

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: Commercial Licensing Sub Team Meeting**

**Date: January 29, 2008**  
**Location: Room 315**

**Meeting called by:** Angela Burrell

**Attendees:** Daniel Sekerdy, Donna Rice

**Preparation for meeting:**

The agenda for the workshop on January 28<sup>th</sup> was distributed to team.

**Session Goals and Objectives:**

Document detailed process flows (scenarios) for CTS Work Center.

**Summary:**

- ❖ The team reviewed and defined scenarios and requirements for CTS Work Center.

Scenario discussed:

- ✚ Approve Locality Disbursements for Overweight Citations

- ❖ The team identified “research” and/or “to do” opportunities:

- ✚ Financial Management Services (Martha Freeland, Process Coordinator) – Potential process flows/requirements identified: Refunds, Disbursements, Back-out Payments, Reinstatement Waivers, CTS Refunds (CSI Analysts)
- ✚ Inventory Management (Curtis Chisholm, Process Coordinators) – Potential process flow identified: Citation inventory (CSI Analysts)

**Plans for next Sub Team Meeting:**

S&R team will run report to include all CTS Work Center processes documented. It has been determined by the team that all flows are identified. Experts will alert CSI immediately regarding additional processes.

**Homework for Next Workshop:**

A report from EA is attached that shows ALL CTS Work Center scenarios defined and their linked requirements.

# Scenario Report with Requirements

**Package:** CTS

<b>Detail:</b>			
Use Case Name:	Confirm Partial Payment of Overweight Citation		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/10/2008
Notes:	<p>Notice sent to Motor Carrier Owner/Lessee or Motor Carrier Operator indicating partial payment for Overweight Citation (CTS-112)</p> <p>Current</p> <ul style="list-style-type: none"> <li>-Partial payment is received for Overweight Citation (HQ only)</li> <li>-Payment is processed to CTS Motor Carrier Owner/Lessee or Motor Carrier Operator record</li> <li>-CTS issues CTS-112 to the Motor Carrier Owner/Lessee or Motor Carrier Operator through overnight batch</li> <li>-Overweight Citation Supervisor reviews the Shortage Payment for Overweight Citation Prior to Suspension Notice the next day</li> <li>-Overweight Citation Supervisor send Shortage Payment for Overweight Citation Prior to Suspension Notice to Mail Services</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>-Partial electronic payment is received for Overweight Citation</li> <li>-Payment is processed to the Motor Carrier Owner/Lessee or Motor Carrier Operator record</li> <li>-The system issues CTS-112 electronically</li> <li>-The system shall capture Motor Carrier Owner/Lessee or Motor Carrier Operator wants notification</li> </ul>		

**Linked Requirements:**

**Name: System shall accept electronic partial payments**

**Notes:**

**Name: System shall allow Motor Carrier Owner/Lessee and Motor Carrier Operator to indicate on customer record they want paper Shortage Payment for Overweight Citation Prior to Suspension Notice rather than electronic notice**

**Notes:**

**Name: System shall issue electronic Shortage Payment for Overweight Citation Prior to Suspension Notice**

**Notes:**

Use Case Name:	Confirm Payment of Overweight Citation		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/10/2008
Notes:	<p>Motor Carrier Owner/Lessee or Motor Carrier Operator has paid everything/privileges reinstated</p> <p>Current</p> <p>Motor Carrier Owner/Lessee or Motor Carrier Operator has complied with</p>		

suspension by paying Overweight Citation and reinstatement fee  
 CTS issues Overweight Reinstatement Citation Notice through overnight batch  
 Overweight Citation Supervisor reviews  
 Overweight Citation Supervisor sends notices to Mail Services

Future  
 -Overweight Reinstatement Citation Notice shall be sent (electronic or paper) upon request only  
 -The system shall capture Motor Carrier Owner/Lessee or Motor Carrier Operator wants notification

**Linked Requirements:**

**Name:** System shall allow Motor Carrier Owner/Lessee and Motor Carrier Operator to indicate on customer record they want paper Overweight Citation Reinstatement Notice rather than electronic notice

**Notes:**

**Name:** System shall send Overweight Reinstatement Citation Notice to Motor Carrier Owner/Lessee and Motor Carrier Operator electronically

