

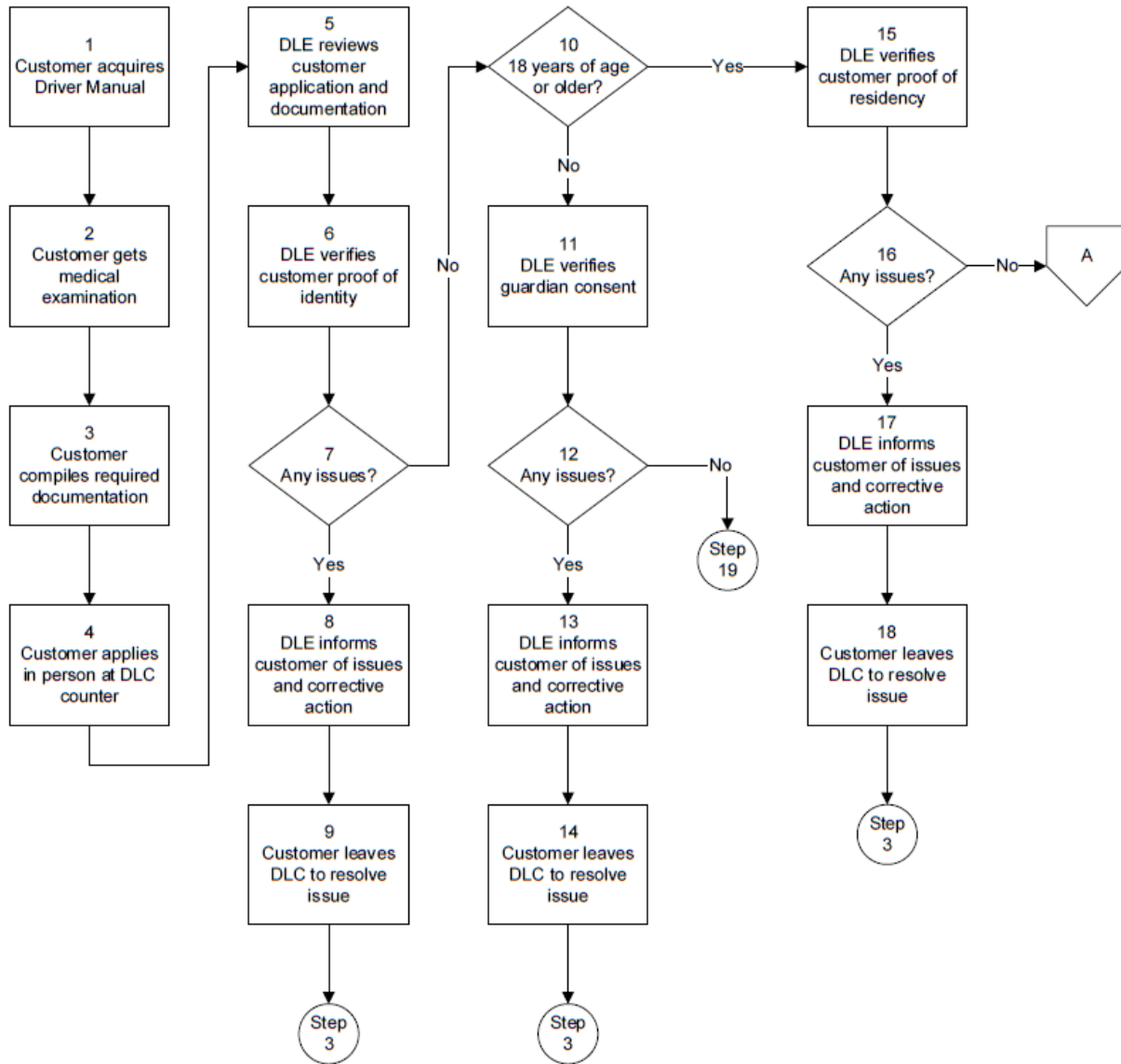
APPENDIX M

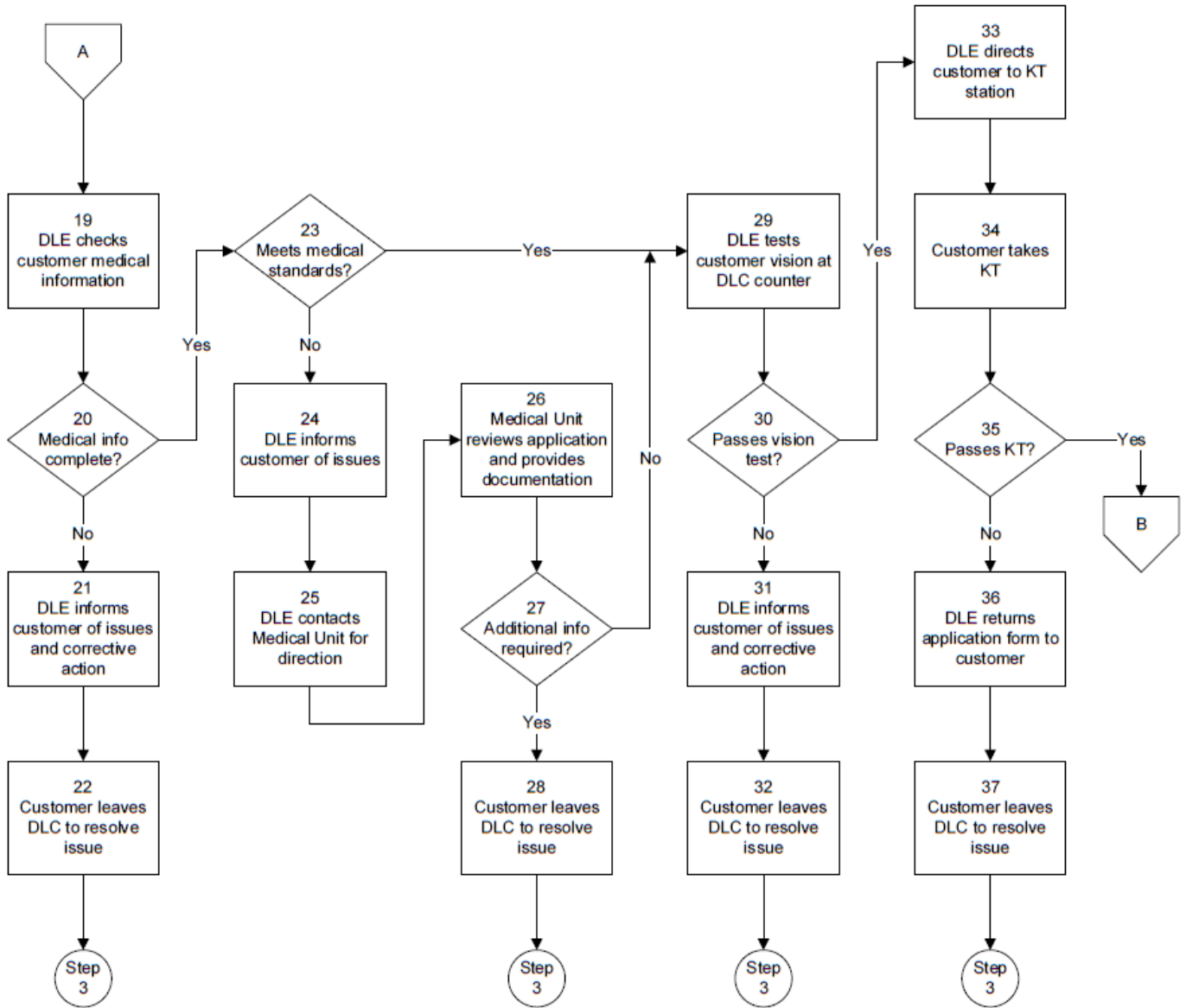
CURRENT ISSUANCE PROCESS

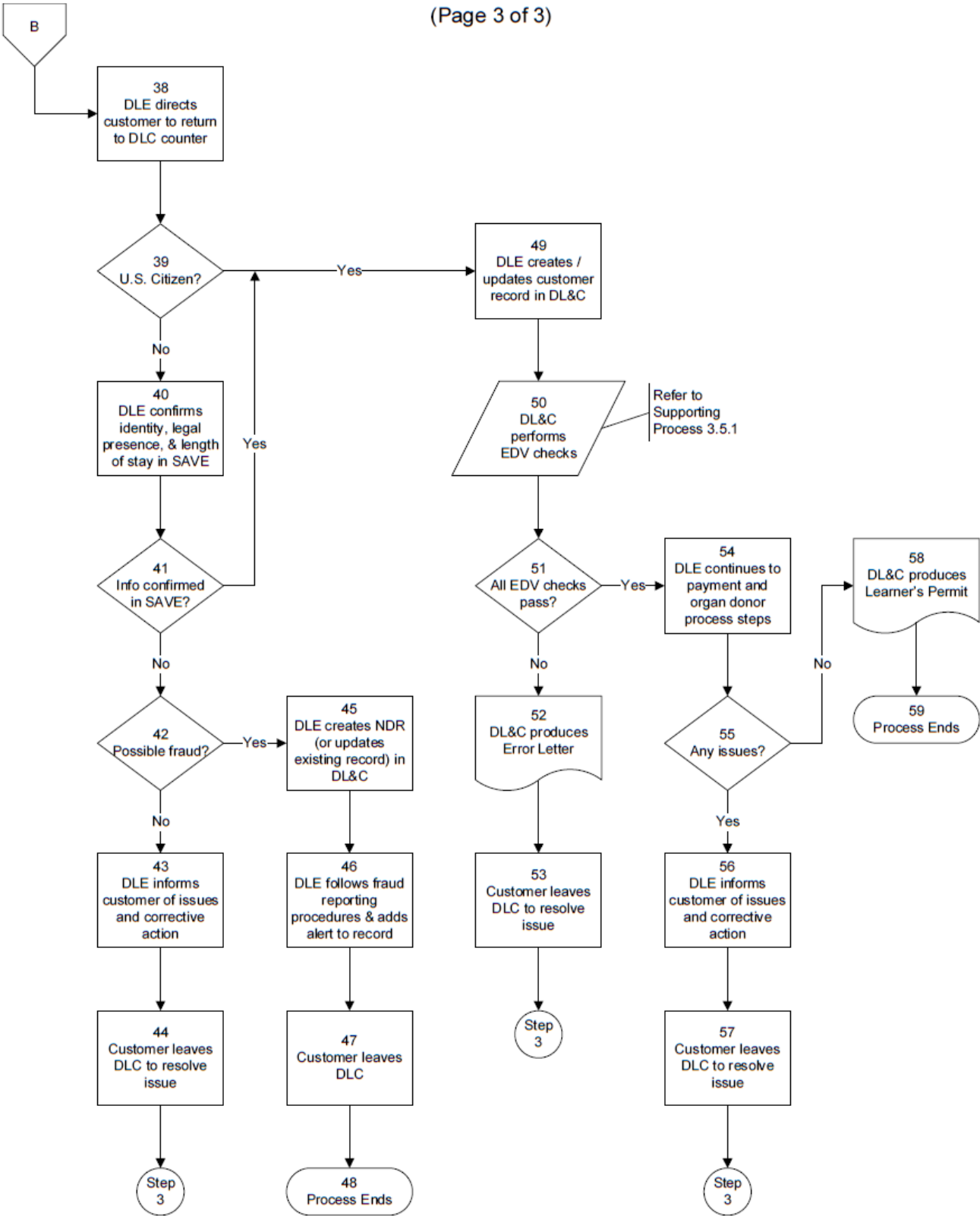
A. Current Issuance Processes

Non-CDL Initial Issuance

(Page 1 of 3)







Process Step	Description
1	The customer acquires a Pennsylvania (PA) Driver's Manual (Pub 95) from a local DLC, or from the PA Department of Transportation (PennDOT) Driver and Vehicle Services website (www.dmv.state.pa.us).
2	<p>The customer has a physician, physician assistant, certified registered nurse practitioner, or chiropractor conduct a medical examination and complete form DL-180 "Medical Qualification Certificate."</p> <ul style="list-style-type: none"> - The medical examination must take place no earlier than 6 months prior to the customer's 16th birthday.
3	<p>The customer compiles required documentation:</p> <ul style="list-style-type: none"> - Completed DL-180 form - Completed DL-180TD form (if under 18). This form must be completed by a parent, guardian, or spouse who is 18 years of age or older. - Proof of identity (listed on the DL-180). Note: If you are changing your name, you must present original documents supporting name changes such as marriage certificate, divorce decree, or court order. - Two acceptable proofs of residency (listed on the DL-180) if you are 18 years of age or older. Proof of residency is not required if you are age 16 or 17. - Their Social Security card - A check or money order payable to PennDOT for the appropriate fee, cash is not accepted, with the exception of the ROC.
4	<p>The customer applies in person at the DLC site.</p> <ul style="list-style-type: none"> - The customer must apply within one year from the date of the medical examination. - The customer follows the associated queuing process at the DLC site.
5	The DLE reviews the customer's application and documentation.
6	<p>The DLE verifies the customer's proof of date of birth and identity.</p> <ul style="list-style-type: none"> - Customers who are U.S. Citizens must present their original Social Security Card, along with ONE of the following: <ul style="list-style-type: none"> o Original birth certificate with a raised seal (U.S. issued by original government agency) o Original certificate of U.S. Citizenship (BCIS/INS Form N-560) o Original certificate of Naturalization (BCIS/INS Form N-550 or N-570) o Valid U.S. Passport o (Note: if the customer has an Out-of-State Driver's License, they should present it along with the above) - Customers who are non-U.S. Citizens must present ALL of the following: <ul style="list-style-type: none"> o Social Security Card (or letter of ineligibility from SSA) o Passport o All original USCIS/immigration documents o Written verification of attendance from school (Student Status Only) o Written verification from employer (Employment Status Only)
7	<p>Are there any issues with the customer's application, documentation, or identity?</p> <ul style="list-style-type: none"> - If yes, go to step 8 - If no, go to step 10
8	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
9	<p>The customer leaves the DLC to resolve the Issue.</p> <ul style="list-style-type: none"> - Go to step 3

