

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: Commercial Licensing Sub Team Meeting

Date: January 28, 2008
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Lee Rose, Pat DeLuke, Sharon Brown, Ronnie Hall

Preparation for meeting:

The agenda for the workshop on January 28th was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for Commercial Licensing.

Summary:

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

Scenarios include:

- 🚦 Cancel DL, Disqualify CDL, ID Card based Internal Investigation
- 🚦 Disqualify CDL/Major Offense
- 🚦 Disqualify CDL/Serious Offense

- ❖ The team findings:

1. CDL work center spoke with OnBase representative and found out the ND01 and the DC01 can be placed on OnBase. This is being actively pursued however work center will continue normal procedures until all letters are updated. (Thanks Lee!)
2. On Base Update: Fraudulent application orders of revocation are not currently being stored in OnBase. As a result, CDL work center personnel must retrieve the orders from Printing Services and make photocopies, retaining one paper copy in the work center. Jim Davidson has talked with Mike DePhillip about getting the orders into OnBase. Mike and Jim are currently working to get this done.
3. Issue and Renew team has covered Foreign Reciprocity in their sessions.

Plans for next Sub Team Meeting:

S&R team identified remaining processes to be documented in future sub team meetings.

Topics: Change State of Record, Update NDR/CDLIS, HAZMAT, Remote Job Entry Letters, Negate Convictions, Transmit convictions electronically to other states (Brenda Patron and Jackie Mines need to be included), NDR Errors and Changes, CDLIS Errors and Changes

Homework for Next Workshop:

A report from EA is attached that shows the Commercial Licensing scenarios defined and their linked requirements.

Scenario Report with Requirements

Package: CDL

Detail:			
Use Case Name:	Cancel CDL Based on NDR		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	1/10/2008
Notes:	This process is used to cancel a Virginia CDL based on NDR adverse data 46.2-483 Current: -CDL Technician 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, Disqualify CDL, ID Card based Internal Investigation		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	1/28/2008
Notes:	This process is used to cancel a driver's license, disqualify CDL, ID card, learner's permit based on a false application as determined by an internal investigation		

46.2-318, 46.2-105.2

Current:

- 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/Disqualify CDL for 1 one, CDL, ID Card, Learner's Permit
- See Alt Flow: Individual submits requested information
- 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

Alt Flow: Individual submits requested information

- CDL Manager reviews information submitted by individual
- CDL Manager determines information is false
- Return to normal process

Future:

- Law Enforcement Services builds electronic queue of individuals under investigation for review by CDL Manager/Technician
 - 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
- See Alt Flow: System matches out-of-state driver's license on NDR response to out-of-state driver's license information on system
- 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
- See Alt Flow: Individual submits requested information within 15 days
- System generates cancellation order in overnight batch
 - Mail Clerk mails cancellation order via first class mail

Alt Flow: System matches out-of-state driver's license on NDR response to out-of-state driver's license information on system

- CDL Manager/Technician takes no action

Alt Flow: Individual submits requested information within 15 days

- CDL Manager/Technician reviews information submitted by individual
- CDL Manager/Technician determines information is false
- Return to normal process

Linked Requirements:

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

Notes:

Name: System shall build electronic queue of PDPS responses

Notes:

Name: System shall cancel driver's license, CDL, ID Card, Learner's Permit after 15 days of issuance of letter

Notes:

Name: System shall cancel the driver's license of an individual determined to have submitted a false application

Notes:

Name: System shall check NDR out-of-state driver history

Notes:

Name: System shall determine NDR out-of-state driver's license information does NOT match out-of-state driver's license on customer record

Notes:

Name: System shall generate cancellation order in overnight batch

Notes:

Name: System shall generate 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)

Notes:

Name: System shall Law Enforcement Services to build electronic queue of individuals under investigation for review by CDL Manager/Technician

Notes:

Use Case Name:	Cancel DL/CDL/ID card for administrative purposes		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	1/28/2008
Notes:	This process is used to administratively cancel a driver's license, CDL, ID card 46.2-105.2 Current: -Authorized Official determines individual's DL, ID, CDL needs to be administratively canceled -Authorized Official contacts CDL Manager regarding individual -CDL Manager determines appropriate reason for cancellation and requirements for complying -CDL Manager updates customer record to cancel DL, CDL, ID (system defaults to 15 days) -System generates cancellation order in overnight batch -Mail Clerk mails order via first class mail Future: -System builds queue of individuals needing to be administratively cancelled -System requires requestor to include name, customer number and reasons for cancellation -System alerts CDL Manager when individuals are put into queue -CDL Manager reviews queue to determine reason for cancellation and requirements for complying -CDL Manager reviews queue to determine reason for cancellation and requirements for complying -System generates cancellation order in overnight batch -Mail Clerk mails order via first class mail		

