



Drive Test Center Guide

Driver License - Testing

2-24-2025

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Revision History

Effective Date of SOP: 2/24/2025	SOP Number: SOP D.06
Functional Area Name: Driver License	Division Name: Testing
Last Review Date: 2/12/2025	Last Reviewer: Kyla Moss, Product & Digital Experience Manager
Next Review Date: 5/1/2025	Next Reviewer: Product & Digital Experience Manager
Executive Approval Date: 2/24/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) describe how to process customers at a Service Oklahoma Drive Test Center, from start to finish.

Purpose

This SOP explains how to process customers throughout all steps of the drive test process, including checking in via QLess, managing the drive test queue through Power Apps, entering test scores, and final processing/credential issuance. It also provides eligibility requirements and protocols in case of ineligibility or failure of test.

Policy Statement

This SOP applies to customers applying for a drive test at a Service Oklahoma Drive Test Center only.

Compliance

[OAC 670:15-29-7](#) – Skills Examination
[OAC 670:15-29-8](#) – Automatic Failure of Skills Examination

Systems

QLess – System used for customer check-in and queuing.
Power Apps – Hosts the Drive Test App, with the list of applicants and their statuses.
D360 – System of record used for verifying customer information.
PayPort – Payment processing system.
AutoTest – System used for administering written tests.
Microsoft Teams – Used for calling customers (in case they are ineligible).

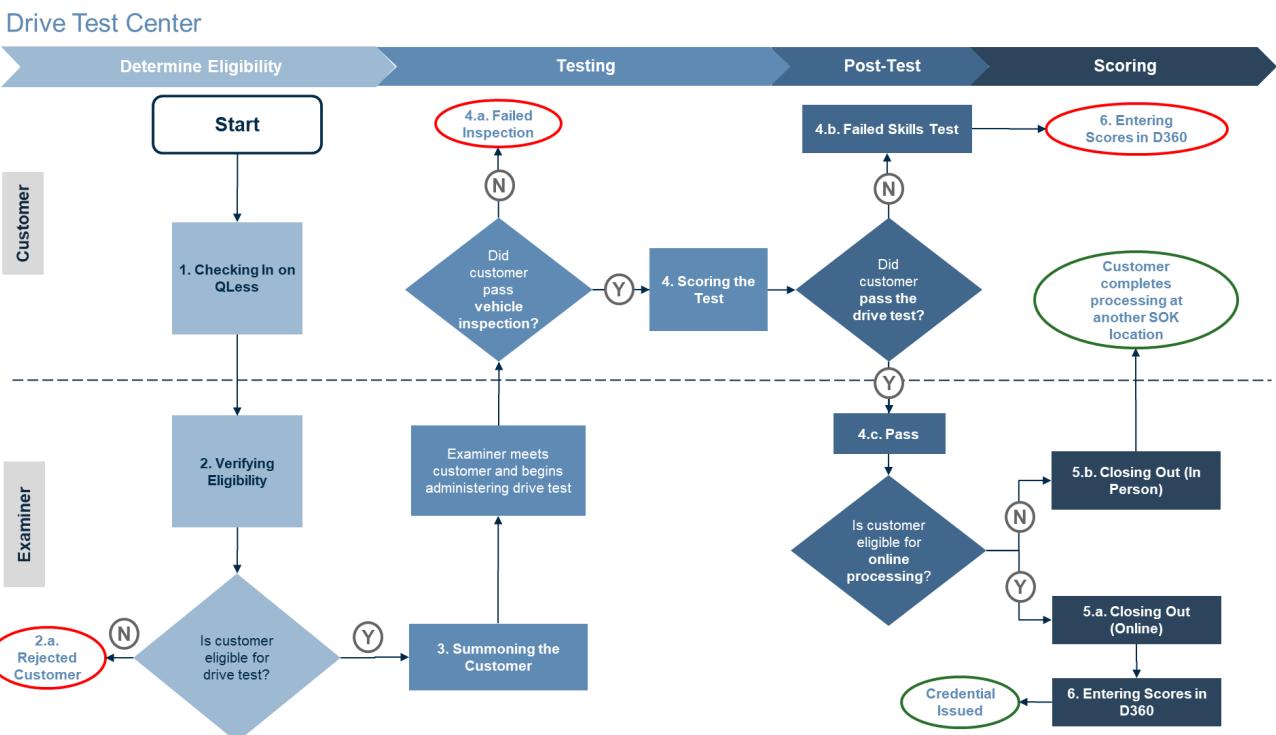
Roles

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

Role	Responsibilities
Examiner	Manages the queue and administers the drive tests.
Concierge	Staffs the concierge desk and greets customers.

Procedures

Process Map



(see [Appendix D](#) for full size process map)

1. Checking In on QLess

When the customer arrives at a drive test center location, they must check-in on QLess to enter the drive test queue:

Steps

1. After arriving at the location, the customer will check-in through the [QLess waitlist](#) for the corresponding drive test center location.
 - a. The QLess waitlist links can be [found here](#).
2. The customer will receive a text to register for their drive test, which includes a link to the [registration form](#).
3. The customer will fill out the registration form and submit. Soon after, they will receive an email telling them that their form has been submitted and that their account is being checked for eligibility.
 - a. The customer's information will automatically be added to the Drive Test App in Power Apps.

- b. Attached to that email is the Vehicle Inspection List that they will need to review while they wait.
- c. They will also receive a text message to check their place in line on QLess.

4. Proceed to 2. Verifying Eligibility.

2. Verifying Eligibility

Once a customer has filled out the registration form and entered the queue, their eligibility must be verified using the information provided.