Process Step	Description
10	<p>Is the customer 18 years of age or older?</p> <ul style="list-style-type: none"> - If yes, go to step 15 - If no, go to step 11
11	<p>The DLE verifies guardian consent.</p> <ul style="list-style-type: none"> - If the customer is under 18, their parent, guardian, person in loco parentis, or spouse who is 18 years of age or older must complete the Parent or Guardian Consent Form (DL-180TD). - If the parent/guardian cannot accompany the applicant, the DL-180TD must be signed by the parent/guardian in the presence of a notary. - Proper identification is required if last names are different (verification of relationship is required).
12	<p>Are there any issues with the guardian consent?</p> <ul style="list-style-type: none"> - If yes, go to step 13 - If no, go to step 19
13	<p>The DLE informs the customer of the results and necessary steps to take to resolve the issue.</p>
14	<p>The customer leaves the DLC to resolve the Issue</p> <ul style="list-style-type: none"> - Go to step 3
15	<p>The DLE verifies customer proof of residency.</p> <ul style="list-style-type: none"> - If the customer is 18 years of age or older, they must present two (2) proofs of residency, such as: <ul style="list-style-type: none"> o Current utility bills (water, gas, electric, cable, etc.) – Note, mobile/cellular or pager bills will not be accepted. o Tax forms o W-2 Form o Current weapons permit (U.S. Citizens only) o Lease Agreements o Mortgage documents - Note: if the customer resides with someone, and has no bills in their name, they will still need to provide two proofs of residency. One such proof is to bring the person with whom the customer resides along with their Driver's License or Photo ID to the DLC. The customer will also need to provide a second proof of residency, such as official mail (i.e., bank statement, tax notice, magazine, etc.) that has the customer's name and address on it. The address must match that of the person with whom the customer resides.
16	<p>Are there any issues with the customer's proof of residency?</p> <ul style="list-style-type: none"> - If yes, go to step 17 - If no, go to step 19
17	<p>The DLE informs the customer of the results and necessary steps to take to resolve the issue.</p>
18	<p>The customer leaves the DLC to resolve the Issue</p> <ul style="list-style-type: none"> - Go to step 3
19	<p>The DLE checks the medical information on the customer's application.</p>
20	<p>Is the medical information complete?</p> <ul style="list-style-type: none"> - If yes, go to step 23 - If no, go to step 21
21	<p>The DLE informs the customer of the issue, and necessary steps to take to resolve it.</p>

Process Step	Description
22	The customer leaves the DLC to resolve the issue. - Go to step 3
23	Do the customer's physical exam results meet medical standards? - If yes, go to step 29 - If no, go to step 24
24	The DLE informs the customer of the issues.
25	The DLE contacts the PennDOT Medical Unit for direction.
26	The Medical Unit reviews the customer's application, and may provide additional documentation and advise necessary steps to take to resolve the issue.
27	Is additional information required? - If yes, go to step 28 - If no, go to step 29
28	The customer leaves the DLC, and may need to undergo additional medical examinations. - If the customer has a condition that seriously impairs their ability to drive, they may be required to get a dual control learner's permit, and learn to drive with a certified instructor. - Go to step 3
29	The DLE tests the customer's vision while they are at the DLC counter.
30	Does the customer pass the eye exam? - If yes, go to step 33 - If no, go to step 31
31	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
32	The customer leaves the DLC, and has an optometrist, ophthalmologist, or family physician test their vision and complete a Report of Eye Examination Form (DL-102) or returns with corrective lenses. - Go to step 3
33	The DLE directs the customer to move on to the Knowledge Test (KT) station. - The customer follows the associated queuing process at the DLC site.
34	The customer takes the KT.
35	Does the customer pass the KT? - If yes, go to step 38 - If no, go to step 36
36	The DLE returns the application form (DL-180) and, if applicable, the guardian consent form (DL-180TD) to the customer. - The application form is valid for up to one year from the date of the medical examination, provided the medical examination did not take place prior to 6 months before the customer's 16 th birthday. - The DLE does not update the Driver Licensing and Control (DL&C) system when a customer fails the KT.
37	The customer leaves the DLC to study more for the KT. The customer is permitted to take the KT again, though no more than once per day. - Go to step 3
38	The DLE directs the customer to return to the DLC counter. - The customer follows the associated queuing process at the DLC site.

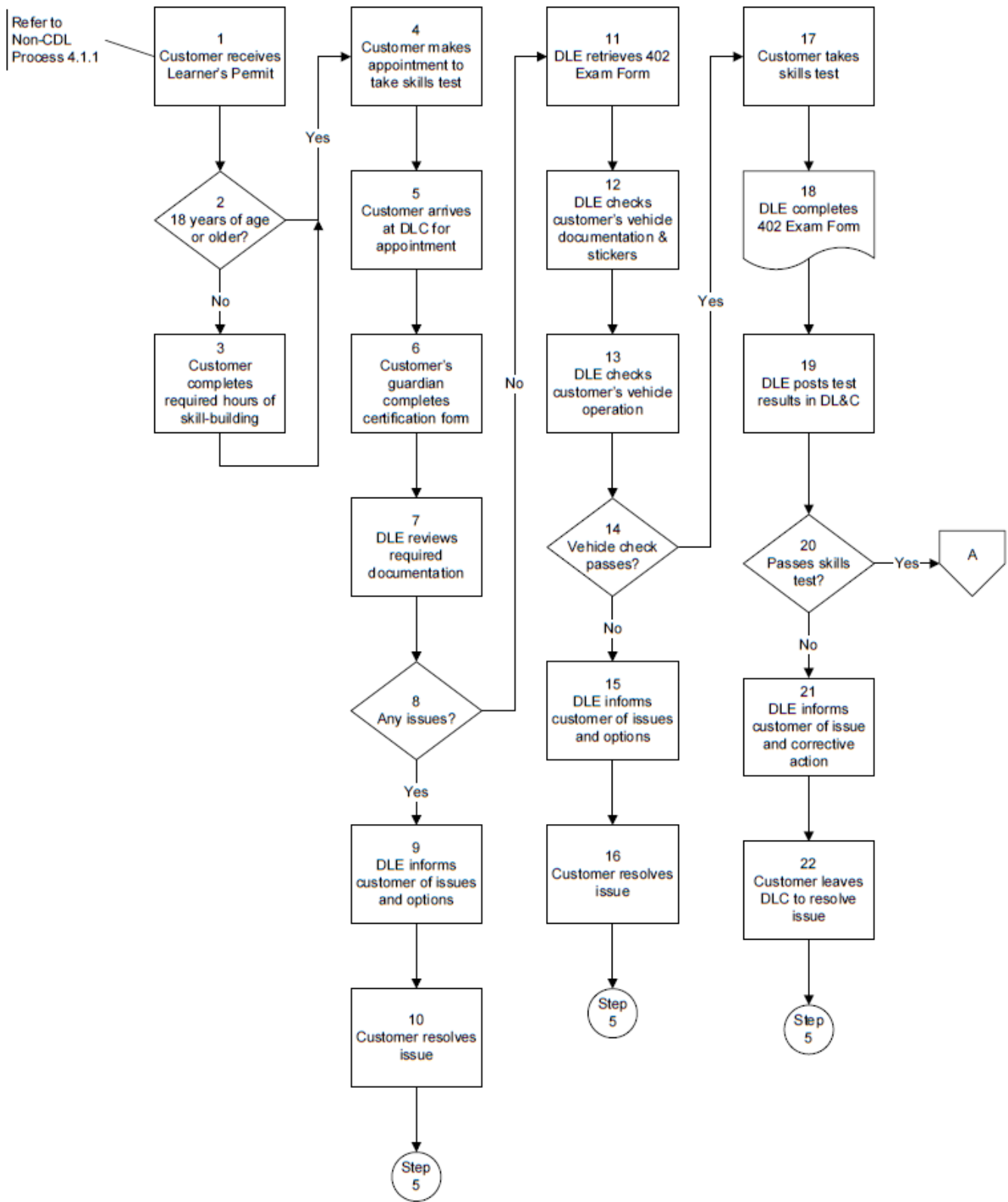
Process Step	Description
39	Is the customer a U.S. citizen? <ul style="list-style-type: none"> - If yes, go to step 49 - If no, go to step 40
40	The DLE confirms the customer's identity, legal presence, and length of stay using the SAVE system.
41	Is the customer's identity, legal presence, and length of stay confirmed in SAVE? <ul style="list-style-type: none"> - If yes, go to step 49 - If no, go to step 42
42	Does it appear that the customer is attempting fraud? <ul style="list-style-type: none"> - If yes, go to step 45 - If no, go to step 43
43	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
44	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 3
45	The DLE creates a Non-Driver Record (NDR), or updates the existing record in the DL&C system.
46	The DLE follows fraud-reporting procedures, and adds an alert to the DL&C record.
47	The customer leaves the DLC.
48	The process ends when the NDR record with an alert has been added to the DL&C system.
49	The DLE creates or updates a customer record in the DL&C system using Conversation 95 (including the KT results).
50	The DL&C system performs the appropriate Electronic Driver Validation (EDV) checks (refer to Supporting Process 4.5.1). <ul style="list-style-type: none"> - EDV checks verify that the driver is not listed in the Problem Driver Pointer System (PDPS), and that their address and Social Security Number (if applicable) are valid. - The DLE may need to rerun the EDV checks if the customer has alternate names (i.e., due to adoption, marriage, etc.).
51	Do all EDV checks pass? <ul style="list-style-type: none"> - If yes, go to step 54 - If no, go to step 52
52	The DL&C system produces an Error Letter informing the customer of any issues, and necessary steps for resolution.
53	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 3
54	The DLE continues to payment and organ donor process steps.
55	Are there any issues with the payment or organ donor process steps? <ul style="list-style-type: none"> - If yes, go to step 56 - If no, go to step 58
56	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
57	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 3
58	The DL&C system produces a Learner's Permit (LP) on an 8.5" x 11" sheet of paper. <ul style="list-style-type: none"> - The customer must wait until 6 months have passed from the receipt date of the LP or until they turn 18 (whichever comes first) to be permitted to take a skills test.

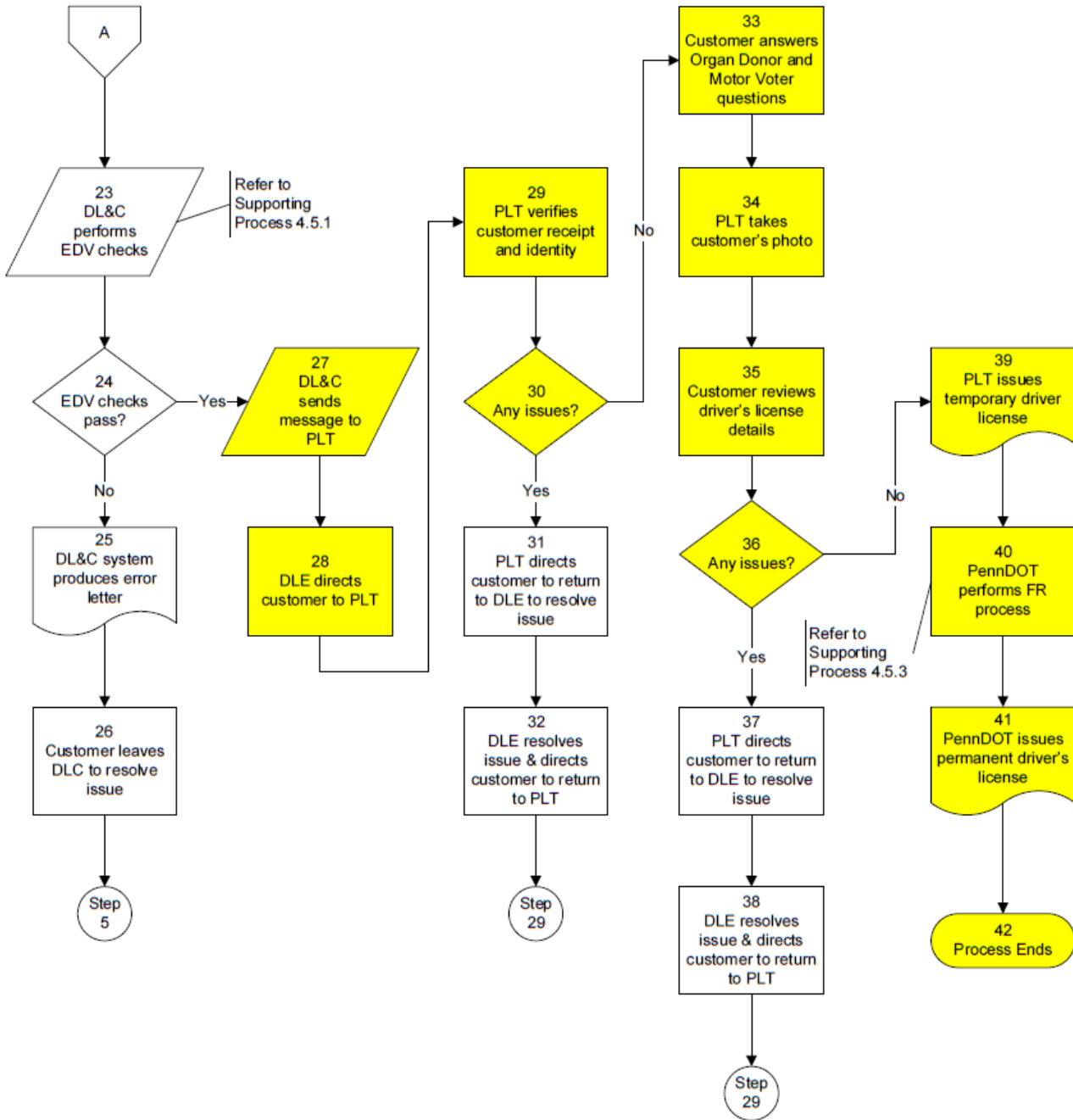
Process Step	Description
59	The process ends when the customer has received the LP.

