

Driver Licensing Guide

Transportation Network Company (TNC) Transcript DLG-2411

Original Date: 07/01/2017

Revision Date: 07/10/2023

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POLICY	
Title: Transportation Network Company (TNC) Transcript	
Effective Date: July 1, 2017	Revision Date:
Authority: Code of Virginia § 46.2-2011.5 , 46.2-2099.49	
Policy: DMV will issue driver transcripts upon request to a Transportation Network Company (TNC) for each partner operating as a driver for that TNC.	
Exception: N/A	

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OVERVIEW

A Transportation Network Company (TNC) is required to obtain a transcript for each partner they employ as a driver before authorizing that partner to transport passengers.

- If the TNC pays the application fees when submitting an original or renewal TNC application to operate in Virginia, they do not pay a surcharge in addition to the standard transcript fee when requesting a driver transcript for each partner.
- If the TNC **does not pay** the application fees when submitting an original or renewal TNC application to operate in Virginia, they must pay a surcharge in addition to the standard transcript fee when requesting a driver transcript for each partner.

The TNC transcript must be requested by the Transportation Network Company, not the individual partner (i.e. the driver whose information is being requested).

The TNC must obtain written consent from the subject/partner on an "Information Request" ([CRD 93](#)) to request the TNC transcript.

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CUSTOMER REQUIREMENTS

1. Present a completed and signed "Information Request" ([CRD 93](#)).
 - Individual TNC partners/drivers **cannot** request a TNC transcript.
EXCEPTION: If the TNC provides the TNC's Motor Carrier Certificate number and signs the CRD 93, the TNC driver/partner may submit the TNC's request for the TNC driver transcript and be issued the transcript on behalf of the TNC.
 - The TNC (requester) must complete TNC information, Motor Carrier Certificate Number, printed name and signature of person representing the TNC as the requester.
 - The partner/driver (subject) must complete their information and signature/authorization to release their transcript to the TNC.
2. Show driver's license or other photo ID as proof of identity. (Refer to [DLG-0201](#).)
 - The TNC representative (requester) must show their driver's license or other photo ID as proof of identity.
3. Pay appropriate fees.

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FRONT COUNTER CSR

1. Review the [CRD 93](#) to ensure it is completed, including requester signature and date, the subject/partner signature/authorization, and the TNC Motor Carrier Certificate Number.
2. Write the proof of identity provided by the representative of the TNC at the bottom of the CRD93.
3. Process the TNC transcript request according to data entry procedures.
 - Ensure you enter the certificate number provided on the CRD 93 into the system.
 - If the TNC does not provide the certificate number on the application, DO NOT PROCESS the transcript request.
 - Determine the appropriate transcript request type.

- TN – No surcharge will be charged. The standard transcript fee will be charged.
 - The TNC paid the application fees when submitting an original or renewal TNC application to operate in Virginia
 - TC – The standard transcript fee AND a \$20 per transcript surcharge will be charged.
 - TNCs that have elected not to pay the TNC application fees must pay the standard transcript fee AND the \$20 surcharge per transcript.
4. Collect appropriate fees:
- Transcript fee, if applicable.
 - Additional surcharge, if applicable
5. Stamp request or [CRD 93](#) (in the box at the bottom) with the CSR stamp and note fee amount collected.

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6. Scan the [CRD 93](#) or written request to the [Customer Records](#) work center via Landing Zone to be indexed and retained in accordance with document retention guidelines. **END REVISION>>>>>**
7. Provide customer:
- Transcript of record, AND
 - Receipt for money collected, if requested.
8. Destroy request or CRD 93 after daily audits are completed.

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POINTS TO REMEMBER

- The TNC is assigned a Motor Carrier certificate number once their authority has been issued. The TNC driver transcript request type and fee is determined by the certificate number entered into the system when processing the transcript request.
 - If the company is not listed in the system, their authority has not been issued and the customer is not authorized to obtain a TNC transcript.
- Individual TNC partners/drivers **cannot** request a TNC transcript.
EXCEPTION: If the TNC provides the TNC's Motor Carrier Certificate number and signs the CRD 93, the TNC driver/partner may submit the TNC's request for the TNC driver transcript and be issued the transcript on behalf of the TNC.
- When a TNC is requesting large volumes (over 10 requests) of transcripts, the requests may be forwarded to Customer Records Division for processing.
- If a TNC wants to pay for the TNC transcript(s) by placing them on the monthly billing for their user agreement number, **DO NOT PROCESS THE TRANSCRIPT REQUEST AT THE CSC OR DMV SELECT.**
 - Witness and record the TNC representatives identification presented on the CRD 93
 - Scan the CRD 93 and send it to the [Customer Records](#) work center to process
 - Inform the customer the Customer Records work center will mail the transcript to them.
- The Transportation Network Company Transcript is a seven-year record.
 - Written requests must be made for this information. When written authorization is completed on the "Information Request" ([CRD 93](#)), a driving record can be provided to a TNC.
- Transportation Network Companies may request TNC transcripts for their partners:
 - **In person** at any DMV CSC location **or** DMV Select location
 - **By Mail** at:
 DMV
 ATTN: Customer Records Division (Room 514)
 2300 West Broad Street
 Richmond, VA 23219
 - Using their access through "[Use Agreement Services](#)" to receive information by paper or via the Extranet (Internet) Application.

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CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- Data Management Services/[Customer Records Work Center](#)

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