



Renewal or Replacement (Class D and State ID)

Driver License – Class D

3-11-2025



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Revision History

| | |
|---|---|
| Effective Date of SOP: 3/11/2025 | SOP Number: SOP A.03 |
| Functional Area Name: Driver License | Division Name: Class D |
| Last Review Date: 3/3/2025 | Last Reviewer: Regional Managers |
| Next Review Date: 3/3/2026 | Next Reviewer: Regional Managers |
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Overview

This SOP outlines how to renew or replace a Class D license or state ID, for both US citizens and non-citizens, using the D360 system.

Purpose

This document explains the steps necessary to perform a renewal/replacement of a Class D license or state ID, with different instructions depending on the customer's immigration status or if changes are being made to the credential.

Policy Statement

This SOP applies only to customers requesting the renewal or replacement of their credential at a Service Oklahoma location and does not apply to online requests.

Compliance

See Appendix for full excerpts from Oklahoma Administrative Code.

[OAC 670:15-1-7](#) - Procedure for obtaining a renewal driver license

[OAC 670:15-1-10](#) - Notice of pending expiration of driver license or identification card

Systems

Web Enrollment – System used to take photos and fingerprints.

PayPort – Payment processing system.

D360 – System of record used for issuing credentials.

Roles

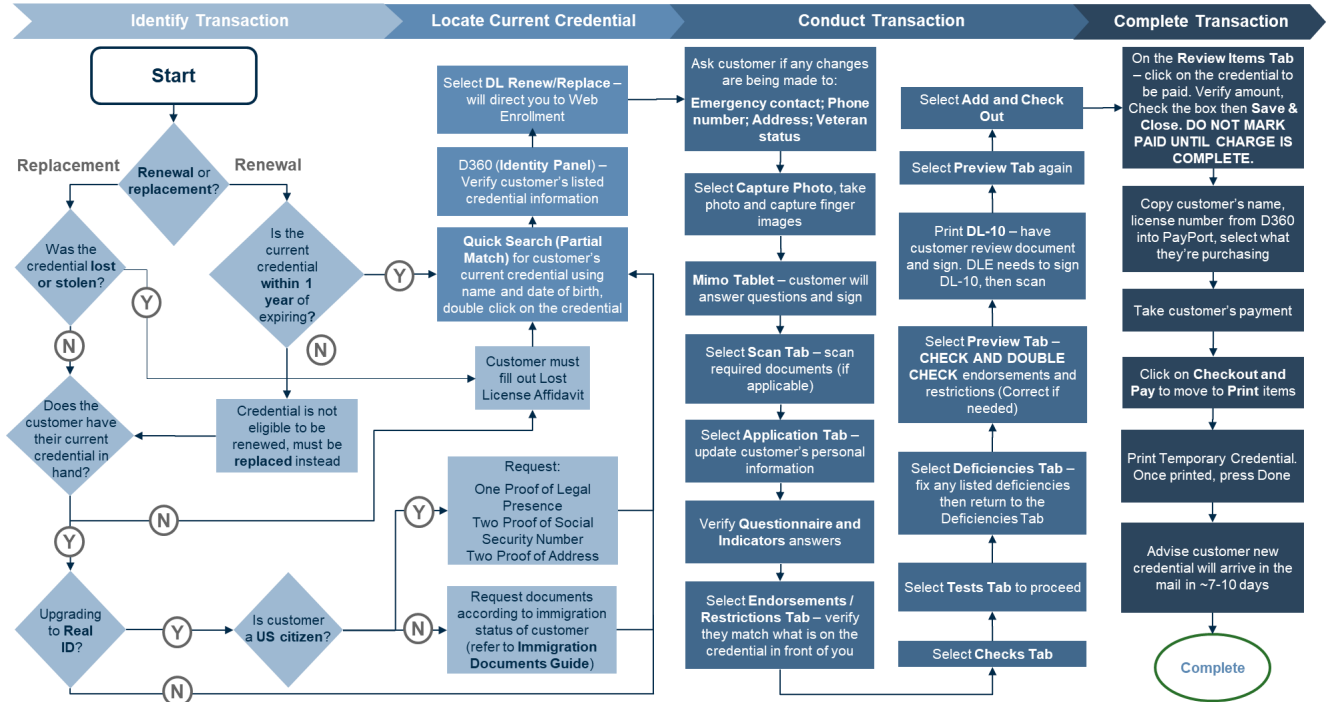
List the roles and functions of anyone involved in the operations described within this document.

| Role | Responsibilities |
|-------------------------|---|
| Driver License Examiner | Performs the renewal/replacement of credential. |

Procedures

Process Map

Renewal or Replacement of Class D License or State ID



(see [Appendix C](#) for larger version of process map)

1. Initial Questions

NOTE: Driver licenses that are currently suspended are not eligible for renewal or replacement. The license must first be reinstated before it can be renewed or replaced.

Step-by-Step Process:

- ❖ Is the customer requesting a renewal or replacement of their credential?
 - If **REPLACEMENT**, was the credential lost or stolen?
 - If **YES** (lost/stolen), customer must fill out Lost License Affidavit.
 - If **NO**, does the customer have their current credential in hand?
 - If **NO**, customer must fill out Lost License Affidavit.
 - If **YES**, customer is eligible for replacement.
 - If **RENEWAL**, is the credential already expired/will expire within one year?
 - If **YES** (expired/expiring within one year):
 - The credential is eligible for renewal, **UNLESS** it is a **driver license** and has been expired for **longer than 3 years**.



- ◆ If the credential is a DL and was expired for longer than 3 years, the customer is not eligible for renewal will need to retest.
- If **NO**, customer is not eligible for renewal. They must request a replacement instead.

2. Required Documents

For additional information on document requirements and acceptable documents, refer to OAC 670:15-1-3.