B. Non-CDL Exam Scheduling and Posting

Note: Yellow steps indicate current vendor related processes

(Page 1 of 2)





Process Step	Description
1	<p>The customer receives their LP.</p> <ul style="list-style-type: none"> - Refer to 4.1.1 CM Non-CDL Learner's Permit/Initial Issuance process map and narrative for specific process details. - A customer's LP is valid for one year. The permit is considered invalid after three failed attempts at the skills test. - If the permit expires, or if the customer does not pass the skills test after 3 attempts, they may complete a DL-31 form to extend their LP, unless it has been more than 3 years from the date of the customer's medical exam. If this is the case, the customer must start over with a new Non-CDL LP, following all of the steps outlined in the 4.1.1 CM Non-CDL Learner's Permit/Initial Issuance process map and narrative.
2	<p>Is the customer 18 years of age or older?</p> <ul style="list-style-type: none"> - If yes, go to step 4 - If no, go to step 3
3	<p>The customer (under 18) completes the required hours of skill building.</p> <ul style="list-style-type: none"> - The customer (under 18) is required to complete at least 50 hours of behind-the-wheel skill building before they are permitted to take their road test. - Certain restrictions apply to customers under age 18. - The customer (under 18) must wait a mandatory six (6) months from their permit issue date before they are permitted to take their road test.
4	<p>The customer makes an appointment at a qualified Driver License Center (DLC) to take their skills test.</p> <ul style="list-style-type: none"> - A customer may choose to take a driver training course from an authorized institution. If so, the customer has the option to take an end of course driving test as an alternative to the DLC-provided skills test, if it is offered by the institution. If so, the institution typically faxes the results to the DLC, and the DLC continues the process at step 19. - The customer can go to the PennDOT Driver and Vehicle Services website to determine available times at selected locations, and then make the appointment online by submitting their LP number and date of birth (DOB). - The customer may also make the appointment via phone.
5	<p>The customer arrives at the DLC on the scheduled date and time.</p> <ul style="list-style-type: none"> - The customer does not need to follow the queuing process at the DLC. They are routed directly to the DLE who will be conducting the skills test.
6	<p>The customer's guardian completes the Parent or Guardian Certification Form (DL-180C) – if the customer is under 18 (if it is not already on file).</p> <ul style="list-style-type: none"> - By signing the form, the guardian certifies that the customer's six months of skill building included at least 50 hours of practical, adult-supervised driving experience.
7	<p>The Driver License Examiner (DLE) reviews the required customer documentation:</p> <ul style="list-style-type: none"> - Original documents required include the customer's LP, the completed DL-180C form (if under 18 and not already on file), a valid registration card for the vehicle to be used for the road test, proof of insurance for the same vehicle, and the valid driver's license of the person accompanying the customer to the DLC. - If any information on the customer's LP is incorrect, they should bring proof of the correct information to the DLC at the time of their appointment, as well as a completed DL-31 form.

Process Step	Description
8	Are there any issues with the customer documentation? <ul style="list-style-type: none"> - If yes, go to step 9 - If no, go to step 11
9	The DLE informs the customer of the results and options available to resolve the issue.
10	The customer resolves the issue. <ul style="list-style-type: none"> - Go to step 5
11	The DLE retrieves a 402 Exam Form, containing customer and appointment information.
12	The DLE checks the customer's vehicle documentation and stickers, including whether it has a valid registration card, current insurance, valid state inspection sticker, and, if required, a valid emissions sticker.
13	The DLE checks the customer's vehicle operation, including the lights, horn, brakes, windshield wipers, turn signals, mirrors, doors, seats, and tires to ensure they operate properly and meet safety standards.
14	Does the vehicle check pass? <ul style="list-style-type: none"> - If yes, go to step 17 - If no, go to step 15
15	The DLE informs the customer of the results and options available to resolve the issue.
16	The customer resolves the issue. <ul style="list-style-type: none"> - Go to step 5
17	The customer takes their skills test. <ul style="list-style-type: none"> - A customer will fail the road test if they drive dangerously, violate the law, cause a crash, do not follow the DLE's instructions, or make too many driving errors. - The DLE will be the only passenger during the road test, unless arrangements were made to use an American with Disabilities Act (ADA) representative or other PennDOT approved interpreter. When the road test begins, the customer will be told where to drive and what maneuvers to make.
18	The DLE completes the 402 Exam Form with the test results. <ul style="list-style-type: none"> - The DLE will note how the customer controls their vehicle, uses turn signals to communicate with other drivers, or uses any other vehicle controls that may become necessary during the test.
19	The DLE posts the exam results in the DL&C system record via Conversation 95.
20	Does the customer pass the skills test? <ul style="list-style-type: none"> - If yes, go to step 23 - If no, go to step 21
21	The DLE informs the customer of the results and necessary steps to take to resolve the issue.

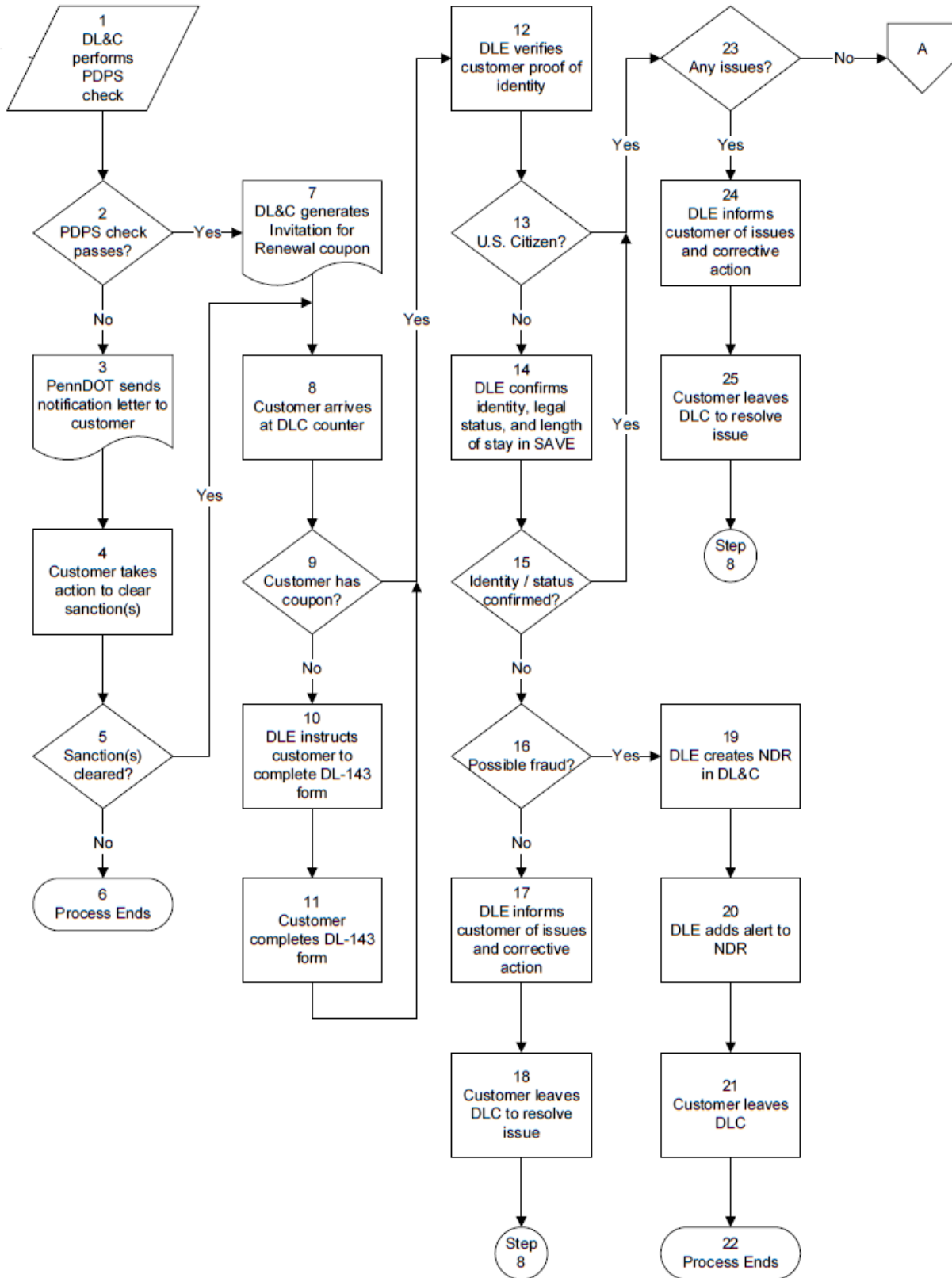
Process Step	Description
22	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - The customer will need to schedule another skills test. If the customer is under 18, they must wait a minimum of 7 days before retaking the skills test. If the customer is 18 or older, they could retake the skills test the following day, provided there are appointments available. - The customer has three chances with each LP to pass the road test before the expiration date of the LP. After the third failure, the customer must reapply to extend their LP by completing and submitting form DL-31. - If the customer has not passed the road test within three years of their medical examination date, they must start over with a new Non-CDL LP application form (DL-180), and retake the Knowledge Test (KT), as outlined in 4.1.1 CM Non-CDL Learner's Permit/Initial Issuance process map and narrative. - Go to step 5
23	<p>The DL&C system performs EDV checks.</p> <ul style="list-style-type: none"> - Refer to Supporting Process 4.5.1
24	<p>Do the EDV checks pass?</p> <ul style="list-style-type: none"> - If yes, go to step 27 - If no, go to step 25
25	<p>The DL&C system produces an error letter informing the customer of the issues and necessary steps to take to resolve the issue.</p>
26	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 5
27	<p>If the customer passes the skills test, the DL&C system sends a message to the L-1 Photo system, which adds the customer's license request into the photo license queue.</p>
28	<p>The DLE directs the customer to go to the Photo License Technician (PLT), with their signed LP, to have their photo taken for their driver license.</p>
29	<p>The PLT verifies the customer's receipt and identity.</p> <ul style="list-style-type: none"> - The customer must provide the PLT with their acceptable proof of identification (their PA LP). - Other acceptable documentation includes certification of U.S. citizenship, PA photo ID, military photo ID, PA vehicle registration card, bank photo ID, voter registration, valid passport, certification of naturalization, employee photo ID, weapons permit (U.S. citizens only), PA welfare photo ID, school photo ID, or Medicaid card.
30	<p>Are there any issues with the customer's identity?</p> <ul style="list-style-type: none"> - If yes, go to step 31 - If no, go to step 33
31	<p>The PLT directs the customer to return to the DLE to resolve the issue.</p>
32	<p>The DLE resolves the issue and directs the customer to return to the PLT.</p> <ul style="list-style-type: none"> - Go to step 29
33	<p>The user is prompted to answer organ donor and motor voter questions on the monitor in front of them.</p>
34	<p>The PLT takes the customer's photo using the L-1 photo camera system.</p>
35	<p>The customer reviews their driver's license details.</p>
36	<p>Are there any issues with the details?</p> <ul style="list-style-type: none"> - If yes, go to step 36 - If no, go to step 38

