Partner Portal Web Application User Guide



This document provides an overview of how to use the Partner Portal web application provided by the Florida Department of Highway Safety and Motor Vehicles.



Partner Portal Web Application User Guide

This document will provide an overview to using Partner Portal web application provided by the Florida Department of Highway Safety and Motor Vehicles (FLHSMV). The intended audience for this document is those are subscribed to one or more data exchanges provided by FLHSMV.

The Partner Portal web application ("the application") is a web application designed to allow vendors who are subscribed to one or more data exchanges to manage various accounts and banking details, as well as view details of transactions which have occurred using the vendors' service accounts.



Revision History

Version	Date	Author	Description
1.0	April 2, 2013	Shawn Christiansen	Initial Draft
1.1	June 2, 2013	Shibu Abraham	Miscellaneous revisions.
1.2	August 1, 2013	Kenneth Kaufmann	Revised document structure and content.
1.3	October 18, 2021	Kenneth Kaufmann	Updated instructions for banking information. Revised screenshots.



Contents

Revision History
Account Types4
Registration5
Login
Account Credential Recovery11
Application Tabs13
Home
Profile14
Login Information15
Security Questions
Profile Information17
Accounts
Service Accounts
Partner Portal User Accounts
Reports



Account Types

There are three account types within the application:

- Admin accounts: Used to log in to the application. Such accounts have full access to modify and create other accounts, update banking information, review contract details and data exchange subscriptions, as well as view transaction reports. These accounts cannot be submitted to data exchanges as service credentials.
- **Service accounts**: Submitted to the data exchange(s) to which they are associated as service credentials. These accounts cannot be used to log in to the application.
- **User accounts**: Used to log in to the application. Such accounts are read-only accounts that can review contract details and data exchange subscriptions, as well as view transaction reports. These accounts cannot be submitted to data exchanges as service credentials.



Registration

Before you can proceed using the application, you must be registered. Once FLHSMV has authorized you to proceed to production with your software, you will be sent a link to register with the application. You will need information provided by FLHSMV to register.

FLHSMV Partner Portal		User Guide
Contract Number		
Vendor Contact Last Name		
Submit Cancel		
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As visible above, you will be provided with a **contract number** and a **last name** for the contact person of your organization. This information will be recorded by FLHSMV during the setup of your contract. *It is important that you use the exact information that FLHSMV provides you for these fields. Failure to do so will cause your registration to not succeed.*

Once you submit these details, you should be advanced to a page requesting an email address. Enter in the email address where you would like to receive your registration link:

FLHSMV Partner Portal	User	Guide
Please enter an email address to receive the re	gistration link.	
Email		
john.doe@example.com		
Submit Cancel		
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Once you submit your email address to the system, you should shortly receive an automated email from the system. This system-generated email will contain a link for you to click. Clicking this link will take you to a page where you can complete your registration process:



FLHSMV Partner Portal		User Guide
Please complete the following to complete the regis	stration process. All fields are required.	
johndoe		
New Password		
Confirm Password		
First Name		
John		
Last Name		
Doe		
Question One	Answer	
Select Password Reminder Question	answer one	
Question Two	Answer	
Select Password Reminder Question	answer two	
Save Reset		
Password Requirements:		
 Between 8 and 16 characters Has not been used in the previous 6 attempts 		
Must not have been changed within the last 1	day	
Does not contain your account or full name		
 Contains at least three of the four following cha o English uppercase character (A through Z) 	aracter groups:	
 English lowercase character (a through 2) English lowercase character (a through 2) 		
 Numerals (0 through 9) 		
 Special characters (!, \$, #, %, &, *) 		
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On this new page, complete all input fields, and then save your information via the "Save" button. The username and password you are entering here will be for your **administrative account** ("admin account"). An admin account is what you use to log in to the Partner Portal application on subsequent sessions.¹ The credentials for this account should be protected by you. With this account you can modify banking details, setup or disable both service and user accounts (discussed later), and view transaction reports. This account can also modify passwords for any type of account.

