



# In-Lieu Plates

Motor Vehicles Division

3-18-2025



## Revision History

<b>Effective Date of SOP:</b> 3/18/2025	<b>SOP Number:</b> G.12
<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 issuing in-lieu license plates.

## Purpose

This SOP provides step-by-step procedures for Processing Specialists or Title Consultants to follow when working in-lieu plates transactions.

## Policy Statement

These procedures apply to MV Processing Specialists processing mail-in in-lieu plates requests or Title Consultants assisting customers in person.

## Compliance

**OAC 670:20-29** – Special license plates

LO Manual Chapter 4: Special Plates

## 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 in-lieu plates transactions from the MV Processing offices.
Title Consultant (TC)	Handles customer interaction in-store. Processes in-lieu plates transactions 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: Issuing In-Lieu Plates

**Purpose:** To issue an in-lieu plate to a customer.

#### Background: SOK Storefront

In-lieu plates are much like special plates but follow a slightly different process in OneLink.

There are several types of in-lieu plates that can be requested by customers at the SOK Storefront. These plates, like special plates, often required additional documentation to verify status or membership with a group.

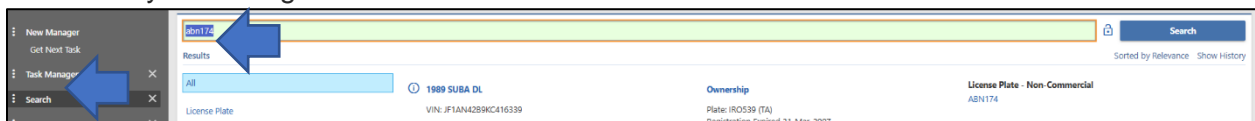
When processing a renewal live with a customer, first verify that the customer has the proper documentation for the special plate they desire. This includes **Driver's License, Valid Oklahoma Insurance, Vehicle VIN, [Application Form](#), and Required Qualifications (if necessary)**.

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

**Note:** The SOK Storefront will not have every type of in-lieu plate available on-hand. Typically, title consultants will keep a handful of common special plates at their desk, including the Disabled American Veteran in-lieu plate (by far the most common in-lieu plate type).


Additional special plate types are kept in a cabinet at the Storefront; however not all plates will be available. If a customer comes in looking for a plate that is not available, the TC should get in touch with Building 16, and usually someone can run a plate over for the customer. If the customer is fine waiting for their plate to come in the mail, the TC can process the request but leave the plate and decal fields in the plate request blank. This will create a Specialty Plate case on the Ownership Account that can then be worked by the Special Plates section.

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





#### Background: MV Processing:

1. To begin processing in-lieu plates in OneLink, start from the **Task Management** homepage and select one of the many in-lieu plates queues.



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
085	Gold Star Parent, Surviving Spouse and Survivor License Plate Application	4	Mail in Work- Form 742-G