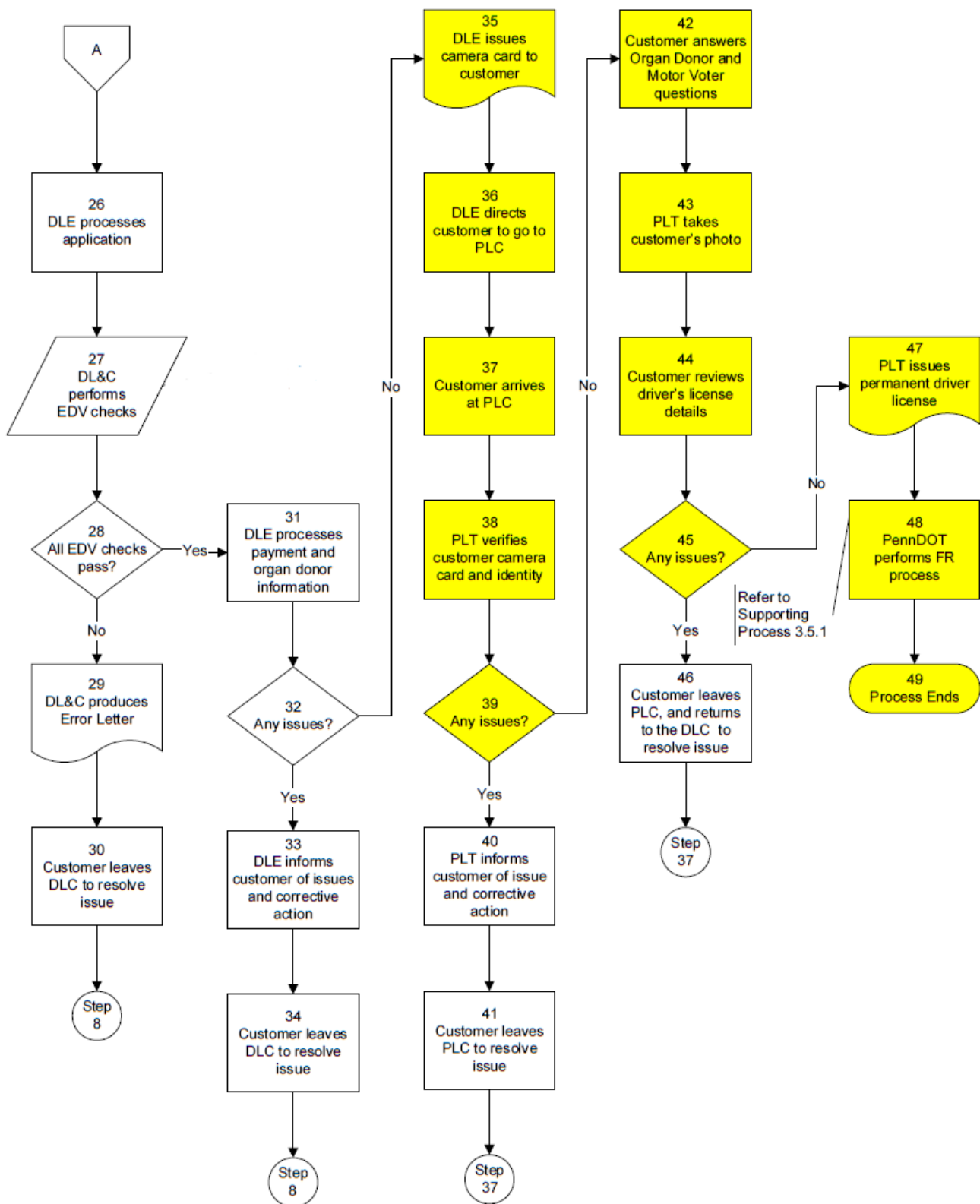
Process Step	Description
37	<p>The PLT directs the customer to return to the DLE to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 29
38	<p>The DLE resolves the issue and directs the customer to return to the PLT.</p> <ul style="list-style-type: none"> - Go to step 29
39	<p>The PLT issues a temporary driver's license to the customer.</p> <ul style="list-style-type: none"> - The PLT confirms the customer's identity again by verifying that the customer's signature captured at the successful completion of the skills test (camera card) matches the customer's signature captured at the conclusion of the photo taking process (temporary driver's license). - The temporary license is only valid for 15 days before it expires. - The PLT instructs the customer to destroy the temporary driver's license upon receipt of their permanent driver's license, and provides them with a copy of the Temporary License Details document (Pub 631).
40	<p>PennDOT performs FR process (within the 15-day period when the customer's temporary driver's license is valid).</p> <ul style="list-style-type: none"> - Refer to 4.5.3 Photo Processing (Facial Recognition Process) map and narrative for specific process details.
41	<p>PennDOT issues permanent driver's license to the customer via mail.</p> <ul style="list-style-type: none"> - The permanent driver's license should be sent within 15 days of the customer's successful completion of the skills test, and getting their photo taken.
42	<p>The process ends when the customer receives their permanent driver's license in the mail.</p>

C. CDL/Non-CDL Renewal

Note: Yellow steps indicate current vendor related processes

(Page 1 of 2)



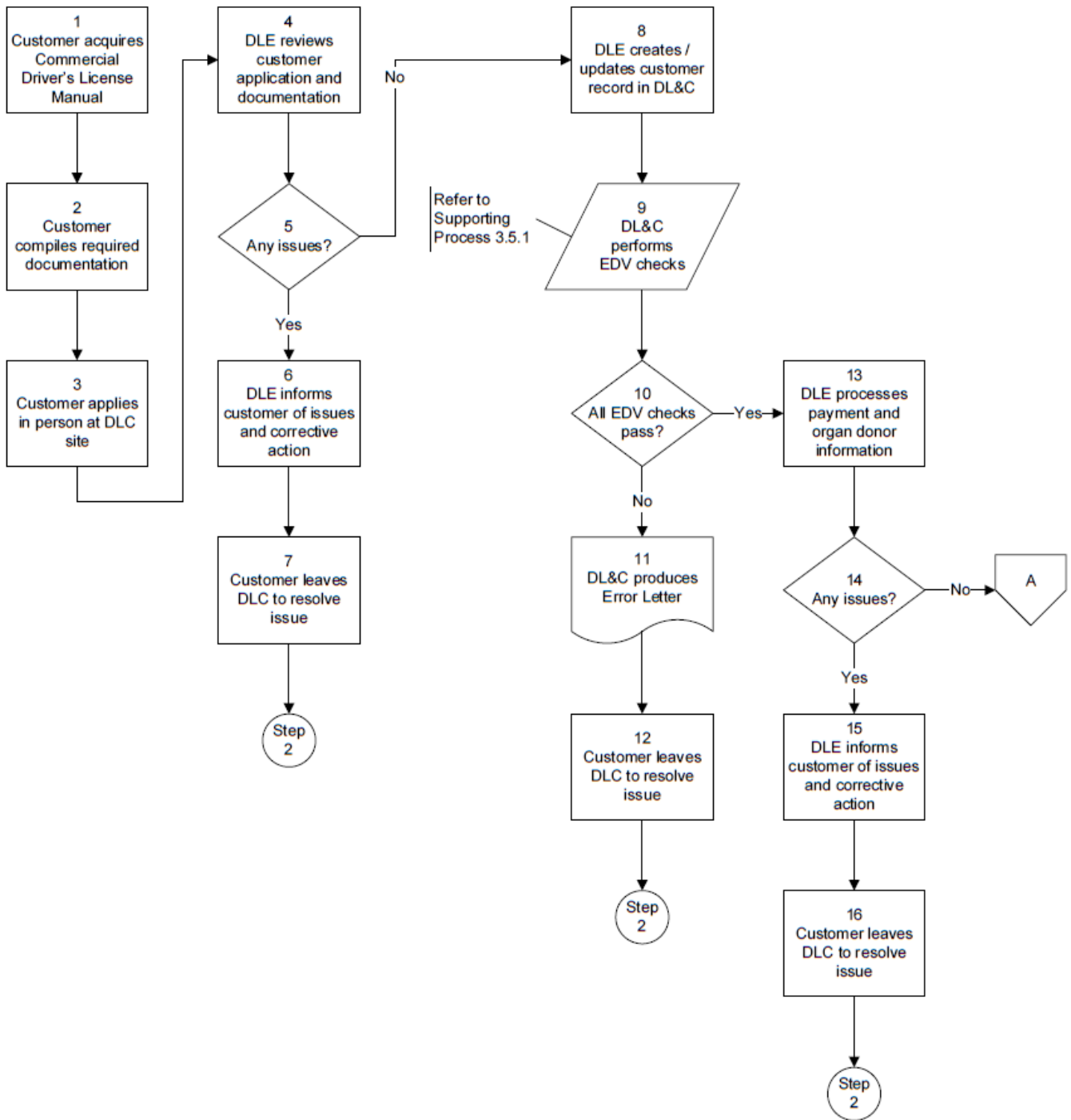


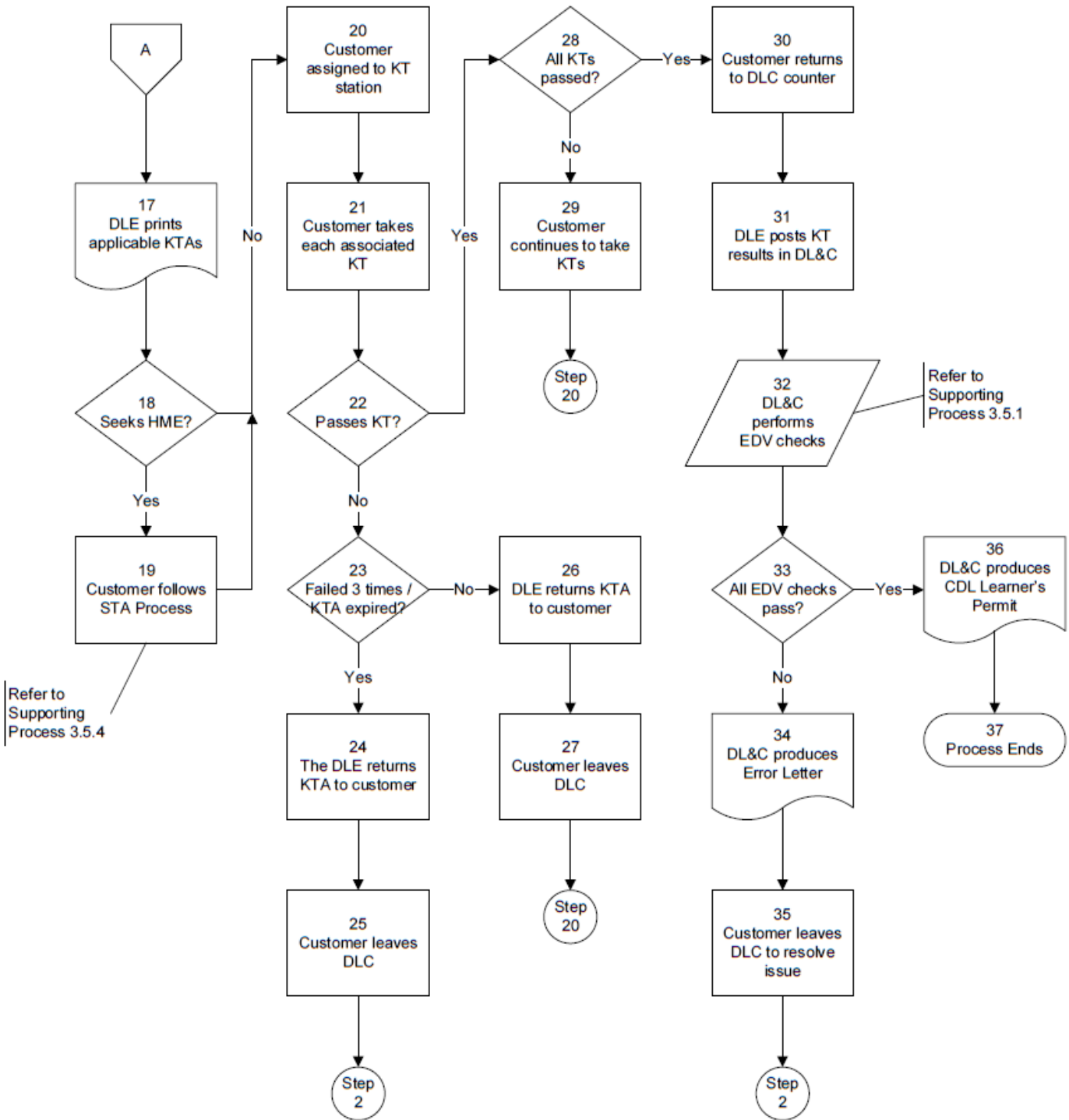
Process Step	Description
1	The DL&C system performs a PDPS check at 6 and 3 months prior to the expiration date of a customer's Non-CDL driver's license.
2	<p>Does the PDPS check pass?</p> <ul style="list-style-type: none"> - If yes, go to step 7 - If no, go to step 3
3	PennDOT sends a notification letter to the customer providing the name and contact number for the state(s) where the sanction(s) exist.
4	<p>The customer takes action to resolve the issue.</p> <ul style="list-style-type: none"> - It is critical that a customer contacts the state(s) in which they have an outstanding driver sanction(s) immediately to resolve the sanction(s) in order to ensure their PA driving privilege is not affected.
5	<p>Does the customer clear the sanction(s)?</p> <ul style="list-style-type: none"> - If yes, go to step 8 - If no, go to step 6
6	<p>The process ends if the customer has not reconciled any outstanding sanction(s) in another state(s), as PennDOT is unable to issue any driver's license product.</p> <ul style="list-style-type: none"> - Additionally, a customer whose driving privilege is sanctioned in another state(s) will not be able to obtain a replacement (duplicate) PA driver's license or apply for a learner's permit until the customer has reconciled the sanction(s) in the other state(s).
7	<p>The DL&C system generates an Invitation for Renewal coupon (DL-60A/DL-60R), which is then mailed to the customer.</p> <ul style="list-style-type: none"> - The invitation to renew is mailed to the customer 3 months prior to license expiration.
8	<p>The customer arrives at the DLC counter.</p> <ul style="list-style-type: none"> - The customer follows the associated queuing process at the DLC site. - While it is not advertised, PennDOT prefers to have a customer wait until 3 days prior to the expiration date on their license before they renew it at a DLC. This is enforced at the discretion of the DLC supervisor or manager (based primarily upon available capacity).
9	<p>Does the customer have their Invitation for Renewal coupon?</p> <ul style="list-style-type: none"> - If yes, go to step 12 - If no, go to step 10
10	The DLE instructs the customer to complete a Non-Commercial Driver's License Application for Renewal form (DL-143).
11	<p>The customer completes the DL-143 form.</p> <ul style="list-style-type: none"> - Go to step 12
12	The DLE verifies the customer's proof of identity.
13	<p>Is the customer a U.S. citizen?</p> <ul style="list-style-type: none"> - If yes, go to step 23 - If no, go to step 14
14	The DLE confirms the customer's identity, legal status, and length of stay using the SAVE system.
15	<p>Is the customer's identity, legal status, and length of stay confirmed in SAVE?</p> <ul style="list-style-type: none"> - If yes, go to step 23 - If no, go to step 16

