



Correction of Errors on Issued Credentials

Driver License – Other Transactions

3-6-2025



Revision History

Effective Date of SOP: 3/6/2025	SOP Number: SOP C.09
Functional Area Name: Driver License	Division Name: Other Transactions
Last Review Date: 3/4/2025	Last Reviewer: Regional Managers
Next Review Date: 3/4/2026	Next Reviewer: Regional Managers
Executive Approval Date: 3/6/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

Customers that were issued a credential with errors (either due to a mistake made by the examiner or issues during card production) are eligible to receive a replacement credential at no cost. These Standard Operating Procedures (SOP) cover how to process these replacements.

Purpose

This SOP describes how to process the correct errors made on a credential and issue a replacement at no cost to the customer.

Policy Statement

These procedures apply only to customers who need their credentials replaced due to examiner or card production errors.

Compliance

N/A

Systems

D360 – System of record used for processing credentials.
Web Enrollment – System used for taking photos and fingerprints.
PayPort – Payment processing system.

Roles

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

Role	Responsibilities
Driver License Examiner	Issues credentials and processes corrections.



Procedures

Overview

If a mistake was made during the issuance (examiner/licensed operator error) or printing of a customer's credential, they may visit a Service Oklahoma location to have the credential corrected and replaced at no cost. Potential errors may include incorrect personal information (address, endorsements, etc.) or issues with the physical card (e.g. laminate bubbling or peeling) during printing.

Occasionally, customers may be notified (using the contact information on their file) that there was an error made during the printing of their credential. They will receive instructions to visit their nearest Service Oklahoma location and request a replacement credential due to a card production error.

NOTES:

If the customer is requesting a new credential be issued **at no cost** due to a data entry error, they must be able to **prove** that the mistake was made by the examiner. For example, if their address was written incorrectly, they must bring the relevant proof of residency proving that the examiner made a mistake (i.e. a typo).

If the customer cannot prove that the mistake was due to examiner error, they will not be eligible for the fee waiver and will have to pay the full fee for the credential replacement.

Steps

1. Request from the customer the credential that needs to be corrected and replaced. If they are requesting a new credential be issued at no cost due to examiner error, they must also prove that the error is due to a mistake made by the examiner and not by the customer.
2. Using the name and date of birth listed on the credential, use Quick Search to find the customer's file.


A screenshot of the Dynamics 365 Customer Service interface. The top navigation bar shows "Dynamics 365", "Customer Serv...", and "Dashboards". Below this is a yellow banner with links for "Apps for Dynamics 365", "View Dynamics 365 information on the go with apps for your phone, tablet, Outlook, and more!", and "Get Apps for Dynamics 365". The main content area is titled "Quick Search" and contains a search form. The form has two tabs: "Individual Customer" (selected) and "Organization". It includes fields for "ID Type" (with a dropdown menu), "ID Number*", "Last Name*", "First Name", "Middle Name", "Year of Birth*", and "Test Only". There are "Clear" and "Search" buttons. A red box highlights the "Partial Search Search" button. Below the search form, it says "Results Per Page: 25" and "Add New Customer". At the bottom, a yellow message box states "No results were found."

- After loading the customer's Identity Panel, click on the credential that needs to be corrected. For example, to replace a driver license, click "DL – REPLACE".

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Customer360 Workstation : APP-PHYS075-585.d360.ok.gov

Identity Panel



ID

DL

V

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IL

S

D

F

M

R

ADDRESS
 DLN: E328965093 SSN: 1234 USCIS
 DOB: 7/1/2008 Age: 16

Cred: Valid Class: D Rest: 98 End: 7/8/2024 Issue: 7/31/2028 Exp: 7/31/2028

Self Certification Status: CDL Medical Certificate: Not Certified
 Issue Date: Expiration Date: Total Points:

Variance Type: Issue Date: Expiration Date: Reinstatement Date:

DL
LP
REPLACE

ID
INT
REPLACE

Other
MCP
ORIGINAL

CDL
MCL
ORIGINAL

DL
REPLACE

BOR

- Proceed through the "Photo" tab as per usual, taking the customer's photo and fingerprints. This step is required.
- On the "Scan" tab, make sure to **scan a copy of the customer's credential** with the error. Make sure to enter the correct document type and fill in all the information according to what is on the card.