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



Rules Errors <sup>0</sup> Work Groups <sup>1</sup> Employees <sup>7</sup> Admin Tasks <sup>1,176</sup> Completed Denied <sup>0</sup> Cross Reference															
Tasks															
Page 1 of 10 1,000 Rows Standard Gbaccus G Filter															
Type	Category	Stage	Account	Language	Area	Rule	Work Date	When	Who	Owner	ID	Created	Amount	Account	Created v Assigned
Batched Work	Batched Work	New	Ownership	English	None	Default	21-Oct-2024	17-Jan-2025 12:57:16	Alissa Joh	Alissa Joh	HOQ854	21-Oct-2024	0.00	HOQ854	batch 17-Jan-2025 12:57:16
Batched Work	Batched Work	New	Ownership	English	None	Default	21-Oct-2024	03-Jan-2025 10:33:54	Anita Park	Anita Park	HCB520	21-Oct-2024	0.00	HCB520	batch 03-Jan-2025 10:33:54
Batched Work	Batched Work	New	Ownership	English	None	Default	23-Oct-2024	17-Jan-2025 16:12:43	Alissa Joh	Alissa Joh	LRX330	23-Oct-2024	0.00	LRX330	batch 17-Jan-2025 16:12:43
Batched Work	Batched Work	New	Ownership	English	None	Default	29-Oct-2024	22-Jan-2025 15:03:57	Ebony Mil	Ebony Mil	QFE999	29-Oct-2024	0.00	QFE999	batch 22-Jan-2025 15:03:57
Batched Work	Batched Work	New	Ownership	English	None	Default	31-Oct-2024	02-Jan-2025 08:33:54	Michael Iv		LUN937	31-Oct-2024	0.00	LUN937	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	01-Nov-2024	01-Nov-2024 19:18:52	batch		QCA486	01-Nov-2024	0.00	QCA486	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Nov-2024	13-Nov-2024 19:18:42	batch		OPT748	13-Nov-2024	0.00	OPT748	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	21-Nov-2024	21-Nov-2024 19:15:50	batch		013949390-72	21-Nov-2024	0.00	013949390-72	batch
Batched Work	Batched Work	New		English	None	Default	25-Nov-2024	25-Nov-2024 19:20:01	batch		J63886G	25-Nov-2024	0.00		batch
Batched Work	Batched Work	New		English	None	Default	03-Dec-2024	03-Dec-2024 19:15:56	batch		763692058001	03-Dec-2024	0.00		batch
Batched Work	Batched Work	New	Ownership	English	None	Default	09-Dec-2024	09-Dec-2024 19:14:32	batch		2SH370	09-Dec-2024	0.00	2SH370	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Dec-2024	13-Dec-2024 19:21:31	batch		IFD056	13-Dec-2024	0.00	IFD056	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Dec-2024	23-Jan-2025 20:27:29	batch		BOP305	13-Dec-2024	0.00	BOP305	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Dec-2024	23-Jan-2025 20:27:29	batch		MIM097	13-Dec-2024	0.00	MIM097	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Dec-2024	13-Dec-2024 19:20:54	batch		WH379	13-Dec-2024	0.00	WH379	batch
Batched Work	Batched Work	New	Ownership	English	None	Default	13-Dec-2024	13-Dec-2024 19:20:54	batch		NBD328	13-Dec-2024	0.00	NBD328	batch

4. 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 in-lieu plate 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 856N103261  
Ownership IFD056  
> **Batched Work 19454651**  
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** Add Browse

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 41271304512 Form Number Form 701-30 Laser Fiche Biennial Registration

Amount 56.66 Received Date 13-Dec-2024 Created Date 13-Dec-2024

Id Type LETTER ID Letter ID L0405081240

## Process Step-by-Step:

1. Starting from the **Ownership Account**, select **I Want To**.

**Ownership**

2005 KIA KMS KNDJF724257064373  
> **Ownership**  
JEFFERY TIMMONS  
620 S 13TH AVE  
DURANT OK 74701-6412  
EYX717

**Registration**

Title : 601709267006C  
Plate : TA - EYX717  
Registration : Primary Registration (AU)  
Decal : 22T655004  
Expires : 31-Aug-2022  
Registration : **Active**  
Title Status : **Active**  
Balance : 0.00

**Vehicle**

Year/Make/Model : 2005 KMS  
Body Style :  
Color : Black  
Lienholder : WESTERN SHAMROCK FINANCE  
Owner : JEFFERY TIMMONS

**Open Tasks** View All

There are no open tasks.

**Recent Notes** Add Browse

There are no recent notes.

**Vehicle** Attributes CRM Task Financial Web Q

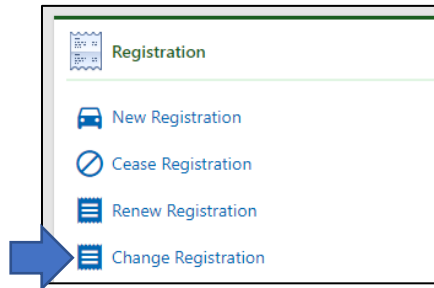
**Registrations** Unpaid Registrations Plates Owners \* Liens \* Titles \* Activities Acquisitions \*

**Registrations** Show History

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-Aug-2021	01-Sep-2022	31-Aug-2022	EYX717	Non-Commercial	22T655004	2281164		M0720

**Renew** **I Want To**

- Click the **Change Registration** hyperlink.