Process Step	Description
16	Does it appear that the customer is attempting fraud? <ul style="list-style-type: none"> - If yes, go to step 19 - If no, go to step 17
17	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
18	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 8
19	The DLE creates a Non-Driver Record (NDR) in the DL&C system.
20	The DLE adds an alert to the NDR record.
21	The customer leaves the DLC.
22	The process ends when the NDR record with an alert has been added to the DL&C system.
23	Are there any issues with the customer's application or identity? <ul style="list-style-type: none"> - If yes, go to step 24 - If no go to step 26
24	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
25	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 8
26	The DLE processes the customer's application in the DL&C (Conversation 95).
27	The DL&C performs the appropriate EDV checks (refer to Supporting Process 4.5.1).
28	Do all EDV checks pass? <ul style="list-style-type: none"> - If yes, go to step 31 - If no, go to step 29
29	The DL&C system produces an Error Letter informing the customer of any issues, and necessary steps for resolution.
30	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 8
31	The DLE processes payment and organ donor information.
32	Are there any issues with processing the payment or organ donor information? <ul style="list-style-type: none"> - If yes, go to step 33 - If no, go to step 35
33	The DLE informs the customer of the results and necessary steps to take to resolve the issue.
34	The customer leaves the DLC to resolve the issue. <ul style="list-style-type: none"> - Go to step 8
35	The DLE issues a camera card to the customer. <ul style="list-style-type: none"> - The customer is required to sign the camera card. - The camera card can be used as a temporary driver's license for 60 days.
36	The DLE directs the customer to go to the PLC to have their photo taken for their renewed driver's license. <ul style="list-style-type: none"> - The PLC is typically in the same location as the DLC.

Process Step	Description
37	<p>The customer arrives at the PLC.</p> <ul style="list-style-type: none"> - The customer arrives at their convenience within the 60 days during which time the camera card is valid. - The customer follows the associated queuing process at the PLC.
38	The PLT verifies the customer's camera card and identity.
39	<p>Are there any issues with the customer's camera card or identity?</p> <ul style="list-style-type: none"> - If yes, go to step 40 - If no, go to step 42
40	The PLT informs the customer of the issue and necessary steps to take to resolve it.
41	<p>The customer leaves the PLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 37
42	The customer is prompted to answer organ donor and, if applicable, motor voter questions.
43	The PLT takes the customer's photo using the L-1 photo camera system.
44	The customer reviews their driver's license details.
45	<p>Are there any issues with the details?</p> <ul style="list-style-type: none"> - If yes, go to step 45 - If no, go to step 46
46	<p>The customer leaves the PLC, and returns to the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 37
47	<p>The PLT issues a permanent driver's license to the customer.</p> <ul style="list-style-type: none"> - The PLT confirms the customer's identity again by verifying that the customer's signature captured on the camera card matches the customer's signature on the permanent driver's license. - The customer is advised to destroy any temporary and/or old products.
48	<p>PennDOT performs the FR process.</p> <ul style="list-style-type: none"> - Refer to 4.5.3 Photo Processing (Facial Recognition Process) map and narrative for specific process details.
49	The process ends when the customer receives their permanent driver's license from the PLT.

D. CDL Learner's Permit/Upgrade





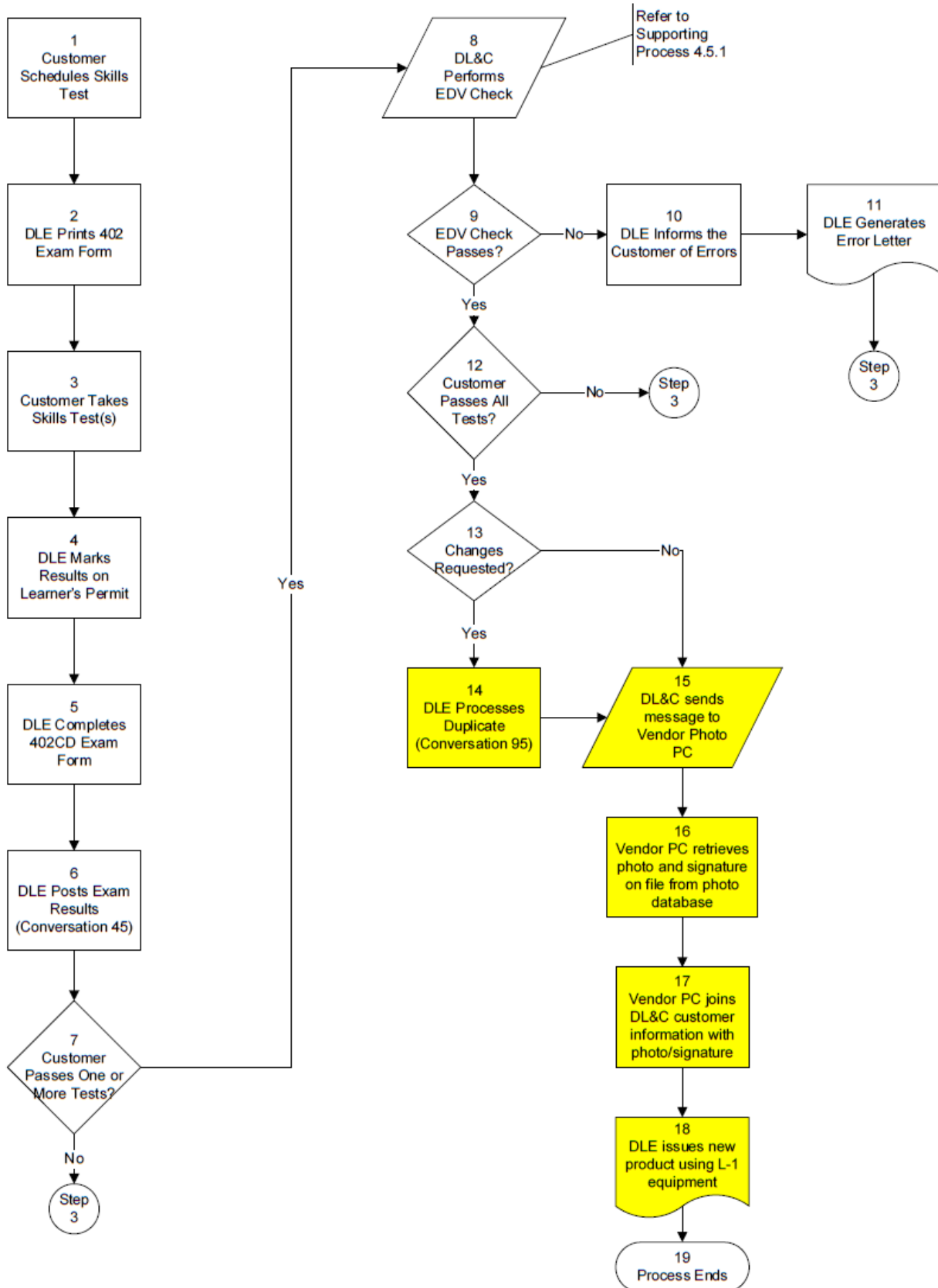
Process Step	Description
1	<p>The customer acquires a PA Commercial Driver's Manual (Pub 223) from a local DLC, or from the PA Department of Transportation (PennDOT) Driver and Vehicle Services website (www.dmv.state.pa.us).</p> <ul style="list-style-type: none"> - Certifying physical status is not necessary for CDL permits, except for those customers applying for a school bus driving permit (to be able to take the road test).
2	<p>The customer compiles required documentation:</p> <ul style="list-style-type: none"> - A completed application form (DL-31CD) - Valid Pennsylvania Driver's License (if applicable) - Proof of identity and residency - Social Security card - If the customer's name has changed due to marriage, divorce, or court order, they must bring their original documents to the Driver License Center (DLC) showing the change. - A check or money order made payable to PennDOT for the appropriate fees, cash is not accepted at the DLC, with the exception of the ROC.
3	<p>The customer applies in person at the DLC site.</p> <ul style="list-style-type: none"> - The customer follows the associated queuing process at the DLC site.
4	<p>The Driver License Examiner (DLE) reviews the customer's application and documentation.</p>
5	<p>Are there any issues with the customer's application or documentation?</p> <ul style="list-style-type: none"> - If yes, go to step 6 - If no, go to step 8
6	<p>The DLE informs the customer of the issues and necessary steps for resolution.</p>
7	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 2
8	<p>The DLE creates or updates the customer record in the DL&C system.</p>
9	<p>The DL&C system performs the appropriate Electronic Driver Verification (EDV) checks.</p> <ul style="list-style-type: none"> - Refer to Supporting Process 4.5.1
10	<p>Do all EDV checks pass?</p> <ul style="list-style-type: none"> - If yes, go to step 13 - If no, go to step 11
11	<p>The DL&C system produces an Error Letter informing the customer of any issues, and necessary steps for resolution.</p>
12	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 2
13	<p>The DLE processes payment and organ donor information in the DL&C system.</p>
14	<p>Are there any issues with processing the payment or organ donor information?</p> <ul style="list-style-type: none"> - If yes, go to step 15 - If no, go to step 17
15	<p>The DLE informs the customer of the issues, and necessary steps for resolution.</p>
16	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 2

Process Step	Description
17	<p>The DLE prints a Knowledge Test Authorization (KTA) for each CDL class, endorsement, and restriction removal requested on the customer's application.</p> <ul style="list-style-type: none"> - A KTA is not a driving permit, and cannot be used to practice driving skills. - A KTA is valid for one year from the date of issuance, and gives the customer up to three attempts to pass the associated Knowledge Test (KT). - The customer is eligible to take a KT on the same day that the associated KTA is issued, provided the DLC can accommodate.
18	<p>Does the customer seek a Hazardous Material Endorsement (HME)?</p> <ul style="list-style-type: none"> - If yes, go to step 19 - If no, go to step 20
19	<p>The customer follows the Security Threat Assessment (STA) Process.</p> <ul style="list-style-type: none"> - Refer to 4.5.4 Security Threat Assessment Process map and narrative for specific process details. - Go to step 20
20	<p>If the customer asks to take a KT, the DLE assigns them to a KT station.</p> <ul style="list-style-type: none"> - The customer follows the associated queuing process at the DLC site.
21	<p>The customer takes each associated KT.</p> <ul style="list-style-type: none"> - If the customer fails an individual KT, they are able to retake it no earlier than the following business day. - If the customer fails an individual KT three times, they are required to reapply for that class, endorsement, or restriction.
22	<p>Does the customer pass the KT?</p> <ul style="list-style-type: none"> - If yes, go to step 28 - If no, go to step 23
23	<p>Has the customer failed the KT three times, or has the KTA expired?</p> <ul style="list-style-type: none"> - If yes, go to step 24 - If no, go to step 26
24	<p>The DLE returns the KTA to the customer.</p>
25	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - If the customer fails an individual KT three times, they are required to reapply for that class, endorsement, or restriction. - Go to step 2
26	<p>The DLE returns the KTA to the customer.</p>
27	<p>The customer leaves the DLC.</p> <ul style="list-style-type: none"> - If the customer fails an individual KT, they are able to retake it no earlier than the following business day. - The customer is permitted to take a KT up to three times on a valid KTA. - Go to step 20
28	<p>Does the customer pass all of applicable the KT's?</p> <ul style="list-style-type: none"> - If yes, go to step 30 - If no, go to step 29
29	<p>The customer continues to take KT's until all passed, or KTAs expire.</p> <ul style="list-style-type: none"> - Go to step 20
30	<p>The customer returns to the DLC counter.</p> <ul style="list-style-type: none"> - The customer follows the associated queuing process at the DLC site.

