# SERVICE OKLAHOMA

# Drug and Alcohol Clearinghouse (DACH) Verification

Driver License – CDL

3-7-2025

# Contents

## Revision History

| | |
|---|---|
| **Effective Date of SOP:** 3/7/2025 | **SOP Number:** SOP B.10 |
| **Functional Area Name:** Driver License | **Division Name:** CDL |
| **Last Review Date:** 3/3/2025 | **Last Reviewer:** Amanda Casebier, CDL Supervisor |
| **Next Review Date:** 3/3/2026 | **Next Reviewer:** CDL Supervisor |
| **Executive Approval Date:** 3/7/2025 | **Approved By:** Caitlin Owen, Chief Development & Support Officer |

## Overview

These Standard Operating Procedures (SOP) explain how to verify the DACH status of a customer if they appear as "Prohibited" or an error appears in D360.

## Purpose

This SOP provides step-by-step instructions on how to verify the DACH status of a customer. It also explains how to process customers depending on their status.

## Policy Statement

This SOP applies only when a customer is being processed for a CDL or CLP issuance, and either "Prohibited", "Not Prohibited", or an error message appears on the "Checks" tab for DACH.

## Compliance

49 CFR § 382.725 – [DACH] Access by State licensing authorities

## Systems

D360 – System of record used for issuing credentials.
DACH Portal – Used for verifying the DACH status of the customer.

## Roles

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

| Role | Responsibilities |
|---|---|
| Driver License Examiner | Processes the transaction and verifies the DACH status of the customer. |
| CDL Team | Monitors DACH status and downgrades/reinstates driver credentials accordingly. |

## Procedures

The Drug and Alcohol Clearinghouse (DACH) contains records of violations of drug and alcohol prohibitions, including positive drug or alcohol test results and test refusals. When a driver completes the return-to-duty (RTD) process and follow-up testing plan, or successfully appeals their status, this information is also recorded in DACH.

Drivers with a "Prohibited" DACH status are prohibited from operating a commercial motor vehicle (CMV) and their eligibility must be updated by Service Oklahoma so they do not continue to hold a commercial driver license (CDL) or commercial learner permit (CLP).

Per 49 CFR 382.701, Service Oklahoma driver license examiners are required to verify DACH status when issuing, transferring, renewing, replacing, or upgrading a CLP or CDL credential. D360 will automatically check the driver's status via AAMVA inquiry (on the "Checks" tab) during any CDL or CLP issuance transaction.

If the DACH status appears as "Prohibited", or if an error message is returned, a deficiency message will show during the transaction. A DACH "Prohibited" response cannot be overridden and requires stopping the transaction.

**NOTE:** For further information on DACH, refer to the FAQ in Appendix A.

## Processing DACH Prohibited Customers

If the customer is attempting to renew or replace their CDL or CLP, and D360 shows their DACH status as "Prohibited", the examiner must inform the customer and advise them to log into their DACH driver account. The customer will need to resolve their DACH status before a CLP or CDL can be issued.

1. If they want to retain their commercial driving privileges, the customer may choose to either start the return to duty (RTD) process **OR** file an appeal. The RTD process must be completed by the customer and is not initiated by the examiner; they can either access the DACH website or call 800-832-5660.

2. If they want a credential issued immediately, and are willing to surrender their commercial driving privileges, they can fill out a "Voluntary Downgrade" form. This will downgrade their CDL to a Class D credential. For more information, see "B.04 - CDL Voluntary Downgrade" SOP.

    a. The customer must be made aware that if they sign the voluntary downgrade form, their previous commercial driving privileges will not be automatically reinstated once their DACH status has been changed to "Not-Prohibited"

    b. Those who have had their CDL downgraded due to DACH "Prohibited" status have three (3) years to correct the status and have their CDL privileges reinstated without having to re-test.

    c. If the credential holder takes longer than three years to correct the status, they will need to re-apply for a new CDL. This includes passing all required CDL knowledge (written) tests, being issued a CLP, waiting 14 days before taking and passing a skills test, and returning to a licensing office to be issued a new CDL.

# Verifying DACH Status

If an error message is received in D360 through an AAMVA DACH deficiency, examiners must log into the DACH portal and **verify** the driver's status manually.

**Steps**

1. An FMCSA account is required to access the DACH portal. If you do not already have an account, refer to the instructions under the "Registering with FMCSA" section. If you already have an account, proceed with the next step.

2. Open the DACH website (link attached). Click on **"Enforcement and SDLA Login"** in the top-right corner. Enter the username and password for your FMCSA account.



