



## TECHNICAL ADVISORY

### DIVISION OF MOTORIST SERVICES

*Dave Kerner, Executive Director*

**DATE: 12/17/25**

**Technical Advisory (TA)  
DL 25-029**

**SUBJECT: UPDATE - Electronic Medical Examiner Certificates for CDL and CLP Drivers**

#### **Overview:**

Based on new Federal Motor Carrier Safety Administration (FMCSA) regulations, medical examiner certificates will now be reported electronically, and the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) will no longer accept paper certificates. FMCSA will report the results of the examinations to the issuing jurisdictions.

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) updated ORION – Driver License Issuance (DLI) to return the results of the electronically submitted physical examinations for CDL and CLP issuances on Monday, December 15, 2025. However, some customer records encountered processing errors due to missing details or mismatched data on their records.

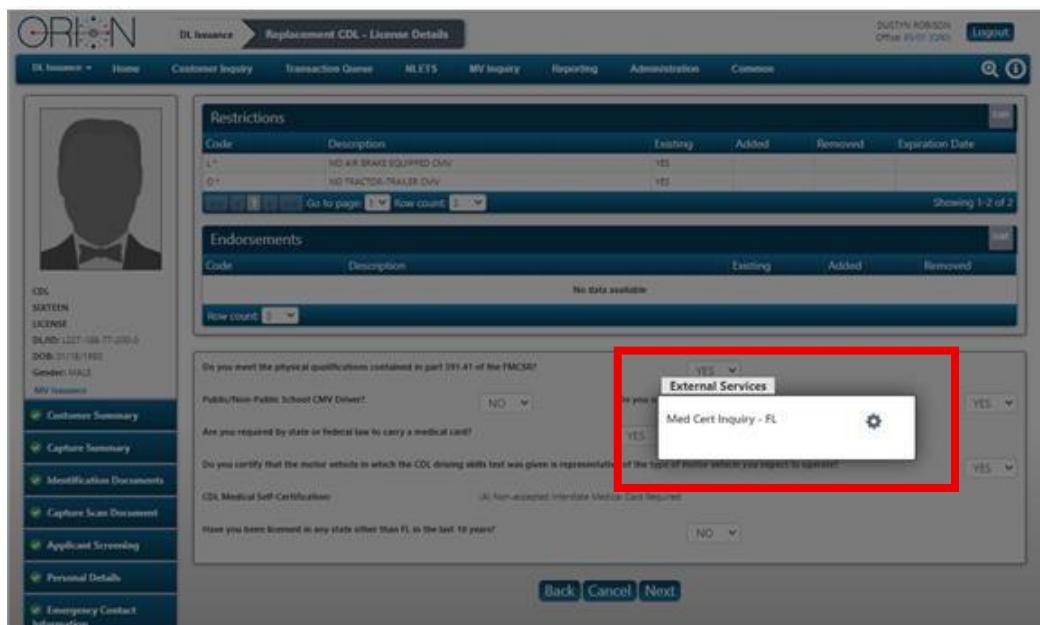
#### **Details:**

As a result of the processing errors encountered yesterday, the Department deployed a fix that would allow the transaction with missing details to be finalized. There are 2 existing bugs remaining that can be avoided or corrected during a transaction.

1. During a transaction, if the record details do not match the information on FMCSA's database, you will see the "Med Cert Inquiry" pop-up continue to loop on the "License Details" screen. If you encounter this issue, please follow the steps listed under #1, below.
2. During a transaction, if you select "YES" for the out-of-state license question on the Personal Details screen it will cause the Next button on the License Details screen to become disabled. To avoid this issue, please refrain from selecting "YES" for any transaction until further notice. Please follow the steps listed under #2, below.

1. If a customer self-certifies under Category A – Interstate Non-Excepted or Category C – Intrastate Non-Excepted and the CDL Medical Certification process stalls on the License Details screen (see example image below) or continues to loop after selecting “NEXT”, contact the CDL Helpdesk for review.

The Helpdesk will manually update the customer’s CDL medical information if it can be verified in FMCSA’s system; however, if the information cannot be confirmed, the customer must return to their medical professional to ensure the certification is properly uploaded.



