



# Vehicle Renewals

Motor Vehicles Division

3-18-2025

# Vehicle Renewals

## Revision History

<b>Effective Date of SOP:</b> 3/18/2025	<b>SOP Number:</b> G.09
<b>Functional Area Name:</b> Motor Vehicles	<b>Division Name:</b> Special Plates
<b>Last Review Date:</b> 3/14/2025	<b>Last Reviewer:</b> Tiffany Doane, Motor Vehicle Manager
<b>Next Review Date:</b> 3/14/2026	<b>Next Reviewer:</b> Motor Vehicle Manager
<b>Executive Approval Date:</b> 3/18/2025	<b>Approved By:</b> Caitlin Owen, Chief Development & Support Officer

## Overview

This Standard Operating Procedure (SOP) outlines the process for renewing a vehicle's annual registration.

## Purpose

This SOP provides step-by-step procedures for Processing Specialists or Title Consultants to follow when renewing vehicle registrations.

## Policy Statement

These procedures apply to MV Processing Specialists handling mail-in registration renewals and Title Consultants assisting customers in person.

## Compliance

**OAC 670:20-13-1 – OAC 670:20-13-17 – Motor Vehicles – Registration and Licensing**  
**LO Manual Page 170 – Registration Renewal Notification**

## 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
MV Processing Specialist (PS)	Processes registration renewals from the MV Processing offices.
Title Consultant (TC)	Handles customer interaction in-store. Processes renewals live with customers.
MV Supervisor	Available to help resolve any issues or unusual cases that arise from normal processing of transactions
Central Processing Division (CPD)	Receives, sorts, and scans incoming customer mail to forward to OneLink Queues. Sends outgoing mail.

# Procedures

## Process #1: Processing a Renewal

**Purpose:** To renew a vehicle registration in OneLink.

### Background: SOK Storefront

When processing a renewal live with a customer, first verify that the customer has the proper documentation. For a standard renewal, this includes a **Driver's License**, **Valid Oklahoma Insurance Information** ([Appendix A](#)), **Vehicle VIN**, and **Payment Method** ([Appendix B](#)).

Search Results for ABN174

License Plate	VIN	Ownership	License Plate - Non-Commercial
ABN174	JF1AN4289KC416339	1989 SUBA DL	ABN174
		Plate: IRO539 (TA)	
		Registration Expires: 31-Mar-2007	

If the required documentation is present, proceed by pulling up the customer's **Ownership Account** and continue with the instructions below.

### Background: MV Processing

1. To begin processing vehicle renewals in OneLink, start from the **Task Management** homepage and select **Queue #25 – Mail-In Work – Mail Out**.

Work Management | Assignment | Other | Benchmarking | Work Summary

Work Groups | Queues | Mail-In Work | MLA Messages

Queue Search

Administrator: No Filter

Queues

Page 1 of 1 | 22 Rows | mail

ID	Description	Backlog	Queue
010	Messages for Mail Out section	0	Messages - Mail Out
025	Mail-in work from Fairfax for the mail out section	355	Mail-In Work - Mail Out
040	Special Tag Renewal by Email	0	Special Tag- Form 701-SR
086	Application for a Disabled American Veteran License Plate	56	Mail in Work-Form 751-J
087	Indian Tribal License Plate Application	0	Mail in Work- Form 759
088	Application For a Classic Vehicle License Plate	0	Mail in Work- Form 763
118	Mail in Plate Number Retention Request	0	Mail in Work - Form 710-Z
085	Gold Star Parent, Surviving Spouse and Survivor License Plate Application	4	Mail in Work- Form 742-G
029	Mail-In work from Fairfax for the special tag renewal section	0	Mail-In Work - Spc Tag Renewal
021	Mail-in work from Fairfax for the supply section	0	Mail-In Work - Supply

2. Navigate to the **Tasks** tab and select the first **Batched Work** on a working date:

Queue

Clone

Attributes

> Mail-In Work - Mail Out 025

Mail-in work from Fairfax for the mail out section

Owner : B

Notification Type : C

Reminder Delay : 0

Commence : 2

Cease :

