# Current Processes and Environment

DESCRIPTION OF APPLICANT PROCESS

The DLIDSP applicant process starts at the Field Office (FO) and ends with the generation of the card creation request to the ~~Firm's~~ Contractor's card production system. The preliminary DLIDSP applicant process is identified in the following figure.

Current State Process Flow – DL/ID/SP Field Office Applicant Processing
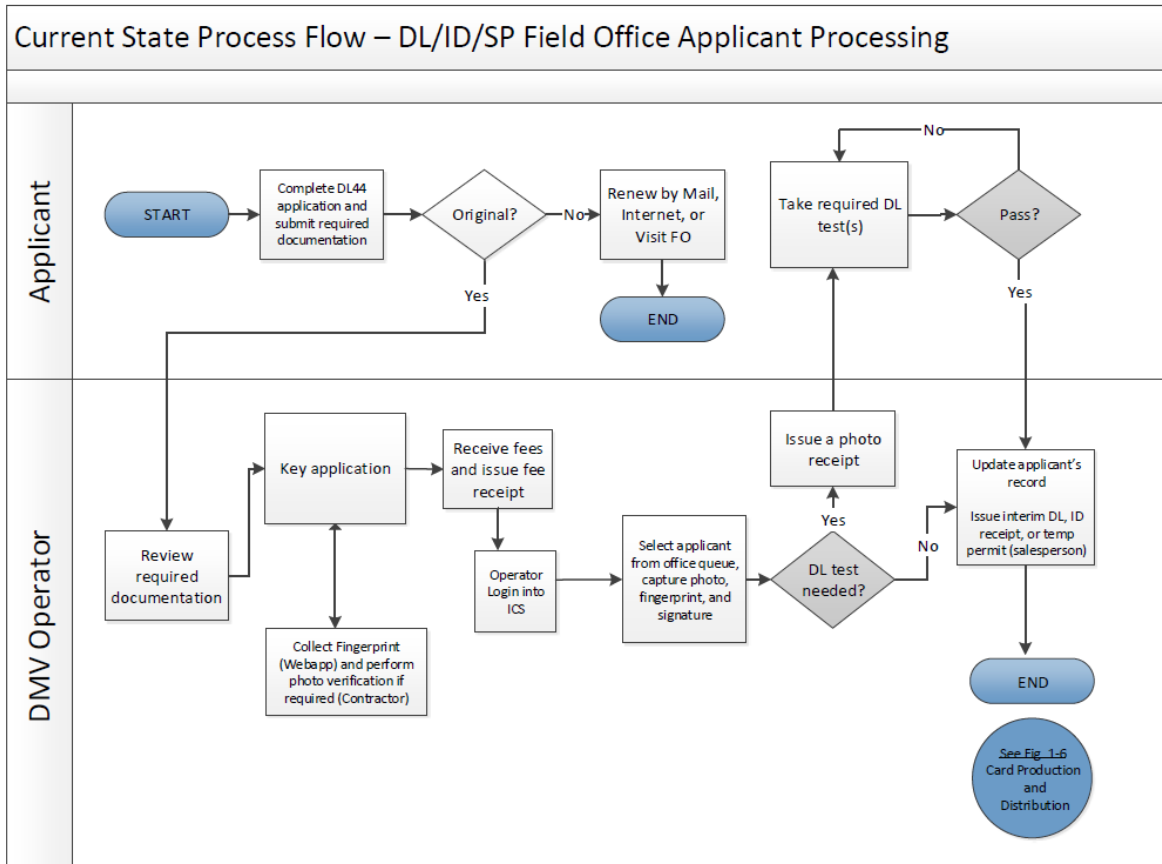
When appearing in the FO to request a DLIDSP card, the applicant completes the appropriate application, signs the application, and provides it to the FO employee along with any required documents (e.g. birth certificate). DMV will accept signature stamps to meet the needs of customers who are unable to write due to a medical, physical, or mental disability. A signature affixed with a signature stamp by an authorized user will be treated the same as a written signature. When applying for a DL/ID, the customer has the option of a REAL ID compliant or federally noncompliant card. The applicant may complete a DL/ID application on a Touch Screen Terminal during the field office visit, on a mobile device during the field office visit, or prior to visiting the office by using a computer or mobile device to access the Electronic Driver License and Identification Card Application on the DMV website. A DL/ID application that is submitted through one of these electronic methods may also be certified electronically by the applicant on a Chrome device at the FO technician workstation. The electronic certification is equivalent to physically signing a paper DL/ID application.

The FO employee visually inspects the documents to ensure the application forms are complete. After the FO employee reviews the authenticity of the identity and other documents, another FO employee, who has been trained to detect fraudulent documents, also verifies the documents.

The FO operator starts the application by entering the applicant's information into the DMV's system. The DMV system will request retrieval of the applicant's previous fingerprint and photo of record (if available) from the Central Image Server (CIS).

Utilizing a web application (Fingerprint System), the operator will collect the applicant's fingerprint for a 1:1 fingerprint comparison and perform a visual comparison of the applicant to the photo of record. If the photo image is visually verified by the FO operator, the application data is then processed and updated using the DMV system. If the operator indicates a no match to the photo of record, the transaction is marked in the DL Master File Database with a special code for follow-up in Headquarters (HQ). For the SP card, the FP system is not used because the fingerprint is replaced by the Live Scan background check.

Upon processing of the application and collection of the appropriate fee, a barcoded DMV application fee receipt is given to the applicant. Data is transmitted from the DMV system to the Image Capture Station (ICS) to notify the Office Server that a photo is required. The applicant's record is added to the Office Queue for image collection. The Office Queue is stored on the Office Server for local office use in the application process.

At the ICS, the applicant's photo, fingerprint, and signature are collected based on any previously captured images for the current application. The images are captured at the ICS and transmitted, along with the application data to the CIS, Office Server, and DMV systems.