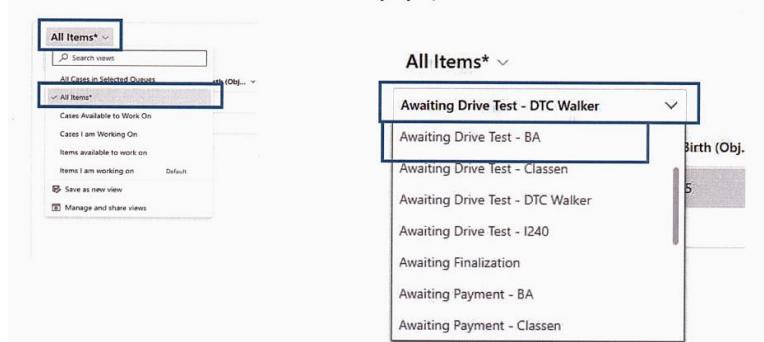
NOTE: If there are many customers in the queue, start by verifying the first 6 customers. The remaining customers can be verified while the first 6 are being tested.

Steps

1. Open the **QLess** queue to see the list of customers that have checked in.
2. Open the Drive Test App in **Power Apps**, then go to the menu bar on the very left. Click on the second button from the bottom.



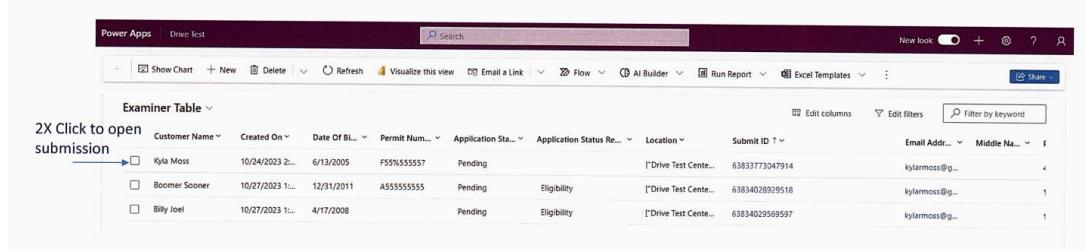
Click on “All Items*”, and then click on the dropdown menu. Select “Awaiting Drive Test - _____”, filling in the blank according to which drive test center you are working out of.



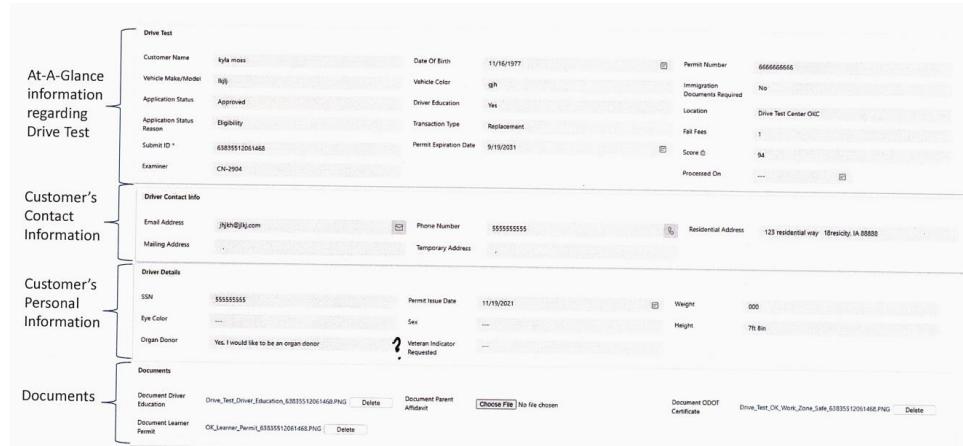
This will open the drive test queue for your respective drive test center.

All Items*								<input type="button" value="Edit columns"/>	<input type="button" value="Edit filters"/>	<input type="button" value="Filter by keyword"/>
Awaiting Drive Test - DTC Walker		Customer Name (Obj...)	Date Of Birth (Obj...)	Entered Queue	Application Status (Obj...)	Application Status Reason (Obj...)	Location (Obj...)	Queue	Title	
<input type="checkbox"/>	_____	_____	_____	12/4/2023 4:29 PM	Pending	Eligibility	Drive Test Center	Awaiting Drive Test - DTC Walker	_____	_____
<input type="checkbox"/>	_____	_____	_____	12/4/2023 4:13 PM	In-Progress	Eligibility	Drive Test Center	Awaiting Drive Test - DTC Walker	_____	_____

3. Compare the QLess list to the Drive Test list in **Power Apps** to see who has both checked in on QLess and completed the registration form (customers only appear in Power Apps after filling out the registration form).
4. Select a customer, who is both checked in and registered, to verify eligibility. Double-click their row in Power Apps to open their information page.



5. Upon double-clicking on a passenger's entry in Power Apps, the following page will appear:



Confirm that all the relevant documents for the customer's eligibility appear in their Power Apps submission.

NOTE: Always make sure that "Examiner Form" is selected. If "Processor Form" is selected, click the down arrow and select "Examiner Form" instead.





6. Open D360 to review their eligibility. Use “Quick Search” to find the customer’s file using their name and date of birth.

7. Review their information and verify their eligibility using the following checklists:

Customers WITH a Learner Permit:

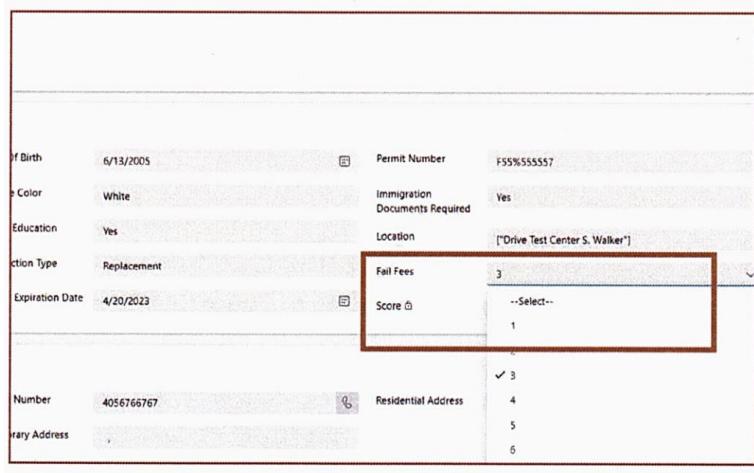
- a. Based on their age:
 - i. If they are **below 18**:
 1. If they are between **16 and 16 ½**, they must have a certificate for completion of Driver Education (see [Appendix A](#) for examples) and have held a Learner Permit for at least 6 months.
 2. If they between **16 ½ and 18**, they must have held a Learner Permit for at least 6 months.
 3. They must have a certificate for completion of the ODOT Work Zone Safe Program (see [Appendix B](#) for example).
 4. Must have a parent or guardian present, or an Affidavit of Driver Training.
 - ii. If they are **over 18**, they must have passed the Oklahoma Written Exam within the last 12 months.
- b. If they have had a citation while holding their Learner Permit, they must wait **180 days** from the conviction date to take the exam.
- c. Must not have any active suspensions or have had their Driver License or Learner Permit revoked in Oklahoma or any other state.
- d. If they hold any immigration documents documents, they must be current and present.
- e. Must have valid vehicle insurance—must not be listed as an excluded driver.

