Customer Service Center Operations Manual

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COMMERCIAL DRIVER'S LICENSE INFORMATION SYSTEM (CDLIS)

System Name	Credentials Issued Using System	Credentials Impacted by Outage	Allowed Processes During Outage
Commercial Driver's License Information System (CDLIS)	Commercial Driver's License (CDL)	Commercial Driver's License	• All other Driver's Licenses and Identification Cards

CDLIS is a system that compares an applicant's information against a national database, identifying his eligibility or any outstanding requirements, suspensions or revocations that may prevent him from obtaining a Virginia Commercial Driver's License (CDL).

FRONT COUNTER CSR

When processing a customer's CDL, if the system indicates that CDLIS is "Awaiting Response", and does not process after repeated attempts, CSRs must:

<<<<<REVISION

1. Contact the [CDL/NDR work center](#) to inquire on the status of the CDLIS system:
   END REVISION>>>>>
   a. If the work center is able to override the transaction, allowing the license to process, continue processing in accordance with [DLG-0808](#).
   b. If the workcenter is NOT able to override the transaction, inform the customer that the CDLIS system is not operational at this time and the CDL may be issued once it is operational.

   IMPORTANT: If unable to process the customer's CDL, advise him that when returning he must present any required proof documents in order to obtain a license, learner's permit or CDL.

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NATIONAL CRIMINAL INFORMATION CENTER (NCIC)

System Name	Credentials Issued Using System	Credentials Impacted by Outage	Allowed Processes During Outage
National Criminal Information Center (NCIC)	Titles	Titles	• Vehicle registration may be processed.

NCIC is a system verification occurring in the original titling process or when requested manually. NCIC compares vehicle information against a database maintained by law-enforcement, identifying vehicles indicated as stolen.

FRONT COUNTER CSR

When processing a title, if the system displays "No Response from NCIC" or "NCIC is Out of Service" a "title held" will be placed on the vehicle record, preventing a title from being produced.
For title transactions processed NCIC system outages, CSRs must:

1. Process the title transaction with the NCIC held placed on the customer's record.
2. If requested, issue the customer license plates and registration in accordance with [VLIC-4.000](#).

- Advise the customer that the NCIC system is not operational, and they will receive the title in the mail once the system is operational and the verification is completed.

OR

- If the customer does not wish to receive the title by mail, advise him he may return to the CSC to obtain the title once the system is operational.

    IMPORTANT: Do NOT release the held until the customer has returned to the CSC requesting the issuance of the title.

    NOTE: If there is a lien on the vehicle record at the time of titling, the lienholder will receive the title by mail after NCIC verification is completed.

3. Separate the title application(s) requiring NCIC verification.
4. Periodically inquire on the vehicle records and process an NCIC verification request in the system.
5. Once verification is received, obtain the title and mail it to the customer (if requested).

    - If the system is not restored the same day, the issuing CSR or audit CSR should complete the NCIC verification once the system is operational.
    - If the message "Vehicle Stolen Response" is displayed, refer to VLIC-3.550 for processing.

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NATIONAL DRIVER REGISTRY (NDR)

System Name	Credentials Issued Using System	Credentials Impacted by Outage	Allowed Processes During Outage
National Driver Registry (NDR)	All Driver's Licenses, Learner's Permits and CDLs	All Driver's Licenses, Learner's Permits and CDLs	• Tests may be recorded • Issuance of 90-day temporary Driver's License (Non-CDL ONLY)

NDR is a system that compares an applicant's information against a national database, identifying their eligibility or any outstanding requirements, suspensions or revocations that may prevent them from obtaining a Virginia Driver's License, Learner's Permit or CDL.

FRONT COUNTER CSR

When processing a customer's Driver's License, Learner's Permit or CDL, if the system indicates "NDR Awaiting Response", and does not process after repeated attempts:

<<<<<REVISION

1. Contact the CDL/NDR work center to inquire the status of NDR:

    END REVISION>>>>>

    a. If the work center is able to override the transaction, allowing the customer's license or CDL to process, continue processing in accordance with DLG-1.00

    b. If the workcenter is NOT able to override the transaction, advise the customer that the NDR system is not operational at this time and the license or CDL may be issued once it is operational.

    IMPORTANT: Advise customers that when returning they must present any required proof documents in order to obtain a license, learner's permit or CDL.

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VISTA

System Name	Credentials Issued Using System	Credentials Impacted by Outage	Allowed Processes During Outage
VISTA	Apportionable Registration	Apportionable Registration	• No apportionable registration may be issued during outage.

VISTA is a system accessed when registering apportionable vehicles.

FRONT COUNTER CSR

If the VISTA system is not operational:

1. Advise the customer that the system cannot be accessed.

2. Accept the work and process when the system is again operating.

    o   Offer the customer the choice of waiting or being contacted when the work has been completed.

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CONTACT

For additional information contact:
*   Your CSC Manager/Assistant Manager
*   DMV Contact Center Help Desk at (804) 367-6646

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