SERVICE OKLAHOMA

Original Issuance (Class D and State ID)

Driver License – Class D

3-11-2025

Contents

Revision History

Effective Date of SOP: 3/11/2025	**SOP Number:** SOP A.01
Functional Area Name: Driver License	**Division Name:** Class D
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Executive Approval Date: 3/11/2025	**Approved By:** Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) describe how to process the original issuance of a driver license or state ID card. It also provides general guidance on issuing or modifying credentials in the D360 system.

Purpose

This SOP provides step-by-step instructions on how to issue an original driver license or state ID in D360, with additional guidance for Web Enrollment and PayPort. Since processing is relatively similar between different types of credentials, these steps can also be used to guide the issuance of other credentials.

Policy Statement

These procedures apply to all customers eligible to apply for an Oklahoma driver license or state ID card.

Compliance

See Appendix for full excerpt from Oklahoma Administrative Code.

OAC 670:15-1-3 **–** Procedures for obtaining an initial driver license

Systems

Web Enrollment – System used to take photos and fingerprints.
PayPort – Payment processing system.
D360 – System of record used for issuing credentials.
SAVE – System used to verify immigration documents.
AAMVA – System used to verify US passports.

Roles

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

Role	Responsibilities
Driver License Examiner	Processes the transaction.

Procedures

The following procedures describe the process for issuing a driver license (DL). Aside from some DL-specific steps that are not necessary for state ID cards, the process is otherwise mostly identical for issuing state ID cards. Steps that are required for DL only will be marked **"DL ONLY"**.

1. Initial Questions

Steps

1. Is the customer currently a resident of Oklahoma?
   a. If **NO**, notify the customer that they are not eligible for an Oklahoma credential.
   b. If **YES**, then proceed to step 2.

2. Does the customer currently have a valid driver license in another state or country?
   a. If **NO**, proceed to step 3.

   b. If they currently have a valid **OUT-OF-STATE** driver license:
      i. If they want an Oklahoma **driver license**, they must transfer their out-of-state license (see "A.02 - Class D Transfers" SOP for further information).
      ii. If they want an Oklahoma **state ID card**, they must contact the other state and surrender their driving privileges.
         a) Alternatively, they can opt for an Oklahoma driver license and transfer their out-of-state license.

   c. If they have a **SUSPENDED** out-of-state license preventing transfer:
      i. Customer can only be issued an Oklahoma state ID card. Once the suspension on their out-of-state license is lifted, an Oklahoma driver license can then be issued through a transfer.

   d. If they currently have a valid **FOREIGN/U.S. TERRITORY** driver license:
      i. Licenses issued by a U.S. possession or territory (including Puerto Rico, American Samoa, Guam, Northern Mariana Islands, US Virgin Islands):
         a) License can be transferred with English translation of recent driving record (see "A.02 - Class D Transfers" SOP for further information).
      ii. Licenses issued by Canada, France, Germany, South Korea, or Taiwan:
         a) License may be transferrable if additional requirements are met (see "A.02 - Class D Transfers" SOP for further information).

3. Is the applicant under the age of 18?
   a. If **under 18**, parent or legal guardian will need to be present or have the appropriate Parent Authorization Affidavit (paper or electronic).
      i. Authorization Affidavit to obtain a driver license will be accepted for a driver license OR an Oklahoma state ID Card.

        ii.   Authorization to obtain an Oklahoma ID will NOT be accepted for an Oklahoma driver license.

   b. If applicant is a **ward of the state**, they will need a letter on DHS Letterhead stating that they are in the "permanent custody" of the State.

        i.   Once inside the customer's file in D360, remember to add in the "Notes" section the case worker's name and contact information

        ii. If they are not in permanent custody, the parents or legal guardians may provide the parent authorization affidavit by any convenient means available (no court orders are required to prove legal guardianship)

2. Required Documents

For additional information on document requirements and acceptable documents for original issuance, refer to OAC 670:15-1-3 (attached in Appendix A).

   1. Does the customer want the credential to be REAL ID compliant?

      a. If **YES**, the customer must present:

         i.   Proof of Identity (birth certificate, US passport, I-551, I-766, or any other current immigration document)

        ii. **TWO** Proofs of Oklahoma Residency

       iii. Social security number (physical card is not required)

       iv. Any name change documents (if applicable)

        v. Driver education completion certificate (if applicable)

      b. If **NO,** the customer must present:

         i.   Proof of Identity

        ii. Social security number (physical card is not required)

       iii. Any name change documents (if applicable)

       iv. Driver education completion certificate (if applicable)

3. Opening/Creating Customer File

After the transaction type has been identified and the required documents have been collected, **open D360** to begin processing.

Steps

   1. On the "Quick Search" screen, enter the customer's name and date of birth, and click "Partial Match Search". If the customer's file already exists, simply click on their entry and proceed to the last step in this section.

If their entry does not appear in the search, verify that the customer's name and date of birth was entered correctly.

NOTE: Since customers may forget, examiners must always verify that the customer has never been issued an Oklahoma credential before creating a new file.

2. To create a new file, make sure that the name and date of birth are entered correctly, then click "Add New Customer".
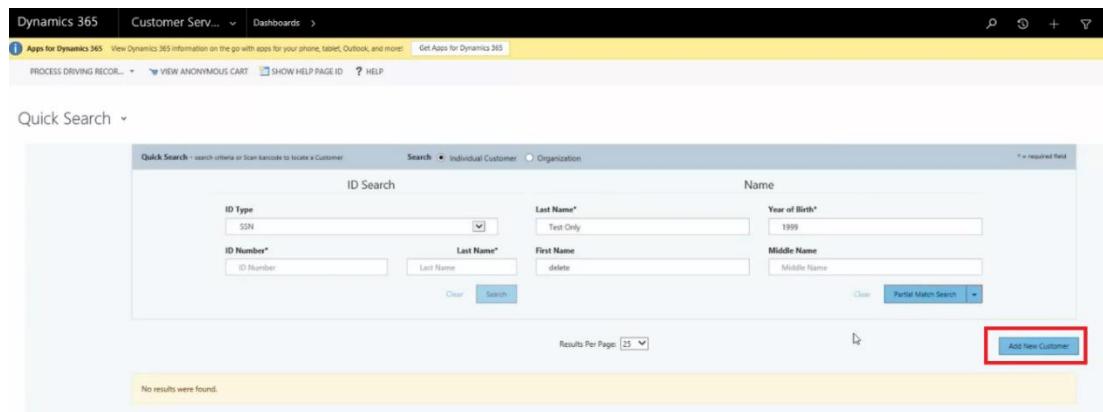
3. A new window will appear to add the new customer. Fill in their first, last, and middle name (if customer has no middle name, the "No Middle Name" button must be checked) and date of birth.

SERVICE OKLAHOMA

NOTE: Do not fill in the "Out of State Information" section. Any data entered in those two fields will NOT transfer over to the customer's file.

4. After opening/creating the customer file, the "Identity Panel" will appear. Click on the tab and button for the credential that the customer is requesting. For a driver license, click the "DL" tab and select "DL – ORIGINAL". For a state ID, click the "ID" tab and select "ID – ORIGINAL".
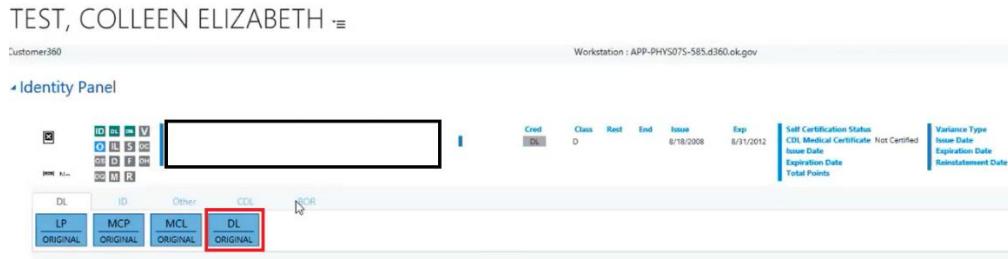
4. Photo Tab

Steps

1. The "Photo" tab, the first tab of the transaction, will now open. Click the "Capture Image" button to open **Web Enrollment**.

