

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: December 12 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Ronnie Hall, Millicent Ford, Sharon Brown, Brenda Patron, Jackie Mines, Ed Ryder, Lee Rose, Pat DeLuxe, Yulonda Kelley, Matt Martin

Preparation for meeting:

Workshop minutes from December 5th and agenda for workshop on December 12th were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for Commercial Driver's Licensing.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for Commercial Driver's Licensing.

Scenarios include:

- 🚦 Obtain Delayed NDR Search for Driver's License Holder
- 🚦 Obtain Delayed NDR Search for CDL Holder
- 🚦 Cancel Driver's License Based on NDR
- 🚦 Cancel CDL Based on NDR
- 🚦 Cancel Juvenile Driver's License with Parental Consent
- 🚦 Cancel DL, CDL, ID Card based Internal Investigation (current and future flow only, no requirements)

- ❖ The team identified several "research" or "to do" opportunities:

1. Discussion regarding NDR – Why doesn't NDR post/check Florida convictions? Why does NDR pass Delayed Searches only once every two weeks? (Sharon)
2. Check to see if the Driver's License Cancellation Order ND01 and Juvenile Driver License Cancellation Order PC01 are on ONBASE? If so, there is no need for the CDL work center to continue make copies for internal accounting. (Pat/Lee)
3. DSA will discuss current office procedures regarding when and why delayed search data will be used for driver License holder (Millicent/Sharon)

Plans for Next Workshop:

S&R team will meet with Courts and Internal Subject Matter experts to discuss the following topics:

- 🚦 Transmit Suspended & Restricted License simultaneously
- 🚦 Determine customer eligibility for restriction & when?

✚ Restrictions issued by court

✚ Potential Improvement: Provide court access so they can read the transcript to make a decision

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above “research” and “to do” opportunities and provide feedback accordingly.

A report from EA is attached that shows the Commercial Driver’s Licensing scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: CDL

Detail:			
Use Case Name:	Cancel CDL Based on NDR		
Status:			
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	12/13/2007
Notes:	This process is used to cancel a Virginia CDL based on NDR adverse data 46.2-483 Current: -CDL Technicians determines NDR record contains suspension data -CDL Technician updates system to cancel Virginia CDL -System generates CDL cancellation order (CD-08) in overnight batch -CDL Technician retrieves cancellation order from Printing Services -CDL Technician makes photocopy of cancellation orders -CDL Technician mails cancellation orders by first class mail Future: -System determines NDR record contains suspension data -System cancels Virginia CDL -System generates CDL cancellation order (CD-08) in overnight batch -Mail Clerk mails CDL cancellation order via first class mail		

Linked Requirements:

Name: Mail Clerk shall mail CDL cancellation order via first class mail

Notes:

Name: System determines NDR record for individual holding a Virginia CDL contains suspension data

Notes:

Name: System shall cancel Virginia CDL

Notes:

Name: System shall generate CDL cancellation order (CD-08) in overnight batch

Notes:

Use Case Name:	Cancel DL, CDL, ID Card based Internal Investigation		
Status:			
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	12/13/2007
Notes:	<p>This process is used to cancel a driver's license, CDL, ID card, learner's permit based on a false application as determined by an internal investigation 46.2-318, 46.2-105.2</p> <p>Current:</p> <ul style="list-style-type: none"> -Law Enforcement Services submit list of individuals under investigation -CDL Manager researches system to determine system indicates individual surrendered out-of-state license to obtain Virginia driver's license -CDL Manager determines referenced out-of-state driver's license does NOT exist CDL Manager prepares pc-generated letter advising individual of investigation findings, includes form to complete with Virginia information and out-of-state information (allows 21 days for completion of form) -CDL Manager updates system to immediately cancel driver's license, CDL, ID Card, Learner's Permit <p><Alt Flow> Individual submits requested information</p> <ul style="list-style-type: none"> -System generates cancellation order in overnight batch -CDL Technician retrieves cancellation order from Printing Services -CDL Technician makes one copy of cancellation order -CDL Technician mails cancellation order via first class mail <p><Alt Flow> Individual submits requested information</p> <ul style="list-style-type: none"> -CDL Manager reviews information submitted by individual -CDL Manager determines information is false -Return to normal process\ <p>Future:</p> <ul style="list-style-type: none"> -Law Enforcement Services builds electronic queue of individuals under investigation for review by CDL Manager -System checks NDR out-of-state driver history -System builds electronic queue of PDPS responses -System determines NDR out-of-state driver's license information does NOT match out-of-state driver's license on system <p><Alt Flow>System matches out-of-state driver's license on NDR response to out-of-state driver's license information on system</p> <ul style="list-style-type: none"> -System generates letter advising individual of investigation findings, includes form to complete with Virginia information and out-of-state information (allows 15 days for completion of form) -System cancels driver's license, CDL, ID Card, Learner's Permit after 15 days of issuance of letter <p><Alt Flow> Individual submits requested information within 15 days</p> <ul style="list-style-type: none"> -System generates cancellation order in overnight batch -Mail Clerk mails cancellation order via first class mail <p><Alt Flow> Individual submits requested information</p> <ul style="list-style-type: none"> -CDL Manager reviews information submitted by individual -CDL Manager determines information is false -Return to normal process 		

