



Georgia Department of Driver Services
2206 East View Parkway • Conyers, Georgia 30013

Nathan Deal
Governor

Robert G. Mikell
Commissioner

MEMORANDUM

TO: Certified Risk Reduction and Driver Improvement School Owners and Instructors

FR: Kecia Bivins, Division Director of Regulatory Compliance

DA: January 31, 2014

RE: Updates to RRP and DI OCRA Certificates of Completion

The Regulatory Compliance Division has received feedback from various sources such as our Call Center, certified programs, and customers regarding instances where customers were able to validate their Certificate of Completion PIN #s through the DDS Online Services Portal although their Certificate of Completions were not being transmitted to their driving records. This scenario happens when the student information entered into OCRA does not match the information on their DDS driving record. DDS Online Services validates the certificate PIN # and not the student's information. Therefore, it erroneously appears that the transmission was successful.

As a resolution, effective Wednesday, February 5, 2014, **Driver Improvement and Risk Reduction** Certificates of Completion, for those students whose information entered into the OCRA system does not match their DDS driving record, **will print without the PIN # and online validation instructions.** Verbiage will be added to these Certificates of Completion that inform the customer to **either mail in or submit their certificates to their local DDS Customer Service Center.**

OCRA will continue to generate Driver Improvement and Risk Reduction Certificates of Completion with PIN #s and online validation instructions for students whose OCRA information matches their DDS driving record.

The Regulatory Compliance Division's staff is able to assist you and answer any questions you may have regarding this new procedure. We may be reached by phone at 678-413-8745 or by email at reginfo@dds.ga.gov.