



Duplicate Titles

Motor Vehicle Division

3-18-2025



Revision History

Effective Date of SOP: 3/18/2025	SOP Number: G.03
Functional Area Name: Motor Vehicles	Division Name: Titles
Last Review Date: 3/14/2025	Last Reviewer: Tiffany Doane, Motor Vehicle Manager
Next Review Date: 3/14/2026	Next Reviewer: Motor Vehicle Manager
Executive Approval Date: 3/18/2025	Approved By: Caitlin Owen, Chief Development & Support Officer

Overview

This standard operating procedure (SOP) covers issuing duplicate titles for vehicles.

Purpose

This SOP provides step-by-step procedures for TCs to follow when issuing duplicate titles.

Policy Statement

These procedures apply to TCs helping customers in the SOK Storefront with title transactions and working in the back-office processing mail-in title work.

Compliance

OAC 670:20-35-9 – Duplicate certificate of title

LO Manual Page 82-83 – Duplicate Certificate of Title

Systems

System	Function
OneLink	Platform for storing customer information and processing Motor Vehicles transactions
Laserfiche	Image storage database where customer-submitted documents are stored – accessible through OneLink
Microsoft Teams	Messaging and file sharing platform used for communication between the Storefront and Building 16.



Roles

Role	Responsibilities
Title Consultant (TC)	Processes title work in-store with customers or in back-office via mail.
MV Supervisor	Available to answer questions or resolve issues that arise during the standard processing of title work.
Central Processing Division (CPD)	Receives, sorts, and scans incoming customer mail to forward to titling department. Sends all outgoing mail, including printing and mailing titles.



Procedures

Process #1: Issuing a Duplicate Title

Purpose: This process covers a duplicate automobile title transaction processed in-store or via mail.

Background: SOK Storefront

Prior to processing a duplicate title with a customer, first check that the customer has all the required documents for the title transaction they want to complete ([See Appendix](#)). If the customer is missing any key documents, such as insurance information, they must leave and come back with the proper paperwork.

Note: Application for duplicate title may be made **only** by the record owner, or someone who has been given notarized power of attorney (POA) regarding the vehicle by the owner. When helping a customer with a duplicate title, review the record to ensure that the customer is entitled to apply for the title.

After verifying customer documentation and title status, proceed with the following steps.

Background: Mail-In

When a customer mails titling paperwork to SOK, that paperwork is received, scanned, and sorted by CPD. MV paperwork is forwarded to the MV department, and the titling team further sorts the titling mail by transaction type.

Once transfer title paperwork packets have been identified, a TC will begin processing by going through the packet and verifying that the customers documents and payment are sufficient. If the customer is missing documentation, the TC will need to send them a letter asking for proper documentation. The TC should make a note on the customers Ownership Account and file the paperwork away while waiting for more documents from the customer.

Note: Application for duplicate title may be made **only** by the record owner, or someone who has been given notarized power of attorney (POA) regarding the vehicle by the owner. When helping a customer with a duplicate title, review the record to ensure that the customer is entitled to apply for the title.

Once the TC has a verified all customer documents are present, proceed with the next steps.

Process Step-by-Step:

This process can start from the **Ownership account** or the main **I Want To** menu

1. From the **Ownership** account, select the **I Want To** Button.



Ownership

1995 TOYT AVALON 4T1GB10E7SU006752

> Ownership

BRANDON CLAYTON LEE HOLMAN
2544 NW 34TH ST
OKLAHOMA CITY OK 73112-7632
JEE896

Registration

Expired

Title : 810007890746
Plate : TA - JEE896
Registration : Primary Registration (AU)
Decal : 22N489634
Expired : 31-Mar-2022
Registration : **Expired**
Title Status : **Active**
Balance : 0.00

Vehicle

Year/Make/Model : 1995 AVALON
Body Style :
Color : White
Owner : BRANDON CLAYTON LEE HOLMAN

Open Tasks View All

There are no open tasks.

Recent Notes Add Browse

There are no recent notes.