Linked Requirements:

Use Case Name:	Cancel Driver's License Based on NDR		
Status:			
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	12/13/2007
Notes:	<p>This process is used to cancel a Virginia driver's license based on NDR adverse data 46.2-483</p> <p>Current:</p> <ul style="list-style-type: none"> -CDL Technicians determines NDR record contains suspension that was in effect at the time of license issue <Alt Flow> Suspension in effect AFTER issuance of driver's license -CDL Technician updates system to cancel Virginia driver's license -System generates driver's license cancellation order (ND-01) in overnight batch -CDL Technician retrieves cancellation order from Printing Services -CDL Technician makes photocopy of cancellation orders -CDL Technician mails cancellation orders by first class mail <p><Alt Flow> Suspension in effect AFTER issuance of driver's license</p> <ul style="list-style-type: none"> -Discussion with DSA offline <p>Future:</p> <ul style="list-style-type: none"> -System determines NDR record contains suspension that was in effect at the time of license issue <Alt Flow> Suspension in effect AFTER issuance of driver's license -System cancels Virginia driver's license -System generates driver's license cancellation order (ND-01) in overnight batch -Mail Clerk mails driver's license cancellation order via first class mail 		

Linked Requirements:

Name: Mail Clerk shall mail driver's license cancellation order via first class mail

Notes:

Name: System shall generate driver's license cancellation order (ND-01) in overnight batch

Notes:

Name: System shall cancel Virginia driver's license

Notes:

Name: System shall determine NDR record contains suspension that was in effect at the time of license issue

Notes:

Name: System shall generate one comprehensive driver's license cancellation order when multiple NDR responses are received with suspension data for same individual

Notes:

Use Case Name:	Cancel Juvenile Driver's License with Parental Consent		
Status:			
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	12/13/2007
Notes:	This process is used to cancel a juvenile's driver's license with parental consent 46.2-334		

Current:

- Individual submits a Parental Consent Cancellation (DL-18) to CSC/Commercial Licensing Work Center
- CSC Teller/CL Technician determines DL-18 is complete
- <Alt Flow> DL-18 is incomplete
- CSC Teller/CL Technician updates system to cancel juvenile driver's license for six months, until juvenile turns 18, whichever comes first
- System generates juvenile driver's license cancellation order (PC-01) in overnight batch
- CDL Technician retrieves juvenile driver's license cancellation order from Printing Services
- CDL Technician makes two copies of the juvenile driver's license cancellation order
- CDL Technician mails one copy of juvenile driver's license cancellation order to parent and one copy to juvenile
- CDL Technician files one copy of juvenile driver's license cancellation order

<Alt Flow> <Alt Flow> DL-18 is incomplete

- CSC Teller/CL Technician contacts parent to obtain missing information

Future:

- Individual submits an Parental Consent Cancellation (DL-18) to CSC
- <Alt Flow> Individual mails DL-18 to DMV
- CSC Teller determines DL-18 is complete
- <Alt Flow> DL-18 is incomplete
- CSC Teller updates system to cancel juvenile driver's license for six months, until juvenile turns 18, whichever comes first
- System generates juvenile driver's license cancellation order (PC-01) and letter to parent (to be developed) in overnight batch
- Mail Clerk mails juvenile driver's license cancellation order to juvenile and letter to parent via first class mail

