

ASEDRA Frequently Asked Questions (FAQs)

Contents

| | |
|--|----------|
| General Questions | 3 |
| How many ASEDRA users/Administrators can I have from my agency? | 3 |
| How often should I review the records and/or ASEDRA? | 3 |
| Can I get access directly to the Motor Vehicle Division records? | 3 |
| I am having trouble logging on to ASEDRA, what do I do? | 3 |
| New Drivers/H.R.I.S. | 4 |
| How do I identify an employee as an Authorized Driver in HRIS? | 4 |
| Does ASEDRA automatically take someone off the agency list if you remove them as an authorized driver for your agency? | 4 |
| What should I do if an employee transfers to another agency? | 5 |
| Can an out-of-state employee drive on State business? | 5 |
| Can I add non-HRIS (contract/non-state) employees to my list of drivers? | 5 |
| How long does it take for a new authorized driver to show up in ASEDRA? | 5 |
| ASEDRA Notifications and Record Review | 6 |
| When do the ASEDRA system updates occur? | 6 |
| Why am I receiving an email with a link from ASEDRA? | 6 |
| Why does the record not allow me to select the magnifying glass and/or review box, and marked as not matched? | 7 |
| My driver has a restricted or out-of-state driver's license which prevents ASEDRA from returning a record. What should I do? | 7 |
| My driver shows a suspended license but they have a current license, why? | 7 |
| What does "cancellation" mean on a driving record? | 8 |
| What happens if my driver receives a total of 6-7 points? | 8 |
| Can a high-risk driver (8+ points) continue to drive a State vehicle? | 8 |

ASEDRA FAQs

| | |
|---|----|
| Is there a screen or dropdown in ASEDRA that interprets an MVD record? | 8 |
| Why is my driver showing up as unreviewed? | 8 |
| Why is my driver showing up as unmatched? | 9 |
| What do the confidence terms: high, low, medium mean on the Unmatched report? | 9 |
| Why does the driver appear twice on my driver list? | 9 |
| The employee has been terminated, why are they still in ASEDRA? | 9 |
| How long are a driver's records retained? | 10 |
| Additional Resources | 10 |

ASEDRA FAQs

General Questions

A. How many ASEDRA users/Administrators can I have from my agency?

An Agency is allowed as many users as they deem necessary to effectively manage their authorized driver records. There are various roles that can be assigned with specific process-level access.

You can view these roles within the ASEDRA User Guide under [section 3. ROLES AND RESPONSIBILITIES](#).

To request ASEDRA access, complete and sign your portion of the [ASEDRA Access Application form](#), route to the person in your agency with the authority to approve the request on behalf of the agency, typically a division manager or above. Finally, email the completed form for final approval and processing to asedra@azdoa.gov.

B. How often should I review the records and/or ASEDRA?

The rule requires records to be reviewed annually, however, State Risk Management recommends reviewing on a monthly basis.

C. Can I get access directly to the Motor Vehicle Division records?

You will need to request electronic access directly to the MVD records through the Electronic Data Services Unit. Information can be found on the ADOT [website](#).

D. I am having trouble logging on to ASEDRA, what do I do?

If you are a University employee, email asedra@azdoa.gov for assistance.

The ASEDRA system uses the State of Arizona single sign-on interface protocol (SSI) and is the same as the login information of the [employee Y.E.S.](#) If you can successfully log in to the Y.E.S. system, you can use the same user ID and password to log in to ASEDRA. If you are still having trouble you might try clearing your browsing history/cache before trying again.

New Drivers/H.R.I.S.

E. I have a new driver, what do I need to do to allow them to drive on State business?

- 1) Attend defensive driver training (e.g. RM29) no later than three (3) months from the initial hire date or appointment to a position requiring the operation of a motor vehicle.
- 2) Verify they have a valid drivers' license and keep a copy for their file.
- 3) Have them complete the State Driver Authorization Form. This does two things; first, it provides the information needed to enter into HRIS for it to appear in ASEDRA, and second, it provides the State the authority to regularly run their driver record.
 - a) Ensure the first and last name is entered as it appears on their driver's license.

F. How do I identify an employee as an Authorized Driver in HRIS?

To be included in the feed to ASEDRA, the HRIS screen XP52.1 (SOA Individual Action) must have "IDENTIFIED AS DRVR" set to 'yes' AND the PA22.1 (Certifications) form fields completed.

Under Certifications, be sure to enter a separate line item for EACH vehicle they will be driving, PLUS a license number for each of those (even if the same license number).

If you omit the license number for any line item it could come over as a duplicate record because the system will look at each line item as separate records.

