

**NYS DMV**  
**IIES**  
**FAQs**  
(Frequently Asked Questions)

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## **How will NYS DMV send multiple policies via 811 transaction, each containing multiple resolved and unresolved vehicles? How should I respond to such transactions?**

The sample EDI data in this document contains two policies returned to an Insurer. Each policy contains one resolved and one unresolved vehicle. The following are points to remember when receiving errors from NYS DMV in this scenario:

1. If a vehicle is resolved or unresolved, there will be no policy level edit errors allowed other E045: NYS Driver License Number invalid. NOTE: E045 is considered a "soft" error and will be sent back with resolved or unresolved vehicles if it is the ONLY policy level error.

### **EXPLANATION:**

If any edit error is incurred at the policy level (other than E045), the entire policy will be sent back to the Insurer and NYS DMV will not attempt to match any vehicle for that one policy due to a lack of sufficient information at the policy level. An Insurer receiving an error at the policy level (other than E045) must fix the policy information, and resubmit the entire policy.

If no policy level edit errors exist, multiple resolved and unresolved vehicles will be returned according to the sample data detailed in this document.

2. If the submitted policy contained more vehicles than the Insurer received resolved/unresolved information for, that is GOOD NEWS AND SHOULD BE THE NORM. An insurer must NOT resubmit vehicles that were hits.

### **EXPLANATION:**

NYS DMV will not provide 811 return information for hits (vehicles that directly matched, without electronic exceptions resolution). IIES is a "no-news-is-good-news" system.

### **EXAMPLE:**

Assume 10 vehicles were insured under a policy that has been cancelled. Eight vehicles are hits (directly matched without resolution- no 811 return information). One vehicle is returned resolved (matched after resolution) and one vehicle is returned unresolved (unmatched after resolution). Assuming all vehicles were required to be reported, an Insurer must respond in the following manner.

- Resubmit the unresolved vehicle with corrected information
- Verify the resolved vehicle as deemed necessary by internal policy/procedure
- NOT RESUBMIT any of the eight records for vehicles that were hits

**EDI Sample Data**

Multiple Policies returned to Insurer, each policy contains one resolved vehicle and one unresolved vehicle. The second policy contains an unresolved vehicle with a VIN hit and the associated NYS DMV Registrant information for that vehicle.

1. ISA\*00\* \*00\* \*30\*14601320012228 \*30\*999999999999999\*  
990810\*1045\*U\*00305\*000000001\*1\*T\*.~
2. GS\*CI\*14601320012228\*999999999999999\*990810\*1045\*123456789\*X\*  
003050~
3. ST\*811\*0001~
4. BIG\*990810\*1~
5. N1\*2F\*NYSDMV\*FI\*14601320012228~
6. PER\*AM\*NYSDMV\*TE\*5184749691~
7. N1\*IN\*ABC INSURANCE COMPANY\*NI\*99999~
8. HL\*1\*\*1\*1~  
(START OF INSURER LEVEL LOOP:  
OUTERMOST LOOP)
9. NM1\*IN\*2\*ABC INSURANCE COMPANY\*INCORPORATED\*NI\*\*\*\*12345~
10. N2\*AND AFFILIATES~
11. IT1\*\*1\*IP\*0~
12. DTM\*368\*990810\*\*\*19~
13. HL\*2\*1\*2\*1~
14. NM1\*2F\*2\*NYSDMV\*\*\*\*\*FL\*14601320012228
15. HL\*3\*2\*4\*1~  
(START OF POLICY LEVEL LOOP:  
FIRST POLICY OF INSURER LEVEL LOOP)
16. LX\*1~

**SENDER'S  
INFORMATION****RECEIVER'S  
INFORMATION**

17. REF\*1Q\*E760~
18. NM1\*IL\*1\*DOE\*JANE\*X\*\*\*N\*124456789~  
**(PRIMARY INSURED AS REPORTED BY INSURANCE COMPANY FOR FIRST POLICY)**
19. N2\*F~
20. N3\*900 SOME STREET\*APT 10N~
21. N4\*ALBANY\*NY\*12207~
22. IT1\*\*1\*IP\*0~  
**(PRIMARY INSURED INFORMATION AS REPORTED BY INSURANCE COMPANY FOR FIRST POLICY)**
23. SI\*ZZ\*11\*NBS~
24. REF\*IG\*124456789\*1~
25. REF\*DD\*\*99B9937BC~
26. DTM\*222\*671010\*\*\*19~
27. DTM\*007\*991309\*\*\*19~
28. IT1\*1\*1\*IP\*0~  
**(START OF ADDITIONAL INSURED LOOP:  
FIRST ADDITIONAL INSURED FOR FIRST POLICY AS REPORTED BY INSURANCE COMPANY)**
29. DTM\*222\*630101\*\*\*19~
30. NM1\*OP\*1\*SMITH\*JOHN\*X\*\*\*N\*22222222~
31. N2\*M~
32. IT1\*2\*1\*1P\*0~  
**(START OF ADDITIONAL INSURED LOOP:  
SECOND ADDITIONAL INSURED FOR FIRST POLICY AS REPORTED BY INSURANCE COMPANY)**
33. DTM\*222\*651012\*\*\*19~

34. NM1\*OP\*1\*SMITH\*MARY\*L\*\*\*N\*33333333~

35. HL\*4\*3\*5~

**(START OF VEHICLE LEVEL LOOP:  
FIRST VEHICLE WITH ERRORS FOR FIRST POLICY AS REPORTED BY  
INSURANCE COMPANY).**

36. LX\*1~

37. VEH\*1\*16000000000000\*19\*97\*ZZ\*FORD\*\*\*1234566789~

38. REF\*1Q\*U500~

**(NYS DMV UNRESOLVED ERROR CODE RELEVANT TO VEHICLE IN  
PREVIOUS VEHICLE SEGMENT:  
U500: UNRESOLVED RECORD- NO VIN or NAME HIT)**

