SCORE User Guide

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U.S. Department of Transportation Federal Motor Carrier Safety Administration

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1. Signing into SCORE PowerApps Application

FMCSA users with a PIV ID can sign into the SCORE PowerApps application by following the steps:

• Using your PIV, click on Cisco AnyConnect. Select COE-PIV as the domain

🚳 Cisco AnyCo	onnect Secure Mobility Client	—	
	VPN: Ready to connect. COE-PIV	-	Connect
E	Network: Connected (192.168.1.48) Wired-Open		\$% ~
T	System Scan: No policy server detected. Default network access is in effect.		Scan Again
¢ (i)			uluiu cisco

• From Edge or Chrome navigate to <u>https://fmcsa-score.crm9.dynamics.com/</u>

2. User Roles

The application is driven by user roles. The different roles that exist in the system include Division, Service Center, Head Quarters, State and Administrators. The path that a finding takes is determined by the user role that raised it. Division users are assigned to 1 of the 51 jurisdictions. Service Center users are assigned to 1 of the 4 Service Centers. Headquarters users have access to content from all 51 jurisdictions. State users are assigned to only 1 state and can only view content from that state. Administrators are users with elevated privileges.

3. Navigation

	Power Apps Se	CORE		✓ Search			+	ŝ	?	8
=		e e	Save As + New	✓ ✓ Set As D	efault 💍 Refresh All					
\$	Pinned 🗸	My	Assignments 🗸							
Das	hboards	1								
<u>네</u>	My Assignments	Revie	ew Table				+ New 🖒	Refresh	:	
1111 6	Reports						Filter by ke	yword		
All	Activities		✔ Review Number ∨	State 🗸	Review Title 🗸	Review Type \checkmark	Scheduled Date \checkmark	Complete	d Date	1
.v.	Deviewe		RV-102596	Alabama	Alabama Annual Program Review (APR) 2022	Annual Prog	5/10/2022			
3	Findings		RV-102595	Alabama	Alabama Annual Program Review (APR) 2023	Annual Prog	2/9/2022			
\$	Action Plans									
చ	Action Plan Imple									
¢	Documents									
	States									
8	Contacts									
쏬	Regulations	_				_				
S	Score									

After signing in, users will land on their My Assignments homepage.

- The left pane is where users will navigate to different parts of the application
- The search bar at the top is global search, and searches content across different entities. Enter a search term to search for information across content types
- To do a wild card search use an asterisks before the search term
 - o Example 1: *3452
 - o Example 2: *FD-3452

4. My Assignments

My Assignments is the users task dashboard available to all FMCSA users. It provides the status for all pending content that the user is working on or needs to review.

=	←	🕼 Save As 🕂 New 🗸 🗸	✓ Set As Default	🖒 Ref	íresh All								
🛱 Home		My Assignments 🗸											
🕒 Recent 🗸 🗸													
$\not\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!$		Review Table								+ New	C Refresh	See all records	
Dashboards												Filter by keyword	
器 My Assignments		✓ Review Number ∨ State	z V	Review T	itle 🗸	Review Type \smallsetminus	Scheduled Date \lor	Completed D	Date 🗸 🛛 Review Status	Number Of Co	omments \lor	Modified On ↓ ∨	
語 Reports		RV-104205 Alat	bama	Alabam	a Annual Program Review (APR) 2023	Title Annual Progra	6/6/2023		Open		0	6/3/2023	
All Activities		RV-102596 Ala	bama	Alabam	a Annual Program Review (APR) 2022	Annual Progr	5/10/2022		Draft		0	5/15/2023	
🐼 Reviews		RV-102595 Ala	bama	Alabam	a Annual Program Review (APR) 2023	Annual Progr	2/9/2022		Draft		0	5/15/2023	
Findings													
Action Plans													
😂 Action Plan Impleme													
ම් Documents													
States													
8 Contacts													_
Regulations		Draft Findings			Findings for Review					+ N	ew 🗎 Delet	e 🗸 💍 Refresh	÷
D Help												Filter by keyword	
Historic Documents		No data availak	ble		✓ Finding Number $∨$ State	 Finding 1 	itle \vee		Source of Finding \lor	ear 🗸 👘 Re	gulation \lor		Finc
		NO GALL AVAILAL	ore.		FD-106932 New	ersey 384.204	(a)		2018 CDL Annual Progr	018 38	4.204		SC
					FD-107456 Virgi	ia Not po	ting MEC with 10 days			021 38	4.234		SC
					FD-107457 Virgi	ia Not sub	mitting Medical Variance	e within 10 days		021 38	4.234		SC
					FD-107458 Virgi	ia Pre-Trip	visual inspection not pe	erformed IAW A	2021 Annual Program F	021 38	14.229		SC
					FD-107459 Virgi	ia Pre-Trip	visual inspection not pe	erformed IAW A	2021 Annual Program F	021 38	4.229		SC
S Score					FD-107460 Virgi	ia Road Te	st routes not IAW AAMV	/A standards.	Annual Program Reviev	021 38	14.229		SC

- The My Assignment Dashboard provides a view of all 4 dashboards (Reviews, Findings, Action Plans, Action Plan Implementation)
- Click My Assignments Dashboard to change dashboards
- Note: Click on Set As Default to select your default dashboard Click refresh to update all the data on the screen
- Click My Assignments to get back to the My Assignments screen
- 5. Dashboards

