

NAME FORMATTING

- Q. How do I help ensure that ID cards are accepted by DMV and Insurance Company EDI transactions are matched to the IIES database?
- A. Determine whether the vehicles are already registered in NYS. Capture all of the current NYS registration names including registration name variations. These registrant names must be captured as insured/additional insured names on a policy.
- Q. I printed an ID Card and gave it to the registrant. When they brought the ID Card to the DMV office it was rejected. What am I doing wrong?
- A. There are several reasons why an ID Card may be rejected. The wrong type of ID card may have been issued. The effective date or VIN may be invalid. The insured name on the ID card may not be the same as the current registration name. The easiest way to ensure name compatibility including name formatting is to obtain the NYS registration receipt(s).

Here are some error messages related to the encrypted bar code that might cause the registrant's ID Card not to be accepted by DMV:

INVALID ISSUER STATUS:

Possible reasons: Check your PC Date. If the clock on your PC is off by months or years it could make the DMV's database think you issued a card before you obtained your encryption key. You might have issued a card while your status was not valid.

SIGNATURE AUTHENTICATION ERROR:

Possible reason: You may have asked the state insurance department for a new key but never plugged it in to ALL copies of IDCardGen. Every time you get a new key you MUST enter it into the program via: Options|Setup|Key maintenance or the Setup button on the logon screen.

- Q. When I print an organizational card, semi-colons appear where I entered spaces. Is this a bug?
- A. No. Semi-colons print between each organization name component because that is exactly how DMV stores organizational names on its main frame. Organization names with semi-colons are differentiated from individual names with components separated by commas. NYS Title and registration receipt documents print organizational and individual names in this same fashion. Insurance ID cards now print names the same way for consistency and to enhance name matching of electronic transactions submitted to DMV.
- Q. What do I do if name components of an individual name do not fit in the individual name fields provided?
- A. You can abbreviate part of a name by removing right-most vowels starting with the right-most name component until the name fits. You should also remove any hyphens if they are preventing the last name from fitting before removing vowels.

The goal is to achieve name compatibility between the registrant name and the insured name that has long been required by NYS law. Compatibility of names when policies and ID cards are being issued will help ensure that electronic insurance transactions submitted to DMV by insurers will be matched to an IIES database record. Matching requires compatibility of VIN and at least one other data element. If direct matching does not occur based on VIN and an individual's NYS driver's license number or organization's

federal tax number, then name is used. Direct matching requires an exact match on VIN and SMI (the first three letters of the name) from an individual name of SMITHSON,JOHN,R or VIN and MOH from an organization name of MOHAWK;VALLEY;CORP. If there is a little as one character discrepancy in VIN then DMV attempts to find a single VIN with 70% compatibility in the DMV system via an electronic process that attempts "exceptions resolution matching" using the insurer submitted VIN and 5-3-1 of name, e.g., SMITH-JOH-R from SMITHSON,JOHN,R. Accordingly, please do not perform any name editing that would inhibit direct matching or exceptions resolution matching.

- Q. I have a registrant with two middle names. How do I enter it?
- A. You may enter two middle names in the middle name field by separating them with a comma.
- Q. Why am I only allowed two 20-character lines to enter an organizational name? How do I make the name fit?
- A. DMV stores organizational names in two 20-character lines on its mainframe. The IDCardGen software allows the same so no characters are truncated when it is time to store the name on the mainframe. When entering organizational names you must separate name components with a space. The software automatically replaces spaces with semi-colons when the ID card prints. You may abbreviate the name by removing vowels

John Jacob Astor Inc. edit as JOHN JACOB ASTOR INC
American Machinery And Foundry edit as AMERICAN MACHINERYAND FOUNDRY

Do not space or type periods between initials in corporate names.

B.F. Goodrich Inc. edit as BF GOODRICH INC
C.R. & W.J. Sutherland Inc. edit as CR&WJ SUTHERLAND INC
Use INC, CO, CORP, DIV where applicable.

If part of the company name includes SAINT, DO NOT abbreviate it.

Saint Claire's Hospital edit as SAINT CLAIRES HOSPITAL

Specific locations:

Saint Lawrence Seaway Auth edit as SAINT LAWRENCE SEAWAY AUTH

- Q. How do I enter Trusts and Trustees?
- A. Name Editing for Trusts (Organization Name). Such ID cards require special editing to meet legal requirements and to fit in the available space.

