



IPM ATLAS R2 Webinar #2 Questions

Interface Communication Tracking

21-Dec-2018 15:16:57

General Question

Business / Communications

ID: 54510 **Completed**
20-Dec-2018

Requested: 17-Dec-2018

Published: 21-Dec-2018

Q: Our company only uses the VPN to Person to eService portal so would prefer to have a Webinar that only pertains to this process in the new system. Is that possible?

A: The RMV will be addressing all aspects of the transformation in most of our broad meetings. We do plan to hold specific webinars focused on the Insurance eService Portal once development has stabilized around this function.

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ID: 54486 **Completed**
20-Dec-2018

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Q: Is there a video recorded from the Webinar conducted a week ago?

A: Yes. As announced in the webinar, the ATLAS interface team has launched an interface partner informational web site (<https://atlas.massrmv.com/>). The ATLAS interface and communication teams will post the following information from the webinar:

- PDF Version of the presentation deck
- Q&A document with the questions asked at the webinar
- Link to a recorded version of the webinar

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ID: 54482 **Completed**
20-Dec-2018

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Q: I was in the webinar yesterday, looking for a copy of the document that was reviewed. I looked on the website that you shared, but that document was not out there. Will you be placing it out there, or sending via email?

A: Yes. As announced in the webinar, the ATLAS interface team has launched an interface partner informational web site (<https://atlas.massrmv.com/>). The ATLAS interface and communication teams will post the following information from the webinar:

- PDF Version of the presentation deck
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General Question

Business / Policy

ID: 54511 **Completed**
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Q: When will the new RMV forms be available to see?

A: We're actively reviewing all forms and will be distributing updates to forms as they're finalized. The first communication regarding form changes will be in early 2019.

ID: 54478 **Researching**
Requested: 18-Dec-2018 *20-Dec-2018*

Published: 20-Dec-2018

Q: Trailers – Currently not all trailers feed over automatically to the Mass RMV. I usually will update the mass RMV with the trailer information when I hear from the agent. Will the information for trailers automatically feed over with the Release 2?

A: Trailer processing has not yet been determined for ATLAS Release 2. There are ongoing discussions within the RMV to determine how trailers will be addressed in the new system.

ID: 54484 **Completed**
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Q: Often times commercial blanket/fleet policies take longer to issue/renew due to the large number of vehicles to account for in the fleet. Since MA has the requirement to report all commercial vehicles individually vs at a policy level like other states, it takes extra time to collect/verify all the vehicle and registrant information for reporting. New Registrations with a 23 day expectation are not unreasonable however renewals at 10 days may be a little tight as the vehicle schedule needs to be re-verified and any new vehicles added. For the revocation piece, 10 days after a notice is also a little tight. Often times the insured/agent does not get it to the carrier immediately upon receipt and it can take a few days to get to where it needs to be for processing. There may be additional time needed for some back and forth if the information initially supplied to us for reporting was incorrect and requires correction to resolve the notice.

A: Feedback forwarded to the IPM business and technical teams for review. This is feedback with regard to our recommended change in "grace period" for the "no policy" revocation process



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General Question

Business / Procedures

ID: 54474 **Completed**
21-Dec-2018

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Q: Will our insured's be notified at the time of vehicle registration regarding the timeframe for notifying their insurance carrier about their new vehicle(s)?

A: Since proof of insurance is required for registration, the insurance carrier would know about the insured's new vehicle before the RMV.

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ID: 54512 **Completed**
20-Dec-2018

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Q: You mention that plates (Section 5) are being incorporated into the Core system. What does this mean to insurance companies? Are we now required to report transactions for these plates electronically? I believe that we currently mail cancellation notices only to section 5.

A: Section 5 plates (Dealer, Owner/contractor, Repair, Farm, Transporter Registration) will be incorporated into the Core processing. These plates will be available via normal processing and inquiry. All processing for these plates will now follow standard processing.

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ID: 54515 **Completed**
20-Dec-2018

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Q: Will the monthly reports continue to be sent to carriers monthly? If yes, are carriers required to work these reports?