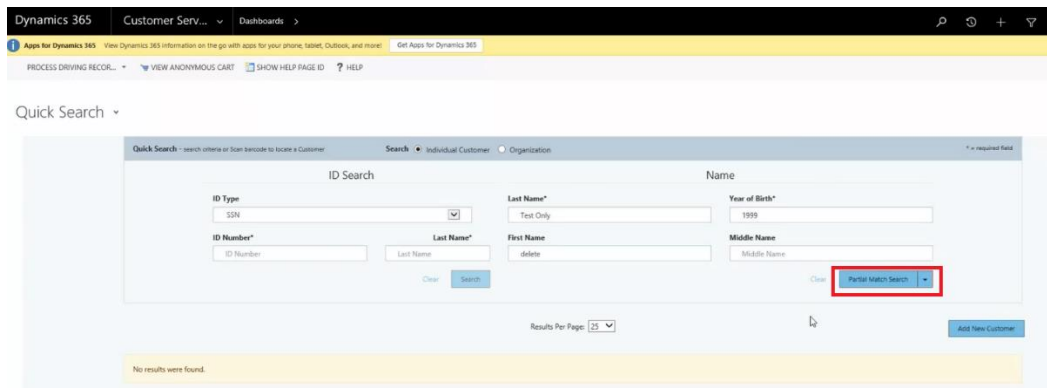
- ❖ Is the customer a US citizen or permanent resident?
 - If **YES**, has the credential been expired for 1 year or longer?
 - If **YES**, the customer must bring:
 - Valid proof of identity (birth certificate, valid US passport, or permanent resident card)
 - Proof of Oklahoma residency (only if address needs to be updated)
 - Social security number (physical card is not required)
 - Any name change documents (if applicable)
 - If **NO**, the customer must bring:
 - A form of primary ID
 - ◆ If customer's fingerprints are on file, a fingerprint match can serve as primary ID
 - Proof of Oklahoma residency (only if address needs to be updated)
 - Social security number (physical card is not required)
 - Any name change documents (if applicable)
 - If **NO**, the customer must bring:
 - Proof of legal presence (valid immigration documentation).
 - Proof of Oklahoma residency (only if address needs to be updated)
 - Social security number (physical card is not required)
 - Any name change documents (if applicable)
1. If customer did not bring the credential with them, they must also complete a Lost License Affidavit.
 2. If customer's current credential is REAL ID compliant, their credential must be surrendered. If it is non-compliant, the customer is allowed to retain a copy of the previous credential after the examiner has first punched a hole through the ID number of the license or cut off the bottom right corner of the card.

3. Opening Customer File

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

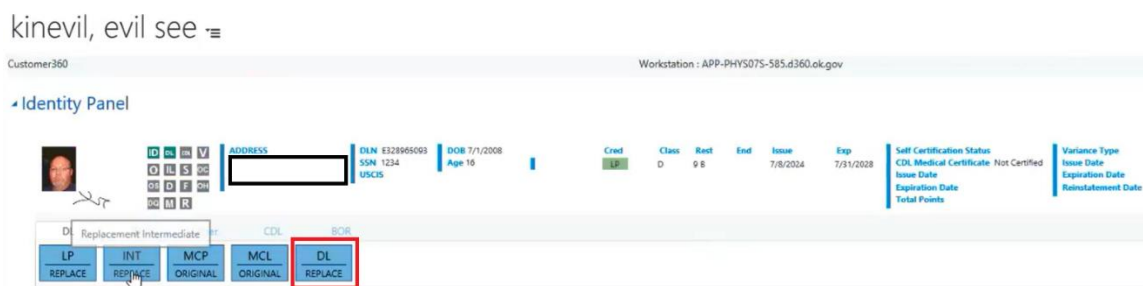
Steps

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.

2. After opening the customer file, the “Identity Panel” will appear. Click on the tab and button for the credential that the customer is requesting. If the customer is eligible for a renewal, the button will say “RENEWAL” (i.e. “DL – RENEWAL” for a driver license), otherwise it will say “REPLACE”.



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**.

Transaction : Issue Standard DL - test record, new frank

◀ Photo Scan Application End/Rest Checks Tests Deficiencies Preview ▶

Capture Image

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?”:

Test Only, delete ≡

Transaction : Issue Learner's Permit - Test Only, delete

◀ Photo Scan Application End/Rest Checks Tests Deficiencies Preview ▶

Is Parental Consent required for Web Enrollment? Yes ▼

Capture Image



- 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”.

delete Test Only [Show Details](#)

Parent/Guardian Capture Finger Images Survey Sign

✓ Successfully captured an image.

Accept Clear 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.



delete Test Only [Show Details](#)

✓ Parent/Guardian **Capture** Finger Images Survey Sign

Capture Portrait

Live video, ask the customer to stand in front of the backdrop. When centered, click Capture.



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.

Capture Portrait

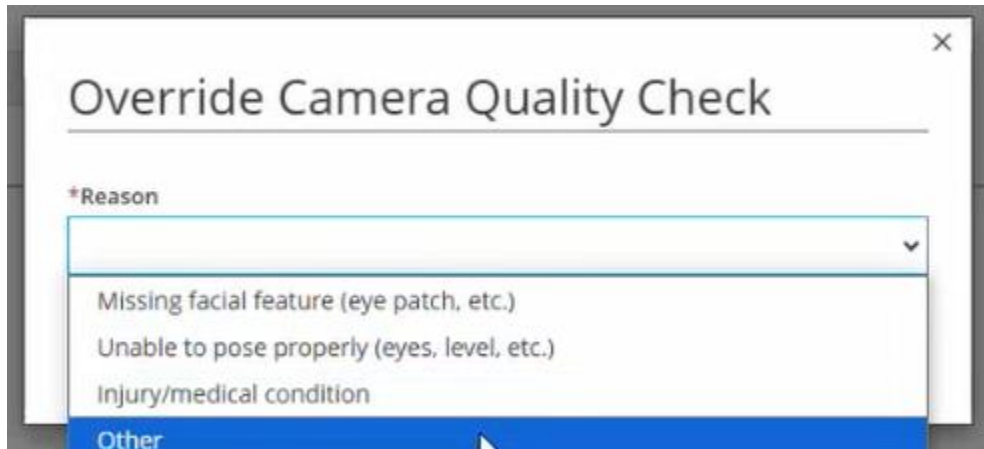
⚠ Attention required!

Recapture Adjust Photo Override **Save and Continue**



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.

