

The Washington State

DRIVER TRAINING SCHOOLS

ANNOUNCEMENT

*A publication of the Washington
State Driver Training Schools Program*

August 17, 2018

Update DOL Systems Cutover

This communication is an important update to the System Cutover communication we sent out July 17, 2018.

Important changes

To minimize the impact to your businesses, **beginning Wednesday, August 29 at 8:30 pm and through opening of business on September 4, 2018, authorized testing locations can conduct driver licensing exams.** We understand you will not be able to verify a customer's eligibility in the DTS School portal; therefore, the audit team will not issue citations when you conduct examinations out of the sequence prescribed in the testing agreement.

To make this a successful transition for testing locations, our customers, and the agency, you must perform the following three tasks:

1. Inform customers of delays in entering exam scores

To ensure a smooth transition, you must tell your customers that you will be entering exam scores as shown in the table below. This staggered exam score entry schedule will make our deployment more efficient.

Date test administered	Date scores will be entered
8/29/18, Wednesday, after 8:30 pm	Tuesday, 9/04/18
8/30/18, Thursday	
8/31/18, Friday	Wednesday, 9/05/18
9/01/18, Saturday	
9/02/18, Sunday	Thursday, 9/06/18
9/03/18, Monday	

2. Distribute the attached handout to all customers testing during this time frame

This handout is in addition to the supplemental testing policy required in Item 3.

3. Provide your customers with a supplemental testing location policy

Testing locations must provide customers with a supplemental policy that includes the following:

- Explain that the delay in exam score entry will result in a delay in the issuance of their license or permit (include the schedule in Item 1).
- Describe how the school will communicate with the customer after the exam if:
 - The customer was not eligible to test at a testing location

- The driver license number could not be found to enter exam scores
(Note: The intent of this section is to ensure follow-up communication with customers whose scores could not be entered into the new DRIVES system after “go-live.”)

You may include other information in this policy regarding your own business practices without prior approval from Driver Training School program.

Cutover timeline

- **Monday, August 27**

Online services will be shut down before the rest of DOL systems to allow financial transactions to clear before the cutover. The following License Express online services will be **unavailable**:

- Driver Status Display
- Driver Pre-application
- Driver online issuance will go offline

- **Before Wednesday, August 29 at 8:30 pm**

If you have already have exams scheduled between Wednesday, August 29 from 8:30 pm through opening of business Tuesday, September 4, you must verify the following information in the portal:

- Valid Driver License number.
- If under the age of 18, completed traffic safety education.
- If re-take, make note of previous test version or test route given.

- **Wednesday, August 29 from 8:30 pm through opening of business Tuesday, September 4**

You **will not** be able to:

- Check customer eligibility in the portal.
- Verify course completion.

You **will** be able to:

- **Conduct exams for students or walk-in customers even though you will not be able to verify their eligibility.**

DOL will be informing the general public through print and broadcast media about the times we will not be able to process our work together. This should assist you in your own efforts to reduce the impact on you and your customers. We understand this is a temporary inconvenience for you and your customers, but we know our new integrated system will be a bonus to you, your customers, and the State’s drivers and vehicle owners.

For more information regarding the DRIVES project, please visit <https://www.dol.wa.gov/about/what-is-drives.html>

Regards,
Driver Training School Program

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