NOTE: If the customer is under 18 years old, this tab will provide a "Yes/No" drop-down menu next to the question "Is Parental Consent required for Web Enrollment?":

I.   If the parent is present, select "Yes" and the parent will sign for photo/fingerprint permission on the Mimo tablet. After they are done signing, click "Accept" and then "Save and Continue".

II. If the parent is not present, select "No" and sign the affidavit provided by the customer.

2. The customer is now ready to have their picture taken. Instruct them to stand in front of the camera and look at the lens. Glasses and non-religious headwear must be removed for the photo.
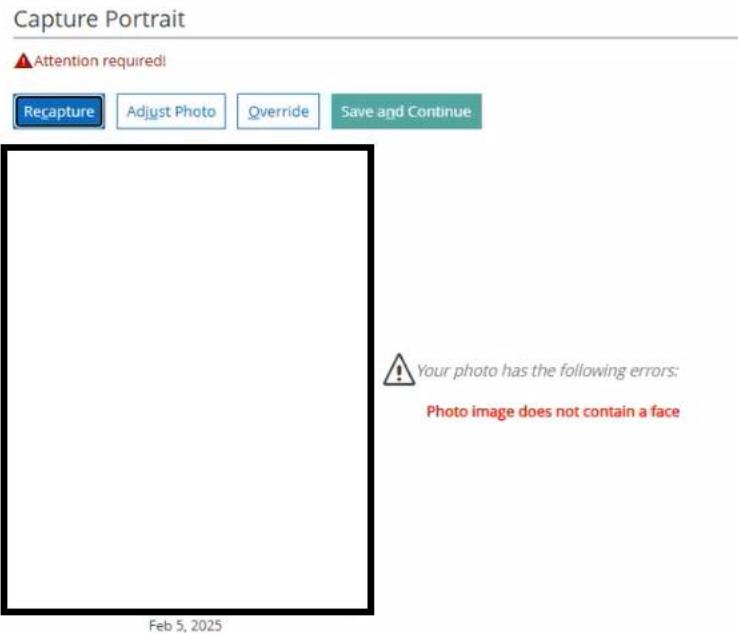
3. If there are any issues with the photo, the system will automatically create an alert. The examiner can either click "Recapture" to take the photo again or click "Override" to override the error. If there are no issues with the photo, then click "Save and Continue" and skip to step 9.


Feb 5, 2025

   NOTE: Override should only be used if it is impossible to capture an acceptable photo (i.e. due to missing facial feature, inability to pose properly, or injury/medical condition).

4. If the "Override" button is used, a menu will pop up asking to provide a reason why the photo error must be overridden.
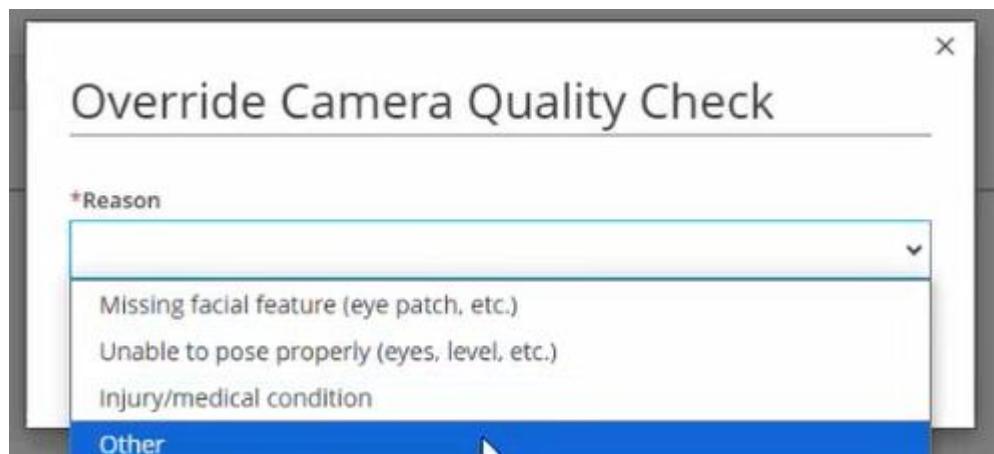
5. After an acceptable photo is taken, the fingerprinting tab will appear. The examiner can choose which fingers to be captured (generally only index fingers and thumbs are used) by clicking on the individual fingers.
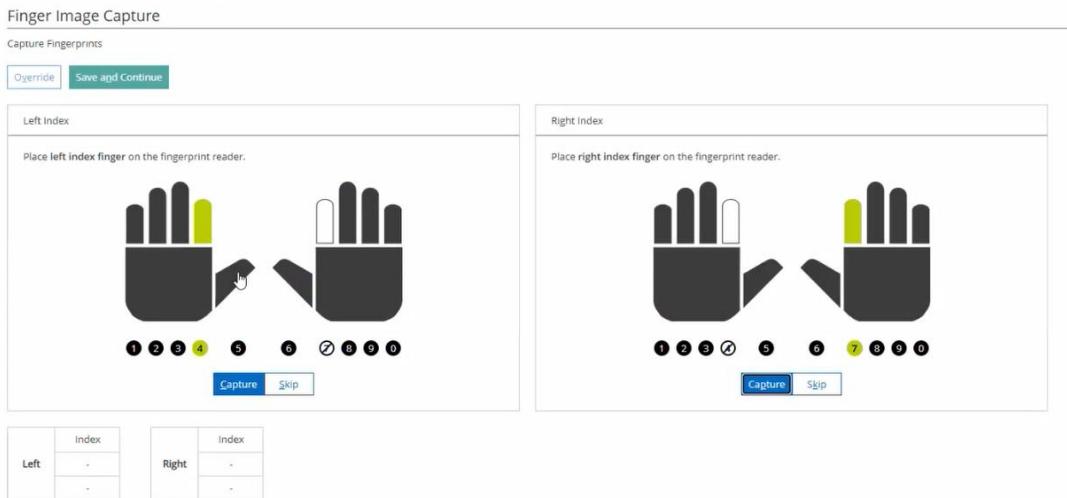
For each hand, instruct the customer to place their corresponding finger on the pad, making sure that their finger is touching the metal edge.

6. After the fingerprints are taken, the system will state if each fingerprint is acceptable or not. If a fingerprint needs to be retaken, click "Recapture". Otherwise, click "Save and Continue".
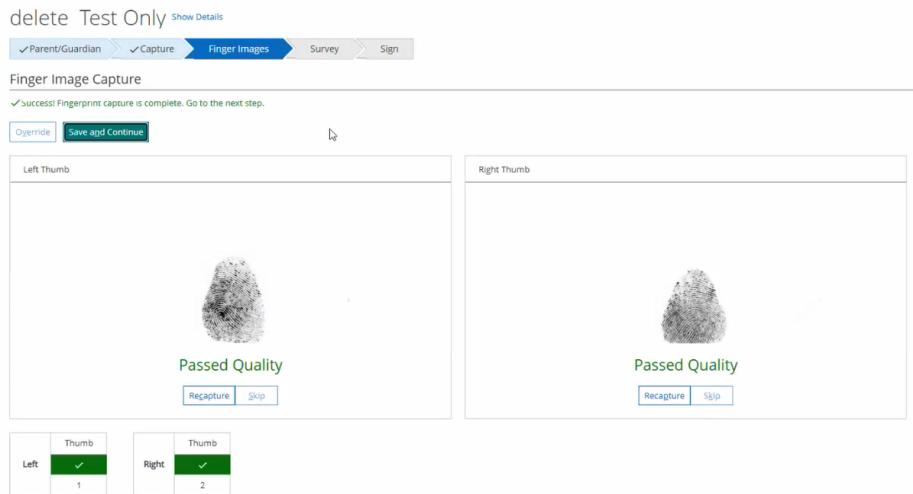
7. The Mimo tablet will proceed to ask the customer a series of questions. If the customer has trouble understanding any of the questions, the examiner can also read them aloud and provide clarification. The customer can either choose their answers on the tablet or read them out loud and have the examiner click the corresponding buttons.

