

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: October 10, 2007
Location: Room 730E/702

Meeting called by: Angela Burrell

Attendees: Jackie Mines, Brenda Patron, Daniel Sekerdy, Linda Simmons, Donyale Walker, Yulonda Kelley, Millicent Ford, Gary Ham,

Preparation for meeting:

Workshop minutes from October 3rd and agenda for workshop on October 10th were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for Court Suspension/major (posting paper convictions).

Summary:

The team briefly reviewed the scenarios previously defined in Conviction Processing. The team began documenting the scenarios for Court Suspension (major).

Scenario that was defined:

- ✚ Post Paper Convictions (major) and Suspension documents

They team also identified and redefined several "invoke" processes that will have to be documented in future session.

- ✚ -Invoke DI Action
- ✚ -Invoke Calculate Abuser Fees
- ✚ -Invoke Calculate Toll Violation
- ✚ -Invoke Process Court Period of Time Suspension
- ✚ -Invoke Process Court Period of Time Revocation
- ✚ -Invoke Process DMV Suspension/Revocation
- ✚ -Invoke Process Court Ordered Restrictions
- ✚ -Invoke Process Court Ordered Restoration
- ✚ -Invoke Fines & Cost Court Suspension notice

LaTrice and Jim will continue to meet with Jackie Branche, Medical Review Services to define scenarios for Notices in Medical.

Plans for Next Workshop:

The team is awaiting feedback from Millicent regarding the involvement from the courts to attend our BPR sessions for

the CAIS process. In preparation that it won't be next week, we'll move on to "Posting Manual Citations", CDL holder Convictions, and the identified Invoke processes.

Homework for Next Workshop:

Millicent Ford is verifying the following: If Alt Flow for no code, Alt Flow for Out of State Conviction, and Alt Flow for No conviction code on CSS table 2033 is applicable to the Post Paper Convictions (major) and Suspension documents scenario. Additionally, she's setting up a time to meet with the courts to discuss the CAIS process and other issues.

SME's should start thinking about the applicable "states" (pending, to be processed, etc...) that work can be filtered in. Please be prepared to share your feedback at our next work session.

A report from EA is attached that shows the Conviction Processing Scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: Conviction Processing

Detail:			
Use Case Name:	Calculate Toll Violation		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Correct Improperly Posted Convictions		
Status:			
Author:			
Created on:	10/3/2007	Modified on:	10/3/2007
Notes:			
Linked Requirements:			

Use Case Name:	Impose Court Period of Time Suspension		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Impose Reinstatement of Driving Privileges		
Status:			
Author:	Credential Team		
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:	Requirements for reinstatement.		
Linked Requirements:			

Use Case Name:	Initiate Fines & Cost Court Suspension Notice		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Maintain Conviction Code Table		
Status:			
Author:	Credential Team		
Created on:	10/10/2007	Modified on:	10/10/2007
Notes:	move to BI Need to involve representative from the Supreme Court		
Linked Requirements:			

Use Case Name:	Maintain Order		
Status:			
Author:	FMS Team		
Created on:	10/10/2007	Modified on:	10/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Pickup Documents Related to Convictions & Suspensions		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/11/2007
Notes:	<p>This process applies to manually posting paper convictions documents received from courts in-state or out-of-state to customer record. Applies to both conviction processing and court convictions</p> <p>Current:</p> <ul style="list-style-type: none"> -Mailroom receives paper convictions -Court Suspension(CS)/Conviction Processing (CP) technician picks up court documents from mailroom -CS/CP technician picks up Court Automated Information System (CAIS) Error listing from SSG -CS/CP technician checks conveyor for additional court documents -ALT Flow court documents received by fax -CS/CP technician separates court documents into appropriate categories: CS: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction CP: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions -CS/CP technician routes incorrect documents to appropriate department <p>Invokes Post Paper Convictions (major) and Suspension Documents Invoke Post Paper Convictions (minor) and Suspension Documents</p>		

ALT Flow
 -Received by fax

Future:
 -Mailroom receives and scans documents
 -System captures document receipt date in mailroom
 -Mailroom routes documents electronically to conviction processing or court suspension work center queue
 -System captures route date
 -System captures date received in work center
 -CS/CP technician separates court documents electronically into appropriate sub-queues:
 CS: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction
 CP: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions
 -CS/CP technician electronically routes incorrect documents to appropriate department queue

Linked Requirements:

Name: The system shall allow Court Suspension and Conviction Processing technician to electronically route incorrect documents to appropriate department queues

Notes:

Name: The system shall allow Court Suspension and Conviction Processing technician to separate court documents electronically into appropriate sub-queues.

