by jurisdictions and third-party	Both	External	Real-Time	Web Services	Certificate and password	Will use AAMVA WSDL protocol
Provide Credentialing Services	Manage Licensing of Drivers	UI310005	AAMVA	State to State Verification Service	S2S	Future	A means for states to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification code in another state.	Both	External	Real-Time	TBD	TBD	Will use AAMVA's define protocols
Provide Credentialing Services	Manage Licensing of Drivers	UI310006	AAMVA	Driver License and ID Card Data Verification	DLDV	Future	A system that verifies DL/ID credential data against the database of the Issuing Motor Vehicle Agencies (MVA). The system supports AAMVA member's goal of curing identity theft and	Both	External	Real-Time	TBD	TBD	Will use AAMVA's define protocols
Provide Credentialing Services	Manage Licensing of Drivers	UI310007	AAMVA	U.S Passport Verification Service	USPVS	Existing	An application that allows a jurisdiction to verify U.S. passport information presented by an applicant with Department of homeland Security (DHS) passport	Receive	External	Real-Time	Web Service	Certificate and password	Using AAMVA Web- Service Protocol
Provide Credentialing Services	Manage Licensing of Drivers	UI310008		Brazos e-citation software solution	Brazos	Future	Receive crash data	Receive	Internal	TBD	TBD	TBD	TBD
Provide Credentialing Services	Manage Licensing of Drivers	UI310009	DMV Internal	AAMVA/Nevada	AAMVANV	Existing	Transmits all DMV driver's license information to AAMVA for use by other jurisdictions such as, but not limited to: NDR, PDPS, CDUS, etc.	Send	External	Real-Time	Mainframe	Frame- Relay	Using AAMVA UNI Interface application
Provide Credentialing Services	Manage Licensing of Drivers	UI310010	DMV Internal	3-Year Motor Vehicle Record - Web Service	3YRMVR	Existing	DMV Web Service used by External Businesses to receive a 3 year motor vehicle record.	Both	External	Real-Time	Web Service	HTTPS	DMV Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/ Future Interface	Function	Send/R eceive/ Both	Sent Internal to State/ External non- state	Real- Time/ Batch/ Both	Protocol	Security	Layout Information
Provide Credentialing Services	Manage Licensing of Drivers	UI310011	DMV Internal	3-Year Motor Vehicle Record- Batch Processing	3YRMVR	Existing	DMV Extract used by External Businesses to receive a 3 year motor vehicle record.	Both	External	Batch	SFTP	Send to DMV SFTP Server	DMV Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310012	DMV Internal	Conviction Extract	N/A	Existing	DMV Extract that verifies input DLN and provides a response file of Convictions for the input Driver Licenses.	Both	External	Batch	SFTP	Send to DMV SFTP Server	DMV Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310013	DMV Internal	Health Individual Extract	N/A	Existing	An interface to extract individual and vision information.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV defined layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310014	DMV Internal	Hidden Driver Extract	N/A	Existing	An extract of driver license information for ages between 15 and 24.	Send	External	Batch	SFTP	Send to DMV SFTP Server	DMV defined layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310015	NCATS	Nevada Citation and Accident Tracking System (NCATS)	NCATS	Existing	An interface to interface with Nevada Courts system. Transmits convictions and withdrawals for	Receive	External	Real-Time	Web Service	HTTPS, restricted IPs	DMV/Vend or Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310016	NCIIS	National C Justice Information Systems (runs)	NCIIS	Existing	An interface to provide DL/ID information to law enforcement.	Both	External	Real-Time	Web Service	HTTPS, restricted IPs	State Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310017	OPTEC	Driver Vision Test System	VTIS	Existing	An application where eye tests are taken.	N/A	External	N/A	Vendor Defi	Stand- alone	Vendor Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310018	STS	Driver knowledge test system (Company: Systems	STS	Existing	An application where written test are taken.	Both	External	Real-Time	Vendor Defi	Stand- alone	Vendor Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers	UI310019	DMV Intern	Driver History	NA	Existing	Web Applications to provide driver history to customers for Web App, MyDMV and KIOSK	Both	External	Real-Time	HTTPS	Security informatio n	DMV Defined
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification Cards	UI310020	AAMVA	Digital Image Access and Exchange	DIA	Existing	A program in which AAMVA works cooperatively with jurisdictions to develop image capture, recognition, and verification solutions that meet jurisdictional needs, while continuing to focus on frontline staff and customer service.	Both	External	Real-Time	Windows (UNI)	Frame- Relay	Using AAMVA UNI Interface application
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310021	AAMVA	Verification of Lawful Status	VLS	Existing	An application that allows a jurisdiction MVA to verify an applicant's lawful status prior to issuing a state-issued driver's license or ID.	Receive	External	Real-Time	Web Service	Certificate and password	Using AAMVA Web- Service Protocol
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310022	DPS	DLID file for DPS	DPS	Existing	A file interface that provides DL/ID information to DPS.	Send	Internal	Batch	SFTP	Secured FTP	DMV Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/ Future Interface	Function	Send/R eceive/ Both	Sent Internal to State / External non- state	Real- Time/ Batch/ Both	Protocol	Security	Layout Information
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310023	Idemia	DL/ID Card Production Center	N/A	Existing	An interface with card vendor for the production of all DL/IDs.	Send	External	Batch	Web Service	Certificate and password	Vendor Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310024	IDEMIA	Facial Recognition System	FRS	Existing	An interface FRS used for the DL/ID 1-1 and 1-many verifications.	Both	External	Real-Time	Web Service	Certificate and password	Vendor Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310025	NV Secretary of State	Nevada Secretary of State	SOS	Existing	An interface to provide Voter signature verification as required by NAVA.	Both	Internal	Real-Time	Web Service	Internal to State	DMV Defined Layout
Provide Credentialing Services	Manage Licensing of Drivers Manage Identification	UI310026	NV Secretary of State	SOS ERIC Individual extract	ERIC	Existing	An interface of extracted eligible individual voter information.	Send	Internal	Batch	SFTP	Secured FTP	DMV Defined Layout
Provide Credentialing Services	Request Dup SSN Card	UI310027	AAMVA	Social Security Online Verification	SSOLV	Existing	A package that provides jurisdictions with system specifications, test plans, and other materials to implement social security number verification with the Social Security Administration (SSA).	Receiv e	External	Real-Time	Mainframe (UNI)	Frame- Relay	Using AAMVA UNI Interface application

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/ Future Interface	Function	Send/R eceive/ Both	Sent Internal to State/ External non- state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Regulate Service Providers	Regulation Emission Tests	UI410001	WEP	Emission Stations	N/A	Existing	A Web Service for all Emission Stations for smog tests, query, approvals, and payment processing.	Both	External	Real-Time	Web Service	UID/Pass word	DMV Defined Layout
Regulate Service Providers	Manage Business Licenses	UI410002	ITI	ITI POD Printer - OBL Plate registrations.	N/A	Existing	An interface to all POD printers for OBL plate decal printing.	Send	External	Real-Time	Web Service	HTTPS, Access Data	DMV/Vendor Defined Layout
Regulate Service Providers	Regulation Emission Test Providers License Businesses	UI410003	NV Secretary of State	Nevada Secretary of State	SOS	Future	An interface to the Secretary of State's Business Portal for sending and receiving required data.	Both	Internal	Real-Time	TBD	TBD	TBD
Regulate Service Providers	Regulation Emission Tests	UI410004	Certified Service Providers with the DMV	Continuous Monitoring Program	N/A	Existing	Continuous monitoring program for Fleets to skip annual smog test.	Both	External	Real-Time	Web Service	IP Address	DMV Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Administer Vehicles	Manage Vehicle Registrations	UIS10001	DMV Internal	Assessor Exemption Web Service	N/A	Existing	An exemption web service that retrieves available amount of exemption and sends back the applied exemption amount. Connects to each of the 17 County Assessor's for vehicle registration exemptions.	Both	External	Real-Time	Web Services	Certificate and password	Using DMV/Assessor Defined Layout
Administer Vehicles	Manage Vehicle	UIS10002	DMV Internal	Declared Veteran Extract	VA	Existing	An extract of Veteran Indicator information.	Send	External	Batch	SFTP	Secured FTP	DMV Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10003	DMV Internal	Duplicate Registration	N/A	Existing	Web application allows the request of a duplicate registration, available for public to use. Web Service calls for External Web App.	Both	External	Real-Time	External Web Application & Internal Web Services	HTTPS	DMV Defined Layout
Administer Vehicles	Manage Vehicle	UIS10004	DMV Internal	Emissions Extract	N/A	Existing	Extract vehicle and emission inspection data elements.	Send	External	Batch	SFTP	Secured FTP	DMV defined
Administer Vehicles	Manage Vehicle	UIS10005	Several External	Registration - by Plate Number extract	N/A	Existing	Batch Extract of registered vehicles and owner	Both	External	Batch	SFTP	Secured FTP	DMV Defined
Administer Vehicles	Manage Vehicle	UIS10006	Several External	Registration - Extract	N/A	Existing	Batch Extract of Vehicle registration information.	Send	External	Batch	SFTP	Secured FTP	DMV Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10007	DMV Internal	Registration - Renewal	N/A	Existing	A web application for vehicle registration renewals. Web Service calls for External Web App, MyDMV and KIOSK run from the same service. Uses Assessor Service for Exemptions and Insurance Service for Insurance update and current Insurance Validation. Emissions analyzers also call the	Receive	External	Real-Time	Web Services	HTTPS	DMV Defined Layout
Administer Vehicles	Manage Vehicle	UIS10008	Several External	Vehicle Data - Plate number extract	N/A	Existing	Batch extract for registration.	Both	External	Batch	SFTP	Secured FTP	DMV Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10009	DMV Internal	WEP Analyzers	N/A	Existing	A set of interfaces that provides vehicle information, smog, and analyzed information via analyzers to	Both	Internal	Real-Time	Web Services	HTTPS, Access Data	DMV Defined Layout
Administer Vehicles	Manage Vehicle Registrations	UIS10010	Several external customers	OBDII Extract	N/A	Existing	An interface to extract detailed emission inspection related parameters.	Send	External	Batch	SFTP	Secured FTP	DMV Defined Layout
Administer Vehicles	Manage Vehicle Registrations	UIS10011	Insurance companies	NV LIVE - Book of business from insurance companies	BoB	Existing	Combines all Insurance Company Books of Business records and compares to all Nevada Registrations needing	Receive	Internal	Batch	SFTP	Secured FTP	ICMVA 300 defined layout.
Administer Vehicles	Manage Vehicle	UIS10012	Insurance companies	NV LIVE Polling Process	NV Live	Existing	Polls EITS SFTP server for all uploaded Books of Business	Receive	External	Batch	SFTP	Secured FTP	DMV Defined

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Administer Vehicles	Manage Vehicle	UIS10013	ITI	ITI Batch Printer - OBL Plate Registration	N/A	Existing	An extract from DMV to ITI to print decals for OBL Plate	send	External	Batch	SFTP	Secured FTP	DMV/Vendor Defined
Administer Vehicles	Manage Vehicle	UIS10014	ITI	ITI Batch Printer - Vehicle Registration	N/A	Existing	An extract from DMV to ITI to print decals for vehicle	Send	External	Batch	SFTP	Secured FTP	DMV/Vendor Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10015	ITI	ITI Batch - Non-Resident Business Permits	N/A	Existing	An extract from DMV to ITI to print decals for Non-Resident business permits.	Send	External	Batch	SFTP	ITI FTP Server	DMV/Vendor Defined Layout
Administer Vehicles	Manage Vehicle	UIS10016	ITI	ITI POD Printer - Vehicle registrations.	N/A	Existing	An interface to all POD printers for vehicle	Send	External	Real-Time	Web Services	HTTPS, Access Data	DMV/Vendor Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10017	OpSec	Secure Temporary Placards (OpSec)	OpSec	Existing	Web Service for Secure Temp Placards assignment between Nevada Car Dealerships and Vendor. Vendor sends us the information as it is recorded. This web service does not assign placards, it just receives the information	Both	External	Real-Time	Web Services	HTTPS	DMV/Vendor Defined Layout
Administer Vehicles	Manage Vehicle	UIS10018	Irwin Hodson	Plates	Plate	Existing	An interface for vehicle plates creation at plate factory	Both	External	Both	FTP/Web Servi	Password	Vendor Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10019	Parking Agencies	Parking Violations (runs through JUNK)	JUNK	Existing	An interface used by the parking agencies to report the parking violations via Public Safety to DMV so that the vehicle registrations can be blocked until the payment obligation is met. (Court Add Parking Violation (CAPV), Court Inquire Parking	Both	External	Real-Time	TCP/IP		DMV/Vendor Defined Layout
Administer Vehicles	Manage Vehicle Registrations	UIS10020	DMV Internal	Insurance Reinstatement	NA	Existing	Web Application to reinstate registration by paying Insurance fines and adding coverage. Web Service calls for External Web App, MyDMV and KIOSK run from the same service. The interface for the Kiosks currently hits the Insurance Verification Program (NVUVE) web page before it hits the	both	Internal	Real-Time	HTTPS	Password	DMV Defined
Administer Vehicles	Manage Vehicle Registrations	UIS10021	DMV Internal	Insurance update	NA	Existing	Web Application to update vehicle Insurance- Web Service calls for External Web App, MyDMV and KIOSK run	both	Internal	Real-Time	HTTPS	Password	DMV Defined

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Administer Vehicles	Manage Vehicle Registrations	UIS10022	DMV Internal	Insurance Verification	NA	Existing	Web Service calls from CARRS, external Web App, MyDMV and KIOSK and batch mode processing for bulk verifications run from the same service that will verify	Both	External	Real-Time	HTTPS	IP Lock by carriers/ Certificates	ICMVA defined layout.
Administer Vehicles	Manage Vehicle Registrations	UIS10023	Tag Plant	Tag Plant Plate Orders	Tag Plant	Existing	Batch Extracts for plate orders. VR, OBL & MC. OBL plate orders use an interface.	Both	Internal	Batch	SFTP	Secured FTP	DMV Defined Layout
Administer Vehicles	Manage Vehicle Records	UIS10024	AAMVA	National Motor Vehicle Title Information System	NMVTIS	Existing	A system that allows titling agencies to instantly and reliably verify information on a paper title against the electronic data from the state that issued the title. We also	Both	External	Both	Mainframe UNI/ FTP UNI	Frame-Relay	Using AAMVA UNI interface application
Administer Vehicles	Manage Vehicle	UIS10025	Several External	Title Extract	N/A	Existing	Batch extract of title information.	Send	External	Batch	SFTP	Secured FTP	DMV Defined
Administer Vehicles	Manage Vehicle Registrations Manage Vehicle	UIS10026	DMV Internal	Electronic Dealer Report of Sale System	EDRS	Existing	An set of web applications and web services that provides various functions to dealers, internally to CARRs and externally allows for citizens to register new	Both	Internal/Ext	Real-Time	External Web Application & Internal Web Services	Password	DMV Defined Layout
Administer Vehicles	Manage Vehicle Registrations Manage	UIS10027	Several External Customers	Vehicle Data - Extracts	N/A	Existing	A set of interfaces that provides vehicle extract information.	Send	External	Batch	SFTP	Secured FTP	DMV Defined Layout
Administer Vehicles	Manage Vehicle Registrations Manage Vehicle Records	UIS10028	eOS	Electronic Lien and Titling (ELT) System	ELT	Existing	Web service / Batch for Vehicle Title Information. The web service does not interface with anything other than the mainframe, all files for eOS are SFTP'd.	Both	External	Both	Web Service/S	Password/Secured FTP	DMV Defined Layout using AAMVA vehicle title standards.
Administer Vehicles	Manage Vehicle Registrations Manage	UIS10029	TI	Off Highway Vehicle (OHV) Title and Registration extract	OHV	Existing	An extract from DMV to TI to print and mail OHV title and registrations.	Send	External	Batch	SFTP	Secured FTP	DMV/Vendor Defined Layout
Administer Vehicles	Manage Vehicle Registrations Manage	UIS10030	NV State DHHS	NOMADS/Welfare file by vehicles	NOMADS	Existing	An interface to extract vehicle information by make and model.	Send	Internal	Batch	SFTP	Secured FTP	DMV defined layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing /Future Interface	Function	Send/Receive/Both	Sent Internal to State/ External non-state	Real-Time/ Batch/ Both	Protocol	Security	Layout Information
Administer Vehides	Manage Vehicle Registrations Manage Vehicle Records	UIS10031	Polk	Complete Vehicle Identification Number Analysis	VINTElligence	Existing	We pick up a weekly update file from Polk and store - Internal Web Service is set up to run VIN Check/Validation. Service is called from CARRs and multiple web applications (External Dealer for (EDRS), Customer New Registration web application, Motor Carrier, Fast Title Application, etc.) This service is primarily called	both	External	Real-Time		Password	Vendor Defined Layout
Administer Vehides	Manage Vehicle Records	UIS10032	DMV Internal	Electronic Non-Repairable Vehicle Certificate	ENVC	Existing	Exchange data between DMV and Wreckers to generate Non Repairable Vehicle Certificates	Both	Internal	Real-Time			
Administer Vehides	Manage Vehicle Records	UIS10033	FedEx	Expedited Shipping for Expedited Title Processing	N/A	Existing	Batch extract to provide expedited shipping information to FedEx for the creation of FedEx labels.	Both	External	Batch	SFTP	Secured FTP	DMV/Vendor Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/Future Interface	Function	Send/Receive/Both	Sent Internal to State/External non-state	Real-Time/Batch/Both	Protocol	Security	Layout Information
Administer Motor Carriers	Regulate Motor Carrier Fuel	UI610001	DMV Inte	Motor Fuel Tax Application	NA	Existing	Web Application for Motor Fuel Tax Collection	both	Internal	Real-Time	HTTPS	Security information	DMV Defined
Administer Motor Carriers	Manage Vehicle Records	UI610002	Explore	The International Fuel Tax Agreement (or IFTA) is an agreement between the lower 48 states of the United States and the Canadian provinces, to simplify the reporting of fuel use by motor carriers that operate in more than one jurisdiction. An operating carrier with IFTA receives an IFTA license and two decals for each qualifying vehicle it operates. The carrier files a quarterly fuel tax report. This report is used to determine the net tax or refund due and to redistribute taxes from collecting states to states that it is	N/A	Existing	Batch extract to provide expedited shipping information to FedEx for the creation of FedEx labels.	Both	Internal/External	Real-Time	External Web Application & Internal Web Services	Password	DMV/Vendor Defined Layout

Level 0	Level 1	Interface Number	Business Partner	System	Acronym	Existing/Future Interface	Function	Send/Receive/Both	Sent Internal to State/External non-state	Real-Time/Batch/Both	Protocol	Security	Layout Information
Support Enterprise Operations	Exchange Data w/Data Trading Partners	UE710001	NV Department of Taxation	Nevada Department of Taxation	Taxation	Existing	Batch Extract to provide Taxation with DMV records.	Send	Internal	Batch	SFTP	Secured FTP	State Defined Layout
Support Enterprise Operations	Exchange Data w/Data Trading Partners	UE710002	Public Safety	Justice Link	JLINK	Existing	An interface used by law enforcement for verification of motor vehicle inquiries.	Send	External	Real-Time	Socket TCP	Internal to State	DMV/Public Safety Defined Layout
Support Enterprise Operations	Exchange Data w/Data Trading Partners	UE710003	QAS	Quality Address Systems (QAS)	QAS	Existing	An interface that allows address verification.	Both	External	Real-Time	Web Service	Internal to State	Vendor Defined Layout
Support Enterprise Operations	Exchange Data w/Data Trading Partners	UE710004	ITI	ITI Kiosk	Kiosk	Existing	An interface to all Kiosk channel transactions.	Both	External	Real-Time	Web Service	HTTPS, Access Data	DMV/Vendor Defined Layout
Support Enterprise Operations	Exchange Data w/Data Trading Partners	UE710005	EITS	XNIS - RPC Calls - EITS CICS application	XNIS	Existing	An interface for the RPC Calls - EITS CICS application.	Send	External	Real-Time	CICS Trans	Internal to State	DMV/State Defined Layout

Identifying Data			Transaction	Transaction		Laws Associated to Transaction		
Master Trans #	Division	Transaction Type	Transaction	Overall Priority	Currently Online	NRS Authority	NAC Authority	Policy Authority
3101	FSD	VR	Standard Title - Expedited Fee	8	No	482.4285, 482.907		VP-GS3.03, VP-GS4.02
3088	FSD	VR	License Plate Transfers	8	No	482.206, 482.216, 482.399, 482.480		VP-825.03
3036	FSD	VR	New Registration	9	No	482.215, 372.365, 482.205, 482.230		VP-801.06, VP-843.2
3070	FSD	VR	Temporary Movement Permit	8	Yes	482.396	482	VP-C01.08
3045	FSD	VR	Permits	7	No	482.3955, 482.553, 482.383		VP-C02.05, VP-V03.06, VP-C.04.4,
3058	FSD	VR	Individual Plate Order	7	Yes	482.3667, 2338, 482.230		VP-D06.07, VP-D05.04
3013	FSD	VR	Standard Title - Fee	8	No	482.4, 482.415		VP-G02.09
3058	FSD	VR	Individual Plate Order	7	Yes	482.3667, 2338, 482.230		
3205	FSD	VR	Edrs Online Registration (Dwp)	7	Yes			
3070	FSD	VR	Temporary Movement Permit	8	Yes	482.396		VP-C01.08
3045	FSD	VR	Permits	7	No	482.3955, 482.553, 482.383		VP-C02.05, VP-V03.06, VP-C.04.4,
3036	FSD	VR	New Registration	8	No	482.215, 372.365, 482.205, 482.230		

3013	FSD	VR	Standard Title - Fee	7	No	482.4, 482.415		
3101	FSD	VR	Standard Title - Expedited Fee	7	No	482.4285, 482.907		
3070	FSD	VR	Temporary Movement Permit	7	Yes	482.396		
3045	FSD	VR	Permits	6	No	482.3955, 482.553, 482.383		
3058	FSD	VR	Individual Plate Order	6	Yes	482.3667, 2338, 482.230		
3050	FSD	VR	Sales Tax Only	3	Yes	360.355, 372.055, 372.365, 374.030, 372.040, 374.070, 374.370		
3095	FSD	VR	Vehicle Renewal - Substitute Plate	7	No	482.124, 482.265, 482.285, 482.500		VP-804.06
3053	FSD	VR	Substitute Decal	7	Yes			
3079	FSD	VR	Individual - Duplicate Plates	6	No	482.206, 482.285, 482.399, 482.3757, 482.3775, 482.3785, 482.3787		VP-D10.08
3059	FSD	VR	Business Create Fleet	6	No	482.293, 482.644, 482.215, 482.182, 6908.023,	482.644, 482.646, 482.656, 482.650	VP-I01.03, VP1-I02.01
3034	FSD	VR	Business Fleet Registration	8	No			
3061	FSD	VR	Business Fleet Turn In Plate	6	No			
3063	FSD	VR	Business Fleet Renewal	8	No			
3070	FSD	VR	Temporary Movement Permit	7	Yes	482.396		VP-C01.08
3080	FSD	VR	Business - Duplicate Plates	5	No			
3082	FSD	VR	New Registration & Standard Title - Fleet	9	No			
3095	FSD	VR	Vehicle Renewal - Substitute Plate	6	No			VP-O10.08
3101	FSD	VR	Standard Title - Expedited Fee	7	No	482.4285, 482.907		VP-G53.03, VP-G54.02
3013	FSD	VR	Standard Title - Fee	7	No	482.4, 482.415		VP-G02.09

3057	FSD	VR	Business Plate Order	5	No		
3104	FSD	VR	Standard Title - Expedited Processing Bulk Fee	6	No		
3012	FSD	VR	Salvage Title - Bulk No Fee	4	No		
3011	FSD	VR	Salvage Title - Fee	1	No		VP-G51.01
3046	FSD	VR	Individual Handicap Request Or Placard	7	No	482.38333, 482.3837, 482.3839	VP-F01-12, VP-F05.02
3045	FSD	VR	Permits	6	No	482.3955, 482.553, 482.383	VP-C02.05, VP-V03.06, VP-C.04.4,
3044	FSD	VR	Golf Cart Permits	3	No	482.044	VP-B11.06
3086	FSD	VR	New Registration and Title	3	No		
3050	FSD	VR	Sales Tax Only	3	Yes	360.355, 372.055, 372.365, 374.030, 372.040, 374.070, 374.370	VP-J01, J02, J03, J04, J05, J06, J07
3047	FSD	VR	Business Handicap Request Or Placard	3	No		
5000	CSD	OHV	Ohv Standard Title - Fee	4	No	482.135	
5008	CSD	OHV	Ohv New Registration	4	No		
5009	CSD	OHV	Ohv Registration Renewal	4	Yes		No specific Policy Number. OHV Registration and Title Guide.
5010	CSD	OHV	Ohv Duplicate Decal	2	0		
5013	CSD	OHV	Ohv Standard Title & New Registration	4	No		
5018	CSD	OHV	Ohv Cancel Registration	2	0		
5016	CSD	OHV	OHV Standard Title - Bulk Fee	1	No		
3170	FSD	VR	Non-Resident Business Permit	2	No	482.3961, 706, 4458	VP-C07.04
3170	FSD	VR	Non-Resident Business Permit	2	No		
3172	FSD	VR	Non-Resident Business Permit - Reprint	2	No		

1090	CED	VR	Autonomous Testing Vehicle Plates	2	No			
1091	CED	VR	Change Info On Existing Autonomous Testing Plates	2	No			
1092	CED	VR	Duplicate Registration (Autonomous Testing Plate)	3	No			
1093	CED	VR	Substitute Decal (Autonomous Testing Plate)	2	No			
1094	CED	VR	Renew Autonomous Testing Plate	2	No			
1016	CED	OL	New Business License	6	No	No NRS changes		
1024	CED	OL	Renew Business License (Batch)	6	yes			
1027	CED	OL	Renew Occupational License	6	Yes			
1029	CED	OL	Temporary Location - Original	3	No			
1051	CED	OL	Temporary Location - Change	2	No			
1008	CED	OL	Change Info On Existing Business	7	No			
1063	CED	OL	Reprint Business License	5	No			
1007	CED	OL	Business Sanction Payment	5	No			
1010	CED	OL	Ors Extensions	6	No	Yes changes		
1019	CED	OL	New Occupational License	7	No			
1009	CED	OL	Change Info On Existing Occupational License	3	No			
1027	CED	OL	Renew Occupational License	6	Yes			
1073	CED	OL	Reprint Occupational License	5	No			
1066	CED	OL	Transfer/Associate Occupational License	6	No	Need to research		
1003	CED	OL	Occupational Sanction Payment	5	No			
1020	CED	OL	Business Plates	6	yes			
1054	CED	OL	Renew Business Plates	5	yes			
1061	CED	OL	Duplicate Registration (Business Plate)	5	No			
1062	CED	OL	Substitute Decal (Business Plate)	6	No			
1050	CED	OL	Change Info On Existing Business Plates	3	No			
1060	CED	OL	Instructor Renewal Annual Payment	1	No			
	CED	OL	School Curriculum	3	-			
1007	CED	OL	Business Sanction Payment	5	No			
	CED	OL	Authorized Representatives (Add/Remove)	2	-			
1012	CED	OL	Insurance Processing	6	No			
1041	CED	OL	Business License Id Card - Original	3	No			
1074	CED	OL	Private Bidder Id Card - Original	3	No			
1044	CED	OL	Business License Id Card - Renew	5	No			
1030	CED	OL	Business License Id Card - Duplicate	4	No			
1075	CED	OL	Private Bidder Id Card - Renewal	5	No			

1076	CED	OL	Private Bidder Id Card- Duplicate	3	No			
1077	CED	OL	Private Bidder Status Change	2	No			
1069	CED	OL	New Class A Certification - Body Shop	5	No			
1070	CED	OL	Change Info On Class A Certification	2	No			
2158	FSD	DAC	Nevada License - Dup. - Dac	4	0			
2167	FSD	DAC	Nevada License - Renew -DAC	5	No	NRS 483.291(6)	N/A	7.12 Renewals Duplicates, Changes & Reprints
2168	FSD	DAC	Nevada Instruction Permit - Renew DAC	5	No	NRS 483.291(6)	N/A	7.12 Renewals Duplicates, Changes & Reprints
2007	FSD	DL	Knowledge and Drive Test	3	No	NRS 483.330		NCDL 4.09 Drive Test
2148	FSD	DAC	Knowledge and Drive Test - DAC	3	No	NRS 483.330		NCDL 4.09 Drive Test
2093	FSD	DL	Original Expedited Service Permit	3	No	426.421, 426.441, 482.3835, 426.600 thru 426.630		DL-3.05, VP-F03-03
2094	FSD	DL	Expedited Service Permit Renewal	3	No			
2095	FSD	DL	Duplicate Expedited Service Permit	3	No			
2096	FSD	DL	Change Expedited Service Permit	3	No			
2119	FSD	DL	Special Id Card	4	No			DI-3.05
2153	FSD	NCDL	Address Change - Photo/Card Prod Only - Dac	2	No		NAC 483.0783	
2159	FSD	NCDL	Change Name, Dob Or Ssn - Dup. - Dac	2	No		NAC 483.0783	
2160	FSD	NCDL	Nevada Instruction Permit - Dup. - Dac	1	No		NAC 483.0783	
2170	FSD	NCDL	Temporary License - Renew - Dac	2	No			
2015	FSD	CDL	Nevada License - Cdl	6	No			43 CFR 383.73(m) 49 CFR 383.71 44 CFR 383.73(m) 49 CFR 383.71
2017	FSD	CDL	Instruction Permit - Cdl	7	No			45 CFR 383.73(m) 49 CFR 383.71
2040	FSD	CDL	Temporary License - Cdl	4	No			46 CFR 383.73(m) 49 CFR 383.71
2214	FSD	CDL	Nevada License - Cdl - Rid	7	No			47 CFR 383.73(m) 49 CFR 383.71
2215	FSD	CDL	Instruction Permit - Cdl - Rid	7	No			48 CFR 383.73(m) 49 CFR 383.71
2229	FSD	CDL	Temporary License - Cdl - Rid	4	No			49 CFR 383.73(m) 49 CFR 383.71
2043	FSD	CDL	Commercial License - Renew	6	No			49 CFR 383.71

2232	FSD	CDL	Commercial License - Renew - Rid	6	No			50 CFR 383.73(m) 49 CFR 383.71
2235	FSD	CDL	Temporary License - Cdl, Renew - Rid	5	No			49 CFR 383.73(m) 49 CFR 383.71
2044	FSD	CDL	Commercial Instruction Permit - Renew	5	No			
2233	FSD	CDL	Commercial Instruction Permit - Renew - Rid	5	No			
2033	FSD	CDL	Commercial License - Dup.	5	No			
2225	FSD	CDL	Commercial License - Dup. - Rid	5	No			
2035	FSD	CDL	Commercial Instruction Permit - Dup.	5	No			
2227	FSD	CDL	Commercial Instruction Permit - Dup. - Rid	5	No			
2028	FSD	CDL	Address Change Photo/Card Prod Only	5	No			
2220	FSD	CDL	Address Change Photo/Card Prod Only - Rid	5	No			
2180	FSD	NCDL	Nevada License - Rid	8	No			
2008	FSD	NCDL	Nevada License	7	No			
2001	FSD	NCDL	Original Id Card	7	No			
2210	FSD	NCDL	Original Id Card - Rid	7	No			
2149	FSD	NCDL	Nevada License - Dac	7	No			
2150	FSD	NCDL	Instruction Permit - Dac	7	No			
2016	FSD	NCDL	Instruction Permit	7	No			
2181	FSD	NCDL	Instruction Permit - Rid	7	No			
2213	FSD	NCDL	Duplicate Id Card - Rid	6	Yes			
2004	FSD	NCDL	Duplicate Id Card	6	Yes			
2070	FSD	NCDL	Nevada License - Renew	7	Yes			
2071	FSD	NCDL	Nevada Instruction Permit - Renew	6	No			
2073	FSD	NCDL	Temporary License - Renew	4	No			
2198	FSD	NCDL	Nevada License - Renew - Rid	7	Yes			
2199	FSD	NCDL	Nevada Instruction Permit - Renew - Rid	7	No			
2201	FSD	NCDL	Temporary License - Renew - Rid	4	No			
2217	CSD	NCDL	Mail-In Driver License Renewal - Rid	4	Yes			
2101	FSD	NCDL	Id Card Renewal	6	Yes			
2115	CSD	NCDL	Mail-In Id Card Renewal	3	Yes			
2243	FSD	NCDL	Id Card Renewal - Rid	6	Yes			
2023	CSD	NCDL	Mail-In Driver License Address Change	4	Yes			
2184	FSD	NCDL	Address Change - Photo/Card Prod Only - Rid	6	No			
2218	CSD	NCDL	Mail-In Driver License Address Change - Rid	4	Yes			
2051	FSD	NCDL	Address Change - Photo/Card Prod Only	6	No			
2099	CSD	NCDL	Mail-In Id Card Address Change	3	Yes			
2242	CSD	NCDL	Mail-In Id Card Address Change - Rid	3	Yes			
1068	CED	OL	Inspector Classification Upgrade	2	No			
1005	CED	OL	Bond Processing	6	No			
1005	CED	OL	Bond Processing	6	No			
1005	CED	OL	Bond Processing	6	No			
1024	CED	OL	Renew Business License (Batch)	6	yes			
1006	CED	OL	Business Sanction	2	No			
1022	CED	OL	Occupational Sanction	2	No			
1059	CED	OBL	School Annual Fee Payment	1	0			
3133	CSD	VR	Standard Title- Bulk Fee Fast Title	2	No			
3207	WEB	VR	Registration Fee Estimate (Dwp)	1	Yes			

3208	WEB	VR	Registration and Insurance Status Inquiry (Dwp)	1	Yes			
3210	WEB	VR	Vehicle Resale Notification	1	Yes			
3211	WEB	VR	Vehicle Taxes History	1	Yes			
1001	FSD/CSD	Records	Account Customer Information Request	3	No			
1004	CED	OBL	Bond Adjustment	4	No			
1017		-	New Business Refund	4	-			
1018		-	New Individual Refund	4	-			
1021	FSD/CSD	Records	Non-Account Business Information Request	2	No			
1040	CED	DL	Secure Documents	5	No			
1046	FSD/CSD	Records	Non-Account Indv. Information Request	2	No			
1049	MC	Gen	Motor Carrier Miscellaneous Payments	1	0			
1052	Gen	Records	Individual Miscellaneous Payments	4	No			
1053	Gen	Records	Business Miscellaneous Payments	3	No			
1058	WEB	OBL	Renew Business License (Online)	2	Yes			
1064	WEB	OBL	Acct Customer Information Request - Web	4	Yes			
1065	WEB	OBL	Business License Renewal - Web	2	Yes			
1067	CED	OBL	Gas Vir Sales	5	Yes			
1071	WEB	OBL	Body Shop Survey	1	Yes			
1072	CED	OBL	Diesel Vir Sales	5	Yes			
1117	CED	OBL	Station Manager - Create	1	0			
1118	CED	OBL	Station Manager - Update	1	0			
1128	CED	OBL	Update Station Parameters	1	0			
1134	WEB	OBL	Vir Gas Web Sales	2	Yes			
1135	WEB	OBL	Vir Diesel Web Sales	1	Yes			
1204		-	New Motor Carrier Refund	4	-			
1202	GEN	Gen	Same Day Manual Refund	4	0			
1203	GEN	Gen	Non-Same Day Manual Refund	4	0			
1204	FSD/CSD	Records	Customer Account Maintenance	2	No			
1206	FSD/CSD	Gen	Customer Account Payment	3	0			
1207	FSD/CSD	Records	Shipping Account Maintenance	1	0			
1210	FSD/CSD	DL	Aamvanet Search	4	0			
1211	FSD/CSD	DL	Maintain Aamvanet Pointer	3	0			
1212	CSD	DL	Send Out Of State Conviction	4	No			
1213	CSD	DL	Negate Out Of State Conviction	2	No			
1214	CSD	DL	Maintain Aamvanet Pointer - Bulk	2	No			

1215	CSD	DL	Aamvanet Search - Bulk	2	No			
1501	ASD	ASD	Rev. Recovery - Initiate	5	No			
1502	ASD	ASD	Rev. Recovery - Maintenance	6	No			
1503	Gen	Gen	Rev. Recovery - Payment	4	0			
2002	FSD	DL	Change Id Card	5	No			
2003	FSD	DL	Photo/Card Prod Fee Only - Id Card	4	No			
2005	FSD	DL	Vision Test Results	3	No			
2006	CSD	DL	Limited Driver Privilege	4	No			
2009	CSD	DL	Driver Withdrawal	6	No			
2012	FSD	DL	Motor Voter Data Entry	4	No			
2013	CSD	DL	Surrendered License	4	No			
2014	CSD	DL	Deceased Record	3	No			
2018	FSD	DL	Add Endorsement	4	No			
2019	FSD	CDL	Add Endorsement - Cdl	5	No			
2022	CSD	DL	Mail-In Driver License Renewal	4	No			
2024	CSD	DL	Conviction Details	6	No			
2025	CSD	DL	Accident Details	4	No			
2026	CSD	DL	Traffic Safety School	4	No			
2027	FSD	CDL	Change Name, Dob Or Ssn - Cdl	5	No			
2029	FSD	CDL	Change Class	3	No			
2030	FSD	CDL	Reprint Commercial License	5	No			
2031	FSD	CDL	No Fee Commercial License	4	No			
2032	FSD	CDL	Photo/Card Prod Fee Only - Cdl	4	No			
2034	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Dup.	5	No			
2039	FSD	CDL	Completion Of Instruction Permit - Cdl	6	No			
2041	FSD	CDL	Add Class - Original	3	No			
2045	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Renew	6	No			

2046	FSD	CDL	Temporary License- CDL Renew	4	No		
2049	FSD	ID	No Fee Id Card	4	0		
2050	FSD	DL	Change Name, Dob Or Ssn	5	No		
2053	FSD	DL	Change Class - Nodl	3	No		
2054	FSD	DL	Reprint Driver Privilege	4	No		
2055	FSD	DL	No Fee Driver License	4	No		
2056	FSD	DL	Photo/Card Prod Fee Only Driver License	4	No		
2057	FSD	DL	Nevada License - Dup.	5	0		
2058	FSD	DL	Change Name, Dob Or Ssn - Dup.	2	No		
2059	FSD	DL	Nevada Instruction Permit - Dup.	2	0		
2067	FSD	DL	Completion Of Instruction Permit	2	No		
2068	FSD	DL	Temporary License	2	No		
2069	FSD	DL	Photo/Card Prod Fee Only - Change	2	No		
2072	FSD	DL	Change Name, Dob, Or Ssn - Renew	2	No		
2074	FSD	DL	Photo/Card Prod Fee Only - Renew	2	No		
2075	FSD	DL	Sr22/Sr26 Details	4	No		
2077	FSD	DL	Driver Privilege W/O Renewal	3	No		
2078	FSD	DL	Driver Privilege W/ Renewal	3	No		
2079	FSD	DL	Clearance Letter	2	No		

2080	FSD	CDL	Driver Privilege W/O Renewal - Cdl	6	No			
2081	FSD	CDL	Driver Privilege W/ Renewal - Cdl	6	No			
2082	FSD	CDL	Clearance Letter - Cdl	4	No			
2083	FSD	DL	Reinstate Id Card	1	0			
2089	WEB	DL	Driver License Renewal Web	1	Yes			
2097	FSD	DL	No Fee Expedited Service Permit	1	No			
2103	FSD	DL	Driver History Record (No Fee)	2	No			
2104	FSD	DL	Driver History Record	2	Yes			
2105	WEB	DL	Driver History Record (Web)	3	Yes			
2106	FSD	DL	Tsa Fingerprint Check	5	No			
2110	CSD	DL	Medical Information	4	No			
2111	CSD	DL	Out Of State Manual History Entry	3	No			
2113	CSD	DL	Link Withdrawal/Convictions	1	No			
2117	CSD	DL	Surrendered Id Card	3	No			
2122	FSD	DL	Old-120 Processing	2	No			
2123	CSD	DL	L1 Card Reprint - DI	4	No			
2124	CSD	DL	L1 Card Reprint - Id	2	No			
2133	FSD	DL	Medical Waiver Entry	4	No			
2134	FSD	DL	Medical Certificate Entry	4	No			
2135	WEB	DL	Duplicate Instruction Permit - Portal	1	Yes			
2136	WEB	DL	Duplicate Nevada License - Portal	2	Yes			
2137	WEB	DL	Duplicate Id Card - Portal	2	Yes			
2138	WEB	DL	Portal Id Renewal W/O Address Change	1	Yes			
2139	WEB	DL	Portal DI Renewal W/O Address Change	2	Yes			
2140	WEB	DL	Driver History Printout - Portal	2	Yes			
2141	CSD	DL	Medical Certificate Entry Bkofc	3	Yes			
2142	CSD	DL	Medical Rejection Entry Bkofc	1	Yes			
2143	WEB	DL	Portal DI Address Change W/O Renewal	2	Yes			
2144	WEB	DL	Portal DI Address Change With Renewal	2	Yes			
2145	WEB	DL	Portal Id Address Change W/O Renewal	2	Yes			
2146	WEB	DL	Portal Id Address Change With Renewal	1	Yes			
2147	FSD	DAC	Limited Driver Privilege-DAC	2	No			
2151	FSD	DAC	Add Endorsement - Dac	2	No			
2152	FSD	DAC	Change Name, Dob Or Ssn - Dac	2	No			
2154	FSD	DAC	Change Class - Ncdl - Dac	2	No			
2155	FSD	DAC	Reprint Driver Privilege - Dac	2	No			

2156	FSD	DAC	No Fee Driver License - Dac	2	No			
2157	FSD	DAC	Photo/Card Prod Fee Only Driver License - Dac	2	No			
2164	FSD	DAC	Completion Of Instruction Permit - Dac	3	No			
2165	FSD	DAC	Temporary License - Dac	2	No			
2166	FSD	DAC	Photo/Card Prod Fee Only - Change - Dac	2	No			
2169	FSD	DAC	Change Name, Dob, Or Ssn - Renew - Dac	2	No			
2171	FSD	DAC	Photo/Card Prod Fee Only - Renew - Dac	2	No			
2172	FSD	DAC	Driver Privilege W/O Renewal - Dac	2	No			
2173	FSD	DAC	Driver Privilege W/ Renewal - Dac	2	No			
2174	FSD	DAC	Clearance Letter - Dac	2	No			
2175	WEB	DL		1	Yes			
2182	FSD	RID	Add Endorsement - Rid	2	No			
2183	FSD	RID	Change Name, Dob Or Ssn - Rid	3	No			
2185	FSD	RID	Change Class - Ncdl - Rid	2	No			
2186	FSD	RID	Reprint Driver Privilege - Rid	3	No			
2187	FSD	RID	No Fee Driver License - Rid	2	No			
2188	FSD	RID	Photo/Card Prod Fee Only Driver License - Rid	2	No			
2189	FSD	RID	Nevada License - Dup. - Rid	3	0			
2190	FSD	RID	Change Name, Dob Or Ssn - Dup. - Rid	2	No			
2191	FSD	RID	Nevada Instruction Permit - Dup. - Rid	2	0			
2192	FSD	RID	To And From School Permit - Rid	2	No			
2195	FSD	RID	Completion Of Instruction Permit - Rid	3	No			
2196	FSD	RID	Temporary License - Rid	2	No			
2197	FSD	RID	Photo/Card Prod Fee Only - Change - Rid	2	No			
2200	FSD	RID	Change Name, Dob, Or Ssn - Renew - Rid	2	No			
2202	FSD	RID	Photo/Card Prod Fee Only - Renew - Rid	2	No			
2203	FSD	RID	Driver Privilege W/O Renewal - Rid	3	No			
2204	FSD	RID	Driver Privilege W/ Renewal - Rid	3	No			

2205	FSD	RID	Clearance Letter - Rid	2	No			
2211	FSD	RID	Change Id Card - Rid	3	No			
2212	FSD	RID	Photo/Card Prod Fee Only - Id Card - Rid	2	No			
2216	FSD	CDL	Add Endorsement - Cdi - Rid	6	No			
2219	FSD	CDL	Change Name, Dob Or Ssn - Cdi - Rid	5	No			
2221	FSD	CDL	Change Class - Rid	3	No			
2222	FSD	CDL	Reprint Commercial License - Rid	5	No			
2223	FSD	CDL	No Fee Commercial License - Rid	4	No			
2224	FSD	CDL	Photo/Card Prod Fee Only - Cdi - Rid	4	No			
2226	FSD	CDL	Change Name, Dob Or Ssn - Cdi, Dup. - Rid	5	No			
2228	FSD	CDL	Completion Of Instruction Permit - Cdi - Rid	6	No			
2230	FSD	CDL	Add Class - Original - Rid	2	No			
2231	FSD	CDL	Photo/Card Prod Only - Original - Rid	2	0			
2234	FSD	CDL	Change Name, Dob Or Ssn - Cdi, Renew - Rid	5	No			
2236	FSD	CDL	Photo/Card Prod Fee Only - Cdi, Renew - Rid	4	No			
2237	FSD	RID	No Fee Id Card - Rid	4	No			
2238	FSD	CDL	Driver Privilege W/O Renewal - Cdi - Rid	6	No			
2239	FSD	CDL	Driver Privilege W/ Renewal - Cdi - Rid	6	No			
2240	FSD	CDL	Clearance Letter - Cdi - Rid	3	No			
2241	FSD	CDL	Reinstate Id Card - Rid	4	No			
2245	CSD	DL	Mail In ID Card Renewal-RID	2	Yes			
2250	WEB	DL	Duplicate Instruction Permit - Portal - Rid	1	Yes			
2251	WEB	DL	Duplicate Nevada License - Portal - Rid	2	Yes			
2252	WEB	DL	Duplicate Id Card - Portal - Rid	2	Yes			
2253	WEB	DL	Portal Id Renewal W/O Address Change - Rid	1	Yes			
2254	WEB	DL	Portal DI Renewal W/O Address Change - Rid	2	Yes			
2255	WEB	DL	Portal DI Address Change W/O Renewal - Rid	3	Yes			
2256	WEB	DL	Portal DI Address Change With Renewal - Rid	1	Yes			
2257	WEB	DL	Portal Id Address Change W/O Renewal - Rid	2	Yes			
2258	WEB	DL	Portal Id Address Change With Renewal - Rid	1	Yes			
2259	CSD	DL	CI Card Release	3	No			
2260	CSD	DL	CI Deny Card:Document Fraud	2	No			
2261	CSD	DL	CI Deny Card:Secondary Verification	2	No			
2262	CSD	DL	CI Deny Card:Tertiary Verification	2	No			

2264	CSD	DI	CI Deny Card: CdIs Pointer	2	No		
2265	CSD	DL	CI Deny Card: Other	3	No		
2268	CSD	DL	Marijuana ID Card - New	3	No		
2272	CSD	DL	Marijuana ID Card - Surrender	1	No		
3003	CSD	CSD	Standard Title - Bulk Fee	4	No		
3004	CSD	CSD	Standard Title - Bulk No Fee	4	No		
3005	CSD	CSD	Junked	3	Yes		
3007	CSD	CSD	Cancelled To Another State	3	No		
3009	CSD	CSD	Title Stop	5	No		
3015	CSD	CSD	Uen Sales	4	Yes		
3017	FSD	FSD	Title Delete	4	No		
3021	CSD	CSD	Non-Repairable Certificate	4	No		
3025	CSD	IVP	Data Mailer Entry	4	Yes		
3026	CSD	IVP	Suspension Notice Certification Entry	3	No		
3027	CSD	IVP	Hearing Request/Results	4	No		
3028	FSD	IVP	Hearing Request	1	No		
3029	CSD	IVP	Reinstatement - Cs	3	Yes		
3030	FSD	IVP	Reinstatement	4	Yes		
3031	CSD	IVP	Insurance Company Response	3	No		
3032	CSD	IVP	Incident Detail - Sanction Status Change - Cs	3	No		
3033	CSD	IVP	Incident Detail - Sanction Status Change	3	No		
3037	FSD/CSD	VR	Duplicate Registration	5	-		
3038	CSD	VR	Vehicle Renewal - Mail In	4	No		
3039	CSD	VR	Vehicle Renewal - Drop Box	3	No		
3040	FSD	VR	Vehicle Renewal - Walk In	3	No		
3041	FSD/CSD	VR	Modify Existing - No Fee	3	No		
3042	FSD/CSD	VR	Vehicle Info Change	2	No		
3043	FSD/CSD	VR	Admin Stop - Add / Remove	3	No		
3048	FSD	VR	Restore Deleted Title	2	No		
3052	CSD	VR	Individual Plate Order Update	2	No		
3054	FSD/CSD	VR	Release/Turn In	3	Yes		
3055	ASG	Gen	Helpdesk Data Corrections	4	No		
3060	CSD	VR	Business Plate Order Update	2	No		
3067	CSD	IVP	Sanction Status Change	2	No		
3069	CSD	IVP	Vehicle Insurance Information - Cs	4	No		
3071	CSD	IVP	Nv Live Correspondence - Cs	2	No		
3076	FSD	IVP	Vehicle Insurance Information - Fs	4	No		
3078	FSD	VR	Smog / Smoking Vehicle Sanctions	2	No		
3081	FSD/CSD	VR	Standard Title - No Fee	3	No		
3085	CSD	VR	Vehicle Renewal - Mail In (Fast Entry)	3	No		
3087	FSD/CSD	VR	Un-Surrender Plates	2	No		
3091	WEB	VR	Emission Station Vehicle Registration Renewal	3	Yes		
3093	WEB	VR	Vehicle Registration Renewal (Web)	4	Yes		
3096	FSD	VR	Dui Registration Reinstatement	2	No		
3099	FSD	VR	Create/Update Insurance Business	2	0		
3100	CSD	VR	Salvage Title - Expedited Processing Bulk No Fee	2	No		
3102	FSD	VR	Standard Title - Expedited No Fee	2	0		
3103	FSD	VR	Standard Title - Expedited Processing Bulk No Fee	2	No		
3106	CSD	VR	Title Demand	3	No		

3107	CSD	CSD	Title Batch Release	1	No			
3108	CSD	CSD	Elt Case Management	3	No			
3110	CSD	CSD	Elt Lien Release	4	No			
3111	CSD	CSD	Elt Print Request	4	No			
3114	CSD	CSD	Elt Lienholder Add	2	No			
3115	CSD	CSD	Elt Lienholder Change	2	No			
3116	CSD	CSD	Elt Lienholder Update	2	Yes			
3117	CSD	CSD	Elt Lienholder Reassign	2	No			
3118	CSD	CSD	Elt Lien Release - Expedited Shipping	2	Yes			
3119	CSD	CSD	Elt Print Request - Expedited Shipping	2	Yes			
3120	CSD	CSD	Elt Salvage Lien Release	1	Yes			
3121	CSD	CSD	Elt Salvage Lien Release - Expedited Shipping	1	Yes			
3122	CSD	CSD	Elt Salvage Print Request	1	Yes			
3123	CSD	CSD	Elt Salvage Print Request - Expedited Shipping	1	Yes			
3125	CSD	CSD	Expedited Transaction Review	1	No			
3126	CSD	CSD	Title Reject Letter Generator	2	No			
3130	CSD	CSD	Standard Title - Fast Title	6	No			
3131	CSD	CSD	Salvage Title - Expedited Processing - Fast Title	2	No			
3132	CSD	CSD	Standard Title - Expedited Processing - Fast Title	5	No			
3134	CSD	CSD	Salvage Title - Fast Title	2	No			
3135	CSD	CSD	Standard Bonded Title - Bulk No Fee	2	No			
3136	CSD	CSD	Standard Bonded Title - Expedited Processing Bulk No Fee	2	No			
3137	CSD	CSD	Salvage Bonded Title - Bulk No Fee	2	No			
3139	CEB	OBL	Bond Adjustment	2	No			
3140	CSD	CSD	Standard Bonded Title Theft & Brand Inquiry	2	No			
3141	CSD	CSD	Salvage Bonded Title Theft & Brand Inquiry	2	No			
3158	WEB	VR	Web Personalized Plate Order	2	Yes			
3171	PSD	VR	Non-Resident Business Permit - Renewal	2	0			
3201	WEB	VR	Registration Renewal (Dwp)	3	Yes			
3202	WEB	VR	Registration Reinstatement (Dwp)	2	Yes			
3203	WEB	VR	Duplicate Registration Without Decal (Dwp)	2	Yes			
3204	WEB	VR	Duplicate Registration With Decal (Dwp)	2	Yes			
3206	WEB	VR	Insurance Update (Dwp)	3	Yes			
3209	WEB	VR	Insurance Verification Response (Dwp)	2	Yes			
3212	WEB	VR	Edrs Online Registration With Transfer (Dwp)	2	Yes			
3213	WEB	VR	Address Change (Dwp)	3	Yes			
3214	WEB	VR	Address Change With Registration Certificate	2	Yes			
3215	WEB	VR	Temporary Movement Permit Online	3	Yes			
3216	WEB	VR	Registration Cancellation (Dwp)	3	Yes			
3217	WEB	VR	Undo Registration Cancellation	1	Yes			
3218	WEB	VR	Personalized Plate Order	2	Yes			
3701	CSD	VR	Fix Corrupt Vins	3	No			
3705	CSD	VR	Lien Stolen Check	3	No			
4001	MC	Motor Fuel	Motor Fuel Tax Return And Payment	7	Yes			
4002	MC	Motor Fuel	Motor Fuel Statistical Distribution	6	Yes			
4003	MC	Motor Fuel	Motor Fuel Worksheet & Payment	6	Yes			
4011	MC	TLC	Open Account	1	0			
4012	MC	TLC	Update Account Information	2	0			

4013	MC	TLC	Add Comments	2	0			
4014	MC	TLC	Add Lcv Permit	2	0			
4015	MC	TLC	Verify Documents & Issue Credentials	1	0			
4020	MC	TLC	Add A Vehicle To A Fleet	2	0			
4021	MC	TLC	Add Fleet	2	0			
4022	MC	TLC	Update Fleet Information	2	0			
4024	MC	TLC	Fleet Renewals	2	0			
4026	MC	TLC	Update Lcv Permit	1	0			
4027	MC	TLC	Substitute Lcv Permit	1	0			
4030	MC	TLC	Surrender Plates From Vehicle(s)	2	0			
4031	MC	TLC	Update Vehicle Information	1	0			
4033	MC	TLC	Issue Temporary Authority	1	0			
4034	MC	TLC	Substitute Or Reissue Credentials	2	0			
4035	MC	TLC	Enter Smog Information	1	0			
4040	MC	TLC	Charge Sales Tax	1	0			
4041	MC	TLC	Apply Payments	2	0			
4047	MC	TLC	View Account Financial History	1	0			
4048	MC	TLC	Miscellaneous Invoice	2	0			
4053	MC	TLC	View Account Information	1	0			
4056	MC	TLC	Not Listed in Spreadsheet	1	0			
4057	MC	TLC	View Fleet Information	1	0			
4060	MC	TLC	View Account Summary	2	0			
4061	MC	TLC	Vin Correction	1	0			
4070	MC	TLC	Credential Number Table Update	1	0			
4071	MC	TLC	Verify lrp Transmittal	1	0			
4072	MC	TLC	No-Theft-Vin Management	1	0			
4073	MC	TLC	Reprint Cab Card (No Fee)	2	0			
4074	MC	TLC	Surrender Lcv Permit	1	0			
4076	MC	TLC	Foreign Exchange Rate Table Update	1	0			
4077	MC	TLC	Renewal Letters	2	0			
5001	CSD	OHV	Ohv Standard Title - No Fee	3	No			
5002	CSD	OHV	OHV Cancelled to Another State	1	No			
5003	CSD	OHV	Ohv Title Stop - Add/Remove	2	No			
5004	CSD	OHV	Ohv Title Delete	1	No			
5006	CSD	OHV	Ohv Complete Pending Verification	2	No			
5007	CSD	OHV	Ohv Release Of Liability	2	No			
5011	CSD	OHV	Ohv Modify Existing - No Fee	2	No			
5012	CSD	OHV	Ohv Admin Stop - Add/Remove	1	No			
5014	CSD	OHV	Ohv Reject Letters	3	No			
5015	CSD	OHV	Ohv Vehicle Info Change	1	No			
5019	CSD	OHV	Ohv Title Demand	2	No			
5020	CSD	OHV	Elt Ohv Lien Release	2	No			
5021	CSD	OHV	Elt Ohv Print Request	1	No			
No Master Trans	CED	OL	30 Day Notice of Insurance Expiration	4	No			
No Master Trans	CED	OL	7 Day Notice of Action of Insurance Expiration	5	No			
No Master Trans	CED	OL	30 Day Notice of Action of Insurance Expiration	4	No			

No Master Trans	CED	OL	School Renewal Application	4	No			
No Master Trans	CED	OL	Instructor Renewal Application	4	No			
No Master Trans	CED	OL	Business Expiration Notification	4	No			
No Master Trans	CED	OL	Bond Notices for (New, Reinststate, Cancel)	4	No			
No Master Trans	CED	OL	Insurance Company Notices (New, Reinststate, Cancel)	4	No			
No Master Trans	CED	OL	Secure Documents	4	No			
1008	CED	OL	Change Info On Existing Business	3	No			
No Master Trans	CED	OL	1 Day Notice for Action for Bond Cancellation	5	No			
No Master Trans	CED	OL	Body Shop Survey	5	No			
No Master Trans	MC	Audit	Creation of Audit Plan -Auditor III or Designee will select IFTA taxpayer accounts from a report in IPC web based system and enter into the Excel FYXX Travel Schedule/Audit Plan for Auditors	6	No			
No Master Trans	MC	Audit	Creation of Audit Plan - Auditor III or Designee will select IRP taxpayer accounts from a report in MCC web based system and enter into the Excel FYXX Travel Schedule/Audit Plan for Auditors	6	No			
No Master Trans	MC	Audit	Creation of Audit plan - Auditor III or Designee will select Supplier accounts using the Motor Fuel Team Bond spreadsheet to determine Tier level and enter into the Tier Level worksheet where audits are chosen and then are put on the FYXX Travel Schedule/Audit Plan for Auditors.	6	No			
No Master Trans	MC	Audit	Creation of Audit plan - Auditor III or Designee will select all other taxpayer accounts and enter into the FYXX Travel Schedule/Audit Plan for Auditors	6	No			
No Master Trans	MC	Audit	If the Administrative Assistance receives referrals for audits from other sections and other departments they are entered into the Excel FYXX Travel Schedule/Audit Plan for Auditors and enter into Access Database	4	No			
No Master Trans	MC	Audit	Auditors will select audits from the Excel FYXX Travel Schedule/Audit Plan	8	No			
No Master Trans	MC	Audit	Using the FYXX Travel Schedule/Audit Plan the Administrative Assistant will then create a New Company record or Update the Company record in the MC Audit Access Database with taxpayer information then creates the audit plan and issues one audit number.	4	No			
No Master Trans	MC	Audit	When informed by the Auditor the Administrative Assistant will then assign the audit to the auditor and issue any other audit numbers requested.	3	No			

No Master Trans	MC	Audit	IFTA audit completed using the IPC web based program and go through review process	6	No			
No Master Trans	MC	Audit	IRP audit completed using the MCC web based program and go through review process	6	No			
No Master Trans	MC	Audit	Prior to the Supplier Audit, auditors reconcile the tax returns against all other appropriate tax returns from the Motor Fuel System (webbased system).	6	No			
No Master Trans	MC	Audit	Supplier audit are done in an Excel workbook that is updated on a Fiscal year as tax rates change. All tax, penalty and interest are calculated by formulas in the spread sheet and go through the review process.	6	No			
No Master Trans	MC	Audit	MC4S and MC413 audits are done on an inhouse spreadsheet which calculates the tax, interest and penalty. Admin fines are added manually and go through the review process.	5	No			
No Master Trans	MC	Audit	Estimated audits are done on an inhouse spreadsheet which calculates the tax, interest and penalty. Admin fines are added manually. Update of tax rates as needed through the review process.	6	No			
No Master Trans	MC	Audit	Estimated audits are uploaded to the IPC Program for payment.	5	No			
No Master Trans	MC	Audit	Citation, Vendor Billing, Permit Vendor, etc. Audits are completed on the appropriate workbook and taken thru the review process.	5	No			
No Master Trans	MC	Audit	Once Audit has been completed and review the status and audit results will be entered in the MC Audit Access Database by the Administrative Assistant and the status updated to preliminary/in appeal when sent out to taxpayer	4	No			
No Master Trans	MC	Audit	The Administrative Assistant or Auditors once audit approved will create a PDF document using CutePDF to send to the taxpayer	4	No			
No Master Trans	MC	Audit	IFTA audits paid by check or credit card - payment entered into IPC by Admin Asst including time spent on MC Money Log	5	No			
No Master Trans	MC	Audit	Taxpayer goes into IPC and makes Payment	7	No			
No Master Trans	MC	Audit	IFTA audit payment (internal or external) flows from MCC to CARRS	4	No			
No Master Trans	MC	Audit	IRP audit paid by check or credit card - payment entered into MCC by Admin Asst including time spent on MC Money Log	5	No			
No Master Trans	MC	Audit	Taxpayer goes into MCC and makes Payment	7	No			
No Master Trans	MC	Audit	IRP audit payments (internal or external) flow from MCC to CARRS	4	No			
No Master Trans	MC	Audit	Administrative Assistance updates the MC Audit database with payments (all audit types) when paid	5	No			

No Master Trans	MC	Audit	Administrative Assistance updates the MC Audit Database with Statutory information on audits of any type not paid	3	No			
No Master Trans	MC	Audit	Administrative Assistant enters Reconsideration of Audit requested by Taxpayer into Access Database	4	No			
No Master Trans	MC	Audit	Recon audits on all other audit types such as Citation, Vendor Billing, Permit Vendor, etc. done by Auditor in the appropriate web based system or workbook.	6	No			
No Master Trans	MC	Audit	IFTA Recon audits done in IPC web based program and follow same process as above	6	No			
No Master Trans	MC	Audit	IPR Recon Audit done in MCC web based program and follow same process as above	6	No			
No Master Trans	MC	Audit	Supplier Recon Audit done in web based program and follow same process as above	6	No			
No Master Trans	MC	Audit	Supplier audit payments received through TXI team enter in Access Database	5	No			
No Master Trans	MC	Audit	Supplier audit payments entered into CARRS includes time spent on MC Money log	6	No			
No Master Trans	MC	Audit	Citation, Vendor Billing, Estimated, MC4 and Permit Vendor paid into CARRS by Administrative Assistant includes time spent on MC Money log	5	No			
No Master Trans	MC	Audit	Citation, Vendor Billing, Estimated, MC4 and Permit Vendor status updated to paid in Access Database	5	No			
No Master Trans	MC	Audit	Administrative Assistant refers audits not paid to Revenue section for collection and updates the Access Database	3	No			
No Master Trans	MC	Audit	Administrative Assistant then updates the Access Database for referred audits to Bad Debt	3	No			
No Master Trans	MC	Audit	Pulling statistical information out of the MC Audit Database such reports for evaluations, weekly, monthly and yearly numbers, completed audit report, paid report, refer to Revenue, etc.	6	No			
No Master Trans	MC	Audit	Travel Billings Payments on out of state audits	3	No			
No Master Trans	MC	Audit	Account code adjustments written and entered into CARRS if needed.	2	No			
4003	MC	Motor Fuel	Tax payers currently submit manual amended fuel tax returns, no online.	6	Yes			
4001	MC	Motor Fuel	The staff currently calculate gross effective rates of Motor Fuel taxes due for amended tax returns.	6	Yes			
4001	MC	Motor Fuel	The staff currently process filings for transporters and tribes manually	7	Yes			
4001	MC	Motor Fuel	The staff currently generate Motor Fuel industry license renewal notices.	6	Yes			
1203	MC	Motor Fuel	Staff currently performs refunds manually for exempt fuel usage for gas and diesel.	5	0			
No Master Trans	MC	Motor Fuel	The staff currently process and manage the surety bond functionality. No automated process.	7	No			
No Master Trans	MC	Motor Fuel	The staff currently generate all customer correspondence.	6	No			

No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for approved tax reimbursement requests.	5	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel suppliers.	6	No			
No Master Trans	MC	Motor Fuel	The staff generate customer expiration notices for Letters of Credit and revocation notices to Motor Fuel Industry licensees.	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate notification to Motor Fuel industry customers when there are updates to the tax table.	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel licensed transporters (e.g., letters of approval, license, bill-of-rights information).	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence of the required corrections in order to complete the amended tax return.	6	No			
4003	MC	Motor Fuel	Staff currently enters tax returns other than the current period manually.	6	Yes			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel revenue refund request (e.g., approval, acceptance).	5	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel denials of Gas Tax Refunds.	5	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence providing the closing requirements of a Motor Fuel Supplier license.	5	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel dealers (e.g., letters of approval, license, bill-of-rights information).	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel licensed Tribes (e.g., letters of approval, license, bill-of-rights information).	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel returned documents.	6	No			
No Master Trans	MC	Motor Fuel	The staff currently generate customer correspondence for Motor Fuel license revocations.	6	No			
No Master Trans	MC	Motor Fuel	Staff currently prepare tables for tax indexing types on tax tables (e.g., Producer Price Indexing [PPI], Consumer Price Indexing [CPI]).	6	No			
No Master Trans	MC	Motor Fuel	Staff currently generate customer correspondence for Motor Fuel licensed manufacturers (e.g., letters of approval, license, bill-of-rights information).	6	No			
4001	MC	Motor Fuel	The tax payer files and remits payment for their fuel taxes online and the system calculates the required Motor Fuel tax amounts (e.g., fees, late loads, interest, penalties, taxes).	7	Yes			
No Master Trans	MC	Motor Fuel	The tax payer currently downloads into the software the current report periods. Other periods are submitted manually.	7	No			

No Master Trans	MC	Motor Fuel	The system captures and retains all customer uploaded pre-formatted Motor Fuel tax return files.	7	No			
No Master Trans	MC	Motor Fuel	The system captures Motor Fuel differences of schedule amounts and gallons.	7	No			
No Master Trans	MC	Motor Fuel	The system copies the Motor Fuel tax return information and it is available to the customer.	7	No			
No Master Trans	MC	Motor Fuel	The system uses tax tables for all motor fuel calculations.	7	No			
No Master Trans	MC	Motor Fuel	The system validates all entered Motor Fuel amounts according to business rules.	7	No			
No Master Trans	MC	Motor Fuel	The staff currently generate Motor Fuel industry licensee notices after they are approved in coordination with using OBL software.	6	No			
No Master Trans	MC	Motor Fuel	The system captures fee reimbursement information for certain fees (e.g., filing period, amounts, individual purchases, purchase dates).	6	No			
No Master Trans	MC	Motor Fuel	The system currently calculates dispositions of penalty and interest statuses (e.g., approved, denied, returned, review, approved).	6	No			
No Master Trans	MC	Motor Fuel	The system captures Motor Fuel late load information.	6	No			
1053	MC	Revenue	Process IFTA Audit payments	6	No			
1053	MC	Revenue	Process IRP Audit payment	6	No			
1053	MC	Revenue	Process Audit Citation payments	6	No			
1053	MC	Revenue	Process IFTA delinquencies	6	No			
1053	MC	Revenue	Process IRP delinquencies	6	No			
1053	MC	Revenue	Process NEV Only delinquencies	6	No			
1053	MC	Revenue	Process IRP late paperwork fines	6	No			
1053	MC	Revenue	Process NEV Only late paperwork fines	6	No			
1053	MC	Revenue	Process IRP Administrative fine payment plans	6	No			
1053	MC	Revenue	Process IFTA Administrative fine payment plans	6	No			
1053	MC	Revenue	Process NEV Only Administrative fine payment plans	6	No			
1053	MC	Revenue	Process Audit payment plans	6	No			
1053	MC	Revenue	Process Audit Citation payment plans	6	No			
No Master Trans	MC	Revenue	File Liens on IRP delinquencies	6	No			

No Master Trans	MC	Revenue	File Liens on NEV Only delinquencies	6	No			
No Master Trans	MC	Revenue	File Liens on IFTA delinquencies	6	No			
No Master Trans	MC	Revenue	File Liens on Audit delinquencies	6	No			
No Master Trans	MC	Revenue	File UCC on IRP delinquencies	6	No			
No Master Trans	MC	Revenue	File UCC on NEV Only delinquencies	6	No			
No Master Trans	MC	Revenue	File UCC on IFTA delinquencies	6	No			
No Master Trans	MC	Revenue	File UCC on Audit Delinquencies	6	No			
3009	MC	Revenue	File Title Stops on IRP delinquencies	6	No			
3009	MC	Revenue	File Title Stops on NEV Only delinquencies	6	No			
3009	MC	Revenue	File Title Stops on IFTA delinquencies	6	No			
3009	MC	Revenue	File Title Stops on Audit delinquencies	6	No			
No Master Trans	MC	Revenue	Process Motor Fuel delinquencies	6	No			
No Master Trans	MC	Revenue	Process Liens on Motor Fuel delinquencies	6	No			
No Master Trans	MC	Revenue	Process UCC on Motor Fuel delinquencies	6	No			
3009	MC	Revenue	Process Title Stops on Motor Fuel delinquencies	6	No			
No Master Trans	MC	Revenue	Process claims against bonds for Motor Fuel delinquencies	6	No			
No Master Trans	MC	Revenue	File proof of claims for bankruptcy	6	No			
No Master Trans	MC	Revenue	File delinquency accounts with the Controller's Office	6	No			
No Master Trans	MC	Revenue	Process payments on delinquent accounts from the Controller's Office	6	No			
1501	MC	Revenue	Process NSF	6	No			
1502	MC	Revenue	Process NSF	6	No			
1503	MC	Revenue	Process NSF	6	0			
No Master Trans	MC	TLC	Create Account	2	No			
No Master Trans	MC	TLC	Create License	2	No			

No Master Trans	MC	TLC	Update Account	2	No			
No Master Trans	MC	TLC	Update License	2	No			
No Master Trans	MC	TLC	Issue Decals	2	No			
1503	MC	TLC	Pay License Invoice	2	0			
No Master Trans	MC	TLC	Cancel License	1	No			
No Master Trans	MC	TLC	Add License Period	2	No			
No Master Trans	MC	TLC	Edit License Period	1	No			
No Master Trans	MC	TLC	Add Fuel Type	2	No			
No Master Trans	MC	TLC	Remove Fuel Type	1	No			
No Master Trans	MC	TLC	Add Bulk Fuel	1	No			
No Master Trans	MC	TLC	Remove Bulk Fuel	1	No			
No Master Trans	MC	TLC	Suspend License	2	No			
No Master Trans	MC	TLC	Replace Decals	1	No			
No Master Trans	MC	TLC	File return	3	No			
No Master Trans	MC	TLC	Delete Return	1	No			
No Master Trans	MC	TLC	Amend Return	2	No			
1503	MC	TLC	Pay Return Invoice	3	0			
No Master Trans	MC	TLC	Create Non-Sufficient Funds	1	No			
1503	MC	TLC	Pay Non-Sufficient Funds Invoice	1	0			
No Master Trans	MC	Audit	Start Audit (see rows 46 & 47)	1	No			
No Master Trans	MC	Audit	Amend Audit (recon) see rows 66 & 67	1	No			
No Master Trans	MC	Audit	Change Audit Status	5	No			
No Master Trans	MC	Audit	File Audit	5	No			
1503	MC	Audit	Pay Audit	1	0			
No Master Trans	MC	Audit	Appeal Audit	1	No			

No Master Trans	MC	TLC	Unpay Invoice	2	No			
No Master Trans	MC	TLC	Create License	3	No			
No Master Trans	MC	TLC	Print License	3	No			
No Master Trans	MC	TLC	Add Credit to Account	2	No			
No Master Trans	MC	TLC	Remove Credit from Account	2	No			
No Master Trans	MC	TLC	Request Refund	3	No			
No Master Trans	MC	TLC	Deny Refund Removing Credit	3	No			
No Master Trans	MC	TLC	Deny Refund Adding Credit Back to Account	3	No			
No Master Trans	MC	TLC	Renew License	3	No			
No Master Trans	MC	TLC	Create Temporary Permit	3	No			
No Master Trans	MC	TLC	Issue Temporary Permit	3	No			
No Master Trans	MC	TLC	Create Account	4	No			
No Master Trans	MC	TLC	Create License	4	No			
No Master Trans	MC	TLC	Create Fleet	4	No			
No Master Trans	MC	TLC	Update Account	4	No			
No Master Trans	MC	TLC	Update License	3	No			
No Master Trans	MC	TLC	Update Fleet	3	No			
No Master Trans	MC	TLC	Add Units	3	No			
No Master Trans	MC	TLC	Modify Units	3	No			
No Master Trans	MC	TLC	Delete Units	3	No			
No Master Trans	MC	TLC	Create Supplements	3	No			
No Master Trans	MC	TLC	File Supplements	4	No			
No Master Trans	MC	TLC	Pay Supplement Invoice	3	No			
No Master Trans	MC	TLC	Unpay Supplement Invoice	3	No			

No Master Trans	MC	TLC	Unfile Supplement	3	No			
No Master Trans	MC	TLC	Delete Supplement	3	No			
No Master Trans	MC	TLC	Surrender Plate	3	No			
No Master Trans	MC	TLC	Enter Jurisdiction Distance	4	No			
No Master Trans	MC	TLC	Modify Jurisdiction Distance	3	No			
No Master Trans	MC	TLC	Add Weight Group	3	No			
No Master Trans	MC	TLC	Modify Weight Group	3	No			
No Master Trans	MC	TLC	Suspend Unit	3	No			
No Master Trans	MC	TLC	Suspend Fleet	3	No			
No Master Trans	MC	TLC	Suspend Account	3	No			
No Master Trans	MC	TLC	Reinstate Unit	3	No			
No Master Trans	MC	TLC	Reinstate Account	3	No			
No Master Trans	MC	TLC	Reinstate Fleet	3	No			
No Master Trans	MC	TLC	Add Motor Carrier Responsible for Safety	3	No			
No Master Trans	MC	TLC	Modify Motor Carrier Responsible for Safety	3	No			
No Master Trans	MC	TLC	Create Cab Cards	4	No			
No Master Trans	MC	TLC	Print Cab Cards	4	No			
No Master Trans	MC	TLC	Add Credit	3	No			
No Master Trans	MC	TLC	Delete Credit	3	No			
No Master Trans	MC	TLC	Request Refund	3	No			
No Master Trans	MC	TLC	Deny Refund Putting Funds Back to Account	3	No			
No Master Trans	MC	TLC	Deny Refund Removing Funds	3	No			
No Master Trans	MC	TLC	Renew Fleet	3	No			
No Master Trans	MC	TLC	Move Unit to New Fleet	3	No			

No Master Trans	MC	TLC	Create Temporary Permit	3	No			
No Master Trans	MC	TLC	Issue Temporary Permit	3	No			
No Master Trans	MC	TLC	Create Account	3	No			
No Master Trans	MC	TLC	Create License	3	No			
No Master Trans	MC	TLC	Create Fleet	3	No			
No Master Trans	MC	TLC	Update Account	3	No			
No Master Trans	MC	TLC	Update License	3	No			
No Master Trans	MC	TLC	Update Fleet	3	No			
No Master Trans	MC	TLC	Add Units	3	No			
No Master Trans	MC	TLC	Modify Units	3	No			
No Master Trans	MC	TLC	Delete Units	3	No			
No Master Trans	MC	TLC	Create Supplements	3	No			
No Master Trans	MC	TLC	File Supplements	3	No			
1503	MC	TLC	Pay Supplement Invoice	3	0			
No Master Trans	MC	TLC	Unpay Supplement Invoice	3	No			
No Master Trans	MC	TLC	Unfile Supplement	3	No			
No Master Trans	MC	TLC	Delete Supplement	3	No			
No Master Trans	MC	TLC	Surrender Plate	3	No			
No Master Trans	MC	TLC	Add Weight Group	3	No			
No Master Trans	MC	TLC	Modify Weight Group	3	No			
No Master Trans	MC	TLC	Suspend Unit	3	No			
No Master Trans	MC	TLC	Suspend Fleet	3	No			
No Master Trans	MC	TLC	Suspend Account	3	No			
No Master Trans	MC	TLC	Reinstate Unit	3	No			

No Master Trans	MC	TLC	Reinstate Account	3	No			
No Master Trans	MC	TLC	Reinstate Fleet	3	No			
No Master Trans	MC	TLC	Add Motor Carrier Responsible for Safety	3	No			
No Master Trans	MC	TLC	Modify Motor Carrier Responsible for Safety	3	No			
No Master Trans	MC	TLC	Create Cab Cards	4	No			
No Master Trans	MC	TLC	Print Cab Cards	4	No			
No Master Trans	MC	TLC	Add Credit	3	No			
No Master Trans	MC	TLC	Delete Credit	3	No			
No Master Trans	MC	TLC	Request Refund	3	No			
No Master Trans	MC	TLC	Deny Refund Putting Funds Back to Account	3	No			
No Master Trans	MC	TLC	Deny Refund Removing Funds	3	No			
No Master Trans	MC	TLC	Renew Fleet	3	No			
No Master Trans	MC	TLC	Move Unit to New Fleet	3	No			
No Master Trans	MC	TLC	Create Account	3	No			
No Master Trans	MC	TLC	Create Fleet	3	No			
No Master Trans	MC	TLC	Update Account	3	No			
No Master Trans	MC	TLC	Update Fleet	3	No			
No Master Trans	MC	TLC	Add Units	3	No			
No Master Trans	MC	TLC	Modify Units	3	No			
No Master Trans	MC	TLC	Delete Units	3	No			
No Master Trans	MC	TLC	Create Supplements	3	No			
No Master Trans	MC	TLC	File Supplements	3	No			
1503	MC	TLC	Pay Supplement Invoice	3	0			
No Master Trans	MC	TLC	Unpay Supplement Invoice	3	No			

No Master Trans	MC	TLC	Unfile Supplement	3	No			
No Master Trans	MC	TLC	Delete Supplement	3	No			
No Master Trans	MC	TLC	Surrender Plate	3	No			
No Master Trans	MC	TLC	Add Weight Group	3	No			
No Master Trans	MC	TLC	Modify Weight Group	3	No			
No Master Trans	MC	TLC	Suspend Unit	3	No			
No Master Trans	MC	TLC	Suspend Fleet	3	No			
No Master Trans	MC	TLC	Suspend Account	3	No			
No Master Trans	MC	TLC	Reinstate Unit	3	No			
No Master Trans	MC	TLC	Reinstate Account	3	No			
No Master Trans	MC	TLC	Reinstate Fleet	3	No			
No Master Trans	MC	TLC	Create Cab Cards	3	No			
No Master Trans	MC	TLC	Print Cab Cards	3	No			
No Master Trans	MC	TLC	Add Credit	3	No			
No Master Trans	MC	TLC	Delete Credit	3	No			
No Master Trans	MC	TLC	Request Refund	3	No			
No Master Trans	MC	TLC	Deny Refund Putting Funds Back to Account	3	No			
No Master Trans	MC	TLC	Deny Refund Removing Funds	3	No			
No Master Trans	MC	TLC	Create Account	3	No			
No Master Trans	MC	TLC	Create Fleet	3	No			
No Master Trans	MC	TLC	Add Vehicle	3	No			
No Master Trans	MC	TLC	Modify Vehicle Information	3	No			
No Master Trans	MC	TLC	Delete Vehicle	3	No			
No Master Trans	MC	TLC	Create Permits	3	No			
4014	MC	TLC	Issue Permits	3	0			

4014	MC	TLC	Pay Permits	3	0			
4026	MC	TLC	Update Permit	3	0			
4027	MC	TLC	Substitute Permit	3	0			
4074	MC	TLC	Surrender Permit	3	0			
4075	MC	TLC	Reprint Permit	3	Yes			
No Master Trans	MC	TLC	Unpay Permit	3	No			
No Master Trans	MC	TLC	Cancel Permit	3	No			
No Master Trans	MC	TLC	Renew Permit	3	No			
No Master Trans	MC	TLC	Request Refund	3	No			
No Master Trans	MC	TLC	Issue Refund	3	No			
No Master Trans	MC	TLC	Deny Refund Remove Credit	3	No			
No Master Trans	MC	TLC	Deny Refund Add Credit Back	3	No			
No Master Trans	MC	TLC	Add Credit to Account	3	No			
No Master Trans	MC	TLC	Remove Credit from Account	3	No			
No Master Trans	MC	TLC	Surrender Permit	3	No			
No Master Trans	MC	TLC	Modify Fleet Information	3	No			
No Master Trans	MC	TLC	Modify Account Information	3	No			
No Master Trans	MC	TLC	Create Trip Permit	4	No			
No Master Trans	MC	TLC	Issue Trip Permit	4	No			
1053	MC	TLC	Pay Trip Permit	4	No			
No Master Trans	MC	TLC	Modify Trip Permit	3	No			
No Master Trans	MC	TLC	Print Trip Permit	4	No			
No Master Trans	MC	TLC	Unpay Trip Permit	3	No			
No Master Trans	MC	TLC	Refund Trip Permit	3	No			
No Master Trans	MC	TLC	Deposit Funds	3	No			
No Master Trans	MC	TLC	Track receipts	3	No			

No Master Trans	MC	TLC	Access late fees	3	No			
No Master Trans	MC	TLC	Verify transmittals	3	No			
No Master Trans	MC	TLC	Receive incoming transmittals	3	No			
No Master Trans	MC	TLC	Create account code adjustments	3	No			
No Master Trans	MC	TLC	Create refunds (payments) to jurisdictions	3	No			
No Master Trans	MC	TLC	Receive funds from Clearinghouse	3	No			
No Master Trans	MC	TLC	Or, pay Clearinghouse	3	No			
No Master Trans	MC	TLC	Distribute funds	3	No			
No Master Trans	MC	TLC	Verify transmittals	3	No			
No Master Trans	MC	TLC	Receive incoming transmittals	3	No			
No Master Trans	MC	TLC	Create account code adjustments	6	No			
No Master Trans	MC	TLC	Create refunds (payments) to jurisdictions	6	No			
No Master Trans	MC	TLC	Receive funds from Clearinghouse	3	No			
No Master Trans	MC	TLC	Or, pay Clearinghouse	3	No			
No Master Trans	MC	TLC	Distribute funds	6	No			
No Master Trans	MC	TLC	Issue refund	6	No			
No Master Trans	MC	TLC	Receive paper refund request	6	No			
No Master Trans	MC	TLC	Review refund request	7	No			
No Master Trans	MC	TLC	Notify customer of results of review	6	No			
No Master Trans	MC	TLC	Prepare refund	6	No			
No Master Trans	MC	TLC	Issue refund	6	No			
No Master Trans	MC	TLC	Receive paper refund request	6	No			
No Master Trans	MC	TLC	Review refund request	6	No			
No Master Trans	MC	TLC	Notify customer of results of review	6	No			

No Master Trans	MC	TLC	Prepare refund	6	No			
No Master Trans	ASD	ASD	Approving Refunds	6	No			
No Master Trans	ASD	ASD	Processing Account Codes	0	No			
No Master Trans	ASD	ASD	Adjustments	5	No			
No Master Trans	ASD	ASD	Drawer Balancing	7	No			
No Master Trans	ASD	ASD	Office Balancing	8	No			
No Master Trans	ASD	ASD	Office Closing	8	No			
No Master Trans	ASD	ASD	Bi-Monthly Distributions	6	No			

Identifying Data			Transaction	
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description
3207	WEB	VR	Registration Fee Estimate (Dwp)	Registration Fee Estimate (Dwp)
3208	WEB	VR	Registration and Insurance Status Inquiry (Dwp)	Registration and Insurance Status Inquiry (Dwp)
3210	WEB	VR	Vehicle Resale Notification	Vehicle Resale Notification
3211	WEB	VR	Vehicle Taxes History	Vehicle Taxes History
1058	WEB	OBL	Renew Business License (Online)	Renew Business License (Online)
1064	WEB	OBL	Acct Customer Information Request - Web	Acct Customer Information Request - Web
1065	WEB	OBL	Business License Renewal - Web	Business License Renewal - Web
1071	WEB	OBL	Body Shop Survey	Body Shop Survey
1134	WEB	OBL	Vir Gas Web Sales	Vir Gas Web Sales
1135	WEB	OBL	Vir Diesel Web Sales	Vir Diesel Web Sales
2089	WEB	DL	Driver License Renewal Web	Driver License Renewal Web
2105	WEB	DL	Driver History Record (Web)	Driver History Record (Web)
2135	WEB	DL	Duplicate Instruction Permit - Portal	Duplicate Instruction Permit - Portal
2136	WEB	DL	Duplicate Nevada License - Portal	Duplicate Nevada License - Portal
2137	WEB	DL	Duplicate Id Card - Portal	Duplicate Id Card - Portal
2138	WEB	DL	Portal Id Renewal W/O Address Change	Portal Id Renewal W/O Address Change
2139	WEB	DL	Portal DI Renewal W/O Address Change	Portal DI Renewal W/O Address Change
2140	WEB	DL	Driver History Printout - Portal	Driver History Printout - Portal
2143	WEB	DL	Portal DI Address Change W/O Renewal	Portal DI Address Change W/O Renewal
2144	WEB	DL	Portal DI Address Change With Renewal	Portal DI Address Change With Renewal
2145	WEB	DL	Portal Id Address Change W/O Renewal	Portal Id Address Change W/O Renewal
2146	WEB	DL	Portal Id Address Change With Renewal	Portal Id Address Change With Renewal
2175	WEB	DL	No longer use only Portal renew	
2250	WEB	DL	Duplicate Instruction Permit - Portal - Rid	Duplicate Instruction Permit - Portal - Rid
2251	WEB	DL	Duplicate Nevada License - Portal - Rid	Duplicate Nevada License - Portal - Rid
2252	WEB	DL	Duplicate Id Card - Portal - Rid	Duplicate Id Card - Portal - Rid
2253	WEB	DL	Portal Id Renewal W/O Address Change - Rid	Portal Id Renewal W/O Address Change - Rid
2254	WEB	DL	Portal DI Renewal W/O Address Change - Rid	Portal DI Renewal W/O Address Change - Rid
2255	WEB	DL	Portal DI Address Change W/O Renewal - Rid	Portal DI Address Change W/O Renewal - Rid
2256	WEB	DL	Portal DI Address Change With Renewal - Rid	Portal DI Address Change With Renewal - Rid
2257	WEB	DL	Portal Id Address Change W/O Renewal - Rid	Portal Id Address Change W/O Renewal - Rid
2258	WEB	DL	Portal Id Address Change With Renewal - Rid	Portal Id Address Change With Renewal - Rid
3091	WEB	VR	Emission Station Vehicle Registration Renewal	Emission Station Vehicle Registration Renewal
3093	WEB	VR	Vehicle Registration Renewal (Web)	Vehicle Registration Renewal (Web)
3158	WEB	VR	Web Personalized Plate Order	Web Personalized Plate Order
3201	WEB	VR	Registration Renewal (Dwp)	Registration Renewal (Dwp)
3202	WEB	VR	Registration Reinstatement (Dwp)	Registration Reinstatement (Dwp)
3203	WEB	VR	Duplicate Registration Without Decal (Dwp)	Duplicate Registration Without Decal (Dwp)
3204	WEB	VR	Duplicate Registration With Decal (Dwp)	Duplicate Registration With Decal (Dwp)
3206	WEB	VR	Insurance Update (Dwp)	Insurance Update (Dwp)
3209	WEB	VR	Insurance Verification Response (Dwp)	Insurance Verification Response (Dwp)
3212	WEB	VR	Edrs Online Registration With Transfer (Dwp)	Edrs Online Registration With Transfer (Dwp)
3213	WEB	VR	Address Change (Dwp)	Address Change (Dwp)
3214	WEB	VR	Address Change With Registration Certificate	Address Change With Registration Certificate
3215	WEB	VR	Temporary Movement Permit Online	Temporary Movement Permit Online
3216	WEB	VR	Registration Cancellation (Dwp)	Registration Cancellation (Dwp)
3217	WEB	VR	Undo Registration Cancellation	Undo Registration Cancellation
3218	WEB	VR	Personalized Plate Order	Personalized Plate Order
1024	CED	OL	License Renewal (Batch Online)	Renew Business License (Batch)
1027	CED	OL	Business License Renewal (Online)	Renew Occupational License
1027	CED	OL	Occupational License Renew (Currently online)	Renew Occupational License
1020	CED	OL	New Business Plates	Business Plates
1054	CED	OL	Business Plates Renew	Renew Business Plates
1024	CED	OL	Renew Drive School	Renew Business License (Batch)
1067	CED	OBL	Gas Vir Sales	Gas Vir Sales
1072	CED	OBL	Diesel Vir Sales	Diesel Vir Sales
5009	CSD	OHV	OHV Registration Renewal	Ohv Registration Renewal
2217	CSD	NCDL	DL Renewal	Mail-In Driver License Renewal - Rid
2115	CSD	NCDL	ID Renewal	Mail-In Id Card Renewal
2023	CSD	NCDL	DL Address Change	Mail-In Driver License Address Change
2218	CSD	NCDL	DL Address Change	Mail-In Driver License Address Change - Rid
2099	CSD	NCDL	ID Address Change	Mail-In Id Card Address Change
2242	CSD	NCDL	ID Address Change	Mail-In Id Card Address Change - Rid
2141	CSD	DL	Medical Certificate Entry Bkofc	Medical Certificate Entry Bkofc
2142	CSD	DL	Medical Rejection Entry Bkofc	Medical Rejection Entry Bkofc