At the end of each day, all ICSs are reconciled and the Office Queue is programmatically cleared.
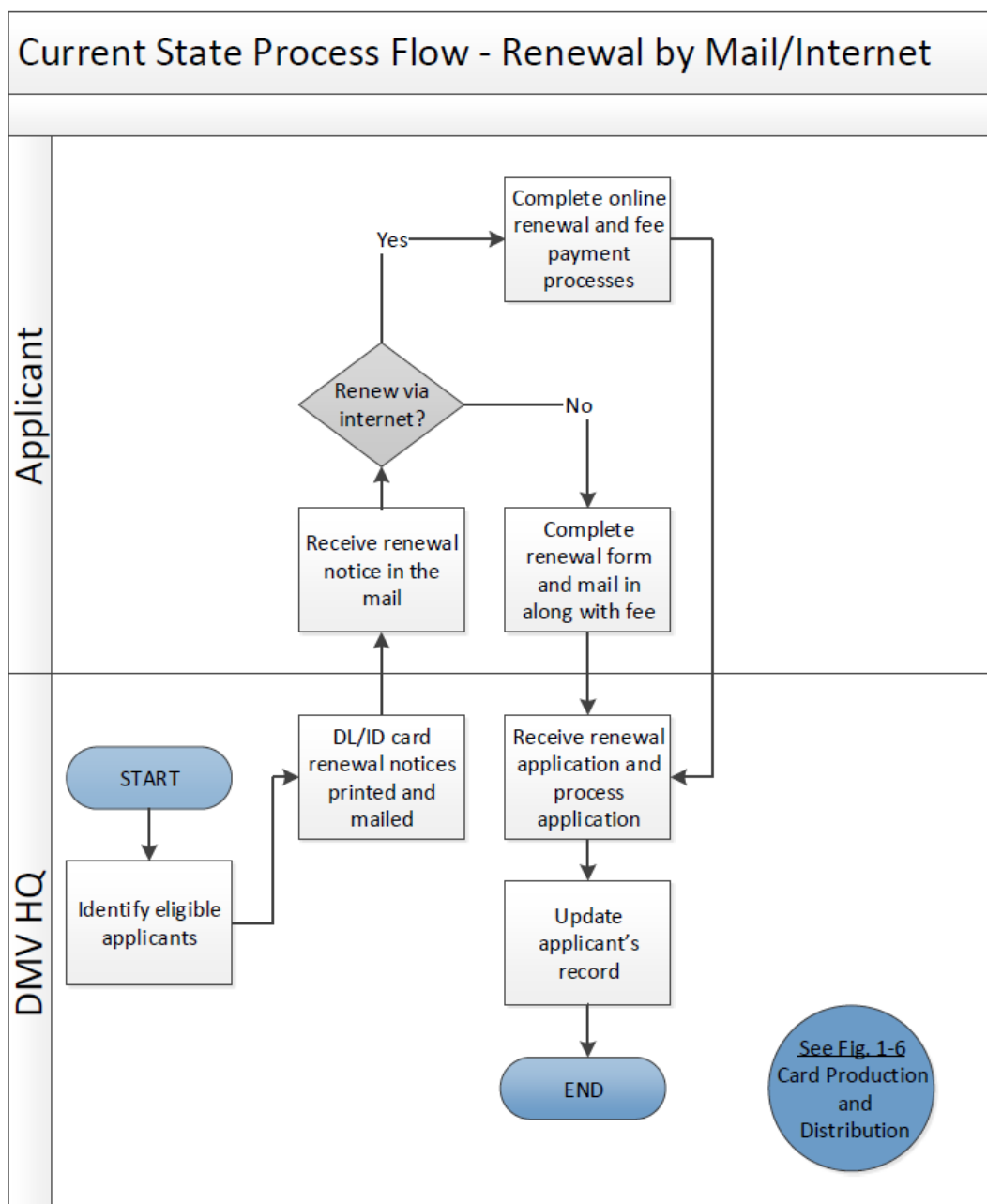
DESCRIPTION OF EMPLOYEE/AGENCY BADGES
Employee/Agency badges are produced for all DMV Field Office employees using the ~~Firm~~ Contractor system. The required data is entered by the operator through the ICS. The badges are manufactured based solely on the upload of data from the ICS to the CIS.