			+ 1av	O fatish 🖷 tecationetic 🔅	My Active Reviews 💍 🖪 🖙
				Search this view 🖉 🔎	Review by Type
🖌] Review Title 🗸	State ~	Ravies Spar 🗸	Status Remon	Weiffelds 1 V	
CDUS-WV-2022	West Virginia	COUS Report Review	put	9/1/2022 4:19 PM	
\$78-47-2022	'Aproximite	Skills Test Review (STR)	Duit	9/7/2022 4:18 PM	
CDU5-RF-2822	Rhode Island	COUS Report Review	Draft	9/7/2022 3:47 PM	
COR-ME-2022	Maine	Comprehensive Compliance Re.	Deatt	9/7/2022 3:46 PM	
\$78-07-2022	Connectiout	Skills Test Review (STR)	Draft	9/7/2022 1.48 PM	
APR-DC-2022	District of Columb	ia. Annual Program Review (APR)	Draft	9/6/2022 11:18 AM	7

• Using the My Assignments dropdown, navigate between My Review Assignments, My Findings Assignments, and My Action Plan Assignments

- All dashboards are filtered to show only work that the logged in user initiated or needs to review
- Note: "Refresh" button can be used to refresh all information presented in that dashboard
- "New" can be used to initiate new content, but will be tested in a future sprint
- The findings dashboard is split into "Draft Findings" and "Findings Under Review", findings that are placed under review indicate that the user has an internal review assignment assigned and needs to review the finding

6. Reviews

Division, Service Center, and Headquarters users can open reviews against a State and share it with the state. FMCSA can select STR, CDLIS, APR, CCR, or Other as the review type.

6.1 Create a Review / Set as Draft

Rev	iew Table				+ New 💍	Refresh :
					Filter by key	/word
	\checkmark Review Number \smallsetminus	State \checkmark	Review Title \checkmark	Review Type \checkmark	Scheduled Date \vee	Completed Date
	RV-104205	Alabama	Alabama Annual Program Review (APR)	2023 Tir Annual Prog	6/6/2023	
	RV-102596	Alabama	Alabama Annual Program Review (APR)	2022 Annual Prog	5/10/2022	
	RV-102595	Alabama	Alabama Annual Program Review (APR)	2023 Annual Prog	2/9/2022	

- To create a review, click on the "+" New to initiate a review from the reviews dashboard; the review form will appear
- The following fields must be entered to create a review review type, state, and scheduled date
- If STR is selected from review type, Type of STR, and Review Conducted On become required fields.
- Review title populates using the information entered in review type, state, and year. For STRs Review Conducted On is also added to the title. The title can be edited, and additional information can be added to the title.
- Click save at the top of the screen, to save the review in draft status. Reviews in draft will not be available to State users.

6.2 Open Review / Complete Review



Alabama Annual Prog Review	gram Review (Al	PR) 2023 - Saved	R	RV-104205 Review Number	Subn	kri Abdullahi hitted By	Open Review S	6/2/2023 tatus Scheduled D	→ Date
Summary Administration	n Related \sim								
Review Title * Alabama Annual Program Review (APR) 2023									
A Review Number	RV-104205	State	* 6	🖣 Alabama		Year		* 2023	
Review Type *	Annual Program R	🔒 Review Status	0	Dpen		Checklist Crea	ted On		
Checklist Type		Scheduled Date	* 6	5/2/2023	<u> </u>	Completed Da	ate		
읍 External Attachments	https://usdot.sharepo	pint.com/teams/FMCSA-Sco	ore-D	Dev/account/A	labama	a_7E45744F8424	ED11B83	3E00224828EA29	•
Attachments						T Upload	0	pen Location $ \smallsetminus $:

- To open a review that is in draft status, click submit, a message confirming that the review has been opened will appear. The review is now in open status.
- While it is in open status, users can edit the title, checklist created on, checklist type, scheduled date, completed date.
- State user now can view the review in their portal

6.3 Complete Review

Alabama Skills Test 2023 - Saved Review		RV-104206 Review Number	<mark>Sh</mark> Su	nukri Abdullahi bmitted By	Compl Review :	etec Statu	s Scheduled Da	ite	~			
Summary Administration Related V												
A Review Title	•	Alabama Skills Test F	Review (STR) State Examin	er 20	023							
🛆 Review Number		RV-104206	合 State	*	🔁 Alabama		🖰 Year		*	2023		
읍 Review Type	*	Skills Test Review (읍 Review Status		Completed		읍 Checklist Crea	ted On	*	6/2/2023	Ē	
🛆 Checklist Type	*	STR	🛆 Scheduled Date	*	6/5/2023	Ē	合 Completed Da	ite		6/5/2023	±	
台 Type of STR	*	Overt	A Review Conducted	*	State Examiner							
🛆 External Attachments		https://usdot.sharep	oint.com/teams/FMCSA-S	core	e-Dev/account/A	laba	ma_7E45744F8424	ED11B8	3E0	0224828EA29		

- After a review has been opened, update the review details by adding checklist information, uploading documents, and adding comments.
- Division, Service Center, and HQ can complete a review by adding completed date and clicking save.

6.4 Adding Internal and External Comments to Reviews

Internal Comments					
				+ New Internal Co	omment 💍 Refresh 🖷 See all records
Subject \vee	Description (Max 2500 char) ~		Origin Y	Created By \sim	Date Created $\ \downarrow \ \lor$
		No data available			
0 - 0 of 0					I4 ← Page 1 →
External Comments				+ New Portal Co	omment 💍 Refresh 🖷 See all records
External Comments Subject ~	Description (Max 2500 char) ~		Created By ~	+ New Portal Co	mmment ⁽¹⁾ Refresh ⁽ ∰ See all records Date Created ↓ ~
External Comments Subject ~	Description (Max 2500 char) ~	No data available	Created By ∽	+ New Portal Co	mment Ĉ Refresh See all records Date Created ↓ ~

- FMCSA users can add internal comments to reviews once a review has been saved as draft
- Using the "+ New Portal" comment, add an external comment that becomes viewable to the State users by filling in the subject and description
- Using the "+ New Internal" comment, add an internal comment that is only visible to FMCSA users by filling in the subject and description

6.5 Upload documents

t.com/teams/FMCSA-Score-Dev/account/Alabama_7E45744F8424ED11B83E00224828EA29/2023/Reviews/Annual Program Review (APR)/RV-104205/External Attachments						
Location \checkmark \circlearrowright Refresh	1					
	1.1					
1	Location \checkmark () Refresh					

- To attach external documents that will be shared with the state users click on the globe icon to the right of external documents
- To attach internal documents that will be shared with only FMCSA users, click the upload button on the grid
- Documents that have been uploaded will appear in the grid, external documents have the arrow pointing out icon indicating it was shared with the state user

7. Findings

There are three separate finding workflows, the Division, Service Center, and Headquarters workflows. The finding workflow is determined by which user *submitted* the finding. It will then go through the appropriate approval process.

