

Attachment J

Explore IRP Training Strategy

1.0 Participants

The stakeholders involved in this activity are listed below:

MDOS: (TBD)

Explore: (TBD)

2.0 Purpose

The purpose of this document is to develop a training and knowledge transfer plan that specifies the approach and steps provided to ensure knowledge, skills and abilities are in place to operate Explore IRP. This document also includes the timing of the training to be provided, and the steps taken by Explore to ensure that knowledge has been transferred and retained.

This plan will serve as a guide to:

1. Describing the IRP training methodology to be used
2. Describing IRP course content

3.0 Roles and Responsibilities

Explore will be responsible for:

1. Experienced trainers to conduct classroom training and one on one training as needed
2. Course curriculum
3. Electronic and hardcopy training manual.

MDOS will be responsible for:

1. Approving course curriculum, training material and the user manual.
2. Providing training facilities at a designated location.
3. Providing necessary computer workstations and internet access for MDOS staff.
4. Scheduling the training courses, facilities and trainees.
5. Providing a training coordinator to assist with classroom activities, etc.

4.0 Approach

Course specific evaluation forms are provided at the end of each training session to evaluate course content, pace of training, effectiveness of trainers, and overall

satisfaction. Training exercises will be provided to ensure that knowledge transfer takes place.

As prescribed, Explore will provide on-site training for up to 28 staff, finance, audit, and system administrative personnel. User training will be conducted in a classroom environment. MDOS will select a facility to host the training. Classes will last up to 8 hours per day. Explore instructors will provide system functionality training and MDOS personnel will instruct on business processes. Microsoft Powerpoint presentations and functional 'fast path' demonstrations will be followed by classroom exercises. Instructors monitor student progress in completing exercises and provide assistance where needed. Courses will consist of training sessions that include:

Course Description	Training Audience
<p><i>Explore IRP Introduction/User Training:</i></p> <p>An overview of the Explore IRP system to include site navigation, screen conventions and error handling.</p> <p>Attendees will have hands-on access to process IRP transactions using test data. Training will focus on office processing functions to include: new accounts, supplements, renewals, exchanges, refunds, plate replacements, weight increases, correcting unit information, inventory, daily close-outs and deposits. Exercises will be provided.</p> <p>Length of session: 2 days. Method of training: Classroom, instructor led. Materials: Explore IRP User Training Manual</p>	<p>MDOS Staff (2 sessions with 8 attendees)</p>
<p><i>Explore IRP Audit Training:</i></p> <p>An overview of the Explore IRP audit processing module will be provided to MDOS auditors. Attendees will use the system to process audits. Exercises will include: Audit selection reports, Starting an Audit, Audit Correspondence, Audit Supplements, Audit Worksheets. MDOS lead audit personnel will discuss any procedural changes occurring. Process flows will be provided.</p> <p>Length of session: 1 day. Method of training: Classroom, instructor led. Materials: Explore IRP Training Manual</p>	<p>MDOS Auditors/finance (4-6 attendees)</p>
<p><i>Explore IRP Financial Processing:</i></p> <p>An overview of the Explore IRP financial processing module will be provided to MDOS financial personnel.</p>	<p>MDOS Financial Personnel (4-6 attendees)</p>

<p>Users will learn to use the system to verify daily batch totals, confirm that money deposited into funds is accurate, view financial reports and generate vouchers. Process flows will be provided.</p> <p>Length of session: 1/2 day. Method of training: Classroom, instructor led. Materials: Explore IRP Training Manual</p>	
<p><i>Explore IRP Administrator Training:</i></p> <p>This session will focus on the tasks necessary to administer Explore IRP. All attendees will have a system administrator user role and will have access to all enabled Explore IRP functions.</p> <p>Attendees will have hands-on access to process IRP transactions using test data. Training will focus on IRP administrator functions to include: setting up users, maintaining users, new accounts, supplements, renewals, exchanges, refunds, plate replacements, weight increases, correcting unit information, inventory, daily close-outs, and NSF processing. Attendees will be taught error correction functions to include retraction supplements, unfile and void payment activities. Exercises will be provided.</p> <p>Length of session: 2 days. Method of training: Classroom, instructor led. Materials: Explore IRP Administrator Manual</p>	<p>MDOS System Administrators (6 attendees)</p>

Michigan Motor Carriers and Licensing Agents will receive “Carrier How To” sheets and “Licensing Agent How To” Sheets. See the example we developed for TxDOT motor carriers below:

Step 3: Validate Weight Groups are Correct

See the weight groups listed. If you need to add weights groups, click the [Add Group](#) link.

1. The Adding a New Group page appears. Proceed as follows:
2. Select the Group Type from the pull down box.
3. Select the CGVV (gross weight), if applicable, from the pull down box.
4. Type in the group description (ex. 80K-TT) in the text box.
5. Click the [Create](#) button.

Step 4: Update Units (if Necessary)

See the vehicles (units) listed. If you need to add a unit, click the [Add Unit](#) link.

