

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: Commercial Licensing Sub Team Meeting

Date: February 14, 2008
Location: Room 133

Meeting called by: Angela Burrell

Attendees: Lee Rose, Pat DeLuke, Ronnie Hall

Preparation for meeting:

The agenda for the workshop on February 14th was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for CDL/NDR.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for CDL/NDR.

Scenarios include:

- ✚ Issue Remote Job Entry Letter
- ✚ Negate Convictions
- ✚ Route Virginia Conviction to Home State for Out-of-State Driver (CDL/CMV)
- ✚ Add Home State of Record Indicator (Pointer) on CDLIS

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

- ✚ Applicable code section for Route Virginia Conviction to Home State for Out-of-State Driver (CDL/CMV) (Pat Deluke)
- ✚ Electronic copy of Remote Job Entry Letter (Pat Deluke)
- ✚ Potential Service Delivery processes – Change State of Record, NDR Errors and Changes, CDLIS Errors and Changes, Update NDR/CDLIS (Angela)

Plans for next Sub Team Meeting:

It has been determined by the team that all CDL/NDR flows are identified. Experts will alert CSI immediately regarding additional processes.

Homework for Next Workshop:

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

Scenario Report with Requirements

Package: CDL

Detail:			
Use Case Name:	Add Home State of Record Indicator (Pointer) on CDLIS		
Status:	Identified		
Author:	Credential Team		
Created on:	2/14/2008	Modified on:	2/15/2008
Notes:	This process is used to add a Home State of Record Indicator (Pointer) on the Commercial Drivers License Information System (CDLIS) Current: -Court submits electronic Virginia conviction for a Virginia driver in a CMV -System builds electronic file of convictions for CMV/CDL holder -CDL/NDR Technician reviews file and check CDLIS for home state of record (pointer) -CDL/NDR Technician determines no CDLIS home state of record -See Alt Flow: CDLIS Home State of Record Exists -CDL/NDR Technician adds Virginia home state of record (pointer) to CDLIS file Alt Flow: CDLIS Home State of Record Exists -No action taken Future: -Court submits electronic Virginia conviction for a Virginia driver in a CMV -System builds electronic file of convictions for CMV/CDL holder -System reviews file and check CDLIS for home state of record (pointer) -System determines no CDLIS home state of record -See Alt Flow: CDLIS Home State of Record Exists -System adds Virginia home state of record (pointer) to CDLIS file Alt Flow: CDLIS Home State of Record Exists -No action taken		

Linked Requirements:

Name: System adds Virginia home state of record (pointer) to CDLIS file

Notes:

Name: System shall allow Virginia court to submit electronic conviction for out-of-state driver to DMV via CAIS

Notes:

Name: System shall build electronic queue of conviction/suspension/revocation information for review by CDL/NDR Technician

Notes:

Name: System shall build electronic queue of convictions for CMV/CDL holder

Notes:

Name: System shall check CDLIS for home state of record (pointer) for each conviction in queue

Notes:

Name: System shall determine CAIS information indicates conviction was in a CMV or CDL holder
Notes:

Name: System shall determine CMV/CDL conviction contains CDL suspension/revocation information
Notes:

Name: System shall determine no CDLIS home state of record (pointer) exists
Notes:

Name: System shall electronically route conviction to appropriate state of record
Notes:

Name: System shall generate convictions in overnight batch
Notes:

Use Case Name:	Cancel CDL Based on NDR		
Status:	Reviewed		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	2/14/2008

Notes:

This process is used to cancel a Virginia CDL based on NDR adverse data 46.2-483

Current:

- System produces NDR response in overnight batch with data from daily CDL transactions
- CDL/NDR Technician reviews NDR record for suspension data
- CDL/NDR Technician updates system to cancel Virginia CDL
- System generates CDL cancellation order (CD-08) in overnight batch
- CDL/NDR Technician retrieves cancellation order from Printing Services
- CDL/NDR Technician makes photocopy of cancellation orders
- CDL/NDR Technician mails cancellation orders by first class mail