Finger Image Capture

Capture Fingerprints

Left Index

Place left index finger on the fingerprint reader.

Right Index

Place right index finger on the fingerprint reader.

| | |
|------|-------|
| | Index |
| Left | - |
| | - |

| | |
|-------|-------|
| | Index |
| Right | - |
| | - |

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”.



delete Test Only [Show Details](#)


✓ Parent/Guardian ✓ Capture **Finger Images** Survey Sign

Finger Image Capture

✓ Success! Fingerprint capture is complete. Go to the next step.

[Override](#) [Save and Continue](#)


Left Thumb



Passed Quality

[Recapture](#) [Skip](#)

Right Thumb



Passed Quality

[Recapture](#) [Skip](#)

| | | | |
|------|-------|-------|-------|
| | Thumb | | Thumb |
| Left | ✓ | Right | ✓ |
| | 1 | | 2 |

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.

delete Test Only [Show Details](#)

✓ Parent/Guardian ✓ Capture ✓ Finger Images **Survey** Sign

Complete Survey

Ask applicant to complete the survey on customer facing monitor.

[Save and Continue](#)

[Back](#)

OK Driver's License Affirmation

By signing on the signature page, I further declare and affirm that:

- I understand that it is a felony to knowingly make any false statement on this application and that any violation is punishable by both fine and/or imprisonment.
- I understand that State law requires persons convicted of sex offenses who are relocating in this state to register with the Oklahoma Department of Corrections within 10 days and local law enforcement within 3 days. Failure to register is punishable by fine and/or imprisonment.
- I understand that my social security number will be kept on file in accordance with the Federal Welfare Reform Act.

[Accept](#)

[Decline](#)

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”](#).

5. Scan Tab

To complete a renewal or replacement, the customer's current/expired credential must be scanned unless they have a completed Lost License Affidavit.

Any other required documents (including primary identification, proof of residence for address change or upgrading to REAL ID, or name change documents) must also be scanned.

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.



Document Category:
Issuance

Document Type:
Out of State License

Scan Date:

* Required

Issuing State: Texas

Issue Date: 10/07/2021

Expiration Date: 9/29/2029

License Type: Standard Operat

License Number: F1234567

Motorcycles Endorsement ☐

Doubles/Triples Endorsement ☐

Passenger Endorsement ☐

Tank Endorsement ☐

Hazardous Material Endorsement ☐

Combined Tank/Hazmat Endorsement ☐

School Bus Endorsement ☐

Limit to Daylight Only Restriction ☐

Farm Permit ☐

Mechanical Devices Restriction ☐

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 new credential to last four or eight years. Enter their selection into the “Duration” drop-down.

Transaction : Issue Standard DL - test r3cord, new frank

Photo Scan Application End/Rest Checks Tests Deficiencies Preview

Requested Credential

Driver License Held Number

Expiration Month*

Issuance Month

OOS Customer

No

Id Number

Duration*

4 years

8 years

Credential Type

Credential ID Number

Modified Credential

No

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.

Names and ID Numbers

Names

Names

| Status | Last Name | First Name | Middle N... | Suffi... | Name Type | Use Override... |
|--------|-------------|------------|-------------|----------|--------------|-----------------|
| Active | test r3cord | new | frank | | Display Name | No |
| Active | test r3cord | new | frank | | Legal | No |

1 - 2

Page 1

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 X CLOSE FORM

New Name

| | |
|----------------|--------------------------|
| Name Type | Legal |
| Last Name | test |
| First Name | new |
| No First Name | <input type="checkbox"/> |
| Middle Name | frank |
| No Middle Name | <input type="checkbox"/> |
| Suffix Name | -- |

Use Override For SSN No

NOTE: Do NOT enter “Yes” for “Use Override For SSN” unless the customer has already updated their social security number, or else it will create a deficiency.

4. Proceed to the “Identity Numbers” section, to the right of “Names and ID Numbers”. If the customer would like a new ID number, check the “Request new OK ID number” box.



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. Ask if the customer's address is still the same. If a new address needs to be added, scroll down to "Addresses" and click the "+" button. Otherwise, proceed to step 8.

NOTE: Customer must have a valid proof of residence if they are changing their address.

Addresses

| Status | Address Type... | Address Line 1 ↑ | Address Line... | City | State | Zip Code | Created On | Modified On |
|---------------------------|-----------------|------------------|-----------------|------|-------|----------|------------|-------------|
| No Address records found. | | | | | | | | |

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

ADDRESS ▾

New Address

Customer Identity: test r300 Transaction Id: 784E946

Please enter a zip code or state abbreviation to begin.

Clear

Select to enter data

| | | | |
|------------------|--------------|-------------------|--------------------------|
| Address Type * | -- | Verified | <input type="checkbox"/> |
| Address Line 1 * | -- | Marked as Invalid | <input type="checkbox"/> |
| Address Line 2 | -- | | |
| Address Line 3 | -- | | |
| City * | -- | | |
| State/Province * | -- | | |
| Zip Code * | -- | Effective Date | -- |
| Country | Out of State | Expiration Date | -- |
| Country * | USA | | |
| Country Other | -- | | |
| Update Reason | -- | | |
| Organization | -- | | |

Validate

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.



7. 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.

Emergency Contact Information

| Contact Preference... | Contact Name | Preferred Contact... | Other Phone | Home Phone | Cell Phone | Work Phone | Email Address... | Created On ↓ |
|---|--------------|----------------------|-------------|------------|------------|------------|------------------|--------------|
| No Emergency Contact Information records found. | | | | | | | | |

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

9. 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

10. (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 **“Vision Test SOP”** for further information.

Vision Screening

Left Eye *

--

FoV Left *

--

Corrective lenses used?

☐

Field of Vision

Pass

Add

Right Eye *

--

FoV Right *

--

Test Result *

☐

Both Eyes *

--

FMCSA 391 Exemption

☐

Test Result Reason *

--

Color Testing

Pass

Biopic Lenses

☐

| 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. Review the endorsements and restrictions for the customer’s credential. Ensure that the checked endorsements and restrictions **MATCH EXACTLY** what is on their current credential says.

