Introduction

This reference guide provides instructions for resolving the most common errors on the CMS e-Disposition Reporting Portal. As well as help users understand how information flows between CMS and SCUTTIES, as well as between law enforcement ticketing systems and SCUTTIES.

In this guide, you will learn how to:

- Understand the SCUTTIES workflow
- Create cases in CMS using eCitation Case Entry
- Access the SCJB CDR/Statute Search
- View the eCitation Audit Tracking Log
- Create an Audit Log
- Access the CMS e-Disposition Reporting Portal
- Identify when and how to ignore or resubmit errors
- Correct the most common CMS e-Disposition errors

SCUTTIES: **South Carolina Uniform Traffic Ticket Information Exchange System**
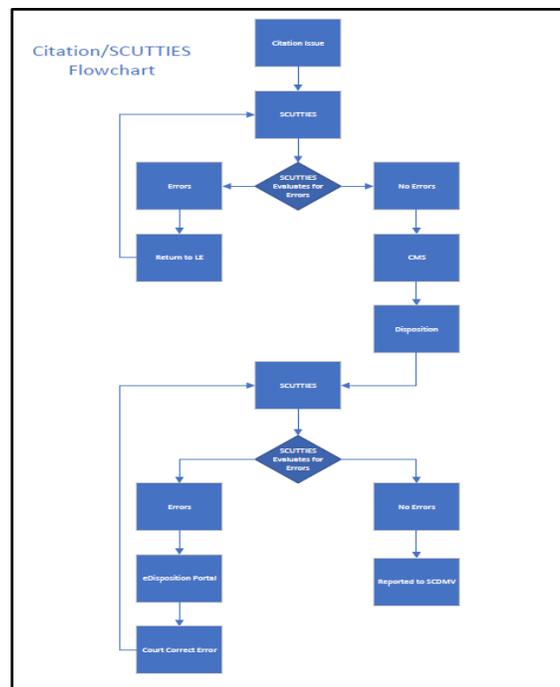
Uniform Traffic Ticket - UTT
- A handwritten citation.
- Must be manually entered into SCUTTIES by Law Enforcement.

e-Citation
- An electronically generated Uniform Traffic Ticket.
- Citation is sent to SCUTTIES by Law Enforcements ticketing system.

SCUTTIES Workflow

- e-Citation is issued

- o The officer's ticketing system automatically sends the data to SCUTTIES. This data push varies with ticketing systems.
- Uniform Traffic Ticket (UTT) is issued
  - o The officer or their law enforcement agency is responsible for manually entering the citation into SCUTTIES.
- SCUTTIES receives a citation - there is a 24-hour hold before it is released to the court. During this time, the SCDMV performs a cross-reference check of the defendant's information.
  - o If any discrepancies are found, the citation is rejected and returns it to the officer for correction.
  - o If no errors are detected, the SCUTTIES approves the citation, and it becomes available for the court to retrieve through the Court Management System (CMS).
- Court disposes of the case in CMS – CMS sends the data to the SCUTTIES. SCUTTIES then validates the disposition by comparing key data points—such as the defendant's name, date of birth, driver's license number, issuing statute, disposition statute, and the statute-to-CDR code mapping.
  - o If any discrepancies are found, the disposition is rejected.
  - o The error is then reported in the CMS e-Disposition Reporting Portal.
  - o Court corrected the error
  - o Court resubmits the case on the error portal, the disposition is resubmitted.
  - o SCUTTIES-to-CMS comparison process begins again.
  - o The disposition has been accepted by SCUTTIES if the case is not on the error portal.
  - o The SCDMV pulls convictions from SCUITTES that need to be posted to a driving record.

Pulling a citation into CMS

It is important to note that most errors on the eDisposition Report begin at ticket entry.

Per Court Services' directive, the court should not pull in a citation with an invalid charge.

All cases should be pulled into CMS via the eCitation screen and not manually entered.

When a citation is pulled into CMS via the eCitation screen, do not change any citation information. The citation in CMS should be the same information received by the Defendant and issued by the officer. If changes have been made when the disposition is submitted to SCDMV, the conviction will be rejected and will not be reported on the defendants' driving record.

When citations are imported through CMS eCitation Case Entry, a record is created in the **eCitation Audit Tracking Log.**

- Open the Traffic e-Citation option.
- Enter the case number then tab out.


The Statute code will display in **red** in the Violation Section No. field when **multiple CDR codes exist** for that status or when a **CDR code doesn't exist** for the statute retrieved from the SCUTTIES.

The Charge Description will display the charge description as it appears in SCUTTIES, and the Charge Amount will be zero.

CMS will not allow this citation to be created. If any of the case creation icon buttons are selecting an error message will appear noting that multiple CMS Charge Codes exist.

- Double click the Violation Section No. field to select the correct CDR code
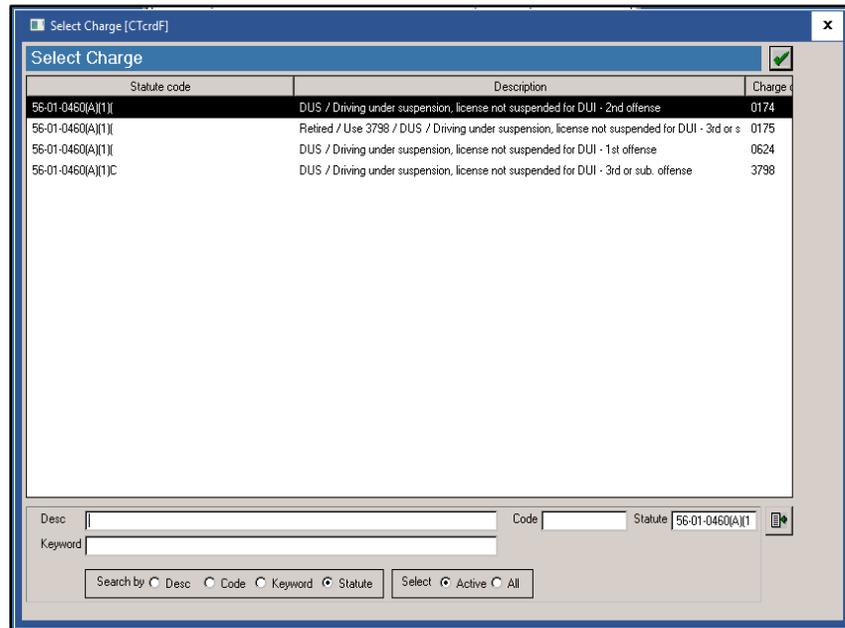
- If the statue has multiple CDR codes, select the needed charge.
- Highlight and green check the correct CDR.
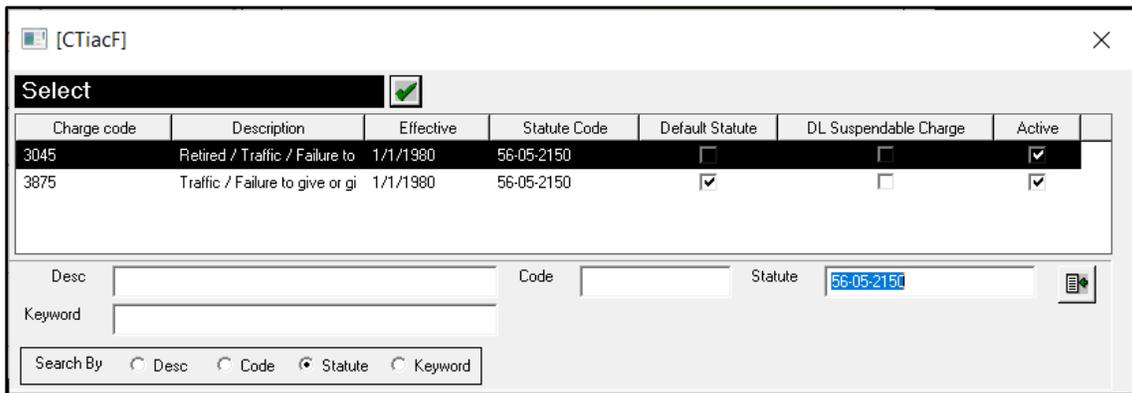
- Do not select a retired CDR code.
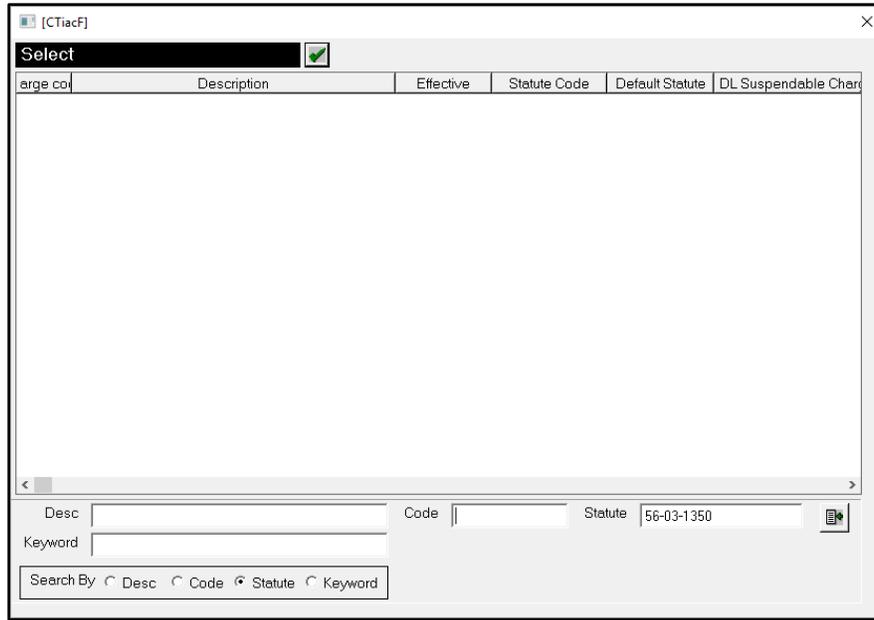
- If no match is found for the Statute in the CMS Charge CDR code table, the citation should NOT be created.