Notes:

Name: The system shall capture conviction & suspension document receipt date

Notes:

Name: The system shall capture date conviction & suspension documents were opened in work center queues

Notes:

Name: The system shall capture date documents routed to conviction processing & court suspension work centers queue

Notes:

Name: The system shall receive and scan convictions & suspensions documents

Notes:

Name: The system shall route conviction & suspension documents electronically to conviction processing or court suspension work center queue

Notes: CS sub-queues: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction

CP sub-queues: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions

Use Case Name:	Post Amended Minor Convictions		
Status:			
Author:	Credential Team		
Created on:	10/10/2007	Modified on:	10/10/2007
Notes:	Documents received from the court amending original conviction received.46.2-		

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Current:

-CP Technician reviews documentation to make sure all required information is included

-Alt flow conviction documents incomplete

-CP Technician determines customers name, Social Security Number, or date of birth

-CP Technician uses the identifying information to determine if customer has an existing record in CSS

-Alt Flow for multiple records

-Alt Flow for duplicate records

-Alt Flow if no record exists

-CP technician accesses customer record

-CP Technician prints screen print of conviction, orders attached to the conviction, points screen, and driver status

-CP technician accesses conviction change screen.

Alt Flow Delete Conviction

-CP Technician enters amended data elements

-CP Technician reviews point maintenance, Invoke Adjust Demerit Points Use Case

-CP Technician reviews orders that were attached to conviction prior to change

-Invoke Maintain Order Use Case (Order Maintenance Screen)

-Alt flow for duplicate convictions

-Invoke DI Action (list all DI bubbles)

-Invoke Calculate Abuser Fees

-Invoke Calculate Toll Violation

-Invoke Reinstatement to driving privileges if applicable

-CP Technician prints screen prints of conviction, order, point screen, driver status screens

Alt Flow amended conviction documents incomplete

-CP Technician mails documents and cover sheet with information on why its being returned

-CP Technician updates local Access database

-CP Technician monitors database to see if returned information has been received

-CP technician call court in two weeks if information has not been received

Alt Flow for multiple records

-CP Technician determines which record is primary by matching name, date or birth, vehicle information and any other information

-CP Technician completed documentation for SSG

-CP Office Manager has to review and sign documentation

-CP Technician delivers to SSG

-Invoke SSG combine multiple records

-SSG combines the record

-Process returns to original flow

Alt Flow for duplicate records

-CP Technician determines that customer has no record on file

-CP Technician adds customer record to system

-CP Technician receives message "Duplicate record exists"

-CP Technician makes copy of documentation and/or screen prints and sends to Data Integrity representative

-Invoke Data Integrity resolve duplicate record

-Data Integrity representative returns documentation to original CP Technician

-Process returns to original flow

Alt Flow if no record exists

- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- Invoke Add Customer
- Process returns to original flow

Alt Flow Delete Conviction

- CP technician accesses conviction delete screen
- CP Technician determines conviction to be deleted
- CP Technician deletes conviction
- CP Technician reviews point maintenance, Invoke Adjust Demerit Points Use Case
- CP Technician reviews orders that were attached to conviction after deletion
- Invoke Maintain Order Use Case (Order Maintenance Screen)
- CP Technician prints screen print of conviction, orders attached to the conviction, points screen, and driver status

Alt Flow for possible duplicate of amended conviction already on customer record.

- CP Technician researches the convictions to determine whether it's one in the same

-If amended conviction matches conviction information on customer record CP Technician contacts court to verify amended conviction is same as conviction on customer record.

