

From: [SOS, Third Party Testing](#)
To: [SOS, Third Party Testing](#)
Subject: Notice to testers- who is your customer?
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It has come to our attention that some examiners are giving the driver skills test certificate to a facilitator instead of to the test applicant. Please speak with your examiners to be sure they understand the following points regarding the relationship between your testing business and your customers, as well as their responsibilities.

- The test applicant is your customer, even if he or she does not schedule or pay for the test.
- A facilitator, including a truck school, is not the customer.
- The examiner must give the test applicant a written receipt for the skills test that includes the required information—the full, actual name of the testing business; the testing business address; the business’s primary phone number; the tester number assigned by MDOS; the examiner number assigned by MDOS; the customer name; the date of the test; the type of test (e.g., auto, CDL-A, CDL BPS, etc.); amount and type of payment; and any fee for rental.
- If the applicant passes the test, the examiner must give the driver skills test certificate to the applicant.

Again, certificates and receipts must be given to the applicant, not a representative of a truck school or other provider.

This is an appropriate time to remind your examiners about the requirements to report the involvement of a facilitator on the score sheet and that truck schools, providers, and other businesses that arrange for testing are facilitators.

Thomas Bryant, Manager
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