

**Meeting Summary**

**Functional Area:**

Credentialing Work Session Issue and Renew #17

**Meeting:**

**Date:**

October 17, 2007

**Location:**

Richmond VA CRM 131

**Meeting called by: Angela Burrell**

Albert DeLucia

Tracey Griffiths

Deborah Wells

Sue Matthews

Sharon Brown

Lee Rose

Pat Deluke



**Preparation for meeting:**

Distributed minutes from October 10.

**Session Goals and Objectives:**

Review and Validation of the following Licensing products in EA:

- Duplicate CDL (walk-in, Internet, Kiosk)
- Reissue CDL (walk-in, Internet, Kiosk)
- Duplicate Commercial Instruction Permit (walk-in, Internet, Kiosk)
- Reissue Commercial Instruction Permit (walk-in, Internet, Kiosk)
- Disabled Placard

**Summary:**

Completed the following Scenarios :

- Duplicate CDL (walk-in, Internet, Kiosk)
- Reissue CDL (walk-in, Internet, Kiosk)
- Duplicate Commercial Instruction Permit (walk-in, Internet, Kiosk)
- Reissue Commercial Instruction Permit (walk-in, Internet, Kiosk)

**Plans for Next Workshop:**

Review and Validate the following Licensing products in EA:

- Disabled Parking Placard Original
- Disabled Parking Placard Renewal
- Disabled Parking Placard Reissue
- IFTA/IRP Processing in the CSC

**Homework for Next Workshop:**

**October 3 Session**

- Nancy Rader and Sharon Brown – research 10-year history check wording on DL application.
- Sharon Brown – ascertain if DL1PA is imaged.
- Sharon Brown – ascertain if DL70 is imaged.

**October 10 Session**

- Pat Deluke – will check Federal regulations for CDL regarding new photo and vision requirements

**October 17 Session**

- Pat Deluke - research vision requirements to reissue CDL
- Pat Deluke – statute for duplicate CDL
- Pat Deluke – when to ask the 10-year record check
- Angie Turner – Instruction Permit vs. Commercial Learners Permit

# Scenario Report with Requirements

**Package:** Issue Duplicate CDL

<b>Detail:</b>			
Use Case Name:		Issue Duplicate CDL via Internet (future)	
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p><b>Definition:</b> A replacement for a CDL that was lost, damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b>            -Customer submits Driver's License Application online            -System verifies entered data            Invoke Verify Driver Interfaces            Invoke Apply for Voter Registration            -System edits for stops            See Alternate Stops            -System calculates duplicate/replacement CDL fee            -System collects duplicate/replacement CDL fee            -System processes CDL            -System sends license to photo processor in DLCI            -DLCI mails CDL to customer</p> <p><b>Alternate Stops</b>            -System verifies a customer stop            -System ends processing</p>		
<b>Linked Requirements:</b>			
<b>Name: Customer shall submit application.</b>			
Notes:			
<b>Name: Customer shall submit Driver's License Application</b>			
Notes:			
<b>Name: DMV shall issue duplicate CDL as required by statute 46.2-343.</b>			
Notes:			

Use Case Name:		Issue Duplicate CDL via Kiosk (future)	
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p><b>Definition:</b> A replacement for a CDL that was lost, damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b>            -Customer submits Driver's License Application online            -System verifies entered data            Invoke Verify Driver Interfaces</p>		

	<p>Invoke Apply for Voter Registration</p> <ul style="list-style-type: none"> <li>-System edits for stops</li> </ul> <p>See Alternate Stops</p> <ul style="list-style-type: none"> <li>-System calculates duplicate/replacement CDL fee</li> <li>-System collects duplicate/replacement CDL fee</li> <li>-System processes CDL</li> <li>-System sends license to photo processor in DLCI</li> <li>-DLCI mails CDL to customer</li> </ul> <p>Alternate Stops</p> <ul style="list-style-type: none"> <li>-System verifies a customer stop</li> <li>-System ends processing</li> </ul>
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**Linked Requirements:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: DMV shall issue duplicate CDL as required by statute 46.2-343.**

**Notes:**

<b>Use Case Name:</b>	Issue Duplicate CDL via walk-in		
<b>Status:</b>			
<b>Author:</b>			
<b>Created on:</b>	8/29/2007	<b>Modified on:</b>	10/17/2007