39. HL\*5\*3\*5~

**(SECOND VEHICLE WITH ERRORS AS REPORTED BY INSURANCE  
COMPANY FOR FIRST POLICY)**

40. LX\*1~

41. VEH\*1\*2345678900000000\*19\*98\*ZZ\*CHEVY~

42. REF\*1Q\*R500~

**(NYS DMV ERROR CODE:  
R500: MATCHED RECORD AFTER RESOLUTION)**

43. REF\*LV\*XYZ999~

44. HL\*6\*3\*5~

**(START OF VEHICLE LEVEL LOOP:  
VEHICLE INFORMATION FROM NYS DMV REGISTRANT FILE FOR FIRST  
POLICY FOR SECOND VEHICLE WITH ERRORS).**

45. LX\*1~

46. VEH\*1\*2345678900000001\*19\*98\*ZZ\*CHEVY~

47. REF\*1Q\*R505

**(NYS DMV ERROR CODE:  
R505: ASSOCIATED NYS DMV REGISTRANT INFORMATION)**

48. HL\*7\*2\*4\*1~  
(START OF POLICY LEVEL LOOP:  
SECOND POLICY OF INSURER LEVEL LOOP)
49. LX\*1~
50. REF\*1Q\*E760~
51. NM1\*IL\*1\*DOE\*JANE\*X\*\*\*N\*124456789~  
(PRIMARY INSURED AS REPORTED BY INSURANCE COMPANY FOR  
SECOND POLICY)
52. N2\*F~
53. N3\*900 SOME STREET\*APT 10N~
54. N4\*ALBANY\*NY\*12207~
55. IT1\*\*1\*IP\*0~  
(PRIMARY INSURED INFORMATION AS REPORTED BY INSURANCE  
COMPANY FOR SECOND POLICY)
56. SI\*ZZ\*11\*NBS~
57. REF\*IG\*124456789\*1~
58. REF\*DD\*\*99B9937BC~
59. DTM\*222\*671010\*\*\*19~
60. DTM\*007\*991309\*\*\*19~
61. IT1\*1\*1\*IP\*0~  
(START OF ADDITIONAL INSURED LOOP:  
FIRST ADDITIONAL INSURED FOR SECOND POLICY AS REPORTED BY  
INSURANCE COMPANY)
62. DTM\*222\*630101\*\*\*19~
63. NM1\*OP\*1\*SMITH\*JOHN\*X\*\*\*N\*22222222~
64. N2\*M~
65. IT1\*2\*1\*1P\*0~

**(START OF ADDITIONAL INSURED LOOP:  
SECOND ADDITIONAL INSURED FOR SECOND POLICY AS REPORTED BY  
INSURANCE COMPANY)**

66. DTM\*222\*651012\*\*\*19~

67. NM1\*OP\*1\*SMITH\*MARY\*L\*\*\*N\*333333333~

68. HL\*8\*7\*5~

**(FIRST VEHICLE WITH ERRORS AS REPORTED BY INSURANCE COMPANY  
FOR SECOND POLICY)**

69. LX\*1~

70. VEH\*1\*3456789000000011\*19\*89\*ZZ\*TOYOT~

71. REF\*1Q\*R500~

**(NYS DMV ERROR CODE:  
R500: MATCHED RECORD AFTER RESOLUTION)**

72. REF\*LV\*XYZ999~

73. HL\*9\*7\*5~

**(START OF VEHICLE LEVEL LOOP:  
VEHICLE INFORMATION FROM NYS DMV REGISTRANT FILE FOR SECOND  
POLICY).**

74. LX\*1~

75. VEH\*1\*3456789000000012\*19\*89\*ZZ\*TOYOT~

76. REF\*1Q\*R505

**(NYS DMV ERROR CODE:  
R505: ASSOCIATED NYS DMV REGISTRANT INFORMATION)**

77. HL\*10\*7\*5~

**(START OF VEHICLE LEVEL LOOP:  
SECOND VEHICLE WITH ERRORS FOR SECOND POLICY AS REPORTED BY  
INSURANCE COMPANY).**

78. LX\*1~

79. VEH\*2\*999990000000000\*19\*89\*ZZ\*TOYOT\*\*\*9999566789~

- 80. REF\*1Q\*U600~**  
**(NYS DMV UNRESOLVED ERROR CODE RELEVANT TO VEHICLE IN PREVIOUS VEHICLE SEGMENT:**  
**U600: UNMATCHED RECORD- VIN HIT)**
- 81. HL\*11\*7\*5~**  
**(START OF VEHICLE LEVEL LOOP:**  
**NYS DMV REGISTRANT INFORMATION FOR SECOND VEHICLE WITH ERRORS FOR SECOND POLICY).**
- 82. LX\*1~**
- 83. VEH\*2\*999990000000000\*19\*89\*ZZ\*TOYOT\*\*\*9999566789~**
- 84. REF\*1Q\*U605~**  
**(NYS DMV UNRESOLVED ERROR CODE RELEVANT TO VEHICLE IN PREVIOUS VEHICLE SEGMENT:**  
**U605: ASSOCIATED NYS DMV REGISTRANT INFORMATION)**
- 85. REF\*LV\*ZZZ123~**
- 86. TDS\*1~**
- 87. CTT\*2~**
- 88. SE\*86\*0001~**
- 89. GE\*1\*123456789~**
- 90. IEA\*1\*000000001~**

*end of document*