2245	CSD	DL	Mail in ID Card Renewal-RID	Mail in ID Card Renewal-RID
3005	CSD	CSD	Junked	Junked
3015	CSD	CSD	Lien Sales	Lien Sales
3025	CSD	IVP	Data Mailer Entry	Data Mailer Entry
3029	CSD	IVP	Reinstatement - Cs	Reinstatement - Cs
3116	CSD	CSD	Elt Lienholder Update	Elt Lienholder Update
3118	CSD	CSD	Elt Lien Release - Expedited Shipping	Elt Lien Release - Expedited Shipping
3119	CSD	CSD	Elt Print Request - Expedited Shipping	Elt Print Request - Expedited Shipping
3120	CSD	CSD	Elt Salvage Lien Release	Elt Salvage Lien Release
3121	CSD	CSD	Elt Salvage Lien Release - Expedited Shipping	Elt Salvage Lien Release - Expedited Shipping
3122	CSD	CSD	Elt Salvage Print Request	Elt Salvage Print Request
3123	CSD	CSD	Elt Salvage Print Request - Expedited Shipping	Elt Salvage Print Request - Expedited Shipping
3070	FSD	VR	Private Party Sales	Temporary Movement Permit
3058	FSD	VR	Private Party Sales	Individual Plate Order
3058	FSD	VR	Specialty Plates	Individual Plate Order
3205	FSD	VR	Specialty Plates	Edrs Online Registration (Dwp)
3070	FSD	VR	Specialty Plates	Temporary Movement Permit
3070	FSD	VR	New Residents	Temporary Movement Permit
3058	FSD	VR	New Residents	Individual Plate Order
3050	FSD	VR	New Residents	Sales Tax Only
3053	FSD	VR	Duplicate Plates	Substitute Decal
3070	FSD	VR	FLEETS	Temporary Movement Permit
3050	FSD	VR	Sales Tax	Sales Tax Only
2213	FSD	NCDL	DL Duplicate	Duplicate Id Card - Rid
2004	FSD	NCDL	ID Duplicate	Duplicate Id Card
2070	FSD	NCDL	DL Renewal	Nevada License - Renew
2198	FSD	NCDL	DL Renewal	Nevada License - Renew - Rid
2101	FSD	NCDL	ID Renewal	Id Card Renewal
2243	FSD	NCDL	ID Renewal	Id Card Renewal - Rid
2104	FSD	DL	Driver History Record	Driver History Record
3030	FSD	IVP	Reinstatement	Reinstatement
3054	FSD/CSD	VR	Release/Turn In	Release/Turn In
4001	MC	Motor Fuel	Motor Fuel Tax Return And Payment	Motor Fuel Tax Return And Payment
4002	MC	Motor Fuel	Motor Fuel Statistical Distribution	Motor Fuel Statistical Distribution
4003	MC	Motor Fuel	Motor Fuel Worksheet & Payment	Motor Fuel Worksheet & Payment
4003	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	Tax payers currently submit manual amended fuel tax returns, no online.
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently calculate gross effective rates of Motor Fuel taxes due for amended tax returns.
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently process filings for transporters and tribes manually
4001	MC	Motor Fuel	Account maintenance	The staff currently generate Motor fuel industry license renewal notices.
4003	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	Staff currently enters tax returns other than the current period manually.
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The tax payer files and remits payment for their fuel taxes online and the system calculates the required Motor Fuel tax amounts (e.g., fees, late loads, interest, penalties, taxes).
4075	MC	TLC	Longer Combination Permits	Reprint Permit

REV ACCT CODE	Account Code Description	ACCT CD FEE AMT	Statute
300	Cash Wells Fargo Treasurer DMV	\$0.00	n/a
350	Cash Wells Fargo Treasurer Motor Carrier	\$0.00	n/a
375	Cash Wells Fargo Treasurer Holding Acct for 9999	\$0.00	n/a
400	Cash Wells Fargo Treasurer Refunds DMV	\$0.00	n/a
450	Cash Wells Fargo Treasurer Refunds Motor Carrier	\$0.00	n/a
700	Canceled Warrants	\$0.00	n/a
750	Special Plate	\$0.00	n/a
752	Salvage Titles	\$0.00	n/a
800	Admin Of OHV Titling & Registration Trust Account	\$0.00	n/a
850	Assist Of OHV Titling & Registration Trust Account	\$0.00	n/a
1001	Air Force Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1002	Air Force Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1003	Amateur Radio Plate Original	\$35.00	NRS 482.375
1004	Amateur Radio Plate Renewal	\$10.00	NRS 482.375
1005	Army Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1006	Army Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1007	Civil Air Patrol Plate Original	\$35.00	NRS 482.3755
1008	Civil Air Patrol Plate Renewal	\$10.00	NRS 482.3755
1009	Classic Rod Plate Original	\$35.00	NRS 482.3814
1010	Classic Rod Plate Renewal	\$10.00	NRS 482.3814
1011	Classic Vehicle Plate Original	\$35.00	NRS 482.3810
1012	Classic Vehicle Plate Renewal	\$10.00	NRS 482.3810
1013	Coast Guard Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1014	Coast Guard Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1015	Commemorative Plate Renewal	\$10.00	NRS 482.379
1016	Sesquicentennial Plate Original	\$7.00	NRS 482.37901
1017	Consular Corp Plate Original	\$35.00	NRS 482.3675
1018	Consular Corp Plate Renewal	\$10.00	NRS 482.3675
1019	Sesquicentennial Plate Renewal	\$0.00	NRS 482.37901
1020	NDOT Exempt Plate	\$5.00	NRS 482.368
1021	Elected Official Plate Original	\$5.00	NRS 482.370 thru .3745
1022	Elected Official Plate Renewal	\$5.00	NRS 482.370 thru .3745
1023	Exempt Plate	\$5.00	NRS 482.368
1024	United We Stand Plate Original	\$35.00	NRS 482.379365
1025	United We Stand Plate Renewal	\$10.00	NRS 482.379365
1026	Fire Fighter Plate Original	\$35.00	NRS 482.3753
1027	Fire Fighter Plate Renewal	\$10.00	NRS 482.3753
1028	Fire Truck Plate Original	\$15.00	NRS 482.3795
1029	Fire Truck Plate Renewal	\$5.00	NRS 482.3795
1030	Hall Of Fame Plate Original	\$35.00	NRS 482.3749
1031	Hall Of Fame Plate Renewal	\$10.00	NRS 482.3749
1032	Virginia & Truckee Railroad Plate Original	\$35.00	NRS 482.37945
1033	Virginia & Truckee Railroad Plate Renewal	\$10.00	NRS 482.37945
1034	Breast Cancer Awareness Plate Original	\$35.00	NRS 482.367006
1035	Horseless Carriage Plate Original	\$35.00	NRS 482.380
1036	Horseless Carriage Plate Renewal	\$10.00	NRS 482.380
1037	Lake Tahoe Plate Original	\$35.00	NRS 482.37933
1038	Lake Tahoe Plate Renewal	\$10.00	NRS 482.37933
1039	Breast Cancer Awareness Plate Renewal	\$10.00	NRS 482.367006
1040	Marines Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1041	Marines Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1042	Lower Truckee River & Pyramid Lake Plate Original	\$35.00	NRS 482.37937
1043	Lower Truckee River & Pyramid Lake Plate Renewal	\$10.00	NRS 482.37937
1044	National Guard Plate Original	\$5.00	NRS 482.376
1045	National Guard Plate Renewal	\$0.00	NRS 482.376
1046	Navy Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1047	Navy Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1048	NRP Exempt Plate Original	\$5.00	NRS 482.368
1049	Old Timer Plate Original	\$35.00	NRS 482.381

1050	Old Timer Plate Renewal	\$10.00	NRS 482.381
1051	Pearl Harbor Survivor Plate Original	\$25.00	NRS 482.3765
1052	Pearl Harbor Survivor Plate Renewal	\$5.00	NRS 482.3765
1053	Pearl Harbor Veteran Plate Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1054	Pearl Harbor Veteran Plate Renewal	\$5.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1055	Press Corp Plate Original	\$35.00	NRS 482.3672
1056	Press Corp Plate Renewal	\$10.00	NRS 482.3672
1057	Antique Vehicle Plate Original	\$15.00	NRS 482.3811
1058	Antique Vehicle Plate Renewal	\$5.00	NRS 482.3811
1059	RPD Exempt Plate Original	\$5.00	NRS 482.368
1060	School Auto Shop Plate Original	\$5.00	NRS 482.3823
1061	School Auto Shop Plate Renewal	\$5.00	NRS 482.3823
1062	Special Plate Replacement \$10	\$10.00	NRS 482.500
1063	Special Plate Replacement \$5	\$5.00	NRS 482.500
1064	Special Sample Plate	\$15.00	NRS 482.2703
1065	Standard Sample Plate	\$5.00	NRS 482.2703
1066	Street Rod Plate Original	\$35.00	NRS 482.3812
1067	Street Rod Plate Renewal	\$10.00	NRS 482.3812
1068	UNLV Plate Original	\$35.00	NRS 482.3747
1069	UNLV Plate Renewal	\$10.00	NRS 482.3747
1070	UNR Plate Original	\$35.00	NRS 482.3747
1071	UNR Plate Renewal	\$10.00	NRS 482.3747
1072	Missing & Exploited Children Plate Original	\$35.00	NRS 482.3793
1073	Missing & Exploited Children Plate Renewal	\$10.00	NRS 482.3793
1074	Masons Plate Original	\$35.00	NRS 482.3748
1075	Masons Plate Renewal	\$10.00	NRS 482.3748
1076	Souvenir Plate One	\$15.00	NRS 482.3825
1077	Souvenir Plate Two To Nine	\$10.00	NRS 482.3825
1078	Souvenir Plate Ten Or More	\$2.50	NRS 482.3825
1079	WCS Exempt Plate Original	\$5.00	NRS 482.368
1080	Children In The Arts Plate Renewal	\$10.00	NRS 482.3792
1081	Las Vegas Springs Preserve Plate Original	\$35.00	NRS 482.37919
1082	Las Vegas Springs Preserve Plate Renewal	\$10.00	NRS 482.37919
1083	Nye County Sheriff's Office	\$5.00	NRS 482.368
1084	1992 Replica Plate	\$25.00	NRS 482.266
1085	Children In The Arts Plate Original	\$35.00	NRS 482.3792
1086	Fallon PD Exempt License Plate	\$5.00	NRS 482.368
1087	FFA Plate Original	\$35.00	NRS 482.37917
1088	FFA Plate Renewal	\$10.00	NRS 482.37917
1089	Animal Appreciation Plate Original	\$35.00	NRS 482.379175
1090	Animal Appreciation Plate Renewal	\$10.00	NRS 482.379175
1091	Organ Donation Plate Original	\$35.00	NRS 482.37905
1092	Organ Donation Plate Renewal	\$10.00	NRS 482.37905
1093	Rodeo Plate Original	\$35.00	NRS 482.37938
1094	Rodeo Plate Renewal	\$10.00	NRS 482.37938
1095	Las Vegas Commemorative Plate Original	\$35.00	NRS 482.37903
1096	Las Vegas Commemorative Plate Renewal	\$10.00	NRS 482.37903
1097	Mt Charleston Plate Original	\$35.00	NRS 482.37935
1098	Mt Charleston Plate Renewal	\$10.00	NRS 482.37935
1099	Volunteer Fire Fighter Plate Original	\$35.00	NRS 482.3754
1100	Volunteer Fire Fighter Plate Renewal	\$10.00	NRS 482.3754
1101	Naturalized Citizen Plate Original	\$35.00	NRS 482.367006 & NRS 482.379355
1102	Naturalized Citizen Plate Renewal	\$10.00	NRS 482.367006 & NRS 482.379355
1103	Ducks Unlimited Plate Original	\$35.00	NRS 482.379185
1104	Ducks Unlimited Plate Renewal	\$10.00	NRS 482.379185
1105	Las Vegas Federal Lands Plate Original	\$35.00	NRS 482.37934
1106	Las Vegas Federal Lands Plate Renewal	\$10.00	NRS 482.37934
1107	Reno Air Races Plate Original	\$35.00	NRS 482.367006
1108	Reno Air Races Plate Renewal	\$10.00	NRS 482.367006
1109	Support Wildlife Plate Original	\$35.00	NRS 482.367006
1110	Support Wildlife Plate Renewal	\$10.00	NRS 482.367006
1111	Hot August Nights Plate Original	\$35.00	NRS 482.367006
1112	Hot August Nights Plate Renewal	\$10.00	NRS 482.367006

1113	Nevada Libraries Association Plate Original	\$35.00	NRS 482.367006
1114	Nevada Libraries Association Plate Renewal	\$10.00	NRS 482.367006
1115	Hoover Dam Plate Original	\$35.00	NRS 482.367006
1116	Hoover Dam Plate Renewal	\$10.00	NRS 482.367006
1117	Aviation/NDOT Plate Original	\$35.00	NRS 482.367006
1118	Aviation/NDOT Plate Renewal	\$10.00	NRS 482.367006
1119	Tourism Grant Program Plate Original	\$35.00	NRS 482.367006
1120	Tourism Grant Program Plate Renewal	\$10.00	NRS 482.367006
1121	Vintage Plate Original	\$35.00	NRS 482.3618
1122	Vintage Plate Renewal	\$10.00	NRS 482.3618
1123	Supporting Healthcare Plate Original	\$35.00	NRS 482.367006
1124	Supporting Healthcare Plate Renewal	\$10.00	NRS 482.367006
1125	Souvenir Specialty Plate 10 Or More	\$4.50	NRS 482.3825
1126	Conserve Wildlife Plate Original	\$35.00	NRS 482.367006
1127	Conserve Wildlife Plate Renewal	\$10.00	NRS 482.367006
1128	Veteran Female Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1129	Veteran Female Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1130	Aviation Plate Original	\$35.00	NRS 482.367006
1131	Aviation Plate Renewal	\$10.00	NRS 482.3763 & .3764
1132	Air National Guard Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1133	Air National Guard Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1134	Army National Guard Veteran Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1135	Army National Guard Veteran Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1136	NV Test Site Historical Foundation Plate Original	\$35.00	NRS 482.37918
1137	NV Test Site Historical Foundation Plate Renewal	\$10.00	NRS 482.37918
1138	Horse Power Plate Original	\$35.00	NRS 482.367006
1139	Horse Power Plate Renewal	\$10.00	NRS 482.367006
1140	NV Carpenters Plate Original	\$35.00	NRS 482.367006
1141	NV Carpenters Plate Renewal	\$10.00	NRS 482.367006
1142	Red Rock Canyon Plate Original	\$35.00	NRS 482.367006
1143	Red Rock Canyon Plate Renewal	\$10.00	NRS 482.367006
1144	Search And Rescue Plate Original	\$35.00	NRS 482.367006
1145	Search And Rescue Plate Renewal	\$10.00	NRS 482.367006
1146	March Of Dimes Plate Original	\$35.00	NRS 482.367006
1147	March Of Dimes Plate Renewal	\$10.00	NRS 482.367006
1148	Teamsters Local 631 Plate Original	\$35.00	NRS 482.367006
1149	Teamsters Local 631 Plate Renewal	\$10.00	NRS 482.367006
1151	SGST Assessor Due To Carson	\$0.00	NRS 371.045
1152	SGST Assessor Due To Churchill	\$0.00	NRS 371.045
1153	SGST Assessor Due To Clark	\$0.00	NRS 371.045
1154	SGST Assessor Due To Douglas	\$0.00	NRS 371.045
1155	SGST Assessor Due To Elko	\$0.00	NRS 371.045
1156	SGST Assessor Due To Esmeralda	\$0.00	NRS 371.045
1157	SGST Assessor Due To Eureka	\$0.00	NRS 371.045
1158	SGST Assessor Due To Humboldt	\$0.00	NRS 371.045
1159	SGST Assessor Due To Lander	\$0.00	NRS 371.045
1160	SGST Assessor Due To Lincoln	\$0.00	NRS 371.045
1161	SGST Assessor Due To Lyon	\$0.00	NRS 371.045
1162	SGST Assessor Due To Mineral	\$0.00	NRS 371.045
1163	SGST Assessor Due To Nye	\$0.00	NRS 371.045
1164	SGST Assessor Due To Pershing	\$0.00	NRS 371.045
1165	SGST Assessor Due To Storey	\$0.00	NRS 371.045
1166	SGST Assessor Due To Washoe	\$0.00	NRS 371.045
1167	SGST Assessor Due To White Pine	\$0.00	NRS 371.045
1200	1% Commission County Original Registration SGST For Carson	\$0.00	NRS 482.180 & .181
1201	1% Commission County Original Registration SGST For Churchill	\$0.00	NRS 482.180 & .181
1202	1% Commission County Original Registration SGST For Clark	\$0.00	NRS 482.180 & .181
1203	1% Commission County Original Registration SGST For Douglas	\$0.00	NRS 482.180 & .181
1204	1% Commission County Original Registration SGST For Elko	\$0.00	NRS 482.180 & .181
1205	1% Commission County Original Registration SGST For Esmeralda	\$0.00	NRS 482.180 & .181
1206	1% Commission County Original Registration SGST For Eureka	\$0.00	NRS 482.180 & .181
1207	1% Commission County Original Registration SGST For Humboldt	\$0.00	NRS 482.180 & .181
1208	1% Commission County Original Registration SGST For Lander	\$0.00	NRS 482.180 & .181

1209	1% Commission County Original Registration SGST For Lincoln	\$0.00	NRS 482.180 & .181
1210	1% Commission County Original Registration SGST For Lyon	\$0.00	NRS 482.180 & .181
1211	1% Commission County Original Registration SGST For Mineral	\$0.00	NRS 482.180 & .181
1212	1% Commission County Original Registration SGST For Nye	\$0.00	NRS 482.180 & .181
1213	1% Commission County Original Registration SGST For Pershing	\$0.00	NRS 482.180 & .181
1214	1% Commission County Original Registration SGST For Storey	\$0.00	NRS 482.180 & .181
1215	1% Commission County Original Registration SGST For Washoe	\$0.00	NRS 482.180 & .181
1216	1% Commission County Original Registration SGST For White Pine	\$0.00	NRS 482.180 & .181
1217	2% Occasional Commission For Carson	\$0.00	NRS 482.260
1218	2% Occasional Commission For Churchill	\$0.00	NRS 482.260
1219	2% Occasional Commission For Clark	\$0.00	NRS 482.260
1220	2% Occasional Commission For Douglas	\$0.00	NRS 482.260
1221	2% Occasional Commission For Elko	\$0.00	NRS 482.260
1222	2% Occasional Commission For Esmeralda	\$0.00	NRS 482.260
1223	2% Occasional Commission For Eureka	\$0.00	NRS 482.260
1224	2% Occasional Commission For Humboldt	\$0.00	NRS 482.260
1225	2% Occasional Commission For Lander	\$0.00	NRS 482.260
1226	2% Occasional Commission For Lincoln	\$0.00	NRS 482.260
1227	2% Occasional Commission For Lyon	\$0.00	NRS 482.260
1228	2% Occasional Commission For Mineral	\$0.00	NRS 482.260
1229	2% Occasional Commission For Nye	\$0.00	NRS 482.260
1230	2% Occasional Commission For Pershing	\$0.00	NRS 482.260
1231	2% Occasional Commission For Storey	\$0.00	NRS 482.260
1232	2% Occasional Commission For Washoe	\$0.00	NRS 482.260
1233	2% Occasional Commission For White Pine	\$0.00	NRS 482.180 & .181
1234	5% Commission BGST For Carson	\$0.00	NRS 482.180 & .181
1235	5% Commission BGST For Churchill	\$0.00	NRS 482.180 & .181
1236	5% Commission BGST For Clark	\$0.00	NRS 482.180 & .181
1237	5% Commission BGST For Douglas	\$0.00	NRS 482.180 & .181
1238	5% Commission BGST For Elko	\$0.00	NRS 482.180 & .181
1239	5% Commission BGST For Esmeralda	\$0.00	NRS 482.180 & .181
1240	5% Commission BGST For Eureka	\$0.00	NRS 482.180 & .181
1241	5% Commission BGST For Humboldt	\$0.00	NRS 482.180 & .181
1242	5% Commission BGST For Lander	\$0.00	NRS 482.180 & .181
1243	5% Commission BGST For Lincoln	\$0.00	NRS 482.180 & .181
1244	5% Commission BGST For Lyon	\$0.00	NRS 482.180 & .181
1245	5% Commission BGST For Mineral	\$0.00	NRS 482.180 & .181
1246	5% Commission BGST For Nye	\$0.00	NRS 482.180 & .181
1247	5% Commission BGST For Pershing	\$0.00	NRS 482.180 & .181
1248	5% Commission BGST For Storey	\$0.00	NRS 482.180 & .181
1249	5% Commission BGST For Washoe	\$0.00	NRS 482.180 & .181
1250	5% Commission BGST For White Pine	\$0.00	NRS 482.180 & .181
1251	5% Commission Registration Original SGST For Carson	\$0.00	NRS 482.180 & .181
1252	5% Commission Registration Original SGST For Churchill	\$0.00	NRS 482.180 & .181
1253	5% Commission Registration Original SGST For Clark	\$0.00	NRS 482.180 & .181
1254	5% Commission Registration Original SGST For Douglas	\$0.00	NRS 482.180 & .181
1255	5% Commission Registration Original SGST For Elko	\$0.00	NRS 482.180 & .181
1256	5% Commission Registration Original SGST For Esmeralda	\$0.00	NRS 482.180 & .181
1257	5% Commission Registration Original SGST For Eureka	\$0.00	NRS 482.180 & .181
1258	5% Commission Registration Original SGST For Humboldt	\$0.00	NRS 482.180 & .181
1259	5% Commission Registration Original SGST For Lander	\$0.00	NRS 482.180 & .181
1260	5% Commission Registration Original SGST For Lincoln	\$0.00	NRS 482.180 & .181
1261	5% Commission Registration Original SGST For Lyon	\$0.00	NRS 482.180 & .181
1262	5% Commission Registration Original SGST For Mineral	\$0.00	NRS 482.180 & .181
1263	5% Commission Registration Original SGST For Nye	\$0.00	NRS 482.180 & .181
1264	5% Commission Registration Original SGST For Pershing	\$0.00	NRS 482.180 & .181
1265	5% Commission Registration Original SGST For Storey	\$0.00	NRS 482.180 & .181
1266	5% Commission Registration Original SGST For Washoe	\$0.00	NRS 482.180 & .181
1267	5% Commission Registration Original SGST For White Pine	\$0.00	NRS 482.180 & .181
1270	Capitol Police Exempt Plate	\$5.00	NRS 482.368
1275	City Of Reno Plate Original	\$35.00	NRS 482.379375
1276	City Of Reno Plate Renewal	\$10.00	NRS 482.379375
1277	Share The Road Plate Original	\$35.00	NRS 482.367006

1278	Share The Road Plate Renewal	\$10.00	NRS 482.367006
1279	Share The Road Motorcycle Plate Original	\$35.00	NRS 482.367006
1280	Share The Road Motorcycle Plate Renewal	\$10.00	NRS 482.367006
1281	Share The Road Fund Original	\$25.00	NRS 482.367006
1282	Share The Road Fund Renewal	\$20.00	NRS 482.367006
1298	City Of Reno Fund Original	\$25.00	NRS 482.379375
1299	City Of Reno Fund Renewal	\$20.00	NRS 482.379375
1300	Reno Air Races Fund Original	\$25.00	NRS 482.367006
1301	Reno Air Races Fund Renewal	\$20.00	NRS 482.367006
1302	NV Wildlife Record Book Fund Original	\$25.00	NRS 482.367006
1303	NV Wildlife Record Book Fund Renewal	\$20.00	NRS 482.367006
1304	Hot August Nights Fund Original	\$25.00	NRS 482.367006
1305	Hot August Nights Fund Renewal	\$20.00	NRS 482.367006
1306	Nevada Libraries Association Fund Original	\$25.00	NRS 482.367006
1307	Nevada Library Association Fund - Renewal	\$20.00	NRS 482.367006
1308	Hoover Dam Fund Original	\$25.00	NRS 482.367006
1309	Hoover Dam Fund Renewal	\$20.00	NRS 482.367006
1310	Aviation/NDOT Fund Original	\$25.00	NRS 482.367006
1311	Aviation/NDOT Fund Renewal	\$20.00	NRS 482.367006
1312	Tourism Grant Program Fund Original	\$25.00	NRS 482.367006
1313	Tourism Grant Program Fund Renewal	\$20.00	NRS 482.367006
1314	Horse Power Fund Original	\$25.00	NRS 482.367006
1315	Horse Power Fund Renewal	\$0.00	NRS 482.367006
1316	NV Carpenters Fund Original	\$25.00	NRS 482.367004
1317	NV Carpenters Fund Renewal	\$20.00	NRS 482.367004
1318	Red Rock Canyon Fund Original	\$25.00	NRS 482.367006
1319	Red Rock Canyon Fund Renewal	\$20.00	NRS 482.367006
1320	Search And Rescue Fund Original	\$25.00	NRS 482.367004
1321	Search And Rescue Fund Renewal	\$20.00	NRS 482.367004
1322	Supporting Healthcare Fund Original	\$25.00	NRS 482.367006
1323	Supporting Healthcare Fund Renewal	\$20.00	NRS 482.367006
1324	Conserve Wildlife Fund Original	\$25.00	NRS 482.367006
1325	Conserve Wildlife Fund Renewal	\$20.00	NRS 482.367006
1326	Air Force Thunderbirds Fund Original	\$25.00	NRS 482.367004
1327	Air Force Thunderbirds Fund Renewal	\$20.00	NRS 482.367004
1328	March Of Dimes Fund Original	\$25.00	NRS 482.367004
1329	March Of Dimes Fund Renewal	\$20.00	NRS 482.367004
1330	Teamsters Local 631 Fund Original	\$25.00	NRS 482.367004
1331	Teamsters Local 631 Fund Renewal	\$20.00	NRS 482.367004
1332	Sesquicentennial Fund Original	\$25.00	NRS 482.37901
1333	Sesquicentennial Fund Renewal	\$20.00	NRS 482.37901
1334	Breast Cancer Awareness Fund Renewal	\$20.00	NRS 482.367006
1335	Breast Cancer Awareness Fund Original	\$25.00	NRS 482.367006
1336	Aviation Fund Original	\$25.00	NRS 482.367006
1337	Aviation Fund Renewal	\$20.00	NRS 482.367006
1338	Sesquicentennial Fund Renewal (State Parks)	\$10.00	NRS 482.37901
1339	Sesquicentennial Fund Renewal (Museums and History)	\$10.00	NRS 482.37901
1393	Air Force Thunderbirds Plate Original	\$35.00	NRS 482.3814
1394	Air Force Thunderbirds Plate Renewal	\$10.00	NRS 482.37933
1395	Veteran Female Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1396	Veteran Female Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1397	Air National Guard Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1398	Air National Guard Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1399	Army National Guard Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1400	Army National Guard Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1401	Air Force Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1402	Air Force Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1403	Army Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1404	Army Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1405	Coast Guard Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1406	Coast Guard Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1407	Marines Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1408	Marines Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764

1409	United We Stand Fund Original	\$25.00	NRS 482.379365
1410	United We Stand Fund Renewal	\$20.00	NRS 482.379365
1411	Navy Veteran Fund Original	\$25.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1412	Navy Veteran Fund Renewal	\$20.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1413	Lake Tahoe Fund Original	\$25.00	NRS 482.37933
1414	Lake Tahoe Fund Renewal	\$20.00	NRS 482.37933
1415	UNLV Fund Original	\$25.00	NRS 482.3747
1416	UNLV Fund Renewal	\$20.00	NRS 482.3747
1417	UNR Fund Original	\$25.00	NRS 482.3747
1418	UNR Fund Renewal	\$20.00	NRS 482.3747
1419	Missing & Exploited Children Fund Original	\$15.00	NRS 482.3793
1420	Missing & Exploited Children Fund Renewal	\$10.00	NRS 482.3793
1421	Children In The Arts Fund Original	\$15.00	NRS 482.3792
1422	Children In The Arts Fund Renewal	\$10.00	NRS 482.3792
1423	Las Vegas Springs Preserve Fund Original	\$25.00	NRS 482.37919
1424	Las Vegas Springs Preserve Fund Renewal	\$20.00	NRS 482.37919
1425	FFA Fund Original (FFA Foundation)	\$25.00	NRS 482.37917
1426	FFA Fund Renewal (FFA Foundation)	\$20.00	NRS 482.37917
1427	Professional Fire Fighter Fund Original	\$25.00	NRS 482.3753
1428	Professional Fire Fighter Fund Renewal	\$20.00	NRS 482.3753
1429	Animal Appreciation Fund Original	\$25.00	NRS 482.379175
1430	Animal Appreciation Fund Renewal	\$20.00	NRS 482.379175
1431	Rodeo Fund Original (Reno Rodeo Association)	\$25.00	NRS 482.37938
1432	Rodeo Fund Renewal (Reno Rodeo Association)	\$20.00	NRS 482.37938
1433	Las Vegas Commemorative Fund Original	\$25.00	NRS 482.37903
1434	Las Vegas Commemorative Fund Renewal	\$20.00	NRS 482.37903
1435	MI Charleston Fund Original	\$25.00	NRS 482.37935
1436	MI Charleston Fund Renewal	\$20.00	NRS 482.37935
1437	Volunteer Fire Fighter Fund Original	\$25.00	NRS 482.3754
1438	Volunteer Fire Fighter Fund Renewal	\$20.00	NRS 482.3754
1439	NV Test Site HStorey Foundation Fund Original	\$25.00	NRS 482.37918
1440	NV Test Site HStorey Foundation Fund Renewal	\$20.00	NRS 482.37918
1441	Virginia & Truckee RR Fund Original	\$25.00	NRS 482.37945
1442	Virginia & Truckee RR Fund Renewal	\$20.00	NRS 482.37945
1443	Lower Truckee River & Pyramid Lake Fund Original	\$25.00	NRS 482.37937
1444	Lower Truckee River & Pyramid Lake Fund Renewal	\$20.00	NRS 482.37937
1445	FFA Fund Original (Division Of Agriculture)	\$0.00	NRS 482.37917
1446	FFA Fund Renewal (Division Of Agriculture)	\$0.00	NRS 482.37917
1447	Rodeo Fund Original (NV High School Rodeo Association)	\$25.00	NRS 482.37938
1448	Rodeo Fund Renewal (NV High School Rodeo Association)	\$20.00	NRS 482.37938
1449	Organ Donation Fund Original	\$25.00	NRS 482.37905
1450	Organ Donation Fund Renewal	\$20.00	NRS 482.37905
1451	Naturalized Citizen Fund Original	\$25.00	NRS 482.367006 & NRS 482.379355
1452	Naturalized Citizen Fund Renewal	\$20.00	NRS 482.367006 & NRS 482.379355
1453	Ducks Unlimited Fund Original	\$25.00	NRS 482.379185
1454	Ducks Unlimited Fund Renewal	\$20.00	NRS 482.379185
1455	Animal Appreciation Fund Original For Carson	\$25.00	NRS 482.379175
1456	Animal Appreciation Fund Original For Churchill	\$25.00	NRS 482.379175
1457	Animal Appreciation Fund Original For Clark	\$25.00	NRS 482.379175
1458	Animal Appreciation Fund Original For Douglas	\$25.00	NRS 482.379175
1459	Animal Appreciation Fund Original For Elko	\$25.00	NRS 482.379175
1460	Animal Appreciation Fund Original For Eureka	\$25.00	NRS 482.379175
1461	Animal Appreciation Fund Original For Esmeralda	\$25.00	NRS 482.379175
1462	Animal Appreciation Fund Original For Humboldt	\$25.00	NRS 482.379175
1463	Animal Appreciation Fund Original For Lander	\$25.00	NRS 482.379175
1464	Animal Appreciation Fund Original For Lincoln	\$25.00	NRS 482.379175
1465	Animal Appreciation Fund Original For Lyon	\$25.00	NRS 482.379175
1466	Animal Appreciation Fund Original For Mineral	\$25.00	NRS 482.379175
1467	Animal Appreciation Fund Original For Nye	\$25.00	NRS 482.379175
1468	Animal Appreciation Fund Original For Pershing	\$25.00	NRS 482.379175
1469	Animal Appreciation Fund Original For Storey	\$25.00	NRS 482.379175
1470	Animal Appreciation Fund Original For Washoe	\$25.00	NRS 482.379175
1471	Animal Appreciation Fund Original For White Pine	\$25.00	NRS 482.379175

1480	Animal Appreciation Fund Renewal For Carson	\$20.00	NRS 482.379175
1481	Animal Appreciation Fund Renewal For Churchill	\$20.00	NRS 483.379175
1482	Animal Appreciation Fund Renewal For Clark	\$20.00	NRS 483.379175
1483	Animal Appreciation Fund Renewal For Douglas	\$20.00	NRS 483.379175
1484	Animal Appreciation Fund Renewal For Elko	\$20.00	NRS 483.379175
1485	Animal Appreciation Fund Renewal For Eureka	\$20.00	NRS 483.379175
1486	Animal Appreciation Fund Renewal For Esmeralda	\$20.00	NRS 483.379175
1487	Animal Appreciation Fund Renewal For Humboldt	\$20.00	NRS 483.379175
1488	Animal Appreciation Fund Renewal For Lander	\$20.00	NRS 483.379175
1489	Animal Appreciation Fund Renewal For Lincoln	\$20.00	NRS 483.379175
1490	Animal Appreciation Fund Renewal For Lyon	\$20.00	NRS 483.379175
1491	Animal Appreciation Fund Renewal For Mineral	\$20.00	NRS 483.379175
1492	Animal Appreciation Fund Renewal For Nye	\$20.00	NRS 483.379175
1493	Animal Appreciation Fund Renewal For Pershing	\$20.00	NRS 483.379175
1494	Animal Appreciation Fund Renewal For Storey	\$20.00	NRS 483.379175
1495	Animal Appreciation Fund Renewal For Washoe	\$20.00	NRS 483.379175
1496	Animal Appreciation Fund Renewal For White Pine	\$20.00	NRS 483.379175
1497	Las Vegas Federal Lands Fund Original	\$25.00	NRS 482.37934
1498	Las Vegas Federal Lands Fund Renewal	\$20.00	NRS 482.37934
1499	Plate Cost Recovery Fee	\$3.00	NRS 482.268 & NAC 482.295
1500	Title Retention Fines	\$0.00	NRS 482.431
1501	Auto Broker License New	\$125.00	NRS 482.333 No fund listed
1502	Auto Broker License Renewal	\$50.00	NRS 482.333 No fund listed
1503	Body Shop License New	\$300.00	NRS 487.630 Motor vehicle fund
1504	Body Shop License Renewal	\$300.00	NRS 487.630 Motor vehicle fund
1505	Body Shop Sign	\$61.25	NRS 487.620 & NAC 487.150 (not used)
1506	Body Shop/Salvage/Wrecker Fine	\$0.00	NRS 487.990 Up to \$2,500 State general fund
1507	Body Shop/Salvage/Wrecker Plate New	\$12.00	NRS 487.090 & NRS 487.480 & NRS 487.615 & NRS 482.320 & NRS 487.330 & NAC 482.040 & NAC 482.044 & 482.330 & NRS 482.2717 & NRS 482.490
1508	Admin Fine For Lien Sale Violations	\$0.00	NRS 108.357 NRS 482.431
1509	Dealer ID Card Original	\$50.00	NRS 487.475 Motor vehicle fund
1510	Dealer ID Card Renewal	\$25.00	NRS 487.475
1511	Dealer License Original	\$125.00	NRS 482.325
1512	Dealer License Renewal	\$50.00	NRS 482.325
1513	Dealer Reassignment	\$0.50	NRS 482.400
1514	Dealer/Salesman Fine	\$0.00	NRS 482.585
1515	Diesel Emission Certificate	\$6.00	NRS 445B.830
1516	New Distributor License	\$125.00	NRS 482.325
1517	Distributor License Renewal	\$50.00	NRS 482.325
1518	Instructor Fine	\$0.00	NRS 481.048 section 43 (483.767 & 483.770)
1519	School Fine	\$0.00	NRS 483.767
1520	Emission Administrative Fine	\$0.00	NRS 445B.835
1521	Emission Inspector License Upgrade	\$25.00	NRS 445B.790 & NAC 445B.499
1522	Emission Inspector License New	\$25.00	NRS 445B.790 & NAC 445B.499
1523	Emission Inspector License Renewal	\$25.00	NRS 445B.785 & NAC 445B.499
1524	Emission Inspector License Transfer	\$10.00	NRS 445B.785 & NAC 445B.499
1525	Emission Station License New	\$25.00	NRS 445B.830
1526	Emission Station License Renewal	\$25.00	NRS 445B.830
1527	Emission Station Sign	\$44.50	NRS 445B.785 & NAC 445B.499
1528	FBI Fingerprints	\$13.25	NAC 482.905 CFR 28 Sec 16.33 (& Federal Register FBI Fee Schedule)
1529	Garage Fines	\$0.00	NRS 487.990 (& NRS 487.6891)
1530	Garage License New	\$25.00	NRS 487.560
1531	Garage License Renewal	\$25.00	NRS 487.560
1532	Gasoline Emission Certificate	\$6.00	NRS 445B.830
1533	Business Renewal	\$12.00	NRS 487.090 Wrecker Plate required, NRS 487.490 Salvage Pool Plate required, NRS 487.615 Body Shop plate required (ref to fee in 482.4907), NRS 482.320 6330 Manuf/Dealer/Distrib/Rebuilder Plates Required (NAC 482.040 & NAC 482.044 & 482.330 for "Loan" Plates), NRS 482.2717 (Body shop/salvage/wrecker plate=\$12), NRS 482.400 Manufacturer's, distributor's, dealer's or rebuilder's plate=\$12)
1534	Manufacturer License New	\$125.00	NRS 482.325
1535	Manufacturer License Renewal	\$50.00	NRS 482.325

1536	NRP Fingerprint Processing Fee	\$21.00	NAC 482.905 & NRP Fee Schedule at www.nvrepository.state.nv.us
1537	Business Plate New	\$12.00	NRS 487.090 Wrecker Plate required, NRS 487.460 Salvage Pool Plate required, NRS 487.615 Body Shop plate required (ref to fee in 482.490?), NRS 482.320 & 330 Manuf/Dealer/Distrib/Rebuilder Plates Required (NAC 482.040 & NAC 482.044 & 482.330 for "Loan" Plates), NRS 482.2717 (Body shop/salvage/wrecker plate=\$12), NRS 482.490 Manufacturer's, distributor's, dealer's or rebuilder's plate=\$12)
1538	Secure Power Of Attorney	\$0.50	NRS 482.415
1539	Body Shop Class A Certification	\$300.00	NRS 487.656
1540	Rebuilder ID Card New	\$50.00	NRS 487.475
1541	Rebuilder ID Card Renewal	\$25.00	NRS 487.475
1542	Rebuilder License New	\$125.00	NRS 482.325
1543	Rebuilder License Renewal	\$50.00	NRS 482.325
1544	Short Term Lessor 30 Day Permit	\$1,000.00	NAC 482.272
1545	Emission Certificate Clark County "D" \$1.00	\$0.00	NRS 445B.830
1546	Emission Certificate Washoe County "D" \$1.00	\$0.00	NRS 445B.830
1547	New Salesman Occupational License	\$37.50	NRS 482.362
1548	Salesman Renewal	\$40.00	NRS 482.362
1549	Salesman Transfer	\$20.00	NRS 482.362
1550	Salvage Pool ID Card	\$50.00	NRS 487.070
1552	Salvage Pool License New	\$300.00	NRS 487.450
1553	Salvage Pool License Renewal	\$300.00	NRS 487.450
1554	Temporary Display License	\$75.00	NRS 482.327 Authority to issue temp license & NAC 482.070 Fee amount
1555	Temporary Exhibit License	\$25.00	NRS 482.327 Authority to issue temp license & NAC 482.070 Fee amount
1556	NRP Fingerprint Processing Fee	\$27.00	NAC 482.905 Fee Schedule at www.nvrepository.state.nv.us
1557	New Transporter License	\$100.00	NRS 482.3163
1558	Transporter License Renewal	\$50.00	NRS 482.3163
1559	Transporter Plate New	\$25.00	NRS 482.3165
1560	Wrecker ID Card	\$50.00	NRS 487.070
1561	Wrecker License New	\$300.00	NRS 487.080 Motor vehicle fund
1562	Wrecker License Renewal	\$300.00	NRS 487.080 Motor vehicle fund
1563	CDL Academy 3rd Party License New	\$555.00	NRS 483.910
1564	DUI School License New	\$250.00	NRS 483.780
1565	DUI Instructor License New	\$50.00	NRS 483.780
1566	Drivers School License New	\$50.00	NRS 483.780
1567	Drivers School Instructor License New	\$10.00	NRS 483.780
1568	Traffic Safety School License New	\$250.00	NRS 483.780
1569	Traffic Safety Instructor License New	\$50.00	NRS 483.780
1570	Drivers School Instructor License Renewal Fee	\$10.00	NRS 483.780
1571	DUI Instructor License Renewal Fee	\$50.00	NRS 483.780
1572	Traffic Safety Instructor License Renewal	\$50.00	NRS 483.780
1573	CDL Academy 3rd Party License Renewal	\$555.00	NRS 483.910
1574	DUI School License Renewal Fee	\$250.00	NRS 483.780
1575	Drivers School License Renewal Fee	\$50.00	NRS 483.780
1576	Traffic Safety School License Renewal Fee	\$250.00	NRS 483.780
1577	Transporter Renewal	\$25.00	NRS 482.3165
1578	Body Shop/Salvage/Wrecker Renewal	\$12.00	NRS 487.090 Wrecker Plate required, NRS 487.460 Salvage Pool Plate required, NRS 487.615 Body Shop plate required (ref to fee in 482.490?), NRS 482.320 & 330 Manuf/Dealer/Distrib/Rebuilder Plates Required (NAC 482.040 & NAC 482.044 & 482.330 for "Loan" Plates), NRS 482.2717 (Body shop/salvage/wrecker plate=\$12), NRS 482.490 Manufacturer's, distributor's, dealer's or rebuilder's plate=\$12)
1579	Rebuilder Fine	\$0.00	NRS 482.565
1580	Manufacturer Fine	\$0.00	NRS 482.565 Admin fine up to \$2,500 Highway fund
1581	Salesman Fine	\$0.00	NRS 482.565 Admin fine up to \$2,500 Highway fund

			NRS 487.090 Wrecker Plate required, NRS 487.460 Salvage Pool Plate required, NRS 487.615 Body Shop plate required (ref to fee in 482.490?), NRS 482.320 & 330 Manuf/Dealer/Distrib/Rebuilder Plates Required (NAC 482.040 & NAC 482.044 & 482.330 for "Loan" Plates), NRS 482.2717 (Body shop/salvage/wrecker plate=\$12), NRS 482.490 Manufacturer's, distributor's, dealer's or rebuilder's plate=\$12)
1582	Distributor Plate	\$12.00	
1583	DHS Placard Fee	\$11.00	NRS 482.4247 > MV Fund for costs (NIU)
1584	Short-term Lessor 20 Day Permit	\$1,000.00	NAC 482.272
1585	Diesel Emission Certificate Clark County	\$6.00	NRS 445B.830
1586	Gasoline Emission Certificate Clark County	\$6.00	NRS 445B.830
1587	Diesel Emission Certificate Washoe County	\$6.00	NRS 445B.830
1588	Gasoline Emission Certificate Washoe County	\$6.00	NRS 445B.830
1589	Emissions ACH Clearing	\$0.00	n/a
1590	Scrap Metals	\$0.00	NRS 481.079
1591	Drive School Instructor License Annual Fee	\$10.00	NRS 483.780
1592	DUI Instructor License Annual Fee	\$50.00	NRS 483.780
1593	TSS Instructor License Annual Fee	\$50.00	NRS 483.780
1594	Drive School License Annual Fee	\$50.00	NRS 483.780
1595	DUI School License Annual Fee	\$250.00	NRS 483.780
1596	TSS School License Annual Fee	\$250.00	NRS 483.780
1597	Emission Certificate Clark County "G" \$1.00	\$0.00	NRS 445B.830
1598	Emission Certificate Washoe County "G" \$1.00	\$0.00	NRS 445B.830
1599	Fingerprint Fees - Personnel	\$40.25	NAC 482.90
1601	Appraisal Fee	\$10.00	NRS 374.112
1602	County Identifier	\$0.50	NRS 482.271
1603	Duplicate Plate Fee	\$10.00	NRS 482.500
1604	Duplicate Registration Fee	\$5.00	NRS 482.500
1605	Registration Reinstatement Fee	\$33.00	NRS 482.458
1606	Golf Cart Permit	\$10.00	NRS 482.480
1607	VIN Inspection	\$1.00	NRS 482.220
1608	NV Live Mechanical Fee \$50	\$50.00	NRS 482.480
1609	NV Live Reinstatement Fee \$250	\$250.00	NRS 482.480
1610	NV Live Seasonal Fee \$50	\$50.00	NRS 482.480
1611	Late Registration Fee	\$0.00	NRS 482.515
1612	Miscellaneous Fees	\$0.00	n/a
1613	Motorcycle Safety Fee	\$6.00	NRS 482.480
1614	New Salesman Occupational License	\$38.75	NRS 482.362
1615	Movement Permit 15 Day Out Of State	\$8.25	NRS 482.3955
1616	Movement Permit 24 Hour In State	\$8.25	NRS 482.3955
1617	Salvage Title Processing Fees	\$10.00	NRS 487.810 & NRS 487.825
1618	Personalized Plate Original	\$35.00	NRS 482.367
1619	Personalized Plate Renewal	\$20.00	NRS 482.367
1620	Transfer Fee	\$6.00	NRS 482.480
1621	Prison Industry Fee	\$0.50	NRS 482.268
1622	BGST Penalty Fee	\$0.00	NRS 371.140 & 360A.040
1623	Registration Fee Passenger Vehicles	\$33.00	NRS 482.480
1624	VIN Assignment	\$2.00	NRS 482.290
1625	Title Processing Fees	\$8.25	NRS 482.429
1626	Substitute Plate Fee	\$5.00	NRS 482.500
1627	Title Fee	\$20.00	NRS 482.429 & NAC 482.907
1628	Professional Plate	\$12.00	NRS 482.503 and 482.368
1629	Title Fee Out Of State	\$35.00	NRS 482.429
1630	Lapsed Replacement Plate	\$25.00	NRS 482.2715
1631	Veterans Home Donations	\$0.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
1632	Special Event Permit	\$2.00	NRS 482.383
1633	Registration Fee Motorcycles	\$33.00	NRS 482.480
1634	Registration Fee Trucks	\$0.00	NRS 482.482
1635	Registration Fee Trailers 1000 Lbs. Or Less	\$12.00	NRS 482.483
1636	Registration Fee Trailers Over 1000 Lbs.	\$24.00	NRS 482.483
1637	Registration Fee Travel Trailers	\$27.00	NRS 482.480
1638	Substitute Decal Fee	\$5.00	NRS 482.500
1639	Safety Inspection	\$2.00	n/a
1640	DUI Registration Reinstatement	\$33.00	NRS 482.480

1641	Registration Fee Low Speed Vehicles	\$33.00	NRS 482.480
1642	NV Live Extenuating Circumstances	\$50.00	NRS 482.480
1643	Temporary Movement Permit	\$1.00	NRS 482.398
1644	Expedited Title Processing Fee	\$20.00	NRS 482.429 & NAC 482.907
1645	Expedited Title Shipping	\$20.00	NRS 482.429 & NAC 482.907
1646	3 Year Registration Fee Trailers 1000 Lbs. Or Less	\$36.00	483.2065
1647	3 Year Registration Fee Trailers Over 1000 Lbs.	\$72.00	NRS 482.480 & NRS 482.483 & NRS 483.268 & NRS 483.2065
1648	3 Year Registration Fee Travel Trailers	\$81.00	483.2065
1649	Registration Fee Red Cross Vehicles	\$5.00	482.36007
1650	Parking Violations	\$0.00	NRS 482.2805 & 484B.527
1651	Registration Fee Moped	\$33.00	NRS 482.480
1652	Payphone Commission	0	NRS 481.079
1656	DRS Placard Security Seals = 25 Per Roll	\$43.75	NRS 482.4247 > MV Fund for cost of prod
1657	Out Of State Dismantling Certificate Temp Account	\$10.00	NRS 487.810 & NRS 487.825 / NUI Eff 2003
1659	OHV Dealer License New	\$125.00	NRS 490.210
1660	OHV Dealer License Renewal	\$50.00	NRS 490.210
1661	Private Bidder ID Card New	\$50.00	NRS 487.477
1662	Private Bidder ID Card Renewal	\$25.00	NRS 487.477
1663	Autonomous Testing Business License New	\$100.00	NAC 482A.110
1664	Autonomous Testing Business License Renewal	\$100.00	NAC 482A.110
1665	Autonomous Certification Facility Business License New	\$300.00	NRS 482A.210
1666	Autonomous Certification Facility Business License Renewal	\$300.00	NRS 482A.210
1667	Autonomous Testing Vehicle Plate Original	\$12.00	NAC 482A.140 = \$12 Plate Fee & NAC 482A.050=Auth
1668	Autonomous Testing Vehicle Plate Renewal	\$12.00	NAC 482A.140 = \$12 Plate Fee & NAC 482A.050=Auth
1669	Autonomous Vehicle Plate Original	\$0.00	NRS 482.490 & NAC 482A.140
1670	Autonomous Vehicle Plate Renewal	\$0.00	NRS 482.490 & NAC 482A.140
1671	OHV Temporary Display Permit	\$75.00	NAC 490.175
1672	OHV Temporary Exhibit Permit	\$25.00	NAC 490.175
1673	Business License Late Fee	\$25.00	NRS 482.31632
1675	For Official Use Only Decals	\$4.00	SAM 1310
1676	State Seal 6"	\$5.00	SAM 1310
1677	State Seal 8"	\$9.50	SAM 1310
1678	NV Live Fine 31-90 Day Lapse 1st Offense \$250	\$250.00	NRS 482.480
1679	NV Live Fine 91-180 Day Lapse 1st Offense \$500	\$500.00	NRS 482.480
1680	NV Live Fine 181 Days Plus Lapse 1st Offense \$1000	\$1,000.00	NRS 482.480
1681	NV Live Reinstatement Fee 2nd Offense \$500	\$500.00	NRS 482.480
1682	NV Live Fine 31-90 Day Lapse 2nd Offense \$500	\$500.00	NRS 482.480
1683	NV Live Fine 91-180 Day Lapse 2nd Offense \$500	\$500.00	NRS 482.480
1684	NV Live Fine 181 Days Plus Lapse 2nd Offense \$1000	\$1,000.00	NRS 482.480
1685	NV Live Reinstatement Fee 3rd Offense \$750	\$750.00	NRS 482.480
1686	NV Live Fine 31-90 Day Lapse 3rd Offense \$500	\$500.00	NRS 482.480
1687	NV Live Fine 91-180 Day Lapse 3rd Offense \$750	\$750.00	NRS 482.480
1688	NV Live Fine 181 Days Plus Lapse 3rd Offense \$1000	\$1,000.00	NRS 482.480
1690	Government Plates Issuance Fee	\$12.00	NRS 482.503 and 482.368
1691	Will not be used at this time	\$12.00	NRS 482.503 and 482.368
1695	General Cash Over/Short (S/B Zero)	\$0.00	n/a
1701	BGST Carson City School Operating	\$0.00	NRS 371.040 & 482.181
1702	BGST Churchill School Operating	\$0.00	NRS 371.040 & 482.181
1703	BGST Clark School Operating	\$0.00	NRS 371.040 & 482.181
1704	BGST Douglas School Operating	\$0.00	NRS 371.040 & 482.181
1705	BGST Elko School Operating	\$0.00	NRS 371.040 & 482.181
1706	BGST Esmeralda School Operating	\$0.00	NRS 371.040 & 482.181
1707	BGST Eureka School Operating	\$0.00	NRS 371.040 & 482.181
1708	BGST Humboldt School Operating	\$0.00	NRS 371.040 & 482.181
1709	BGST Lander School Operating	\$0.00	NRS 371.040 & 482.181
1710	BGST Lincoln School Operating	\$0.00	NRS 371.040 & 482.181
1711	BGST Lyon School Operating	\$0.00	NRS 371.040 & 482.181
1712	BGST Mineral School Operating	\$0.00	NRS 371.040 & 482.181
1713	BGST Nye School Operating	\$0.00	NRS 371.040 & 482.181
1714	BGST Pershing School Operating	\$0.00	NRS 371.040 & 482.181

1715	BGST Storey School Operating	\$0.00	NRS 371.040 & 482.181
1716	BGST Washoe School Operating	\$0.00	NRS 371.040 & 482.181
1717	BGST White Pine School Operating	\$0.00	NRS 371.040 & 482.181
1721	BGST Carson City School Debt	\$0.00	NRS 371.040 & 482.181
1722	BGST Churchill School Debt	\$0.00	NRS 371.040 & 482.181
1723	BGST Clark School Debt	\$0.00	NRS 371.040 & 482.181
1724	BGST Douglas School Debt	\$0.00	NRS 371.040 & 482.181
1725	BGST Elko School Debt	\$0.00	NRS 371.040 & 482.181
1726	BGST Esmeralda School Debt	\$0.00	NRS 371.040 & 482.181
1727	BGST Eureka School Debt	\$0.00	NRS 371.040 & 482.181
1728	BGST Humboldt School Debt	\$0.00	NRS 371.040 & 482.181
1729	BGST Lander School Debt	\$0.00	NRS 371.040 & 482.181
1730	BGST Lincoln School Debt	\$0.00	NRS 371.040 & 482.181
1731	BGST Lyon School Debt	\$0.00	NRS 371.040 & 482.181
1732	BGST Mineral School Debt	\$0.00	NRS 371.040 & 482.181
1733	BGST Nye School Debt	\$0.00	NRS 371.040 & 482.181
1734	BGST Pershing School Debt	\$0.00	NRS 371.040 & 482.181
1735	BGST Storey School Debt	\$0.00	NRS 371.040 & 482.181
1736	BGST Washoe School Debt	\$0.00	NRS 371.040 & 482.181
1737	BGST White Pine School Debt	\$0.00	NRS 371.040 & 482.181
1741	MC BGST Inter County For Carson City	\$0.00	NRS 371.040 & 482.482
1742	MC BGST Inter County For Churchill	\$0.00	NRS 371.040 & 482.482
1743	MC BGST Inter County For Clark	\$0.00	NRS 371.040 & 482.482
1744	MC BGST Inter County For Douglas	\$0.00	NRS 371.040 & 482.482
1745	MC BGST Inter County For Elko	\$0.00	NRS 371.040 & 482.482
1746	MC BGST Inter County For Esmeralda	\$0.00	NRS 371.040 & 482.482
1747	MC BGST Inter County For Eureka	\$0.00	NRS 371.040 & 482.482
1748	MC BGST Inter County For Humboldt	\$0.00	NRS 371.040 & 482.482
1749	MC BGST Inter County For Lander	\$0.00	NRS 371.040 & 482.482
1750	MC BGST Inter County For Lincoln	\$0.00	NRS 371.040 & 482.482
1751	MC BGST Inter County For Lyon	\$0.00	NRS 371.040 & 482.482
1752	MC BGST Inter County For Mineral	\$0.00	NRS 371.040 & 482.482
1753	MC BGST Inter County For Nye	\$0.00	NRS 371.040 & 482.482
1754	MC BGST Inter County For Pershing	\$0.00	NRS 371.040 & 482.482
1755	MC BGST Inter County For Storey	\$0.00	NRS 371.040 & 482.482
1756	MC BGST Inter County For Washoe	\$0.00	NRS 371.040 & 482.482
1757	MC BGST Inter County For White Pine	\$0.00	NRS 371.040 & 482.482
1760	2% Commission General Fund FST For Carson	\$0.00	NRS 482.260
1761	2% Commission General Fund FST For Churchill	\$0.00	NRS 482.260
1762	2% Commission General Fund FST For Clark	\$0.00	NRS 482.260
1763	2% Commission General Fund FST For Douglas	\$0.00	NRS 482.260
1764	2% Commission General Fund FST For Elko	\$0.00	NRS 482.260
1765	2% Commission General Fund FST For Esmeralda	\$0.00	NRS 482.260
1766	2% Commission General Fund FST For Eureka	\$0.00	NRS 482.260
1767	2% Commission General Fund FST For Humboldt	\$0.00	NRS 482.260
1768	2% Commission General Fund FST For Lander	\$0.00	NRS 482.260
1769	2% Commission General Fund FST For Lincoln	\$0.00	NRS 482.260
1770	2% Commission General Fund FST For Lyon	\$0.00	NRS 482.260
1771	2% Commission General Fund FST For Mineral	\$0.00	NRS 482.260
1772	2% Commission General Fund FST For Nye	\$0.00	NRS 482.260
1773	2% Commission General Fund FST For Pershing	\$0.00	NRS 482.260
1774	2% Commission General Fund FST For Storey	\$0.00	NRS 482.260
1775	2% Commission General Fund FST For Washoe	\$0.00	NRS 482.260
1776	2% Commission General Fund FST For White Pine	\$0.00	NRS 482.260
1801	BGST For Carson City	\$0.00	NRS 371.040
1802	BGST For Churchill	\$0.00	NRS 371.040
1803	BGST For Clark	\$0.00	NRS 371.040
1804	BGST For Douglas	\$0.00	NRS 371.040
1805	BGST For Elko	\$0.00	NRS 371.040
1806	BGST For Esmeralda	\$0.00	NRS 371.040
1807	BGST For Eureka	\$0.00	NRS 371.040
1808	BGST For Humboldt	\$0.00	NRS 371.040
1809	BGST For Lander	\$0.00	NRS 371.040

1810	BGST For Lincoln	\$0.00	NRS 371.040
1811	BGST For Lyon	\$0.00	NRS 371.040
1812	BGST For Mineral	\$0.00	NRS 371.040
1813	BGST For Nye	\$0.00	NRS 371.040
1814	BGST For Pershing	\$0.00	NRS 371.040
1815	BGST For Storey	\$0.00	NRS 371.040
1816	BGST For Washoe	\$0.00	NRS 371.040
1817	BGST For White Pine	\$0.00	NRS 371.040
1818	SGST Registration For Carson	\$0.00	NRS 371.045
1819	SGST Registration For Churchill	\$0.00	NRS 371.045
1820	SGST Registration For Clark	\$0.00	NRS 371.045
1821	SGST Registration For Douglas	\$0.00	NRS 371.045
1822	SGST Registration For Elko	\$0.00	NRS 371.045
1823	SGST Registration For Esmeralda	\$0.00	NRS 371.045
1824	SGST Registration For Eureka	\$0.00	NRS 371.045
1825	SGST Registration For Humboldt	\$0.00	NRS 371.045
1826	SGST Registration For Lander	\$0.00	NRS 371.045
1827	SGST Registration For Lincoln	\$0.00	NRS 371.045
1828	SGST Registration For Lyon	\$0.00	NRS 371.045
1829	SGST Registration For Mineral	\$0.00	NRS 371.045
1830	SGST Registration For Nye	\$0.00	NRS 371.045
1831	SGST Registration For Pershing	\$0.00	NRS 371.045
1832	SGST Registration For Storey	\$0.00	NRS 371.045
1833	SGST Registration For Washoe	\$0.00	NRS 371.045
1834	SGST Registration For White Pine	\$0.00	NRS 371.045
1835	Local Governmental FST For Carson City	\$0.00	See Sales Tax NRS Tab
1836	Local Governmental FST For Churchill	\$0.00	See Sales Tax NRS Tab
1837	Local Governmental FST For Clark	\$0.00	See Sales Tax NRS Tab
1838	Local Governmental FST For Douglas	\$0.00	See Sales Tax NRS Tab
1839	Local Governmental FST For Elko	\$0.00	See Sales Tax NRS Tab
1840	Local Governmental FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
1841	Local Governmental FST For Eureka	\$0.00	See Sales Tax NRS Tab
1842	Local Governmental FST For Humboldt	\$0.00	See Sales Tax NRS Tab
1843	Local Governmental FST For Lander	\$0.00	See Sales Tax NRS Tab
1844	Local Governmental FST For Lincoln	\$0.00	See Sales Tax NRS Tab
1845	Local Governmental FST For Lyon	\$0.00	See Sales Tax NRS Tab
1846	Local Governmental FST For Mineral	\$0.00	See Sales Tax NRS Tab
1847	Local Governmental FST For Nye	\$0.00	See Sales Tax NRS Tab
1848	Local Governmental FST For Pershing	\$0.00	See Sales Tax NRS Tab
1849	Local Governmental FST For Storey	\$0.00	See Sales Tax NRS Tab
1850	Local Governmental FST For Washoe	\$0.00	See Sales Tax NRS Tab
1851	Local Governmental FST For White Pine	\$0.00	See Sales Tax NRS Tab
1852	Registration General Fund FST For Carson	\$0.00	See Sales Tax NRS Tab
1853	Registration General Fund FST For Churchill	\$0.00	See Sales Tax NRS Tab
1854	Registration General Fund FST For Clark	\$0.00	See Sales Tax NRS Tab
1855	Registration General Fund FST For Douglas	\$0.00	See Sales Tax NRS Tab
1856	Registration General Fund FST For Elko	\$0.00	See Sales Tax NRS Tab
1857	Registration General Fund FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
1858	Registration General Fund FST For Eureka	\$0.00	See Sales Tax NRS Tab
1859	Registration General Fund FST For Humboldt	\$0.00	See Sales Tax NRS Tab
1860	Registration General Fund FST For Lander	\$0.00	See Sales Tax NRS Tab
1861	Registration General Fund FST For Lincoln	\$0.00	See Sales Tax NRS Tab
1862	Registration General Fund FST For Lyon	\$0.00	See Sales Tax NRS Tab
1863	Registration General Fund FST For Mineral	\$0.00	See Sales Tax NRS Tab
1864	Registration General Fund FST For Nye	\$0.00	See Sales Tax NRS Tab
1865	Registration General Fund FST For Pershing	\$0.00	See Sales Tax NRS Tab
1866	Registration General Fund FST For Storey	\$0.00	See Sales Tax NRS Tab
1867	Registration General Fund FST For Washoe	\$0.00	See Sales Tax NRS Tab
1868	Registration General Fund FST For White Pine	\$0.00	See Sales Tax NRS Tab
1869	Occasional Sales Tax For Carson City	\$0.00	See Sales Tax NRS Tab
1870	Occasional Sales Tax For Churchill	\$0.00	See Sales Tax NRS Tab
1871	Occasional Sales Tax For Clark	\$0.00	See Sales Tax NRS Tab
1872	Occasional Sales Tax For Douglas	\$0.00	See Sales Tax NRS Tab

1873	Occasional Sales Tax For Elko	\$0.00	See Sales Tax NRS Tab
1874	Occasional Sales Tax For Esmeralda	\$0.00	See Sales Tax NRS Tab
1875	Occasional Sales Tax For Eureka	\$0.00	See Sales Tax NRS Tab
1876	Occasional Sales Tax For Humboldt	\$0.00	See Sales Tax NRS Tab
1877	Occasional Sales Tax For Lander	\$0.00	See Sales Tax NRS Tab
1878	Occasional Sales Tax For Lincoln	\$0.00	See Sales Tax NRS Tab
1879	Occasional Sales Tax For Lyon	\$0.00	See Sales Tax NRS Tab
1880	Occasional Sales Tax For Mineral	\$0.00	See Sales Tax NRS Tab
1881	Occasional Sales Tax For Nye	\$0.00	See Sales Tax NRS Tab
1882	Occasional Sales Tax For Pershing	\$0.00	See Sales Tax NRS Tab
1883	Occasional Sales Tax For Storey	\$0.00	See Sales Tax NRS Tab
1884	Occasional Sales Tax For Washoe	\$0.00	See Sales Tax NRS Tab
1885	Occasional Sales Tax For White Pine	\$0.00	See Sales Tax NRS Tab
1900	6% Commission BGST Registration For Carson	\$0.00	NRS 482.180
1901	6% Commission BGST Registration For Churchill	\$0.00	NRS 482.180
1902	6% Commission BGST Registration For Clark	\$0.00	NRS 482.180
1903	6% Commission BGST Registration For Douglas	\$0.00	NRS 482.180
1904	6% Commission BGST Registration For Elko	\$0.00	NRS 482.180
1905	6% Commission BGST Registration For Esmeralda	\$0.00	NRS 482.180
1906	6% Commission BGST Registration For Eureka	\$0.00	NRS 482.180
1907	6% Commission BGST Registration For Humboldt	\$0.00	NRS 482.180
1908	6% Commission BGST Registration For Lander	\$0.00	NRS 482.180
1909	6% Commission BGST Registration For Lincoln	\$0.00	NRS 482.180
1910	6% Commission BGST Registration For Lyon	\$0.00	NRS 482.180
1911	6% Commission BGST Registration For Mineral	\$0.00	NRS 482.180
1912	6% Commission BGST Registration For Nye	\$0.00	NRS 482.180
1913	6% Commission BGST Registration For Pershing	\$0.00	NRS 482.180
1914	6% Commission BGST Registration For Storey	\$0.00	NRS 482.180
1915	6% Commission BGST Registration For Washoe	\$0.00	NRS 482.180
1916	6% Commission BGST Registration For White Pine	\$0.00	NRS 482.180
1917	1% Commission BGST Registration For Carson	\$0.00	NRS 482.180
1918	1% Commission BGST Registration For Churchill	\$0.00	NRS 482.180
1919	1% Commission BGST Registration For Clark	\$0.00	NRS 482.180
1920	1% Commission BGST Registration For Douglas	\$0.00	NRS 482.180
1921	1% Commission BGST Registration For Elko	\$0.00	NRS 482.180
1922	1% Commission BGST Registration For Esmeralda	\$0.00	NRS 482.180
1923	1% Commission BGST Registration For Eureka	\$0.00	NRS 482.180
1924	1% Commission BGST Registration For Humboldt	\$0.00	NRS 482.180
1925	1% Commission BGST Registration For Lander	\$0.00	NRS 482.180
1926	1% Commission BGST Registration For Lincoln	\$0.00	NRS 482.180
1927	1% Commission BGST Registration For Lyon	\$0.00	NRS 482.180
1928	1% Commission BGST Registration For Mineral	\$0.00	NRS 482.180
1929	1% Commission BGST Registration For Nye	\$0.00	NRS 482.180
1930	1% Commission BGST Registration For Pershing	\$0.00	NRS 482.180
1931	1% Commission BGST Registration For Storey	\$0.00	NRS 482.180
1932	1% Commission BGST Registration For Washoe	\$0.00	NRS 482.180
1933	1% Commission BGST Registration For White Pine	\$0.00	NRS 482.180
1934	2% Commission Local Fund FST For Carson	\$0.00	NRS 482.260
1935	2% Commission Local Fund FST For Churchill	\$0.00	NRS 482.260
1936	2% Commission Local Fund FST For Clark	\$0.00	NRS 482.260
1937	2% Commission Local Fund FST For Douglas	\$0.00	NRS 482.260
1938	2% Commission Local Fund FST For Elko	\$0.00	NRS 482.260
1939	2% Commission Local Fund FST For Esmeralda	\$0.00	NRS 482.260
1940	2% Commission Local Fund FST For Eureka	\$0.00	NRS 482.260
1941	2% Commission Local Fund FST For Humboldt	\$0.00	NRS 482.260
1942	2% Commission Local Fund FST For Lander	\$0.00	NRS 482.260
1943	2% Commission Local Fund FST For Lincoln	\$0.00	NRS 482.260
1944	2% Commission Local Fund FST For Lyon	\$0.00	NRS 482.260
1945	2% Commission Local Fund FST For Mineral	\$0.00	NRS 482.260
1946	2% Commission Local Fund FST For Nye	\$0.00	NRS 482.260
1947	2% Commission Local Fund FST For Pershing	\$0.00	NRS 482.260
1948	2% Commission Local Fund FST For Storey	\$0.00	NRS 482.260
1949	2% Commission Local Fund FST For Washoe	\$0.00	NRS 482.260

1950	2% Commission Local Fund FST For White Pine	\$0.00	NRS 482.260
1951	\$2 Fee For Registration Proc By County For Carson	\$0.00	NRS 482.160
1952	\$2 Fee For Registration Proc By County For Churchill	\$0.00	NRS 482.160
1953	\$2 Fee For Registration Proc By County For Clark	\$0.00	NRS 482.160
1954	\$2 Fee For Registration Proc By County For Douglas	\$0.00	NRS 482.160
1955	\$2 Fee For Registration Proc By County For Elko	\$0.00	NRS 482.160
1956	\$2 Fee For Registration Proc By County For Esmeralda	\$0.00	NRS 482.160
1957	\$2 Fee For Registration Proc By County For Eureka	\$0.00	NRS 482.160
1958	\$2 Fee For Registration Proc By County For Humboldt	\$0.00	NRS 482.160
1959	\$2 Fee For Registration Proc By County For Lander	\$0.00	NRS 482.160
1960	\$2 Fee For Registration Proc By County For Lincoln	\$0.00	NRS 482.160
1961	\$2 Fee For Registration Proc By County For Lyon	\$0.00	NRS 482.160
1962	\$2 Fee For Registration Proc By County For Mineral	\$0.00	NRS 482.160
1963	\$2 Fee For Registration Proc By County For Nye	\$0.00	NRS 482.160
1964	\$2 Fee For Registration Proc By County For Pershing	\$0.00	NRS 482.160
1965	\$2 Fee For Registration Proc By County For Storey	\$0.00	NRS 482.160
1966	\$2 Fee For Registration Proc By County For Washoe	\$0.00	NRS 482.160
1967	\$2 Fee For Registration Proc By County For White Pine	\$0.00	NRS 482.160
1968	6% Commission For DMV Registration SGST For Carson	\$0.00	NRS 482.181
1969	6% Commission For DMV Registration SGST For Churchill	\$0.00	NRS 482.181
1970	6% Commission For DMV Registration SGST For Clark	\$0.00	NRS 482.181
1971	6% Commission For DMV Registration SGST For Douglas	\$0.00	NRS 482.181
1972	6% Commission For DMV Registration SGST For Elko	\$0.00	NRS 482.181
1973	6% Commission For DMV Registration SGST For Esmeralda	\$0.00	NRS 482.181
1974	6% Commission For DMV Registration SGST For Eureka	\$0.00	NRS 482.181
1975	6% Commission For DMV Registration SGST For Humboldt	\$0.00	NRS 482.181
1976	6% Commission For DMV Registration SGST For Lander	\$0.00	NRS 482.181
1977	6% Commission For DMV Registration SGST For Lincoln	\$0.00	NRS 482.181
1978	6% Commission For DMV Registration SGST For Lyon	\$0.00	NRS 482.181
1979	6% Commission For DMV Registration SGST For Mineral	\$0.00	NRS 482.181
1980	6% Commission For DMV Registration SGST For Nye	\$0.00	NRS 482.181
1981	6% Commission For DMV Registration SGST For Pershing	\$0.00	NRS 482.181
1982	6% Commission For DMV Registration SGST For Storey	\$0.00	NRS 482.181
1983	6% Commission For DMV Registration SGST For Washoe	\$0.00	NRS 482.181
1984	6% Commission For DMV Registration SGST For White Pine	\$0.00	NRS 482.181
1990	\$2 Fee For Registration Proc By Boulder City PD	\$0.00	NRS 482.160
1995	License Plate Fee	\$5.00	NRS 482.069
2001	Duplicate DL	\$14.00	NRS 483.410
2002	DL Address Change	\$0.00	NRS 483.410
2003	DL Reprint	\$5.00	NRS 483.410
2004	Name/DOB/SSN Change	\$5.00	NRS 483.410
2005	Clearance Letter	\$6.00	NAC 481.520 & P&P SC 05.09.02
2006	Endorsement	\$5.00	NRS 483.410
2007	Released Prisoner Photo Reimbursement	\$3.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2008	Released Prisoner Photo Waiver	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2009	Donations To The Homeless Fund	\$0.00	NRS 483.820 & 483.410 (NRS 483.417 & NRS 483.825)
2010	Homeless Photo Waive Reimbursement	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2011	Card Production Cost	\$3.00	NAC 483.900
2012	DL Digitized Photo Fee	\$2.25	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2013	Plate Renewal By Mail Fee	\$0.00	NRS 483.383
2014	Photo Fee	\$1.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2015	DUI Reinstatement	\$120.00	NRS 483.410
2016	DUI Reinstatement Restricted	\$120.00	NRS 483.410
2017	Victims Compensation Fee	\$35.00	NRS 484C.500 (= \$35 > Fund for the Compensation of Victims of Crime)
2018	Juvenile Reinstatement	\$25.00	No such fee per Debbie Wilson. Research who/what/why is charging and inactivate if appropriate
2019	Instruction Permit	\$18.00	NRS 483.410 & 483.415
2020	Instruction Permit 65 & Older	\$14.00	NRS 483.410 & 483.415

2023	Restricted Permit	\$10.00	NRS 483.410 & 483.415
2024	Non DUI Reinstatement	\$75.00	NRS 483.410
2025	Non DUI Reinstatement Restricted	\$75.00	NRS 483.410
2026	Late Penalties	\$10.00	NRS 483.410
2029	Duplicate ID Card	\$0.00	NRS 483.820
2030	Duplicate ID Card Under 18	\$3.00	NRS 483.820
2031	Duplicate ID Card 65 & Older	\$4.00	NRS 483.820
2032	Changes ID Card	\$4.00	NRS 483.820
2033	Original ID Card	\$0.00	NRS 483.820
2034	Original ID Card Under 18	\$3.00	NRS 483.820
2035	Original/ ID Card 65 & Older	\$4.00	NRS 483.820
2036	Temporary License	\$0.00	NRS 483.280 (permit) & 483.462 (DUI Temp) & 483.463 (DUI Temp)
2038	DL Plate Original Class A	\$10.00	NRS 483.410 & .415
2039	DL Original Class A 65 & Older	\$14.00	NRS 483.410 & .415
2040	DL Original Class B	\$10.00	NRS 483.410 & .415
2041	DL Original Class B 65 & Older	\$14.00	NRS 483.410 & .415
2042	DL Original Class C	\$10.00	NRS 483.410 & .415
2043	DL Original Class C 65 & Older	\$14.00	NRS 483.410 & .415
2044	DL Original Class M	\$10.00	NRS 483.410 & .415
2045	DL Original Class M 65 & Older	\$14.00	NRS 483.410 & .415
2046	DL Original Class M (Z)	\$10.00	NRS 483.410 & .415
2047	DL Original Class M (Z) 65 & Older	\$14.00	NRS 483.410 & .415
2048	DL Renewal Class A	\$10.00	NRS 483.410 & .415
2049	DL Renewal Class A 65 & Older	\$14.00	NRS 483.410 & .415
2050	DL Renewal Class B	\$10.00	NRS 483.410 & .415
2051	DL Renewal Class B 65 & Older	\$14.00	NRS 483.410 & .415
2052	DL Renewal Class C	\$10.00	NRS 483.410 & .415
2053	DL Renewal Class C 65 & Older	\$14.00	NRS 483.410 & .415
2054	DL Renewal Class M	\$10.00	NRS 483.410 & .415
2055	DL Renewal Class M 65 & Older	\$14.00	NRS 483.410 & .415
2056	DL Renewal Class M (Z)	\$10.00	NRS 483.410 & .415
2057	DL Renewal Class M (Z) 65 & Older	\$14.00	NRS 483.410 & .415
2058	DL No Fee	\$0.00	NRS 483.410 & .415
2059	Anatomical Gift Donation	\$0.00	NRS 483.340
2060	Bike Safety - 100% to NDOT	\$0.00	NRS 483.415
2061	Bike Safety 65% To PS	\$0.00	NRS 483.415
2065	Renewal ID Card	\$0.00	NRS 483.820
2066	Renewal ID Card Under 18	\$3.00	NRS 483.820
2067	Renewal ID Card 65 & Older	\$0.00	NRS 483.820
2075	Expedited Service Permit 65 Or Older	\$4.00	NRS 426.441 & NAC 426.630 (fees)
2076	Expedited Service Permit Under 18	\$3.00	NRS 426.441 & NAC 426.630 (fees)
2077	Expedited Service Permit	\$0.00	NRS 426.441 & NAC 426.630 (fees)
2078	Expedited Service Permit Change	\$4.00	NRS 426.441 & NAC 426.630 (fees)
2079	Expedited Service Permit Renewal Change	\$4.00	NRS 426.441 & NAC 426.630 (fees)
2080	Expedited Service Permit Renewal	\$0.00	NRS 426.441 & NAC 426.630 (fees)
2081	Expedited Service Permit Renewal Under 18	\$3.00	NRS 426.441 & NAC 426.630 (fees)
2082	Expedited Service Permit Renewal 65 Or Older	\$4.00	NRS 426.441 & NAC 426.630 (fees)
2085	Homeless Youth Fee Waiver	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2088	DAC Homeless Youth Fee Waiver	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2090	Administration Of Examinations	\$25.00	NRS 483.410
2091	Re-Administration Of Examinations	\$10.00	NRS 483.410
2100	Great Reno Balloon Race Plate Original	\$35.00	NRS 482.379375
2101	Great Reno Balloon Race Plate Renewal	\$10.00	NRS 482.379375
2102	Great Reno Balloon Race Fund Original	\$25.00	NRS 482.379375
2103	Great Reno Balloon Race Fund Renewal	\$20.00	NRS 482.379375
2104	Nevada Bighorns Unlimited Plate Original	\$35.00	NRS 482.379375
2105	Nevada Bighorns Unlimited Plate Renewal	\$10.00	NRS 482.379375
2106	Nevada Bighorns Unlimited Fund Original	\$25.00	NRS 482.379375
2107	Nevada Bighorns Unlimited Fund Renewal	\$20.00	NRS 482.379375
2108	Girl Scout Gold Plate - Original	\$35.00	NRS 482.379375
2109	Girl Scout Gold Plate - Renewal	\$10.00	NRS 482.379375

2110	Girl Scout Gold Fund - Original	\$25.00	NRS 482.379375
2111	Girl Scout Gold Fund - Renewal	\$20.00	NRS 482.379375
2112	Eagle Scout Plate - Original	\$35.00	NRS 482.379375
2113	Eagle Scout Plate - Renewal	\$10.00	NRS 482.379375
2114	Eagle Scout Fund - Original	\$25.00	NRS 482.379375
2115	Eagle Scout Fund - Renewal	\$20.00	NRS 482.379375
2116	Sparks Heritage Plate - Original	\$35.00	NRS 482.379375
2117	Sparks Heritage Plate - Renewal	\$10.00	NRS 482.379375
2118	Sparks Heritage Fund - Original	\$25.00	NRS 482.379375
2119	Sparks Heritage Fund - Renewal	\$20.00	NRS 482.379375
2120	Keep Memory Alive Plate - Original	\$35.00	NRS 482.379375
2121	Keep Memory Alive Plate - Renewal	\$10.00	NRS 482.379375
2122	Keep Memory Alive Fund - Original	\$25.00	NRS 482.379375
2123	Keep Memory Alive Fund - Renewal	\$20.00	NRS 482.379375
2124	Values Life Plate - Original	\$35.00	NRS 482.379375
2125	Values Life Plate - Renewal	\$10.00	NRS 482.379375
2126	Values Life Fund - Original	\$25.00	NRS 482.379375
2127	Values Life Fund - Renewal	\$20.00	NRS 482.379375
2128	Vegas Golden Knights - Original	\$35.00	NRS 482.379375
2129	Vegas Golden Knights - Renewal	\$10.00	NRS 482.379375
2130	Golden Rule Plate - Original	\$35.00	NRS 482.379375
2131	Golden Rule Plate - Renewal	\$10.00	NRS 482.379375
2132	Golden Rule Fund - Original	\$25.00	NRS 482.379375
2133	Golden Rule Fund - Renewal	\$20.00	NRS 482.379375
2134	Autism Plate - Original	\$35.00	NRS 482.379375
2135	Autism Plate - Renewal	\$10.00	NRS 482.379375
2136	Autism Plate Fund - Original	\$25.00	NRS 482.379375
2137	Autism Plate Fund - Renewal	\$20.00	NRS 482.379375
2138	Desert Conservation Plate - Original	\$35.00	NRS 482.379375
2139	Desert Conservation Plate - Renewal	\$10.00	NRS 482.379375
2140	Desert Conservation Fund - Original	\$25.00	NRS 482.379375
2141	Desert Conservation Fund - Renewal	\$20.00	NRS 482.379375
2142	Raiders Plate - Original	\$35.00	NRS 482.379375
2143	Raiders Plate - Renewal	\$10.00	NRS 482.379375
2144	Raiders Foundation Plate Fund - Original	\$25.00	NRS 482.379375
2145	Raiders Foundation Plate Fund - Renewal	\$20.00	NRS 482.379375
2146	Henderson Historical Plate - Original	\$35.00	NRS 482.379375
2147	Henderson Historical Plate - Renewal	\$10.00	NRS 482.379375
2148	Henderson Historical Plate Fund - Original	\$25.00	NRS 482.379375
2149	Henderson Historical Plate Fund - Renewal	\$20.00	NRS 482.379375
2150	Virginia Range Mustang Plate - Original	\$35.00	NRS 482.379375
2151	Virginia Range Mustang Plate - Renewal	\$10.00	NRS 482.379375
2152	Virginia Range Mustang Plate Fund - Original	\$25.00	NRS 482.379375
2153	Virginia Range Mustang Plate Fund - Renewal	\$20.00	NRS 482.379375
2154	STEM Plate - Original	\$35.00	NRS 482.379375
2155	STEM Plate - Renewal	\$10.00	NRS 482.379375
2156	STEM Plate Fund - Original	\$25.00	NRS 482
2157	STEM Plate Fund - Renewal	\$20.00	NRS 482
2158	Forever Strong - Original	\$35.00	NRS 482.379375
2159	Forever Strong - Renewal	\$10.00	NRS 482.379375
2160	Forever Strong Fund - Original	\$25.00	NRS 482
2161	Forever Strong Fund - Renewal	\$20.00	NRS 482
2162	Women's Suffrage Plate - Original	\$35.00	NRS 482.379375
2163	Women's Suffrage Plate - Renewal	\$10.00	NRS 482.379375
2164	Women's Suffrage Plate Fund - Original	\$25.00	NRS 482
2165	Women's Suffrage Plate Fund - Renewal	\$20.00	NRS 482
2166	Childhood Cancer Plate - Original	\$35.00	NRS 482.379375
2167	Childhood Cancer Plate - Renewal	\$10.00	NRS 482.379375
2168	Childhood Cancer Plate Fund - Original	\$25.00	NRS 482
2169	Childhood Cancer Plate Fund - Renewal	\$20.00	NRS 482
2170	Electric Vehicle Plate - Original	\$35.00	NRS 482.379375
2171	Electric Vehicle Plate - Renewal	\$10.00	NRS 482.379375
2172	Electric Vehicle Plate Fund - Original	\$25.00	NRS 482

2173	Electric Vehicle Plate Fund - Renewal	\$36.00	NRS 482
2200	Special Plate Donations	\$0.00	NRS 482
2201	BGST MC Carson City School Operating	\$0.00	NRS 371.040 & 482.181
2202	BGST MC Churchill School Operating	\$0.00	NRS 371.040 & 482.181
2203	BGST MC Clark School Operating	\$0.00	NRS 371.040 & 482.181
2204	BGST MC Douglas School Operating	\$0.00	NRS 371.040 & 482.181
2205	BGST MC Elko School Operating	\$0.00	NRS 371.040 & 482.181
2206	BGST MC Esmeralda School Operating	\$0.00	NRS 371.040 & 482.181
2207	BGST MC Eureka School Operating	\$0.00	NRS 371.040 & 482.181
2208	BGST MC Humboldt School Operating	\$0.00	NRS 371.040 & 482.181
2209	BGST MC Lander School Operating	\$0.00	NRS 371.040 & 482.181
2210	BGST MC Lincoln School Operating	\$0.00	NRS 371.040 & 482.181
2211	BGST MC Lyon School Operating	\$0.00	NRS 371.040 & 482.181
2212	BGST MC Mineral School Operating	\$0.00	NRS 371.040 & 482.181
2213	BGST MC Nye School Operating	\$0.00	NRS 371.040 & 482.181
2214	BGST MC Pershing School Operating	\$0.00	NRS 371.040 & 482.181
2215	BGST MC Storey School Operating	\$0.00	NRS 371.040 & 482.181
2216	BGST MC Washoe School Operating	\$0.00	NRS 371.040 & 482.181
2217	BGST MC White Pine School Operating	\$0.00	NRS 371.040 & 482.181
2221	BGST MC Carson City School Debt	\$0.00	NRS 371.040 & 482.181
2222	BGST MC Churchill School Debt	\$0.00	NRS 371.040 & 482.181
2223	BGST MC Clark School Debt	\$0.00	NRS 371.040 & 482.181
2224	BGST MC Douglas School Debt	\$0.00	NRS 371.040 & 482.181
2225	BGST MC Elko School Debt	\$0.00	NRS 371.040 & 482.181
2226	BGST MC Esmeralda School Debt	\$0.00	NRS 371.040 & 482.181
2227	BGST MC Eureka School Debt	\$0.00	NRS 371.040 & 482.181
2228	BGST MC Humboldt School Debt	\$0.00	NRS 371.040 & 482.181
2229	BGST MC Lander School Debt	\$0.00	NRS 371.040 & 482.181
2230	BGST MC Lincoln School Debt	\$0.00	NRS 371.040 & 482.181
2231	BGST MC Lyon School Debt	\$0.00	NRS 371.040 & 482.181
2232	BGST MC Mineral School Debt	\$0.00	NRS 371.040 & 482.181
2233	BGST MC Nye School Debt	\$0.00	NRS 371.040 & 482.181
2234	BGST MC Pershing School Debt	\$0.00	NRS 371.040 & 482.181
2235	BGST MC Storey School Debt	\$0.00	NRS 371.040 & 482.181
2236	BGST MC Washoe School Debt	\$0.00	NRS 371.040 & 482.181
2237	BGST MC White Pine School Debt	\$0.00	NRS 371.040 & 482.181
2241	BGST MC Carson City School Operating	\$0.00	NRS 371.040 & 482.181
2242	BGST MC Churchill School Operating	\$0.00	NRS 371.040 & 482.181
2243	BGST MC Clark School Operating	\$0.00	NRS 371.040 & 482.181
2244	BGST MC Douglas School Operating	\$0.00	NRS 371.040 & 482.181
2245	BGST MC Elko School Operating	\$0.00	NRS 371.040 & 482.181
2246	BGST MC Esmeralda School Operating	\$0.00	NRS 371.040 & 482.181
2247	BGST MC Eureka School Operating	\$0.00	NRS 371.040 & 482.181
2248	BGST MC Humboldt School Operating	\$0.00	NRS 371.040 & 482.181
2249	BGST MC Lander School Operating	\$0.00	NRS 371.040 & 482.181
2250	BGST MC Lincoln School Operating	\$0.00	NRS 371.040 & 482.181
2251	BGST MC Lyon School Operating	\$0.00	NRS 371.040 & 482.181
2252	BGST MC Mineral School Operating	\$0.00	NRS 371.040 & 482.181
2253	BGST MC Nye School Operating	\$0.00	NRS 371.040 & 482.181
2254	BGST MC Pershing School Operating	\$0.00	NRS 371.040 & 482.181
2255	BGST MC Storey School Operating	\$0.00	NRS 371.040 & 482.181
2256	BGST MC Washoe School Operating	\$0.00	NRS 371.040 & 482.181
2257	BGST MC White Pine School Operating	\$0.00	NRS 371.040 & 482.181
2261	BGST MC Carson City School Debt	\$0.00	NRS 371.040 & 482.181
2262	BGST MC Churchill School Debt	\$0.00	NRS 371.040 & 482.181
2263	BGST MC Clark School Debt	\$0.00	NRS 371.040 & 482.181
2264	BGST MC Douglas School Debt	\$0.00	NRS 371.040 & 482.181
2265	BGST MC Elko School Debt	\$0.00	NRS 371.040 & 482.181
2266	BGST MC Esmeralda School Debt	\$0.00	NRS 371.040 & 482.181
2267	BGST MC Eureka School Debt	\$0.00	NRS 371.040 & 482.181
2268	BGST MC Humboldt School Debt	\$0.00	NRS 371.040 & 482.181
2269	BGST MC Lander School Debt	\$0.00	NRS 371.040 & 482.181
2270	BGST MC Lincoln School Debt	\$0.00	NRS 371.040 & 482.181

2271	BGST MC Lyon School Debt	\$0.00	NRS 371.040 & 482.181
2272	BGST MC Mineral School Debt	\$0.00	NRS 371.040 & 482.181
2273	BGST MC Nye School Debt	\$0.00	NRS 371.040 & 482.181
2274	BGST MC Pershing School Debt	\$0.00	NRS 371.040 & 482.181
2275	BGST MC Storey School Debt	\$0.00	NRS 371.040 & 482.181
2276	BGST MC Washoe School Debt	\$0.00	NRS 371.040 & 482.181
2277	BGST MC White Pine School Debt	\$0.00	NRS 371.040 & 482.181
2301	BGST Allocation To General Fund	\$0.00	SB429
2302	MC BGST Allocation To General Fund	\$0.00	SB429
2303	BGST Allocation General Fund For Carson City	\$0.00	SB429
2304	BGST Allocation General Fund For Churchill County	\$0.00	SB429
2305	BGST Allocation General Fund For Clark County	\$0.00	SB429
2306	BGST Allocation General Fund For Douglas County	\$0.00	SB429
2307	BGST Allocation General Fund For Elko County	\$0.00	SB429
2308	BGST Allocation General Fund For Esmeralda County	\$0.00	SB429
2309	BGST Allocation General Fund For Eureka County	\$0.00	SB429
2310	BGST Allocation General Fund For Humboldt County	\$0.00	SB429
2311	BGST Allocation General Fund For Lander County	\$0.00	SB429
2312	BGST Allocation General Fund For Lincoln County	\$0.00	SB429
2313	BGST Allocation General Fund For Lyon County	\$0.00	SB429
2314	BGST Allocation General Fund For Mineral County	\$0.00	SB429
2315	BGST Allocation General Fund For Nye County	\$0.00	SB429
2316	BGST Allocation General Fund For Pershing County	\$0.00	SB429
2317	BGST Allocation General Fund For Storey County	\$0.00	SB429
2318	BGST Allocation General Fund For Washoe County	\$0.00	SB429
2319	BGST Allocation General Fund For White Pine County	\$0.00	SB429
2320	MC BGST Allocation General Fund For Carson City	\$0.00	SB429
2321	MC BGST Allocation General Fund For Churchill County	\$0.00	SB429
2322	MC BGST Allocation General Fund For Clark County	\$0.00	SB429
2323	MC BGST Allocation General Fund For Douglas County	\$0.00	SB429
2324	MC BGST Allocation General Fund For Elko County	\$0.00	SB429
2325	MC BGST Allocation General Fund For Esmeralda County	\$0.00	SB429
2326	MC BGST Allocation General Fund For Eureka County	\$0.00	SB429
2327	MC BGST Allocation General Fund For Humboldt County	\$0.00	SB429
2328	MC BGST Allocation General Fund For Lander County	\$0.00	SB429
2329	MC BGST Allocation General Fund For Lincoln County	\$0.00	SB429
2330	MC BGST Allocation General Fund For Lyon County	\$0.00	SB429
2331	MC BGST Allocation General Fund For Mineral County	\$0.00	SB429
2332	MC BGST Allocation General Fund For Nye County	\$0.00	SB429
2333	MC BGST Allocation General Fund For Pershing County	\$0.00	SB429
2334	MC BGST Allocation General Fund For Storey County	\$0.00	SB429
2335	MC BGST Allocation General Fund For Washoe County	\$0.00	SB429
2336	MC BGST Allocation General Fund For White Pine County	\$0.00	SB429
2337	MC Inter County BGST Allocation General Fund For Carson City	\$0.00	SB429
2338	MC Inter County BGST Allocation General Fund For Churchill County	\$0.00	SB429
2339	MC Inter County BGST Allocation General Fund For Clark County	\$0.00	SB429
2340	MC Inter County BGST Allocation General Fund For Douglas County	\$0.00	SB429
2341	MC Inter County BGST Allocation General Fund For Elko County	\$0.00	SB429
2342	MC Inter County BGST Allocation General Fund For Esmeralda County	\$0.00	SB429
2343	MC Inter County BGST Allocation General Fund For Eureka County	\$0.00	SB429
2344	MC Inter County BGST Allocation General Fund For Humboldt County	\$0.00	SB429
2345	MC Inter County BGST Allocation General Fund For Lander County	\$0.00	SB429
2346	MC Inter County BGST Allocation General Fund For Lincoln County	\$0.00	SB429
2347	MC Inter County BGST Allocation General Fund For Lyon County	\$0.00	SB429
2348	MC Inter County BGST Allocation General Fund For Mineral County	\$0.00	SB429
2349	MC Inter County BGST Allocation General Fund For Nye County	\$0.00	SB429
2350	MC Inter County BGST Allocation General Fund For Pershing County	\$0.00	SB429
2351	MC Inter County BGST Allocation General Fund For Storey County	\$0.00	SB429
2352	MC Inter County BGST Allocation General Fund For Washoe County	\$0.00	SB429
2353	MC Inter County BGST Allocation General Fund For White Pine County	\$0.00	SB429
2354	Complete Streets For Carson City	\$2.00	NRS 482.1825
2355	Complete Streets For Churchill County	\$2.00	NRS 482.1825
2356	Complete Streets For Clark County	\$2.00	NRS 482.1825