Customers WITHOUT a Learner Permit:

- a. Must be at least 16 ½ years of age for drive test if they do not have a learner permit
- b. Must have passed the Oklahoma Written Exam within the last 12 months.
- c. Immigration documents (if applicable).
- d. Primary Identification (e.g. birth certificate or passport).
- e. Proof of (Oklahoma) Residency (only required for REAL ID).
- f. Must not have any active suspensions or have had their Driver License or Learner Permit revoked in Oklahoma or any other state.
- g. Valid vehicle insurance—must not be listed as an excluded driver.

If the customer does not satisfy any of the eligibility criteria above, refer to the “2.a. Rejected Customer” section later in this document.

8. While D360 is still open, check if the customer has any **fail fees**. If so, **return to Power Apps** and enter the proper amount in the “Fail Fees” dropdown menu.



The screenshot shows a software interface for managing customer information. The customer details listed are:

- If Birth: 6/13/2005
- Permit Number: F55%555557
- Eye Color: White
- Immigration Documents Required: Yes
- Education: Yes
- Location: ["Drive Test Center S. Walker"]
- Expiration Date: 4/20/2023
- Fail Fees (dropdown menu): The menu is open, showing options 1, 2, 3, 4, 5, and 6. Option 3 is selected.
- Score: 3
- Score (dropdown menu): The menu is open, showing options 1, 2, 3, 4, 5, and 6. Option 3 is selected.
- Number: 4056766767
- Residential Address: [Address information redacted]
- Primary Address: [Address information redacted]

9. After verifying that the customer is eligible for their drive test, **return to Power Apps** and change the “Application Status Reason” of the customer from “Eligibility” to “Exam”. This will indicate to the examiner that the customer is eligible and ready for their test.

Drive Test

Customer Name	Boomer Sooner
Vehicle Make/Model	Wagon
Application Status	Pending
Application Status Reason	Eligibility
Submit ID *	--Select--
Driver Contact Info	Failed Test
Email Address	Time Requirement Not Met
Mailing Address	Learner Permit Expired
	Conviction on File
	<input checked="" type="checkbox"/> Eligibility
	Exam

10. Next, click on the “Examiner” box and enter the **initials-badge #** of the examiner that will be administering the test for the customer.

63835512061468 - Unsaved

Drive Test · Examiner Form ▾

General Score Sheet Related ▾

Drive Test

Customer Name	kyla moss	Date Of Birth
Vehicle Make/Model	lkjij	Vehicle Color
Application Status	Approved	Driver Education
Application Status Reason	Eligibility	Transaction Type
Submit ID *	63835512061468	Permit Expiration
Examiner	---	

The customer is now ready to be summoned to begin the test. Proceed to [3. Summoning the Customer](#).

2.a. Rejected Customer

If a customer is deemed ineligible for any reason during the verification process (e.g. they have an active suspension or have not passed the written test), use the following steps:

Steps

1. Call the customer using **Teams** and let them know that they are ineligible for the drive test. Provide the exact reason for their ineligibility and next steps to become eligible.

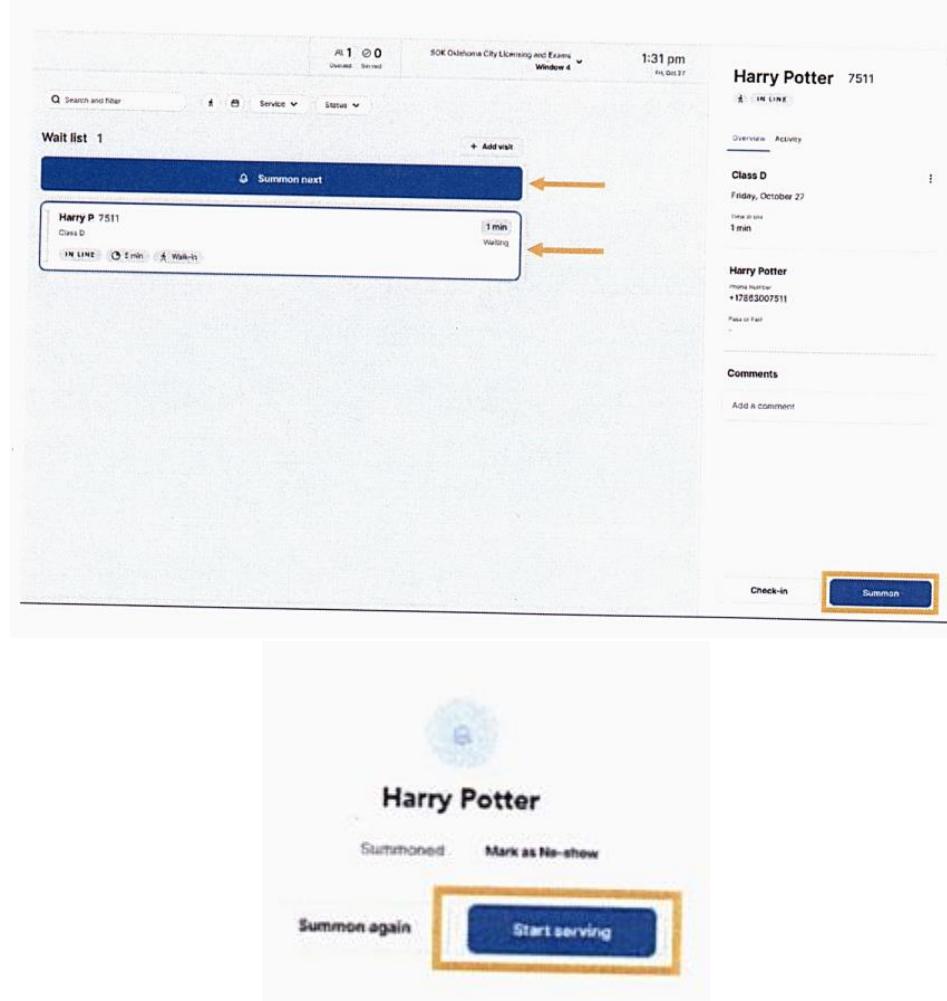
2. After informing the customer, return to **Power Apps** and update their Application Status to “Denied” and Application Status Reason to “Ineligible”. Move their submission to the “Finalized” queue.
3. Open **QLess** and remove them from the queue. If necessary, add them to the waitlist at another location.