Process Step	Description
31	<p>The DLE posts the customer's KT results in the DL&C system using Conversation 95 and/or 81.</p> <ul style="list-style-type: none"> - The DLE should post endorsement and restriction status in the DL&C before the class element in order to produce a single LP from the system that contains all elements. Otherwise, the system would produce multiple LPs for each separate element.
32	<p>The DL&C system performs the appropriate EDV checks.</p> <ul style="list-style-type: none"> - Refer to Supporting Process 4.5.1
33	<p>Do all EDV checks pass?</p> <ul style="list-style-type: none"> - If yes, go to step 36 - If no, go to step 34
34	<p>The DL&C system produces an Error Letter informing the customer of any issues, and necessary steps for resolution.</p>
35	<p>The customer leaves the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 2
36	<p>The DL&C system produces a CDL Learner's Permit (LP) with all eligible endorsements added and restrictions removed.</p> <ul style="list-style-type: none"> - The customer must wait until 15 days have passed from the receipt date the LP to be permitted to take a skills test. - The customer may schedule the skills test as soon as they receive their LP however.
37	<p>The process ends when the customer has received the CDL LP.</p>

E. CDL Exam Scheduling and Posting

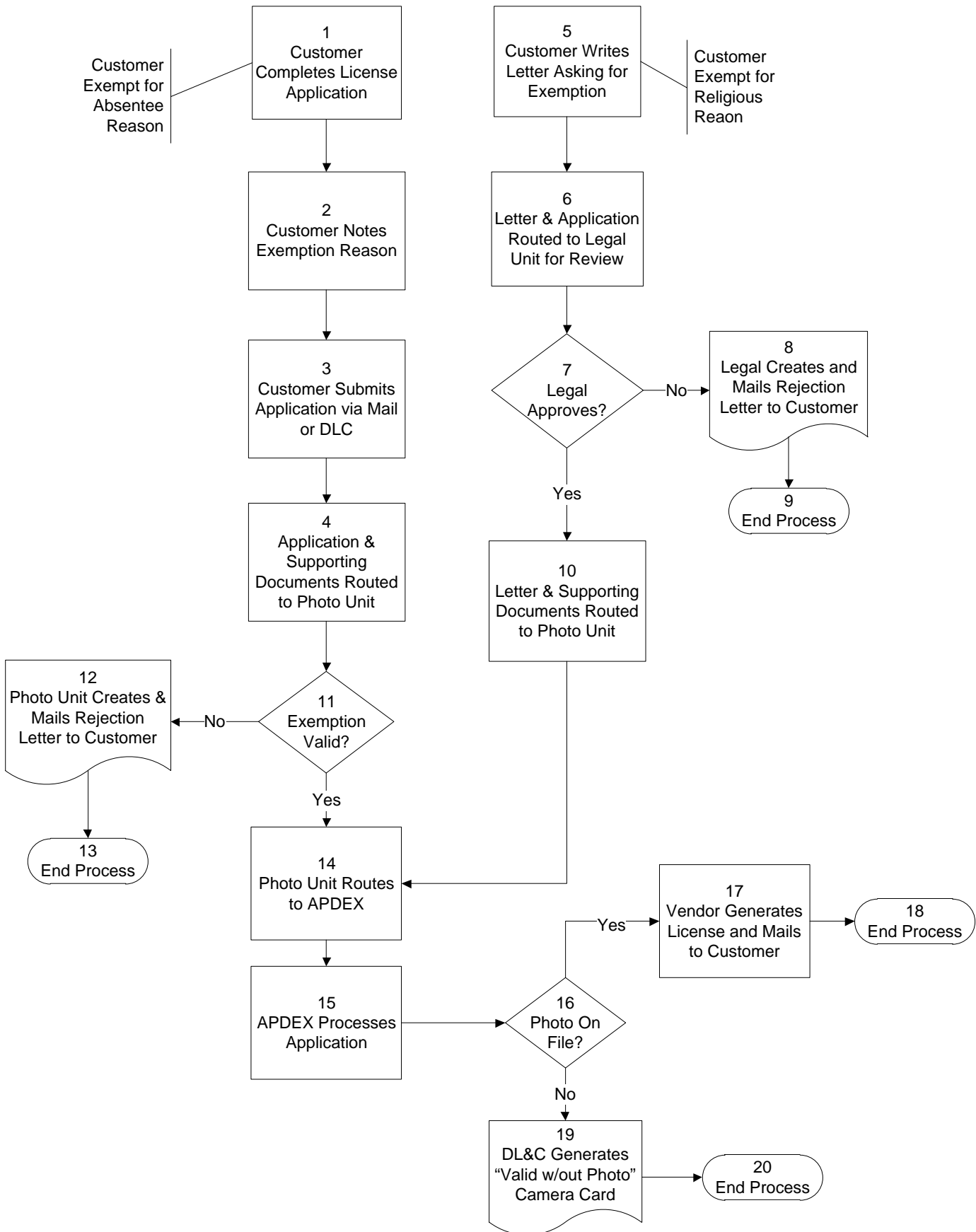
Note: Yellow steps indicate current vendor related processes



Process Step	Description
1	Customer schedules their skills test via the PennDOT web site or by calling the 1-800 number.
2	At beginning of each business day, a DLE will access the DL&C system to generate a list of exams that have been scheduled and to print the corresponding 402CD forms (one form for each customer).
3	When the customer arrives for their scheduled skills test, they are directed to the DLE who is conducting the skills testing for the day. The DLE will follow the customer to their vehicle and will then lead the customer through the three types of skills tests.
4	Following each of the skills tests, the DLE indicates on the customer's learner's permit whether the customer passed or failed each exam.
5	The DLE completes the 402CD form indicating the test results.
6	The DLE posts the exam results into the DL&C system via Conversation 95.
7	<p>If the customer passes one or more of the skills tests, the DL&C system executes an EDV verification check. If the customer does not pass any of the skills tests, no EDV check is required.</p> <ul style="list-style-type: none"> - If the customer does not pass any of the skills tests, the process resumes at step 3. The customer returns to the DLC to retake the skills tests that they failed. - If the customer passes one or more of the skills tests, go to step 8.
8	The DL&C system performs the necessary driver verifications. If the customer changes their address information, Finalist verification will be performed. The system will also perform a PDPS check. Refer to Supporting Process 4.5.1, Electronic Driver Verification for more information.
9	<ul style="list-style-type: none"> - If the EDV check passes, go to step 12. - If the EDV check does not pass, go to step 10.
10	If the EDV checks do not pass, the DLE informs the customer of the problem.
11	The DLE prints an error letter explaining the reason why their request could not be processed. The letter also includes information that assists the customer with resolving the issue.
12	<p>The DLE determines if further skills testing is required. If the customer did not pass all skills tests associated with the commercial vehicle class, endorsements, and restrictions requested for their license, the DLE will review the customer's learner's permit to ensure that it is marked appropriately and will communicate with the customer what skills tests they must retake in order to receive their license with the requested class.</p> <p>Customer's have three attempts to pass each skills test required for their license request. If the customer does not pass a skills test within three attempts, they may request an extension of their CDL learner's permit. Additionally, if the customer does not pass the required skills tests within one year of the date of issue, the customer can request an extension.</p> <ul style="list-style-type: none"> - If the customer has passed all necessary skills tests, go to step 13. - If the customer has not passed all necessary skills tests, return to step 3.
13	<p>The DLE reviews the customer's information and determines if any changes are requested.</p> <ul style="list-style-type: none"> - If the customer requests changes to their license information (e.g. name, address), go to step 14. - If the customer does not request any changes to their license information, go to step 15.
14	The DLE processes a duplicate license transaction with any customer information updates via Conversation 95.
15	<p>The DLE generates a duplicate license with an advanced issuance transaction in conversation 95 Using a fee waiver using the existing stored valid photo.</p> <ul style="list-style-type: none"> - Only if the event of a Name Change would the system produce a camera card that would require the customer to have a new Photo.
16	The Process ends when the customer receives the up dated CDL license product which was produced from the over –the counter license duplication equipment provided by L 1.

F. Valid Without Photo

Valid Without Photo Process



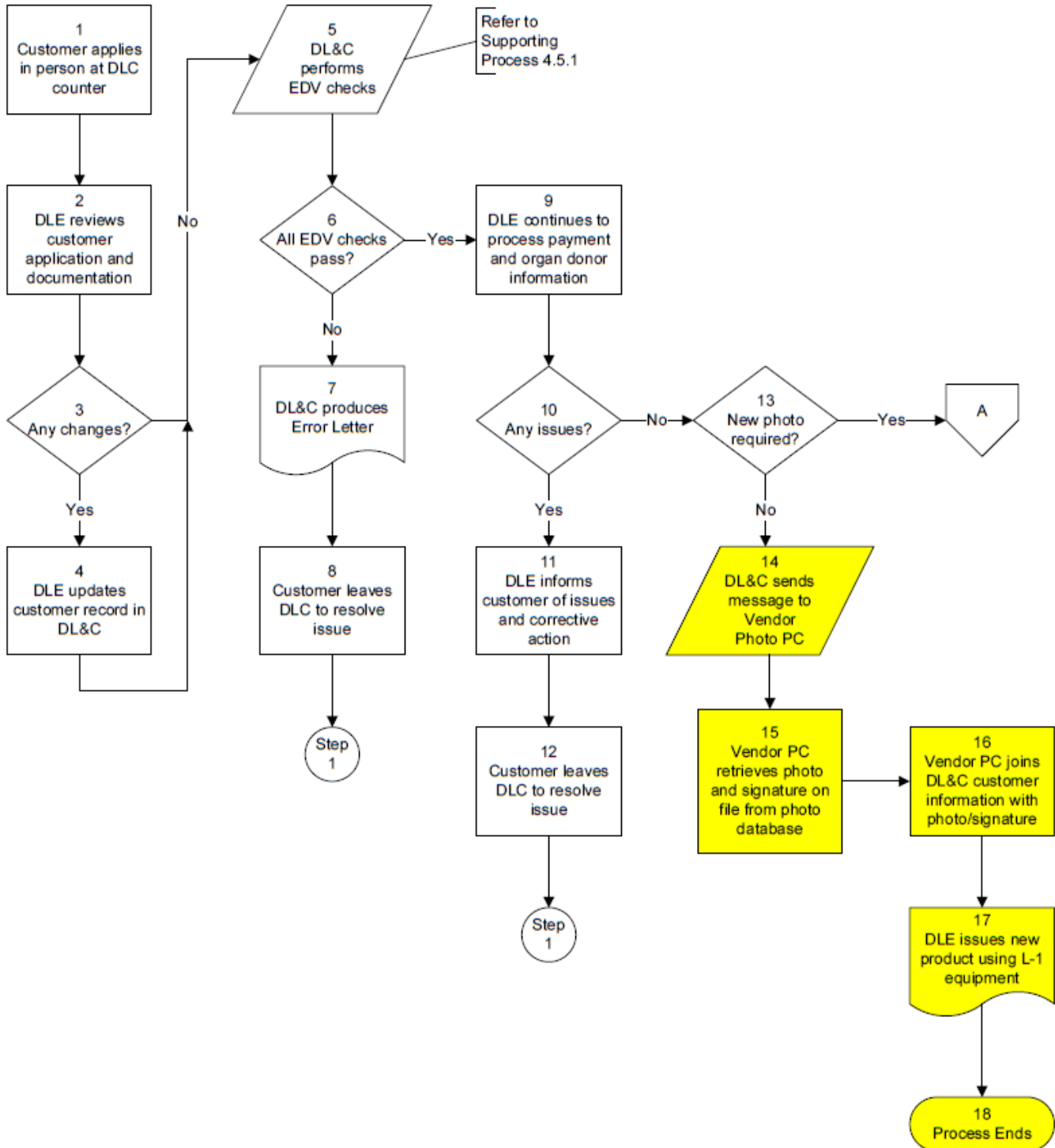
Process Step	Description
1	If the customer is applying for a photo exemption due to being absent from Pennsylvania, the customer (or family member) completes the product application.
2	The customer indicates on the product application the reason for being absent. Valid reasons are military, school, work (e.g., federal employees, PA state employees), or travel. The customer must also agree to apply for a new product once they have returned to Pennsylvania. An existing photo can be used for two renewal cycles only. However, this rule is waived for customers who are absent from Pennsylvania due to military or work reasons (if they are a federal or state employee).
3	The customer submits their application via the mail or the family member submits the application in person at a DLC.
4	The application and supporting documents are forwarded from APDEX to the Photo Unit for processing.
5	<p>If the customer is applying for a photo exemption due to religious reasons, the customer writes a letter expressing their religious beliefs to PennDOT asking for an exemption. It is preferred that this letter be written on letterhead from the religious organization. A leader (Deacon, Bishop, etc.) representing the religious group needs to sign the letter and include his/her title.</p> <p>Some of the DLCs have a form letter than can be completed to request photo exemption for religious reasons.</p>
6	The letter and product application are routed to PennDOT's Legal Unit for review.
7	<p>The Legal Unit reviews the information documented in the customer's letter to ensure it is valid (i.e. that the religious organization exists and forbids photographs).</p> <ul style="list-style-type: none"> - If the legal Unit does not approve the request, go to step 8. - If the Legal Unit approves the request, go to step 10.
8	<p>If the justification for religious exemption is not found to be valid, the Legal Unit will write a letter to the customer indicating their findings.</p> <p>Note: The customer has the right to appeal the decision.</p>
9	The process ends when the customer is informed that their request for photo exemption has not been granted.
10	If the Legal Unit approves the justification for religious exemption, the letter, application, and supporting documents are routed to the Photo Unit. The Photo Unit routes all documents to the APDEX Unit for processing (step 14).
11	<p>The Photo Unit reviews the application, supporting documents (if request is due to travel, school, work, or military) to determine if all necessary information has been provided to approve the exemption.</p> <ul style="list-style-type: none"> - If the application and exemption are not approved, go to step 12. - If the application and exemption are approved, go to step 14.
12	The Photo Unit manually generates a rejection letter for the customer explaining the reason why their photo exemption was not approved. A customer could be rejected if they did not provide adequate proof of residency. A customer could also be rejected if they have asked for photo exemption for more than two renewal cycles (this does not include those in the military or those requesting photo IDs for religious reasons).
13	The process ends when the customer is informed of the reason why their request for exemption was rejected.
14	If the Photo Unit approves the exemption request, a clerk will complete a DL-125 form to route the application and supporting documents to the APDEX unit for processing.
15	The APDEX unit processes the application in the DL&C system.
16	<p>The type of product the customer receives is based on whether an existing photo exists for the customer.</p> <ul style="list-style-type: none"> - If the customer has a photo on file, the DL&C system sends a vendor request to L-1's