7. 1 Create Finding / Set as Draft

			_				
Finding Table	+	New	Û	Delete	$ $ \vee	÷	
		_	-	_	_		

The State does not administer the CDL Skills test waiver for m 383.77 - Saved Finding	nilitary members in accordance with 49 CFR	FD-107686 Finding Number	Shukri Abdullahi Submitted By	Service Center and Division Review Finding Status	6/16/2023 Due Date	~
Summary Review Status Administration Related \vee						
A Regulation · 🗃 384.201	ue for military members in accordance with 40 FED 383 77		Timeline	eline +	7 ⊒ :	
Finding Title The State does not administer the CDL Skills test waiver fit	or military members in accordance with 49 CFR 383.77		🖉 Enter a not	e	(0
Details of Finding * Details						
WARNING: Do not enter Personally Identifiable Information (PII) in this text field. For more in	nformation on PII, please refer to the DOT Privacy Policy page.			Get started		
🛆 State * 🖪 Massachusetts	Year * 2023		Capt	ure and manage all records in your tim	eline.	
🛆 Source of Finding 💦 🔀 2017 Massachusetts Annual Testing Review						
A No Source	A Review Type Other					- 1
A Finding Status Service Center and Division Review	△ Due Date 6/16/2023	i				
A Date of Finding • 6/1/2023						
A Origin * Headquarters						
A Finding Closure Date						

- To create a new finding, log in as Division, Service Center or HQ user. Start at my assignments finding table or the findings entity and click the new button, it will open a finding form.
- Select a regulation and corresponding finding title. All the following are required: details, state, source of finding, date of finding.
- Use the "Source of Finding" field to link a finding to a review, select the review that the finding originated from. If it did not originate from a particular review select "yes" on the "No Source" toggle.
- Click the save button to place the finding in draft status.
- Click submit to send the finding to the next reviewer, the next reviewer is determined by the user role and which workflow is triggered.

8. Division Workflow

After a Division user submits a finding, it triggers the Division workflow approval process. Findings raised by Division are sent to Service Center, who would then return or approve, and then the finding is routed to HQ who will make the final decision.

"AAMVA Unknown" F	Returned for D56 and D45 AC	CD Codes	- Saved				FD-107492 Finding Num	Ber Submitted By	SC Review Finding Status	1/11/2022 Due Date	\sim
Summary Review Status	Administration Related \vee										
A Division Reviewers Team	ሻጽ Massachusetts		🛆 SC Reviewers Team	්ඤ Eastern Service C	enter		🗄 HQ Reviewers Team 🛛 🛠	HQ Reviewers Team			
A Reviewer Decision	Submit		A Reviewer Decision				A Reviewer Decision				
A Reviewer Completed			⊟ Reviewer Completed Date				⊟ Reviewer Completed Date				
A Reviewer Comments	Finding Submitted		A Reviewer Comments				A Reviewer Comments				
A Return Comments			A Return Comments				A Return Comments				
A Review Process	D-107492_Reviewprocess		Internal Review Assignments	s				🖒 Refresh	聘 See associat	ted records	
			◯ Assignment Sta ↓ •	✓ Review Level ✓	Reviewer Decision \backsim	Owner	~ Reviewer Com	nents 🗠	Modif	ïed On ↓	
Review Status	Under Review		Pending	Headquar		HQ Re	viewers Team		5/19/	2023 1	
Submitted On	5/19/2023	Ē	In Progress	Service Ce		Eastern	n Service Center		5/19/	2023 1	
Auto Accept Date	1/11/2022	Ē	Completed	Division	Submit	Massa	chusetts Finding Subr	nitted	5/19/	2023 1	
Submitted By						_					
			1 - 3 of 3						i⊲ ← pa	ige 1 \rightarrow	
											_

8.1 Division Submits Finding to Service Center / Service Center Reviews

- After the Division user submits the finding, it is sent to Service Center. Service Center users will then have finding in their assignments dashboard. Finding is in SC Review status.
- The review process panel provides the user with information about who raised the finding, the status of the internal review assignments and the auto accept date.
- The Internal Review Assignments are the actions that are pending or in progress, this shows who the next reviewer is and the action that needs to be taken.
- Navigate to the review status tab to provide a reviewer decision
 - Service Center can return to Division requesting edits or approve and send to HQ for review using the "Reviewer Decision" field. Reviewer comments are required on returns.

