



CDL Skills Test Scheduling and Processing

Driver License - Testing

3-4-2025



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Revision History

Effective Date of SOP: 3/4/2025	SOP Number: SOP D.04
Functional Area Name: Driver License	Division Name: Testing
Last Review Date: 2/20/2025	Last Reviewer: Linsey Roberts, CDL Lead
Next Review Date: 2/20/2026	Next Reviewer: CDL Supervisor
Executive Approval Date: 3/4/2025	Approved By: Caitlin Owen, Chief Development & Support Officer

Overview

These Standard Operating Procedures (SOP) describe how to schedule a Commercial Driver License (CDL) skills test and process the results in CSTIMS.

Purpose

This SOP provides step-by-step instructions and visual guidance on scheduling a CDL skills test in CSTIMS. It also demonstrates how to enter the results for a test and view/modify the results of a prior test.

Policy Statement

This SOP applies to CDL skills tests only; Class D skills tests are scheduled in a different system entirely.

Compliance

[49 CFR 380.600 Appendix E](#) – Hazardous Materials Endorsement Training Curriculum
[49 CFR 380.609](#) – General Entry-Level Driver Training Requirements
[49 CFR 383.23, 383.25, 383.71, 383.113](#) – Commercial Driver's License Standards
[OAC 670:15-29](#) – Commercial Driver License Examination

Systems

QLess – System used by customers to request a CDL test appointment.
CSTIMS – System used by examiner to schedule CDL tests, verify ELDT, and input results.

Roles

List the roles and functions of anyone involved in the operations described within this document.

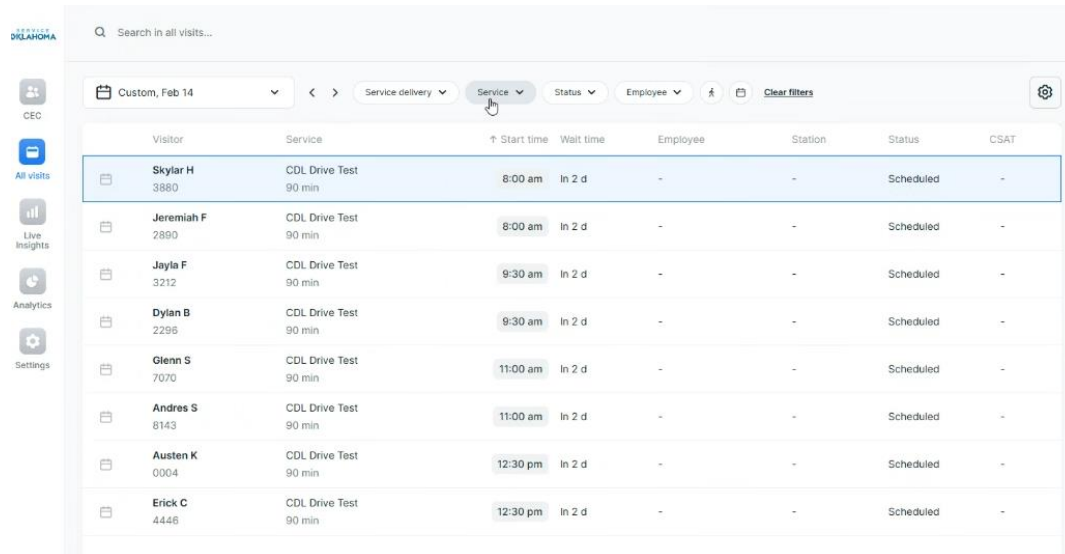
Role	Responsibilities
Examiner	Schedules the CDL test appointment, verifies ELDT compliance, administers the test(s), and enters the results into CSTIMS.

Procedures

Scheduling

Steps

1. Open **QLess**. Go to “All visits” and search for the scheduled appointments on the specified date. A list of applicant names and their personal information will appear.