Employee badges are also produced for other state agencies (Employment Development Department, State Fire Marshall, State Fair Employment and Housing, Agriculture Labor Relations Board) upon request; each agency will work directly with the ~~Firm~~ Contractor for the details of their badge. The DMV System will not send any data needed to produce a badge. The data is captured solely at the ICS.
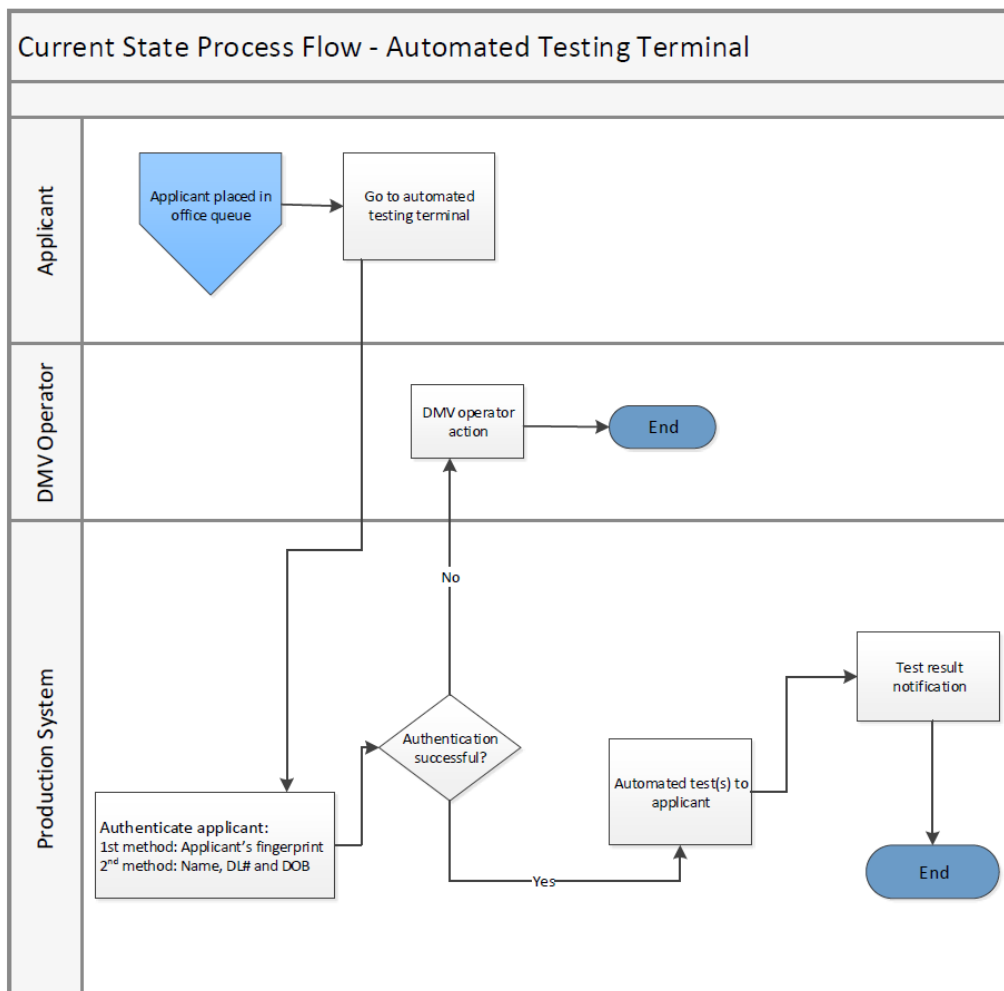
DESCRIPTION OF RENEWAL BY MAIL/INTERNET

When renewing a DL/ID card by mail or by internet, the applicant completes a pre-mailed application or online application, respectively.

DMV's system verifies that the applicant is eligible for a renewal, makes any requested address or descriptive information changes, and completes the application using the most recent usable image data set. An overview of the renewal by mail/internet process is presented in the following figure.

Current State Process Flow - Renewal by Mail/Internet

Applicant

- Renew via internet?
  - Yes → Complete online renewal and fee payment processes
  - No → Complete renewal form and mail in along with fee
- Receive renewal notice in the mail

DMV HQ

- START → Identify eligible applicants → DL/ID card renewal notices printed and mailed
- Receive renewal application and process application → Update applicant's record → END
- See Fig. 1-6 Card Production and Distribution

DESCRIPTION OF ADMINISTER TEST PROCESS

If the applicant requires knowledge tests, the DMV currently uses touchscreen terminals in its FOs to administer tests for non-commercial, commercial, occupational, and motorcycle licenses. An applicant required to take the test is given a photo receipt by a FO operator. The ATT fingerprint device captures the applicant's fingerprint for a 1:1 fingerprint comparison to identify the record in the office queue to begin his/her test. If the applicant fingerprint does not match, the applicant can manually enter his/her last name, DL number, and date of birth into the system to begin the test. The testing system features a multiple-choice test that an applicant may retake the same day if the applicant fails a prior test. Once an applicant completes the test, the testing system will display a pass or fail notification and notify the DMV system. An overview of the automated testing terminal process is presented in the following figure.

Current State Process Flow - Automated Testing Terminal

Applicant
- Applicant placed in office queue → Go to automated testing terminal

DMV Operator
- DMV operator action → End

Production System
- Authenticate applicant: 1st method: Applicant's fingerprint 2nd method: Name, DL# and DOB → Authentication successful?
- No → DMV operator action
- Yes → Automated test(s) to applicant → Test result notification → End

DESCRIPTION OF ADMINISTER DRIVE TEST PROCESS

If the applicant requires a drive test, the FO employee administering the test reviews the photo receipt or the applicant's identification to verify his/her identity before beginning the test.

DESCRIPTION OF THE CARD PRODUCTION PROCESS

If the applicant has met all requirements, the record is updated on DMV databases, and the DMV system sends the necessary application data in a card request file to manufacture the card.

The DMV system will transmit the applicant's demographics and other data to the ~~Firm~~ Contractor as notification to produce DLIDSP cards via a card request file. The ~~Firm~~ Contractor utilizes applicant data sent by DMV to produce the requested card. The card request file includes applicant information such as address and card type. Additionally, the file contains a total count of all cards requested to ensure that the requested number matches the number produced.

The ~~Firm's~~ Contractor's facility contains the card production equipment. Additionally, there is a backup CIS maintained approximately 350 miles away for operational recovery and access by authorized external users. The backup CIS is updated within seconds of the primary CIS.

Once the card is produced in the facility and has passed the ~~Firm's~~ Contractor's facility quality control, the Transaction Inventory System (TIS) for card tracking is updated. If the card does not meet the ~~Firm's~~ Contractor's facility internal quality control, the card is remanufactured and, once approved, is put back into the existing batch for delivery to DMV HQ.

After the DLIDSP card is created, it is delivered to DMV's HQ Issuance Unit where cards are counted and quality assurance (QA) is performed. Unacceptable DLIDSP cards (e.g. unusable photo, damaged card) are either returned to the ~~Firm~~ Contractor for reprint or the applicant is notified that a photo retake is needed.

An overview of the card production process is presented in the following figure.