-If court verifies amended conviction is same, CP Technician files amended conviction

-If court indicates amended conviction is not same as conviction on customer record, return to regular process

-If court indicates amended conviction is an original conviction, invoke Post Minor Convictions

Future

- CP Technician reviews work in sub-queue
- CP Technician reviews documentation to make sure all required information is included

-Alt Flow conviction documents incomplete

-CP Technician determines customers name, Social Security Number, or date of birth

-CP Technician uses the identifying information to determine if customer has an existing record in system

-If multiple records Invoke Future State resolve multiple records

-If duplicate records Invoke Future State resolve duplicate records

-Alt Flow if no record exists

-CP Technician accesses customer record

-CP technician accesses conviction change screen.

Alt Flow Delete Conviction

-CP Technician enters amended data elements

-Invoke Adjust Demerit Point Use Case

-Invoke Maintain Order Use Case

-Alt flow for duplicate convictions

-System adds conviction and/or suspension information to customer record

-If duplicate convictions Invoke Future State resolve duplicate convictions

-System assigns demerit points, if a demerit point violation INVOKE Adjust

Demerit Points Use Case

- Invoke DI Action if applicable
- Invoke Calculate Abuser Fees if applicable
- Invoke Calculate toll violation if applicable
- Invoke Court Period of Time Suspension if applicable
- Invoke Fines & Cost Court Suspension notice if applicable
- Invokes Reinstatement of Driving Privileges if applicable

Alt Flow conviction documents incomplete

- CP Technician will update the unable to process queue with information on the document being returned and the reason
- System generates electronic response to sender on incomplete information
- System generates electronic correspondence to sender

Alt Flow if no record exists

- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- Invoke Add Customer
- Invoke Post Minor Conviction Use Case

Alt Flow Delete Conviction

- CP technician accesses conviction delete screen
- CP Technician determines conviction to be deleted
- CP Technician deletes conviction

System invokes Adjust Demerit Points Use Case

- System invokes Maintain Order Use Case (Order Maintenance Screen)
- System maintains history of changes to customer record

Linked Requirements:

Use Case Name:	Post Paper Convictions (major) and Suspension documents		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/11/2007
Notes:	<p>This process applies to Court Suspension Technicians posting major convictions received from courts to customer records.</p> <p>Current:</p> <ul style="list-style-type: none"> -CS Technician reviews documentation to make sure all required information is included -Alt flow conviction documents incomplete -CS Technician determines customers name, Social Security Number, or date of birth -CS Technician uses the identifying information to determine if customer has an existing record in CSS -Alt Flow for multiple records -Alt Flow for duplicate records -Alt Flow if no record exists -CS Technician accesses customer record <p>Alt Flow no Virginia code on conviction/suspension documents</p> <p>Alt Flow for out-of-state conviction</p> <ul style="list-style-type: none"> -CS Technician enters conviction and/or suspension information (Virginia or US Statute Code) -Alt flow codes not on CSS Maintenance Table 2033 		

- System adds conviction and/or suspension information to customer record
- Alt flow for duplicate convictions
- System assigns demerit points, if a demerit point violation INVOKE Impose demerit points
- System determines applicability of the following invocations
- Invoke DI Action
- Invoke Calculate Abuser Fees
- Invoke Calculate Toll Violation
- Invoke Process Court Period of Time Suspension
- Invoke Process Court Period of Time Revocation
- Invoke Process DMV Suspension/Revocation
- Invoke Process Court Ordered Restrictions
- Invoke Process Court Ordered Restoration
- Invoke Fines & Cost Court Suspension notice
- Invoke Reinstatement to driving privileges

Alt Flow conviction documents incomplete

- CS Technician mails documents and cover sheet with information on why its being returned
- CS Technician updates local Access database
- CS Technician monitors database to see if returned information has been received
- CS Technician call court in two weeks if information has not been received

Alt Flow for multiple records

- CS Technician determines which record is primary by matching name, date or birth, vehicle information and any other information
- CS Technician determines license status is same on multiple record, invoke Reconcile multiple customer records with different license status.