Make certain that the password you select meets the criteria listed at the bottom of this page.

Two security questions are required to be selected by you. In the event that you forget your admin account password, the answers to these two questions will aide you in resetting your admin account password.

¹Important: Do not submit this username and password to any data exchange service you are subscribed to. Data exchanges require a *service account*, which will be discussed later within this document.



Once you have completed this screen, you will be required to log in using the new credentials you just established:

FLHSMV Partner Portal		User Guide
	Registration Complete For User: johndoe	
Username		
Password		
Submit		
Forgot Username Forgot Password		
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Once you have logged in with your admin account, you will be presented with the "Profile" screen:

FLHSMV Partner Portal	Home Profile Accounts Reports		johndoe 👻 User Guide
Vendor Name: Sample Ver Street: 123 Main St City, State, Zip: Anytown, I		Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212	
	The following required sections below must be completed • Billing Information	before proceeding:	
Login Information			
Username: johndoe Password: <u>Change</u>		Account Type: PARTNER PORTAL ADMIN ACCOUNT Account Status: ACTIVE	
Security Questions			Edit Questions
Profile Information			Edit Profile
Name: John Doe		Email: KennethKaufmann@flhsmv.gov	
	Please of	omplete	
Billing Information			
You are being shown conten	t hosted by the state of Florida's e-payment vendor. If you er	counter any issues with the content below please contact ELLIG	MV at 850-617-3801.
	E-CHECK INFORM		



The first time you log in to Partner Portal, you will need to enter banking information. You should see the new account form displayed on your Profile page:

Pleas	e complete
Billing Information	
You are being shown content hosted by the state of Florida's e-payment vendor. If you	encounter any issues with the content below, please contact FLHSMV at <u>850-617-3801</u> .
E-CHECK INFORMATION	
Checking Savings	umber Account Number
_	
Routing Number	Account Number
Name on Account	
Name of Bank	
	_
	SAVE PAYMENT METHOD 🗟
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Please note: This section is hosted by the state of Florida's e-payment vendor. While FLHSMV does not maintain this content, should you have any issues in the viewing of or interaction with this content, then please contact FLHSMV's Technical Assistance Center at 850-617-3801.



Once you have submitted your banking information, the page should refresh, and you will see your account information:

Billing Information		Add Account
You are being shown content he	E-CHECK INFORMATION Name on Account Sample Account Account Number	u encounter any issues with the content below, please contact FLHSMV at <u>850-617-3801</u> .
	CHECKING: ****0000 © 2022 - Florida Department	STATE STREET BANK AND TRUST COMPANY

At this point, your registration is complete. In order to access any of the data exchanges you are subscribed to, you must <u>create a service account</u>.



Login

The application is secured with a username and password combination. If you have already completed the registration process, then you should have your admin username and password. You will use these credentials to log in to the application. If you have not already registered, please review the <u>Registration</u> section of this document.

Log in to the application by entering your username and password into their respective fields; then click the "Submit" button:

FLHSMV Partner Portal	User Guide
Username	
Password	
Submit	
Forgot Username	
Forgot Password	
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Account Credential Recovery

If you have forgotten your admin account username, then click the "Forgot UserName" link. You will be advanced to a page that will assist you in recovering your username:

FLHSMV Partner Portal	User Guide
Username Recovery	
Contract Number	
Email	
Submit Cancel	
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Enter the contract number that FLHSMV provided you with for registration. Also, enter the email address that you entered during the registration process.² Once you have entered these details, click the "Submit" button, and the system will generate an automated email that will provide you with your username.

If you have forgotten your admin account password, then click the "Forgot Password" link. You will be advanced to a page that will assist you in recovering your password:

FLHSMV Partner Portal	User Guide
Password Reset	
Username	
Email	
Submit Cancel	
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Enter the username you selected during the registration process. Also, enter the email address that you entered during the registration process³. Once you have entered these details, click the "Submit" button. You will then be advanced to a page where you can enter in the answers to the security question that you set up during the registration process:

² If you have modified your profile information via the "<u>Profile</u>" tab, then enter the email address that you entered during that update to your profile.