NOTE: The Mimo tablet will always ask the customer if they wish to register to vote, even if they are not a U.S. citizen and are therefore ineligible. It will also always show the "OK Driver's License Affirmation", even if the customer is not applying for a driving credential.

8. The customer will now be asked to provide their signature—make sure to inform the customer that this signature will appear on their credential. Once an acceptable signature is given, click "Accept", then "Save and Continue". The Web Enrollment process is now complete. Proceed to section

5. Scan Tab

For each document that needs to be scanned, use the following steps:

Steps

1. Feed the document into the scanner and prepare to scan.

2. Click the "Scan" button in the top-left corner of the preview window on the right side of the screen. This will instruct the scanner to begin scanning the document.

3. Once the document has been scanned and loaded in, use the "Document Category" drop-down menu on the left to select the category of document. Then, select the type of document using the "Document Type" drop-down menu.

4. Based on the type of document selected, a list of additional drop-downs and checkboxes will appear. Fill the items out according to what is on the scanned document.

NOTE: For out-of-state transfers, make sure to document all the endorsements/restrictions on the previous license.

5. Repeat the previous steps until all documents have been scanned, then proceed to **"4. Application Tab"**.

4. Application Tab

Steps

1. Ask the customer if they would like their credential to last four or eight years. Enter their selection into the "Duration" drop-down.

NOTE: If the customer is on the sex offender registry, it must be documented on this tab. Examiners must ask all customers if they are on the registry. Refer to **"C.04 - Sex Offenders Processing"** SOP for further information.

2. If the customer has had any name changes, scroll down to the "Names and ID Numbers" section and click the "+" button to add a new name. Otherwise, skip to step 4.

3. A new window will open to add the new name. Select the name type and enter the new name.

🖫 SAVE   🖳 SAVE & CLOSE   ➕ NEW   🗐 SHOW HELP PAGE ID   ❓ HELP   ✕ CLOSE FORM

New Name ⋮≡

Name Type	Legal			
Last Name	test			
First Name	new		Use Override For SSN	No
No First Name	☐			
Middle Name	frank			
No Middle Name	☐			
Suffix Name	--			

4. Proceed to the "Identity Numbers" section, to the right of "Names and ID Numbers". Enter the customer's social security number. Select whether the credential is REAL ID-compliant or not.

Identity Numbers

Request new OK ID number
☐
Request New Custom ID Number (Approval Required)
☐

Social Security Number *
919191919

Real ID Conformant *   Compliant

NOTE: If the customer does not have a social security number, do **NOT** click on the text box. Clicking on it will create a deficiency if the box is left blank. If the box is not clicked on, leaving it empty will not create a deficiency.

5. Scroll down to "Personal Information" and fill in the required items.

▴ Personal Information

Physical Characteristics				Demographics			
Gender *	Hair Color	Eye Color *	Gender Change Reason	Race		Country of Birth *	Country of Birth Other
M (Male)	--	Brown	--	--		USA	--
Height *	Weight *				Age		
507	125				🔒26		

NOTE: Height is formatted as feet, followed by inches with a trailing 0 (if applicable). For example, a height of 6'01" would be entered as "601".

6. If a new address needs to be added, scroll down to "Addresses" and click the "+" button. Otherwise, proceed to step 8.

7. Enter the customer's new address. If the address is considered valid, the "Verified" box on the right will automatically be checked.

NOTE: With newly built residences, it is possible that the address will not appear as valid. This will result in a deficiency at the end of the transaction, which will require an override.

8. Ask the customer if they would like to update their emergency contact information. If so, click the "+" button to add a new emergency contact, or click on an existing entry to modify.

9. Ask the customer if their current cell/home phone number is still up to date and update the fields if they have since changed.

10. Ask the following questions and fill in the fields accordingly.

▲ Questionnaire & Indicators

Questions

Are you currently or have you ever been licensed in another state or country?
No

Is your driving privilege now or has ever been suspended, revoked, canceled, or denied?
No

Are you a United States Citizen? (If No, you must present your valid Immigration document) *
--

Any medical condition which may affect your ability to safely operate a motor vehicle?
No

Veteran Status

If veteran of the US Armed Forces, do you wish to have a Veteran Indicator printed on your license? *
No

Drug/Alcohol Addicted

Are you addicted to or have received treatment for any drug or alcohol addiction in the last year? *
No

Are you a resident of the State of Oklahoma?
Yes

11. (DL ONLY) Scroll down to "Vision Screening" and input any vision test results. If the customer has not already completed (and passed) a vision test, then a screening must be administered. Refer to **"D.01 - Vision Test"** SOP for further information.

▲ Vision Screening

Left Eye *	Right Eye *	Both Eyes *	Color Testing
--	--	--	**Pass**
FoV Left *	FoV Right *	FMCSA 391 Exemption ☐	Bioptic Lenses ☐
--	--		
Corrective lenses used? ☐	Test Result * 🔒 --	Test Result Reason * --	
Field of Vision			
Pass			

Add

Date ↑	Result	Vision Result Reason	

No Exam records found.

Once the vision screening requirements are entered, the "Application" tab is completed. Proceed to the "End/Rest" tab, and the **"5. Endorsement/Restrictions Tab"** section in this document.

5. Endorsement/Restrictions Tab

Steps

1. If an out-of-state license is being transferred, copy over any endorsements or restrictions that appear on the customer's previous license. For Class D, the only relevant endorsement is "L – Motorcycle".

▲ Endorsements

L - Motorcycle ☐

▲ Restrictions

0 - Motorcycle only ☐	2 - Corrective Lenses or Left Outside Mirror ☐	4 - Automatic Transmission ☐	5 - Turn Indicators, Power Steering, Steering Kn ☐
6 - Food, fruit or candy within reach of driver ☐	7 - Automatic Transmission or Artificial Limb ☐	A - Motorcycle Learner's License ☐	
B - Corrective Lenses Must Be Worn ☑	F - Left Outside Mirror ☐	G - Daylight Driving Only ☐	J - Farm Permit ☐
R - Ignition Interlock Device ☐	U - Speed not to exceed 45 MPH, No Interstate ☐	Y - Bioptic Lenses ☐	

For state ID, the endorsements and restrictions sections will be replaced with a list of medical conditions, as seen below:

◢ Medical Conditions

V - Visual	☐	P - Psychiatric	☐	A - Alcohol/Drugs	☐
E - Epilepsy	☐	F - Functional Motor Impairment	☐		

DOUBLE-CHECK that all endorsements and restrictions have been entered correctly, then click on the "Checks" tab and proceed to the "6. Checks Tab" section.

6. Checks Tab

Transaction : Issue Standard DL - test r3cord, new frank

| ◄ | ✓ Photo | ✓ Scan | ✓ Application | ✓ End/Rest | Checks | Tests | 🔒 Deficiencies | 🔒 Preview | ► |

External Checks Summary

Application Ty...	Verification St...	Overall Status
SSV	Not Verified	Impossible or invalid SSN.
CDLIS	Verified	Verified
PDPS	Verified	Verified

◢ PDPS Responses

PDPS Responses

CID ↑	Match Status	State	Name	DLN	Date of Birth	Address	SSN	CDL Status	Non CDL Stat...
a680c570-45df-ef11-b8c...	No Match								

On this tab, the system will run the customer's file on three different databases:

I. SSV: Checks if the social security number is valid and correct
   - If customer had a name change, but SSN was not updated to reflect that new name, the system will notify that the date of birth matches but the name on the SSN does not

II. CDLIS: Checks if the customer has an existing CDL

III. PDPS: Checks if the customer has any prior traffic convictions/suspensions while driving without an active license
   - If PDPS finds any such issues, it will list the states where the offenses occurred, and provide a phone number that the customer can call to rectify the issue

7. Tests Tab (DL Only)

Steps

1. If a valid out-of-state license was added, the knowledge and skills tests will automatically be waived. Add any additional tests as necessary—refer to **"D.05 - Test Results Processing" SOP** for further information.

