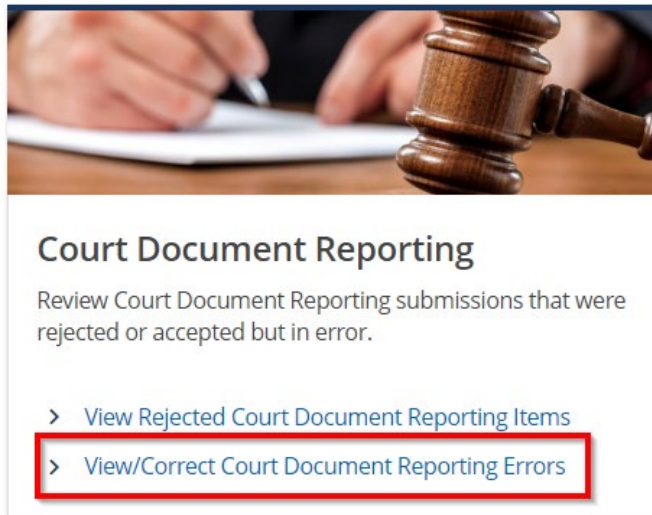


Purpose

The purpose of this document is to provide an overview of CDR Enhancement Project: Phase 2.0 functionality for external users. Phase 2.0 includes providing Court users with the ability to correct or invalidate records that have been submitted to the agency but are in error. Courts will now have screens available to view their errors and decide whether they want to send the agency a correction or invalidate the record altogether.

What Can Users See on the Court Portal?

All functionality discussed in this section is found within the View/Correct Court Document Reporting errors hyperlink on the main screen once logged into the Court Portal, as seen below.



Within the Court Portal, errors are categorized into 5 categories: Convictions, Compliance, Mental Health, Pending Criminal, and Traffic School. Each group appears in the following format within the Court Portal:

CDR Errors												Export		
First Name	Last Name	DOB	DLN	Street	Address Stat	Zip Code	Citation #	Docket #	Offense Date	Field in Error	Error Reason			
Compliance > DOS [redacted] 11062023_161809.txt > 06-Nov-2023														
[redacted]	Last Name	Last Name										Details	Correct	Invalida
Category	File Name	Date Submitted										Details Link	Correct Link	Invalidate Link
Compliance > DOS [redacted] 11082023_161825.txt > 08-Nov-2023														
[redacted]	Last Name	Last Name										Details	Correct	Invalida
[redacted]	Last Name	Last Name										Details	Correct	Invalida

Category displays the category of error, Conviction, Compliance, Mental Health, Pending Criminal, or Traffic School. **File Name** displays the name of the file from which the error was submitted. **Date Submitted** is the date the file was submitted and processed into the system.

On the right side of the list there are three hyperlinks **Details**, **Correct**, and **Invalidate**. **Details** takes displays a details screen that lists additional details for that record. **Correct** begins the process to correct the record and **Invalidate** begins the process to invalidate the record. Court Portal users with Full Access, Administrative, and Court Document Reporting access will be able to see errors, submit corrections and invalidate records.

Correcting a Record

To begin a correction, select the corresponding **Correct** link on the row to be corrected, or click **Details**, then the **Correct Record** button.

Drivers License Number	State Licensed		
	TN		
First Name	Middle Name	Last Name	Date of Birth
[redacted]		[redacted]	[redacted]
Street			
[redacted]			
Street 2			
City	State	Zip Code	
[redacted]	[redacted]	[redacted]	
TCA Number	TCA Description		
[redacted]	[redacted]		
Citation Number	Docket Number		
[redacted]	[redacted]		
Field in Error	Error Reason		
License Number	Required		

Correct Record
Invalidate Record

Back

Each category of record has a process built in to correct errors that are preventing the record from posting to the account in the system. Each correction follows a two-step process. The first step in each is the Driver Information step. The Driver Information step allows the Court user to verify the driver information and ensure the record includes an active Tennessee DLN with the matching Date of Birth and Last Name. These three pieces of information must match a driver record to proceed to the second step.

Compliance Correction

Driver Information

Driver Information

State Licensed	Driver License #	Date of Birth	
[Redacted]	[Redacted]	[Redacted]	[Calendar Icon]
First Name	Middle Name	Last Name	Suffix
[Redacted]		[Redacted]	[Dropdown Arrow]

When incorrect information is entered on the first step and a user selects **Next** a message is displayed to the Court user stating “We were unable to find a driver based on the information you provided. Please Try again.” We are intentionally not displaying which field is in error on this screen as they should verify their records or reach out to the driver to verify their information. This is a security measure as we do not want Court users phishing for information on this step.


