



MEMORANDUM

Date: 7/1/14

TO: All 3 Hour Alcohol and Drug Education Program Providers

FROM: William Kraft, Section Manager, Driver Educational Programs

SUBJECT: Certificate Replacement Process Modification

The Driver Instructional Services Division is both pleased and saddened to announce the retirement of one of our valued team members. Carol Kral, Customer Agent, retired from State service effective June 30, 2014. We would like to congratulate her on her decision to close one chapter in her life and wish her well as she embarks on a new journey.

As most of you are aware, one of Carol's duties was the tracking and distribution of the 3 Hour Alcohol and Drug Education Program Completion Certificates. This duty will now be passed to another member of our staff, Renee Nadreau. Renee has assumed this new responsibility in addition to her existing duties.

Program Providers seeking the replacement of completion certificates must adhere to the following guidelines:

- Certificates will be distributed on Tuesdays and Thursdays only.
- Replacement requests (transmittals) must be faxed to our office at least 48 hours in advance of the desired time of distribution. In order for certificates to be distributed on Tuesday, transmittals must be received no later than 12:00 pm the preceding Friday. For certificates to be distributed on Thursday, the transmittals must be received no later than 12:00 pm the preceding Tuesday.
- Providers must contact the driver education office by telephone to confirm that we have received the faxed transmittals.

- Transmittals must indicate the desired means of distribution. If you would like to have the certificates mailed, please indicate this at the top of the transmittal form. If you would like to pick the certificates up at room 207 in the Glen Burnie MVA Headquarters building, please indicate this at the top of the transmittal.

Your cooperation and close monitoring of your supply of certificates will assist in the effective replacement of these documents in a timely fashion.

Thank you in advance for your cooperation in this process.