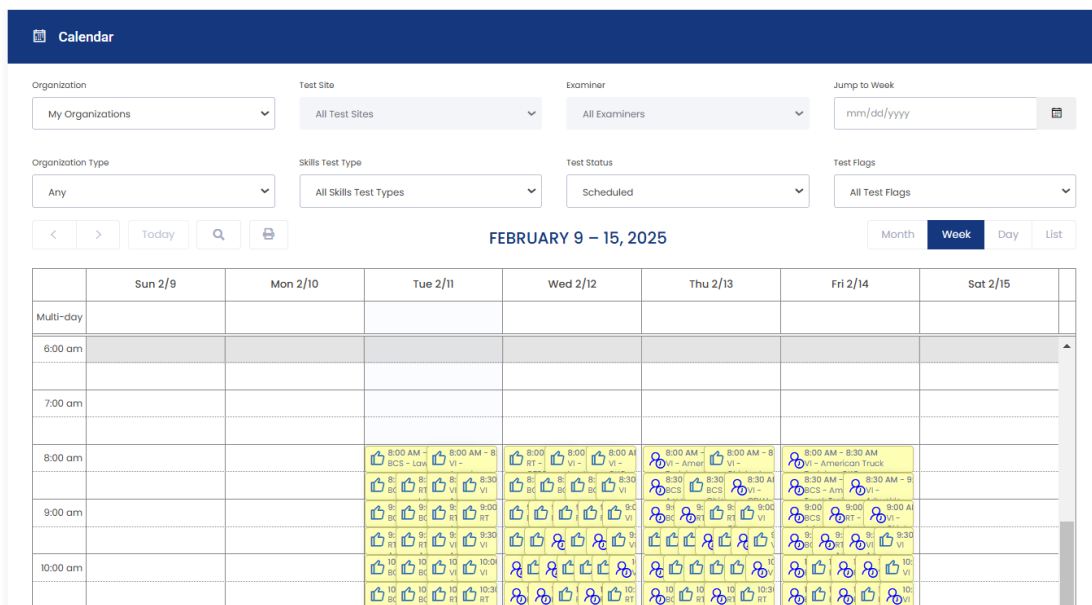
Search in all visits...

Custom, Feb 14

Service delivery Service Status Employee Clear filters

Visitor	Service	Start time	Wait time	Employee	Station	Status	CSAT
Skylar H 3880	CDL Drive Test 90 min	8:00 am	In 2 d	-	-	Scheduled	-
Jeremiah F 2890	CDL Drive Test 90 min	8:00 am	In 2 d	-	-	Scheduled	-
Jayla F 3212	CDL Drive Test 90 min	9:30 am	In 2 d	-	-	Scheduled	-
Dylan B 2296	CDL Drive Test 90 min	9:30 am	In 2 d	-	-	Scheduled	-
Glenn S 7070	CDL Drive Test 90 min	11:00 am	In 2 d	-	-	Scheduled	-
Andres S 8143	CDL Drive Test 90 min	11:00 am	In 2 d	-	-	Scheduled	-
Austen K 0004	CDL Drive Test 90 min	12:30 pm	In 2 d	-	-	Scheduled	-
Erick C 4446	CDL Drive Test 90 min	12:30 pm	In 2 d	-	-	Scheduled	-

2. Open **CSTIMS**. On the left-hand menu, click “Calendar” to view the schedule for CDL skills tests.



Calendar

Organization: My Organizations

Test Site: All Test Sites

Examiner: All Examiners

Jump to Week: mm/dd/yyyy

Organization Type: Any

Skills Test Type: All Skills Test Types

Test Status: Scheduled

Test Flags: All Test Flags

Today

FEBRUARY 9 – 15, 2025

Month Week Day List

	Sun 2/9	Mon 2/10	Tue 2/11	Wed 2/12	Thu 2/13	Fri 2/14	Sat 2/15
Multi-day							
6:00 am							
7:00 am							
8:00 am			8:00 AM - 8:30 AM BCS - LH VI -	8:00 AM - 8:30 AM RT - VI -	8:00 AM - 8:30 AM VI - VI -	8:00 AM - 8:30 AM VI - VI -	
9:00 am			8:30 AM - 9:00 AM BCS - LH VI -	8:30 AM - 9:00 AM RT - VI -	8:30 AM - 9:00 AM VI - VI -	8:30 AM - 9:00 AM VI - VI -	
10:00 am			9:00 AM - 9:30 AM BCS - LH VI -	9:00 AM - 9:30 AM RT - VI -	9:00 AM - 9:30 AM VI - VI -	9:00 AM - 9:30 AM VI - VI -	