3. Summoning the Customer and Beginning the Test

Once the customer has signed in through QLess, filled out the registration form, has had their eligibility verified and has had an examiner assigned, they are now ready to be summoned.

Steps

1. **Return to QLess** and find the customer to be summoned in the waitlist. Click on their entry and click “Summon” on the bottom right. Once the customer arrives at the desk, click “Start serving”. **Do NOT click “End”** until the drive test is completed.

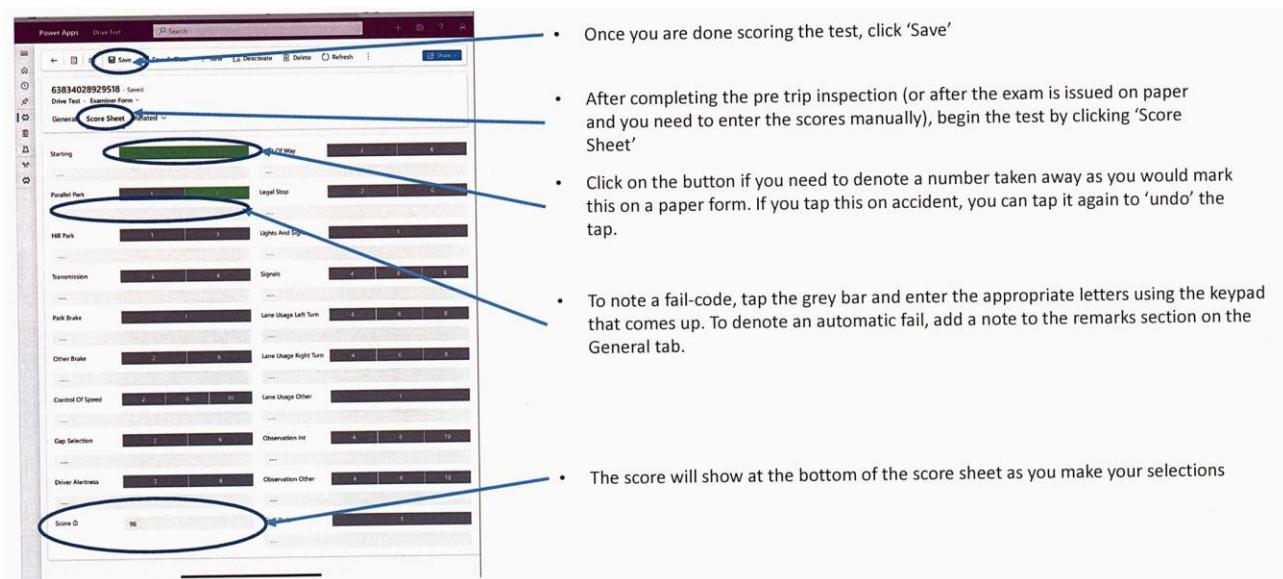


2. Once they are summoned, the customer will be instructed to come up to the concierge desk. They will be greeted by the concierge, and then warmly passed to the examiner to begin testing.

3. Proceed to [4. Scoring the Test.](#)

4. Scoring the Test

For further information on administering the drive test, refer to **“D.03 - Class D Skills Test” SOP**. Throughout the test, use the “Score Sheet” in Power Apps to evaluate the customer. If the test is being issued on paper, the scoring must still be inputted after the test.



- Once you are done scoring the test, click 'Save'
- After completing the pre trip inspection (or after the exam is issued on paper and you need to enter the scores manually), begin the test by clicking 'Score Sheet'
- Click on the button if you need to denote a number taken away as you would mark this on a paper form. If you tap this on accident, you can tap it again to 'undo' the tap.
- To note a fail-code, tap the grey bar and enter the appropriate letters using the keypad that comes up. To denote an automatic fail, add a note to the remarks section on the General tab.
- The score will show at the bottom of the score sheet as you make your selections

NOTE: If the customer **failed inspection**, go to **Power Apps** and set their Application Status to “Denied” and the Application Status Reason to “Failed Inspection”. Move them to the “Finalized” queue, and do NOT proceed with the following steps.

Depending on the outcome of the drive test, proceed to one of the three following sections:

1. If the customer failed the vehicle inspection, proceed to [4.a. Failed Vehicle Inspection.](#)
2. If the customer passes the vehicle inspection but fails the skills test, proceed to [4.b. Failed Skills Test.](#)
3. If the customer passes the vehicle inspection and the skills test, proceed to [4.c. Pass.](#)

4.a. Failed Vehicle Inspection

Steps

1. Notify the customer about the issue that led to them failing the vehicle inspection. Inform them that they are allowed to leave the test center, get the underlying issue fixed, and return for another drive test in the same day.