The most commonly used certification codes include:

- State Vehicle = VEH-SV
- Van = VEH-V
- Golf Cart/Utility = VEH-SP
- Forklift = VEH-SP
- Personal Vehicle = VEH-P

G. Does ASEDRA automatically take someone off the agency list if you remove them as an authorized driver for your agency?

If you have a driver that is leaving State service you can wait for them to drop off automatically based on their employee status.

However, if they are still an employee they will need to be removed in the HRIS screen, XP52.1. Update the line item from Y to N under 'IDENTIFIED AS DRVR'.

H. What should I do if an employee transfers to another agency?

You should remove the transferred employee as a driver in the HRIS screen, XP52.1. Update the line item from Y to N under 'IDENTIFIED AS DRVR'

This ensures that the new Agency is able to retrieve the records in ASEDRA without the possibility of a duplicate record.

I. Can an out-of-state employee drive on State business?

Yes, this is allowable under MVD statute [A.R.S. § 28-2291 through 2294](#). That is why the State Risk Rule [A.A.C. R2-10-207.11](#) only states "valid driver's license" and not "valid Arizona license".

ASEDRA cannot obtain MVRs for out of State licenses – so in the case where an out-of-state license is allowable, the employee must provide at least annually a certified copy of their driver record from that State.

Make a dated note to the effect in the comment field of ASEDRA to indicate the check and their ability to drive.

J. Can I add non-HRIS (contract/non-state) employees to my list of drivers?

Yes. From the ASEDRA application, download the excel spreadsheet found under the Excel icon located in the top bar.

Once you have completed your spreadsheet, upload the Excel file into the ASEDRA application (select the Excel icon again).



Excel icon

Note: to remove those added through this method you will mark the Delete box (checkbox only available for the drivers).

K. How long does it take for a new authorized driver to show up in ASEDRA?

This is dependent on when the driver has been identified as a driver in HRIS (or upload an Excel file) and the scheduled updates to the ASEDRA system.

ASEDRA updates occur twice monthly.

ASEDRA Notifications and Record Review

L. When do the ASEDRA system updates occur?

ASEDRA updates occur twice monthly. Following is a breakdown:

- The HRIS process-level data update starts on the 11th and 23rd (monthly)
- Data update from HRIS occurs on the 12th and 24th.
- The universities, contractors, and/or volunteers upload their excel files on the 13th and 25th (optional).
- A request file based on the inputs from steps 1-3 is created and sent to ADOT on the 14th and 26th.
- This file is processed by ADOT and sent back to us the next day.
- The ASEDRA system processes the MVR response file and uploads it to the system on the **15th and 27th. This is the final step.**

Note: the above might change when falls on weekends, holidays, or other process delays. Contact asedra@azdoa.gov with any questions.

M. Why am I receiving an email with a link from ASEDRA?

ASEDRA is programmed to automatically send notifications if there are driver records that need to be reviewed. This feature was included to help Agency administrators manage changes to an authorized driver's record in a more timely manner.

A record is deemed as reviewed using the checkbox 'Review' on the Authorized Driver page. Records with an unchecked "Review" checkbox should be reviewed by the administrator

An email notification triggers when one of these values is determined, at the completion of the upload process.

- Unmatched record
- Unreviewed record
 - E.g. new record: When a record is imported into ASEDRA for the first time or if a reviewed box is not checked
- Driver record points meet or exceed 6
 - After 10 days, any record that exceeds points and is not marked reviewed will trigger a second notification
- Driver's license suspended, revoked, or canceled
 - Note: this should not be related to CDL license changes

N. Why does the record not allow me to select the magnifying glass and/or review box, and marked as not matched?

The ASEDRA system captures new or updated HRIS data on an ongoing basis. Twice monthly a batch file is prepared to send to MVD for processing. If the authorized driver record is new or there were changes to an employee record, e.g. change in process level then the record may not have been captured in the latest batch file. If no associated record is returned from MVD, there is no record available for review, and that may be why you do not have access to the magnifying glass and review box.

Another reason could be the driver has a 'restricted' license not allowing ASEDRA to retrieve those records. If this is the case refer to your agency HR team member who performs pre-employment DL checks via MVRRS or request updated records directly from the driver. Make a dated note to the effect in the comment field to indicate the check and their ability to drive.

Typical reasons a license is 'restricted' include law enforcement personnel or order of protection ([refer to MVD Record Redaction](#) information).

We also recommend you review the driver information in the ASEDRA or HRIS system for accuracy (first name, last name, DOB, DL#); if there is an error found make the necessary corrections and then follow up after the next ASEDRA update.

If the issue continues longer than two (2) ASEDRA update cycles, please send an email to asedra@azdoa.gov.

