Registration Hold & Release File Processing

Tampa Hillsborough Expressway Authority (THEA)

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1 THEA Registration Hold and Release Request Files

1.1 Registration Hold Requests

When an account with a Florida LPN is placed in a Collections status, the "Collections" Flag on the Account is illuminated in the Back Office System User Interface. Furthermore, when the same account ages into the next billing cycle (Registration Hold) the account is considered to be in "Registration Hold" status. Consequently, the License Plate Number (LPN) for the account as well as other information requested via the Registration Hold ICD is included in a daily batch file) and sent to THEA for processing between the hours of 2 AM and 5 AM.

Upon receipt, THEA shall deliver the file to the Florida DHSMV between the hours of 5 AM and 12 PM for processing whereby registration holds are systemically imposed on the registered owner of a vehicle utilizing information provided by the collections agency ("CA") in the daily batch file.

1.1.1 Hold File Creation

The daily Registration Hold batch file shall include only accounts that have aged into a Registration Hold status, and thus require that a Registration Hold be imposed by the Florida DHSMV. The process involves four (4) steps that take place each day as follows:

- **Step One:** the outgoing Registration Hold File is sent to on a daily basis to THEA by the CA ("Outgoing file") between 2 AM and 5 AM Eastern Time each day. If no file is generated then THEA will contact the CA via email by no later than 1:30 PM Eastern Time from THEA email address: arcstest@localhost. The content of the email's subject line will always read: INFO: DMV response file awaiting pickup. Upon receipt, the CA will contact THEA regarding next steps but assume that all holds requests

- **Step Two:** the outgoing Registration Hold File is sent to the Florida DHSMV by THEA for processing between 5 AM and 11:30 AM Eastern Time each day.

- **Step Three:** The Florida DHSMV sends a "Stop Number" for each account and a confirmation that the Hold Request was successful back to THEA by no later than 12:30 PM Eastern Time the same day.

- **Step Four:** THEA will notify the CA by no later than 1:30 PM Eastern Time from THEA email address: arcstest@localhost. The content of the email's subject line will always read: (subject line text here). Upon receipt, the CA will activate the Registration Hold flag for each account sent to THEA earlier that day.

- On the contrary, if processing is unsuccessful for any reason THEA shall send an email to the CA by no later than 1 PM Eastern Time and will either request a new file for processing or will request that day's registration hold requests be added to the following day's batch file and transmitted to THEA as usual.

1.1.2 No Hold File to Create

On days where there are no Registration Holds to submit the following must occur:

1. An empty Registration Hold file.txt (zero filled) is sent to THEA as an indicator that there are no Registration Holds to process for the current day's business.

2. An email is sent to the CA the subject line: "No THEA Registration Holds Available Today For Processing".

1.1.3 Hold File Name and Definition

Registration Hold file name and layout details are indicated below:

- **File Type:** Fixed width

- **File Size:** The file size is yet to be determined but should include no more than 10,000 records per day at a maximum.

- **The (Outgoing file) File Name:** CA_Registration_Hold_MMDDYY.txt

- **File Definition:** The file layout and content is as follows:

Field Name	Type	Length	Comment
County Location Code	Number	4	0350
Transaction Type	Character	1	A = Add D = Delete
License Plate	Character	10	Left Space Padded
Vehicle Make	Character	5	N/A
Admin Stop Date	Character	8	Format YYYYMMDD

Stop Type	Character	1	T = Toll Always T

1.1.1 Hold File Transmission

The Registration Hold file will be sent to THEA using SFTP over an encrypted VPN connection. Therefore, no additional encryption or password is required however the file will need to be zipped.

- **Transmission Protocol:** Secure File Transfer Protocol (SFTP)
- **Delivery Timeframe:** Between the hours of 2 AM and 4 AM Eastern Time
- **Delivery Frequency:** Daily

1.1.2 Manual Hold Request Processing

If an error is returned on the original submission file or a request is received from THEA, the CA's Call Center will have the ability to manually request a registration hold. Manual requests for Registration Holds will be added to the daily file containing automated hold requests and processed the following day.