**Notes:**

Use Case Name:	Confirm Payment of Overweight Citation/Remaining Outstanding Fees Owed		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/22/2007	Modified on:	1/10/2008

**Notes:**

Notice Issued when DMV has received payment for Overweight Citation but customer has other unpaid Overweight Citations (CTS-111)

Current  
 -Full payment is received for Overweight Citation  
 -The payment is processed to CTS customer record  
 -CTS issues CTS-111 to Motor Carrier Owner/Lessee through overnight batch processes  
 -Overweight Citation Supervisor reviews CTS-111  
 -Overweight Citation Supervisor sends Payment with outstanding Overweight Citation remaining Notice to Mail Services

Future  
 -Motor Carrier Owner/Lessee or Motor Carrier Operator submits electronic payment received for Overweight Citation  
 -System sends electronic or paper Payment with Outstanding Overweight Citation Remaining Notice (CTS-111) to Motor Vehicle Owner/Lessee or Motor Carrier Operator include any or all unpaid balances (reinstatement)

CTS-113  
 Full payment received but reinstatement fee owed (should be combined with partial payment and reinstatement fee notice)

**Linked Requirements:**

**Name:** System shall generate a Payment with outstanding Overweight Citation remaining Notice (CTS-111)

**Notes:**

<b>Use Case Name:</b>	Confirm Request to Challenge Overweight Citation		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	8/22/2007	<b>Modified on:</b>	1/25/2008
<b>Notes:</b>	<p>Election to Contest and Forfeiture Notice issued when Motor Carrier Owner/Lessee or Motor Carrier Operator wants to challenge to Overweight Citation in Civil Court received within 30 days of offense date. Determined by Post Mark date (CTS-103)</p> <p>CTS-105 Customer wants to challenge the Overweight Citation in Civil Court after the 30 days</p> <p>CTS-104 Reschedule Notice</p> <p>CTS-110 Final Case Disposition (DMV requesting from the court)</p> <p><b>Current</b></p> <ul style="list-style-type: none"> <li>-Motor Carrier Owner/Lessee or Motor Carrier Operator notifies DMV in writing that they want to contest (challenge) the Overweight Citation. The request must be received within 30 days of the offense date.</li> <li>-Overweight Citation Technician receives the written request to contest and posts to the CTS customer record</li> <li>-If request is received after 30 days of the offense date, Invoke CTS 105</li> <li>-CTS issues CTS-103 to Motor Carrier Owner/Lessee, Enforcement Officer, Civil Court, and DMV copy through overnight batch process</li> <li>-Overweight Citation Technician reviews the Election to Contest and Forfeiture Notice and maintains DMV copy in paper file (Notice mailed to court MUST have the original citation attached 46.2-1133) (legislation change)</li> <li>-Overweight Citation Technician sends notices to mail services</li> </ul> <p><b>Alternate Flow</b></p> <ul style="list-style-type: none"> <li>-CTS issues CTS-105 to Motor Carrier owner/lessee through overnight batch process</li> <li>-Overweight Citation Supervisor reviews the CTS-105</li> <li>-Overweight Citation Supervisor maintains the paper file</li> <li>-Overweight Citation Supervisor sends notices to Mail Services</li> </ul> <p><b>Future</b></p> <ul style="list-style-type: none"> <li>-Motor Carriers Owner/Lessee or Motor Carrier Operator electronically notifies DMV of their intent to contest Overweight Citation in Civil Court prior to suspension</li> </ul> <p>The system will electronically send Election to Contest and Forfeiture Notice (CTS-103) to the Court, Motor Carrier Owner/Lessee or Motor Carrier Operator and Enforcement Officer.</p> <p>The system electronically sends files with contest information to the Civil Court. The system electronically receives appeals, final decisions and reschedules from the court. (legislation change)</p> <ul style="list-style-type: none"> <li>-The system electronically notify Enforcement Officer of intent to contest to include appeals, reschedules, withdrawals and final case dispositions</li> </ul> <p>The system sends electronic notification to Motor Carrier Owner/Lessee of intent to contest to include appeals, reschedules, withdrawals and final case dispositions</p> <ul style="list-style-type: none"> <li>-If notice of final case disposition is received from the court without being properly contested, invoke Issue Judgment Satisfaction Notice (CTS-108)</li> </ul>		
<b>Linked Requirements:</b>	<p><b>Name: System shall allow Motor Carrier Owner/Lessee to electronically notify DMV of their intent to</b></p>		

**contest Overweight Citation in court**

**Notes:**

**Name:** System shall electronically notify Issuing Officer of Election to Contest and Forfeiture Notice to include appeals, reschedules, etc...