ACD Code Mapping f	or A20 ACD Code - Saved							FD-107490 Finding Number	Rajesh Kumar Submitted By	HQ Review Finding Status	1/11/2022 Due Date	~
Summary Review Status	Administration Related \vee											
A Division Reviewers Team	ሻጽ Massachusetts	≙ :	SC Reviewers Team	ኳ ^ል Eastern Service Ce	enter		Ĥ HQ Reviewers Te	am 🛠 HC) Reviewers Team			
Reviewer Decision Reviewer Completed Date Reviewer Comments Return Comments	Submit Finding Submitted 	6 6 6	A Reviewer Decision A Reviewer Completed Date A Reviewer Comments A Return Comments	Approve 6/1/2023 APPROVED			Reviewer Decisio	ents				
A Review Process	FD-107490_Reviewprocess	Inte	ternal Review Assignments	Review Level ~	Reviewer Decision V	Owner	v	Reviewer Comment	⊖ Refresh	晛 See assoc	iated records dified On ↓	
Review Status	Under Review		Completed	Service Ce	Approve	Easterr	n Service Center	APPROVED		6/1	/2023 11:.	
Submitted On	5/19/2023		In Progress	Headquar		HQ Re	viewers Team			6/1	/2023 11:.	
Auto Accept Date Submitted By	1/11/2022		Completed	Division	Submit	Massad	chusetts	Finding Submitte	d	5/1	19/2023 1	
			1 - 3 of 3							4 ←	Page 1 \rightarrow	

8.2 HQ Reviews Finding Raised by Division

- After Service Center approves, finding is routed to HQ
- Navigate to the review status tab to provide a decision:
 - HQ can return to Service Center requesting edits, reject or approve using the "Reviewer Decision" field. Reviewer comments are required on returns.
 - After HQ rejects the finding there is no additional action required on the finding.
- Approved findings become available to the State.
- 9. Service Center Workflow

After a Service Center user submits a finding, it triggers the Division workflow approval process. Findings raised by Division are sent to Division and Service Center users, who would then return or approve, and then the finding is routed to HQ who will make the final decision.

9.1 Service Center Submits Finding to Division and HQ

The State does not have a mechanism to prevent the issue knowledge and endorsement tests Saved Finding	ance of a CDL without the applicant passing the CDL	FD-107687 Shukri Abdullahi HQ and Division R Finding Number Submitted By Finding Status	eview 6/19/2023 V Due Date
스 Division Reviewers Team '차 Massachusetts	A SC Reviewers Team	A HQ Reviewers Team	
A Reviewer Decision A Reviewer Completed Date A Reviewer Comments A Return Comments	A Reviewer Decision A Reviewer Completed Date A Reviewer Comments A Reviewer Comments A Return Comments	Areviewer Decision Areviewer Completed Date Areviewer Comments Areturn Comments	
△ Review Process	Internal Review Assignments	نَ Refresh 특 S	ee associated records
	Assignment Sta ↓ ~ Review Level ~ Reviewer Decision ~ Owner	ier ~ Reviewer Comments ~	Modified On ↓
A Review Status Under Review	In Progress Headquar HQ R	Reviewers Team	6/5/2023 8:1.
A Submitted On 6/5/2023	Completed Service Ce Submit Easte	ern Service Center Finding Submitted	6/5/2023 8:1.
🛱 Auto Accept Date	In Progress Division Mass	ssachusetts	6/5/2023 8:1.
A Submitted By A Shukri Abdullahi			
	1 - 3 of 3	ŀ	$d \leftarrow Page 1 \rightarrow$

- When a Service Center user raises a finding, it is routed to the Division and Headquarters reviewers. The finding status is updated to HQ and Division Review
- Both Division and Service Center have 14 days to complete their review and provide a decision in reviewers decision
- If Division and HQ have a mismatch in their reviewer's decision, the system will wait 14 days and then accept the HQ's decision as the final decision
- If HQ reviews only the system will wait the complete 14 day window and then accept the final decision by HQ
- Navigate to the review status tab to provide reviewer decision, Division can approve or return and HQ can return, approve or reject

10. HQ Workflow

After an HQ user submits a finding, it triggers the Service Center workflow approval process. Findings raised by HQ are sent to both Service Center and Division, who would then be able to return or approve. HQ decision is final.

10.1 HQ Submits Finding to Division and HQ

The State does not ad 383.77 - Saved Finding	dminister the CDL Skills test v	vaiver for	military members in	accordance wit	th 49 CFR	FD-10 Findin	07686 g Number	Shukri Abdullahi Submitted By	Service Center and Division Re Finding Status	bue Date	~
Summary Review Status	Administration Related V										
☐ Division Reviewers Team	፟ጞ Massachusetts		🛆 SC Reviewers Team	ሻሻ Eastern Service Cer	nter		읍 HQ Revi	ewers Team	፟፟፟፟፝፝ጽ [*] HQ Reviewers Team		
 A Reviewer Decision A Reviewer Completed Date A Reviewer Comments 			Reviewer Decision Reviewer Completed Date Reviewer Comments Reviewer Comments				A Review Review Date Review	wer Decision wer Completed wer Comments			
A Return Comments	E FD-107686_Review Process		Internal Review Assignments						〇 Refresh 睍 Se	e associated records	
				Review Level ~	Reviewer Decision ~	Owner ~		Reviewer Co	omments ~	Modified On ↓	
Review Status	Under Review		Pending	Headquar		HQ Revi	ewers Team			6/2/2023 1:0.	
Submitted On	6/2/2023		Completed	Headquar	Submit	HQ Revi	ewers Team	Finding Su	ubmitted	6/2/2023 1:0.	
Auto Accept Date			In Progress	Division		Massach	usetts			6/2/2023 1:0.	
Submitted By	A Shukri Abdullahi		In Progress	Service Ce		Eastern :	Service Cent	er		6/2/2023 1:0.	
			1 - 4 of 4						k	1 ← Page 1 →	

- When a Headquarters user raises a finding, it is routed to the Division and Service Center reviewers. The finding status is updated to HQ and Division Review
- Both Division and Headquarters have 14 days to complete their review and provide a decision in reviewers decision
- If Division, Service Center have a mismatch in their reviewer's decision, HQ will have the ability to give a final decision
- If Division or Service Center do not provide a reviewer decision the system will wait 14 days, and then accept HQ decision as the final decision
- Navigate to the review status to provide reviewer decision, Service Center can approve or return, and HQ can return, approve, or reject

11. Approved Finding

Findings that have been approved by HQ become available to the state. The internal status updates to approved and the external status updates to open.