The court should notify the officer of the discrepancy. The officer can void that citation and rewrite a new citation with the appropriate charge. If a new citation is issued it must be personally served on the defendant by the officer.

NOTE: Some state statutes are administrative and not punishable; therefore, they don't have a CDR code, and one will not be created.

CDR Code/Statue Search

- The SCJB CDR code search can be used to verify if a statute has a CDR. https://www.sccourts.org/cdr-codes/
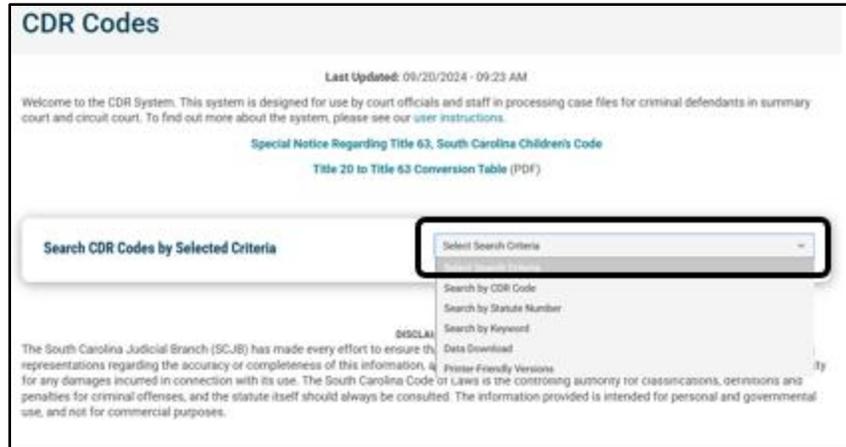
- You can search by CDR code, Statute Number or Keyword.
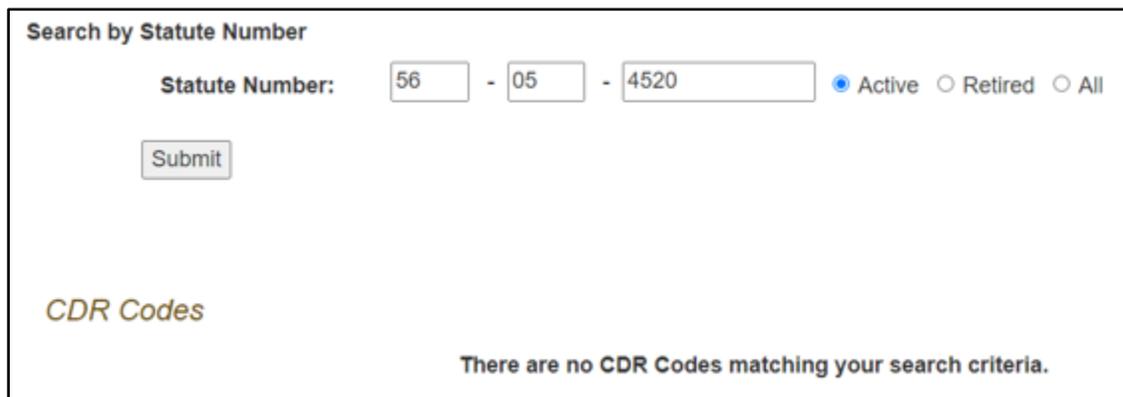
- If your search yields no results and you think a CDR should be created, please contact Court Administration.
- If the State Statute has a CDR code and is not in CMS, submit an Ivanti incident for the code to be added.
- If a City or County Ordinance is not in CMS, submit an Ivanti incident for the code to be added.
- The Ivanti incident will need to include:
  - State Statute or City Ordinance number
  - Charge description
  - Is the charge criminal, traffic or parking
  - Total amount indicates if the amount is
  - Charge Total with assessments
  - Fine Total without assessments

eCitation Audit Tracking log - The eCitation Audit Log display allows the user to search for any initiated eCitation transaction using any combination of Citation Number, Status, Error Type, Creation Date, and Creation User. The audit copy should be compared to the CMS case.
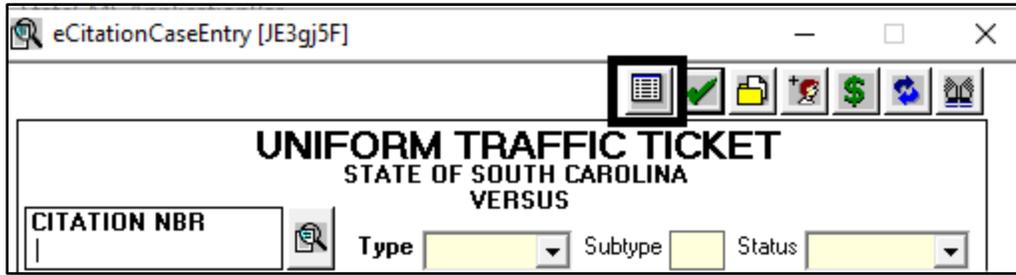
- From the e-Citation screen select the Review eCitation Audit Log button
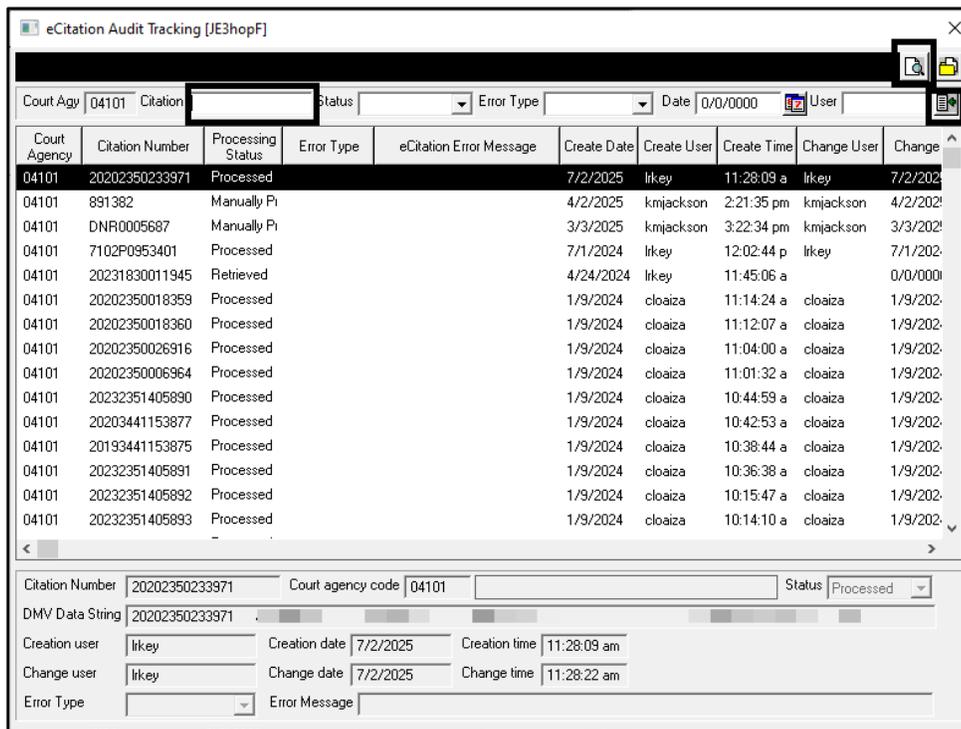
Access eCitation Audit Tracking log
- From the CMS eCitation Case Entry screen click the Review eCitation Audit Log button to launch the Audit Log Display window.
- The eCitation Audit Log display allows the user to search for any initiated eCitation transaction using any combination of Citation Number, Status, Error Type, Creation Date, and Creation User.
- Enter the Citation number and click Position To button.
- Highlight the audit log record and click the eCitation Entry/Display for selected button to view the eCitation data on the CMS eCitation Entry Screen again in read-only mode.