- CS Technician completes documentation for SSG
- CS Office Manager reviews and signs documentation
- CS Technician delivers to SSG
- Invoke SSG combine multiple records
- SSG combines the record
- Process returns to original flow

Alt Flow: Adding customer record when "possible duplicate record exists" message displays

- CS Technician determines that customer has no record on file
- CS Technician attempts to add customer record to system
- System responds with "Possible Duplicate record exists" message
- CS Technician makes copy of documentation and/or screen prints and sends to Data Integrity Technician
- Invoke Data Integrity resolve duplicate record
- Data Integrity representative returns documentation to original CS Technician
- Process returns to original flow

Alt Flow: No record exists

- CS Technician determines that customer has no record on file
- CS Technician adds customer record to system, invoke Add Customer
- Process returns to original flow

Alt Flow: No Virginia code on conviction/suspension/revocation documents

- CS Technician review conviction code table to identify the appropriate code section for description listed on the document
- CS Technician selects the appropriate code and enters the conviction on the record

-Alt Flow: No code available
-Process returns to original flow

Alt Flow no code available
-CS Technician enters conviction to the CDL OOS work center menu where there is no statutory codes (Millicent to verify if applicable to Court Suspension Work Center)

ALT Flow for out-of-state conviction ????????? Millicent to verify
-CS Technician reviews ACD Code table to identify comparable Virginia code
-CS Technician selects the appropriate code and enters the conviction on the record
-Process returns to original flow

Alt Flow: Codes not on CSS Maintenance Table 2033 - Millicent to verify for Court Suspension
-CS Technician forwards to CS Manager for review

Alt Flow: Duplicate convictions
-CS Technician enters the conviction data
-System responds with "possible duplicate conviction" message
-CS Technician researches the convictions to determine whether it's one in the same
-CS Technician enters the code along with conviction information to override "possible duplicate" message
-Process returns to original flow

Future
-CS Technician reviews work in sub-queue
-CS Technician reviews documentation to ensure all required information is included
-Alt Flow: Conviction documents incomplete
-CS Technician determines customers name, Social Security Number, or date of birth
-CS Technician uses the identifying information to access customer record.

Alt Flow: No record exists
Alt Flow : Multiple records Invoke Future State resolve multiple records
Alt Flow: Adding customer record when "possible duplicate record exists" message displays

Alt Flow: No Virginia code on conviction/suspension/revocation documents
Alt Flow for out-of-state conviction
-CS Technician enters conviction/suspension/revocation information (Virginia or US Statute Code)
-Alt Flow codes not on CSS Maintenance Table 2033
-System adds conviction/suspension/revocation information to customer record
-Alt Flow: Invoke Future State resolve duplicate convictions
-Alt Flow: Invoke Impose demerit points
-System determines applicability of the following invocations
-Invoke DI Action
-Invoke Calculate Abuser Fees
-Invoke Calculate Toll Violation
-Invoke Process Court Period of Time Suspension
-Invoke Process Court Period of Time Revocation
-Invoke Process DMV Suspension/Revocation
-Invoke Process Court Ordered Restrictions
-Invoke Process Court Ordered Restoration

- Invoke Fines & Cost Court Suspension notice
- Invoke Reinstatement to driving privileges

Alt Flow conviction documents incomplete

- CS Technician will update the unable to process queue with information on the document being returned and the reason
- System generates electronic response to sender on incomplete information
- System generates electronic correspondence to sender

Alt Flow: No record exists

- CS Technician determines that customer has no record on file
- CS Technician adds customer record to system-Invoke Add Customer
- Process returns to original flow

Alt Flow: No Virginia code on conviction/suspension documents -Millicent to verify

- CS Technician reviews conviction code table to identify the appropriate code section for the description listed on the document
- CS Technician selects the appropriate code and enters the conviction on the record

-Alt Flow: No code available

- Process returns to original flow

Alt Flow no code available????????Millicent

- CS Technician will post to the customer record as

NOTE: Millicent will provide additional data on how to handle out of state convictions with no comparable Virginia Code or ACD Code

Alt Flow: Out-of-state conviction

- CS Technician updates system using ACD Codes from Incoming Conviction Codes (Table 1035)
- System converts ACD Code to Virginia code
- Process returns to original flow

Alt Flow: Codes not on CSS Maintenance Table 2033

- CS Technician forwards to CS Work Leader/Manager queue for review
- CS Work Leader/Manager assigns to appropriate queue with appropriate status (TBD)

CS Queues: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license

Alt Flow: Adding customer record when "possible duplicate record exists" message displays