(Broken Pointers) The State doe: renewal or upgrade. The State h ^{Finding}	s not notify the CDLIS centra as broken pointers Saved	I site of each CDL iss	uance within 10 days of such issuanc	e transfer	r, FD-107321 Rajesh F Finding Number Submittee	Approved d By Finding Status	1/6/2021 Due Date	~
Summary Review Status Administrat	tion Related \vee							
A Regulation * 🐼 384.207					Timeline	+ 7	T= :	
A Titles for Finding								
A Finding Title (Broken Pointe upgrade. The s	ers) The State does not notify the CDLIS ce State has broken pointers.	entral site of each CDL issuance	within 10 days of such issuance transfer, renewal or		Enter a note Modified on: 5/24/2023 5:08	PM	Û	
Details of Finding * 05/14/2020 Cl (2020 APR)	031 Run: 38 Broken Pointers				Email from: A Venkata N Western Service Center has o Dear HQ, The below Finding	aredla Active completed reviewing the f is available for HQ review	同 前 findin /. Wes	
WARNING: Do not enter Personally Identifiabl	e Information (PII) in this text field. For more	information on PII, please refer to	the DOT Privacy Policy page.		View more		\sim	1
🛆 State 🔭 🔁 Oregon		🛆 Year 🔹 🔹	2020					
🛆 Source of Finding 🛛 🐮 🔀 2020 Annu	al Program Review (OR)							
A No Source		A Review Type	Annual Program Review (APR)					
A Finding Status Approved		🔍 Due Date	1/6/2021	(iii)				
	511	A State Notified Date	1/28/2021	***				
🛱 CAP Due Date	E	A Origin	Service Center					
△ Finding Closure Date	611	1						
A External Status Open								
Attachments			$ar{\uparrow}$ Upload 🖪 Open Location \checkmark	1				

12. Action Plan Workflow

Once a finding has been approved and opened, it will appear in the State portal. The State user has 49 days to submit an action plan. The State user will have an action plan record available to them in their assignments dashboard.

Active F	indings and Action	Plans				5	Search:	
Finding Number	Finding Title	e Regulation	Source of Finding	Current Action Plan	÷	CAP Due Date	CAP Status	CAP Submitted By
FD-106967	Recording of W01 Withdrawal Code		CY 2018 CDL Annual Program Review	Recording of W01 Withdrawal Code		07/11/2023	Not Started	

11.1 State submits an Action Plan

	<u>Fine</u>	ding De	etail			Action	Plan	
Finding Nu	umber				CAP Num	ber		
FD-107085					CAP-10300	05		
Finding Titl	tle				CAP Title			
Failure to po	ost paper convictions/with	drawals			Failure to	o post paper convictions/withdrawal	s So. Carolina	
Source of F	Finding *				Status			CAP Due Date
2019 APR					Not Starte	d		07/11/2023
Regulation	*	S	tate *		Proposed	Completion Date		CAP Return Count
384.231(d)		\sim	lassachusett		MM/DD/Y	***	iiiii	0
Status		S	tate Notifie	d Date	Submittee	а Ву		
Open		0	1/02/2020					
Details of F In a sample notification (D53), Per F	Finding * e of paper records, Massach of withdrawal from South FMCSA Policy Memorandu	usetts recei Carolina of m CDL-004-	ved a notific a Failure to 1 01 (Dated 01	ation of paper Make Required Payments 1/16/2004), the RMV is	Descriptio	on		
required to j defined as a (Attachment	post and withdraw the dri a conviction within the defi at O)	ver's CDL pr inition of co	ivileges, as ti nviction as fe	he Failure to Pay is ound within 49 CFR 383.5	WARNING: information Document	Do not enter Personally Identifiable Inforr on PII, please refer to the <u>DOT Privacy P</u> ts	mation (PII) in this f <mark>collcy</mark> page.	ext field. For more characters left: 25000
There are	a po folderr or filer to dirpl	-						• Add files
mere are	e no tolders of mes to disp	ay.			There ar	re no folders or files to display.		
	CAPS				Comment	5		
Historical C				Modified On				
Historical C CAP Number	Action Plan Title	CAP Status	Submitted By	+				Add Comment

• The state user is required to submit an action plan within 49 days of the finding being approved and opened

- State user must enter a proposed completion date, and description. Uploading documents is optional.
- Note: users must save and wait a minute, then submit the action plan

11.2 Division Review

When the State submits an action plan the action plan is first routed to Division for review. From their My Assignments dashboard Division can begin reviewing the action plan.

nary Review Status	Administration Related \vee					
Division Reviewer Feam	-	SC Reviewer Team		HQ Reviewer Tea	m	
à Reviewer Decision a Reviewer Completed Date d Reviewer Comments d Return Comments	 	Reviewer Decision A Reviewer Completed Date Reviewer Comments Comments Return Comments		Reviewer Deci A Reviewer Com Date A Reviewer Com A Reviewer Com A Return Comm	ion pleted ments	Ē
Irn and Reject Comments	🖔 Refresh	Internal Review Assignments			🖔 Refresh	悶 See associated record
rn and Reject Comments Reviewer Comments ~	Ö Refresh Review C↓ ~	i Internal Review Assignments	eview Level Y Reviewer Decision N	 Owner ∽ 	💍 Refresh Reviewer Comments ~	
rrn and Reject Comments Reviewer Comments ~	Ù Refresh Review C↓ ~	: Internal Review Assignments	eview Level Y Reviewer Decision N	 Owner ~ HQ Reviewers Team 	⊘ Refresh Reviewer Comments ≻	Bee associated record Modified On ↓ 5/23/2023 1
rrn and Reject Comments Reviewer Comments ~	○ Refresh Review C ↓ ~ No data available	i Internal Review Assignments Assignment Sta↓ ✓ Re Pending I Pending S	eview Level Y Reviewer Decision N Headquar	 Owner ~ HQ. Reviewers Team Western Service Center 	○ Refresh Reviewer Comments ×	See associated record Modified On ↓ 5/23/2023 1 5/23/2023 1
rrn and Reject Comments Reviewer Comments ∀	© Refresh Review C↓ ∨ No data available	: Internal Review Assignments Assignment Sta 1 v Re Pending I Pending S In Progress I	eview Level Y Reviewer Decision N Headquar Division	 Owner ~ HQ Reviewers Team Western Service Center Ohio 	○ Refresh Reviewer Comments >	See associated record Modified On ↓ 5/23/2023 1 5/23/2023 1 5/23/2023 1
rrn and Reject Comments	○ Refresh Review C ↓ ~ No data available	internal Review Assignments Assignment Sta L Pending Pending In Progress I Completed S	eview Level × Reviewer Decision × Headquar Service Ce Division State Submit	 Owner ~ HQ Reviewers Team Western Service Center Ohio Ohio 	Refresh Reviewer Comments >	 See associated record Modified On ↓ 5/23/2023 1 5/23/2023 1 5/23/2023 1 5/23/2023 1