Current State Process Flow – Card Production and Distribution
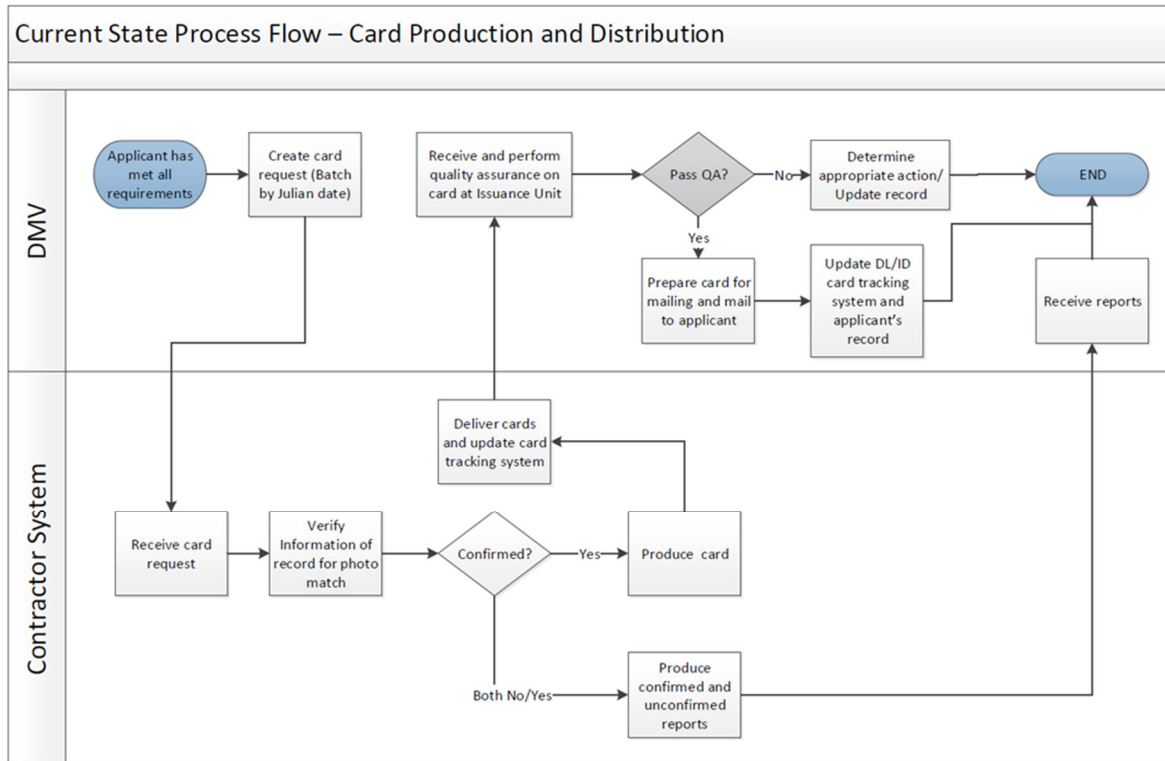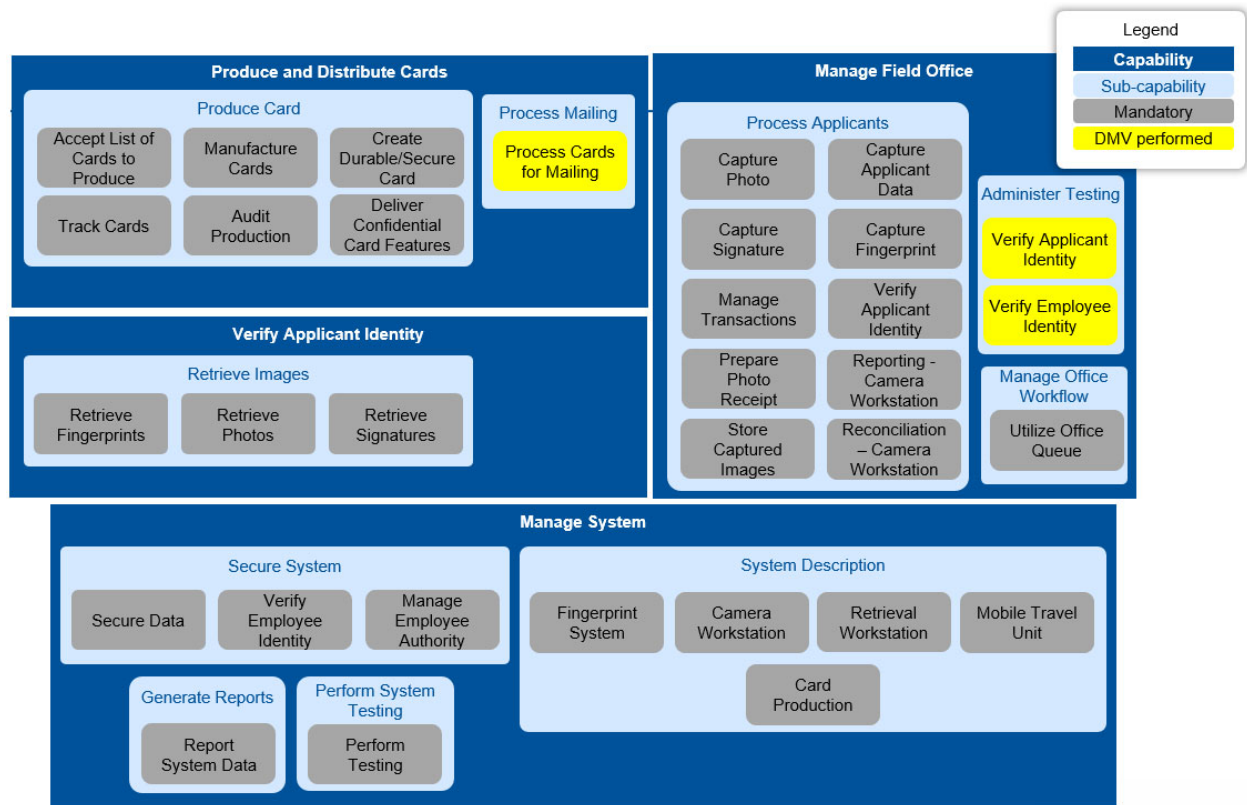
DESCRIPTION OF THE MAILING PROCESS