Document Category:

Document Type:

* Required

Gender:

Correspondence Number:

Case Number:

- After the incorrect credential is scanned, proceed to the "Application" tab. Click on the "Replacement Credential Reason" drop-down menu at the top and select the most appropriate option. If the credential needs to be replaced due to incorrect information, enter "Examiner Error". If the physical card has issues, then select "Card Production Error".

Requested Credential

Replacement Credential Reason *

Data Update

Card Production Error

 Examiner Error
 Lost
 Stolen

Driver License Held Number: --

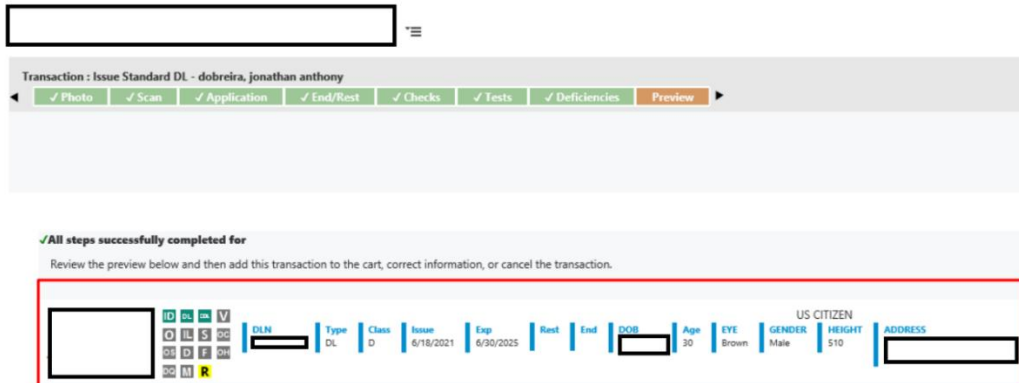
Credential Type: --

Modified Credential: No

Id Number: --

Credential ID Number: --

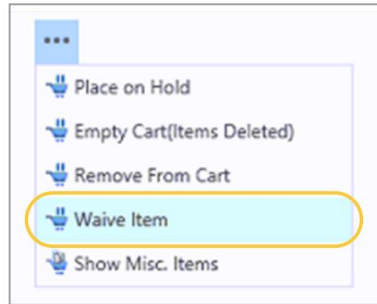
7. Confirm with the customer that the rest of their personal information is correct before completing the “Application” tab. Skip through the ‘End/Rest’, “Checks”, “Tests” and “Deficiencies” tab if no changes need to be made.
8. On the “Preview” tab, verify that all the customer’s information is correct, especially to make sure that the error was resolved.



9. Proceed with printing, signing and scanning the DL-10. Prepare to check out and open the Shopping Cart.
10. In the Shopping Cart, the credential will appear with its associated fee. If the customer is eligible to have their credential issuance fee, waive the fee by clicking the item to select it, then click the three dots near the top right corner.



Select “Waive Item”.



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

test, minor person

Transaction : Shopping Cart - test, minor person

Review Items Checkout and Pay Print Items

Item Count Amount Due

Items to Purchase

Name	Payment Processor Tra...	Unit Cost	Quantity	Fee waiver approval sta...	Subtotal
Non Compliant Identification Card - 4yr. - Issue ID Card	X17110000011	\$0.00	1	Approved	\$0.00

- When processing the payment in PayPort, be sure to select the no-fee item to ensure that the fee is waived (if the customer is eligible for the fee waiver). Process the rest of the transaction as per usual.