2357	Complete Streets For Douglas County	\$2.00	NRS 482.1825
2358	Complete Streets For Elko County	\$2.00	NRS 482.1825
2359	Complete Streets For Esmeralda County	\$2.00	NRS 482.1825
2360	Complete Streets For Eureka County	\$2.00	NRS 482.1825
2361	Complete Streets For Humboldt County	\$2.00	NRS 482.1825
2362	Complete Streets For Lander County	\$2.00	NRS 482.1825
2363	Complete Streets For Lincoln County	\$2.00	NRS 482.1825
2364	Complete Streets For Lyon County	\$2.00	NRS 482.1825
2365	Complete Streets For Mineral County	\$2.00	NRS 482.1825
2366	Complete Streets For Nye County	\$2.00	NRS 482.1825
2367	Complete Streets For Pershing County	\$2.00	NRS 482.1825
2368	Complete Streets For Storey County	\$2.00	NRS 482.1825
2369	Complete Streets For Washoe County	\$2.00	NRS 482.1825
2370	Complete Streets For White Pine County	\$2.00	NRS 482.1825
2371	Complete Streets MVIT Commission	\$0.00	NRS 482.1825
2400	Air Force Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2401	Air Force Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2402	Air National Guard Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2403	Air National Guard Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2404	Animal Appreciation Motorcycle Plate Original	\$35.00	NRS 483.379175
2405	Animal Appreciation Motorcycle Plate Renewal	\$10.00	NRS 483.379175
2406	Army National Guard Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2407	Army National Guard Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2408	Army Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2409	Army Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2410	Children In The Arts Motorcycle Plate Original	\$35.00	NRS 482.3792
2411	Children In The Arts Motorcycle Plate Renewal	\$10.00	NRS 482.3792
2412	Coast Guard Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2413	Coast Guard Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2414	FFA Motorcycle Plate Original	\$35.00	NRS 482.37917
2415	FFA Motorcycle Plate Renewal	\$10.00	NRS 482.37917
2416	Professional Fire Fighter Motorcycle Plate Original	\$35.00	NRS 482.3753
2417	Professional Fire Fighter Motorcycle Plate Renewal	\$10.00	NRS 482.3753
2418	Hoover Dam Motorcycle Plate Original	\$35.00	NRS 482.367006
2419	Hoover Dam Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2420	Horse Power Motorcycle Plate Original	\$35.00	NRS 482.367006
2421	Horse Power Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2422	Hot August Nights Motorcycle Plate Original	\$35.00	NRS 482.367006
2423	Hot August Nights Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2424	Lake Tahoe Motorcycle Plate Original	\$35.00	NRS 482.37933
2425	Lake Tahoe Motorcycle Plate Renewal	\$10.00	NRS 482.37933
2426	Las Vegas Commemorative Motorcycle Plate Original	\$35.00	NRS 482.37903
2427	Las Vegas Commemorative Motorcycle Plate Renewal	\$10.00	NRS 482.37903
2428	Las Vegas Federal Lands Motorcycle Plate Original	\$35.00	NRS 482.37934
2429	Las Vegas Federal Lands Motorcycle Plate Renewal	\$10.00	NRS 482.37934
2430	Las Vegas Springs Preserve Motorcycle Plate Original	\$35.00	NRS 482.37919
2431	Las Vegas Springs Preserve Motorcycle Plate Renewal	\$10.00	NRS 482.37919
2432	Lower Truckee River & Pyramid Lake Motorcycle Plate Original	\$35.00	NRS 482.37937
2433	Lower Truckee River & Pyramid Lake Motorcycle Plate Renewal	\$10.00	NRS 482.37937
2434	Marines Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2435	Marines Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2436	Masons Motorcycle Plate Original	\$35.00	NRS 482.3748
2437	Masons Motorcycle Plate Renewal	\$10.00	NRS 482.3748
2438	Missing & Exploited Children Motorcycle Plate Original	\$35.00	NRS 482.3793
2439	Missing & Exploited Children Motorcycle Plate Renewal	\$10.00	NRS 482.3793
2440	MI Charleston Motorcycle Plate Original	\$35.00	NRS 482.37935
2441	MI Charleston Motorcycle Plate Renewal	\$10.00	NRS 482.37935
2442	National Guard Motorcycle Plate Original	\$5.00	NRS 482.376
2443	National Guard Motorcycle Plate Renewal	\$0.00	NRS 482.376
2444	Naturalized Citizen Motorcycle Plate Original	\$35.00	NRS 482.367006 & NRS 482.379355
2445	Naturalized Citizen Motorcycle Plate Renewal	\$10.00	NRS 482.367006 & NRS 482.379355
2446	Navy Veteran Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2447	Navy Veteran Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764

2448	Supporting Wildlife Motorcycle Plate Original	\$35.00	NRS 482.367006
2449	Supporting Wildlife Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2450	NV Test Site Historical Foundation Motorcycle Plate Original	\$35.00	NRS 482.37918
2451	NV Test Site Historical Foundation Motorcycle Plate Renewal	\$10.00	NRS 482.37918
2452	Organ Donation Motorcycle Plate Original	\$35.00	NRS 482.37905
2453	Organ Donation Motorcycle Plate Renewal	\$10.00	NRS 482.37905
2454	Red Rock Canyon Motorcycle Plate Original	\$35.00	NRS 482.367006
2455	Red Rock Canyon Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2456	Reno Air Races Motorcycle Plate Original	\$35.00	NRS 482.367006
2457	Reno Air Races Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2458	Rodeo Motorcycle Plate Original	\$35.00	NRS 482.37938
2459	Rodeo Motorcycle Plate Renewal	\$10.00	NRS 482.37938
2460	United We Stand Motorcycle Plate Original	\$35.00	NRS 482.379365
2461	United We Stand Motorcycle Plate Renewal	\$10.00	NRS 482.379365
2462	UNLV Motorcycle Plate Original	\$35.00	NRS 482.3747
2463	UNLV Motorcycle Plate Renewal	\$10.00	NRS 482.3747
2464	UNR Motorcycle Plate Original	\$35.00	NRS 482.3747
2465	UNR Motorcycle Plate Renewal	\$10.00	NRS 482.3747
2466	Virginia & Truckee Railroad Motorcycle Plate Original	\$35.00	NRS 482.37945
2467	Virginia & Truckee Railroad Motorcycle Plate Renewal	\$10.00	NRS 482.37945
2468	Volunteer Fire Fighter Motorcycle Plate Original	\$35.00	NRS 482.3754
2469	Volunteer Fire Fighter Motorcycle Plate Renewal	\$10.00	NRS 482.3754
2470	1982 Replica Plate	\$25.00	NRS 482.296
2471	Supporting Healthcare Motorcycle Plate Original	\$35.00	NRS 482.367006
2472	Supporting Healthcare Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2473	Conserve Wildlife Motorcycle Plate Original	\$35.00	NRS 482.367006
2474	Conserve Wildlife Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2475	Veteran Female Motorcycle Plate Original	\$35.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2476	Veteran Female Motorcycle Plate Renewal	\$10.00	NRS 482.3763 & NRS 482.37635 & NRS 482.3764
2477	Air Force Thunderbirds Motorcycle Plate Original	\$35.00	NRS 482.367006
2478	Air Force Thunderbirds Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2479	March Of Dimes Motorcycle Plate Original	\$35.00	NRS 482.367006
2480	March Of Dimes Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2481	Teamsters Local 631 Motorcycle Plate Original	\$35.00	NRS 482.367006
2482	Teamsters Local 631 Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2483	Sesquicentennial Motorcycle Plate Original	\$7.50	NRS 482.37901
2484	Sesquicentennial Motorcycle Plate Renewal	\$0.00	NRS 482.37901
2485	Breast Cancer Awareness Motorcycle Plate Original	\$35.00	NRS 482.367006
2486	Breast Cancer Awareness Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2487	Aviation Motorcycle Plate Original	\$35.00	NRS 482.367006
2488	Aviation Motorcycle Plate Renewal	\$10.00	NRS 482.367006
2489	City Of Reno Motorcycle Plate Original	\$35.00	NRS 482.379375
2490	City Of Reno Motorcycle Plate Renewal	\$10.00	NRS 482.379375
2491	Great Reno Balloon Race Plate Original	\$35.00	NRS 482.379375
2492	Great Reno Balloon Race Plate Renewal	\$10.00	NRS 482.379375
2493	Nevada Bighorns Unlimited Plate Original	\$35.00	NRS 482.379375
2494	Nevada Bighorns Unlimited Plate Renewal	\$10.00	NRS 482.379375
2501	Non-Res Bus Vehicle Permit	\$200.00	NRS 482.367006
2502	Non-Res Bus Vehicle Permit Add "T" Vehicle	\$150.00	NRS 482.367006
2503	Non-Res Bus Vehicle Permit Replacement Decal	\$5.00	NRS 482.367006
2511	Card Production Cost	\$3.25	NAC 483.900
2537	OHV Dealer License Plate	\$0.00	NRS 480.0627
2601	CDL Duplicate	\$19.00	NRS 483.910
2603	CDL Change	\$9.00	NRS 483.910
2604	CDL Name/DOB/SSN Change	\$9.00	NRS 483.910
2605	CDL Clearance Letter	\$5.00	NAC 481.520 (fee=cost to prepare) & P&P SC 05.09.01
2606	CDL Motorcycle Endorsement	\$5.00	NRS 483.410
2607	CDL License Endorsement	\$14.00	NRS 483.910
2608	CDL Motorcycle Instruction Permit	\$19.00	NRS 483.410 & NRS 483.415
2609	CDL Instruction Permit Knowledge	\$54.00	NRS 483.910
2610	CDL Instruction Permit Skill	\$30.00	NRS 483.910
2612	CDL Existing License Skill Test	\$30.00	NRS 483.910
2615	CDL Original Class A Knowledge/Skill	\$84.00	NRS 483.910

2616	CDL Original Class A Knowledge	\$54.00	NRS 483.910
2617	CDL Transfer Class A Knowledge/Skill	\$84.00	NRS 483.910
2618	CDL Transfer Class A Knowledge	\$54.00	NRS 483.910
2619	CDL Original Class B Knowledge/Skill	\$84.00	NRS 483.910
2620	CDL Original Class B Knowledge	\$54.00	NRS 483.910
2621	CDL Transfer Class B Knowledge/Skill	\$84.00	NRS 483.910
2622	CDL Transfer Class B Knowledge	\$54.00	NRS 483.910
2623	CDL Original Class C Knowledge/Skill	\$84.00	NRS 483.910
2624	CDL Original Class C Knowledge	\$54.00	NRS 483.910
2625	CDL Transfer Class C Knowledge/Skill	\$84.00	NRS 483.910
2626	CDL Transfer Class C Knowledge	\$54.00	NRS 483.910
2627	CDL Renewal Class A Knowledge/Skill	\$84.00	NRS 483.910
2628	CDL Renewal Class A Knowledge	\$54.00	NRS 483.910
2629	CDL Renewal Class B Knowledge/Skill	\$84.00	NRS 483.910
2630	CDL Renewal Class B Knowledge	\$54.00	NRS 483.910
2631	CDL Renewal Class C Knowledge/Skill	\$84.00	NRS 483.910
2632	CDL Renewal Class C Knowledge	\$54.00	NRS 483.910
2633	CDL Reinstatement Knowledge/Skill	\$145.00	NRS 483.910
2634	CDL Reinstatement Knowledge	\$110.00	NRS 483.910
2635	CDL Temporary License	\$0.00	NRS 483.463
2636	CDL Photo Fee	\$1.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2637	CDL 3rd Knowledge Test	\$3.00	NRS 483.910
2638	CDL 3rd Skill Test	\$25.00	NRS 483.910
2639	CDL Victims Compensation Fee	\$35.00	NRS 484C.500 (= \$35 > Fund for the Compensation of Victims of Crime)
2640	CDL DUI Reinstatement	\$145.00	NRS 483.910
2641	CDL DUI Reinstatement Restricted	\$145.00	NRS 483.910
2642	CDL No Fee	\$0.00	NRS 483.910
2643	CDL Non DUI Reinstatement	\$110.00	NRS 483.910
2644	CDL Out Of Service Fine 1st Offense \$2500	\$2,500.00	NRS 383-939, CFR49 395.13, CFR49 383.53
2645	CDL Out Of Service Fine 2nd Or Greater Offense \$5000	\$5,000.00	NRS 383-939, CFR49 395.13, CFR49 383.53
2703	BGST Highway Fund For Carson City	\$0.00	NRS 482.182.1b & .3
2704	BGST Highway Fund For Churchill County	\$0.00	NRS 482.182.1b & .3
2705	BGST Highway Fund For Clark County	\$0.00	NRS 482.182.1b & .3
2706	BGST Highway Fund For Douglas County	\$0.00	NRS 482.182.1b & .3
2707	BGST Highway Fund For Elko County	\$0.00	NRS 482.182.1b & .3
2708	BGST Highway Fund For Esmeralda County	\$0.00	NRS 482.182.1b & .3
2709	BGST Highway Fund For Eureka County	\$0.00	NRS 482.182.1b & .3
2710	BGST Highway Fund For Humboldt County	\$0.00	NRS 482.182.1b & .3
2711	BGST Highway Fund For Lander County	\$0.00	NRS 482.182.1b & .3
2712	BGST Highway Fund For Lincoln County	\$0.00	NRS 482.182.1b & .3
2713	BGST Highway Fund For Lyon County	\$0.00	NRS 482.182.1b & .3
2714	BGST Highway Fund For Mineral County	\$0.00	NRS 482.182.1b & .3
2715	BGST Highway Fund For Nye County	\$0.00	NRS 482.182.1b & .3
2716	BGST Highway Fund For Pershing County	\$0.00	NRS 482.182.1b & .3
2717	BGST Highway Fund For Storey County	\$0.00	NRS 482.182.1b & .3
2718	BGST Highway Fund For Washoe County	\$0.00	NRS 482.182.1b & .3
2719	BGST Highway Fund For White Pine County	\$0.00	NRS 482.182.1b & .3
2720	MC BGST Highway Fund For Carson City	\$0.00	NRS 482.182.1b & .3
2721	MC BGST Highway Fund For Churchill County	\$0.00	NRS 482.182.1b & .3
2722	MC BGST Highway Fund For Clark County	\$0.00	NRS 482.182.1b & .3
2723	MC BGST Highway Fund For Douglas County	\$0.00	NRS 482.182.1b & .3
2724	MC BGST Highway Fund For Elko County	\$0.00	NRS 482.182.1b & .3
2725	MC BGST Highway Fund For Esmeralda County	\$0.00	NRS 482.182.1b & .3
2726	MC BGST Highway Fund For Eureka County	\$0.00	NRS 482.182.1b & .3
2727	MC BGST Highway Fund For Humboldt County	\$0.00	NRS 482.182.1b & .3
2728	MC BGST Highway Fund For Lander County	\$0.00	NRS 482.182.1b & .3
2729	MC BGST Highway Fund For Lincoln County	\$0.00	NRS 482.182.1b & .3
2730	MC BGST Highway Fund For Lyon County	\$0.00	NRS 482.182.1b & .3
2731	MC BGST Highway Fund For Mineral County	\$0.00	NRS 482.182.1b & .3
2732	MC BGST Highway Fund For Nye County	\$0.00	NRS 482.182.1b & .3
2733	MC BGST Highway Fund For Pershing County	\$0.00	NRS 482.182.1b & .3
2734	MC BGST Highway Fund For Storey County	\$0.00	NRS 482.182.1b & .3

2735	MC BGST Highway Fund For Washoe County	\$0.00	NRS 482.182.1b & .3
2736	MC BGST Highway Fund For White Pine County	\$0.00	NRS 482.182.1b & .3
2737	MC Inter County BGST Highway Fund For Carson City	\$0.00	NRS 482.182.1b & .3
2738	MC Inter County BGST Highway Fund For Churchill County	\$0.00	NRS 482.182.1b & .3
2739	MC Inter County BGST Highway Fund For Clark County	\$0.00	NRS 482.182.1b & .3
2740	MC Inter County BGST Highway Fund For Douglas County	\$0.00	NRS 482.182.1b & .3
2741	MC Inter County BGST Highway Fund For Elko County	\$0.00	NRS 482.182.1b & .3
2742	MC Inter County BGST Highway Fund For Esmeralda County	\$0.00	NRS 482.182.1b & .3
2743	MC Inter County BGST Highway Fund For Eureka County	\$0.00	NRS 482.182.1b & .3
2744	MC Inter County BGST Highway Fund For Humboldt County	\$0.00	NRS 482.182.1b & .3
2745	MC Inter County BGST Highway Fund For Lander County	\$0.00	NRS 482.182.1b & .3
2746	MC Inter County BGST Highway Fund For Lincoln County	\$0.00	NRS 482.182.1b & .3
2747	MC Inter County BGST Highway Fund For Lyon County	\$0.00	NRS 482.182.1b & .3
2748	MC Inter County BGST Highway Fund For Mineral County	\$0.00	NRS 482.182.1b & .3
2749	MC Inter County BGST Highway Fund For Nye County	\$0.00	NRS 482.182.1b & .3
2750	MC Inter County BGST Highway Fund For Pershing County	\$0.00	NRS 482.182.1b & .3
2751	MC Inter County BGST Highway Fund For Storey County	\$0.00	NRS 482.182.1b & .3
2752	MC Inter County BGST Highway Fund For Washoe County	\$0.00	NRS 482.182.1b & .3
2753	MC Inter County BGST Highway Fund For White Pine County	\$0.00	NRS 482.182.1b & .3
2800	DL Original All Classes 8 Yr.	\$38.00	NRS 483.410 & 483.415
2805	DL Renewal All Classes 8 Yr.	\$38.00	NRS 483.410 & 483.415
2810	CDL Original All Classes 8 Yr.	\$108.00	NRS 483.910
2816	CDL Renewal All Classes 8 Yr.	\$108.00	NRS 483.910
2821	Renewal ID Card 8 Yr.	\$18.00	NRS 483.820
2822	Renewal ID Card Under 18 - 8 Yr.	\$6.00	NRS 483.820
2823	Completion Of IP All Classes 8 Yr.	\$19.00	NRS 483.410 & 483.415
2828	CDL Comp Of IP All Classes 8 Yr.	\$54.00	NRS 483.910
2830	Dup/Orig ID Card 65 & Older	\$8.00	NRS 483.820
2831	Duplicate Original ID Card 8 Yr.	\$18.00	NRS 483.820
2832	Duplicate Original ID Card Under 18 - 8 Yr.	\$6.00	NRS 483.820
2833	Released Prisoner Photo Reimbursement	\$3.25	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2850	DAC - DUPLICATE	\$14.00	NRS 483.291 & 483.410
2852	DAC Reprint	\$5.00	NRS 483.291 & 483.410
2853	DAC Name/DOB/SSN Change	\$5.00	NRS 483.291 & 483.410
2854	DAC Clearance Letter	\$6.00	NAC 481.520 (fee=cost to prepare) & P&P SC 05.09.01
2855	DAC Endorsement	\$5.00	NRS 483.291 & 483.410
2856	DAC Released Prisoner Photo Reimbursement	\$3.25	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2857	DAC Released Prisoner Photo Waive	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2858	DAC Homeless Photo Waive Reimbursement	\$0.00	NRS 483.820 & NRS 483.410 (& NRS 483.910 & NRS 483.347 & NAC 483.900)
2859	DAC DUI Reinstatement	\$120.00	NRS 483.291 & 483.410
2860	DAC DUI Reinstatement Restricted	\$120.00	NRS 483.291 & 483.410
2862	DAC Instruction Permit	\$19.00	NRS 483.291 & 483.410 & 483.415
2863	DAC Instruction Permit Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2864	DAC Restricted Permit	\$19.00	NRS 483.291 & 483.410 & 483.415
2865	DAC Non DUI Reinstatement	\$75.00	NRS 483.291 & 483.410
2866	DAC Non DUI Reinstatement Restricted	\$75.00	NRS 483.291 & 483.410
2867	DAC Late Penalties	\$10.00	NRS 483.291 & 483.410
2868	DAC Temporary DAC	\$0.00	NRS 483.280 (permit) & 483.462 (DUI Temp) & 483.463 (DUI Temp)
2869	DAC Original Class A	\$19.00	NRS 483.291 & 483.410 & 483.415
2870	DAC Original Class A Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2871	DAC Original Class B	\$19.00	NRS 483.291 & 483.410 & 483.415
2872	DAC Original Class B Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2873	DAC Original Class C	\$19.00	NRS 483.291 & 483.410 & 483.415
2874	DAC Original Class C Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2875	DAC Original Class M	\$19.00	NRS 483.291 & 483.410 & 483.415
2876	DAC Original Class M Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2877	DAC Original Class M (Q)	\$19.00	NRS 483.291 & 483.410 & 483.415
2878	DAC Original Class M (Q) Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2879	DAC Renewal Class A	\$19.00	NRS 483.291 & 483.410 & 483.415

2880	DAC Renewal Class A Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2881	DAC Renewal Class B	\$19.00	NRS 483.291 & 483.410 & 483.415
2882	DAC Renewal Class B Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2883	DAC Renewal Class C	\$19.00	NRS 483.291 & 483.410 & 483.415
2884	DAC Renewal Class C Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2885	DAC Renewal Class M	\$19.00	NRS 483.291 & 483.410 & 483.415
2886	DAC Renewal Class M Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2887	DAC Renewal Class M (Q)	\$19.00	NRS 483.291 & 483.410 & 483.415
2888	DAC Renewal Class M (Q) Over 65	\$14.00	NRS 483.291 & 483.410 & 483.415
2889	DAC Administration Of Examinations	\$25.00	NRS 483.291 & 483.410
2890	DAC No Fee	\$0.00	NRS 483.263 & 483.410
2891	DAC Kiosk Processing Fee Duplicate	\$1.00	NRS 481.051.5 & NAC 481.035
2892	DAC Re-Administration Of Examinations	\$10.00	NRS 483.291 & 483.410
2900	Exempt Emission Cert Clark County "D"	\$6.00	NRS 445B.830
2901	Exempt Emission Cert Clark County "G"	\$6.00	NRS 445B.830
2902	Exempt Emission Cert Washoe County "D"	\$6.00	NRS 445B.830
2903	Exempt Emission Cert Washoe County "G"	\$6.00	NRS 445B.830
2904	Exempt Emission Cert Clark County "D" \$1	\$0.00	NRS 445B.830
2905	Exempt Emission Cert Washoe County "D" \$1	\$0.00	NRS 445B.830
2906	Exempt Emission Cert Clark County "G" \$1	\$0.00	NRS 445B.830
2907	Exempt Emission Cert Washoe County "G" \$1	\$0.00	NRS 445B.830
2950	Admin Fine Evader Program	\$0.00	NRS 482.545
2951	Admin Fine NV Resident/Out Of State Plate Violation	\$0.00	NRS 482.565 & NRS 482.385, 482.386.1
2952	Smoking Vehicle Fine	\$0.00	NRS 445B.835
2953	Heavy Duty Diesel Fine	\$0.00	NRS 445B.835
3000	MC Control Account	\$0.00	n/a
3001	MC Interest 100% NV	\$0.00	NRS 482.482
3002	MC Interest IRP	\$0.00	NRS 482.482
3003	MC IRP Interest OS Audit	\$0.00	NRS 706.791
3004	MC IRP NV Based Interest	\$0.00	NRS 482.482
3005	MC IRP NV Based Penalty	\$0.00	NRS 482.482
3006	MC IRP Penalty Renewal	\$0.00	NRS 706.791
3007	MC IRP Registration OS Audit	\$0.00	NRS 482.482
3008	MC NV 100% Inter County Registration	\$0.00	NRS 482.482
3009	MC NV 100% Intra County Registration	\$0.00	NRS 482.482
3010	MC NV Based IRP Registration	\$0.00	NRS 482.482
3011	MC OS IRP Registration	\$0.00	NRS 482.482
3012	MC Penalty 100% NV	\$0.00	NRS 482.482
3013	MC Penalty IRP	\$0.00	NRS 482.482
3014	MC Fine Out Of Service	\$0.00	NRS 483.924
3015	MC Prison Industry Fee	\$0.00	NRS 482.268
3016	MC Prorate Registration	\$0.00	NRS 482.482
3017	MC Title Fee	\$20.00	NRS 482.429
3018	MC Intrastate Authority	\$0.00	NRS 706.826
3019	Farm Equipment Plate Decal Original	\$100.00	NRS 484D.020 & NRS 482.276 (Fee=\$100 Perm Farm Plate +\$3.50 Plate +\$.50 Pl Fee)
3020	Farm Equipment Sub Plate	\$0.50	NRS 484D.020 & NRS 482.276
3021	Farm Equipment Renewal	\$10.00	Obsolete per SB155 NRS 484D.020
3022	Farm Equipment Sub Decal	\$10.00	NRS 484D.020 & NRS 482.276
3023	Registration Fee Permanent Trailer	\$24.00	NRS 371.040 & 482.482
3030	SU Control Account	\$0.00	n/a
3040	SU Special Fuel Control Account	\$0.00	n/a
3041	BGST MC Perm Trailer Registration For Carson City	\$86.00	NRS 371.040 & 482.482
3042	BGST MC Perm Trailer Registration For Churchill	\$86.00	NRS 371.040 & 482.482
3043	BGST MC Perm Trailer Registration For Clark	\$86.00	NRS 371.040 & 482.482
3044	BGST MC Perm Trailer Registration For Douglas	\$86.00	NRS 371.040 & 482.482
3045	BGST MC Perm Trailer Registration For Elko	\$86.00	NRS 371.040 & 482.482
3046	BGST MC Perm Trailer Registration For Esmeralda	\$86.00	NRS 371.040 & 482.482
3047	BGST MC Perm Trailer Registration For Eureka	\$86.00	NRS 371.040 & 482.482
3048	BGST MC Perm Trailer Registration For Humboldt	\$86.00	NRS 371.040 & 482.482
3049	BGST MC Perm Trailer Registration For Lander	\$86.00	NRS 371.040 & 482.482
3050	BGST MC Perm Trailer Registration For Lincoln	\$86.00	NRS 371.040 & 482.482
3051	BGST MC Perm Trailer Registration For Lyon	\$86.00	NRS 371.040 & 482.482
3052	BGST MC Perm Trailer Registration For Mineral	\$86.00	NRS 371.040 & 482.482

3053	BGST MC Perm Trailer Registration For Nye	\$86.00	NRS 371.040 & 482.482
3054	BGST MC Perm Trailer Registration For Pershing	\$86.00	NRS 371.040 & 482.482
3055	BGST MC Perm Trailer Registration For Storey	\$86.00	NRS 371.040 & 482.482
3056	BGST MC Perm Trailer Registration For Washoe	\$86.00	NRS 371.040 & 482.482
3057	BGST MC Perm Trailer Registration For White Pine	\$86.00	NRS 371.040 & 482.482
3101	MC Permit Administrative Fee	\$5.00	NRS 706.521 & NRS 482.500
3102	MC Permit Mileage Fee	\$0.00	NRS 706.521
3103	MC Permit Over Length	\$10.00	NRS 484.743 & NAC 484D.635
3104	MC Permit Overweight	\$0.00	NRS 484.743 & NAC 484D.635
3105	MC Permit Fuel	\$30.00	NRS 366.223
3106	MC Permit Unladen Weight	\$10.00	NRS 482.3983
3107	MC Administrative Fine 26,000 Lbs. Or Less	\$0.00	NRS 482-482
3108	MC Permit Admin Fee 26,000 Lbs. Or Less	\$5.00	NRS 706.521 & NRS 482.500
3109	MC Permit Mileage Fee 26,000 Lbs. Or Less	\$0.00	NRS 482-482
3181	6% Commission MC BGST For Carson	\$0.00	NRS 482.180
3182	6% Commission MC BGST For Churchill	\$0.00	NRS 482.180
3183	6% Commission MC BGST For Clark	\$0.00	NRS 482.180
3184	6% Commission MC BGST For Douglas	\$0.00	NRS 482.180
3185	6% Commission MC BGST For Elko	\$0.00	NRS 482.180
3186	6% Commission MC BGST For Esmeralda	\$0.00	NRS 482.180
3187	6% Commission MC BGST For Eureka	\$0.00	NRS 482.180
3188	6% Commission MC BGST For Humboldt	\$0.00	NRS 482.180
3189	6% Commission MC BGST For Lander	\$0.00	NRS 482.180
3190	6% Commission MC BGST For Lincoln	\$0.00	NRS 482.180
3191	6% Commission MC BGST For Lyon	\$0.00	NRS 482.180
3192	6% Commission MC BGST For Mineral	\$0.00	NRS 482.180
3193	6% Commission MC BGST For Nye	\$0.00	NRS 482.180
3194	6% Commission MC BGST For Pershing	\$0.00	NRS 482.180
3195	6% Commission MC BGST For Storey	\$0.00	NRS 482.180
3196	6% Commission MC BGST For Washoe	\$0.00	NRS 482.180
3197	6% Commission MC BGST For White Pine	\$0.00	NRS 482.180
3205	6% MC BGST Commission For Carson	\$0.00	NRS 482.180
3206	6% MC BGST Commission For Churchill	\$0.00	NRS 482.180
3207	6% MC BGST Commission For Clark	\$0.00	NRS 482.180
3208	6% MC BGST Commission For Douglas	\$0.00	NRS 482.180
3209	6% MC BGST Commission For Elko	\$0.00	NRS 482.180
3210	6% MC BGST Commission For Esmeralda	\$0.00	NRS 482.180
3211	6% MC BGST Commission For Eureka	\$0.00	NRS 482.180
3212	6% MC BGST Commission For Humboldt	\$0.00	NRS 482.180
3213	6% MC BGST Commission For Lander	\$0.00	NRS 482.180
3214	6% MC BGST Commission For Lincoln	\$0.00	NRS 482.180
3215	6% MC BGST Commission For Lyon	\$0.00	NRS 482.180
3216	6% MC BGST Commission For Mineral	\$0.00	NRS 482.180
3217	6% MC BGST Commission For Nye	\$0.00	NRS 482.180
3218	6% MC BGST Commission For Pershing	\$0.00	NRS 482.180
3219	6% MC BGST Commission For Storey	\$0.00	NRS 482.180
3220	6% MC BGST Commission For Washoe	\$0.00	NRS 482.180
3221	6% MC BGST Commission For White Pine	\$0.00	NRS 482.180
3222	2% Commission MC Local Fund FST For Carson	\$0.00	NRS 482.260
3223	2% Commission MC Local Fund FST For Churchill	\$0.00	NRS 482.260
3224	2% Commission MC Local Fund FST For Clark	\$0.00	NRS 482.260
3225	2% Commission MC Local Fund FST For Douglas	\$0.00	NRS 482.260
3226	2% Commission MC Local Fund FST For Elko	\$0.00	NRS 482.260
3227	2% Commission MC Local Fund FST For Esmeralda	\$0.00	NRS 482.260
3228	2% Commission MC Local Fund FST For Eureka	\$0.00	NRS 482.260
3229	2% Commission MC Local Fund FST For Humboldt	\$0.00	NRS 482.260
3230	2% Commission MC Local Fund FST For Lander	\$0.00	NRS 482.260
3231	2% Commission MC Local Fund FST For Lincoln	\$0.00	NRS 482.260
3232	2% Commission MC Local Fund FST For Lyon	\$0.00	NRS 482.260
3233	2% Commission MC Local Fund FST For Mineral	\$0.00	NRS 482.260
3234	2% Commission MC Local Fund FST For Nye	\$0.00	NRS 482.260
3235	2% Commission MC Local Fund FST For Pershing	\$0.00	NRS 482.260
3236	2% Commission MC Local Fund FST For Storey	\$0.00	NRS 482.260

3237	2% Commission MC Local Fund FST For Washoe	\$0.00	NRS 482.260
3238	2% Commission MC Local Fund FST For White Pine	\$0.00	NRS 482.260
3239	6% Commission MC Original Registration SGST For Carson	\$0.00	NRS 482.181
3240	6% Commission MC Original Registration SGST For Churchill	\$0.00	NRS 482.181
3241	6% Commission MC Original Registration SGST For Clark	\$0.00	NRS 482.181
3242	6% Commission MC Original Registration SGST For Douglas	\$0.00	NRS 482.181
3243	6% Commission MC Original Registration SGST For Elko	\$0.00	NRS 482.181
3244	6% Commission MC Original Registration SGST For Esmeralda	\$0.00	NRS 482.181
3245	6% Commission MC Original Registration SGST For Eureka	\$0.00	NRS 482.181
3246	6% Commission MC Original Registration SGST For Humboldt	\$0.00	NRS 482.181
3247	6% Commission MC Original Registration SGST For Lander	\$0.00	NRS 482.181
3248	6% Commission MC Original Registration SGST For Lincoln	\$0.00	NRS 482.181
3249	6% Commission MC Original Registration SGST For Lyon	\$0.00	NRS 482.181
3250	6% Commission MC Original Registration SGST For Mineral	\$0.00	NRS 482.181
3251	6% Commission MC Original Registration SGST For Nye	\$0.00	NRS 482.181
3252	6% Commission MC Original Registration SGST For Pershing	\$0.00	NRS 482.181
3253	6% Commission MC Original Registration SGST For Storey	\$0.00	NRS 482.181
3254	6% Commission MC Original Registration SGST For Washoe	\$0.00	NRS 482.181
3255	6% Commission MC Original Registration SGST For White Pine	\$0.00	NRS 482.181
3256	2% Occasional Commission MC For Carson	\$0.00	NRS 482.260
3257	2% Occasional Commission MC For Churchill	\$0.00	NRS 482.260
3258	2% Occasional Commission MC For Clark	\$0.00	NRS 482.260
3259	2% Occasional Commission MC For Douglas	\$0.00	NRS 482.260
3260	2% Occasional Commission MC For Elko	\$0.00	NRS 482.260
3261	2% Occasional Commission MC For Esmeralda	\$0.00	NRS 482.260
3262	2% Occasional Commission MC For Eureka	\$0.00	NRS 482.260
3263	2% Occasional Commission MC For Humboldt	\$0.00	NRS 482.260
3264	2% Occasional Commission MC For Lander	\$0.00	NRS 482.260
3265	2% Occasional Commission MC For Lincoln	\$0.00	NRS 482.260
3266	2% Occasional Commission MC For Lyon	\$0.00	NRS 482.260
3267	2% Occasional Commission MC For Mineral	\$0.00	NRS 482.260
3268	2% Occasional Commission MC For Nye	\$0.00	NRS 482.260
3269	2% Occasional Commission MC For Pershing	\$0.00	NRS 482.260
3270	2% Occasional Commission MC For Storey	\$0.00	NRS 482.260
3271	2% Occasional Commission MC For Washoe	\$0.00	NRS 482.260
3272	2% Occasional Commission MC For White Pine	\$0.00	NRS 482.260
3280	2% Commission MC General FST For Carson	\$0.00	NRS 482.260
3281	2% Commission MC General FST For Churchill	\$0.00	NRS 482.260
3282	2% Commission MC General FST For Clark	\$0.00	NRS 482.260
3283	2% Commission MC General FST For Douglas	\$0.00	NRS 482.260
3284	2% Commission MC General FST For Elko	\$0.00	NRS 482.260
3285	2% Commission MC General FST For Esmeralda	\$0.00	NRS 482.260
3286	2% Commission MC General FST For Eureka	\$0.00	NRS 482.260
3287	2% Commission MC General FST For Humboldt	\$0.00	NRS 482.260
3288	2% Commission MC General FST For Lander	\$0.00	NRS 482.260
3289	2% Commission MC General FST For Lincoln	\$0.00	NRS 482.260
3290	2% Commission MC General FST For Lyon	\$0.00	NRS 482.260
3291	2% Commission MC General FST For Mineral	\$0.00	NRS 482.260
3292	2% Commission MC General FST For Nye	\$0.00	NRS 482.260
3293	2% Commission MC General FST For Pershing	\$0.00	NRS 482.260
3294	2% Commission MC General FST For Storey	\$0.00	NRS 482.260
3295	2% Commission MC General FST For Washoe	\$0.00	NRS 482.260
3296	2% Commission MC General FST For White Pine	\$0.00	NRS 482.260
3301	MC Dealer A55	\$0.00	NRS 366.190
3302	MC Dealer CNG	\$0.00	NRS 366.190
3303	MC Dealer Diesel	\$0.00	NRS 366.190
3304	MC Dealer LPG	\$0.00	NRS 366.190
3305	MC Fuel Tax IFTA Audit	\$0.00	NRS 366.150
3306	MC Interest MT & SF	\$0.00	NRS 366.395
3307	MC NV Based IFTA A55	\$0.00	NRS 366.190
3308	MC NV Based IFTA Audit Interest	\$0.00	NRS 366.395
3309	MC NV Based IFTA CNG	\$0.00	NRS 366.190
3310	MC NV Based IFTA Diesel	\$0.00	NRS 366.190

3311	MC NV Based IFTA LPG	\$0.00	NRS 366.190
3312	MC OS Based IFTA A55	\$0.00	NRS 366.190
3313	MC OS Based IFTA CNG	\$0.00	NRS 366.190
3314	MC OS Based IFTA Diesel	\$0.00	NRS 366.190
3315	MC OS Based IFTA LPG	\$0.00	NRS 366.190
3316	MC OS IFTA Audit Interest	\$0.00	NRS 366.395
3317	MC Penalty MT & SJ	\$0.00	NRS 366.395
3318	MC Supplier A55	\$0.00	NRS 366.190
3319	MC Supplier CNG	\$0.00	NRS 366.190
3320	MC Supplier Diesel	\$0.00	NRS 366.190
3321	MC Supplier LPG	\$0.00	NRS 366.190
3322	MC User A55	\$0.00	NRS 366.190
3323	MC User CNG	\$0.00	NRS 366.190
3324	MC User Diesel	\$0.00	NRS 366.190
3325	MC User LPG	\$0.00	NRS 366.190
3350	MC Supplier Biodiesel	\$0.00	NRS 366.190
3351	MC Supplier Kerosene	\$0.00	NRS 366.190
3352	MC Supplier LNG	\$0.00	NRS 366.190
3399	Special Fuel SU Refund	\$0.00	NRS 366.207
3401	MC IRP NV Based BGST	\$0.00	NRS 371.085, 706.841
3402	MC IRP OS BGST	\$0.00	NRS 371.085, 706.841
3403	MC IRP OS BGST Audit	\$0.00	NRS 371.085, 706.841
3404	MC NV Prorate BGST	\$0.00	NRS 371.085, 706.841
3405	MC NV 100% Inter County BGST	\$0.00	NRS 371.040 & 482.482
3406	MC NV 100% Intra County BGST For Carson	\$0.00	NRS 371.040 & 482.482
3407	MC NV 100% Intra County BGST For Churchill	\$0.00	NRS 371.040 & 482.482
3408	MC NV 100% Intra County BGST For Clark	\$0.00	NRS 371.040 & 482.482
3409	MC NV 100% Intra County BGST For Douglas	\$0.00	NRS 371.040 & 482.482
3410	MC NV 100% Intra County BGST For Elko	\$0.00	NRS 371.040 & 482.482
3411	MC NV 100% Intra County BGST For Esmeralda	\$0.00	NRS 371.040 & 482.482
3412	MC NV 100% Intra County BGST For Eureka	\$0.00	NRS 371.040 & 482.482
3413	MC NV 100% Intra County BGST For Humboldt	\$0.00	NRS 371.040 & 482.482
3414	MC NV 100% Intra County BGST For Lander	\$0.00	NRS 371.040 & 482.482
3415	MC NV 100% Intra County BGST For Lincoln	\$0.00	NRS 371.040 & 482.482
3416	MC NV 100% Intra County BGST For Lyon	\$0.00	NRS 371.040 & 482.482
3417	MC NV 100% Intra County BGST For Mineral	\$0.00	NRS 371.040 & 482.482
3418	MC NV 100% Intra County BGST For Nye	\$0.00	NRS 371.040 & 482.482
3419	MC NV 100% Intra County BGST For Pershing	\$0.00	NRS 371.040 & 482.482
3420	MC NV 100% Intra County BGST For Storey	\$0.00	NRS 371.040 & 482.482
3421	MC NV 100% Intra County BGST For Washoe	\$0.00	NRS 371.040 & 482.482
3422	MC NV 100% Intra County BGST For White Pine	\$0.00	NRS 371.040 & 482.482
3423	MC SGST Registration For Carson	\$0.00	NRS 371.045
3424	MC SGST Registration For Churchill	\$0.00	NRS 371.045
3425	MC SGST Registration For Clark	\$0.00	NRS 371.045
3426	MC SGST Registration For Douglas	\$0.00	NRS 371.045
3427	MC SGST Registration For Elko	\$0.00	NRS 371.045
3428	MC SGST Registration For Esmeralda	\$0.00	NRS 371.045
3429	MC SGST Registration For Eureka	\$0.00	NRS 371.045
3430	MC SGST Registration For Humboldt	\$0.00	NRS 371.045
3431	MC SGST Registration For Lander	\$0.00	NRS 371.045
3432	MC SGST Registration For Lincoln	\$0.00	NRS 371.045
3433	MC SGST Registration For Lyon	\$0.00	NRS 371.045
3434	MC SGST Registration For Mineral	\$0.00	NRS 371.045
3435	MC SGST Registration For Nye	\$0.00	NRS 371.045
3436	MC SGST Registration For Pershing	\$0.00	NRS 371.045
3437	MC SGST Registration For Storey	\$0.00	NRS 371.045
3438	MC SGST Registration For Washoe	\$0.00	NRS 371.045
3439	MC SGST Registration For White Pine	\$0.00	NRS 371.045
3440	MC Local Governmental FST For Carson City	\$0.00	See Sales Tax NRS Tab
3441	MC Local Governmental FST For Churchill	\$0.00	See Sales Tax NRS Tab
3442	MC Local Governmental FST For Clark	\$0.00	See Sales Tax NRS Tab
3443	MC Local Governmental FST For Douglas	\$0.00	See Sales Tax NRS Tab
3444	MC Local Governmental FST For Elko	\$0.00	See Sales Tax NRS Tab

3445	MC Local Governmental FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
3446	MC Local Governmental FST For Eureka	\$0.00	See Sales Tax NRS Tab
3447	MC Local Governmental FST For Humboldt	\$0.00	See Sales Tax NRS Tab
3448	MC Local Governmental FST For Lander	\$0.00	See Sales Tax NRS Tab
3449	MC Local Governmental FST For Lincoln	\$0.00	See Sales Tax NRS Tab
3450	MC Local Governmental FST For Lyon	\$0.00	See Sales Tax NRS Tab
3451	MC Local Governmental FST For Mineral	\$0.00	See Sales Tax NRS Tab
3452	MC Local Governmental FST For Nye	\$0.00	See Sales Tax NRS Tab
3453	MC Local Governmental FST For Pershing	\$0.00	See Sales Tax NRS Tab
3454	MC Local Governmental FST For Storey	\$0.00	See Sales Tax NRS Tab
3455	MC Local Governmental FST For Washoe	\$0.00	See Sales Tax NRS Tab
3456	MC Local Governmental FST For White Pine	\$0.00	See Sales Tax NRS Tab
3457	MC General Fund FST For Carson City	\$0.00	See Sales Tax NRS Tab
3458	MC General Fund FST For Churchill	\$0.00	See Sales Tax NRS Tab
3459	MC General Fund FST For Clark	\$0.00	See Sales Tax NRS Tab
3460	MC General Fund FST For Douglas	\$0.00	See Sales Tax NRS Tab
3461	MC General Fund FST For Elko	\$0.00	See Sales Tax NRS Tab
3462	MC General Fund FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
3463	MC General Fund FST For Eureka	\$0.00	See Sales Tax NRS Tab
3464	MC General Fund FST For Humboldt	\$0.00	See Sales Tax NRS Tab
3465	MC General Fund FST For Lander	\$0.00	See Sales Tax NRS Tab
3466	MC General Fund FST For Lincoln	\$0.00	See Sales Tax NRS Tab
3467	MC General Fund FST For Lyon	\$0.00	See Sales Tax NRS Tab
3468	MC General Fund FST For Mineral	\$0.00	See Sales Tax NRS Tab
3469	MC General Fund FST For Nye	\$0.00	See Sales Tax NRS Tab
3470	MC General Fund FST For Pershing	\$0.00	See Sales Tax NRS Tab
3471	MC General Fund FST For Storey	\$0.00	See Sales Tax NRS Tab
3472	MC General Fund FST For Washoe	\$0.00	See Sales Tax NRS Tab
3473	MC General Fund FST For White Pine	\$0.00	See Sales Tax NRS Tab
3474	MC Occasional Sales Tax For Carson City	\$0.00	See Sales Tax NRS Tab
3475	MC Occasional Sales Tax For Churchill	\$0.00	See Sales Tax NRS Tab
3476	MC Occasional Sales Tax For Clark	\$0.00	See Sales Tax NRS Tab
3477	MC Occasional Sales Tax For Douglas	\$0.00	See Sales Tax NRS Tab
3478	MC Occasional Sales Tax For Elko	\$0.00	See Sales Tax NRS Tab
3479	MC Occasional Sales Tax For Esmeralda	\$0.00	See Sales Tax NRS Tab
3480	MC Occasional Sales Tax For Eureka	\$0.00	See Sales Tax NRS Tab
3481	MC Occasional Sales Tax For Humboldt	\$0.00	See Sales Tax NRS Tab
3482	MC Occasional Sales Tax For Lander	\$0.00	See Sales Tax NRS Tab
3483	MC Occasional Sales Tax For Lincoln	\$0.00	See Sales Tax NRS Tab
3484	MC Occasional Sales Tax For Lyon	\$0.00	See Sales Tax NRS Tab
3485	MC Occasional Sales Tax For Mineral	\$0.00	See Sales Tax NRS Tab
3486	MC Occasional Sales Tax For Nye	\$0.00	See Sales Tax NRS Tab
3487	MC Occasional Sales Tax For Pershing	\$0.00	See Sales Tax NRS Tab
3488	MC Occasional Sales Tax For Storey	\$0.00	See Sales Tax NRS Tab
3489	MC Occasional Sales Tax For Washoe	\$0.00	See Sales Tax NRS Tab
3490	MC Occasional Sales Tax For White Pine	\$0.00	See Sales Tax NRS Tab
3502	MC Miscellaneous	\$5.00	NRS 482.500
3503	MC Inspection Fee	\$1.00	NRS 482.220 & NAC 482.9005
3504	MC Administrative Fine Licensing	\$0.00	NRS 482.565
3505	MC Administrative Fine Fuel	\$0.00	NRS 366.740 NAC 366.400
3506	MC Administrative Fine Dyed Fuel	\$0.00	NRS 366.735
3507	MC Returned Checks Fees And Penalties	\$0.00	n/a
3508	MC Returned Checks Asset	\$0.00	n/a
3509	MC Returned Checks Contra Asset	\$0.00	n/a
3510	Returned Checks \$25 Fee	\$25.00	NRS 353C.115 & 481.079
3511	NRS Penalties	\$0.00	NRS 41.620
3580	MC/EXP IRP Overpayments and Credits		
3590	Supplier/Dealer Overpayments & Credits	\$0.00	n/a
3591	Fuel User Overpayments & Credits	\$0.00	n/a
3592	Registration Overpayments & Credits	\$0.00	n/a
3595	MC Deposit Discrepancies	\$0.00	n/a
3597	MC Special Fuels Write Offs < \$5.00	\$0.00	POLICY (Over/Short) 3000 committee decision.
3600	MC IFTA For Alberta	\$0.00	NRS 366.175

3601	MC IFTA For Alabama	\$0.00	NRS 366.175
3602	MC IFTA For Arkansas	\$0.00	NRS 366.175
3603	MC IFTA For Arizona	\$0.00	NRS 366.175
3604	MC IFTA For British Columbia	\$0.00	NRS 366.175
3605	MC IFTA For California	\$0.00	NRS 366.175
3606	MC IFTA For Clearinghouse	\$0.00	NRS 366.175
3607	MC IFTA For Colorado	\$0.00	NRS 366.175
3608	MC IFTA For Connecticut	\$0.00	NRS 366.175
3609	MC IFTA For District Of Columbia	\$0.00	NRS 366.175
3610	MC IFTA For Delaware	\$0.00	NRS 366.175
3611	MC IFTA For Florida	\$0.00	NRS 366.175
3612	MC IFTA For Georgia	\$0.00	NRS 366.175
3613	MC IFTA For Iowa	\$0.00	NRS 366.175
3614	MC IFTA For Idaho	\$0.00	NRS 366.175
3615	MC IFTA For Illinois	\$0.00	NRS 366.175
3616	MC IFTA For Indiana	\$0.00	NRS 366.175
3617	MC IFTA For Kansas	\$0.00	NRS 366.175
3618	MC IFTA For Kentucky	\$0.00	NRS 366.175
3619	MC IFTA For Louisiana	\$0.00	NRS 366.175
3620	MC IFTA For Massachusetts	\$0.00	NRS 366.175
3621	MC IFTA For Manitoba	\$0.00	NRS 366.175
3622	MC IFTA For Maine	\$0.00	NRS 366.175
3623	MC IFTA For Maryland	\$0.00	NRS 366.175
3624	MC IFTA For Michigan	\$0.00	NRS 366.175
3625	MC IFTA For Minnesota	\$0.00	NRS 366.175
3626	MC IFTA For Missouri	\$0.00	NRS 366.175
3627	MC IFTA For Mississippi	\$0.00	NRS 366.175
3628	MC IFTA For Montana	\$0.00	NRS 366.175
3629	MC IFTA For New Brunswick	\$0.00	NRS 366.175
3630	MC IFTA For North Carolina	\$0.00	NRS 366.175
3631	MC IFTA For North Dakota	\$0.00	NRS 366.175
3632	MC IFTA For Nebraska	\$0.00	NRS 366.175
3633	MC IFTA For Newfoundland	\$0.00	NRS 366.175
3634	MC IFTA For New Hampshire	\$0.00	NRS 366.175
3635	MC IFTA For New Jersey	\$0.00	NRS 366.175
3636	MC IFTA For New Mexico	\$0.00	NRS 366.175
3637	MC IFTA For Nova Scotia	\$0.00	NRS 366.175
3638	MC IFTA For New York	\$0.00	NRS 366.175
3639	MC IFTA For Ohio	\$0.00	NRS 366.175
3640	MC IFTA For Oklahoma	\$0.00	NRS 366.175
3641	MC IFTA For Ontario	\$0.00	NRS 366.175
3642	MC IFTA For Oregon	\$0.00	NRS 366.175
3643	MC IFTA For Pennsylvania	\$0.00	NRS 366.175
3644	MC IFTA For Prince Edward Island	\$0.00	NRS 366.175
3645	MC IFTA For Quebec	\$0.00	NRS 366.175
3646	MC IFTA For Rhode Island	\$0.00	NRS 366.175
3647	MC IFTA For South Carolina	\$0.00	NRS 366.175
3648	MC IFTA For South Dakota	\$0.00	NRS 366.175
3649	MC IFTA For Saskatchewan	\$0.00	NRS 366.175
3650	MC IFTA For Tennessee	\$0.00	NRS 366.175
3651	MC IFTA For Texas	\$0.00	NRS 366.175
3652	MC IFTA For Utah	\$0.00	NRS 366.175
3653	MC IFTA For Virginia	\$0.00	NRS 366.175
3654	MC IFTA For Vermont	\$0.00	NRS 366.175
3655	MC IFTA For Washington	\$0.00	NRS 366.175
3656	MC IFTA For Wisconsin	\$0.00	NRS 366.175
3657	MC IFTA For West Virginia	\$0.00	NRS 366.175
3658	MC IFTA For Wyoming	\$0.00	NRS 366.175
3659	MC IFTA For Decal Fee	\$6.00	NRS 366.265 & NAC 366.800
3660	NV IFTA Liability	\$0.00	n/a
3661	IFTA Credit	\$0.00	n/a
3662	MC IFTA Holding	\$0.00	n/a
3665	IFTA License Fee	\$25.00	NRS 366.265 & NAC 366.800

3670	Fuel Account License Fee	\$115.00	NRS 366.265 & NAC 366.800
3690	MC/EXP IRP Holding	\$0.00	n/a
3700	Accounts Receivable IRP For Alberta	\$0.00	706.826
3701	Accounts Receivable IRP For Alabama	\$0.00	706.826
3702	Accounts Receivable IRP For Arkansas	\$0.00	706.826
3703	Accounts Receivable IRP For Arizona	\$0.00	706.826
3704	Accounts Receivable IRP For British Columbia	\$0.00	706.826
3705	Accounts Receivable IRP For California	\$0.00	706.826
3706	MC IRP Clearinghouse	\$0.00	706.826
3707	Accounts Receivable IRP For Colorado	\$0.00	706.826
3708	Accounts Receivable IRP For Connecticut	\$0.00	706.826
3709	Accounts Receivable IRP For District Of Columbia	\$0.00	706.826
3710	Accounts Receivable IRP For Delaware	\$0.00	706.826
3711	Accounts Receivable IRP For Florida	\$0.00	706.826
3712	Accounts Receivable IRP For Georgia	\$0.00	706.826
3713	Accounts Receivable IRP For Iowa	\$0.00	706.826
3714	Accounts Receivable IRP For Idaho	\$0.00	706.826
3715	Accounts Receivable IRP For Illinois	\$0.00	706.826
3716	Accounts Receivable IRP For Indiana	\$0.00	706.826
3717	Accounts Receivable IRP For Kansas	\$0.00	706.826
3718	Accounts Receivable IRP For Kentucky	\$0.00	706.826
3719	Accounts Receivable IRP For Louisiana	\$0.00	706.826
3720	Accounts Receivable IRP For Massachusetts	\$0.00	706.826
3721	Accounts Receivable IRP For Manitoba	\$0.00	706.826
3722	Accounts Receivable IRP For Maine	\$0.00	706.826
3723	Accounts Receivable IRP For Maryland	\$0.00	706.826
3724	Accounts Receivable IRP For Michigan	\$0.00	706.826
3725	Accounts Receivable IRP For Minnesota	\$0.00	706.826
3726	Accounts Receivable IRP For Missouri	\$0.00	706.826
3727	Accounts Receivable IRP For Mississippi	\$0.00	706.826
3728	Accounts Receivable IRP For Montana	\$0.00	706.826
3729	Accounts Receivable IRP For New Brunswick	\$0.00	706.826
3730	Accounts Receivable IRP For North Carolina	\$0.00	706.826
3731	Accounts Receivable IRP For North Dakota	\$0.00	706.826
3732	Accounts Receivable IRP For Nebraska	\$0.00	706.826
3733	Accounts Receivable IRP For Newfoundland	\$0.00	706.826
3734	Accounts Receivable IRP For New Hampshire	\$0.00	706.826
3735	Accounts Receivable IRP For New Jersey	\$0.00	706.826
3736	Accounts Receivable IRP For New Mexico	\$0.00	706.826
3737	Accounts Receivable IRP For Nova Scotia	\$0.00	706.826
3738	Accounts Receivable IRP For New York	\$0.00	706.826
3739	Accounts Receivable IRP For Ohio	\$0.00	706.826
3740	Accounts Receivable IRP For Oklahoma	\$0.00	706.826
3741	Accounts Receivable IRP For Ontario	\$0.00	706.826
3742	Accounts Receivable IRP For Oregon	\$0.00	706.826
3743	Accounts Receivable IRP For Pennsylvania	\$0.00	706.826
3744	Accounts Receivable IRP For Prince Edward Island	\$0.00	706.826
3745	Accounts Receivable IRP For Quebec	\$0.00	706.826
3746	Accounts Receivable IRP For Rhode Island	\$0.00	706.826
3747	Accounts Receivable IRP For South Carolina	\$0.00	706.826
3748	Accounts Receivable IRP For South Dakota	\$0.00	706.826
3749	Accounts Receivable IRP For Saskatchewan	\$0.00	706.826
3750	Accounts Receivable IRP For Tennessee	\$0.00	706.826
3751	Accounts Receivable IRP For Texas	\$0.00	706.826
3752	Accounts Receivable IRP For Utah	\$0.00	706.826
3753	Accounts Receivable IRP For Virginia	\$0.00	706.826
3754	Accounts Receivable IRP For Vermont	\$0.00	706.826
3755	Accounts Receivable IRP For Washington	\$0.00	706.826
3756	Accounts Receivable IRP For Wisconsin	\$0.00	706.826
3757	Accounts Receivable IRP For West Virginia	\$0.00	706.826
3758	Accounts Receivable IRP For Wyoming	\$0.00	706.826
3800	Jet Carson City Airport	\$0.00	NRS 365.170 & NRS 365.545
3801	Jet Carson City County Other	\$0.00	NRS 365.170 & NRS 365.545