Urgent Escalation

Source Priority

When backlog exceeds

Primary

Secondary

Other

Rules

Errors <sup>0</sup>

Work Groups <sup>1</sup>

Employees <sup>7</sup>

Administrators <sup>5</sup>

Tasks <sup>363</sup>

Completed

Denied <sup>8</sup>

Tasks

< Page 1 of 4 >

363 Rows

Filter

Type	Category	Stage
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New
Batched Work	Batched Work	New

- From the Batched Work page, press the blue **Laser Fiche** hyperlink to open the customer documentation associated with the transaction, then click the **Ownership** hyperlink to open the **Ownership Account**. Verify that the customer has sent in all the required documentation for the type of renewal they are getting. If the customer is missing documentation, they may need to be sent a letter.

From the **Ownership Account**, continue with the instructions below.

Case: New

1956 CHEV TUDOR B56N13261

Ownership IFD056

> Batched Work 1945465

Letter ID L0405081240

Attributes

Received : 13-Dec-2024

External ID : Edit

Description : Edit

Owner

Owner : Edit

Priority : Medium

Work Date : 13-Dec-2024

New

13-Dec-2024

New

Next Stage

Closed

Letter Out

Stage criteria not met

Tasks

There are no tasks.

Recent Notes

There are no recent notes.

Summary

Case

Summary

Work Items

Items

Associated Items

Cross Reference

Q

Batched Work

Edit

Show History

MVA Vehicle Registration Card

Document Locator Number

Form Number

Form 701-30

Laser Fiche

Biennial Registration

Amount

Received Date

Created Date

56.66

13-Dec-2024

13-Dec-2024

Id Type

Letter ID

LETTER ID

L0405081240

## Process Step-by-Step:

1. From the **Ownership Account**, select **Renew**.

The screenshot displays the 'Ownership Account' interface. On the left, the 'Ownership' section shows vehicle details: 2000 TOYT CXL, JT2BF22K8Y0237793, and owner information: REBECCA L BLACK, 301 HAL MULBROW DR APT 206, NORMAN OK 73069-2415, ABN174. The 'Registration' section shows an 'Expires Soon' warning, title 810001178251, plate TA - ABN174, primary registration (AU), decal 22N313845, expires 31-Jan-2022, active registration and title status, and a balance of 0.00. The 'Vehicle' section shows year/make/model 2000 CXL, body style, color Gold, and owner REBECCA L BLACK. Below these are 'Open Tasks' (none) and 'Recent Notes' (none). A green navigation bar at the bottom contains tabs: Vehicle, Attributes, CRM, Task, Financial, Web, and a search icon. Below the navigation bar is a table with columns: Type, Transaction Type, Use Type, Commence, Cease, Expire, Plate ID, Plate Type, Decal ID, Registration ID, Cease Reason, Issuing Agency. The table shows one row: Primary Registration, Renewal, Automobile, 27-Mar-2021, 01-Feb-2022, 31-Jan-2022, ABN174, Non-Commercial, 22N313845, 540202, M1436. At the bottom right, there are 'Renew' and 'I Want To' buttons, with a blue arrow pointing to the 'Renew' button.

2. Enter and validate insurance information including NAIC #, Company Name, and Policy # ([See Appendix A](#)). If the In-office date is needed to stop a penalty from date received click the **Use In-Office** link and plug in the date received. Click **Next**.

The screenshot shows the 'Insurance' section of the form. It includes fields for VIN (JT2BF22K8Y0237793), Registration Class (AUTOMOBILE), Unladen Weight (0), Year (2000), Make (TOYT), Model (CXL), Body Type (4D), Color (Gold), Laden Weight (0), and Fuel Type. There is a 'Use in-office date' link. The 'Insurance?' section has 'No' and 'Yes' radio buttons, with 'Yes' selected and a 'Validate Insurance' link. Below this are fields for NAIC (19232), Insurance Company (ALLSTATE INSURANCE COMPANY), Policy Number (6165), and Exception. The 'Delivery' section has a 'Delivery Method' dropdown. At the bottom, there are 'Cancel', 'Available Inventory', 'Previous', and 'Next' buttons, with a blue arrow pointing to the 'Next' button.