Compliance Correction

Driver Information

Driver Information

State Licensed	Driver License #	Date of Birth	
TN	[Redacted]	[Redacted]	[Calendar Icon]
First Name	Middle Name	Last Name	Suffix
[Redacted]		[Redacted]	[Dropdown Arrow]

Review Driver Information

 We were unable to find a driver based on the information you provided. Please try again.

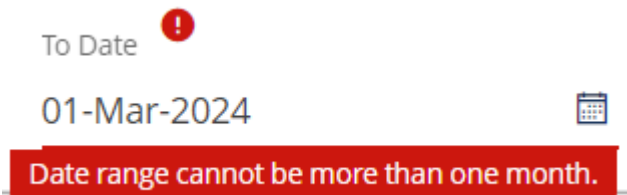
Required fields or **Errors** may exist on the first step, the second step, or both. This depends on what was originally submitted and will vary on each record. Sometimes there is only one **required** field or field in **error** and other times there could be more. The second step for correcting each category is specific to the category type. This means the Compliance Correction includes Compliance Details, Conviction Corrections include Conviction Details, Pending Criminal Correction includes Pending Criminal Details, Traffic School Correction includes Traffic School Details and Mental Health Correction includes Mental Health Details.

Required fields and **Errors** have two different appearances. **Required** fields have a red asterisk beside the name of the field, the word “Required” watermarked in the field and an orange Required box.



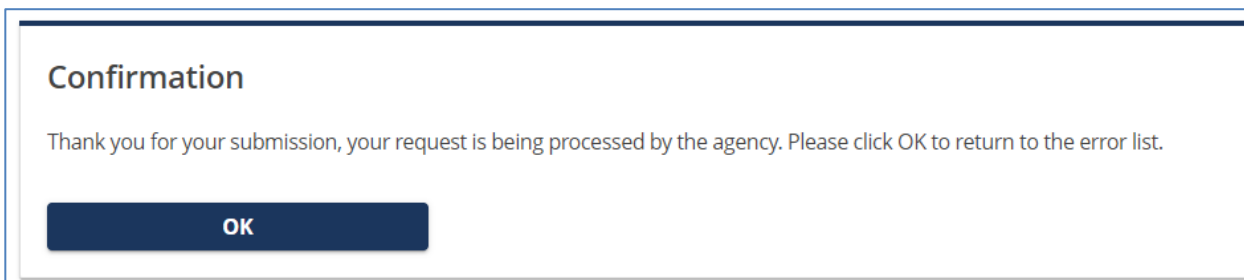
A screenshot of a form field labeled "Date of Compliance" with a red asterisk to its right. The word "Required" is watermarked in a light blue font across the input area. A calendar icon is visible on the right side of the field. Below the field, there is an orange button with the word "Required" written on it.

Fields in **Error** have a red exclamation point icon beside the name of the field with a red message describing the reason for the error.



A screenshot of a form field labeled "To Date" with a red exclamation point icon to its right. The date "01-Mar-2024" is entered in the field, and a calendar icon is on the right. Below the field, a red banner contains the error message: "Date range cannot be more than one month."

All required fields and error fields must be satisfied before selecting the **Submit** button on the second step. If errors still exist, an error message will display with details about the fields still required or in error. Once submitted, a summary screen displays where with a short message and an OK button that takes you back to the error list without the item that was submitted. The item will process immediately into the system with the updates made by the Court.



A confirmation screen with the heading "Confirmation". Below the heading, the text reads: "Thank you for your submission, your request is being processed by the agency. Please click OK to return to the error list." At the bottom of the screen is a dark blue button with the text "OK" in white.

The suspended Activity Batch Item will update and process to no longer be suspended and the activity will post to the account

Invalidating a Record

Courts may invalidate or reject records they deem unnecessary to post to a drivers account. From the errors list, select either the **Invalidate or Details** link on the corresponding row, then the **Invalidate Record** button.