Once DLIDSP cards are produced and reviewed by DMV staff for compliance with quality standards, they are transported by daily batch to a Production Mail Center in Sacramento for distribution. At the mailing facility, cards are automatically matched with pre-printed carrier forms using magnetic stripe and inserted in envelopes using a high-volume Pitney Bowes mailing machine. Cards that do not match carrier forms, or that cannot be read, are automatically diverted to prevent slowdown of mailing operations. Inserts may also be folded and inserted in the envelope with the card and carrier forms before each piece is automatically sealed by the mailing machine. Sealed envelopes are then weighed and postage metered for mailing. The mailing system is equipped with tracking technology to monitor each card as it is processed from arrival at the mailing facility to metering and mailing. An interface with the TIS database also tracks the status of card batches from production through mailing.

DESCRIPTION OF THE IMAGE RETRIEVAL PROCESS

FO operators have the ability to retrieve and view images at each workstation using a web browser. HQ operators have the ability to retrieve, view, and print historical images as well as the latest image on file through direct interface with the CIS using a Retrieval Workstation (RWS).

CURRENT ENVIRONMENT

The current business and technical environment and infrastructure support essential DMV business capabilities including the production of DLIDSP cards, the processing of applicants, the management of the Field Office (FO) workflow, the retrieval of images, and the management of systems. The figure below depicts the business capabilities of the current environment. Currently, the verification of applicant identity during the administration of testing is performed by DMV. Also, a separate third-party ~~Firm~~ Contractor provides a mailing system that DMV uses to process DLIDSP cards for mailing once they are ready for distribution.

Legend
- Capability
- Sub-capability
- Mandatory
- DMV performed

Produce and Distribute Cards

Produce Card
- Accept List of Cards to Produce
- Manufacture Cards
- Create Durable/Secure Card
- Track Cards
- Audit Production
- Deliver Confidential Card Features

Process Mailing
- Process Cards for Mailing

Verify Applicant Identity

Retrieve Images
- Retrieve Fingerprints
- Retrieve Photos
- Retrieve Signatures

Manage Field Office

Process Applicants
- Capture Photo
- Capture Applicant Data
- Capture Signature
- Capture Fingerprint
- Manage Transactions
- Verify Applicant Identity
- Prepare Photo Receipt
- Reporting - Camera Workstation
- Store Captured Images
- Reconciliation – Camera Workstation

Administer Testing
- Verify Applicant Identity
- Verify Employee Identity

Manage Office Workflow
- Utilize Office Queue

Manage System

Secure System
- Secure Data
- Verify Employee Identity
- Manage Employee Authority

Generate Reports
- Report System Data

Perform System Testing
- Perform Testing

System Description
- Fingerprint System
- Camera Workstation
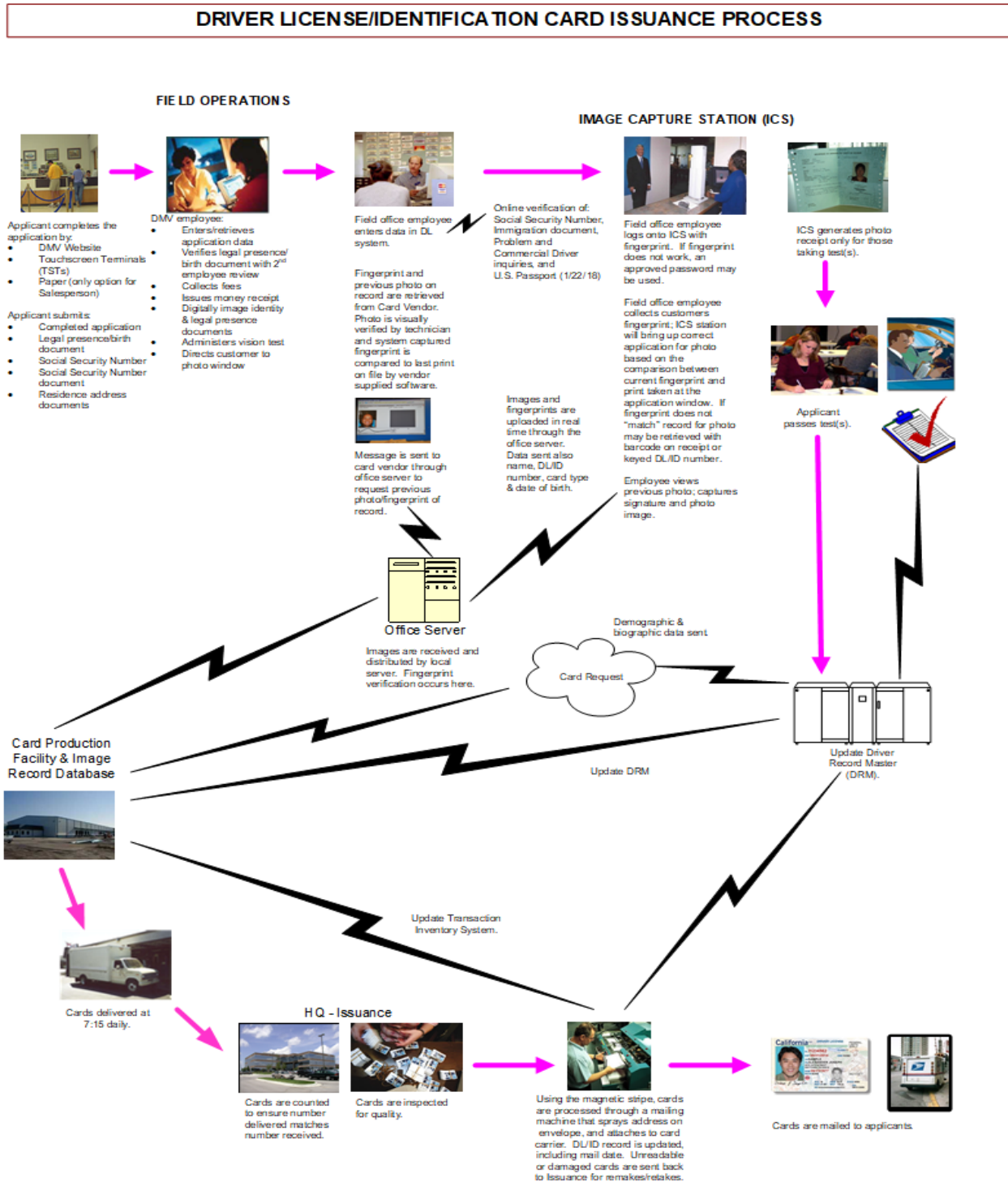- Retrieval Workstation
- Mobile Travel Unit
- Card Production