Nevada Department of Motor Vehicles

Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710060	The solution shall interface with DMV's business partner Nevada Insurance Companies for verification of SR22s.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710061	The solution shall interface with DMV's business partner Nevada Schools for verification of student's driving privilege eligibility.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710062	The solution shall interface with DMV's business partner Problem Driver Pointer System (PDPS) for denial of driver privileges.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710063	The solution shall interface with DMV's business partner Problem Driver Pointer System (PDPS) for the cancellation of driver privileges.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710064	The solution shall interface with DMV's business partner Quality Address System (QAS) for the validation of addresses.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710065	The solution shall interface with DMV's business partner Social Security Administration (SSA) for verification of social security number (SSOLV).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710066	The solution shall interface with DMV's business partner the National Sex Offender Registry (NSOR) to verify eligibility.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710067	The solution shall interface with DMV's business partner Transport Security Administration (TSA) for Driver's License (DL)/Instruction Permit (IP) verification.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710068	The solution shall interface with DMV's business partner U.S Passport Verification Service (USPV) for verification of status (e.g., Driver's License (DL), Identification card (ID), Commercial Driver's License (CDL)).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710069	The solution shall interface with DMV's card production vendor for image retrieval and capture.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710070	The solution shall interface with DMV's card production vendor to retrieve the current customer image on file when processing an original Driver's License (DL)/Instruction Permit (IP).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710071	The solution shall interface with NV DMV's business partner System Through Solutions (STS) to send written and drive test results.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710072	The solution shall interface with the DMV's business partner Problem Driver Pointer System (PDPS) to verify a customer's driving privilege/status.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710073	The solution shall interface with the DMV's business partner Verification of Lawful Status (VLS) for Driver's License (DL)/Instruction Permit (IP).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710074	The solution shall interface with the Secretary of State (SOS) to validate a Business License number.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710075	The solution shall interface with DMV's business partner Emission Stations (e.g., exchange of vehicle and emission inspection data elements, queries, approvals, payment processing).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710076	The solution shall interface with the NV DMV's business partner Intellectual Technology, Inc. (ITI) for kiosk transactions.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710077	The solution shall send or receive data through any communication method/protocol (e.g., web service, File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Extensible Markup Language (XML), delimited records).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710078	The solution shall allow for interface processing (e.g., real time, batch, web services).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710079	The solution shall allow the interface fields to be added, modified, and removed (e.g., data elements, display messages, payment architecture).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710080	The solution shall generate all required interface responses.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710081	The solution shall integrate with DMV's business partners using secure and encrypted protocols.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710082	The solution shall interface with DMV's business partner IFTA Processing Consortium (IPC).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710083	The solution shall interface with existing business partner interfaces for required verifications.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710084	The solution shall interface with ongoing DMV projects (e.g., State-to-State (S2S), PRISM).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710085	The solution shall support secure transport protocols (e.g., HTTPS, SFTP, Certificates, Access ID protocols).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710086	The solution shall support various transport protocols (e.g., web services, Secure File Transfer Protocol (SFTP), File Transport Protocol (FTP), and UNI).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710087	The solution shall validate data received via data exchanges with external business partners using data validation business rules.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710088	The solution's interfaces shall allow for an upgrade as they become available.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710089	The system shall interface with DMV's existing business partner using the prescribed transport modes.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710090	The solution shall interface with DMV's business partner PRIZM to send motor carrier records.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710091	The solution shall interface with DMV's Law Enforcement business partner to send motor carrier records.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710092	The solution shall interface with Nevada's Secretary of the State Office to verify business license numbers for motor fuel industry customers.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710093	The solution shall interface with the banks check scanning application to upload scanned checks and associate them to the appropriate record.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710094	The solution shall interface and utilize the NV DMV field office printers.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710095	The solution shall interface with National Crime Information Center (NCIC) for titling NV vehicles.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710096	The solution shall interface with Nevada Criminal Justice Information System (NCJIS) for titling of NV vehicles.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710097	The solution shall receive files from the insurance companies using a secure protocol (e.g., Secure File Transfer Protocol (SFTP)).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710098	The solution shall verify insurance company information with the Nevada Division of Insurance via an online interface.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710099	The solution shall interface with DMV business partner OpSec to create and print temporary dealer placards.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710100	The solution shall interface with DMV's business partner Complete Vehicle Identification Number Analysis (CVINA) to validate Vehicle Identification Numbers (VIN).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710101	The solution shall interface with DMV's business partner Intellectual Technology, Incorporated (ITI) to the License Plate Factory (e.g., issuance of registrations, new business plates, decals ordered through the portal).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710102	The solution shall interface with DMV's business partner Secretary of State (SOS) to retrieve and validate common business registration information (e.g., business license number, business license status, business license type, business corporate information).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710103	The solution shall interface with Complete Vehicle Identification Number Analysis (CVINA) to verify vehicle information.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710104	The solution shall interface with DMV's business partner Department of Public Safety (DPS) JLINK to send data.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710105	The solution shall interface with DMV's business partner Intellectual Technology, Incorporated (ITI) for the creation and shipping of Non-Resident Business permits.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710106	The solution shall interface with National Motor Vehicle Title Information System (NMVTIS) for verification of stolen vehicles.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710107	The solution shall interface to send and receive secure correspondence using NV DMV's business partner Department of Public Safety.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710108	The solution shall interface to send and receive secure correspondence using NV DMV's business partner Regional Information Sharing System (RISS).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710109	The solution shall interface to send and receive secure correspondence using NV DMV's business partner Rocky Mountain Information Network (RMIN).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710110	The solution shall verify the Vehicle Identification Number (VIN) with DMV's business partner National Motor Vehicle Title Information System (NMVTIS) to identify the vehicles last titled state.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710111	The solution shall verify vehicle registration with the NV DMV's business partner Nevada Criminal Justice Information System (NCJIS) to establish if the vehicle has been reported stolen and registered in other states.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710112	The solution shall validate business license via an automated interface with the Secretary of State (SOS).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710113	The solution shall validate the physician's medical license, number, and issuing State with NV DMV's business partner (via interface).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710114	The solution shall interface with DMV's business partner County Clerk to verify blind information (e.g., verify exemption amount, voucher number).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710115	The solution shall interface with DMV's business partner County Clerk to update veteran information (e.g., veteran).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710116	The solution shall interface with NV DMV's business partner (County Clerk's Office) for exemption amount and voucher number.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710117	The solution shall verify Native American information from a system maintained list of tribes from the Native American Offices.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710118	The solution shall automatically transmit the emission test notification to an analyzer.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710119	The solution shall receive and process analyzer exhaust samples through the vehicle information database (VID) interface to determine emissions test pass or fail.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710120	The solution shall validate emission inspectors and emission business license are active, based on DMV business rules.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710121	The solution shall interface with DMV's business partner Complete Vehicle Identification Number Analysis (CVINA) to retrieve vehicle information for all vehicle inspections.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710122	The solution shall interface to send and receive license plate information with the NV DMV's business partner Intellectual Technology, Incorporated (ITI).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710123	The solution shall interface with DMV's business partner Department of Public Safety (DPS) to allow license plate information available to law enforcement.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710124	The solution shall interface with the DMV's business partner Intellectual Technology, Incorporated to transmit license plate orders to the License Plate Factory.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710125	The solution shall interface with the License Plate Factory using DMV's business partner Intellectual Technology, Incorporated (ITI) for sending and receiving license plate files.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710126	The solution shall interface with DMV's business partner Completed Vehicle Identification Number Analysis (CVINA) for vehicle registration.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710127	The solution shall interface with DMV's business partner Nevada insurance companies to update insurance status (e.g., pending, confirmed) for vehicle registrations.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710128	The solution shall interface with the DMV's business partner Department of Public Safety (DPS) for vehicle citations.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710129	The solution shall interface with the DMV's business partner Intellectual Technologies, Incorporated (ITI) to print the registration/decal.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710130	The solution shall interface with the DMV's business partner National Motor Vehicle Title Information System (NMVTIS) for vehicle registration.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710131	The solution shall interface with the DMV's business partner Nevada Out-of-State Registration Reporting System (NORRS) for vehicle registration.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710132	The solution shall interface with the NV DMV's business partner OpSec for Temporary Placards.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710133	The solution shall interface with the NV DMV's business partner Parking Authority.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710134	The solution shall interface with Vehicle Information Database (VID) to verify emission certificate number.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710135	The solution shall capture the Electronic Dealer Report of Sale (EDRS) number.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710136	The solution shall electronically receive Electronic Lien Title (ELT) records from the DMV's business partner eDealer Services (eDS) to the DMV.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710137	The solution shall electronically send Electronic Lien Titles (ELT) records to DMV's business partner eDealer Services (eDS) to verify title information and error reporting.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710138	The solution shall interface to the NV DMV's business partner Intellectual Technology, Incorporated (ITI) for printing Off-Highway Vehicles (OHV) titles.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710139	The solution shall interface with DMV's business partner Complete Vehicle Identification Number Analysis (CVINA) for titles.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710140	The solution shall interface with DMV's business partner eDealer Services (eDS) (e.g., adding and removing liens, print request of titles by lien holders).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710141	The solution shall interface with DMV's business partner eDealer Services (eDS) for all electronic payments processed for Electronic Lien Titles (ELT).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710142	The solution shall interface with the DMV's business partner FedEx (e.g., manage processed expedited titles shipping, payments).
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710143	The solution shall interface with the NV DMV's business partner National Motor Vehicle Titling Information System (NMVTIS) for State to State check for titles.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710144	The solution shall send a notification to another jurisdiction that a title has been cancelled.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710145	The solution shall send notification to eDealer Services (eDS) when a transaction file is received and validated.
Support Enterprise Operations	Exchange Data with Data Trading Partners (interfaces)	FR710146	The solution shall interface with the NV DMV's Financial Management System.
Support Enterprise Operations	Manage Cases	FR720001	The case management system shall include user(s) profile/password functionality for system accessibility.
Support Enterprise Operations	Manage Cases	FR720002	The solution shall include work assignment capability and time tracking.
Support Enterprise Operations	Manage Cases	FR720003	The solution shall provide status indicators on records per DMV business rules.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720004	The case management system capability must allow DMV to track the progress of a case from initiation to resolution.
Support Enterprise Operations	Manage Cases	FR720005	The case management system shall allow cases to be manually assigned to one or more authorized users.
Support Enterprise Operations	Manage Cases	FR720006	The solution shall capture customer contact information in the case management system (e.g., name, phone, address, email).
Support Enterprise Operations	Manage Cases	FR720007	The case management system shall allow cases to be queued for assignees.
Support Enterprise Operations	Manage Cases	FR720008	The case management system shall generate correspondence (e.g., letters, notices).
Support Enterprise Operations	Manage Cases	FR720009	The case management system shall provide and allow the user to create, modify, and update statistical data/reports required to evaluate and measure performance.
Support Enterprise Operations	Manage Cases	FR720010	The case management system shall provide the ability to open, change status, and close a case.
Support Enterprise Operations	Manage Cases	FR720011	The case management system shall send out notification alerts based on subscription (e.g., when cases are resolved, status changes).
Support Enterprise Operations	Manage Cases	FR720012	The solution shall allow for case management to be an integrated solution in which the various system components (i.e., Customer Relationship Management, Document Management, Financial Management, Inventory Management) are tightly integrated under master data management.
Support Enterprise Operations	Manage Cases	FR720013	The solution shall allow a case management workflow to automate DMV business processes and allow for modification of process workflows by authorized users.
Support Enterprise Operations	Manage Cases	FR720014	The solution shall allow authorized users to create, modify, and update case management activity reports (e.g., number open cases, closed, cased, aging report cases).
Support Enterprise Operations	Manage Cases	FR720015	The solution shall allow case management to add and classify case categories.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720016	The solution shall allow case management to automatically assign cases of certain categories to one or more authorized users.
Support Enterprise Operations	Manage Cases	FR720017	The solution shall allow case management to capture comments, record notes, and communication related to the case.
Support Enterprise Operations	Manage Cases	FR720018	The solution shall allow documentation to be attached in case management.
Support Enterprise Operations	Manage Cases	FR720019	The solution shall allow for an automated workflow to provide tiered role based access.
Support Enterprise Operations	Manage Cases	FR720020	The solution shall allow for fraud entries received to be created in the case management system.
Support Enterprise Operations	Manage Cases	FR720021	The solution shall allow for reassignment of cases to other authorized users based on user profile and privilege.
Support Enterprise Operations	Manage Cases	FR720022	The solution shall allow for the creation, searching, changes, and cancellations of case management entries.
Support Enterprise Operations	Manage Cases	FR720023	The solution shall create tracking and reminders for activity due dates associated with a case.
Support Enterprise Operations	Manage Cases	FR720024	The solution shall display all DMV transactions associated with a case.
Support Enterprise Operations	Manage Cases	FR720025	The solution shall display customer information in the case management system (e.g., customer name, contact information, case information, respondent information).
Support Enterprise Operations	Manage Cases	FR720026	The solution shall display the customer's record within a case.
Support Enterprise Operations	Manage Cases	FR720027	The solution shall keep audit logs on all case management actions completed by users (e.g., date stamp, timestamp, user ID, transaction code, environment, location, unique transaction identification number).
Support Enterprise Operations	Manage Cases	FR720028	The solution shall notify assigned authorized users of overdue cases.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720029	The solution shall provide key functionality on mobile devices for case management.
Support Enterprise Operations	Manage Cases	FR720030	The solution shall record and display statuses for case management records that can be configured by an authorized user.
Support Enterprise Operations	Manage Cases	FR720031	The solution shall store all case management historical information on all actions completed by an authorized user in the solution.
Support Enterprise Operations	Manage Cases	FR720032	The solution shall track authorized user touch points in the case management system.
Support Enterprise Operations	Manage Cases	FR720033	The case management system shall alert auditors when audits are due.
Support Enterprise Operations	Manage Cases	FR720034	The solution shall allow for additional State of Nevada specific requirements to be included, when not included in Commercial Skills Test Information Management System (CSTIMS).
Support Enterprise Operations	Manage Cases	FR720035	The solution shall allow the capture and management of Commercial Driver's License (CDL) audits through the audit lifecycle until final disposition of the audit.
Support Enterprise Operations	Manage Cases	FR720036	The solution shall allow a technician to manually enter a deceased indicator on a Nevada Driver's License (DL)/Identification (ID) record.
Support Enterprise Operations	Manage Cases	FR720037	The solution shall allow crash report documentation to be scanned and uploaded (e.g., crash report, insurance information, vehicle registration).
Support Enterprise Operations	Manage Cases	FR720038	The solution shall capture attorney information on Sealed Records Court Orders (e.g., attorney's company name, representing attorney, address, contact information).
Support Enterprise Operations	Manage Cases	FR720039	The solution shall capture crash report indicators (e.g., fault, injury, commercial, Hazardous Material (HAZMAT), damage severity).
Support Enterprise Operations	Manage Cases	FR720040	The solution shall capture Crash Report information from law enforcement (e.g., date of crash, location, vehicle information).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720041	The solution shall capture crash report passenger information (e.g., passenger name, contact information, physical address, mailing address, telephone number, emails, Driver's License (DL)/Identification (ID) number).
Support Enterprise Operations	Manage Cases	FR720042	The solution shall capture crash report pedestrian information (e.g., pedestrian name, contact information, physical address, mailing address, telephone number, emails, Driver's License (DL)/Identification (ID) number).
Support Enterprise Operations	Manage Cases	FR720043	The solution shall capture crash report vehicle information (e.g., registered owner information, make, model, lien holder information).
Support Enterprise Operations	Manage Cases	FR720044	The solution shall capture driver information from crash reports (e.g., driver name, contact information, physical address, mailing address, telephone number, emails, Driver's License (DL)/Identification (ID) number).
Support Enterprise Operations	Manage Cases	FR720045	The solution shall capture vehicle insurance information from crash reports (e.g., insurance company, National Association of Insurance Commissioners (NAIC) number, policy number, policy type, insurance effective from date, insurance effective to date, insurance termination date).
Support Enterprise Operations	Manage Cases	FR720046	The solution shall create a Deceased Records scanning application coversheet containing the customer's information when the deceased indicator is marked.
Support Enterprise Operations	Manage Cases	FR720047	The solution shall place unmatched Vital Statistics deceased records into a filterable electronic report for additional review by DMV staff.
Support Enterprise Operations	Manage Cases	FR720048	The solution shall process deceased records from vital statistic with exceptions (e.g., missing file, missing data, invalid data).
Support Enterprise Operations	Manage Cases	FR720049	The solution shall allow for an automated workflow to assign and escalate customer issues to appropriate NV DMV representative.
Support Enterprise Operations	Manage Cases	FR720050	The solution shall allow for an authorized user to enter customer "complaint" information.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720051	The solution shall allow the "complaint" to be escalated to a supervisor.
Support Enterprise Operations	Manage Cases	FR720052	The solution shall allow the "complaint" to be forwarded to another authorized user or respective field service office.
Support Enterprise Operations	Manage Cases	FR720053	The solution shall capture complaint information, entered by an authorized user (e.g., date, time, technician number, technician name, office location, description of the complaint).
Support Enterprise Operations	Manage Cases	FR720054	The solution shall tie the "complaint" information to the customer record.
Support Enterprise Operations	Manage Cases	FR720055	The solution shall allow for searching of exception records.
Support Enterprise Operations	Manage Cases	FR720056	The solution shall allow for distribution audits.
Support Enterprise Operations	Manage Cases	FR720057	The solution shall capture hearing disposition such as approved and denied.
Support Enterprise Operations	Manage Cases	FR720058	The solution shall have an indicator on all paused transactions for internal audit control purposes.
Support Enterprise Operations	Manage Cases	FR720059	The solution shall maintain and print internal audit checklists for each audit type.
Support Enterprise Operations	Manage Cases	FR720060	The solution shall provide the ability to export all available internal audit information to any authorized external entity.
Support Enterprise Operations	Manage Cases	FR720061	The solution shall track, record, and maintain internal audit dates.
Support Enterprise Operations	Manage Cases	FR720062	The solution shall allow an authorized user to reassign hearing requests.
Support Enterprise Operations	Manage Cases	FR720063	The solution shall allow an authorized user to reject the hearing request.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720064	The solution shall allow an authorized user to search for hearings using one or more search criteria.
Support Enterprise Operations	Manage Cases	FR720065	The solution shall allow an authorized user to update a hearing status.
Support Enterprise Operations	Manage Cases	FR720066	The solution shall allow an authorized user to update court information (e.g., address, phone number, web address references).
Support Enterprise Operations	Manage Cases	FR720067	The solution shall allow for an automated workflow to update the approved hearing status request.
Support Enterprise Operations	Manage Cases	FR720068	The solution shall allow for comments to be added to customer hearing records.
Support Enterprise Operations	Manage Cases	FR720069	The solution shall allow for correspondence to be sent via certified mail.
Support Enterprise Operations	Manage Cases	FR720070	The solution shall allow for hearing records to be retrieved.
Support Enterprise Operations	Manage Cases	FR720071	The solution shall allow for multiple automated workflows after a hearing request.
Support Enterprise Operations	Manage Cases	FR720072	The solution shall allow for purging of files based on retention schedule.
Support Enterprise Operations	Manage Cases	FR720073	The solution shall allow for scanning and uploading of documentation to a customer hearing record.
Support Enterprise Operations	Manage Cases	FR720074	The solution shall allow for the acceptance of a written request for a hearing.
Support Enterprise Operations	Manage Cases	FR720075	The solution shall allow for the creation, changing, updating, and deleting of hearing information.
Support Enterprise Operations	Manage Cases	FR720076	The solution shall allow for the creation, searching, changes, and deletions of a hearing.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720077	The solution shall allow for updates to the case once submitted to a district court for further proceedings after a hearing is held and disposition is made.
Support Enterprise Operations	Manage Cases	FR720078	The solution shall allow hearing information to be available (e.g., hearing requestor information, attorney information, court information, law enforcement information, bond company information, motor carrier information, drivers license review, compliance enforcement and insurance verification).
Support Enterprise Operations	Manage Cases	FR720079	The solution shall allow the ability to capture all attending parties scheduled to attend a hearing.
Support Enterprise Operations	Manage Cases	FR720080	The solution shall allow the ability to capture attorney information representing customer for a hearing.
Support Enterprise Operations	Manage Cases	FR720081	The solution shall allow the ability to update the hearing status to closed.
Support Enterprise Operations	Manage Cases	FR720082	The solution shall automatically generate hearing denial correspondence with required information (e.g., reason for denial, additional denial information, Nevada Revised Statutes (NRS) and/or Nevada Administrative Code (NAC) information).
Support Enterprise Operations	Manage Cases	FR720083	The solution shall capture attorney information for a hearing request (e.g., attorney company name, representing attorney, address, contact information).
Support Enterprise Operations	Manage Cases	FR720084	The solution shall capture audio recording requests in the case management system.
Support Enterprise Operations	Manage Cases	FR720085	The solution shall capture bond adjuster information for a hearing (bonds) (e.g., adjustor name, contact information, physical address, mailing address, contact information, attorney representing bond company, attorney contact information).
Support Enterprise Operations	Manage Cases	FR720086	The solution shall capture bond company information for a hearing (bonds) (e.g., bond company name, bond number, amount, effective date).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720087	The solution shall capture citation information (e.g., court citation number, citation date, case number) for a hearing.
Support Enterprise Operations	Manage Cases	FR720088	The solution shall capture claimants customer information for a bonds hearing (e.g., customer name, contact information, physical address, mailing address, telephone number, email).
Support Enterprise Operations	Manage Cases	FR720089	The solution shall capture customer hearing information (e.g., customer name, contact information, physical address, mailing address, telephone number, email address).
Support Enterprise Operations	Manage Cases	FR720090	The solution shall capture discovery requests in the case management system.
Support Enterprise Operations	Manage Cases	FR720091	The solution shall capture Driving Under the Influence (DUI) blood test information for a hearing request (e.g., Blood Alcohol Content (BAC)).
Support Enterprise Operations	Manage Cases	FR720092	The solution shall capture Driving Under the Influence (DUI) information for a hearing request (e.g., arrest date, breath test).
Support Enterprise Operations	Manage Cases	FR720093	The solution shall capture final hearing disposition.
Support Enterprise Operations	Manage Cases	FR720094	The solution shall capture hearing information (e.g., hearing requestor information, attorney information, court information, law enforcement information, bond company information, motor carrier information).
Support Enterprise Operations	Manage Cases	FR720095	The solution shall capture hearing reason.
Support Enterprise Operations	Manage Cases	FR720096	The solution shall capture hearing response information (e.g., date of response, reason for rejection, rejection date).
Support Enterprise Operations	Manage Cases	FR720097	The solution shall capture law judge presiding over the case.
Support Enterprise Operations	Manage Cases	FR720098	The solution shall capture law-enforcement information for a hearing request (e.g., Agency information, officer information, officer badge information, address, contact information).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720099	The solution shall capture Motor Carrier Division (MCD), Insurance Verification Program (IVP), Dealer and Compliance Enforcement Division (CED) hearing information for administrative fines (e.g., business information, contact information, physical address, mailing address, contact information).
Support Enterprise Operations	Manage Cases	FR720100	The solution shall capture Occupational and Business License (Respondents) information for a hearing (bonds) (e.g., business name, contact information, physical address, mailing address, contact information).
Support Enterprise Operations	Manage Cases	FR720101	The solution shall capture revenue recovery information (e.g., amount due, payment plan information, payment history, all affected parties' information, reason for revenue recovery) for a hearing.
Support Enterprise Operations	Manage Cases	FR720102	The solution shall capture the confidential physicians report for a hearing (e.g., doctor's name, address, signature, date).
Support Enterprise Operations	Manage Cases	FR720103	The solution shall capture the hearing location.
Support Enterprise Operations	Manage Cases	FR720104	The solution shall capture vehicle information for a hearing (e.g., vehicle plate number, vehicle identification number).
Support Enterprise Operations	Manage Cases	FR720105	The solution shall capture vehicle owner information for a hearing (e.g., registered owners name, contact information, physical address, mailing address, contact information).
Support Enterprise Operations	Manage Cases	FR720106	The solution shall create a hearing request record for an existing customer.
Support Enterprise Operations	Manage Cases	FR720107	The solution shall display DMV business customer hearing information to a user (e.g., business name, company principles, address, contact information, bond information).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720108	The solution shall display hearing information to a user (e.g., hearing information, customer information, attorney information, court information, law enforcement information, drivers license review, compliance enforcement, insurance verification or motor carrier information, bond information, NV DMV business information).
Support Enterprise Operations	Manage Cases	FR720109	The solution shall generate a unique hearing case number.
Support Enterprise Operations	Manage Cases	FR720110	The solution shall generate hearings correspondence to customers.
Support Enterprise Operations	Manage Cases	FR720111	The solution shall provide customer correspondence with written notice and legal conclusions to the customer.
Support Enterprise Operations	Manage Cases	FR720112	The solution shall provide final disposition information and generate customer correspondence.
Support Enterprise Operations	Manage Cases	FR720113	The solution shall store historical records of all hearings information based on retention schedule.
Support Enterprise Operations	Manage Cases	FR720114	The solution shall update the status to closed upon completion of final disposition.
Support Enterprise Operations	Manage Cases	FR720115	The solution shall allow a Motor Fuel entity protest status indicator (e.g., accounts under appeal, review).
Support Enterprise Operations	Manage Cases	FR720116	The solution shall allow a Motor Fuel entity to protest audit findings.
Support Enterprise Operations	Manage Cases	FR720117	The solution shall allow an automated workflow for approvals of reconsideration request for Motor Fuel entities (e.g., reviews, recommendations, and approvals/denials).
Support Enterprise Operations	Manage Cases	FR720118	The solution shall allow for an upload of Motor Fuel entity's reconsideration information.
Support Enterprise Operations	Manage Cases	FR720119	The solution shall capture Motor Fuel entity reconsideration information (e.g., request information, entity's new/additional related information).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720120	The solution shall provide comparisons of updated information to original Motor Fuel audit findings.
Support Enterprise Operations	Manage Cases	FR720121	The solution shall create a record of hearings requested by fuel industry licensees whose license is denied, revoked, or cancelled.
Support Enterprise Operations	Manage Cases	FR720122	The solution shall allow a user to retrieve customer photos (e.g., current photo, previous photo, all photos).
Support Enterprise Operations	Manage Cases	FR720123	The solution shall allow a user to select data elements for a customer record (e.g., Commercial extract, subpoenas, 3rd party requests).
Support Enterprise Operations	Manage Cases	FR720124	The solution shall allow an authorized user to generate a request and to track the request throughout its lifecycle (e.g., denial of account setup/renewal, microfilm request, Motor Carrier plate letter).
Support Enterprise Operations	Manage Cases	FR720125	The solution shall allow for the creation, searching, changes, and deletions of a Subpoena Request.
Support Enterprise Operations	Manage Cases	FR720126	The solution shall allow for the creation, searching, changes, and deletions of a 3rd Party Requests.
Support Enterprise Operations	Manage Cases	FR720127	The solution shall allow for the creation, searching, changes, and deletions of a Commercial Extracts.
Support Enterprise Operations	Manage Cases	FR720128	The solution shall allow for the creation, searching, changes, and deletions of Express Mail Requests.
Support Enterprise Operations	Manage Cases	FR720129	The solution shall allow for the creation, searching, changes, and deletions of a Motor Carrier Safety Information Act (MCSIA) requests.
Support Enterprise Operations	Manage Cases	FR720130	The solution shall allow for the creation, searching, changes, and deletions of a photo record requests.
Support Enterprise Operations	Manage Cases	FR720131	The solution shall allow for the creation, searching, changes, and deletions of a Teletype Requests.
Support Enterprise Operations	Manage Cases	FR720132	The solution shall allow for uploading of photo to external law enforcement online systems Rocky Mountain Information Network (RMIN).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720133	The solution shall allow indicators for express mail (e.g., certified mail, inbound request, outbound request).
Support Enterprise Operations	Manage Cases	FR720134	The solution shall allow the acceptance of electronic payments to be accepted upon submission of photo request.
Support Enterprise Operations	Manage Cases	FR720135	The solution shall allow the acceptance of electronic payments to be accepted upon submission of subpoena request.
Support Enterprise Operations	Manage Cases	FR720136	The solution shall allow the acceptance of electronic payments upon submission of Commercial extract request.
Support Enterprise Operations	Manage Cases	FR720137	The solution shall allow the acceptance of payments to be accepted upon submission of Commercial extract request.
Support Enterprise Operations	Manage Cases	FR720138	The solution shall allow the acceptance of payments to be accepted upon submission of photo request.
Support Enterprise Operations	Manage Cases	FR720139	The solution shall allow the acceptance of payments to be accepted upon submission of subpoena request.
Support Enterprise Operations	Manage Cases	FR720140	The solution shall allow wild-card selection criteria of customer record data element.
Support Enterprise Operations	Manage Cases	FR720141	The solution shall associate the subpoena data to the customer's record (e.g., type of subpoena, date received, date returned, received from).
Support Enterprise Operations	Manage Cases	FR720142	The solution shall calculate the total due amounts (e.g., record fees).
Support Enterprise Operations	Manage Cases	FR720143	The solution shall capture attorney information (e.g., attorney company name, representing attorney, address, contact information).
Support Enterprise Operations	Manage Cases	FR720144	The solution shall capture court information (e.g., court name, court address, case number, court order date, court order number).
Support Enterprise Operations	Manage Cases	FR720145	The solution shall capture expedited shipping information (e.g., FedEx number, FedEx name on account, business address, contact information, telephone numbers, emails).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720146	The solution shall capture express mail information (e.g., mail type, receipt date, tracking number, technician assigned item, requested information, date mailed, technician number).
Support Enterprise Operations	Manage Cases	FR720147	The solution shall capture information sent to law-enforcement (e.g., requested information, photos, date, time).
Support Enterprise Operations	Manage Cases	FR720148	The solution shall capture jurisdiction information (e.g., Jurisdiction state, contact, information, physical address, mailing address, telephone, email).
Support Enterprise Operations	Manage Cases	FR720149	The solution shall capture law-enforcement information (e.g., Agency Information, Officer information, Officer Badge information, address, contact information).
Support Enterprise Operations	Manage Cases	FR720150	The solution shall capture payment information (e.g., payment type, negotiable item number, date, amount, name on negotiable).
Support Enterprise Operations	Manage Cases	FR720151	The solution shall capture photo request information (e.g., request date, received date, subject, requested information).
Support Enterprise Operations	Manage Cases	FR720152	The solution shall capture requestor information (e.g., requestor name, representing name, address, contact information).
Support Enterprise Operations	Manage Cases	FR720153	The solution shall capture shipping information (e.g., shipping type, expedited shipping carrier, date, time).
Support Enterprise Operations	Manage Cases	FR720154	The solution shall capture subpoena information (e.g., subpoena date, received date, subject, requested information).
Support Enterprise Operations	Manage Cases	FR720155	The solution shall capture the certification information (e.g., Notary name, notary number, date, time, electronic signature).
Support Enterprise Operations	Manage Cases	FR720156	The solution shall create files for Commercial Extracts requests.
Support Enterprise Operations	Manage Cases	FR720157	The solution shall create Commercial Extract files on a scheduled basis.
Support Enterprise Operations	Manage Cases	FR720158	The solution shall exclude confidential information from a commercial extract.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720159	The solution shall generate a records express mail request and send to appropriate user.
Support Enterprise Operations	Manage Cases	FR720160	The solution shall generate notification to requestor upon receipt/sending of documentation.
Support Enterprise Operations	Manage Cases	FR720161	The solution shall generate required subpoena report.
Support Enterprise Operations	Manage Cases	FR720162	The solution shall link the 3rd party report to the customer record.
Support Enterprise Operations	Manage Cases	FR720163	The solution shall link the Commercial extract request to the customer record.
Support Enterprise Operations	Manage Cases	FR720164	The solution shall link the photo request to the customer record.
Support Enterprise Operations	Manage Cases	FR720165	The solution shall link the Subpoena request to the customer record.
Support Enterprise Operations	Manage Cases	FR720166	The solution shall provide an express mail status (e.g., received, assigned, completed, mailed).
Support Enterprise Operations	Manage Cases	FR720167	The solution shall ship files for Commercial extracts using a secure protocol (e.g., SFTP, Web Services).
Support Enterprise Operations	Manage Cases	FR720168	The solution shall submit the photo request to the records business unit for a Notarized certification by the NV DMV (Notary).
Support Enterprise Operations	Manage Cases	FR720169	The solution shall submit a report, to the records business unit, of Commercial Extracts requests to be validated, processed, and certified by a NV DMV (Notary).
Support Enterprise Operations	Manage Cases	FR720170	The solution shall allow for purchasing of Vehicle Inspection Reports (VIR) books.
Support Enterprise Operations	Manage Cases	FR720171	The solution shall allow search capability into the various emission records.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Cases	FR720172	The solution shall include the ability to monitor vehicle emission analyzers in real-time.
Support Enterprise Operations	Manage Documents	FR730001	The solution shall generate unique secure document control identification numbers for products (e.g., credentials, correspondence, manual/automated letters).
Support Enterprise Operations	Manage Documents	FR730002	The solution shall capture the confirmation sheet with the customer approval for a driver's license.
Support Enterprise Operations	Manage Documents	FR730003	The solution shall generate a driver's license confirmation sheet document.
Support Enterprise Operations	Manage Documents	FR730004	The solution shall generate a driver's license credential interim document (e.g., Driver's License (DL), Commercial Driver's License (CDL), Instruction Permit (IP), State Identification card).
Support Enterprise Operations	Manage Documents	FR730005	The solution shall generate a driver's license data-card document.
Support Enterprise Operations	Manage Documents	FR730006	The solution shall capture and associate scanned and uploaded traffic safety school documents to the corresponding customer's Driver's License (DL) record (e.g., traffic school receipt).
Support Enterprise Operations	Manage Documents	FR730007	The solution shall allow the selection of appropriate United States Passport Verification (USPV) documents (e.g., US passport, US passport Card).
Support Enterprise Operations	Manage Documents	FR730008	The solution shall automatically retrieve the Driver's License (DL)/Identification card (ID) scanned images (e.g., U.S. Passport, Social Security Card, W-2, IRS Form 1099, Certificate of Naturalization, Permanent Resident Card (I-551), Unexpired Employment Authorization Card (I-766), Certificate of Citizenship).
Support Enterprise Operations	Manage Documents	FR730009	The solution shall capture United States Passport Verification (USPV) documentation information (e.g., surname/last name, given name/first name, date of birth, place of birth, date of US passport issuance, date of US passport expiration, US passport/Us Passport Card Number, transaction identification number).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730010	The solution shall enforce DMV data retention dates.
Support Enterprise Operations	Manage Documents	FR730011	The solution shall provide a batch process to purge scanning records based on retention schedule.
Support Enterprise Operations	Manage Documents	FR730012	The solution shall provide purging processing parameters (e.g., purge date, effective date, number of years, calculated purge date, maximum retention dates).
Support Enterprise Operations	Manage Documents	FR730013	The solution shall allow a complete audit trail of the accessed and changes scanned images.
Support Enterprise Operations	Manage Documents	FR730014	The solution shall allow a compressed capability to reduce storage of scanned images.
Support Enterprise Operations	Manage Documents	FR730015	The solution shall allow for alerting of document retention expiration prior to purging the images.
Support Enterprise Operations	Manage Documents	FR730016	The solution shall allow for document search functionality.
Support Enterprise Operations	Manage Documents	FR730017	The solution shall allow for inquiries to specific documents from the customer account records.
Support Enterprise Operations	Manage Documents	FR730018	The solution shall allow for scanned Portable Document Format (PDF) forms to be uploaded to the solution.
Support Enterprise Operations	Manage Documents	FR730019	The solution shall allow for staging of data for transaction processing from captured forms.
Support Enterprise Operations	Manage Documents	FR730020	The solution shall allow role based access to the scanned images.
Support Enterprise Operations	Manage Documents	FR730021	The solution shall allow scanned images version control.
Support Enterprise Operations	Manage Documents	FR730022	The solution shall capture all scanned document indexing data elements.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730023	The solution shall include the Optical Character Recognition (OCR) functionality to extract data from a scanned form for indexing the scanned images.
Support Enterprise Operations	Manage Documents	FR730024	The solution shall link the scanned document to the customer's record.
Support Enterprise Operations	Manage Documents	FR730025	The solution shall secure storage of images, documents and correspondences.
Support Enterprise Operations	Manage Documents	FR730026	The solution shall accept customer communication documents from alternate sources (e.g., email, US Mail, web, portal).
Support Enterprise Operations	Manage Documents	FR730027	The solution shall allow an automated workflow for approval for document release management.
Support Enterprise Operations	Manage Documents	FR730028	The solution shall allow authorized users to view documents linked to the customers.
Support Enterprise Operations	Manage Documents	FR730029	The solution shall allow customers to view and share their documents online via a secure customer portal.
Support Enterprise Operations	Manage Documents	FR730030	The solution shall allow for searching, printing, and downloading of electronically signed documents.
Support Enterprise Operations	Manage Documents	FR730031	The solution shall allow NV DMV reviewing of draft content documents in a non-production environment.
Support Enterprise Operations	Manage Documents	FR730032	The solution shall allow single documents to be tied to multiple customers, if they all receive the same document.
Support Enterprise Operations	Manage Documents	FR730033	The solution shall allow standard document templates to be stored.
Support Enterprise Operations	Manage Documents	FR730034	The solution shall allow submitted documents to be routed for approval.
Support Enterprise Operations	Manage Documents	FR730035	The solution shall allow the creation, searching, changes, and deletions of customer document distribution.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730036	The solution shall allow the creation, searching, changes, and deletions of standard document templates.
Support Enterprise Operations	Manage Documents	FR730037	The solution shall capture (e.g., sent, received, created) customer documents (e.g., documents, forms, emails, correspondence).
Support Enterprise Operations	Manage Documents	FR730038	The solution shall capture all customer document metrics and allow for analytics to be completed.
Support Enterprise Operations	Manage Documents	FR730039	The solution shall display all electronic signatures along with document that was signed.
Support Enterprise Operations	Manage Documents	FR730040	The solution shall include records management capabilities to tag content for retention and archiving.
Support Enterprise Operations	Manage Documents	FR730041	The solution shall integrate with NV DMV email tools (e.g., Microsoft outlook).
Support Enterprise Operations	Manage Documents	FR730042	The solution shall link all customer electronic signatures with the document.
Support Enterprise Operations	Manage Documents	FR730043	The solution shall link all documents to individual customer records.
Support Enterprise Operations	Manage Documents	FR730044	The solution shall provide document submission checklists for document categories.
Support Enterprise Operations	Manage Documents	FR730045	The solution shall record and create communication or document receipt information (e.g., unique record identifier, amount received, date received, receipt number).
Support Enterprise Operations	Manage Documents	FR730046	The solution shall require a user agreement (under penalty of perjury) prior to accepting electronic signatures.
Support Enterprise Operations	Manage Documents	FR730047	The solution shall update customer indicators and document information and display the same information to all authorized users. (To prevent customer office shopping).
Support Enterprise Operations	Manage Documents	FR730048	The solution shall allow scanned and uploaded cancellation documentation to be associated to the customer's record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730049	The solution shall allow scanned and uploaded delinquent fines documentation to be associated to the customer's record.
Support Enterprise Operations	Manage Documents	FR730050	The solution shall generate a confirmation sheet document.
Support Enterprise Operations	Manage Documents	FR730051	The solution shall generate an interim document (e.g., Driver's License, Instruction Permit, Commercial Driver's License, Private Bidder, Commercial Driver's License Instruction Permit).
Support Enterprise Operations	Manage Documents	FR730052	The solution shall require specific customer documentation based on card-type selected.
Support Enterprise Operations	Manage Documents	FR730053	The solution shall provide business rule documentation.
Support Enterprise Operations	Manage Documents	FR730054	The solution shall provide process flow and function based documentation.
Support Enterprise Operations	Manage Documents	FR730055	The solution shall automatically associate financial records to associated record types (e.g., letters, permits, licenses, licensees, permittees, violations, disciplinary actions, complaints, registrations, contacts, financial records, receipts, invoices, inspections, other applications, user defined record types).
Support Enterprise Operations	Manage Documents	FR730056	The solution shall link the scanned documents to a bank adjustment transaction.
Support Enterprise Operations	Manage Documents	FR730057	The solution shall link the scanned documents to non-negotiable transactions.
Support Enterprise Operations	Manage Documents	FR730058	The solution shall allow the ability to capture and link all scanned information the customer hearing record.
Support Enterprise Operations	Manage Documents	FR730059	The solution shall generate documents for Motor Fuel audits (e.g., conference check-list, sampling agreement, Statute of Limitation extension form, records release form).
Support Enterprise Operations	Manage Documents	FR730060	The solution shall receive files from Motor Fuel entities using a secure protocol (e.g., SFTP, Data share).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730061	The solution shall send files to Motor Fuel entities using a secure protocol (e.g., SFTP, Data share).
Support Enterprise Operations	Manage Documents	FR730062	The solution shall allow scanning application to auto-populate corresponding fields (e.g., Vehicle Identification Number (VIN), unit, make, year, vehicle type, unladen weight, gross weight, number of axles, combined axles, purchased price, purchase date, tax amount, county, owner type, lessor information, original registration year, if bus, number of seats).
Support Enterprise Operations	Manage Documents	FR730063	The solution shall allow electronic signatures to be captured for Motor Fuel Industry documentation.
Support Enterprise Operations	Manage Documents	FR730064	The solution shall allow uploaded documentation to be associated to the fuel industry licensee (e.g., Certificate of Deposit Account, Letter of Credit).
Support Enterprise Operations	Manage Documents	FR730065	The solution shall associate uploaded documents to the fuel industry licensee's record (e.g., images, documents, Portable Document Format (PDF)).
Support Enterprise Operations	Manage Documents	FR730066	The solution shall capture fuel industry licensee's documentation (e.g., articles of incorporation, financial statements).
Support Enterprise Operations	Manage Documents	FR730067	The solution shall generate and print fuel industry licensee's uploaded documentation for return correspondence.
Support Enterprise Operations	Manage Documents	FR730068	During the receipt of funds for Motor Carrier Fuel Taxes and Registrations, the solution shall allow scanned check images to be linked to the customer record.
Support Enterprise Operations	Manage Documents	FR730069	The solution shall allow printing on NV DMV's network printers (e.g., Cannon/OCE VarioPrint 110 Printers).
Support Enterprise Operations	Manage Documents	FR730070	The solution shall possess content management functionality with tools allowing for effective automation and managing of digital information (web content).
Support Enterprise Operations	Manage Documents	FR730071	The solution shall allow self-insured applicants to submit required documents for credential via self service capabilities.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730072	The solution shall allow all issued secured documents to be read-only.
Support Enterprise Operations	Manage Documents	FR730073	The solution shall allow an authorized user to select preset secured document types (e.g., Secured Power of Attorney, Dealer Reassignment, 15 Day Drive Away Permit, Short Term Lessor Permit, Security Seal, Off-Highway Dealer Report of Sale).
Support Enterprise Operations	Manage Documents	FR730074	The solution shall allow for the issuance of multiple types of secured documents to a NV DMV licensed business.
Support Enterprise Operations	Manage Documents	FR730075	The solution shall allow the uploading of Business License identification card information (e.g., application, supporting documentation, images, Portable Document Format (PDF), link to the appropriate record).
Support Enterprise Operations	Manage Documents	FR730076	The solution shall capture secure document type information (e.g., beginning/ending control number, status of document, date of transaction, authorized person's name).
Support Enterprise Operations	Manage Documents	FR730077	The solution shall generate a data-card document or Business ID card.
Support Enterprise Operations	Manage Documents	FR730078	The solution shall generate unique secure document serial numbers.
Support Enterprise Operations	Manage Documents	FR730079	The solution shall print a Dealer's Report of Sale (DRS) Extension document to include data elements (e.g., date of transaction, business license name and address, business license number, DRS control number, extension status, extension reason, date of sale, DRS extension until date, Vehicle Identification Number (VIN), vehicle's year make).
Support Enterprise Operations	Manage Documents	FR730080	The solution shall allow retrieval of scanned documents using the NV DMV's business partner application (e.g., Web Extender).
Support Enterprise Operations	Manage Documents	FR730081	The solution shall allow for the creation, searching, changes, and deletions of a dealer vehicle transmittal document.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Documents	FR730082	The solution shall allow for the rejection of resubmitted titling documentation to be logged.
Support Enterprise Operations	Manage Documents	FR730083	The solution shall generate an office copy (document scanning coversheet) of the generated title for indexing purposes.
Support Enterprise Operations	Manage Forms	FR740001	The solution shall retrieve customer records based on access identification number or barcode printed on the correspondence.
Support Enterprise Operations	Manage Forms	FR740002	The solution shall allow a self-service capability for a customer access to all forms in an online format.
Support Enterprise Operations	Manage Forms	FR740003	The solution shall provide the capability to manage NV DMV forms.
Support Enterprise Operations	Manage Forms	FR740004	The solution shall provide search capabilities (e.g., portal, web) to allow customers to locate correct forms and documents required to complete NV DMV transactions.
Support Enterprise Operations	Manage Forms	FR740005	The solution shall allow authorized users to send NV DMV forms to the customer.
Support Enterprise Operations	Manage Forms	FR740006	The solution shall allow a customer to complete a form online.
Support Enterprise Operations	Manage Forms	FR740007	The solution shall allow a customer to print-out the completed online form with auto-generated system data (e.g., unique transaction identifier, form number, customer signature, notary signature line).
Support Enterprise Operations	Manage Forms	FR740008	The solution shall allow an authorized user to scan a document's 2D barcode to retrieve the document or data from the solution.
Support Enterprise Operations	Manage Forms	FR740009	The solution shall allow for a automated workflow for review and approval of forms.
Support Enterprise Operations	Manage Forms	FR740010	The solution shall allow for an expiration of forms stored in a repository.
Support Enterprise Operations	Manage Forms	FR740011	The solution shall allow for capturing of an electronic signature on the form.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Forms	FR740012	The solution shall allow for side-by-side comparison of retrieved customer record information with customer form information.
Support Enterprise Operations	Manage Forms	FR740013	The solution shall allow for the creation, searching, changes, and deletions of a customer completed online form.
Support Enterprise Operations	Manage Forms	FR740014	The solution shall allow for the creation, searching, changes, and deletions of online forms.
Support Enterprise Operations	Manage Forms	FR740015	The solution shall allow for updates to the forms data elements prior to upload.
Support Enterprise Operations	Manage Forms	FR740016	The solution shall assign a unique transaction identifier to each form entered and saved.
Support Enterprise Operations	Manage Forms	FR740017	The solution shall capture form information (e.g., form number, form name, effective date, heading information, business function using form).
Support Enterprise Operations	Manage Forms	FR740018	The solution shall capture the data elements required on each form.
Support Enterprise Operations	Manage Forms	FR740019	The solution shall capture the data from a customer completed online form.
Support Enterprise Operations	Manage Forms	FR740020	The solution shall create a 2D barcode on the form with data elements captured.
Support Enterprise Operations	Manage Forms	FR740021	The solution shall have a document reset function (e.g., to clear out data entered).
Support Enterprise Operations	Manage Forms	FR740022	The solution shall link the online form to the customer record.
Support Enterprise Operations	Manage Forms	FR740023	The solution shall read 2D barcodes on forms and use this data to index and retrieve the associated record.
Support Enterprise Operations	Manage Forms	FR740024	The solution shall retain the customer completed online form within the solution.
Support Enterprise Operations	Manage Forms	FR740025	The solution shall store all completed forms in an encrypted format.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage Forms	FR740026	The solution shall store all validated customer entered information in a secure location.
Support Enterprise Operations	Manage Forms	FR740027	The solution shall validate data elements entered into form.
Support Enterprise Operations	Manage Forms	FR740028	The solution shall allow electronic signatures to be captured on all forms.
Support Enterprise Operations	Manage Forms	FR740029	The solution shall generate barcodes on all vehicle registrations.
Support Enterprise Operations	Manage Forms	FR740030	The solution shall generate barcodes on all titles.
Support Enterprise Operations	Manage Inventory	FR750001	The solution shall automatically update the inventory counts to account for inventory changes throughout the solution.
Support Enterprise Operations	Manage Inventory	FR750002	The solution shall interface with the Financial Management solution to provide a perpetual inventory control system. As DMV products are issued to customers (i.e., plates, decals, secured documents, etc.), product quantities are adjusted in the inventory system.
Support Enterprise Operations	Manage Licensing of Drivers	FR760001	The solution shall allow for Commercial Driver's License (CDL) medical waivers.
Support Enterprise Operations	Manage System	FR770001	The solution shall provide for: <ul style="list-style-type: none"> • A visual distinction between mandatory and non-mandatory fields • Validation of data upon submission of the screen for posting • Display of errors on the appropriate screen for the user
Support Enterprise Operations	Manage System	FR770002	The solution shall allow a transaction to be rolled back to the original state.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770003	The solution shall allow all NV DMV functions created to be on multiple self-service capabilities (e.g., web, portal, mobile, kiosks, and over the counter).
Support Enterprise Operations	Manage System	FR770004	The solution shall allow an automated workflow to allows users to configure notifications and approval levels.
Support Enterprise Operations	Manage System	FR770005	The solution shall allow for audit logs revision, of all data transaction history.
Support Enterprise Operations	Manage System	FR770006	The solution shall allow interrupted transactions to be restarted.
Support Enterprise Operations	Manage System	FR770007	The solution shall allow transactions to be deleted/voided prior to completion.
Support Enterprise Operations	Manage System	FR770008	The solution shall allow transactions to be edited prior to completion.
Support Enterprise Operations	Manage System	FR770009	The solution shall assign the NV DMV location to the transaction when an authorized user logs in.
Support Enterprise Operations	Manage System	FR770010	The solution shall capture data elements and auto populate the same data when applicable (e.g., customer processes two vehicle registrations auto populate data into second) transaction.
Support Enterprise Operations	Manage System	FR770011	The solution shall generate a unique authorized user number when user access is granted.
Support Enterprise Operations	Manage System	FR770012	The solution shall have a shopping cart feature allowing multiple transactions to be processed by one single payment.
Support Enterprise Operations	Manage System	FR770013	The solution shall include a rules-based engine (e.g., externalize business rules, logic from the primary solution, facilitate making changes in a streamlined fashion).
Support Enterprise Operations	Manage System	FR770014	The solution shall notify an authorized user when customer record has an interrupted transaction.
Support Enterprise Operations	Manage System	FR770015	The solution shall prevent deletion of transactions after they are completed.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770016	The solution shall provide all transaction data on-line and be available real-time.
Support Enterprise Operations	Manage System	FR770017	The solution shall provide specific corresponding error responses to transaction error.
Support Enterprise Operations	Manage System	FR770018	The solution shall provide the ability to reverse all transactions.
Support Enterprise Operations	Manage System	FR770019	The solution shall be fully integrated such that all data for all components of the solution are integrated and available for view.
Support Enterprise Operations	Manage System	FR770020	The solution shall ensure data referential integrity.
Support Enterprise Operations	Manage System	FR770021	The solution shall forecast system usage for solution resource capacity (e.g., storage, processing power, solution availability, response time).
Support Enterprise Operations	Manage System	FR770022	The solution shall implement data validation with business rules configured by the users.
Support Enterprise Operations	Manage System	FR770023	The solution shall provide a real-time dashboard with graphical representation of system functions (e.g., system status/availability, workflow statistics, processing, usage, capacity, security).
Support Enterprise Operations	Manage System	FR770024	The solution shall execute within a browser (e.g., MS Internet Explorer, MS Edge, Firefox, Chrome, Safari).
Support Enterprise Operations	Manage System	FR770025	The solution shall allow for connecting from an alternate platform to the NV DMV application.
Support Enterprise Operations	Manage System	FR770026	The solution shall be maintained and comply with the latest version of Commercial Driver's Licensing Information System (CDLIS).
Support Enterprise Operations	Manage System	FR770027	The solution shall allow an authorized users to have the same system functionality in any environment (e.g., Test, System Test, User Acceptance, Production).
Support Enterprise Operations	Manage System	FR770028	The solution shall follow security requirements for all computer inactivity time-out displays.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770029	The solution shall prevent certain transactions from being saved without mandatory fields.
Support Enterprise Operations	Manage System	FR770030	The solution shall prevent transactions (e.g., vehicle, Title, Registration, DL/ID) from processing when the customer is indicated as deceased.
Support Enterprise Operations	Manage System	FR770031	The solution shall manage all batch processes through a batch scheduler.
Support Enterprise Operations	Manage System	FR770032	The solution shall support the ability to enhance existing functionality and/or add newer features and functions that might be required in the future (e.g., adding a brand new transaction, calling a new interface, adding business rules, adding new workflows).
Support Enterprise Operations	Manage System	FR770033	The solution shall create a customer record if one does not exist.
Support Enterprise Operations	Manage System	FR770034	The content management system shall allow functionality (e.g., updated image availability to public, notifications to public, system error messages, compliance statements, online help, FAQs, system navigation, system links, system broadcasts).
Support Enterprise Operations	Manage System	FR770035	The solution shall provide real-time network sniffer functionality.
Support Enterprise Operations	Manage System	FR770036	The solution shall allow all data to be correctable from within the application so that edits, business logic, and auditing rules apply.
Support Enterprise Operations	Manage System	FR770037	The solution shall allow both real time and batch print function (e.g., reports, letters, customer correspondence, notices, negotiable printed items).
Support Enterprise Operations	Manage System	FR770038	The solution shall allow encryption of all data elements.
Support Enterprise Operations	Manage System	FR770039	The solution shall allow for automated workflows (e.g., tracking approvals and implementation tasks) in the content management process.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770040	The solution shall allow for job schedules (e.g., date, time, calendar, holidays, non-production days).
Support Enterprise Operations	Manage System	FR770041	The solution shall allow for port level access control, following 802.1x standards to control which devices can authenticate the network.
Support Enterprise Operations	Manage System	FR770042	The solution shall allow programmers to manage digital information web standard and web material (e.g., documents and images) effectively via a content management system for automated publishing on the web.
Support Enterprise Operations	Manage System	FR770043	The solution shall allow programmers to submit their table change requests (e.g., add/modify database entity) via an online system, where the request may be obtained for approval and implementation.
Support Enterprise Operations	Manage System	FR770044	The solution shall capture and execute actions based on workflow (e.g., edits, updates, changes).
Support Enterprise Operations	Manage System	FR770045	The solution shall ensure unauthorized assets are removed from the network, quarantined, or inventory is updated in a timely manner.
Support Enterprise Operations	Manage System	FR770046	The solution shall for the authentication system to be tied into the hardware asset inventory data to ensure only authorized devices can connect to the network.
Support Enterprise Operations	Manage System	FR770047	The solution shall generate automated notification of workflow changes.
Support Enterprise Operations	Manage System	FR770048	The solution shall include web enabled functionality for all business functions.
Support Enterprise Operations	Manage System	FR770049	The solution shall possess a dashboard which derives analytics from a real-time monitoring system allowing the review of database, web connections, performance and load issues.
Support Enterprise Operations	Manage System	FR770050	The solution shall possess a high availability mechanism encompassing resilient pairs under an active/passive configuration model proposed for the primary and secondary site to operate continuously without failure.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770051	The solution shall possess a Personally Identifiable Information (PII) data element masking tool where the managing of the masking function is profile based.
Support Enterprise Operations	Manage System	FR770052	The solution shall possess a RTO (Recovery Time Objective) of 4 hours.
Support Enterprise Operations	Manage System	FR770053	The solution shall possess RPO (Recovery Point Objective) with a value of < 1 minutes.
Support Enterprise Operations	Manage System	FR770054	The solution shall provide a scheduler functionality (e.g., dependency settings, rescheduling, reruns, pausing jobs, adds, changes, deletions, undo capability, confirmation dialogs, job failure codes, job tracking).
Support Enterprise Operations	Manage System	FR770055	The solution shall provide automated notification of all system functions (e.g., system failures, critical job alerts, outages, encountered errors).
Support Enterprise Operations	Manage System	FR770056	The solution shall provide content management functionality allowing users to create, manage, edit, govern, and remove website content either manually or through automated processes.
Support Enterprise Operations	Manage System	FR770057	The solution shall provide error notification functionality for all applications (e.g., real-time, batch).
Support Enterprise Operations	Manage System	FR770058	The solution shall provide in the content management system, tracking and tiered level authorization for web publications.
Support Enterprise Operations	Manage System	FR770059	The solution shall provide in the content management system, tracking and tiered workflow authorization for web publications.
Support Enterprise Operations	Manage System	FR770060	The solution shall provide real-time notification of security violations.
Support Enterprise Operations	Manage System	FR770061	The solution shall provide system heart-beat monitoring (e.g., system health, performance, system execution, system up, system down).
Support Enterprise Operations	Manage System	FR770062	The solution shall provide the most current record to be available real-time.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage System	FR770063	The solution shall record users accessing masked Personally Identifiable Information (PII) data element.
Support Enterprise Operations	Manage System	FR770064	The solution shall scramble or mask data when testing in a 'Test' or 'UAT' environment.
Support Enterprise Operations	Manage System	FR770065	The solution shall utilize a relational database that can be accessed using standardized query language.
Support Enterprise Operations	Manage System	FR770066	The solution shall utilize any available printer functions on DMV High speed printers w for applicable printer output (e.g., staples, watermarks, document formatting, label prints, letterhead).
Support Enterprise Operations	Manage System	FR770067	The solution shall work with prior versions as well as the latest version of browsers (e.g., MS Internet Explorer, MS Edge, Firefox, Chrome, and Safari).
Support Enterprise Operations	Manage System	FR770068	The solution shall capture customer information (e.g., customer name, contact information, physical address, mailing address, telephone number, email address).
Support Enterprise Operations	Manage System	FR770069	The solution shall allow for an automated workflow to review and approve all non-supervisory functions.
Support Enterprise Operations	Manage System	FR770070	The solution shall verify all requests for customer record information are allowed based on business rules.
Support Enterprise Operations	Manage System	FR770071	The solution shall allow business rules to be written by an authorized user.
Support Enterprise Operations	Manage User Access	FR780001	The solution shall allow concurrent users to access the solution without impacting system response.
Support Enterprise Operations	Manage User Access	FR780002	The solution shall allow for supervisor overrides on transactions.
Support Enterprise Operations	Manage User Access	FR780003	The solution shall allow transactions to be displayed and executed based on profile access.
Support Enterprise Operations	Manage User Access	FR780004	The solution shall authenticate user access for external customers.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage User Access	FR780005	The solution shall authenticate user access for internal customers.
Support Enterprise Operations	Manage User Access	FR780006	The solution shall provide the ability to implement a role-based access and permissions solution.
Support Enterprise Operations	Manage User Access	FR780007	The solution shall prevent access to sealed record information (e.g., historical, customer data, scanned documents, correspondence management system, search, change, delete).
Support Enterprise Operations	Manage User Access	FR780008	The solution shall allow authorized users to access data for all NV DMV functions within the solution based on assigned profile (e.g., issuance and status of vehicle registration, customer correspondence mail date, refund status, issuance and status of a Driver's License).
Support Enterprise Operations	Manage User Access	FR780009	The solution shall provide profile based access (e.g., data elements, functions, hardware, software).
Support Enterprise Operations	Manage User Access	FR780010	The solution shall allow a supervisor to access record information (e.g., customer record data elements, logs, functions).
Support Enterprise Operations	Manage User Access	FR780011	The solution shall allow a supervisor to review the same customer information as sub-ordinate staff.
Support Enterprise Operations	Manage User Access	FR780012	The solution shall allow authorized users to access all data they are authorized to access.
Support Enterprise Operations	Manage User Access	FR780013	The solution shall allow for the creation, searching, changes, and deletions of Vehicle Information Database (VID) users access.
Support Enterprise Operations	Manage User Access	FR780014	The solution shall allow the creation, searching, changes, and deletions of internal auditor access to the Vehicle Information Database (VID).
Support Enterprise Operations	Manage User Access	FR780015	The solution shall allow the emission inspector to login to the Vehicle Information Database (VID) application.
Support Enterprise Operations	Manage User Access	FR780016	The solution shall capture Vehicle Information Database (VID) access requests.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Manage User Access	FR780017	The solution shall capture Vehicle Information Database (VID) requestor information (e.g., Inspector number, assigned license number, full name).
Support Enterprise Operations	Manage User Access	FR780018	The solution shall prevent access to the Vehicle Information Database (VID) application if an invalid response is received.
Support Enterprise Operations	Manage User Access	FR780019	The solution shall prevent access to the Vehicle Information Database (VID) application if analyzer or emission station license invalid response is received.
Support Enterprise Operations	Manage User Access	FR780020	The solution shall validate the Vehicle Information Database (VID) Analyzer ID.
Support Enterprise Operations	Manage User Access	FR780021	The solution shall validate the Vehicle Information Database (VID) login.
Support Enterprise Operations	Manage User Access	FR780022	The solution shall allow a method to rename built-in system roles (e.g., administrator, super).
Support Enterprise Operations	Manage User Access	FR780023	The solution shall expunge all logs on long term storage that are older than one (1) year or according to established retention periods.
Support Enterprise Operations	Manage Vehicle Registration	FR790001	The solution shall generate specific data elements for Vehicle Inspection Reports (VIR) (e.g., vehicle identification number, license plate, make, model, year, zip code).
Support Enterprise Operations	Produce and Deliver Training	FR800001	The solution shall have an environment that can be used to train new recruits (i.e., an Internal Training Learning Management System).
Support Enterprise Operations	Produce and Deliver Training	FR800002	The proposed solution shall provide a training environment that closely represents the look, feel, and functionality of the current production environment.
Support Enterprise Operations	Produce and Deliver Training	FR800003	The proposed solution shall provide access to online system help files that describe fields, forms, and data requirements, as well as procedures from system documentation.
Support Enterprise Operations	Produce and Deliver Training	FR800004	The proposed solution shall provide a means for authorized users to search, browse, and print the help pages.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Produce and Deliver Training	FR800005	The proposed solution <i>shall</i> provide the ability to query the solution manual and to allow automated updates by designated NV DMV personnel.
Support Enterprise Operations	Produce and Deliver Training	FR800006	The solution shall encompass initial training content and training material for the implementation and operations of the Transformation solution.
Support Enterprise Operations	Produce and Deliver Training	FR800007	The solution shall allow integrated tutorials to be maintained by authorized personnel.
Support Enterprise Operations	Produce and Deliver Training	FR800008	The solution shall allow electronic communication (i.e., chat, live chat, email, etc.) between student and authorized personal such as the Training Team.
Support Enterprise Operations	Produce and Deliver Training	FR800009	The solution shall provide integrated help and tutorials.
Support Enterprise Operations	Produce and Deliver Training	FR800010	The solution shall allow access to training modules and testing, remotely (i.e., mobile or web).
Support Enterprise Operations	Produce and Deliver Training	FR800011	The production data in the training environment shall be refreshed by the instructor as needed.
Support Enterprise Operations	Produce and Deliver Training	FR800012	The solution shall allow multiple classes to occur simultaneously.
Support Enterprise Operations	Produce and Deliver Training	FR800013	The solution shall allow multiple students and instructors to see a transaction occurring as the record is being modified for training purposes.
Support Enterprise Operations	Produce and Deliver Training	FR800014	The solution shall allow the ability to import/export media files.
Support Enterprise Operations	Produce and Deliver Training	FR800015	The solution shall provide a training environment that mirrors the production environment with a sampling of production data to be used by the DMV to conduct training on the solution.
Support Enterprise Operations	Produce and Deliver Training	FR800016	The solution shall provide access to documentation and related online help in a context-sensitive manner.
Support Enterprise Operations	Produce and Deliver Training	FR800017	The solution shall provide online help search for documentation in a context-sensitive manner.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Produce and Deliver Training	FR800018	The solution 's training environment shall mark the screens and all outputs as "Training".
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810001	The solution shall provide business intelligence functionality and tools as part of the integrated solution.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810002	The solution shall allow for importing of data from external applications to run analytics and statistical comparisons.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810003	The solution shall provide a report of calculated indicators of the workflow processes at various levels (e.g., operator, program area, office locations) to include various levels of detail (e.g., customer transaction touch points, transaction time length, transaction volume).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810004	The solution shall provide the ability for business users to create customized dashboards and reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810005	The solution shall provide the capability to develop user-defined ad-hoc reports to report on all data within the integrated solution.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810006	The solution shall categorize all customer service request and provide metrics to be used during analytics quality of service improvement.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810007	The solution shall provide reporting and analytics (e.g., average resolution time, problems by type, unsolved problems).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810008	The solution shall provide metrics and analytics for technician performance (e.g., transaction type processed, number of transactions processed, statistical information on processing times).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810009	The solution shall allow the capability to run queries and generate ad hoc reports.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810010	The solution shall allow queries and viewing of financial summary data through analytics.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810011	The solution shall generate aged-reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810012	The solution shall generate exception reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810013	The solution shall track accounting transactions and revenue projections utilizing business analytic tools.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810014	The solution shall generate audit deficiency determination reports for Motor Fuel entities.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810015	The solution shall generate Motor Fuel audit reports and supporting documentation.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810016	The solution shall allow for 1099 form reporting based on transaction.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810017	The solution shall provide a report of the fuel industry bonds nearing expiration to Motor Carrier.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810018	The solution shall allow a sortable on-demand report by the National Association of Insurance Commissioners (NAIC) of up and down times (e.g., sort by date, days, times).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810019	The solution shall allow automated data reporting for various frequencies (e.g., hourly, daily, weekly, bi-weekly, monthly, semi-monthly, quarterly, semi-annually, annually).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810020	The solution shall allow different addresses to be applied to each document type.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810021	The solution shall allow for electronic delivery of reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810022	The solution shall allow for multiple report print destinations (e.g., printer, screen, file, downloaded).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810023	The solution shall allow for the creation, searching, changes, and deletions of customer correspondence templates.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810024	The solution shall allow for the creation, searching, changes, and deletions of system generated reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810025	The solution shall allow overnight batch reports to be stored and remain static.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810026	The solution shall allow reporting on transactions based on data range.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810027	The solution shall allow reporting roll-up to highest data level (e.g., customer, product, transactions).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810028	The solution shall allow reports creation in function (e.g., batch, online, real-time, ad-hoc).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810029	The solution shall allow reports to be available to various users (e.g., internal staff, external staff, customers, business partners).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810030	The solution shall allow reports to be available via a subscription function.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810031	The solution shall allow reports to be created in a detail format with drill-down capabilities.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810032	The solution shall allow reports to be created in a summary format with drill-down capabilities.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810033	The solution shall allow reports to be published in any internal file structure (e.g., NV DMV Intranet, Secure File Transfer Protocol (SFTP), User Directories).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810034	The solution shall allow the creation of reports from a data element within the NV DMV system.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810035	The solution shall allow the creation of reports with parameter settings (e.g., data elements, transactions, function, NV DMV product, customer, date, exceptions, errors).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810036	The solution shall capture date and time stamp of generated reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810037	The solution shall extract requested data elements within a date range.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810038	The solution shall generate a unique environment indicator on all reports created (e.g., test, development, user acceptance, quality assurance, training, Disaster Recovery, production).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810039	The solution shall generate a unique report identifier number for generated reports.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810040	The solution shall generate accident reports linked to a customer records.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810041	The solution shall generate and print a bar-code for unique report identifier number on all printed reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810042	The solution shall generate audit reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810043	The solution shall generate deceased customer reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810044	The solution shall generate demographer's growth rate reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810045	The solution shall generate Key Performance Indicators (KPI) for fiscal year collection reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810046	The solution shall generate NV DMV standard footers on reports generated.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810047	The solution shall generate NV DMV standard headers on reports generated.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810048	The solution shall generate page numbers on generated reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810049	The solution shall generate reconciliation reports.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810050	The solution shall generate reports as "Read only".
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810051	The solution shall include all unique environment indicators in the generated bar-code.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810052	The solution shall include online reporting functionality.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810053	The solution shall integrate data from multiple business functions within the solution.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810054	The solution shall prevent specific data elements from all system reporting (e.g., sealed records, Personal Identification Number (PII), undercover records, whitelist records).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810055	The solution shall print the unique customer number on correspondence.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810056	The solution shall print the unique environment indicator on created reports.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810057	The solution shall print the unique system location indicator on customer correspondence created (e.g. customer completed on the web, portal)
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810058	The solution shall provide multiple report output formats (e.g., Microsoft Excel, Microsoft Word, Adobe PDF, CSV, comma delimited).
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810059	The solution shall purge reports according to retention end-dates.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810060	The solution shall purge reports after the DMV and State's report retention timeline expires.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810061	The solution shall generate reports to send to other jurisdictions that the DMV owns the title.
Support Enterprise Operations	Provide Business Intelligence Analytics and Reporting	FR810062	The solution shall provide online reporting of Electronic Lien Titles (ELT) (e.g., metrics, analytics, aged reports).
Support Enterprise Operations	Provide Document Imaging	FR820001	The solution shall allow for uploading of customer submitted documentation.
Support Enterprise Operations	Provide Document Imaging	FR820002	The solution shall allow scanned images to be uploaded to the case management system and associated to the relevant records (e.g., customer, case, vehicle).
Support Enterprise Operations	Provide Document Imaging	FR820003	The solution shall allow uploading of documents to the case management system (e.g., Word documents, excel documents, voice recorded files, videos).
Support Enterprise Operations	Provide Document Imaging	FR820004	The solution shall allow for uploading of scanned Commercial Driver's License (CDL) documentation (e.g., CDL application, physicals, medical waiver, federal medical waivers, Department of Transportation (DOT) certificate, Transportation Security Administration (TSA), Confidential Physician Report).
Support Enterprise Operations	Provide Document Imaging	FR820005	The solution shall allow scan or upload of the Third Party Certifiers Company and Third Party Certifiers School approved drive route.
Support Enterprise Operations	Provide Document Imaging	FR820006	The solution shall scan and upload the Commercial Driver's License (CDL) Federal Medical Waiver letter documentation (e.g., Driver License (DL) number, types waiver restrictions, physician's recommendations).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Document Imaging	FR820007	The solution shall scan and upload the Commercial Driver's License (CDL) Medical/Vision Waiver Evaluation and Application documentation (e.g., Driver's License (DL) number, types waiver restrictions, physician's recommendations).
Support Enterprise Operations	Provide Document Imaging	FR820008	The solution shall allow for scanning and uploading of skills test reported by an authorized State examiners (e.g., test taken, score, certification).
Support Enterprise Operations	Provide Document Imaging	FR820009	The solution shall allow for scanning and uploading of customer received correspondence (e.g., postal mail, email, hand written letters, fax).
Support Enterprise Operations	Provide Document Imaging	FR820010	The solution shall automatically upload the Driver's License/Identification card (ID) scanned images (e.g., U.S. Passport, Social Security Card, W-2, IRS Form 1099, Certificate of Naturalization, Permanent Resident Card (I-551), Unexpired Employment Authorization Card (I-766), Certificate of Citizenship) into Verification of Lawful Status (VLS) tertiary information.
Support Enterprise Operations	Provide Document Imaging	FR820011	The solution shall link the scanned image documents to the customer record.
Support Enterprise Operations	Provide Document Imaging	FR820012	The solution shall include integrated scanning and indexing capabilities for each DMV division.
Support Enterprise Operations	Provide Document Imaging	FR820013	The solution shall allow for scanning and uploading of submitted Occupational and Business License (OBL) application documentation (e.g., emission station, emission inspector).
Support Enterprise Operations	Provide Document Imaging	FR820014	The solution shall allow for scanning and uploading of bank adjustment/memos documents.
Support Enterprise Operations	Provide Document Imaging	FR820015	The solution shall allow for scanning and uploading of Chargeback research documents.
Support Enterprise Operations	Provide Document Imaging	FR820016	The solution shall allow for scanning and uploading of Check Returned Item research documents.
Support Enterprise Operations	Provide Document Imaging	FR820017	The solution shall allow for scanning and uploading of distribution documents.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Document Imaging	FR820018	The solution shall allow for scanning and uploading of non-negotiable check tracking.
Support Enterprise Operations	Provide Document Imaging	FR820019	The solution shall allow for scanning and uploading of Revenue Recovery research documentation.
Support Enterprise Operations	Provide Document Imaging	FR820020	The solution shall allow for scanning and uploading of submitted bond documents.
Support Enterprise Operations	Provide Document Imaging	FR820021	They system shall allow uploading and linking files to the hearing customer record (e.g., audio, video, data, documents).
Support Enterprise Operations	Provide Document Imaging	FR820022	The solution shall allow for scanning and uploading of submitted credential (e.g., Driver's License (DL), Identification card (ID), Commercial Driver's License (CDL), Instruction Permit (IP), Private Bidder ID, Business License ID) application documentation.
Support Enterprise Operations	Provide Document Imaging	FR820023	The solution shall allow for scanning and uploading of submitted State Identification credential (e.g., Agency Identification, Name Tag, Retired Compliance Enforcement Identification card) application documentation.
Support Enterprise Operations	Provide Document Imaging	FR820024	The solution shall allow Motor Fuel audit scanning, upload, or input of information capabilities (e.g., trip report/fuel documentation, spreadsheets).
Support Enterprise Operations	Provide Document Imaging	FR820025	The solution shall allow for uploading of submitted Self Insurance documents (e.g., application, vehicle list, Certified Public Accountant (CPA) Affidavit).
Support Enterprise Operations	Provide Document Imaging	FR820026	The solution shall allow the uploading of sanction/fine documentation (e.g., Declaration of Responsibility, SR22).
Support Enterprise Operations	Provide Document Imaging	FR820027	The solution shall allow uploading of submitted documents (e.g., returned certified letters, customer insurance card response, closing packets, additional documents required by legislative, regulatory changes).
Support Enterprise Operations	Provide Document Imaging	FR820028	The solution shall allow the uploading of Business License Identification card information (applications, supporting documentation, Portable Document Format (PDF), images) and linking to the appropriate record.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Provide Document Imaging	FR820029	The solution shall allow for scanning and uploading of returned mail.
Support Enterprise Operations	Provide Document Imaging	FR820030	The solution shall allow for uploading of submitted junk certificates.
Support Enterprise Operations	Provide Document Imaging	FR820031	The solution shall allow for uploading of submitted vehicle letter of transmittal for abandoned junk vehicles requests.
Support Enterprise Operations	Provide Document Imaging	FR820032	The solution shall allow for uploading of title reassignment forms.
Support Enterprise Operations	Provide Document Imaging	FR820033	The solution shall allow for uploading of submitted placard requests.
Support Enterprise Operations	Provide Document Imaging	FR820034	The solution shall allow for scanning and uploading of Native American Documentation.
Support Enterprise Operations	Provide Document Imaging	FR820035	The solution shall allow scanning and uploading of purchased receipts for a specialty constructed vehicle (e.g., vehicle, motorcycle, trailer).
Support Enterprise Operations	Provide Document Imaging	FR820036	The solution shall allow for scanning and uploading of state seal exemption documentation.
Support Enterprise Operations	Provide Document Imaging	FR820037	The solution shall allow scanned license plate documentation to be associated to the customer's record.
Support Enterprise Operations	Provide Document Imaging	FR820038	The solution shall capture documents presented by the customer (e.g., dealer report of sale, title, security agreement, lien sale, out state registration).
Support Enterprise Operations	Provide Document Imaging	FR820039	The solution shall allow for scanning and uploading of submitted title requests.
Support Enterprise Operations	Provide Document Imaging	FR820040	The solution shall allow for uploading of dealer submitted transmittals (e.g., storing, validating, tracking).
Support Enterprise Operations	Provide Document Imaging	FR820041	The solution shall interface with the NV DMV's current scanning equipment.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Regulate Motor Carrier Fuel Licenses	FR830001	The solution shall allow tracking of manufacturer license authorization information.
Support Enterprise Operations	Support Regulatory Enforcement/Investigations	FR840001	The solution shall allow for the creation, searching, changes, and deletions of customer holds.
Support Enterprise Operations	Support Regulatory Enforcement/Investigations	FR840002	The solution shall allow for transaction restrictions based on defined business rules.
Support Enterprise Operations	Support Regulatory Enforcement/Investigations	FR840003	The solution shall integrate confidential NV DMV services to undercover law enforcement.
Support Enterprise Operations	Support Regulatory Enforcement/Investigations	FR840004	The solution shall integrate secure NV DMV services to undercover law enforcement.
Support Enterprise Operations	Support Regulatory Enforcement/Investigations	FR840005	The solution shall randomly generate key data for created undercover records.
Support Enterprise Operations	Track and Manage Audit Trail	FR850001	The solution shall capture all customer and product edits/changes into a history database.
Support Enterprise Operations	Track and Manage Audit Trail	FR850002	The solution shall capture and log all system access by an authorized user.
Support Enterprise Operations	Track and Manage Audit Trail	FR850003	The solution shall capture and log all system actions processed by an authorized user.
Support Enterprise Operations	Track and Manage Audit Trail	FR850004	The solution shall capture and log all system transactions processed by an authorized user.
Support Enterprise Operations	Track and Manage Audit Trail	FR850005	The solution shall capture processed transactions into a history database.
Support Enterprise Operations	Track and Manage Audit Trail	FR850006	The solution shall capture transaction information (e.g., date stamp, timestamp, user ID, transaction code, environment, location, and unique transaction ID).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Track and Manage Audit Trail	FR850007	The solution shall make history records available to customer centric inquiries.
Support Enterprise Operations	Track and Manage Audit Trail	FR850008	The case management system shall capture audit data (e.g., audit results, disciplinary action).
Support Enterprise Operations	Track and Manage Audit Trail	FR850009	The solution shall provide audit trails for all correspondence actions (e.g., inquiries, changes, updates).
Support Enterprise Operations	Track and Manage Audit Trail	FR850010	The solution shall allow an audit query that will report the number of times an employee has accessed a customer record.
Support Enterprise Operations	Track and Manage Audit Trail	FR850011	The solution shall maintain an audit log of all documents processed.
Support Enterprise Operations	Track and Manage Audit Trail	FR850012	The solution shall maintain history of all documents processed.
Support Enterprise Operations	Track and Manage Audit Trail	FR850013	The solution shall track and maintain all revenue received.
Support Enterprise Operations	Track and Manage Audit Trail	FR850014	The solution shall keep historical information of all inventory transactions processed.
Support Enterprise Operations	Track and Manage Audit Trail	FR850015	The solution shall allow tracking of supplier license authorization information.
Support Enterprise Operations	Track and Manage Audit Trail	FR850016	The solution shall capture, store, and log all system log events.
Support Enterprise Operations	Track and Manage Audit Trail	FR850017	The solution shall provide the log functionality (e.g., create, inquiry, reporting).
Support Enterprise Operations	Track and Manage Audit Trail	FR850018	The solution shall keep a historical record of any changes to matched insurance records.
Support Enterprise Operations	Produce and Deliver Training	FR800019	The solution shall provide the ability to test students upon the completion of a training course.
Support Enterprise Operations	Produce and Deliver Training	FR800020	The solution shall track the student's completion of provided training modules and exercises.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Produce and Deliver Training	FR800021	The solution shall include tools that would allow the DMV Training Unit to restore the training environment to a consistent state to ensure users can repetitively try , practice, and learn.
Support Enterprise Operations	Produce and Deliver Training	FR800022	The solution shall utilize Business Intelligence functionality providing statistical data on employee training performance and course completion.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860001	The solution shall provide a knowledge repository that systematically captures, organizes, categorize, and archives the NV DMV's organizational knowledge.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860002	The solution shall allow for searchable libraries in the knowledge repository.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860003	The solution shall allow for specific data in the knowledge repository to be searched and retrieved.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860004	The solution shall provide discussion forums in the knowledge repository.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860005	The solution shall provide an integrated knowledge base for corresponding articles and help.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860006	The solution shall be a knowledge-based management system utilizing ontologies and business rules.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860007	The solution shall provide a knowledge base content to authorized users.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860008	The solution shall provide real-time access to the knowledge base library of stored information.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860009	The knowledge base management system shall allow access to the NV DMV network files, records (data), and documents.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860010	The proposed solution shall provide the ability to query the DTE systems manual and to allow automated updates by designated NV DMV personnel.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860011	The DTE solution shall provide the ability to store documentation or user agreements, including electronic signatures, for tracking and auditing purposes.
Support Enterprise Operations	Update/Manage Knowledge Repository	FR860012	The DTE solution shall provide users and contributors with the ability to maintain, track, and link to organizational information.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	Guiding Principles	FR910001	<p>The NV DMV has identified the following Guiding Principles for this project:</p> <p>Lead with Financial Management Capability – At its core, the NV DMV collects and disburses revenue. By seeking a financial management capability to be the integrated core of the solution will allow the NV DMV to ensure the accurate collection and distribution of revenues across all internal and external units.</p>
Future State Requirements	Guiding Principles	FR910002	<p>Integrated Solution – NV DMV seeks to replace current disparate systems with an integrated solution in which data and processes are available to support customer needs across the NV DMV.</p>
Future State Requirements	Guiding Principles	FR910003	<p>Highly Configurable – the solution must be highly configurable with the ability to implement changes quickly to respond to new and revised regulatory, compliance, and safety requirements (state, federal, law enforcement)</p>
Future State Requirements	Guiding Principles	FR910004	<p>Cloud-Based or Vendor Hosted Solution – NV DMV is seeking a solution set which is not on the premises.</p>
Future State Requirements	Guiding Principles	FR910005	<p>Fraud Detection and Prevention – The solution must incorporate Business Intelligence tools and processes for identifying, reporting, and preventing fraud throughout all business activities.</p>
Future State Requirements	Guiding Principles	FR910006	<p>User-Friendly – to increase adoption rates and minimize user resistance, NV DMV seeks an easy-to-use solution with built-in intuitive workflows and business rules specific to each division or unit.</p>
Future State Requirements	Guiding Principles	FR910007	<p>360 View of the Customer – the customer record provides all data, images, and transactions to enable proactive customer service in an easy-to-obtain and useable manner.</p> <p>All data pertaining to a customer should be linked to the customer record providing all records, images, and transactions in an easy to obtain and useable manner to enable proactive customer service.</p>

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	Guiding Principles	FR910008	Self-Service Capable – all services the NV DMV provides must, where possible, include device-independent, self-service capabilities and enable data entry to occur at the customer or business partner level.
Future State Requirements	Guiding Principles	FR910009	No Wrong Way to Pay – The NV DMV will accept various forms of payment, including e-checks, Apple Pay, Credit/Debit Cards, Checks, Cash, etc.
Future State Requirements	Guiding Principles	FR910010	Highest Levels of Security – To provide security capabilities to ensure the protection and integrity of customer data and compliance with State and Federal regulations. All applicable forms of payments must be compliant according to the Payment Card Industry Data Security Standard (PCI).
Future State Requirements	Amazon Checkout	FR910011	The solution shall utilize a customizable shopping cart solution to capture and process DMV customer online, mobile, and DTE application transactions.
Future State Requirements	ASG	FR910012	The solution shall contain Self-Help and Troubleshooting instructions when error messages are displayed.
Future State Requirements	ASG	FR910013	The solution shall provide real-time Remote Assistance for Help Desk personnel, via Fully Qualified Domain Name (FQDN) or IP addresses, to users who telephone to request assistance.
Future State Requirements	ASG	FR910014	The solution shall contain automated regression testing to ensure previously developed and tested systems still perform after bug fixes, enhancements, and configuration changes.
Future State Requirements	ASG	FR910015	The solution shall provide Helpdesk chatbots that channels a conversation via textual or auditory methods using advanced language processing systems to produce relevant answers calculated from a preexisting database.
Future State Requirements	Blockchain	FR910016	The solutions shall encompass Blockchain technology to facilitate secure data sharing with trusted members and data validation events.
Future State Requirements	Compliance	FR910017	The solution shall monitor, provide notification, and auto-generate reports of compliance violators (e.g., customer exceeds the limit of auto sales without obtaining a dealer license).

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	DL/ID	FR910018	The solution shall have an automated method of electronically filing or submitting certificates of financial responsibility SR22/26 via web services by the insurance industry. * Paperless system with a possible 80% reduction in manual entries.
Future State Requirements	DL/ID	FR910019	The solution shall allow online users to upload their SR-22's and attach to their individual DMV record.
Future State Requirements	DL/ID	FR910020	The solution shall allow online customers to complete written and verbal drive and learner permit exams, according to DMV business rules.
Future State Requirements	DL/ID	FR910021	The solution shall have the ability to issue 'first time' commercial and non-commercial driver licenses, identification cards, and commercial learner permits online.
Future State Requirements	DL/ID	FR910022	The solution shall allow for customers to reinstate their driver privileges, online, using case management functionality.
Future State Requirements	DL/ID	FR910023	The solution shall have online CDL transactions, such as but not limited to: duplicate credentials, self-certification, address changes, and automated verifications.
Future State Requirements	Document Processing & Correspondence	FR910024	The solution shall have the ability to auto-populate form fields with existing data stored on the database (i.e., name, physical and mailing addresses, driver's license #, email address, etc.)
Future State Requirements	Document Processing & Correspondence	FR910025	The solution shall allow an online customer to manually complete and electronically submit forms, prior to visiting a DMV office.
Future State Requirements	Document Processing & Correspondence	FR910026	The solution shall have proofreading capability (e.g., Grammarly) to correct spelling errors and grammar checks.
Future State Requirements	EDRS	FR910027	The solution shall interface with the eDS, for EDRS, allowing payments on dealer titles and buyer's registration fees.
Future State Requirements	Electronic Forms / Digital Signatures	FR910028	The solution shall allow for all online forms to be electronically signed and for the acceptance of completed forms with notarized signatures.
Future State Requirements	Interface	FR910029	The solution shall interface with DPS's Nevada Criminal Justice Information System solution for automated validations.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	Multiple Authentication	FR910030	The solution shall have identity management functionality that incorporates such items as, but not limited to: DUO, passphrase text to cell phone, BIOMETRICS (i.e., facial recognition), and the ability to use Google, Facebook, Twitter, etc. logon options for customers.
Future State Requirements	Online Services	FR910031	The solution shall be made available on touch screen devices within DMVs, allowing an in-person customers to process their own transactions with the assistance of a DMV technician, if and when needed.
Future State Requirements	Online Services	FR910032	The solution shall allow for Mobile IDs (mID or Digital Identities) which utilizes biometrics and secondary authentication factors for verification and authentication purposes.
Future State Requirements	Online Services	FR910033	The solution shall allow customers to capture their image via the customer's cell phone, tablet, or webcam and submit their photo when processing the customer's Driver licenses or Identification Cards online.
Future State Requirements	Online Services	FR910034	The solution shall accept e-Notary signatures, notary stamps, and seals on documents submitted online by the customer.
Future State Requirements	Online Services	FR910035	The solution shall provide a forum/discussion board to help customer connect with other customer online and virtually interact sharing views, discussing problems, and helping each other to troubleshoot issues.
Future State Requirements	Online Services	FR910036	The solution shall allow online customers and DMV technicians to track a transaction's progress and product (credential) delivery to the customer. Example: Domino's Pizza Tracker
Future State Requirements	Online Services	FR910037	The solution shall have an AI - powered chat solution (chatbot tool) to assist the NV DMV in identify patterns in customer questions and allowing for the formulation of better responses and guidance by the agency.
Future State Requirements	Online Services	FR910038	The solution shall provide Live Chat capabilities to online customers who have inquires or issues processing transactions and can get assistance from a chat operator in real-time.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	Online Services	FR910039	<p>The solution shall encompass a DMV Virtual Field Office where online customers interact with DMV Technicians, when processing complex transactions, via email, phone, or chat.</p> <p>Example: Technicians interact with customer via a case management system and workflows would allow for document upload, review, and a transactional approval process. Once satisfied requirements are met, the technician pushes a payment request to the customer, the customer pays, and the transaction is automatically processed.</p>
Future State Requirements	Online Services	FR910040	The solution shall contain a remote work platform and workflows allowing DMV staff to work remotely while communicating with customers and collaborating with team members.
Future State Requirements	Payment Processing	FR910041	<p>The solution shall provide an application for a Centralized Payment Processing Center.</p> <p>Example: Mail containing payment and remittance are received. Checks are processed through remote scanning and Credit Card authorized forms are processed in a central location. When the registration remittance slip is barcode scanned, and the registration meets all requirements, the system will automatically renew customer registration in real-time.</p>
Future State Requirements	Records	FR910042	The solution shall provide for a Records Account portal where local governments and State agencies can access DMV records securely.
Future State Requirements	Reg & Title	FR910043	The solution shall allow online customers to select all plate types (i.e., basic, personalized, specialty, sub-plates, etc.) on first time issuance and renewals.
Future State Requirements	Reg & Title	FR910044	The solution shall allow for a Plate on Demand process, where plate orders are generate upon completion of a registration and submitted to the License Plate Factory for processing and fulfilment.

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Level 0 BC	Level 1 BC	Functional Requirement Number	Requirement Text
Future State Requirements	Reg & Title	FR910045	The solution shall provide a web portal for NVLIVE's Insurance Company Administrative and Technical contacts to submit and process such items as contact information and forms updates, and policy information corrections as well as managing the scheduling of insurance company's web service downtimes.
Future State Requirements	Reg & Title	FR910046	The solutions shall support an e-Title program where vehicle titles are held at the DMV office as an electronic record and are printed upon customer or lienholder request.
Future State Requirements	Reg & Title	FR910047	The solution shall allow customers (buyer and seller) to transfer (ownership) titles and for qualified candidate the ability to perfect there Out of State titles to a Nevada titles, online.
Future State Requirements	Reg & Title	FR910048	The solution shall allow the online customer, who has completed a title transfer, to obtain a moving permit or register their vehicle in the same transaction.

Nevada Department of Motor Vehicles DMV Transformation

Technical Requirements

TR-01 to TR-03	Application Program Interfaces
TR-04 to TR-95	Business Intelligence Analytics & Reporting
TR-96 to TR-111	Data
TR-112 to TR-120	Data Exchange Interfaces
TR-121	Database Management
TR-122 to TR-142	Disaster Recovery & Business Continuity
TR-143 to TR-147	Enterprise Data Quality
TR-148	Forms Management
TR-149 to TR-157	General Technical Requirements
TR-158 to TR-172	Internal and External Users
TR-173 to TR-186	Log Management and Analytics
TR-187 to TR-198	Output Storage & Print Management
TR-199 to TR-204	Security
TR-205 to TR-227	Security Documentation
TR-228 to TR-250	Solution Architecture
TR-251 to TR-265	Solution Development & Configuration
TR-266 to TR-269	Solution Maintainability
TR-270 to TR-351	Solution Security
TR-352 to TR-396	System Auditing
TR-397 to TR-404	Test Data Management
TR-405 to TR-491	User Authentication Identity
TR-492 to TR-493	Workflow

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ID #	Category	Requirement
TR-01	Application Program Interface Management	The solution shall allow for a full set of secure Application Protocol Interfaces (API) to access data internally by other internal/external NV DMV business partners as well as via the web by external and public parties similar to Data Protection Application Programming Interface (DPAPI).
TR-02	Application Program Interface Management	The solution shall provide comprehensive web analytics from both an API and a management console. (e.g., performance by transaction type by geographic region).
TR-03	Application Program Interface Management	The solution shall provide standard data extraction Application Program Interface (API) to allow import and export of data.

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ID #	Category	Requirement
TR-04	Business Intelligence Analytics and Reporting	The solution shall allow for built in data protections, proactive alerting of potential issues, data change tracking, and historical views.
TR-05	Business Intelligence Analytics and Reporting	The solution shall allow for proactive controls and/or targeted discrepancy reports.
TR-06	Business Intelligence Analytics and Reporting	The solution shall allow for strong business intelligence to proactively determine data issues (e.g., duplicity of customer records, vehicle records), proper validation of input data, integrity checks on stored data, and detection of incomplete data.
TR-07	Business Intelligence Analytics and Reporting	The solution shall be able to capture, store, and export metadata.
TR-08	Business Intelligence Analytics and Reporting	The solution must be capable of exporting all the content, including all the metadata entered by users as well as system generated metadata and any digital objects associated with the content, into non-proprietary file formats (e.g. xml/csv/txt and Tiff/PDF/JPG etc.) and all exported content must be linked either through naming conventions or metadata elements.
TR-09	Business Intelligence Analytics and Reporting	The solution shall provide the ability to aggregate data into hourly, daily, monthly and annual statistics.
TR-10	Business Intelligence Analytics and Reporting	The solution shall provide the ability to perform multi-dimensional analytical queries.
TR-11	Business Intelligence Analytics and Reporting	The solution shall allow for comprehensive Business Intelligence Analytics and Reporting to create a Decision Support Data system that measures Key Performance Indicators (KPIs), generates reports, and dashboards to gain better insight into business processes.
TR-12	Business Intelligence Analytics and Reporting	The solution shall allow authorized users to schedule and subscribe to analytical reports and notifications.
TR-13	Business Intelligence Analytics and Reporting	The solution shall allow authorized users to generate ad-hoc analytical reports.
TR-14	Business Intelligence Analytics and Reporting	The solution shall provide forecasting and trend analysis for all processes, functions, interactions with customers, business partners, and internal users.
TR-15	Business Intelligence Analytics and Reporting	The solution shall employ real-time data visualization methods on the core data creating a visual descriptive statistics platform.

Nevada Department of Motor Vehicles DMV Transformation		
ID #	Category	Requirement
TR-16	Business Intelligence Analytics and Reporting	The solution shall deliver complex data that is highly accessible, understandable, and usable to the user community allowing the measuring and dissection of patterns or relationships in the data for one or more variables.
TR-17	Business Intelligence Analytics and Reporting	The solution shall provide an administrative dash board to report on the health of all components, errors, logs, etc.
TR-18	Business Intelligence Analytics and Reporting	The solution shall ensure configuration management and version control for configurable items (e.g., forms, reports, and documents).
TR-19	Business Intelligence Analytics and Reporting	The solution shall include the ability for the State to monitor the general health of the Platform as a Service (PaaS)/Infrastructure as a Service (IaaS) and infrastructure for failures (e.g., via management dashboard).
TR-20	Business Intelligence Analytics and Reporting	The solution shall provide the ability to utilize XML technologies and XML Data Type Definitions (DTDs) to describe data elements.
TR-21	Business Intelligence Analytics and Reporting	The solution shall provide the ability to download reports with drill down capability.
TR-22	Business Intelligence Analytics and Reporting	The solution shall provide the ability to group reporting data by any field or table with subtotalling and sort orders.
TR-23	Business Intelligence Analytics and Reporting	The solution shall provide the ability to include summary and detail data on a report containing interaction number, type, location, input data, area, status, group name, and comments.
TR-24	Business Intelligence Analytics and Reporting	The solution shall provide the ability to produce tabular reports based on user defined criteria.
TR-25	Business Intelligence Analytics and Reporting	The solution shall provide ad-hoc reporting that will allow parameter driven selection, ascending or descending sorting of specified fields, and conditional logic.
TR-26	Business Intelligence Analytics and Reporting	The solution shall provide the comprehensive web analytics from both an API and a management console (e.g., performance by transaction by geographic location).
TR-27	Business Intelligence Analytics and Reporting	The solution shall provide the ability to report data to be formatted and exported to Microsoft Office products such as Word and Excel.
TR-28	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support reporting on user activity and tasks to support management-level supervisory and reporting responsibilities.
TR-29	Business Intelligence Analytics and Reporting	The solution shall provide the ability to set exception alerts (dashboard for overtime etc.).
TR-30	Business Intelligence Analytics and Reporting	The solution shall provide the ability to print, view reports online, and print preview (printer friendly).
TR-31	Business Intelligence Analytics and Reporting	The solution shall provide the ability to generate fully customizable forms and standard reports.
TR-32	Business Intelligence Analytics and Reporting	The solution shall allow all reports, including audit reports, to be viewed online.
TR-33	Business Intelligence Analytics and Reporting	The solution shall provide the ability to store and access (real time) benchmark or other comparative data.
TR-34	Business Intelligence Analytics and Reporting	The solution shall provide the ability to extract (mine), manipulate, consolidate, analyze and report (real time) data and results for strategic financial, customer, internal business process and organizational learning and growth performance measures extracted from related modules.
TR-35	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support flexible, user defined reports with the ability to do calculations.

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ID #	Category	Requirement
TR-36	Business Intelligence Analytics and Reporting	The solution shall provide the ability to add notes electronically to reports.
TR-37	Business Intelligence Analytics and Reporting	The solution shall provide the ability to build reports based on attributes.
TR-38	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create cross functional views of data.
TR-39	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create reports based upon user defined grouping criteria.
TR-40	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support reports with multiple levels of information to allow analysis and inquiry of a hierarchy of data. This feature shall also be available on user defined fields.
TR-41	Business Intelligence Analytics and Reporting	The solution shall provide the ability for users to define the time interval for a report (e.g., daily, month-to-date, month end, quarterly, year-to-date, from date/to date and annually).
TR-42	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create statistical reporting, including analysis of actual versus planned activity.
TR-43	Business Intelligence Analytics and Reporting	The solution shall provide the ability to report on interactions by type, status, location, date/time, department, priority, and other user defined fields.
TR-44	Business Intelligence Analytics and Reporting	The solution shall provide the ability to report data trends over time.
TR-45	Business Intelligence Analytics and Reporting	The solution shall provide the ability to generate reports with computed fields (e.g., variances, percentage and statistics).
TR-46	Business Intelligence Analytics and Reporting	The solution shall provide the ability to write a report that can filter data based on a formula.
TR-47	Business Intelligence Analytics and Reporting	The solution shall support adding, changing and deleting report writer parameters online in real-time.
TR-48	Business Intelligence Analytics and Reporting	The solution shall facilitate user-defined formats for headings, columns, and display fields.
TR-49	Business Intelligence Analytics and Reporting	The solution shall provide a report-split mechanism to allow the separation of reports by distribution site and/or department or organizational unit.
TR-50	Business Intelligence Analytics and Reporting	The solution shall permit the generation of multiple reports on an ad hoc basis, multiple times before the final posting (e.g., month end, quarter end, year-end) in a period.
TR-51	Business Intelligence Analytics and Reporting	The solution shall provide the capability to support role-based reporting that can be configured beyond basic scorecards and key performance indicators.
TR-52	Business Intelligence Analytics and Reporting	The solution shall support storing and referencing amounts calculated in other reports.
TR-53	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create, modify, save, and distribute ad hoc reports.
TR-54	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create, modify, save, and distribute standard reports.
TR-55	Business Intelligence Analytics and Reporting	The solution shall provide the ability to forward reports, letters or messages via email to an individual or group of individuals.
TR-56	Business Intelligence Analytics and Reporting	The solution shall provide workflow allowing input from users and having the report/query go to other users for input or approval.
TR-57	Business Intelligence Analytics and Reporting	The solution shall support the ability to mix and match chart combinations on the same page.

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ID #	Category	Requirement
TR-58	Business Intelligence Analytics and Reporting	The solution shall support color and patterns (e.g., area, line).
TR-59	Business Intelligence Analytics and Reporting	The solution shall have the ability to deliver selected charts and information to managers and executives through a web-browser based interface.
TR-60	Business Intelligence Analytics and Reporting	The solution shall support concurrently displayed text, graphics, and hot menu selection buttons.
TR-61	Business Intelligence Analytics and Reporting	The solution shall provide the ability to include statistical charts and graphs on the reports.
TR-62	Business Intelligence Analytics and Reporting	The solution shall provide the ability to incorporate maps into reports of analytical data.
TR-63	Business Intelligence Analytics and Reporting	The solution shall provide the ability to incorporate text and/or images (GIS information or pictures) within a report.
TR-64	Business Intelligence Analytics and Reporting	The solution shall provide the ability to facilitate user-defined formats (templates) for headings, columns, and display fields.
TR-65	Business Intelligence Analytics and Reporting	The solution shall provide business graphics capabilities which support standard forms of business graphs (e.g., X-Y plots, X-Y-Z plots in 3-D, scatter charts, vertical, horizontal, cluster, and stacked bar charts, pie charts, high-low-close charts, area charts).
TR-66	Business Intelligence Analytics and Reporting	The solution shall provide the ability to query and report against timely data, including real-time data when appropriate, for all sources.
TR-67	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support the downloading of query results.
TR-68	Business Intelligence Analytics and Reporting	The solution shall provide the ability to permit the sharing of queries across departments.
TR-69	Business Intelligence Analytics and Reporting	The solution shall provide date calculations (number of days since, etc.).
TR-70	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support both user-defined variables and functions.
TR-71	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support on-line query access to all information.
TR-72	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support printing any query to user-defined printers.
TR-73	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support searching a range of data sets.
TR-74	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support simultaneous execution of the same query by different users.
TR-75	Business Intelligence Analytics and Reporting	The solution shall provide the ability to re-execute a query, based on new selection criteria, without saving each query.
TR-76	Business Intelligence Analytics and Reporting	The solution shall provide the ability to support year to date account transaction inquiry, both on screen and hard copy.
TR-77	Business Intelligence Analytics and Reporting	The solution shall provide the ability to store query results in a temporary table.
TR-78	Business Intelligence Analytics and Reporting	The solution shall provide the ability to write a report that has wild card search capability.
TR-79	Business Intelligence Analytics and Reporting	The solution shall provide the ability to search the database for transactions that fall within user specified parameters or user specified conditional logic (and/or).
TR-80	Business Intelligence Analytics and Reporting	The solution shall provide the ability to search the database for transactions that include specified keywords or phrases.

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ID #	Category	Requirement
TR-81	Business Intelligence Analytics and Reporting	The solution shall provide the ability to search within a report preview screen.
TR-82	Business Intelligence Analytics and Reporting	The solution shall provide the ability to notify and require user acknowledgement when submitting large queries which would return over a defined threshold of results and may impact system performance.
TR-83	Business Intelligence Analytics and Reporting	The solution shall provide the ability to schedule reports and email a report after running it.
TR-84	Business Intelligence Analytics and Reporting	The solution shall provide the ability to schedule reports to locations on file systems or other secure network locations.
TR-85	Business Intelligence Analytics and Reporting	The solution shall provide the ability to run reports based on priority.
TR-86	Business Intelligence Analytics and Reporting	The solution shall provide the ability for reports to be scheduled by the user to run (e.g., immediately, at a specified date and time).
TR-87	Business Intelligence Analytics and Reporting	The solution shall provide the ability to allow some reports to be "public" meaning that anyone can run them. While others are "private" meaning only those that have authorization are able to view and execute.
TR-88	Business Intelligence Analytics and Reporting	The solution shall provide the ability to define reporting access on multiple levels.
TR-89	Business Intelligence Analytics and Reporting	The solution shall provide the ability to flag certain elements as confidential and the ability to print the elements in some cases and not in others.
TR-90	Business Intelligence Analytics and Reporting	The solution shall provide the ability to isolate and report requests that involve fees or other financial information.
TR-91	Business Intelligence Analytics and Reporting	The solution shall provide the ability to allow end users to change the way in which an item is forecasted (e.g., Simple Moving Average, Exponential Smoothing, etc.).
TR-92	Business Intelligence Analytics and Reporting	The solution shall provide drill-down capability to see how the model is making calculations for items.
TR-93	Business Intelligence Analytics and Reporting	The solution shall provide the ability to create drill down dashboards to the source level.
TR-94	Business Intelligence Analytics and Reporting	The solution shall provide the ability for users to create their own dashboards.
TR-95	Business Intelligence Analytics and Reporting	The solution shall provide the ability to assign ownership to metrics and scorecards.

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ID #	Category	Requirement
TR-96	Data	The solution shall provide the ability to mask any data element based upon configurable rules and elements (e.g., name, employee ID, birthdate, banking information, social security number, driver's license number).
TR-97	Data	The solution shall allow for a mixed environment with both Confidential Restricted and Sensitive data and Public Data, using role based access (RBAC) security.
TR-98	Data	The solution shall ensure all data is encrypted in transit to/from the solution and will ensure all data is encrypted at rest within the vendor's solution.
TR-99	Data	The solution must comply with applicable State mandated security protocols and standards, including the implementation of the new versions of encryption methods (e.g., Transport Layer Security (TLS)) as these are adopted by the State of Nevada.
TR-100	Data	The solution shall support TLS 1.2 or higher, between the client browser and all application modules.
TR-101	Data	The solution shall operate with no additional software beyond a modern web browser (e.g., no ActiveX /Swing/Flash/applets).
TR-102	Data	The solution shall deploy automated tools within the solution network perimeters to monitor unauthorized transfer of confidential information and block such transfers while alerting the vendor and NV DMV.
TR-103	Data	The solution shall maintain an inventory of all systems that store, process, or transmit NV DMV information by the vendor's technology systems.
TR-104	Data	The solution shall provide data scrubbing (e.g., cleansing) and masking (e.g., obfuscation) tools for moving production data to other environments (e.g., training, testing).
TR-105	Data	The vendor's proposed solution shall include tools needed to replicate persisted data that is needed to establish a comprehensive production environment at the secondary site.
TR-106	Data	Data loss prevention methods shall be employed or made available for any external product.
TR-107	Data	All file uploads shall be scanned for security threat prior to saving the data.
TR-108	Data	File downloads shall omit any privacy data elements or mask accordingly.
TR-109	Data	User forms shall mask privacy data (e.g., SSN only displays last four digits).
TR-110	Data	Use an automated tool, such as host-based Data Loss Prevention, to enforce access controls to data even when the data is copied off a system.
TR-111	Data	The solution will ensure that all equipment that stores, processes, or transmits DMV data is disposed of, destroyed, erased, and/or anonymized in a manner that prevents loss, theft, misuse, or unauthorized access.

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ID #	Category	Requirement
TR-112	Data Exchange Interfaces	The solution shall allow for managing file transfers to enable secure file exchanges between NV DMV business partners and internal State entities.
TR-113	Data Exchange Interfaces	The solution shall provide delegated administration for external business partner user accounts.
TR-114	Data Exchange Interfaces	The solution shall perform data validation and transformation needed to receive data exchanges from interfaced applications.
TR-115	Data Exchange Interfaces	The solution shall allow data exchange using current commonly accepted industry formats (e.g., XML, JSON).
TR-116	Data Exchange Interfaces	The solution shall provide data import functionality to receive standard format data from external parties.
TR-117	Data Exchange Interfaces	The solution shall provide the ability to integrate with legacy applications both at the State and external parties including, but not limited to the ability to interface data in standard formats (e.g., SFTP, FTP, API), upload of transactions in batch mode, etc.)
TR-118	Data Exchange Interfaces	The solution shall provide the ability to integrate with the State e-mail systems (e.g., Exchange, SMTP compliant).
TR-119	Data Exchange Interfaces	The solution shall provide the ability to set up appropriate approval, audit trail, and reconciliation procedures for all inbound and outbound interfaces.
TR-120	Data Exchange Interfaces	The solution shall provide the ability to support industry standard web services technologies and standards (e.g., Service-oriented architecture (SOA), Universal Discovery, Description and Integration (UDDI), Simple Object Access Protocol (SOAP), Web Services Description Language (WSDL), Web Services-Interoperability (WS-I), Business Process Execution Language (BPEL), Security Assertion Markup Language (SAML), Hypertext Transfer Protocol Secure (HTTPS), REST (Representational State Transfer)).

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ID #	Category	Requirement
TR-121	Database Management	The solution shall allow for a high performance, highly available, and secure database to hold NV DMV data.

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ID #	Category	Requirement
TR-122	Disaster Recovery and Business Continuity	The solution datacenters must be equipped with standard datacenter resiliency conforming to Uptime Institute Tier 3 or better.
TR-123	Disaster Recovery and Business Continuity	The solution shall provide network, storage, service interruption event monitoring, tracking, and transparency leading to better scheduling of loads, error, and quality management through diagnostics capabilities, root cause, and analytics of events.
TR-124	Disaster Recovery and Business Continuity	The solution shall include at least one failover datacenter that is geographically separated from the primary datacenter that can handle the volume of activity necessary to support the State.
TR-125	Disaster Recovery and Business Continuity	All elements of the solution must maintain safeguards to ensure the integrity of the State systems and data, and protect against the theft, destruction, loss or alteration of State Data.
TR-126	Disaster Recovery and Business Continuity	All solution data, including disaster recovery backups, must be stored in physical locations within the Continental United States.
TR-127	Disaster Recovery and Business Continuity	The solution shall provide support for bulk data import and export/extraction to/from service(s).
TR-128	Disaster Recovery and Business Continuity	The solution shall provide a Recovery Time Objective of four hours.
TR-129	Disaster Recovery and Business Continuity	The solution shall provide a Recovery Point Objective of less than one minute.
TR-130	Disaster Recovery and Business Continuity	Ensure each of the solutions systems are backed up as a complete system through processes such as imaging to enable the quick recovery of an entire system.
TR-131	Disaster Recovery and Business Continuity	Test data integrity on backup media, on at least an annual basis, by performing a data restoration process to ensure backup is properly working.
TR-132	Disaster Recovery and Business Continuity	Ensure backups are properly protected via physical security and encryption when stored as well as when moved across the network. This includes remote backups and cloud services.
TR-133	Disaster Recovery and Business Continuity	The vendor's proposed solution shall protect all information stored on systems with file system, network share, claims, application, or database specific access control lists. These controls shall enforce the principle that only authorized individuals should have access to information based on their need to access the information as part of their responsibilities.
TR-134	Disaster Recovery and Business Continuity	The vendor shall ensure a risk management centric approach allowing the security architecture to be agile in responding to the business continuity and disaster aversion needs.
TR-135	Disaster Recovery and Business Continuity	The solution must meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) required by the agency. Vendors agree and understand the design and work needed to implement a comprehensive Disaster Recovery is within the scope and it must be accounted for in the vendor's proposal.

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ID #	Category	Requirement
TR-136	Disaster Recovery and Business Continuity	The NV DMV requires a vendor to propose a Disaster Recovery solution that is based in the United States of America and is geographically located separate from the production environment. Existing services will remain in place until new services are available. All elements of the solution services must maintain safeguards to ensure the integrity of the State systems and data, and protect against the theft, destruction, loss, or alteration of State Data.
TR-137	Disaster Recovery and Business Continuity	All solution data, including disaster recovery backups, must be stored in physical locations within the Continental United States.
TR-138	Disaster Recovery and Business Continuity	The solution datacenters must be equipped with standard datacenter resiliency conforming to Uptime Institute Tier 3 or better.
TR-139	Disaster Recovery and Business Continuity	The solution shall include at least one failover datacenter geographically separated from the primary datacenter to handle the volume of activity necessary to support the State.
TR-140	Disaster Recovery and Business Continuity	The vendor shall recommend and offer guidance about conditions that could be considered for automatic failover.
TR-141	Disaster Recovery and Business Continuity	The vendor shall recommend and offer guidance about conditions that could be considered for manual failover to minimize scheduled outages.
TR-142	Disaster Recovery and Business Continuity	The vendor's proposed solution shall include comprehensive documentation, procedure, best practices, and suggest frequency to test failover capability between the primary and secondary sites.

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ID #	Category	Requirement
TR-143	Enterprise Data Quality	The solution shall include the ability to score the degree to which customer name (business or individual) matches.
TR-144	Enterprise Data Quality	The solution shall include tools to standardize our customer addresses.
TR-145	Enterprise Data Quality	The solution shall include tools to consolidate, cleanse, govern, and share key enterprise data securely.
TR-146	Enterprise Data Quality	The solution shall address data definition, transformation, integrity, and quality issues for consistency across programs, functions, and business partners.
TR-147	Enterprise Data Quality	The vendor shall comprehensively list the tools, hardware, software, and network bandwidth requirements needed to replicate production data between the sites.

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ID #	Category	Requirement
TR-148	Forms Management	The solution shall include a tool to automate business forms into a fillable electronic version of the paper forms to allow data collection processes easier.

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ID #	Category	Requirement
TR-149	General Technical Requirements	The solution shall allow for State branding on all notifications, electronic and physical.
TR-150	General Technical Requirements	The solution shall allow for the State to control the State branding throughout the software, via configuration management.
TR-151	General Technical Requirements	The solution shall be scalable and adaptable to meet future growth and expansion needs, by adding resources as required with no negative impact to performance.
TR-152	General Technical Requirements	The solution shall provide the ability to auto-fill an entry based on the transaction and/or field entry (e.g., dates, city, state, zip, etc.)
TR-153	General Technical Requirements	The solution shall provide the ability to restrict free form entry (e.g. require use of drop-down calendar for date field).
TR-154	General Technical Requirements	The solution shall provide the ability to perform intelligent spelling and grammar checking of text fields.
TR-155	General Technical Requirements	The solution shall provide the ability for end-users to receive clear and non-technical error messages at time of entry.
TR-156	General Technical Requirements	The solution shall integrate with commercially available document scanners and document management systems.
TR-157	General Technical Requirements	The solution shall work with the latest three versions of standardized browsers (e.g., MS Internet Explorer, MS Edge, Firefox, Chrome, and Safari).

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ID #	Category	Requirement
TR-158	Internal and External Users	The solution must have a web browser based application that is simple, intuitive, and consistent for the end users.
TR-159	Internal and External Users	The solution shall integrate a knowledge base with our service desk to provide a self-service resource that our NV DMV customers can use to answer routing questions and solve common problems.
TR-160	Internal and External Users	The solution shall allow for a user interface to support responsive web design to adapt and render a user-friendly display accordingly on various device form factors (e.g., desktop, smartphone, and tablet).
TR-161	Internal and External Users	The solution shall provide delegated administration for external business partner user accounts.
TR-162	Internal and External Users	The vendor's proposed solution shall meet the American's with Disabilities Act (ADA) 508 requirements.
TR-163	Internal and External Users	The solution shall be compliant with W3C browser neutrality standards.
TR-164	Internal and External Users	The solution shall require external web users (DMV customers) account to have an optional Multi-Factor Authentication and self-service management capability.
TR-165	Internal and External Users	The solution shall maintain a privacy policy that is compatible with the State's customers' and partners' privacy requirements.
TR-166	Internal and External Users	The solution shall support all commonly used mobile platforms (e.g., Android, iOS, and Windows Mobile).
TR-167	Internal and External Users	The solution shall maintain business rules external to the application so business rules and associated parameter data can be maintained by the NV DMV.
TR-168	Internal and External Users	The solution shall allow a web-based solution that will not require local installations of software or utilities at NV DMV offices.
TR-169	Internal and External Users	The solution shall allow for strong business continuity and disaster recovery to reduce the time needed to recover from a catastrophic failure.
TR-170	Internal and External Users	The solution shall be flexible and adaptive to rapidly deploy changes to current and future processes.
TR-171	Internal and External Users	The solution shall allow for a scalable system that is capable of handling larger workloads to accommodate future growth and meet the demands of NV DMV core business processes and functions.
TR-172	Internal and External Users	The solution shall allow for the ability to expose NV DMV's processes to internal and external users to utilize the Internet and other alternate delivery sources.

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ID #	Category	Requirement
TR-173	Log Management and Analysis	The solution shall provide ability to aggregate, search, and correlate log information.
TR-174	Log Management and Analysis	The solution shall provide a fully integrated centralized solution for managing the Enterprise Log data.
TR-175	Log Management and Analysis	The solution shall allow for the capability to easily search, aggregate, correlate, alert, report, and monitor log information in real-time.
TR-176	Log Management and Analysis	The solution shall allow log archival and drilldown of metrics and measurements on the logs analysis.
TR-177	Log Management and Analysis	The solution shall allow for the logs to be secure and allow access through role-based list controls.
TR-178	Log Management and Analysis	Configure systems to issue a log entry and alert when an account is added or removed from any group assigned administrative privileges. The solution shall issue a log entry and deny user access after a defined number of unsuccessful attempts to login occurs.
TR-179	Log Management and Analysis	The vendor's proposed solution must utilize a synchronized time source from which all servers and network devices retrieve time information on a regular basis so timestamps in logs are consistent.
TR-180	Log Management and Analysis	Ensure local logging has been enabled on all systems and networking devices.
TR-181	Log Management and Analysis	Ensure system logging includes detailed information such as an event source, date, user, timestamp, source address, destination addresses, and other useful elements.
TR-182	Log Management and Analysis	Ensure all systems that store logs have adequate storage space for the logs generated.
TR-183	Log Management and Analysis	Ensure appropriate logs are aggregated to a central log management system for analysis and review.
TR-184	Log Management and Analysis	Deploy Security Information and Event Management (SIEM) or log analytic tool for log correlation and analysis.
TR-185	Log Management and Analysis	Enable command-line audit logging for command shells (e.g., Microsoft PowerShell and Bash).
TR-186	Log Management and Analysis	The solution shall provide network, storage, service interruption event monitoring, tracking, and transparency leading to better scheduling of loads, error, and quality management through diagnostics capabilities, root cause, and analytics of events.

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ID #	Category	Requirement
TR-187	Output Management	The solution shall provide for Output Management functionality that routes letters, reports, job log, and other electronic data to be stored for pre-configured duration.
TR-188	Output Management	The solution shall provide for Output Management functionality to automatically purge data whose retention period expired.
TR-189	Output Management	The solution's Output Manager shall allow stored output to be searched, viewed, emailed, and printed on demand.
TR-190	Output Management	The solution's Output Manager shall have back-up capabilities to back-up jobs to any local or network storage device or cloud solution.
TR-191	Storage Management	The solution shall provide capability to automate storage management.
TR-192	Storage Management	The solution shall allow capability to classify files into different groups that are created and maintained in different classes of storage.
TR-193	Storage Management	The solution shall allow capability to automatically move certain groups of files to secondary storage if they are not accessed for certain pre-configured duration.
TR-194	Storage Management	The solution shall allow capability to purge/delete certain groups of files if they are not accessed for pre-configured duration.
TR-195	Storage Management	The solution shall allow capability to automatically retrieve files from secondary storage if they have been moved to secondary storage when accessed.
TR-196	Print Management	The solution must include a tool to streamline NV DMV print environments for managing application output.
TR-197	Print Management	The solution must provide tools to centralize administration, monitor, manage, reprint, and control the NV DMV's entire printer fleet from a single user interface.
TR-198	Print Management	The solution must include a print management server for redirecting print requests from applications to registered destination points.

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ID #	Category	Requirement
TR-199	Security	The solution shall provide and maintain appropriate safeguards to: Ensure the security and confidentiality of State Confidential Information, Protect against any anticipated threats or hazards to the security or integrity of the State Confidential Information; Protect against unauthorized access to or use of State Confidential Information that could cause harm or inconvenience to the State or any customer of the State.
TR-200	Security	Cloud solutions will be FEDRAMP compliant. Vendors will provide current assessments annually to support evidence of compliance
TR-201	Security	The solution shall ensure all default passwords are changed/modified prior to production use
TR-202	Security	The solution shall include an Identity Management tool to ensure no customer data is duplicated.
TR-203	Security	The solution shall identify any use of cloud services and block all unauthorized services or unauthorized user who seek to compromise digital devices.
TR-204	Security	The solution shall utilize a Universal Serial Bus (USB) and peripheral port control component to lockdown, monitor, and manage devices and file transfers. All data stored on devices must be encrypted while at rest.

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ID #	Category	Requirement
TR-205	Security Documentation	The solution shall ensure explicit error checking (for vendor developed software) is performed and documented for all input, including for size, data type, and acceptable ranges or formats.
TR-206	Security Documentation	The solution shall ensure versions of all software acquired from 3rd parties (where applicable) is supported by the developer or appropriately hardened based on developer security recommendations.
TR-207	Security Documentation	The solution shall only use up-to-date and trust 3rd party components for the software developed by the vendor.
TR-208	Security Documentation	The solution shall only use current Internet Engineering Task Force (IETF) approved versions for encryption algorithms.
TR-209	Security Documentation	The solution shall apply static and dynamic analysis tools to verify secure coding practices are followed for the vendor developed software.
TR-210	Security Documentation	The solution must maintain separate environments for production and non-production systems.
TR-211	Security Documentation	All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls
TR-212	Security Documentation	Security requirements shall be developed at the same time system planners define the requirements of the system (SSP) and include a security test plan. Requirements shall permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented and be tested upon delivery to ensure compliance.
TR-213	Security Documentation	During the course of the project, The vendor will Maintain an accurate and up-to-date inventory of all solution technology assets with the potential to store or process NV DMV information. This inventory shall include all hardware assets whether connected to the vendor solutions network or not.
TR-214	Security Documentation	Document describing how the vendor proposes to meet, address, and measure all requirements for shared or NV DMV specific controls. The vendor shall provide a System Security Plan (SSP) and corresponding NIST 800-53 security control validation artifacts that meets or exceeds the requirements for IT systems and data with respect to these laws. The vendor must identify which NIST 800-53 controls are implemented fully and distinguish all "Shared" security controls with the DMV. The vendor must specify how the control is met in the solution and provide the test case that supports how the security control was measured. NV DMV is asking for an outline from a System Security Plan (SSP) that demonstrates all addressed components, with sensitive or confidential information redacted. The intent is to prove the knowledge and capability of the vendor.