1. The Adding a New Unit page appears. Proceed as follows:
2. Select an existing weight group or click the [create a new weight group](#) link. (See Adding a New Group above).
3. Enter all unit information in the text boxes ***** note required fields prefaced by the *****.
4. Click the [Update](#) button.
5. When you're finished adding units, click the [App](#) button on the screen header.

Step 5: Calculate Fees.

1. Click [Calculate Fees](#). The Fleet Renewal – Fee Summary page will be displayed.
2. You may see the message: **Unable to continue. Required materials are missing.** Click the [View required materials](#) link. A page will be displayed with instructions on how to proceed.
3. If there are no required materials, click the [Continue](#) button. The Confirm Filing page will be displayed.
4. Click the [File Application](#) button. The Payment Options page will be displayed.
5. Select form of payment Electronic Check and enter the amount
6. Click the [Apply](#) button.
7. The Payment Details page will be displayed. Click the [view shipment details](#) link.
8. The Shipment Details page will be displayed. Click the [perm](#) or [temp](#) link to view your cab cards.

Questions about TxIRP? Call TxDOT at 512-374-5250.



The online fast lane to your apportioned account.

TxIRP allows you to manage your apportioned account anytime from anywhere. You can renew your registration and make changes to your account securely over the internet.

To use the TxIRP online fast lane, you will need:

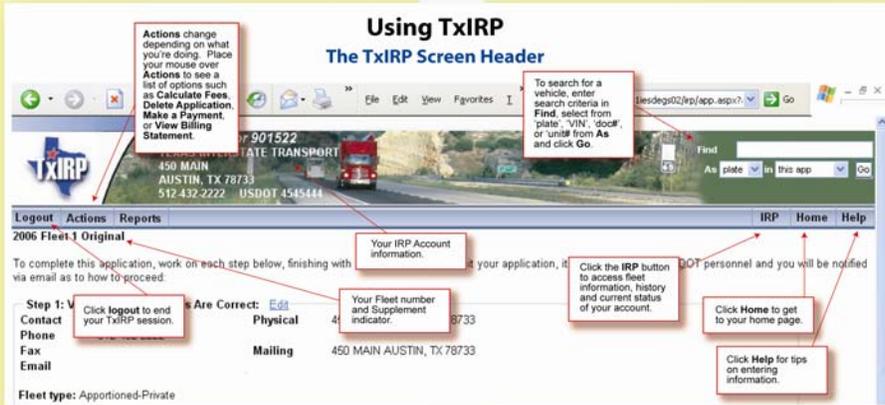
- ✓ A TxDOT-issued User Name and Password.
- ✓ A computer with Microsoft Internet Explorer 5.x or higher.
- ✓ Internet access.
- ✓ Adobe Reader to see billing statements and cab cards.
- ✓ A laser printer, if you want to print cab cards.

Getting Started



Logging in to TxIRP

1. Launch your internet browser (Internet Explorer 5.x or higher).
2. Type <https://irp.dot.state.tx.us> in the address bar of your browser.
3. Enter your assigned User Name
4. Enter your Password
5. Click the [Login](#) button.
6. The Terms and Conditions page appears. Click the [Accept terms of use](#) button.



Entering Your Access Code (First time users only)

1. The IRP Account Options page will be displayed. (This page will only be displayed the first time you access your account.)
2. Click the link labeled [Click here if you have an existing IRP account.](#)
3. The Assign an IRP Account page is displayed.
4. Enter your Account Number
5. Enter your Access Code (this code is provided by TxDOT).
6. Click the [Save](#) button.
7. The Working on IRP page is displayed.

Filing a Renewal

1. On the Working on IRP page, when it's time to file a renewal, the [Start a Renewal](#) link will be present. Click the [Start a Renewal](#) link.
2. The Fleet Renewal page will be displayed. You will see a list of steps you need to complete in performing your renewal. Follow these steps:

Step 1: Validate Fleet Settings Are Correct

1. Click the [Edit](#) link next to the Fleet Settings heading. The Editing Contact, Location, and Address Settings page appears. Proceed as follows:
2. Enter any changes in the text boxes, ***** note required fields prefaced by the *****.
3. Click the [Update](#) button and return to the Fleet Renewal page.

Step 2: Enter Jurisdiction Mileage

1. Click the [Edit](#) link next to Jurisdictions heading. The Editing Jurisdictions page appears. Proceed as follows:
2. Enter Total Miles in text box.
3. Your previous year jurisdictions will be checked and all mileages are set to zero.
4. Add any new jurisdictions by clicking the jurisdiction check box
5. Enter the Mileage Amount for each jurisdiction in the mileage text box.
6. Click the [Update](#) button and you will return to the Fleet Renewal page.

5.0 Time Frames

Training is to be conducted during the following times: (TBD)

Date	Course	MDOS User Group
	Explore IRP User Training	MDOS Staff (2 sessions with 8 attendees)
	Explore IRP User Training	MDOS Staff (2 sessions with 8 attendees)
	Explore IRP Audit Processing	MDOS Auditors/finance (4-6 attendees)
	Explore IRP Financial Processing	MDOS Financial Personnel (4-6 attendees)
	Explore IRP Administrator Training	MDOS System Administrators (6 attendees)