A: "No policy" reports will continue to be provided to carriers reporting registrations that have been received by the RMV indicating insurance from a carrier, but that carrier has not yet informed the RMV of this policy. We will be modifying the current "no policy" monthly paper report process to be available electronically. The report will be available to generate on a real-time, by-need basis via the eServices Insurance Portal as well as web service. We are still determining if a batch file will be made available. In addition to making this report available electronically and in real-time, the report will include newly registered vehicles that are associated to a given carrier that lack a carrier-reported insurance policy.

It is very important for carrier to work these reports. Any registration that does not receive policy confirmation within 23 days of registration will start registration revocation processing. This revocation process will be enforced within the new ATLAS system.



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General Question

Technical / Data

ID: 54513 **Completed**
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Q: Will we be given a listing of data that is currently in ALARS that will not be included in ATLAS?

A: All information that is currently in ALARS will be converted to the new ATLAS system. Data contained on ALARS screens will be available via the Insurance eService portal, although the location of this data will change. Currently, inquiry processing is done via the ALARS IBM Mainframe screens. As the ATLAS Interface team will be building web-services to support this inquiry function, analysis is being done with regard to what data will be included in this inquiry web-service.

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Technical / Web Service - General

ID: 54485 **Completed**
Requested: 18-Dec-2018 *20-Dec-2018*
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Q: During the call, you spoke about web services. We participate in web services for several states. What we do in those states is submit a file. The states also ping our system with real time web service requests to our system to verify coverage instantly. Is this the type of web services MA plans to offer with the new ATLAS program?

A: The interface team will be developing real-time web services to support the IPM (formerly UMS) transactions (e.g. Carrier reporting a new policy). Currently, if these transactions are processed via batch file transfer/response, the reporting of policy information is delayed at least 1 day (file sent to RMV end of day, processed that night, response file sent back next day). Moving to a real-time web service call would allow this transaction to be processed in real-time. Moving from asynchronous to a real-time update will address a number of "timing" issues when registering a car in MA. While MA will still support the current batch file transfer process, our interface partners have the option to adapt to utilize this new real-time web service.

To clarify, insurance policy transactions flow from the carrier to the RMV. The RMV does not ping carriers for proof of insurance coverage.

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IPM ATLAS R2 Webinar #2 Questions

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General Question

Technical / Web Service - General

ID: 54475

Completed

Requested: 18-Dec-2018

20-Dec-2018

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Q: Will the draft user guide planned for release on 01/22/2019 cover how web services works and what it will entail?

A: In general – Yes. The IPM web-services will be XML/SOAP web-services and will work in a similar manner to the ATLAS Release 1 SDIP web services. The draft design will include the preliminary structure, identifying which fields will be included in the web-service interface. The functionality will closely resemble UMS transactions performed through batch file and/or online via ALARS.

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IPM ATLAS R2 Webinar #2 Questions

Interface Communication Tracking

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New Functionality

Business / New Functionality

ID: 54477 **Completed**
Requested: 18-Dec-2018 20-Dec-2018

Published: 19-Dec-2018

Q: Will we be able to update information in Atlas as we do today in the Mass RMV?

A: Yes. Depending on how you access the RMV today, there will be an associated function to facilitate that same update access in the new system. For instance, if you currently have direct access to ALARS screens via either a VPN connection or the use of "guest software", this capability will be available on the Insurance eService Portal

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Business / Policy

ID: 54491 **Researching**
Requested: 10-Dec-2018 20-Dec-2018

Published: 20-Dec-2018

Q: My company only writes Commercial Lines Auto. My question is about being able to change the policy Expiration date in the new system. Right now we are not able to extend a policy in ALARS. Will we be able to do that in Atlas?

A: We're exploring adding this functionality. Bare in mind that this would be limited to only allowing the extension of a policy to the maximum allowable term limit. There are ongoing discussions regarding the maximum allowable term limit.