Linked Requirements:

Name: CDL Manager reviews queue to determine reason for cancellation and requirements for complying

Notes:

Name: Mail Clerk shall mail order via first class mail

Notes:

Name: System shall alert CDL Manager when individuals are put into queue

Notes:

Name: System shall allow CDL Manager to review queue to determine reason for cancellation and requirements for complying

Notes:

Name: System shall allow DMV to administratively cancel a DL, ID, CDL

Notes: 46.2-105.2

Name: System shall build queue of individuals needing to be administratively cancelled

Notes:

Name: System shall generate cancellation order in overnight batch

Notes:

Name: System shall require requestor to include name, customer number and reasons for cancellation

Notes:

Use Case Name:	Cancel Driver's License Based on NDR		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	1/29/2008
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 issueSee 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 issueSee 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:	Scripted		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	1/29/2008
Notes:	<p>This process is used to cancel a juvenile's driver's license with parental consent 46.2-334</p> <p>Current:</p> <ul style="list-style-type: none">-Individual submits a Parental Consent Cancellation (DL-18) to CSC/Commercial Licensing Work Center-CSC Teller/CL Technician determines DL-18 is completeSee 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 <p>Alt Flow: DL-18 is incomplete</p> <ul style="list-style-type: none">-CSC Teller/CL Technician contacts parent to obtain missing information <p>Future:</p> <ul style="list-style-type: none">-Individual submits an Parental Consent Cancellation (DL-18) to CSCSee Alt Flow: Individual mails DL-18 to DMV-CSC Teller determines DL-18 is complete <p>See Alt Flow: DL-18 is incomplete</p> <ul style="list-style-type: none">-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 <p>Alt Flow: Individual mails DL-18 to DMV</p> <ul style="list-style-type: none">-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: 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 CDL 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:	Disqualify CDL/Major Offense		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	1/28/2008

Notes: This process is used to disqualify a CDL for individual convicted of certain major offenses 46.2-341.18, 18.1, 18.2

Current:
 Conviction is posted to customer record via CAIS or paper conviction
 -System determines individual holds a Virginia CDL
 See Alt Flow: Individual does NOT hold a CDL
 -System determines offense occurred in a commercial motor vehicle
 See Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -System updates customer record to immediately disqualify Virginia CDL (1, 3, 55 years)
 -System generates disqualification order in overnight batch (CD01, CD55)
 -Mail Clerk mails order via first class mail

Alt Flow: Individual does NOT hold CDL
 -No action taken

Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -No action taken

Future:
 Conviction is posted to customer record via CAIS or paper conviction
 -System determines individual holds a Virginia CDL
 See Alt Flow: Individual does NOT hold a CDL
 -System determines offense occurred in a commercial motor vehicle
 See Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -System updates customer record to immediately disqualify Virginia CDL (1, 3, 55 years) (need to look at business rules to ensure disqualification periods are correct)
 -System generates disqualification order in overnight batch (CD01, CD55)
 -Mail Clerk mails order via first class mail

Alt Flow: Individual does NOT hold CDL
 -No action taken

Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -No action taken

Linked Requirements:

Use Case Name:	Disqualify CDL/Serious Offense		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	1/28/2008

Notes:

This process is used to disqualify a CDL for individual convicted of certain serious offenses 46.2-341.18, 18.1, 18.2

Current:
 Conviction is posted to customer record via CAIS or paper conviction
 -System determines individual holds a Virginia CDL
 See Alt Flow: Individual does NOT hold a CDL
 -System determines offense occurred in a commercial motor vehicle
 See Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -System updates customer record to immediately disqualify Virginia CDL (60 or 120 days)
 -System generates disqualification order in overnight batch (CD60, CD12)
 -Mail Clerk mails order via first class mail

Alt Flow: Individual does NOT hold CDL
 -No action taken

Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -No action taken
 (see business rules for offenses NOT occurring in a CMV while holding a CDL)