<b>Notes:</b>	<p><b>Definition:</b> A replacement for a CDL that was lost, damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b></p> <ul style="list-style-type: none"> <li>-Customer submits DL application</li> <li>-Customer submits supporting documents</li> </ul> <p>Invoke supporting documents</p> <p>See Alternate 10-year record check</p> <ul style="list-style-type: none"> <li>-CSC Teller reviews application</li> <li>-CSC Teller reviews supporting documents</li> </ul> <p>See Alternate No supporting documents</p> <ul style="list-style-type: none"> <li>-CSC Teller enters data</li> </ul> <p>Invoke Apply for Voter Registration Use Case</p> <p>System checks stops</p> <p>Invoke Driver Interfaces Use Case</p> <p>Invoke Verify NDR Hit Use Case</p> <p>See Alternate Stops</p> <ul style="list-style-type: none"> <li>-System calculate duplicate CDL fee</li> <li>-CSC Teller collects fee</li> <li>-System processes duplicate transaction</li> <li>-System sends license to Digimarc</li> <li>-System prints bar code sheet</li> <li>-CSC Teller attaches bar code sheet to application</li> <li>-CSC Teller places application in basket</li> <li>-Camera tech retrieves application</li> <li>-Camera tech reviews application</li> </ul> <p>See Alternate Record/Photo</p> <p>See Alternate Future</p> <p>Invoke Mismatch Photo Use Case</p>
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- Camera tech takes photo
- Camera tech returns supporting documents
- Camera tech gives customer CDL
- Camera tech advises customer to review CDL
- Camera tech files application for audit

Alternate Stops  
 -Customer stops

Alternate Record/Photo  
 -Camera tech reviews application  
 -Camera tech retrieves photo from Digimarc  
 -Camera tech verifies customer  
 -Camera tech takes picture  
 -Camera tech signs application  
 -Camera tech gives customer CDL

Alternate Future  
 -Display photo with customer record  
 -Automatically send motor voter information to SBE in real time  
 -Approvals to be done through workflow  
 -System shall accept and approve scanned documents if necessary

**Linked Requirements:**

**Name: Customer shall a valid CDL on file**

**Notes:**

**Name: Customer shall submit application.**

**Notes:**

**Name: Customer shall submit Proof of Identity**

**Notes:**

**Name: Customer shall surrender damaged license.**

**Notes:**

**Name: DMV shall issue duplicate CDL as required by statute 46.2-330,343,345**

**Notes:**

**Name: System shall collect duplicate CDL fee**

**Notes:**

**Name: Teller shall perform record/photo check when identity documents are not available.**

**Notes:**

# Scenario Report with Requirements

**Package:** Reissue CDL

<b>Detail:</b>			
Use Case Name:	Reissue CDL via Internet (future)		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	10/17/2007
Notes:	<p>Definition: Reissue of a VA CDL due to changes such as class, endorsement, address, etc.</p> <p>Basic Flow:            -Customer submits Driver's License Application on line            -Customer submits supporting documents            Invoke Verify Supporting Documents Use Case            -System verifies application and supporting documents            Invoke Verify Driver Interfaces Use Case            See Alternate Edits            - System prompts customer for additional data            -Customer enters additional data            Invoke Apply for Voter Registration Use Case            -System accepts Voter Registration information            Invoke Verify NDR/CDLIS hit            - System creates pending transaction            -System calculates Commercial Driver's License reissue fee            - System displays Commercial Driver's License reissue fee            -System generates confirmation/instruction page with bar code            - System prompts customer to visit CSC with acceptable documentation            Invoke Reissue CDL via walk-in</p> <p>Alternate Edits: Verify stops or suspensions</p> <p>Alternate Future:            -Scan application for license            -Scan supporting documents            -System verifies documents            -System captures picture at teller station or kiosk            -System verifies identity using biometric identification methods            -Central issue requirements (more details)            -Automate vision test and results and post to system            -System edits to prioritize testing sequence            -Automate the collection of federal or state medical certificate/waiver data</p>		
<b>Linked Requirements:</b>			
<b>Name: Customer shall submit Driver's License Application</b>			
<b>Notes:</b>			
<b>Name: NDR shall validate customer record</b>			
<b>Notes:</b>			