NOTE: Vehicle inspection fails do not count as a failed test. They do not need to be recorded, and the customer will not incur fail fees.

2. Open **Power Apps** and set the customer's Application Status to "Denied" and their Application Status Reason to "Failed Inspection". Move them to the "Finalized" queue.

4.b. Failed Skills Test

Steps

1. Inform the customer where they lost points and what they can do to improve, before bringing them back inside.
2. Ask the customer if they have any questions. After all the customer's questions have been answered, they are free to go.
3. **Return to Power Apps** and open their submission. Select "Denied" for the Application status and "Failed Test" for the Application Status Reason.



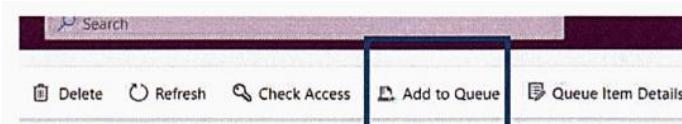
63833773047914 - Unsaved
Drive Test - Examiner Form

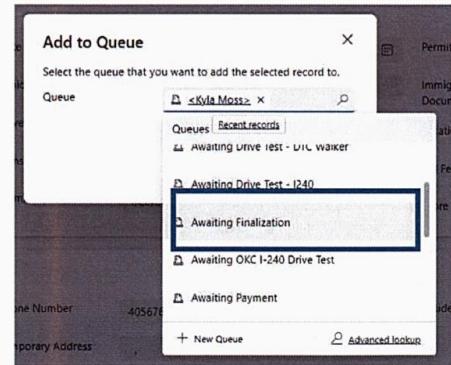
General Score Sheet Related

Drive Test

Customer Name	Kyle Moss	DI
Vehicle Make/Model	Kia optima	VE
Application Status	Failed Test	TH
Application Status Reason		PE
Submit ID	63833773047914	

4. Next, select "Add to Queue" and move the submission to "Awaiting Finalization".





- Once in the “Awaiting Finalization” queue, the customer’s score must be entered in D360. All failed tests must be recorded so that the correct amount of fail fees can be charged once they pass. Proceed to [6. Entering Scores in D360](#).

Once the customer’s test results are entered into D360, move the customer to the “Finalized” queue. Processing is now complete.

4.c. Pass

If the customer passed the drive test, the next steps depend on whether they are eligible to be processed online or if they must be processed in person. To determine which steps apply to them, use the following criteria:

Eligibility for ONLINE PROCESSING:

- They must have an active and valid Learner Permit.
- They must have all necessary documents to submit on the portal.
- They must not hold any immigration documents.
- They must not have any active suspensions or recent violations.

If the customer is determined to be eligible for online processing, proceed to [5.a. Closing Out \(Online\)](#).

If ANY of the following apply, the customer must be processed IN PERSON:

- If they do not have a file in D360.
- If their D360 file is incomplete.
- Their license has been expired for more than 3 years.
- If they were not able to submit any of the required documents when they registered.
- They hold any immigration documents.

If the customer must be processed in person, proceed to [5.b. Closing Out \(In Person\)](#).

5. Final Processing

5.a. Closing Out (Online)

Steps

1. After testing is completed, bring the customer inside to check out.
2. Once on the laptop inside, open **Power Apps** and **D360**. Search if they have a file in D360: if they do, check their past test results to see if they have failed any prior drive tests, and notify them of fail fees accordingly.

If they do not have currently have a file in D360, ask them if they have failed any previous drive tests and determine fail fees using the information they provide.

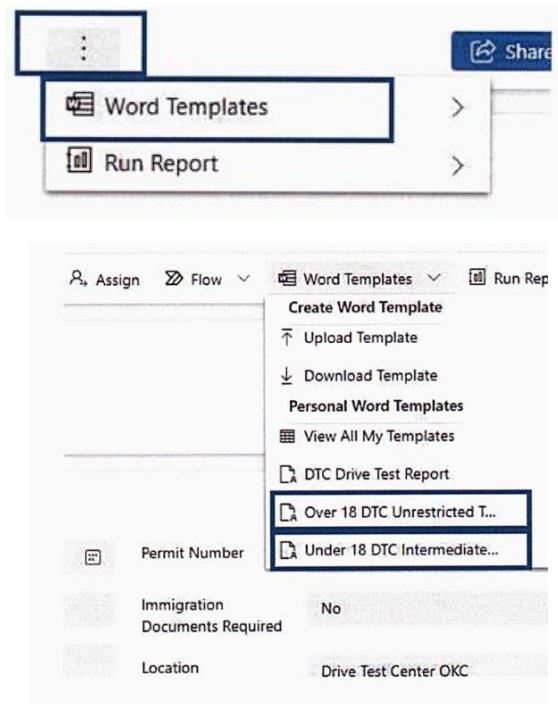
3. If they have a Learner Permit, check their expiration date to determine if they are eligible for a renewal or replacement.
 - a. If they are eligible for a renewal, ask them if they would like to either renew or replace their credential, and educate them on obtaining an Unrestricted License in 6 months (some people may wish to wait to renew at that time).
4. After determining the credential they would like, indicate that on their submission under "Transaction Type".
5. Open **PayPort** to complete the payment. First, calculate the amount that they will need to pay using the following fee chart:

Charge Type	Cash Amount	Card Amount
4-Year Renewal	\$38.50	\$40.04
Replacement	\$25.00	\$26.00
Fail Fee	\$4.00 per failure	\$4.00 per failure

*Fees as of 1/31/2025

PAYMENT NOTES:

- a. For guidance on navigating PayPort, refer to **Appendix C: PayPort Instructions**.
- b. If the customer is paying with a card, add their email address to the email field so their receipt can be sent.
- c. If the customer is paying with cash, another examiner **must** be in the room while the examiner processing the transaction heads to the back to collect change and the receipt.
- d. All cash must be added to the cash till, and the back room must always remain closed and locked.
6. Return to **Power Apps**. Click the button with three dots at the top and select "Word Templates". If the customer is under 18, select the "Under 18 DTC Intermediate Template". Otherwise, select the "Over 18 DTC Unrestricted Template".