Future:
 Conviction is posted to customer record via CAIS or paper conviction
 -System determines individual holds a Virginia CDL
 See Alt Flow: Individual does NOT hold a CDL
 -System determines offense occurred in a commercial motor vehicle
 See Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -System updates customer record to immediately disqualify Virginia CDL (60 or 120 days) (need to look at business rules to ensure disqualification periods are correct)
 -System generates disqualification order in overnight batch (CD60, CD12)
 -Mail Clerk mails order via first class mail

Alt Flow: Individual does NOT hold CDL
 -No action taken
 (see business rules for offenses NOT occurring in a CMV while holding a CDL)
 Alt Flow: Offense did NOT occur in a commercial motor vehicle
 -No action taken

Linked Requirements:

Name: CDL Manager reviews queue to determine reason for cancellation and requirements for complying

Notes:

Name: Mail Clerk shall mail order via first class mail

Notes:

Name: System shall alert CDL Manager when individuals are put into queue

Notes:

Name: System shall allow CDL Manager to review queue to determine reason for cancellation and requirements for complying

Notes:

Name: System shall allow DMV to administratively cancel a DL, ID, CDL

Notes: 46.2-105.2

Name: System shall build queue of individuals needing to be administratively cancelled

Notes:

Name: System shall generate cancellation order in overnight batch

Notes:

Name: System shall require requestor to include name, customer number and reasons for cancellation

Notes:

Use Case Name:	Obtain Delayed NDR Search for DL/CDL Holder		
Status:	Scripted		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	1/29/2008
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 <p>See Alt Flow: Individual not licensed in Virginia</p> <ul style="list-style-type: none"> -CDL Technician evaluates NDR printout to determine adverse conviction needs to be posted to customer record See 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</p> <p>No action taken on NDR printout</p> <p>Alt Flow: Adverse information does NOT need to be posted</p>		

Offline discussion with DSA

Future:

- System builds electronic queue of incoming delayed NDR searches
- System determines individual holds DL/CDL in Virginia
- See 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
- See 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

Alt Flow: No match found

- 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 CDL Conviction/Withdrawal		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	1/29/2008
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 See Alt Flow: No customer match See Alt Flow: Individual does NOT hold a Virginia CDL See Alt Flow: Duplicate customer records exist on system See 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 <p>Alt Flow: Individual held a Virginia CDL that has been surrendered to another state</p> <ul style="list-style-type: none"> -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 <p>Future:</p> <ul style="list-style-type: none"> -CDL Technician reviews CDL conviction/withdrawal queue -CDL Technician determines individual holds a Virginia CDL See Alt Flow: No customer match See Alt Flow: Duplicate customer record exists on system See Alt Flow: Individual does NOT hold a Virginia CDL See 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

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 allow CDL Technician to post CDL conviction/withdrawal to customer record

Notes:

Name: System shall allow CDL Technician to electronically forward CDL conviction/withdrawal to state of record

Notes:

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:

Use Case Name:	Post Convictions from NDR		
Status:	Scripted		
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	1/29/2008

Notes: This process is used to post convictions to a customer record based on information from the National Driver Registry 46.2-483

Current:
 -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)
 See Alt Flow: No customer match
 -CdL Technician uses the identifying information to determine customer has an existing record in system
 See Alt Flow: No customer record exists in system
 See Alt Flow: Multiple NDR responses
 See Alt Flow: Duplicate customer records exist on system
 See Alt Flow: Record exists, no Virginia license
 -CDL technician accesses customer record

See Alt Flow: no Virginia code on conviction/suspension documents

-CDL technician enters conviction information (Virginia Code)

See Alt flow: codes not on CSS Maintenance Table 2033

-System adds conviction information to customer record

See 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

See Alt Flow: NDR information in queue does NOT match customer record on system

-System posts conviction information from NDR to customer record

See 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)
- See Alt flow: No customer match
- CDL Technician uses the identifying information to determine customer has an existing record in system
- See Alt Flow: No customer record exists in system
- See Alt Flow: Multiple NDR responses
- See Alt Flow: Duplicate Customer Records exists in system
- See Alt Flow: Record exists, no Virginia license
- CDL technician accesses customer record
- See 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 allow CDL technician to post conviction information from NDR response to customer record (Virginia Code) to a customer record

Notes:

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