Note: A copy of the data sent from SCDMV and stored as part of the eCitation audit record is used to populate the display screen. The data is a "snapshot" of the citation at the time it was retrieved from the SCDMV and contains no adjustments or updates that may have been made by the officer.

- Compare the eCitation audit image to the case in Case Manager (Charges screen for the CDR and the Additional Information tab for the section of law).
- Note the value of interest (Last name, date of birth, DL number, etc.) and update the case in Case Manager as needed.

Creating an Audit Log
When the citation is not in the **eCitation Audit Tracking Log** it is an indicator that the case was transferred to the Trial Court from bond court.

When a case is manually entered in Bond Court an audit log will need to be created to assist in correcting CMS eDisposition Reporting Portal errors.

NOTE: If a case was manually entered by the Trial Court an Audit Log cannot be created.

- Open the Traffic eCitation screen.
- Enter case number then tab out.

- Select OK to the message "Citation XXXXXXXXXX already exist but was not created using eCitation Case Entry. Citation XXXXXXXXXX exists at the SCDMV, so an Audit Log record based on the SCDMV citation has now been created."

An Audit Log record for this case now exists and can be viewed and compared to the case in CMS.
CMS eDisposition Reporting Portal

The CMS Error Reporting Portal list of disposed case dispositions rejected from SCUTTIES and the reason for the rejections. It is the court responsibility to correct the errors.
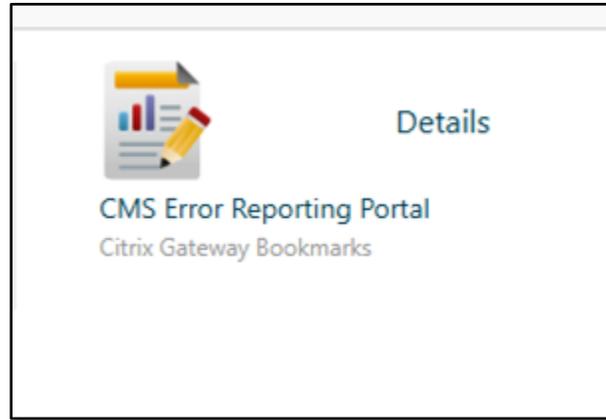
- Select the CMS Error Reporting Portal icon from your Citrix APPS or FAVORITES.

- The County field populates automatically with the login user's county.
- Court Agency will default to your court, if you have rights to multiple courts, select a Court from the drop-down.
- Click the Search button.
- You can search by Case Number or Process Dates if needed.

The CMS eDisposition Reporting Portal Error Log Search screen appears and displays
- Cout Agency Number
- Case Number
- Disposition
- Process Date
- Arresting Agency
- Error Message
- Select used to "Ignore" or "Resubmit" the case

The User Guide and Resolve Errors buttons in the upper right-hand corner of the screen provide documentation to assist the user.

Ignore and Resubmit Errors

Ignore Errors
Only cases that meet the established criteria may be ignored, following verification that the criteria have been satisfied.
1. Mark the check box in the "Select" column for the case or cases you wish to ignore.
2. Click the "Ignore" button.
   - A confirmation message will appear, click Ok.
   - The case will be removed from the grid.

Resubmit Errors

Once the case has been corrected based on the identified error, you must resubmit the disposition to the SCDMV.

- Mark the check box in the "Select" column for the case or cases you wish to resubmit. (Draw attention to the Select column)
- Click the "Resubmit" button.
- A confirmation message will appear. Click Ok.
- The case will not disappear immediately from the grid. The eDisposition service runs every 30 minutes.
- When the service runs again and the case has been reported successfully to the SCDMV, it will be removed from the grid.

Most Common Errors

- CitationRead: Ticket not found
- This ticket has already been processed. To amend or modify a court order is required
- REJECTED "Charge Convicted of" do not match "Violation Section Number and Description"
- REJECTED "Charge Convicted of" do not match "CDR Code"
- Retired CDR Code
- Speeding Errors:
  - Recorded speed must be greater than legal speed
  - For statute 56-05-1520(G)(4) recorded speed must exceed legal speed by 25 MPH or more, currently 20 MPH
  - For statute 56-05-1520(G)(3) recorded speed must exceed legal speed by 11 to 24 MPH inclusive, currently 5 MPH
  - For CDR code 2101 recorded speed must exceed legal speed by 11 to 14 MPH inclusive, currently 15 MPH
  - For CDR code 2102 recorded speed must exceed legal speed by 15 to 24 MPH inclusive, currently 14 MPH

Ticket Not Found - A disposition has been transmitted to the SCDMV, and the citation is not in SCUTTIES. Law Enforcement is required to enter all cases into SCUTTIES, except for City/County ordinance, code enforcement, or weight tickets.