- Navigate to the review status to provide decision in reviewer decision:
 - Division can return to State, comments become mandatory and are visible to the State user. Division returns are include in the return count
 - Approve and route to Service Center

11.3 Service Center Review

New York CAP for The knowledge and endor Action Plan	e State does not have a mechanism rsement tests. VK - Saved	o prevent the issuance of a CDL without the applicant passing the CDL CAP-100019 CAP-100019 CAP Number 1	i/16/2023 SC Review V leview Due Date Internal Status
Summary Review Status	Administration Related \vee		
Division Reviewer Team	፟ጟ [*] New York	SC Reviewer Team 🎌 Eastern Service Center HQ Reviewer Team 🎌 HQ Reviewers Team	
A Reviewer Decision	Approve	Reviewer Decision Previewer Decision	
A Reviewer Completed	5/5/2023	A Reviewer Completed	
습 Reviewer Comments	 hq-sc-div	A Return Comments	
Return and Reject Comments Reviewer Comments ~	: ℃ Refresh Review C↓~	Internal Review Assignments & O Refresh	眠, See associated records Modified On ↓
		Completed Division Approve New York	5/5/2023 5:3.
	No data available	In Progress Service Ce Eastern Service Center	5/5/2023 5:3.
		Completed Service Ce Return Eastern Service Center hq-sc-div	5/1/2023 4:0.
		Pending Headquar HQ Reviewers Team	5/1/2023 4:0.
0 - 0 of 0	IN ← Page 1 →	1 - 4 of 9	Id ← Page 1 →

- Navigate to the review status to provide decision in reviewer decision:
 - Service Center can return to Division, comments become mandatory and are only visible to FMCSA users
 - Approve and route to HQ
 - o Service Center returns are not included in the return count

on Plan Imary Review Status	-107655 - Saved Administration Rel	ated \vee						CAP-100049 7 CAP Number R	HQ Review leview Due Date Internal Status
Division Reviewer Team	ື່ Xື້ New York		SC Reviewer Team	ੀਸੀ Eastern Service	Center		HQ Reviewer Team	HQ Reviewers Team	
 A Reviewer Decision A Reviewer Completed Date A Reviewer Comments A Return Comments 	Approve 5/19/2023 		 A Reviewer Decision A Reviewer Completed Date A Reviewer Comments A Return Comments 	Approve 5/19/2023 			A Reviewer Decision - A Reviewer Completed - Date - A Reviewer Comments - A Reviewer Comments - A Return Comments -		
turn and Reject Comment	s v	⑦ Refresh ; Review C ↓ ~	Internal Review Assignment	ts × Review Level ×	Reviewer Decision ~	Owner ~	Reviewer Comn	Č) Refresh	職 See associated record: Modified On↓
test		5/19/2023	Completed	Service Ce	Approve	Eastern S	ervice Center		5/19/2023 1
			In Progress	Headquar		HQ Revie	ewers Team		5/19/2023 1
			Completed	Division	Approve	New York	<		5/19/2023 1
				C 1.1	Submit	New York	(5/19/2023 1
			Completed	State					
1 - 1 of 1		${\rm Id} \ \leftarrow \ {\rm Page \ 1} \ \rightarrow$	Completed	State					${\scriptstyle \triangleleft} \ \leftarrow \ {\scriptstyle Page \ 1} \ \rightarrow$

11.4 Headquarters Review

- Navigate to the review status to provide decision in reviewer decision:
 - HQ can return to Service Center, comments become mandatory and are only visible to FMCSA users

- o Return to state, return to state will be included in the return count
- Approve, and allow state to begin implementation

Action Plan Summary					
🛆 Title	* New York CAP for The St specified in 383.51(e).	ate does not have and enforce la	ws and/or regulations a	oplicable to CMV drivers	violating out-of-service offenses as
🛆 State	New York	A Proposed Completion Date	3/31/2023	🛗 🖰 Year	⁺ 2023
🛆 Finding	* 🖾 The State does not ha	ave and enforce laws and/or regu	ulations applicable to CM	IV 🗄 Return Count	3
🛆 Submitted By	🛛 Shikha Saxena	A Review Due Date	4/26/2023	🛗 🖞 External Status	CAP Rejected
A Description	Lorem ipsum dolor sit an veniam, quis nostrud exe velit esse cillum dolore e est laborum. edit upon F	net, consectetur adipiscing elit, s ercitation ullamco laboris nisi ut a u fugiat nulla pariatur. Excepteur MCSA Div return. Adding more ir	ed do eiusmod tempor i liquip ex ea commodo c sint occaecat cupidatat nfo upon second return.	ncididunt ut labore et do onsequat. Duis aute irure non proident, sunt in cul	lore magna aliqua. Ut enim ad minim e dolor in reprehenderit in voluptate pa qui officia deserunt mollit anim id
CAP Attachments				T Uple	oad 🖻 Open Location 🗡 💡
○ Name ∽		Path \uparrow \checkmark	Modified ~	Modified by \checkmark	Created On SharePoint Y
👼 fmcsa-score	e-user-guide-hq10092019.p	CAP-001001/fmcsa-score	3/28/2023 4:24 PM	SharePoint App	3/28/2023 4:24 PM