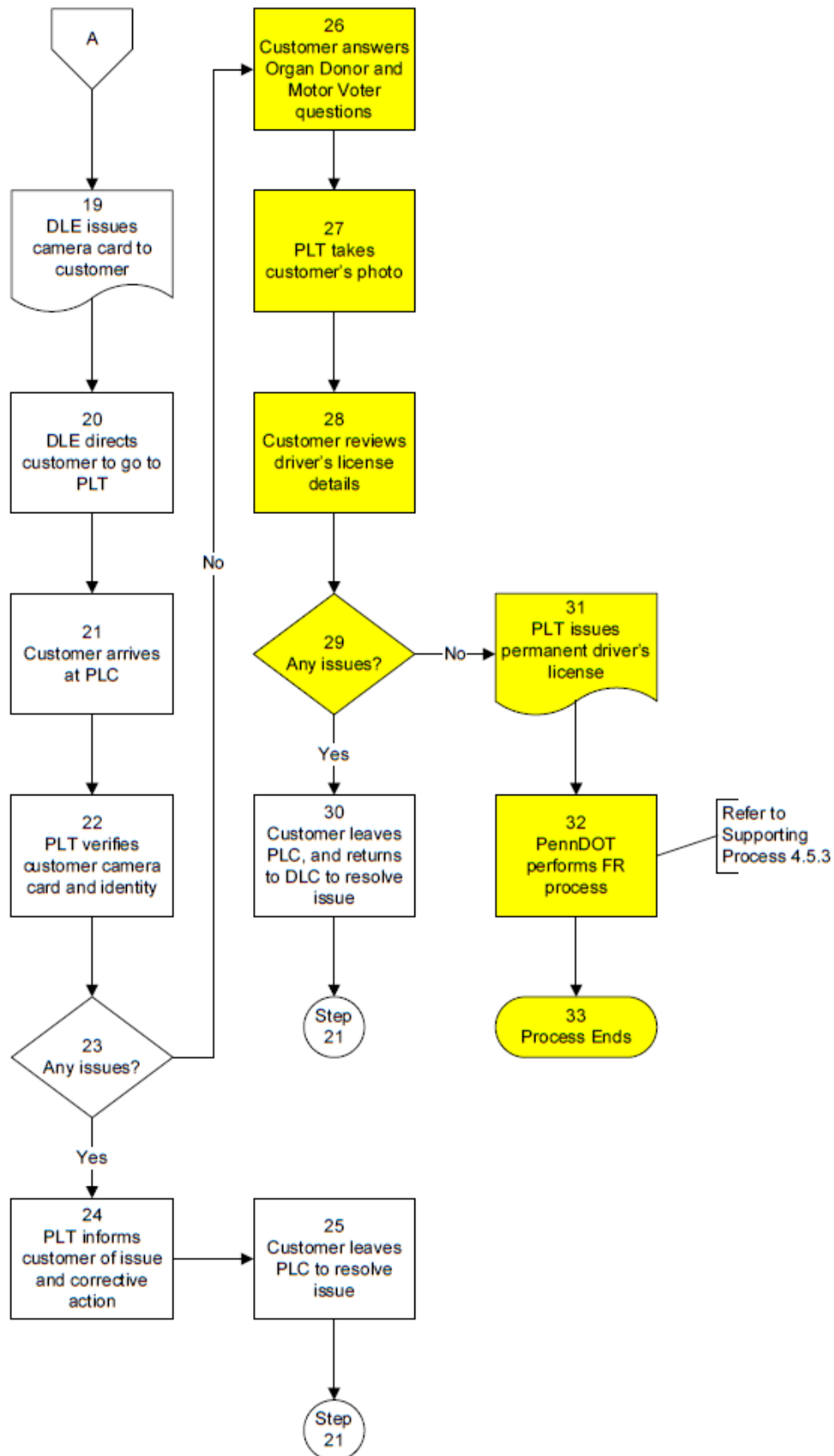
	<p>Harrisburg location to have a driver's license or photo ID produced (step 17).</p> <ul style="list-style-type: none"> - If the customer does not have a photo on file, the DL&C will generate a camera card for the customer that indicates that the product is valid without a photo (step 19).
17	L-1 generates the requested product (e.g. driver's license or photo ID) with the most recent photo on file for the customer and mails the product to the customer.
18	The process ends when the customer receives their requested product.
19	The DL&C system generates a "valid without photo" camera card for the customer. The customer (or family member) takes the camera card to a PLC to have the product produced.
20	The process ends when the customer receives their requested product.

G. CDL/Non-CDL Replacements/Duplicates - Counter

Note: Yellow steps indicate current vendor related processes

(Page 1 of 2)





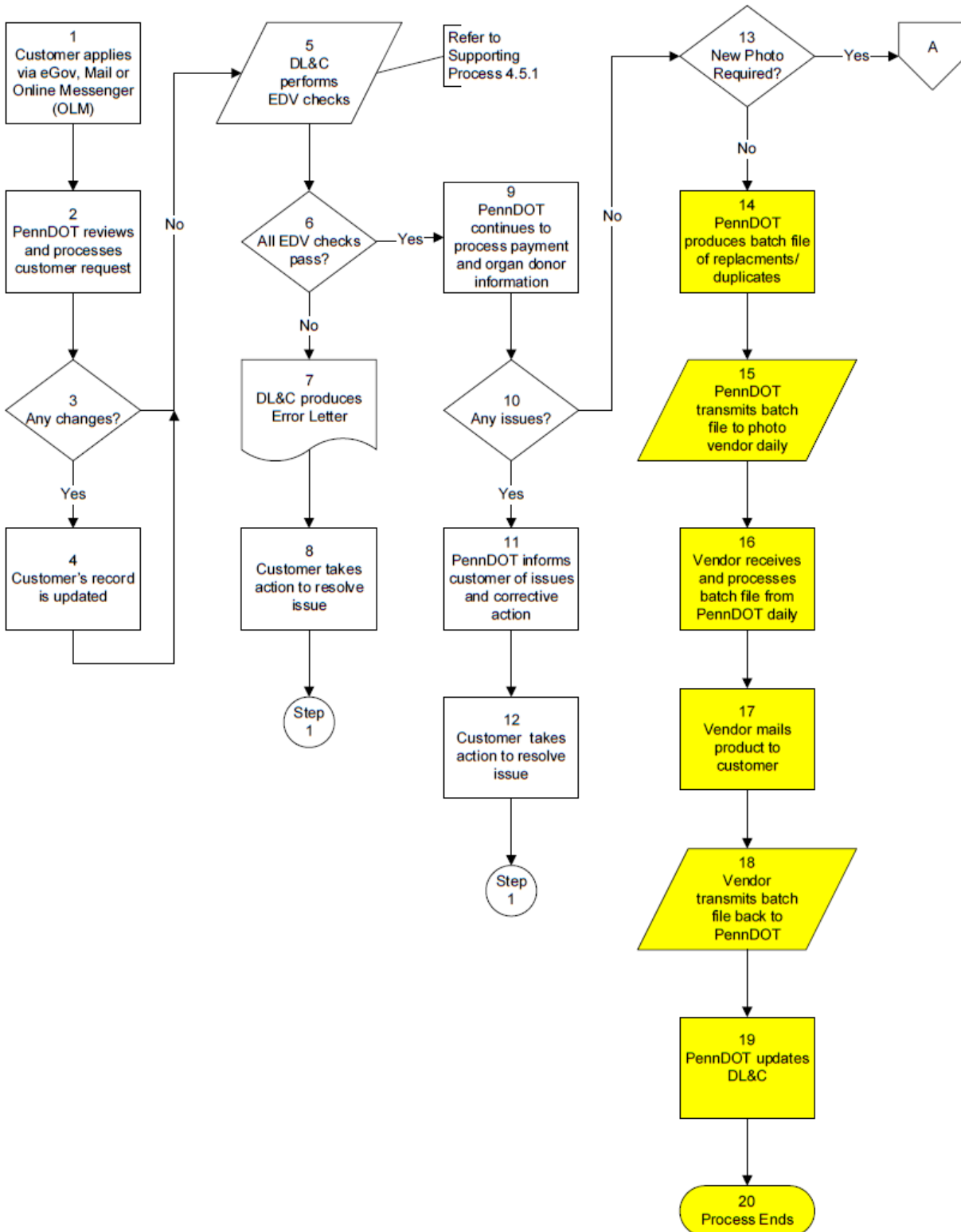
Process Step	Description
1	The customer applies in person at the DLC site. - The customer follows the associated queuing process at the DLC site.
2	The DLE reviews the customer's application and documentation. - The customer fills out a Non-Commercial Driver's License Application for Change/Correction/Replacement form (DL-80).
3	Does the customer wish to make any changes to their Driver's License information? - If yes, go to step 4 - If no, go to step 5
4	The DLE updates the customer record in the DL&C. - Go to step 5
5	The DL&C system performs EDV checks.
6	Do all of the EDV checks pass? - If yes, go to step 9 - If no, go to step 7
7	The DL&C system produces an Error Letter informing the customer of any issues, and necessary steps for resolution.
8	The customer leaves the DLC to resolve the issue. - Go to step 1
9	The DLE continues to process payment and organ donor information. - The DLE may use a fee waiver code for replacements where the customer never received the original product. If this is the case, the customer completes section B on the DL-80 form.
10	Are there any issues with the payment or organ donor information? - If yes, go to step 11 - If no, go to step 13
11	The DLE informs the customer of the issues and necessary steps to take to resolve them.
12	The customer leaves the DLC to resolve the issue. - Go to step 1
13	Does the customer require a new photo? - If yes, go to step 21 - If no, go to step 14
14	The DL&C System transmits a message to the Photo Vendor's PC at the duplicate station.
15	After the message is received by the Photo Vendor's PC, it retrieves the appropriate photo and signature on file for the customer.
16	The Photo Vendor's PC joins the customer photo and signature with the customer information from DL&C.
17	The DLE issues a new product to the customer using L-1 equipment. - The older version of the product is invalidated in the DL&C system.
18	The process ends when the customer receives their new product.
19	The DLE issues a camera card to the customer. - The customer is required to sign the camera card. - The camera card can be used as a temporary driver's license for 60 days.