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

Use Case Name:	Reissue CDL via Kiosk (future)		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	10/17/2007
Notes:	<p>Definition: Reissue of a VA CDL due to changes such as class, endorsement, address, etc.</p> <p>Basic Flow: -Customer submits Driver's License Application on line -Customer submits supporting documents Invoke Verify Supporting Documents Use Case -System verifies application and supporting documents Invoke Verify Driver Interfaces Use Case See Alternate Edits - System prompts customer for additional data -Customer enters additional data Invoke Apply for Voter Registration Use Case -System accepts Voter Registration information Invoke Verify NDR/CDLIS hit - System creates pending transaction -System calculates Commercial Driver's License reissue fee - System displays Commercial Driver's License reissue fee -System generates queuing ticket</p>		

Invoke Reissue CDL via walk-in

Alternate Edits:  
Verify stops or suspensions

Alternate Future:  
-Scan application for license  
-Scan supporting documents  
-System verifies documents  
-System captures picture at teller station or kiosk  
-System verifies identity using biometric identification methods  
-Central issue requirements (more details)  
-Automate vision test and results and post to system  
-System edits to prioritize testing sequence  
-Automate the collection of federal or state medical certificate/waiver data

**Linked Requirements:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

Use Case Name:	Reissue CDL via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p>Definition: Reissue of a VA CDL due to changes such as class, endorsement, address, etc.</p> <ul style="list-style-type: none"> <li>-Customer submits DL application</li> <li>-Customer submits supporting documents</li> <li>Invoke Verify Supporting Documents Use Case</li> <li>- CSC Teller reviews application</li> <li>- CSC Teller reviews supporting documents</li> <li>See Alternate Verification</li> <li>- CSC Teller enters data (initiates test)</li> <li>See Alternate Retest Fee</li> <li>-System performs edits</li> <li>See Alternate Edits</li> <li>Invoke Verify Driver Interfaces Use Case</li> <li>Invoke Verify NDR Hit Use Case</li> <li>Invoke Apply for Voter Registration Use Case</li> <li>See Alternate Verify Social Security Discrepancy Use Case</li> <li>-CSC Teller packages application and supporting documents</li> <li>-CSC Teller delivers package to holding basket</li> <li>-Camera tech retrieves application and documents from basket</li> <li>-Camera tech verifies documentation to license application</li> <li>See Alternate Camera Tech</li> <li>-Camera tech assigns customer to KATS</li> <li>See Alternate paper test</li> <li>-Customer takes test</li> <li>-Customer completes test</li> <li>See Alternate Failed test</li> <li>-KATS instructs customer to return to camera area</li> <li>-Camera tech processes test results on KATS</li> <li>-KATS send test result to CSS</li> <li>-Camera tech records test results on application</li> <li>-Camera tech returns application to CSC Teller</li> <li>-CSC Teller enters test results</li> <li>Invoke Perform Hazmat Background Check Use Case</li> <li>-System calculates CDL reissue fee and any applicable retest fees</li> <li>-CSC Teller collects fee</li> <li>-System processes transaction</li> <li>-System sends CDL to Digimarc</li> <li>-System prints bar code sheet</li> <li>- CSC Teller attaches bar code sheet to application</li> <li>- CSC Teller places application in basket</li> <li>-Camera tech retrieves application</li> <li>-Camera tech reviews application</li> <li>See Alternate Future</li> <li>Invoke Mismatch Photo Use Case</li> <li>-Camera tech takes photo</li> <li>-Camera tech returns supporting documents</li> <li>-Camera tech gives customer CDL</li> <li>-Camera tech advises customer to review CDL</li> <li>-Camera tech files application for audit</li> </ul>		

Alternate Verification

- Name or gender
- CSC Teller requests verifier review
- Authorized person reviews documents
- Authorized person signs DL application

Alternate Stops

- Customer stops

Alternate Retest Fee

- CSC Teller initiates test
- System displays an R or C in test field
- System displays a retest fee
- CSC Teller attaches appropriate fee to application

Alternate Future

- Display photo with customer record
- Automatically send motor voter information to SBE in real time
- Approvals done through workflow
- System shall accept and approve scanned documents if necessary
- System shall accept electronic transmittal of all testing results
- Scan application for license
- Scan supporting documents
- System verifies documents
- System captures picture at teller station or kiosk
- System verifies identity using biometric identification methods
- Central issue requirements (more details)
- Automate vision test and results and post to system
- System edits to prioritize testing sequence
- Automate the collection of federal or state medical certificate/waiver data