The DMV maintains systems to manage and administer the DLIDSP card process beginning with receipt of the applicant's application and ending with issuance of a new card. FO operators serve as the public's primary point of contact with the DMV and, as such, become the conduit for information collection, review, and assurance of data accuracy.

Each year, the DMV processes applications and issues approximately 9 million DLIDSP cards, including employee badges through:
1. Original issuances processed in FOs.
2. Card renewals.
3. Replacements or duplicates.
4. Corrections and name changes.

The majority of these applications are currently processed at DMV FOs and other DMV facilities located in both State and non-State owned buildings throughout California. The figure below depicts the high-level DL/ID card issuance process.

DRIVER LICENSE/IDENTIFICATION CARD ISSUANCE PROCESS

FIELD OPERATIONS

IMAGE CAPTURE STATION (ICS)

Applicant completes the application by:
- DMV Website
- Touchscreen Terminals (TSTs)
- Paper (only option for Salesperson)

Applicant submits:
- Completed application
- Legal presence/birth document
- Social Security Number
- Social Security Number document
- Residence address documents

DMV employee:
- Enters/retrieves application data
- Verifies legal presence/ birth document with 2nd employee review
- Collects fees
- Issues money receipt
- Digitally image identity & legal presence documents
- Administers vision test
- Directs customer to photo window

Field office employee enters data in DL system.

Fingerprint and previous photo on record are retrieved from Card Vendor. Photo is visually verified by technician and system captured fingerprint is compared to last print on file by vendor supplied software.

Message is sent to card vendor through office server to request previous photo/fingerprint of record.

Online verification of: Social Security Number, Immigration document, Problem and Commercial Driver inquiries, and U.S. Passport (1/22/18)

Images and fingerprints are uploaded in real time through the office server. Data sent also name, DL/ID number, card type & date of birth.

Field office employee logs onto ICS with fingerprint. If fingerprint does not work, an approved password may be used.

Field office employee collects customers fingerprint; ICS station will bring up correct application for photo based on the comparison between current fingerprint and print taken at the application window. If fingerprint does not "match" record for photo may be retrieved with barcode on receipt or keyed DL/ID number.

Employee views previous photo; captures signature and photo image.

ICS generates photo receipt only for those taking test(s).

Applicant passes test(s).

Office Server

Images are received and distributed by local server. Fingerprint verification occurs here.

Card Request

Demographic & biographic data sent

Card Production Facility & Image Record Database

Update DRM

Update Driver Record Master (DRM).

Update Transaction Inventory System.

Cards delivered at 7:15 daily.

HQ - Issuance

Cards are counted to ensure number delivered matches number received.

Cards are inspected for quality.

Using the magnetic stripe, cards are processed through a mailing machine that sprays address on envelope, and attaches to card carrier. DL/ID record is updated, including mail date. Unreadable or damaged cards are sent back to Issuance for remakes/retakes.

Cards are mailed to applicants.

The DLIDSP card issuance process relies on a combination of manual and automated processes designed to capture and verify the identity of applicants upon application (e.g., original application, renewal, replacement/duplicate).

For the production of a DLIDSP card, the current FO process begins with applicant processing which includes real-time access to the DMV DL Master File Database by the FO operator, programmatic determination of the individual's licensing eligibility, and the update of the database upon completion of the transaction. The process ends with the secure production, validation, and distribution of cards.

CURRENT USER SYSTEMS
The DMV user interfaces for purposes of DLIDSP issuance and renewal include:
1. **DMV Public Web Site.** This user interface is for DMV applicants to access general information, print required forms, and initiate selected DMV processes, such as renewing a DL.

2. **EASE.** EASE is a DMV web-based application used to process Data Communication System (DCS) inquiries for DLIDSP transactions. The application is developed, maintained, and modified by DMV. The DLIDSP application and associated infrastructure for the system are located at CDT.

    For the DL/ID process in EASE, fees are generated and collected, and receipts are printed. The testing process is started and/or completed based on the type of transaction, and appropriate DL/ID documents are issued and mailed to the applicant.

    SP card applications are processed after an inquiry on the license is made to the DL master file. Data retrieved, if available, is displayed and used to create a SP card record. A SP temporary card may be issued at the FO when the application is complete and fees are paid. The SP card application is sent to the Occupational Licensing Unit for a final status check and issuance of the permanent license. The SP card record is updated in HQ.