These errors can be resolved by **resubmitting** once the citation has been entered into SCUTTIES.
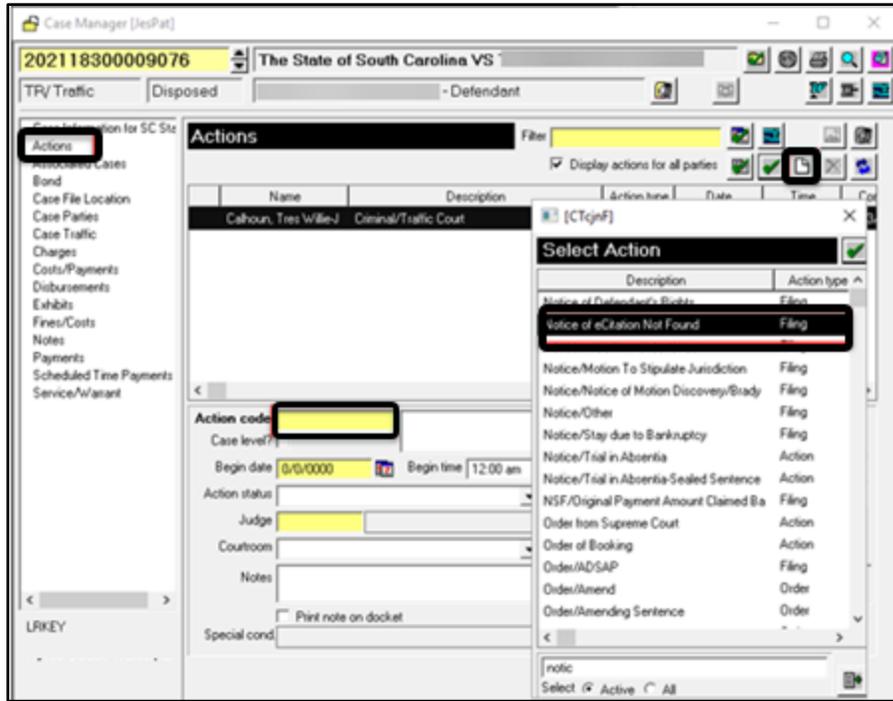
Ticket Not Found – Resubmit
Send the officer or arresting agency a SC3 – SC eCitation Not found Notice or contact by email and request the ticket be entered into SCUTTIES
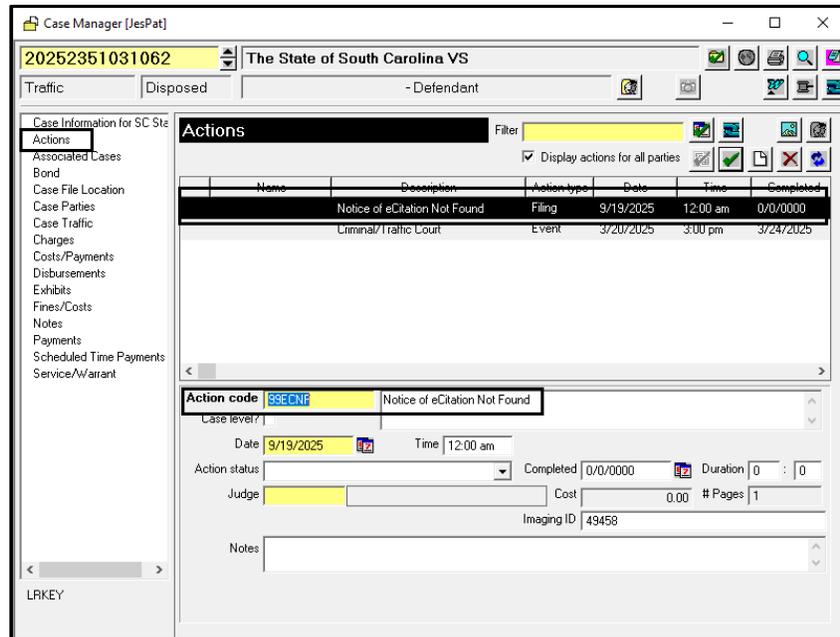
The SC3 – SC eCitation Not found Notice can be ran in bulk or at case level using the word document option.
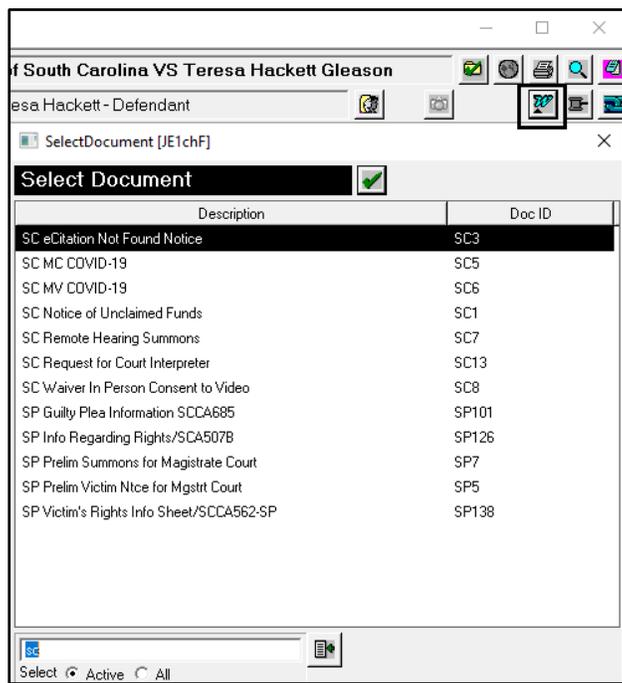
- Locate the citation in CMS (Case Selection / Case Manager).
- Select the Word document icon

- Search for and select **SC eCitation Not Found Notice**.
- The document will automatically print and will be saved to the case.
- This document needs to be given to the officer or the person responsible for entering cases into SCUTTIES.

- The **SC eCitation Not Found Notice** document an archived document as a filing and can be viewed in Case Manager / Actions.
- To view the document click on the Notice of eCitation Not Found action and then click to view the document.

- When the court is notified that the citation has been submitted to SCUTTIES and it has been released to the court, the case can be resubmitted.
- Open the CMS eDisposition Reporting Portal and do a search to find the citation.
- Highlight the needed case in the grid
- Mark the box in the "**Select**" column and click the **Resubmit** button.

The citation will be resubmitted to SCDMV the next time the service runs (which is every 30 minutes). During this time, the citation will remain on the grid. It will not be removed from the grid until it has been reported successfully to the SCDMV.
Selected cases have been resubmitted. Existing errors will continue to display until the cases have been processed by SCDMV.

Ticket Not Found – Ignore
The following citation types may be ignored in accordance with established criteria:
- DNR citations (non-UTT)
- Ordinance code citations (non-UTT)
- Arrest warrants (a certified copy must be submitted to the SCDMV when applicable)
- Weight tickets
- Citations issued by other arresting agencies that do not use UTT (e.g., Forestry Commission)

- Ignore the case on the CMS eDisposition Portal.
- Select OK on the "Proceed with request to ignore selected errors?"

This ticket has already been processed. To amend or modify a court order is required
The case disposition has already been processed by SCUTTIES, and they have received an additional disposition. The court will need to determine why an additional disposition has been submitted.

"This ticket has already been processed. To amend or modify a court order is required" error is the only error that an Ishmell Order may be needed to be resolved.

- Locate the citation in CMS (Case Selection / Case Manager).
- Select Actions from the options.
- Search for action code **ISHMEL** - Description **Order/Ishmell Order**. This is an archived document that can be viewed if needed.
- **Ignore** the case on the eDisposition Error Log.