2. A new window will appear with several empty fields. Fill in all relevant information, including the date the test was administered, the type of test, the code for the location where the test was administered, and the badge number of the examiner.

   This form will also ask for the result of the test and the score. Make sure to enter the **exact score** of the test, regardless of whether the customer passed or failed.

3. Click "Save & Close" at the top. If there are any additional tests that need to be recorded, repeat the previous step.

   Once all test results have been added, proceed to the "Deficiencies" tab and section "8. Deficiencies Tab" in this document.

8. Deficiencies Tab

The "Deficiencies" tab will indicate if there are any issues with the transaction—this may be due to invalid information or incomplete steps. Correct all deficiencies by returning to the previous tabs and solving the issues. Once all deficiencies have been corrected, click on the "Preview" tab and proceed to section "9. Preview Tab".

9. Preview Tab

Steps

1. On the "Preview" tab, verify that **all the customer's information is correct.** Double-check that ALL endorsements and restrictions are included.

2. After verifying that all information is correct, click on the "PRINT DL-10" button on the bar at the top of the screen.

3. A new window will open with a preview of the DL-10 document. Click the "Print" button on the bar near the top of the "Document Display" section. After the DL-10 is printed, click "Save & Close" on the top bar.

4. After the DL-10 is printed, present it to the customer and bring to their attention the section at the top to verify that all their personal information is correct. If there are any errors, return to the previous tabs where the errors were made and correct them.

For an example of a full DL-10, see Appendix B.

Otherwise, instruct the customer to provide the date and their signature on the back. Lastly, the examiner will need to provide their signature, badge number and date below where the customer signed.

5. Once the DL-10 is signed by both the customer and the examiner, return to the "Scan" tab and scan the signed DL-10 under "Issuance".

6. After the DL-10 is scanned, return to the "Preview" tab and click "Add and Checkout" on the top menu.
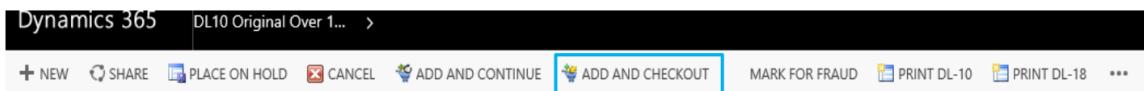
7. A shopping cart will open in a new window, showing the type of credential being issued and its corresponding cost. **Open PayPort.**
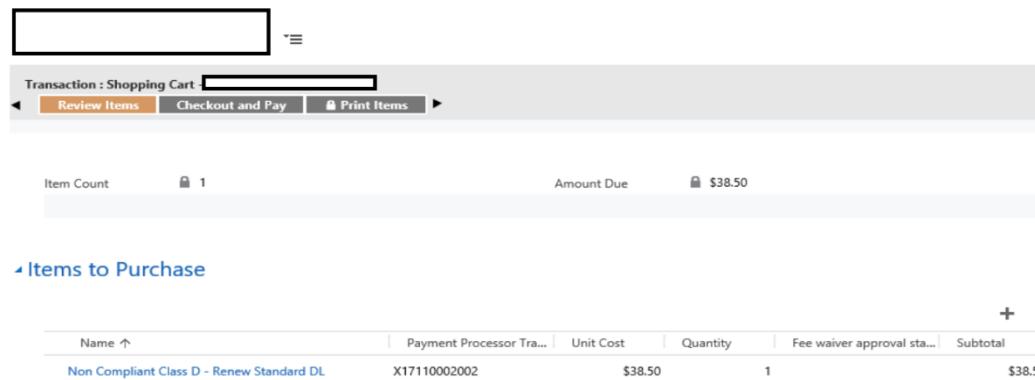
10. Collecting Payment in PayPort

NOTE: Not all Service Oklahoma locations accept cash payments. If the customer wants to pay with cash, they may need to bring their DL-10 form to a Licensed Operator to complete the transaction.

Steps

1. Open PayPort and enter your username and password, then click "Log In".
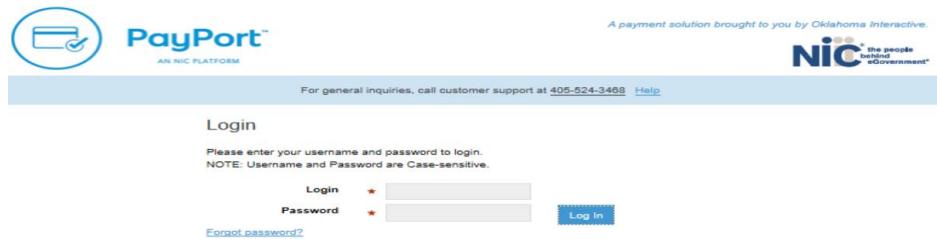
SERVICE OKLAHOMA

2. The main screen will now open. Click "Cashier" on the left menu.
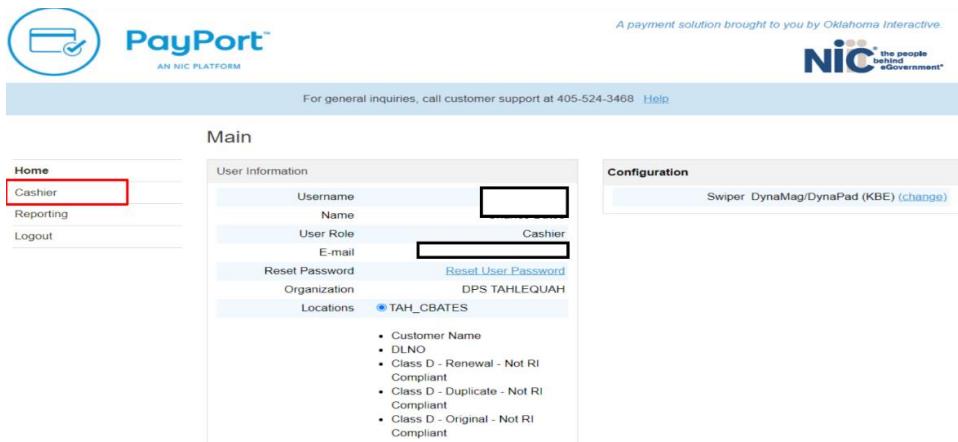
3. Click the drop-down box next to "Name" and select "Customer Name" (at the top of the list).