NOTE: Tests with the green thumbs-up icon indicate that the customer has completed the corresponding ELDT training for the class of vehicle they are testing for. Tests with



the blue person icon indicate that the customer's ELDT training has not yet been completed/entered in CSTIMS yet.

3. To schedule a new test, click on the time block the customer is requesting, then click "Test Schedule".

Alternatively, use the menu bar on the left-hand side of the screen and click "Schedule" under the "Skills Testing" section.

4. The search interface will appear. Return to QLess and click on the customer's entry to find their driver license number, then add it to the search to find their file.

If the driver license number provided is correct, there should be a match. If not, check that the driver license number was inputted correctly, or search by their name only.



Actions	Name ↑	DLN	State	Date of Birth
	[REDACTED]	[REDACTED]	OK	[REDACTED]

If there is still no match, it is possible that the customer either provided the wrong license number, or they mistakenly scheduled a CDL skills test when they meant to schedule a Class D test instead (in which case they would not have a Commercial Learner Permit and would not be eligible for the CDL skills test).

In this case, try to contact the customer and correct the issue.

Steps

1. First, ask if they intended to schedule a CDL skills test or if they meant to schedule a Class D skills test instead.
 - a. If they intended to schedule a Class D test instead, cancel the CDL test and schedule a new Class D test instead for the customer.
2. If they did intend to schedule a CDL skills test, ask the customer to verify that the driver license number they initially provided is correct.
 - a. If the driver license number used in the initial application was incorrect, check their correct driver license number in CSTIMS to see if there is a match.
3. If the provided driver license number is correct and/or returns no match in CSTIMS, ask if they have been issued a Commercial Learner Permit (CLP).
 - a. If they haven't been issued a CLP, the customer is ineligible for the CDL skills test. Instruct them to obtain a CLP first before re-applying for the CDL skills test. Cancel the test.
5. After opening the customer's file, it will show whether the customer has completed the Entry Level Driver Training (ELDT) for each of the vehicle classes and endorsements. Customers must have completed all three ELDT trainings (within one year) for the chosen vehicle class by the time they attempt the corresponding skills test.

Schedule Test -

Entry Level Driver Training

Class A

ELDT Not Met

Details

Class B

No Result

P Endorsement

No Result

S Endorsement

No Result

To see which trainings the customer has completed, click on “Details” under the selected vehicle class. This will open a list of the trainings, showing when they were completed



and entered, and where the training was conducted.

ELDT Details

Required Data Present?	Theory/BTW Within One Year?	BTW Same Provider?

Training Type ↑	Completion Date	Entered On	Training Provider	Training Location
Theory	02/06/2025	02/07/2025 1:24 AM	CDL Direct, LLC	CDL Direct, LLC NO ADDRESS Washington, DC, 20590

Go Back

NOTE: Even if the customer's ELDT training is not completed and entered at this time, the examiner must still proceed with scheduling. ELDT trainings may be entered prior to administering the tests; this is why examiners must always check for ELDT completion immediately prior to administering any CDL skills tests.

- After reviewing the ELDT completion, scroll down to begin scheduling the test. Using the information from their QLess appointment, fill in the test reason field, the vehicle class, endorsement, the type of transmission for their vehicle, and whether it has air brakes. Select which tests the customer is required to take. Review that all the information is correct, then continue to the next screen.

Test Information

Test Reason*
Initial CDL

Comments

Vehicle Class*
A B C

Transmission*
Automatic Manual

Endorsement*
None

Air Brakes*
Yes No

Test Selection
3 tests selected
Vehicle Inspection Basic Control Skills Road Test

- The next screen will ask for the examiner to assign a time, test site, route, and examiner for each of the three tests. Make the assignments and double-check that all the selections are correct.