- If an Ishmell Order has not been done on the case, a security log must be run on the case to determine why the disposition was pushed to the SCDMV again.
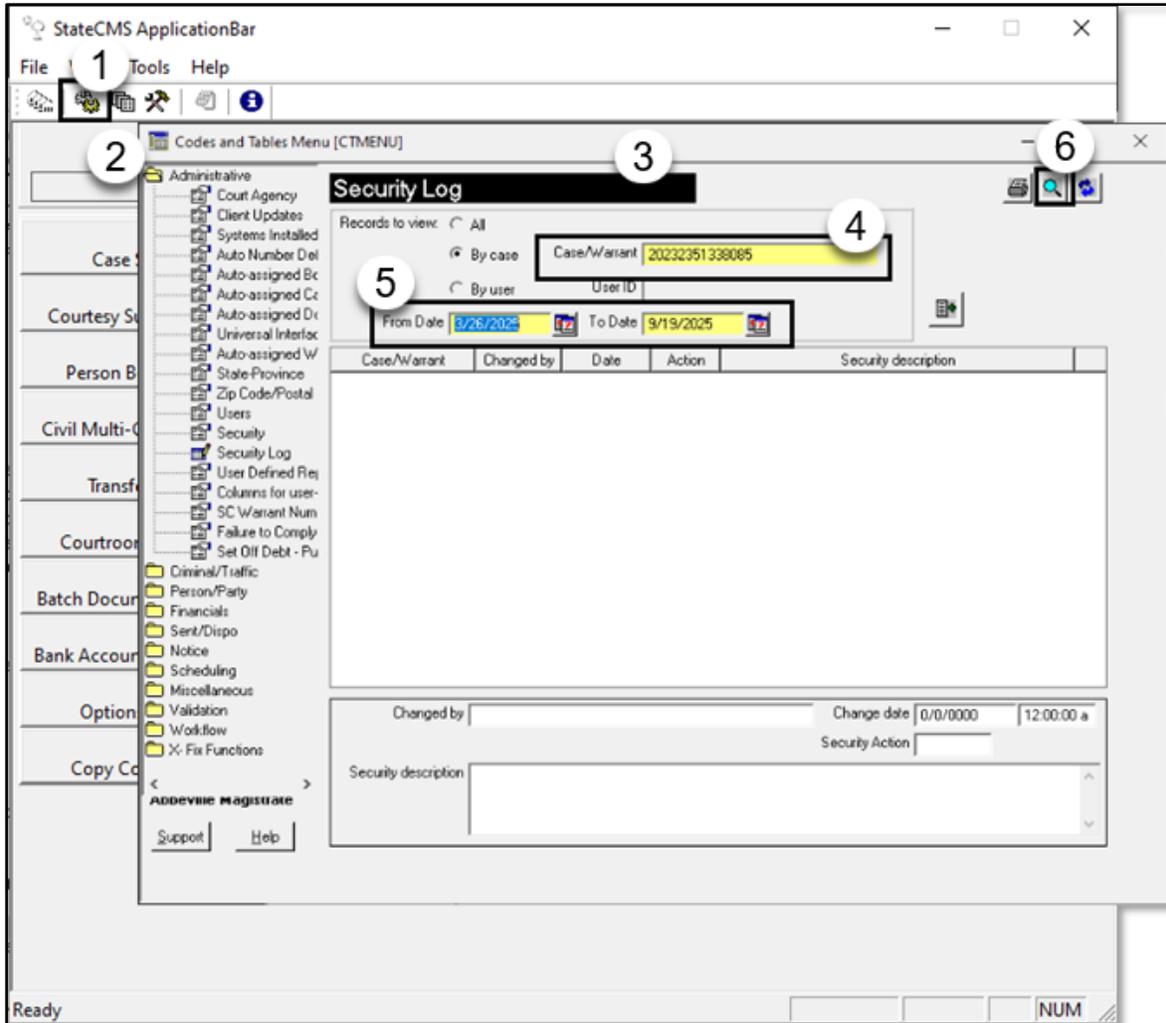
Case Security Log

1. Open the Table Manager

2. Expand the Administrative Folder

3. Select Security Log

4. Enter the case number in the Case/Warrant field

5. Enter the case FILE date for the From Date and the current date for the To Date

6. Select the magnifying glass icon to view the report

- Once the report has opened select the Ctrl + F to search for key "changed" in the document.
- You are searching for changes made to the defendant's biographical information or changes to the disposition code, date or judge.

Biographical Changes
If changes were made to the defendant's biographical information (Name, Date of Birth, DL Number or State, SSN) The Action Code **99DCPU - Defendant Case Party Updated** should be added to the case at the time of the change.

1. Add the action code **99DCPU - Defendant Case Party Updated** to the action screen.
2. Ignore the case on the eDisposition Error Log

Disposition Changes
If changes have been made to the **verdict** an Ishmell Order must be done.
If it is determined that an Ishmell Order is not needed due to a change in the judge code or a disposition date adjustment within a few days:
1. Add action code **99ISND – Ishmell Order No Document** to the action screen.
2. Ignore the case on the eDisposition Error Log

REJECTED: Charge Convicted Of do not match Violation Section Number and Description
The Statute on the citation and SCUTTIES is not what the case was disposed of in CMS.
- Compare audit log to CMS case.
- Does the Statute on the citation have a CDR code?
- Was the statute changed to create the case?

CMS Case statute is 56-05-1930
SCUTTIES statue is 56-05-6190

- Use the CDR code search to search for the statute on the audit log.
- If the audit copy of the citation is a statute that **does not** have a CDR code or is the **penalty section**. The Court must contact the SCDMV to submit a certified copy of the disposition.
- Submit an Ivanti incident to request the case be removed from the error log.

CMS Case statue is 56-03-0840
SCUTTIES statue is 56-03-1360

CDR Code	2486
Offense Description:	Traffic / Use of license plate other than for vehicle which issued
Offense Statute(s):	56-03-1360
Penalty Statute(s):	56-03-2520
Offense Type:	Misdemeanor
Offense Class:	U
Status:	Active
Effective Date:	
Expiration Date:	
Rescind/Retire Date:	
Last Updated:	

- If the audit copy of the citation includes a statute with a valid CDR code, the case must be updated to reflect that statute.

    Use Amend Charge Secured or the **Amend Charge Workaround**, as appropriate.
    Once the case has been updated, it may be resubmitted through the error portal.
    Note: This rule does not apply if the defendant pled to a new charge and a new citation was not issued. (charge was amended on the current ticket)

- If the audit copy of the citation includes a statute with a valid CDR code, and the case was reduced to a new charge on the same ticket, the court must contact the SCDMV to submit a certified copy of the disposition.
- Submit an Ivanti incident to request the case be removed from the error log.

Note	If the conviction statute is different from the issuing statute, a new citation must be issued.
	Examples that require new citation
	  • DUS reduced to No SC DL
	  • OUV reduced to No Proof of Insurance
	  • DUI reduced to DUAC
	  • DUI reduced to Reckless Driving

Amendments Allowed on the Same Citation - Only lesser-included offenses may be amended on the same citation.
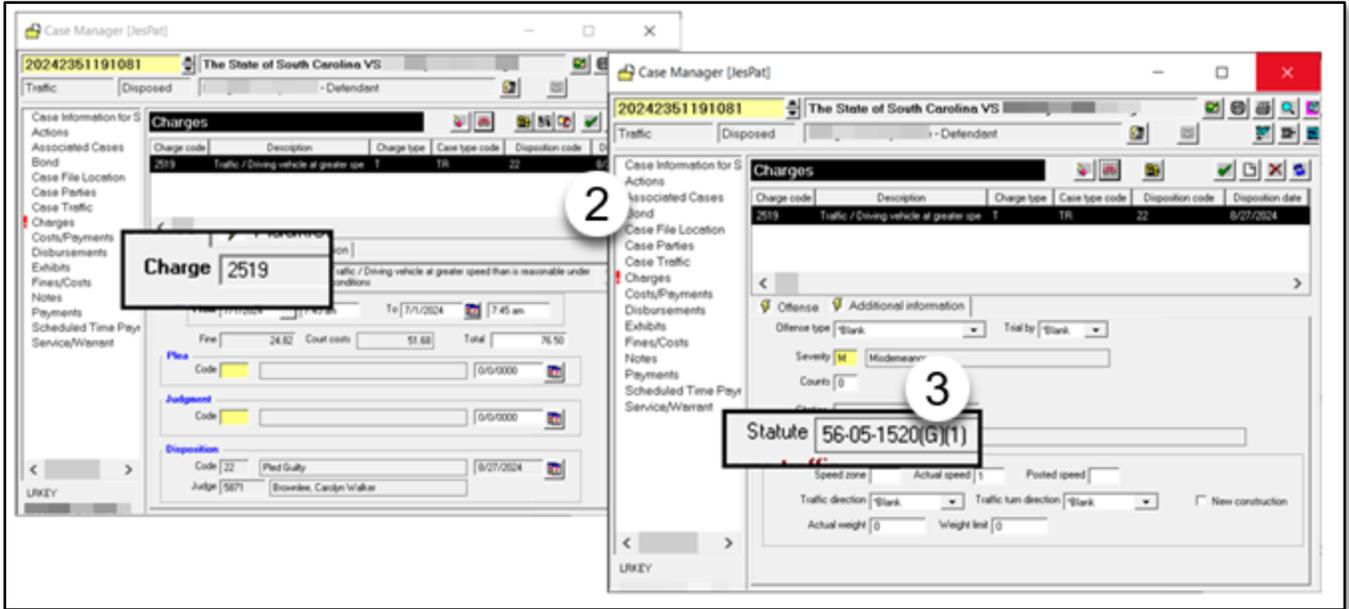Examples include:
- DUS 3rd reduced to DUS 2nd or DUS 1st
- DUI .18 reduced to DUI .08
- Speeding over 25 mph reduced to Speeding 14 mph over

REJECTED: Charge Convicted Of do not match CDR Code - The conviction statute does not match the CDR Code.
- Does the Statute on the citation have a CDR code?
- Is a portion of the Statute missing?