4. Type in the customer's name, then click "Add".

5. Click the drop-down box below the customer's name and select "DLNO". Type in the **credential number** found near the top of the DL-10, then click "Add".
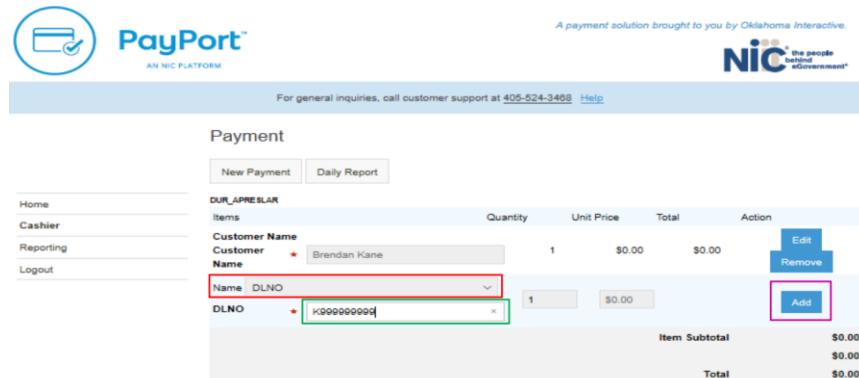
6. Click the drop-down box below the DLNO and select the credential type (e.g. Class D – Original – RI Compliant). There are many options here, so **double-check** that the credential type matches the DL-10 and what the customer has requested.
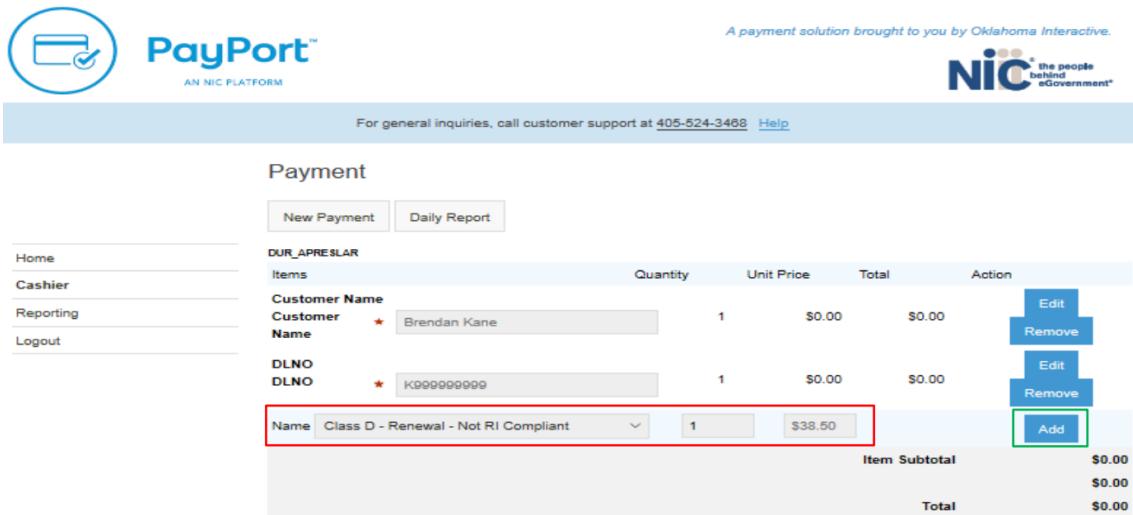
7. Add any additional items listed in the D360 shopping cart (i.e. organ donation, fail fees), then click "Add". Once all items have been added (PayPort subtotal should match the D360 shopping cart subtotal), tell the customer the total cost.

8. Swipe the customer's credit card through the card reader or take the customer's card and type in the information manually.

9. Fill in the customer's personal information, using the top portion of the DL-10. Confirm that the payment and personal information are all correct, then click "Submit Payment".

10. A new window will open with a receipt for the transaction. Print **TWO** copies, one for the customer to sign and add their phone number, and the other for them to keep. After the receipts are printed, click the return to Cashier button, and go back to D360.

11. Printing Temporary Credential

Steps

1. After the customer has paid and received a receipt, return to the D360 shopping cart and click on the hyperlink for the credential being issued.

				Amount Due	🔒 $38.50		
Item Count	🔒 1						

▲ Items to Purchase

						➕	🗔
Name ↑		Payment Processor Tra...	Unit Cost	Quantity	Fee waiver approval sta...	Subtotal	
Non Compliant Class D - Renew Standard DL		X17110002002	$38.50	1		$38.50	

2. A new window will appear. Check the "Paid" box, then click "Save & Close" at the top. **DO NOT** mark as paid until the customer's payment has been fully processed in PayPort.

🖫 SAVE & CLOSE   ➕ NEW   ♺ SHARE   📄 WORD TEMPLATES ▾   ⚙ PROPERTIES   🖾 SHOW HELP PAGE ID   ❓ HELP   🔍 PRINT RECORD   ⋯

Non Complia...   ⁻≡

Status *	Active
Quantity *	🔒 1
Unit Cost *	🔒 $38.50

▲ For Administrative Use Only

Shopping Cart	🔒		
Transaction	🔒 75547C4D		
Paid	☑		
Correspondence	🔒 --	Print Status	Needs to be printed. Select and print when ready.
Payment Processor Tr	X17110002002		

3. Click the "Checkout and Pay" tab. Nothing will happen on this tab; once the "Checkout and Pay" tab turns orange, click the "Print Items" tab.
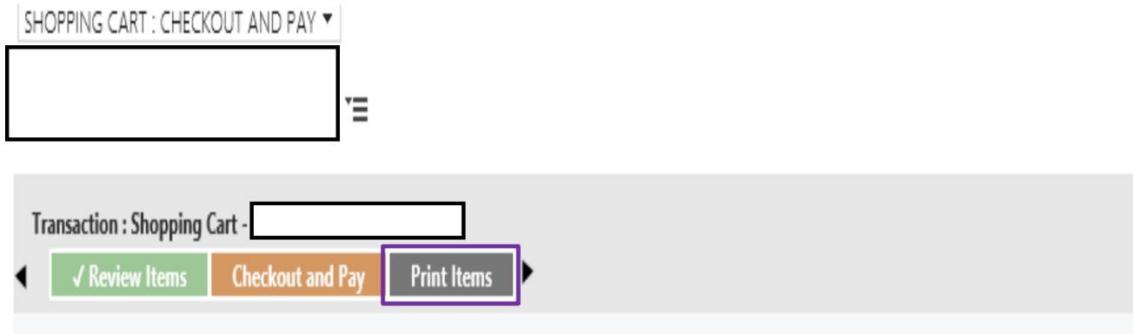
4. Click the checkbox next to the credential that needs to be printed—**DO NOT** click the blue hyperlink. After the credential has been selected, click the "Print Selected Items" button.

5. A new window in Web Enrollment will now open, showing a preview of the customer's new temporary document. Click "Print".

6. Once the document is printed, hand it to the customer and have them review the information. If everything on the credential is correct, hand back all documents that the customer provided throughout the transaction (double-check the flatbed scanner).

7. The customer is now free to go. Make sure to close out of the shopping cart and the customer's file.

References

1. Service Oklahoma – New Driver License 18+ (Instructions on acquiring a DL)
2. Required Documents

Appendix

Appendix A: OAC 670:15-1-3. Procedures for obtaining an initial driver license

(a) **Application.**

(1) Every applicant for an initial Oklahoma driver license shall appear before a Driver License Examiner or licensed operator [47 O.S. §6-110]. An application for a driver license must be completed either by the applicant at the Driver License Examination Station or online, when an electronic process is made available by Service Oklahoma, prior to the commencement of the required examination. Each applicant must sign a declaration under penalty of perjury that the information presented on the application is true and correct, and the State must retain this declaration. An applicant must sign a new declaration when presenting new source documents to Service Oklahoma or certified licensed operator on subsequent visits. An emergency contact name, address and phone number may be included on the application. [See OAC 670:15-1-17 for more information on emergency contact.]

(2) Upon submitting a completed and approved application, providing proof of identity as provided for in (b) of this Section and proof that the applicant is a United States citizen, foreign national or a legal permanent resident alien [21 O.S., § 1550.42(B)], or having valid documentary evidence of lawful presence in the United States, and meeting all statutory requirements and successfully completing every required examination, the applicant may, if paying with an accepted credit card, be issued a temporary driver license by Service Oklahoma after paying the required fees or proceed to a Certified Licensed Operator and present the approved application form issued by the Driver License Examiner along with the same identification presented to the examiner, and paying the required fees, the applicant will be issued a temporary driver license. The actual license will be mailed to the customer.

(3) For each individual applying for an Oklahoma REAL ID Compliant or REAL ID Non-Compliant credential, the State must take a retain a photograph of the applicant's face and collect and retain the applicant's finger images, with or without the issuance of any type of Oklahoma credential.

(4) A person who has been declared to be a disabled veteran receiving compensation at the 100% rate for a permanent disability shall receive an original, renewal, or replacement driver license or identification card at no charge, upon presentation of one of the following documents:

(A) proof of 100% status from the U.S. Department of Veterans Affairs, or

(B) a tax-exempt card from the Oklahoma Tax Commission showing exemption from state tax based upon 100% status.

(b) **Required documents for a REAL ID Compliant Driver License.**

(1) **Proof of identity.** To establish identity, the applicant must present at least one of the following source documents:

(A) Valid, unexpired U.S. passport.