Warning(s)
Applicant has not met the ELDT requirements for Class A.
The applicant has met only the Theory or BTW portions of ELDT. Check with the applicant to make sure that the other segment was not taking using another ST/DN combination.

Schedule Test (Oklahoma / [redacted])

Applicant CLP

Test Reason
Initial CDL

Comments

Vehicle Class
A

Transmission
Manual

Endorsement(s)
None

Air Brakes
Yes

Test Selection

☒ Vehicle Inspection

☒ Basic Control Skills

☒ Road Test

Location and Time

Testing Organization*
West Tulsa SOK

Date

Time

Test Site (CDL Model)

Test Route

Examiner

Date	Time	Test Site (CDL Model)	Test Route	Examiner
VI	02/14/2025 08:00 to 08:30	Loading...	Loading...	Loading...
BCS	02/14/2025 08:30 to 09:00	Loading...	Loading...	Loading...
RT	02/14/2025 09:00 to 09:30	Loading...	Loading...	Loading...

NOTE: If the customer's ELDT training has not yet been entered for the class they are testing for, the light-blue warning at the top will appear.

- After the test location, time, route and examiner have been assigned, the test is ready to be submitted and scheduled. It will now appear in the "Calendar" tab, where it can be viewed and modified if necessary.

Entering Test Results

After a CDL skills test has been completed, the result must be entered into CSTIMS regardless of whether the customer passed or failed the exam.

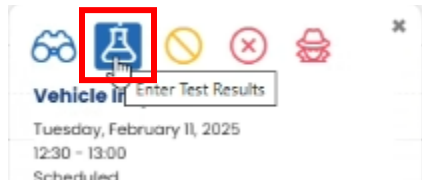
Steps

- On the "Calendar" tab, search for the test appointment that was just completed and click on it.

8:00 - 8:30 RT - West Tulsa SOK	8:00 - 8:30 VI - West Tulsa SOK	8:00 - 8:30 VI - West Tulsa SOK
8:30 - 9:00 BCS - West Tulsa SOK		8:30 - 9:00 BCS - West Tulsa SOK
9:00 - 9:30 RT - West Tulsa SOK		9:00 - 9:30 RT - West Tulsa SOK

NOTE: Follow these same steps if the exam appointment needs to be viewed or modified prior to testing.

- After clicking on the appointment, a menu will appear with several options. Click on the vial icon to enter test results.



- A new screen will appear asking for information about the vehicle(s) that the test was conducted in. If all selected tests were conducted in the same vehicle, make sure that the corresponding option at the top is checked.

Vehicles

☒ All selected tests used the same vehicle

Fleet Vehicle
Select Fleet Vehicle

Drive Unit
Vehicle Type* Combo - Tractor/Semi-Trailer Class* A Brakes (Restriction)* Select Transmission* Select

Axles* Select Provider Select GVWR* Select

VIN Select Make Select

Trailer Length* Select Axles* Select GVWR* Select VIN Select Registration Select

Tag Number

Enter all the relevant information for the vehicle used in the test.

NOTE: DO NOT copy over the vehicle information that was provided when the test was scheduled. It is possible that the vehicle information provided during scheduling differs from the vehicle used to conduct the test.

- For each test that was conducted, enter the required information and the number of missing items. If the test was terminated due to an automatic or vehicle failure, select the corresponding result.

Test Results

CDL Testing Model*
CDL Model 2005 CDL Modernized Model 2022

Vehicle Inspection

Date* 02/11/2025 Start Time* 10:00 End Time* 11:00

Examiner* Julie Eskridge (3070) Test Site* (CDL Model) 7250 (2005, 2022) Inspection Form* Full

Result*
Score Auto Fail Vehicle Fail Cancel

Missing Items* (Maximum Passing: 10)
0

Comments



Basic Control Skills

Date* 02/11/2025 Start time* 10 : 35 End time* 11 : 15

Examiner* Julie Eskridge (3070) Test Site* (CDL Model) 7250 (2005, 2022)