Future:

- System determines NDR response contains suspension data
- System cancels Virginia CDL
- System generates CDL cancellation order (CD-08) in overnight batch
- Invoke Communicate with Customer to mail CDL cancellation order via first class mail

Linked Requirements:

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

Name: System shall add copy of order to customers record
Notes:

Name: System shall cancel Virginia CDL
Notes:

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

Name: System shall review NDR response for suspension data of individual holding a Virginia CDL
Notes:

Use Case Name:	Cancel DL or ID Card and Disqualify CDL based Internal Investigation		
Status:	Reviewed		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	2/15/2008
Notes:	<p>This process is used to cancel a driver's license, ID Card and Learner's Permit, disqualify CDL 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"> -LES Agent submits list of individuals under investigation to CDL Manager -CDL/NDR Manager researches system to determine customer record indicates individual surrendered out-of-state license to obtain Virginia driver's license -CDL/NDR Manager determines referenced out-of-state driver's license does NOT exist -CDL/NDR 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/NDR Manager updates system to immediately cancel driver's license, ID Card, Learner's Permit/Disqualify CDL for 1 year <p>See Alt Flow: Individual submits requested information</p> <ul style="list-style-type: none"> -System generates cancellation order in overnight batch -CDL/NDR Technician retrieves cancellation order from Printing Services -CDL/NDR Technician makes one copy of cancellation order -CDL/NDR Technician mails cancellation order via first class mail <p>Alt Flow: Individual submits requested information</p> <ul style="list-style-type: none"> -CDL/NDR Manager reviews information submitted by individual -CDL/NDR Manager determines information is false -Return to normal process <p>Future:</p> <ul style="list-style-type: none"> -LES Agent builds electronic queue of individuals under investigation for review by CDL/NDR 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 <p>See 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>See 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: 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"> -CDL/NDR Manager/Technician takes no action <p>Alt Flow: Individual submits requested information within 15 days</p> <ul style="list-style-type: none"> -CDL/NDR Manager/Technician reviews information submitted by individual -CDL/NDR 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/NDR Manager/Technician

Notes:

Use Case Name: Cancel DL/CDL/ID card for administrative purposes

Status: Reviewed

Author: Credential Team

Created on: 1/28/2008 **Modified on:** 2/15/2008

Notes: This process is used to administratively cancel a driver's license, CDL, ID card if a person has not satisfied all legal and procedural requirements for the issuance, or is not legally entitled. Any document issued through the use of counterfeit, forged or altered documents. 46.2-105.2

Current:

- Authorized Official determines individual's DL, ID, CDL needs to be administratively canceled (See business rules)
- Authorized Official contacts CDL Manager regarding individual
- CDL/NDR Manager determines appropriate reason for cancellation and requirements for complying
- CDL/NDR 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/NDR Manager when individuals are put into queue
 -CDL/NDR Manager reviews queue to determine reason for cancellation and requirements for complying
 -System generates cancellation order in overnight batch
 -Invoke Communicate with Customer

Linked Requirements:

Name: CDL/NDR 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/NDR Manager when individuals are put into queue

Notes:

Name: System shall allow CDL/NDR 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:	Reviewed		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	2/14/2008

Notes: This process is used to cancel a Virginia driver's license based on NDR adverse data 46.2-483

Current:
 -CDL/NDR Technician determines NDR record contains suspension that was in effect at the time of license issue
 See Alt Flow: Suspension in effect AFTER issuance of driver's license
 -CDL/NDR Technician updates system to cancel Virginia driver's license
 -System generates driver's license cancellation order (ND-01) in overnight batch
 -CDL/NDR Technician retrieves cancellation order from Printing Services
 -CDL/NDR Technician makes photocopy of cancellation orders
 -CDL/NDR Technician mails cancellation orders by first class mail