**Notes:**

**Name:** System shall electronically receive appeals, final decisions and reschedules from the Court (legislation change)

**Notes:**

**Name:** System shall electronically send Election to Contest and Forfeiture (CTS-103) Notice to the court, owner/lessee, issuing officer

**Notes:**

**Name:** System shall electronically send files with contest information to Courts.

**Notes:**

**Name:** System shall generate Election to Contest and Forfeiture Notice (CTS-103)

**Notes:**

Use Case Name:	Confirm Request to Withdraw Contest of Overweight Citation(mc)		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/25/2008
Notes:	<p>CTS 106</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Motor Carrier Owner/Lessee or Motor Carrier Operator notifies DMV in writing that he no longer wants to contest (challenge) the Overweight Citation in Civil Court.</li><li>-CTS Technician receives the withdrawal request.</li><li>-CTS Technician posts the withdrawal information to customer record on CTS.</li><li>-If payment is submitted, see alternate flow.</li><li>-CTS issues Contest Withdraw Notice to Motor Carrier Owner/Lessee, Civil Court, and Enforcement Officer through overnight batch process.</li><li>-Overweight Citation Technician reviews the Contest to Withdraw Notice and maintains DMV copy in paper file.</li><li>-CTS Technician sends notices to Mail Services.</li></ul> <p>Alternate Flow:</p> <ul style="list-style-type: none"><li>-DMV Technician processes payment to CTS customer record.</li><li>-Return to Step 5 of Regular Flow above.</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-Motor Carrier Owner/Lessee electronically notifies DMV that he no longer wants to contest (challenge) the Overweight Citation in Civil Court.</li><li>-Systems posts withdraw request to Motor Carrier Owner/Lessee's record.</li><li>-If payment is submitted, see alternate flow.</li><li>-System issues electronic Contest Withdraw Notice to Motor Carrier Owner/Lessee, Civil Court, and Enforcement Officer.</li></ul> <p>Alternate Flow:</p> <ul style="list-style-type: none"><li>-Motor Carrier Owner/Lessee or Motor Carrier Operator submits electronic payment to DMV</li><li>-Return to Step 5 of Regular Flow above.</li></ul>		

**Linked Requirements:**

**Name: The system shall accept electronic notification of request to withdraw contest of an overweight citation**

**Notes:**

Use Case Name:	Confirm Rescheduled Trial Date for Overweight Citation(mc)		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/10/2008
Notes:	<p>CTS 104</p> <ul style="list-style-type: none"> <li>-Civil Court notifies DMV in writing that Overweight Citation contest date has been rescheduled.</li> <li>-Overweight Citation Technician posts information on Motor Carrier Owner/Lessee or Motor Carrier Operator record on CTS.</li> <li>-CTS issues Contest Rescheduled Notice to Motor Carrier Owner/Lessee or Motor Carrier Operator, Civil Court, and Enforcement Officer through overnight batch process.</li> <li>-Overweight Citation Technician reviews the Contest Rescheduled Trial Date Notice and maintains DMV copy in paper file.</li> <li>-Overweight Citation Technician sends Contest Rescheduled Trial Date Notice to Mail Services</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Civil Court electronically notifies DMV that Overweight Citation contest date has been rescheduled.</li> <li>-System automatically updates Motor Carrier Owner/Lessee or Motor Carrier Operator record with rescheduled trail date information.</li> <li>-System electronically issues Contest Rescheduled Notice to Motor Carrier Owner/Lessee or Motor Carrier Operator, Civil Court , and Enforcement Officer</li> </ul>		

**Linked Requirements:**

**Name: System shall issue electronic Contest Rescheduled Trial Date Notice to Motor Carrier Owner/Lessee, Motor Carrier Operator, Civil Court and Chief Vehicle Officer**