The screenshot shows the ORION CDL issuance system interface. The top navigation bar includes 'DL Issuance', 'Replacement CDL - License Details', 'SUTHIN ROBISON', 'Email (SUTHIN.ROBISON@FLDVRS.COM)', and 'Logout'. The main content area is titled 'License Details' and shows a 'Restrictions' table with two entries: 'L1' (MD AIR BRAKE EQUIPPED CMV) and 'O1' (MD TRACTOR-TRAILER CMV). Below this is an 'Endorsements' section with a note 'No data available'. The left sidebar contains a user profile with a placeholder photo and the following details: CDL, STATE: FL, LICENSE: 8400-1234-5678-9000-0, DOB: 21/12/1980, Gender: Male, and MV License. A sidebar menu lists 'Customer Summary', 'Capture Summary', 'Identification Documents', 'Capture Scan Document', 'Applied Screening', 'Personal Details', and 'Emergency Contact Information'. The main form area contains several questions and dropdowns. A modal dialog box titled 'External Services' is open, showing 'Med Cert Inquiry - FL' and a progress bar. The dialog is highlighted with a red box. At the bottom of the form are 'Back', 'Cancel', and 'Next' buttons.

*License Detail screen*

2. During a transaction, if you select “YES” for the out-of-state license question on the Personal Details screen it will cause the Next button on the License Details screen (see example image below). To resolve this, abandon the current transaction and initiate a new CDL issuance.

When prompted on the Personal Details screen, select “NO” for the out-of-state license question—this will re-enable the Next button and allow you to successfully complete the transaction.

ORION

DL Issuance Replacement CDL - Personal Details

DUSTYN ROBISON  
Office: 85/01 (Q90) Logout

DL Issuance Home Customer Inquiry Transaction Queue NLETS MV Inquiry Reporting Administration Common

Would you like to register to be an Organ Donor? YES Print Organ Donor? NO

Are you Insulin Dependent? NO

Offender/Predator Selection: NO

Designations: Add/Remove

Are you an honorably discharged military veteran? NO

Would you like to be contacted about federal and state benefits you may be entitled to as a result of your military service? NO

Would you like to provide your email address to receive electronic communications from The Department of Highway Safety and Motor Vehicles? NO

Do you have a valid license or identification card issued by Florida or any other state? NO

Do you have a valid license or identification card issued by any other country? NO

Back Cancel Next

CDL  
SIXTEEN  
LICENSE  
DL/ID: L227-188-77-200-0  
DOB: 01/16/1950  
Gender: MALE  
MV Issuance  
Customer Summary  
Capture Summary  
Identification Documents  
Capture Scan Document  
Applicant Screening  
Personal Details



Personal Detail screen

ORION

DL Issuance Replacement CDL - License Details

DUSTYN ROBISON  
Office: 85/01 (Q90) Logout

DL Issuance Home Customer Inquiry Transaction Queue NLETS MV Inquiry Reporting Administration Common

Restrictions

Code	Description	Existing	Added	Removed	Expiration Date
L *	NO AIR BRAKE EQUIPPED CMV	YES			
O	NO TRACTOR-TRAILER CMV			YES	

Go to page: 1 Row count: 3 Showing 1-2 of 2

Endorsements

Code	Description	Existing	Added	Removed
No data available				

Row count: 3

Do you meet the physical qualifications contained in part 391.41 of the FMCSR? YES

Public/Non-Public School CMV Driver? NO Do you operate a CMV in Interstate Commerce? YES

Are you required by state or federal law to carry a medical card? YES

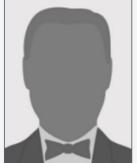
Do you certify that the motor vehicle in which the CDL driving skills test was given is representative of the type of motor vehicle you expect to operate? YES

CDL Medical Self-Certification: (A) Non-exempt Interstate Medical Card Required

Have you been licensed in any state other than FL in the last 10 years? YES

Back Cancel Next

CDL  
SIXTEEN  
LICENSE  
DL/ID: L227-188-77-200-0  
DOB: 01/16/1950  
Gender: MALE  
MV Issuance  
Customer Summary  
Capture Summary  
Identification Documents  
Capture Scan Document  
Applicant Screening  
Personal Details  
Emergency Contact Information



License Detail screen

Additional communication will be provided when normal procedures can resume.

## Conclusion:

If you need additional information, please contact your next level of management.