Alt Flow: Suspension in effect AFTER issuance of driver's license
 -Discussion with DSA offline

Future:
 -System determines NDR record contains suspension that was in effect at the time of license issue
 See 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

Alt Flow: Suspension in effect AFTER issuance of driver's license
 -Discussion with DSA offline

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 for an individual customer when multiple NDR responses are received with suspension data
Notes:

Use Case Name:	Cancel Juvenile Driver's License with Parental Consent		
Status:	Reviewed		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	2/14/2008

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 Driver's Licensing Work Center
 -CSC Teller/CDL/NDR Technician determines DL-18 is complete
 Alt Flow: DL-18 is incomplete
 -CSC Teller/CDL/NDR 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/NDR Technician retrieves juvenile driver's license cancellation order from Printing Services
 -CDL/NDR Technician makes two copies of the juvenile driver's license cancellation order
 -CDL/NDR Technician mails one copy of juvenile driver's license cancellation order to parent and one copy to juvenile
 -CDL/NDR Technician files one copy of juvenile driver's license cancellation order

Alt Flow: DL-18 is incomplete
 -CSC Teller/CDL/NDR Technician contacts parent to obtain missing information

Future:
 -Individual submits a 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 CDL/NDR Technician
 -CDL/NDR Technician reviews queue
 -CDL/NDR 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/CDL/NDR 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/NDR Technician to delete parental consent from electronic queue

Notes:

Name: System shall allow CSC Teller/CDL/NDR 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:	Reviewed		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	2/12/2008
Notes:	This process is used to disqualify a CDL holder for certain major offense convictions 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:

Name: Mail Clerk mails order via first class mail

Notes:

Name: System shall allow disqualification of CDL based on major offense

Notes: 46.2-341.18, 18.1, 18.2

Name: System shall determine individual holds a Virginia CDL

Notes:

Name: System shall determine offense occurred in a commercial motor vehicle

Notes:

Name: System shall generate disqualification order in overnight batch (CD01, CD55)

Notes:

Name: System shall update customer record to immediately disqualify Virginia CDL (1, 3, 55 years) (need to look at business rules to ensure disqualification periods are correct)

Notes:

Use Case Name: Disqualify CDL/Serious Offense

Status: Reviewed

Author:	Credential Team		
Created on:	1/28/2008	Modified on:	2/12/2008
Notes:	<p>This process is used to disqualify a CDL for individual convicted of certain serious offenses 46.2-341.18, 18.1, 18.2</p> <p>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</p> <p>Alt Flow: Individual does NOT hold CDL -No action taken</p> <p>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)</p> <p>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</p> <p>Alt Flow: Individual does NOT hold CDL -No action taken (see business rules for offenses NOT occurring in a CMV while holding a CDL)</p> <p>Alt Flow: Offense did NOT occur in a commercial motor vehicle -No action taken</p>		
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/NDR Manager when individuals are put into queue			
Notes:			
Name: System shall allow CDL/NDR 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:	Issue Remote Job Entry Letter		
Status:	Identified		
Author:	Credential Team		
Created on:	2/14/2008	Modified on:	2/15/2008

Notes: This process is used to issue Remote Job Entry letters to Florida and Wyoming when a customer record match is found through NDR for adverse data

Current:

- Individual applies for and obtains a Virginia driver's license/Commercial Driver's License
- System searches NDR for matching customer records
- System finds match in Florida, Wyoming, Virginia
- System generates Remote Job Entry Letter in overnight batch
- CDL/NDR Technician retrieves Remote Job Entry Letter from SSG
- CDL/NDR Technician evaluates Remote Job Entry letter to determine NDR record matches customer record in Virginia with CDL/DL
- See Alt Flow: NDR record does NOT match individual in Virginia
- CDL/NDR Technician requests history from NDR/PDPS for Florida/Wyoming/Virginia
- CDL/NDR Technician reviews history to make determination of proper action to take
- Invoke Post Convictions from NDR
- Invoke Cancel CDL Based on NDR
- Invoke Cancel DL Based on NDR
- Invoke Resolve Duplicate Customer Record
- See Alt Flow: Two Virginia records, one record suspended