³ See #2.



FLHSMV Partner Portal	User Guide
Password Reset	
In what city does your nearest sibling live?	
What is your oldest cousin's first and last name?	
Submit Cancel	
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Once you have entered in the answers to both security questions, click the "Submit Answers" button. If you entered the correct answers, then you will receive a system-generated email containing a new, randomly generated, temporary password that will allow you to log in to the application. If you answered either incorrectly, you will be presented with an error message.



Application Tabs

Home

The "Home" page displays an overview of your contract and the data subscriptions you have been granted. Each data subscription will indicate its status.

Accounts Reports	johno	doe 🍷 User Guid
E-Mail Addres	s: john.doe@example.com	
J		
Term: 10/1/2021 - 10/31/2022 Manager(s): John Public (Primary)	Data Subscriptions: 3RD PARTY DL EXAM DRIVER LICENSE TRANSCRIPT	ACTIVE
J		
Term: 1/25/2022 - 1/25/2023 Manager(s): Jane Public (Primary) John Public (Secondary)	Data Subscriptions: REGISTRATION STOPS SERVICE	ACTIVE
	Contact Name E-Mail Addres Phone Numbe J Term: 10/1/2021 - 10/31/2022 Manager(s): John Public (Primary) J Term: 1/25/2022 - 1/25/2023 Manager(s): Jane Public (Primary)	Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212 U Term: 10/1/2021 - 10/31/2022 Manager(s): 3RD PARTY DL EXAM John Public (Primary) DRIVER LICENSE TRANSCRIPT U Term: 1/25/2022 - 1/25/2023 Manager(s): REGISTRATION STOPS SERVICE



Profile

The "Profile" page is an overview of the account that is currently logged in to the application. This can be either an admin account or a user account.

FLHSMV Partner Portal	Home	Profile Accounts	s Reports		johndoe 👻 I	Jser Guide
Vendor Name: Sample Ven Street: 123 Main St City, State, Zip: Anytown, F				Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212		
		wing required se ng Information	is below must be completed	before proceeding:		
Login Information						
Username: johndoe Password: <u>Change</u>				Account Type: PARTNER PORTAL ADMIN ACCOUNT Account Status: ACTIVE		
Security Questions					Edit C	Questions
Profile Information					E	dit Profile
Name: John Doe				Email: KennethKaufmann@flhsmv.gov		
			Please o	omplete		
Billing Information						
You are being shown content		the state of Florid		counter any issues with the content below place contact FI	нсми/ at 850-6 <u>17-3</u>	801.



Login Information

The "Login Information" section provides a summary of details related to the currently logged-in account. The "User Name" field displays the username of the currently logged-in user. The "Account Type" field displays the type of account that is currently logged in to the application. The "Password" field will not display the user's password, but it does provide a link entitled "Change". Clicking this link will advance you to a page where you may update the password associated with the logged-in account. The "Account Status" provides a status of the account that is currently logged in to the application. This typically applies to user accounts, which can be disabled.

FLHSMV Partner Portal Home Profile Accounts Reports	
Vendor Name: Sample Vendor Street: 123 Main St City, State, Zip: Anytown, FL 32399	Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212
Login Information	
Username: johndoe Password: <u>Change</u>	Account Type: PARTNER PORTAL ADMIN ACCOUNT Account Status: ACTIVE
Security Questions	Edit Questions
Profile Information	Edit Profile
Name: John Doe	Email: KennethKaufmann@fihsmv.gov
Billing Information	Add Account



Security Questions

The "Security Questions" section allows you either to edit which security questions are associated with this account or to edit the answers to the questions associated with this account, or both. Clicking the "Edit Questions" will display fields that permit you to edit either.