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ID #	Category	Requirement
TR-215	Security Documentation	<p>The vendor will provide a Design Specification Document- Document describing the data, architecture, interfaces, capabilities, appearance, functional and technical designs. The Design Specification Document shall include:</p> <ul style="list-style-type: none"> • User interface design (e.g., Screen Flows or Wireframes-providing a visual representation of the user interface.); • Integration with other systems and business partners; • Data migration design considerations; • Workflow design; <p>Integration with the Business Intelligence and Reporting solution component.</p>
TR-216	Security Documentation	<p>The vendor is required to submit a System Security Plan (SSP) subject to Agency approval. The System Security Plan shall include:</p> <ul style="list-style-type: none"> • Identifying vendor system baseline security categorization; • Identifying the security impact levels; • Identifying the roles and responsibilities; • Detail and define a system description components and boundaries; • Identifying security controls with baseline requirements; • Provide acceptance package artifacts including: <ul style="list-style-type: none"> o Contingency Plan; o Incident Response Plan; o Risk Assessment Report; o Security Assessment Plan; and o Security Assessment Report. <p>Identifying all security policy and procedures.</p>

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ID #	Category	Requirement
TR-217	Security Documentation	<p>The vendor will provide a Document detailing vendor's Information Security Operations, infrastructure, key security components (boundary device and management, audit and correlation tools, monitoring and performance, Anti-Virus (AV), Access control components, Virtual Private Networks (VPNs), replication and storage, patching and maintenance), software, and hardware to ensure the confidentiality, integrity and availability of the data transmitted, processed or stored on the vendors information system. Included in the SSD it must include the following:</p> <p>Data Application Diagram flow-vendor's proposed application component architecture diagram as well as a proposed network architecture diagram showing integration between current state environments and proposed solution integration.</p> <p>Disaster Recovery Testing Report- Perform annual disaster recovery testing, to include data restoration, produce report with issues, resolutions, and satisfy all requirements for review and approval of NV DMV.</p> <p>Disaster Recovery Plan- Document describing the backup and recovery process. Existing services will remain in place until new services are available. All elements of the solution services must maintain safeguards to ensure the integrity of the State systems and data, and protect against the theft, destruction, loss, or alteration of State Data.</p>
TR-218	Security Documentation	<p>The vendor shall annually provide third-party security audits of the production solution performed by a licensed auditing firm. The scope of the security audit must include all system automated services and solutions provided and identify compliance with FEDRAMP 800-53 security baseline controls annually. This Security Report will assess security control effectiveness and listed deficiencies with actions plans and mitigation /resolutions plans. The Annual Security Compliance and Risk Management Report must include:</p> <ul style="list-style-type: none"> • Solution vs NIST 800-53 Controls; • Solution vs PCI DSS current version; • Solution vs CJIS Security Policy current version; • Solution vs DMV "shared controls" in listed assessments above; • Annual System Security Plan and System Security Design Document report; <p>and</p> <p>Annual Plan of Action and Milestones for outstanding security findings</p>

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ID #	Category	Requirement
TR-219		The vendor will produce a document specifying which FEDRAMP NIST 800-53 controls are implemented and distinguish all "Shared" security controls with the NV DMV. The vendor shall specify how control is met in the solution and provide the test case that supports how the security control was measured.
TR-220	Security Documentation	<p>The vendor will provide The Monthly Executive Incident Response Report must include:</p> <ul style="list-style-type: none"> • Number of Investigative Incidents; • Number of Discovered Malware types; • Number of Malware Agents Removed; • Number of Compromised Clients • Description of actions taken to resolve risks and issues.
TR-221	Security Documentation	<p>The vendor will provide Monthly Patch Management and Vulnerability Scan Report- The Monthly Patch Management and Vulnerability Scan Report must include:</p> <ul style="list-style-type: none"> • List of patches implemented; • List of patches available but not implements along with associated plan of action; • Number of Devices (clients, servers, network, other); • Number of unsupported software installed; • Number of devices with deployment of Anti-Virus (AV) installed (percentage not installed); • Number of devices with deployment of AV with current signatures (without current signatures); • Vulnerability Scan Coverage vs vendor systems (Software and all IP assets); • Percentage of known Critical Vulnerabilities > 30 days; • Percentage of known Critical Vulnerabilities < 30 days; • Percentage of known (all other) Vulnerabilities > 90 days; and • Percentage of known (all other) Vulnerabilities < 90 days.
TR-222	Security Documentation	The vendor will provide access to all system log data needed to forensically validate/invalidate potential compromises
TR-223	Security Documentation	The vendor will provide a Plan for data retrieval from the solution in the event of contract termination, including validation of removal/destruction of all DMV data vendor hosted

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ID #	Category	Requirement
TR-224	Security Documentation	Application systems and information that become obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.
TR-225	Security Documentation	The vendor will provide summary reports of annual penetration testing activities and data facilities certifications.
TR-226	Security Documentation	The vendor will develop a Contingency Plan for the system that; identifies RTO, restoration priorities, procedures , roles and responsibilities, contact points, and addresses maintaining mission and business functions despite disruption, failure or compromise. that address full restoration without deterioration of security safeguards.
TR-227	Security Documentation	The vendor shall develop an Incident Response Plan that outlines coordination and management between the solution provider and the DMV. It will include details that define detection and analysis capabilities of the solution, containment, eradication, and recovery and response communication and coordination activities

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ID #	Category	Requirement
TR-228	Solution Architecture	The solution shall include Master Data Management (MDM) driven architecture to ensure that data throughout the enterprise is accurate, up-to-date, and consistent.
TR-229	Solution Architecture	The solution shall enable faster adoption of new technologies, improve security, as well as improve existing functionality of the current online, mobile, and kiosk channels. The solution must allow for tracking of all crucial business processes and provide better processes for end users.
TR-230	Solution Architecture	The solution shall ensure the enterprise data interchange coexist well with existing agency systems.
TR-231	Solution Architecture	The proposed solution shall be based on national standards for interoperability and data sharing, and support incremental adoption of an enterprise approach to data sharing.
TR-232	Solution Architecture	The solution shall be a cloud-based, Platform as a Service (PaaS)/Infrastructure as a Service (IaaS) delivered solution with all components integrated and shall use master data management capabilities to ensure data integrity.
TR-233	Solution Architecture	The solution shall provide all user interfaces and functionality through a Web browser.
TR-234	Solution Architecture	The solution user interface shall use support responsive web design be able to adapt and render a user-friendly display accordingly on various device form factors (e.g., desktop, smartphone, and tablet).
TR-235	Solution Architecture	The solution shall support all commonly used mobile platforms including Android, iOS, and Windows Mobile.
TR-236	Solution Architecture	The solution shall provide configurable user interfaces, including ability to configure by the user.
TR-237	Solution Architecture	The solution shall provide user-defined configuration options such as reports, business rules and workflows.
TR-238	Solution Architecture	The solution shall provide the ability to exchange data with other systems based on business events.
TR-239	Solution Architecture	The solution shall provide the ability to accommodate data exchanges via batch processing concurrently with online updates.
TR-240	Solution Architecture	The solution shall complete off hours batch processing outside of normal work hours.
TR-241	Solution Architecture	The solution shall be configured to notify specified users when batch jobs fail.
TR-242	Solution Architecture	The solution shall provide the ability to trigger batch processing jobs manually.
TR-243	Solution Architecture	The solution shall provide the ability to create and/or modify data validation rules which determine the acceptance/correctness of data, based on user permissions.
TR-244	Solution Architecture	The solution shall validate data input the same, regardless of source (e.g., UI, interface file, web service, etc.).
TR-245	Solution Architecture	The solution shall support uploading of common file types (documents, images).
TR-246	Solution Architecture	The solution shall support full auditability of data changes.
TR-247	Solution Architecture	The solution shall provide the ability to export displayed tables and grids to Excel and CSV files.

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ID #	Category	Requirement
TR-248	Solution Architecture	The solution shall support stable User interface configurations across back-end upgrades without requiring re-configuration.
TR-249	Solution Architecture	The solution shall provide the ability to drill down from a transaction view to the respective and supporting source record view in the inherent Platform as a Service (PaaS)/Infrastructure as a Service (IaaS) solution.
TR-250	Solution Architecture	The vendor shall include an architectural diagram detailing the hardware, software, and the Application environments that are needed to meet the requirements outlined

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ID #	Category	Requirement
TR-251	Solution Development and Configuration	The solution shall include a comprehensive solution development and configuration tool to manage requirements, changes through source control, build, deployment, and software configuration.
TR-252	Solution Development and Configuration	The solution shall include Integrated Development Environment (IDE) to develop and unit test applications.
TR-253	Solution Development and Configuration	The solution shall provide tools to validate application functionality, perform load testing, manage test processes (e.g., test requirements management, test cases, test execution, defect tracking).
TR-254	Solution Development and Configuration	The solution shall provide end-to-end monitoring and tracking facilities to diagnose and fix issues.
TR-255	Solution Development and Configuration	The solution shall provide tools to manage performance and system health monitoring.
TR-256	Solution Development and Configuration	The solution shall allow for a consolidated source management system with the ability to track source code and system configuration changes.
TR-257	Solution Development and Configuration	The solution shall consolidate project management and application tracking to increase productivity by seamlessly managing program development, project reporting document versioning control, requirements gathering, technical specifications gathering, project dashboards, and work assignments.
TR-258	Solution Development and Configuration	Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.
TR-259	Solution Development and Configuration	All system development projects shall include a documented change control and approval process and shall address the security implications of all changes recommended and approved to a particular service or system subject to DMV ISO approval.
TR-260	Solution Development and Configuration	Limit access to scripting tools (e.g., Microsoft PowerShell and Python) to only administrative or development users with the need to access those capabilities. Development and environment tools will be logically segregated from the operational environment.
TR-261	Solution Development and Configuration	The solution shall provide support for bulk data import and export/extraction to/from service(s).
TR-262	Solution Development and Configuration	Software Development projects shall comply with State Information Security Consolidated Policy 100, Section 4.07.01 – Software for System Development, 5.6.13.01 – Data Protection, 5.5.06.01 – Cloud Services
TR-263	Solution Development and Configuration	Development of software and tools shall be maintained on computer systems isolated from a production environment.
TR-264	Solution Development and Configuration	Access to compilers, editors and other system utilities shall be removed from production systems.
TR-265	Solution Development and Configuration	Controls shall be established to issue short-term access to development staff to correct. Problems with production systems allowing only necessary access.

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ID #	Category	Requirement
TR-266	Solution Maintainability	The solution shall allow for an integrated and agile solution to provide better customer service, streamline operations, and provide the ability to rapidly make changes.
TR-267	Solution Maintainability	The solution must be highly-configurable with the ability to implement changes quickly to respond to new and revised regulatory, compliance, and safety requirements (e.g., state, federal, law enforcement).
TR-268	Solution Maintainability	The solution must be quick, responsive, and efficient with regard to processing speed at transaction and operation levels.
TR-269	Solution Maintainability	The solution shall provide key metrics to assess overall health, throughput, and processing times including but not limited to transaction times, response times, job execution statistics, and job execution times.

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ID #	Category	Requirement
TR-270	Solution Security	The solution shall provide the ability to restrict access to the application for remote connections, by client IP address or network address range.
TR-271	Solution Security	The solution shall provide protection against unauthorized access to data by persons and other software programs.
TR-272	Solution Security	The solution shall allow Anti-Virus (AV) Host based intrusion prevention and detection capabilities on all interfaces including all mobile platforms (e.g., Android, iOS, Windows Mobile).
TR-273	Solution Security	The solution shall maintain an accurate and up-to-date inventory of all technology assets with the potential to store or process NV DMV information.
TR-274	Solution Security	The solution shall utilize an up-to-date Security Content Automation Protocol (SCAP)-compliant vulnerability scanning tool to automatically scan all systems on the network on a weekly or more frequent basis to identify all potential vulnerabilities on the organization's systems.
TR-275	Solution Security	The solution shall implement automated software update tools in order to ensure the operating systems and third-party software used by the vendor's solution are running the most recent security updates provided by the software vendor.
TR-276	Solution Security	The solution shall allow a dedicated account for authenticated vulnerability scans, which should not be used for any other administrative activities and should be tied to specific machines at specific IP addresses.
TR-277	Solution Security	The solution shall use automated tools to inventory all administrative accounts, including domain and local accounts, to ensure that only authorized individuals have elevated privileges. All accounts with elevated privileges will require Multi-Factor Authentication.
TR-278	Solution Security	The solution must provide privileged and administrative access controls, including no standing access, bastion host or jump box, Multi-Factor Authentication, and monitoring.
TR-279	Solution Security	The solution shall allow for all default passwords to have values consistent with administrative level accounts and ensure the security permissions default to least privileged, before deploying any new asset or account.
TR-280	Solution Security	The solution shall allow for all users with administrative account access use a dedicated or secondary account for elevated activities. This account should only be used for administrative activities and not internet browsing, email, or similar activities. All privilege access events are logged for audit purposes.
TR-281	Solution Security	The solution shall provide security audit information by user id, role, data element with timestamp, user, and actions taken.
TR-282	Solution Security	The solution shall provide a process for role based access and user specific identification and authentication.
TR-283	Solution Security	The solution shall ensure Multi-Factor Authentication for all users accessing the vendor provided application, and encrypted channels for all administrative account access.
TR-284	Solution Security	The solution shall allow for a method to rename built-in system roles (e.g., Administrator, Super, etc.).
TR-285	Solution Security	The solution shall limit access to scripting tools (such as Microsoft PowerShell and Python) to only administrative or development users with the need to access those capabilities. Development and environment tools will be logically segregated from the operational environment.

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ID #	Category	Requirement
TR-286	Solution Security	The solution shall allow for the ability to partition information about State employees, customers and partners within a single tenant within the solution.
TR-287	Solution Security	The solution shall configure systems to issue a log entry and alert when an account is added to or removed from any group assigned administrative privileges.
TR-288	Solution Security	The solution shall provide the ability to deny user access after a defined number of unsuccessful attempts to logon.
TR-289	Solution Security	The solution shall store the master images and templates on securely configured servers validated with integrity monitoring tools to ensure that only authorized changes to the images are possible.
TR-290	Solution Security	The solution shall deploy system configuration management tools that will automatically enforce and redeploy configuration settings to systems at regularly scheduled intervals.
TR-291	Solution Security	The solution shall utilize a Security Content Automation Protocol (SCAP) compliant configuration monitoring system to verify all security configuration elements, catalog approved exceptions, and alert when unauthorized changes occur.
TR-292	Solution Security	The solution must utilize a synchronized time source from which all servers and network devices retrieve time information on a regular basis so that timestamps in logs are consistent.
TR-293	Solution Security	The solution shall ensure local logging has been enabled on all systems and networking devices.
TR-294	Solution Security	The solution shall ensure system logging includes detailed information such as an event source, date, user, timestamp, source address, destination addresses, and other useful elements.
TR-295	Solution Security	The solution shall ensure that all systems that store logs have adequate storage space for the logs generated.
TR-296	Solution Security	The solution shall ensure that appropriate logs are aggregated to a central log management system for analysis and review.
TR-297	Solution Security	The solution shall Deploy Security Information and Event Management (SIEM) or log analytic tool for log correlation and analysis.
TR-298	Solution Security	The solution must identify anomalies or abnormal events and provide incident response reports to the NV DMV as appropriate, on a regular basis.
TR-299	Solution Security	The solution must enforce network-based Uniform Resource Locator (URL) filters that limit a system's ability to connect to websites not approved by the NV DMV.
TR-300	Solution Security	The solution shall incorporate boundary devices that subscribe to URL categorization services to ensure that they are up-to-date with the most recent website category definitions available. Uncategorized sites shall be blocked by default.
TR-301	Solution Security	The solution shall log all URL requests from within the solutions systems in order to identify potentially malicious activity and assist incident handlers with identifying potentially compromised systems.
TR-302	Solution Security	The solution shall use Domain Name Service (DNS) filtering services to help block access to known malicious domains, and shall implement Domain Name System Security Extensions (DNSSEC).

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ID #	Category	Requirement
TR-303	Solution Security	The solution shall utilize centrally managed anti-malware software to continuously monitor and defend all internal components within the solution.
TR-304	Solution Security	The solution shall ensure that all anti-malware software updates to scanning engine and signature database on a regular basis.
TR-305	Solution Security	The solution shall use anti-exploitation features such as Data Execution Prevention (DEP) or Address Space Layout Randomization (ASLR) that are available in an operating system or deploy appropriate toolkits that can be configured to apply protection to a broader set of applications and executables.
TR-306	Solution Security	The solution shall configure vendor devices so that they automatically conduct an anti-malware scan of removable media when inserted or connected.
TR-307	Solution Security	The solution shall configure vendor devices to not auto-run content from removable media.
TR-308	Solution Security	The solution shall send all malware detection events to enterprise anti-malware administration tools and event log servers for analysis and alerting.
TR-309	Solution Security	The solution shall deploy Network-based Intrusion Detection System/Intrusion Protection System (IDS/IPS) Sensors to capture DNS query logging and to detect hostname lookups for known malicious domains.
TR-310	Solution Security	The solution shall enable command-line audit logging for command shells, such as Microsoft PowerShell and Bash.
TR-311	Solution Security	The solution shall maintain a list of all associated active ports, services, and protocols the solution utilizes both internal and external to the solution gateway.
TR-312	Solution Security	The solution shall ensure that only network ports, protocols, and services listening on a system with validated business needs are running on each system.
TR-313	Solution Security	The solution shall perform automated port scans on a regular basis against all systems and alert if unauthorized ports are detected on a system.
TR-314	Solution Security	The solution shall apply host-based firewalls or port filtering tools on end point systems with a default-deny rule that drops all traffic except those services and ports which are explicitly allowed.
TR-315	Solution Security	The solution shall allow application firewalls at the solution boundary to verify and validate the traffic going to the solution. Any unauthorized traffic will be blocked and logged.
TR-316	Solution Security	The solution shall implement documented firewall configurations.
TR-317	Solution Security	The solution shall ensure that each of the solutions systems are backed up as a complete system through processes (e.g., imaging to enable the quick recovery of an entire system).
TR-318	Solution Security	The solution shall test data integrity on backup media on a regular basis by performing a data restoration process to ensure the backup is properly working.

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ID #	Category	Requirement
TR-319	Solution Security	The solution shall ensure backups are properly protected via physical security and encryption when they are stored as well as when they are moved across the network. This includes remote backups and cloud services.
TR-320	Solution Security	The solution shall ensure all backups have at least one backup destination that is not continuously addressable through operating system calls.
TR-321	Solution Security	The solution shall maintain standard, documented security configuration standards for all authorized network devices.
TR-322	Solution Security	The solution shall maintain all configuration rules that allow traffic to flow through solution network devices in a configuration management document with a specific business reason for each rule, the approval official's individual's name responsible for that business need, and an expected duration of the need.
TR-323	Solution Security	The solution shall compare all solution network device configurations against approved security configurations defined for each network device in use and alert when any deviations are discovered.
TR-324	Solution Security	The solution shall install the latest stable version of any security-related updates on all network devices within the solution.
TR-325	Solution Security	The solution shall manage all solution network devices using Multi-Factor Authentication and encrypted sessions.
TR-326	Solution Security	The solution shall ensure all administrative tasks are segmented from the solutions operational network and not allow internet access.
TR-327	Solution Security	The solution shall maintain an up-to-date inventory of all of the vendor's solution network boundaries.
TR-328	Solution Security	The solution shall allow for regular scans from outside the vendor's network boundary to detect any unauthorized connections which are accessible across the boundary.
TR-329	Solution Security	The solution shall deny communications with known malicious or unused Internet IP addresses and limit access only to trusted and necessary IP address ranges at the vendor solutions network boundaries.
TR-330	Solution Security	The solution shall deny communication over unauthorized Transmission Control Protocol (TCP) or User Datagram Protocol (UDP) ports or application traffic to ensure that only authorized protocols are allowed to cross the vendor solutions network boundary in or out of the network boundary.
TR-331	Solution Security	The solution shall allow for configuration monitoring systems to record network packets passing through the vendors' solution network boundary.
TR-332	Solution Security	The solution shall deploy network-based Intrusion Prevention Systems (IPS) to block malicious network traffic at the vendor solutions network boundary.
TR-333	Solution Security	The solution shall enable the collection of NetFlow and logging data on the vendor solutions network boundary devices.
TR-334	Solution Security	The solution ensure all network traffic to or from the Internet passes through an authenticated application layer proxy that is configured to filter unauthorized connections.
TR-335	Solution Security	The solution shall store all required remote login access to the vendor solutions network to encrypt data in transit and use Multi-Factor Authentication.

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ID #	Category	Requirement
TR-336	Solution Security	The solution shall protect all information stored on systems with file system, network share, claims, application, or database specific access control lists.
TR-337	Solution Security	The solution shall use an automated tool, such as host-based Data Loss Prevention, to enforce access controls to data even when the data is copied off a system.
TR-338	Solution Security	The solution shall enforce audit logging for access to NV DMV data or changes to NV DMV data (utilizing tools such as File Integrity Monitoring or Security Information and Event Monitoring).
TR-339	Solution Security	The solution shall provide encryption of browser sessions for data exchange between service and browser.
TR-340	Solution Security	System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.
TR-341	Solution Security	The system will Provide the ability to restrict access to the application for remote connections, by client IP address or network address range.
TR-342	Solution Security	The system will Provide protection against unauthorized access to data by persons and other software programs.
TR-343	Solution Security	Before deploying any new asset or account, change all access controls to have values consistent with administrative level accounts and ensure security permissions default to least privileged.
TR-344	Solution Security	Send all malware detection events to enterprise anti-malware administration tools and event log servers for analysis and alerting.
TR-345	Solution Security	Antivirus software shall be loaded on all processors that run operating systems where there are commercial antivirus packages available.
TR-346	Solution Security	The antivirus software shall automatically virus scan all files on portable data storage devices (i.e., CDs, DVDs, USB devices with memory, and floppy disk media) presented to a system and report alerts and other problems.
TR-347	Solution Security	The antivirus software shall automatically log all virus alerts and action taken.
TR-348	Solution Security	The system shall support the updating of antivirus software databases of virus information without compromising the security of the system.
TR-349	Solution Security	The system shall provide security reporting dashboards or reporting that allow to continuous monitoring of security management of the system
TR-350	Solution Security	Deploy network based Intrusion Detection System/Intrusion Protection System (IDS/IPS) sensors to capture Domain Name Service (DNS) query logging and to detect hostname lookups for known malicious domains.
TR-351	Solution Security	The vendor's proposed system shall ensure that the end-to-end threats and vulnerabilities shall be destroyed, contained, quarantined or at least mitigated by deploying countermeasures.

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ID #	Category	Requirement
TR-352	System Auditing	The solution shall provide the ability to generate an audit record for all records and transactions including but not limited to the following values: Application User ID, Update date/timestamp, IP Address, Computer Name, Network Login ID, Validation Rule(s) used.
TR-353	System Auditing	The solution shall implement an extensive audit logging and utilities for managing audit functions.
TR-354	System Auditing	The solution must retain all audit logs scoped systems on a central system for three (3) months, rotate all logs older than three (3) months to long term storage (e.g., tape, offline storage backup, etc.). Expunge all logs on long term storage that are older than one (1) year.
TR-355	System Auditing	The solution shall provide the ability to support audit-tracking reports for user access, usage logs, and key organization data structures.
TR-356	System Auditing	The solution shall provide comprehensive audit capabilities for all transactions in the solution including, but not limited to all historical changes including data, time, and user ID of the person making the change.
TR-357	System Auditing	The solution shall not allow audit records to be physically deleted or altered by end users, except as part of a system auditing and archival process.
TR-358	System Auditing	The solution must provide the ability to generate an audit record for all records and transactions including, but not limited to the following values; Application user ID, update date/timestamp, IP address, computer name, network login, and validation rules used.
TR-359	System Auditing	The solution must provide audit trails and reports to identify who accessed (or failed authentication to) the system, time of login, duration of time on the system, and transactions/actions performed by a user. Audit history shall be maintained for a predefined period of time. It shall be a complete log and not just the last action taken by a user.
TR-360	System Auditing	The solution must provide real-time notification of failed authentication at agreed-upon thresholds.
TR-361	System Auditing	The solution must provide the ability to track changes made to data on the system, the dates, and ID of the user who worked on a transaction and what fields were modified.
TR-362	System Auditing	The solution must maintain an audit trail of all transactions and inquiries, including those performed by contracted third parties.
TR-363	System Auditing	The solution must maintain detailed audit trails when any form of tender is received, disbursed, or refunded, or any controlled stock item is issued. At a minimum, the audit trail will include the identifier of the user performing the transaction, the nature, data, and time of the transaction, and the location where the transaction took place.
TR-364	System Auditing	The solution shall not allow audit records to be physically deleted or altered by end users, except as part of a system auditing and archival process.
TR-365	System Auditing	The solution provides the ability to support audit-tracking reports for user access, usage logs, and key organization data structures.
TR-366	System Auditing	The solution shall provide the ability to archive and restore audit logs.
TR-367	System Auditing	The solution shall log invalid access attempts.
TR-368	System Auditing	The solution shall allow access to audit logs for a specific transaction.
TR-369	System Auditing	The solution shall ensure that when the enterprise deletes data, the data is not resident on storage within the service (e.g., data is eradicated).
TR-370	System Auditing	The vendor's proposed solution shall strengthen security, audit trails, quality assurance and fraud, and abuse prevention and detection.

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ID #	Category	Requirement
TR-371	System Auditing	Provide security audit information by user id, role, data element with timestamp, user, and actions taken.
TR-372	System Auditing	Deploy system configuration management tools that will automatically enforce and redeploy configuration settings to systems at regularly scheduled intervals.
TR-373	System Auditing	The vendor shall maintain a list of all associate active ports, services, and protocols the solution utilizes both internal and external to the solution gateway. The solution must enforce network-based Uniform Resource Locator (URL) filters that limit a system's ability to connect to websites not approved by the NV DMV.
TR-374	System Auditing	Perform automated port scans on a regular basis against all systems and alert if unauthorized ports are detected on a system.
TR-375	System Auditing	Apply host-based firewalls or port filtering tools on end point systems with a default deny rule that drops all traffic except those services and ports which are explicitly allowed.
TR-376	System Auditing	Place application firewalls at the solution boundary to verify and validate the traffic going to the solution. Any unauthorized traffic will be blocked and logged.
TR-377	System Auditing	Incorporate boundary devices that subscribe to URL categorization services to ensure they are up-to-date with the most recent website category definitions available. Uncategorized sites shall be blocked by default.
TR-378	System Auditing	Log all URL requests from within the solutions systems in order to identify potentially malicious activity and assist incident handlers with identifying potentially compromised systems.
TR-379	System Auditing	Use Domain Name Service (DNS) filtering services to help block access to known malicious domains and implement Domain Name System Security Extensions (DNSSEC).
TR-380	System Auditing	Enforce audit logging for access to NV DMV data or changes to NV DMV data (utilizing tools such as File Integrity Monitoring or Security Information and Event Monitoring).
TR-381	System Auditing	The vendor's proposed solution must provide the ability to generate an audit record for all records and transactions including, but not limited to the following values: user ID, update date/timestamp, IP address, computer name, network login, and validation rules used.
TR-382	System Auditing	The vendor's proposed solution must provide audit trails and reports to identify who accessed (or failed authentication to) the system, time of login, duration of time on the system, and transactions/actions performed by a user. Audit history shall be maintained for a predefined period of time. It shall be a complete log and not just the last action taken by a user.
TR-383	System Auditing	The vendor's proposed solution must provide real-time notification of failed authentication at agreed-upon thresholds.
TR-384	System Auditing	The vendor's proposed solution must provide the ability to track changes made to data on the system, the dates, and ID of the user who worked on a transaction and what fields were modified.
TR-385	System Auditing	The solution must maintain an audit trail of all transactions and inquiries, including those performed by contracted third parties.
TR-386	System Auditing	The solution shall provide the ability to archive and restore audit logs.

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ID #	Category	Requirement
TR-387	System Auditing	The vendor's proposed solution must maintain detailed audit trails when any form of tender is received, disbursed, refunded, or any controlled stock item is issued. At a minimum, the audit trail will include the identifier of the user performing the transaction, the nature, data, and time of the transaction, and location where the transaction took place.
TR-388	System Auditing	Monitor attempts to access deactivated accounts through audit logging.
TR-389	System Auditing	All application software dependencies shall be up to date with all vendor patches (e.g., .NET, Java, etc.). A log of all such dependencies shall be provided and maintained.
TR-390	System Auditing	All server, database, and networking configuration and components shall be up to date (within 30 days of patch release) with all vendor-provided patches. A log of all such configurations and components shall be provided and maintained.
TR-391	System Auditing	All data entry, data actions, access, and deletion of data shall be audited and stored.
TR-392	System Auditing	The system shall provide a mechanism to search audit log records.
TR-393	System Auditing	The proposed solution shall produce an audit trail of all security transactions.
TR-394	System Auditing	The proposed solution shall provide access to audit trails for users with proper security. These audit logs should come with robust reporting and search tools.
TR-395	System Auditing	The administrator of the proposed solution shall have the ability to disable, revoke, and reinstate access to the system.
TR-396	System Auditing	The solution will protect audit information from unauthorized access, modification, and deletion.

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ID #	Category	Requirement
TR-397	Test Data Management for Non-Production Environments	The system shall include tools to optimize and automate processes to create and manage non-production environment data.
TR-398	Test Data Management for Non-Production Environments	The solution shall allow the extraction, copying, privatizing, and ability to move sets of relationally intact data from the production database to non-production database.
TR-399	Test Data Management for Non-Production Environments	The solution shall allow for copies of a scrambled, masked subset of production data that is relationally intact data from the production database to non-production database.
TR-400	Test Data Management for Non-Production Environments	The solution shall allow for data privacy features, such as obscure or mask sensitive data while maintaining its validity for testing applications (e.g., credit card numbers and social security number can be masked so the resulting numbers have valid digits).
TR-401	Test Data Management for Non-Production Environments	The solution shall allow specific production data to be privatized and extracted to a non-production environment to recreate an issue reported in production.
TR-402	Test Data Management for Non-Production Environments	The solution shall provide tools to synchronize data between production and non-production instances in a secure manner (e.g., test, training).
TR-403	Test Data Management for Non-Production Environments	The solution shall provide the ability to migrate a configuration from one environment to another in a consistent and secure manner.
TR-404	Test Data Management for Non-Production Environments	The solution shall enable visibility into configurations in each environment and identify the differences between the environments in an automated fashion.

Nevada Department of Motor Vehicles DMV Transformation		
ID #	Category	Requirement
TR-405	User Authentication Identity	The solution shall provide ability to delegate creation and management of authorization policies
TR-406	User Authentication Identity	The solution shall provide end-user role based access, on a multi-tiered by role, level and also by function, potential by organization; System and support role access also at multiple levels, and I/T support and configuration.
TR-407	User Authentication Identity	The solution shall provide the ability to assign application access rights for the entire suite of applications.
TR-408	User Authentication Identity	The solution shall provide the ability to control access to all activities (e.g., online transactions, batch processing, report writer, query, system utilities).
TR-409	User Authentication Identity	The solution must support modern authentication framework such as SAML, OAUTH, OpenID connect. The application should not be using legacy protocols such as NTLM, LDAP, and forms-based authentication.
TR-410	User Authentication Identity	The solution shall allow the ability to manage user permissions centrally for all modules of the applications.
TR-411	User Authentication Identity	The solution shall provide the ability to display, at logon, the last date and time the user accessed the solution.
TR-412	User Authentication Identity	The solution shall provide Simply Cloud Identity Management (SCIM) support.
TR-413	User Authentication Identity	The solution shall provide an Application Programming Interface (API) to support management of users including user creation and ongoing management.
TR-414	User Authentication Identity	The solution shall configure access for all accounts through as few centralized points of authentication as possible, including network, security, and cloud systems.
TR-415	User Authentication Identity	The solution shall incorporate Multi-Factor Authentication for all user accounts on all systems of the vendor solution.
TR-416	User Authentication Identity	The solution shall encrypt or hash with a salt all authentication credentials when stored.
TR-417	User Authentication Identity	The solution shall ensure all account usernames and authentication credentials are transmitted across networks using encrypted channels.
TR-418	User Authentication Identity	The solution shall maintain an inventory of all accounts organized by the vendor's authentication system.
TR-419	User Authentication Identity	The solution shall establish and follow an automated process for revoking system access by disabling accounts immediately upon notification from the NV DMV (termination or change of responsibilities of an employee or vendor). Disabling these accounts instead of deleting accounts allows preservation of audit trails. The system shall store the accounts for a minimum of thirty (30) days with the ability for configuration.

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ID #	Category	Requirement
TR-420	User Authentication Identity	The solution shall disable any account that cannot be associated with a business process or business owner.
TR-421	User Authentication Identity	The solution shall automatically disable dormant accounts after a set period of inactivity.
TR-422	User Authentication Identity	The solution shall ensure all accounts have an expiration date that is monitored and enforced.
TR-423	User Authentication Identity	The solution shall monitor attempts to access deactivated accounts through audit logging.
TR-424	User Authentication Identity	The solution shall provide the ability to deny user access after a defined number of unsuccessful attempts to logon.
TR-425	User Authentication Identity	The solution shall provide the ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, failed and/or unauthorized access attempts based on user defined parameters (e.g., audit requirements).
TR-426	User Authentication Identity	The solution must include an integrated identity management tool to centralize user account management.
TR-427	User Authentication Identity	The solution shall provide an administration of users feature.
TR-428	User Authentication Identity	The solution shall provide a feature to authenticate and control user access.
TR-429	User Authentication Identity	The solution shall provide an integrated system for administration, authentication, and user access control meeting all security requirements.
TR-430	User Authentication Identity	The solution shall provide the ability to automatically log users off the solution when there has been no activity for a pre-defined period.
TR-431	User Authentication Identity	The solution shall alert when the solutions users deviate from normal login behavior such as time-of-day, location, and duration.
TR-432	User Authentication Identity	The solution shall provide the ability for on-line access by any authorized user connected to the internet.
TR-433	User Authentication Identity	The solution shall provide the ability to define workflow event triggers with an escalation path to be forwarded to a user-defined communication method (e.g., email).
TR-434	User Authentication Identity	The solution shall support authorization, based on user roles, to resources such as fields, charts of accounts, etc.
TR-435	User Authentication Identity	The system shall provide event logging and tracing of various events and display this trace information to authorized personnel.

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ID #	Category	Requirement
TR-436	User Authentication Identity	The vendor's proposed solution shall include an integrated access management solution that provides centralized, policy-based authentication and single sign-on for applications, services, and data.
TR-437	User Authentication Identity	The vendor's proposed solution shall provide real-time external authorization for applications, middleware, and databases with granular security.
TR-438	User Authentication Identity	The vendor's proposed solution shall include a seamless single sign-on to any application from any device.
TR-439	User Authentication Identity	The vendor's proposed solution shall include a role-based or profile driven security model to control privileges within the application.
TR-440	User Authentication Identity	The vendor's proposed solution shall control access to data to ensure privacy and security in compliance with all applicable state and federal laws and regulations.
TR-441	User Authentication Identity	The vendor's proposed solution shall centralize user account management, authentication and authorization, and user provisioning.
TR-442	User Authentication Identity	Provide a process for role-based access and user specific identification and authentication.
TR-443	User Authentication Identity	Allow a method to rename built-in system roles (e.g., Administrator, Super, etc.).
TR-444	User Authentication Identity	Ensure Multi-Factor Authentication capability for all users accessing the vendor provided application, and encrypted channels for all administrative account access.
TR-445	User Authentication Identity	Provide the ability to delegate creation and management of authorization policies.
TR-446	User Authentication Identity	Provide the ability to assign application access rights for the entire suite of applications.
TR-447	User Authentication Identity	Provide the ability to control access to all activities (e.g., online transactions, batch processing, report-writer, query, and system utilities).
TR-448	User Authentication Identity	Support modern authentication framework such as SAML, OAUTH, OpenID connect. The application should not be using legacy protocols such as NTLM, LDAP, and forms-based authentication.
TR-449	User Authentication Identity	Allow the ability to manage user permissions centrally for all modules of the applications.
TR-450	User Authentication Identity	Provide the ability to display, at logon, the last date and time the user accessed the solution.

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ID #	Category	Requirement
TR-451	User Authentication Identity	Provide end-user role based access, on a multi-tier by role, level, and also by function, potentially by organization; system and support role access also at multiple levels, IT support and configuration.
TR-452	User Authentication Identity	Provide an Application Programming Interface (API) to support management of users including user creation and ongoing management.
TR-453	User Authentication Identity	Configure access for all accounts through as few centralized points of authentication as possible, including network, security, and cloud systems.
TR-454	User Authentication Identity	Encrypt or hash with a salt all authentication credentials when stored.
TR-455	User Authentication Identity	Ensure all account usernames and authentication credentials are transmitted across networks using encrypted channels.
TR-456	User Authentication Identity	Maintain an inventory of all accounts organized by vendor's authentication system.
TR-457	User Authentication Identity	Establish and follow an automated process for revoking system access by disabling accounts immediately upon notification from the NV DMV (termination or change of responsibilities of an employee or vendor). Disabling these accounts instead of deleting accounts allows preservation of audit trails. The system shall store the accounts for a minimum of thirty (30) days with the ability for configuration.
TR-458	User Authentication Identity	Automatically disable dormant accounts after a set period of inactivity.
TR-459	User Authentication Identity	Ensure all accounts have an expiration date that is monitored and enforced.
TR-460	User Authentication Identity	Provide the ability to deny user access after a defined number of unsuccessful attempts to logon.
TR-461	User Authentication Identity	Provide the ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, <i>User Group Membership and access authorization</i> , failed and/or unauthorized access attempts based on user defined parameters (e.g., audit requirements).
TR-462	User Authentication Identity	Provide the ability to automatically log users off the solution when there has been no activity for a pre-defined period.
TR-463	User Authentication Identity	Alert when the solutions users deviate from normal login behavior such as time-of-day, location, and duration.
TR-464	User Authentication Identity	The vendor's proposed solution must include an integrated identity management tool to centralize user account management.

Nevada Department of Motor Vehicles DMV Transformation		
ID #	Category	Requirement
TR-465	User Authentication Identity	All service-based accounts shall meet password complexity requirements and be managed in accordance with DMV and State policy.
TR-466	User Authentication Identity	The proposed solution shall provide a means for users to recall or reset their passwords using techniques including, but not limited to: <ul style="list-style-type: none"> ☑ Forgot My Password techniques used extensively on Internet sites. ☑ Challenge questions and answers established during user setup. ☑ Allowing a user who successfully answers a challenge question to log on with a temporary complex password generated by the system, and then requiring the user to set a new password once he/she has signed in. ☑ Ability for the terminal agency coordinator to reset a password if necessary.
TR-467	User Authentication Identity	The proposed solution shall be able to be configured such that users are notified of impending password expiration. If a user's password has expired, the system shall prompt the user to change the password at sign-on.
TR-468	User Authentication Identity	The proposed solution shall support simple, easy-to-manage, and inexpensive secondary (a.k.a. two-factor) user authentication strategies.
TR-469	User Authentication Identity	The proposed solution design <i>shall</i> support advanced (two-factor) user authentication (e.g., fingerprint readers, tokens, secure cards, Google authenticate, etc.).
TR-470	User Authentication Identity	The proposed solution shall provide the capability to assign security roles to users, groups of users, an agency, and groups of agencies.
TR-471	User Authentication Identity	User security in the proposed solution shall utilize user profiles to determine system access.
TR-472	User Authentication Identity	The proposed solution shall support multilevel security to restrict access and control functionality.
TR-473	User Authentication Identity	The proposed solution shall provide the ability to add, modify, and delete personnel authorizations.
TR-474	User Authentication Identity	The proposed solution <i>shall</i> provide granular control access at the data element level to users, groups of users, an agency, and groups of agencies.
TR-475	User Authentication Identity	The proposed solution shall provide the ability to produce summary reports of the agency roster and access rights.

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ID #	Category	Requirement
TR-476	User Authentication Identity	The proposed solution shall allow for minimum user ID and password lengths to be established pursuant to Nevada State Security guidelines
TR-477	User Authentication Identity	The proposed solution shall allow user account termination, deactivation, and deletion, either automatically based on date or upon cancellation by an authorized manager.
TR-478	User Authentication Identity	The proposed solution shall, if users supply an incorrect password several consecutive times, disable their account and notify their agency's designated administrator or other State of Nevada designee.
TR-479	User Authentication Identity	The proposed solution shall provide the capability for the system administrator to determine the number of incorrect password attempts before users' accounts become disabled.
TR-480	User Authentication Identity	The proposed solution shall have the ability to configure when users are notified of impending password expiration. If a user's password has expired, the system should prompt the user to change the password at sign-on.
TR-481	User Authentication Identity	The proposed solution shall require users to authenticate only once. The system must offer access control lists that enable the management of mapping between portal content and services over the entire portal solution set and user base.
TR-482	User Authentication Identity	The proposed solution shall allow system administrators the ability to easily update security parameters while the system is online, without impacting users that are currently logged into the system when the update is implemented.
TR-483	User Authentication Identity	The proposed solution shall support the use of Completely Automated Public Turing Test to Tell Computers and Humans Apart (CAPTCHA) processes.
TR-484	User Authentication Identity	The system shall notify managers of changes such as account creation, privilege escalation, deletion, and modification
TR-485	User Authentication Identity	The system shall enforce approved authorizations for logical access to information systems and resources in accordance with applicable access control policies
TR-486	User Authentication Identity	The system will employ principle of least privilege, allowing only authorized access for users and processes which are assigned to role permissions
TR-487	User Authentication Identity	The system will provide the ability to reassign or remove privileges assigned to an account
TR-488	User Authentication Identity	The system shall provide a lockout time period or delay after a specified number of unsuccessful attempts to logon

Nevada Department of Motor Vehicles DMV Transformation

ID #	Category	Requirement
TR-489	User Authentication Identity	The system shall provide a system use notification message banner before allowing user access to the system
TR-490	User Authentication Identity	The system shall allow for configuration of strong authentication password use including length, characters, character case sensitivity, numbers, and re-use
TR-491	User Authentication Identity	The system shall provide for the use of temporary passwords for system logons with an immediate change to a permanent password

Nevada Department of Motor Vehicles DMV Transformation

ID #	Category	Requirement
TR-492	Workflow	The solution shall provide the ability to integrate workflow capabilities with the State-specified system inbound and outbound interfaces.
TR-493	Workflow	The vendor shall document user account creation, modification, and account removal workflows.

STATE OF NEVADA
DMV Transformation Effort (DTE)

Business Capability - Level 0	Business Capability - Level 1	Functional Requirements
Manage Customer Interactions - 210000	Manage Automated Customer Interaction	FR210000 - FR240000
	Manage Correspondence & Templates	
	Manage Customer Relationship	
	Survey Customers	
Provide Credentialing Services - 310000	Manage Identification Card	FR310000 - FR320000
	Manage Licensing of Drivers	
Regulate Service Providers - 410000	Manage Business Licenses	FR410000 - FR440000
	Manage Occupational Licenses	
	Regulate Emissions Test Providers	
Administer Vehicles - 510000	Manage Vehicle Records	FR510000 - FR520000
	Manage Vehicle Registration	
Perform Fuel Tax Administration - 610000	Issue and Regulate Motor Carrier Fuel Licenses	FR610000 - FR630000
	Perform Motor Carrier Fuel Tax Audit	
Support Enterprise Operations - (710000 - 860000)	Exchange Data with Data Trading Partners (Interfaces)	FR710000 - FR860000
	Manage Cases	
	Manage Documents	
	Manage Forms	
	Manage Inventory	
	Manage Licensing Drivers	
	Manage System	
	Manage User Access	
	Manage Vehicle Registration	
	Produce and Deliver Training	
	Provide Business Intelligence Analytics and Reporting	
	Provide Document Imaging	

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210001	CMS	Reports all phone call statistics
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210002	CMS Agent Trace by Location	Phone call tracking - Agent Trace by Location
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210003	CMS Daily	Phone call statistics daily
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210004	CMS Monthly	Phone call statistics monthly
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210005	CMS Monthly	Phone call statistics monthly counts for each operator/technician
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210006	CMS Trace Call	Phone call trace call
Manage Customer Interactions 210000	Manage In-Person Customer Interactions	RP210007	CMS Weekly	CMS Weekly
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310001	FHWA Report	Use two separate reports A or B of driver license data. Used for annual FHWA report - MVIT Report
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310002	Revenue Balance Sheet - Security Deposits	Driver's License Assessment Team (DLAT) Revenue Balance Sheet - Security Deposits
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310003	DL Security Deposit Spreadsheet	DLAT uses when processing security deposits
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310004	DL Security Deposit Spreadsheet	DLAT uses when processing security deposits
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310005	Renewal by Mail	DL In-State renewal by mail
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310006	ID Card Renewal	Daily transaction count of ID card transactions by transaction type
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310007	ID Renewal	ID card renewal by mail monthly stat report
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310008	Covered Transaction Report	The number of DL/ID original issuance, renewals, duplicates and change of address transactions processed by the DMV by DMV office or MyDMV portal.
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310009	Deceased Report	Report of persons who are reported as deceased
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310010	Voter Registration Report	The total number of voter registration application transactions completed by the DMV
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310011	History Count of DLN County and Year	History Count of DLN County and Year
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310012	History Count of DLN Gender and Year	History Count of DLN Gender and Year
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310013	History Count of DLN Age and Year	History Count of DLN Age and Year
Provide Credentialing Services 310000	Manage Licensing of Drivers	RP310014	Voter Transmittal	Voter Registration Transmittal Form for each individual NV County
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430001	Emissions - Admin Citations - All	Emissions administrative fine due date tracker (NOTE: this is another example of a report that was developed to monitor fines issued by a particular group. We would expect the ability to generate a similar report for each group.)

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430002	Emissions Coverts Dispositions	Emission Station and Inspector Dispositions, organized by Group, for user defined period
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430003	EPA Report State Wide - Initial and Retest	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains statistics for the previous calendar year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430004	EPA Report Statewide OBD TSI Retest Subsequent Test Counts	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains statistics for the previous calendar year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430005	EPA Statewide Waiver Reject EPA Multipass Report	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains statistics for the previous calendar year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430006	EPA Statewide MIL Status Report	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains statistics for the previous calendar year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430007	Analyzer Report	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains analyzer statistics for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430008	Station Detail Report	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains station statistics for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430009	Waiver Report Detail	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains current waiver statistics for the specified parameters. The Management Analyst II evaluates these statistics to ensure waiver compliance within Nevada Revised Statute.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430010	Waiver Report Summary	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of all Waiver Statistics. The Management Analyst II evaluates these statistics to ensure waiver compliance within Nevada Revised Statute.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430011	Emission Quarterly Reports Northern EC Reports	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of all statistics for the Reno Emission Lab and the activities that they completed on a monthly bases for the specified parameter and Fiscal month/year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430012	Emission Quarterly Reports Southern EC Reports	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of all statistics for the Sahara Emission Lab and the activities that they completed on a monthly bases for the specified parameter and Fiscal month/year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430013	EPA Evader Program Region LCY Report_Child	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of Evader information for each region.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430014	EPA Evader Program Statewide	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of Evader information statewide.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430015	EPA Emission Inspectors Region LCY Report_Child	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of Inspector information pertaining to administrative action for each region.

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430016	EPA Emission Stations Region LCY Report_Child	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains a summary of station information pertaining to administrative action for each region.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430017	Waiver Report	This report was the original Waiver Report and is still referenced for a comparison to the other EPA Reports when completing the Annual EPA Report.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430018	EPA Gas Report	This report was the original Waiver Report and is still referenced/ utilized along with the other EPA Reports when completing the annual EPA Report.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430019	EPA Diesel Report	This report was the original Waiver Report and is still referenced/ utilized along with the other EPA Reports when completing the annual EPA Report.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430020	USEPA Report Data	This report is the excel spreadsheet that is used to compile the above referenced 15 Reports to format the statistical information to compile into the final USEPA Report.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430021	Nevada EPA Report	This report is the final report that is compiled from all of the information obtained in the USEPA Report Data as well as Nevada Revised Statutes, Nevada Administrative Codes, Legislative Updates pertaining to the Emission Control Program and County Information pertaining to the State Implementation Plan.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430022	VIR Sales Audit Report	This report is utilized to complete a VIR Sales Audit.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430023	Fail Rate Report	This report is utilized to obtain a Fail Rate Report for Initial and Reinsertions as specified in the parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430024	Diesel Fail Rate Report	This report is utilized to obtain the Diesel Fail Rate as needed for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430025	Diesel Tampering Report	This report is utilized to obtain Diesel Tamper information as needed for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430026	Authorized Station Inspection Fee	This report is utilized to obtain the authorized station inspection fee as needed.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430027	Registration Renewal Analyzer Report	This report contains registration renewal analyzer statistics for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430028	Registration Renewal Station Report	This report contains registration renewal station statistics for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430029	Fiscal Year Initial and Retest Counts Report	This report contains smog test statistics for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430030	Smog Test Average Fee Charged Report	This report contains the average test fees charged by the Emission Control Stations for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430031	Smog Tests By Year and Month	This report contains the number of smog tests completed by month and year and displays in both statistical and chart format.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430032	Test Counts by Station Type by County by Date	This report contains the number of tests completed for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430033	Yearly Smog test Station Analyzer Counts Summary	This report contains the number of emission tests, stations and analyzers for each calendar year in statistical and chart format.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430034	Smog Test Search by PIDs	This report contains statistics for Smog Tests with specified PIDs for the overall specified parameters. This report is utilized for emissions and investigations upon request.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430035	Smog Test Search by VIN	This report contains statistics for Smog Tests for a specified VIN. This report is utilized for emissions and investigations upon request.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430036	Zip Codes for Smog Test Requirement	This report contains a list of Zip Codes that require a Smog Test within the State of Nevada

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430037	SVOR Reports: Case Activity Counts	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430038	SVOR Reports: Case Statistics	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430039	SVOR Reports: Fuel Type Stats	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430040	SVOR Reports: Hot Sheet	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430041	SVOR Reports: Log Entry Stats	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430042	SVOR Reports: Multiple VIN Report	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430043	SVOR Reports: No Case Report	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430044	SVOR Reports: VIN Report	This report is one of eight reports utilized to track statistics for the Smoking Vehicle Observation Report Program relating to vehicles that have been reported to be in violation of Nevada Revised Statute relating to emitting excessive visible emissions
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430045	Registration Fees	This report is utilized to identify registration fees for a specified vehicle for the specified parameters.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430046	Unpurchased VIN	This report is utilized to identify unpurchased/delinquent VIN Orders as well as Orders Awaiting Purchase.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430047	Trigger Reports Rules Report	This report is utilized to identify vehicles, and stations based upon specified rules specified.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430048	VIN_vs_EVIN Report	This report is provided programmatically by DMVopsOBL@DMV.NV.GOV and utilized to identify a list of emission stations that have reported a discrepancy between the vehicles electronic VIN and the VIN manually input into the VID.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430049	VIN_vs_EVIN Report_Final	This report is compiled with previous Vin_vs_EVIN Reports and utilized as a final report to identify a full list of emission stations that have reported a discrepancy between the vehicles electronic VIN and the VIN manually input into the VID.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430050	Zip Codes	List of Zip Codes in Nevada, showing which zip codes require emission tests and which do not
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430051	VIN Vehicle Discrepancy Report	This report is provided programmatically by the VR track and utilized to identify a list of county discrepancies relating to vehicles being reported by the Registered Owner to be located in a county other than the county that they reside.

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430052	VR Vehicle Discrepancy Report - Errors	This report is provided programmatically by the VR track and utilized to identify a list of errors relating to county discrepancies referencing vehicles being reported by the Registered Owner to be located in a county other than the county that they reside.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430053	ECBP-Reports	This report is a compilation of the EC-8's generated from registration renewal transactions that identify registrants that state that their vehicle is located in a different county than they reside.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430054	County Discrepancy Report	This report is a compilation of the VR Vehicle Discrepancy Report and Errors that is provided to the Emission Sergeant for review in Excel Format.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430055	Search Acct Cd 1585-1586 CL Emission Certs	This report is utilized to verify transactions relating to specified account code numbers to reconcile funds taken into the Pollution Control Account.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430056	Search Acct Cd 1587-1588 WA Emission Certs	This report is utilized to verify transactions relating to specified account code numbers to reconcile funds taken into the Pollution Control Account.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430057	Search Acct Cd 2900-2901 CL Classic Emission Certs	This report is utilized to verify transactions relating to specified account code numbers to reconcile funds taken into the Pollution Control Account.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430058	Search Acct Cd 2902-2903 WA Classic Emission Certs	This report is utilized to verify transactions relating to specified account code numbers to reconcile funds taken into the Pollution Control Account.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430059	Emission Analyzer Tickets opened in last 7 days	List of Emission Analyzer Tickets opened in last 7 days
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430060	Open Emission Analyzer Tickets	List of Emission Analyzer Tickets that are currently open
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430061	Emission Analyzer Status Report	Emission Analyzer Status Report
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430062	Covert Reports	This report is compiled by the Supervising Emission Control Officers in each region and utilized to verify covert expenditures as well as track covert transactions completed by Emission Control Technicians and Supervising Emission Control Officers
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430063	Open Projects Report	This report is a list of all open service requests for the selected time frame that identifies the individual that they are assigned for the Emission Control Program
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430064	Training Report	This report is compiled by the Supervising Emission Control Officers in each region and utilized to identify all training provided to station inspectors for the specified time frame.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430065	Directors Northern Emission Training Report	This report is compiled by the Supervising Emission Control Officers in each region and utilized to identify a summary of training for the specified time frame.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430066	EPA Report State Wide - Initial and Retest and Subsequent	This report is one of 15 reports (18 in total) utilized to complete the Annual EPA Report required by Federal Regulations. This report contains statistics for the previous calendar year.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430067	Monthly Lab Report	This report is compiled by the Supervising Emission Control Officers in each region and utilized to identify a summary of all actions taken in the Lab for the specified time frame.
Regulate Service Providers 410000	Regulate Emission Test Providers 430001 - 430068	RP430068	Signed EC8 Form Report	The Signed EC8 Form Report is necessary on an as needed basis and can be utilized by the Emission Control Program. This report allows a user to research EC-8 details, specific to a VIN and signature date.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420001	Salesperson Purge	List of expired or denied occupational licenses for the previous calendar year
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420002	License Percent by County	Reports the count and percentage of active business licenses by county
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420003	Count of Active Businesses	Reports the count of active business licenses by license type

Business Capability Level 0	Level 1	Required Report Number	Report Name	Report Description
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420004	Count of Active Occupational License	Report counts of active occupational licenses by license type, number, and name
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420005	Annual List of Active Occupational Licenses	Reports the names of active occupational licenses by license type, number and name. Runs on the first day of current calendar year
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420006	Expired Temporary Occupational License	Reports occupational licenses with an expired temporary permit
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420007	Licensing Activity	Reports the counts of new, renewed, and transferred licenses by month. Resets per fiscal year
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420008	OBL CED Fingerprint List	Reports the names of applicants fingerprinted by office location, name, license number, and date.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420009	Occupational Suspended Sanction List	A list of occupational licenses with a suspended license status
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420010	Active Drive School Instructors with Invalid DL	A list of drive school instructors with an invalid driver's license
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420011	Monthly Cash Bond Report	A list of business licenses with a cash deposit record
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420012	Insurance/Bond Report	Reports the name of active businesses with upcoming insurance expiration or bond cancellation.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420013	Renewal Counts by Period	Renewal Counts by Renewal Season and method of renewal transaction.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420014	Upcoming Business Renewal	Licenses due for renewal in the next 45 day period.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420015	Expired Business Licenses	A list of expired licenses
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420016	New Business Plates	Reports a detailed list of new business plates ordered.
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420017	Business Plate Reissue Status	A list of business plates which has been reissued
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420018	Principals of Revoked Businesses	A list of principals associated to revoked business licenses
Regulate Service Providers 410000	Manage Occupational Licenses 420001 - 420019	RP420019	Route Report	This report is utilized to track the number of routes in each region or all routes for each region for the specified parameters.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410001	Body Shop Survey Results	Reports the names of body shop licensees who completed an auto body shop survey and includes data from the body shop rate survey
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410002	EDRS Report Sample	Lists the Dealers Reports of Sale that are electronically submitted to the DMV by dealers This report is run from an internal website that also has other functionality.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410003	Annual List of Active Business Licenses	Reports the names of active business licenses by license type, number, name, and address. Runs on the first day of current calendar year
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410004	Secure Placard Reports	Provides a list of secure placards issued by a dealer This report is run from an internal website that also has other functionality.
Regulate Service Providers 410000	Manage Business Licenses 410001 - 410024	RP410005	Admin Fines Assessed_Paid Statewide Chart	Chart showing administrative fines issued vs. administrative fines collected, organized by Group

3802	Jet Fallon Airport	\$0.00	NRS 365.170 & NRS 365.545
3803	Jet Churchill County Other	\$0.00	NRS 365.170 & NRS 365.545
3804	Jet Boulder City Airport	\$0.00	NRS 365.170 & NRS 365.545
3805	Jet City Of Mesquite Airport	\$0.00	NRS 365.170 & NRS 365.545
3806	Jet Henderson Airport	\$0.00	NRS 365.170 & NRS 365.545
3807	Jet Las Vegas Metro	\$0.00	NRS 365.170 & NRS 365.545
3808	Jet McCarran Intl Airport	\$0.00	NRS 365.170 & NRS 365.545
3809	Jet North Las Vegas Airport	\$0.00	NRS 365.170 & NRS 365.545
3810	Jet Clark County Other	\$0.00	NRS 365.170 & NRS 365.545
3811	Jet Douglas County Airport	\$0.00	NRS 365.170 & NRS 365.545
3812	Jet Douglas County Other	\$0.00	NRS 365.170 & NRS 365.545
3813	Jet Elko City Airport	\$0.00	NRS 365.170 & NRS 365.545
3814	Jet Elko County Other	\$0.00	NRS 365.170 & NRS 365.545
3815	Jet Esmeralda County Other	\$0.00	NRS 365.170 & NRS 365.545
3816	Jet Eureka County Other	\$0.00	NRS 365.170 & NRS 365.545
3817	Jet Winnemucca Airport	\$0.00	NRS 365.170 & NRS 365.545
3818	Jet Humboldt County Other	\$0.00	NRS 365.170 & NRS 365.545
3819	Jet Battle Mountain Airport	\$0.00	NRS 365.170 & NRS 365.545
3820	Jet Lander County Other	\$0.00	NRS 365.170 & NRS 365.545
3821	Jet Lincoln County Other	\$0.00	NRS 365.170 & NRS 365.545
3822	Jet City Of Yerington Airport	\$0.00	NRS 365.170 & NRS 365.545
3823	Jet Lyon County Other	\$0.00	NRS 365.170 & NRS 365.545
3824	Jet Hawthorne Airport	\$0.00	NRS 365.170 & NRS 365.545
3825	Jet Mineral County Other	\$0.00	NRS 365.170 & NRS 365.545
3826	Jet Pahrump Airport	\$0.00	NRS 365.170 & NRS 365.545
3827	Jet Tonopah Airport	\$0.00	NRS 365.170 & NRS 365.545
3828	Jet Nye County Other	\$0.00	NRS 365.170 & NRS 365.545
3829	Jet Lovelock Airport	\$0.00	NRS 365.170 & NRS 365.545
3830	Jet Pershing County Other	\$0.00	NRS 365.170 & NRS 365.545
3831	Jet Storey County Other	\$0.00	NRS 365.170 & NRS 365.545
3832	Jet Reno Tahoe Intl Airport	\$0.00	NRS 365.170 & NRS 365.545
3833	Jet Reno Stead Airport	\$0.00	NRS 365.170 & NRS 365.545
3834	Jet Washoe County Other	\$0.00	NRS 365.170 & NRS 365.545
3835	Jet White Pine Field Airport	\$0.00	NRS 365.170 & NRS 365.545
3836	Jet White Pine County Other	\$0.00	NRS 365.170 & NRS 365.545
3837	Jet Silver Springs Airport	\$0.00	NRS 365.170 & NRS 365.545
3838	Jet - City of Wells	\$0.00	NRS 365.170 & NRS 365.545
3850	Jet Option Boulder City Airport	\$0.00	NRS 365.203(a) & 365.545
3851	Jet Option City Of Mesquite Airport	\$0.00	NRS 365.203(a) & 365.545
3852	Jet Option Henderson Airport	\$0.00	NRS 365.203(a) & 365.545
3853	Jet Option McCarran Intl Airport	\$0.00	NRS 365.203(a) & 365.545
3854	Jet Option North Las Vegas Airport	\$0.00	NRS 365.203(a) & 365.545
3855	Jet Option Clark County Other	\$0.00	NRS 365.203(a) & 365.545
3856	Jet Option White Pine County	\$0.00	NRS 365.203(a) & 365.545
3870	Aviation CAP For Carson City County	\$0.00	NRS 365.170 NRS 365.545
3871	Aviation CAP For Churchill County	\$0.00	NRS 365.170 NRS 365.545
3872	Aviation CAP For Clark County	\$0.00	NRS 365.170 NRS 365.545
3873	Aviation CAP For Douglas County	\$0.00	NRS 365.170 NRS 365.545
3874	Aviation CAP For Elko County	\$0.00	NRS 365.170 NRS 365.545
3875	Aviation CAP For Esmeralda County	\$0.00	NRS 365.170 NRS 365.545
3876	Aviation CAP For Eureka County	\$0.00	NRS 365.170 NRS 365.545
3877	Aviation CAP For Humboldt County	\$0.00	NRS 365.170 NRS 365.545
3878	Aviation CAP For Lander County	\$0.00	NRS 365.170 NRS 365.545
3879	Aviation CAP For Lincoln County	\$0.00	NRS 365.170 NRS 365.545
3880	Aviation CAP For Lyon County	\$0.00	NRS 365.170 NRS 365.545
3881	Aviation CAP For Mineral County	\$0.00	NRS 365.170 NRS 365.545
3882	Aviation CAP For Nye County	\$0.00	NRS 365.170 NRS 365.545
3883	Aviation CAP For Pershing County	\$0.00	NRS 365.170 NRS 365.545
3884	Aviation CAP For Storey County	\$0.00	NRS 365.170 NRS 365.545
3885	Aviation CAP For Washoe County	\$0.00	NRS 365.170 NRS 365.545
3886	Aviation CAP For White Pine County	\$0.00	NRS 365.170 NRS 365.545
3890	Aviation Option For Douglas County	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565
3891	Aviation Option For Elko County	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565

3892	Aviation Option For Humboldt County	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565
3893	Aviation Option For White Pine County	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565
3894	Aviation Option - City of Elko	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565
3895	Aviation Option - City of Wells	\$0.00	NRS 365.203 & NRS 365.545 & NRS 365.565
3899	MC Clean Up Fees	\$0.00	708.449
3900	Supplier Gasoline	\$0.00	n/a
3901	Supplier Gasohol	\$0.00	n/a
3902	Petroleum Prod Inspection Fee	\$0.00	NRS 590.120
3903	MC Petroleum Clean Up Fee	\$0.00	NRS 590.840 ("repealed") & SB332
3904	Motor Fuels For Carson City	\$0.00	373.030 & .150 & 365.192 & .550
3905	Motor Fuels For Churchill County	\$0.00	373.030 & .150 & 365.192 & .550
3906	Motor Fuels For Clark County	\$0.00	373.030 & .150 & 365.192 & .550
3907	Motor Fuels For Douglas County	\$0.00	373.030 & .150 & 365.192 & .550
3908	Motor Fuels For Elko County	\$0.00	373.030 & .150 & 365.192 & .550
3909	Motor Fuels For Esmeralda County	\$0.00	373.030 & .150 & 365.192 & .550
3910	Motor Fuels For Eureka County	\$0.00	373.030 & .150 & 365.192 & .550
3911	Motor Fuels For Humboldt County	\$0.00	373.030 & .150 & 365.192 & .550
3912	Motor Fuels For Lander County	\$0.00	373.030 & .150 & 365.192 & .550
3913	Motor Fuels For Lincoln County	\$0.00	373.030 & .150 & 365.192 & .550
3914	Motor Fuels For Lyon County	\$0.00	373.030 & .150 & 365.192 & .550
3915	Motor Fuels For Mineral County	\$0.00	373.030 & .150 & 365.192 & .550
3916	Motor Fuels For Nye County	\$0.00	373.030 & .150 & 365.192 & .550
3917	Motor Fuels For Pershing County	\$0.00	373.030 & .150 & 365.192 & .550
3918	Motor Fuels For Storey County	\$0.00	373.030 & .150 & 365.192 & .550
3919	Motor Fuels For Washoe County	\$0.00	373.030 & .150 & 365.192 & .550
3920	Motor Fuels For White Pine County	\$0.00	373.030 & .150 & 365.192 & .550
3921	Department Of Wildlife	\$0.00	365.535
3922	Marina Parks Development Gas Tax	\$0.00	365.535
3923	Gas Tax Option Admin "A" Fee Commission	\$0.00	NRS 373.070 & .080
3924	12.65 Cent Gasoline Highway	\$0.00	NRS 365.175 & NRS 365.540
3925	5 Cent Gasoline Highway	\$0.00	NRS 365.175 & NRS 365.540
3926	5.35 Cent County	\$0.00	365.550
3927	Gas Tax Option Admin "B" Fee Commission	\$0.00	NRS 373.070 & .080
3928	Gas Tax Option Admin "C" Fee Commission	\$0.00	NRS 373.070 & .080
3929	Gas Tax Option Admin "F" PPI MF	\$0.00	NRS 373.070 & .080
3930	Petroleum Prod Insp Agriculture Plant	\$0.00	NRS 590.120
3931	Petroleum Prod Insp Agriculture WMM	\$0.00	NRS 590.120
3932	Gas Tax Option Admin "E" PPI SF	\$0.00	NRS 373.070 & .080
3933	Gas Tax Option Dam "F" PPI MF Fee Clark County	\$0.00	NRS 373.070 & .080
3934	Gas Tax Option Dam "E" Fee Clark County	\$0.00	NRS 373.070 & .080
3940	Motor Fuels For Fallon	\$0.00	373.030 & .150 & 365.192 & .550
3941	Motor Fuels For Boulder City	\$0.00	373.030 & .150 & 365.192 & .550
3942	Motor Fuels For Henderson	\$0.00	373.030 & .150 & 365.192 & .550
3943	Motor Fuels For Las Vegas	\$0.00	373.030 & .150 & 365.192 & .550
3944	Motor Fuels For Mesquite	\$0.00	373.030 & .150 & 365.192 & .550
3945	Motor Fuels For North Las Vegas	\$0.00	373.030 & .150 & 365.192 & .550
3946	Motor Fuels For Carlin	\$0.00	373.030 & .150 & 365.192 & .550
3947	Motor Fuels For City Of Elko	\$0.00	373.030 & .150 & 365.192 & .550
3948	Motor Fuels For Wells	\$0.00	373.030 & .150 & 365.192 & .550
3949	Motor Fuels For West Wendover	\$0.00	373.030 & .150 & 365.192 & .550
3950	Motor Fuels For Winnemucca	\$0.00	373.030 & .150 & 365.192 & .550
3951	Motor Fuels For Kingston	\$0.00	373.030 & .150 & 365.192 & .550
3952	Motor Fuels For Caliente	\$0.00	373.030 & .150 & 365.192 & .550
3953	Motor Fuels For Yerington	\$0.00	373.030 & .150 & 365.192 & .550
3954	Motor Fuels For Fernley	\$0.00	373.030 & .150 & 365.192 & .550
3955	Motor Fuels For Pahrump	\$0.00	373.030 & .150 & 365.192 & .550
3956	Motor Fuels For Round Mountain	\$0.00	373.030 & .150 & 365.192 & .550
3957	Motor Fuels For Tonopah	\$0.00	373.030 & .150 & 365.192 & .550
3958	Motor Fuels For Lovelock	\$0.00	373.030 & .150 & 365.192 & .550
3959	Motor Fuels For City Of Reno	\$0.00	373.030 & .150 & 365.192 & .550
3960	Motor Fuels For Sparks	\$0.00	373.030 & .150 & 365.192 & .550
3961	Motor Fuels For Ely	\$0.00	373.030 & .150 & 365.192 & .550
3962	Motor Fuels For Washoe County CPI Tax	\$0.00	NRS 373.066

3963	Motor Fuels Penalty	\$0.00	NRS 366.3957
3964	Motor Fuels Interest	\$0.00	NRS 366.3957
3965	Motor Fuels Reno CPI Tax	\$0.00	NRS 373.066
3966	Motor Fuels Sparks CPI Tax	\$0.00	NRS 373.066
3967	Supplier Audit Reimbursement Current Year	\$0.00	NRS 365.500 & NRS 366.150
3968	Supplier Audit Reimbursement Prior Year	\$0.00	NRS 365.500 & NRS 366.150
3969	MC Penalty Ethanol/Biodiesel	\$0.00	NRS 365.735 & NRS 365.737 & NRS 365.7407, SEC.17, SB332
3970	Special Fuels Washoe County Indexed Fuel	\$0.00	NRS 373.066
3971	Motor Fuels For Washoe County PPI Tax	\$0.00	NRS 373.066
3972	Motor Fuels For Reno PPI Tax	\$0.00	NRS 373.066
3973	Motor Fuels For Sparks PPI Tax	\$0.00	NRS 373.066
3974	Motor Fuels For Amargosa Valley	\$0.00	NRS 373.030 & .150 & 365.192 & .550
3975	Motor Fuels For Clark County PPI Tax	\$0.00	NRS 373.0663
3976	Special Fuels For Clark County Indexed Fuel	\$0.00	NRS 373.066
3977	Motor Fuels For Las Vegas PPI Tax	\$0.00	NRS 373.0663
3978	Motor Fuels For Henderson PPI Tax	\$0.00	NRS 373.0663
3979	Motor Fuels For Mesquite PPI Tax	\$0.00	NRS 373.0663
3980	Motor Fuels For Boulder City PPI Tax	\$0.00	NRS 373.0663
3982	Motor Fuels For North Las Vegas PPI Tax	\$0.00	NRS 373.0663
3997	MC Plate Cost Recovery Fee	\$3.00	NRS 482.288 & NAC 482.296
3998	Cleanup Fee Refund Clearing	\$0.00	CLEARING ACCT
3999	Motor Fuel Refund Clearing	\$0.00	n/a
4101	Technology Fee For OBL	\$1.00	NRS 481.064
4105	Technology Fee For Drivers License	\$1.00	NRS 481.064
4106	Technology Fee For General Records	\$1.00	NRS 481.064
4108	Technology Fee For Motor Carrier	\$1.00	NRS 481.064
4114	Technology Fee For VR	\$1.00	NRS 481.064
6000	Diesel County Option Tax - Carson City	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6001	Diesel County Option Tax - Churchill	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6002	Diesel County Option Tax - Douglas	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6003	Diesel County Option Tax - Elko	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6004	Diesel County Option Tax - Esmeralda	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6005	Diesel County Option Tax - Eureka	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6006	Diesel County Option Tax - Humboldt	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6007	Diesel County Option Tax - Lander	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6008	Diesel County Option Tax - Lincoln	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6009	Diesel County Option Tax - Lyon	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6010	Diesel County Option Tax - Mineral	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6011	Diesel County Option Tax - Nye	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6012	Diesel County Option Tax - Pershing	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6013	Diesel County Option Tax - Storey	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6014	Diesel County Option Tax - White Pine	\$0.00	NRS 373.066 & SB48 (County/City not on Tax Matrix)
6015	Diesel Cty Opt Reimb Carson City	\$0.00	PSR 1946
6016	Diesel Cty Opt Reimb	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6017	Diesel Cty Opt Reimb	\$0.00	PSR 1946
6018	Diesel Cty Opt Reimb Lyon County	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6019	Diesel Cty Opt Reimb Pershing County	\$0.00	PSR 1946
6020	Motor Fuels For Winnemucca PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6021	Motor Fuels For Lander PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6022	Special Fuels For Lander PPI Tax	\$0.00	PSR 1946
6023	Motor Fuels For Kingston PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6024	Motor Fuels For Lincoln PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6025	Special Fuels For Lincoln PPI Tax	\$0.00	PSR 1946
6026	Motor Fuels For Caliente PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6027	Motor Fuels For Lyon PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6028	Special Fuels For Lyon PPI Tax	\$0.00	PSR 1946

6029	Motor Fuels For Yerington PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6030	Motor Fuels For Fernley PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6031	Motor Fuels For Mineral PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6032	Special Fuels For Mineral PPI Tax	\$0.00	PSR 1946
6033	Motor Fuels For Nye PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6034	Special Fuels For Nye PPI Tax	\$0.00	PSR 1946
6035	Motor Fuels For Armargosa Valley PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6036	Motor Fuels For Pahrump PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6037	Motor Fuels For Round Mountain PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6038	Motor Fuels For Tonopah PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6039	Motor Fuels For Pershing PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6040	Special Fuels For Pershing PPI Tax	\$0.00	PSR 1946
6041	Motor Fuels For Lovelock PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6042	Motor Fuels For Storey PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6043	Special Fuels For Storey PPI Tax	\$0.00	PSR 1946
6044	Motor Fuels Gasoline Washoe CPI Tax	\$0.00	PSR 1946
6045	Special Fuels Washoe CPI Tax	\$0.00	PSR 1946
6046	Motor Fuels Gasoline Washoe PPI Tax	\$0.00	PSR 1946
6047	Clear Diesel Washoe PPI Tax	\$0.00	PSR 1946 (NRS 366.190 NRS 376 & 066 & SB201)
6048	Motor Fuels Gasoline Reno CPI Tax	\$0.00	PSR 1946
6049	Motor Fuels Gasoline Sparks CPI Tax	\$0.00	PSR 1946
6050	Motor Fuels Gasoline Reno PPI Tax	\$0.00	PSR 1946
6051	Motor Fuels Gasoline Sparks PPI Tax	\$0.00	PSR 1946
6052	Motor Fuels White Pine PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6053	Special Fuels White Pine PPI Tax	\$0.00	PSR 1946
6054	Motor Fuels Ely PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6055	On Hold for MF - PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6056	On Hold for MF - PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6057	On Hold for MF - PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6058	On Hold for MF - PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6059	On Hold for MF - PPI Tax	\$0.00	NRS 373.066 & SB201 (County/City not on Tax Matrix)
6060	PPI MF Gasoline NDOT	\$0.00	NRS 373.0663
6061	PPI MF Gasohol NDOT	\$0.00	NRS 373.0663
6062	PPI SF Diesel NDOT	\$0.00	NRS 373.0663
6063	PPI SF LPG NDOT	\$0.00	NRS 373.0663
6064	PPI SF CNG NDOT	\$0.00	NRS 373.0663
6065	PPI SF A55 NDOT	\$0.00	NRS 373.0663
6066	PPI SF LNG NDOT	\$0.00	NRS 373.0663
6067	PPI SF Biodiesel NDOT	\$0.00	NRS 373.0663
6068	PPI SF Kerosene NDOT	\$0.00	NRS 373.0663
6069	Admin Fee "E" PPI SF Fee Commission For Esmeralda	\$0.00	NRS 373.070 & .080
6070	Admin Fee "F" PPI MF Fee Commission For Esmeralda	\$0.00	NRS 373.070 & .080
6071	Admin Fee "E" PPI SF Fee Commission For Eureka	\$0.00	NRS 373.070 & .080
6072	Admin Fee "F" PPI MF Fee Commission For Humboldt	\$0.00	NRS 373.070 & .080
6073	Admin Fee "E" PPI SF Fee Commission For Humboldt	\$0.00	NRS 373.070 & .080
6074	Admin Fee "F" PPI MF Fee Commission For Lander	\$0.00	NRS 373.070 & .080
6075	Admin Fee "E" PPI SF Fee Commission For Lander	\$0.00	NRS 373.070 & .080
6076	Admin Fee "F" PPI MF Fee Commission For Lincoln	\$0.00	NRS 373.070 & .080
6077	Admin Fee "E" PPI SF Fee Commission For Lincoln	\$0.00	NRS 373.070 & .080
6078	Admin Fee "F" PPI MF Fee Commission For Lyon	\$0.00	NRS 373.070 & .080

6079	Admin Fee "E" PPI SF Fee Commission For Lyon	\$0.00	NRS 373.070 & .080
6080	Admin Fee "F" PPI MF Fee Commission For Mineral	\$0.00	NRS 373.070 & .080
6081	Admin Fee "E" PPI SF Fee Commission For Mineral	\$0.00	NRS 373.070 & .080
6082	Admin Fee "F" PPI MF Fee Commission For Nye	\$0.00	NRS 373.070 & .080
6083	Admin Fee "E" PPI SF Fee Commission For Nye	\$0.00	NRS 373.070 & .080
6084	Admin Fee "F" PPI MF Fee Commission For Pershing	\$0.00	NRS 373.070 & .080
6085	Admin Fee "E" PPI SF Fee Commission For Pershing	\$0.00	NRS 373.070 & .080
6086	Admin Fee "F" PPI MF Fee Commission For Storey	\$0.00	NRS 373.070 & .080
6087	Admin Fee "E" PPI SF Fee Commission For Storey	\$0.00	NRS 373.070 & .080
6088	Admin Fee "C" CPI MF Fee Commission For Washoe	\$0.00	NRS 373.070 & .080
6089	Admin Fee "E" CPI SF Fee Commission For Washoe	\$0.00	NRS 373.070 & .080
6090	Admin Fee "F" PPI MF Fee Commission For Washoe	\$0.00	NRS 373.070 & .080
6091	Admin Fee "E" PPI SF Fee Commission For Washoe	\$0.00	NRS 373.070 & .080
6092	Admin Fee "F" PPI MF Fee Commission For White Pine	\$0.00	NRS 373.070 & .080
6093	Admin Fee "E" PPI SF Fee Commission For White Pine	\$0.00	NRS 373.070 & .080
6094	Motor Fuels Gasoline Clark PPI Tax	\$0.00	PSR 1946
6095	Clear Diesel Clark PPI Tax	\$0.00	PSR 1946 (NRS 366.190 NRS 376.066 & SB201)
6096	Motor Fuels Gasoline Las Vegas PPI Tax	\$0.00	PSR 1946
6097	Motor Fuels Gasoline Henderson PPI Tax	\$0.00	PSR 1946
6098	Motor Fuels Gasoline Mesquite PPI Tax	\$0.00	PSR 1946
6099	Motor Fuels Gasoline Boulder City PPI Tax	\$0.00	PSR 1946
6100	Motor Fuels Gasoline North Las Vegas PPI Tax	\$0.00	PSR 1946
6101	Admin Fee "F" PPI MF Fee Commission Clark	\$0.00	NRS 373.070 & .080
6102	Admin Fee "E" PPI SF Fee Commission Clark	\$0.00	NRS 373.070 & .080
6103	Clear Biodiesel Washoe PPI Tax	\$0.00	PSR 1946 (NRS 366.190 NRS 376.066 & SB201)
6104	Clear Biodiesel Clark PPI Tax	\$0.00	PSR 1946 (NRS 366.190 NRS 376.066 & SB201)
6105	Clear Kerosene Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6106	Clear Kerosene Clark PPI Tax	\$0.00	NRS 373.070 & .080
6107	A55 Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6108	A55 Clark PPI Tax	\$0.00	NRS 373.070 & .080
6109	CNG Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6110	CNG Clark PPI Tax	\$0.00	NRS 373.070 & .080
6111	LPG Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6112	LPG Clark PPI Tax	\$0.00	NRS 373.070 & .080
6113	LNG Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6114	LNG Clark PPI Tax	\$0.00	NRS 373.070 & .080
6115	Motor Fuels Gasohol Washoe CPI Tax	\$0.00	NRS 373.070 & .080
6116	Motor Fuels Gasohol Washoe PPI Tax	\$0.00	NRS 373.070 & .080
6117	Motor Fuels Gasohol Clark PPI Tax	\$0.00	NRS 373.070 & .080
6118	Motor Fuels Gasohol Reno PPI Tax	\$0.00	NRS 373.070 & .080
6119	Motor Fuels Gasohol Sparks PPI Tax	\$0.00	NRS 373.070 & .080
6120	Motor Fuels Gasohol Las Vegas PPI Tax	\$0.00	NRS 373.070 & .080
6121	Motor Fuels Gasohol Henderson PPI Tax	\$0.00	NRS 373.070 & .080
6122	Motor Fuels Gasohol Mesquite PPI Tax	\$0.00	NRS 373.070 & .080
6123	Motor Fuels Gasohol Boulder City PPI Tax	\$0.00	NRS 373.070 & .080
6124	Motor Fuels Gasohol North Las Vegas PPI Tax	\$0.00	NRS 373.070 & .080
6125	Motor Fuels Gasohol Reno CPI Tax	\$0.00	NRS 373.070 & .080
6126	Motor Fuels Gasohol Sparks CPI Tax	\$0.00	NRS 373.070 & .080
6200	MC 413 \$100 Filing Fee	\$100.00	NRS 373.083(2)
6205	Diesel City Opt Refund Filing Fee \$100	\$100.00	NRS 373.083(2)
6210	SF Index Reimbursement Clark County	\$0.00	NRS 373.083(2)
6500	MC/EXP BGST Inter County For Carson City	\$0.00	NRS 371.040 & 482.482
6501	MC/EXP BGST Inter County For Churchill	\$0.00	NRS 371.040 & 482.482
6502	MC/EXP BGST Inter County For Clark	\$0.00	NRS 371.040 & 482.482
6503	MC/EXP BGST Inter County For Douglas	\$0.00	NRS 371.040 & 482.482
6504	MC/EXP BGST Inter County For Elko	\$0.00	NRS 371.040 & 482.482
6505	MC/EXP BGST Inter County For Esmeralda	\$0.00	NRS 371.040 & 482.482
6506	MC/EXP BGST Inter County For Eureka	\$0.00	NRS 371.040 & 482.482
6507	MC/EXP BGST Inter County For Humboldt	\$0.00	NRS 371.040 & 482.482
6508	MC/EXP BGST Inter County For Lander	\$0.00	NRS 371.040 & 482.482
6509	MC/EXP BGST Inter County For Lincoln	\$0.00	NRS 371.040 & 482.482
6510	MC/EXP BGST Inter County For Lyon	\$0.00	NRS 371.040 & 482.482
6511	MC/EXP BGST Inter County For Mineral	\$0.00	NRS 371.040 & 482.482

6512	MC/EXP BGST Inter County For Nye	\$0.00	NRS 371.040 & 482.482
6513	MC/EXP BGST Inter County For Pershing	\$0.00	NRS 371.040 & 482.482
6514	MC/EXP BGST Inter County For Storey	\$0.00	NRS 371.040 & 482.482
6515	MC/EXP BGST Inter County For Washoe	\$0.00	NRS 371.040 & 482.482
6516	MC/EXP BGST Inter County For White Pine	\$0.00	NRS 371.040 & 482.482
6517	BGST MC/EXP Carson City School Operating	\$0.00	NRS 371.040 & 482.181
6518	BGST MC/EXP Churchill School Operating	\$0.00	NRS 371.040 & 482.181
6519	BGST MC/EXP Clark School Operating	\$0.00	NRS 371.040 & 482.181
6520	BGST MC/EXP Douglas School Operating	\$0.00	NRS 371.040 & 482.181
6521	BGST MC/EXP Elko School Operating	\$0.00	NRS 371.040 & 482.181
6522	BGST MC/EXP Esmeralda School Operating	\$0.00	NRS 371.040 & 482.181
6523	BGST MC/EXP Eureka School Operating	\$0.00	NRS 371.040 & 482.181
6524	BGST MC/EXP Humboldt School Operating	\$0.00	NRS 371.040 & 482.181
6525	BGST MC/EXP Lander School Operating	\$0.00	NRS 371.040 & 482.181
6526	BGST MC/EXP Lincoln School Operating	\$0.00	NRS 371.040 & 482.181
6527	BGST MC/EXP Lyon School Operating	\$0.00	NRS 371.040 & 482.181
6528	BGST MC/EXP Mineral School Operating	\$0.00	NRS 371.040 & 482.181
6529	BGST MC/EXP Nye School Operating	\$0.00	NRS 371.040 & 482.181
6530	BGST MC/EXP Pershing School Operating	\$0.00	NRS 371.040 & 482.181
6531	BGST MC/EXP Storey School Operating	\$0.00	NRS 371.040 & 482.181
6532	BGST MC/EXP Washoe School Operating	\$0.00	NRS 371.040 & 482.181
6533	BGST MC/EXP White Pine School Operating	\$0.00	NRS 371.040 & 482.181
6534	BGST MC/EXP Carson City School Debt	\$0.00	NRS 371.040 & 482.181
6535	BGST MC/EXP Churchill School Debt	\$0.00	NRS 371.040 & 482.181
6536	BGST MC/EXP Clark School Debt	\$0.00	NRS 371.040 & 482.181
6537	BGST MC/EXP Douglas School Debt	\$0.00	NRS 371.040 & 482.181
6538	BGST MC/EXP Elko School Debt	\$0.00	NRS 371.040 & 482.181
6539	BGST MC/EXP Esmeralda School Debt	\$0.00	NRS 371.040 & 482.181
6540	BGST MC/EXP Eureka School Debt	\$0.00	NRS 371.040 & 482.181
6541	BGST MC/EXP Humboldt School Debt	\$0.00	NRS 371.040 & 482.181
6542	BGST MC/EXP Lander School Debt	\$0.00	NRS 371.040 & 482.181
6543	BGST MC/EXP Lincoln School Debt	\$0.00	NRS 371.040 & 482.181
6544	BGST MC/EXP Lyon School Debt	\$0.00	NRS 371.040 & 482.181
6545	BGST MC/EXP Mineral School Debt	\$0.00	NRS 371.040 & 482.181
6546	BGST MC/EXP Nye School Debt	\$0.00	NRS 371.040 & 482.181
6547	BGST MC/EXP Pershing School Debt	\$0.00	NRS 371.040 & 482.181
6548	BGST MC/EXP Storey School Debt	\$0.00	NRS 371.040 & 482.181
6549	BGST MC/EXP Washoe School Debt	\$0.00	NRS 371.040 & 482.181
6550	BGST MC/EXP White Pine School Debt	\$0.00	NRS 371.040 & 482.181
6551	BGST MC/EXP IRP Carson City School Operating	\$0.00	NRS 371.040 & 482.181
6552	BGST MC/EXP IRP Churchill School Operating	\$0.00	NRS 371.040 & 482.181
6553	BGST MC/EXP IRP Clark School Operating	\$0.00	NRS 371.040 & 482.181
6554	BGST MC/EXP IRP Douglas School Operating	\$0.00	NRS 371.040 & 482.181
6555	BGST MC/EXP IRP Elko School Operating	\$0.00	NRS 371.040 & 482.181
6556	BGST MC/EXP IRP Esmeralda School Operating	\$0.00	NRS 371.040 & 482.181
6557	BGST MC/EXP IRP Eureka School Operating	\$0.00	NRS 371.040 & 482.181
6558	BGST MC/EXP IRP Humboldt School Operating	\$0.00	NRS 371.040 & 482.181
6559	BGST MC/EXP IRP Lander School Operating	\$0.00	NRS 371.040 & 482.181
6560	BGST MC/EXP IRP Lincoln School Operating	\$0.00	NRS 371.040 & 482.181
6561	BGST MC/EXP IRP Lyon School Operating	\$0.00	NRS 371.040 & 482.181
6562	BGST MC/EXP IRP Mineral School Operating	\$0.00	NRS 371.040 & 482.181
6563	BGST MC/EXP IRP Nye School Operating	\$0.00	NRS 371.040 & 482.181
6564	BGST MC/EXP IRP Pershing School Operating	\$0.00	NRS 371.040 & 482.181
6565	BGST MC/EXP IRP Storey School Operating	\$0.00	NRS 371.040 & 482.181
6566	BGST MC/EXP IRP Washoe School Operating	\$0.00	NRS 371.040 & 482.181
6567	BGST MC/EXP IRP White Pine School Operating	\$0.00	NRS 371.040 & 482.181
6568	BGST MC/EXP IRP Carson City School Debt	\$0.00	NRS 371.040 & 482.181
6569	BGST MC/EXP IRP Churchill School Debt	\$0.00	NRS 371.040 & 482.181
6570	BGST MC/EXP IRP Clark School Debt	\$0.00	NRS 371.040 & 482.181
6571	BGST MC/EXP IRP Douglas School Debt	\$0.00	NRS 371.040 & 482.181
6572	BGST MC/EXP IRP Elko School Debt	\$0.00	NRS 371.040 & 482.181
6573	BGST MC/EXP IRP Esmeralda School Debt	\$0.00	NRS 371.040 & 482.181
6574	BGST MC/EXP IRP Eureka School Debt	\$0.00	NRS 371.040 & 482.181

6575	BGST MC/EXP IRP Humboldt School Debt	\$0.00	NRS 371.040 & 482.181
6576	BGST MC/EXP IRP Lander School Debt	\$0.00	NRS 371.040 & 482.181
6577	BGST MC/EXP IRP Lincoln School Debt	\$0.00	NRS 371.040 & 482.181
6578	BGST MC/EXP IRP Lyon School Debt	\$0.00	NRS 371.040 & 482.181
6579	BGST MC/EXP IRP Mineral School Debt	\$0.00	NRS 371.040 & 482.181
6580	BGST MC/EXP IRP Nye School Debt	\$0.00	NRS 371.040 & 482.181
6581	BGST MC/EXP IRP Pershing School Debt	\$0.00	NRS 371.040 & 482.181
6582	BGST MC/EXP IRP Storey School Debt	\$0.00	NRS 371.040 & 482.181
6583	BGST MC/EXP IRP Washoe School Debt	\$0.00	NRS 371.040 & 482.181
6584	BGST MC/EXP IRP White Pine School Debt	\$0.00	NRS 371.040 & 482.181
6585	MC/EXP BGST Allocation General Fund For Carson City	\$0.00	SB429
6586	MC/EXP BGST Allocation General Fund For Churchill County	\$0.00	SB429
6587	MC/EXP BGST Allocation General Fund For Clark County	\$0.00	SB429
6588	MC/EXP BGST Allocation General Fund For Douglas County	\$0.00	SB429
6589	MC/EXP BGST Allocation General Fund For Elko County	\$0.00	SB429
6590	MC/EXP BGST Allocation General Fund For Esmeralda County	\$0.00	SB429
6591	MC/EXP BGST Allocation General Fund For Eureka County	\$0.00	SB429
6592	MC/EXP BGST Allocation General Fund For Humboldt County	\$0.00	SB429
6593	MC/EXP BGST Allocation General Fund For Lander County	\$0.00	SB429
6594	MC/EXP BGST Allocation General Fund For Lincoln County	\$0.00	SB429
6595	MC/EXP BGST Allocation General Fund For Lyon County	\$0.00	SB429
6596	MC/EXP BGST Allocation General Fund For Mineral County	\$0.00	SB429
6597	MC/EXP BGST Allocation General Fund For Nye County	\$0.00	SB429
6598	MC/EXP BGST Allocation General Fund For Pershing County	\$0.00	SB429
6599	MC/EXP BGST Allocation General Fund For Storey County	\$0.00	SB429
6600	MC/EXP BGST Allocation General Fund For Washoe County	\$0.00	SB429
6601	MC/EXP BGST Allocation General Fund For White Pine County	\$0.00	SB429
6602	MC/EXP Inter County BGST Allocation General Fund For Carson City	\$0.00	SB429
6603	MC/EXP Inter County BGST Allocation General Fund For Churchill County	\$0.00	SB429
6604	MC/EXP Inter County BGST Allocation General Fund For Clark County	\$0.00	SB429
6605	MC/EXP Inter County BGST Allocation General Fund For Douglas County	\$0.00	SB429
6606	MC/EXP Inter County BGST Allocation General Fund For Elko County	\$0.00	SB429
6607	MC/EXP Inter County BGST Allocation General Fund For Esmeralda County	\$0.00	SB429
6608	MC/EXP Inter County BGST Allocation General Fund For Eureka County	\$0.00	SB429
6609	MC/EXP Inter County BGST Allocation General Fund For Humboldt County	\$0.00	SB429
6610	MC/EXP Inter County BGST Allocation General Fund For Lander County	\$0.00	SB429
6611	MC/EXP Inter County BGST Allocation General Fund For Lincoln County	\$0.00	SB429
6612	MC/EXP Inter County BGST Allocation General Fund For Lyon County	\$0.00	SB429
6613	MC/EXP Inter County BGST Allocation General Fund For Mineral County	\$0.00	SB429
6614	MC/EXP Inter County BGST Allocation General Fund For Nye County	\$0.00	SB429
6615	MC/EXP Inter County BGST Allocation General Fund For Pershing County	\$0.00	SB429
6616	MC/EXP Inter County BGST Allocation General Fund For Storey County	\$0.00	SB429
6617	MC/EXP Inter County BGST Allocation General Fund For Washoe County	\$0.00	SB429
6618	MC/EXP Inter County BGST Allocation General Fund For White Pine County	\$0.00	SB429
6619	MC/EXP BGST Highway Fund For Carson City	\$0.00	SB429 482.182.1b & .3
6620	MC/EXP BGST Highway Fund For Churchill County	\$0.00	SB429 482.182.1b & .3
6621	MC/EXP BGST Highway Fund For Clark County	\$0.00	SB429 482.182.1b & .3
6622	MC/EXP BGST Highway Fund For Douglas County	\$0.00	SB429 482.182.1b & .3
6623	MC/EXP BGST Highway Fund For Elko County	\$0.00	SB429 482.182.1b & .3
6624	MC/EXP BGST Highway Fund For Esmeralda County	\$0.00	SB429 482.182.1b & .3
6625	MC/EXP BGST Highway Fund For Eureka County	\$0.00	SB429 482.182.1b & .3
6626	MC/EXP BGST Highway Fund For Humboldt County	\$0.00	SB429 482.182.1b & .3
6627	MC/EXP BGST Highway Fund For Lander County	\$0.00	SB429 482.182.1b & .3
6628	MC/EXP BGST Highway Fund For Lincoln County	\$0.00	SB429 482.182.1b & .3
6629	MC/EXP BGST Highway Fund For Lyon County	\$0.00	SB429 482.182.1b & .3
6630	MC/EXP BGST Highway Fund For Mineral County	\$0.00	SB429 482.182.1b & .3
6631	MC/EXP BGST Highway Fund For Nye County	\$0.00	SB429 482.182.1b & .3
6632	MC/EXP BGST Highway Fund For Pershing County	\$0.00	SB429 482.182.1b & .3
6633	MC/EXP BGST Highway Fund For Storey County	\$0.00	SB429 482.182.1b & .3
6634	MC/EXP BGST Highway Fund For Washoe County	\$0.00	SB429 482.182.1b & .3
6635	MC/EXP BGST Highway Fund For White Pine County	\$0.00	SB429 482.182.1b & .3
6636	MC/EXP Inter County BGST Highway Fund For Carson City	\$0.00	SB429 482.182.1b & .3
6637	MC/EXP Inter County BGST Highway Fund For Churchill County	\$0.00	SB429 482.182.1b & .3