(B) Original or certified copy of the applicant's birth certificate filed with a State Office of Vital Statistics or equivalent agency in the applicant's State of birth.

(C) Consular Report of Birth Abroad (CRBA) issued by the U.S. Department of State, Form FS-240, DS-1350, or FS-545.

(D) Valid, unexpired Permanent Resident Card (Form I-551) issued by the United States Department of Homeland Security (DHS) or United States Citizenship and Immigration Services (USCIS).

(E) Unexpired employment authorization document (EAD) issued by DHS, Form I-766 or Form I-88B.

(F) Unexpired foreign passport with a valid, unexpired U.S. visa affixed accompanied by the approved I-94 form documenting the applicant's most recent admittance into the United States. The following documents of passport classifications shall be accepted for the purpose of issuing a driver license or identification card:

(i) I-766 Employment Authorization Card,

(ii) I-511 Resident Alien/Permanent Resident Card [see (B)],

(iii) Temporary I-551,

(iv) A-1,

(v) A-2,

(vi) A-3,

(vii) DA,

(viii) E-1,

(ix) E-2,

(x) F-1, with Form I-20,

(xi) F-2, with Form I-20,

(xii) G-1,

(xiii) G-2,

(xiv) G-3,

(xv) G-4

(xvi) G-5,

(xvii) H-1A,

(xviii) H-2A,

(xix) H-1B,

(xx) H-2B,

(xxi) H-3

(xxii) H-4

(xxiii) I,

(xxiv) J-1, with IAP-66 or DS-2019,

(xxv) J-2 (dependent of J-1 holder, must be accompanied by J-1 holder),

(xxvi) K-3,

(xxvii) K-4,

(xxviii) L-1(a/b),

(xxix) L-2,

(xxx) M-1, with I-20,

(xxxi) M-2 (dependent of M-1 holder, must be accompanied by M-1 holder),

(xxxii) NATO-1,

(xxxiii) NATO-2,

(xxxiv) NATO-3,

(xxxv) NATO-4,

(xxxvi) NATO-5,

(xxxvii) NATO-6,

(xxxviii) NATO-7,

(xxxix) O-1

(xl) O-2

(xli) O-3

(xlii) P-1

(xliii) P-2

(xliv) P-3

(xlv) P-4

(xlvi) Q-1

(xlvii) R-1

(xlviii) R-2

(xlix) T-1

(l) T-2

(lii) T-3

(lii) T-4

(liii) TC, with I-94 or letter form I-797,

(liv) TN-1,

(lv) TN-2,

(lvi) TD,

(lvii) V-1,

(lviii) V-2,

(lix) V-3.

(G) Certificate of Naturalization issued by DHS, Form N-550 or Form N-570.

(H) Certificate of Citizenship, Form N-560 or Form N-561, issued by DHS.

(I) REAL ID Compliant driver's license or identification card issued in compliance with the standards established by this part.

(J) Such other documents as DHS may designate by notice published in the Federal Register.

(2) **Name Change.** If an applicant wishes to establish a name other than the name that appears on the source document (for example, through marriage, adoption, court order, or other mechanism permitted by State law or regulation), the applicant must provide evidence of the name change through the presentation of documents issued by a court, governmental body, or other entity as determined by Service Oklahoma. Service Oklahoma shall maintain copies of the documentation presented and maintain a record of both the recorded name and the name on the source documents as determined by Service Oklahoma. If immigration documents are presented, the customer must provide proof of the updated name change with USCIS or SAVE.

(3) **Proof of Date of Birth.** To establish date of birth, an individual must present at least one document included in paragraph (1) of this section.

(4) **Proof of Social Security Number (SSN).** An applicant for a REAL ID Compliant driver license must present his or her Social Security Administration account number. Service Oklahoma or a Licensed Operator must verify the SSN with the Social Security Administration (SSA). In the event of a non-match with SSA, Service Oklahoma shall not issue a REAL ID Compliant driver license until the information is verified with SSA.

(5) **Documents demonstrating address of principal residence.** To document the address of principle residence, an applicant must present at least two documents of the State's choice that include the individual's name and principal residence. Acceptable documents to prove address of principal residence are:

(A) Copy of previous tax year's federal or Oklahoma income tax return filing.

(B) Current and valid life insurance or automobile liability policy or card with address.

(C) Installment loan contract from a bank or other financial institution, not to include documents reflecting a cash advance or signature loan.

(D) Current Deed, mortgage, monthly mortgage statement, or a residential lease.

(E) Current homeowner's or renter's insurance policy or statement.

(F) Professional license issued by an Oklahoma governmental agency.

(G) Property tax bill or receipt dated within the last 12 months.

(H) Sales tax or business license.

(I) SSA document with Oklahoma street address dated within the last 12 months.

(J) Transportation Security Administration (TSA) letter.

(K) Utility bill from an electric, telephone (home or cell), water, sewer, cable, satellite, heating oil, or propane provider.

(L) Valid handgun permit.

(M) Certified copy of court order.

(N) Oklahoma Boat Title or Registration.

(O) Current documents issued by the US Military.

(P) Oklahoma Motor Vehicle Title or Registration.

(Q) Government-issued Pilot license.

(R) Public assistance benefit card and correspondence dated within the last 12 months.

(S) W-2 wage or 1099 tax form from the previous year.

(T) Oklahoma Registration Card.

(U) Tribal vehicle titles or registration.

(V) Oklahoma high school, college, university, or technology center transcript for current school year or semester.

(W) Oklahoma Agriculture Exemption Permit (farm tax permit).

(X) Correspondence from an Oklahoma State agency with current address dated within the last year.

(Y) If none of the proofs listed in this subsection are available, any other documentation as provided by the Driver License Examiner Supervisor or Director may be substituted to establish the applicant's principal place of residence. The Driver License Examiner shall list the approved alternative documentation on the application form.

(6) **Evidence of lawful status in the United States.** Service Oklahoma may issue a REAL ID Compliant driver license only to an applicant who has presented satisfactory evidence of lawful status.

(A) If the applicant presents one of the documents listed under paragraph (b)(1), the verification of the applicant's identity will also provide satisfactory evidence of lawful status.

(B) If the applicant presents one of the identity documents listed under paragraph (b)(1) of this section, or the issuing State's verification of the identity document(s) does not provide satisfactory evidence of lawful status, the applicant must also present a second document from documentation issued by DHS or other Federal agencies demonstrating lawful status as determined by USCIS. All documents shall be verified by the SAVE.

(c) **Required identification for REAL ID Non-Compliant Driver License.** Every applicant must provide documentation to show proof of identity [47 O.S. § 6-106(A)(3)], to include whether the applicant is a United States citizen, foreign national or a legal permanent resident alien [21 O.S. § 1550.42(B)], and proof of a full legal name and birth date beyond any reasonable doubt when applying for an initial Oklahoma driver license. Any document furnished must be either an original document or a certified copy of an original document issued by the proper authority; notarized documents will not be accepted. Any document presented shall be unexpired unless otherwise noted in this Section. Any document whose authenticity cannot be verified, or that has been or appears to have been duplicated, traced over, mutilated, defaced, tampered with, or altered in any manner or that cannot be read by the Driver License Examiner shall not be accepted or used for identification purposes. All identification documents must be approved by the Driver License Examiner before acceptance. The Driver License Examiner may, at his or her discretion, request additional identification documentation of the applicant.