Result* Errors* (Maximum Passing: 8) 2 ☒

Comments

Road Test

Date* 02/11/2025 Start time* 12 : 20 End time* 13 : 15

Examiner* Julie Eskridge (3070) Test Site* (CDL Model) 7250 (2005, 2022) Test Route* 7250

Result* Errors* (Maximum Passing: 30) 20 ☒

Comments

- After entering information for all the tests, scan the test scoring sheet. Scroll down to the “Attachments” section at the bottom and type in the title as the customer’s first and last name. Click on which test they passed (VI, BCS, or RT). Either drag-and-drop the scanned scoring sheet into the box or click the button to upload the document.

Attachments

First, provide the **Title** and select the **Test**. Second, click the box to browse for the attachment or drag and drop the attachment onto the box.

Title

Test

- Verify that all the information on this screen is correct, then click “Save”. The test scores have now been entered into the system.

Viewing Past Tests

Steps

- To view the results of past tests, either use the calendar screen and click on the corresponding test appointment or use the “Search” button under “Skills Test” on the left-hand menu.





- After opening the past test, it will show the results for each individual test that was conducted during that exam. To see other tests attempted by the customer, click the drop-down menu in the top-right corner.

Scheduled Tests

Feb 8, 2025 Oklahoma Initial CDL

Testing Organization

West Tulsa SOK

Class

A

Endorsement

None

Brakes

Air

Transmission

Automatic

Reason

Initial CDL

Comments

MTC

VI

BCS

RT

Feb 6, 2025 9:30

Feb 6, 2025 10:00

Feb 6, 2025 10:30

Scott Soble (3100)

Scott Soble (3100)

Scott Soble (3100)

7250

7250

7250

7250

7250

Vehicles

All tests used the same vehicle.

Drive Unit

Vehicle Type

Combo - Tractor/Semi-Trailer

Class

A

Brakes

Full Air

Transmission

A

AXLES

3

GVWR

53300

Tag Number

2929435

VIN

-

Make

-

Registration

-

Trailer

-

Length

-

AXLES

2

GVWR

66000

VIN

-

Registration

-

Tag Number

bt4805

Test Results

Vehicle Inspection

Date

Feb 10, 2025

Start Time

12:23

End Time

13:22

Control Document

-

Examiner

Tasha Miller-Burkhalter (2944)

Test Site

7250

Inspection Form

Full

Result

Score

Missing Items (Maximum Passing: 10)

8

CDL Testing Model

CDL Modernized Model 2022

Comments

-

Basic Control Skills

Date

Feb 10, 2025

Start Time

13:23

End Time

13:50

Control Document

-

Examiner

Tasha Miller-Burkhalter (2944)

Test Site

7250

Errors (Maximum Passing: 1)

5

CDL Testing Model

CDL Modernized Model 2022

Comments

-

Road Test

Date

Feb 10, 2025

Start Time

13:51

End Time

14:34

Control Document

-

Examiner

Tasha Miller-Burkhalter (2944)

Test Site

7250

Test Route

7250

Result

Auto Fail

Auto Fail Reason

Put vehicle over sidewalks or curbs.


Comments

-





- At the very bottom is the “Attachments” section, where the score sheets from the selected test can be downloaded and viewed. This section will also show the ELDT status of the customer.



Attachments

Download	Title	Test	Uploaded On	Uploaded By
	V/skill/road test	Road Test	2/10/2025 15:42	Tasha Miller-Burkhalter

Entry Level Driver Training

<div>Class A</div> <div></div> <div>ELDT Met</div> <div>Details</div>	<div>Class B</div> <div></div> <div>ELDT Met</div> <div>Details</div>	<div>P Endorsement</div> <div></div> <div>No Result</div> <div></div>	<div>S Endorsement</div> <div></div> <div>No Result</div> <div></div>
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Appendix

Appendix A: OAC 670-15-29 – Commercial Driver License Examination

670:15-29-6. Vehicle inspection examination of commercial motor vehicles

(a) **Condition of vehicle.** It is the responsibility of the applicant to furnish for the skills examination a commercial motor vehicle in good working order which meets all state laws and federal requirements regarding operability and equipment.