3. Select the renewal notice option **Email** or **Mail**.
  - a. **SOK Storefront:** Ask the customer their preferred method of renewal notice
  - b. **MV Processing:** Check the renewal application form to see the customer's preferred method.

4. Select the fee exception from the dropdown if applicable (See [Appendix B](#)). Click **Next**.

Activity

Attributes

Vehicle Registration

2000 TOYT CXL

Plate Type: TA

Plate

How would you like to receive your renewal notice?

Email Mail

Plate Type

Fee Exception

Do you need a replacement plate?

No Yes

Plate Group

Standard Plate

Standard Plate Type

Non-Commercial (TA)

Are you a Citizen of a Tribe?

No Yes

Cancel Available Inventory Next

5. Enter the validation decal number under **Registration (DV) Decal**. Click **Next**.

Activity

Attributes

Vehicle Registration

2000 TOYT CXL

Plate Type: TA

Plate

Registration (DV) Decal

23H226964

Non-Commercial (TA) Plate

ABN174

Expire Date

31-Jan-2023 Modify

Years Registered

23 Modify

Cancel Available Inventory Next

6. Select any applicable miscellaneous fees. Click **Next**.

Activity

Attributes

**Vehicle Registration**  
2000 TOYT CKL  
Plate Type: TA  
ABN174, 1/31/2023

Miscellaneous Fees

Misc Fees

Are there Miscellaneous Fees?  
☐ No ☒ Yes

Inspection  
☐ VIN/Odometer ☐ Rebuilt ☐ On Site

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

Tire Fees  
19.5" & under:  Non-auto Over 19.5":  Motorcycle:

Mail Fees  
Mail:  Mail Plate:

Other Fees  
Notary:

Printout:  Reprint:  Reprint Boat:

Cert. of Lien Release:  Copy of Lien Release:  Gen. Title History:  Cert. Title History:  Microfilm Title History:

Donation  
Organ Donor (\$):

Cancel Available Inventory < Next >

7. Verify fees correspond with submitted customer payment.

- SOK Storefront:** Verify fees to ensure no unexpected fees are charged in the renewal process and verify the total with the customer to ensure they are ready to pay that amount.
- MV Processing:** Verify the fees received match the fees owed in OneLink.

**Note:** If customer remittance does not match the amount owed, the customer may need to be sent a letter to prompt further payment.

8. Click **Next**.

Activity

Attributes

**Vehicle Registration**  
2000 TOYT CKL  
Plate Type: TA  
ABN174, 1/31/2023  
Misc. Fee Total: \$3.05  
Total: \$29.05

Fees

Registration Fees		
Registration		21.00
State Public Safety Fund Fee		5.00
Miscellaneous Fees		
Insurance Verification		1.50
Mail Fee		1.55
<b>TOTAL</b>		<b>29.05</b>

FEE / TAX OVERRIDES

Override Reg Penalty:  Apply Credits / Overrides

☐ Print a cover sheet?

Cancel Available Inventory < Next >



9. Verify address change if necessary.
10. Check the **MLA/OTC agent has checked ID paperwork** checkbox.
11. Click **Next**.

Activity

Attributes

Vehicle Registration

2000 TOYT CXL

Plate Type: TA

ABN174, 1/31/2023

Misc. Fee Total: \$3.05

Total: \$29.05

Owner

Owner

Owner(s) Name

REBECCA L BLACK

Owner ID Type

Drivers License

ID Number

P082610267

ID State

Foreign ID

☒ MLA/OTC agent has checked ID paperwork

Owner Address

301 HAL MULBROW DR APT 206 NORMAN OK 73069-2415

Validated

Is this a Leased Vehicle?