(1) **Proof of identification for original issuance to a United States citizen.** The following shall be presented by the applicant as proof of identification for a citizen of the United States:

(A) The applicant's original or certified birth certificate, as issued by the appropriate state agency from the state of birth. The following documents are not acceptable:

(i) a hospital birth certificate or record,

(ii) a birth registration, or

(iii) an abstract of birth, unless the abstract is issued on secure document paper and contains the following statement: "I hereby certify that this abstract of birth facts has been provided to this office by the Department of Health, Bureau of Vital Statistics, from a document officially in its custody",

(B) A United States passport,

(C) For a United States citizen who is born in another country, a certification issued by the United States Department of State,

(D) For a naturalized citizen of the United States, a Certificate of Naturalization issued by the United States Citizenship and Immigration Service. The name of the document must be the same as the name used by the applicant on the Oklahoma REAL ID Compliant or REAL ID Non-Compliant credential, and for every person born in another country and adopted as a minor child by a United States citizen parent, a Certificate of Citizenship issued by the United States Citizenship and Immigration Service,

(E) An Oklahoma REAL ID Compliant or REAL ID Non-Compliant credential issued by Service Oklahoma when legal presence has been noted in record on or after November 1, 2007,

(F) A State of Oklahoma identification card issued by Service Oklahoma when legal presence has been noted in record on or after November 1, 2007, or

(G) If none of the forms of identification listed in this Subsection are available, any other documentation as approved by the Driver License Examiner Supervisor, Administrative Officer or Director. The Driver License Examiner shall list the approved documentation on the application form.

(2) **Proof of identification for renewal or replacement issuance to a United State citizen.** The following shall be presented by the applicant as primary proof of identification for a citizen of the United States:

(A) Finger image comparison, if a finger image is already on file with Service Oklahoma, or

(B) Any proof of identification listed in (1) of this Section.

(3) **Proof of identification for original, renewal, or replacement issuance of a foreign national or legal permanent resident alien.** As proof of identification and proof of lawful presence in the United States for a foreign national or legal permanent resident alien, an applicant shall present, in person, valid documentary evidence of one of the following:

(A) A passport issued by a country other than the United States and I-94 card, when applicable. The name on the passport shall be the same as the name used by the applicant on the driver license or identification card. An I-94 card, which shall be accompanied by the applicant's passport when applicable, shall not be considered a separate identification document. The following documents or passport classifications shall be accepted for the purpose of issuing a driver license or identification card:

(i) I-766 Employment Authorization Card,

(ii) I-551 Resident Alien/Permanent Resident Card [see (B)],

(iii) Temporary I-551,

(iv) A-1,

(v) A-2,

(vi) A-3,

(vii) DA,

(viii) E-1,

(ix) E-2,

(x) F-1, with Form I-20,

(xi) F-2, with Form I-20,

(xii) G-1,

(xiii) G-2,

(xiv) G-3,

(xv) G-4,

(xvi) G-5,

(xvii) H-1A,

(xviii) H-2A,

(xix) H-1B,

(xx) H-2B,

(xxi) H-3,

(xxii) H-4,

(xxiii) I,

(xxiv) J-1, with IAP-66 or DS-2019,

(xxv) J-2 (dependent of J-1 holder, must be accompanied by J-1 holder),

(xxvi) K-3,

(xxvii) K-4,

(xxviii) L-1(a/b),

(xxix) L-2,

(xxx) M-1, with I-20,

(xxxi) M-2 (dependent of M-1 holder, must be accompanied by M-1 holder),

(xxxii) NATO-1,

(xxxiii) NATO-2,

(xxxiv) NATO-3,

(xxxv) NATO-4,

(xxxvi) NATO-5,

(xxxvii) NATO-6,

(xxxviii) NATO-7,

(xxxix) O-1

(xl) O-2

(xli) O-3

(xlii) P-1

(xliii) P-2

(xliv) P-3

(xlv) P-4

(xlvi) Q-1

(xlvii) R-1

(xlviii) R-2

(xlix) T-1

(l) T-2

(li) T-3

(lii) T-4

(liii) TC, with I-94 or letter form I-797,

(liv) TN-1,

(lv) TN-2,

(lvi) TD,

(lvii) V-1,

(lviii) V-2,

(lix) V-3; or

(B) A permanent resident alien registration card issued by the United States Citizenship and Immigration Service (USCIS) which shall include the full, legal name, sex, and date of birth of the person identified on the card. The full, legal name, sex, and date of birth on the card shall be the full, legal name, sex, and date of birth used by the applicant on the driver license or identification card. A permanent resident alien registration card holder shall be allowed to renew his or her driver license or identification card at a Service Oklahoma location, provided, no changes are made to the full, legal name, sex, or date of birth. If, pursuant to 8 C.F.R., Section 264.5, a permanent resident alien registration card holder requests a name, sex, or date of birth change to his or her driver license or identification card, the changes shall be made at a driver license exam site with the applicant showing approved documentation provided by USCIS verifying the changes; or

(C) If none of the forms of identification listed in this Subsection are available, any other documentation as approved by the Driver License Examiner Supervisor, Administrative Officer, or Director. The Driver License Examiner shall list the approved documentation on the application form.

(D) A pending application for any of the above documents shall not satisfy the requirements of this rule and shall not be acceptable for issuance of an original, renewal, or replacement identification card or driver license. Provided this provision shall not apply to the following:

(i) A pending or approved application for asylum in the United States; or

(ii) A pending or approved application for temporary protected status (TPS) in the United States; or

(iii) A pending application for adjustment of status to legal permanent residence status or conditional resident status.

(4) **Additional identification requirements.** Service Oklahoma may require additional identification documents:

(A) when Service Oklahoma is unable to determine the reliability or validity of the identification document(s) presented, or

(B) as provided in OAC 670:15-1-16.

(d) **Driver license numbers.**

(1) Driver license numbers shall be assigned by computer. Use of the applicant's SSN as the driver license number is prohibited [47 O.S. § 6-106(B)]; provided, every applicant shall provide Service Oklahoma with the Social Security number of the applicant [47 O.S. § 6-106(B)(12)], which shall be verified before a driver license shall be issued to the applicant. Verification shall be accomplished using the Social Security On-line Verification (SSOLV) system. Service Oklahoma shall refer any applicant to the SSA whenever the SSN cannot be verified for the applicant.

(2) Any licensee may request to change his or her driver license number to any nine-digit number which is not in use or has not been previously used by making a written request to Service Oklahoma. Upon approval by Service Oklahoma, the licensee shall obtain a replacement driver license from a licensed operator, and the licensee shall pay the required fee for the replacement license [OAC 670:15-1-10].

SERVICE OKLAHOMA

DL10 Original Over 18 Class D Application

Residential Address: _____ OK 74014-3570
Mailing Address: _____ BROKEN A_____

Sex: M (Male)	Eyes: Green	DOB:	Height: 5' 07" Weight: 240 lbs
Class: STANDARD DL			Endorsement(s):
REAL ID Status: Compliant		DLN:	Restriction(s):
Expiration Date: 04/17/2025			Issuance Date: 02/04/2025

Type of Identification to obtain credential: I-766 Employment Authorization Card
Surrendered Credential: GEORGIA (Surrendered Exp: 04/17/2025

FEES

Fee Description	Count	Fee Amount	Total
Real ID Class D - 4yr.	1	$42.50	$42.50

Where is your place of birth (country)?	
Are you a resident of the State of Oklahoma?	Yes
Are you currently or have you ever been licensed in another state or country?	No
If yes, where	
Is your driving privilege now or has it ever been suspended, revoked, cancelled, or denied in any state or country?	No
If yes, When: What State or Country:	
Are you now addicted to any drug or have you received treatment for alcohol or drug addiction within the last year?	No

Do you have any of the following:

Type I insulin dependent diabetes	No
Epilepsy	No
If yes, date of last seizure:	
Blackouts or fainting spells within the last 12 months	No
Heart procedure within the last 12 months	No
A current mental health disorder other than depression or anxiety	No
Amputation for a medical condition, such as diabetes.	No
Paralysis from a medical condition.	No
Multiple sclerosis or muscular dystrophy	No
Parkinson's disease, loss of memory, Alzheimer's, or dementia	No
Any other type of medical condition which may affect your ability to safely operate a motor vehicle?	No
If yes, explain:	
Do you wear corrective lenses?	No
Do you have any type of progressive eye disease or injury (such as glaucoma, diabetic retinopathy, macular degeneration)?	No
Are you deaf or hard of hearing?	No
Do you have a hearing aid?	No

Driver License Services
PO Box 11415 • Oklahoma City, OK 73136-0415 • 405-522-7000

Date: 2/4/2025
Time: 1:51 PM

Page 1 of 2

FORM #   DLS-FRM-0606v6
VERSION #   1

Customer not eligible for selective service.