• Endorsements

L - Motorcycle ☐

• Restrictions

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

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

• Medical Conditions

| | | | | | |
|--------------|--------------------------|---------------------------------|--------------------------|-------------------|--------------------------|
| V - Visual | <input type="checkbox"/> | P - Psychiatric | <input type="checkbox"/> | A - Alcohol/Drugs | <input type="checkbox"/> |
| E - Epilepsy | <input type="checkbox"/> | F - Functional Motor Impairment | <input type="checkbox"/> | | |

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 | DLIN | 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)

Customers renewing a credential that has been expired for at least 3 years must re-test, meaning that they need to pass their Class D written and skills tests for their driving privileges to be restored. If the customer had to re-test, their test results would be added on this tab.

[Exams](#)

Motorcycle Basic Law Add

| Type ↓ | Result | Required | Waive | Waive Reason | Date | Expiration Date | Status Reason | Third Party Flag |
|----------------------------|--------|----------|-------|----------------------|--------------------|--------------------|---------------|------------------|
| Standard Skills | Waive | No | Yes | Out of State License | 1/30/2025 12:00... | 1/30/2026 12:00 AM | Active | No |
| Standard Driving Basic Law | Waive | No | Yes | Out of State License | 1/30/2025 12:00... | 1/30/2026 12:00 AM | Active | No |

If no test results need to be added, skip this tab.

8. Deficiencies Tab

Transaction : Issue Standard DL - test r3cord, new frank

☒ Photo
 ☒ Scan
 ☒ Application
 ☒ End/Rest
 ☒ Checks
 ☒ Tests
 Deficiencies

Deficiencies were calculated.

Is Back Office: No Real ID Conformant: Compliant

| Deficiency ↑ | Status ↑ | Description | How to Fix |
|------------------------------------|---|--|--|
| External Checks | Fix or send approval request to override. | Some required external checks need to be resolved. | Return to the External Checks step |
| Image Capture Canceled | Cannot be overridden. Must fix. | Customer Photo and Signature must be captured. | Collect photo and signature. |
| Image Capture Canceled | Cannot be overridden. Must fix. | Customer Signature must be captured. | Collect signature. |
| No Current Finger Image | Cannot be overridden. Must fix. | Customer must scan left and right finger images. | Collect finger image. |
| No Current Photo or Signature | Cannot be overridden. Must fix. | Photo and signature must exist from the current calen... | Collect photo and signature |
| SSOLV return response is 2,4,5,6,7 | Cannot be overridden. Must fix. | When SSOLV return response is 2,4,5,6,7 issuance can... | SSN letter is generated |
| SSV | Fix or send approval request to override. | Impossible or invalid SSN. | |
| Verified mailing address missing; | Fix or send approval request to override. | Verified mailing address missing on customer identity. | Add verified mailing address in transaction or obtain... |

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.

Transaction : Issue Standard DL - dobreira, jonathan anthony

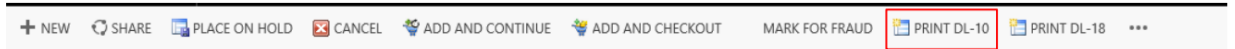
☒ Photo
 ☒ Scan
 ☒ Application
 ☒ End/Rest
 ☒ Checks
 ☒ Tests
 ☒ Deficiencies
 Preview

Review the preview below and then add this transaction to the cart, correct information, or cancel the transaction.

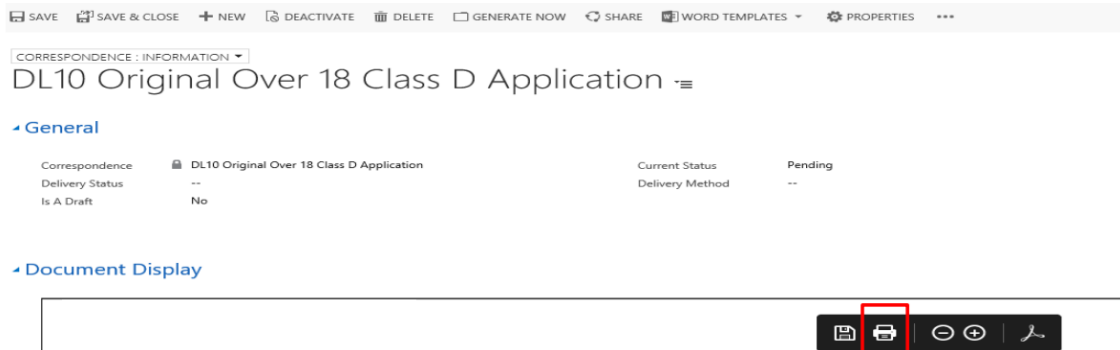
| | | | | | | | | | | | | | |
|--|---|--|--|--|--|------------------------------|-----------------------------|---|---|--|--|---|---|
| | <div> <div>ID</div> <div>DL</div> <div>DLN</div> </div> | <div> <div>Type</div> <div>DL</div> </div> | <div> <div>Class</div> <div>D</div> </div> | <div> <div>Issue</div> <div>6/18/2021</div> </div> | <div> <div>Exp</div> <div>6/30/2025</div> </div> | <div> <div>Rest</div> </div> | <div> <div>End</div> </div> | <div> <div>DOB</div> <div>30</div> </div> | <div> <div>Age</div> <div>30</div> </div> | <div> <div>EYE</div> <div>Brown</div> </div> | <div> <div>GENDER</div> <div>Male</div> </div> | <div> <div>HEIGHT</div> <div>510</div> </div> | <div> <div>ADDRESS</div> <div></div> </div> |
|--|---|--|--|--|--|------------------------------|-----------------------------|---|---|--|--|---|---|



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



- 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.



- 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.

SERVICE KLAHOMA

DL10 Original Over 18 Class D Application

Residential Address: [REDACTED] Phone: 74044-3570
Mailing Address: [REDACTED]

Sex: M (Male) Eyes: Green DOB: [REDACTED] Height: 5' 07" Weight: 240 lbs
Class: STANDARD DL Endorsement(s):
REAL ID Status: Compliant DLN: [REDACTED] 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)? Yes
Are you a resident of the State of Oklahoma? No
Are you currently or have you ever been licensed in another state or country?
If yes, where

**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.



- 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”.