**Notes:**

**Name: System shall receive electronic Overweight Citation trial date reschedule information**

**Notes:**

Use Case Name:	Issue Judgment Satisfaction Notice		
Status:	Identified		
Author:	Credential Team		
Created on:	10/2/2007	Modified on:	10/2/2007
Notes:	<p>-The system shall the posting of a final case disposition that has not been properly contested through DMV but was still tried on court. The system shall send an electronic judgment satisfaction form (CTS-108) to the court .</p>		

**Linked Requirements:**

Use Case Name:	Remind Privileged Carrier of Outstanding Overweight Citations		
Status:	Scripted		
Author:	Credential Team		

Created on:	8/15/2007	Modified on:	1/10/2008
Notes:	<p>This is a reminder notice printed every 30 days for the privileged carriers with unpaid overweight citations greater than 30 days (CTS 115 &amp; CTS 116)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-CTS issues Privileged Carrier 30-day Follow-Up Notice through overnight batch process.</li> <li>-Overweight Citation Supervisor reviews citation notices.</li> <li>-Overweight Citation Supervisor sends citation notices to Mail Services.</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>-Overweight Citation Supervisor places Privileged Carrier Indicator on the record to disable automatic posting of suspension to record of Virginia based Motor Carrier Owner/Lessee.</li> <li>-The system generates Privileged Carrier 30-day Follow-Up Notice for Privileged Carrier with unpaid Overweight Citation greater than 30 days.</li> <li>-The system sends Privileged Carrier 30-day Follow-Up Notice electronically or paper</li> <li>-Overweight Citation Supervisor removes Privileged Carrier indicator when appropriate</li> </ul>		

**Linked Requirements:**

**Name: System shall allow the Overweight Citation Supervisor to place and remove Privileged Carrier indicator on Virginia based Motor Carrier Owner/Operator**

**Notes:**

**Name: System shall generate Privileged Carrier 30-day Follow-Up Notice**

**Notes:**

Use Case Name:	Verify Information of New Customer Record		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	10/2/2007

Notes:	<p>Current</p> <p>Process is triggered when issuing an Overweight Citation Notice for a new customer record established on CTS.</p> <p>Future</p> <ul style="list-style-type: none"> <li>-Overweight Citation Notice issued electronically to Motor Carrier Owner/Lessee or Motor Carrier Operator</li> <li>-The Motor Carrier Owner/Lessee or Motor Carrier Operator shall electronically notify DMV of changes to information on Verification of Information Notice</li> </ul>		
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**Linked Requirements:**

**Name: System shall send Verification Of Information Notice when customer record created as a result of issuance of Overweight Citation Notice**

**Notes:**

Use Case Name:	Issue Overweight Citation		
Status:	Scripted		
Author:	Credential Team		

Created on:	8/8/2007	Modified on:	1/29/2008
Notes:	<p>An Overweight citation is issued when the vehicle is over the legal weight limit. Overweight of the vehicle is deemed by the weight ticket module and documentation presented to the Enforcement Officer (CVO) from the driver (CTS100 &amp; CTS101). CTS Record Exists</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Enforcement Officer issues handwritten paper overweight citation (MCS-1) to driver.</li> <li>-Weigh Station Technician enters information into the ticket module.</li> <li>-If customer wants to immediately pay the overweight citation, See Alt Flow: Immediate Payment</li> <li>-Weigh Station Technician transmits citation information to CTS.</li> <li>-CTS System issues overweight citation notice to owner/lessee through overnight batch process.</li> <li>-Overweight Citation Supervisor reviews Overweight Citation Notices.</li> <li>-Overweight Citation Supervisor sends citation Overweight Citation Notice to Mail Services.</li> </ul> <p>Alternate Flow: Immediate Payment:</p> <p>Weigh Station Technician processes citation to CTS customer record.</p> <ul style="list-style-type: none"> <li>-If no record exists, invoke Establish Customer Record.</li> </ul> <p>Weigh Station Technician processes payment to CTS customer record through CSCnet.</p> <p>Weigh Station Technician transmits citation information to CTS.</p> <p>Citation information prints on CT2005PA showing duplicate citations for processing. (SUCCESSFUL ESTABLISHMENT, DUPLICATE CITATION, NO CUSTOMER RECORD EXISTS )</p> <ul style="list-style-type: none"> <li>-If No Customer record exists, invoke Establish Customer Record Use Case.</li> </ul> <p>Overweight Citation Technician reviews and verifies citation information is a duplicate.</p> <p>Overweight Citation Technician deletes duplicate overweight citation from the CT2005PA.</p> <p>Future:</p> <p>CSI, Weigh Ticket Module, and CTS will be integrated.</p> <p>LIO: The system shall capture all weight information on the vehicle and generate a combined weight ticket/Overweight Citation (MCS-1) with a unique citation number.</p> <p>LIO: Overweight Citation to be issued electronically and system shall capture electronic signatures of Enforcement Officer and Motor Carrier Operator</p> <p>The system must generate the Overweight Citation Notice to the Motor Carrier Owner/Lessee or Motor Carrier Operator and provide electronic notification (legislative change)</p> <p>The system shall have the ability to post Overweight Citation information in real time.</p> <p>System shall interface with Safety and Fitness Electronic Records System (SAFER) when establishing a new customer record, to ensure accurate information.</p> <p>SAFER record is found, customer record is automatically created on system.</p> <p>Alt Flow: No record is found on SAFER, invoke Create New Record</p>		
<b>Linked Requirements:</b>			
<b>Name: DMV shall issue Overweight Citation Notices by statute</b>			