FLHSMV Partner Portal Home Profile Accounts Reports	
Vendor Name: Sample Vendor Street: 123 Main St City, State, Zip: Anytown, FL 32399	Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212
Login Information	
Username: johndoe Password: <u>Change</u>	Account Type: PARTNER PORTAL ADMIN ACCOUNT Account Status: ACTIVE
Security Questions	Edit Questions
Profile Information	Edit Profile
Name: John Doe	Email: KennethKaufmann@fihsmv.gov
Billing Information	Add Account



Profile Information

The "Profile Information" section provides a summary of the name and email address associated with the currently logged-in account. You may make modifications to this information by clicking the "Edit Profile" button. Clicking this button will display fields that permit you to enter this information.

FLHSMV Partner Portal Home Profile Accounts Reports	
Vendor Name: Sample Vendor Street: 123 Main St City, State, Zip: Anytown, FL 32399	Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212
Login Information	
Username: johndoe Password: <u>Change</u>	Account Type: PARTNER PORTAL ADMIN ACCOUNT Account Status: ACTIVE
Security Questions	Edit Questions
Profile Information	Edit Profile
Name: John Doe	Email: KennethKaufmann@flhsmv.gov
Billing Information	Add Account



Accounts

The "Accounts" page provides an overview of the accounts that have been created under this contract. Both user accounts and service accounts are summarized on this page. You are provided the ability to create new accounts as well as modify existing accounts via this page.

Note: This tab is not visible, nor is the associate page accessible to Partner Portal User Accounts. Only an admin account has permission to view and use this page.

Service Accounts

A service account is a set of credentials that your software will submit to the data exchange(s) you are subscribed to. *Neither an admin account nor a user account can be used for accessing data exchanges. Submission of either of those two account credentials to a data exchange will result in an error response being returned to your software.*

At your discretion, you may create one or more service accounts via the application. Clicking on the "Accounts" tab will take you to the page where you may create new accounts:

FLHSMV Partne	er Portal Home Profile	Accounts Reports			johndoe 👻 User Guide
Vendor Name: S Street: 123 Main City, State, Zip: /			Contact Name: John Doe E-Mail Address: john.doe@exa Phone Number: 800-555-1212		
User Accounts 👔					Create New
Maintain	User Name	Account Status	First Name	Last Name	Email
Service Accounts ()				Create New
Maintain	User Name	Account Status	Associated Data Sub	scriptions	
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On the "Accounts" page, administrators may create both new user accounts and new service accounts. Clicking on the "Create New Service Account Link" will allow you to create the latter:

FLHSMV Partn	er Portal Home Profile	Accounts Reports			johndoe 👻 User Guide
Vendor Name: 3 Street: 123 Mair City, State, Zip:			Contact Name: John Doe E-Mail Address: john.doe@ex Phone Number: 800-555-121		
User Accounts ()					Create New
Maintain	User Name	Account Status	First Name	Last Name	Email
Service Accounts	0				Create New
Maintain	User Name	Account Status	Associated Data Sul	oscriptions	
		© 2022 - Florida Department o	of Highway Safety and Motor Vehicle	es	

On the "Create Service Account" page, you may associate a new service account with one or more data exchanges. Your contract with FLHSMV will dictate which data exchanges are available to you. Contact the Data Listing Unit at DataListingUnit@flhsmv.gov for information pertaining to how to subscribe to other data exchanges.

You may also mark a new service account as "Active" or "Disabled". Active service accounts can be used to access the data exchange(s) for which they have been registered; disabled accounts cannot be used to access the data exchange(s) for which they have been registered. A disabled account will only permit access to a data exchange once it has been marked "Active".

Be sure to follow the password guidelines listed at the bottom of this page. Passwords which do not meet the criteria specified will result in an error, and you will be required to modify the entered password.



FLHSMV Partner Portal Home Profile	Accounts Reports	johndoe 🔻	User Guid
Create Service Account			
Account Status			
ACTIVE			
Data Subscriptions 3RD PARTY DL EXAM DRIVER LICENSE TRANSCRIPT REGISTRATION STOPS SERVICE			
New Password			
Confirm Password			
Save			
Password Requirements: • Between 8 and 16 characters • Has not been used in the previous 6 attemp • Must not have been changed within the last • Does not contain your account or full name			
 Contains at least three of the four following English uppercase character (A through English lowercase character (a through i Numerals (0 through 9) Special characters (!, \$, #, %, &, *) 	Z)		
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Once you have entered a valid password, you can click the "Save" button at the bottom of this page. You will be advanced to a confirmation page which displays the username and password for this service account. Take note of this credential. You will submit it via your software to the data exchange(s) which you selected on the "Create Service Account" page.