<Alt Flow> Individual mails DL-18 to DMV

- System build electronic queue of parental consent forms (DL-18) for CL Technician
- CDL Technician reviews queue
- CDL Technician updates system to cancel juvenile driver's license for six months, until juvenile turns 18, whichever occurs first
- Return to normal process

<Alt Flow> <Alt Flow> DL-18 is incomplete

- CSC Teller/CL Technician contacts parent to obtain missing information

Linked Requirements:

Name: DMV shall cancel juvenile driver's license upon receipt of parental consent

Notes:

Name: Mail Clerk shall mail juvenile driver's license cancellation order to juvenile and letter to parent via first class mail

Notes:

Name: System shall allow CL Technician to delete parental consent from electronic queue

Notes:

Name: System shall allow CSC Teller/CL Technician to cancel juvenile driver's license based on parental consent

Notes: 46.2-334

Name: System shall build electronic queue of parental consent forms

Notes:

Name: System shall cancel juvenile driver's license for six months or until juvenile turns 18, whichever occurs first

Notes:

Name: System shall generate juvenile driver's license cancellation order (PC-01) and letter to parent (to be developed) in overnight batch

Notes:

Use Case Name:	Obtain Delayed NDR Search for DL/CDL Holder		
Status:			
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	12/13/2007
Notes:	<p>This process is used to update customer record based on delayed NDR search for individual holding a Virginia driver's license 46.2-483</p> <p>Current:</p> <ul style="list-style-type: none">-CDL Technician initiates print of NDR delayed search results every other Tuesday (NDR passed delayed search results once every two weeks)-CDL Technician determines individual holds DL/CDL in Virginia<Alt Flow> Individual not licensed in Virginia-CDL Technician evaluates NDR printout to determine adverse conviction needs to be posted to customer record<Alt Flow> Adverse information does NOT need to be posted-Invoke Post Convictions from NDR-Invoke Cancel Driver License based on NDR-Invoke Cancel CDL based on NDR <p><Alt Flow> Individual not licensed in Virginia No action taken on NDR printout</p> <p><Alt Flow> Adverse information does NOT need to be posted Offline discussion with DSA</p> <p>Future:</p> <ul style="list-style-type: none">-System builds electronic queue of incoming delayed NDR searches-System determines individual holds DL/CDL in Virginia<Alt Flow> System determines individual is NOT licensed in Virginia-System matches NDR record to customer record-System posts new NDR conviction to customer record<Alt Flow> NDR record possible no match with customer record on system<Alt Flow> System determines individual is NOT licensed in Virginia-System purges NDR record from queue<Alt Flow> NDR record possible no match with customer record on system-System builds electronic queue of NDR delayed search records that do NOT match customer record on system for review by CDL Technician-Invoke Inquire Customer to determine possible match with NDR record-CDL Technician searches customer records on system to find match to NDR record-Invoke Post Convictions from NDR-Invoke Cancel Driver License based on NDR-Invoke Cancel CDL based on NDR <p><Alt Flow> No match found</p> <ul style="list-style-type: none">-Purge NDR record from electronic queue		

Linked Requirements:

Name: System shall allow CDL Technician to delete NDR response from non-match queue
Notes:

Name: System shall build electronic queue of incoming delayed NDR searches
Notes:

Name: System shall build electronic queue of NDR delayed search records that do NOT match customer record on system for review by CL Technician
Notes:

Name: System shall determine NDR record is licensed in Virginia
Notes:

Name: System shall determine possible matches with NDR response and customer records
Notes:

Name: System shall display information for possible matches with NDR records
Notes:

Name: System shall match NDR response to customer record
Notes:

Name: System shall post NDR conviction to customer record
Notes:

Name: System shall purge NDR response from queue that does not match customer record on system
Notes:

Use Case Name:	Post Paper Convictions (minor) and Suspension documents for Virginia Drivers		
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Status:			
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Author:	Credential Team		
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Created on:	10/3/2007	Modified on:	12/12/2007
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Notes:	<p>This process applies to Conviction Processing Technicians posting minor convictions received from courts to customer records.</p> <p>NOTE: This process will be deprecated in the future. The "Process Convictions" use case will replace this and Major...</p> <p>Current:</p> <ul style="list-style-type: none">-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; no record exists-CP technician accesses customer record
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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 no record exists
-CP Technician determines that customer has no record on file
-CP Technician adds customer record to system
-Invoke Create New Record
-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 conviction is original
-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 customer has an existing record in system