7. Print the drive test report out, stamp it, and hand it to the customer.
8. In **Power Apps**, set the customer's Application Status to "Pending" and the Application Status Reason to "Finalization". Move them to the "Awaiting Finalization" queue.
9. Read the following to the customer: "Your submission will now be sent in for final processing. Once it is complete, you will receive a confirmation email and you will receive your credential in the mail within 30 days. This piece of paper will act as your proof of a pass in the meantime."
10. Proceed to [**6. Entering Score in D360**](#).

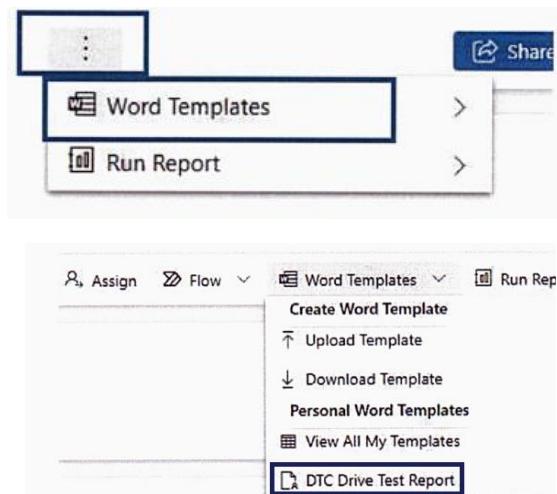
5.b. Closing Out (In Person)

Steps

1. After testing is completed, bring the customer inside to check out.
2. Once on the laptop inside, open **Power Apps** and check their submission for fail fees.
3. If they have a Learner Permit, check their expiration date to determine if they are eligible for a renewal or replacement.
 - a. If they are eligible for a renewal, ask them if they would like to either renew or replace their credential, and educate them on obtaining an Unrestricted License

in 6 months (some people may wish to wait to renew at that time).

4. After determining the credential they would like, indicate that on their Power Apps submission under “Transaction Type”.
5. Click the button with three dots at the top and select “Word Templates”, then “**DTC Drive Test Report**”.



6. Print the drive test report out, stamp it, and hand it to the customer.
7. In Power Apps:
 - Set the customer’s status to “Sent Elsewhere”.
 - If the customer must be processed in person because they do not have a Learner Permit, set the Application Status Reason to “Immigration Documents”. Otherwise, set the Application Status Reason to “Original Issuance”.
 - Move the customer to the “Finalized” queue.
8. The customer must now bring their drive test report, in addition to their other required documents, to a Service Oklahoma location to finalize processing and provide payment.

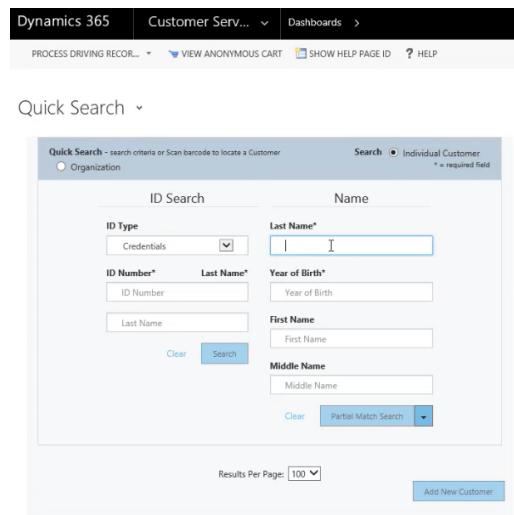
The examiner should offer to help the customer save their spot in line by signing them up in QLess or showing the customer how to use the self-serve option. They should also inform the customer about what documents they will need to bring and direct them to the service.ok.gov website so they can research the document requirements themselves.

6. Entering Scores in D360

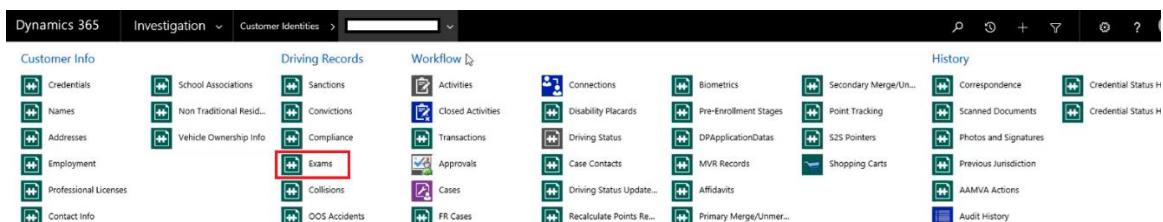
Once the test is completed and the customer is placed in the “Awaiting Finalization” queue, the last step is to record the test score in D360.

Steps

1. **Open D360.** Use Quick Search to find the customer's file, using their name and date of birth.



2. Click the customer's name at the very top to open a menu. Click on "Exams" under the "Driving Records" column.



3. The "Exams" tab will appear, with a list of exams that the customer has previously taken. Click the drop-down menu at the top, and select the test that results are being recorded for.

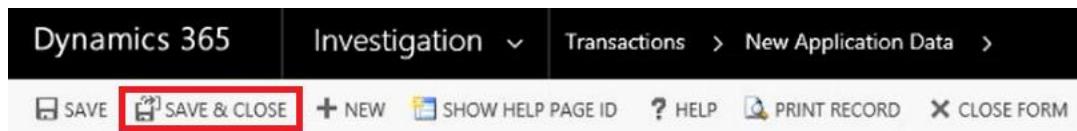


Type	Result	Required	Waive	Waive Reason	Date	Expiration Date	Status Reason	Third Party Flag
Standard Skills	Waive	No	Yes	Out of State License	1/30/2025 12:00...	1/30/2026 12:00 AM	Active	No
Standard Driving Basic Law	Waive	No	Yes	Out of State License	1/30/2025 12:00...	1/30/2026 12:00 AM	Active	No

4. A new window will appear with several empty fields. Fill in all relevant information, including the date the test was administered, the type of test, the code for the location where the test was administered, and the badge number of the examiner.