FLHSMV Partr	ner Portal Home Pr	ofile Accounts Reports			johndoe 👻 User Guide
		eated sampleusername case-sensitive): samplepassword			
Street: 123 Mai	Sample Vendor in St ¢ Anytown, FL 32399		Contact Name: E-Mail Address: Phone Number:	john.doe@example.com	
User Accounts ())				Create New
Maintain	User Name	Account Status	First Na	me Last Name	Email
Service Accounts	i				Create New
Maintain		User Name	Account Status	Associated Data Subscriptions	
Edit S	Set Password	sampleusername	ACTIVE		
		© 2022 - Florida Depart	tment of Highway Safety and	Motor Vehicles	

Usernames for service accounts are randomly generated by the system. You will not have access to change the username of any service account which you create. However, the "Accounts" page will always display to you the username(s) associated with service accounts you have created for your data subscription(s). You may change the password for a service account at your discretion via the "Set Password" link. You may disable or enable a service account via the "Edit" link.



Partner Portal User Accounts

A user account is a set of credentials that you can use to provide read-only access to the application. With a user account, one can view transaction reports for the data subscriptions. User accounts **cannot** be used to authenticate with any data subscription service.

At your discretion, you may create one or more user accounts via the application. Clicking on the "Accounts" tab will take you to the page where you may create new user accounts:

FLHSMV Partne	er Portal Home Profile /	Accounts Reports			johndoe 👻 User Guide
Vendor Name: S Street: 123 Main City, State, Zip: /			Contact Name: John Doe E-Mail Address: john.doe@ex Phone Number: 800-555-121.		
User Accounts 👔					Create New
Maintain	User Name	Account Status	First Name	Last Name	Email
Service Accounts	Ð				Create New
Maintain	User Name	Account Status	Associated Data Sub	oscriptions	
		© 2022 - Florida Department o	of Highway Safety and Motor Vehicle	25	

On the "Accounts" page, you may create both new user accounts and new service accounts. Clicking on the "Create New User Account Link" will allow you to create the former:

FLHSMV Partne	er Portal Home Profile	Accounts Reports			johndoe 👻 User Guide
Vendor Name: S Street: 123 Main City, State, Zip: A			Contact Name: John Doe E-Mail Address: john.doe@ex Phone Number: 800-555-121;		
User Accounts ()					Create New
Maintain	User Name	Account Status	First Name	Last Name	Email
Service Accounts ()				Create New
Maintain	User Name	Account Status	Associated Data Sub	scriptions	
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On the "Create User Account" page, there is no way to associate a new user account with one or more data exchanges. This is because a user account is intended to be used to log in to the application, not for interaction with any particular data exchange system.



You may also mark a new user account as "Active" or "Disabled". Active user accounts can be used to log in to the application; disabled accounts cannot be used to log in to the application. A disabled account will only permit access to the application once it has been marked "Active".

FLHSMV Partner Portal Home Pro	ile Accounts Reports	johndoe *	User Guide
Create User Account			
Account Status			
ACTIVE			
Email			
First Name			
Last Name			
Save Cancel			
	© 2022 - Florida Department of Highway Safety and Motor Vehicles		

Once you have entered values for all inputs on this page, clicking the "Save" button will create your new user account:

FLHSMV Part	tner Portal	Home Profile Accounts	Reports				johndoe 👻 User Guide
		Account Created Username: sampleusername Password (case-sensitive): sa					
Street: 123 Ma	a: Sample Vend ain St p: Anytown, FL			Contact Name: John E-Mail Address: johr Phone Number: 800	.doe@example.com		
User Accounts	D						Create New
Maintain		User Name	Account Status	First Name	Last Name	Email	
Edit Se	et Password	sampleusername	ACTIVE	Jane	Doe	jane.doe@ex	kample.com
Service Account	ts 👔						Create New
Maintain	Use	er Name	Account Status	Associated	Data Subscriptions		
		© 2	2022 - Florida Department of H	lighway Safety and Mot	or Vehicles		