**Notes:**

**Name:** System shall capture electronic signatures of CVO and Driver

**Notes:**

**Name:** System shall generate the Overweight Citation Notice

**Notes:**

**Name:** System shall generate the ticket number

**Notes:**

**Name:** System shall interface with Safety and Fitness Electronic Records System (SAFER) when establishing a new customer record, to ensure accurate information

**Notes:** This is a new interface

**Name:** System shall interface with the ticket module

**Notes:**

**Name:** System shall print the ticket on demand

**Notes:**

**Name:** The system shall capture all weight information on the vehicle and generate a combined weight ticket/ Overweight Citation (MCS-1) with a unique citation number

**Notes:**

**Package:** CTS Work Center

<b>Detail:</b>			
Use Case Name:	Approve Locality Disbursements for Overweight Citations		
Status:	Scripted		
Author:	Credential Team		
Created on:	1/29/2008	Modified on:	1/29/2008
Notes:	This processed is used to approve the disbursement of funds collected for overweight citations issued in localities that maintain their own 46.2-1138.1  Current:  -CTS generates report listing potential locality disbursements -CTS Technician pulls original citation and makes copy -CTS Technician attaches copy of citation to report -CTS Technician approves disbursement on CTS See Alt Flow: CTS Technician disapproves disbursement on CTS -CTS supervisor requests monthly report for localities that shows locality citations disbursed, approved but total not paid  Alt Flow: CTS Technician disapproves disbursement on CTS CTS Technician updates CTS to show disbursement denied  Future: -System builds electronic queue of potential locality disbursements -System attaches electronic copy of overweight citation to each potential disbursement -System determines jurisdiction, route number and permanent/mobile number qualify for disbursement See Alt Flow: Fields do NOT qualify for disbursement -System approves disbursement for locality		

-System builds electronic queue of citations posted, approved and disbursed for locality  
 -System allows access to electronic queue by localities

See Alt Flow: Fields do NOT qualify for disbursement  
 -System builds electronic queue of potential disbursements that did not qualify  
 -CTS Technician reviews queue and approves potential disbursements to localities