NOTICE: I understand that my Social Security number will be kept on file in accordance with the Federal Welfare Reform Act.

NOTICE: State law requires persons convicted of violent crimes, as specified in 57 O.S. §593, to register with the Department of Corrections and local law enforcement within three (3) days after entering the state.

NOTICE: State law requires persons convicted of sex offenses who are relocating in this state to register with the Oklahoma Department of Corrections within ten (10) days and local law enforcement within three (3) days.

NOTICE: I understand that it is a felony to knowingly make any false statement on this application and that any violation is punishable by fine and/or imprisonment.

I have read all the information on this document and certify it to be true and correct.

_____   2-4-25
Applicant signature   Date
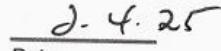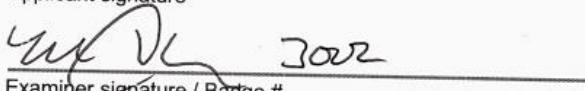
_____   2-4-25
Examiner signature / Badge #   Date
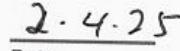
*****THIS IS NOT A LICENSE TO DRIVE. VOID IF ALTERED*****

Transaction will be void if you have not obtained your Oklahoma temporary document within 30 days.
Registered sex offenders must complete this transaction by the close of business on the day this document is issued.

Application Location: Service Oklahoma Examiner: Tag Agent:
Transaction: 207C77F4

Appendix C: Overriding Common Deficiencies

"Verified mailing address missing."

Steps

1. Select the deficiency by clicking in the area of the description of the deficiency. **DO NOT** click on the blue hyperlink.

2. The deficiency will turn blue after it has been selected. Click "Send Approval Request" at the top.

3. A new window will open to create an approval request. In the Reason for Request box, enter **"Mailing address override".** Click "Save".

4. Click "Work On" on the top menu, then click "Approve or Deny Request".

5. On the Approval Request screen, change to "Approved" and click "Close".

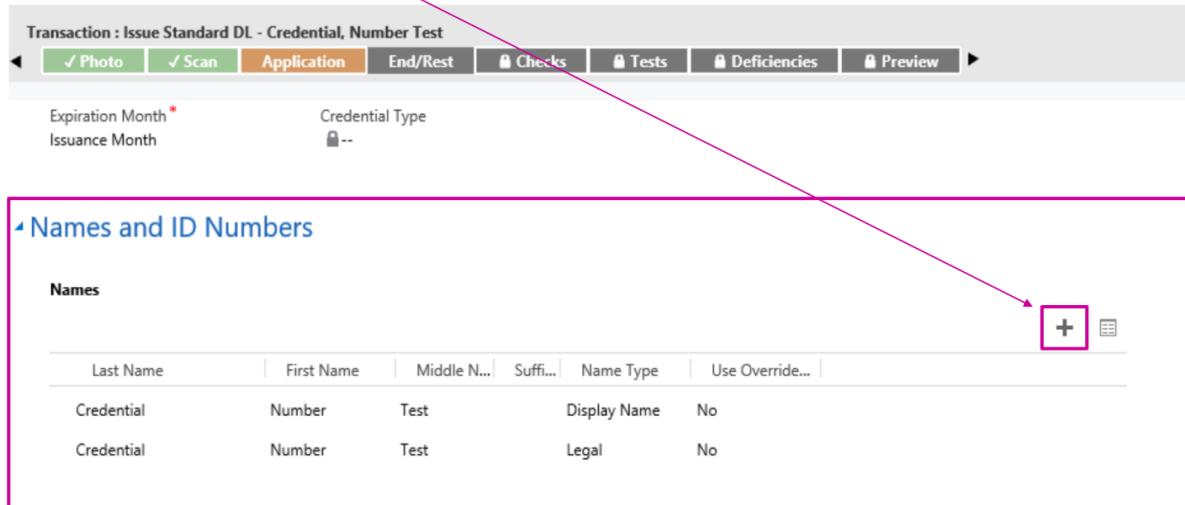**6.** Click the ellipsis at the top of the screen and click "Close Form".

SSN Override (clearing SSV deficiency when name is different from issuance name)

If the customer has changed their name, and their new name has not yet been registered with the Social Security Administration, a deficiency will appear from SSV saying that the customer's SSN does not match the name on the credential. This deficiency can be overridden by using their previous legal name as an override for their SSN.

Steps

1. Go to the "Names and ID Numbers" section of the Application tab. Click on the "+" button to add a new name.

2. Enter the customer's previous name. For the "Name Type", select "Previous Legal Name".
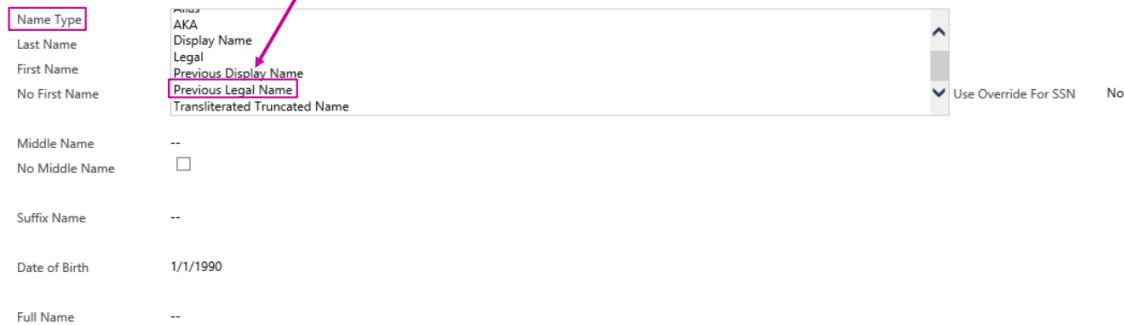
3. Click the drop-down menu for the "Use Override For SSN" field. Select "Yes", then click "Save & Close" on the top menu.

SERVICE OKLAHOMA

New Name ≡

Name Type	Previous Legal Name
Last Name	Credential
First Name	Old
No First Name	☐
Middle Name	Name
No Middle Name	☐
Suffix Name	--
Date of Birth	1/1/1990
Full Name	--

Use Override For SSN	Yes
	No

4. Return to the "Checks" tab. SSV will now run against the previous legal name selected as the override. The transaction should now be able to be completed as per usual.

SERVICE OKLAHOMA

Appendix D: Parent Authorization to Obtain Driver License Form

SERVICE OKLAHOMA

STATE OF OKLAHOMA)

) §

COUNTY OF _____)

Parent Authorization to Obtain Driver License

I, _____ the legal, custodial parent, legal guardian, or legal custodian of the applicant for an Oklahoma Driver License:

1. authorize the applicant to apply for an Oklahoma Driver License;
2. authorize the finger imaging of the applicant;
3. authorize the issuance of an Oklahoma Driver License to the applicant, if granted; and
4. assume the obligations imposed under Title 47 of the Oklahoma statutes, including but not limited to financial responsibility for any negligence or willful misconduct of the applicant when operating a motor vehicle.

I, the undersigned, declare upon oath and under penalty of perjury, that I am the Legal, Custodial Parent/ Legal Guardian of the applicant named below. 47 O.S. §6-107(A) and §6-110.2(B).

This document must be completed in the presence of a notary public.

Applicant Information		
Last Name	First Name	Middle Name
Date of Birth: / / (mm/dd/yy)	Driver Education School:	

Legal Custodial Parent/Legal Guardian/Legal Custodian Information		
Last Name	First Name	Middle Name
Driver License #	Date of Birth: / / (mm/dd/yy)	

I state under penalty of perjury under the laws of Oklahoma the foregoing is true and correct.

_____   _____
Signature of Parent/Legal Guardian   Date

SUBSCRIBED AND SWORN to before me, this _____ day of _____, 20_____.

My Commission Expires: _____

_____
Notary Public

[SEAL]