No Yes

Cancel Available Inventory

Next

12. Verify the registration summary, click **Submit**.

Activity

Attributes

Vehicle Registration

2000 TOYT CXL

Plate Type: TA

ABN174, 1/31/2023

Misc. Fee Total: \$3.05

Total: \$29.05

REBECCA L BLACK

Vehicle Registration

Vehicle ID : JT2BF22K8Y0237793

Registration Class : Automobile

Year/Make/Model : 2000 TOYT CXL

Registration : Plate: ABN174, Decal: 23H226964, Expiration: 1/31/2023

Owner Address : 301 HAL MULBROW DR APT 206 NORMAN OK 73069-2415

**Total Fee : \$29.05**

Cancel Available Inventory

Submit

13. Receipt the process

### Wrap-Up: SOK Storefront

To return registration to the customer, print a registration, attach a decal, and hand it to the customer.

After submitting the transaction and receipting the process in OneLink, the Storefront TC must take customer payment either by 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 DCSs will be brought over to Building 16

nightly for review by the MV Supervisor. Any issues/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.

**Wrap-Up: Mail-In**

After submitting the transaction and receipting the process in OneLink, the PS should print a DCS, place it on top of the paperwork bundle, and 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 PS should also print a registration, attach a decal and place in an outgoing mail pile.

## Appendix

### Appendix A: Insurance Verification

#### Non-Commercial Policy

- SOK does not accept out-of-state insurance unless the customer is using a Military affidavit. If insurance does not confirm there are three options available for override.
  - Letterhead Statement
    - Any verification failure may be overridden upon receipt of a letterhead statement from the registrant's insurance company, or insurance agent, confirming an Oklahoma-compliant liability insurance policy is in effect. The statement must meet the following requirements:
      - Letter, fax or email directly from the insurance company or insurance agent.
      - Identify the vehicle by VIN #
      - State an Oklahoma-compliant liability policy has been issued to the vehicle
      - Clarify policy is currently in effect
  - VIN Discrepancy
    - Review the insurance verification form to see if the full VIN is listed. If it is, compare it to the VIN on OneLink record. If an error is apparent (i.e. 1 or 2 characters is different on the form, as compared to OneLink), override the failure.
  - System Unavailable
    - The electronic verification system is temporarily unavailable. Either wait and attempt the transaction later or proceed with the override.

The Insurance Verification form presented by the registrant is required in all the override situations listed above and the form must be retained for two (2) years, along with documentation supporting the override. All verification overrides must be fully documented and are subject to review at any time by SOK.

### Appendix B: Schedule of Fees

#### Registration Fees

Times a vehicle has been registered and corresponding fees:

Year	Standard Vehicles Fees (\$)	Motorcycle Fees (\$)
1 <sup>st</sup> – 4 <sup>th</sup> Year	96.00	99.00
5 <sup>th</sup> – 8 <sup>th</sup> Year	86.00	89.00
9 <sup>th</sup> -12 <sup>th</sup> Year	66.00	69.00
13 <sup>th</sup> – 16 <sup>th</sup> Year	46.00	49.00
17 <sup>th</sup> +	26.00	29.00

Farm Registration: \$36.00

Boat & Outboard Motor Registration Year	Full Year Fee
1st year	\$1.00 for the first \$150.00 of value \$1.00 for each \$100.00 of value above \$150.00
2nd - 10th year	90% of the previous years calculated Registration Fee
11th year +	Same as year 10 and unchanged for the life of the boat and/or motor

Rates charts on other vehicle types can be found in the I-Drive at:

I:\MVD\MV Processing\Registration Rate Charts

## Penalty Fees

Taxpayers have 30 days to renew their plate (e.g., if the plate expires in April 2022, the penalty will start on June 1st). After that, they will accrue a \$1.00 daily penalty, up to a maximum of \$100.00.