    EASE also allows for an image retrieval and fingerprint enrollment. This process is designed to enhance identity security and help reduce fraud. The fingerprint is collected and enrolled on all DL/ID applications, then verified. Available photo images are displayed, and the operator is required to acknowledge the image prior to continuing the application. For original applications with no prior photo, the Photo Acknowledgement page displays, and an exception processing code is required in lieu of the photo to continue processing.

    As part of the application processing, EASE is responsible for sending information to the camera system in order to process an applicant's photo. In cases where additional testing is required, EASE is responsible for identifying applicants and test types to the DMV's testing system to ensure applicants are taking the appropriate tests.

3. **Transaction Inventory System.** The TIS is a database that tracks the status of the DLIDSP cards after they have been manufactured. Following each batch set of cards produced, the ~~Firm~~ Contractor sends an electronic file (referred to as a TIS file) to DMV HQ to update the TIS. The TIS tracks each card by batch number, card type, and DLIDSP number. When cards are sent to DMV HQ for QA, they are reconciled with TIS. Any cards not passing QA are noted in TIS for remanufacture or retake (new photo). Once cards are mailed, the "date mailed" field is updated in the TIS as well as in the Driver Record Master (DRM).

4. **Central Image Server.** CIS exchanges files and messages with DMV, and houses 325 million image data sets (IDS), which contain photographs, fingerprints, and signatures. Although the data in the CIS belongs to DMV, the system hardware/software used to capture and store all images, both in the FO and in DMV HQ, is owned and maintained by the ~~Firm~~Contractor. In addition, the backup CIS is also owned and maintained by the ~~Firm~~Contractor. A web application allows FO operators to retrieve applicant photos at his/her terminal by toggling to a browser. DMV HQ uses a direct interface to the CIS to retrieve photos.

5. **Office Server.** Server located in the local office that provides support for the Applicant Identity Verification Solution (AIVS) for use in the application processes when communicating to DMV systems within the FO. The office server hosts the Office Queue, which contains the available and accessible photo and fingerprint images stored locally for office use in the application process. The Office Queue is programmatically cleared daily. The Office Queue is created when a fingerprint and photo comparison is performed or when a photo is captured at the Image Capture Station. The Office Server will be called the Solution Server in the new environment.

6. **Fingerprint System.** The FP system is comprised of hardware (fingerprint devices) and software (Web App) that collects, compares, and transmits information based on the fingerprint captured. It also includes the ability for the operator to perform a visual photo verification of the photo of record, to indicate a match or no match, and provide that indicator to DMV.

7. **Image Capture Station.** The ICS application software is a Windows-based system and is connected to DMV's network. The ICS captures the required images (photo, fingerprint, and signature) of the applicant and can be used to access images at the CIS. The ICS is comprised of the following components at each FO:
    1. Personal computer, keyboard, mouse, and color monitor.
    2. Operator fingerprint (FP) capture device.
    3. Photo capture device (camera).
    4. Photo receipt printer.
    5. Applicant FP capture device.
    6. Barcode scanner.
    7. Signature capture device.

    A permanently affixed, American Association of Motor Vehicle Administrators (AAMVA)-compliant, backdrop (e.g. frame and curtain) is provided at each ICS location.

    Currently, the camera backdrop frames (not the curtain) in the FOs are owned by the DMV. The "arms" of the backdrop frames are constructed of heavy metal either bolted to the floor, or to a wall. The metal frame is currently connected with flat panel wood to which a curtain may be mounted. The dimensions of the frame for the current backdrop are:
    1. From floor to the top of frame is 85 inches.
    2. From floor to the bottom of the backdrop frame is 37 inches.
    3. The backdrop is 48 inches tall.
    4. Width is 36 inches.

8. **Retrieval Workstation (RWS).** The RWS is an application and supporting hardware that allows HQ DMV staff to retrieve and view photo, fingerprint, and signature images stored in the CIS and print these images if required. The RWS will permit retrieval of both current and prior images. Each RWS includes a computer, keyboard, monitor, electronic fingerprint device, and color printer. Each RWS uses fingerprint scanning technology to validate the identity of DMV staff authorized to perform image retrieval tasks. DMV staff typically use an applicant's DL/ID card number as the primary key for retrieving data from the CIS. However, images may also be retrieved using an applicant's name, date of birth, and other selected attributes. The RWS is configured to provide law enforcement agencies with retrieval access to photo, fingerprint, and signature images. The RWS will permit retrieval of both current and prior images. In addition, the RWS shall allow for record corrections on the CIS.

9. **Automated Testing Terminals (ATT).** The DMV currently uses touchscreen terminals in its FOs to administer tests for non-commercial, commercial, and motorcycle licenses. Applicants required to take the test are given a receipt by a FO operator. The ATT features a multiple-choice test that an applicant may retake the same day if he/she fails a prior test. Once an applicant completes the test, the testing system will display a pass or fail notification. If an applicant passes the test, his/her test results are immediately updated in EASE.

10. **Mailing System.** The mailing system is a specialized, custom-built, high-volume machine, and supporting software that automatically inserts DLIDSP cards, along with other forms/materials, into an envelope that is compliant with United States Postal Service (USPS) guidelines. The mailing system reads DLIDSP card data from the magnetic stripe and matches the information against the TIS file. Mail is distributed from the DMV HQ Production Mail Center to applicants across the state and abroad (outside of California in another state, country, or other location).

11. **Service Now (SNow)~~Action Request System (Remedy)~~.** The DMV uses ~~Action Request System~~Service Now for electronic problem tracking and reporting ~~provided by the BMC Remedy Corporation~~. ~~Remedy~~ Service Now is a software product that allows DMV and the ~~Firm~~ Contractor to report, model, track, and respond to system integration problems once testing commences on DMV and ~~Firm~~ Contractor components of the project.