Examples:

(Individual-Michael Motorist)

MICHAEL MOTORIST/TST

%MICHAEL MOTRIST/STL (or /TR)

(Two individuals- Michael and Constance Motorist)

M&C MOTORIST/TST

%M&C MOTORIST/STL (or /TR)

TST= Trust

STL= Settlor (Grantor or Trustor)

TR= Trustee

GENERAL DATA ENTRY

- Q. My company's ICC code is not listed in the ICC code drop down box or my company's name has changed and is not correct in the IDCardGen software. When will there be an update to this?
- A. Users have the ability to add, delete or change the name of any company. After logon, click on the "Options" menu item, and then select "Setup". The very first tab you see is the "ICC Entry" tab. Enter the 3-digit ICC code and insurance company name, and press "Add Issuer". Next hit OK and the new or corrected ICC and name entry appears in the ICC code dropdown list box under the Insurance tab.
- Q. We issue ID Cards under two different agencies from one PC. When I log on and print a card it has my name and address in the upper left side of the document. When another agent logs in and prints a card it still has my name and address on the upper left of the card. How do we allow the printing of multiple agencies?
- A. IDCardGen was designed to print cards for a single agency at a single location. No matter which Issuer logs in, it will always print the agency name and address that you entered the very first time you set up the program. If you wish to change this name and address you can select the "Options" menu item, then select "Setup". Next select the "Agency Info" tab and correct the information. If you want to be able to print ID Cards using multiple agency names and addresses it is suggested that you install a separate copy of IDCardGen on your PC for each agency. Be careful not to choose the same location each time you install it or it will just overwrite itself. The destination path may be altered by choosing a 'custom' install. The alternative to this would be to install the software on a different PC with the second issuer name.
- Q. I'm only given 20 characters for street address. How do I fit longer addresses in to the space provided?
- A. Abbreviate part of a name by removing right-most vowels until the name fits.

BASIC FORMAT:

Number (space), Street Name (space), Street Type. Spaces count as a character.

BASIC EDIT PROCEDURE:

Use standard abbreviations when possible (ST, AV, RD, DR, etc).

Edit street number to numerals when spelled out alphabetically. If still over 20 characters:

1. Eliminate unnecessary parts of the street name (if possible).
2. Eliminate vowels in STREET NAME from RIGHT to LEFT.

Apartments

17 Latham Villages Lane Apt 10 edit as 17 LATHAM VIL LA A10

Directions

North, South, East, West edit as N, S, E, and W EXCEPT: When the direction is the name of the street. West Avenue edit as WEST AV

Route Number

All RD, RT and RR addresses must show a road name or number.
Always edit RD first, RT second, then the box, then the street or road.
If it will not fit, omit street or road.

Route 89, Box 123 edit as RT 89 BX 123

RFD 2 Box 245 Sunflow Rd edit as RD 2 BX 245 SUNFLOW

Rural Route 26 edit as RR 26

Post Office Box

P.O. Box 555 edit as PO BX 555

In Care Of

124 Fifth Avenue c/o John Doe edit as 124 5TH AV %DOE

- Q. We have to issue ID Cards for NY Dealer plates. These ID Cards don't have a year, make or VIN. They simply read "Dealer-Garage Auto Liability Policy". Does IDCardGen allow printing of this notation?
- A. Yes. There are three 3-digit non-vehicle specific codes related to Dealers and Transporters that you can enter in to the Year field the tell IDCardGen which notation to print:

AON

Prints "All Owned & Non-Owned Vehicles- Comprehensive Auto Liability Policy"
Only acceptable for dealer registration classes
Cannot be used with the FS-21 or the FH forms

DGP

Prints "Dealer-Garage Auto Liability Policy"
Only acceptable for dealer registration classes
Cannot be used with the FS-21 or the FH forms

ALP

Prints "Auto Liability Policy"
Only acceptable for the transporter registration class
Cannot be used with the FS-21 or the FH forms

Enter one of these codes in the vehicle year field. No additional entry on the vehicle tab is required.

Q. What are these 3-digit codes in the vehicle year drop down box?

A. Those are the special codes used to issue non-vehicle specific ID cards. Please see the above answer above for more detail.

NOTE: the 4th non-vehicle specific code that can be used for fleet ID cards is:

AOV

Prints "All Owned Vehicles"

Requires 5 or more motor vehicles registered in NYS (non-for hire)

Requires 10 or more for hire (FH) vehicles registered in NYS

MISCELLANEOUS

Q. Would it be possible to install IDCardGen on a server once, and then have all other PCs on the network run the program from that single location?

A. Yes. Here are the instructions:

- 1.) Log on to the server that you would like to store IDCardGen on.
- 2.) Install the program from the setup file that can be downloaded from the NYS Insurance Department's web site <http://www.dfs.ny.gov/insurance/iies/html/iies2.htm>
- 3.) An icon should now appear on the desktop. Double click on it, hit setup and enter an agent's issuer ID and key.
- 4.) Try logging in to the application and make sure everything works
- 5.) Using windows explorer, navigate to the location that you just installed the program in.
- 6.) Right click on the InsuranceCardGen.exe file and choose 'Create Shortcut'.
- 7.) A new shortcut should now exist. Copy this shortcut to the desktop of every PC that is connected to the server that is going to be used to issue ID cards.

Q. I just installed IDCardGen but I don't see any new icons or folders. What happened?

A. This will usually happen to PCs running Windows NT. If the person who installed IDCardGen is not an 'Administrator' of the PC or if the NT security level of the person currently logged on is not high enough to allow setup programs to create shortcuts, then the following instructions can be used to create the proper icon on the desktop:

- 1.) Hit the start button and select 'Find'
- 2.) In the 'Named' edit box type: 'InsuranceCardGen.exe'
- 3.) Make sure the 'Look in' edit box says its C: or whatever drive the person installed the software on

4.) InsuranceCardGen.exe should now be in the list of files found. Right click on it and choose 'Create Shortcut'

5.) It will say "Windows cannot create a shortcut here. Do you want the shortcut to be placed on the desktop instead?"

6.) Click "Yes"

7.) The shortcut should now appear on the desk top.

Q. Do I need special paper to print these new bar-coded ID Cards?

A. Each IDcard shall consist of at least two identical parts, 5 inches through 8 ½ inches in width by 3 inches to 5 ½ inches in height, printed on stock not lighter than 20–pound white bond, and shall bear the title “NEW YORK STATE INSURANCE IDENTIFICATION CARD” and the form numbers prescribed by this Part. Minimum size: 3” X 5”. Maximum size: 5 ½” X 8 ½”. ID cards shall be computer issued. Portions of the required information, such as the legally required statements, may be pre-printed. ID cards shall contain the compliant encrypted 2D bar code security feature produced in full accordance with the specifications prescribed by this Part and DMV technical documentation.

Q. If a customer is purchasing a new vehicle and the Dealer is registering the vehicle for the customer, can the Dealer use a faxed copy of the new 2D bar-coded ID Card or does the DMV require and original 2D card.

A. Yes. If the bar code card is readable (the large “faxable one” on the 8 ½” X 11” sheet under the “two-up” printed ID cards) after faxing. The quality of the two fax machines can be an issue. E-mailing rather than faxing is recommended.

LOADING/SAVING

Q. Is there a way I can save an ID card so I can pull it back up and change some of the information at a later date?

A. Yes. As of version 1.2 you are now able to load and save ID cards. These files will be stored XML format, which should make it easy for other programs to read and understand the data. You may access these features under the 'File' menu.

Q. When I try to load or save a document I keep getting an error that says “Error Initializing MS XML Parser. Please make sure you have Microsoft XML Parser 3.0 and Microsoft Internet Explorer 4.01 SP1 or greater installed on your PC. You may reinstall IDCardGen and answer YES to the installation of this tool.” What does this mean?

A. This error means IDCardGen was unable to start the XML parser. This utility comes with the IDCardGen installation file. If reinstalling IDCardGen doesn't make this error message go away you should download and install the very latest Microsoft Internet Explorer browser as it is an essential component for the XML parser to work properly.

Q. What is this batch processing feature?

A. The batch process feature is mainly meant for advanced users who wish to export their policy data from their agency management systems or mainframe and package and

import and process it using the IDCardGen software. Please see the Batch Processing section in the help file for more information on how to use this feature.