## Special Registration Rates

There are multiple fee exceptions for a renewal; the most common instances are detailed below:

- **Armed Forces:** To use this rate, the customer must present [Form 779](#) filled out and signed by the Service member or spouse and certified by an officer.
  - The special rate for armed forces members is \$26.00
- **Disabled American Veteran:** To use this rate, the customer must present the DAV 599 card number, this information is verified in the system and each DAV is only allowed 2 a year.
  - The special rate for DAV is \$5.00

## Appendix C: What To Watch for when Processing Renewals Quick Guide

- When opening the task, verify the ownership link is the same as the tag number on the renewal notice that was sent in per Laserfiche.
- If no ownership link on task, search tag number in the Search Manager.
- Use the In Office date section on the renewal to stop penalty on the date SOK received the renewal notice and money in the office.
- If insurance verification fails:

- Check VIN number on the policy if included if off by two or less override with VIN discrepancy
- If commercial policy can be overridden with Commercial exception
- If nonuse section is filled in on renewal notice, select No for insurance question and then select nonuse from the drop down.
- If none of the options above are true send letter ([bC0200, Insurance Verification Request](#))
- Verify if email address was added on the renewal notice. If no email select Mail for renewal notice option.
- When selecting Miscellaneous Fees, verify the correct fee was paid per renewal notice. For all vehicle renewals Insurance fee should be charged.
- If renewing a Travel Trailer, no insurance is entered so no insurance fee is charged.
- Verify no new address was entered on the renewal notice. If new address was entered just enter new address and hit enter. Enter will cause address to validate with USPS.
- Verify the fees on the Summary page match what was sent in to renew.
  - If short \$3.00 or less, tolerance adjust the payment
  - If over \$3.00 or less, tolerance adjust the payment.
  - If short more than \$3.00 send letter for more money ([bC0060, Underpayment with Voucher](#))
  - If over more than \$3.00 process an Add Direction while receipting and send for refund.

## Appendix D: List of Letters for Vehicle Renewals

These letters are available in OneLink to be sent to the customer.

- a. **Documentation Required (aL0240)** – This letter is used for plates that require documentation, but that documentation was not sent in with the original application.

**Note:** this letter covers a common set of missing documents including Police ID, CPA card, Deputy Sheriff ID, Civil Emergency management ID, Emergency Medical Tech , Firefighter, Fraternal order of police, DAV 599C card. For anything else a letter is found on the I-drive at:

Department (I:) > MVD > MV Processing > Letters with SOK Letterhead

- b. **Underpayment with Voucher (bC0060):** This letter is used for any application received without sufficient payment. This can be used for special plates or regular renewals.

- c. **Insurance Verification Request (bC0200):** This letter is to be used if the insurance verification that was mailed in does not verify or is not Oklahoma insurance.

## References

### 1. List of forms relevant to vehicle renewals:

- a. [13-34-17 - Registration of Aircraft Excise Tax](#)
- b. [Personal Use \(Non-commercial\) and Agricultural Trailers Letter](#)
- c. [701-4 - Park Model Recreational Vehicle Application for Title/Registration](#)
- d. [701-29 - Tax Exempt Organization Vehicle Registration Affidavit](#)
- e. [722 - Affidavit for Title/Registration of Rental Vehicles](#)
- f. [740 - Former Military Vehicle Registration Application](#)
- g. [754-MSV Affidavit for Military Surplus Vehicle](#)
- h. [754-UTV Affidavit for Street Legal Utility Vehicle](#)
- i. [760 - Affidavit for Physically Disabled Registration Fee](#)
- j. [766 - Certificate of Ownership](#)
- k. [773-LP - Transfer Ownership of License Plate](#)
- l. [779 - U.S. Armed Forces Affidavit](#)
- m. [783-D - Syncing Registration Form](#)
- n. [788 - Affidavit for Issuance of Title for a Proportionally Registered Vehicle](#)
- o. [797-D Affidavit for Replacement License Plate/ Decal](#)

### 2. [No Charge Lost-Stolen-Mutilated SOP](#)

- a. This standard operating procedure (SOP) covers issuing replacements for non-delivered decals at no charge to the customer.