    ~~Remedy~~ Service Now is the application used by DMV operators (authors) who access the system to report, assign, and track incidents throughout the system test/user test lifecycle, as well as during production. For tracking purposes, a detailed description of the problem is recorded by the author to provide the analyst/programmer with all information needed to reconstruct, research, and fix the identified problem, including the transaction code, program modules, panels, and version date or number.

Remedy Service Now also captures the severity level (critical, medium, low) as determined by the author. When a problem report is submitted, an automated notification is sent to the responsible area for resolution. If the problem report is not assigned within previously established timeframes, an electronic notification is sent to the author and responsible area group manager. The system continues to send notifications and/or escalation notices until an analyst and/or programmer is assigned to the task. Upon reaching a resolution, the responsible analyst and/or programmer enters a narrative description of the analysis and/or resolution of the problem. When the resolution is complete and the program is ready for re-testing, a notification is sent to the author. The program change and/or fix is tested and Remedy Service Now is updated with information documenting the problem resolution. When the system or user test verification section is completed and submitted, the problem report status is automatically changed to "Closed."

12. **DMV systems that interface with various applications.** DMV systems that interface with the various applications, process information captured during the application process. The data collected by the FO is processed by DMV systems which determine eligibility and update the driver record. Only after all requirements are met is the remainder of the card application data sent to the Firm's Contractor's system in a file to manufacture the cards. The DMV receives a file from the Firm Contractor indicating cards have been produced, and updates the TIS. A file is also generated by the Firm Contractor for card requests that could not be processed and are returned as "unconfirmed." DMV also interfaces with the Firm Contractor system to retrieve photos.

13. **Online Replacement/Duplicate.** When requesting a replacement/duplicate DL card by internet, the applicant completes an online application. DMV's system verifies that the applicant is eligible for a replacement/duplicate and completes the application using the most recent usable image data set.

14. **Virtual Field Office.** Salesforce provides a file to the Firm Contractor daily that consists of all successful online CDL renewal cases. The Salesforce file is compared to the card request file and allows the Firm Contractor to identify/distinguish transactions for relaxed criteria of photo requirements for card issuance. The Firm Contractor processes the file and sends back the counts of received, successful, errors, and the details of the errors. If the photo on file does not meet existing standards (too old or not useable), the card request will error.

15. **Online renewal of SP card.** An application for renewal of the SP card may be submitted online. A BOT compares the online application with the SP record on file and determines whether the application can be processed. The BOT will perform technician functions in EASE and Rumba to process payment and issue the renewal. If the BOT is unable to process the application, it will go to a technician for processing.

16. **Law Enforcement Host Agency (LEHA).** Refers to those host agencies (currently there are only two – CalPhoto and Orange County Sheriff Department), authorized by DMV to access the backup database for the most current photo, thumbprint, and signature, on the DL/ID record. The LEHA has multiple Law Enforcement Agencies (LEA) accessing their system for DMV photos. Once the LEA requests a specific photo, the LEHA sends an inquiry to the Driver License (DL) database via the California Law Enforcement Telecommunications System (CLETS) network, to verify the release status of the photo record. The current inquiry program requires both the DL/ID number and the first 3 characters of the last name – date of birth is an optional inquiry field. This inquiry checks the DL database for a match and to determine if the record can be released electronically. If the input data matches the information on the DL record, a response is returned with an encrypted token. The encrypted token is needed for the photo retrieval program's servers to authenticate the request and identify the record to be released. The server retrieves the latest record and then sends out data from the system in a format approved by DMV.

17. **Secretary of State.** The California DMV and California Secretary of State (SOS) launched the California Motor Voter Program as defined by AB 1461 in April 2018. This program is intended to increase voter registration by allowing applicants to make voter registration choices during an application for a DL, ID, or change of address. When the DMV transaction is processed, data is sent to SOS so that eligible applicants may be registered to vote. SOS will also retrieve the DMV captured signature for the registrant.

18. **Document Authentication Device.** The Document Authentication Device (DAD) is a tool to assist DMV in enhancing the security of the driver license or identification (DL/ID) card application process by matching an identity document to a template in the DAD software library. DAD supports existing and new procedures to authenticate specific identity documents submitted for original DL/ID card applications.

19. **Proctoring.** Automated remote proctoring of driver license knowledge tests that is integrated with the identify verification and test delivery platforms used by the DMV to reduce theft and fraud. Capabilities include but are not limited to real-time facial verification, on-demand testing, 24/7 technical support, restricting abilities of browser and desktop, restricting access to knowledge testing environment only, audio and video capture of desktop and testing environment, and artificial intelligence analysis of captured data.

20. **Mobile Technician.** A system for capturing customer biometrics and supporting application documents using a mobile tablet and peripheral devices. Captured data and images must be transferred over a secure connection to a secure image server location without compromising the data security on the tablet and devices on which the images are captured. Capabilities are included but not limited to photo capture and data extraction from California DL/ID cards, photo capture and data extraction from supporting application documents, capturing fingerprint and signatures, transferring data and images to an image server, transferring fingerprint images, manual data capturing, and generating a unique transaction code that may be used to download temporary travel identification.

21. **DMV Express.** DMV Express is a web-based process that allows DL/ID applicants to upload identity, Social Security, and California residency documents for first-time REAL ID applications. Uploaded documents are verified and transmitted to DMV. Using the Field Office Document Imaging (FODI) system, the images of the documents may be retrieved by field office technicians when applicants appear in person to complete their DMV applications.

22. **Field Office Document Imaging.** FODI is a system used by field office technicians to capture images of supporting documentation presented by DL/ID applicants. A field office technician scans customer documents for retrieval, or retrieves documents uploaded by the customer via DMV Express, then completes the transaction for the images to be stored.