**Linked Requirements:**

**Name: System builds electronic queue of potential locality disbursements**

**Notes:**

**Name: System shall allow access to electronic queue by localities**

**Notes:**

**Name: System shall allow CTS Technician to change disbursement type**

**Notes:**

**Name: System shall allow CTS Technician to review queue and approves potential disbursements to localities**

**Notes:**

**Name: System shall approve disbursement for locality**

**Notes:**

**Name: System shall attach electronic copy of overweight citation to each potential disbursement**

**Notes:**

**Name: System shall build electronic queue of citations posted, approved and disbursed for locality**

**Notes:**

**Name: System shall build electronic queue of potential disbursements that did not qualify**

**Notes:**

**Name: System shall determines jurisdiction, route number and permanent/mobile number qualify for disbursement**

**Notes:**

Use Case Name:	Create CTS customer record		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/25/2008
Notes:	<p>This process is used to create a CTS customer record</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-CTS/Weigh Station Technician establishes customer record on CTS</li> <li>-CTS inquires on CSS to find existing record on system</li> <li>-CTS/Weigh Station Technician accesses customer record on CSS and uses that information to build customer record on CSS</li> <li>-Invoke Verify Information (CTS-117)</li> </ul> <p>See Alt Flow: No record exists on CSS</p> <p>Alt Flow: No record exists on CSS</p> <ul style="list-style-type: none"> <li>-CTS/Weigh Station Technician establishes customer record on CTS</li> <li>-CTS transmits customer record information to CSS</li> </ul> <p>Invoke Create Customer Account</p> <p>Future:</p>		

This process will be replaced with Create Customer Account

**Linked Requirements:**

**Name: System shall allow Weigh Station/Mobile Unit Technician to post overweight citation to customer record**

**Notes:**

**Name: System shall maintain history of overweight citations**

**Notes:**

Use Case Name:	Establish Citations from Localities		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/29/2008
Notes:	<p>This process used to post overweight citations issued by localities that maintain their own roads. Once total amount assessed is paid, DMV disperses funds to localities but retains processing fee of \$20 46.2-1138.1 - 1138.2</p> <p>Current:</p> <ul style="list-style-type: none"><li>-Law Enforcement Officer issues paper overweight citation</li><li>-Law Enforcement Officer batches citations by offense date and mails to DMV within 24 hours</li><li>-Mail Clerk delivers citations to Citation Tracking Work Center</li><li>-CTS Technician searches CTS system for customer record</li></ul> <p>See Alt Flow: No CTS Record Found Invoke Create CTS Customer Record CTS Technician posts overweight citation to customer record</p> <ul style="list-style-type: none"><li>-System identifies locality citation by jurisdiction code, route number (CO for county, CTY for city), mobile unit number must be jurisdiction code</li><li>-CTS generates report listing potential locality disbursements</li><li>-CTS Technician pulls original citation and makes copy</li><li>-CTS Technician attaches copy of citation to report</li><li>-CTS Technician approves disbursement on CTS</li></ul> <p>See Alt Flow: CTS Technician disapproves disbursement on CTS</p> <ul style="list-style-type: none"><li>-CTS supervisor requests monthly report for localities that shows locality citations disbursed, approved but total not paid</li></ul> <p>Alt Flow: CTS Technician disapproves disbursement on CTS CTS Technician updates CTS to show disbursement denied</p> <p>Future:</p> <ul style="list-style-type: none"><li>-Law Enforcement Officer issues paper overweight citation</li><li>-Law Enforcement Officer batches citations by offense date and mails to DMV within 24 hours</li><li>-System builds electronic queue of overweight citations</li><li>-System matches overweight citations in queue to customer record on system</li><li>-System posts overweight citation to customer record</li></ul> <p>See Alt Flow: No match found on system</p> <ul style="list-style-type: none"><li>-System identifies locality citation by jurisdiction code, route number (CO for county, CTY for city), mobile unit number must be jurisdiction code</li><li>-Invoke Approve Locality Disbursements for Overweight Citations</li></ul> <p>Alt Flow: No match found on system</p> <ul style="list-style-type: none"><li>-System builds electronic queue of overweight citations not matched to customer record</li><li>-CTS Technician reviews electronic citation</li></ul>		

-CTS Technician inquires on system to find customer record  
 -See Alt Flow: No match found  
 -CTS Technician post citation to customer record

-See Alt Flow: No match found  
 Invoke Create Customer Account

**Linked Requirements:**

<b>Use Case Name:</b>	Establish Citations from Weigh Stations/Mobile Units with Non-Match		
<b>Status:</b>	Identified		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	1/23/2008	<b>Modified on:</b>	1/29/2008

**Notes:**

This process is used to post overweight citations to the system from CTS that were non-matches (customer number (customer ID number, FEIN/SSN, DOT) supplied but no match between CTS and CSS using ID search, no customer number supplied, duplicate citation exists)

Current:

- CTS Technician reviews listing for non-match citations
- CTS Technician searches CTS customer base to find customer record
- See Alt Flow: No customer record found on CTS
- CTS Technician posts citation to customer record
- CTS Technician maintains paper listing for 60 days
- System produces listing of customer records added to CTS in overnight batch
- See Alt Flow: Citations posted to incorrect location
- See Alt Flow: Duplicate citation exists
- See Alt Flow: Three fields do NOT match
- See Alt Flow: No customer record found on CTS
- CTS Technician reviews customer record find correct location

Alt Flow: Citations posted to incorrect location

- Invoke Resolve Incorrect Office Location

Alt Flow: Duplicate citation exists

- CTS Technician reviews customer record and citation information (verify by assessed amount, offense date and customer name)
- CTS Technician determines all three fields match, no action taken

Alt Flow: Three fields do NOT match

- CTS Technician posts citation to customer record
- System produces a pre-purge report sixty days after offense date
- CTS Supervisor reviews list to ensure system is working correctly

Alt Flow: No customer record found on CTS

- Invoke Create CTS customer record

-CTS Technician inquires on SAFER website to search for missing information

on customer record (phone number, DOT number, MC number)  
 -CTS Technician calls trucking company to verify/obtain missing information  
 -CTS Technician CTS record based on information provided by trucking company

Future:  
 -System builds electronic queue of overweight citations that are missing data fields  
 -CTS Technician inquires on available resources/databases to search for missing data fields  
 -CTS Technician calls trucking company to verify/obtain missing data  
 -CTS Technician updates customer record with missing data

**Linked Requirements:**

**Name: System shall allow CTS Technician to update customer record with missing data**

**Notes:**

**Name: System shall build an electronic queue of overweight citations that are missing data fields**

**Notes:**

**Name: System shall require CTS Technician to provide reason for adding missing data fields based on research and call to trucking company**

**Notes:**

Use Case Name:	Establish Citations from Weigh Stations/Mobile Units with Warnings		
Status:	Identified		
Author:	Credential Team		
Created on:	1/23/2008	Modified on:	1/29/2008
Notes:	<p>This process is used to post overweight citations to the system from CTS that transmitted with warnings (CTS customer record has multiple locations, record assessed amount differs from calculated amount)</p> <p>(Listing provides total count of citations transmitted, breakdown of each location, number of successful transmissions and error rate of non-matches to system)</p> <p>Current:          -Computer Room Technician delivers listing of overweight citations to CTS Work Center (CT2005PA)          -CTS Technicians reviews listing for transmissions successfully posted to system with a warning          -CTS Technician verifies address on customer record to ensure citation posted to correct location          -Invoke Resolve Incorrect Office Location</p> <p>-CTS Technician inquires on SAFER website to search for missing information on customer record (phone number, DOT number, MC number)          -CTS Technician calls trucking company to verify/obtain missing information          -CTS Technician CTS record based on information provided by trucking company</p> <p>Future:          -System builds electronic queue of overweight citations that are missing data fields          -CTS Technician inquires on available resources/databases to search for missing data fields          -CTS Technician calls trucking company to verify/obtain missing data</p>		

-CTS Technician updates customer record with missing data

**Linked Requirements:**

**Name: System shall allow CTS Technician to update customer record with missing data**

**Notes:**

**Name: System shall allow multiple office locations for customer record**

**Notes:**

**Name: System shall build an electronic queue of overweight citations that are missing data fields**

**Notes:**

**Name: System shall maintain history of overweight citations posted to customer record**

**Notes:**

**Name: System shall require CTS Technician to provide reason for adding missing data fields based on research and call to trucking company**

**Notes:**

Use Case Name:	Resolve Incorrect Office Location		
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Status:	Identified		
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Author:	Credential Team		
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Created on:	1/23/2008	Modified on:	1/29/2008
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Notes:	This process is used to correct incorrect office location of overweight citation		
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Current:

-CTS Technician reviews customer record find correct location

See Alt Flow: No correct location

-CTS Technician moves citation to correct location

Alt Flow: No correct location

-CTS Technician adds correct location to customer record

Future:

-System searches multiple office location on customer record to post citation to correct office location

See Alt Flow: No correct location

Alt Flow: No correct location

-CTS Technician adds correct location to customer record

**Linked Requirements:**

**Name: System shall allow Weigh Station/Mobile Unit Technician to add office location to existing customer record**

**Notes:**

**Name: System shall search customer record to match address on overweight citation to office location on customer record**

**Notes:**