6638	MC/EXP Inter County BGST Highway Fund For Clark County	\$0.00	SB429 482.182.1b & .3
6639	MC/EXP Inter County BGST Highway Fund For Douglas County	\$0.00	SB429 482.182.1b & .3
6640	MC/EXP Inter County BGST Highway Fund For Elko County	\$0.00	SB429 482.182.1b & .3
6641	MC/EXP Inter County BGST Highway Fund For Esmeralda County	\$0.00	SB429 482.182.1b & .3
6642	MC/EXP Inter County BGST Highway Fund For Eureka County	\$0.00	SB429 482.182.1b & .3
6643	MC/EXP Inter County BGST Highway Fund For Humboldt County	\$0.00	SB429 482.182.1b & .3
6644	MC/EXP Inter County BGST Highway Fund For Lander County	\$0.00	SB429 482.182.1b & .3
6645	MC/EXP Inter County BGST Highway Fund For Lincoln County	\$0.00	SB429 482.182.1b & .3
6646	MC/EXP Inter County BGST Highway Fund For Lyon County	\$0.00	SB429 482.182.1b & .3
6647	MC/EXP Inter County BGST Highway Fund For Mineral County	\$0.00	SB429 482.182.1b & .3
6648	MC/EXP Inter County BGST Highway Fund For Nye County	\$0.00	SB429 482.182.1b & .3
6649	MC/EXP Inter County BGST Highway Fund For Pershing County	\$0.00	SB429 482.182.1b & .3
6650	MC/EXP Inter County BGST Highway Fund For Storey County	\$0.00	SB429 482.182.1b & .3
6651	MC/EXP Inter County BGST Highway Fund For Washoe County	\$0.00	SB429 482.182.1b & .3
6652	MC/EXP Inter County BGST Highway Fund For White Pine County	\$0.00	SB429 482.182.1b & .3
6653	BGST MC/EXP Perm Trailer Registration For Carson City	\$86.00	NRS 371.040 & 482.482
6654	BGST MC/EXP Perm Trailer Registration For Churchill	\$86.00	NRS 371.040 & 482.482
6655	BGST MC/EXP Perm Trailer Registration For Clark	\$86.00	NRS 371.040 & 482.482
6656	BGST MC/EXP Perm Trailer Registration For Douglas	\$86.00	NRS 371.040 & 482.482
6657	BGST MC/EXP Perm Trailer Registration For Elko	\$86.00	NRS 371.040 & 482.482
6658	BGST MC/EXP Perm Trailer Registration For Esmeralda	\$86.00	NRS 371.040 & 482.482
6659	BGST MC/EXP Perm Trailer Registration For Eureka	\$86.00	NRS 371.040 & 482.482
6660	BGST MC/EXP Perm Trailer Registration For Humboldt	\$86.00	NRS 371.040 & 482.482
6661	BGST MC/EXP Perm Trailer Registration For Lander	\$86.00	NRS 371.040 & 482.482
6662	BGST MC/EXP Perm Trailer Registration For Lincoln	\$86.00	NRS 371.040 & 482.482
6663	BGST MC/EXP Perm Trailer Registration For Lyon	\$86.00	NRS 371.040 & 482.482
6664	BGST MC/EXP Perm Trailer Registration For Mineral	\$86.00	NRS 371.040 & 482.482
6665	BGST MC/EXP Perm Trailer Registration For Nye	\$86.00	NRS 371.040 & 482.482
6666	BGST MC/EXP Perm Trailer Registration For Pershing	\$86.00	NRS 371.040 & 482.482
6667	BGST MC/EXP Perm Trailer Registration For Storey	\$86.00	NRS 371.040 & 482.482
6668	BGST MC/EXP Perm Trailer Registration For Washoe	\$86.00	NRS 371.040 & 482.482
6669	BGST MC/EXP Perm Trailer Registration For White Pine	\$86.00	NRS 371.040 & 482.482
6670	6% Commission MC/EXP BGST For Carson	\$0.00	NRS 482.180
6671	6% Commission MC/EXP BGST For Churchill	\$0.00	NRS 482.180
6672	6% Commission MC/EXP BGST For Clark	\$0.00	NRS 482.180
6673	6% Commission MC/EXP BGST For Douglas	\$0.00	NRS 482.180
6674	6% Commission MC/EXP BGST For Elko	\$0.00	NRS 482.180
6675	6% Commission MC/EXP BGST For Esmeralda	\$0.00	NRS 482.180
6676	6% Commission MC/EXP BGST For Eureka	\$0.00	NRS 482.180
6677	6% Commission MC/EXP BGST For Humboldt	\$0.00	NRS 482.180
6678	6% Commission MC/EXP BGST For Lander	\$0.00	NRS 482.180
6679	6% Commission MC/EXP BGST For Lincoln	\$0.00	NRS 482.180
6680	6% Commission MC/EXP BGST For Lyon	\$0.00	NRS 482.180
6681	6% Commission MC/EXP BGST For Mineral	\$0.00	NRS 482.180
6682	6% Commission MC/EXP BGST For Nye	\$0.00	NRS 482.180
6683	6% Commission MC/EXP BGST For Pershing	\$0.00	NRS 482.180
6684	6% Commission MC/EXP BGST For Storey	\$0.00	NRS 482.180
6685	6% Commission MC/EXP BGST For Washoe	\$0.00	NRS 482.180
6686	6% Commission MC/EXP BGST For White Pine	\$0.00	NRS 482.180
6687	6% MC/EXP BGST Commission For Carson	\$0.00	NRS 482.180
6688	6% MC/EXP BGST Commission For Churchill	\$0.00	NRS 482.180
6689	6% MC/EXP BGST Commission For Clark	\$0.00	NRS 482.180
6690	6% MC/EXP BGST Commission For Douglas	\$0.00	NRS 482.180
6691	6% MC/EXP BGST Commission For Elko	\$0.00	NRS 482.180
6692	6% MC/EXP BGST Commission For Esmeralda	\$0.00	NRS 482.180
6693	6% MC/EXP BGST Commission For Eureka	\$0.00	NRS 482.180
6694	6% MC/EXP BGST Commission For Humboldt	\$0.00	NRS 482.180
6695	6% MC/EXP BGST Commission For Lander	\$0.00	NRS 482.180
6696	6% MC/EXP BGST Commission For Lincoln	\$0.00	NRS 482.180
6697	6% MC/EXP BGST Commission For Lyon	\$0.00	NRS 482.180
6698	6% MC/EXP BGST Commission For Mineral	\$0.00	NRS 482.180
6699	6% MC/EXP BGST Commission For Nye	\$0.00	NRS 482.180
6700	6% MC/EXP BGST Commission For Pershing	\$0.00	NRS 482.180

6701	6% MC/EXP BGST Commission For Storey	\$0.00	NRS 482.180
6702	6% MC/EXP BGST Commission For Washoe	\$0.00	NRS 482.180
6703	6% MC/EXP BGST Commission For White Pine	\$0.00	NRS 482.180
6704	6% Commission MC/EXP Original Registration SGST For Carson	\$0.00	NRS 482.181
6705	6% Commission MC/EXP Original Registration SGST For Churchill	\$0.00	NRS 482.181
6706	6% Commission MC/EXP Original Registration SGST For Clark	\$0.00	NRS 482.181
6707	6% Commission MC/EXP Original Registration SGST For Douglas	\$0.00	NRS 482.181
6708	6% Commission MC/EXP Original Registration SGST For Elko	\$0.00	NRS 482.181
6709	6% Commission MC/EXP Original Registration SGST For Esmeralda	\$0.00	NRS 482.181
6710	6% Commission MC/EXP Original Registration SGST For Eureka	\$0.00	NRS 482.181
6711	6% Commission MC/EXP Original Registration SGST For Humboldt	\$0.00	NRS 482.181
6712	6% Commission MC/EXP Original Registration SGST For Lander	\$0.00	NRS 482.181
6713	6% Commission MC/EXP Original Registration SGST For Lincoln	\$0.00	NRS 482.181
6714	6% Commission MC/EXP Original Registration SGST For Lyon	\$0.00	NRS 482.181
6715	6% Commission MC/EXP Original Registration SGST For Mineral	\$0.00	NRS 482.181
6716	6% Commission MC/EXP Original Registration SGST For Nye	\$0.00	NRS 482.181
6717	6% Commission MC/EXP Original Registration SGST For Pershing	\$0.00	NRS 482.181
6718	6% Commission MC/EXP Original Registration SGST For Storey	\$0.00	NRS 482.181
6719	6% Commission MC/EXP Original Registration SGST For Washoe	\$0.00	NRS 482.181
6720	6% Commission MC/EXP Original Registration SGST For White Pine	\$0.00	NRS 482.181
6726	MC/EXP NV 100% Intra County BGST For Carson	\$0.00	NRS 371.040 & 482.482
6727	MC/EXP NV 100% Intra County BGST For Churchill	\$0.00	NRS 371.040 & 482.482
6728	MC/EXP NV 100% Intra County BGST For Clark	\$0.00	NRS 371.040 & 482.482
6729	MC/EXP NV 100% Intra County BGST For Douglas	\$0.00	NRS 371.040 & 482.482
6730	MC/EXP NV 100% Intra County BGST For Elko	\$0.00	NRS 371.040 & 482.482
6731	MC/EXP NV 100% Intra County BGST For Esmeralda	\$0.00	NRS 371.040 & 482.482
6732	MC/EXP NV 100% Intra County BGST For Eureka	\$0.00	NRS 371.040 & 482.482
6733	MC/EXP NV 100% Intra County BGST For Humboldt	\$0.00	NRS 371.040 & 482.482
6734	MC/EXP NV 100% Intra County BGST For Lander	\$0.00	NRS 371.040 & 482.482
6735	MC/EXP NV 100% Intra County BGST For Lincoln	\$0.00	NRS 371.040 & 482.482
6736	MC/EXP NV 100% Intra County BGST For Lyon	\$0.00	NRS 371.040 & 482.482
6737	MC/EXP NV 100% Intra County BGST For Mineral	\$0.00	NRS 371.040 & 482.482
6738	MC/EXP NV 100% Intra County BGST For Nye	\$0.00	NRS 371.040 & 482.482
6739	MC/EXP NV 100% Intra County BGST For Pershing	\$0.00	NRS 371.040 & 482.482
6740	MC/EXP NV 100% Intra County BGST For Storey	\$0.00	NRS 371.040 & 482.482
6741	MC/EXP NV 100% Intra County BGST For Washoe	\$0.00	NRS 371.040 & 482.482
6742	MC/EXP NV 100% Intra County BGST For White Pine	\$0.00	NRS 371.040 & 482.482
6743	MC/EXP SGST Registration For Carson	\$0.00	NRS 371.045
6744	MC/EXP SGST Registration For Churchill	\$0.00	NRS 371.045
6745	MC/EXP SGST Registration For Clark	\$0.00	NRS 371.045
6746	MC/EXP SGST Registration For Douglas	\$0.00	NRS 371.045
6747	MC/EXP SGST Registration For Elko	\$0.00	NRS 371.045
6748	MC/EXP SGST Registration For Esmeralda	\$0.00	NRS 371.045
6749	MC/EXP SGST Registration For Eureka	\$0.00	NRS 371.045
6750	MC/EXP SGST Registration For Humboldt	\$0.00	NRS 371.045
6751	MC/EXP SGST Registration For Lander	\$0.00	NRS 371.045
6752	MC/EXP SGST Registration For Lincoln	\$0.00	NRS 371.045
6753	MC/EXP SGST Registration For Lyon	\$0.00	NRS 371.045
6754	MC/EXP SGST Registration For Mineral	\$0.00	NRS 371.045
6755	MC/EXP SGST Registration For Nye	\$0.00	NRS 371.045
6756	MC/EXP SGST Registration For Pershing	\$0.00	NRS 371.045
6757	MC/EXP SGST Registration For Storey	\$0.00	NRS 371.045
6758	MC/EXP SGST Registration For Washoe	\$0.00	NRS 371.045
6759	MC/EXP SGST Registration For White Pine	\$0.00	NRS 371.045
6900	2% Commission MC/EXP Local Fund FST For Carson	\$0.00	NRS 482.260
6901	2% Commission MC/EXP Local Fund FST For Churchill	\$0.00	NRS 482.260
6902	2% Commission MC/EXP Local Fund FST For Clark	\$0.00	NRS 482.260
6903	2% Commission MC/EXP Local Fund FST For Douglas	\$0.00	NRS 482.260
6904	2% Commission MC/EXP Local Fund FST For Elko	\$0.00	NRS 482.260
6905	2% Commission MC/EXP Local Fund FST For Esmeralda	\$0.00	NRS 482.260
6906	2% Commission MC/EXP Local Fund FST For Eureka	\$0.00	NRS 482.260
6907	2% Commission MC/EXP Local Fund FST For Humboldt	\$0.00	NRS 482.260
6908	2% Commission MC/EXP Local Fund FST For Lander	\$0.00	NRS 482.260

6909	2% Commission MC/EXP Local Fund FST For Lincoln	\$0.00	NRS 482.260
6910	2% Commission MC/EXP Local Fund FST For Lyon	\$0.00	NRS 482.260
6911	2% Commission MC/EXP Local Fund FST For Mineral	\$0.00	NRS 482.260
6912	2% Commission MC/EXP Local Fund FST For Nye	\$0.00	NRS 482.260
6913	2% Commission MC/EXP Local Fund FST For Pershing	\$0.00	NRS 482.260
6914	2% Commission MC/EXP Local Fund FST For Storey	\$0.00	NRS 482.260
6915	2% Commission MC/EXP Local Fund FST For Washoe	\$0.00	NRS 482.260
6916	2% Commission MC/EXP Local Fund FST For White Pine	\$0.00	NRS 482.260
6917	2% Commission MC/EXP General FST For Carson	\$0.00	NRS 482.260
6918	2% Commission MC/EXP General FST For Churchill	\$0.00	NRS 482.260
6919	2% Commission MC/EXP General FST For Clark	\$0.00	NRS 482.260
6920	2% Commission MC/EXP General FST For Douglas	\$0.00	NRS 482.260
6921	2% Commission MC/EXP General FST For Elko	\$0.00	NRS 482.260
6922	2% Commission MC/EXP General FST For Esmeralda	\$0.00	NRS 482.260
6923	2% Commission MC/EXP General FST For Eureka	\$0.00	NRS 482.260
6924	2% Commission MC/EXP General FST For Humboldt	\$0.00	NRS 482.260
6925	2% Commission MC/EXP General FST For Lander	\$0.00	NRS 482.260
6926	2% Commission MC/EXP General FST For Lincoln	\$0.00	NRS 482.260
6927	2% Commission MC/EXP General FST For Lyon	\$0.00	NRS 482.260
6928	2% Commission MC/EXP General FST For Mineral	\$0.00	NRS 482.260
6929	2% Commission MC/EXP General FST For Nye	\$0.00	NRS 482.260
6930	2% Commission MC/EXP General FST For Pershing	\$0.00	NRS 482.260
6931	2% Commission MC/EXP General FST For Storey	\$0.00	NRS 482.260
6932	2% Commission MC/EXP General FST For Washoe	\$0.00	NRS 482.260
6933	2% Commission MC/EXP General FST For White Pine	\$0.00	NRS 482.260
6934	MC/EXP Local Governmental FST For Carson City	\$0.00	See Sales Tax NRS Tab
6935	MC/EXP Local Governmental FST For Churchill	\$0.00	See Sales Tax NRS Tab
6936	MC/EXP Local Governmental FST For Clark	\$0.00	See Sales Tax NRS Tab
6937	MC/EXP Local Governmental FST For Douglas	\$0.00	See Sales Tax NRS Tab
6938	MC/EXP Local Governmental FST For Elko	\$0.00	See Sales Tax NRS Tab
6939	MC/EXP Local Governmental FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
6940	MC/EXP Local Governmental FST For Eureka	\$0.00	See Sales Tax NRS Tab
6941	MC/EXP Local Governmental FST For Humboldt	\$0.00	See Sales Tax NRS Tab
6942	MC/EXP Local Governmental FST For Lander	\$0.00	See Sales Tax NRS Tab
6943	MC/EXP Local Governmental FST For Lincoln	\$0.00	See Sales Tax NRS Tab
6944	MC/EXP Local Governmental FST For Lyon	\$0.00	See Sales Tax NRS Tab
6945	MC/EXP Local Governmental FST For Mineral	\$0.00	See Sales Tax NRS Tab
6946	MC/EXP Local Governmental FST For Nye	\$0.00	See Sales Tax NRS Tab
6947	MC/EXP Local Governmental FST For Pershing	\$0.00	See Sales Tax NRS Tab
6948	MC/EXP Local Governmental FST For Storey	\$0.00	See Sales Tax NRS Tab
6949	MC/EXP Local Governmental FST For Washoe	\$0.00	See Sales Tax NRS Tab
6950	MC/EXP Local Governmental FST For White Pine	\$0.00	See Sales Tax NRS Tab
6951	MC/EXP General Fund FST For Carson City	\$0.00	See Sales Tax NRS Tab
6952	MC/EXP General Fund FST For Churchill	\$0.00	See Sales Tax NRS Tab
6953	MC/EXP General Fund FST For Clark	\$0.00	See Sales Tax NRS Tab
6954	MC/EXP General Fund FST For Douglas	\$0.00	See Sales Tax NRS Tab
6955	MC/EXP General Fund FST For Elko	\$0.00	See Sales Tax NRS Tab
6956	MC/EXP General Fund FST For Esmeralda	\$0.00	See Sales Tax NRS Tab
6957	MC/EXP General Fund FST For Eureka	\$0.00	See Sales Tax NRS Tab
6958	MC/EXP General Fund FST For Humboldt	\$0.00	See Sales Tax NRS Tab
6959	MC/EXP General Fund FST For Lander	\$0.00	See Sales Tax NRS Tab
6960	MC/EXP General Fund FST For Lincoln	\$0.00	See Sales Tax NRS Tab
6961	MC/EXP General Fund FST For Lyon	\$0.00	See Sales Tax NRS Tab
6962	MC/EXP General Fund FST For Mineral	\$0.00	See Sales Tax NRS Tab
6963	MC/EXP General Fund FST For Nye	\$0.00	See Sales Tax NRS Tab
6964	MC/EXP General Fund FST For Pershing	\$0.00	See Sales Tax NRS Tab
6965	MC/EXP General Fund FST For Storey	\$0.00	See Sales Tax NRS Tab
6966	MC/EXP General Fund FST For Washoe	\$0.00	See Sales Tax NRS Tab
6967	MC/EXP General Fund FST For White Pine	\$0.00	See Sales Tax NRS Tab
7010	Returned Item Fee \$25	\$25.00	353C.115 & 481.079
7011	Bad Check Charge \$500	\$500.00	NRS 41.620
7012	Revenue Recovery Old Accounts	\$0.00	n/a
7013	Revenue Recovery Contra Asset	\$0.00	482.180

7014	Revenue Recovery Late Fees Assessed	\$0.00	n/a
7015	Revenue Recovery BGST Penalty	\$0.00	NRS 371.140 & 360A.040
7016	Revenue Recovery Collection State Comm. Retained	\$0.00	NRS 353C.135
7020	Admin. Miscellaneous Fees	\$0.00	n/a
7021	Record Search Fees	\$0.00	NAC 481.520 & NRS 481.063
7022	Data Processing Record Search Fees	\$0.00	NAC 481.520 & NRS 481.063
7023	Commercial Records Search Fees	\$0.00	NAC 481.520 & NRS 481.063
7025	Individual Driver History Fee	\$7.00	NAC 481.520 & NRS 481.063
7035	Motor Carrier Cash Bonds IFS 2240	\$0.00	n/a
7036	Financial Responsibility Security Dep IFS 2241	\$0.00	n/a
7037	Security Deposits Emission	\$0.00	NRS 445B.765
7038	Security Deposits OBL	\$0.00	NRS 482.3167, 3235, 3333, 346, 347
7095	Batch Entry Cash Over/Short	\$0.00	CLEARING ACCT
7201	Kiosk Processing Fee For Reg. Plate Renewal w/Decal	\$3.00	NRS 481.051.5 & NAC 481.035
7202	Kiosk Processing Fee For Reg. Duplicate w/Decal	\$3.00	NRS 481.051.5 & NAC 481.035
7203	Kiosk Processing Fee For Reg. Duplicate w/o Decal	\$3.00	NRS 481.051.5 & NAC 481.035
7204	Kiosk Processing Fee For Drivers History Report	\$1.00	NRS 481.051.5 & NAC 481.035
7205	Kiosk Processing Fee For Insurance	\$1.00	NRS 481.051.5 & NAC 481.035
7206	Kiosk Processing Fee For DL Renewal	\$1.00	NRS 481.051.5 & NAC 481.035
7207	Kiosk Processing Fee For DL Duplicate	\$1.00	NRS 481.051.5 & NAC 481.035
7208	Kiosk Processing Fee For ID Renewal	\$1.00	NRS 481.051.5 & NAC 481.035
7209	Kiosk Processing Fee For ID Duplicate	\$1.00	NRS 481.051.5 & NAC 481.035
7210	Kiosk Processing Fee For Temp. Movement Permit	\$1.00	NRS 481.051.5 & NAC 481.035
7211	Kiosk Processing Fee For Inst Permit Duplicate	\$1.00	NRS 481.051.5 & NAC 481.035
7400	OHV Registration Decal Fee Original	\$20.00	490.084 & NAC 490.450
7401	OHV Registration Decal Fee Renewal	\$20.00	490.084 & NAC 490.450
7402	OHV Replacement Decal Fee	\$5.00	490.084 & NAC 490.360
7403	OHV Title Processing Fee	\$8.25	490.084 & NAC 490.360
7404	OHV Title Fee	\$20.00	490.084 & NAC 490.360
7405	OHV Title Fee Out Of State	\$35.00	490.084 & NAC 490.360
7406	OHV VIN Assignment	\$2.00	490.084 & 490.0835
7407	OHV Late Registration Fee	\$10.00	490.084
7408	OHV Commission Registration Decal Fee Original	\$0.00	490.084(b)1
7409	OHV Commission Registration Decal Fee Renewal	\$0.00	490.084(b)1
7590	Scrap Metals	\$0.00	NRS 481.079
7602	County Identifier	\$0.50	482.271
7603	Duplicate Plate Fee	\$10.00	NRS 482.500
7604	Duplicate Registration Fee	\$5.00	NRS 482.500
7626	Substitute Plate Fee	\$5.00	NRS 482.500
7638	Substitute Decal Fee	\$5.00	NRS 482.500
8001	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8002	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8003	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8004	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8005	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8006	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8007	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8008	Accounts Receivable Outside Governmental Entity	\$0.00	PO Acct / not in use
8009	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8010	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8011	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8012	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8013	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8014	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8015	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8016	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8017	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8018	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8019	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8020	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8021	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8022	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8023	Accounts Receivable Intra State	\$0.00	PO Acct / not in use

8088	Special Plate Trust Account	\$0.00	PO Acct / not in use
8089	Accounts Receivable Intra State	\$0.00	n/a
8090	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8091	Accounts Receivable Intra State	\$0.00	PO Acct / not in use
8100	Change Fund Due to Highway Fund	\$0.00	
8900	Revenue Recovery Asset	\$0.00	482,180
8990	Temporary Conversion Account	\$0.00	n/a
9000	Registration	\$0.00	n/a
9050	Occupational License/Business License	\$0.00	n/a
9100	Emissions	\$0.00	n/a
9150	Insurance Verification	\$0.00	n/a
9175	Off Highway Vehicle	\$0.00	n/a
9200	Drivers License	\$0.00	n/a
9250	Motor Carrier Other	\$0.00	n/a
9300	Motor Carrier Special Fuel	\$0.00	n/a
9350	Motor Carrier Motor Fuel	\$0.00	n/a
9400	Administrative Service Division	\$0.00	n/a
9450	Record Research	\$0.00	n/a
9500	Non Revenue Events	\$0.00	n/a
9600	Motor Carrier Inter Face	\$0.00	n/a
9998	Prior Year Expenditures	\$0.00	CLEARING ACCT
9999	Fund 618 Expenditures	\$0.00	CLEARING ACCT

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3101	FSD	VR	Private Party Sales	Standard Title - Expedited Fee	482.4285, 482.907		VP-G53.03, VP-G54.02
3088	FSD	VR	Private Party Sales	License Plate Transfers	482.206, 482.216, 482.399, 482.480		VP-B25.03
3036	FSD	VR	Private Party Sales	New Registration	482.215, 372.365, 482.205, 482.230		VP-B01.06, VP-B43.2
3070	FSD	VR	Private Party Sales	Temporary Movement Permit	482.396	482	VP-C01.08
3045	FSD	VR	Private Party Sales	Permits	482.3955, 482.553, 482.383		VP-C02.05, VP-V03.06, VP-C04.4,
3058	FSD	VR	Private Party Sales	Individual Plate Order	482.3667, 2338, 482.230		VP-D06.07, VP-D05.04
3013	FSD	VR	Private Party Sales	Standard Title - Fee	482.4, 482.415		VP-G02.09
3058	FSD	VR	Specialty Plates	Individual Plate Order	482.3667, 2338, 482.230		
3205	FSD	VR	Specialty Plates	Edrs Online Registration (Dwp)			
3095	FSD	VR	Specialty Plates	Vehicle Renewal - Substitute Plate	482.124, 482.265, 482.285, 482.500		VP-B04.06
3070	FSD	VR	Specialty Plates	Temporary Movement Permit	482.396		VP-C01.08
3045	FSD	VR	Specialty Plates	Permits	482.3955, 482.553, 482.383		VP-C02.05, VP-V03.06, VP-C04.4,
3036	FSD	VR	New Residents	New Registration	482.215, 372.365, 482.205, 482.230		
3013	FSD	VR	New Residents	Standard Title - Fee	482.4, 482.415		

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3101	FSD	VR	New Residence	Standard Title - Expedited Fee	482.4285, 482.907		
3070	FSD	VR	New Residents	Temporary Movement Permit	482.396		
3045	FSD	VR	New Residents	Permits	482.3955, 482.553, 482.383		
3058	FSD	VR	New Residents	Individual Plate Order	482.3667, 2338, 482.230		
3050	FSD	VR	New Residents	Sales Tax Only	360.355, 372.055, 372.365, 374.030, 372.040, 374.070, 374.370		
3053	FSD	VR	Duplicate Plates	Substitute Decal			
3079	FSD	VR	Duplicate Plates	Individual - Duplicate Plates	482.206, 482.285, 482.399, 482.3757, 482.3775, 482.3785, 482.3787		VP-D10.08
3059	FSD	VR	FLEETS	Business Create Fleet	482.293, 482.644, 482.215, 482.182, 6908.023,	482.644, 482.646, 482.656, 482.650	VP-I01.03, VP1-102.01
3034	FSD	VR	FLEETS * based off 25 fleet vehicles	Business Fleet Registration			
3061	FSD	VR	FLEETS	Business Fleet Turn In Plate			
3063	FSD	VR	FLEETS * based off 25 fleet vehicles	Business Fleet Renewal			
3070	FSD	VR	FLEETS	Temporary Movement Permit	482.396		VP-C01.08
3080	FSD	VR	FLEETS	Business - Duplicate Plates			
3082	FSD	VR	FLEETS * based off 25 fleet vehicles	New Registration & Standard Title - Fleet			
3095	FSD	VR	FLEETS	Vehicle Renewal - Substitute Plate			VP-D10.08
3101	FSD	VR	FLEETS	Standard Title - Expedited Fee	482.4285, 482.907		VP-G53.03, VP-G54.02
3013	FSD	VR	FLEETS	Standard Title - Fee	482.4, 482.415		VP-G02.09
3057	FSD	VR	FLEETS	Business Plate Order			
3104	FSD	VR	FLEETS	Standard Title - Expedited Processing Bulk Fee			
3012	FSD	VR	FLEETS	Salvage Title - Bulk No Fee			
3011	FSD	VR	FLEETS	Salvage Title - Fee			VP-G51.01

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3046	FSD	VR	Handicap Placard	Individual Handicap Request Or Placard	482.38333, 482.3837, 482.3839		VP-F01-12, VP-F05.02
3045	FSD	VR	Permits	Permits	482.3955, 482.553, 482.383		VP-C02.05, VP-V03.06, VP-C.04.4,
3044	FSD	VR	Golf Permit	Golf Cart Permits	482.044		VP-B11.06
3086	FSD	VR	New Registration and Title	New Registration and Title			
3050	FSD	VR	Sales Tax	Sales Tax Only	360.355, 372.055, 372.365, 374.030, 372.040, 374.070, 374.370		VP-J01, J02, J03, J04, J05, J06, J07
3047	FSD	VR	Business Handicap Placard	Business Handicap Request Or Placard			
5000	CSD	OHV	OHV Standard Title	Ohv Standard Title - Fee	482.135		
5008	CSD	OHV	OHV New Registration	Ohv New Registration			
5009	CSD	OHV	OHV Registration Renewal	Ohv Registration Renewal			No specific Policy Number. OHV Registration and Title Guide.
5010	CSD	OHV	OHV Duplicate Decal	Ohv Duplicate Decal			
5013	CSD	OHV	OHV Standard Title and New Registration	Ohv Standard Title & New Registration			
5018	CSD	OHV	OHV Cancel Registration	Ohv Cancel Registration			
5016	CSD	OHV	OHV Standard Title-Bulk Fee	OHV Standard Title - Bulk Fee			
3170	FSD	VR	Non Resident Permit	Non-Resident Business Permit	482.3961, 706, 445B		VP-C07.04
3170	FSD	VR	Non Resident Permit-Renewal	Non-Resident Business Permit			
3172	FSD	VR	Non Resident Permit-Reprint	Non-Resident Business Permit - Reprint			
1090	CED	VR	Autonomous Testing Vehicle Plates	Autonomous Testing Vehicle Plates			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1091	CED	VR	Change Info on Existing Autonomous Testing Plate	Change Info On Existing Autonomous Testing Plates			
1092	CED	VR	Duplicate Registration Autonomous Testing Plate	Duplicate Registration (Autonomous Testing Plate)			
1093	CED	VR	Substitute Decal Autonomous Testing Plate	Substitute Decal (Autonomous Testing Plate)			
1094	CED	VR	Renew Autonomous Testing Plate	Renew Autonomous Testing Plate			
1016	CED	OL	Business License	New Business License	No NRS changes		
1024	CED	OL	License Renewal (Batch Online)	Renew Business License (Batch)			
1027	CED	OL	Business License Renewal (Online)	Renew Occupational License			
1029	CED	OL	Temporary Location- Permit	Temporary Location - Original			
1051	CED	OL	Temporary Location Permit-Change	Temporary Location - Change			
1008	CED	OL	Change Info on Existing Business License	Change Info On Existing Business			
1063	CED	OL	Business License Reprint	Reprint Business License			
1007	CED	OL	Business License Sanction	Business Sanction Payment			
1010	CED	OL	DRS Extension	Drs Extensions	Yes changes		
1019	CED	OL	Occupational License Application	New Occupational License			
1009	CED	OL	Change Info on existing Occupational License	Change Info On Existing Occupational License			
1027	CED	OL	Occupational License Renew (Currently online)	Renew Occupational License			
1073	CED	OL	Occupational License Reprint	Reprint Occupational License			
1066	CED	OL	Transfer/Associate Occupational License	Transfer/Associate Occupational License	Need to research		
1003	CED	OL	Occupational Sanction Payment	Occupational Sanction Payment			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1020	CED	OL	New Business Plates	Business Plates			
1054	CED	OL	Business Plates Renew	Renew Business Plates			
1061	CED	OL	Duplicate Business Plates	Duplicate Registration (Business Plate)			
1062	CED	OL	Substitute Decal Business Plates	Substitute Decal (Business Plate)			
1050	CED	OL	Change Info on Existing Business Plates	Change Info On Existing Business Plates			
1060	CED	OL	Instructor Renewal Annual Payment	Instructor Renewal Annual Payment			
	CED	OL	School Curriculum	School Curriculum			
1007	CED	OL	Administrative Fine Payment	Business Sanction Payment			
	CED	OL	Authorized Representatives (Add/Remove)	Authorized Representatives (Add/Remove)			
1012	CED	OL	Insurance Processing (New/Reinstatement)	Insurance Processing			
1041	CED	OL	Businee ID Cards	Business License Id Card - Original			
1074	CED	OL	Private Bidder	Private Bidder Id Card - Original			
1044	CED	OL	Business ID Card Renewal	Business License Id Card - Renew			
1030	CED	OL	Business ID Card Duplicate	Business License Id Card - Duplicate			
1075	CED	OL	Private Bidder Card Renewal	Private Bidder Id Card - Renewal			
1076	CED	OL	Private Bidder Duplicate	Private Bidder Id Card-Duplicate			
1077	CED	OL	Private Bidder Status Change	Private Bidder Status Change			
1069	CED	OL	New Class A Certification - Body Shop	New Class A Certification - Body Shop			
1070	CED	OL	Change info on Class A Certification	Change Info On Class A Certification			
2158	FSD	DAC	Driver Authorization Card	Nevada License - Dup. - Dac			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2167	FSD	DAC	Driver Authorization Card	Nevada License - Renew -DAC	NRS 483.291(6)	N/A	7.12 Renewals Duplicates, Changes & Reprints
2168	FSD	DAC	Driver Authorization Card	Nevada Instruction Permit - Renew DAC	NRS 483.291(6)	N/A	7.12 Renewals Duplicates, Changes & Reprints
2007	FSD	DL	Knowledge and Drive Test	Knowledge and Drive Test	NRS 483.330		NCDL 4.09 Drive Test
2148	FSD	DAC	Knowledge and Drive Test	Knowledge and Drive Test - DAC	NRS 483.330		NCDL 4.09 Drive Test
2093	FSD	DL	Expedited Service Permits	Original Expedited Service Permit	426.421, 426.441, 482.3835, 426.600 thru 426.630		DL-3.05, VP-F03.03
2094	FSD	DL	Expedited Service Permits	Expedited Service Permit Renewal			
2095	FSD	DL	Expedited Service Permits	Duplicate Expedited Service Permit			
2096	FSD	DL	Expedited Service Permits	Change Expedited Service Permit			
2119	FSD	DL	Expedited Service Permits	Special Id Card			DI-3.05
2153	FSD	NCDL	Driver Authorization Card	Address Change - Photo/Card Prod Only - Dac		NAC 483.0783	
2159	FSD	NCDL	Driver Authorization Card	Change Name, Dob Or Ssn - Dup. - Dac		NAC 483.0783	
2160	FSD	NCDL	Driver Authorization Card	Nevada Instruction Permit - Dup. - Dac		NAC 483.0783	
2170	FSD	NCDL	Driver Authorization Card	Temporary License - Renew - Dac			
2015	FSD	CDL	CDL Original Issuance	Nevada License - Cdl			43 CFR 383.73(m) 49 CFR 383.71
2017	FSD	CDL	CDL Original Issuance	Instruction Permit - Cdl			44 CFR 383.73(m) 49 CFR 383.71
2040	FSD	CDL	CDL Original Issuance	Temporary License - Cdl			45 CFR 383.73(m) 49 CFR 383.71
2214	FSD	CDL	CDL Original Issuance	Nevada License - Cdl - Rid			46 CFR 383.73(m) 49 CFR 383.71
2215	FSD	CDL	CDL Original Issuance	Instruction Permit - Cdl - Rid			47 CFR 383.73(m) 49 CFR 383.71
2229	FSD	CDL	CDL Original Issuance	Temporary License - Cdl - Rid			48 CFR 383.73(m) 49 CFR 383.71

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2043	FSD	CDL	CDL Renewal	Commercial License - Renew			49 CFR 383.73(m) 49 CFR 383.71
2232	FSD	CDL	CDL Renewal	Commercial License - Renew - Rid			50 CFR 383.73(m) 49 CFR 383.71
2235	FSD	CDL	CDL Renewal	Temporary License - Cdl, Renew - Rid			49 CFR 383.73(m) 49 CFR 383.71
2044	FSD	CDL	CDL Renewal	Commercial Instruction Permit - Renew			
2233	FSD	CDL	CDL Renewal	Commercial Instruction Permit - Renew - Rid			
2033	FSD	CDL	CDL Duplicate	Commercial License - Dup.			
2225	FSD	CDL	CDL Duplicate	Commercial License - Dup. - Rid			
2035	FSD	CDL	CDL Duplicate	Commercial Instruction Permit - Dup.			
2227	FSD	CDL	CDL Duplicate	Commercial Instruction Permit - Dup. - Rid			
2028	FSD	CDL	CDL Address Change	Address Change Photo/Card Prod Only			
2220	FSD	CDL	CDL Address Change	Address Change Photo/Card Prod Only - Rid			
2180	FSD	NCDL	DL Original Issuance	Nevada License - Rid			
2008	FSD	NCDL	DL Original Issuance	Nevada License			
2001	FSD	NCDL	ID Original Issuance	Original Id Card			
2210	FSD	NCDL	ID Original Issuance	Original Id Card - Rid			
2149	FSD	NCDL	DAC Original Issuance	Nevada License - Dac			
2150	FSD	NCDL	DAC Original Issuance	Instruction Permit - Dac			
2016	FSD	NCDL	DL Original Issuance	Instruction Permit			
2181	FSD	NCDL	DL Original Issuance	Instruction Permit - Rid			
2213	FSD	NCDL	DL Duplicate	Duplicate Id Card - Rid			
2004	FSD	NCDL	ID Duplicate	Duplicate Id Card			
2070	FSD	NCDL	DL Renewal	Nevada License - Renew			
2071	FSD	NCDL	DL Renewal	Nevada Instruction Permit - Renew			
2073	FSD	NCDL	DL Renewal	Temporary License - Renew			
2198	FSD	NCDL	DL Renewal	Nevada License - Renew - Rid			
2199	FSD	NCDL	DL Renewal	Nevada Instruction Permit - Renew - Rid			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2201	FSD	NCDL	DL Renewal	Temporary License - Renew - Rid			
2217	CSD	NCDL	DL Renewal	Mail-In Driver License Renewal - Rid			
2101	FSD	NCDL	ID Renewal	Id Card Renewal			
2115	CSD	NCDL	ID Renewal	Mail-In Id Card Renewal			
2243	FSD	NCDL	ID Renewal	Id Card Renewal - Rid			
2023	CSD	NCDL	DL Address Change	Mail-In Driver License Address Change			
2184	FSD	NCDL	DL Address Change	Address Change - Photo/Card Prod Only - Rid			
2218	CSD	NCDL	DL Address Change	Mail-In Driver License Address Change - Rid			
2051	FSD	NCDL	DL Address Change	Address Change - Photo/Card Prod Only			
2099	CSD	NCDL	ID Address Change	Mail-In Id Card Address Change			
2242	CSD	NCDL	ID Address Change	Mail-In Id Card Address Change - Rid			
1068	CED	OL	Inspector Classification Upgrade	Inspector Classification Upgrade			
1005	CED	OL	Original/Riders Bond Forms—Bond Processing	Bond Processing			
1005	CED	OL	Deposit in Lieu of Bond Application	Bond Processing			
1005	CED	OL	Deposit Release Application	Bond Processing			
1024	CED	OL	Renew Drive School	Renew Business License (Batch)			
1006	CED	OL	Business Sanction	Business Sanction			
1022	CED	OL	Occupational Sanction	Occupational Sanction			
1059	CED	OBL	School Annual Fee Payment	School Annual Fee Payment			
3133	CSD	VR	Standard Title-Bulk Fee Fast Title	Standard Title- Bulk Fee Fast Title			
3207	WEB	VR	Registration Fee Estimate (Dwp)	Registration Fee Estimate (Dwp)			
3208	WEB	VR	Registration and Insurance Status Inquiry (Dwp)	Registration and Insurance Status Inquiry (Dwp)			
3210	WEB	VR	Vehicle Resale Notification	Vehicle Resale Notification			
3211	WEB	VR	Vehicle Taxes History	Vehicle Taxes History			
1001	FSD/CSD	Records	Account Customer Information Request	Account Customer Information Request			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1004	CED	OBL	Bond Adjustment	Bond Adjustment			
1017		-	Does-not-work-properly	New-Business-Refund			
1018		-	Does-not-work-properly	New-Individual-Refund			
1021	FSD/CSD	Records	In House only	Non-Account Business Information Request			
1040	CED	OL	Secure E Tag Seals	Secure Documents			
1046	FSD/CSD	Records	In House only	Non-Account Indv. Information Request			
1049	MC	Gen	Motor Carrier Miscellaneous Payments	Motor Carrier Miscellaneous Payments			
1052	Gen	Records	Individual Miscellaneous Payments	Individual Miscellaneous Payments			
1053	Gen	Records	Business Miscellaneous Payments	Business Miscellaneous Payments			
1058	WEB	OBL	Renew Business License (Online)	Renew Business License (Online)			
1064	WEB	OBL	Acct Customer Information Request - Web	Acct Customer Information Request - Web			
1065	WEB	OBL	Business License Renewal - Web	Business License Renewal - Web			
1067	CED	OBL	Gas Vir Sales	Gas Vir Sales			
1071	WEB	OBL	Body Shop Survey	Body Shop Survey			
1072	CED	OBL	Diesel Vir Sales	Diesel Vir Sales			
1117	CED	OBL	Station Manager - Create	Station Manager - Create			
1118	CED	OBL	Station Manager - Update	Station Manager - Update			
1128	CED	OBL	Update Station Parameters	Update Station Parameters			
1134	WEB	OBL	Vir Gas Web Sales	Vir Gas Web Sales			
1135	WEB	OBL	Vir Diesel Web Sales	Vir Diesel Web Sales			
1201		-	Not-working	New-Motor-Carrier-Refund			
1202	GEN	Gen	Same Day Manual Refund	Same Day Manual Refund			
1203	GEN	Gen	Non-Same Day Manual Refund	Non-Same Day Manual Refund			
1204	FSD/CSD	Records	Customer Account Maintenance	Customer Account Maintenance			
1206	FSD/CSD	Gen	Customer Account Payment	Customer Account Payment			
1207	FSD/CSD	Records	Shipping Account Maintenance	Shipping Account Maintenance			
1210	FSD/CSD	DL	Aamvanet Search	Aamvanet Search			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1211	FSD/CSD	DL	Maintain Aamvanet Pointer	Maintain Aamvanet Pointer			
1212	CSD	DL	Send Out Of State Conviction	Send Out Of State Conviction			
1213	CSD	DL	Negate Out Of State Conviction	Negate Out Of State Conviction			
1214	CSD	DL	Maintain Aamvanet Pointer - Bulk	Maintain Aamvanet Pointer - Bulk			
1215	CSD	DL	Aamvanet Search - Bulk	Aamvanet Search - Bulk			
1501	ASD	Revenue Recovery	Rev. Recovery - Initiate	Rev. Recovery - Initiate			
1502	ASD	Revenue Recovery	Revenue Recovery	Rev. Recovery - Maintenance			
1503	Gen	Gen	Rev. Recovery - Payment	Rev. Recovery - Payment			
2002	FSD	DL	Change Id Card	Change Id Card			
2003	FSD	DL	Photo/Card Prod Fee Only - Id Card	Photo/Card Prod Fee Only - Id Card			
2005	FSD	DL	Vision Test Results	Vision Test Results			
2006	CSD	DL	Limited Driver Privilege	Limited Driver Privilege			
2009	CSD	DL	Driver Withdrawal	Driver Withdrawal			
2012	FSD	DL	Motor Voter Data Entry	Motor Voter Data Entry			
2013	CSD	DL	Surrendered License	Surrendered License			
2014	CSD	DL	Deceased Record	Deceased Record			
2018	FSD	DL	Add Endorsement	Add Endorsement			
2019	FSD	CDL	Add Endorsement - Cdl	Add Endorsement - Cdl			
2022	CSD	DL	Mail-In Driver License Renewal	Mail-In Driver License Renewal			
2024	CSD	DL	Conviction Details	Conviction Details			
2025	CSD	DL	Accident Details	Accident Details			
2026	CSD	DL	Traffic Safety School	Traffic Safety School			
2027	FSD	CDL	Change Name, Dob Or Ssn - Cdl	Change Name, Dob Or Ssn - Cdl			
2029	FSD	CDL	Change Class	Change Class			
2030	FSD	CDL	Reprint Commercial License	Reprint Commercial License			
2031	FSD	CDL	No Fee Commercial License	No Fee Commercial License			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2032	FSD	CDL	Photo/Card Prod Fee Only - Cdl	Photo/Card Prod Fee Only - Cdl			
2034	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Dup.	Change Name, Dob Or Ssn - Cdl, Dup.			
2039	FSD	CDL	Completion Of Instruction Permit - Cdl	Completion Of Instruction Permit - Cdl			
2041	FSD	CDL	Add Class - Original	Add Class - Original			
2045	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Renew	Change Name, Dob Or Ssn - Cdl, Renew			
2046	FSD	CDL	Temporary License- CDL Renew	Temporary License- CDL Renew			
2049	FSD	ID	No Fee Id Card	No Fee Id Card			
2050	FSD	DL	Change Name, Dob Or Ssn	Change Name, Dob Or Ssn			
2053	FSD	DL	Change Class - Ncdl	Change Class - Ncdl			
2054	FSD	DL	Reprint Driver Privilege	Reprint Driver Privilege			
2055	FSD	DL	No Fee Driver License	No Fee Driver License			
2056	FSD	DL	Photo/Card Prod Fee Only Driver License	Photo/Card Prod Fee Only Driver License			
2057	FSD	DL	Nevada License - Dup.	Nevada License - Dup.			
2058	FSD	DL	Change Name, Dob Or Ssn - Dup.	Change Name, Dob Or Ssn - Dup.			
2059	FSD	DL	Nevada Instruction Permit - Dup.	Nevada Instruction Permit - Dup.			
2067	FSD	DL	Completion Of Instruction Permit	Completion Of Instruction Permit			
2068	FSD	DL	Temporary License	Temporary License			
2069	FSD	DL	Photo/Card Prod Fee Only - Change	Photo/Card Prod Fee Only - Change			
2072	FSD	DL	Change Name, Dob, Or Ssn - Renew	Change Name, Dob, Or Ssn - Renew			
2074	FSD	DL	Photo/Card Prod Fee Only - Renew	Photo/Card Prod Fee Only - Renew			
2075	FSD	DL	Sr22/Sr26 Details	Sr22/Sr26 Details			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2077	FSD	DL	Driver Privilege W/O Renewal	Driver Privilege W/O Renewal			
2078	FSD	DL	Driver Privilege W/ Renewal	Driver Privilege W/ Renewal			
2079	FSD	DL	Clearance Letter	Clearance Letter			
2080	FSD	CDL	Driver Privilege W/O Renewal - Cdl	Driver Privilege W/O Renewal - Cdl			
2081	FSD	CDL	Driver Privilege W/ Renewal - Cdl	Driver Privilege W/ Renewal - Cdl			
2082	FSD	CDL	Clearance Letter - Cdl	Clearance Letter - Cdl			
2083	FSD	DL	Transaction not used	Reinstate Id Card			
2089	WEB	DL	Driver License Renewal Web	Driver License Renewal Web			
2097	FSD	DL	No Fee Expedited Service Permit	No Fee Expedited Service Permit			
2103	FSD	DL	Driver History Record (No Fee)	Driver History Record (No Fee)			
2104	FSD	DL	Driver History Record	Driver History Record			
2105	WEB	DL	Driver History Record (Web)	Driver History Record (Web)			
2106	FSD	DL	Tsa Fingerprint Check	Tsa Fingerprint Check			
2110	CSD	DL	Medical Information	Medical Information			
2111	CSD	DL	Out Of State Manual History Entry	Out Of State Manual History Entry			
2113	CSD	DL	Link Withdrawal/Convictions	Link Withdrawal/Convictions			
2117	CSD	DL	Surrendered Id Card	Surrendered Id Card			
2122	FSD	DL	Dld-120 Processing	Dld-120 Processing			
2123	CSD	DL	L1 Card Reprint - Dl	L1 Card Reprint - Dl			
2124	CSD	DL	L1 Card Reprint - Id	L1 Card Reprint - Id			
2133	FSD	DL	Medical Waiver Entry	Medical Waiver Entry			
2134	FSD	DL	Medical Certificate Entry	Medical Certificate Entry			
2135	WEB	DL	Duplicate Instruction Permit - Portal	Duplicate Instruction Permit - Portal			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2136	WEB	DL	Duplicate Nevada License - Portal	Duplicate Nevada License - Portal			
2137	WEB	DL	Duplicate Id Card - Portal	Duplicate Id Card - Portal			
2138	WEB	DL	Portal Id Renewal W/O Address Change	Portal Id Renewal W/O Address Change			
2139	WEB	DL	Portal DI Renewal W/O Address Change	Portal DI Renewal W/O Address Change			
2140	WEB	DL	Driver History Printout - Portal	Driver History Printout - Portal			
2141	CSD	DL	Medical Certificate Entry Bkofc	Medical Certificate Entry Bkofc			
2142	CSD	DL	Medical Rejection Entry Bkofc	Medical Rejection Entry Bkofc			
2143	WEB	DL	Portal DI Address Change W/O Renewal	Portal DI Address Change W/O Renewal			
2144	WEB	DL	Portal DI Address Change With Renewal	Portal DI Address Change With Renewal			
2145	WEB	DL	Portal Id Address Change W/O Renewal	Portal Id Address Change W/O Renewal			
2146	WEB	DL	Portal Id Address Change With Renewal	Portal Id Address Change With Renewal			
2147	FSD	DAC	Limited Driver Privilege-DAC	Limited Driver Privilege-DAC			
2151	FSD	DAC	Add Endorsement - Dac	Add Endorsement - Dac			
2152	FSD	DAC	Change Name, Dob Or Ssn - Dac	Change Name, Dob Or Ssn - Dac			
2154	FSD	DAC	Change Class - Ncdl - Dac	Change Class - Ncdl - Dac			
2155	FSD	DAC	Reprint Driver Privilege - Dac	Reprint Driver Privilege - Dac			
2156	FSD	DAC	No Fee Driver License - Dac	No Fee Driver License - Dac			
2157	FSD	DAC	Photo/Card Prod Fee Only Driver License - Dac	Photo/Card Prod Fee Only Driver License - Dac			
2164	FSD	DAC	Completion Of Instruction Permit - Dac	Completion Of Instruction Permit - Dac			
2165	FSD	DAC	Temporary License - Dac	Temporary License - Dac			
2166	FSD	DAC	Photo/Card Prod Fee Only - Change - Dac	Photo/Card Prod Fee Only - Change - Dac			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2169	FSD	DAC	Change Name, Dob, Or Ssn - Renew - Dac	Change Name, Dob, Or Ssn - Renew - Dac			
2171	FSD	DAC	Photo/Card Prod Fee Only - Renew - Dac	Photo/Card Prod Fee Only - Renew - Dac			
2172	FSD	DAC	Driver Privilege W/O Renewal - Dac	Driver Privilege W/O Renewal - Dac			
2173	FSD	DAC	Driver Privilege W/ Renewal - Dac	Driver Privilege W/ Renewal - Dac			
2174	FSD	DAC	Clearance Letter - Dac	Clearance Letter - Dac			
2175	WEB	DL	No longer use only Portal renew				
2182	FSD	RID	Add Endorsement - Rid	Add Endorsement - Rid			
2183	FSD	RID	Change Name, Dob Or Ssn - Rid	Change Name, Dob Or Ssn - Rid			
2185	FSD	RID	Change Class - Ncdl - Rid	Change Class - Ncdl - Rid			
2186	FSD	RID	Reprint Driver Privilege - Rid	Reprint Driver Privilege - Rid			
2187	FSD	RID	No Fee Driver License - Rid	No Fee Driver License - Rid			
2188	FSD	RID	Photo/Card Prod Fee Only Driver License - Rid	Photo/Card Prod Fee Only Driver License - Rid			
2189	FSD	RID	Nevada License - Dup. - Rid	Nevada License - Dup. - Rid			
2190	FSD	RID	Change Name, Dob Or Ssn - Dup. - Rid	Change Name, Dob Or Ssn - Dup. - Rid			
2191	FSD	RID	Nevada Instruction Permit - Dup. - Rid	Nevada Instruction Permit - Dup. - Rid			
2192	FSD	RID	To And From School Permit - Rid	To And From School Permit - Rid			
2195	FSD	RID	Completion Of Instruction Permit - Rid	Completion Of Instruction Permit - Rid			
2196	FSD	RID	Temporary License - Rid	Temporary License - Rid			
2197	FSD	RID	Photo/Card Prod Fee Only - Change - Rid	Photo/Card Prod Fee Only - Change - Rid			
2200	FSD	RID	Change Name, Dob, Or Ssn - Renew - Rid	Change Name, Dob, Or Ssn - Renew - Rid			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2202	FSD	RID	Photo/Card Prod Fee Only - Renew - Rid	Photo/Card Prod Fee Only - Renew - Rid			
2203	FSD	RID	Driver Privilege W/O Renewal - Rid	Driver Privilege W/O Renewal - Rid			
2204	FSD	RID	Driver Privilege W/ Renewal - Rid	Driver Privilege W/ Renewal - Rid			
2205	FSD	RID	Clearance Letter - Rid	Clearance Letter - Rid			
2211	FSD	RID		Change Id Card - Rid			
2212	FSD	RID	Photo/Card Prod Fee Only - Id Card - Rid	Photo/Card Prod Fee Only - Id Card - Rid			
2216	FSD	CDL	Add Endorsement - Cdl - Rid	Add Endorsement - Cdl - Rid			
2219	FSD	CDL	Change Name, Dob Or Ssn - Cdl - Rid	Change Name, Dob Or Ssn - Cdl - Rid			
2221	FSD	CDL	Change Class - Rid	Change Class - Rid			
2222	FSD	CDL	Reprint Commercial License - Rid	Reprint Commercial License - Rid			
2223	FSD	CDL	No Fee Commercial License - Rid	No Fee Commercial License - Rid			
2224	FSD	CDL	Photo/Card Prod Fee Only - Cdl - Rid	Photo/Card Prod Fee Only - Cdl - Rid			
2226	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Dup. - Rid	Change Name, Dob Or Ssn - Cdl, Dup. - Rid			
2228	FSD	CDL	Completion Of Instruction Permit - Cdl - Rid	Completion Of Instruction Permit - Cdl - Rid			
2230	FSD	CDL	Add Class - Original - Rid	Add Class - Original - Rid			
2231	FSD	CDL	Photo/Card Prod Only - Original - Rid	Photo/Card Prod Only - Original - Rid			
2234	FSD	CDL	Change Name, Dob Or Ssn - Cdl, Renew - Rid	Change Name, Dob Or Ssn - Cdl, Renew - Rid			
2236	FSD	CDL	Photo/Card Prod Fee Only - Cdl, Renew - Rid	Photo/Card Prod Fee Only - Cdl, Renew - Rid			
2237	FSD	RID	No Fee Id Card - Rid	No Fee Id Card - Rid			
2238	FSD	CDL	Driver Privilege W/O Renewal - Cdl - Rid	Driver Privilege W/O Renewal - Cdl - Rid			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2239	FSD	CDL	Driver Privilege W/ Renewal - Cdl - Rid	Driver Privilege W/ Renewal - Cdl - Rid			
2240	FSD	CDL	Clearance Letter - Cdl - Rid	Clearance Letter - Cdl - Rid			
2241	FSD	CDL	Reinstate Id Card - Rid	Reinstate Id Card - Rid			
2245	CSD	DL	Mail in ID Card Renewal-RID	Mail in ID Card Renewal-RID			
2250	WEB	DL	Duplicate Instruction Permit - Portal - Rid	Duplicate Instruction Permit - Portal - Rid			
2251	WEB	DL	Duplicate Nevada License - Portal - Rid	Duplicate Nevada License - Portal - Rid			
2252	WEB	DL	Duplicate Id Card - Portal - Rid	Duplicate Id Card - Portal - Rid			
2253	WEB	DL	Portal Id Renewal W/O Address Change - Rid	Portal Id Renewal W/O Address Change - Rid			
2254	WEB	DL	Portal DI Renewal W/O Address Change - Rid	Portal DI Renewal W/O Address Change - Rid			
2255	WEB	DL	Portal DI Address Change W/O Renewal - Rid	Portal DI Address Change W/O Renewal - Rid			
2256	WEB	DL	Portal DI Address Change With Renewal - Rid	Portal DI Address Change With Renewal - Rid			
2257	WEB	DL	Portal Id Address Change W/O Renewal - Rid	Portal Id Address Change W/O Renewal - Rid			
2258	WEB	DL	Portal Id Address Change With Renewal - Rid	Portal Id Address Change With Renewal - Rid			
2259	CSD	DL	CI Card Release	CI Card Release			
2260	CSD	DL	CI Deny Card:Document Fraud	CI Deny Card:Document Fraud			
2261	CSD	DL	CI Deny Card:Secondary Verification	CI Deny Card:Secondary Verification			
2262	CSD	DL	CI Deny Card:Tertiary Verification	CI Deny Card:Tertiary Verification			
2264	CSD	DI	CI Deny Card:Cdlis Pointer	CI Deny Card:Cdlis Pointer			
2265	CSD	DL	CI Deny Card:Other	CI Deny Card:Other			
2268	CSD	DL	Marijuana ID Card -New	Marijuana ID Card -New			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
2272	CSD	DL	Marijuana ID Card - Surrender	Marijuana ID Card - Surrender			
3003	CSD	CSD	Standard Title - Bulk Fee	Standard Title - Bulk Fee			
3004	CSD	CSD	Standard Title - Bulk No Fee	Standard Title - Bulk No Fee			
3005	CSD	CSD	Junked	Junked			
3007	CSD	CSD	Cancelled To Another State	Cancelled To Another State			
3009	CSD	CSD	Title Stop	Title Stop			
3015	CSD	CSD	Lien Sales	Lien Sales			
3017	FSD	FSD	Title Delete	Title Delete			
3021	CSD	CSD	Non-Repairable Certificate	Non-Repairable Certificate			
3025	CSD	IVP	Data Mailer Entry	Data Mailer Entry			
3026	CSD	IVP	Suspension Notice Certification Entry	Suspension Notice Certification Entry			
3027	CSD	IVP	Hearing Request/Results	Hearing Request/Results			
3028	FSD	IVP	Hearing Request	Hearing Request			
3029	CSD	IVP	Reinstatement - Cs	Reinstatement - Cs			
3030	FSD	IVP	Reinstatement	Reinstatement			
3031	CSD	IVP	Insurance Company Response	Insurance Company Response			
3032	CSD	IVP	Incident Detail - Sanction Status Change - Cs	Incident Detail - Sanction Status Change - Cs			
3033	CSD	IVP	Incident Detail - Sanction Status Change	Incident Detail - Sanction Status Change			
3037	FSD/CSD	VR	Duplicate Registration	Duplicate Registration			
3038	CSD	VR	Vehicle Renewal - Mail In	Vehicle Renewal - Mail In			
3039	CSD	VR	Vehicle Renewal - Drop Box	Vehicle Renewal - Drop Box			
3040	FSD	VR	Vehicle Renewal - Walk In	Vehicle Renewal - Walk In			
3041	FSD/CSD	VR	Modify Existing - No Fee	Modify Existing - No Fee			
3042	FSD/CSD	VR	Vehicle Info Change	Vehicle Info Change			
3043	FSD/CSD	VR	Admin Stop - Add / Remove	Admin Stop - Add / Remove			
3048	FSD	VR	Restore Deleted Title	Restore Deleted Title			
3052	CSD	VR	Individual Plate Order Update	Individual Plate Order Update			
3054	FSD/CSD	VR	Release/Turn In	Release/Turn In			
3055	ASG	Gen	Helpdesk Data Corrections	Helpdesk Data Corrections			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3060	CSD	VR	Business Plate Order Update	Business Plate Order Update			
3067	CSD	IVP	Sanction Status Change	Sanction Status Change			
3069	CSD	IVP	Vehicle Insurance Information - Cs	Vehicle Insurance Information - Cs			
3071	CSD	IVP	Nv Live Correspondence - Cs	Nv Live Correspondence - Cs			
3076	FSD	IVP	Vehicle Insurance Information - Fs	Vehicle Insurance Information - Fs			
3078	FSD	VR	Smog / Smoking Vehicle Sanctions	Smog / Smoking Vehicle Sanctions			
3081	FSD/CSD	VR	Standard Title - No Fee	Standard Title - No Fee			
3085	CSD	VR	Vehicle Renewal - Mail In (Fast Entry)	Vehicle Renewal - Mail In (Fast Entry)			
3087	FSD/CSD	VR	Un-Surrender Plates	Un-Surrender Plates			
3091	WEB	VR	Emission Station Vehicle Registration Renewal	Emission Station Vehicle Registration Renewal			
3093	WEB	VR	Vehicle Registration Renewal (Web)	Vehicle Registration Renewal (Web)			
3096	FSD	VR	Dui Registration Reinstatement	Dui Registration Reinstatement			
3099	FSD	VR	Create/Update Insurance Business	Create/Update Insurance Business			
3100	CSD	VR	Salvage Title - Expedited Processing Bulk No Fee	Salvage Title - Expedited Processing Bulk No Fee			
3102	FSD	VR	Standard Title - Expedited No Fee	Standard Title - Expedited No Fee			
3103	FSD	VR	Standard Title - Expedited Processing Bulk No Fee	Standard Title - Expedited Processing Bulk No Fee			
3106	CSD	VR	Title Demand	Title Demand			
3107	CSD	CSD	Title Batch Release	Title Batch Release			
3108	CSD	CSD	Elt Case Management	Elt Case Management			
3110	CSD	CSD	Elt Lien Release	Elt Lien Release			
3111	CSD	CSD	Elt Print Request	Elt Print Request			
3114	CSD	CSD	Elt Lienholder Add	Elt Lienholder Add			
3115	CSD	CSD	Elt Lienholder Change	Elt Lienholder Change			
3116	CSD	CSD	Elt Lienholder Update	Elt Lienholder Update			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3117	CSD	CSD	Elt Lienholder Reassign	Elt Lienholder Reassign			
3118	CSD	CSD	Elt Lien Release - Expedited Shipping	Elt Lien Release - Expedited Shipping			
3119	CSD	CSD	Elt Print Request - Expedited Shipping	Elt Print Request - Expedited Shipping			
3120	CSD	CSD	Elt Salvage Lien Release	Elt Salvage Lien Release			
3121	CSD	CSD	Elt Salvage Lien Release - Expedited Shipping	Elt Salvage Lien Release - Expedited Shipping			
3122	CSD	CSD	Elt Salvage Print Request	Elt Salvage Print Request			
3123	CSD	CSD	Elt Salvage Print Request - Expedited Shipping	Elt Salvage Print Request - Expedited Shipping			
3125	CSD	CSD	Expedited Transaction Review	Expedited Transaction Review			
3126	CSD	CSD	Title Reject Letter Generator	Title Reject Letter Generator			
3130	CSD	CSD	Standard Title - Fast Title	Standard Title - Fast Title			
3131	CSD	CSD	Salvage Title - Expedited Processing - Fast Title	Salvage Title - Expedited Processing - Fast Title			
3132	CSD	CSD	Standard Title - Expedited Processing - Fast Title	Standard Title - Expedited Processing - Fast Title			
3134	CSD	CSD	Salvage Title - Fast Title	Salvage Title - Fast Title			
3135	CSD	CSD	Standard Bonded Title - Bulk No Fee	Standard Bonded Title - Bulk No Fee			
3136	CSD	CSD	Standard Bonded Title - Expedited Processing Bulk No Fee	Standard Bonded Title - Expedited Processing Bulk No Fee			
3137	CSD	CSD	Salvage Bonded Title - Bulk No Fee	Salvage Bonded Title - Bulk No Fee			
3139	CED	OBL	Bond Adjustment	Bond Adjustment			
3140	CSD	CSD	Standard Bonded Title Theft & Brand Inquiry	Standard Bonded Title Theft & Brand Inquiry			
3141	CSD	CSD	Salvage Bonded Title Theft & Brand Inquiry	Salvage Bonded Title Theft & Brand Inquiry			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
3158	WEB	VR	Web Personalized Plate Order	Web Personalized Plate Order			
3171	FSD	VR	Non-Resident Business Permit - Renewal	Non-Resident Business Permit - Renewal			
3201	WEB	VR	Registration Renewal (Dwp)	Registration Renewal (Dwp)			
3202	WEB	VR	Registration Reinstatement (Dwp)	Registration Reinstatement (Dwp)			
3203	WEB	VR	Duplicate Registration Without Decal (Dwp)	Duplicate Registration Without Decal (Dwp)			
3204	WEB	VR	Duplicate Registration With Decal (Dwp)	Duplicate Registration With Decal (Dwp)			
3206	WEB	VR	Insurance Update (Dwp)	Insurance Update (Dwp)			
3209	WEB	VR	Insurance Verification Response (Dwp)	Insurance Verification Response (Dwp)			
3212	WEB	VR	Edrs Online Registration With Transfer (Dwp)	Edrs Online Registration With Transfer (Dwp)			
3213	WEB	VR	Address Change (Dwp)	Address Change (Dwp)			
3214	WEB	VR	Address Change With Registration Certificate	Address Change With Registration Certificate			
3215	WEB	VR	Temporary Movement Permit Online	Temporary Movement Permit Online			
3216	WEB	VR	Registration Cancellation (Dwp)	Registration Cancellation (Dwp)			
3217	WEB	VR	Undo Registration Cancellation	Undo Registration Cancellation			
3218	WEB	VR	Personalized Plate Order	Personalized Plate Order			
3701	CSD	VR	Fix Corrupt Vins	Fix Corrupt Vins			
3705	CSD	VR	Lien Stolen Check	Lien Stolen Check			
4001	MC	Motor Fuel	Motor Fuel Tax Return And Payment	Motor Fuel Tax Return And Payment			
4002	MC	Motor Fuel	Motor Fuel Statistical Distribution	Motor Fuel Statistical Distribution			
4003	MC	Motor Fuel	Motor Fuel Worksheet 6 Payment	Motor Fuel Worksheet 6 Payment			
4011	MC	TLC	Open Account	Open Account			
4012	MC	TLC	Update Account Information	Update Account Information			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
4013	MC	TLC	Add Comments	Add Comments			
4014	MC	TLC	Add Lcv Permit	Add Lcv Permit			
4015	MC	TLC	Verify Documents & Issue Credentials	Verify Documents & Issue Credentials			
4020	MC	TLC	Add A Vehicle To A Fleet	Add A Vehicle To A Fleet			
4021	MC	TLC	Add Fleet	Add Fleet			
4022	MC	TLC	Update Fleet Information	Update Fleet Information			
4024	MC	TLC	Fleet Renewals	Fleet Renewals			
4026	MC	TLC	Update Lcv Permit	Update Lcv Permit			
4027	MC	TLC	Substitute Lcv Permit	Substitute Lcv Permit			
4030	MC	TLC	Surrender Plates From Vehicle(S)	Surrender Plates From Vehicle(S)			
4031	MC	TLC	Update Vehicle Information	Update Vehicle Information			
4033	MC	TLC	Issue Temporary Authority	Issue Temporary Authority			
4034	MC	TLC	Substitute Or Reissue Credentials	Substitute Or Reissue Credentials			
4035	MC	TLC	Enter Smog Information	Enter Smog Information			
4040	MC	TLC	Charge Sales Tax	Charge Sales Tax			
4041	MC	TLC	Apply Payments	Apply Payments			
4047	MC	TLC	View Account Financial History	View Account Financial History			
4048	MC	TLC	Miscellaneous Invoice	Miscellaneous Invoice			
4053	MC	TLC	View Account Information	View Account Information			
4056	MC	TLC	Not Listed in Spreadsheet	Not Listed in Spreadsheet			
4057	MC	TLC	View Fleet Information	View Fleet Information			
4060	MC	TLC	View Account Summary	View Account Summary			
4061	MC	TLC	Vin Correction	Vin Correction			
4070	MC	TLC	Credential Number Table Update	Credential Number Table Update			
4071	MC	TLC	Verify Irp Transmittal	Verify Irp Transmittal			
4072	MC	TLC	No-Theft-Vin Management	No-Theft-Vin Management			
4073	MC	TLC	Reprint Cab Card (No Fee)	Reprint Cab Card (No Fee)			
4074	MC	TLC	Surrender Lcv Permit	Surrender Lcv Permit			
4076	MC	TLC	Foreign Exchange Rate Table Update	Foreign Exchange Rate Table Update			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
4077	MC	TLC	Renewal Letters	Renewal Letters			
5001	CSD	OHV	Ohv Standard Title - No Fee	Ohv Standard Title - No Fee			
5002	CSD	OHV	OHV Cancelled to Another State	OHV Cancelled to Another State			
5003	CSD	OHV	Ohv Title Stop - Add/Remove	Ohv Title Stop - Add/Remove			
5004	CSD	OHV	Ohv Title Delete	Ohv Title Delete			
5006	CSD	OHV	Ohv Complete Pending Verification	Ohv Complete Pending Verification			
5007	CSD	OHV	Ohv Release Of Liability	Ohv Release Of Liability			
5011	CSD	OHV	Ohv Modify Existing - No Fee	Ohv Modify Existing - No Fee			
5012	CSD	OHV	Ohv Admin Stop - Add/Remove	Ohv Admin Stop - Add/Remove			
5014	CSD	OHV	Ohv Reject Letters	Ohv Reject Letters			
5015	CSD	OHV	Ohv Vehicle Info Change	Ohv Vehicle Info Change			
5019	CSD	OHV	Ohv Title Demand	Ohv Title Demand			
5020	CSD	OHV	Elt Ohv Lien Release	Elt Ohv Lien Release			
5021	CSD	OHV	Elt Ohv Print Request	Elt Ohv Print Request			
No Master Trans	CED	OL	30 Day Notice of Insurance Expiration	30 Day Notice of Insurance Expiration			
No Master Trans	CED	OL	7 Day Notice of Action of Insurance Expiration	7 Day Notice of Action of Insurance Expiration			
No Master Trans	CED	OL	30 Day Notice of Action of Insurance Expiration	30 Day Notice of Action of Insurance Expiration			
No Master Trans	CED	OL	School Renewal Application	School Renewal Application			
No Master Trans	CED	OL	Instructor Renewal Application	Instructor Renewal Application			
No Master Trans	CED	OL	Business Expiration Notification	Business Expiration Notification			
No Master Trans	CED	OL	Bond Notices for (New, Reinstate, Cancel)	Bond Notices for (New, Reinstate, Cancel)			
No Master Trans	CED	OL	Insurance Company Notices (New, Reinstate, Cancel)	Insurance Company Notices (New, Reinstate, Cancel)			
No Master Trans	CED	OL	Secure Documents	Secure Documents			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1008	CED	OL	Temporary Salesperson Permit Extension-Internal Process	Change Info On Existing Business			
No Master Trans	CED	OL	1 Day Notice for Action for Bond Cancellation	1 Day Notice for Action for Bond Cancellation			
No Master Trans	CED	OL	Body Shop Survery	Body Shop Survery			
No Master Trans	MC	Audit	Program Management	Creation of Audit Plan - Auditor III or Designee will select IFTA taxpayer accounts from a report in IPC web based system and enter into the Excel FYXX Travel Schedule/Audit Plan for Auditors			
No Master Trans	MC	Audit	Program Management	Creation of Audit Plan - Auditor III or Designee will select IRP taxpayer accounts from a report in MCC web based system and enter into the Excel FYXX Travel Schedule/Audit Plan for Auditors			
No Master Trans	MC	Audit	Program Management	Creation of Audit plan - Auditor III or Designee will select Supplier accounts using the Motor Fuel Team Bond spreadsheet to determine Tier level and enter into the Tier Level worksheet where audits are chosen and then are put on the FYXX Travel Schedule/Audit Plan for Auditors.			
No Master Trans	MC	Audit	Program Management	Creation of Audit plan - Auditor III or Designee will select all other taxpayer accounts and enter into the FYXX Travel Schedule/Audit Plan for Auditors			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Audit	Program Management	If the Administrative Assistance receives referrals for audits from other sections and other departments they are entered into the Excel FYXX Travel Schedule/Audit Plan for Auditors and enter into Access Database			
No Master Trans	MC	Audit	Program Management	Auditors will select audits from the Excel FYXX Travel Schedule/Audit Plan			
No Master Trans	MC	Audit	Program Management	Using the FYXX Travel Schedule/Audit Plan the Administrative Assistant will then create a New Company record or Update the Company record in the MC Audit Access Database with taxpayer information then creates the audit plan and issues one audit number.			
No Master Trans	MC	Audit	Program Management	When informed by the Auditor the Administrative Assistant will then assign the audit to the auditor and issue any other audit numbers requested.			
No Master Trans	MC	Audit	Audit Management	IFTA audit completed using the IPC web based program and go through review process			
No Master Trans	MC	Audit	Audit Management	IRP audit completed using the MCC web based program and go through review process			
No Master Trans	MC	Audit	Audit Management	Prior to the Supplier Audit, auditors reconcile the tax returns against all other appropriate tax returns from the Motor Fuel System (webbased system).			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Audit	Audit Management	Supplier audit are done in an Excel workbook that is updated on a Fiscal year as tax rates change. All tax, penalty and interest are calculated by formulas in the spread sheet and go through the review process.			
No Master Trans	MC	Audit	Audit Management	MC45 and MC413 audits are done on an inhouse spreadsheet which calculates the tax, interest and penalty. Admin fines are added manually and go through the review process.			
No Master Trans	MC	Audit	Audit Management	Estimated audits are done on an inhouse spreadsheet which calculates the tax, interest and penalty. Admin fines are added manually. Update of tax rates as needed through the review process.			
No Master Trans	MC	Audit	Audit Management	Estimated audits are uploaded to the IPC Program for payment.			
No Master Trans	MC	Audit	Audit Management	Citation, Vendor Billing, Permit Vendor, etc. Audits are completed on the appropriate workbook and taken thru the review process.			
No Master Trans	MC	Audit	Audit Management	Once Audit has been completed and review the status and audit results will be entered in the MC Audit Access Database by the Administrative Assistant and the status updated to preliminary/in appeal when sent out to taxpayer			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Audit	Program Management	The Administrative Assistant or Auditors once audit approved will create a PDF document using CutePDF to send to the taxpayer			
No Master Trans	MC	Audit	Collection: IFTA Diesel Fuel filing/payment	IFTA audits paid by check or credit card - payment entered into IPC by Admin Asst including time spent on MC Money Log			
No Master Trans	MC	Audit	Collection: IFTA Diesel Fuel filing/payment	Taxpayer goes into IPC and makes Payment			
No Master Trans	MC	Audit	Collection: IFTA Diesel Fuel filing/payment	IFTA audit payment (internal or external) flows from MCC to CARRS			
No Master Trans	MC	Audit	Collection: Registration	IRP audit paid by check or credit card - payment entered into MCC by Admin Asst including time spent on MC Money Log			
No Master Trans	MC	Audit	Collection: Registration	Taxpayer goes into MCC and makes Payment			
No Master Trans	MC	Audit	Collection: Registration	IRP audit payments (internal or external) flow from MCC to CARRS			
No Master Trans	MC	Audit	Financial Management	Administrative Assistance updates the MC Audit database with payments (all audit types) when paid			
No Master Trans	MC	Audit	Financial Management	Administrative Assistance updates the MC Audit Database with Statutory information on audits of any type not paid			
No Master Trans	MC	Audit	Program Management	Administrative Assistant enters Reconsideration of Audit requested by Taxpayer into Access Database			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Audit	Audit Management	Recon audits on all other audit types such as Citation, Vendor Billing, Permit Vendor, etc. done by Auditor in the appropriate web based system or workbook.			
No Master Trans	MC	Audit	Audit Management	IFTA Recon audits done in IPC web based program and follow same process as above			
No Master Trans	MC	Audit	Audit Management	IPR Recon Audit done in MCC web based program and follow same process as above			
No Master Trans	MC	Audit	Audit Management	Supplier Recon Audit done in web based program and follow same process as above			
No Master Trans	MC	Audit	Collection: Motor and Diesel Fuel filing/payment	Supplier audit payments received through TXI team enter in Access Database			
No Master Trans	MC	Audit	Collection: Motor and Diesel Fuel filing/payment	Supplier audit payments entered into CARRS includes time spent on MC Money log			
No Master Trans	MC	Audit	Collection: Registration & Fuel	Citation, Vendor Billing, Estimated, MC4 and Permit Vendor paid into CARRS by Administrative Assistant includes time spent on MC Money log			
No Master Trans	MC	Audit	Collection: Registration & Fuel	Citation, Vendor Billing, Estimated, MC4 and Permit Vendor status updated to paid in Access Database			
No Master Trans	MC	Audit	Audit Management	Administrative Assistant refers audits not paid to Revenue section for collection and updates the Access Database			
No Master Trans	MC	Audit	Audit Management	Administrative Assistant then updates the Access Database for referred audits to Bad Debt			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Audit	Program Management	Pulling statistical information out of the MC Audit Database such reports for evaluations, weekly, monthly and yearly numbers, completed audit report, paid report, refer to Revenue, etc.			
No Master Trans	MC	Audit	Financial Management	Travel Billings Payments on out of state audits			
No Master Trans	MC	Audit	Financial Management	Account code adjustments written and entered into CARRs if needed.			
4003	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	Tax payers currently submit manual amended fuel tax returns, no online.			
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently calculate gross effective rates of Motor Fuel taxes due for amended tax returns.			
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently process filings for transporters and tribes manually			
4001	MC	Motor Fuel	Account maintenance	The staff currently generate Motor Fuel industry license renewal notices.			
1203	MC	Motor Fuel	Financial - refunds	Staff currently performs refunds manually for exempt fuel usage for gas and diesel.			
No Master Trans	MC	Motor Fuel	Financial - security	The staff currently process and manage the surety bond functionality. No automated process.			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate all customer correspondence.			
No Master Trans	MC	Motor Fuel	Financial - refunds	The staff currently generate customer correspondence for approved tax reimbursement requests.			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel suppliers.			
No Master Trans	MC	Motor Fuel	Financial - security	The staff generate customer expiration notices for Letters of Credit and revocation notices to Motor Fuel industry licensee.			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently generate notification to Motor Fuel industry customers when there are updates to the tax table.			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel licensed transporters (e.g., letters of approval, license, bill-of-rights information).			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The staff currently generate customer correspondence of the required corrections in order to complete the amended tax return.			
4003	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	Staff currently enters tax returns other than the current period manually.			
No Master Trans	MC	Motor Fuel	Financial - refunds	The staff currently generate customer correspondence for Motor Fuel revenue refund request (e.g., approval, acceptance).			
No Master Trans	MC	Motor Fuel	Financial - refunds	The staff currently generate customer correspondence for Motor Fuel denials of Gas Tax Refunds.			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence providing the closing requirements of a Motor Fuel Supplier License.			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel dealers (e.g., letters of approval, license, bill-of-rights information).			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel licensed Tribes (e.g., letters of approval, license, bill-of-rights information).			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel returned documents.			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate customer correspondence for Motor Fuel license revocations.			
No Master Trans	MC	Motor Fuel	Financial - Collection	Staff currently prepare tables for tax indexing types on tax tables (e.g., Producer Price Indexing (PPI), Consumer Price Indexing (CPI)).			
No Master Trans	MC	Motor Fuel	Account maintenance	Staff currently generate customer correspondence for Motor Fuel licensed manufacturers (e.g., letters of approval, license, bill-of-rights information).			
4001	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The tax payer files and remits payment for their fuel taxes online and the system calculates the required Motor Fuel tax amounts (e.g., fees, late loads, interest, penalties, taxes).			
No Master Trans	MC	Motor Fuel	Financial - source documents	The tax payer currently downloads into the software the current report periods. Other periods are submitted manually.			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Motor Fuel	Financial - source documents	The system captures and retains all customer uploaded pre-formatted Motor Fuel tax return files.			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system captures Motor Fuel differences of schedule amounts and gallons.			
No Master Trans	MC	Motor Fuel	Financial - source documents	The system copies the Motor Fuel tax return information and it is available to the customer.			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system uses tax tables for all motor fuel calculations.			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system validates all entered Motor Fuel amounts according to business rules.			
No Master Trans	MC	Motor Fuel	Account maintenance	The staff currently generate Motor Fuel industry licensee notices after they are approved in coordination with using OBL software.			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system captures fee reimbursement information for certain fees (e.g., filing period, amounts, individual purchases, purchase dates).			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system currently calculates dispositions of penalty and interest statuses (e.g., approved, denied, returned, review, approved).			
No Master Trans	MC	Motor Fuel	Collection: Motor and Diesel Fuel filing/payment	The system captures Motor Fuel late load information.			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IFTA Audit payments			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IRP Audit payment			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Audit Citation payments			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IFTA delinquencies			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IRP delinquencies			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process NEV Only delinquencies			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IRP late paperwork fines			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process NEV Only late paperwork fines			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IRP Administrative fine payment plans			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process IFTA Administrative fine payment plans			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process NEV Only Administrative fine payment plans			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Audit payment plans			
1053	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Audit Citation payment plans			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Liens on IRP delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Liens on NEV Only delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Liens on IFTA delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Liens on Audit delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File UCC on IRP delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File UCC on NEV Only delinquencies			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File UCC on IFTA delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File UCC on Audit Delinquencies			
3009	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Title Stops on IRP delinquencies			
3009	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Title Stops on NEV Only delinquencies			
3009	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Title Stops on IFTA delinquencies			
3009	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File Title Stops on Audit delinquencies			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Motor Fuel delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Liens on Motor Fuel delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process UCC on Motor Fuel delinquencies			
3009	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process Title Stops on Motor Fuel delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process claims against bonds for Motor Fuel delinquencies			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File proof of claims for bankruptcy			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	File delinquency accounts with the Controller's Office			
No Master Trans	MC	Revenue	Collection: Special fuel Taxes, registration fees, Penalties, interest and Administrative fines.	Process payments on delinquent accounts from the Controller's Office			
1501	MC	Revenue	Collection of NSF fee's including penatly, interest, fines, return check fee	Process NSF			
1502	MC	Revenue	Collection of NSF fee's including penatly, interest, fines, return check fee	Process NSF			
1503	MC	Revenue	Collection of NSF fee's including penatly, interest, fines, return check fee	Process NSF			
No Master Trans	MC	TLC	IFTA Management	Create Account			
No Master Trans	MC	TLC	IFTA Management	Create License			
No Master Trans	MC	TLC	IFTA Management	Update Account			
No Master Trans	MC	TLC	IFTA Management	Update License			
No Master Trans	MC	TLC	IFTA Management	Issue Decals			
1503	MC	TLC	IFTA Management	Pay License Invoice			
No Master Trans	MC	TLC	IFTA Management	Cancel License			
No Master Trans	MC	TLC	IFTA Management	Add License Period			
No Master Trans	MC	TLC	IFTA Management	Edit License Period			
No Master Trans	MC	TLC	IFTA Management	Add Fuel Type			
No Master Trans	MC	TLC	IFTA Management	Remove Fuel Type			
No Master Trans	MC	TLC	IFTA Management	Add Bulk Fuel			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	IFTA Management	Remove Bulk Fuel			
No Master Trans	MC	TLC	IFTA Management	Suspend License			
No Master Trans	MC	TLC	IFTA Management	Replace Decals			
No Master Trans	MC	TLC	IFTA Management	File return			
No Master Trans	MC	TLC	IFTA Management	Delete Return			
No Master Trans	MC	TLC	IFTA Management	Amend Return			
1503	MC	TLC	IFTA Management	Pay Return Invoice			
No Master Trans	MC	TLC	IFTA Management	Create Non-Sufficient Funds			
1503	MC	TLC	IFTA Management	Pay Non-Sufficient Funds Invoice			
No Master Trans	MC	Audit	Audit Management IFTA & IRP	Start Audit (see rows 46 & 47)			
No Master Trans	MC	Audit	Audit Management IFTA & IRP	Amend Audit (recon) see rows 66 & 67			
No Master Trans	MC	Audit	Audit Management IFTA & IRP	Change Audit Status			
No Master Trans	MC	Audit	Audit Management IFTA & IRP	File Audit			
1503	MC	Audit	Audit Management IFTA & IRP	Pay Audit			
No Master Trans	MC	Audit	Audit Management IFTA & IRP	Appeal Audit			
No Master Trans	MC	TLC	IFTA Management	Unpay Invoice			
No Master Trans	MC	TLC	IFTA Management	Create License			
No Master Trans	MC	TLC	IFTA Management	Print License			
No Master Trans	MC	TLC	IFTA Management	Add Credit to Account			
No Master Trans	MC	TLC	IFTA Management	Remove Credit from Account			
No Master Trans	MC	TLC	IFTA Management	Request Refund			
No Master Trans	MC	TLC	IFTA Management	Deny Refund Removing Credit			
No Master Trans	MC	TLC	IFTA Management	Deny Refund Adding Credit Back to Account			
No Master Trans	MC	TLC	IFTA Management	Renew License			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	IFTA Management	Create Temporary Permit			
No Master Trans	MC	TLC	IFTA Management	Issue Temporary Permit			
No Master Trans	MC	TLC	Vehicle Registration	Create Account			
No Master Trans	MC	TLC	Vehicle Registration	Create License			
No Master Trans	MC	TLC	Vehicle Registration	Create Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Update Account			
No Master Trans	MC	TLC	Vehicle Registration	Update License			
No Master Trans	MC	TLC	Vehicle Registration	Update Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Add Units			
No Master Trans	MC	TLC	Vehicle Registration	Modify Units			
No Master Trans	MC	TLC	Vehicle Registration	Delete Units			
No Master Trans	MC	TLC	Vehicle Registration	Create Supplements			
No Master Trans	MC	TLC	Vehicle Registration	File Supplements			
No Master Trans	MC	TLC	Vehicle Registration	Pay Supplement Invoice			
No Master Trans	MC	TLC	Vehicle Registration	Unpay Supplement Invoice			
No Master Trans	MC	TLC	Vehicle Registration	Unfile Supplement			
No Master Trans	MC	TLC	Vehicle Registration	Delete Supplement			
No Master Trans	MC	TLC	Vehicle Registration	Surrender Plate			
No Master Trans	MC	TLC	Vehicle Registration	Enter Jurisdiction Distance			
No Master Trans	MC	TLC	Vehicle Registration	Modify Jurisdiction Distance			
No Master Trans	MC	TLC	Vehicle Registration	Add Weight Group			
No Master Trans	MC	TLC	Vehicle Registration	Modify Weight Group			
No Master Trans	MC	TLC	Vehicle Registration	Suspend Unit			
No Master Trans	MC	TLC	Vehicle Registration	Suspend Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Suspend Account			
No Master Trans	MC	TLC	Vehicle Registration	Reinstate Unit			
No Master Trans	MC	TLC	Vehicle Registration	Reinstate Account			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	Vehicle Registration	Reinstate Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Add Motor Carrier Responsible for Safety			
No Master Trans	MC	TLC	Vehicle Registration	Modify Motor Carrier Responsible for Safety			
No Master Trans	MC	TLC	Vehicle Registration	Create Cab Cards			
No Master Trans	MC	TLC		Print Cab Cards			
No Master Trans	MC	TLC	Vehicle Registration	Add Credit			
No Master Trans	MC	TLC	Vehicle Registration	Delete Credit			
No Master Trans	MC	TLC	Vehicle Registration	Request Refund			
No Master Trans	MC	TLC	Vehicle Registration	Deny Refund Putting Funds Back to Account			
No Master Trans	MC	TLC	Vehicle Registration	Deny Refund Removing Funds			
No Master Trans	MC	TLC	Vehicle Registration	Renew Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Move Unit to New Fleet			
No Master Trans	MC	TLC	Vehicle Registration	Create Temporary Permit			
No Master Trans	MC	TLC	Vehicle Registration	Issue Temporary Permit			
No Master Trans	MC	TLC	Nevada Only Fleets	Create Account			
No Master Trans	MC	TLC	Nevada Only Fleets	Create License			
No Master Trans	MC	TLC	Nevada Only Fleets	Create Fleet			
No Master Trans	MC	TLC	Nevada Only Fleets	Update Account			
No Master Trans	MC	TLC	Nevada Only Fleets	Update License			
No Master Trans	MC	TLC	Nevada Only Fleets	Update Fleet			
No Master Trans	MC	TLC	Nevada Only Fleets	Add Units			
No Master Trans	MC	TLC	Nevada Only Fleets	Modify Units			
No Master Trans	MC	TLC	Nevada Only Fleets	Delete Units			
No Master Trans	MC	TLC	Nevada Only Fleets	Create Supplements			
No Master Trans	MC	TLC	Nevada Only Fleets	File Supplements			
1503	MC	TLC	Nevada Only Fleets	Pay Supplement Invoice			
No Master Trans	MC	TLC	Nevada Only Fleets	Unpay Supplement Invoice			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	Nevada Only Fleets	Unfile Supplement			
No Master Trans	MC	TLC	Nevada Only Fleets	Delete Supplement			
No Master Trans	MC	TLC	Nevada Only Fleets	Surrender Plate			
No Master Trans	MC	TLC	Nevada Only Fleets	Add Weight Group			
No Master Trans	MC	TLC	Nevada Only Fleets	Modify Weight Group			
No Master Trans	MC	TLC	Nevada Only Fleets	Suspend Unit			
No Master Trans	MC	TLC	Nevada Only Fleets	Suspend Fleet			
No Master Trans	MC	TLC	Nevada Only Fleets	Suspend Account			
No Master Trans	MC	TLC	Nevada Only Fleets	Reinstate Unit			
No Master Trans	MC	TLC	Nevada Only Fleets	Reinstate Account			
No Master Trans	MC	TLC	Nevada Only Fleets	Reinstate Fleet			
No Master Trans	MC	TLC	Nevada Only Fleets	Add Motor Carrier Responsible for Safety			
No Master Trans	MC	TLC	Nevada Only Fleets	Modify Motor Carrier Responsible for Safety			
No Master Trans	MC	TLC	Nevada Only Fleets	Create Cab Cards			
No Master Trans	MC	TLC	Nevada Only Fleets	Print Cab Cards			
No Master Trans	MC	TLC	Nevada Only Fleets	Add Credit			
No Master Trans	MC	TLC	Nevada Only Fleets	Delete Credit			
No Master Trans	MC	TLC	Nevada Only Fleets	Request Refund			
No Master Trans	MC	TLC	Nevada Only Fleets	Deny Refund Putting Funds Back to Account			
No Master Trans	MC	TLC	Nevada Only Fleets	Deny Refund Removing Funds			
No Master Trans	MC	TLC	Nevada Only Fleets	Renew Fleet			
No Master Trans	MC	TLC	Nevada Only Fleets	Move Unit to New Fleet			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Create Account			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Create Fleet			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Update Account			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Update Fleet			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Add Units			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	Permanent Trailer Fleets	Modify Units			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Delete Units			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Create Supplements			
No Master Trans	MC	TLC	Permanent Trailer Fleets	File Supplements			
1503	MC	TLC	Permanent Trailer Fleets	Pay Supplement Invoice			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Unpay Supplement Invoice			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Unfile Supplement			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Delete Supplement			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Surrender Plate			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Add Weight Group			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Modify Weight Group			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Suspend Unit			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Suspend Fleet			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Suspend Account			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Reinstate Unit			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Reinstate Account			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Reinstate Fleet			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Create Cab Cards			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Print Cab Cards			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Add Credit			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Delete Credit			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Request Refund			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Deny Refund Putting Funds Back to Account			
No Master Trans	MC	TLC	Permanent Trailer Fleets	Deny Refund Removing Funds			
No Master Trans	MC	TLC	Longer Combination Permits	Create Account			
No Master Trans	MC	TLC	Longer Combination Permits	Create Fleet			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	Longer Combination Permits	Add Vehicle			
No Master Trans	MC	TLC	Longer Combination Permits	Modify Vehicle Information			
No Master Trans	MC	TLC	Longer Combination Permits	Delete Vehicle			
No Master Trans	MC	TLC	Longer Combination Permits	Create Permits			
4014	MC	TLC	Longer Combination Permits	Issue Permits			
4014	MC	TLC	Longer Combination Permits	Pay Permits			
4026	MC	TLC	Longer Combination Permits	Update Permit			
4027	MC	TLC	Longer Combination Permits	Substitute Permit			
4074	MC	TLC	Longer Combination Permits	Surrender Permit			
4075	MC	TLC	Longer Combination Permits	Reprint Permit			
No Master Trans	MC	TLC	Longer Combination Permits	Unpay Permit			
No Master Trans	MC	TLC	Longer Combination Permits	Cancel Permit			
No Master Trans	MC	TLC	Longer Combination Permits	Renew Permit			
No Master Trans	MC	TLC	Longer Combination Permits	Request Refund			
No Master Trans	MC	TLC	Longer Combination Permits	Issue Refund			
No Master Trans	MC	TLC	Longer Combination Permits	Deny Refund Remove Credit			
No Master Trans	MC	TLC	Longer Combination Permits	Deny Refund Add Credit Back			
No Master Trans	MC	TLC	Longer Combination Permits	Add Credit to Account			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	Longer Combination Permits	Remove Credit from Account			
No Master Trans	MC	TLC	Longer Combination Permits	Surrender Permit			
No Master Trans	MC	TLC	Longer Combination Permits	Modify Fleet Information			
No Master Trans	MC	TLC	Longer Combination Permits	Modify Account Information			
No Master Trans	MC	TLC	Trip Permits	Create Trip Permit			
No Master Trans	MC	TLC	Trip Permits	Issue Trip Permit			
1053	MC	TLC	Trip Permits	Pay Trip Permit			
No Master Trans	MC	TLC	Trip Permits	Modify Trip Permit			
No Master Trans	MC	TLC	Trip Permits	Print Trip Permit			
No Master Trans	MC	TLC	Trip Permits	Unpay Trip Permit			
No Master Trans	MC	TLC	Trip Permits	Refund Trip Permit			
No Master Trans	MC	TLC	Vendor Permit	Deposit Funds			
No Master Trans	MC	TLC	Vendor Permit	Track receipts			
No Master Trans	MC	TLC	Vendor Permit	Access late fees			
No Master Trans	MC	TLC	IRP Transmittals	Verify transmittals			
No Master Trans	MC	TLC	IRP Transmittals	Receive incoming transmittals			
No Master Trans	MC	TLC	IRP Transmittals	Create account code adjustments			
No Master Trans	MC	TLC	IRP Transmittals	Create refunds (payments) to jurisdictions			
No Master Trans	MC	TLC	IRP Transmittals	Receive funds from Clearinghouse			
No Master Trans	MC	TLC	IRP Transmittals	Or, pay Clearinghouse			
No Master Trans	MC	TLC	IRP Transmittals	Distribute funds			
No Master Trans	MC	TLC	IFTA Transmittals	Verify transmittals			
No Master Trans	MC	TLC	IFTA Transmittals	Receive incoming transmittals			
No Master Trans	MC	TLC	IFTA Transmittals	Create account code adjustments			

Identifying Data			Transaction		Laws Associated to		
Master Trans #	Division	Transaction Type	Transaction Grouping	Transaction Description	NRS Authority	NAC Authority	Policy Authority
No Master Trans	MC	TLC	IFTA Transmittals	Create refunds (payments) to jurisdictions			
No Master Trans	MC	TLC	IFTA Transmittals	Receive funds from Clearinghouse			
No Master Trans	MC	TLC	IFTA Transmittals	Or, pay Clearinghouse			
No Master Trans	MC	TLC	IFTA Transmittals	Distribute funds			
No Master Trans	MC	TLC	MC45	Issue refund			
No Master Trans	MC	TLC	MC45	Receive paper refund request			
No Master Trans	MC	TLC	MC45	Review refund request			
No Master Trans	MC	TLC	MC45	Notify customer of results of review			
No Master Trans	MC	TLC	MC45	Prepare refund			
No Master Trans	MC	TLC	MC413	Issue refund			
No Master Trans	MC	TLC	MC413	Receive paper refund request			
No Master Trans	MC	TLC	MC413	Review refund request			
No Master Trans	MC	TLC	MC413	Notify customer of results of review			
No Master Trans	MC	TLC	MC413	Prepare refund			
No Master Trans	ASD		Approving Refunds	Approving Refunds			
No Master Trans	ASD		Processing Account Codes	Processing Account Codes			
No Master Trans	ASD		Adjustments	Adjustments			
No Master Trans	ASD		Drawer Balancing	Drawer Balancing			
No Master Trans	ASD		Office Balancing	Office Balancing			
No Master Trans	ASD		Office Closing	Office Closing			
No Master Trans	ASD		Bi-Monthly Distributions	Bi-Monthly Distributions			

DMV DTE

WishList

1. Guiding Principles:

STAR

- 360 View of the Customer – the customer record provides all data, images, and transactions to enable proactive customer service in an easy-to-obtain and useable manner.
- Self-Service Capable – all services the NV DMV provides must, where possible, include device-independent, self-service capabilities and enable data entry to occur at the customer or business partner level.
- No Wrong Way to Pay – already been captured throughout the existing wish list
- Lead with Financial Management Capability – already doing through financial RFP
- Integrated Solution – already been captured throughout the existing wish list
- Highly Configurable – the solution must be highly configurable with the ability to implement changes quickly to respond to new and revised regulatory, compliance, and safety requirements (state, federal, law enforcement)
- Cloud-Based – already been captured throughout the existing wish list
- User-Friendly – to increase adoption rates and minimize user resistance, NV DMV seeks an easy-to-use solution with built-in intuitive workflows and business rules specific to each division or unit
- Highest Levels of Security – already been captured throughout the existing wish list

2. E-Titles:

Ted Imfeld

Create an E-Titling Program that will allow lenders and customers to participate in an electronic and automated system. No paper title to create. The title is held at the motor vehicle office as an electronic record and would be printed only when requested by the lender or owner of the vehicle.