- After the DL-10 is scanned, return to the “Preview” tab and click “Add and Checkout” on the top menu.



- A shopping cart will open in a new window, showing the type of credential being issued and its corresponding cost. **Open PayPort.**

| 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 |

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

- Open PayPort and enter your username and password, then click “Log In”.



PayPort™
AN NIC PLATFORM

A payment solution brought to you by Oklahoma Interactive.

NIC the people behind eGovernment™

For general inquiries, call customer support at 405-524-3468 [Help](#)

Login

Please enter your username and password to login.
NOTE: Username and Password are Case-sensitive.

Login *
Password *

[Log in](#)

[Forgot password?](#)

- The main screen will now open. Click “Cashier” on the left menu.



PayPort™
AN NIC PLATFORM

A payment solution brought to you by Oklahoma Interactive.

NIC the people behind eGovernment™

For general inquiries, call customer support at 405-524-3468 [Help](#)

Main

Home

[Cashier](#)

[Reporting](#)

[Logout](#)

User Information

| | |
|----------------|-------------------------------------|
| Username | <input type="text"/> |
| Name | <input type="text"/> |
| User Role | Cashier |
| E-mail | <input type="text"/> |
| Reset Password | Reset User Password |
| Organization | DPS TAHLEQUAH |
| Locations | TAH_CBATES |

- Customer Name
- DLNO
- Class D - Renewal - Not RI Compliant
- Class D - Duplicate - Not RI Compliant
- Class D - Original - Not RI Compliant

Configuration

Swiper DynaMag/DynaPad (KBE) [\(change\)](#)

- Click the drop-down box next to “Name” and select “Customer Name” (at the top of the list).

Payment

[New Payment](#) [Daily Report](#)

Home

[Cashier](#)

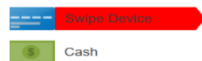
[Reporting](#)

[Logout](#)

| Items | Quantity | Unit Price | Total | Action |
|---------------------|----------|------------|---------------|---------------------|
| Name: Please Select | 0 | \$0.00 | | Add |
| | | | Item Subtotal | \$0.00 |
| | | | Total | \$0.00 |

Customer Information

| | |
|----------------|----------------------|
| Contact Name | <input type="text"/> |
| Email Address | <input type="text"/> |
| Phone Number | <input type="text"/> |
| Address Line 1 | <input type="text"/> |
| Address Line 2 | <input type="text"/> |
| Zip Code | <input type="text"/> |



- Type in the customer's name, then click “Add”.



Payment

[New Payment](#) [Daily Report](#)

[Home](#)
[Cashier](#)
[Reporting](#)
[Logout](#)

| Items | Quantity | Unit Price | Total | Action |
|---|----------|------------|--------|---------------------|
| <div>DUR_APRESLAR</div> <div>Customer Name</div> <div>Customer Name</div> | 1 | \$0.00 | | Add |
| Item Subtotal | | | \$0.00 | |
| Total | | | \$0.00 | |

- 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".



Payment

[New Payment](#) [Daily Report](#)

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[Cashier](#)
[Reporting](#)
[Logout](#)

| Items | Quantity | Unit Price | Total | Action |
|---|----------|------------|--------|--|
| <div>DUR_APRESLAR</div> <div>Customer Name</div> <div>Customer Name</div> <div>Brendan Kane</div> | 1 | \$0.00 | \$0.00 | Edit Remove |
| <div>Name</div> <div>DLNO</div> <div>DLNO</div> <div>X999999999</div> | 1 | \$0.00 | | Add |
| Item Subtotal | | | \$0.00 | |
| Total | | | \$0.00 | |

- Click the drop-down box below the DLNO and select the credential type (e.g. Class D – Renewal – RI Compliant). There are many options here, so **double-check** that the credential type matches the DL-10 and what the customer has requested.



Payment

New Payment

Daily Report

Home
Cashier
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Logout

| DUR_APRESLAR | | | | | |
|---------------|--------------------------------------|--------------|---------|--------|--------|
| Items | Quantity | Unit Price | Total | Action | |
| Customer Name | | | | | |
| Customer Name | ★ | Brendan Kane | 1 | \$0.00 | \$0.00 |
| | | | | Edit | Remove |
| DLNO | | | | | |
| DLNO | ★ | K999999999 | 1 | \$0.00 | \$0.00 |
| | | | | Edit | Remove |
| Name | Class D - Renewal - Not RI Compliant | 1 | \$38.50 | Add | |
| Item Subtotal | | | | | \$0.00 |
| | | | | | \$0.00 |
| Total | | | | | \$0.00 |

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.

Payment

New Payment

Daily Report

Home
Cashier
Reporting
Logout

| TAH_CBATES | | | | | |
|----------------------------------|----------------------|--------------|---------|--------|---------|
| Items | Quantity | Unit Price | Total | Action | |
| Customer Name | | | | | |
| Customer Name | ★ | chance bates | 1 | \$0.00 | \$0.00 |
| | | | | Edit | Remove |
| DLNO | | | | | |
| DLNO | ★ | a999999999 | 1 | \$0.00 | \$0.00 |
| | | | | Edit | Remove |
| Class D - Renewal - RI Compliant | 1 | \$38.50 | \$38.50 | Edit | Remove |
| Name | Organ Donor Donation | 1 | \$1.00 | Add | |
| Item Subtotal | | | | | \$38.50 |
| | | | | | \$1.54 |
| Total | | | | | \$40.04 |

Swipe Device
Cash

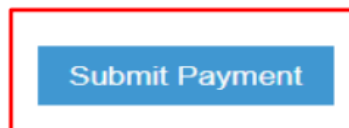
8. Swipe the customer’s credit card through the card reader or take the customer’s card and type in the information manually.



| Customer Information | |
|----------------------|-----------------------|
| Contact Name | ISSUE BRANDED/INSTANT |
| Email Address | |
| Phone Number | |
| Address Line 1 | |
| Address Line 2 | |
| Zip Code | |
| City | |
| State | Please select ... |

| Credit Card | |
|---|-------------------------------------|
| Name on Card | ISSUE BRANDED/INSTANT |
| Card Number | * |
| Card Type | * |
| Expires [MM / YY] | * |
| CVV Code | |
| Payment Address is the same as Customer Address | <input checked="" type="checkbox"/> |

- 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".