1. Open the case Audit Log

SOUTH CAROLINA
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SUPREME COURT OF SOUTH CAROLINA
NIL ULTRA

CMS eDisposition Reporting Portal
Correcting Errors Reference Guide

2. Compare the eCitation audit image to the case in Case Manager (Charges screen for the CDR and the Additional Information tab for the section of law).
3. Use the SCJB CDR code search to find the correct CDR code for that statute.

- The above example shows the SCUTTIE statue is 56-05-1520(A) and the CMS Case statute is 56-05-1520(G)(1) and the CDR code is 2519.
- The CDR code search indicates 2519 is the CDR code for 56-05-1520(A).
- The CMS Case statute needs to be updated to what's in SCUTTIES, this can be done by using **Amend Charge Secure** or the **Amend Charge workaround**.

SOUTH CAROLINA
JUDICIAL BRANCH

- The above example shows the SCUTTIE statue is 56-05-0460(A)(1)(a).
- The CMS Case statute is 56-05-0460(A) (with a CDR code of 0624.

CDR Code	624
Offense Description:	DUS / Driving under suspension, license not suspended for DUI - 1st offense
Offense Statute(s):	56-01-0460(A)(1)(a)
Penalty Statute(s):	56-01-0460(A)(1)(a)

- The CDR code search indicates the statute for CDR 0624 is 56-05-0460(A)(1)(a).
- The CMS Case statute needs to be updated to 56-01-0460(A)(1)(a), this can be done by using **Amend Charge Secure** or the **Amend Charge workaround**.

Retired CDR Code – The case was disposed of with a retired CDR code.

- Open the case Audit Log.

- Compare the eCitation audit image to the case in Case Manager (Charges screen for the CDR and the Additional Information tab for the section of law).
- The CMS case description is **Retired/Traffic/Failure to give or giving improper signal**.

- Verify the CMS CDR code is retired by using the SCJB CDR code search.

CDR Code	3875
Offense Description:	Traffic / Failure to give or giving improper turn signal, stop signal, etc.
Offense Statute(s):	56-05-2150
Status:	Active
Effective Date:	5/19/2017

1. Use the SCJB CDR code search to find the correct CDR code for the statute.

The above example
- The CDR code search indicates 3045 is the Retired.
- The active CDR code for 56-05-2150 is 3875
- The CMS Case CDR code needs to be updated to 3875 this can be done by using **Amend Charge Secure** or the **Amend Charge workaround**.

When the above case was created with e-Citation the retired CDR code was selected.

Speeding Errors

- 56-05-1520(G)(4) recorded speed must exceed legal speed by 25 MPH or more, currently 20 MPH
- 56-05-1520(G)(3) recorded speed must exceed legal speed by 11 to 24 MPH inclusive, currently 5 MPH
- 2101 recorded speed must exceed legal speed by **11 to 14** MPH inclusive, currently 15 MPH
    - 56-05-1520 (G)(2) in excess of **ten** miles an hour but less than **fifteen** miles an hour above the posted limit
- 2102 recorded speed must exceed legal speed by 15 to 24 MPH inclusive, currently 14 MPH
    - 56-05-1520(G)(1) in excess of the above posted limit but not in excess of ten miles an hour
- The actual speed and Posted speed will need to be entered.

Speeding CDR
- 2100 56-05-1520(G)(1) Traffic / Speeding, **10 mph or less** over the speed limit
- 2101 56-05-1520 (G)(2) Traffic / Speeding, **more than 10** but **less than 15** mph over the speed limit
- 2102 56-05-1520(G)(3) Traffic / Speeding, **more than 15** but **less than 25** mph over the speed limit
- 2103 56-05-1520(G)(4) Traffic / Speeding, **more than 25** mph over the speed limit

SCUTTIES uses the statute to determine the corresponding CDR, please note that **15 mph over** the posted speed limit will not be accepted by the SCUTITES.
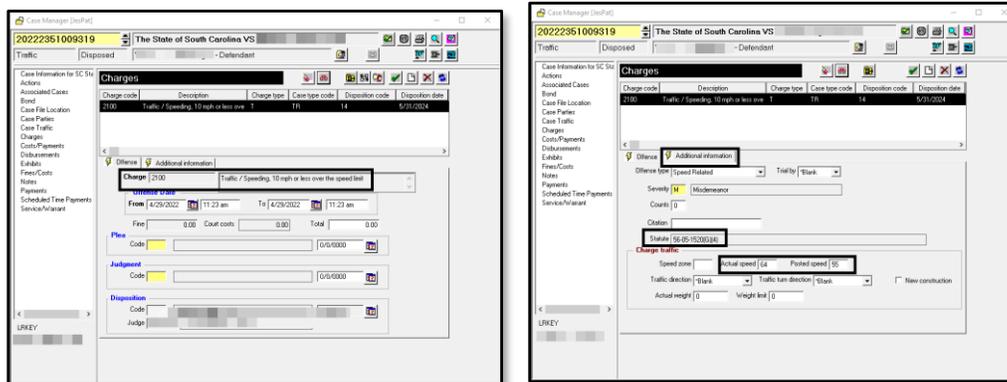
- Open the case in Case Manager (Charges screen for the CDR and the Additional Information tab for the section of law).
- Use the SCJB CDR code search to verify the case CDR Code has the correct statute.
- Verify the rate of speed over the posted limit is within the range for the statute.
- Update the Actual and Posted speed if necessary.
- Select the Green check button is any changes are made.
- The CMS Case CDR code and/or statute can be corrected by using **Amend Charge Secure** or the **Amend Charge workaround**.
- Then resubmit the case on the CMS e-Disposition Reporting Portal.

- The eCitation audit image can be used as a reference if needed.

Amend Charge Secure
Enables the court to update a CDR code on cases with a disbursement status of Check Printed, eliminating the need to call back and redisperse funds. Amend Charge Secure will not update a CDR code if the obligation groups differ.

- From the CMS application open Report Manger
- Expand the State Reporting folder and select Amend Charge Secured.
- Enter the case number then select the tab key.
- In the New Charge code field enter the new CDR code or double click the field to search and select the needed CDR code.
- Tab out
- Read and acknowledge the statement that the new charge will have the same charge total amount
- Enter your court's master password, this is the same password used to expunge a case.
- Green check to save.

**Amend Charge Secured pop up messages**
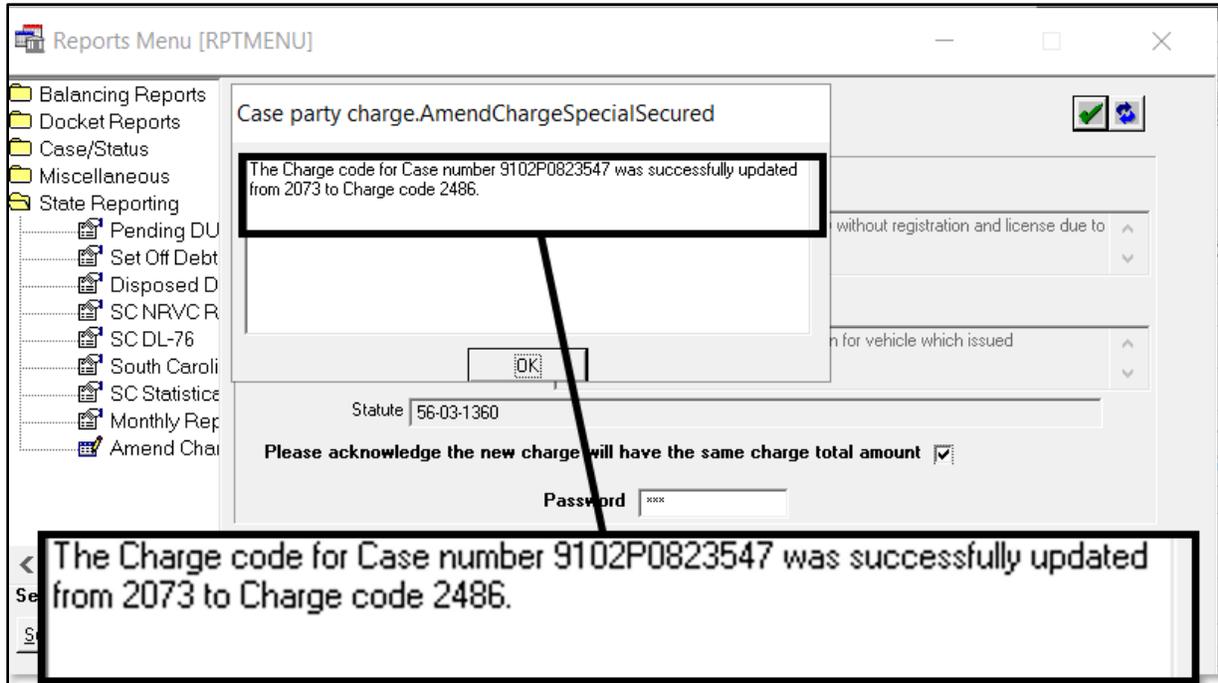
Successfully Updated: "The Charge code for Case number XXXXXXXXXX was successfully updated from XXXX to Charge code XXXX."

1. Select OK to close the change success pop up message.
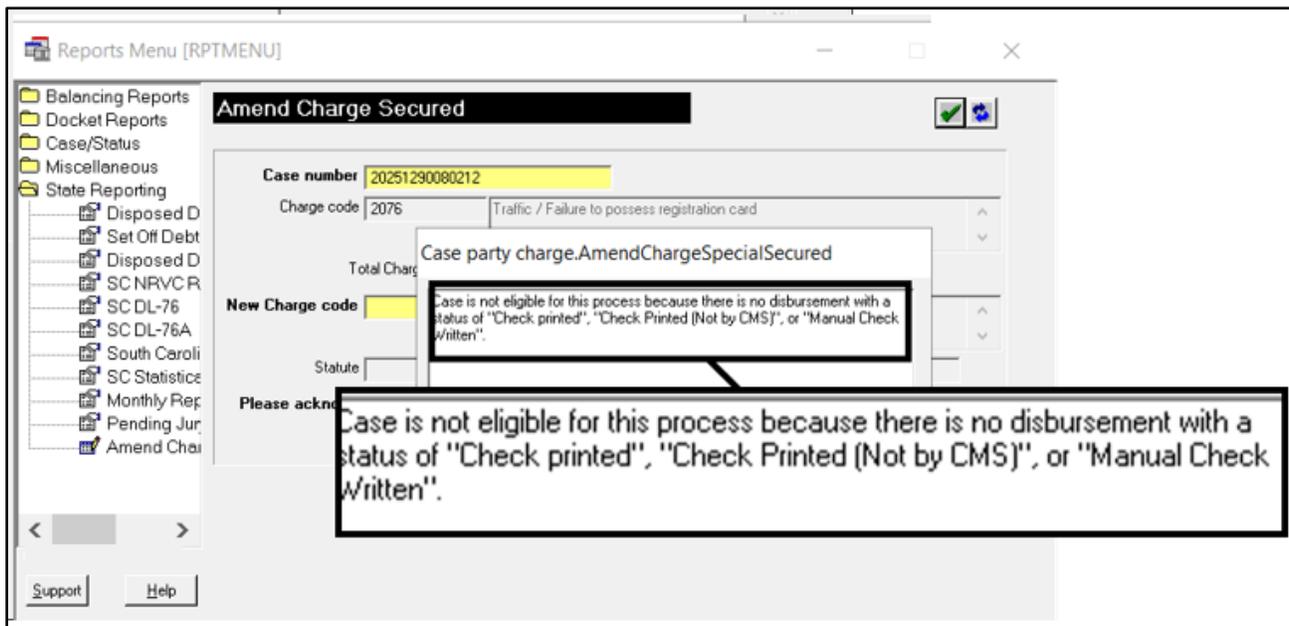
Unsuccessful Update: "Case is not eligible for this process because there is no disbursement with a status of "Check printed", "Check Printed (Not by CMS)", or "Manual check Written.""

Amend Charge Workaround can be used to correct the case.
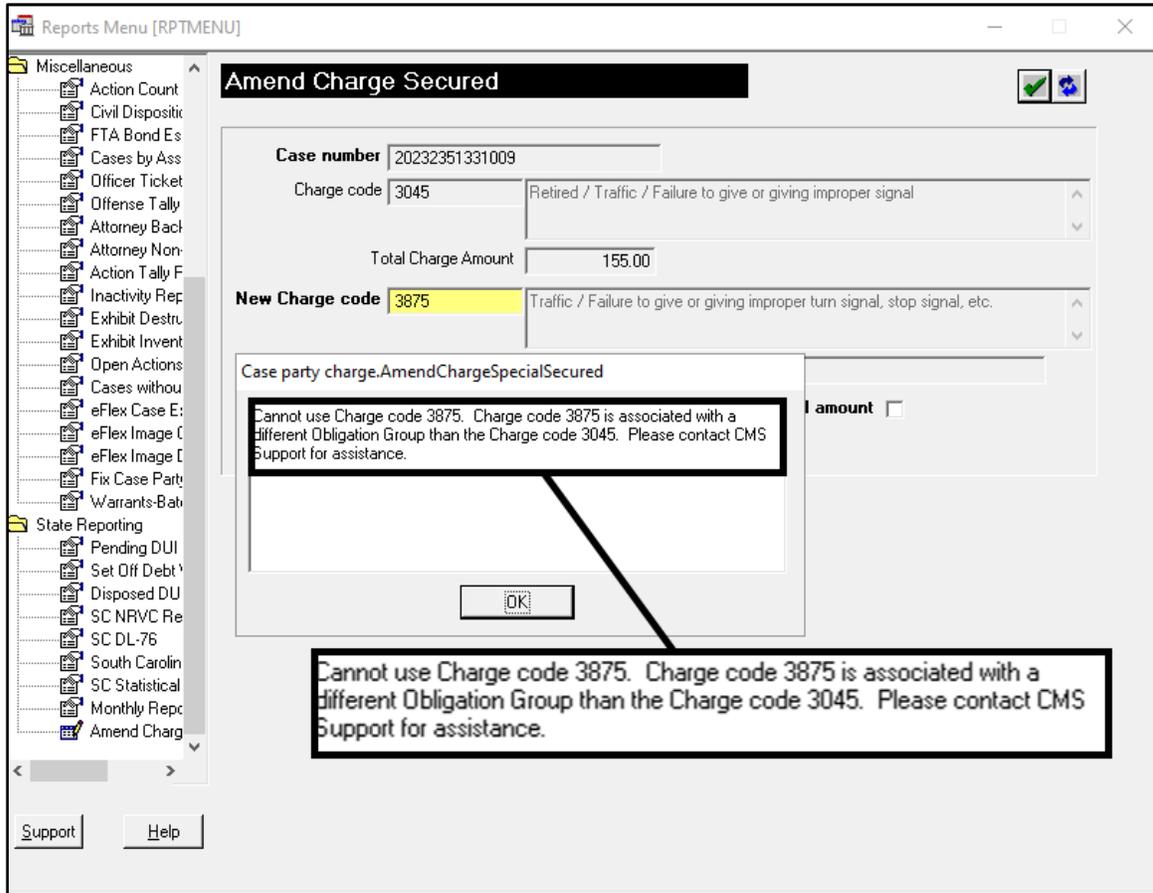
Unsuccessful Update: "Cannot use Charge code XXXX. Charge code XXXX is associated with a different Obligation Group than the Charge code XXXX. Please contact CMS Support for assistance."

If Amend Charge Secure cannot be used due to different obligation groups, submit an Ivanti incident for assistance or follow the steps detailed in **Correction CDR codes with different obligation groups**

Current CDR Code Obligation Group
    Example:
    3045 Retired Traffic / Failure to give or giving improper signal
    Charge Total: $155.00 - $232.50
    Cost Code:
    Fine to General Fund
    Victim Services Asm 38.0013% / 5.7831%
    Law Enforcement Funding Surcharge $25
    State Assessment
New CDR Code Obligation Group
    3875 Traffic / Failure to give or giving improper signal
    Charge Total: $25.00
    Cost Code:
    Fine to General Fund

Amend Charge Workaround - Check Printed
Correction CDR codes with different obligation groups and the disbursement status if Check Printed

If Amend Charge Secure cannot be used due to different obligation groups, the money must be called back, amend the charge, redisperse the funds and issue a refund to the payee if necessary.

Note	**NEVER void a payment with the disbursement status of "Check Printed", "Check Printed NOT by CMS' or "Manual Check Written"**

- Open the Payment screen
- Highlight the needed receipt.
- Select the refresh button.
- Open the Disburse Payment tab.
- Highlight all the "Check Printed" disbursements
- Select the Void Disb button.
    - This will create a negative amount for each selected cost code. (Called back money)
- Update the charge by using the **Amend Charge Workaround**.
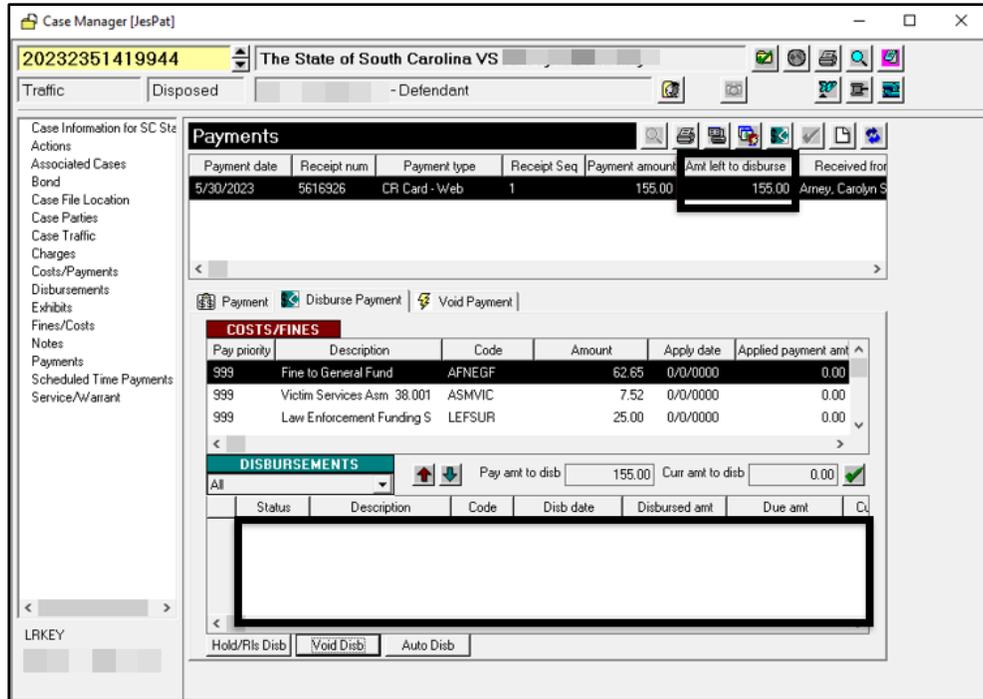
Amend Charge Workaround -

1. Open the Payment screen.

2. Highlight the needed receipt.

3. Select the refresh button.

4. Open the Disburse Payment tab.

5. Highlight all disbursements with the status of "Ready for Check"

6. Then Select Void Disb.

- All of the pending disbursements will be removed, and the payment will have an **Amt left to disburse**
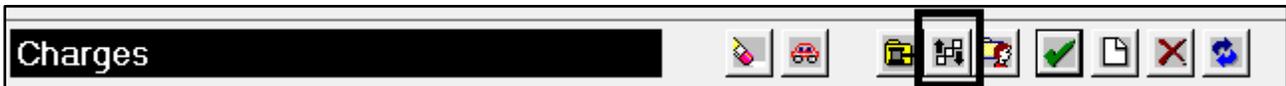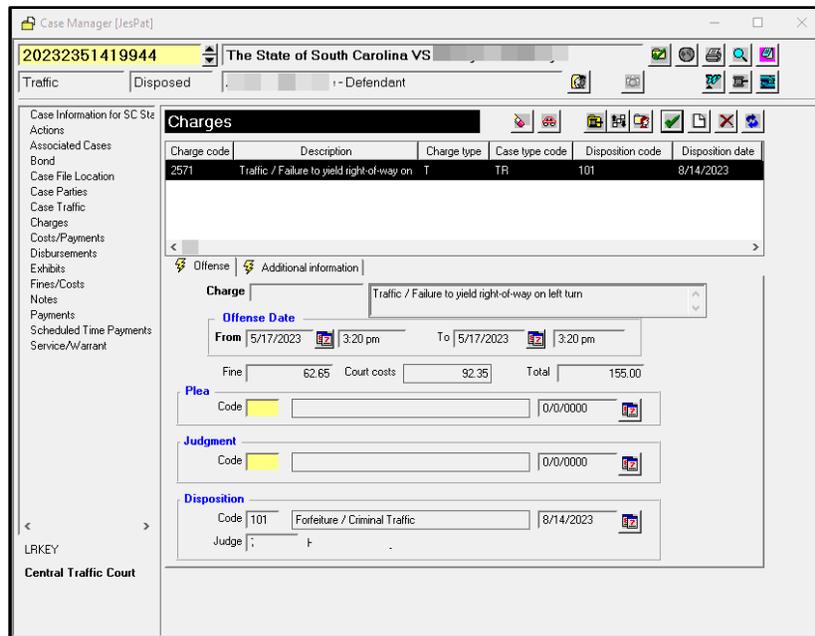
- Open the Charges screen.
- Select the Amend Charge button.

- Put a check mark in the Clear Disposition box and answer yes to the message.
- Double-click the Statute field.

- Search for the correct charge by Statute or CDR Code.
- Highlight and select the correct charge.

- Verify the Statute has been updated.
- **UNCHECK** the clear disposition box.
- **If you fail to uncheck this box a second disposition will be sent to the SCDMV, and the case will be on the error portal again with a new error.**
- Green check to save.
- Verify the funds have redisperse properly.
- Resubmit the case on the CMS eDisposition Error Portal.

Redispersing funds – New CDR has a different obligation group.

From the example, the New CDR code cost code is:
- Fine to General Fund

The old CDR code cost codes were:
- Fine to General Fund
- Victim Services Asm 38.0013% / 5.7831%
- Law Enforcement Funding Surcharge $25
- State Assessment

The disbursements that were voided in the previous steps will need to be disbursed. Because the payment was $155.00 and the new cost is $25.00 a refund will need to be issued to the payee.

- Open the payment screen
- Highlight the needed receipt.
- Select the refresh button.
- Open the Disburse Payment tab.
- Select the Auto Disb button, this will redisperse the payment to the correct cost code.
- Update the disbursement date to today's date.
- Create a refund and issue a refund check to the payee.
- Resubmit the corrected case on the error portal.

The above process will also need to be used to correct cases that had the correct amount paid but was disbursed to the incorrect cost code.

Errors that cannot be corrected

If the error cannot be resolved using the steps outlined in this reference guide, an Ivanti incident should be created.

On the **New Incident** screen, enter the following information:
- **Category:** CMS e-Disposition Reporting Portal
- **Subcategory:** eDisposition Error
- **In the Description field**, include all relevant details, such as:
    - Case numbers
    - The specific error encountered
    - The statute or CDR present on the case in both CMS and SCUTTIES
    - A clear explanation of what action is needed

Note: Some of this information may also be included in the **Incident Details** section.