(b) **In general.** An applicant for a commercial driver license shall pass a vehicle pre-trip inspection examination at the designated inspection location. The pre-trip inspection test:

(1) shall be performed in a vehicle representative of the vehicle class for the type of commercial driver license for which the applicant is applying,

(2) shall not be performed using a vehicle transporting hazardous materials or a vehicle which is required to be placarded for hazardous materials under the rules of Service Oklahoma or federal law or regulation,

(3) shall not be performed using a vehicle which requires an oversize permit under state law or Service Oklahoma rules,

(4) shall not be performed using a vehicle that was not designed and constructed by the manufacturer with a seating capacity for one or more persons in addition to the driver, and

(5) shall not be performed with the assistance of notes or prompting other than the memory aid provided by Service Oklahoma.

(c) **Physical pre-trip inspection examination.** The physical pre-trip inspection examination administered for a commercial driver license shall consist of the content and methods provided in the most recent release of the 2005 American Association of Motor Vehicle Administrators CDL test model. The content is available to the public as provided for in OAC 670:15-11-17.

(d) **Scoring procedure.** The scoring procedure for the vehicle pre-trip inspection examination shall be based on the applicant's ability to identify and fully explain what is being inspected for each item required to be inspected. Applicants must successfully identify and explain at least 70% of the inspection items, which will be based upon the type and axle configuration of the vehicle.

(1) For air brake vehicles, the following actions will constitute an automatic failure:

(A) an air brakes leakage test while the engine is running,

(B) failure to turn the ignition key to the "on" or "accessory" position for air brake bleed down test, or

(C) failure to release the parking brake for air leakage and bleed down test.

(2) For hydraulic vehicles, failure to complete a hydraulic brake check correctly will constitute an automatic failure.



(3) If the applicant fails to complete the brake check correctly, the applicant will be deemed to have failed the pre-trip inspection examination.

(e) **Failure to complete the pre-trip inspection examination within the allotted time.** The applicant will be allowed forty (40) minutes to complete the pre-trip inspection examination. Upon completion of the pre-trip inspection examination or the expiration of the allotted forty (40) minutes, the examiner will score the pre-trip inspection examination. If the applicant does not achieve a passing score of inspection items, the applicant will be deemed to have failed the pre-trip inspection examination.

[Source: Added at 41 Ok Reg, Number 23, effective 8-25-24]

670:15-29-7. Skills examination

(a) **In general.** The skills examination shall be administered in accordance with Title 49 of the Code of Federal Regulations. Whenever a skills examination is required, the following general conditions shall apply:

(1) The skills examination shall start at a designated location and shall include an actual demonstration of the applicant's ability to exercise ordinary and reasonable control in the operation of a commercial motor vehicle. The applicant must take the skills test in the type of vehicle for which he or she requests to be licensed. It is the responsibility of the applicant to furnish for the skills examination a commercial motor vehicle in good working order which meets all state laws and federal requirements regarding operability and equipment. A vehicle not equipped with air brakes shall be required to have driving restriction code "L" (Vehicle Without Air Brakes) placed on the license of the applicant, upon approval for the issuance of the commercial driver license.

(2) The skills examination shall not be administered in a commercial motor vehicle which:

(A) is transporting hazardous materials or which is required to be placarded for hazardous materials,

(B) requires an oversize permit under the laws of this state or the rules of Service Oklahoma,

(C) was not designed and constructed by the manufacturer with a seating capacity for one or more persons in addition to the driver,

(D) is not insured as required by 47 O.S. §7-600 et seq.,

(E) does not have a current license plate unless the vehicle has an unexpired dealer tag or a dated notarized bill of sale not more than five (5) days old.

(F) is saddle mounted,

(G) is a wrecker vehicle towing another vehicle,

(H) is not equipped with seatbelts, if the vehicle was originally manufactured and equipped with seatbelts,



(I) any vehicle that has components marked or labeled cannot be used for the CDL skills test, or

(J) any vehicle hauling livestock.