- CS Technician determines that customer has no record on file
- CS Technician attempts to add customer record to system
- System responds with "Possible Duplicate record exists" message, invoke Future Resolve Potential Duplicate Record Use Case (reference CTS) (Move to BI)
- Process returns to original flow

Linked Requirements:

Name: The system shall add conviction and/or suspension information to customer record

Notes:

Name: The system shall allow DMV to post convictions

Notes: 46.2-383

Name: The system shall assign demerit points if applicable
Notes: See CSS Table 1211 for rules to assign demerit points

Name: The system shall check "pending and unable to process queues" to verify conviction and/or suspension exists.
Notes:

Name: The system shall compare pending queue with convictions previously posted on customer records to identify duplicates.
Notes:

Name: The system shall generate electronic responses to senders when DMV receives unusable information.
Notes: Incomplete documents
Illegible documents
Incorrect data

Name: The system shall identify the CP/CS Technician who initiated the unable to process documents letter
Notes:

Name: The system shall populate the unable to process documents letter with data on the reason documentation is being returned and the type of document
Notes:

Name: The system shall require entry of customer number and a second identifying data element to confirm the correct record is being updated.
Notes:

Name: The system shall use ACD codes from existing table for incoming out-of-state convictions
Notes: (Table 1035)

Name: The system shall use conviction codes from conviction code table
Notes: Table that contains any convictions that display on a customers record. They could be convictions that are no longer in effect.(appealed) Contain active and inactive codes. (Table 2033)

Use Case Name:	Post Paper Convictions (minor) and Suspension documents		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/11/2007
Notes:	This process applies to Conviction Processing Technicians posting minor convictions received from courts to customer records. Current: -CP Technician reviews documentation to make sure all required information is included -Alt flow conviction documents incomplete -CP Technician determines customers name, Social Security Number, or date of birth -CP Technician uses the identifying information to determine if customer has an existing record in CSS -CP Technician determines if conviction is original or amended. -Alt Flow amended conviction-Invoke Post Amended Conviction Use Case -Alt Flow for multiple records -Alt Flow for duplicate records -Alt Flow if no record exists -CP technician accesses customer record Alt Flow no Virginia code on conviction/suspension documents Alt Flow for out-of-state conviction		

- CP technician enters conviction and/or suspension information (Virginia or US Statute Code)
- Alt flow codes not on CSS Maintenance Table 2033
- System adds conviction and/or suspension information to customer record
- Alt flow for duplicate convictions
- System assigns demerit points, if a demerit point violation INVOKE Impose demerit points
- Invoke DI Action
- Invoke Calculate Abuser Fees
- Invoke Calculate Toll Violation
- Invoke Court Period of Time Suspension
- System recognized court directed DMV to suspend for non payment of fines & cost
- Invoke Fines & Cost Court Suspension notice
- Invoke Reinstatement to driving privileges if applicable

Alt Flow conviction documents incomplete

- CP Technician mails documents and cover sheet with information on why its being returned
- CP Technician updates local Access database
- CP Technician monitors database to see if returned information has been received
- CP technician call court in two weeks if information has not been received

Alt Flow for multiple records

- CP Technician determines which record is primary by matching name, date or birth, vehicle information and any other information
- CP Technician completed documentation for SSG
- CP Office Manager has to review and sign documentation
- CP Technician delivers to SSG
- Invoke SSG combine multiple records
- SSG combines the record
- Process returns to original flow

Alt Flow for duplicate records

- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- CP Technician receives message "Duplicate record exists"
- CP Technician makes copy of documentation and/or screen prints and sends to Data Integrity representative
- Invoke Data Integrity resolve duplicate record
- Data Integrity representative returns documentation to original CP Technician
- Process returns to original flow

Alt Flow if no record exists

- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- Invoke Add Customer
- Process returns to original flow

Alt Flow no Virginia code on conviction/suspension documents

- CP Technician review conviction code table to identify the appropriate code section for the description listed on the document
- CP Technician selects the appropriate code and enters the conviction on the record
- Alt Flow no code available
- Process returns to original flow

Alt Flow no code available
-CP Technician enters the conviction to the CDL OOS work center menu where there is no statutory codes

ALT Flow for out-of-state conviction
-CP Technician reviews ACD Code table to identify comparable Virginia code
-CP Technician selects the appropriate code and enters the conviction on the record