Alt Flow: NDR record does NOT match individual in Virginia

- No action taken

Alt Flow: Two Virginia records, one record suspended

- CDL/NDR Technician manually prepares letter to customer advising he is suspended under one record and allowing 15 days to clear suspension
- After 15 days from issuance of letter, invoke Resolve Duplicate Customer Record

Future:

- Individual applies for and obtains a Virginia driver's license/Commercial Driver's License
- System searches NDR for matching customer records
- System finds match in Florida and/or Wyoming
- System builds electronic queue of possible matches in Florida, Wyoming, Virginia
- CDL/NDR Technician reviews information in queue and system to determine NDR record matches customer record in Virginia

-CDL/NDR Technician requests electronic history from NDR/PDPS for Florida/Wyoming/Virginia
 -CDL/NDR Technician reviews electronic history to make determination of proper action to take
 -CDL/NDR Technician attach electronic NDR history to customer record
 -Invoke Post Convictions from NDR
 -Invoke Cancel CDL Based on NDR
 -Invoke Cancel DL Based on NDR
 -Invoke Resolve Duplicate Customer Record
 -See Alt Flow: Two Virginia records, one record suspended

Alt Flow: NDR record does NOT match individual in Virginia
 -No action taken

Alt Flow: Two Virginia records, one record suspended
 -System generates letter to customer advising two records found, suspended under one and has 15 days to resolve suspension
 -After 15 days from issuance of letter, invoke Resolve Duplicate Customer Record

Linked Requirements:

Name: System shall allow CDL/NDR Technician to attach electronic NDR history to customer record
Notes:

Name: System shall allow CDL/NDR Technician to request electronic history from NDR/PDPS
Notes:

Name: System shall allow CDL/NDR Technician to review electronic NDR history to make determination of proper action to take
Notes:

Name: System shall allow CDL/NDR Technician to review information in queue and system to determine NDR record matches customer record in Virginia
Notes:

Name: System shall build electronic queue of possible matches in Florida, Wyoming, Virginia
Notes:

Name: System shall generate letter to customer advising two records found, suspended under one and has 15 days to resolve suspension
Notes:

Name: System shall search NDR for matching customer records
Notes:

Use Case Name:	Negate Convictions		
Status:	Identified		
Author:	Credential Team		
Created on:	2/14/2008	Modified on:	2/14/2008
Notes:	This process is used to negate an out-of-state conviction from a Virginia customer record		
	Current:		

- CDL/NDR Technician reviews a CDLIS library for negate conviction information
- CDL/NDR reviews CDLIS record for customer/conviction information
- CDL/NDR reviews system to access customer record/conviction
- CDL/NDR Technician deletes conviction from customer record
- CDL/NDR Technician sends electronic acknowledgment back to state through CDLIS

Future:

- System searches CDLIS for Virginia negate conviction information
- System builds an electronic queue of Virginia negate conviction information
- System matches information in queue to customer record on system
- System deletes conviction from customer record
- System sends electronic acknowledgment back to state through CDLIS
- System maintains statistics of volume and negate convictions done for each state

Linked Requirements:

Name: System shall build an electronic queue of Virginia negate conviction information

Notes:

Name: System shall delete conviction from customer record

Notes:

Name: System shall maintain statistics of volume and negate convictions done for each state

Notes:

Name: System shall match information in queue to customer record on system

Notes:

Name: System shall search CDLIS for Virginia negate conviction information

Notes:

Name: System shall send electronic acknowledgment back to state through CDLIS

Notes:

Use Case Name:	Obtain Delayed NDR Search for DL/CDL Holder		
Status:	Reviewed		
Author:	Credential Team		
Created on:	12/12/2007	Modified on:	2/14/2008

