

## **Insurance Process Proof vs Reinstate**

This guide explains differences between process proof and reinstate in the IU screen's FUNCTION 1. PROCESS PROOF / REINSTATE.

## **OVERVIEW**

When a customer receives and uninsured notice or their registration has been cancelled due to sustained lack of insurance over a three-month period, the clerk will use the IU screen's FUNCTION 1. PROCESS PROOF /REINSTATE to handle both.

## **PROCESS PROOF – Uninsured Notices**

Scenario - Process Proof:

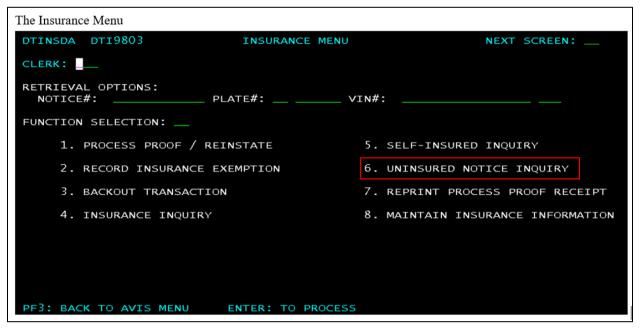
- 1. The customer has received an Uninsured Notice.
- 2. The customer comes in the clerk's office to show proof.
- 3. The clerk uses IU FUNCTION 1. PROCESS PROOF / REINSTATE.



(IU Menu, FUNCTION 1. PROCESS PROOF / REINSTATE)

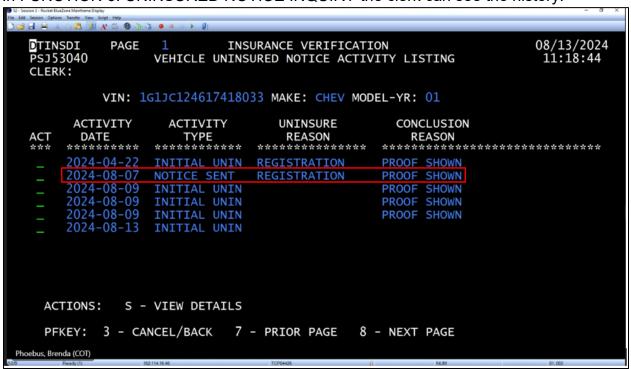
- 4. Clerk enters the customer's insurance information.
  - a. There should be no receipt printed for this transaction.
  - b. COT is working on getting a "Transaction Complete" message to appear after completion.
- 5. To check if this transaction has in fact been processed, the clerk will access IU FUNCTION 6. UNINSURED NOTICE INQUIRY





(IU Menu, FUNCTION 6. UNINSURED NOTICE INQUIRY)

6. In FUNCTION 6. UNINSURED NOTICE INQUIRY the clerk can see the history.



(FUNCTION 6. UNINSURED NOTICE INQUIRY menu)

- 7. The above ACTIVITY TYPE "NOTICE SENT" is when the notice was sent, and the four records below show where the clerk did PROCESS PROOF four times because they did not get a "Transaction Complete" message.
  - a. ACTIVITY TYPE INITIAL UNINSURED here equates to PROCESS PROOF because that transaction takes this customer from a Level 2 Uninsured Event (Uninsured Notice sent) back to a Level 1 Uninsured Event (not on the full book of business (FBB)).



8. Until the FBB is processed on the 18<sup>th</sup> of the month, this customer will show as uninsured because the Mainframe has no record of policy from the customer's insurance company.

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INSURANCE VERIFICATION
                                                                        08/13/2024
  DTINSDJ
  PSJ53040
                             VEHICLE UNINSURED DETAILS
                                                                         11:23:05
   (UNINSURED ACTIVITY)
   ACTIVITY TYPE : NOTICE SENT
                                                      ACTIVITY DATE: 08/07/2024
     UNINSURED REASON : REGISTRATION
                                                    ACTIVITY COUNTY: HENRY
     CONCLUSION REASON: PROOF SHOWN
                                                    CONCLUSION DATE: 08/09/2024
   (VEHICLE)
     VIN: 1G1JC124617418033 MAKE: CHEV MDL-YR: 01 MDL: CAVALIE
   (OWNER)
     OWNER NAME
                      : DUNN, JAMIE L
     ADDRESS
                      : 464 sumit dr
     CITY
                      : campbelsburg
     STATE
                                                     ZIP : 40011
                      : KY
   (REINSTATEMENT FEES)
                                              FEE STATUS :
     FEE TYPE
     FEE USERID
                                        FEE EFFECTIVE DATE:
  PFKEY: 2 - MENU
                     3 - CANCEL/BACK
Phoebus, Brenda (COT)
```

(Uninsured Notice detail, called NOTICE SENT in the system)

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  DTINSDJ
                              INSURANCE VERIFICATION
                                                                         08/13/2024
  PSJ53040
                             VEHICLE UNINSURED DETAILS
                                                                          11:20:07
   (UNINSURED ACTIVITY)
    ACTIVITY TYPE : INITIAL UNINSURED
                                                       ACTIVITY DATE: 04/22/2024
    UNINSURED REASON: REGISTRATION
                                                     ACTIVITY COUNTY: HENRY
    CONCLUSION REASON: PROOF SHOWN
                                                     CONCLUSION DATE: 08/09/2024
   (VEHICLE)
     VIN: 1G1JC124617418033 MAKE: CHEV MDL-YR: 01 MDL: CAVALIE
   (OWNER)
     OWNER NAME
                      : DUNN, JAMIE L
     ADDRESS
                      : 464 sumit dr
                      : campbelsburg
     CITY
     STATE
                                                      ZIP : 40011
                      : KY
   (REINSTATEMENT FEES)
     FEE TYPE
                                               FEE STATUS :
     FEE USERID
                                         FEE EFFECTIVE DATE:
  PFKEY: 2 - MENU
                     3 - CANCEL/BACK
Phoebus, Brenda (COT)
```

(PROCESS PROOF transaction detail, called INITIAL UNINSURED in the system)

## REINSTATEMENT

Refer to QRG - Reinstatement and Backout Process.

