



CMS Error Reporting Portal

1. Log into **Citrix**.

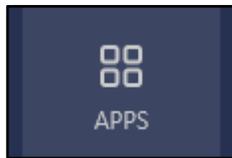


Figure 1 – Apps Button

2. Click **Apps** button.

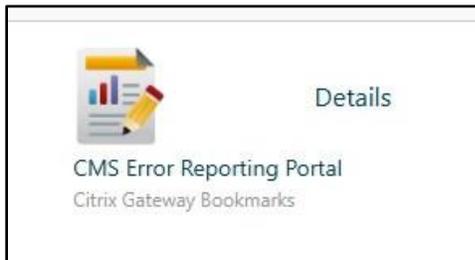


Figure 2 – CMS Error Reporting Portal Icon

3. The **CMS Error Reporting Portal** icon appears.

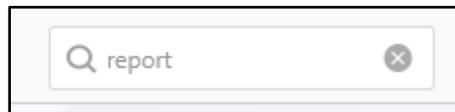


Figure 3 –Search Box

4. If the icon does not appear, type "report" in the search box, and the icon will display.



Figure 4 – CMS Error Reporting Portal Icon

5. Click once on the **CMS Error Reporting Portal** icon.

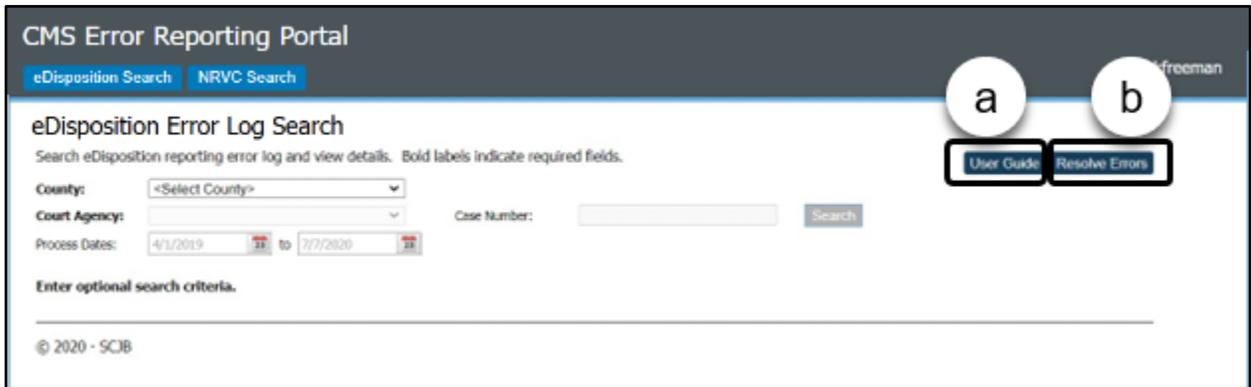


Figure 5a – Full View of **Error Log Search** screen including **User Guide** and **Resolve Errors** buttons

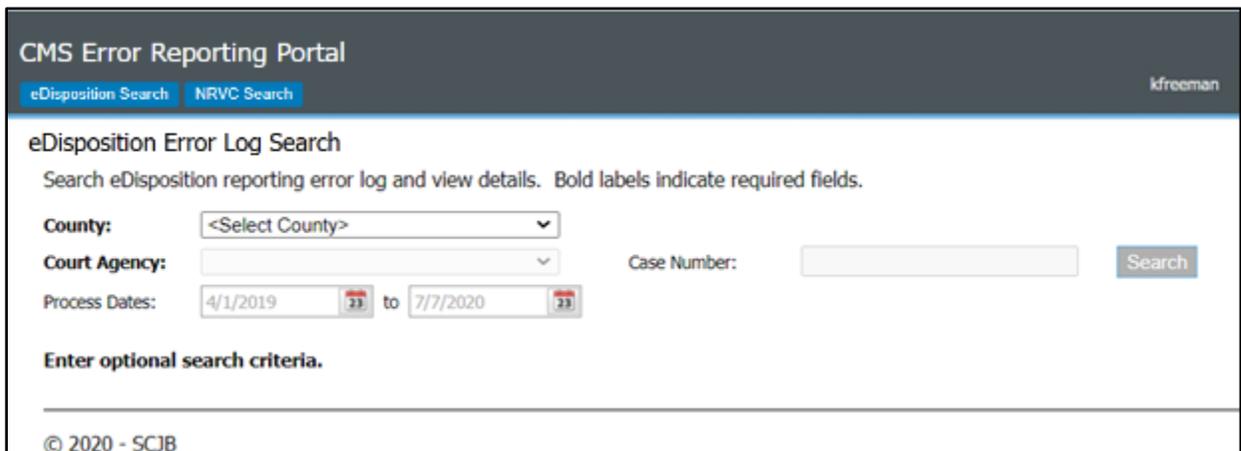


Figure 5b – **eDisposition Error Log Search** screen before County selected

6. The **CMS Error Reporting Portal, eDisposition Error Log Search** screen appears. All fields with **bold** type labels are required fields. These fields are not enabled until the user selects a **County** from the drop-down list. The **User Guide** and **Resolve Errors** buttons in the upper right-hand corner of the screen provide documentation to assist the user.
 - a. **User Guide** displays this manual.
 - b. **Resolve Errors** displays a document that contains information about what to do to resolve a specific eDisposition error and who to contact with questions related to resolving that error.



The screenshot shows the 'eDisposition Error Log Search' interface. At the top, there are tabs for 'eDisposition Search' and 'NRVC Search'. Below the title, a search instruction reads: 'Search eDisposition reporting error log and view details. Bold labels indicate required fields.' The form includes the following fields: 'County:' with a dropdown menu showing 'Charleston'; 'Court Agency:' with a dropdown menu; 'Case Number:' with a text input field; and 'Process Dates:' with two date pickers showing '4/1/2019' and '7/7/2020'. A 'Search' button is located to the right of the Case Number field. At the bottom, there is a section for 'Enter optional search criteria.' and a copyright notice '© 2020 - SCJB'.

Figure 6 – eDisposition Error Log Search screen for county user

7. The **County** field populates automatically with the county name for county users. All fields are enabled.

This screenshot is similar to Figure 6 but shows a search for a specific case. The 'Case Number' field is filled with 'CLC276056_C10'. The 'Process Dates' field is highlighted with a red box and a circled '9', indicating it should be cleared. The 'Court Agency' dropdown is set to 'North Area 1 Magistrate' and is highlighted with a red box and a circled '8'. The 'Search' button is present. The 'Process Dates' field shows the format 'mm/dd/yyyy' and 'to mm/dd/yyyy'.

Figure 7 – eDisposition Error Log Search screen depicting single case number search

8. Select a **Court Agency** from the drop-down.
9. If you know the **Case Number**, enter it and clear the **Process Dates** fields by highlighting each date and clicking the **Delete** button on the keyboard. (Note: the **Case Number** search is an exact match – the entire case number must be entered.)



Figure 8 – eDisposition Error Log Search screen showing results of single case number search

10. Click the **Search** button. Information for the specific case appears in the grid. Notice two additional buttons appear on the top right of the grid: **Ignore** and **Resubmit**.
 - a. **Ignore**: allows users to remove cases that meet the established criteria may be ignored, following verification that the criteria have been satisfied.
 - b. **Resubmit**: allows a user to resubmit a UTT citation for any type of error (to include "Ticket not found") to the SCDMV.

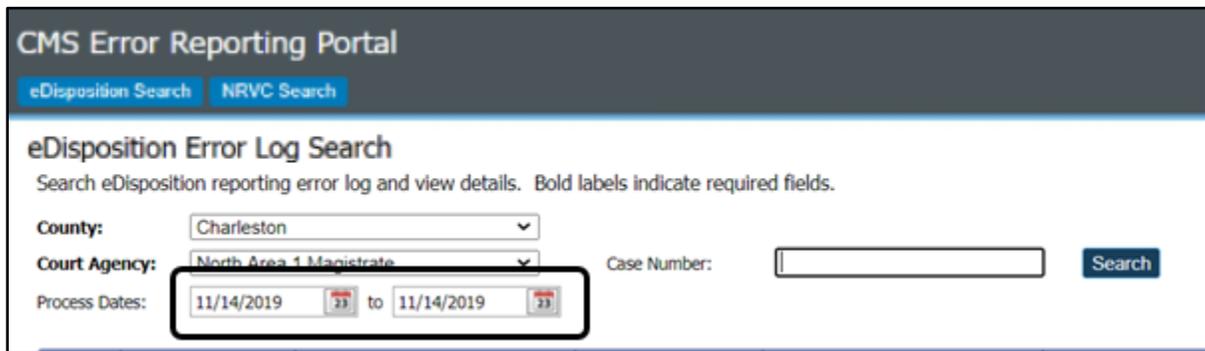


Figure 9 – Search for case number(s) using specific date

11. You can search for an unknown case number using a specific date or date range.
12. For example, if you have a specific date, enter that date in both **Process Dates** fields, as shown in **Figure 9**.



Figure 10 – Search for case number(s) using a date range

- Or, if you have a date range, enter different beginning and ending dates in the **Process Dates** fields, as shown in **Figure 10**.

Ignore Button

“This ticket has already been processed. To amend or modify a court order is required” and “Ticket Not Found” errors can be **ignored** if the case meets the established criteria. Reference the *CMS eDisposition Reporting Portal Correcting Errors* document.

Court	Case Number	Disposition	Process Date	Arresting Agency	Error Message	Select
10101	CL0041520_TFQ	Forfeiture / Criminal Traffic	07-06-2020 4:22 PM	S C Department Of Natural Resources	Citation/Arrest: Ticket not found	<input type="checkbox"/>
10101	CL0010418_CU1	Forfeiture / Criminal Traffic	07-06-2020 4:22 PM	S C Department Of Natural Resources	Citation/Arrest: Ticket not found	<input type="checkbox"/>
10101	20202350068489	Admins Clearance / Criminal/Traffic	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>
10101	20202350055032	Pled Nolo Contendere Time Served	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>
10101	20202350052870	Forfeiture / Criminal Traffic	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>
10101	20201290065301	Guilty Bench Trial	07-06-2020 4:22 PM	Charleston City Police Department	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>
10101	20191560015787	Not Guilty Bench Trial	07-06-2020 4:22 PM	S C Highway Patrol Troop 2	REJECTED: "CDR Code do not match Statute Number"	<input type="checkbox"/>
10101	20202350079120	Admins Clearance / Criminal/Traffic	07-06-2020 11:00 AM	S C Highway Patrol Troop 1	Judge code in Certified Correct by is invalid	<input type="checkbox"/>

Figure 11 – Grid view for a single Ignore

Steps to ignore a case:

- Highlight the case to be ignored.
- Mark the box in the “Select” column.
- Click **Ignore** button.
- A confirmation message appears. Click Ok.
- The case disappears from the grid.

Note: Multiple cases on the current page can be marked also prior to clicking the **Ignore** button.



Resubmit Button

The “resubmit” option applies to any UTT citation error received (even “Ticket not found” errors) after a case has been submitted or transmitted to SCUTTIES.

Unlike the “ignore” option, a case **does not** disappear immediately from the grid when a user clicks the **Resubmit** button. It is resubmitted to the SCDMV the next time the service runs (which is every 30 minutes). The case will not be removed until it has been reported successfully to the SCDMV.

Count	Case Number	Description	Process Date	Arresting Agency	Error Message	Ignore	Resubmit
10101	CL041525_TR2	Guilty Jury Trial	07-06-2020 4:22 PM	Charleston City Police Department	CitationRead: Ticket not found	<input type="checkbox"/>	<input type="checkbox"/>
10101	CL0010418_OR1	Guilty Bench Trial	07-06-2020 4:22 PM	Charleston City Police Department	CitationRead: Ticket not found	<input type="checkbox"/>	<input type="checkbox"/>
10101	20202350068489	Admins Clearance / Criminal/Traffic	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>	<input type="checkbox"/>
10101	20202350055032	Pled Nolo Contendere Time Served	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>	<input type="checkbox"/>
10101	20202350052870	Forfeiture / Criminal Traffic	07-06-2020 4:22 PM	S C Highway Patrol Troop 1	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101	20201290005301	Guilty Bench Trial	07-06-2020 4:22 PM	Charleston City Police Department	REJECTED: "Charge Convicted Of" do not match "Violation Section Number and Description".	<input type="checkbox"/>	<input type="checkbox"/>
10101	20191560015787	Not Guilty Bench Trial	07-06-2020 4:22 PM	S C Highway Patrol Troop 2	REJECTED: "CDR Code do not match Statute Number"	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10101	20202350079120	Admins Clearance / Criminal/Traffic	07-06-2020 11:00 AM	S C Highway Patrol Troop 1	Judge code in Certified Correct By is invalid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 12 – Grid view for a Resubmit for multiple cases.

Steps to resubmit a case:

1. Highlight the case to be resubmitted.
2. Mark the box in the “Select” column.
3. Click **Resubmit** button.
4. A confirmation message appears. Click Ok.
5. The case will not disappear from the grid until the service is run and the case has been reported successfully to the SCDMV.

Note: Multiple cases on the current page can be marked prior to clicking the **Resubmit** button (as shown above).



Session Timeout

If the portal has been inactive for 10-minutes and the user clicks the **Search** button, the page refreshes with a **Session Timeout** error page. Just click the **Return to Search Page** button to return to the **Error Log Search** screen and reenter the search criteria (**Court Agency**, **Case Number**, and **Process Dates**).

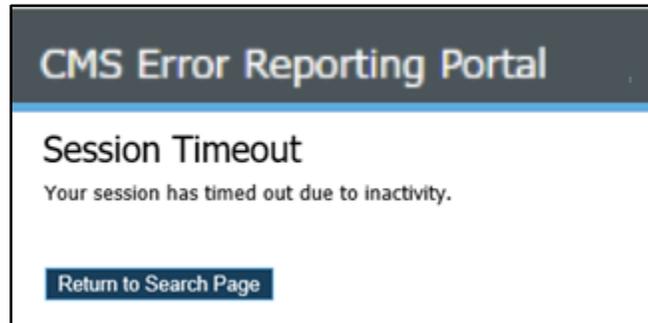


Figure 11 – Session Timeout

Note on Errors

Once the error appearing on the screen for a case has been resolved and the case is re-reported successfully, the error will no longer display.

Important:

The "CitationRead: Ticket not found" error indicates the citation is **not** present in **SCUTTIES**. Work with the **SCDMV** to remedy the situation, if needed.