Notes:

This process is used to update customer record based on delayed NDR search for individual holding a Virginia driver's license 46.2-483

Current:

- CDL/NDR Technician initiates print of NDR delayed search results every other Tuesday (NDR passed delayed search results once every two weeks)
- CDL/NDR Technician determines individual holds DL/CDL in Virginia

See Alt Flow: Individual not licensed in Virginia

- CDL/NDR Technician evaluates NDR printout to determine adverse convictions that need 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

Alt Flow: Individual not licensed in Virginia

No action taken on NDR printout

Alt Flow: Adverse information does NOT need to be posted

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
- CDL/NDR 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 allow CDL Technician to review customer records for convictions.
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 CDL/NDR 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:	Reviewed		
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	2/14/2008

Notes: This process is used to post CDL convictions/withdrawals received from other states to customer record

Current:

- CDL/NDR Technician retrieves paper CDL conviction/withdrawal from Mail Services, Court Suspension, Conviction Processing work center
- CDL/NDR 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/NDR 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/NDR Technician determines CDL conviction/withdrawal does NOT match any customer record on system
- No action taken by CDL technician

Alt Flow: Individual does NOT hold a Virginia CDL

- CDL/NDR Technician determines individual does not/has never held a Virginia CDL
- CDL/NDR Technician does not take action on CDL conviction/withdrawal

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

Future:

- CDL/NDR Technician reviews CDL conviction/withdrawal queue
- CDL/NDR 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/NDR 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/NDR Technician determines CDL conviction/withdrawal does not match any customer record on system
 -No action taken

Alt Flow: Duplicate customer record exists on system
 -Invoke Resolve Duplicate Customer Records

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

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

Alt Flow: Forward paper CDL conviction/withdrawal
 -CDL/NDR 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/NDR Technician to electronically forward CDL conviction/withdrawal to state of record

Notes:

Name: System shall allow CDL/NDR Technician to review CDL conviction/withdrawal queue

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		
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Status:	Reviewed		
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Author:	Credential Team		
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Created on:	11/14/2007	Modified on:	2/14/2008
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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/NDR Technician reviews NDR documentation to determine if possible match does in fact match Virginia driver (name, date of birth, SSN, address) <p>See Alt Flow: No customer match</p> <ul style="list-style-type: none"> -CDL/NDR Technician uses the identifying information to determine customer has an existing record in system 		
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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/NDR Technician accesses customer record
See Alt Flow: no Virginia code on conviction/suspension documents
-CDL/NDR 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/NDR 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/NDR Technician researches system and determines no record exists to match NDR record
-No action taken by CDL Technician

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

Alt Flow: Record exists, no Virginia license
-CDL/NDR Technician determines record exists on system, no Virginia license issued
-CDL/NDR 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/NDR Technician review conviction code table to identify the appropriate code section for the description listed on the document
-CDL/NDR Technician selects the appropriate code and enters the conviction on the record
-Process returns to original flow

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

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

Alt Flow: Duplicate Convictions
-CDL/NDR Technician 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/NDR 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/NDR 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/NDR 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/NDR 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/NDR Technician researches system and determines no record exists to match NDR response
 -No action taken by CDL Technician

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

Alt Flow: Record exists, no Virginia license
 -CDL/NDR Technician determines record exists on system, no Virginia license issued
 -CDL/NDR 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/NDR Technician posts conviction using ACD Code (Table 1035)
 -Process returns to original flow

Linked Requirements:

Name: System shall allow CDL/NDR Technician to post conviction information from NDR response to customer record (Virginia Code) to a customer record

Notes:

Name: System shall apply CDL purge criteria when NDR conviction occurred in a commercial motor vehicle or individual holds a CDL

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

Name: System shall post NDR conviction based on established purge criteria

Notes:

Name: System shall post only new NDR convictions to customer record from NDR delayed search results