Take note of the username and password that was created for you. For user accounts, initially both the username and password are system-generated. You will have no way of changing the username for the



user account. However, the "Accounts" page will always display to you the username(s) associated with user accounts you have created for your data subscription(s). You may reset the password for a user account at your discretion via the "Set Password" link. You may disable or enable a service account via the "Edit" link.



Reports

The "Reports" page provides you with the ability to run transaction reports for data exchange requests made via any of the service accounts created under your contract (i.e. any service account listed on the "<u>Accounts</u>" page). You may narrow your reporting span by entering in a beginning and ending date in the appropriate input boxes on this page. The application also permits you to export the report data to either Excel or PDF formats, which you can save to your local computer.

FLHSMV Partner Portal Home Profile Accou	nts Reports	johndoe 🕶	User Guide
Vendor Name: Sample Vendor Street: 123 Main St City, State, Zip: Anytown, FL 32399	Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212		
Begin Date:	End Date:		
mm/dd/yyyy	mm/dd/yyyy		
Search Cancel			
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By entering a date range, you may generate a listing of the invoices that have been billed for your organization. To see transaction details for any given invoice, click the invoice ID link:

FLHSMV Partner	Portal Home	Profile Acco	ounts Reports			kaufmak 👻 User Guide
Vendor Name: Sam Street: 123 Main St City, State, Zip: Any				Contact Name: John Doe E-Mail Address: john.doe@exam Phone Number: 800-555-1212	ple.com	
Begin Date: 01/01/2021 Search Cancel	ť		End Date: 01/01/2022			
Search Results						Excel PDF
Invoice Id	Invoice Date	Sta	atus	Amount	Transactions	Bill Date
5397	01/20/2021	BA	NK PAYMENT PENDING	\$620.56	603	
5450	02/11/2021	BA	NK PAYMENT PENDING	\$2.01	1	
5469	08/25/2021	BA	NK PAYMENT PENDING	\$7,202,838.04	366	
5492	12/16/2021	BA	NK PAYMENT PENDING	\$151.00	19	
			K K Page	13 of 1 > >		
			© 2022 - Florida Department of	Highway Safety and Motor Vehicles		

Once you have navigated to the transaction details screen, you will be able to view and export any specific transaction that is associated to the invoice you selected. Transactions can be expanded for more detail by clicking the "plus" symbol to the left of the transaction details:

FLHSMV

tre	dor Name: Samp et: 123 Main St State, Zip: Any			Contact Name: John Doe E-Mail Address: john.doe@example.com Phone Number: 800-555-1212				
nsa	ctions for invoic	e 5492				Exp	ort to Excel Export to PC	
	Transaction ID	Data Exchange System	Data Exchange Type	Vendor Username	Contract Number	Transaction Date	Transaction Amount	
]	2542991	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/26/2021	\$10.00	
-	2543009	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$8.00	
-	2543010	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$10.00	
-	2543011	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$10.00	
•	2543014	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$10.00	
-	2543015	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$8.00	
]	2543016	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			08/27/2021	\$10.00	
-	2544299	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			09/17/2021	\$8.00	
9	2544300	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			09/17/2021	\$8.00	
•	2550327	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			10/01/2021	\$8.00	
-	2554017	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			10/06/2021	\$10.00	
9	2554018	PUBLIC ACCESS SERVICE	PUBLIC ACCESS			10/06/2021	\$0.50	
•	2554019	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			10/06/2021	\$10.00	
•	2554029	PUBLIC ACCESS SERVICE	PUBLIC ACCESS			10/11/2021	\$0.50	
	2555966	DL TRANSCRIPT SERVICE	DRIVER LICENSE TRANSCRIPT			11/04/2021	\$8.00	