

## Hard Stop: Agent Procedures

1. When the CSR (Customer Service Representative) fails to scan documents that are required they will receive a hard stop. This will prevent the CSR from moving onto another transaction until they complete the scanning portion of their current transaction.



2. The CSR will then be taken to the MVD 2.0 main screen. They will need to click on Driver License, IDL Main and then View DMS Unscanned Docs.



3. Once the View DMS Unscanned Docs is selected, the CSR will be able to see both Driver and Vehicle Transactions that are pending scanning.

No DMS Scan Drivers :				
Transaction No	Trans Code	Office Code	Clerk Initials	App Type

  

No DMS Scan Vehicles :				
Transaction No	Trans Code	Office Code	Clerk Initials	App Type

4. CSR will follow the instructions for scanning documents same day for either Drivers or Vehicles.
5. Once scanning is completed, CSR will be able to proceed to next transaction.