(3) The applicant has been issued CLP for a minimum of fourteen (14) days. The date of issuance shall not be included.

(b) **Scoring of Basic Control Skills (BCS) examination.** The Basic Control Skills scoring procedure shall consist of the content and methods provided in the most recent release of the 2005 American Association of Motor Vehicle Administrators CDL test model. The content is available to the public as provide for in OAC 670:15-11-17. The applicant will be allowed ten (10) minutes per Basic Control Skills (BCS) maneuver to complete the maneuver. In the event the applicant is not able to complete the maneuver in the time allowed, the skills examination will be deemed an automatic failure.

(c) **Retesting.** An applicant who fails the skills examination for a commercial driver license may be granted the opportunity to retest the following business day.

(d) **Substitute for skills examination.** A skills examination may be waived by Service Oklahoma pursuant to Oklahoma law or Title 49 of the Code of Federal Regulations.

[Source: Added at 41 Ok Reg, Number 23, effective 8-25-24]

670:15-29-8. Automatic failure of skills examination

An occurrence of any of the following will result in the automatic failure of the skills examination by the applicant:

(1) **Seat belt not in use.** Applicant failed to use the seat belt. The seat belt shall be properly adjusted and fastened before the vehicle enters a public roadway.

(2) **Moving traffic violation.** Applicant received a traffic citation for a moving violation during the skills examination.

(3) **Disobey sign or signal.** Applicant ignored or did not obey sign or signal.

(4) **Speed.** Applicant sped more than five (5) miles per hour over the posted speed limit or the lawful speed limit for the vehicle being driven. Provided the speeding is not in a school zone during normal school hours or a construction zone with workers present. There will be no tolerance in a school zone during normal school hours and school is in session or in a construction zone with workers present.

(5) **Fail to stop.** Applicant rolled through stops or failed to stop.

(6) **Fail to yield.** Applicant did not yield to other road users (pedestrians, vehicles, etc.). Applicant did not appropriately yield the right-of-way to pedestrians or other vehicles during driving maneuvers.

(7) **Left of center.** Applicant drove left of center (except when needed to perform a turn safely, or any other lawful reason).



(8) **School bus endorsement.** The applicant commits any of the following in the procedures for pickup or discharge of students established by the State Department of Education ("SDE"):

- (A) Fail to activate amber warning lights before stop
- (B) Fail to set park brake and/or fail to shift to neutral
- (C) Use hand outside the bus to direct students
- (D) Fail to make final check of crossover mirrors before the bus is set in motion

(9) **School bus endorsement or passenger endorsement.** The applicant commits any of the following:

- (A) Fail to stop vehicle at most fifty (50) feet and no less than fifteen (15) feet from first rail of railroad tracks.
- (B) Shift gears while crossing railroad track.
- (C) Vehicle in motion with door open or unnecessarily impeding traffic.

(10) **Avoidable crash or incident; dangerous act.** The applicant commits any of the following:

- (A) being involved in an avoidable crash or accident.
- (B) causing the applicant's vehicle to have physical contact with other vehicles, objects, pedestrians, etc.
- (C) any act or omission that creates a dangerous or unsafe traffic environment (near accidents, etc.).
- (D) Causing drivers of other vehicles or pedestrians to take evasive actions.
- (E) forcing an examiner to take verbal or physical control of the vehicle.

(11) **Put vehicle over sidewalk or curb.** Driver drives the vehicle over curb or sidewalk unnecessarily.

(12) **Improper backing.** Driver opens door while vehicle is in motion or leans out of cab during backing maneuver.

(13) **Weighted offenses.** Accumulation of four (4) or more of any of the following offenses in any combination:

- (A) Failure to use turn signal
- (B) Failure to turn on headlamps (if required)
- (C) Coasting on a downgrade (gears in neutral or clutch disengaged)
- (D) Consistently exceed speed limit
- (E) Proceed through intersection on yellow light when applicant could have stopped without creating a dangerous situation.