Vehicle Attributes CRM Task Financial Web

Registrations Unpaid Registrations Plates Owners * Liens Titles * Activities Acquisitions *

Registrations

Type	Transaction Type	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency
Primary Registration	Renewal	Automobile	02-Jun-2021	01-Apr-2022	31-Mar-2022	JEE896	Non-Commercial	22N489634	1401226	Expired	M5573

Renew I Want To

2. Select the **Revised Title Application** hyperlink under the **Titling** section.

Titling

- Revised Title Application
- Conversion Title
- Title Returned to Sender
- Mark Vehicle Stolen
- Vehicle Operator Communication Impairment
- Change Vehicle Attributes

3. Verify the vehicle information and click the **Select** hyperlink. Click **Next**.

Activity Attributes

Vehicle Title

Title Search

Title Search

License Plate #

Title #

Vehicle ID

4T1GB10E7SU006752

Please Select a Vehicle

Select

1995 TOYT AVALON
VIN: 4T1GB10E7SU006752
Non-Commercial: JEE896 Expires: 3/31/2022
Title #: 810007890746 Owner: BRANDON CLAYTON LEE HOLMAN

Cancel Available Inventory Next >

4. Select **Duplicate Title** from the drop-down menu under **Title Action**.



Activity

Attributes

Vehicle Title

Title Search

Select Changes

Select Changes

VIN
4T1B836808U266096

Registration Class
Automobile

Titled As
ARGIE L &/OR ARTHUR L THOMAS [Preview Title](#)

Owner Address
1209 N FAULKNER DR CLAREMORE OK 74017-4625

Title Action
Duplicate Title

Title Type
Standard Title

Loss/Salvage Date

Note: If the registration is expired and an [exemption exists](#), then you will have to select the reason from the **Duplicate Title Exception** drop down menu.

Vehicle Title

Title Search

Select Changes

Select Changes

VIN
4T1GB10E7SU006752

Registration Class
Automobile

Titled As
BRANDON CLAYTON LEE HOLMAN [Preview Title](#)

Owner Address
2544 NW 34TH ST OKLAHOMA CITY OK 73112-7632

Title Action
Duplicate Title

Title Type
Standard Title

Duplicate Title Exception
Vehicle Out Of State

No active registration, select a valid exception to continue

Loss/Salvage Date

5. Select any changes that need to be made. (i.e., Release Lien, change address, add misc. fees). Click **Next**.



Activity MV OneLink Staging

Attributes

Vehicle Title

Title Search

Select Changes

Select Changes

VIN 4T1GB10E7SU006752

Registration Class Automobile

Titled As BRANDON CLAYTON LEE HOLMAN [Preview Title](#)

Owner Address 2544 NW 34TH ST OKLAHOMA CITY OK 73112-7632

Title Action Duplicate Title

Title Type Standard Title

Duplicate Title Exception Vehicle Out Of State

No active registration, select a valid exception to continue

Loss/Salvage Date

Changes

Add or Change Liens?

No Yes

Change Address?

No Yes

Change Vehicle Information?

No Yes

Add Miscellaneous Fees?

No Yes

Cancel Available Inventory [Previous](#) Next

6. The next screen will depend on changes that were selected on the previous screen.

a. If **Yes** on lien information you will see the lien information to release. Click the **Edit Lien** check box and enter the release date.

Activity

Attributes

Vehicle Title

Title Search

Select Changes

Lien

Lien

Debtor Name BRUNK,JULIE R & HAYES,JAMES

Debtor Address 2277 ETHEL LN GUTHRIE OK 73044-6451

Lienholder ID

Lienholder Type BUSINESS

Lienholder Name COMMUNICATION FEDERAL CREDIT UNION

Lienholder Address 14141 NW EXPRESSWAY STE 200 OKLAHOMA CITY OK 73116-1675

Execution Date 13-Mar-2021

Delivery Date 18-Mar-2021

Perfection Date 13-Mar-2021

Release Date

☐ Edit Lien

+ Add a Record

Cancel Available Inventory [Previous](#) Next

b. If **Yes** on address change you will see the Owner information section.

Note: If vehicle out of state is chosen as an exemption, then an out of state address must be entered.

Vehicle Title
Title Search
Select Changes
Liens (1)
2021 KIA SPORTAGE
Owner Information

Owner Information

Primary Owner Type
Individual

First Name
JULIE

Middle Name

Last Name
BRUNK

Suffix

Relationship
AND/OR

Owner Type
Individual

First Name
JAMES

Middle Name

Last Name
HAYES

Suffix

Title Assignment Line 1
JULIE BRUNK AND/OR JAMES HAYES

Title Assignment Line 2

Primary Owner Address
2277 ETHEL LN GUTHRIE OK 73044-6451

Validated

Address must be out of state for an out of state exception

Cancel Available Inventory Next >

7. If yes on **Miscellaneous Fees**, select and **Miscellaneous Fees**.

Vehicle Title
Title Search
Select Changes
Miscellaneous Fees

Misc Fees

Are there Miscellaneous Fees?
No Yes

Inspection
☐ VIN/Odometer ☐ Rebuilt ☐ On Site

Insurance and Notification
☐ Insurance ☐ Lienholder Not. ☐ MH Cancellation

Title Fees
19.5" & under 0 Non-auto Over 19.5" 0 Motorcycle 0

Mail Fees
Mail 0 Mail Plate 0

Other Fees
Notary 0
Printout 0 Reprint 0 Reprint Boat 0

Donation
Organ Donor (\$) 0.00

Cancel Available Inventory Next >

8. Click **Next**.

9. Verify the **Title Preview** is correct with updated information.

Note: All the information that was changed will show in red.