- 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

- 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.

Item Count  1

Amount Due  \$38.50

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 |

- 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 Compliance

| | |
|-----------|---------|
| Status | Active |
| Quantity | 1 |
| Unit Cost | \$38.50 |

For Administrative Use Only

| | |
|----------------------|-------------------------------------|
| Shopping Cart | |
| Transaction | 75547C4D |
| Paid | <input checked="" type="checkbox"/> |
| Correspondence | -- |
| Payment Processor Tr | X17110002002 |

Print Status Needs to be printed. Select and print when ready.

- 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.

SHOPPING CART : CHECKOUT AND PAY

Transaction : Shopping Cart -

Review Items Checkout and Pay Print Items

- 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.

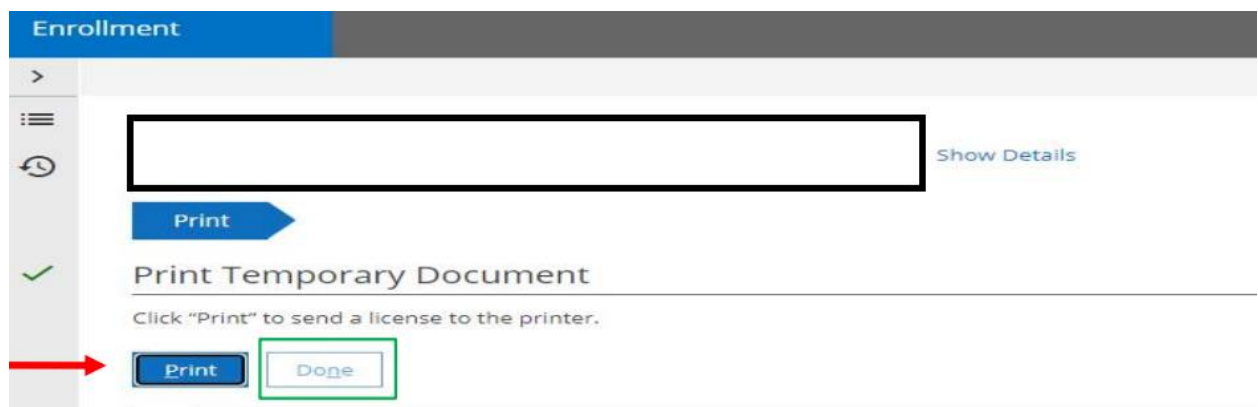
Print Selected Items

0 items have been printed. 1 item needs to be printed. Select item(s) to print from the table below. For more detailed print status during printing, use printer and capture station status application in system tray.

Cards to Print

| Name ↑ | Time Printed | Print Status |
|---|--------------|--------------------|
| <input checked="" type="checkbox"/> Non Compliant Class D - Renew Standard DL | | Needs to be pri... |

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. [Driver License Renewal & Replacements | Service Oklahoma \(Online Instructions\)](#)

Appendix

Appendix A: OAC 670:15-1-7 – Procedure for obtaining a renewal driver license

(a) **General requirements.** During the month of expiration or as provided in (d) of this Section, each licensee shall present proper identification and pay the required fee to a Licensed Operator or to Service Oklahoma for renewal of the driver license of the licensee. Failure to renew a driver license by the end of the month of expiration shall not relieve the person of the obligation to renew his or her driver license under the provisions required by law and this Section if the person wishes to keep his or her driver license in force.

(b) **Required identification.**

(1) **Renewal with valid and unexpired REAL ID Non-Compliant driver license.** The valid and unexpired Class D license provided as the identification, as prescribed in OAC 670:15-1-3, may be retained by the licensee, after the Licensed Operator or Driver License Examiner has first punched a hole through the identification number of the license or cut off the bottom right corner of the card.

(2) **Renewal with a REAL ID Non-Compliant expired driver license.** The expired Class D driver license provided as identification may be retained by the licensee, after the Licensed Operator or Driver License Examiner has first punched a hole through the identification number of the license or cut off the bottom right corner of the card. The licensee shall provide identification as prescribed in OAC 670:15-1-3, as appropriate. Any licensee with a license expired more than one (1) year past the expiration date must show proof of legal presence in this country unless legal presence has previously been noted Service Oklahoma records. If Licensed Operator is not Birth Certificate certified or REAL ID certified the applicant must go to a Licensed Operator who is certified or they must see a Driver License Examiner.

(3) **Renewal without driver license.** Any person who does not have the valid and unexpired driver license shall provide identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant or 670:15-1-3(c) for a Real ID Non-Compliant driver license.

(4) **Renewal of a Real ID Compliant Driver License.** The licensee must surrender the Real ID Compliant driver license if available [47 O.S. §6-101(T)] and provide identification as required in OAC 670:15-1-3(b).

(c) **Vision examination.** Persons holding a commercial driver license shall, upon renewal, meet the vision standards established in OAC 670:15-11-7 and 49 C.F.R. §391.41.

(d) **Limitations to issuance of a renewal driver license.**

(1) A renewal driver license will be issued only to an individual whose driving privilege is not under suspension, revocation, disqualification, cancellation, or denial, and who complies with this Section.

(2) Any licensee who requests a renewal of his or her driver license when the license has been expired in excess of three (3) years is required to appear before a Driver License Examiner, pursuant to OAC 670:15-1-2.



(e) **Early renewal of a driver license.** Any licensee may renew his or her driver license no more than one (1) year prior to the expiration date.

(f) **Change of driver license number.**

(1) Use of the licensee's SSN as the driver license number is prohibited. At the time of renewal, any licensee whose driver license number is his or her Social Security number shall inform Service Oklahoma or the Licensed Operator of that fact. If the numbers are the same, a new driver license number will be assigned for the licensee by computer [47 O.S. § 6-106(B)].

(2) Any licensee may request to change his or her driver license number to any nine-digit number 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 [see OAC 670:15-1-10 regarding replacement driver licenses].