This form will also ask for the result of the test and the score. Make sure to enter the **exact score** of the test, regardless of whether the customer passed or failed.

5. Click “Save & Close” at the top. If there are any additional tests that need to be recorded, repeat the previous step.



6. Return to **Power Apps** and move the customer to the “Finalized” queue. Processing is now complete.

References

1. [Service Oklahoma Drive Test Center Website](#)
2. [Oklahoma Administrative Code](#)

Appendix

Appendix A: Examples of Driver Education Certification

CANCELLATIONS/ NO-SHOWS

Green Light Driving School LLC has a \$35 late cancellation fee and a \$50 no-show fee to cover the costs associated with missed driving lessons. Cancellations must be made at least 48 hours in advance of the scheduled driving lesson to avoid a late cancellation fee.

- The lesson will be cancelled and considered a no-show, therefore a \$50 no-show fee will be applied, if any of the following occur:**
 - The student does not show up for their scheduled driving lesson. The instructor will wait at designated meeting place for 15 minutes. After the 15 minutes, the no-show fee will be applied to the student's account.**
 - The student arrives for a driving lesson without a valid learner permit**
 - (only for Option 1)**
 - The student is impaired for any reason (lack of sleep, intoxication, medication, etc.)**
 - The student is wearing shoes (flip-flops, high heels, etc.) which may impair the ability to safely operate a vehicle.**

CERTIFICATE OF COMPLETION

In order to receive a completion certificate, you must complete the following:

- 10 hours of classroom instruction held at Green Light Driving School**
- 6 hours of behind the wheel instruction with a Green Light Driving School certified instructor**
- All fees and charges must be paid in full**

SIGNATURES:

STUDENT _____ **DATE** 7/20/2024

PARENT/ GUARDIAN _____ **DATE** 7/20/2024

START DATE 07/23/2024 **START TIME** 9:00 AM

END DATE 07/24/2024 **END TIME** 1:00 PM

CERTIFICATE OF COMPLETION

No. ypWKLcxF82HPU1dd

This is to certify the student named below has successfully completed the Drivers Education Course consisting of 30 hours in-class and 55 hours behind-the-wheel (including 10 hours at night) in accordance with iDrive Safely standards and regulations in the State of Oklahoma.

I DRIVE SAFELY
610 W. 5th Street STE 603
Austin, TX 78701
https://www.idrivesafely.com
Phone: (800) 990-2814

Date of Birth: 07/05/2008
Completion Date: 11/22/2024
Student Id: ypWKLcxF82HPU1dd
Course Name: DRIVERS EDUCATION
Service Oklahoma Control Number: N449011

GUARDIAN AND INSTRUCTOR DECLARATION
I declare under penalty of perjury that my child has personally studied the course material, satisfactorily answered the test questions provided to me by iDrive Safely, and completed the 55 hours of in-Car Training.

COURSE PROVIDER DECLARATION
I hereby certify that the above named student has successfully completed the iDrive Safely.com course based on the information in the iDrive Safely database.

RONNIE FLOYD
552 EAST 135TH ST
GLENPOOL, OK 74033

SIGNATURE  **DATE** 7/13/2024

SIGNATURE  **DATE** 7/13/2024

Dear RONNIE FLOYD
You have successfully completed an i DRIVE SAFELY online driver education course.
Course Description: Oklahoma Driver Education Course
Here is some important data for your records

Date of Birth: 07/05/2008
Completion Date: 11/22/2024
Student Id: ypWKLcxF82HPU1dd
Course Name: DRIVERS EDUCATION
Service Oklahoma Control Number: N449011

Please drive safely!

I DRIVE SAFELY
610 W. 5th Street STE 603
Austin, TX 78701
https://www.idrivesafely.com
Phone: (800) 990-2814

Driver Training Agreement
Greater Tulsa Driving School
Proof of Enrollment
Student # 
Receipt # 

Student Driver's Name: (full legal name) _____

Address: _____ **City:** Bixby **Zip:** _____
74008

Phone #: _____ **DOB:**  **Grade:** 9^a

The Driver Training Program offered by Greater Tulsa Driving School includes 10 Hours of Classroom Instruction. Materials to be used include the following: The Oklahoma Driving Manual, handouts, and Simulation videos. There will also be 6 hours of behind the wheel instruction. The instructor/instructors are licensed by the State of Oklahoma. The Greater Tulsa Driving School car used for training which is equipped with an instructor/instructor. Total Hours: 16. The cost for this course as described is \$400.00 /per a completion fee of 3.75% will be added to all Credit Card transactions.**

The schedule for behind the wheel driving will be worked out after the classroom instruction in order to attempt to best accommodate students' & instructors' schedules. Driving schedules are made based upon a first come first served basis for each class. We would like for the Student to obtain their permit before we schedule drive times.

It is the responsibility of the student driver to meet the instructor at the designated site for classroom instruction and/or in-car driving. Students will drive a total of 16 hours. The driving will generally be broken into equal segments throughout the schedule. After the schedule is set, the student/instructor cannot cancel a drive without providing one week's (No voice mail messages or e-mails to cancel, please) *We require a 24 hour notice for cancellation. Cancellations without proper notices are charged \$50 per hour. We hire and pay drivers based upon these schedules.****

Students must complete the required 16 hours of instruction in order to earn a certificate. All 16 hours must be completed within one year of the class date. Should the time expire prior to completion in the time allotted, students will be charged \$50 per hour for instruction time remaining. (Greater Tulsa Driving School retains the right to end said course if the student has not completed the required 16 hours of instruction.)