**Linked Requirements:**

**Name: Customer shall present CDL pre trip and skills test certificate, if applicable**

**Notes:**

**Name: Customer shall submit Proof of Identity**

**Notes:**

**Name: DMV shall Reissue a CDL as required by statute 46.2-XXX**

**Notes:**

**Name: System shall calculate CDL reissue fees.**

**Notes:**

**Name: System shall calculate fees for classes and endorsements in addition to reissue fee.**

**Notes:**

# Scenario Report with Requirements

**Package:** Issue Duplicate Commercial Instruction Permit

<b>Detail:</b>			
Use Case Name:		Issue Duplicate Commercial Instruction Permit via Internet (future)	
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p><b>Definition:</b> A replacement for a Commercial Instruction Permit that was lost damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b> -Customer submits Driver's License Application online -System verifies entered data Invoke Verify Driver Interfaces Invoke Apply for Voter Registration -System edits for stops See Alternate Stops -System calculates duplicate/replacement Commercial Instruction Permit fee -System collects duplicate/replacement Commercial Instruction Permit fee -System processes Commercial Instruction Permit -System sends license to photo processor in DLCI -DLCI mails Commercial Instruction Permit to customer</p> <p><b>Alternate Stops</b> -System verifies a customer stop -System ends processing</p>		
<b>Linked Requirements:</b>			
<b>Name: Customer shall submit Driver's License Application</b>			
Notes:			
<b>Name: DMV shall issue duplicate Commercial Instruction Permit as required by statute 46.2-343.</b>			
Notes:			

Use Case Name:		Issue Duplicate Commercial Instruction Permit via Kiosk (future)	
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p><b>Definition:</b> A replacement for a Commercial Instruction Permit that was lost damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b> -Customer submits Driver's License Application online -System verifies entered data Invoke Verify Driver Interfaces Invoke Apply for Voter Registration</p>		

	<ul style="list-style-type: none"> <li>-System edits for stops</li> <li>See Alternate Stops</li> <li>-System calculates duplicate/replacement Commercial Instruction Permit fee</li> <li>-System collects duplicate/replacement Commercial Instruction Permit fee</li> <li>-System processes Commercial Instruction Permit</li> <li>-System sends license to photo processor in DLCI</li> <li>-DLCI mails Commercial Instruction Permit to customer</li> </ul> <p>Alternate Stops</p> <ul style="list-style-type: none"> <li>-System verifies a customer stop</li> <li>-System ends processing</li> </ul>
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**Linked Requirements:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: DMV shall issue duplicate Commercial Instruction Permit as required by statute 46.2-343.**

**Notes:**

<b>Use Case Name:</b>	Issue Duplicate Commercial Instruction Permit via walk-in		
<b>Status:</b>			
<b>Author:</b>			
<b>Created on:</b>	8/29/2007	<b>Modified on:</b>	10/17/2007

<b>Notes:</b>	<p><b>Definition:</b> A replacement for a Commercial Instruction Permit that was lost damaged, mutilated, or stolen.</p> <p><b>Basic Flow:</b></p> <ul style="list-style-type: none"> <li>-Customer submits DL application</li> <li>-Customer submits supporting documents</li> <li>Invoke supporting documents</li> <li>See Alternate 10-year record check</li> <li>-CSC Teller reviews application</li> <li>-CSC Teller reviews supporting documents</li> <li>See Alternate No supporting documents</li> <li>-CSC Teller enters data</li> <li>Invoke Apply for Voter Registration Use Case</li> <li>System checks stops</li> <li>Invoke Driver Interfaces Use Case</li> <li>Invoke Verify NDR Hit Use Case</li> <li>See Alternate Stops</li> <li>-System calculate duplicate Commercial Instruction Permit fee</li> <li>-CSC Teller collects fee</li> <li>-System processes duplicate transaction</li> <li>-System sends license to Digimarc</li> <li>-System prints bar code sheet</li> <li>-CSC Teller attaches bar code sheet to application</li> <li>-CSC Teller places application in basket</li> <li>-Camera tech retrieves application</li> <li>-Camera tech reviews application</li> <li>See Alternate Record/Photo</li> <li>See Alternate Future</li> <li>Invoke Mismatch Photo Use Case</li> </ul>
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- Camera tech takes photo
- Camera tech returns supporting documents
- Camera tech gives customer Commercial Instruction Permit
- Camera tech advises customer to review Commercial Instruction Permit
- Camera tech files application for audit