3. Under "Search for a Driver", enter their CDL number, country of issuance, and state of issuance.



4. If the response is **"Driver Not Prohibited"**, then you are cleared to issue the CDL or CLP to the customer.



If the response is **"Driver Prohibited"**, you CANNOT issue a CDL or CLP to the customer.

If the customer is a first-time CLP applicant, an error message saying **"Driver Not Found"** should appear. If this error message appears for a current CDL holder, stop the transaction and contact the CDL team.

## References

1. [Drug and Alcohol Clearinghouse | FMCSA](#)

## Appendix

### Appendix A: FAQ - DACH D360 Issuance

FAQ
# DACH D360 ISSUANCE

**What is the Drug and Alcohol Clearinghouse (DACH) and what information does it contain?**

The Clearinghouse is a secure online database that gives authorized entities real-time information about commercial driver license (CDL) and commercial learner permit (CLP) holders' drug and alcohol program violations.

The Clearinghouse contains records of violations of drug and alcohol prohibitions, including positive drug or alcohol test results and test refusals. When a driver completes the return-to-duty (RTD) process and follow-up testing plan, this information is also recorded in the Clearinghouse.

**How will the Drug and Alcohol Clearinghouse affect CDL drivers?**

Drivers with a "Prohibited" DACH status are prohibited from operating a commercial motor vehicle (CMV) and must be updated by state driver licensing agencies (SDLAs) to disqualify drivers so they do not continue to hold a commercial driver license (CDL) or commercial learner permit (CLP).

Per Code of Federal Regulations CFR49 382.701 beginning November 18, 2024, Service Oklahoma Licensed Operators (LOs) and Examiners must now verify a driver's DACH status prior to issuance, update, replacement, or renewal of a commercial driver license (CDL) or commercial learner permit (CLP).

For driver's with "Prohibited" status, LOs and Examiners must deny all transactions.

Downgrades and reinstatements will be processed by SOK CDL DL Services. The team will monitor and track drivers with "Prohibited" status and AAMVA notification of changes to driver status and will apply the withdrawal resulting in the removal of the commercial driving privilege, resulting in downgrade of the license. This downgrade must be applied until the SDLA is notified by the Clearinghouse that the driver status has changed to "Not Prohibited."

**How do the DACH requirements affect commercial driver license transactions?**

Beginning November 18, 2024, License Operators and Service Oklahoma Examiners will be required to verify non-prohibited status when issuing, transferring, renewing, replacing, or upgrading a CLP or CDL credential. Upgrades may include, but are not limited to, any transaction related to the addition or removal of endorsements, restrictions, self-certification or any action that would have the effect of expanding the driver's ability to operate a CMV (e.g., removing an airbrake or intrastate-only restriction.)

D360 will automatically check the driver's status via AAMVA inquiry during any issuance CDL or CLP transaction. If the DACH status is "Prohibited," or if an error message is returned, a deficiency message will show during the transaction.

DACH "Prohibited" response would require denial of any transaction for commercial driver license (CDL) or commercial learner permit (CLP).

**What do I do if I get the DACH deficiency during a CDL or CLP transaction?**

**License Operators:** Contact the Service Oklahoma Helpdesk via email at **dloverride@service.ok.gov**

**SOK Examiners:** The AAMVA DACH deficiencies will either return a DACH "Prohibited" status or indicate an error message was received.

A DACH "Prohibited" response cannot be overridden and would require denial of any transaction for commercial driver license (CDL) or commercial learner permit (CLP). The transaction should be canceled, and the driver notified of the DACH status issue.

If an error message is returned via the AAMVA DACH deficiency, Examiners must log in to the Clearinghouse and verify the driver's status manually. If the driver is transferring their credential from another state, the current state of record should be applied within the DACH search.

- If driver's status is "Not Prohibited," Examiners may submit an Approval Request to their site lead, supervisor, or manager from the deficiencies tab to request assistance with the deficiency override.

- If the driver's status within DACH returns "Driver not found," additional steps are required and in some cases escalation to a site lead, supervisor, manager, or the Helpdesk. Instructions for Examiners and LOs may be found in the DACH Quick Reference Guide procedures.

### Can a License Operator have a DACH portal account?

No, DACH portal accounts require Service Oklahoma email accounts.

### What information should I give the CDL driver who has a "Prohibited" status?

Service Oklahoma is unable to assist drivers with DACH status and should refer drivers to the Clearinghouse.

Drivers may contact the Clearinghouse at **800-832-5660** or visit the website at **clearinghouse.fmcsa.dot.gov** and login to their account to view the violation information associated with their driver record. Instructions for resolving their DACH status downgrade may be found via the Driver Resources Tab within the Clearinghouse's Learning Center.

### If a DACH Prohibited CDL driver is attempting to renew or replace their CDL, should a "Voluntary Downgrade Form" be completed?

If the driver does not intend to downgrade the license, then refer the driver to the Clearinghouse. If the driver wants a credential issued during the time associated with a DACH Clearinghouse "Prohibited" status, the only option for the driver is to complete a "Voluntary Downgrade Form" and be issued a Class D license.

The driver must be made aware that the "Voluntary Downgrade" form will cause the driver to not retain their previous qualifications therefore they will not be automatically reinstated once their DACH return-to-duty steps are completed. If the driver signs a downgrade form and is issued a new Class D license the driver will be required to reapply for a new CDL to regain CDL status. Knowledge tests must be retaken, passed and a commercial learner permit must be purchased. The driver would then have to wait 14 days to take the CDL skills exams, which must be

passed before issuance of a new CDL. ELDT requirements will not be required for issuance of the same or lower class of license credential previously held.

### Will the driver automatically get the CDL back after completing the return to duty (RTD) process?

Yes, Service Oklahoma CDL Services division will remove the downgrade from the driver history upon notification from the Clearinghouse of status change for the driver. This is only if the driver has no other issues that would prevent reinstatement of the CDL or has not signed a CDL downgrade form resulting in a Class D license being issued.

### What happens when Service Oklahoma is notified that a CDL driver is DACH "Prohibited"?

When Service Oklahoma is notified that a CDL driver has a DACH "Prohibited" status the information is added to the driver's record and their CDL Driving Status is changed to report "Not Eligible". A letter will be mailed to the driver notifying them that they have 30 days to correct their status with the Clearinghouse or be downgraded to a Class D license.

### If the DACH "Prohibited" status has changed to "Not Prohibited" will driver CDL or CLP be reinstated without testing?

Yes, if the driver has no other issues that would prevent issuing the CDL or has not signed a "Voluntary Downgrade Form" resulting in a Class D license being issued.

### Can we query for Mexican and Canadian drivers in the Drug and Alcohol Clearinghouse?

For Mexican drivers applying for a CDL or CLP in Oklahoma, their Drug and Alcohol Clearinghouse status will require direct look-up within the Clearinghouse.

For Canadian drivers, D360 will utilize the "License Number" and "Issuing State" value entered on the OOS License scan.

If you have any questions regarding the Drug and Alcohol Clearinghouse rule, contact **Alyson Sorenson** at **alyson.sorenson@service.ok.gov** or **Amanda Casebier** at **amanda.casebier@service.ok.gov**
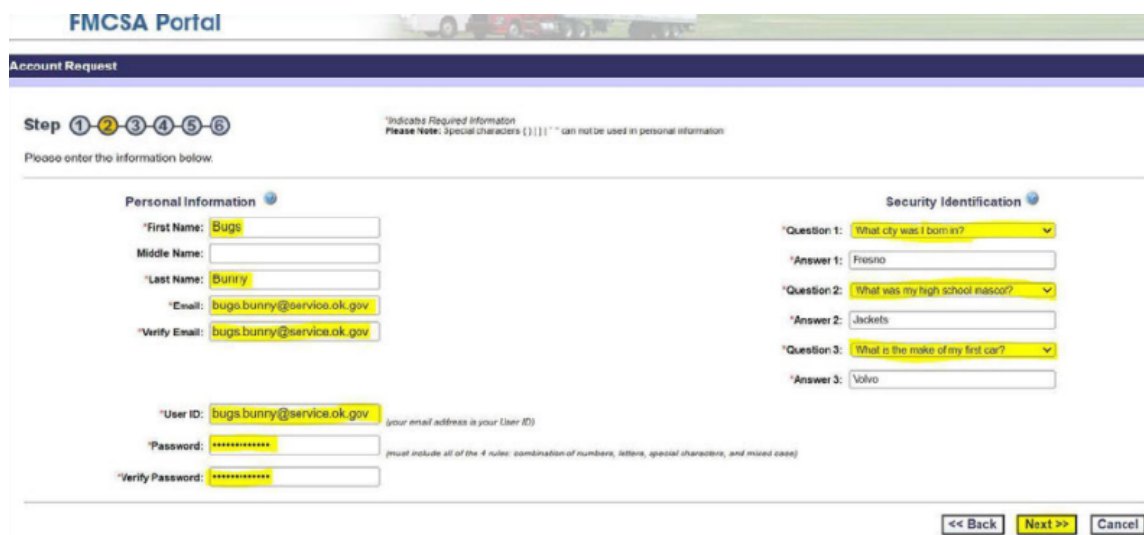
## Appendix B: Creating Your FMCSA Account

An FMCSA portal account is required to access the DACH database. Follow the steps below to register with FMCSA.

**Steps**

1. **Open the FMCSA portal (link attached).** Click on the "To register for a portal account, please click here" option.



2. Choose the circle **"Federal, State, and Third Party Enforcement Employees"** under Enforcement User, then click **"Next >>"**.

3. Enter your personal information, including your first and last name, SOK email, user ID (SOK email), password, and security questions. Once complete, click **"Next >>"**.

4. Fill in the following for Work Information:
   a. **Address:** "6015 N Classen Blvd, Building 4 Oklahoma City, OK 73118"
   b. **Phone:** "4055227000"
   c. **FMCSA Affiliate State:** "Oklahoma"
   d. **Organization Name:** "Service Oklahoma"
   e. **Preferred Contact Method:** "Email"
   f. Once complete, click **"Next >>"**



5. On the "Select Portal Roles" screen, follow the steps below:
   a. **Available Roles:** "Assign Review Designated to State"
   b. **Available Organizations:** "Service Oklahoma"
   c. Click **"Add Role"**
   d. Click **"Next >>"**

6. On the "Select Available Systems" screen, follow the steps below:
   a. **Available Roles:** "DACH"
   b. Select **"General Query"**
   c. Click "Add Role"
   d. Once done, click **"Next >>"**



7. Read the Rules of Behavior and FMCSA Portal Overview Training Materials. Check the Acknowledgement boxes and click **"Submit"**.

**SERVICE OKLAHOMA**



Step ①–②–③–④–⑤–⑥
Agreement
Rules of Behavior

**Federal Motor Carrier Safety Administration (FMCSA)**

**FMCSA IT Systems User**

**Rules of Behavior**

As a user of the Federal Motor Carrier Safety Administration FMCSA IT systems, I understand that I am personally responsible for the use and any misuse of my system account and password. I also understand that by accessing a U.S. Government information system, I must comply with the following requirements:

1. FMCSA IT systems are authorized for official use only.

2. FMCSA IT systems may not be used (i) for a purpose that violates any Federal law; (ii) for mass mailings of personal
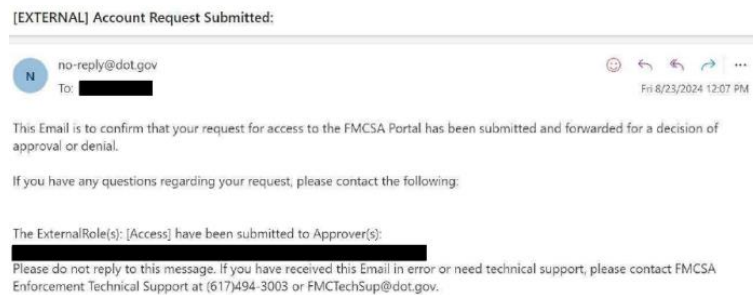
**Acknowledgement**

By checking these boxes, I certify that
☑ I understand the terms and conditions stated in the above Rules of Behavior
☑ I understand and have reviewed the FMCSA Portal Overview Training Materials.

[<< Back] [Submit] [Cancel]

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**8.** After completing all the prior steps, you will soon receive an email from no-reply@dot.gov showing that the request has been submitted. No further action is required until you receive the follow-up approval email.



[EXTERNAL] Account Request Submitted:

no-reply@dot.gov
To:                                                          Fri 8/23/2024 12:07 PM

This Email is to confirm that your request for access to the FMCSA Portal has been submitted and forwarded for a decision of approval or denial.

If you have any questions regarding your request, please contact the following:

The ExternalRole(s): [Access] have been submitted to Approver(s):

Please do not reply to this message. If you have received this Email in error or need technical support, please contact FMCSA Enforcement Technical Support at (617)494-3003 or FMCTechSup@dot.gov.

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**9.** Once the submission has been accepted, another email will be sent to your inbox (please allow up to 48 hours for account approval). This email will state that you now have access to the FMCSA portal using the username and password set during the registration process.



[EXTERNAL] Account Request Processed:

no-reply@dot.gov
To:                                                          Fri 8/23/2024 12:08 PM

Your request for FMCSA Portal access as an authorized Enforcement User has been processed by Amanda Casebier.

The following comments were provided:

Access to the FMCSA Portal is available with the User ID and Password you provided during the registration process.

If you have any questions regarding your approved roles, please contact

Please do not reply to this message. If you have received this Email in error or need technical support, please contact FMCSA Enforcement Technical Support at (617)494-3003 or FMCTechSup@dot.gov.

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Registration is now complete!