



US Passport and Immigration Document Verification

Driver License – Other Transactions

3-6-2025

Revision History

Effective Date of SOP: 3/6/2025	SOP Number: SOP C.02
Functional Area Name: Driver License	Division Name: Other Transactions
Last Review Date: 3/3/2025	Last Reviewer: Regional Managers
Next Review Date: 3/3/2026	Next Reviewer: Regional Managers
Executive Approval Date: 3/6/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) explain how to verify the validity and authenticity of US-issued passports and immigration documents. SOK examiners are required to verify these documents prior to the issuance of a credential.

Purpose

This SOP provides step-by-step instructions on how to verify US-issued passports in AAMVA and immigration documents in SAVE.

Policy Statement

These procedures apply only to customers presenting US-issued passports or immigration documents.

Compliance

n/a

Systems

SAVE – System used to verify immigration documentation.
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 credential issuance and verifies US passports/immigration documentation.

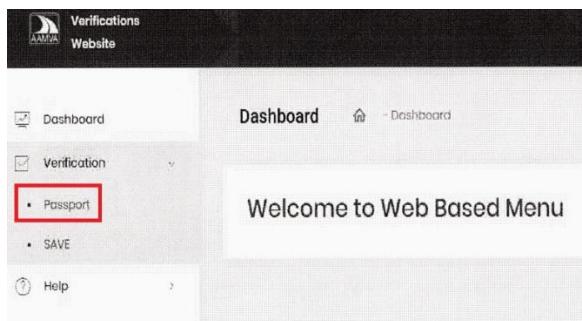
Procedures

When issuing a credential, the applicant may present immigration documents or a US passport. These documents must be verified for their legitimacy in order to complete the transaction and issue the credential. Immigration documents are verified through SAVE, and US passports are verified through AAMVA.

US Passport Verification in AAMVA

Steps

1. Open AAMVA and log in. On the dashboard, click “Passport” on the left-side menu, under “Verification”.



2. Enter the passport number and date of birth on the customer’s passport, then click “Submit”.



3. If the system returns a match, the passport has been successfully verified.



If the system returns “No Match”, carefully check the passport number and date of birth to verify that they match what is on the passport. If the system still returns “No Match”, the passport CANNOT be used as an identification document. The customer must present a birth certificate or another form of legal presence documentation.

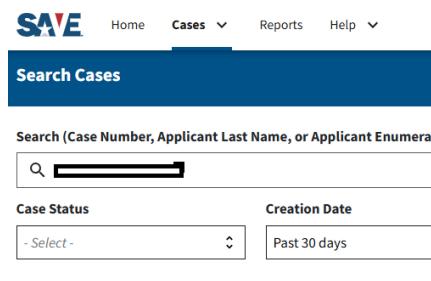
Immigration Document Verification in SAVE

Steps

1. Open **SAVE** and log in. On the main screen, click “Search Cases”.

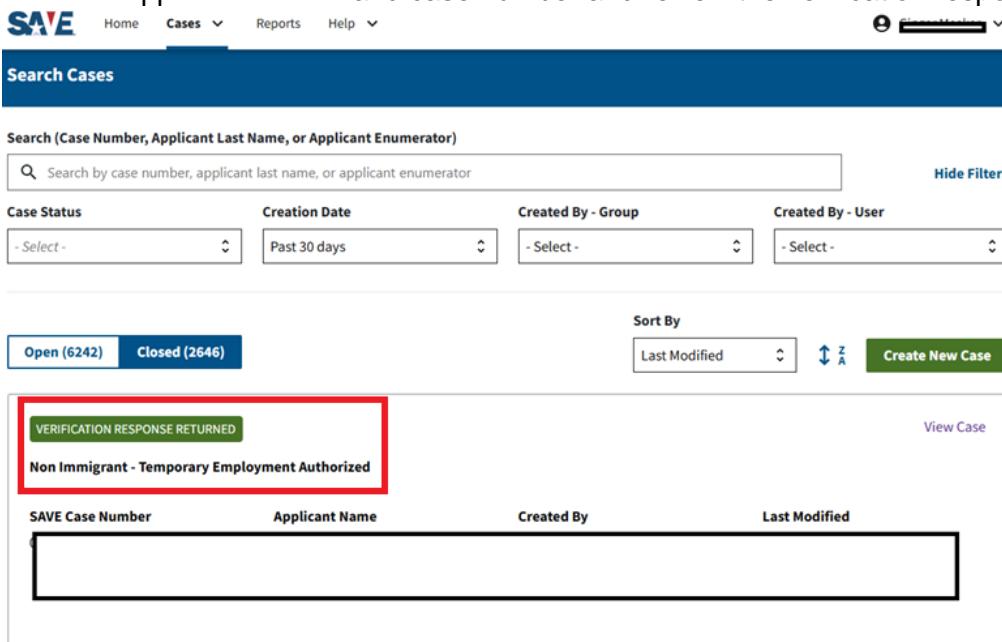


2. Copy the case number for the scanned immigration document being verified from D360. Paste it into the search bar in SAVE.



NOTE: Make sure to double-check the information before searching in SAVE. Examiners must be cognizant that Service Oklahoma is charged for each search in SAVE and are therefore encouraged to make sure that all data is correctly entered to minimize the number of necessary searches.

3. A list of search results matching the criteria will appear below. Look for the case that matches the applicant's name and case number and review the verification response.





4. For more information on the case, click “View Case” in the top-right corner of the case entry.

The screenshot shows the SAVE Case Search interface. At the top, there are navigation links for Home, Cases (with a dropdown), Reports, and Help (with a dropdown). On the right, there is a user profile icon and a dropdown menu. Below the navigation is a search bar with the placeholder "Search by case number, applicant last name, or applicant enumerator". To the right of the search bar is a "Hide Filters" link. Below the search bar are four filter dropdowns: "Case Status" (set to "- Select -"), "Creation Date" (set to "Past 30 days"), "Created By - Group" (set to "- Select -"), and "Created By - User" (set to "- Select -"). Further down are buttons for "Open (6242)" and "Closed (2646)". On the right, there is a "Sort By" dropdown set to "Last Modified" with options "Z" and "A" for sorting. A "Create New Case" button is also present. The main list area contains a single case entry. The case entry has a green header bar with the text "VERIFICATION RESPONSE RETURNED". Below this, the status is listed as "Non Immigrant - Temporary Employment Authorized". The case details are listed in a table with columns: "SAVE Case Number" (empty), "Applicant Name" (empty), "Created By" (empty), and "Last Modified" (empty). To the right of the table is a "View Case" button, which is highlighted with a red box.

5. If the immigration document is valid, it will show a checkmark in a green box at the top, explaining the applicant's current immigration status.

SAVE Response

The screenshot shows the SAVE Response interface. At the top, there is a green box containing the following text: "Applicant Status: Non Immigrant - Temporary Employment Authorized". Below this, a message states: "A non-national of the U.S. who is admitted for a specific reason and for a limited period of time. The applicant is temporarily allowed to work. See the [Guide to Understanding SAVE Verification Responses](#) for additional information. Follow your agency's policy when determining whether this applicant is eligible for benefits." The "Guide to Understanding SAVE Verification Responses" link is underlined.