Alternate Stops  
 -Customer stops

Alternate Record/Photo  
 -Camera tech reviews application  
 -Camera tech retrieves photo from Digimarc  
 -Camera tech verifies customer  
 -Camera tech takes picture  
 -Camera tech signs application  
 -Camera tech gives customer Commercial Instruction Permit

Alternate Future  
 -Display photo with customer record  
 -Automatically send motor voter information to SBE in real time  
 -Approvals to be done through workflow  
 -System shall accept and approve scanned documents if necessary

**Linked Requirements:**

**Name: Customer shall have a valid Commercial Instruction Permit on file**

**Notes:**

**Name: Customer shall submit application.**

**Notes:**

**Name: Customer shall submit Proof of Identity**

**Notes:**

**Name: DMV shall issue duplicate CDL as required by statute 46.2-330,343,345**

**Notes:**

**Name: System shall calculate duplicate Commercial Instruction Permit fee**

**Notes:**

**Name: Teller shall perform record/photo check when identity documents are not available.**

**Notes:**

# Scenario Report with Requirements

**Package:** Reissue Commercial Instruction Permit

<b>Detail:</b>	
Use Case Name:	Reissue Commercial Instruction Permit via Kiosk (future)
Status:	
Author:	Credential Team
Created on:	7/25/2007
Modified on:	10/17/2007
Notes:	<p><b>Definition:</b>  Reissue of a VA Commercial Instruction Permit due to changes such as endorsement, address, etc.</p> <p><b>Basic Flow:</b>  -Customer submits Driver's License Application on line  -Customer submits supporting documents  Invoke Verify Supporting Documents Use Case  -System verifies application and supporting documents  Invoke Verify Driver Interfaces Use Case  See Alternate Edits  - System prompts customer for additional data  -Customer enters additional data  Invoke Apply for Voter Registration Use Case  -System accepts Voter Registration information  Invoke Verify NDR/CDLIS hit  - System creates pending transaction  -System calculates Commercial Instruction Permit reissue fee  - System displays Commercial Instruction Permit reissue fee  -System generates queuing ticket</p> <p>Invoke Reissue Commercial Instruction Permit via walk-in</p> <p><b>Alternate Edits:</b>  Verify stops or suspensions</p> <p><b>Alternate Future:</b>  -Scan application for license  -Scan supporting documents  -System verifies documents  -System captures picture at teller station or kiosk  -System verifies identity using biometric identification methods  -Central issue requirements (more details)  -Automate vision test and results and post to system  -System edits to prioritize testing sequence  -Automate the collection of federal or state medical certificate/waiver data</p>
<b>Linked Requirements:</b>	
<b>Name:</b> Customer shall submit Driver's License Application	
<b>Notes:</b>	

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

Use Case Name:	Reissue Commercial Instruction Permit via Internet (future)		
Status:			
Author:	Credential Team		
Created on:	7/25/2007	Modified on:	10/17/2007
Notes:	<p>Definition: Reissue of a VA Commercial Instruction Permit due to changes such as endorsement, address, etc.</p> <p>Basic Flow: -Customer submits Driver's License Application on line -Customer submits supporting documents Invoke Verify Supporting Documents Use Case -System verifies application and supporting documents Invoke Verify Driver Interfaces Use Case See Alternate Edits - System prompts customer for additional data -Customer enters additional data Invoke Apply for Voter Registration Use Case -System accepts Voter Registration information Invoke Verify NDR/CDLIS hit - System creates pending transaction</p>		

- System calculates Commercial Instruction Permit reissue fee
  - System displays Commercial Instruction Permit reissue fee
  - System generates confirmation/instruction page with bar code
  - System prompts customer to visit CSC with acceptable documentation
- Invoke Reissue Commercial Instruction Permit via walk-in