-Alt Flow no code available
-Process returns to original flow

Alt Flow codes not on CSS Maintenance Table 2033
-CP Technician forwards to CP Manager for review

Alt Flow for duplicate convictions
-CP Technician enters the conviction data
-System indicates a possible duplicate conviction
-CP Technician researches the convictions to determine whether it's one in the same
-CP Technician enters the code along with conviction information to override "possible duplicate" message
-Process returns to original flow

Future
-CP Technician reviews work in sub-queue
-CP Technician reviews documentation to make sure all required information is included
-Alt Flow conviction documents incomplete
-CP Technician determines if conviction is original or amended.
-Alt Flow amended conviction-Invoke Post Amended Conviction Use Case
-CP Technician determines customers name, Social Security Number, or date of birth
-CP Technician uses the identifying information to determine if customer has an existing record in system
-If multiple records Invoke Future State resolve multiple records
-If duplicate records Invoke Future State resolve duplicate records
-Alt Flow if no record exists

-CP technician accesses customer record
Alt Flow no Virginia code on conviction/suspension documents
Alt Flow for out-of-state conviction
-CP technician enters conviction and/or suspension information (Virginia or US Statute Code)
-Alt Flow codes not on CSS Maintenance Table 2033
-System adds conviction and/or suspension information to customer record
-If duplicate convictions Invoke Future State resolve duplicate convictions
-System assigns demerit points, if a demerit point violation INVOKE Impose demerit points
-Invoke DI Action if applicable
-Invoke Calculate Abuser Fees if applicable
-Invoke Calculate toll violation if applicable
-Invoke Court Period of Time Suspension if applicable
-Invoke Fines & Cost Court Suspension notice if applicable
-Invokes Reinstatement of Driving Privileges if applicable

Alt Flow conviction documents incomplete
-CP Technician will update the unable to process queue with information on the

document being returned and the reason
 -System generates electronic response to sender on incomplete information
 -System generates electronic correspondence to sender

Alt Flow if no record exists
 -CP Technician determines that customer has no record on file
 -CP Technician adds customer record to system
 -Invoke Add Customer
 -Process returns to original flow

Alt Flow no Virginia code on conviction/suspension documents
 -CP Technician review conviction code table to identify the appropriate code section for the description listed on the document
 -CP Technician selects the appropriate code and enters the conviction on the record

-Alt Flow no code available
 -Process returns to original flow

Alt Flow no code available
 -CP Technician will post to the customer record as

NOTE: Millicent will provide additional data on how to handle out of state convictions with no comparable Virginia Code or ACD Code

Alt Flow for out-of-state conviction
 -System will allow CP Technician to enter ACD Code from Incoming Conviction Codes (Table 1035)
 -System will convert ACD Code to Virginia code

-Alt Flow no code available
 -Process returns to original flow

Alt Flow codes not on CSS Maintenance Table 2033
 -CP Technician forwards to CP Manager queue for review

Linked Requirements:

Name: The system shall add conviction and/or suspension information to customer record

Notes:

Name: The system shall allow DMV to post convictions

Notes: 46.2-383

Name: The system shall assign demerit points if applicable

Notes: See CSS Table 1211 for rules to assign demerit points

Name: The system shall check "pending and unable to process queues" to verify conviction and/or suspension exists.

Notes:

Name: The system shall compare pending queue with convictions previously posted on customer records to identify duplicates.

Notes:

Name: The system shall generate electronic responses to senders when DMV receives unusable information.

Notes: Incomplete documents

Illegible documents

Incorrect data

Name: The system shall identify the CP/CS Technician who initiated the unable to process documents letter

Notes:

Name: The system shall populate the unable to process documents letter with data on the reason documentation is being returned and the type of document

Notes:

Name: The system shall require entry of customer number and a second identifying data element to confirm the correct record is being updated.

Notes:

Name: The system shall use ACD codes from existing table for incoming out-of-state convictions

Notes: (Table 1035)

Name: The system shall use conviction codes from conviction code table

Notes: Table that contains any convictions that display on a customers record. They could be convictions that are no longer in effect.(appealed) Contain active and inactive codes. (Table 2033)