11.3 Action Plan Rejection Workflow

- An action plan that has been returned to the state 3 times will automatically be rejected
- The first return, the state has 15 days to submit an updated action plan, for the second return the state has 7 days to submit an action plan
- Action plans can be returned by Division or Headquarters for edits
- The action plan status will update to rejected, the state is required to start a new action plan

12. Action Plan Workflow Implementation

After HQ approves an action plan the state can begin their action plan implementation. The state will have a record created to submit an implementation when they have completed their action plan.

Finding Summary	CAP Implementation				
Finding Number	Implementation Number				
Finding Title The State has not correctly implemented the ACD codes specific for the six railroad grade crossing offenses as defined in the 2009 ACD Code Manual Release 3.1.0 Appendix A â€" ACD Codes, Descriptions and Abbreviations.	Implementation Title Massachusetts 384.231 Completion Date Status Return Count 09/21/2011				
Details of Finding * Massachusetts assigns the ACD code M09 (fail to obey railroad cross restrictions) for all railroad grade crossing offenses. M09 is not defined by FMCSA as a railroad-highway grade crossing offense requiring disqualification action.	Submission Due Date Review Due Date Validated Date				
Finding Documents There are no folders or files to display.	CAP Description The RMV will begin a review of ACD Codes to ensure that the proper ACD Codes have been identified for use in railway-highway grade crossing offenses. This will include law enforcement training to alert law enforcement of these new				
Action Plan Summary	regulations. The RWV Will also to work to automate the failroad grade crossing process to automatically apply to system records. This work will be completed by March of 2011. WARNING: Do not enter Personally Identifiable Information (PII) in this text field. For more information on PII, please refer to the <u>DOT Privacy Policy</u> page. <i>characters left: 29593</i>				
CAP-101164	CAP Document Q Add files				
Title —	There are no folders or files to display.				
Description The RMV will begin a review of ACD Codes to ensure that the proper ACD Codes have been identified for use in railway-highway grade crossing offenses. This will include law enforcement training to alert law enforcement of these new regulations. The RMV	Comments Add Comment				

- State can submit an implementation after adding a completion date to the record, state users can also update the implementation title and CAP Description fields
- User can also upload supporting documents

12.2 Action Plan Implementation Review

Action Plan Being Implemented Table						See all records	:
						Filter by keyword	
	\checkmark Implementation Number \vee	Implementation Title \checkmark	State \checkmark	Review Due Date \vee	Projected C	Completion Date \vee	Con
	IMP-100001	Action Plan Implementation for C	. New York	4/12/2025	4/28/202	3	4/1
	IMP-100200	Illinois 384.218	Illinois		9/1/2010)	7/1
	IMP-100201	Illinois 384.219	Illinois		9/1/2010)	7/1

• Action plan implementations that have been submitted to FMCSA for review will be found in the Action Plan Being Implemented Table

12.3 Action Plan HQ Review

Power Apps SCO	P Search	+ © ? R
=	E G Save Save & Close Deactivate O Refresh Check Access Check Access Construction C	🖻 Share \vee
 础 Home ③ Recent ∨ ☆ Pinned ∨ 	West Virginia 384.201 - Saved Action Plan Implementation Summary Review Status Related V	IMP-100221 CAP Complete CAP Implementation Number CAP Complete Internal Status ···· Return Count ···· Review Due Date
Dashboards	NO Reviewer Team	Internal Review Assignments
部 My Assignments 新 Reports	Reviewer Decision	Assignment Stai V Review Level V Review Pochsion V Owner V Reviewer Continents V
All Activities	Select- Reviewer Comments Approve Reject Retrum to State	In Progress Headquar HQ Reveives Team Completed State Submit West Virginia CAP Implementation Submitted
Action Plans	Reviewer Comments V Review Com ↓ V	
 Action Plan Impleme Documents States Contacts 	No data available	1-2012 Id ← Rige1 →
 Regulations B Help 	0-0 of 0 I4 ← Page 1 →	
Historic Documents 5 Score O		

- Under the review status tab, HQ users can approve, reject or return to state the action plan implementation
- Approving the action plan implementation updates the status to validated and closes the finding
- Rejecting the action plan implementation requires the State to start a new action plan
- Return to State provides the State the chance to edit the action plan implementation, after three returns it will automatically be returned

13. Reports

All FMCSA users can generate reports on the reviews, findings, action plans, and action plan implementations.

13. 1 Generating Reports

=	~	₿ Save As + New 〜	🗸 Set As Default	🖔 Refresh All								
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🖈 Pinned 🗸 🗸												
Dashboards												
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# Reports												
All Activities												
C Reviews												
C Findings												
Action Plans												- L.
Action Plan Impleme		Review Table							+ New 🖱 Refr	esh	See all records	- E
Documents											Filter by keyword	
🔁 States		\checkmark Review Number \checkmark	State \checkmark	Review Title \checkmark	Review Type \checkmark	Scheduled Date \checkmark	Completed Date \checkmark	Review Status \smallsetminus	Number Of Comments \lor	M	odified On ↓ ~	1
A Contacts		RV-104205	Alabama	Alabama Annual Program Review (APR) 2023 Title	Annual Progra	6/6/2023		Open	1	0 6/	3/2023	
C Regulations		RV-102596	Alabama	Alabama Annual Program Review (APR) 2022	Annual Progra	5/10/2022		Draft		0 5/	15/2023	
Help		RV-102595	Alabama	Alabama Annual Program Review (APR) 2023	Annual Progra	2/9/2022		Draft		0 5/	15/2023	
Historic Documents												
										-		

- To generate a report, navigate to the "Reports" module from the left navigation pane
- Use the toggle at the top to select one of the following report types:
- Use the filters at the top of each to select the report types

14. Administrators

Administrators have elevated privileges that enables them to edit regulations, update users roles, invite users to the state portal. To reach the administration module, use the administration toggle at the bottom of the screen.