O. My driver has a restricted or out-of-state driver's license which prevents ASEDRA from returning a record. What should I do?

If ASEDRA is unable to return a motor vehicle record from the MVD then you will need to request the driver to supply a certified copy of their record to you on a periodic basis (not to exceed annually).

Add detailed notes in the ASEDRA comments section for that driver, including the date of the last review and outcome.

P. My driver shows a suspended license but they have a current license, why?

If a driver has an interlock device, although they are allowed to drive it must be with an interlock device in place and so they are not allowed to drive a State vehicle and will return as suspended.

Q. What does “cancellation” mean on a driving record?

This can happen for a few reasons; for example, the employee has a drivers’ license in more than one state, causing one of those to be canceled.

Confirm the drivers’ license number with the driver and advise them of the cancellation. It will be their responsibility to clear up any issues and provide you with any proof of their ability to drive.

R. What happens if my driver receives a total of 6-7 points?

A driver with 6-7 total driving points within the last 39-months is considered a conditional driver. The driver’s supervisor shall be notified of conditional status in order to initiate review of State driving privileges.

Use the ‘[Conditional/High Risk Driver Review Form](#)’ or similar form to initiate and track the administrative review.

S. Can a high-risk driver (8+ points) continue to drive a State vehicle?

Yes, per [A.A.C. R2-10-207\(11\)g\(iii\)](#), the Agency head may authorize a driver who is considered to be high-risk (8 or more driving points) to drive a State vehicle, unless that employee is required to have an ignition interlock device.

Request that the agency head limits driving on State business. If an agency head allows the authorized driver to drive on State business, the agency head shall provide to the driver, in writing, the limitations and the duration of the authorization to drive. An agency head shall not circumvent an order or action of the Motor Vehicle Division or any court.

Use the ‘[Conditional/High Risk Driver Review Form](#)’ or similar form to initiate and track the administrative review and approval.

T. Is there a screen or dropdown in ASEDRA that interprets an MVD record?

No, not within ASEDRA. For information related to interpreting records refer to the ‘[Guide to Understanding the New MVR](#)’.

U. Why is my driver showing up as unreviewed?

A driver could become unreviewed when:

- Newly added as an authorized driver
- Change to their process level in HR

- Changes to their driver record, e.g. change in points, suspension

Once the record has been reviewed, check the reviewed box and save changes. It will become unchecked if any of the above occurs again.

V. Why is my driver showing up as unmatched?

NO Match means ASEDRA can't verify OR No data returned. e.g. Authorized driver in HRIS that may not be eligible to drive!

There are several reasons why this might occur. Following are the most common:

- The information within HRIS and MVD does not match. e.g. last name spelling, date of birth, drivers' license number
- The driver works for more than one State agency

You can pull the Detailed Matching Report (mark status: No Match, and run) and look for variances in the HR and MVD fields. There is brief information on how to read this report in the ASEDRA User Guide on page 14.

W. What do the confidence terms: high, low, medium mean on the Unmatched report?

ASEDRA looks for four unique identifiers to pull a motor vehicle record: Driver's license number, date of birth, last name, and first name.

The confidence terms identify the probability that the record belongs to someone, but will not link that record to ASEDRA to view the details since all criteria do not match. It must have all criteria met in order to reveal the full record.

Review the Message field to identify where the error is.

X. Why does the driver appear twice on my driver list?

It is possible he had been identified for several vehicles within the PA22.1 screen of HRIS but did not have the license number entered for each line item so the system sees this as two separate records. If you add the license number to the additional line that should fix it.

Y. The employee has been terminated, why are they still in ASEDRA?

(Per our ASEDRA User Guide) "When an employee leaves State service their status code of T1, which means "Termination Pending" may not be updated to T2, "Termination Final." If this update is not done, the former employee will continue to be

identified as an authorized driver and the MVR will continue to be run. If unsure, you can check this status on the HR11.1 screen." Another option is for you to change his authorized driver status in HRIS.

On occasion when an employee retires they may carry accrued sick leave still receiving payment on (aka RASL), leaving them active in the HRIS system until the balance is paid; at that time they will drop from ASEDRA.

Z. How long are a driver's records retained?

The files in ASEDRA are retained for 5 years after they depart. This was based on the retention requirements under HR, Personnel Records, #20704, 20705 - Driver Qualifications.

https://azlibrary.gov/sites/default/files/arm-all-general-schedules_2020-9-12.pdf

For more information refer to [section 7. RETENTION](#).

Additional Resources

- [ASEDRA User Guide](#)
- For questions related to policies refer to your Agency's policy and/or the ADOA Motor Vehicle Policy.

Question not answered?

Email us at ASEDRA@azdoa.gov