1.1 Registration Hold Release Requests

When a THEA Collections account is paid in full the existing Registration Hold must be removed. Consequently, the License Plate Number (LPN) for the account as well as other information requested via the file layout of the daily "Registration Release" batch file is sent to THEA for processing between the hours of 2 AM and 5 AM.

Upon receipt, THEA shall deliver the file to the Florida DHSMV between the hours of 5 AM and 11:30 AM for processing whereby registration holds are systemically removed utilizing information from the CA's daily batch file. The process involves five (5) steps that take place on a daily basis as follows:

- **Step One:** The outgoing "Registration Release" File is sent to THEA by the CA between 2 AM and 5 AM each day.

- **Step Two:** The outgoing Registration Release File is sent to the Florida DHSMV by THEA for processing between 5 AM and 11:30 AM Eastern Time each day.

- **Step Three:** The Florida DHSMV sends confirmation back to THEA by no later than 1 PM Eastern Time the same day indicating that Release Requests were processed.

- **Step Four:** THEA will notify the CA by no later than 1:30 PM Eastern Time from THEA email address: arcstest@localhost. The content of the email's subject line will always read: subject line text here. Upon receipt, the CA will de-activate the registration holds flag indicator for each account submitted for release earlier that day.

- If processing is unsuccessful for any reason THEA shall send an email to the CA no later than 1 PM Eastern Time that same day, and will

either request a new file for processing or will request that day's "Release Requests" be added to the following day's batch file and transmitted to THEA as usual.

- **Step Five**: In the event that THEA implements a registration hold using alternative means (uses the VIN number rather than the LPN or transfers the hold to a vehicle/LPN with a relationship to the collections account), THEA shall send an email containing all details to the Back Office Team at email address: No_Reply@PayTHEATolls.com. Upon receipt, a case shall be automatically created via the Back Office System with a "Pending New" status. Once assigned for processing, each account is updated using the details provided by THEA in the email(s) and the applicable account flags activated/deactivated as required.

1.1.1 No Release File to Create

On days where there are no Registration Release Requests to submit the following must occur:

1. An empty registration release file (zero filled) is sent to THEA as an indicator that there are no Registration Hold Release to process for the current day's business.

2. An email is sent to the CA with the subject line: "No THEA Registration Hold Releases Today For Processing".

1.1.2 Release File Name and Definition

Registration Hold file name and layout details are indicated below:

- **File Type:** Fixed width

- **File Size:** The file size is yet to be determined and will typically include no more than 10,000 accounts per day at a maximum.

- **File Name:** CA_Registration_Release_MMDDYY.txt

- **File Definition:** The file layout and content is as follows:

Field Name	Type	Length	Comment
County Location Code	Number	4	0350
Transaction Type	Character	1	A = Add D = Delete
License Plate	Character	10	Left Space Padded
Vehicle Make	Character	5	N/A
Admin Stop Date	Character	8	Format YYYYMMDD
Stop Type	Character	1	Always Use T
Stop Number	Number	10	

Filler	Character	30	
Edit Mask	Number	10	
Disposition	Character	1	E = Error or Blank = Successful

1.1.3 Release File Transmission

The Registration Release file will be sent to THEA using SFTP over an encrypted VPN connection. Therefore, no additional encryption or password is required however, the file will need to be zipped.

- **Transmission Protocol:** Secure File Transfer Protocol (SFTP)

- **Delivery Timeframe:** Between the hours of 2 AM and 4 AM Eastern Time

- **Delivery Frequency:** Daily

1.1.1 Manual Release Request Processing

If an error is returned on the original submission file or a request is received from THEA, the CA's Call Center will have the ability to manually release a registration hold. Manual releases will be added to the daily file (CA_Registration_Release_MMDDYY.txt) containing the automated release requests and processed the following day.