A Home	Active Alerts \vee		😨 Edit colu	nns 💎 Edit filters 🛛	ilter by keyword
(© Recent V	Description 1 ×		Start Date ~	End Date Y	
✓ Pinned ∨					
All Activities					
✿ Alerts					
💭 Reviews					
💭 Findings					
✿ Action Plans					
🐼 Action Plan Impleme					
Documents					
🖾 States					
A Contacts					
C Regulations		No data available			
A Users					
🖻 Business Units					
ሻሻ Teams					
Invitations					
🐼 Moderations					
💭 Internal Comments					
🖾 Email Messages					
Portal Comments					
A Administration 🗘	0 - 0 of 0				I4 ← Page 1 →

14.1 Updating FMCSA User Role

Administrators can update user roles to change the user permissions. Once the update are saved and complete, the users assignments will reflect the new role. Users can be assigned one of the following roles Division, Service Center, Headquarters or both Division and Service Center.

ount Information		No encode on the disclored data with the order is not such indice. Nature Antibility on Real	TEAMS
User Name	* shukri.abdullahi.ctr@ad.dot.gov	no records can de displayed since uns entry is not enabled for hotes, Acumites of hosis.	ES Eastern Service Center
er Information			ES Eastern Service Center - BU
First Name	* Shukri		FS FMCSA Score Test - EnvMakers
Last Name Title	* Abdullahi		S- Score - Admin Team
Primary Email	* shukri.abdullahi.ctr@dot.gov		1-4 of 4 I ≤ ← Page 1 →
Mobile Phone			Organization Information
Main Phone			Business Unit * 🖻 Eastern Service Center
			Manager
			Position

- To update user roles:
 - Click on users from the navigation pane
 - o Search user, and click on the user that needs to be edited
 - o All users must be added to the appropriate business unit and team
- To update user to Division User role :
 - Update Business unit: < Select Service Center> and click save
 - Teams: <Select Division State> AND <Select Service Center-BU> and click save
- To update user to Service Center User role:
 - Business unit: < Select Service Center> and click save
 - Teams: <Select Service Center-BU> and click save
- To update user to Headquarters User role :
 - Business unit: Headquarters and click save
 - o Teams: Headquarters and HQ Reviewers Team
- To update user to Division AND Service Center user roles:
 - Business unit: < Select Service Center> and click save
 - Teams: <Select Division State> AND <Select Service Center-BU> AND Service Center (no BU) and click save

14.2 Updating Regulations

Administrators and Headquarters can update regulations when there are changes to the verbiage or key phrases. If the changes are substantial, the regulation should be inactivated and recreated with the same regulation number. Inactivated regulations will still be associated with all content that was opened against it.

384.201 - Saved Regulation		# FMCSA-Score-Dynamics-NonProd V Owner
General Related \vee		
Regulation Number *	384.201	
Status *	Active	
Description *	Testing program. Adding more info	
Key Phrases	Definition - Hazmat, Definition - GCWR and GVWR, Third Party Agreement, Substitution of Skills Tests, Test in Non-Representative Vehicle, Manu Management, SSN Disclosure, Skills Test Waiver Certifications, Air Brake Restriction, Fitness Requirements, Exempt from 49 CFR 391, Certifications	als, Compromised Paper Tests, Outdated Knowledge Test, Skills Testing
Legacy System ID		
Finding Titles		$+$ New Finding Title \circlearrowright Refresh \blacksquare See associated records
O Title ↑ ~		Created On ∽
The State does not	administer the CDL Skills test waiver for military members in accordance with 49 CFR 383.77	3/28/2023 7:23 AM
The State is not co	nducting skills tests in accordance with the federal standard.	3/28/2023 7:23 AM

- To edit an existing regulation:
 - Click on the regulation tab on the left from the navigation pane
 - o Click on the regulation, edit the regulation number, description, key phrases

14.3 Adding New Regulation

Administrators and Headquarters users can add a new regulation to reflect changes made in the CFR.

New Regulation		<mark>Shukri Abdullahi</mark> Owner	\sim
General			
Regulation Number *			n I
≙ Status *	Active		
Description *			
Key Phrases			

- To add a new regulation:
 - o Click on the regulation tab on the left from the navigation pane
 - Enter regulation number, description, and key phrases

14.4 Adding Alerts

Administrators can add an alert to the system that will be visible to FMCSA and/or State users.

=	C III Save & Save & Close + New
☆ Home	New Alert
🕒 Recent 🗸 🗸	General
🖈 Pinned 🗸 🗸	
All Activities	Description Alert Status Draft
🐼 Alerts	
🛱 Reviews	Display in Score App No Display in Portal No
🛱 Findings	Start Date End Date End
Action Plans	
🔅 Action Plan Impleme	Owner * A Shukiri Abdullahi
Documents	
🔁 States	
R Contacts	
C Regulations	
A Users	
Business Units	
ዋዳ Teams	
Invitations	
Moderations	
💭 Internal Comments	
🖾 Email Messages	
Portal Comments	
A Administration	

- To add an alert:
 - Navigate to the Administration module, and click on alerts from navigation pane
 - Select "+New" button, add description, start and end date
 - o Click Yes to Display in Score App if the alert should be visible to FMCSA users
 - o Click Yes to Display in Portal if the alert should be visible to State users