3. Online Private Party Transfers of Ownership:

Ted Imfeld

Allow sellers and buyers the opportunity to transfer ownership or 1st time out of state titling and registrations online.

At completion of sale (transfer of ownership), the buyer would have the option to permit or register the vehicle.

Note* the same concept maybe extended to Dealer's who would like to assist with customers registering their vehicles. Could we allow the Dealers to register the customer's vehicle prior to or instead of issuing a Dealer Temporary moving permit?

4. Electronic SR22/26:

Dana Purcell/Frank Maiden

Utilize Web Services Technology to file certificates of Financial Responsibility. This is the electronic submission and verification of SR22/26. Much like NVLIVE, can use a SFTP-Book of Business (BOB) or web-service (pinging the insurance company's database). This could ultimately result in a paperless system with a possible 80% + reduction in manual entries by technician.

5. Online 1st Time Issuance of Commercial and Non-Commercial DL/IDs:

Frank Maiden ☺

Could Nevada be the first in the nation to pull off credentialing the majority of new residence via online services?

6. NCJIS/NCIC Interface:

Frank Maiden

From previous meetings with the NCJIS Modernization Project, we have learned that it is possible to interface with the NCJIS solution, in real-time. The interface maybe utilized for such activities as automatically validating out of state first time registrants who do not have their credentials from the previous state, automated 28/29 inquires in the application for title processing, or possibly retrieve criminal histories on business license and occupational business license applicants. The interface possibilities across the agency are worth exploring.

7. Mail-In Payment Processing Center:

Charles Mahoney

Process payments in Centralized Mailroom prior to mail distribution and processing. Reduces risk of payment loss, fraud, and theft.

Example: Mail containing payment and remittance are received. Checks are processed through remote scanning and Credit Card authorized forms do not leave the Centralized Mailroom. When the registration remittance slip is barcode scanned, the registration meets all requirements, the system will automatically renew customer registration in real-time.

Benefits

- Apply monies to transactions efficiently
- Centralize all payment for security purposes
- Timeliness of checks processed
- Streamline internal controls for funds handling
- Reduction in technician's payment processing
- Improvement in transaction processing speed; and
- Possible cost reduction in operating expenses

What other transactions, in the agency, can feed into this process?

8. Chatbot:

Salesforce/Slalom

Included on the Salesforce platform

Defined as, computer programs that can engage in human-like conversations by text and voice allowing humans to interact with digital devices as if they were communication with a real person.

Chatbot, in combination with AI technology, will assist the department in helping to identify patterns in customer questions allowing for the formulation of better responses and guidance by the agency, as customers participate in our online services.

9. On-line Live Chat:
Salesforce/Slalom

Included on the Salesforce platform

Live chat is an online communication app that enables the customer and technician to chat in real-time. Online chats take place inside a chat box that is part of the live chat app. Customer would not need to install anything on their device or sign up with a service. Online chat is an alternative to phone calls or emails. All the customers need to do is to type a message inside the chat box and send it.

Could we possibly incorporate Video Chat for online and mobile devices users in our processes?

10. California's Omni-Channel (online Case Management):
Salesforce/Slalom

Able to reproduce on the Salesforce platform

Contact Centers or Technician will virtually assist customer completing their transactions via online. Technician interacts with customer via a case management system and workflow would allow for document upload, review, and approval as well as a transactional approval process. When satisfied that all requirements are met, the technician pushes a payment request to the customer, the customer pays, and the transaction is automatically processed.

This method provides an opportunity and new channel of communication in providing customer assistance with their online transactions.

Benefits:

- Reduces visits to the DMV
- Improves communication channels to fit customer preference
- One-on-One assistance to help customers complete their transactions
- Safer work environment for customers and technicians
- Provide a virtual central pool of resources for better productivity and load shifting

11. Multiple Authentication Options:
Thomas Harlan

Identity Management - DUO, passphrase text to cell phone, BIOMETRICS (i.e., facial recognition), and possibly offering the ability to use Google, Facebook, Twitter, etc. logon options for customers (depending upon the transaction and data of course).

12. Customer Appointment Scheduling:

Thomas Harlan

We currently contract out of house for our queuing system. I don't see why we couldn't create a feature rich queuing and scheduling management capability for our online customers using our platform. Web pages should lead a customer to schedule an appointment (or give them an option for an in office visit) with GPS office locations and mapping when necessary and can't be completed online. New communication capabilities introduced with Salesforce via social media, texting, web-mail calendaring reminders to user devices will compliment this operation greatly.

13. Blockchain:

Thomas Harlan

A blockchain is a growing list of records, called blocks, that are linked together using cryptography. Each block contains a cryptographic hash of the previous block, a timestamp, and transaction data. The timestamp proves that the transaction data existed when the block was published in order to get into its hash. As blocks each contain information about the block previous to it, they form a chain, with each additional block reinforcing the ones before it. Therefore, blockchains are resistant to modification of their data because once recorded, the data in any given block cannot be altered retroactively without altering all subsequent blocks.

Potential Identity Management offering, but more importantly, establishes a Private Blockchain enabled data supply chain to trusted members. An example for how a blockchain might be used within DMV... Today, DMV depends upon AAMVA to share and validate out of state data elements. We have to use AAMVA net and AAMVA Clients (example: CDLIS) to communicate to our other state partners. It is possible to Replace this architecture using a shared blockchain (among state DMV's) to facilitate data sharing or data validation events. A Similar strategy can be used to facilitate NV DMV data sharing within state to other agencies.... This is a longer term DEV as reciprocal parties would need to be able to utilize blockchain data, but we should be positioning and working towards this concept.

Without discussing the technology to deeply, Blockchains offer an alternative approach to Digital ID's that is quickly gaining traction in industry. Blockchains can offer some of the same benefits as Digital ID's in that Data can be cryptographically shared, without the need to expose the Privacy of the individual in a data exchange. Blockchains differ in that they attack the limitations of central repository choke points by distributing the validation DBs (Blockchain) within a trusted framework, and introduce a concept for "Smart Contracts".

Anything from birth, death and marriage licenses, to property deeds and titles of ownership, educational certificates, financial accounts, medical procedures, insurance claims, to votes can be blockchain'ed with PII data protected. To validate the protected pieces, the relying party would need to validate against the blockchain or if they required "decryption" of the data element, would need to confirm against the custodians "service". "Smart Contracts" are the rules that are attached to the blockchain to enforce rules that are applied to the data within the blockchain.

From a State ecosystem perspective, DMV provides the "Central Repository (Central source of Truth) for the State". By utilizing a Private State Blockchain, the DMV could expose a real-time "service" that allows agencies to verify the DMV has on record without FTPing the data to the agency. By "Blockchain"ing data elements (such as DL credential information token), a relying agency could

validate data it collects against DMV records to verify its customers. (Blockchain Hash token along with or in place of Digital ID or Facial Photo). This increases customer PII security as DMV could remain custodians of the data, without having to pass to multiple agency DB's throughout the state. Many Industries such as Banks, Insurance, and even Vehicle manufacturers are adopting ecosystems built upon blockchains. As an enabling technology, private State Blockchains may provide a secure alternative to sharing data with multiple entities while providing trust, transparency, and accountability for data supply chains with DMV partners.

*Note- Salesforce Blockchain has the potential to build and maintain blockchain apps, networks and flows that are directly connected to customer records within Salesforce. As blockchains are an enabling technology, much of the work for building a data flow would be dependent upon working with other DMV business partners to be able to utilize full capability.

14. ONLINE Drive Tests:

Thomas Harlan

There are a number of states doing this (including AZ). It would reduce traffic to in person visits.

15. Self-Service Kiosks in FSD:

Thomas Harlan

While much of the DTE transformation effort is focused on ONLINE services, it is envisioned that Traditional Field Service offices would remain for a portion of the public that is averse to using ONLINE services. A number of retailers have moved to a model where customers are presented the option of a KIOSK based terminal for checkout and payment. This proposed offering is different from the current DMV KIOSK offerings. Current DMV KIOSKS deployed can be likened to an ATM like capability in that they are meant to serve in place of an office visit. An IN-Office KIOSK would mimic the to-be DTE Web transaction services via touch screen ordering, assisted by a DMV technician. The benefit to the agency would be that 1. A technician could assist multiple customer transactions (verses current rate of 1:1), 2. The Screens and transactions would match ONLINE DMV offerings and provide for an assisted customer walk-through (future ONLINE customer), 3. Provide the customer with the ability to receive DMV services in an assisted manor and in person. Industry examples such as, McDonald's, Walmart, Verizon, etc. show market acceptance of customer expectations and could be used to funnel non-appointment customers through for speedy service delivery.

*ITI has a "Model", but I'm not sure it delivers what is envisioned. Walk through Screens and programming would have to match the online and technician experience delivered from DTE. It may be possible to implement with dumb terminals (touch Screens) and MVIT assistance...

16. Multiple Payment Options:

Thomas Harlan

Technically speaking, there's no reason why a DMV terminal where customers pay for services rendered should be any less functional than checkout at in an Amazon purchase. Providing capability to receive payments from mobile solutions such as Apple Pay, Samsung Pay and digital wallets like PayPal would broaden the range of modern payment options our customers would have in

purchasing services from the DMV and would be visible and appreciated by our customers instead of forcing a Visa or MasterCard option.

17. mID's or Digital Identities:

Thomas Harlan

Many DMV vendors (including IDEMIA) are offering mobile Digital ID's. Primary benefits to Digital ID's relate to the ability to reduce Identity theft in online transactions. At this time, the benefits to the State or citizen along with use cases are very soft, while the impact and cost to support may be high for the agency. Additional concerns in the Idemia solution include vendor lock to the vendor, once the solution is deployed to the public.

There is a benefit to the State that should be highlighted... Digital ID's issued by the DMV, could be utilized by other State agencies for verification and authentication of their customers for their E-GOV services. (Customer presents the DMV issued Token on State Agency X portal, State Agency X validates with DMV, DMV responds with Yes/NO and State Agency X proceeds with transaction). Additionally, the DMV could replace DUO as the second form factor authentication currently deployed with this type of solution.

Another Use Case could be to use a "Digital ID" in place of facial recognition Biometrics (described above) for third party transactions or a type of digital notary service. There are DMV's piloting this type of solution among the States with Mixed ROI results. There are multiple ways to approach the various business problems Digital IDs attempt to solve, with caution advised for approach.

18. Online Learner Permit Tests for Passenger Vehicles and Motorcycles:

Julie Butler

New York Launches Online Learner Permit Tests for Passenger Vehicles and Motorcycles:

NYS used a small vendor (Applus+) who built and implemented the released transaction.

Essentially, the online permit workflow:

- 1) User creates an account through their DMV online service and requests to take the permit test.
- 2) User is then prompted for specific forms of identification, which are submitted through NYS DMV online services.
- 3) Users identification documents are reviewed (unsure as to how this process is done or verified)
- 4) If identification verification is accepted, user is sent a link for permit testing. If identification is rejected, user is notified of failure proper ID acceptance.
- 5) Once user has taken the permit test online, and passes, the server creates an appointment reservation, date and time for the user to come into the DMV office to obtain their permit.

19. Start-up Screen and Intranet

Jennelle Keith

The department would benefit from a one stop shop for communication and updates. This could contain a place for each division to place internal updates as well as our PIO and OCM.

This will be more efficient than searching the G drive.

This may still be able to be a morning log on screen, with more info options and opportunities to share information.

20. Capture Station on your Cell Phone

Yvonne Young-Brown

At this time a customer is required to come into the office to have their picture taken for their DL/ID card. It would be more efficient for the customer and department to have the customer take their picture on their phone/tablet/PC and submit it. It would still be run through facial recognition.

21. Front end capture of Fees

Yvonne Young-Brown

Put a process in place for fees to be taken when EDRS is captured by the Dealerships. This way the fees can be attached to VIN, at this time we are unable to associate the fee to titles submitted in bulk. They cannot be associated due to current system constraints.

22. On line EC18

Yvonne Young-Brown

Customers whose vehicles are smog exempt due to classic plates are required to either go into office or mail in their renewals with and EC18. Integrating the EC18 into the renewal process will eliminate the need for customers to visit Field or mail in their renewals.

23. Electronic Forms

Yvonne Young-Brown

All forms should be integrated in the new system and available at the time of processing a transaction. Additionally all electronic forms should have the function to be electronically signed and then electronically submitted.

24. Specialty Plates

Yvonne Young-Brown

Specialty plates should be available to order on line and automatically associated to a vehicle. A permit then will automatically be emailed to the customer.

25. Duplicate titles

Yvonne Young-Brown

Duplicate titles should be available to order online. This ties into fully electronic titles.

26. First Time Registrations*Yvonne Young-Brown*

Customers should be able to process a first time registration if the title is in their name. NRS would need to change to allow this.

27. Complete Form Redesign*Dana Purcell*

In one of my recent projects I had to identify which forms has the \$1 technology fee included on them. I would like forms to populate from a table. The table would be where all forms pull their fee references from, DMV logo, DMV Director, NV Governor, and all duplicated information across forms. This way when the tech fee changes or any other variable we only change it in the form's table and all of the forms are updated at once.

28. Plate on Demand

Yvonne Young-Brown

License plate issuance should move to a plate on demand process. Plates will only be made when a transaction is generated. This will alleviate the need to stock offices with plates, stop the need for the plate factory to have a large truck and reduce the amount of surplus plates that sit in the office.

29. Nevada Liability Insurance Validation Electronically (NVLIVE) – Insurance Reporting Portal for Administrative Contacts:

Andrew Cole

Portal for Administrative Contacts to update their information via user name and password verification that links into DMV's new application. Information to be updated would include the following: Policy Format; Phone Number; Address; Information Technology (IT) Contacts; Authorized Contacts Updates - Add and Remove Capabilities

30. Nevada Liability Insurance Validation Electronically (NVLIVE) – Insurance Reporting Portal for Information Technology (IT) Contacts:

Andrew Cole

Portal for Information Technology (IT) Contacts to update web availability notifications via user name and password verification that links into DMV's new application. Once a DMV Technician verifies and "approves" (or denies) the requested action type it will be scheduled based upon timeframes indicated by IT and their selected time zone. Action types would include the following: Routine Maintenance Notification; Special Maintenance Notification; Unplanned Service Failure

31. Remote Identity Verification

Molly Lennon

A possible stepping stone between the current state and future facial recognition technologies for verification of identity: SOS currently certifies e-Notaries to offer Remote e-notary, which means they abide by NRS requirements and verify the identity of a person via video allowing them sign a document electronically from another location and the notary to e-notarize the document. If DMV had the ability to similarly verify identity remotely it may allow for additional transactions requiring less walk-ins.

32. Kiosk Access

Lea Lescher

I have a couple of ideas regarding the kiosk.

- Since some people may not be able to type perhaps we can have some kind of voice assistance where they can tell the kiosk what they need and get assistance.

- Customers do not always know their license plate numbers in the future they can scan their ID or DL and the vehicles will come up and they can pick what they want to do (i.e., renew registration, surrender plates).

33. Dashboards

Amy Donovan

- A centralized dashboard for customers (snap shot on one screen of their information; renewals, issues, documents required to complete a transaction)
- Departmental dashboard to provide statistical information
- Dashboard for technicians (centralized screen for customer information by DL or VIN to help technician identify any issues that may or may not be associated with their area of expertise; Revenue recovery flag, SR-22 requirement, suspension(s))

34. Simplify registration renewals and titles

Amy Donovan

There are multiple screens (7) that technicians have to go through to renew a registration or create a title, create a screen that centralizes all of the required information.

35. Medical portals

Amy Donovan

Ability for doctor's offices to upload information to our system and automatically generate a handicap placard

36. Simplify online "portal" account sign up and recovery information

Amy Donovan

Create a user friendly account for customers. The accounts require too many steps to process any single transaction (too many screens) and it creates confusion especially when processing veteran exemptions.

37. A plus or minus calculation for transactions.

Darlene Douthitt/Rory Fuller

We don't want transaction cancelled/returned because the customer is a few cents short/over.

38. Automatic Alerts for customers with changes to their accounts (email or text)

Darlene Douthitt

Ex: Your registration/driver's license expired today. Your registration was just renewed.

39. Move to newer IT technologies*Mark Froese*

Move to a newer technology, removing both COBOL and PowerBuilder from the application solution. This could help with hiring new staff for MVIT. Also help with deploying the requested enhancements quicker than they currently are. Hopefully MVIT could implement the Legislative bills quicker than we currently do.

40. Move to newer IT Technologies (2)*Mark Froese*

Moving to newer technologies can provide better and easier to use reporting tools than the Department currently has. Using Business Intelligence (BI) tools the user community can create their own ad hoc reports and up to date dashboards for the Division's teams and Administrators. By using these types of tools it can give MVIT more time to implement the various enhancements.

41. E-Packet*Susie Dreiske*

Some ideas from Document Processing:

- Forms filled out online
- Accept e-signatures
- Techs create an e-packet (with all the documents enclosed)
- We can then import the images to scan & validate.

42. Titles – Customer Experience*Jessica Vargas/Celia Mendoza*

- E-Titles and transfer of ownership.
- Start with duplicate title requests online - Since the form is already notarized, the customer should be able to scan their documents, they go into a que system and a technician can confirm if it's ok to process. Once everything looks good we inform the customer of the fees.
- Duplicate title - Allow customers to see if a Nevada title has been issued to them before they submit a duplicate title. This will decrease the processing time of correspondence letters and refunds.

- Customer portal - Allow customer to see correspondence letters or if a title has been issued. Will decrease calls and save on postage.
- We would like to see all the information available on one screen and not having to go to different programs to find the information we need.

43. Ability to Work Remotely - VPN

Reference: What would it take to go 100% Online?



100% Online Initial
Thoughts Ideas (00)

Future Vision:

- Fully electronic titles, all electronic signatures. Payment at the point of submission. DMV Tech would carry out Quality Assurance at home.
- EDRS would be paid for at point of submission. Only QA would be carried out by DMV Tech. In connection with the EDRS entry, ELT could be handled online – presently this requires a mail in process.
- Doctors would issue Placards via a DMV portal, and placards would be automatically mailed.
- Promote completing registration renewal by mail by alternative services. Possibly with a financial incentive.
- All NV LIVE reinstatements documentation completed on line including SR. No DMV involvement.
- Customers could reply to NV postcards from home, system would automatically email insurance companies if necessary.
- NV LIVE reductions requested in MyDMV. DMV Tech review and approve from home.
- All electronically logged documents automatically save to our data base Information would be saved and captured in a database (scanned electronically), saved in a central repository.
- All documents submitted would automatically be saved to a data base after QA. No need to manually scan any documents. Electronic signature process
- Specialty and personalized plates ordered online and associated to vehicle required online by customer. Permit will print while customer awaits plates. DMV tech QA plate applications from home.
- All technicians on DMV phone helplines will operate from home. They would have instant chat available, for customers needing assistance completing transactions, they would be able to remote into the transaction to help customer. Additionally, they would have instant chat available direct to their supervisor, or some form of video conference available at a click of a button.
- Supervisors would monitor Tech's work remotely from home.
- All these measures would eliminate the need for the mailroom, however the Department would see a steep increase in the amount of monies paid in card fees. Maybe look at

alternative methods of payment, i.e. Paypal, FB payments. Alternative FOP without hefty merchant fees. Would likely require some kind of legislative / regulatory change

- We would work with more partners similar to Arizona DMV.
Again, we discussed vendor partnerships as is performed in Arizona
As much "customer data entry" we can perform the better

44. Personal WishList items

Dianna Arnold

You asked, so I want the world. LOL

- To teach from home one on one
- Better communication
- Less paper waste
- Recycle program
- Electronic forms for orientation so training, HR, FSD don't have to make copies
- For the Q-matic to cancel appointments if the customers don't confirm
- For customer to fill out forms online electronically before they come in
- Get rid of the confirmation sheet, but instead for the customer to preview the card on the screen, not just what it's typed up, but the actual card with the information on it
- A ruler on the wall since some customers do not know how tall they are
- Online check with vital statistic for birth and for death.
- More opportunities for the South to advance at the DMV, not just the North
- A actual class from an instructor step by step to use Smart 21 to load a course
- Digital Driver's license and Identification Card
- A lot of samples would be nice : new passport, new green cards, social security cards
- New desktop monitors in my office with camera.
- My own office LOL
- Training has its own building so seasoned techs can't complain to me about the students using the restroom and there isn't enough stalls.
- Also, I don't know if you were with us when we went to Reno for this Power Point lesson, the instructor had this pen which could make temporary marks on the slide just by moving it around at a distance. That would be really neat to have.

45. Application Enhancements and Business Process Improvement (BPI)*Mark Vargas*

- Transactions for Vehicles and DL/ID when changing address in CARRS, at the same time.
 - When processing a DL/ID address change the application (DMV 22) allows for vehicles to be updated as well. A technician has to update the address on the DL/ID then begin a separate transaction and enter the same information again on each vehicle request by the customer. If the system could show vehicles currently associated to the DL/ID and have a button that allows you to match the DL/ID it would make the transaction a lot faster. Currently MyDMV accounts have this option, but CARRS does not. There should be 2 boxes to check for each vehicle. One that updates the address and the other that allows for duplicate certificate to be charged and printed.
- Allowing anatomical gift in the same transaction.
 - Currently the DL/ID applications (DMV 204, MDLRA 1, and MDLRA 3) allow for an anatomical gift to be added to the transaction. When a customer decides to donate to this account the technician has to start an individual miscellaneous payment in order to collect the donation. The system should allow this to be added during the Fees collection screen. There is a button in CARRS to add a fee during the fee collection screen, however it has been disabled. If we can have access to that, it would be great.
- Stop printing 2 credit card receipts back office.
 - Currently when a technician process a credit card related transaction back office, CARRS prints 2 receipts. One for the customer to sign and the other for our records. Since the customer is not in office we discard the second receipt. If we could update CARRS to only print out 1 receipt for back office profiles it would save 1 piece of paper per back office credit card transaction. That can add up quickly.
- Updated Portal to show if a customer's DL/ID has been returned to the DMV with an option to confirm info and request to be re-mailed.

46. Automation, Enhancements, and BPI

Robin Allender

On-line Title/Registration Transactions: for both new and used vehicles.

NCDL: On-line written test with issuance of IP

CDL:

- On line written test with issuance of CLP
- Enhancement – make the movement of the CDL pointer invisible in the background instead of the many stepped process we currently use
- Enhancement – for those individuals who have dropped their CDL and gone to a NCDL – is it possible to bypass the CDL pointer process, if not make it a background process as above

Customer Appointment Scheduling - currently we don't have the appointments open for the rural offices due to the fact customers from the metro offices will book them quickly and the local residents are unable to make appointments. Have the system identify the address of the customer to verify they are local before allowing them to book the appointment at a given location. This would also work for the drive test scheduler.

Additional Items:

- Allowing customers to obtain temporary permits from home, even for vehicles they just purchased out of state or through private party sales.
- All vehicles should be allowed to be registered and titled from home, even with private party sales.
- We need to expand the ability for customers with EDRS to register the vehicles because a lot of them are ineligible for unknown reasons, plus they can't associate a previously surrendered plate or get any type of plate other than a new standard plate.
- Classic vehicle plate first time issuance and renewals should be allowed online. We should allow renewals now, and have the customers certify the odometer reading online.
- Customers should be able to get any type of plate when they're registering their vehicles online. If a particular plate type requires additional documentation, they should be allowed to upload the document for us to review before issuing the plate by mail. Customers should also be able to do any sub-plate, even if they aren't ordering personalized plates. If a customer has lost their plate or wants to change backgrounds, that should be a simple thing to do online.
- NV doctors should have the ability to report disabled information on line so we can issue placards and plates without requiring customers to visit our offices.

- Customers should be able to reinstate their driver licenses from home, if the reinstatement does not require any testing. They should also be able to submit court clearances and SR22s by uploading them into our system, or the courts and insurance companies should automatically report that information to us so it becomes part of the customer's record, allowing them to reinstate from home.
- Customers should be able to renew their instruction permits online. That actually seems like an easy thing to do now, as long as we can do their eye test when they eventually come in for their drive test.
- Customers should also be able to upgrade to Real ID if they mail in their documents, similar to getting a passport or changing a name with the SSA. Most DL transactions should be able to be completed from home. The only one I can't see is original issuance, but perhaps if we interface with other DMVs and can verify the photo of the out of state DL, we'd even be able to do first time issuance for customers transferring from a different state.
- If customers have immigration documents on file and their information is updated in VLS, extending their dates, they should be allowed to renew online and we can verify the VLS info behind the scenes.
- Allow drive tests through third party certifiers, who report the information to us. Although that's not necessarily part of Transformation, completing the permits could be done from home if the information is part of the customer's record.

47. CRM and Reporting *Dana Purcell*

One Customer, One Record

I am sure this is one of the goals for transformation, I would like to explore this in detail. My first example is when a NV resident passes away DMV is notified by Vital Statistics. When notified of someone's passing, DMV marks the resident's Driver's License or ID Card as deceased. I would like the individual's record to also have associated disabled placards cancelled. There is a lot of Disabled Placard Fraud, cancelling the placard prevents other individuals from using the placard illegally. DMV could extend this to include disabled license plates; modified based on vehicle's registered owner(s). One record could allow customers to change their address on multiple DMV products at once or select individual addresses based on product.

Comprehensive Reporting

The state of NV allows 3 private party sales per individual per year. If an individual exceeds the limit they are required to register as a dealer. If it could be programmed into the system, have the system solution monitor and auto generate a report of violators for OCL/CED. I

am sure this would be a desired feature in multiple program areas as the reports would be program area defined. System to capture customer correspondence via email, Call Center tech, Robo-Chat, etc.

48. Equipment to Work From Home and the Record Section's Application Process
Mark De La Torre

Equipment List: Fax from computer or Fax Machines, Scanners, and Printers

- One of the most important areas the Records Section can improve customer service is the equipment needed for a Records technician to complete their job from home. One of the many mottos in the Records Section is "One and Done". That means just one or the fewest steps to complete a customer's request. The equipment that is paramount is a fax/printer combination device. This will allow the Records technician to retrieve information from CARRs delivering to the correct customer. Currently, the information from CARRs must be interrupted and restart and completed by a technician working from the DMV office. This process is a small band aide but not a solid permanent solution.
- Another issue to find improvement for customer service is the Records Section application process. This nine page packet includes instructions, the application, an affidavit, release information authorization, records fees, and a copy of NRS 481.063. Records technician normally informs the customer to only return the application and the notarized affidavit. Due to the notarization of the affidavit all applications must be submitting by mail. For the customer, it takes effort and time to fill out and read through the application. Additional time is added by the mail process of receiving the application.

49. Records portal for Government access
Lea Lescher

How about a portal access for records accounts for government offices, county, cities etc. to access driving records for their employees? Most of these government entities already have an account with records. This may require changes in NRS.

50. Self Service Forums and Discussion Boards
Thomas Harlan

We need to modify our FAQ to something more modern like a Self Service Discussion Board.

Self-service is a very interesting way for customers to get help from other customers (perhaps monitored by DMV technicians to add and assist). Forums and discussion boards help customers connect to other customers. Hence, they can discuss issues they are facing, and get view and

experiences of other customers. In this way, consumers can gather online and virtually interact and share views, discuss problems, and help each other troubleshoot issues. Problems which others have faced and overcome through some specific methods can be discussed in detail in some thread and discussion board. And when a new customer finds this and reads through, he or she can find the exact needed solution without having to go for direct customer support in chat or email or phone, etc. Therefore, self-help is of great value, and many customers get a resolution for their problems with this method.

There would need to be a strong message to users to not post their PII or transaction details and come with the ability to moderate/remove should something like that occur.

51. Intuitive Correspondence

Yvonne Young-Brown

I would like to see our correspondence letters have intuitive text like the bot for customers asking questions. Also some writing tool similar to Grammarly (Online Grammar Checker) which proof reads text before sending correspondence to customers.

52. Off Highway Vehicles (OHV)***Delora Early***

List of things that OHV have come up with to transitions to the future.

Things that would make life better in OHV:

1. Be able to do a change of address online.
2. Have the system be able to give them (online) and (the back office) an option to mail to another address. (NRS)
3. Be able to have customer do registration and title for the first time online. (NRS)
4. We have to print everything title print out registration with every transaction would love to eliminate all of that.
5. Have the DRS link to the dealer like they do with normal titles. (NRS)?
6. Be able to get registration for more than one year. (NRS)
7. When processing documentations have it all on one page eliminating clicks. (click here to get to here to get to here)
8. Have any change of address change for all of DMV not just one department. (NRS)
9. Have where the dealers can make corrections on DRS online more than once. (NRS)?
10. Have the dealers be able to request the docs sent back without having to call in. (NRS)?
11. OHV Customers be able to have access to the kiosk. (NRS)
12. Have the kiosk be able to do that first time title and reg. (NRS)
13. Have vertical support.
14. Have where OHV techs can delete and title and make changes to the year make model without needing a supervisor.

53. Driver's License Assessment Team
DLAT

Deanna Smith

It would be cool if they could upload their SR-22's onto their record or verify it through MyDMV like they can their vehicle insurance. Also CDL drivers can't access their records through MyDMV which should be fixed in my opinion.

McKenna Mitchell

I think that if we were allowed to reinstate licenses if they have not been suspended for over a year, over the phone that would take the stress off the offices and lower our calls in regards to appointments and what offices they should go to and all the other fun stuff that comes along with reinstatements.

We need to find a more updated system than faxing paperwork in. We are constantly having issues with people stating they faxed something in and we never get it. I feel like it would take our calls down much more.

Kathleen Kelly

It would be nice to have DL Review Web be live chat only...that way we don't have a plethora of emails piling up and then being forwarded and tracked and matched (one forwarded and the technicians response). We simply handle the requests real time and then the chat/conversation could be saved if needed (not sure if you're filing the emails away somewhere)

I do realize that not all DL Review Web emails are for our group... people could pick the group they want to chat with and/or if we still have to keep emails going, then I'd suggest each department have a "general Web Email box" and all other groups would have the ability to click and drop the email over to the other departments box if the email came to the wrong group (just like we would transfer a phone call to the correct group). So shared Mailboxes..... Like shared folders on a drive. If the folders were shared one would not need to "CC" DL Review web and the DMV Phone group on the response back to the customer. Maybe the emails could be saved by the persons DL# in subject line so if someone needed to go back and check out a previous email they could query by the DL. Another possibility is for the response to be noted on an Excel Spreadsheet.....

It would be nice if there was a standard form used for all out of state convictions and for them to be automated. So our system would automatically reject any that are missing ACD Codes etc.

Tessa Darby

Out of state clearing:

1. Website logging with DLN or Social or case number : not through the MyDMV portal but by look up
 - a. If eligible the individual can make a payment online using a master, visa, discover card
 - b. Individual has the option of just making the payment of reinstatement or making the payment of reinstatement along with a clearance letter + driver's history
2. An automated phone line for reinstatement in which the individual can type in their personal information to pull up their record and read out there status and whether or not they need to be redirected to the main line for further information or if they can make a payment over the phone by filing out their card information
 - a. If you have some kind of ticket related to the court (FTA/DFB/DFA/FTC) the system can read out your case number and the court in which the document is coming from
 - b. "If you think this was put on in error or your case was amended, please contact the court and have an updated document provided with the NV DMV by faxing to 775-684-4829"
3. Simple reinstatements under one year that do not require testing or SR-22 can be done online, kiosk or by phone
4. CDL medicals should have an online system where the individual has the option of updating their information themselves and it sends an update to the NV DMV CARRS system. It will then notify the individual whether the document can be accepted or denied. They must provide the front and back of the document as a scanned document. (Suggested for larger business so they can keep updated with their works rather than depending on the email system)
5. Creating a link in CARRS that connect the WEBEX in which you can click a button where it can redirect you to ever document scanned for that individual without needing to go into a separate screen
6. When it comes to major offense; providing a link to each NRS on the website dedicated for each stop : DUI (NRS---) NIE(NRS---) DSA(NRS---) so the individual can have a better understanding to the reasoning to each law involved and perhaps a reasoning to why each action is taken as it seems to be a common confusion on why our actions are taken so "late"
7. SR-22 (EXPLAIN TO THE PEOPLE THAT IT DOESN'T TAKE EFFECT UNTIL THEIR LICENSE IS MADE VALID AGAIN. Add to the letters being automatically sent out to them. Also just include the SR-22 requirement when it on the automatic letter)

Kimberly Cruz

- All sr-22, sr-26 and clearance letters should be faxed and entered electronically. Would help with less processing, less faxes coming in so more important ones go through.
- All clearances should be faxed electronically to desired state. Less hassle for customers, less faxes coming in, and less work for technicians who can then help with turnaround times.

- Should have a Spanish line for those who do not speak English. Also pay a bit more to those employees who speak 2 or more languages. We may have staff who wants to it even it its couple cents.
- Should have online chats to help reduce call volumes. Those who assist on that should work from home since it is just answering basic questions.
- All Calls are mainly appointments. DMV should have a line designated to that specific area as well as making it available to schedule drive test. So many calls regarding those 2 things and transferring to a busy que does not show good customer service.
- All out of states customers who are trying to clear records and customers who have not been suspended for more than 1 year with traffic tickets, especially FTC's, should be able to pay online and mail a new license to customer if need be for reinstatements. This will help lower lines for reinstatements, especially how busy it is now because of appointments. Less frustrating customers.
- There should be a way to assist customers who need a restriction removed (such as Y restriction or the Medical restrictions) online. Less waiting and less people in lines.
- Should be way to pay the 4.25 fee, online, for reprints when VSA is on record. Less lines letting customers with important needs go through quicker; less frustrating calls.
- Should be a better system to change status on withdrawals so less field calls. Doing so will lower que calls just to change or flip one thing or better way of doing so?
 - EX: flipping 'pending revoked' to 'revoked' just to take a payment and having them call us knowing the que times are longer.
- Data Integrity or don't know PDPS system whoever is in charge send surrendering reports. Too many out state residents who have license and sr-22 and the system does not automatically flip surrender status. Having 2 or more licenses out of state and here makes it confusing and also better way of doing that instead of manually having to do this.
- Also CDL statuses sometimes it can be rough that it's suspended/revoked/cancelled when it should not be due to glitch. Customers do this for a living not good on our part to not be on top of this.

54. DL/ID Photos and BPI
Elizabeth Newland

- For first time customers applying for an ID or DL or from out of state applications contract with a private business i.e. Walmart, Walgreens, AAA... that have photo taking abilities to have the customers image uploaded to our system after that company has verified their identify. This should prevent the need to come to the DMV to take their photo.
- When a first time customer applies for an ID or DL from another state, have the customer provide that states ID number and have our system bring up their out of state image. This could assist in fraud prevention.

55. Credential Tracker

Jennelle Keith

We need something like Domino's Pizza Tracker which is used by customer who want to track their pizza delivery. We should put this type of gadget into Transformation.

What if you could track your DMV product while you are waiting. Where's my title? Where's my DL???? That would be cool and there would be less calls, email, customers, etc.

56. Suggestions from the Call Center

Sheri Bosco

- Add/personalized/specialty plate options for online EDRS registrations
- Self-help/troubleshooting instructions as part of the error message
- Ability to submit out of state smog checks from other states online
- Renew classic plates online
- Update addresses across the board and not individually
- CDL transactions like duplicates, self-certification, and address changes
- Submit MEC online
- Allow drive tests to be scheduled online with an ID card, not just an instruction permit
- If the customer has a Veteran's designation on their DL they should be able to apply for Veteran's plates online
- MyDMV should display credits currently on the customer's account. They should also be able to see mailing status on items such as DL, title, registration, plate, etc.
- MyDMV self-help such as account resets (deletes) and lockouts. The ability to change the email address when requesting a password reset.
- Ability to change from a DL to an ID card online
- MyDMV displays the address duplicate registrations and DL's/ID cards are going to be mailed
- Security questions for customer not using a SSN to set up an account to be easier. Half the time the answers aren't correct in CARRS and have to be exact
- Online appointments should be able to be searched by phone number not just name and email address
- The screens for setting up an appointment are not user friendly
- Add online verification so the customer can look up their issue date to create an account

57. Real Time Assistance With Remote

Lori P

Provide technicians with a way to call the help desk from their terminal. Allow help desk to remote technician's computer and walk them through transaction in real time. This would eliminate the need to find a Supervisor or run to the phone to call for help.

58. Security Enhancement*Lori P*

Limit use of email address to one user. Currently we allow multiple users to use the same email information which puts a strain on our security measures. No other online retailer allows the same email address to be used by more than one consumer.

59. Self Service Reports:*Lori P*

We need a way for reports, stats and other information to be pulled by users who need that information instead of relying on MVIT to pull this information. We are pulling the same information over and over and there is no reason these reports and stats should not be available at a moment's notice by whomever needs it.

60. Automated Verification:*Lori P*

Come up with automated ways to verify qualifications for firefighters to get plates/renew plates without presenting a form every year. If we could also verify handicap information by verifying Dr. information automatically it would help us get this program online. Tribal and active military as well.

61. Automated Testing:*Lori P*

Automated regression testing would cut down on promotion time and enable more in depth testing of changes on the fly. It would also free up personnel who have to stop their regular jobs to test.

62. Intuitive Errors:*Lori P*

Error messages that make sense and can trigger chatbot when necessary. If the error is caused by user error the chatbot can assist. If it is a different issue such as qualification for a particular transaction or a problem with the payment, it would be nice if the error message gave clarifying information instead of just saying "error".

63. MyDMV:*Paul Turner*

- Make MyDMV more user friendly.

64. Smartphones:*Paul Turner*

- Make the website smartphone friendly.
 - Until the above happens, mention in the online drive history interface that smartphones and tablets cannot be used to request a history. This involves inserting one line of text. One. Line. Strong union?

65. Lockers:*Paul Turner*

Like Amazon does with lockers. Create non-DMV places where customers can pick up drive histories, duplicate registrations with decal, movement permits, etc. if they do not have printers.

66. Payments:*Paul Turner*

When renewing registrations online, have a screen that shows the current mailing address on file. If the customer sees the address is not correct, allow the customer to exit the transaction until the address is updated (or, say, renew at a kiosk if possible).

67. Kiosk:*Paul Turner*

Allow address changes at kiosks.

68. Kiosks:*Paul Turner*

Place kiosks in the North Valleys of Reno, somewhere else in Carson City, and in West Wendover.

69. S4 Letters:*Paul Turner*

Allow for online requests for S4 letters.

70. In office Dup Titles:*Paul Turner*

Allow duplicate title printouts on the spot in offices. Other states do this.

71. Business Process Improvement:*Paul Turner*

Instead of having the Technicians copy down DLNs and VINs on pads of paper, integrate that into the records transaction process. Writing down DLNs and VINS, only to have to type them in again, makes no sense.

72. Faxes:*Paul Turner*

Phase out faxing in favor of secure email.

73. Dealer Placards*Robert Wilcox*

Make Dealer Placards part of EDRS and have them print with the EDRS. Currently we use Opsec, a third party vendor for this. Because it is a separate system, dealers have to enter all DRS information twice, once into our business portal and a second into Opsec's software. This increases errors which in turn creates more work for MVIT and OBL. Additionally, when Opsec's system fails they (or the dealers), do not let us know that there is an issue, which just this year resulted in thousands of placards not being in our system for law enforcement to query.

74. NVLive*Robert Wilcox*

We need a better way to verify the insurance companies when we connect to them. Currently we use a certificate system that requires each insurance to switch to a new certificate every 13 months. Testing is time consuming and drains resources from both NVLive and MVIT. Possibly switch to username/password authentication.

75. Decals*Robert Wilcox*

Find a better way to track decal inventory. Currently we have no way of knowing when a registration is reprinted, so our count of decals used doesn't match what ITI bills us for.

76. License Plate Factory

Robert Wilcox

Integrate the License Plate Factory's system with the rest of the DMV. Right now we just pass files back and forth between the two systems and have to rely on ITI for connection issues.

77. Check Deposits

Tony Ruybal

Per NRS 353.250 and CSD 4.1.03 of P&P any money over \$10,000 must be deposited within 24 hours. Sometimes due to the amount of money and the minimal information that is sent in with the check. Suggestion to have a revenue window or indicator of sorts to better highlight which company may owe 23 074 dollars.

78. Titles

Robert Wilcox

There is a screen in CARRS that allows us to send messages to NMVTIS regarding titles. It has the following messages types:

- Add Title (UA)
- Instate Title Transfer (UV)
- Change State of Title (UT)
- Add Brand (UB)
- Undo Title Add (DM)
- Undo Instate Title transfer (DU)
- Undo Change State of Title (DT)
- Add to History

Of those 8 message types, only the first three seem to work. It would be nice to have the functionality made available as part of transformation.

79. MC – Automated Reconciliations

Richard Wagner

Industry Team would like a system with automated reconciliations as well as a system that doesn't take hours or weeks just to update tax rates.

80. Upload of Supplier Audits

Richard Wagner

The Audit Team would like a system where supplier audits are automatically downloaded/uploaded for the auditors as well as an audit tracking and billing system for all audits including the ones manually processed today.

81. Collections*Richard Wagner*

Revenue Team would like to see better integration with the state system for bad debt and collection as well as seeing an actual accounts receivable system.

82. Inventory Control System*Richard Wagner*

The MA's would probably like to see a supply inventory system across the DMV so that areas can swap out supplies and not overstock items. They would also probably like to have the ability to see all transactions that occurred for an accounting code without having to get special reports.

83. Inventory Control System*Patricia Stanfield*

Customer Appointment Scheduling should include Motor Carrier

84. Inventory Control System*Patricia Stanfield*

Online Live Chat should include Motor Carrier.

85. Inventory Control System*Patricia Stanfield*

If the Payment Processing Center idea is considered, please include Motor Carrier in the process if possible.

86. Inventory Control System*Andrea Burnell*

- Add Motor Carrier to queue system in offices that have motor carrier windows.
- Add Motor Carrier to mail in payment processing, and multiple payment options, will have to interface with explore to tell us when to mail plates and cab cards. All invoices should have a barcode and some kind of instruction when mailing in to include the invoice. Anyone should be able to take a payment for any transaction.
- Include Motor Carrier to anything mentioning registration, there have been many mix-ups where the MC customer states they made an appointment and ended up at regular DMV.
- Add Motor Carrier workflow to chatbot, chat, electronic forms, form redesign.
- Include Motor Carrier in dashboard capability, especially if we can see a pizza chart or workflow for titles.
- Website should be question based that flows into the correct answer, please include Motor Carrier for any registration (as stated above)

- Records should be simple 1-click transactions currently there are several screens to get to a DL record, this needs to be simplified tremendously. Robust reports need to be created and accurate regarding Records that don't require programming to capture i.e. how many electric cars are registered in Nevada.
- All outputs need to be standardized. Driving record from kiosk, and back office are different. However, by law MC cab cards are different than regular registration and should stay that way.
- Creating a new DMV employee in the system or transferring an employee should be as simple as checking some boxes on the tasks they are to complete or a profile to match. Instead of using an ITSec form and tasking MVIT.

87. Inventory Control System

Patricia Stanfield

Ability to renew registrations online for out of state customers: IE: Military Personnel, Customers who work out of state temporarily etc.-

A way to scan out of state passing emissions/temporary address, Military document information into the system to allow customers to proceed to online renewals without having to fax or mail in their renewals.

88. Inventory Control System

Patricia Stanfield

Easier accessibility to input Exemption information for our Military Veteran Customers. Customers constantly call in indicating that they cannot or were not able to apply their Veterans Exemption to their renewal and a lot of refunds have to take place because of this problem.

Maybe we could create an easier method of input for their exemption numbers during the renewal process. Instead of having to enter the exemption information, their county, how much they can/should apply, and then having to verifying and apply the information seems to be WAY too many steps for a lot of individuals and sometimes the site does not allow the information or does not apply the exemption, maybe there could be a way just to have a check mark box like we do through our MYDMV account system where you just input the Exemption number and apply it, this way seems to work A LOT easier for customers and they are able to see the new fee adjustments this way as well.

89. Inventory Control System

Patricia Stanfield

Ability for Businesses to be able to change their addresses online and not just by mail or fax-

Businesses cannot currently change their addresses online because MYDMV accounts can only be created with a NV ID or DL, maybe we could figure out a way for businesses to have their own area/portal for them to do their transactions online.

90. Overrides

David Turnage

To be able to stack overrides and send them to the supervisor for review. A system should be put in place where a technician has a list of actions that needs completing. When an override is needed the override would be sent to the supervisor to await approval. Once approved it would then be electronically returned to the Technician and placed in their action list for the transaction to be completed.

91. Refunds**Tony Ruybal**

Refunds should be tied to transactions. There should be the ability to refund credit card fees while you are in a transaction. At this time you have to send a separate email to revenue to process the refund

92. Credits versus Refunds**Tony Ruybal**

Instead of refunding money from checks and money orders, we could give a credit to the customer. We could notify the customers in an email and if they request the refund we could then process it.

93. Holding Credit Card Info. For Customers**Tony Ruybal**

Instead of refunding money from checks and money orders, we could give a credit to the customer. We could notify the customers in an email and if they request the refund we could then process it.

94. Customer Able to Access their own Records**Sonja Grass**

In order for a customer to receive a duplicate DL/ID they need their DL number. Records is unable to give this information out to customers over the phone. The customers are required to fill out a request and send it to records. It would be better customer service if they customer could access their account information by using either their DL number or Social Security number. This would enable them to order a duplicate DL.

95. Inventory Control System**Tony Ruybal**

Driving records online. The document should be downloadable. In order for the customer to print it at a later time. The document already has an expiry date of 30 days on it.

96. Inventory Control System**Tony Ruybal**

Online form needs to be simplified for customers to use. Form requires a middle name, not everyone has a middle name. This field should not be required. Form refers to HTML file this comment is not needed.

97. Drive Examinations

Hayley Wharton

I wanted to see if I could make some sort of suggestion to make Drive Examinations slightly easier (and safer).

Currently Drive Examiners use paper to score drive tests which makes it hard to pay attention to the drivers we are with and their maneuvers.

A way that we could make it safer (and reduce paper usage) is if we switched to an electronic device such as a tablet of some sort with programmed acronyms that the drive examiners use for the tests on each maneuver they are scored on. I.e. Left Turns, Turn 1 FTY= AF: Failure to Yield= Automatic Fail, NS: No Signal. Whenever an incident occurs where we have to deduct points, the prepopulated acronym will auto populate the score we would normally use. If an incident occurs more than 1 time in the same category, the score would then change to the higher points.

Basic Skills	Score	Reason for Point Deduction
Parking		
Speed		
Lane Change	6	2L1S (2 lane 1 Signal) x2
Braking		

Left turns	Score	Reason for Point Deduction
Signal		
Speed		
Lane	3	WL (Wrong Lane)
Turn		

I know this would have to be a budget approval and would require some testing time, but since we are trying to transition into a VFO, this would assist in removing hard copies to be scanned.

It's more difficult to explain via email but I hope this makes sense. Please feel free to ask any questions if you need me to elaborate in further detail. I don't have a phone number at this point but I can always call you if you'd like me to explain in better detail.

98. Better Fuzzy Search

Joe Neville

Right now, we continually add new individuals and businesses to the system because we either get too many results or too few. We need a better way of finding customers in our system and our homegrown searching algorithm is insufficient to the job.

99. Dual entry Accounting System
Cindy St. Hilaire/ Margie White

Dual entry accounting system that allows for tracking of payments received through distribution and from distribution back to when the payment was accepted. There have been many times in the past that auditors have requested this flow and we are not able to actually show funds through the whole process.

100. Account Code Adjustments
Cindy Hilaire/ Margie White

Account code adjustments, searching for account code adjustments is difficult unless you know the day it was entered on. If we had the ability to search by the posting date it would be much faster.

101. Credit Card Refunds
Cindy St. Hilaire/ Margie White

Ability to process credit card refunds in the system rather than outside the system and entering in bulk.

102. Refunds
Cindy St. Hilaire/ Margie White

Refunds tied to original transaction, checks/verification to ensure refund does not exceed original payment and only the account codes on the original transaction can be refunded from.

103. Checks
Cindy St. Hilaire/ Margie White

Add status to checks issued for refunds and account for (do journal entries or account code adjustment when required) stale checks and canceled or reissued warrants.

104. Reports
Cindy St. Hilaire/ Margie White

Ability to download reports rather than print only.

105. JVs and PVs
Cindy St. Hilaire/ Margie White

Automatic upload of distribution journal vouchers and payment vouchers.

106. Document Management
Cindy St. Hilaire/ Margie White

Ability to attach documents to certain transactions like account code adjustments and refunds.

107. Address Verification for Refunds
Cindy St. Hilaire/ Margie White

System verifies that the address on the refund is valid and complete.

108. Reconciliations
Cindy St. Hilaire/ Margie White

Automated reconciliations with ability to attach back-up.

**Nevada Department of Motor Vehicle
(DMV) Transformation Effort (DTE)
Modernization Project**

**DTE Operations
Statement of Work**

Attachment EE

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Appendix EE.1 – Project Deliverables

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Appendix EE.4 – State Resources

I. DTE Operations Statement of Work Preamble

The DTE Implementation Statement of Work ("SOW" or "Implementation SOW"), part of the State of Nevada Department of Motor Vehicle (DMV) Transformation Effort (DTE) Program (the "Program"), shall commence in accordance with the Program Roadmap (DEL-03) as outlined in the Implementation SOW. The program effort includes 1 year maintenance after the transition phase. This SOW identifies the tasks that will be performed during the operations and maintenance of the solution.

The following plans and project documents created during the Implementation SOW may be updated during the term of the services:

- DEL-03: Program Roadmap.
- DEL-04: Service Design Blueprint.
- DEL-05: Future State Solution Architecture.
- DEL-06: Test Strategy and Plan.
- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document.
- DEL-11: Configuration Management Plan.
- DEL-12: Reporting.
- DEL-13: Training Plan.
- DEL-14: Adoption Plan.

Efforts under this SOW will begin with the first production use of the DTE.

A. Overview

The DTE solution (Solution) for the Program includes, but is not limited to, products and services that leverage the use of Commercial Off-The-Shelf (COTS) and/or Government Off-The-Shelf (GOTS) functionality over custom development. Providers will use an incremental approach to the design and implementation of the Solution. The Solution shall be implemented in the DTE Implementation SOW and as components are moved into production using an incremental approach, the supporting operational services will be delivered based on this Operations SOW.

This incremental approach will allow for more rapid deployment and testing of the Solution components in a manner which allows the DMV to take advantage of functionality earlier in the process. With this approach, deliverables, such as design documents and testing plans will be updated through the various increments associated with the implementation of a broader function. As an example, Credentialing will be implemented in multiple increments, where additional functionality becomes operational with each additional increment.

Providers will produce the design documents (Service Design Blueprint [DEL-04] and Future State Solution Architecture [DEL-05]) as outlined in the Implementation SOW as appropriate per the incremental approach. The design documents will be the deliverable documents that the DMV will review and approve before systems are brought online.

With respect to methods, Providers will use an agile method to implement the solutions. Providers will incorporate a project management approach that promotes consistency, scalability, and repeatability discovery process through successful delivery and project closure. Providers' methodology will leverage artifacts and lessons learned on previous projects to help minimize the project's risk. A consistent global approach and real-time knowledge management infrastructure will enable reusability and rapid knowledge transfer.

As each product release is implemented the product will move into a support and maintenance status. This Operations SOW details the services to be provided for products in placed in production as well as the overall operation expectations of the solution.

B. Phases

There are three (3) phases in the effort and then operational support as products are placed in production. The phases are discussed below.

1. Planning/Discovery Phase

Upon Contract Execution, the DMV and Providers will begin a Planning/Discovery Phase to continue detailed planning and scoping of the project; this phase is anticipated to take approximately 3 months, ending approximately on December 23, 2021. This timing will allow for full ramp-up of Program resources, detailed confirmation of the requirements and their respective implementation plans, as well as detailed project planning for the incremental implementation of the various Program components.

Providers and the DMV agree and understand the initial 3-month detailed Planning/Discovery Phase included in the Program initiation activities will likely involve modifications to the Implementation and Operations SOWs content, requirements, exhibits and attachments, as a result of this planning phase. Both Parties agree to modify either SOW at the conclusion of this phase as required to reflect agreement on changes to the detailed implementation approach and will utilize the Deliverables Acceptance process and/or change control process as defined in the Project Mission and Objectives (DEL-01).

2. Delivery Phase

The Delivery phase focuses on how to take the Minimum Viable Product (MVP) definition and plan coming out of Discovery phase, and partner with the DMV to deliver an MVP release and subsequent releases with speed and quality. In addition to first Sprint (Sprint 0 – Planning¹), Slalom will iteratively conduct the following activities in two-week sprints for the duration of the project.

- Backlog Grooming.
- Sprint Planning (Product Increment Planning).
- User Testing.
- Develop & Test.
- Sprint Review.
- Sprint Retrospective (Product Increment Retrospective).

During the iterative process, production releases will move sprint results into use by DMV and customers on a frequent basis as determined in the Program Roadmap (DEL-03).

3. Transition Phase

The Transition phase is the point at which the Providers team begins to move the ongoing development, enhancement, maintenance, and support of the system into the hands of the DMV. During this phase, Providers will ensure DMV core stakeholder groups are confident and comfortable fulfilling their responsibilities for the support of the DTE solution within the elements of the solution that DMV is responsible to manage post go-live.

Transition for the DMV will include final User Acceptance Testing, Administrator and Author training, end user onboarding (internal employees & external users) and all deployment activities associated with moving the system into production. At this phase, Providers will also establish a

¹ Part of the Agile process, the first Sprint is a planning Sprint to align the team(s) and define the cadence and rhythm of the subsequent Sprints.

clear and shared understanding of the level of effort required for post-go live support. It is important to note planning for this phase will happen much earlier in the process to ensure the change management and training approach is customized to a transition model best suited to the DMV environment and in-house skill set.

C. Operational Support

Upon completion of each product release, the transition process described in the in the transition phase in the Implementation SOW will occur. At a mutually agreed upon point, defined in the Program Roadmap (DEL-03), the product release will be placed into "Production" and will be supported under the terms of this Operations SOW. Each product release may have three distinct support services that will be defined in the SLP (DEL-09) and highlighted below:

- **Cloud Service Provider (CSP) Support:**
The CSP support will be the standard support services offered by the CSP in regard to service, outages, recovery, and backups according to the terms of the licensing outlined in the Quote (Attachment FF) unless superseded by superior terms in the Service Agreement.
- **Slalom Support Services:**
The Slalom support services will include problem resolution, issue management, workflow monitoring, fault correction, interaction with the CSPs and DMV external partners, and any other activity necessary for the successful operation of the solution until such point as each specific responsibility is transferred to the DMV.
- **DMV Support:**
The DMV support, once transferred from Slalom, will include problem resolution, issue management, workflow monitoring, fault correction, interaction with the CSPs and DMV external partners, and any other activity necessary for the successful operation of the solution.

Initially the support will be predominantly Cloud Service Provider and Slalom but will shift to DMV and Cloud Service Provider as the DMV is trained and staffed to assume a support role unless other modified by contract amendment. The SLP (DEL-09) will identify a matrix of support services and in conjunction with the Program Roadmap (DEL-03) outline the transition of each service.

D. State Responsibilities

Providers' performance of the Services is dependent on the DMV cooperating with Providers and carrying out its responsibilities as set out in the Operations SOW or as may otherwise be reasonably inferred or necessary for Providers to perform the Services. Providers shall not be responsible for any delay or other consequences to the extent they are resulting from the DMV's failure to perform its obligations under the Operations SOW.

- **DMV General Responsibilities:**
 - » All DMV functions and activities as documented (including timeliness) in the Operations SOW and SLP (DEL-09).
 - » Consider and respond timely, as defined in the Project Mission and Objectives (DEL-01), to items submitted in writing to the DTE Program Administrator.
 - » Manage third party contractors, not part of this Contract, engaged by DMV and be responsible for the quality of their input and work, and for the payment of their fees, except to the extent that Providers is responsible for such management as specified in the Operations SOW.

- » Provide such other functions as the Parties specifically identify in any Contract Amendment.
- » Furnish all documentation and information reasonably required for Providers to successfully perform the Operations SOW.
- » Work with the Cloud Provider(s) to ensure background checks and fingerprints for the Cloud Provider resources delivering Cloud services comply with the State and DMV requirements.
- » DMV will manage and be responsible for the Providers engaged by DMV outside the scope of this agreement and be responsible for the quality of their input and work, and for the payment of their fees, except to the extent that Slalom is responsible for such management as specified in the SOWs.
- **DMV Technical Responsibilities**
 - » Provide appropriate bandwidth, as established by a mutually agreed upon baseline once the system is in use, for MVIT/EITS and criminal justice users to connect to the Cloud Provider(s) from MVIT/EITS, ensuring the State's network is "fit for purpose" for users to adequately navigate the applications.
 - » Provide Level 1 support upon completion of the transition phase.
 - » Ensure DMV personnel are available to receive "train-the-trainer" ITSM training from Providers.
 - » Provide initial and on-going ITSM training to DMV Level 1 service desk and MVIT personnel.
 - » Manage and plan for Operational Change Management (OCM) efforts with internal and external stakeholders, including setting formal plans, communications about changes and distributing training specific content in advance of each application release.
 - » Major Incident Management (MIM)
- **EITS Technical Responsibilities**
 - » As requested by DMV, provide appropriate bandwidth for DMV users to connect to the Cloud Provider(s), ensuring the Agency's network is "fit for purpose" for users to adequately navigate the applications.
- **DMV Personnel**

The DMV will provide resources as specified in Appendix EE.4 – DMV Resources and will complete the DMV responsibility tasks as identified in the Operations SOW.
- **DMV Licenses**

The DMV will grant Providers all necessary rights and licenses to use DMV Software, DMV Data and other DMV provided material. As part of this obligation, DMV shall obtain and maintain, at its expense, any consents or licenses, or both, from any third parties necessary for Providers use of DMV-Licensed Software.

E. Acceptance

To the extent applicable, the DMV shall review all Deliverables prepared by Providers within 10 business days of receipt or the time specified in the SLP (DEL-09), whichever time period is longer. Failure by the DMV to provide a written explanation for rejecting any Deliverable within the time specified shall constitute acceptance of the Deliverable.

If a Deliverable does not conform to the applicable acceptance criteria and DMV so notifies Providers in writing, including with such notice an exception report describing the nonconformity (the "Exception Report"), Providers shall promptly investigate the alleged nonconformity and shall correct such nonconformity within 15 business days following its receipt of the Exception Report, or such other period as may be mutually agreed, unless Providers disputes such nonconformity in accordance with Issue Resolution process. Upon Providers notice to the DMV that Providers has resolved such nonconformity, the DMV shall validate the Deliverable according to the applicable acceptance criteria. Notwithstanding the foregoing, the DMV may not reject a

Deliverable because of a failure to meet the acceptance criteria to the extent such failure is related to DMV's modifications or alterations to a Deliverable that are not: (i) authorized by Providers; (ii) specified in the applicable user documentation or product specifications; or (iii) otherwise stated under this Contract, the Operations SOW or a Contract Amendment.

F. Cooperation Of The Parties

The Parties recognize and agree that due to the nature of the Services; they shall collaborate and cooperate, in good faith, with each other for the purposes of the Operations SOW. To this effect, the Parties will:

- a) work together for the purposes of the performance of the Operations SOW.
- b) keep each other promptly informed of any actions they may have to take and of any events that may occur which, as far as they are aware, are likely to have an impact on the performance of the Operations SOW. Prompt notification is considered to be acknowledged contact within 24 hours of discovery of an issue by telephone or email with follow-up notification in accordance with the Notice provisions of the Participating Agreement. Failure to notify will be considered acknowledgement of responsibility for discovered issue.
- c) work together to remedy any identified issue while always being responsible for their respective obligations under the Operations SOW.
- d) direct their Personnel and third parties to collaborate and cooperate in good faith.

G. Change Control Process

The Change Management Plan will be included in the Project Mission and Objectives (DEL-01) and will govern changes. The SLP (DEL-09) will further define resolution and escalation processes. If a price change is indicated, a Contract Amendment will be initiated.

H. ITSM and TOOLS

The Program will utilize an IT Service Management (ITSM) and may use other DMV tools. These will be provided as noted below:

- ITSM System.
DMV will specify, procure, and use an ITSM system for incident management and request management. DMV will secure access for the Providers to use such system. Appropriate licenses for the Providers to utilize the tool will be included per Section IV, Assumptions.
- Tools.
DMV shall provide Providers with a United States, personal, non-exclusive, non-transferable license to use any Client Tools necessary to provide Services.

II. Solution Operation

This document sets forth the Operations SOW for the operation of the new Solution during the term of the Operations SOW. The Operations SOW consists of the tasks, subtasks, deliverables, services and other work Providers **shall** be required to provide. In addition to the other requirements of this SOW, Providers **shall** provide the Deliverables identified in Appendix EE.1.

All work performed under the Contract **shall** be performed within the territory of the United States and **shall** be performed by United States citizens, Lawful Permanent Residents of the United States, or person in an H1B Status. State data (including without limitation solution data, identity history data, biographic data, property data, and historical data; and information **shall not** be communicated to anyone who is not a United States citizen, a Lawful Permanent Resident of the United States, or to anyone that is not authorized to have access to the information. State data **shall not** be stored, accessed from, or transmitted to any location outside of the United States. DMV retains the right to designate certain subsets of State data as being subject to additional storage, access, or transmission restrictions at its sole discretion.

The DMV may provide sets of test records for testing purposes, but "live data" **shall not** be modified (other than anonymization of data) or used for testing purposes without specific written approval from the DMV.

This section outlines the services that will be provided by Slalom in support of the operation of the solution. ***Slalom will provide these services until each specific service is transitioned to the DMV as outlined for each service in the SLP (DEL-09) and according to the timing in the Program Roadmap (DEL-03).***

A. Scope of Services

Slalom **shall** provide for the DMV a suite of Services that will satisfy the Service Level Requirements (SLRs) based on the Service Level Plan (SLP/DEL-09) developed by Providers and approved by the DMV. Slalom **shall** provide or coordinate all facilities, equipment, software, and personnel required to deliver the Services identified in this Section II.A – Scope of Services and to satisfy the SLRs until the transition to DMV is completed, at which time DMV will assume these responsibilities.

The subsections outlined below under this Section II.A – Scope of Services set forth the specific required Services identified for the operation of the Future State Solution Architecture (DEL-05).

1. Mandatory Updates (II.A.1)

Slalom **shall** supply or coordinate Solution software updates and other updates, or make other changes as required for the Solution to continue to conform to the Technical and Operational Updates (TOUs) as they are issued by federal agencies, and to legislative items, mandates, and statutes issued by state governing bodies. There are several examples of this, including, but not limited to:

- TOUs by Federal agencies.
- Updates to AAMVA requirements.
- Changes to Nevada Revised Statutes (NRS), as issued by the Nevada Legislature.
- Changes to policies and standards as identified in the Implementation SOW, Section 1.3.2.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).

2. National and Internal Interfaces (II.A.2)

Slalom **shall** maintain interfaces with state and national services through the agreed-upon and established network using standards-based and conformant transactions and internal transactions.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required).

3. DMV System Interfaces (II.A.3)

Slalom **shall** maintain interfaces with all requisite data repositories and systems (software) and with networks that in turn connect with other justice partner systems or other state databases. These interfaces, required for the successful implementation of the Solution during Phase 1 of this SOW, are documented in the Requirements and the Product Descriptions (DEL-07).

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-07: Product Descriptions.
- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required).

4. Database Management (II.A.4)

Slalom **shall** maintain access to a well-maintained and indexed database of all records, messages, and transactions, stored and retrievable in standardized formats. The ability to easily add, update, delete, retrieve, and print appropriate records and other forms, or to link data elements or records, **shall** be provided.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-05: Future State Solution Architecture.
- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required).

5. Report Generation (II.A.5)

Slalom **shall** support access to Program staff, authorized DMV end users, the Remote Site administrators, auditors, and other authorized personnel to inspect the database, the log of transactions and performance/throughput rates, and user-level access history in order to allow the DMV to generate predefined (canned) reports as well as ad hoc reports. Slalom shall support reports created by Slalom for each product release until the product is transitioned to DMV. Slalom shall provide the ability to generate reports in several formats, including but not limited to: Microsoft Excel, portable document format (PDF), comma-separated values (CSV), etc.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.

- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required)

B. Support Services

During the Solution Operation phase of the Operations SOW, as part of Solution Maintenance, Providers **shall** support the operation of the Solution (Support Services), as further provided below in this Section II.B – Support Services.

1. Scope of Support (II.B.1)

Slalom Support Services responsibilities **shall** include responding to and tracking problems reported, resolving deficiencies, and controlling configuration of software and hardware baselines, on site and remotely as necessary. Slalom shall coordinate with CSPs for problem resolution and routine reporting requirements.

Slalom **shall** back up or coordinate back up (data and system configurations) for COOP considerations in accordance with the COOP (DEL-15) and SLP (DEL-09).

Slalom **shall** be responsible for all management of upgrades and coordination of updates with the CSPs to the installed operating system(s), database management systems, and application software to ensure that the services conform to future approved interface specifications, which could result in a Contract Amendment based on changes outside of normal TOU and technical updates, and that no service is running on a suite of software no longer supported by the licensing vendor.

Slalom **shall** manage its services to include reports on the status of the system, the services provided, and database and transaction volumes.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.
- DEL-15: COOP (if updated are required).

2. 1.2.2 – Customer Support (II.B.1)

As part of its Support Services, Slalom **shall** provide continuous operational support (Support Hours) for the Solution 24 hours per day, 7 days per week, 365 every day of the year (24/7/365), which **shall** include without limitation providing a point of contact for all Solution problems by maintaining a system for customer support (Customer Support). Such operational support **shall** include Support Services to correct any failure of the Solution and to remedy Deficiencies in accordance with Section II.E – Correction of Deficiencies of the Operations SOW to ensure that the Solution operates in accordance with the specifications, including Solution requirements, warranties, and other requirements under the Contract. Requests for Customer Support will be submitted by the DMV's technical support via telephone and/or the DMV trouble ticketing system. In the event the DMV trouble ticketing system is not available, the DMV may use e-mail or any other reasonable means to request Customer Support. Any tickets entered through other mechanisms will be added to the DMV ticketing system as soon as it is available.

In addition to the requirements specified in the Products Descriptions (DEL-07), The Slalom Customer Support SLRs **shall** also include, but not be limited to, those listed below, as follows:

- The DMV designated staff **shall** have access to the Providers Customer Support through the DMV trouble ticketing system and via telephone. The trouble ticketing system **shall** provide for the DMV a simple method to submit, track, and update issues that require escalation to the Providers Customer Support. The authorized DMV contacts will each

receive an account and training on the ticketing system. This **shall not** prohibit other DMV contacts from calling Customer Support to report an issue or problem.

- Providers **shall** provide a telephone number for DMV staff to call 24/7/365. This telephone number **shall** quickly connect DMV staff with the appropriately qualified Customer Support personnel.
- Providers **shall** disclose if at any time a subcontractor will be utilized for any portion of Customer Support Services, including initial intake of reported problem calls from the DMV.
- Priority levels for the deficiencies **shall** be assigned according to definitions specified in Section II.E.2 – Deficiency Priority Levels.
- Providers **shall** respond within the period specified in Section II.E.2 – Deficiency Priority Levels depending on the priority level of the deficiency.
- Providers' Customer Support **shall** be made available to the DMV on a 24/7/365 basis.
- Providers' Customer Support **shall** work with the DMV's Program Administrator or designee and the DMV's technical support staff on correcting deficiencies and keep DMV personnel informed regarding the updates and scheduled time frames to ensure that all maintenance windows are clearly communicated, and the requirements of the Operations SOW are met.
- Deficiency correction, time frames, and Service Credits (as defined in Section IV – Remedies) for failure to timely correct any deficiencies as specified herein **shall** be as specified in Section II.E – Correction of Deficiencies.

3. Service Level Performance (II.B.3)

Providers **shall** ensure that, during the term of the Contract, the Solution **shall** provide at least 99.9 percent (99.9%) availability for all services, measured quarterly, and in accordance with the terms of the Contract, including all SLRs set forth in the SLP (DEL-09). The availability requirement is exclusive of scheduled downtime, which is detailed in Section II.D.4.

Providers **shall** provide the following Deliverable(s) for this component of the SOW:

- DEL-09: Service Level Plan.

4. Training (II.B.4)

Slalom, in conjunction with third parties and with cooperation from the DMV, will develop those training plan(s) and materials and will conduct those training activities identified as Providers' responsibilities in the Training Plan (DEL-13). Training Plan must be approved in writing by Providers and the DMV.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-13: Training Plan.

C. Program Management

The subsections under this Section II.C – Program Management describes the required program management functions to be performed by Providers throughout the Solution Operation phase of the Contract.

Slalom **shall** document management organization, roles and responsibilities, resources, processes, and other pertinent management information in a Project Mission and Objectives (DEL-01) and maintain that plan current throughout the Solution Operation phase of the Contract.

1. Program Organization (II.C.1)

Slalom **shall** appoint a Providers Service Delivery Manager (SDM) who **shall** be responsible for accomplishing all tasks to be performed under the Contract. The SDM **shall** be responsible for the Slalom's technical, cost, and schedule performance. The SDM **shall** have full authority over all Slalom's program activities and resources. The SDM **shall** be the principal interface between the program and Slalom's corporate organization, between the program and its associated contractors and CSPs, and between Slalom and the DMV for all matters relating to the Contract. The SDM, or designee, **shall** be available to DMV management on a 24/7/365 basis, as appropriate, upon the first product release in production.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-01: Project Mission and Objectives.
- DEL-09: Service Level Plan.

Should the Slalom SDM position become vacant, Slalom will immediately appoint a designee and will work to recommend a replacement for DMV concurrence as rapidly as practical.

2. Management and Technical Reporting and Reviews (II.C.2)

Slalom **shall** conduct management and technical reviews and provide management and technical reports throughout the Solution Operation phase of the Contract, as defined in the Project Mission and Objectives (DEL-01) and the SLP (DEL-09). Slalom is cautioned that the content of reviews **shall** be limited to that which is sufficient to establish the adequacy of the products and services required under the Contract. Sales presentations, new product demonstrations, and other promotions are discouraged unless expressly requested by the DMV. Slalom **shall** log all transaction and system activity necessary to evaluate Contract performance, facilitate trend analysis, and support system and other transactional analysis in Reporting (DEL-12). Slalom **shall** supply appropriate quality assurance and audits to ensure that logs are complete and accurate.

Slalom **shall** participate in an operational kickoff meeting at a DMV facility or virtual 30 days prior to the scheduled date the first product release in production. The first product release in production will be clarified and agreed upon during the Discovery Phase, given the multi-application and multi-iteration project dependencies and will generally occur when the solution application initially becomes operational. The purpose of the meeting is to introduce key DMV and Slalom's operations and operations support personnel, discuss plans, examine the status of any risks or issues, and address any other issues that the DMV and/or Providers may wish to discuss.

The DMV and Slalom **shall** meet weekly in person, virtually, by telephone, or through the provision of e-mail updates exchanged between the DMV Program Administrator and the Slalom SDM, unless the Parties otherwise mutually agree in writing via their respective program managers. Attendees at the meetings will include all DMV and Providers and subcontractor designated personnel, as determined by the DMV and Providers management. The objectives of the weekly meetings are (i) to confirm that the program is not encountering technical problems that would cause the program to fail to maintain the agreed-upon service levels, (ii) to provide immediate feedback to the Parties to permit any issues to be resolved on a timely basis, (iii) provide a record showing that the Parties have acted to ensure that the program is progressing in accordance with prior agreements, and (iv) to ensure that Parties are proactively identifying and addressing issues that could adversely affect service levels.

Slalom **shall** conduct semi-annual Operational Program Management Reviews (OPMRs). Attendees at the OPMRs will include designated DMV staff and Slalom, CSPs, and any

subcontractor staff, as necessary. The first OPMR **shall** be held within 60 days after the first product release to production or as agreed by the Parties. Each OPMR **shall** address:

- Performance against Service Level Agreements (SLAs)².
- Financial and schedule status.
- Planned activities.
- Action item status.
- Problem report status.
- Configuration management and quality assurance reporting.
- Issues and risks.
- Other service level shortfalls and plans for corrective action.

The OPMRs **shall** also address selected technical and programmatic topics as directed by the DMV.

It should be assumed that all OPMRs are to occur at DMV sites or virtually, as agreed on by both Parties. Slalom **shall** make available the key personnel necessary to carry out an efficient and effective agenda and **shall** provide presentation materials, any relevant documentation updates, and supporting data. Slalom **shall** furnish agendas, presentation materials, and minutes. Slalom **shall** attend and participate in required meetings as necessary.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-12: Reporting (provided semi-annually).

3. System Security (II.C.3)

Slalom **shall** take and ensure CSPs use reasonable security precautions approved by the DMV, by providing, among others, the necessary software updates, to ensure that the Solution, including its related software, data, and third-party components, are maintained in accordance with contemporary best business practices, including performing antivirus updates, software updates, configuration management, intrusion detection, backup/restore/recovery, system logging, and report generation.

Slalom **shall** comply and ensure CSPs comply with all provisions of the State Security Policy as specified in Specifications, Standards, and Guides, as cited in the Implementation SOW.

Slalom **shall** take and ensure CSPs use reasonable precautions to prevent loss of or alteration to the DMV's data. Accordingly, Providers **shall** keep backup copies of all of the DMV's data, using Azure backup services according to the Azure customer terms and in accordance with State Security Policies.

Slalom **shall** not utilize and ensure CSPs do not utilize, or provide to third parties, the DMV's database or any individual records without prior written approval of the DMV.

Slalom **shall** be responsible for ensuring that appropriate encryption or other security methods are implemented to guarantee the secure transmission of data in the Solution, as further provided elsewhere in the Contract, including the Product Descriptions (DEL-07).

Slalom **shall** afford the DMV the opportunity to interview and investigate the personnel proposed by Providers prior to granting them security access to the DMV systems and sites, and the DMV

² SLAs will defined specific examples of unscheduled downtime.

reserves the right to reject their access to Solution and/or Program equipment, files or site locations whenever Slalom's personnel fail to maintain a clean criminal record or pass a background update procedure administered by and satisfactory to the DMV, as further provided elsewhere in the Contract, including the Solution Requirements Specifications.

Slalom **shall** work with the State and Remote Site agencies to achieve end-to-end security for all components that make up the DTE Solution. Providers **shall** document its security program and submit to the DMV for approval in accordance with the Program Roadmap (DEL-03).

CSP **shall** promptly notify Slalom, or the DMV after transition, in the event CSP becomes aware of a confirmed unauthorized disclosure of DMV's Data in the CSP's Services caused by the CSP or its contractors. Upon notification from the CSP, Slalom **shall** also give verbal notification as specified in the SLP (DEL-09) immediately, and then in writing within four (4) hours of Slalom's knowledge of the existence and explanation of any intrusions or other security violations or breaches that may affect the integrity of the Solution data or any other State data, subject to the applicable provisions of the executed Contract.

Slalom **shall** provide the DMV³ logical access to the Solution for security reviews or other security matters. Slalom **shall** also provide or coordinate for the DMV access to any system logs for ongoing security monitoring.

D. Maintenance Services

During the Solution Operation phase of the Contract, as part of Solution Maintenance, Slalom **shall** provide maintenance of the Solution, including the provision of software updates as further provided in this Section II.D – Maintenance Services.

1. Technology Refresh and Enhancements (II.D.1)

As part of Maintenance Services, Slalom **shall** propose functional and processing requirements for, and implement, future upgrades. Slalom **shall** also identify and make recommendations concerning the operation of the existing system, including but not limited to ensuring that the service levels are maintained, and that Slalom is performing other duties as agreed to by the DMV and Slalom under the Contract.

Slalom and the DMV **shall** conduct periodic joint technology reviews, beginning after first product release to production or as agreed upon by both Parties, no less frequently than every six (6) months, to confirm that the software and system security are adequate for the DMV's purposes and are consistent with then-current technology used in similar systems. Such evaluations **shall** include reviewing the available technology applicable to the Solution, from Slalom, CSPs, and third parties, and reviewing pending and implemented changes in standards applicable to the DMV or its Remote Sites. As a part of this review, Slalom will make a recommendation regarding the availability of any improved technology that might be suitable and available in the market. As may be required from time to time, Slalom and the DMV **shall** determine any software changes that are needed to respond to such developments and to provide migration paths for such functional or technology updates. Written results of the review will be provided to the DMV as part of the review.

2. Software Updates (II.D.2)

Slalom **shall** provide or coordinate software updates to keep current with Providers and vendor software upgrades, enhancements, updates, patches, bug fixes, etc., the Product Descriptions (DEL-07), as provided as part of the Maintenance Services for this scope of services, all in accordance with the Operations SOW and in coordination with the DMV. Such software updates

³ This access may include DMV authorized third-parties for management and audit purposes.

shall include, but **shall not** be limited to, enhancements, version releases, and other improvements and modifications to the software, including application software. Any changes to the deliverables will be applied.

- DEL-05: Future State Solution Architecture.
- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document.
- DEL-11: Configuration Management Plan.
- DEL-13: Training Plan.
- DEL-15: COOP.

Maintenance Services additionally include maintaining compatibility of the Solution software with any and all Interfaces provided by Providers under this Contract. Prior to the installation of any third-party software, or any update thereto, Slalom **shall** test and ensure such third-party software's compatibility with the then-current version of the software. Slalom **shall** ensure that the software is compatible with all required or critical updates to third-party software, including without limitation, service and compatibility packs and security patches, promptly upon their release.

Notwithstanding the foregoing, any third-party application that may be incorporated by Providers into the application software **shall** be subject to the same Maintenance Services obligations and requirements as the application software components that are owned by, or are proprietary to, Providers.

3. Solution Environment (II.D.3)

As part of Maintenance Services, Slalom **shall** also provide or coordinate maintenance of the server software that is part of the server environment for the Solution, including but not limited, to operating software, database software, and other software installed in the server environment that is not application software. Slalom **shall** update, upgrade, replace, and/or maintain, or coordinate as appropriate, such server software components during the term of the Contract to comply with the Solution Requirements and the warranties specified in this Contract and to be compatible with the application software, including any application modifications provided by Providers under the Contract. This will be documented in the Solution Configuration Document DEL-10 and continue by specific product release until Slalom has completed transition of product releases into production.

Slalom **shall** provide or coordinate software updates to the server software to keep current with Providers hosting technology standards, industry standards, software updates to the application software, and other application modifications, all in coordination with the DTE Program Administrator.

Furthermore, Slalom **shall**, during the term of the Contract, maintain and coordinate the Solution's compatibility with the DMV's client environment by providing, among others, software and updates to the software. Slalom **shall** also coordinate with local, state, or federal agencies that are dependent on connecting to the Solution.

4. Scheduled Downtime and Preventive Maintenance (II.D.4)

CSP **shall** coordinate all scheduled downtime and preventive maintenance. Unless agreed to otherwise in advance by the DMV and Providers, in writing, Providers **shall** provide all maintenance services, including installation of software updates, during scheduled downtime, during late evening hours or early morning hours in order to avoid times when users need to use the Solution, as agreed to by the DMV. Scheduled downtime for performing preventive

maintenance or other maintenance services at any site **shall not** exceed two (2) hours for each site in any month, unless agreed to in advance in writing by the DMV.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.

5. Response Time Monitoring (II.D.5)

Slalom **shall** be responsible for monitoring response time of the Solution to ensure compliance with the Solution Requirements, including Solution Performance Requirements set forth in the Operations SOW with all Attachments. Slalom **shall** also provide the DMV with monitoring tools (dashboard-type functionality, etc.) that allow the DMV to view the current status of the system(s) as well as understanding particular performance measures.

Slalom **shall** perform or coordinate response time monitoring at regular intervals and in sufficient detail to detect problems. Slalom **shall** provide the DMV with direct access at any time to the data collected as a result of response time monitoring. Whenever requested by the DMV, Slalom **shall** provide the DMV with reports and/or download that data along with all applicable documentation that may be necessary for the DMV to independently monitor the response time of the Solution.

The DMV reserves the right to periodically revisit the response time baselines for resetting to ensure that the response time of the Solution does not restrict or delay the DMV's operations.

Should changes to the response times of the system be required, Providers will follow the Configuration Management Plan (DEL-11) to manage changes to the system to ensure impacts to the system are understood. If the impact and/or costs are approved, our team will carry out the changes required for the system.

E. Correction of Deficiencies

During the Solution Operation phase of the Contract, as part of Solution Maintenance, Slalom **shall** correct or coordinate correction of the deficiencies in the Solution, as further provided in this Section II.E – Correction of Deficiencies below.

Slalom **shall** provide or coordinate corrective maintenance for any deficiency in the Solution's software that, when used as delivered, fails to perform in accordance with the specifications stated in the Contract, including Solution Requirements. The period for the provision of corrective maintenance coverage for all software **shall** be defined as 24/7.

Slalom **shall** maintain an electronic report log that indicates the problem report number, problem description, the time that the problem call was received, the priority assigned, all actions taken and the time that the problem was corrected. The problem report log **shall** be maintained in a database that is remotely accessible by designated DMV staff as defined in the SLP (DEL-09).

Slalom **shall** offer one central point of contact for support of software. Providers support personnel **shall** address all problems reported by the DMV. Slalom's support personnel **shall** acknowledge problems reported via telephone or by e-mail in accordance with the Deficiency Priority Levels table and respond according to the protocols listed below and as defined in the SLP (DEL-09).

1. Identification of Deficiencies (II.E.1)

The deficiencies under this Contract may either be identified as a result of Providers' use of its own monitoring system or discovered by the DMV. Upon discovery of a deficiency by Providers,

Slalom will report the deficiency to the DMV, along with a plan for resolution in accordance with the Operations SOW. Upon discovery of a deficiency by the DMV, the DMV will report the deficiency to Slalom's Customer Support for resolution in accordance with the Operations SOW.

The priority level of a deficiency **shall** be assigned according to the priority level definition set forth in Section II.E.2 – Deficiency Priority Levels. Based on Providers' proposed solution and/or a workaround for the deficiency, the DMV may reevaluate and escalate or downgrade the priority level of such deficiency.

2. Deficiency Priority Levels (II.E.2)

The DMV **shall** assign the priority level to each deficiency reported by the DMV to Slalom Customer Support. Slalom **shall** assign priority levels to deficiencies discovered by its own problem monitoring system. Following report of a deficiency from the DMV, Slalom **shall** respond back to the DMV within the prescribed Response Time Frame specified below and resolve each such deficiency within the specified Resolution Time. Resolution Time for correction of deficiencies **shall** start tolling when the DMV first notifies Slalom of a deficiency and the Incident Ticket is opened in the DMV's ITSM tool or otherwise as specified herein, including the Slalom Customer Support, and **shall** end when Slalom notifies the DMV the deficiency has been resolved, at which time, the DMV will validate that the deficiency has been resolved.