Alt Flow: Multiple records Invoke Future State resolve multiple records
Alt Flow: Duplicate records Invoke Future State resolve duplicate records

-Alt Flow: 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 CP/CS Technician 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 CDL Conviction/Withdrawal		
Status:			
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	12/13/2007
Notes:	<p>This process is used to post CDL convictions/withdrawals received from other states to customer record</p> <p>Current:</p> <ul style="list-style-type: none">-CDL Technician retrieves paper CDL conviction/withdrawal from Mail Services, Court Suspension, Conviction Processing work center-CDL Technician determines individual holds a Virginia CDL<Alt Flow> No customer match<Alt Flow> Individual does NOT hold a Virginia CDL<Alt Flow> Duplicate customer records exist on system<Alt Flow> Individual held a Virginia CDL that has been surrendered to another state-CDL Technician posts CDL conviction/withdrawal to customer record-System determines suspension/revocation/disqualification action needs to be taken-Invoke suspend driving privilege, revoke driving privilege , disqualify CDL privilege use cases <p><Alt Flow> No customer match</p> <ul style="list-style-type: none">-CDL Technician determines CDL conviction/withdrawal does NOT match any customer record on system-No action taken by CDL technician <p><Alt Flow> Individual does NOT hold a Virginia CDL</p> <ul style="list-style-type: none">-CDL Technician determines individual does not/has never held a Virginia CDL-CDL Technician does not take action on CDL conviction/withdrawal <p><Alt Flow> Duplicate customer records exist on system</p> <ul style="list-style-type: none">-CDL Technician determines duplicate customer records exist on system-Invoke Resolve Duplicate Customer Records		

<Alt Flow> Individual held a Virginia CDL that has been surrendered to another state
-CDL Technician determines individual held a Virginia CDL that has been surrendered to another state
-CDL Technician forwards CDL conviction/withdrawal to state of record

Future:
-CDL Technician reviews CDL conviction/withdrawal queue
-CDL Technician determines individual holds a Virginia CDL

<Alt Flow> No customer match
<Alt Flow> Duplicate customer record exists on system
<Alt Flow> Individual does NOT hold a Virginia CDL
<Alt Flow> Individual held a Virginia CDL that has been surrendered to another state
-CDL Technician posts CDL conviction/withdrawal to customer record
-System determines suspension/revocation/disqualification action needs to be taken
-Invoke suspend driving privilege, revoke driving privilege , disqualify CDL privilege use cases

<Alt Flow> No customer match
-CDL Technician determines CDL conviction/withdrawal does not match any customer record on system
-No action taken

<Alt Flow> Duplicate customer record exists on system
-CDL Technician determines duplicate customer records exist on system
-Invoke Resolve Duplicate Customer Records

<Alt Flow> Individual does NOT hold a Virginia CDL
-CDL Technician determines individual does not/has never held a Virginia CDL
-CDL Technician does not take action on CDL conviction/withdrawal

<Alt Flow> Individual held a Virginia CDL that has been surrendered to another state
-CDL Technician determines individual held a Virginia CDL that has been surrendered to another state
-CDL Technician electronically forwards CDL conviction/withdrawal to state of record
<Alt Flow> Forward paper CDL conviction/withdrawal
-CDL Technician prints CDL conviction/withdrawal documents from queue and mails paper documents to state of record

Linked Requirements:

Name: System shall build electronic sub-queue of CDL convictions/withdrawals

Notes:

Name: System shall determine suspension, revocation, disqualification action needs to be taken

Notes:

Name: System shall provide capability for CL Technician to electronically forward CDL conviction/withdrawal to state of record

Notes:

Name: System shall provide capability for CL Technician to post CDL conviction/withdrawal to customer record

Notes:

Use Case Name:	Post Convictions from NDR		
Status:			
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	12/13/2007
Notes:	<p>This process is used to post convictions to a customer record based on information from the National Driver Registry 46.2-483</p> <p>Current:</p> <ul style="list-style-type: none"> -NDR listing prints in overnight batch for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information -CDL Technician reviews NDR documentation to determine if possible match does in fact match Virginia driver (name, date of birth, SSN, address) <Alt Flow> No customer match -CDL Technician uses the identifying information to determine customer has an existing record in system <Alt Flow> No customer record exists in system <Alt Flow> Multiple NDR responses <Alt Flow> Duplicate customer records exist on system <Alt Flow> Record exists, no Virginia license -CDL technician accesses customer record <Alt Flow> no Virginia code on conviction/suspension documents -CDL technician enters conviction information (Virginia Code) <Alt flow> codes not on CSS Maintenance Table 2033 -System adds conviction information to customer record <Alt Flow> Duplicate convictions <Alt Flow> No customer match -CDL Technician determines possible NDR match does NOT match any record on system -No action taken by CL Technician <Alt Flow> No customer record exists in system -CDL Technician researches system and determines no record exists to match NDR record -No action taken by CL Technician <Alt Flow> Multiple NDR responses -CDL Technician evaluates each NDR response to determine NDR matches customer record on system -CDL Technician returns to normal flow <Alt Flow> Record exists, no Virginia license -CDL Technician determines record exists on system, no Virginia license issued -CDL Technician takes no action on NDR response <Alt Flow> Duplicate customer records exist on system -CDL Technician determines duplicate customer records exist on system -Invoke Resolve Duplicate Customer Records -Return to normal flow <Alt Flow> no Virginia code on conviction/suspension documents -CDL Technician review conviction code table to identify the appropriate code section for the description listed on the document -CDL Technician selects the appropriate code and enters the conviction on the record 		

-Process returns to original flow

<Alt Flow> no code available
 -CDL Technician enters the conviction to the CDL OOS workcenter menu where there is no statutory codes

<Alt Flow> codes not on CSS Maintenance Table 2033
 -CDL Technician posts conviction using ACD Code (Table 1035)

<Alt Flow> Duplicate Convictions
 -CDL Technicians determines conviction is posted more than once on customer record
 -Invoke Resolve Duplicate Convictions

Future:
 -System builds electronic queue of NDR responses for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information
 -System determines NDR response matches customer record on system
 <Alt Flow> NDR information in queue does NOT match customer record on system
 -System posts conviction information from NDR to customer record

<Alt Flow> NDR information in queue does NOT match customer record on system
 -CDL Technician reviews NDR queue to determine possible match does in fact match Virginia driver (name, date of birth, SSN, address)
 <Alt flow> No customer match
 -CDL Technician uses the identifying information to determine customer has an existing record in system
 <Alt Flow> No customer record exists in system
 <Alt Flow> Multiple NDR responses
 <Alt Flow> Duplicate Customer Records exists in system
 <Alt Flow> Record exists, no Virginia license
 -CDL technician accesses customer record
 <Alt Flow> no Virginia code on NDR response documents
 -CDL technician posts conviction information to customer record (Virginia Code)
 -System adds conviction information to customer record

<Alt flow> No customer match
 -CDL Technician determines possible NDR match does NOT match any record on system
 -No action taken by CDL Technician

<Alt Flow> No customer record exists in system
 -CDL Technician researches system and determines no record exists to match NDR response
 -No action taken by CDL Technician

<Alt Flow> Multiple NDR responses
 -CDL Technician evaluates each NDR response to determine NDR matches customer record on system
 -CDL Technician returns to normal flow

<Alt Flow> Record exists, no Virginia license
 -CDL Technician determines record exists on system, no Virginia license issued
 -CDL Technician takes no action on NDR response

<Alt Flow> Duplicate customer record exists in system
Invoke Resolve Duplicate Customer Records

<Alt Flow> no Virginia code on NDR response documents
-CDL Technician posts conviction using ACD Code (Table 1035)
-Process returns to original flow

Linked Requirements:

Name: System shall build electronic queue of NDR responses for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information

Notes:

Name: System shall build electronic queue of NDR responses that do not match customer record in system

Notes:

Name: System shall determine NDR information in queue does NOT match customer record on system

Notes:

Name: System shall determine NDR response matches customer record on system

Notes:

Name: System shall post conviction information from NDR response to customer record

Notes: 46.2-483

Name: System shall provide the capability for CL technician to post conviction information from NDR response to customer record (Virginia Code) to a customer record

Notes:

