**NRVC Reporting Log Search Guide Content:**

# Contents

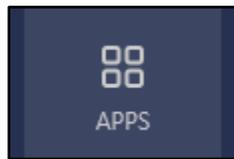## Accessing the Portal

1. Log in to **Citrix**.



*Figure 1 – Apps Button*

2. Click the **Apps** button.
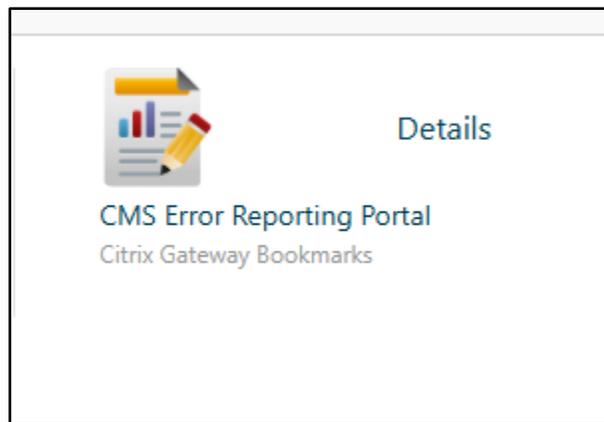


*Figure 2 – CMS Error Reporting Portal Icon*

3. Locate the **CMS Error Reporting Portal** icon.

SOUTH CAROLINA
JUDICIAL BRANCH



*Figure 3 – Search Box*

4. If the icon is not visible, type **"report"** in the search box to display it.

5. Click once on the **CMS Error Reporting Portal** icon.
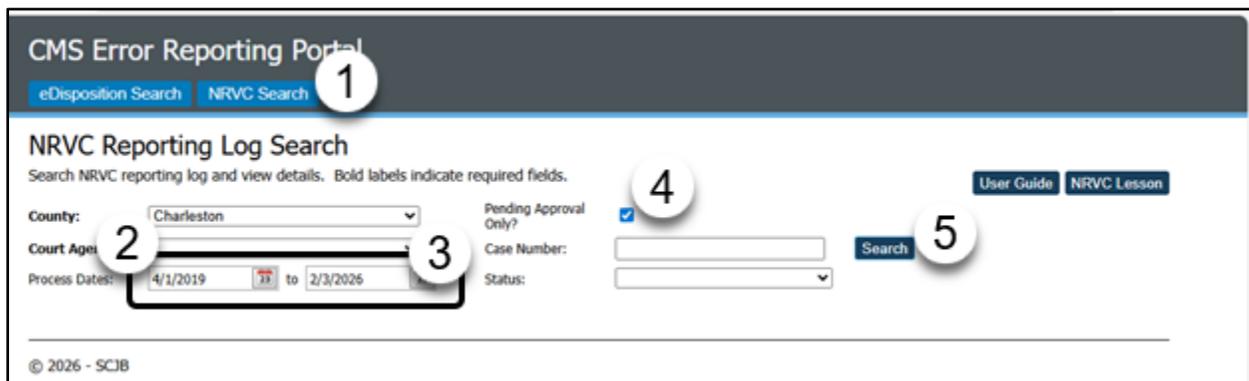
## NRVC Reporting Log Search



*Figure 6 – NRVC Reporting Log Search screen for county user*

The **CMS Error Reporting Portal** opens by default to the **eDisposition Error Log Search** page.

1. Select the **NRVC Search** button to open the **NRVC Reporting Log Search** screen. The **County** field automatically populates with the user's county. All other fields become enabled.

2. Select the appropriate **Court Agency** from the drop-down list.
   o Fields with **bold labels** are required.
   o These fields are enabled only after a county is selected.

3. **Process Dates** default to **04/01/2019 through the current date**.
   o The date range may be modified to narrow search results.

4. The **Pending Approval Only?** checkbox is selected by default.
   o Unchecking this option displays **all NRVC Suspension Records**.

5. Select **Search** to display all NRVCs pending SCDMV approval.

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**Note**    Individual cases may be searched by entering a **Case Number** and selecting **Search**

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## Search Results Grid



The **NRVC Reporting Log Search** grid includes the following sortable columns (ascending or descending):

- **Court** – Court Agency Number

- **Case Number** – Case Number

- **Status** – NRVC Status

- **Out of State** – Indicates an out-of-state driver

- **Submit Date** – Date of the current NRVC status

- **SCDMV Response Date** – Date the SCDMV processed the NRVC

- **Compliance Number** – Number assigned by the SCDMV

- **Customer Number** – Defendant number assigned by the SCDMV

- **Withdrawal Date** – Date the withdrawal was sent to the SCDMV

- **Error Message** – Errors encountered during electronic transmission of the NRVC record

## NRVC Status Search



NRVCs may also be searched by **Status**:

1. Uncheck the **Pending Approval Only** checkbox.

2. Select the desired status from the **Status** drop-down list:

   o **Home Jurisdiction** – The court generated the NRVC and transmitted it electronically to the SCDMV.

   o **Ishmell** – An Ishmell Order or Ishmell No Document was generated, triggering a request to the SCDMV to delete the NRVC.

   o **Paid** – Full payment has been posted in CMS.

   o **Deleted** – The NRVC record was deleted from the case in CMS.

   o **eDisposition Error** – The Home Jurisdiction copy was not sent to the SCDMV due to an error on the eDisposition Error Log.
   Refer to the **CMS eDisposition Reporting Portal Correcting Errors Reference Guide**.

## SCDMV Response Date

The **SCDMV Response Date** reflects when the SCDMV processed the NRVC and assigned:

- A **Compliance Number** to the case, and
- A **Customer Number** to the defendant.

This field will remain blank for **out-of-state drivers**.

## Error Message



Courts are responsible for correcting cases with an **eDisposition Error** status.
All other errors are handled by the **SCDMV** or **SCJB**.


## User Resources



The **User Guide** and **NRVC Lesson** buttons are located in the upper-right corner of the screen.

- o **User Guide** – Displays this manual.

- o **NRVC Lesson** – Provides instructions for generating NRVCs.