Deficiency Priority Levels

Priority Level	Description of Deficiency	Response Time Frame	Resolution Time
SL1 – Critical	Solution is down (unscheduled downtime) or is operationally down (e.g., extremely slow response time) or does not function at all, as determined by the DMV. There is no way to circumvent the problem; a significant number of DMV users are affected. A production business system is inoperable.	Thirty (30) minutes.	Eight (8) consecutive hours.
SL2 – Severe	A component of the Solution is not performing in accordance with the Specifications (e.g., slow response time), creating significant DMV business impact, its core functionality is not available, or one of the Solution Requirements is not met, as determined by the DMV.	Four (4) hours.	Twenty-four (24) consecutive hours.
SL3 – Moderate	A component of the Solution is not performing in accordance with the Specifications; there are unexpected results, moderate or minor operational impact, as determined by the DMV.	Twenty-four (24) hours.	Three Hundred Thirty Six (336) consecutive hours [Two (2) weeks].

Priority Level	Description of Deficiency	Response Time Frame	Resolution Time
SL4 – Low	This is a low-impact problem and is not significant to operations or is related to education (e.g., general "how to" and informational Solution software questions, documentation requests, understanding of reports or general "how to" create reports), as determined by the DMV.	Forty-eight (48) hours.	Next version release or six (6) months unless otherwise agreed to by the DMV and Providers.

3. Problem Resolution and Protocols (II.E.3)

Slalom shall assign priority levels to deficiencies discovered by its own problem monitoring system. Following report of a deficiency from the DMV, Slalom shall respond back to the DMV within the prescribed Response Time Frame specified above and resolve each such deficiency within the specified Resolution Time. Resolution Time for correction of deficiencies shall start tolling when Slalom first notifies DMV of a deficiency and the Incident Ticket is opened in the DMV ITSM tool or otherwise as specified herein, including Slalom Customer Support, and shall end when Providers notifies the DMV the deficiency has been resolved, at which time, the DMV will validate that the deficiency has been resolved.

Problems that require an immediate response (Priority Level 1) are system or component failures that prevent transactions from processing, records from being entered or searched, or responses from being delivered. Providers may attempt to correct the problem by phone or remote access.

All other major deficiencies (Priority Level 2) shall be corrected within one (1) day from the time the problem was reported.

Slalom, until such time as the support is turned over to DMV, shall inform the DMV within one (1) hour of any service interruptions and then notify the DMV within eight (8) hours of any hardware or software problems that Providers has identified and resolved.

Slalom shall provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.

4. Recurring Problem Resolution and Protocols (II.E.4)

Slalom **shall** track problems and report to DMV any problem that recurs three (3) or more times in a twelve (12) month period. Recurring problems will be analyzed to determine if there is a root cause or systematic issue that must be corrected. Slalom will provide DMV with analysis of the recurring problem within 20 business days of the reported recurrence and proposed resolution with a reasonable timeframe for correction.

F. Configuration Management

The DMV's Remote Sites are geographically dispersed over a large area. This dispersion poses unique problems related to problem reporting, testing, diagnosis, deployment of patches and revisions, and other aspects of configuration management. Configuration management plans and processes must address these unique problems efficiently and effectively.

Slalom **shall** document and implement a Configuration Management Plan (DEL-11) and processes that **shall** address these unique problems efficiently and effectively. Configuration management performed by Providers **shall** accomplish the following:

- Establish a controlled configuration for each operational software component at the Primary Site and the COOP Site.
- Maintain current copies of the Deliverable documentation and code.
- Give the DMV access to the documentation under configuration control.
- Control the preparation and dissemination of changes to the master copies of the delivered software and documentation placed under configuration control so that they reflect only approved changes.

Slalom **shall** generate management records and status reports for all software products at the Primary Site and the COOP Site, including the controlled operational configurations. The status reports **shall**:

- Make changes to controlled products traceable.
- Serve as a basis for communicating the status of configuration identification software and associated software.
- Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

Slalom, until support is turned over to DMV, **shall** participate in DMV configuration control meetings. DMV configuration control meetings will establish and control the requirements in the Product Descriptions (DEL-07) throughout the execution of the Contract and will control the operational baseline, including deployed software, databases, and documentation once the Solution becomes operational.

Slalom **shall** prepare a Solution Configuration Document (DEL-10) comprising the complete instructions necessary to install and configure all software, and data associated with each deployment, including site-specific installation information, for the duration of the term of the Contract.

Providers **shall** provide the following Deliverable(s) or updates as necessary for this component of the Operations SOW:

- DEL-07: Product Descriptions.
- DEL-10: Solution Configuration Document.
- DEL-11: Configuration Management Plan.

G. Continuity of Operations

As part of Solution Maintenance, CSP **shall** also be responsible for coordinating the provision of COOP Services in accordance with the COOP Plan provided by Providers. The COOP (DEL-15) will define both RPO and RTO for the solution.

The CSP **shall** host their Services from two virtual private data centers (VPCs) located in separate AWS Availability Zones (AZs) in the AWS Gov Cloud (West) region.⁴ These locations may be adjusted in the future, any change to these regions will be reflected in the Future State Solution Architecture (DEL-05) and the COOP (DEL-15).

⁴ <https://aws.amazon.com/about-aws/global-infrastructure/>

As part of COOP Services, CSP **shall** perform the functions; provide or utilize the facilities, equipment, supplies, data, and documentation; and conduct the training and exercises/drills specified in the COOP Plan to maintain a viable COOP capability that ensures the performance of CSP essential functions during any emergency or situation that may disrupt normal operations and leave the Cloud facilities damaged or inaccessible. CSP **shall** be subject to the following Service Level Requirements as part of COOP, which **shall** be contained in and are incorporated into the COOP:

- Slalom, until the solution is fully transitioned to DMV as defined in the Program Roadmap (DEL-03) **shall** coordinate the recovery efforts.
- CSP **shall** have complete responsibility for restoration of their portion of the Solution at the COOP site.
- In the event of a Disaster declaration, CSP **shall** be required to maintain regular and consistent communication with Slalom and the DMV about the event/condition and steps taken to restore the Solution.
- CSP **shall** provide a Recovery Time Objective (RTO) of 12 hours and a Recovery Point Objective (RPO) of 4 hours for their Core Services.
- CSP's **shall** have 100 percent (100%) capacity of the operational Solution once the Solution has been restored at the COOP site.
-
- If an actual Disaster Recovery event occurs, the Parties will agree upon, through the change control process, any additional charges necessary for CSP to support the event.
- The COOP will be exercised and tested annually.

Slalom **shall** provide the following Deliverable(s) for this component of the Operations SOW:

- DEL-15: COOP.

III. Cloud Provider Services

This section sets forth the Operations SOW for the CSP operation of the new Solution during the term of the Operations SOW. In addition to the other requirements of this SOW, Providers **shall** provide the Deliverables identified in Appendix EE.1.

All work performed under the Contract **shall** be performed within the territory of the United States and **shall** be performed by United States citizens, Lawful Permanent Residents of the United States, or person in an H1B Status. State data (including without limitation solution data, identity history data, biographic data, property data, and historical data; and information **shall not** be communicated to anyone who is not a United States citizen, a Lawful Permanent Resident of the United States, or to anyone that is not authorized to have access to the information. State data **shall not** be stored, accessed from, or transmitted to any location outside of the United States. DMV retains the right to designate certain subsets of State data as being subject to additional storage, access, or transmission restrictions at its sole discretion.

The DMV may provide sets of test records for testing purposes, but "live data" **shall not** be modified (other than anonymization of data) or used for testing purposes without specific written approval from the DMV.

This section outlines the services that will be provided by CSPs in support of the operation of the solution.

A. Scope of Services

CSP **shall** provide for the DMV a suite of Services that will satisfy the Service Level Requirements (SLRs) based on the Service Level Plan (SLP/DEL-09) developed by Providers and approved by the DMV. CSP **shall** provide or coordinate all facilities, equipment, software, and personnel required to deliver their Services identified in this Section III.A – Scope of Services and to satisfy the SLRs.

The subsections outlined below under this Section III.A – Scope of Services set forth the specific required Services identified for the operation of the Future State Solution Architecture (DEL-05).

1. Mandatory Updates (III.A.1)

CSP **shall** provide all upgrades, patches, and other system maintenance as part of the subscription service and at no additional cost to the DMV. This **shall** include three complimentary, seamless, and automatic major release upgrades per year with no impact to the DMV's solution implementations, including workflow, integrations, reporting or customizations. The DMV understands the CSP will provide maintenance and upgrades in accordance with CSP's publicly posted maintenance schedules or mutually agreed upon equivalent.

2. Database Management (III.A.2)

CSP shall manage all database administration including upgrades, patching, tuning, and backup. This shall be done at no extra cost to the DMV.

CSP **shall** maintain their processes to allow access to a well-maintained and indexed database of all records, messages, and transactions, stored and retrievable in standardized formats. The ability to add, update, delete, retrieve, and print appropriate records and other forms, or to link data elements or records, **shall** be provided.

CSP **shall** provide input to Slalom and the DMV as appropriate for their products for the following Deliverable(s) for this component of the Operations SOW:

- DEL-05: Future State Solution Architecture.
- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required).

3. Report Generation (III.A.3)

CSP **shall** provide tools that allow Program staff, authorized DMV end users, Remote Site administrators, auditors, and other authorized personnel to monitor and view user-level access history and create/generate predefined (canned) and ad hoc reports. CSP shall support reports created by Slalom for each product release until the product is transitioned to DMV. CSP shall provide the ability to generate reports in several formats, including but not limited to: Microsoft Excel, portable document format (PDF), comma-separated values (CSV), etc.

CSP **shall** provide a report-building drag-and-drop tool for accessing DMV data quickly and comprehensively. The tool **shall** allow the DMV to use it to set up new reports or edit existing ones. The tool shall be intuitive and provide a user-friendly interface. Reports should be able to be created by non-technical DMV users using point-and-click methodology instead of code.

CSP **shall** provide input to Slalom and the DMV as appropriate for their products the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.
- DEL-10: Solution Configuration Document (if updates are required).
- DEL-11: Configuration Management Plan (if updates are required).

B. Support Services

During the Solution Operation phase of the Operations SOW, as part of Solution Maintenance, Providers **shall** support the operation of the Solution (Support Services), as further provided below in this Section III.B – Support Services.

1. Scope of Support (III.B.1)

CSP Support Services responsibilities **shall** include responding to and tracking problems reported, resolving deficiencies, and controlling configuration of software and hardware baselines, on site and remotely as necessary. CSP shall coordinate with CSPs for problem resolution and routine reporting requirements.

CSP **shall** manage its services to include reports on the status of the system, the services provided, and database and transaction volumes.

CSP **shall** back up (data and system configurations) daily for COOP considerations in accordance with the COOP (DEL-15) and SLP (DEL-09).

CSP **shall** be responsible for all upgrades to the installed operating system(s), database management systems, and application software to ensure that their services conform to approved specifications and that no service is running on a suite of software no longer supported by the licensing vendor.

CSP **shall** provide input to Slalom and the DMV as appropriate for their products for the following Deliverable(s) for this component of the Operations SOW:

- DEL-09: Service Level Plan.

- DEL-15: COOP (if updated are required).

2. Customer Support (III.B.2)

As part of its Support Services, CSP **shall** provide continuous operational support (Support Hours) for the Solution 24 hours per day, 7 days per week (24/7/365), 365 every day of the year, which **shall** include without limitation providing a point of contact for all Solution problems. Such operational support **shall** include Support Services to correct any failure of their products and to remedy Deficiencies in accordance with Section III.E.2 – Correction of Deficiencies of the Operations SOW to ensure that the Solution operates in accordance with the specifications, including Solution requirements, warranties, and other requirements under the Contract. Requests for Customer Support will be submitted by Slalom or the DMV's technical support via telephone and/or the CSP's Web-based trouble ticketing system. In the event the DMV trouble ticketing system is not available; the DMV may use e-mail or any other reasonable means to request Customer Support.

In addition to the service requirements specified in the Products Descriptions (DEL-07), the CSP Customer Support SLRs **shall** also include, but not be limited to, those listed below, as follows:

- The DMV designated staff **shall** have access to the CSP Customer Support through the CSP's Web-based trouble ticketing system and via telephone. The trouble ticketing system **shall** provide for the DMV a simple method to submit, track, and update issues that require escalation to the Providers Customer Support. The authorized DMV contacts will each receive an account and training on the ticketing system. This **shall not** prohibit other DMV contacts from calling Customer Support to report an issue or problem.
- CSPs **shall** provide a telephone number for DMV staff to call 24/7/365. This telephone number **shall** quickly connect DMV staff with the appropriately qualified Customer Support personnel.
- CSP shall make a list of subprocessors available to DMV pursuant to its Infrastructure and Subprocessor Documentation.⁵
- Priority levels for the deficiencies **shall** be assigned according to definitions specified in Section III.E.2 – Deficiency Priority Levels.
- Providers **shall** respond within the period specified in Section III.E.2 – Deficiency Priority Levels depending on the priority level of the deficiency.
- Providers' Customer Support **shall** be made available to the DMV on a 24/7/365 basis.
- Providers' Customer Support **shall** work with the DMV's Program Administrator or designee and the DMV's technical support staff on correcting deficiencies and keep DMV personnel informed regarding the updates and scheduled time frames to ensure that all maintenance windows are clearly communicated, and the requirements of the Operations SOW are met.

3. Service Level Performance (III.B.3)

CSPs **shall** ensure that, during the term of the Contract, the Solution **shall** provide at least 99.9 percent (99.9%) availability for all services, measured and reported quarterly, and in accordance with the terms of the Contract, including all SLRs set forth in the SLP (DEL-09). The availability requirement is exclusive of scheduled downtime, which is detailed in Section III.D.4.

Providers **shall** provide as appropriate for their products for the following Deliverable(s) for this component of the SOW:

- DEL-09: Service Level Plan.

⁵ https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/government-cloud-plus-infrastructure-and-subprocessors.pdf

4. Training (III.B.4)

CSP **shall** provide extensive free online training covering end users, administrators, and developers at all skill levels. Online training should include:

- **Free, self-paced, online learning** – Allow DMV users to learn what they need when they need it. Courses shall apply the model of interactive learning made popular by websites such as Code School, Codecademy, Udacity, Treehouse, Coursera and Khan Academy.
- **Learning paths** – Content should be arranged in a hierarchy, with varying levels and presented in a specific sequence so DMV users have a predefined path to follow and don't need to spend time deciding what to read and in what order.
- **Modular and engaging content** – Each tutorial should consist of short units, which can be read in 10-15 minutes each. The content should be designed to be simple, self-contained, and directly useful, to maximize the value of the learning experience.
- **Interactive assessments** – At the end of each unit, DMV users should be able to take a challenge to verify what they just learned, either by answering multiple-choice questions or performing specific tasks. On completing a challenge, users should be able to click a button and get instant feedback on whether you got it right.

CSP **shall** ensure all training is current for all maintenance releases. For an additional cost, CSP **shall** provide instructor-led classes delivered by Certified Instructors at DMV or CSP's facilities.

CSP **shall** provide as appropriate for their products for the following Deliverable(s) for this component of the Operations SOW:

- DEL-13: Training Plan.

C. Program Management

CSP **shall** offer a number of services to help DMV get the most of their solution investment:

- **Customer support.** CSP **shall** have teams that provide technical support at multiple support tiers including more technical, dedicated levels of support.
- **Customer success group.** DMV should be able to choose the right level of support, training, and success resources based on unique needs. From self-help resources to 1:1 coaching and proactive services, CSP **shall** offer a variety of options to support account adoption, usage, and success.
- **Personalized account management.** CSP **shall** work closely with DMV to understand their current and future requirements and identify solutions that meet those needs. CSP **shall** designate a point of contact for paid services and contractual negotiations and will be supported by solution experts and other resources to ensure DMV's account is successful.
- **Voice of the customer program.** CSP **shall** stay engaged with DMV to shape what is next for CSP's company and products. Through direct conversations with DMV and other customers, surveys, advisory board sessions, and quarterly customer reviews, CSP will receive feedback about customer experiences, gather ideas about what customers need, and gauge reactions to potential innovations.

Access to valuable resources. DMV will have unlimited access to training and certification material through CSP's training resources and can further develop skills through expert-led classes. CSP **shall** have an online user community that enables DMV to network with various

user groups, attend customer success events, and find helpful resources, including comprehensive help documentation, research and reports, best practice guides, and more.

1. System Security (III.C.3)

CSP shall provide real-time information on system performance and security on a publicly available site open to all customers.

CSP shall ensure transmissions between the user and the CSP Services are TLS 1.2 encrypted with a 2048-bit Public Key, using AES 128 or 256-bit encryption or higher.

CSP shall ensure the DMV's data is encrypted at rest using a hardware security module-based key derivation system allowing the DMV to protect data at a granular level.

CSP shall ensure DMV's data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the active data center, and then cloned at a ready data center.

CSP shall provide a solution that was granted a Provisional Authority to Operate (P-ATO) by the FedRAMP Joint Authorization Board (JAB) at the FedRAMP High control baseline.

CSP shall include auditing features that provide insight into what DMV applications are being adopted by users, who is logging in and from where, what pages users are viewing, what reports users are running and exporting and other aspects of application usage. Auditing features should include the ability to track changes at the field level.

CSP **shall** engage the services of a background screening vendor to conduct background checks on employees at the time of hire. Screenings should include criminal background checks (state, federal, and national searches) to identify felony and misdemeanor convictions within the last 7 years.

CSP employees **shall not** have access at the application level for any customers, unless the DMV grants access through the "login as" feature.

CSP **shall** provide contractual assurance to the DMV that the data hosted in the CSP's Services will be kept confidential and not accessed by CSP employees, except as necessary to provide the services.

CSP **shall** promptly notify the DMV in the event CSP becomes aware of a confirmed unauthorized disclosure of DMV's Data in the CSP's Services caused by the CSP or its contractors. Notification **shall** include either phone contact by CSP support, email to DMV's administrator and Security Contact, and public posting on CSP's website. If the DMV maintains an email address for a Security Contact in the Service then the CSP **shall** notify such Security Contact within 24 hours of becoming aware of such an unauthorized disclosure.

CSP **shall** maintain an Incident Response Plan that includes an established Security Incident Response Process. During a security incident, the process should guide CSP personnel in management, communication, and resolution activities. CSP's incident response plan/process **shall** be created in accordance with FedRAMP control requirements that include incident response requirements derived from NIST SP 800-53, NIST SP 800-61, and the FedRAMP Incident Communications Procedure.

CSP **shall** provide the DMV logical access to the Solution for security reviews or other security matters. CSP **shall** also provide or coordinate for the DMV access to event monitoring logs for ongoing security monitoring.

D. Maintenance Services

CSP **shall** provide all upgrades, patches, and other system maintenance as part of the subscription service and at no additional cost to the DMV. This **shall** include three complimentary, seamless, and automatic major release upgrades per year with no impact to the DMV's solution implementations, including workflow, integrations, reporting or customizations. The DMV understands the CSP will provide maintenance and upgrades in accordance with CSP's publicly posted maintenance schedules.

CSP **shall** publish the dates and times of maintenance windows on a publicly-available website which show a forward 12-month view of the maintenance windows the CSP plans to take. CSP's publicly-available website shall include real-time information on system performance and security, and up-to-the minute information on planned maintenance.

CSP **shall** send alerts via email when the maintenance windows are posted to CSP's publicly-available website. Approximately one week prior to the scheduled maintenance, CSP **shall** communicate those dates and times via the in-application pop-up window upon login to the CSP's services.

CSP **shall** use Patch Releases and Emergency Releases to deliver scheduled and ad hoc application fixes. Whenever possible, patches and emergency releases **shall** be deployed during off-peak hours and without downtime.

CSPs will provide scheduled maintenance and publish the dates and times of the maintenance windows on CSP Trust Status site maintenance calendar. For maintenances that impact an entire instance, Trust Notifications are sent to Trust Notification subscribers via email when the maintenance schedule is posted to Trust and ten days prior to the maintenance. Trust Notifications will also be sent at the start and end of each maintenance. Approximately one week prior to the scheduled maintenance, CSPs will communicate the dates and times via the in-application pop-up window upon login to Salesforce. In the event CSPs need to reschedule a maintenance, the maintenance record will be updated on Trust and an email will be sent to Trust Notification subscribers. CSPs will follow the Preferred Salesforce Maintenance Schedule as published on the Salesforce website.⁶

E. Correction of Deficiencies

During the Solution Operation phase of the Contract, as part of Solution Maintenance, CSP **shall** correct or coordinate correction of the deficiencies in the Solution, as further provided in this Section III.E – Correction of Deficiencies below.

CSP **shall** provide or coordinate corrective maintenance for any deficiency in the Solution's software that, when used as delivered, fails to perform in accordance with the specifications stated in the Contract, including Solution Requirements. The period for the provision of corrective maintenance coverage for all software **shall** be defined as 24/7.

CSP **shall** maintain an electronic report log that indicates the problem report number, problem description, the time that the problem call was received, the priority assigned, all actions taken and the time that the problem was corrected. The problem report log **shall** be maintained in a database that is remotely accessible by designated DMV staff as defined in the SLP (DEL-09).

⁶ <https://help.salesforce.com/articleView?id=000331027&type=1&mode=1>

CSP **shall** offer one central point of contact for support of software. Providers support personnel **shall** address all problems reported by the DMV. CSPs' support personnel **shall** acknowledge problems reported via telephone or by e-mail in accordance with the Deficiency Priority Levels table and respond according to the protocols listed below and as defined in the SLP (DEL-09).

1. Identification of Deficiencies (III.E.1)

The deficiencies under this Contract may either be identified as a result of Providers' use of its own monitoring system or discovered by the DMV. Upon discovery of a deficiency by Providers, Provider will report the deficiency to the DMV, along with a plan for resolution in accordance with the Operations SOW. Upon discovery of a deficiency by the DMV, the DMV will report the deficiency to CSPs' Customer Support for resolution in accordance with the Operations SOW.

The priority level of a deficiency **shall** be assigned according to the priority level definition set forth in Section III.E.2 – Severity Levels.

2. Severity Levels (III.E.2)

CSP **shall** assign the severity level to each deficiency reported by the DMV to CSP Customer Support. Following a report of a deficiency from the DMV, CSP **shall** respond back to the DMV within the prescribed Response Time Frame specified below. CSP **shall** work as quickly as possible to resolve issues.

Severity Levels

Severity Level	Description of Deficiency	Response Time Frame
SF1	Business stopping and no acceptable workaround. Imminent threat to key business or near-term business milestones posing financial risk.	One (1) hour
SF2	Key business impacting, no workaround.	Two (2) hours
SF3	Key business impacting with workaround, or non-key business impacting no workaround.	Four (4) hours (local business hours)
SF4	Non-key business impacting with workaround, or not business impacting.	Eight (8) hours (local business hours)

F. Configuration Management

The DMV's Remote Sites are geographically dispersed over a large area. This dispersion poses unique problems related to problem reporting, testing, diagnosis, deployment of patches and revisions, and other aspects of configuration management. Configuration management plans and processes must address these unique problems efficiently and effectively.

CSP **shall** provide an inventory list as part of their FedRAMP package.

CSPs **shall** participate in DMV configuration control meetings. DMV configuration control meetings will establish and control the requirements in the Product Descriptions (DEL-07) throughout the execution of the Contract and will control the operational baseline, including deployed software, databases, and documentation once the Solution becomes operational. Slalom, until support is turned over to DMV, shall work with CSPs to maintain the Solution

Configuration Document (DEL-10) comprising the complete instructions necessary to install and configure all software, and data associated with each deployment, including site-specific installation information, for the duration of the term of the Contract.

Providers **shall** provide as appropriate for their products for the following Deliverable(s) or updates as necessary for this component of the Operations SOW:

- DEL-07: Product Descriptions.
- DEL-10: Solution Configuration Document.
- DEL-11: Configuration Management Plan.

G. Continuity of Operations

As part of Solution Maintenance, CSP **shall** also be responsible for coordinating the provision of COOP Services in accordance with the COOP Plan provided by Providers. The COOP (DEL-15) will define both RPO and RTO for the solution.

The CSP **shall** host their Services from two virtual private data centers (VPCs) located in separate AWS Availability Zones (AZs) in the AWS GovCloud (West) region. These locations may be adjusted in the future, any change to these regions will be reflected in the Future State Solution Architecture (DEL-05) and the COOP (DEL-15).

As part of COOP Services, CSP shall perform the functions; provide or utilize the facilities, equipment, supplies, data, and documentation; and conduct the training and exercises/drills specified in the COOP Plan to maintain a viable COOP capability that ensures the performance of CSP's essential functions during any emergency or situation that may disrupt normal operations and leave the Cloud facilities damaged or inaccessible. CSP shall be subject to the following Service Level Requirements as part of COOP, which shall be contained in and are incorporated into the COOP: CSP shall have complete responsibility for restoration of their portion of the Solution at the COOP site.

- In the event of a Disaster declaration, CSP **shall** be required to maintain regular and consistent communication with Slalom and the DMV about the event/condition and steps taken to restore the Solution.
- CSP **shall** provide a Recovery Time Objective (RTO) of 12 hours and a Recovery Point Objective (RPO) of 4 hours for their Core Services.
- CSP's **shall** have 100 percent (100%) capacity of the operational Solution once the Solution has been restored at the COOP site.
- If an actual Disaster Recovery event occurs, the Parties will agree upon, through the change control process, any additional charges necessary for CSP to support the event.

Slalom **shall** provide as appropriate for their products for the following Deliverable(s) for this component of the Operations SOW:

- DEL-15: COOP.

IV. Remedies

The following remedies are applicable to the Providers as indicated by the specific sections.

A. Salesforce

The Salesforce SLA, Exhibit EE.1, defines remedies for failure to meet SLA availability.

B. Mulesoft

The Mulesoft SLA, Exhibit EE.2, defines remedies for failure to meet SLA availability.

C. Slalom

Any deficiencies noted for Slalom shall be subject to Service Credits in accordance with the following table.

Length of Continuous Deficiency	Service Credits
1 to 4 hours	2 days of Service Credits which is equal to 1/15 th of Total Monthly Fees due to the Provider.
4 to 48 hours	4 days of Service Credits which is equal to 2/15 th of Total Monthly Fees due to the Provider.
48 to 96 hours	10 days of Service Credits which is equal to 1/3 rd of Total Monthly Fees due to the Provider.
Each additional block of 96 hours thereafter	Additional 10 days of Service Credits which is equal to 1/3 th of Total Monthly Fees due to the Provider.

Service Credits **shall** be calculated separately for each incident of a deficiency and **shall** be added up to be assessed at the end of each month of Solution Maintenance.

*Example: Slalom total annual service is \$24,000, there is a deficiency of 6 hours in May. Based on the table above, this is 4 to 48 hours outage and the service credit due would be 2/15th of the total monthly fees \$2,000 (\$24,000 annually divided by 12) equaling a total of \$266.67 (24,000/12 * 2/15 = 266.67)*

Service Credits, in any amounts, are not and **shall not** be construed as penalties and, when assessed, will be deducted from the DMV's next payment due to Slalom.

1. Resolution

Resolution processes and conditions are described in the subsections below.

Slalom Claims (IV.C.1.1)

DMV shall deduct the amount claimed from the following Quarters' invoice.

Slalom Responsiveness (IV.C.1.2)

The Solution shall be deemed to be experiencing Non-Excluded or Unscheduled Downtime after 30 days of any level 1 or 2, Response Time deficiency unresolved by Providers, entitling the DMV to assess remedies described herein.

V. Assumptions

#	Assumption
1	The requirements and specifications will be interpreted in later deliverables. In the event of a contradiction, conflict or inconsistency between prior statements of requirements and specifications and a later approved deliverable, the contradiction, conflict or inconsistency will be resolved in favor of the latest approved deliverable.
2	In the event of a conflict between the stated requirements and specifications for the Operation of the Solution in the various Contract documents, such conflict will be resolved according to the follow order of precedence (the first having priority): the agreed upon Product Descriptions (DEL-07), Future State Solution Architecture (DEL-05), Operations SOW, Implementation SOW, Service Agreement, and Contractor's Quote.
3	Protected information will not be stored in the ITSM tool and the DMV will communicate this requirement to the DMV's staff, including service desk staff.
4	Costs associated with background checks and fingerprints required for Slalom staff directly involved with supporting the Operations SOW and who have access to State systems or data will be covered by Slalom.
5	Providers shall be relieved of any liability associated with its performance obligations to the extent the State and/or any partner agency does not maintain the appropriate bandwidth, provided Providers has notified the DMV of such bandwidth issues.
6	The design capacities in the table below are sufficient across the term to meet application performance and capacity requirements. They may be superseded by the Future State Solution Architecture (DEL-05).
7	DMV will create and maintain a data repository in a Cloud Provider solution to house any data that is not included in the CSP's services but are necessary for the DTE solution and DMV operations.
8	The CSP shall host their Services from two virtual private data centers (VPCs) located in separate AWS Availability Zones (AZs) in the AWS GovCloud (West) region. These locations may be adjusted in the future, any change to these regions will be reflected in the Future State Solution Architecture (DEL-05) and the COOP (DEL-15).

Appendix EE.1 Project Deliverables

Appendix EE.1 – Project Deliverables

During the Solution Operation Phase of the project, Providers **shall** deliver those Deliverables identified and listed in the Deliverable Table below. All Deliverables **shall** be subject to DMV approval and Acceptance in order to satisfy the terms and conditions of the Contract.

Providers **shall** supply documentation in an electronic format agreed upon by both Parties. User documentation **shall** describe the components, functions, and operations of each workstation type. Each user interface **shall** be provided with online user documentation that is accessible via the user interface.

Document No.	Deliverable/Plan Title	Delivery Dates
DEL-01	Project Mission and Objectives	• Reserved for Implementation SOW
DEL-02	Current State Assessment	• Reserved for Implementation SOW
DEL-03	Program Roadmap	• Update – as needed at quarterly project management reviews.
DEL-04	Service Design Blueprint	• Update – as needed conclusion of any Sprint or maintenance.
DEL-05	Future State Solution Architecture	• Update – as needed conclusion of any Sprint or maintenance.
DEL-06	Test Strategy and Plan	• Update – as a result of the sprint definition of each Sprint or upon planned maintenance.
DEL-07	Product Descriptions (consisting of: Product Backlog MVP Product Roadmap)	• Reserved for Implementation SOW
DEL-08	Process Improvement Plan	• Reserved for Implementation SOW
DEL-09	Service Level Plan	• Update – as needed for production deployments or maintenance.
DEL-10	Solution Configuration Document	• Update – with each maintenance release and as needed conclusion of any Sprint.
DEL-11	Configuration Management Plan	• Update – with each maintenance release and as needed conclusion of any Sprint.
DEL-12	Reporting	• Update – at the conclusion of each Sprint, during the quarterly project review, and as needed for maintenance releases.
DEL-13	Training Plan	• Update – as needed conclusion of any Sprint or maintenance.
DEL-14	Adoption Plan	• Update – as needed conclusion of any Sprint or maintenance.
DEL-15	COOP	• Update – as needed conclusion of any Sprint, maintenance, or product change.

Appendix EE.2

Glossary

Appendix EE.2 – Glossary

This appendix presents a glossary of the acronyms used in this document.

Acronym	Definition
AAMVA	American Association of Motor Vehicle Administrators
AD	Active Directory
ADFS	Active Directory Federation Services
API	Application Programming Interface
BOE	Board of Examiners
COOP	Continuity of Operations Plan
COTS	Commercial Off-the-Shelf
DMS	Document Management System
DMV	Department of Motor Vehicles
DPS	Nevada Department of Public Safety
DRP	Disaster Recovery Plan
DTE	DMV Transformation Effort
ECM	Electronic Content Management
EITS	Enterprise Information Technology Services
FAR	Final Acceptance Review
FTP	File Transfer Protocol
GUI	Graphical User Interface
IMP SOW	Implementation Statement of Work
IMS	Integrated Master Schedule or Project Plan
IOC	Initial Operational Capability
ITSM	Information Technology Service Management tool
LOI	Letter of Intent
LSP	Licensed Software Product
NAC	Nevada Administrative Code
NCJIS	Nevada Criminal Justice Information System
NDA	Non-Disclosure Agreement
NDOC	Nevada Department of Corrections
NIEM	National Information Exchange Model
NOA	Notice of Award
NOC	Nevada Offense Code
NRS	Nevada Revised Statutes
OPS SOW	Operations Statement of Work
ORR	Operational Readiness Review
PDF	Portable Document Format
PIN	Person ID Number
PMO	Program Management Office
PMP	Project Management Plan
PT	Pacific Time
QA	Quality Assurance
RFP	Request for Proposal
RPO	Recovery Point Objectives
RTO	Recovery Time Objectives
RVTM	Requirements Verification and Traceability Matrix

Acronym	Definition
SAM	State Administrative Manual
SAN	Storage Area Network
SAT	System Acceptance Testing
SDLC	System Development Lifecycle
SDR	Solution Design Review
SIT	System-level Integration Testing
SLA	Service Level Agreement
SLP	Service Level Plan
SOU	Statement of Understanding
SOW	Statement of Work
SRR	Solution Requirements Review
SRS	Solution Requirements Specifications
STRR	System Test Readiness Review
TEMP	Test and Evaluation Master Plan
TOT	Type of Transaction
TOU	Technical Operations Update
UAT	User Acceptance Testing

Appendix EE.3

Definitions

Appendix EE.3 – Definitions

This appendix presents defined terms used in the Operations SOW.

Term	Definition
Acceptance	Defined in Section I-F of the Implementation SOW
Agency	The Nevada DMV.
Business Day	The work day, normally 8:00 AM to 5:00 PM Monday through Friday, excluding State holidays.
Configuration	Modifying a software system by using native functions or settings within the system to change its behavior or features, in order to meet specific requirements.
Contract	means the overall Contract including the Service Agreement, Implementation SOW, Operations SOW, and all referenced attachments to such documents.
Contract Amendment	Any change to the Contract. Any changes must be approved through the same process as the Contract.
Contract Execution	means the date of the approval by the Nevada Board of Examiners.
Contract Start Date	The later of the Contract Execution or 9/13/2021.
COOP Site	The Cloud Provider site where disaster recovery environment as defined in the COOP will be hosted located in the AWS GovCloud (West) region.
Core Service	The Core Services are Sales Cloud, Experience Cloud, Service Cloud, and Customer 365 Platform.
Customization	Modification of a software system that requires additional coding to implement, in order to meet specific requirements.
Deliverables	All items that Providers are required to provide to the agency under the Contract.
Deprecated	Technology functions or elements that are in the process of being replaced by newer ones.
Electronic Content Management (ECM)	A system that collects, stores, retrieves and manages documents and records created by organizations.
Final Acceptance	The point where the final acceptance testing is completed.
Implementation SOW	refers to the DTE Implementation Statement of Work ("SOW" or "Implementation SOW"), part of the State of Nevada DTE Project
Incident Ticket	An Incident Ticket is a record of an incident in the ITSM tool, generally created by the Level 1 service desk upon receiving a report of an incident or deficiency, which requires action and remains active until the incident or deficiency is resolved.
Middleware	Controls the orchestration of services so information exchanges can be easily implemented and managed and ensure a seamless operation of the various capabilities in the environment.
Milestone	Used to mark specific points along the project timeline that must be reached to achieve success. Milestones represent one or more Deliverables. Milestones must be measurable, offer business value and be defined in a way that DMV can assess the level to which they are complete for approval, sign-off, and payment.

Term	Definition
Major Incident Management (MIM)	MIM is the discipline of maintaining a unique infrastructure and approach in IT for critical enterprise issues. It typically is led by DMV IT generalist resources who open and orchestrate live bridge calls, invite leadership and SMEs across all disciplines to troubleshoot and problem-solve across their technical teams and organizations until a critical issue priority 1 is resolved. The DMV will track and organize documentation of the critical event, gather participants on a bridge call, manage participation/attendance, create minutes, track technical outcomes, and any subsequent related change management or problem management efforts etc. that may result after or during a priority 1 effort. Providers will participate in the DMV led MIM calls as needed. Engagement details to Providers will be determined and documented during the project planning phase but is likely to include engagement via a hierarchical tree of approved Providers MIM participants and their email addresses and phone numbers.
DTE Modernization	The DMV-led initiative to upgrade the current systems that comprise DTE. The upgraded systems are expected to provide at least the functionality provided by the current systems and improve the efficiency and effectiveness of the DMV's operations, by meeting the requirements provided by this agreement.
Operations SOW	The DTE Operations Statement of Work ("SOW" or "Operations SOW"), part of the DMV of Nevada DTE Project.
Parties	The DMV and Providers.
Portal	A webpage that controls user access to the DTE systems and information, including launching data queries.
Primary Site	The Cloud Provider site where the Solution will be hosted located in the AWS GovCloud (West) region.
Program	The DTE effort.
Program Administrator	The person from the DMV team assigned to administer the Program with approval authority
Project	Specific and defined elements of work with the Program.
State Program Manager	The person from the DMV team assigned to deliver the Operations SOW.
Project Manager (State)	The person(s) from the DMV team assigned to manage projects and coordinate efforts.
Program Manager (Providers)	The person(s) from Providers assigned to deliver the Operations SOW and with approval authority.
Services	The services to be delivered as included in this Operations SOW.
SLA Service	Services provided by Salesforce as listed in Attachment FF and further defined in DEL-09 Service Level Plan (SLP).
SMART21	The State's financial and enterprise resource planning system replacement program that will be implemented on the SAP platform.
Solution	The combination of services and products that will ultimately result in the completion of the DTE Modernization initiative, including the overall design approach and the systems that support it.

Term	Definition
SOW	As used within this document, refers to the DTE Implementation Statement of Work, part of the DMV of Nevada DTE
State	State of Nevada.
System	Set of interconnected components that transform, store, transport, or control information for particular purposes.
Upgrade	The act of replacing the current system with a new, modernized, and improved product. An upgrade moves beyond simply updating the current system to fix issues.
Providers	Carahsoft, Salesforce, MuleSoft, and Slalom and includes their employees, contractors, and sub-contractors assigned to deliver the Implementation SOW.
Vendor	Provider, Providers.

Appendix EE.4 State Resources

Appendix EE.4 – State Resources

The DMV will provide the following resources committed to this project.

Program Steering Committee

The Steering Committee provides business guidance and context for the Program. It will be comprised of unit leadership within DMV and external representation as deemed appropriate by DMV. It will also assist with leadership in promoting support for the Program. Additional roles of the Steering Committee may include:

- Review of proposed plans and timetables.
- Provide problem resolution if issues cannot be resolved at the Program level.
- Provide DMV policy as it relates to the Program.
- Set business priorities.
- Propose alternative solutions to problems encountered.
- Assist with obtaining Legislative and Administrative backing.
- Assist providing information and involving external parties in Program progress, accomplishments and challenges.

Program Sponsor

The DMV is the Program's sponsor agency. All Program activities shall be conducted under the authority of the DMV. The DMV Deputy Director is the project's Executive Sponsor.

Program Administrator

The Program Administrator provides overall leadership to the Program and will ensure long-term success of the Program. Responsible for the administration of business success, financial management, and customer satisfaction for the Solution. The Program Administrator will be the senior leader of the Program effort. The Program Administrator will set Program priorities and resolve conflicts.

Program Manager

The Program Manager provides the Program and project management skills to the implementation effort. The Program Manager supervises the project management efforts within the Program and coordinates Program level activities. The Program Manager sets priorities when choices of alternatives are required and will resolve project conflicts.

Project Manager

Given the size and scope of the DTE, there will be 5 Project Managers. The Project Managers shall coordinate the activities of all individuals and organizations involved in the project. The Project Managers shall provide on-going daily project direction and oversight to the DMV project staff and the contractor and report progress and problems to the Program Manager. The Project Managers shall coordinate all organizations involved in the project and ensure resource requirements are identified and addressed.

State Project Staff

State project staff shall be assigned to the project on both permanent and on as-needed basis, as determined by project and technical management to represent the various functional and technical areas. State project staff shall be available to attend meetings, interviews and assist assigned staff in reviewing functions with Providers. State staff working on project tasks shall report through the appropriate Project Manager who shall act as a conduit to Providers.

Providers shall be expected to work closely with the DMV project staff assigned to this project.

External Assistance

External assistance may be utilized and shall act as member of the DMV program team providing technical assistant to the DMV. External state resource shall report to the DMV Program Manager.

Quality Assurance Monitor

A Quality Assurance (QA) monitor may be utilized and shall act as a member of the DMV program team. The QA monitor shall report to the DMV Program Manager. Major functions shall include, but not be limited to the following:

- Review of project tasks.
- Validation of results.
- Provide recommendations, as required.
- Review of program risks and issues.
- Review of deliverables.
- Project plan monitoring.

EXHIBIT EE.1

Government Cloud / Government Cloud Plus Service Level Addendum

General Service Level Addendum

This Exhibit A (Service Level Addendum) ("SLA") is subject to and made a part of the Master Subscription Agreement to which this SLA is attached, (the "Agreement") and is effective as of the date that it is attached to the Agreement (the "SLA Effective Date"). Except as set forth below, the terms of this SLA apply to the on-line Services Customer purchases under an Order Form that SFDC makes generally available to its customers on or after the SLA Effective Date, (collectively "SLA Services") except (i) to the extent Customer already has an SLA for a Service as part of the Agreement, such SLA remains in full force and effect for such Service and such Service is excluded from the SLA Services and (ii) the Services listed at https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/sla-excluded-services.pdf, ("Excluded Services List") which may be updated from time to time, provided, any on-line Services Customer purchases under an Order Form that SFDC makes generally available to its customers that is not on the Excluded Services List on the date Customer first purchases such Service, may not be excluded from this SLA.

1. **Availability.** SFDC shall make each SLA Service available 99.7% of the time, except as provided below. Availability will be measured for each SLA Service individually and will not be aggregated across all SLA Services. Availability will be calculated per calendar quarter, per SLA Service, as follows:

$$\left[\left(\frac{\text{total} - \text{nonexcluded} - \text{excluded}}{\text{total} - \text{excluded}} \right) * 100 \right] \geq 99.7\%$$

Where:

- *total* means the total number of minutes in the calendar quarter;
- *nonexcluded* means downtime that is not *excluded*, and
- *excluded* means:
 - Any planned downtime of which SFDC gives 24 or more hours' notice in accordance with the Agreement, via a conspicuous on-screen message in the applicable SLA Service and/or on the applicable Trust site (as may be identified in the Maintenance Window schedule). SFDC will use commercially reasonable efforts to schedule all planned downtime during the times as set forth in the Maintenance Windows schedule for the SLA Services identified therein.
 - Any unavailability caused by circumstances beyond SFDC's reasonable control, including, without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving SFDC employees), denial of service attacks, or failures or delays by an Internet service provider except to the extent such failure or delay (i) was caused by an Internet Service Provider which is an SFDC subcontractor and (ii) the failure or delay affected SFDC's infrastructure such that the SLA Services were not generally available to its customers hosted on Customer's affected instance. Any failures, downtime or delays by a Non-SFDC Application.

For any partial calendar quarter during which Customer subscribes to an SLA Service, availability will be calculated based on the entire calendar quarter, not just the portion for which Customer subscribed. SFDC determines availability based on whether Customer is able to log into the applicable SLA Service application or, for those SLA Services that support transactions as between Customer and its customers, the ability for a Customer's customer to complete a transaction via the SLA Services. SFDC calculates availability separately for each instance on which Customer Data resides.

2. **Remedies.** Should SFDC fail to make any SLA Service available as set forth in Section 1 above in a calendar quarter, Customer may continue to use such SLA Service but receive a refund for one full day of subscription fees for each active subscription on the affected SLA Service instance in that quarter, for each full or partial hour of SLA Service unavailability below the percentage specified in Section 1 above. In no case shall the total refund for unavailability in any quarter aggregated across all SLA Services exceed the lesser of \$250,000 or 33% of the subscription fees paid by Customer for all SLA Services for such quarter. Should SFDC fail to make any SLA Service available as set forth in

Section 1 above in two consecutive calendar quarters, or should SFDC make any SLA Service available less than 98% of the time in a single quarter (consistent with the calculations set forth in Section 1, above), Customer may, in lieu of receiving the above-described refund for the second quarter (or single quarter as applicable), terminate its subscriptions to all the SLA Services of the type that were unavailable by providing notice of termination in accordance with Section 3 below, in which case SFDC will refund to Customer any prepaid fees for the remainder of such SLA Services subscription term(s) following the date of termination. The remedies described in this paragraph shall be the sole remedies available to Customer for a failure to meet this SLA.

3. **Reporting, Claims and Notices.** To claim a remedy under this SLA, Customer shall send SFDC a notice, via email addressed to sla@salesforce.com, containing the following details:

- SLA Service(s) that form the basis for the claim;
- Billing information, including company name, billing address, billing contact and billing contact phone number;
- Downtime information with dates and time periods for each instance of downtime during the relevant period by applicable SLA Service; and
- An explanation of the claim, including any relevant calculations.

Claims may be made on a calendar-quarter basis only and must be submitted within 15 calendar days after the end of the applicable quarter, except where an SLA Service subscription ends on a date other than the last day of a calendar quarter, in which case any claim related to that subscription must be submitted within 15 calendar days after the subscription end date.

All claims will be verified against SFDC's system records. Should SFDC dispute any period of unavailability alleged by Customer, SFDC will provide to Customer a record of the SLA Service availability for the applicable period. SFDC will provide such records only in response to claims made by Customer in good faith.

4. **General:** In addition to the Services on the Excluded Services List, excluded from this SLA are, for the avoidance of doubt, Non-SFDC Applications, Content, and Services designated in writing as beta, limited release, developer preview, development or test bed environments, or by descriptions of similar import, and with respect to the Heroku Services:

- Actions initiated by Customer with the Heroku Services, such as application deployment.
- Applications not using a Heroku provided Postgres Dedicated Database, as outlined <https://elements.heroku.com/addons/heroku-postgresql>
- Heroku APIs.

SFDC shall have no obligations under this SLA during any period in which customer is in material breach of the Agreement, including any period in which Customer has failed to meet its payment obligations thereunder.

Exhibit EE.2

MulesoftCloud Offerings Service Level Addendum

As of date of contract execution the following SLA's apply. For most up to date Mulesoft SLA please view: <https://www.mulesoft.com/legal/cloud-offerings-SLA-for-Salesforce-uMSA> The Cloud Offerings shall be available to Customer not less than 99.99% of the time each calendar month. If, within 10 days of the end of a calendar month, the Customer informs MuleSoft that the Cloud Offerings is available less than 99.95% of any calendar month during the Term, Customer shall be eligible for a service credit for future Subscriptions equal to the credit formula below.

For purposes of this SLA, unavailability shall be defined as no flows inside an application deployed to CloudHub are able to be executed. Notwithstanding the foregoing, Customer shall not be entitled to service credits under this Section if (A) the Cloud Offerings is Unavailable as set forth in this Agreement as a result of: (a) a force majeure event; (b) any causes contributed directly by Customer, its Affiliates or vendors; (c) software or hardware not provided; (d) regularly scheduled maintenance, provided that MuleSoft shall use its best efforts to ensure maintenance is done without downtime or (B) the Customer fails to inform MuleSoft of such Unavailability within 10 days of the end of the month in which Customer determines the Cloud Offerings was Unavailable; or (C) the CloudHub application is not deployed to two or more CloudHub Workers of the Cloud Offerings or (D) the CloudHub application is not deployed in a production environment. "Monthly Uptime Percentage" for a given application is calculated by subtracting from 100% the percentage of 1 minute periods during the month which the application was "Unavailable". For clarity, the service credit described herein shall be Customer's sole and exclusive remedy for any breach of this Section (Cloud Offerings SLA) and/or the following Section (MuleSoft Responsibilities).

1. Credit Formula:

The service credit shall be equal to: (Monthly Percentage Credit * (Subscription Fee/12) * Number of VCores affected) / Total number of VCores.

SLA Credit table

Availability/ Monthly Uptime Service Levels	Percentage credit for monthly fees
99.95 to 99.5%	5%
99.4 to 98%	10%
Less than 98%	15%

2. MuleSoft Responsibilities

MuleSoft will use commercially reasonable efforts to make the Cloud Offerings available 24 hours a day, 7 days a week, except for: (a) scheduled downtime of the management console (of which MuleSoft shall give at least 24 hours' notice via status.mulesoft.com and which MuleSoft shall schedule during the weekend hours from 6:00 p.m. Friday to 1:00pm Sunday Pacific Time (PT) for MuleSoft's US Deployment and 5:00 p.m. to 10:00 p.m. Central Time (CT) Tuesday for MuleSoft's Government Cloud Deployment, provided that no downtime is required for VCores) or (b) any unavailability caused by Force Majeure.

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TO: Norma Santoyo
NV DMV
555 Wright Way
Carson City, NV 89711 USA

FROM: Jonathan Rodger
Carahsoft Technology Corp.
11493 Sunset Hills Road
Suite 100
Reston, Virginia 20190

EMAIL: NSantoyo@dmv.nv.gov

EMAIL: Jonathan.Rodger@carahsoft.com

PHONE:

PHONE: (571) 682-3456 FAX: (703) 871-8505

TERMS: NASPO Master Contract Number: AR2472
Additional Terms: Nevada Participating Addendum
Contract Term: 06/15/2017 to 09/15/2026
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
Sales Tax May Apply

QUOTE NO: 24540575
QUOTE DATE: 07/27/2021
QUOTE EXPIRES: 09/30/2021
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$48,713,143.22

TOTAL QUOTE: \$48,713,143.22

LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
SALESFORCE CORE LICENSES					
1	121-0093	Service Cloud Unlimited Edition Salesforce.com, Inc. - 121-0093 Start Date: 09/22/2021 End Date: 09/21/2022	\$1,187,2340 COOP	1536	\$1,823,591.42
2	121-0131	Customer Community Plus - Members Unlimited Edition Salesforce.com, Inc. - 121-0131 Start Date: 09/22/2021 End Date: 09/21/2022	\$47,8723 COOP	1177	\$56,345.70
3	121-0131	Customer Community Plus - Members Unlimited Edition Salesforce.com, Inc. - 121-0131 Start Date: 09/22/2021 End Date: 09/21/2022	\$1,9149 OM	689	\$1,319.37
4	121-0157	Lightning Platform (Administrator) Unlimited Edition Salesforce.com, Inc. - 121-0157 Start Date: 09/22/2021 End Date: 09/21/2022	\$392.55 COOP	10	\$3,925.50
5	121-0218	Salesforce Shield 30% Net Price Salesforce.com, Inc. - 121-0218 Start Date: 09/22/2021 End Date: 09/21/2022	\$689,646.59 COOP	1	\$689,646.59
6	121-0175	Government Cloud Plus 15% Net Price Salesforce.com, Inc. - 121-0175 Start Date: 09/22/2021 End Date: 09/21/2022	\$229,882.19 COOP	1	\$229,882.19
7	121-0130	Customer Community - Logins Unlimited Edition Salesforce.com, Inc. - 121-0130 Start Date: 09/22/2021 End Date: 09/21/2022	\$0.7660 COOP	540000	\$413,640.00



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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
SALESFORCE CORE LICENSES SUBTOTAL:					\$3,218,350.77
SALESFORCE MARKETING CLOUD LICENSES					
8	204-107002	ExactTarget- Corporate Edition Salesforce.com, Inc. - 204-107002 Start Date: 09/22/2021 End Date: 09/21/2022	\$23,936.17 COOP	1	\$23,936.17
9	205-301	Additional Contacts (1,000) - ExactTarget- Corporate Edition Salesforce.com, Inc. - 205-301 Start Date: 09/13/2021 End Date: 09/12/2022	\$40,425.55 COOP	3005	\$121,478.63
10	206-161	Super Messages- including US & CA SMS (1,000) Salesforce.com, Inc. - 206-161 Start Date: 09/22/2021 End Date: 09/21/2022	\$1,063.88 COOP	40000	\$42,552.00
11	205-754	B2C Commerce - SSL Certificate Slot Salesforce.com, Inc. - 205-754 Start Date: 09/22/2021 End Date: 09/21/2022	\$957.45 COOP	2	\$1,914.90
12	204-107027.1	Mobile Code Activation (No Charge) Salesforce.com, Inc. - 204-107027.1 Start Date: 09/22/2021 End Date: 09/21/2022	\$0.00 COOP	1	\$0.00
13	205-814	Premier Success Plan - 20% of Net Premier Success Plan - ExactTarget Salesforce.com, Inc. - 205-814 Start Date: 09/22/2021 End Date: 09/21/2022	\$26,519.36 COOP	1	\$26,519.36
14	205-456	Social Studio - Einstein Vision Salesforce.com, Inc. - 205-456 Start Date: 09/22/2021 End Date: 09/21/2022	\$14,297.87 COOP	1	\$14,297.87
15	205-814	Premier Success Plan - 20% of Net Premier Success Plan - Social Salesforce.com, Inc. - 205-814 Start Date: 09/22/2021 End Date: 09/21/2022	\$8,823.83 COOP	1	\$8,823.83
16	205-806	Social Studio - Publish, Listen & Engage Editions - Pro Edition Salesforce.com, Inc. - 205-806 Start Date: 09/22/2021 End Date: 09/21/2022	\$34,723.40 COOP	1	\$34,723.40
SALESFORCE MARKETING CLOUD LICENSES SUBTOTAL:					\$274,246.16
MULESOFT LICENSES					
17	100-0008	Platinum Subscription MuleSoft - 100-0008 Start Date: 09/22/2021 End Date: 09/21/2022	\$73,735.20 COOP	1	\$73,735.20
18	100-0001	Anypoint Platform Base Subscription Anypoint Platform Base includes: QTY 2 Production Core QTY 4 Pre-Production Core QTY 1 Platinum Subscription MuleSoft - 100-0001 Start Date: 09/22/2021 End Date: 09/21/2022	\$58,566.68 COOP	1	\$58,566.68
19	100-0010	API Manager and Analytics MuleSoft - 100-0010 Start Date: 09/22/2021 End Date: 09/21/2022	\$50,543.85 COOP	1	\$50,543.85



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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	COOP	QTY	EXTENDED PRICE
20	100-0004	Additional Pre-Production Core/vCore MuleSoft - 100-0004 Start Date: 09/22/2021 End Date: 09/21/2022	\$11,318.1117	COOP	4	\$45,272.45
21	100-0003	Additional Production Core/vCore MuleSoft - 100-0003 Start Date: 09/22/2021 End Date: 09/21/2022	\$13,637.7766	COOP	2	\$27,275.55
22	100-0080	MuleSoft Government Cloud Deployment MuleSoft - 100-0080 Start Date: 09/22/2021 End Date: 09/21/2022	\$110,131.77	COOP	1	\$110,131.77
MULESOFT LICENSES SUBTOTAL:						\$365,525.50
SLALOM SERVICES						
23	PS-SE	Professional Services - Software Engineer - Per Hour Year 1 - Please see Service Agreement for each quarterly pricing breakdown for Slalom Services Carahsoft Technology Corporation - PS-SE Start Date: 09/22/2021 End Date: 09/21/2022	\$6,420,398.94	COOP	1	\$6,420,398.94
24	PS-SE	Professional Services - Software Engineer - Per Hour Year 2 - Please see Service Agreement for each quarterly pricing breakdown for Slalom Services Carahsoft Technology Corporation - PS-SE	\$8,482,260.63	COOP	1	\$8,482,260.63
25	PS-SE	Professional Services - Software Engineer - Per Hour Year 3 - Please see Service Agreement for each quarterly pricing breakdown for Slalom Services Carahsoft Technology Corporation - PS-SE	\$6,767,234.04	COOP	1	\$6,767,234.04
26	PS-SE	Professional Services - Software Engineer - Per Hour Year 4 - Please see Service Agreement for each quarterly pricing breakdown for Slalom Services Carahsoft Technology Corporation - PS-SE	\$5,611,835.11	COOP	1	\$5,611,835.11
27	PS-SE	Professional Services - Software Engineer - Per Hour Year 5 - Please see Service Agreement for each quarterly pricing breakdown for Slalom Services Carahsoft Technology Corporation - PS-SE	\$1,353,590.42	COOP	1	\$1,353,590.42
SLALOM SERVICES SUBTOTAL:						\$28,635,319.14
LICENSE OUT YEARS						
28	CPP-POINT-F	U.S. Public Sector CPP Points - 1 charge per point Estimated Subscription License Cost Year 2 Carahsoft Technology Corporation - CPP-POINT-F Start Date: 09/22/2022 End Date: 09/21/2023	\$3,935,284.88	COOP	1	\$3,935,284.88
29	CPP-POINT-F	U.S. Public Sector CPP Points - 1 charge per point Estimated Subscription License Cost Year 3 Carahsoft Technology Corporation - CPP-POINT-F Start Date: 09/22/2023 End Date: 09/21/2024	\$4,013,990.58	COOP	1	\$4,013,990.58
30	CPP-POINT-F	U.S. Public Sector CPP Points - 1 charge per point Estimated Subscription License Cost License Year 4 Carahsoft Technology Corporation - CPP-POINT-F Start Date: 09/22/2024 End Date: 09/21/2025	\$4,094,270.39	COOP	1	\$4,094,270.39
31	CPP-POINT-F	U.S. Public Sector CPP Points - 1 charge per point Estimated Subscription License Cost License Year 5 Carahsoft Technology Corporation - CPP-POINT-F Start Date: 09/22/2025 End Date: 09/21/2026	\$4,176,155.80	COOP	1	\$4,176,155.80
LICENSE OUT YEARS SUBTOTAL:						\$16,219,701.65



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LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
SUBTOTAL:						\$48,713,143.22
TOTAL PRICE:						\$48,713,143.22
TOTAL QUOTE:						\$48,713,143.22

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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
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Customer must reference Carahsoft Q#24540575 on PO/Contract, and PO/Contract must be fully funded up front

Please see Service Agreement for each quarterly pricing breakdown for Slalom Services

Salesforce Core Terms:

Quote Special Terms

Any increase in subscription pricing (excluding support and resource-based Services) for the first four 1yr renewal terms will not exceed 2% over the subscription pricing in the immediately preceding term, provided that (a) for each renewal Customer renews its entire then-current subscription volume under this Order Form combined with any associated add-on Order Forms, and (b) the renewal term is one year. Thereafter, or upon a renewal that does not meet the aforementioned criteria for Customer to benefit from the above price cap, any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties.

The Government Cloud Plus subscription provisioned herein is priced as a one-time promotional offer applicable to this order form only. Additionally, the Premier+Success Plan (Support & Admin) subscription provisioned herein (required for Enterprise Edition only) is priced as a one-time promotional offer applicable to this Order Form only. This promotional offer is only available to eligible SFDC Customers who meet the requirements for Government Cloud Plus and are either migrating their existing Org from SFDC's commercial instance or a new Org is being created on the Government Cloud Plus Instance on or after February 1, 2021. The renewal of subscriptions for the Government Cloud Plus (and where applicable Premier+ Success (Support & Admin)) shall be at SFDC's then-current list pricing for such product's unless otherwise agreed to by the parties. The subscriptions provisioned under this promotional offer are not transferable between Orgs.

The available products on the Salesforce Government Cloud Plus may change at Salesforce's sole discretion and without advance notice. Only products on this Order Form that are also identified below as Government Cloud Plus Products are hosted on the Salesforce Government Cloud Plus as of the effective date of this Order Form; all other products on this Order Form are non-Government Cloud Plus Products. Customer acknowledges that Government Cloud Plus Products may not be fully compatible with non-Government Cloud Plus Products resulting in decreased functionality.

Government Cloud Plus Products:

Sales & Service Cloud: Sales & Service Cloud, Sales Cloud, Service Cloud, Sales & Service Cloud (Sales) & Sales & Service Cloud (Service)

Applications: Employee Apps and Community (Add-On), Employee Apps and Community-only, Lightning Platform Plus, Lightning Platform Starter, Employee Help Desk (Force.com Add-On), Employee Help Desk-only, Force.com, Force.com (Administrator), Force.com (App Bundle), Force.com (Enterprise Applications), Force.com (Light Applications), Force.com (One App), Identity for Employees, Identity for Customers & Partners, Identity-only, Lightning Platform, Lightning Platform Plus, Lightning Force 100, Lightning Force 100 (Administrator), & Lightning Platform Custom Object Pack

Analytics: Analytics - Additional Data Rows (100 Million), Analytics Base Capacity, Community Analytics App for Members, Community Analytics App for Logins, Customer Lifecycle Analytics (No Third-Party Terms), Einstein Analytics Growth, Einstein Analytics for Financial Services (No Third-Party Terms), Einstein Analytics Plus (No Third-Party Terms), Sales Analytics App & Service Analytics App

Communities: Authenticated Sites, Customer Community, Customer Community Plus, Customer Portal, Customer Portal - Enterprise Admin, Partner Community, Partner Portal & Service Cloud Portal, Lightning External Apps Plus for Financial Services, Customer Community Plus for Financial Services

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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
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Industry Solutions: Health Cloud, & Remedyforce, Manufacturing

Other: Additional 20 Objects for Customer Community, Additional 20 Objects for Customer Community Plus, Additional 20 Objects for Partner Community, Additional API Calls - 10,000 per day, Additional Scheduled Analytics Bundle, Analytics - 5 Additional Dynamic Dashboards, Additional Flow Entitlements, Apex Debugger, B2B Commerce, Big Objects, Chatter Plus, CMS Plus, Console for Sales Cloud, Data Storage, Event Monitoring, Field Audit Trail, File Storage, High Volume Platform Events, Knowledge, Knowledge-only, Lightning Console, Lightning Scheduler, Live Agent, Platform Encryption, Public Communities Page Views, Salesforce DX Limited Access, Salesforce Shield, Sandbox, Scratch Orgs, Surveys, Unlimited Apps Pack, Work.com Perform & Work.com Perform-only.

Product Special Terms

Einstein Bots Feature

The Einstein Bots feature shall be subject to the Order Form Supplement for Einstein Features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Customer may enable and disable Einstein Bots at any time by following the instructions in the Supplement.

Customer will be provided with 25 Einstein Bots conversations per month for each Live Agent User with an active subscription. Unused Einstein Bot conversations are forfeited at the end of each anniversary of the Order Start Date hereunder or the Order End Date, whichever occurs first, and do not roll over to subsequent months. Customer understands that the above limitation is contractual in nature (i.e., it is not limited as a technical matter in the Service) and therefore agrees to monitor its Users' use of such subscriptions and enforce the limit set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service. Should any review reveal unauthorized use, Customer agrees that SFDC may terminate Customer's access to such 25 Einstein Bots conversations. Customer may purchase additional Einstein Bots conversations at SFDC's then-current list price.

The Einstein Bots Feature is not available to some customers, including Government Cloud as stated in the Documentation.

Einstein Features

SFDC may offer Customer access to Einstein features via the Services. Customer's use of the Einstein features shall be subject to the Order Form Supplement for Einstein features available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form. Upon Customer's first use of an Einstein feature in an instance of the Services, Customer will be presented with an In-App Message directing Customer to confirm acceptance of Einstein feature terms and conditions. Instructions for enabling/disabling each Einstein feature in any instance are outlined in the Documentation here: https://help.salesforce.com/apex/HTViewSolution?urlname=Einstein-Enable-Disable&language=en_US The functionality of the Einstein features shall not be considered a material component of the Services being provisioned hereunder. The Einstein features are not available to some customers, including Government Cloud as stated in the Documentation.

Scratch Org

The following terms shall govern all of Customer's use of the Scratch Orgs functionality, whether provisioned pursuant to this or another Order Form. Scratch Orgs are for testing and development use only, and not for production use. As part of its system maintenance, SFDC will periodically delete any Scratch Org, including any associated data or Active Scratch Objects, as set forth in the Documentation. Deletion of an active Scratch Org shall not terminate Customer's Scratch Org subscription; if an active Scratch Org is deleted during Customer's Scratch Org subscription term, Customer may create a new active Scratch Org. Creation of

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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
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new active Scratch Orgs count towards the daily scratch org limits set forth in the Documentation. Any representations, warranties and covenants in the Customer's MSA regarding log retention, back-ups, disaster recovery, and return and deletion of data shall not apply to Scratch Orgs.

Event Monitoring

Event Monitoring includes Event Monitoring Wave App, which may not be used to upload or access external data sets other than the one external dataset provided as part of the Event Monitoring Wave App subscription. Customer understands that the foregoing limitation is contractual in nature (i.e. it is not limited as a technical matter in the Services), and therefore agrees to strictly monitor its Users' use of such subscriptions and enforce the applicable restriction. SFDC may monitor Customer's usage of the Event Monitoring Wave App subscriptions at any time through the Services. Event Monitoring Wave App is available in English only.

Service Cloud

Customer's use of this product is subject to the following restrictions:
https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/sales-service-contractual-restrictions.pdf. Customer understands that the foregoing functionality restrictions are contractual in nature (i.e., these restrictions are not enforced in the Services as a technical matter) and therefore agrees it is responsible for monitoring its Users' use of such subscriptions and for enforcing such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services.

Government Cloud Plus

The Government Cloud Plus subscription: (i) provides an isolated infrastructure for hosting authorized Salesforce Services, with additional controls specifically for US government customers and US government contractors, as further described in the Trust and Compliance Documentation (available at <https://trust.salesforce.com/en/trust-and-compliance-documentation/government-cloud-plus>); and (ii) amends and supplements the Premier Success Plan (available at <https://sfdc.co/bDsV6q>) for Services available on the Government Cloud Plus infrastructure as set forth below. The terms in the Premier Success Plan shall apply, except as otherwise set forth herein.

For the purposes of this Product Special Term, "Qualified US Citizens" are individuals who: (1) are United States citizens; (2) are physically located within the United States while providing Premier Support Services; and (3) have completed a background check as a condition of their employment with Salesforce.

Submitting a Case: Users can submit support cases as described in the Premier Success Plan. Cases submitted via the Help portal will automatically be routed to Qualified US Citizens. Cases submitted outside of the Help portal (e.g. via telephone or chat, when available) will not be responded to by Qualified US Citizens. These individuals will route cases to a team of Qualified US Citizens and will access the following information about Users in order to route the calls to Qualified US Citizens: first and last name, email address, username, phone number, and physical business address. All support is provided in English only.

All personnel engaged outside of the Help portal, including those in customer success roles or providing customer success services (e.g. Expert Coaching, Expert Office Hours), will not be Qualified US Citizens and will only have access to Customer Data if Customer provides such personnel a User ID or otherwise enables the sharing of Customer Data with such personnel.

Customer Community (Logins/month)

Subscriptions to Customer Community (Logins/month) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community (Logins/month) subscription entitles the Permitted Users access to all such Communities within the same Org up to the number of log-ins per calendar month ordered (the "Permitted Number of Monthly Logins"). The beginning and end of each

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calendar month will conform with U.S. Pacific Time. Customer shall assign each Permitted User a User profile or permission set that permits access to no more than 10 custom objects in each applicable community. Salesforce.com will provision 20 User subscriptions for each of the Permitted Number of Monthly Logins; subject, however, to the limitations on the aggregate number of User subscriptions per Org set forth in the Documentation ("Permitted Users"). Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service. Unused logins are forfeited at the end of each anniversary of the Order Start Date hereunder or the Order End Date, whichever occurs first, and do not roll over to subsequent months.

Partner Community/Customer Community (Members)

Subscriptions to Customer Community (Member) or Partner Community (Member) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community (Member) or Partner Community (Member) subscription entitles the permitted number of member Users access to all such Communities within the same Org. Customer shall assign each member User a User profile or permission set that permits access to no more than 10 custom objects in the applicable community. Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service.

Customer Community Plus (Members)

Subscriptions to Customer Community Plus (Member) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community Plus (Member) subscription entitles the permitted number of member Users access to all such Communities within the same Org. Customer shall assign each member User a User profile or permission set that permits access to no more than 10 custom objects in the applicable community. Customer understands that the above limitations are contractual in nature (i.e., they are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limits set forth herein. SFDC may review Customer's use of the subscriptions at any time through the Service.

Free Sandbox with Unlimited/Performance Edition

Sandbox subscriptions are for testing and development use only, and not for production use. As part of its system maintenance, SFDC may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, SFDC will notify Customer (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, Customer may create a new Sandbox.

Salesforce for Force.com Administration

The Salesforce for Force.com (Administrator) or Lightning Platform (Administrator) subscriptions may not be accessed or used to enter, view or modify Leads, Opportunities, Products, Forecasts, Cases, Solutions or Campaigns. Customer understands that these functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the application) and therefore agrees to strictly monitor Users' use of such subscriptions and enforce the applicable restrictions. SFDC may audit Customer's use of the Salesforce for Force.com (Administrator) and Lightning Platform (Administrator) subscriptions at any time through the Service. Should any audit reveal unauthorized use of such subscriptions, SFDC will so notify Customer in writing (email permitted). If a subsequent audit reveals unauthorized use of the subscription, Customer agrees it will pay, within five (5) business days of notice of the audit results, the difference between (a) SFDC's list price for Enterprise Edition, Unlimited Edition or

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Performance Edition, as applicable based upon the edition in Customer's applicable Org, in effect at the time of such notice and (b) the amount paid by Customer for the subscription showing unauthorized use.

Courtesy Administrators for Admin Assist

The Courtesy Administrators for Admin Assist are provided to Customer free of charge for use only by the SFDC administration team in connection with Customer's purchase of the Admin Assist in order to allow SFDC to perform the administration functions described in the Premier+ Success Plan ("Courtesy Administrator Subscriptions"). After Customer's execution of this Order Form, SFDC will provide Customer with instructions on how to set up the Courtesy Administrator Subscriptions. For clarity, the Courtesy Administrator Subscriptions are provided on a one-time basis and Customer may not add on any additional Courtesy Administrator Subscriptions during the Order Term despite anything to the contrary in any agreement between Customer and SFDC.

Platform Encryption

Platform Encryption. Customer is responsible for creating its own customer-managed keys, which is/are used in conjunction with encryption keys created and managed by SFDC as described in the Documentation. Customer's customer-managed key is unique to the Customer's Org and to the specific Customer Data to which they apply. Should Customer delete, destroy or misplace a customer-managed key, the encrypted Customer Data is irretrievable unless Customer has previously exported the customer-managed key and then imported such customer-managed key back into the Services. Customer is responsible for regularly backing up its customer-managed key and all Customer Data and storing them locally in a safe place. IN NO EVENT SHALL SFDC HAVE ANY LIABILITY HEREUNDER TO CUSTOMER ARISING FROM CUSTOMER'S DELETION, DESTRUCTION OR MISPLACEMENT OF CUSTOMER'S CUSTOMER-MANAGED KEY(S). Use of Platform Encryption may restrict the functionality of Service features as further described in the Documentation.

Salesforce Shield

Salesforce Shield is comprised of Platform Encryption, Event Monitoring and Field Audit Trail, and is subject to the Product Special Terms for Platform Encryption and Event Monitoring.

Marketing Cloud Terms:

Usage Details

Usage Type | Start Date | End Date | Quantity | Overage Rate
SMS Messages (excluding US & CA) | 7/1/2021 | 6/30/2022 | 1,000 | USD 0.013 |
Super Messages (including US & CA SMS) | 7/1/2021 | 6/30/2022 | 50,000,000 | USD 0.0013 |
Corporate Edition Contacts | 7/1/2021 | 6/30/2022 | 3,050,000 | USD 0.005 |

Product Special Terms

Datorama Reports for Marketing Cloud

Datorama Reports for Marketing Cloud is provided using technology infrastructure used by the Einstein Platform, ExactTarget, and Datorama Services. As a result, any service level commitments and any security, privacy, or data recovery measures in the Master Subscription Agreement or any exhibit attached thereto that are specific to ExactTarget Services do not apply to Datorama Reports for Marketing Cloud, and any security, privacy, or data recovery measures for Datorama Reports for Marketing Cloud are as described in the applicable Trust and Compliance Documentation.

NOTICE - Utilization



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Utilization units must be used before the End Date set forth in the Usage Details Table herein – no rollover will be permitted. Usage fees do not include taxes or overage fees. Customer will be invoiced for any applicable taxes or overage fees as set forth in the Agreement and this Order Form. Usage will be calculated based on Central Standard Time. Additional units may be purchased at any time during the term of this Order Form; however, if Customer fails to order additional units prior to exhausting its then-current unit volume, the applicable overage rates for such units as set forth in this Order Form will apply. Overage fees will be billed monthly, in arrears. Contacts overage fees will be billed monthly for each month that Customer exceeds its then-current unit volume. Customer understands that usage limitations are contractual in nature (i.e., these limitations are not limited as a technical matter in the Services) and therefore agrees to strictly review its Users' usage and enforce the limits set forth herein.

NOTICE - Contacts

Contacts must be used before the End Date set forth in the Usage Details table herein – no rollover will be permitted. Usage fees do not include taxes or overage fees. Customer will be invoiced for any applicable taxes or overage fees as set forth in the Agreement and this Order Form. Usage will be calculated based on Central Standard Time. Additional units may be purchased at any time during the term of this Order Form; however, if Customer fails to order additional units prior to exhausting its then-current unit volume, the applicable overage rates for such units as set forth in this Order Form will apply. Overage fees will be billed monthly, in arrears, for each month that Customer exceeds its then-current volume.

SSL Certificate

Dependency: SSL Certificate cannot be provisioned until Sender Authentication Package (SAP) provisioning is complete. SAP provisioning time will add to the [SSL Certificate] provisioning time.

Time Window: SSL Certificate provisioning will take up to 4 weeks after Sender Authentication Package is provisioned.

Third-party: SSL Certificate is a third-party service provided by DigiCert Inc. that is subject to the terms of service at <http://www.digicert.com/certificate-terms.htm> and is deemed to be a "Non-SFDC Application" or "Third Party Application" under Customer's Master Subscription Agreement. The customer acknowledges that by entering into this Order Form it will be bound by the terms of service referenced above and consents to SFDC sharing with DigiCert Inc. information about Customer's purchase of the DigiCert service, including customer name and domain.

ExactTarget - Corporate Edition

Includes the following ExactTarget Services: 10,000,000 Super Messages - including US & CA SMS and 1,000 SMS Messages - excluding US & CA per annum, 45,000 Contacts, and up to 45 Users. A detailed description of Super Messages - including US & CA SMS and SMS Messages - excluding US & CAN, and how they may be used, can be found at http://sfdc.co/Super_Messages_US_CA_SMS. Additional information on features included in ExactTarget - Corporate Edition can be found at: <http://sfdc.co/ETMCPricing>. The following "NOTICE" terms apply: Marketing Cloud Einstein, Mobile Messaging, Predictive Intelligence, Einstein Engagement, and Utilization. The purchase of Professional Services is recommended for optimal implementation of Einstein Email Recommendations and Journey Builder. Implementation of Einstein Email Recommendations and Journey Builder is not required for use of other features within ExactTarget - Corporate Edition.

Super Messages - including US & CA SMS (1,000)

A detailed description of Super Messages - including US & CA SMS, and how they may be used, can be found at http://sfdc.co/Super_Messages_US_CA_SMS. The following "NOTICE" term applies: Utilization.

Social Studio - Post Boosting



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Social Studio - Post Boosting provides third-party functionality allowing Customer to integrate a Facebook Ad Account with Social Studio, and such third-party functionality is a non-SFDC application (a "Non-SFDC Application" or "Third-Party Application", as that term may be defined in the Agreement between SFDC and Customer). Any payment obligations that Customer incurs in connection with the use of their Facebook Ad Account via Social Studio is solely between Facebook and Customer, and any billing for or processing of such payments will be managed solely by Facebook.

NOTICE - Marketing Cloud Einstein

Customer acknowledges that SFDC may access Customer Data submitted to services and features branded as Einstein for the purpose of training and improving similar or related services and features, and Customer instructs SFDC to process its Customer Data for such purpose. SFDC retains all right, title, and interest in and to all system performance data, machine learning algorithms, and aggregated results of such machine learning. SFDC will not share Customer's Customer Data with any other customers.

NOTICE - Einstein Engagement

Einstein Engagement, Einstein Messaging Insights, and Einstein Copy Insights are provided using technology infrastructure used by the Einstein Platform and the Marketing Cloud ExactTarget and Predictive Intelligence Services. As a result, any representations, warranties and covenants regarding the service levels, privacy, security, or disaster recovery measures that are specific to Marketing Cloud Services are hereby disclaimed with respect to Einstein Engagement and otherwise replaced by the information described in the applicable Trust and Compliance Documentation. Einstein Engagement is subject to the Marketing Cloud Trust and Compliance Documentation as applicable to ExactTarget and Predictive Intelligence and the Einstein Platform Trust and Compliance Documentation. The following "NOTICES" terms apply: Marketing Cloud Einstein.

Social Studio - Automate - Pro

Social Studio - Automate - Pro add-on includes 40 Actions and Historical Rules. If required by Customer during a subscription term, Customer may obtain Additional Actions at no additional charge upon receipt of an executed Order Form. "Action" means an automation process that executes a Rule within the Social Studio - Automate. A Rule is a defined condition or a set of conditions to automate one or more data-flow processes applied to a subset of Content returned against a Topic Profile. Each Rule requires at least 1 Action; therefore, Customer may configure a number of Rules equal to the number of Actions purchased, or a lesser number of Rules where Customer elects to have more than one Action apply to a single Rule. Historical Rules apply to Historical Data and are available for the lesser of 2 years or the amount of Historical Data that is available to Customer.

Social Studio (Publish, Listen & Engage) - Pro

Includes: (a) 100 Topic Profiles within a single Tenant with an aggregate of 250,000 Mentions per month; (b) 50,000 Insights Credits per month; (c) 30 days of Historical Data per Topic Profile; (d) 1,000 Users; (e) Web Analytics; (f) 10 Social Accounts; and (g) API access. All entitlements that are monthly expire at the end of the month and do not roll over to subsequent months. If required, additional Users and Topic Profiles may be purchased at no additional charge, upon receipt of an executed order form. Web Analytics and Historical Data (more than 30 days old) are available upon emailing marketingcloudsupport@Salesforce.com, with: Customer name, Tenant ID, email contact information, and for Historical Data, the applicable Topic Profile(s). Upon receipt of such required information, SFDC shall provision the specified products. Insights Credits are applied to Insights Services which are deemed to be Non-SFDC Applications. SFDC shall provision specified Insights Services upon receipt of an email to credits@Salesforce.com with the required provisioning information. Sufficient Insights Credits are required to cover the monthly Mentions in the respective Topic Profile. Further information on Insights Credits and required provisioning information can be found at <http://www.Salesforce.com/company/legal/insights-faq.jsp>. Use for the benefit of third party agency clients



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and purchase by authorized resellers are permitted subject to the Order Form Supplement for Social Studio for Agencies and Resellers terms at: <https://www.Salesforce.com/company/legal/agreements.jsp>. Information collected through Social Accounts, whether publicly available or not, may be subject to deletion without notice to Customer to the extent required by the MSA, applicable law or third party platform providers from which such information is derived, and Customer hereby directs SFDC to so delete such information. Data from Social Studio may be exported to other Services purchased by Customer from SFDC, ("Other SFDC Services"), provided, notwithstanding anything to the contrary in the Customer's subscription agreement(s) for Social Studio Services or Other SFDC Services: (i) the foregoing deletion requirements apply to any such exported data; and (ii) any data derived from Twitter shall not be displayed, distributed or made available to any third party nor exported from the Other SFDC Services. API access is subject to the Social Studio API terms in the Social Studio Trust and Compliance Documentation which includes the following: (i) the API may only be used for integration with Other SFDC Services or with systems owned and/or operated by Customer or a third party on behalf of Customer which are internal and not publicly available; (ii) use may be monitored by SFDC; and, (iii) uptime commitments or service level agreements do not apply to API access. To the extent Customer accesses any data derived from Twitter via the Services: (a) SFDC may collect, store, and report to Twitter, Inc., during the term of this Order Form and three (3) months thereafter, the Twitter usernames of Users receiving Tweet IDs and Account IDs from the API; (b) SFDC may disclose the Customer's identity and use case for the Services to Twitter, and such other information as provided in the Trust and Compliance Documentation, to the extent Customer is a public sector entity or such other entity as described in the Trust and Compliance Documentation; and (c) access to the Services may be immediately suspended upon notice that Customer has violated applicable Twitter terms as set forth in the Trust and Compliance Documentation, infringed Twitter's intellectual property rights or failed to comply with Twitter's privacy policy at <http://Twitter.com/privacy>.

Mobile Code Activation (No charge)

Includes activation for one of the following codes: Australia Private Long, Austria Private Long, Belgium Private and Shared Short, Canada Private, Colombia Private Short, Croatia Private Long, Czech Republic Private Long, Denmark Private Long, Estonia Private Long, Finland Private Long, Germany Private Long, Hong Kong Private Long, Hungary Private Long, India Private Long, Ireland Private Long, Israel Private Long, Italy Private Long Code, Japan Private Long, Latvia Private Long, Lithuania Private Long, New Zealand Private Short, Norway Private Long, Philippines Private Long, Poland Private Long, Portugal Private Long, [Salesforce] Owned Shared, Singapore Private Long, Slovakia Private Long, South Africa Private Short, Spain Private Long, Sweden Private Long, Switzerland Private Long, UK Private Long, UK Private Short, US Private Random Short Code, US Private Vanity Short Code

NOTICE – Mobile Messaging

Text Messaging – Applicable to SMS and MMS messaging ("Text Services") Customer shall: (a) use the Text Services in accordance with the Marketing Cloud Notices and License Information at https://help.Salesforce.com/articleView?id=Marketing-Cloud-Trust-and-Compliance-Documentation&language=en_US&type=1 as applicable to ExactTarget and (b) indemnify, defend, and hold SFDC, the Aggregators, and their respective affiliates harmless from and against any claim or loss arising from or relating to Customer's use of the Text Services or Customer Data sent via the Text Service. ANY LIMITATION OF LIABILITY SET FORTH IN THE MSA SHALL NOT APPLY WITH RESPECT TO THE INDEMNIFICATION OBLIGATIONS IN (b) ABOVE. Note: Only first instance messages (e.g., STOP, QUIT, CANCEL, END, UNSUBSCRIBE as the first word), as described in the Documentation, will stop recipients from receiving messages.

NOTICE - Predictive Intelligence

Predictive Intelligence is provided using technology infrastructure different from that used by the ExactTarget Services. As a result, any representations, warranties and covenants regarding the service levels, support, privacy, security, or disaster recovery measures that are specific to the ExactTarget Services are hereby disclaimed with respect to Predictive Intelligence and otherwise replaced by the information



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		described in the applicable Trust and Compliance Documentation.			

Mulesoft Terms:

Any increase in subscription pricing (excluding support and resource-based Services) for the first two renewal terms will not exceed 2% over the subscription pricing in the immediately preceding term, provided that (a) for each renewal Customer renews its entire then-current subscription volume under this Order Form combined with any associated add-on Order Forms, and (b) each renewal term is the same duration as the Order Term of this Order Form or one year (whichever is longer). Thereafter, or upon a renewal that does not meet the aforementioned criteria for Customer to benefit from the above price cap, any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties.

The pricing in the Price Schedule above does not include any fees for MuleSoft - Government Cloud Deployment, which is a separate fee assessed at a 23% uplift against the monthly per-subscription fee in the Price Schedule for the subscriptions listed.

Salesforce.com shall use reasonable efforts to ensure that the pricing offered in any subsequent Order Form reflects the discounts offered to Customer here. However, Customer is responsible for confirming the accuracy of such pricing prior to signing any subsequent Order Form. In the event a conflict between the pricing indicated here and that included in any new Order Form, the pricing in the new Order Form shall control as to the subscriptions purchased in that new Order Form.

MuleSoft Services

The Software and/or Cloud Offerings, standing alone, constitute Services. Additional details regarding such Services are provided in the Anypoint Platform Subscription Plan details, which is accessible at <https://www.mulesoft.com/prod-subscription-plans>, and is subject to changes if and when new versions become available.

Mulesoft - Government Cloud Deployment

Customer acknowledges and agrees that some features listed under the Anypoint Platform Base Subscription are not currently available to use with Government Cloud Deployment. The list of current features that are available with Government Cloud Deployment can be found here <https://docs.mulesoft.com/gov-cloud/gov-cloud-features>. Salesforce reserves the right to change the list of features available with Government Cloud Deployment at its sole discretion. Government Cloud Deployment permits deployment into MuleSoft LLC's FedRAMP configured AWS GovCloud environment. MuleSoft's current FedRAMP status can be found at www.fedramp.gov. Government Cloud Deployment also permits deployment of Mule Runtimes into a Customer's on-premise environment ("Standalone Mules"). Standalone Mules, and Support for Standalone Mules, are outside the scope of FedRAMP. Customer shall be solely responsible for ensuring that all data shared with Salesforce complies with any and all data and information protection policies, requirements, and standards. Please review the MuleSoft SSP for FedRAMP scope.

PRODUCTION: Software or Cloud Offerings used in a live production environment, being actively used to process data or provide information to end-users, but not being simultaneously used for development or pre-production purposes.

MuleSoft Use by Affiliates

Subject to the terms and conditions of this Order Form and the Agreement, Customer's Affiliates may use the subscriptions ordered by Customer herein for the duration of the Order Term and for so long as they remain Affiliates, provided that: (a) such use is for the internal business operations of Customer and/or its Affiliates and does not create any third party beneficiary rights for Customers' Affiliates; (b) Customer remains responsible for each such Affiliate's compliance with the terms and conditions of the Agreement and this Order Form; (c) Customer provides SFDC at least 30 days' advance written notice (email permitted) of each such Affiliate usage; (d) subject to the following subsection (e), use of the subscriptions by all Affiliates and



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Customer in the aggregate must be within the restrictions in this Order Form; and (e) notwithstanding the foregoing, Affiliates may not use Customer's rights under any unlimited Core or VCore (or other unlimited quantity) license or subscription unless Affiliate usage is specifically designated in such Order Form.

MuleSoft Software

Software shall be subject to the Order Form Supplement for MuleSoft Software available at <https://www.salesforce.com/company/legal/agreements.jsp> ("Supplement") which is hereby made part of this Order Form.

PRE-PRODUCTION: Software or Cloud Offerings used in any non-Production environment for development, sandbox, quality assurance, testing, or staging purposes.

CORE: May refer to either a physical CPU core, or a "virtual core" (also referred to as a vCPU), which is a logical partition of a physical CPU core. When deploying on Amazon EC2, each EC2 vCPU shall be counted as 1 core, except for t2 instances. For t2 instances, the number of cores in use by an EC2 instance shall be calculated as the total number of CPU minutes available in a 24 hour period, divided by the total number of minutes in a 24 hour period.

VCORE: A unit of compute capacity for processing on CloudHub, which is equal to one virtual core. Up to ten Mule applications can be deployed for every VCore purchased.

CONNECTOR: A connector provides connectivity to other applications and/or protocols. A connector is any Mule extension that is built as an Anypoint DevKit Connector or any Mule Transport implementation whether it is included within Mule Studio, downloaded from the extensions repository or Anypoint Exchange, custom built, or acquired through other means.

DESIGN: Software or cloud offerings used in Design Center for development purposes.

Anypoint Platform Subscription Plan details can be found here: <https://www.mulesoft.com/prod-subscription-plans>, subject to changes if and when new product versions become available.

Customer must reference Quote number on Purchase Order.

Should Customer purchase via Reseller all terms of Carahsoft Quote must be incorporated in Reseller quote and Customer Purchase Order to Reseller.

Any increase in subscription and support pricing will be in accordance with SFDC's pricing and policies in effect at the time of the renewal or as otherwise agreed to by the parties.

Licensee agrees that any order for Salesforce.com will be governed by the terms and conditions of the Carahsoft Salesforce Service Terms copies of which are found at https://static.carahsoft.com/concrete/files/7715/9896/8711/SFDC_TERMS_OF_USE.pdf and all Schedules referenced by the Service Terms are made a part hereof. Licensee acknowledges it has had the opportunity to review the Agreement, prior to executing an order.

All current standard Government Cloud Premier+ Support customers will migrate to the Government Cloud Plus Infrastructure as Government Cloud Premier+ Support is going end of life. The following terms shall apply: <http://www.carahsoft.com/government-cloud-terms>. A list of currently available FedRAMP/IL4 Authorized Salesforce products can be found here: https://help.salesforce.com/articleView?id=000270080&language=en_US&type=1

Exhibit FF.1
Carahsoft Quote Clarification by Line Item

The following are clarifications to the Carahsoft Quote by line item number or title:

1. Salesforce Core Licenses Cost Proposal Clarification

Line Item	Clarification
5.Shield	Provides enhanced encryption, data monitoring, user activity monitoring, security policies.
6.Govcloud	The DMV is required to be FedRamp compliant. GovCloud ensures servers are in the US in addition to meeting FedRamp requirements.

2. Salesforce Marketing Cloud Cost Proposal Clarification

Line Item	Clarification
8.ExactTarget Pro Edition	Legacy name for Email Studio. Includes 15,000 contacts and 2.5 M supermessages.
7.Journey Builder	Enables you to set up unlimited campaigns that automate the 'journey based on behavior. Journey Builder Contacts are included.
9.Additional Contacts	Comes in 1,000's. There is an estimated existing 3,005,000 unique contacts, and Pro Edition includes 15,000 totalling 3,020,000.
9.MobileConnect for Pro Edition	Adds the ability to send SMS text messages. Mobile code activation – Slalom will work with the 3 rd party carrier to provision and activate the short code that is included with MobileConnect
11.Premier Success Plan for Email Studio	Premier success is 24/7 tech support by phone and calls are prioritized by urgency. Includes access to accelerator library for 1:1 web training with a customer success agent.
12.Social Studio – Pro Edition	10 Social Accounts for real time engaging and publishing. Includes approval flow for publishing content.
13.Social Studio - Automate	A rules engine for automation ie. sending posts to the call center from tweets; categorizing posts, find influencers, reduce spam and noise; get notified when content volumes spike.
14.Premier Success Plan for Social Studio	Premier success is 24/7 tech support by phone and calls are prioritized by urgency. Includes access to accelerator library for 1:1 web training with a customer success agent.
15.SSL Certificate	One SSL certificate is included.
16.Super Messages	Includes emails, SMS text messages, landing pages etc. The count is based on a ratio for each. Breakdowns: Emails = 1:1 Texts = 10:1 Total of 2,503,500 Super Messages annually

3. Slalom

Line Item	Clarification
23-26. Professional Services – Software Engineer	Each sku or PS-SE, is a pool of hours for each year including all individuals fulfilling the role of Software Engineer. Each line item includes multiple Software Engineers filling said roles.