(g) **Persons who may appear before a licensed operator.** An individual, who has previously held an Oklahoma Class D driver license that has been surrendered to another state in exchange for the other state's license, may apply directly to a Licensed Operator for reactivation of the previous Oklahoma Class D license, upon establishing Oklahoma residence and following the applicable procedure for renewal. The licensed operator shall call Service Oklahoma and request clearance to issue the license. Any customer with a license expired more than one (1) year past the expiration date must show proof of legal presence in this country unless legal presence has previously been noted in Service Oklahoma records. If the Licensed Operator's employee is not Birth Certificate certified or Real ID Certified the applicant must go to a Licensed Operator who is certified or they must see a Driver License Examiner. If the clearance is given by Service Oklahoma, the person shall surrender the out of state license to the licensed operator, and the licensed operator shall issue the Oklahoma license. In no case shall the out of state license be retained by the person when an Oklahoma license has been issued to the person. The licensed operator shall retain the license and submit it to Service Oklahoma with the licensed operator's report. If clearance is not given, the person shall be informed to contact the state whose action is causing the clearance to be withheld.

(h) **Persons unable to appear due to medical situation.** An individual, who is an Oklahoma resident and who is located within the state, may declare in writing to Service Oklahoma that, because of a medical reason or condition, he or she is unable to appear in person to renew his or her driver license, in which case Service Oklahoma shall issue by mail an identification card to the person and shall not issue a driver license. The driver license shall be surrendered by the individual to Service Oklahoma prior to issuance of the identification card. The individual shall provide identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant or OAC 670:15-1-3(c) for a Real ID Non-Compliant credential. A REAL ID Non-Compliant driver license cannot be surrendered for a REAL ID Compliant identification card. A REAL ID Compliant identification card shall not be issued if there is any material change in any personally identifiable information since prior issuance and Service Oklahoma shall take an updated photograph of the customer, no less frequently than every sixteen (16) years.

(i) **Renewing driver license – not in person.** Service Oklahoma may create an alternative method where any Oklahoma Class D driver license holder may apply to Service Oklahoma to renew his or her Class D driver license without appearing in person as provided in this Section.



(1) The Class D driver license holder shall make application online, when such process is made available, or in writing to Service Oklahoma and shall submit to Service Oklahoma:

(A) copies of documentary evidence of the applicant's name and date of birth as required by OAC 670:15-1-7. If a material change is requested for a Real ID Non-Compliant driver license, certified copies of the required documents must be submitted. A material change means any change to the personally identifiable information of an individual, such as their name or driver license number. If the applicant wants these documents returned they are to enclose a self-addressed, stamped envelope. A material change does not include a change of address;

(B) A Real ID Compliant license requiring a material change must be done in person;

(C) the customer's Class D driver license number;

(D) both the Oklahoma residence address, Oklahoma mailing address, or temporary mailing address with the expiration date of the temporary mailing address. If an expiration date is not provided for the temporary mailing address, the system will default to an expiration date of thirty (30) days from the issuance of the Oklahoma credential;

(E) the applicant's signature.

(2) Submission of the items required in (1) shall be made by first class mail: Service Oklahoma, PO Box 11415, Oklahoma City, OK 73136.

(3) Method of payment shall be made by mailing the form of a cashier's check or money order. No personal checks or other forms of payment will be accepted.

(4) If Service Oklahoma approves the renewal Class D driver license without appearing in person, pursuant to the requirements of this chapter, and if the digital photograph and digital signature of the customer are available from the files of Service Oklahoma, Service Oklahoma shall create the renewal Class D driver license using that photo and signature.

(5) Service Oklahoma may mail the renewal Class D driver license only to an applicant who is temporarily residing out of state to the out of state address provided by the licensee. The licensee shall provide a pre-paid self – addressed stamped envelope.

(6) If Service Oklahoma denies the renewal Class D driver license to the applicant pursuant to this Section, Service Oklahoma shall notify the applicant in writing of the denial, the reason for the denial, return any payment submitted by the applicant, and the applicant shall be required to appear in person for the renewal of the Class D driver license.

(7) A renewal Class D driver license without appearing in person shall be approved for no more than three (3) consecutive renewals or replacements of such license. A fourth consecutive renewal or replacement must be done in person.

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



Appendix B: OAC 670:15-1-10 – Procedure for obtaining a replacement driver license

(a) **General requirements.** Any person requiring a replacement Class D driver license because the license was lost, stolen, or mutilated or because information on the license needs to be changed may request a licensed operator to issue a replacement, upon presentation of proper identification and payment of the required fee. A CDL license holder must see a Driver License Examiner.

(b) **Required identification to replace lost, stolen, or mutilated license.** Any person shall provide both primary and secondary identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license.

(c) **Required identification to change information and replace a license.**

(1) **Name change.** Any person who requests a replacement driver license in order to make a name change shall comply with the primary and secondary identification requirements prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license in order to identify the person by his or her former name and with OAC 670:15-1-16 in order to identify the person by his or her new name. The former name shall be entered into the "Alias" field in the driver license database to provide historical information to Service Oklahoma. The person requesting the name change for a Real ID Non-compliant license may retain the old license, if it is available and is a Class D driver license, after the licensed operator has first punched a hole through the identification number of the license or has cut off the lower right corner of the license.

(2) **Address change.** Any person who requests a replacement driver license in order to make an address change shall provide both primary and secondary identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license. The person requesting the address change may retain the old Real ID Non-Compliant license, if it is available, after the licensed operator has first punched a hole through the identification number of the license or has cut off the lower right corner of the license. An address change shall be made only to an Oklahoma address. Proof of residency approved by Service Oklahoma must be provided for a Real ID Compliant license.

(3) **Endorsement or restriction change.** Any person who requests a replacement driver license in order to change endorsement or restriction information on the license shall provide both primary and secondary identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license. The person requesting the information change may retain the old Real ID Non-Compliant license, if it is available, after the licensed operator has first punched a hole through the identification number of the license or has cut off the lower right corner of the license.

(4) **Sex change.** The licensee shall show an original or certified court order for name change, if applicable, and a notarized statement on letterhead from the physician who performed the sex change operation indicating the customer or licensee has undergone a complete physical sex change. The letter shall state the sex change is "irreversible



and permanent". The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the driver license database to provide historical information to Service Oklahoma. The person requesting the information change may retain the old Real ID Non-compliant license, if it is available, after the licensed operator has first punched a hole through the identification number of the license or cut off the lower right corner of the license.

(5) **Physical Sex change.** The licensee shall show an original or certified court order for name change, if applicable, and a notarized statement on letterhead from the physician who performed the sex change operation indicating the customer or licensee has undergone a complete physical sex change. The letter shall state the sex change is "irreversible and permanent". The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a Real ID Non-compliant card may retain the old card, if it is available, after the motor license agent has first punched a hole through the identification number of the card or has cut the lower right corner of the card.

(6) **Psychological Sex Change Due to Gender Dysphoria.** The licensee shall show an original or certified court order or birth certificate for gender change and also for a name change, if applicable and a notarized statement on letterhead from a mental health professional who has diagnosed this condition. The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a Real ID Non-compliant card may retain the old card, if it is available, after the licensed operator has first punched a hole through the identification number of the card or has cut the lower right corner of the card.

(d) **Limitations to issuance of a replacement driver license.** A replacement driver license will be issued only to an individual whose driving privilege is not under suspension, revocation, disqualification, cancellation, or denial and who complies with this Section. In addition, a person may not apply for, and Service Oklahoma shall not issue, a renewal or replacement driver license while the person's license, permit or other evidence of driving privileges is in the custody of a law enforcement officer or the Department. [47 O.S. §6-303(G)].

(e) **Change of driver license number.**

(1) Use of the licensee's Social Security number as the driver license number is prohibited. At the time of replacement, any licensee whose driver license number is his or her social security number shall inform Service Oklahoma or the licensed operator of that fact. If the numbers are the same, a new driver license number will be assigned for the licensee by computer [47 O.S. § 6-106(B)].

(2) Any licensee may request to change his or her driver license number to any nine-digit number 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.

(f) **Persons unable to appear due to medical situation.** An individual, who is an Oklahoma resident and who is located within the state, may declare in writing to Service Oklahoma that,



because of a medical reason or condition, he or she is unable to appear in person to replace his or her driver license, in which case Service Oklahoma shall issue by mail an identification card to the person and shall not issue a driver license. The driver license shall be surrendered, if available, by the individual to Service Oklahoma prior to issuance of the identification card. The individual shall provide both primary and secondary identification as prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license. A REAL ID non-compliant driver license cannot be surrendered for a REAL ID compliant identification card. A REAL ID compliant card shall not be issued if there is any material change in any personally identifiable information since prior issuance and Service Oklahoma shall take an updated photograph of the applicant, no less frequently than every sixteen years.

(g) Replacing driver license - not in person. Service Oklahoma may create an alternative method where any Oklahoma Class D driver license holder may apply to Service Oklahoma to replace his or her Class D driver license without appearing in person as provided in this Section.

(1) The Class D driver license holder shall make application online or in writing to Service Oklahoma and shall submit to Service Oklahoma:

- (A) copies of documentary evidence of the customer's name and date of birth,
- (B) the customer's Class D driver license number,
- (C) both the Oklahoma residence address and Oklahoma mailing address with the specification as to which address is to be displayed on the license (display of both the residence address and mailing address, or any combination thereof, is prohibited; provided, this subsection shall not be construed to prohibit display of a residence address if it is also the mailing address); provided, if the address is different than the address on record with Service Oklahoma, the applicant must submit a change address request to Service Oklahoma online at service.ok.gov and
- (D) the number of a nationally-recognized credit card and authorization for the required fee for the replacement Class D driver license to be paid by the customer to Service Oklahoma using the credit card; and
- (E) the applicant's signature.

(2) Submission of the items required in paragraph (1) shall be made in one of the following manners:

- (A) online application: service.ok.gov,
- (B) by first class mail: Service Oklahoma, PO Box 11415, Oklahoma City, OK 73136

(3) Method of payment:

- (A) online: if the applicant is submitting their application online they may only pay by credit card.



(B) by mail: if the applicant is submitting their application by mail they must include a cashier's check or money order along with the required documents. No personal checks or other forms of payment will be accepted.

(4) If Service Oklahoma approves the replacement Class D driver license without appearing in person, pursuant to the requirements of this chapter, and if the digital photograph and digital signature of the applicant are available from the files of Service Oklahoma, Service Oklahoma shall create the replacement Class D driver license using that photo and signature.

(5) Service Oklahoma may mail the renewal Class D driver license only to an applicant who is temporarily residing out of state to the out of state address provided by the licensee. The licensee shall provide a pre-paid self-addressed stamped envelope

(6) If Service Oklahoma denies the replacement Class D driver license to the applicant pursuant to this Section, Service Oklahoma shall notify the customer in writing of the denial, the reason for the denial, return any payment submitted by the applicant, and the applicant shall be required to appear in person for the replacement Class D driver license.

(7) A replacement Class D driver license without appearing in person may apply for no more than three (3) consecutive renewals or replacements of such license by mail or online. A fourth consecutive renewal or replacement must be done in person.

(A) If a material change is requested for a Real ID Non-compliant license, the original or certified copies of the required documents must be submitted. A material change means any change to the personally identifiable information of an individual, such as their name or driver license number. A material change does not include a change of address. If the customer wants these documents returned they are to enclose a self-addressed, stamped envelope.

(B) A Real ID Compliant license requiring a material change must be done in person.

(C) Such replacement shall be approved only when the immediately previous renewal was in person. Provided, any person or the spouse or dependent of a person:

(i) who is on active duty with the Armed Forces of the United States; or

(ii) who is currently employed as a civilian contractor with the Armed Forces of the United States, living outside of Oklahoma and having a valid Class D driver license issued by the State of Oklahoma, requiring no material change, may apply for no more than three (3) consecutive renewals or replacements of such license by mail or online. A fourth consecutive renewal or replacement must be done in person.

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

Appendix C: Process Map

Renewal or Replacement of Class D License or State ID