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Business / Procedures

ID: 54518 **Completed**
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Q: Will drafted guide provide RMV match criteria if plate number not available?

A: The full design documentation will provide a complete understanding of matching criteria.

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New Functionality

Business / Procedures

ID: 54520 **Researching**
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Q: Will RMV continue to error new business or vehicle add records on first submission or will RMV attempt to match and hold for a specific timeframe prior to returning error to carrier?

A: This topic is being researched and discussed.

Technical / Batch - General

ID: 54516 **Completed**
Requested: 17-Dec-2018 **20-Dec-2018**

Published: 21-Dec-2018

Q: At what point will the new spec be available showing what will be required in the batch file? If it already exists, can you provide a link?

A: Preliminary specifications for batch files will be available in late January/2019 and "final" version of the design will be available in early February/2019. These will be published to the RMV partner website - <https://atlas.massrmv.com/>

ID: 54519 **Completed**
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Q: The Atlas site states for batch "The delivery of all bulk data files plan will be transitioned to MOVEit by February 2019." Are you saying requirements will only be available in January? or will that go live Nov 2019?

A: The RMV has started a parallel project to transition all current production batch file transfers off of their current file transfer protocol and onto the new RMV SFPT solution - MOVEit.

Specific instructions and requirements are available now. We encourage all of our interface partners to reach out to Jonathan Magsino (MOVEit project manager) to start this process.

It is the RMV's goal to complete the transition of all current batch files to the MOVEit file transfer solution well prior to R2 launch so as to have one less moving part at launch. We hope to have the majority of the interface files moved over to MOVEit by the end of February/2019.



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New Functionality

Technical / Batch - General

ID: 54514 **Completed**
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Q: Will the current batch reporting layout change or expanded? Also will there be new test environment to send our batch reporting files via new "Move It".

A: The design of the current IPM (formerly UMS) batch files will change slightly. Depending on the transaction, new information will be available (e.g. garaging address). The format of the new ATLAS files will also change from fixed field layout to a delimited file layout.

Testing of the current MOVEit file transfer change will utilize the existing ALARS test environment.

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Technical / Data

ID: 54517 **Completed**
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Q: How will you obtain Garaging Address For Existing Registrations?

A: The garaging address will be collected when processing new registrations after the ATLAS launch. The RMV will be using the primary vehicle owner's residential address along with the associated registration town code to formulate the garage address for existing registrations.

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New Functionality

Technical / eServices

ID: 54483 **Completed**
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Q: We currently load software onto our computer for the RMV system. With the new ATLAS system will they still need to load software, or will there be a web address they will get access to? I didn't know if I would need to bring our IT folks into this at some point or not.

A: There are two primary ways that our partners use guest software:

1. To allow individuals direct access to ALARS screens for inquiry/processing – In this scenario, the guest software is facilitating a person's access to the ALARS system (Person-to-System interface). This Person-to-System interface will be replaced by an Insurance eService Portal in the new ATLAS system. This new portal will not require VPN or other private network, using username/password authentication for secure access to the portal.

2. To allow our interface partner systems to interface directly with the RMV system. (System-to-System interface). In this scenario, data is taken from the ALARS screens and then used/stored within our partner systems. This System-to-System interface will be replaced by a new web service interface which will allow real-time access to RMV data.

With the advent of ATLAS, the guest software will no longer be needed and will be decommissioned upon ATLAS R2 launch (Nov/2019).

ID: 54481 **Completed**
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Q: Will there be limited access per company?

A: No. For the Insurance eService Portal, administration can be maintained by one of your administrators. Once the RMV has established a company administrator, they will have the capability to grant and remove access to the Insurance eService Portal.

ID: 54480 **Completed**
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Q: The login information I use to view the Driver information in Atlas will be the same for the Vehicle Services in Atlas?

A: Yes. The current Insurance eService portal contains driver information in support of the Safe Driver Insurance Plan (SDIP). For Release 2 – this same portal's functionality will be expanded to include vehicle/registration information.