Notes:

Use Case Name:	Route Virginia Conviction to Home State for Out-of-State Driver (CDL/CMV)		
Status:			
Author:	Credential Team		
Created on:	2/14/2008	Modified on:	2/15/2008
Notes:	This process is used to route electronic CAIS convictions for Commercial Motor Vehicles (CMV) or Commercial Driver's License (CDL) holders 46.2-483 Current: -Virginia court submits electronic conviction for out-of-state driver to DMV via CAIS -CAIS information indicates conviction was in a CMV or CDL holder -System builds electronic file of convictions for CMV/CDL holder -CDL/NDR Technician reviews file and check CDLIS for home state of record (pointer) -See Alt Flow: No CDLIS home state of record -CDL/NDR Technician updates system to electronically send conviction to home state of record Alt Flow: No CDLIS home state of record -CDL/NDR updates system to print convictions -System prints convictions of CMV/CDL convictions CP Technician puts convictions into appropriate state envelopes -Mail Clerk mails convictions via first class mail Future: -Virginia court submits electronic conviction for out-of-state driver to DMV via CAIS -CAIS information indicates conviction was in a CMV or CDL holder -System builds electronic queue of convictions for CMV/CDL holder -See Alt Flow: Conviction with CDL suspension/revocation -System checks CDLIS for home state of record (pointer) for each conviction in		

Current:

- Virginia court submits electronic conviction for out-of-state driver to DMV via CAIS
- CAIS information indicates conviction was in a CMV or CDL holder
- System builds electronic file of convictions for CMV/CDL holder
- CDL/NDR Technician reviews file and check CDLIS for home state of record (pointer)
- See Alt Flow: No CDLIS home state of record
- CDL/NDR Technician updates system to electronically send conviction to home state of record

Alt Flow: No CDLIS home state of record

- CDL/NDR updates system to print convictions
- System prints convictions of CMV/CDL convictions
- CP Technician puts convictions into appropriate state envelopes
- Mail Clerk mails convictions via first class mail

Future:

- Virginia court submits electronic conviction for out-of-state driver to DMV via CAIS
- CAIS information indicates conviction was in a CMV or CDL holder
- System builds electronic queue of convictions for CMV/CDL holder
- See Alt Flow: Conviction with CDL suspension/revocation
- System checks CDLIS for home state of record (pointer) for each conviction in

queue
-See Alt Flow: No CDLIS Home State of Record (pointer)
-System electronically routes conviction to appropriate state of record

Alt Flow: Conviction with CDL suspension/revocation
-System determines CMV/CDL conviction contains CDL suspension/revocation information
-System builds electronic queue of conviction/suspension/revocation information for review by CDL/NDR Technician
-CDL/NDR Technician reviews queue and releases queue for printing in overnight batch
-Mail Clerk mails conviction/suspension/revocation information via first class mail

Alt Flow: No CDLIS Home State of Record (pointer)
-System determines no CDLIS home state of record (pointer)
-System generates convictions in overnight batch
-CP Technician places convictions in appropriate state envelope
-Mail Clerk mails convictions via first class mail

Linked Requirements:

Name: System shall allow Virginia court to submit electronic conviction for out-of-state driver to DMV via CAIS

Notes:

Name: System shall build electronic queue of conviction/suspension/revocation information for review by CDL/NDR Technician

Notes:

Name: System shall build electronic queue of convictions for CMV/CDL holder

Notes:

Name: System shall check CDLIS for home state of record (pointer) for each conviction in queue

Notes:

Name: System shall determine CAIS information indicates conviction was in a CMV or CDL holder

Notes:

Name: System shall determine CMV/CDL conviction contains CDL suspension/revocation information

Notes:

Name: System shall determine no CDLIS home state of record (pointer) exists

Notes:

Name: System shall electronically route conviction to appropriate state of record

Notes:

Name: System shall generate convictions in overnight batch

Notes:

