



Veteran Status Verification

Driver License – Other Transactions

2-21-2025

Revision History

Effective Date of SOP: 2/21/2025	SOP Number: SOP C.08
Functional Area Name: Driver License	Division Name: Driver License
Last Review Date: 2/6/2025	Last Reviewer: Jaclyn McDuffey, Chief Product & Experience Officer
Next Review Date: 2/6/2026	Next Reviewer: Regional Managers
Executive Approval Date: 2/21/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) outline how to verify the status of veterans, including a separate section for 100% disabled veterans.

Purpose

This SOP explains how to verify the status of veterans during credential issuance, for the purpose of adding a “Veteran” logo to their credential. It also explains how to waive fees associated with credential issuance for eligible 100% disabled veterans. Visual examples of valid documentation are provided for both processes.

Policy Statement

The described procedures apply to veterans requesting a “Veteran” logo on their credential, and/or 100% disabled veterans requesting their credential issuance fee be waived.

Compliance

See Appendix for full excerpts from statute and code.

47 O.S. § 6-101P (OSCN 2025) – Waiver of credential issuance fee for 100% disabled veterans.

47 O.S. § 6-124 (OSCN 2025), Highway Safety Code – Veteran logo for SOK credentials.

OAC 670:15-1-3. Procedures for obtaining an initial driver license – Waiver of credential issuance fee for 100% disabled veterans.

Systems

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	Processes the transaction.

Procedures

Veteran Status Verification for Veteran Logo

During the issuance of any SOK credential, the customer must be asked if they are a veteran of the US Armed Forces. If they say yes, inform the customer that they can opt to have a “Veteran Logo” added to the credential being issued after providing valid proof of their veteran status.

In the “Application” tab on D360, the following question will appear under the “Questionnaire & Indicators” tab:

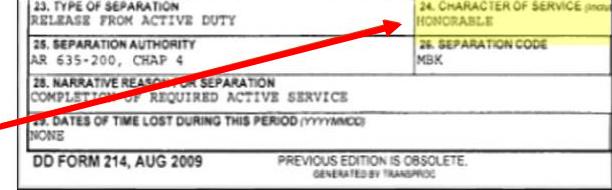
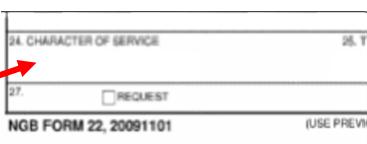
Veteran Status

If veteran of the US Armed Forces, do you wish to have a Veteran Indicator printed on your license?*

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Selecting “Yes” will print the Veteran Logo on their to-be issued credential. Proof of Veteran Status documents are to be scanned under “**Issuance – Proof of Veteran Status**”.

The following documents are accepted as Proof of Veteran Status:

Document	Example
Valid Uniformed Services Identity Card	
Retired/Reserve Retired Identification Card: DD U.S. Uniformed Services Form 2	
United States Department of Defense Form (DD)214, (DD)215 or a World War II discharge document WD AGO – providing the Discharge Status is of “ honorable ” or “ general under honorable conditions ”	
Oklahoma Army or Air National Guard NGB Form 22 with a discharge status of “ honorable ” or “ general under honorable conditions ”	

U.S. Department of Veteran Affairs photo ID card or correspondence	
Former OK credential with a Veteran Flag logo	

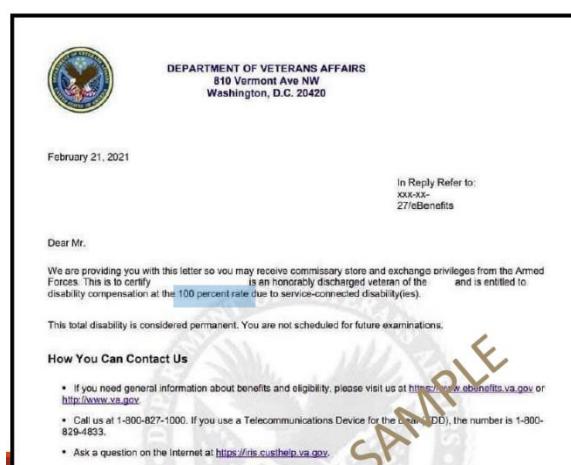
NOTE: Active Duty, National Guard, Reserves and family members are not eligible for the Veteran Logo; they can use their current Military ID card to receive military benefits and discounts.

Remember that someone can serve in one branch and then switch branches of military. They also may have completed reserve duty prior to being on active duty. This is why you must ask every customer regarding their veteran status.

100% Disabled Veteran Status Verification

Purpose: All documented Disabled American Veterans, who are 100% disabled, shall receive a no charge state ID, DL or CDL. This includes all Original, Duplicate or Renewal.

The following two documents are acceptable for proof of 100% disability:

Document	Example
Confirmation letter of 100% disability from Department of Veterans Affairs (DVA)	 <p style="text-align: right; font-size: small;">SAMPLE</p>



Valid Oklahoma Tax Commission (OTC)
Sales Tax Exemption card for 100% disabled
veterans

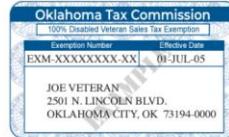
PREVIOUS CARD WITH
6 EXEMPTION NUMBERS



NEW CARD



PREVIOUS CARD WITH
10 EXEMPTION NUMBERS



NEW CARD



How to Issue a No Charge Credential for 100% Disabled Veteran in D360

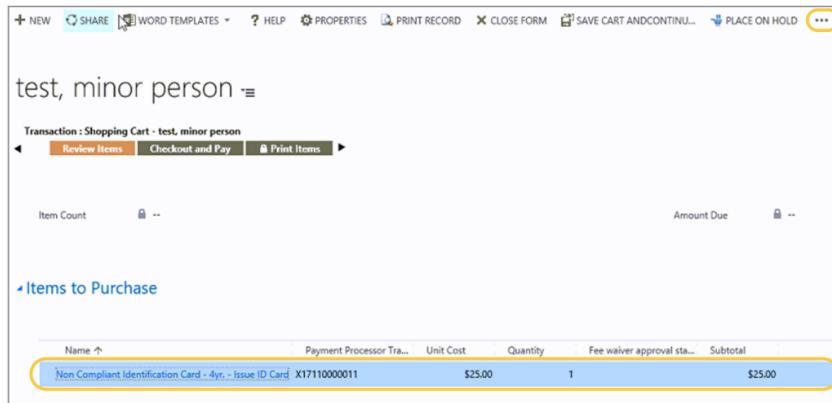
1. Process the transaction as normal.
2. Scan either the OTC card or letter from the DVA under "Issuance".

Document Category:

Document Type:

Scan Date:

3. Process the rest of the transaction as normal, until the checkout process.
- NOTE:** The DL-10 may still show the full price of the issuance, but the fee should be removed once the credential reaches the shopping cart
4. In the shopping cart, the normal fee will appear for the ID card, which must be waived. To waive the fee, select the item by clicking on it, then click the three dots near the top right.

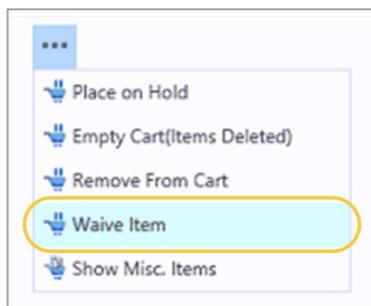


The screenshot shows a shopping cart interface with the following details:

- Transaction:** Shopping Cart - test, minor person
- Items to Purchase:**

Name	Payment Processor Tra...	Unit Cost	Quantity	Fee waiver approval sta...	Subtotal
Non Compliant Identification Card - 4yr. - Issue ID Card	X17110000011	\$25.00	1		\$25.00

5. Select “Waive Item”.



This will waive the fee, and the cart will now show the price of the credential as \$0.

- When processing the payment in PayPort, be sure to select the corresponding 100% veteran item to ensure that the fee is waived.
- Send an email to the help desk to approve the waiver of the fee.
NOTE: If the customer chooses to donate to the Oklahoma Organ Donor Education and Awareness Program (ODEAP), they will still be charged for the \$1 donation

NOTE:

Only the service member is eligible for the no charge credential. Spouses/children are not eligible to receive the no-charge credential, even though they may have a 100% disabled card in their possession (but not in their name).

Only veterans that are **100% disabled** are considered eligible for the waiver of credential issuance fees. Disabled veterans that are less than 100% disabled are not eligible for the waiver.

References

1. [Examples of Uniformed Services ID Card](#)
2. [Oklahoma Administrative Rules](#)
3. [Oklahoma Statutes Title 47](#)

Appendix

Appendix A: 47 O.S. § 6-101P (OSCN 2025)

P. No person who has been honorably discharged from active service in any branch of the Armed Forces of the United States or Oklahoma National Guard and who has been certified by the United States Department of Veterans Affairs, its successor or the Armed Forces of the United States to be a disabled veteran in receipt of compensation at the one-hundred-percent rate for a permanent disability sustained through military action or accident resulting from disease contracted while in such active service and registered with the veterans registry created by the Oklahoma Department of Veterans Affairs shall be charged a fee for the issuance, replacement or renewal of an Oklahoma driver license; provided, that if a veteran has been previously exempt from a fee pursuant to this subsection, no registration with the veterans registry shall be required.

Appendix B: 47 O.S. § 6-124 (OSCN 2025), Highway Safety Code

A. As a way to honor and recognize the veterans who have served our country, Service Oklahoma shall make space available in the upper left-hand corner of the front of the driver license and the identification card for a flag emblem and the word "veteran" to be designed by Service Oklahoma that will serve as a notation of veteran status.

B. Upon application for issuance or renewal of the driver license or identification card and in addition to other documentation required by Service Oklahoma, persons requesting the flag emblem shall be registered with the veterans registry created by the Oklahoma Department of Veterans Affairs. Provided, that if the person requesting the flag emblem has previously received a flag emblem pursuant to this subsection, no registration with the veterans registry shall be required to receive the flag emblem. Service Oklahoma shall promulgate any rule necessary to implement the provisions of this section.

Appendix C: 670:15-1-3(a)(4) – Procedures for obtaining an initial driver license

(a) Application. (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.