10. Click **Next**.

11. Verify the summary screen and then click the **Submit** button.

12. **Receipt** the process.

Wrap-Up: SOK Storefront

After submitting the transaction and receipting the process in OneLink, the Storefront TC must take customer payment via cash, check, or in the Credit Card Payment System

The TC should print a receipt and keep the signed copy in their cash drawer until the end of the day. Empty decal sheets should also be kept for inventory purposes.

The TC must also print a document cover sheet and place it on top of the bundle of paperwork submitted by the customer. This stack of bundles and DCS will be brought over to Building 16 nightly for review by the MV Supervisor. Any issues or mistakes in processing will be discussed between the MV Supervisor and TC.



After reviewing paperwork bundles for accuracy, the MV Supervisor will forward paperwork to CPD to scan into Laserfiche and link to the customer's Ownership Account. Paperwork bundles and DCSs will be physically filed in the warehouse space.

If there are no holds on the title, CPD will automatically print and mail the new original title to the customer.

Wrap-Up: Mail-In

After submitting the transaction and receipting the process in OneLink, the TC should print a DCS and place on top of the paperwork bundle. The TC will forward paperwork to CPD to scan into Laserfiche and link to the customer's Ownership Account. Paperwork bundles and DCSs will be physically filed in the warehouse space.

The TC should also prepare tags (if necessary), registration, and decals to be mailed to the customer in a tag-sized envelope and place in an outgoing mail pile.

If there are no holds on the title, CPD will automatically print and mail the new original title to the customer.

Appendix

Appendix A: Required Documents, Fees, and Exemptions

For full duplicate title guidelines, see LO Manual Page 82-83

Documents Required – Duplicate Titles

1. Completed and notarized **Application for Replacement Certificate of Title for Vehicle/Boat/Motor** ([Form 701-7](#)).

Note: If more than one recorded owner, only one signature is required unless the names have "and" between them. In that case, all owners must complete the form.

2. Method of identifying the vehicle record – VIN, title number, or tag number
3. **If** the application is signed for by Power of Attorney (POA), the original or a certified copy of the POA is to be attached to the paperwork.
4. Occasionally, a lien release will be submitted with the paperwork.

Fees - Duplicate Titles

	Vehicle	Boat and Motor
Title Fee	\$11.00	\$2.25
Mail Fee	\$1.73	\$1.73
Total	\$12.73	\$3.98

Exceptions and Tips – Duplicate Titles

All duplicate title applicants must list their vehicle registration information, unless they qualify for one of the following exceptions.

Exemption Type



Manufactured Homes
Non-Expiring Commercial Trailers
Construction Machinery
Permanent Tax-Exempt Plate Organizations (e.g. political subdivisions and volunteer fire departments)
Salvage or Junk titles
Vehicle owner no longer residing in Oklahoma, utilizing an out of state address
Licensed Oklahoma Dealers. Note: Title must be in the name of the dealership. Dealer number is required.
Off Road Vehicles
State-Owned Vehicles
Prorated Vehicles
License Plate Transferred
Low Speed Electric Vehicle
Unrecovered Theft

Situations Where a Duplicate Title May Not Be Processed
Title Is on Hold (Document, Serial Or Prorate)
Record Not on File
Title Has Been Issued Within 7 Days
Previous Title Receipt Was Voided
Pending Title 42
Title Has Been Cancelled
Stop Flag on Record
Indicator Showing Title Has Been Returned
Applicant Is Not Record Owner
Notice Of Transfer on Record.

Note: Registration must be current if the mailing address is in Oklahoma. If registration has expired, the applicant is required to renew the registration prior to processing a duplicate title. Check the in-office date to see if the duplicate application was submitted before expiration. Grace period does not apply.

Note: The only changes that may be made on a duplicate title are:

- Address of record owner
- An active lien may be released provided an acceptable lien release was submitted with the application

References

1. List of links relevant to Revised Titles



- a. Application for Replacement Certificate of Title for Vehicle/Boat/Motor ([Form 701-7](#))