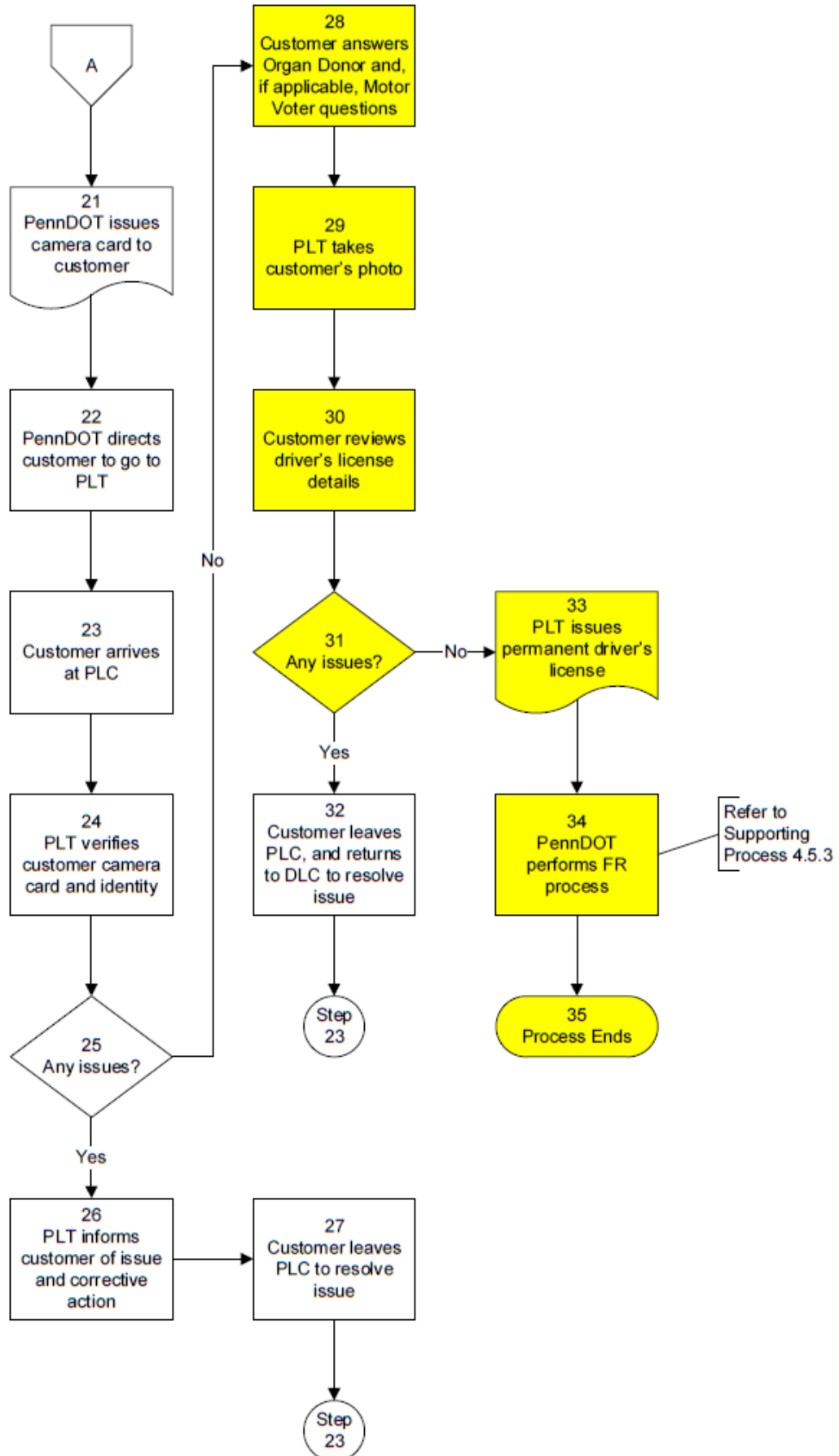
Process Step	Description
20	The DLE directs the customer to go to the PLT to have their photo taken for their replacement / duplicate driver's license.
21	<p>The customer arrives at the PLC.</p> <ul style="list-style-type: none"> - The customer arrives at their convenience within the 60 days when the camera card is valid. - The customer follows the associated queuing process at the PLC.
22	The PLT verifies the customer's camera card and identity.
23	<p>Are there any issues with the customer's camera card or identity?</p> <ul style="list-style-type: none"> - If yes, go to step 26 - If no, go to step 28
24	The PLT informs the customer of the issue and necessary steps to take to resolve it.
25	<p>The customer leaves the PLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 23
26	The PLT takes the customer's photo using the L-1 camera system.
27	The customer is prompted to answer the organ donor and motor voter questions.
28	The customer reviews their driver's license details.
29	<p>Are there any issues with the details?</p> <ul style="list-style-type: none"> - If yes, go to step 31 - If no, go to step 32
30	<p>The customer leaves the PLC, and returns to the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 23
31	<p>The PLT issues a permanent driver's license to the customer.</p> <ul style="list-style-type: none"> - The PLT confirms the customer's identity again by verifying that the customer's signature on the camera card matches that on the permanent license. - Any temporary and/or old products should be invalidated and destroyed. - If the product was issued as a duplicate, it should indicate the duplicate number.
32	<p>PennDOT performs the FR process.</p> <ul style="list-style-type: none"> - Refer to 4.5.3 Photo Processing (Facial Recognition Process) map and narrative for specific process details.
33	The process ends when the customer receives their permanent driver's license from the PLT.

H. CDL/Non-CDL Replacements/Duplicates – Online/Mail/Online Messenger

Note: Yellow steps indicate current vendor related processes

(Page 1 of 2)

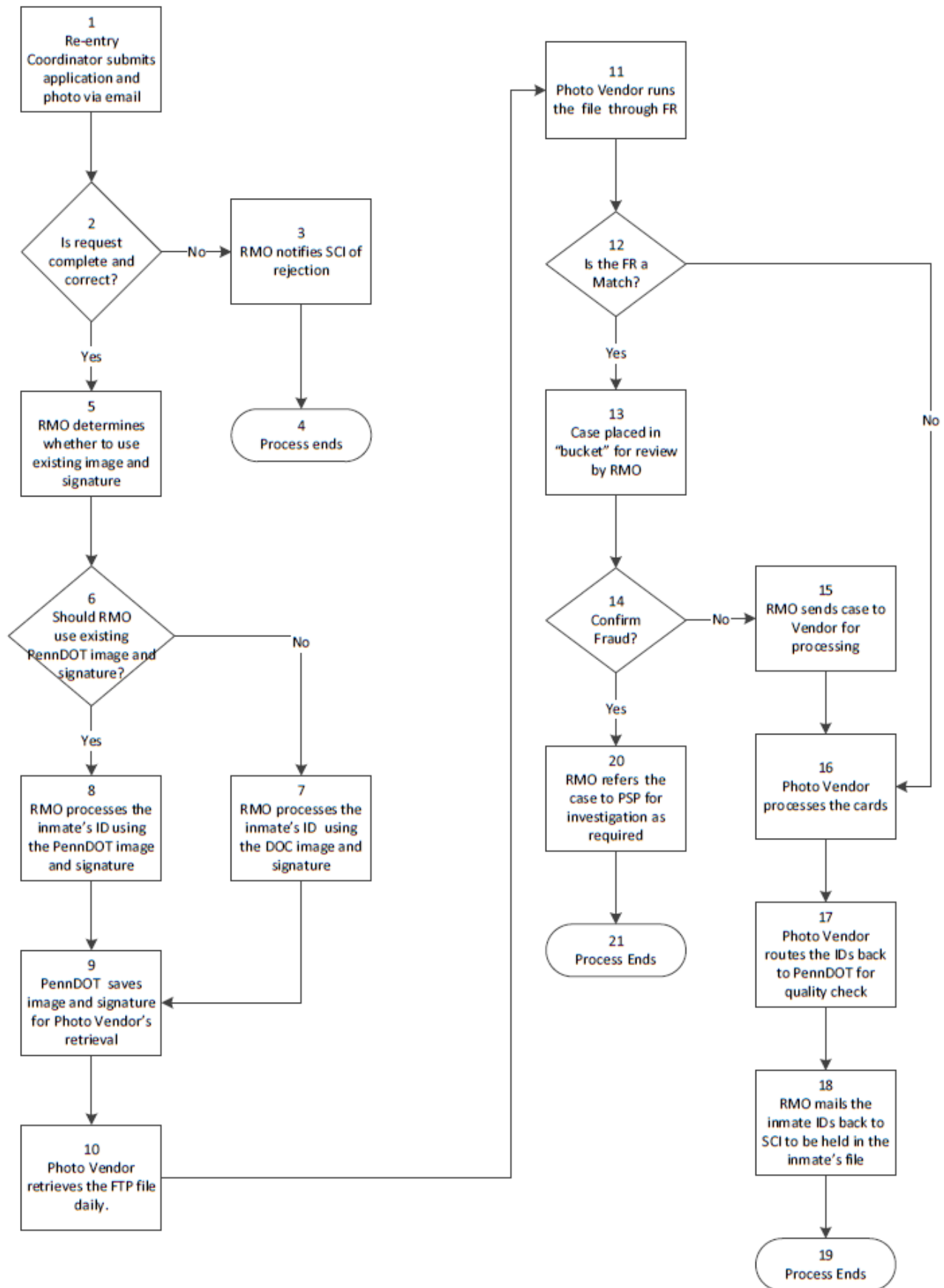




Process Step	Description
1	The customer applies via eGov (online), Mail or Online Messenger (OLM).
2	PennDOT reviews the customer's application and documentation. <ul style="list-style-type: none"> - The customer fills out a Non-Commercial Driver's License Application for Change/Correction/Replacement form (DL-80).
3	Does the customer wish to make any changes to their Driver's License information? <ul style="list-style-type: none"> - If yes, go to step 4 - If no, go to step 5
4	PennDOT updates the customer record in the DL&C. <ul style="list-style-type: none"> - Go to step 5
5	The DL&C system performs EDV checks.
6	Do all of the EDV checks pass? <ul style="list-style-type: none"> - If yes, go to step 9 - If no, go to step 7
7	The DL&C system produces an Error Letter informing the customer of any issue(s), and necessary steps for resolution.
8	The customer takes action to resolve the issue(s). <ul style="list-style-type: none"> - Go to step 1
9	PennDOT continues to process payment and organ donor information. <ul style="list-style-type: none"> - The DLE may use a fee waiver code for replacements where the customer never received the original product. If this is the case, the customer completes section B on the DL-80 form.
10	Are there any issues with the payment or organ donor information? <ul style="list-style-type: none"> - If yes, go to step 11 - If no, go to step 13
11	PennDOT informs the customer of the issue(s) and necessary steps to take to resolve them.
12	The customer takes action to resolve the issue(s) <ul style="list-style-type: none"> - Go to step 1
13	Is a new photo required? <ul style="list-style-type: none"> - If yes, go to step 21 - If no, go to step 14
14	PennDOT produces a batch file of replacements/duplicates to be processed by the photo vendor's central facility.
15	PennDOT transmits the batch file to the photo vendor on a daily basis.
16	The vendor receives the batch file from PennDOT and processes the records daily.
17	The photo vendor mails the permanent product to the customer.
18	The photo vendor transmits the batch file back to PennDOT.
19	PennDOT receives the file from the photo vendor and updates the DL&C system to reflect the replacement or duplicate product produced.
20	The process ends after the DL&C is updated.
21	PennDOT issues a camera card to the customer. <ul style="list-style-type: none"> - The customer is required to sign the camera card. - The camera card can be used as a temporary driver's license for 60 days.

Process Step	Description
22	PennDOT directs the customer to go to the PLT to have their photo taken for their replacement / duplicate driver's license.
23	<p>The customer arrives at the PLC.</p> <ul style="list-style-type: none"> - The customer arrives at their convenience within the 60 days when the camera card is valid. - The customer follows the associated queuing process at the PLC.
24	The PLT verifies the customer's camera card and identity.
25	<p>Are there any issues with the customer's camera card or identity?</p> <ul style="list-style-type: none"> - If yes, go to step 26 - If no, go to step 28
26	The PLT informs the customer of the issue and necessary steps to take to resolve it.
27	<p>The customer leaves the PLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 23
28	The customer is prompted to answer the organ donor and, if applicable, motor voter questions.
29	The PLT takes the customer's photo using the L-1 camera system.
30	The customer reviews their driver's license details.
31	<p>Are there any issues with the details?</p> <ul style="list-style-type: none"> - If yes, go to step 32 - If no, go to step 33
32	<p>The customer leaves the PLC, and returns to the DLC to resolve the issue.</p> <ul style="list-style-type: none"> - Go to step 23
33	<p>The PLT issues a permanent driver's license to the customer.</p> <ul style="list-style-type: none"> - The PLT confirms the customer's identity again by verifying that the customer's signature on the camera card matches that on the permanent license. - Any temporary and/or old products should be invalidated and destroyed. - If the product was issued as a duplicate, it should indicate the duplicate number.
34	<p>PennDOT performs the FR process.</p> <ul style="list-style-type: none"> - Refer to 4.5.3 Photo Processing (Facial Recognition Process) map and narrative for specific process details.
35	The process ends when the customer receives their permanent driver's license from the PLT.

I. DOC DL/ID



Process Step	Description
1	2. Re-entry coordinator submits application and inmate's photo and signature via email. <ul style="list-style-type: none"> • Application is form DL-200
2	3. Decision: Is request complete and correct? YES: Go to step 5 4. NO: Go to step 3
3	5. PennDOT's Risk Management Office (RMO) notifies the State Correctional Institution (SCI) of the rejection and the reason for the rejection.
4	6. The process ends if the initial application is rejected.
5	The RMO determines whether to use an existing PennDOT image and signature on file or the DOC image and signature submitted with the application.
6	Decision: Should the RMO use the existing PennDOT image and signature? YES: Go to step 8 NO: Go to step 7
7	RMO process the inmate's ID using application fee waiver (#51), and using the DOC image/signature
8	The RMO processes the inmate's ID using the PennDOT image and signature on file. <ul style="list-style-type: none"> • The image and signature are processed using fee waiver 50
9	The Inmate's DOC image and signature are saved for the Photo Vendor to retrieve. <ul style="list-style-type: none"> • Image and signature are saved to the O: drive. • Photo vendor retrieves the file via a daily FTP process.
10	Photo Vendor retrieves the FTP file on a daily basis.
11	Photo vendor runs the ID through Facial Recognition
12	Decision: Is the Facial Recognition a match? YES: Go to step 13 NO: Go to step 16
13	Case placed in "bucket" for review by RMO
14	Decision: Confirm Fraud? YES: Go to step 20 NO: Go to step 15
15	RMO sends case to Vendor for processing
16	Photo Vendor processes the ID Cards.
17	Photo Vendor routes the IDs back to PennDOT/RMO for quality check.
18	The RMO mails the inmate IDs back to the SCI to be held in the inmate's file until their release date
19	Process Ends
20	RMO refers the case to the Pennsylvania State Police (PSP) for investigation, as required.