Drivers License Number [REDACTED]	State Licensed TN		
First Name [REDACTED]	Middle Name	Last Name [REDACTED]	Date of Birth [REDACTED]
Street [REDACTED]			
Street 2			
City [REDACTED]	State [REDACTED]	Zip Code [REDACTED]	
TCA Number [REDACTED]	TCA Description [REDACTED]		
Citation Number [REDACTED]	Docket Number [REDACTED]	Correct Record	Invalidate Record
Field In Error Date of Birth	Error Reason Date of Birth does not match DOB on account.		

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Once **Invalidate** is selected, the first step displays with all of the fields relevant to that record. No errors or required fields are shown here because they would restrict us from being able to proceed and submit this request. This step does not allow the user to edit any fields. On this first step the Court user must only select **Next** to go to the second step.

The second step asks for the Court user to provide a Rejection Reason and the reason is required. The request cannot be submitted without a Rejection Reason. Below are the rejection reasons available.

Offense Correction

Progress indicator showing two steps: **Offense Details** (completed) and **Invalidate Record** (current step).

Select a Reason

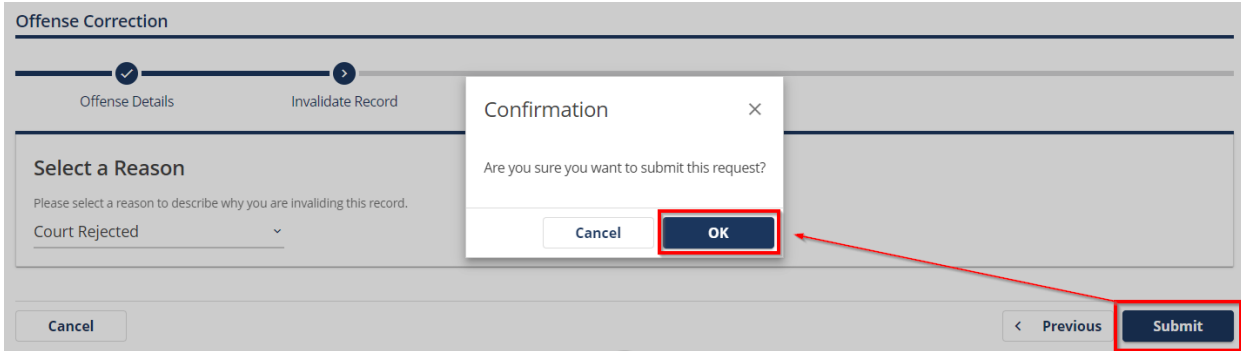
Please select a reason to describe why you are invaliding this record. *

- Required
- AAMVA Eligibility Failed
- Account Not Found
- Court Rejected
- Deceased
- Dismissed
- Duplicate Activity
- Image Unreadable
- Invalid
- No Image
- Non Process Court Document
- Non Processed Violation
- Out Of State Driver

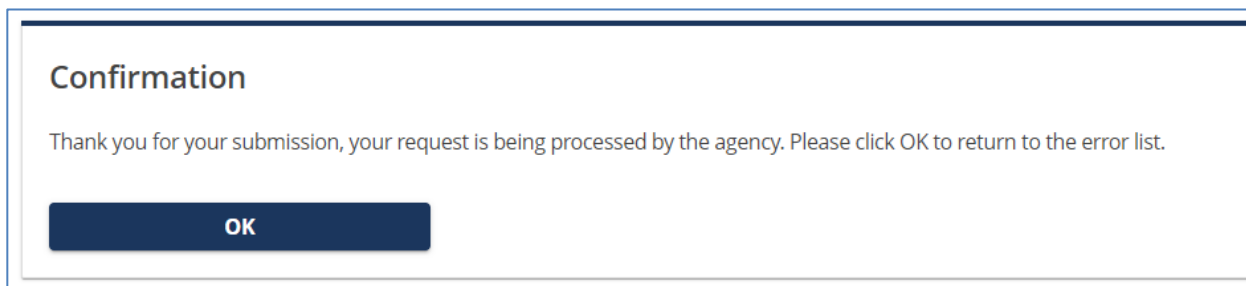
[Previous](#) [Submit](#)

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Once **Submit** is selected a pop up displays and asks if you are you sure you want to submit this request. Select **OK**.



Again the Confirmation screen is displayed. You must select **OK** to regenerate the error list without the record that was just submitted.



Again, the item processes immediately into the system. The suspended Activity Batch Item will update and be rejected.

Simultaneous Changes

What happens when multiple users attempt to make changes at the same time? The system performs a check for new versions. When this occurs users will receive the message below.