Driving inclement weather – ice, snow, etc. – classes could possibly be rescheduled, and students would be notified. This agreement and fee schedule does not include the use of the school driver education vehicle for the Driving Test. The Fee for using our Commercial Vehicle and taking the Drive Test at our facility is \$50 (\$25 for the test and \$25 Fee for the use of the Commercial Vehicle). Refund Policy: No refund will be given for withdrawals after class begins. No refunds will be issued after proof of enrollment has been provided.

Class Date:  Class Time: 
I have read the above agreement and accept full responsibility to complete the course as described above. I understand that it is also my responsibility to behave in a proper classroom manner conducive to learning. To fail to do so can result in my removal from the class without any refund being given.

Student's Signature  **Signature of a Parent/Guardian for Minors** 

Driving School Owner: Danny Limes **Date:** 4/13/24

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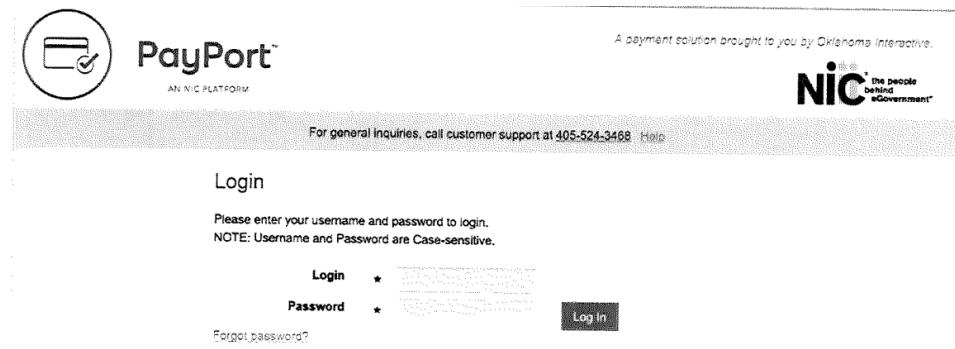
Appendix B: Oklahoma DOT Work Zone Safe Program Certificate



Appendix C: PayPort Instructions

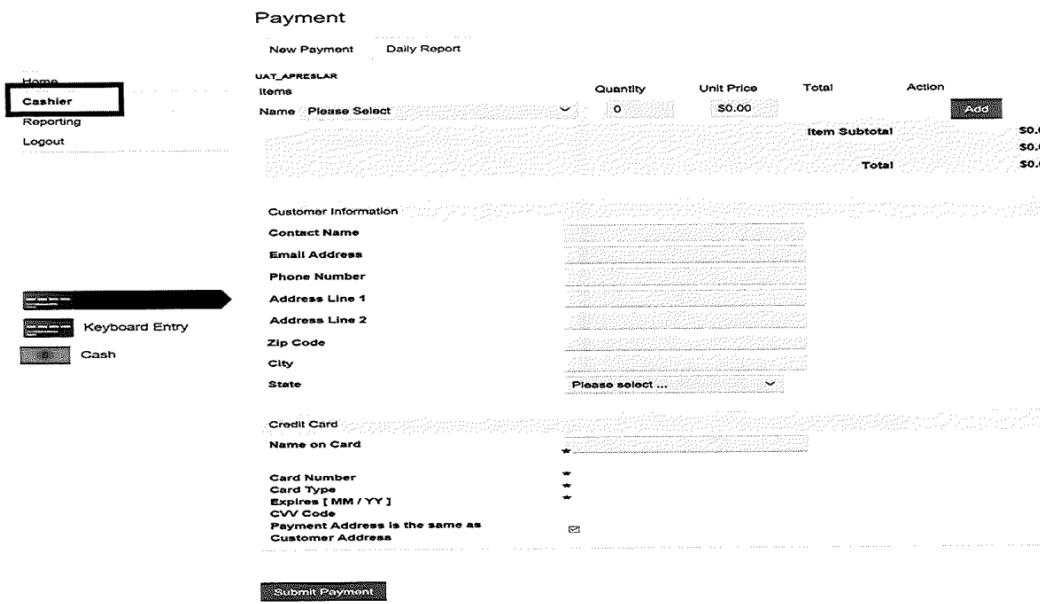
Steps

1. Open PayPort. Enter the username and password to sign in.



The screenshot shows the PayPort login page. At the top, there is a logo for PayPort and the text "A payment solution brought to you by Oklahoma Interactive." Below that is the NIC logo with the tagline "the people's eGovernment". A message at the top of the form area says, "For general inquiries, call customer support at 405-524-3468. Help". The main form has fields for "Login" and "Password", both marked with an asterisk. A "Log In" button is to the right of the password field. Below the fields is a link "Forgot password?".

2. Click on the "Cashier" tab to begin the payment process. This will open the "Payment" tab.



The screenshot shows the "Payment" tab of the PayPort interface. The left sidebar has tabs for "Home", "Cashier" (which is selected and highlighted in black), "Reporting", and "Logout". Below the sidebar are buttons for "Keyboard Entry" and "Cash". The main form area has a table for adding items. The columns are "Name" (with a dropdown menu showing "Please Select"), "Quantity" (0), "Unit Price" (\$0.00), "Total" (\$0.00), and "Action" (with a "Add" button). Below the table is a section for "Customer Information" with fields for "Contact Name", "Email Address", "Phone Number", "Address Line 1", "Address Line 2", "Zip Code", "City", and "State" (with a dropdown menu showing "Please select..."). There is also a "Credit Card" section with fields for "Name on Card" (marked with an asterisk), "Card Number", "Card Type", "Expiry MM / YY", "CVV Code", and checkboxes for "Payment Address is the same as Customer Address" and "I agree to the terms and conditions". At the bottom is a "Submit Payment" button.

3. At the top of the form, click the drop-down menu next to "Name" and select the credential being issued (i.e. renewal or original, REAL ID (RI) compliant or not). **Make sure to also add any fail fees, if applicable.**
4. After all items have been added, enter the customer's personal information. If they choose to pay by credit card, add their credit card information.
5. **Verify that the items/charges, customer information, and credit card information are all correct.** Click "Submit Payment".

Appendix D: Process Map