Alternate Edits:  
Verify stops or suspensions

- Alternate Future:
- Scan application for license
  - Scan supporting documents
  - System verifies documents
  - System captures picture at teller station or kiosk
  - System verifies identity using biometric identification methods
  - Central issue requirements (more details)
  - Automate vision test and results and post to system
  - System edits to prioritize testing sequence
  - Automate the collection of federal or state medical certificate/waiver data

**Linked Requirements:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

Use Case Name:	Reissue Commercial Instruction Permit via walk-in		
Status:			
Author:			
Created on:	8/29/2007	Modified on:	10/17/2007
Notes:	<p>Definition: Reissue of a VA Commercial Instruction Permit due to changes such as endorsement, address, etc.</p> <ul style="list-style-type: none"><li>-Customer submits DL application</li><li>-Customer submits supporting documents</li></ul> Invoke Verify Supporting Documents Use Case <ul style="list-style-type: none"><li>- CSC Teller reviews application</li><li>- CSC Teller reviews supporting documents</li></ul> See Alternate Verification <ul style="list-style-type: none"><li>- CSC Teller enters data (initiates test)</li></ul> See Alternate Retest Fee <ul style="list-style-type: none"><li>-System performs edits</li></ul> See Alternate Edits <ul style="list-style-type: none"><li>Invoke Verify Driver Interfaces Use Case</li><li>Invoke Verify NDR Hit Use Case</li><li>Invoke Apply for Voter Registration Use Case</li><li>See Alternate Verify Social Security Discrepancy Use Case</li></ul> <ul style="list-style-type: none"><li>-CSC Teller packages application and supporting documents</li><li>-CSC Teller delivers package to holding basket</li><li>-Camera tech retrieves application and documents from basket</li><li>-Camera tech verifies documentation to license application</li></ul> See Alternate Camera Tech <ul style="list-style-type: none"><li>-Camera tech assigns customer to KATS</li></ul> See Alternate paper test <ul style="list-style-type: none"><li>-Customer takes test</li><li>-Customer completes test</li></ul> See Alternate Failed test <ul style="list-style-type: none"><li>-KATS instructs customer to return to camera area</li><li>-Camera tech processes test results on KATS</li><li>-KATS send test result to CSS</li><li>-Camera tech records test results on application</li><li>-Camera tech returns application to CSC Teller</li><li>-CSC Teller enters test results</li></ul> Invoke Perform Hazmat Background Check Use Case <ul style="list-style-type: none"><li>-System calculates Commercial Instruction Permit reissue fee and any applicable retest fees</li><li>-CSC Teller collects fee</li><li>-System processes transaction</li><li>-System sends Commercial Instruction Permit to Digimarc</li><li>-System prints bar code sheet</li><li>- CSC Teller attaches bar code sheet to application</li><li>- CSC Teller places application in basket</li><li>-Camera tech retrieves application</li><li>-Camera tech reviews application</li></ul> See Alternate Future <ul style="list-style-type: none"><li>Invoke Mismatch Photo Use Case</li></ul>		

- Camera tech takes photo
- Camera tech returns supporting documents
- Camera tech gives customer Commercial Instruction Permit
- Camera tech advises customer to review Commercial Instruction Permit
- Camera tech files application for audit

Alternate Verification

- Name or gender
- CSC Teller requests verifier review
- Authorized person reviews documents
- Authorized person signs DL application

Alternate Stops

- Customer stops

Alternate Retest Fee

- CSC Teller initiates test
- System displays an R or C in test field
- System displays a retest fee
- CSC Teller attaches appropriate fee to application

Alternate Future

- Display photo with customer record
- Automatically send motor voter information to SBE in real time
- Approvals done through workflow
- System shall accept and approve scanned documents if necessary
- System shall accept electronic transmittal of all testing results
- Scan application for license
- Scan supporting documents
- System verifies documents
- System captures picture at teller station or kiosk
- System verifies identity using biometric identification methods
- Central issue requirements (more details)
- Automate vision test and results and post to system
- System edits to prioritize testing sequence
- Automate the collection of federal or state medical certificate/waiver data

**Linked Requirements:**

**Name: Customer shall submit Proof of Identity**

**Notes:**

**Name: DMV shall Reissue a CDL as required by statute 46.2-XXX**

**Notes:**

**Name: System shall calculate Commercial Instruction Permit fee**

**Notes:**

**Name: System shall calculate fees for classes and endorsements in addition to reissue fee. Notes:**