- Select the **Other Changes** selector button.
- Select the **Fee exception** from the drop-down menu.
- Select **In-Lieu** from the plate group drop down
- Select the **Plate type** from the drop-down menu.
- Click **Next**.

A screenshot of the "Change Registration" form. The form has a left sidebar with "Change Registration" and "Registration Choices" tabs. The main area is titled "Registration Choices" and contains several sections. At the top, there are two toggle buttons: "Change Weight Only" (disabled) and "Other Changes" (checked). A blue arrow points from the "Other Changes" toggle to the "Other Changes" label. Below this is the "Vehicle Type Information" section. It contains four rows of input fields: "Previous Registration Class" (Automobile), "Previous Fee Exception" (empty), "Previous Plate Group" (Standard Plate), and "Previous Plate Type" (Non-Commercial (TA)). To the right of these are four corresponding dropdown menus: "Registration Class" (Automobile), "Fee Exception" (Gold Star), "Plate Group" (In-Lieu Plate), and "Plate Type" (Gold Star Family (GSFM)). Blue arrows point from the "Previous Fee Exception", "Previous Plate Group", and "Previous Plate Type" fields to their respective dropdown menus. To the right of the dropdowns is a section titled "Are you a Citizen of a Tribe?" with "No" and "Yes" radio buttons. At the bottom of the form are "Cancel" and "Available Inventory" buttons. On the far right, there are "Previous" and "Next" navigation buttons.

- Enter** insurance information and validate. Click **Next**.

Activity

Attributes

Change Registration

Registration Choices

Vehicle Details

Vehicle Details

VIN

KNDJF724257064373

Registration Class

AUTOMOBILE

Unladen Weight

0

Year

2005

Make

KIA

Model

KMS

Body Type

UT

Color

Black

Laden Weight

0

Fuel Type

Insurance

Insurance?

No

Yes

Validate Insurance

NAIC

19232

Insurance Company

ALLSTATE INSURANCE COMPANY

Policy Number

165165

Exception

Delivery

Delivery Method

Cancel

Available Inventory

<

Next >

9. Change the address if necessary
10. Select the **Renewal Notice** option **Email or Mail**
11. Click **Next**.

Activity

Attributes

Change Registration

Registration Choices

Owner Information

Owner Information

Primary Owner Address

620 S 13TH AVE DURANT OK 74701-6412

Validated

Renewal Notice

How would you like to receive your renewal notice?

Email

Mail

Lease Information

Edit Lessees?

No

Yes

Cancel

Available Inventory

< Previous

Next >

12. Enter in the **Plate** and **Decal**. Click **Next**.



Activity  MV OneLink Staging

Attributes

**Change Registration**

Registration Choices  
2005 KIA KMS

Owner Information  
GS201, 8/31/2022

Plate

Registration (DV) Decal  
**22N627521**

Gold Star Survivor (GSN) Plate  
**GS201**

Expire Date  
31-Aug-2022

Years Registered  
17

☐ Charge a Replace Fee

Cancel Available Inventory Next

13. Select applicable miscellaneous fees. Click **Next**.

Activity  MV OneLink Staging

Attributes

**Change Registration**

Registration Choices  
2005 KIA KMS

Owner Information  
GS201, 8/31/2022

Miscellaneous Fees

Miscellaneous 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

14. Verify fees are correct for transaction type and click **Next**.



Fees	
<b>Registration Fees</b>	
Registration	3.56
State Public Safety Fund Fee	5.00
<b>Miscellaneous Fees</b>	
Insurance Verification	1.50
Mail Fee	1.55
<b>TOTAL</b>	<b>11.61</b>

**FEE / TAX OVERRIDES**

Override Reg Penalty:  Manual Credit:  [Apply Credits / Overrides](#)

A registration credit of \$10.00 has been applied. If this credit is not correct, please manually enter the full credit amount.

☐ Print Cover Sheet?

15. Verify the summary and click **Submit**.

**VIN : KNDJF724257064373**

Registration Class : Automobile

Owner Address : 620 S 13TH AVE DURANT OK 74701-6412

Year/Make/Model : 2005 KIA KMS

Registration : Plate: GS201, Decal: 22N627521, Expiration: 8/31/2022

**Total Fee : \$11.61**

16. **Receipt** the process.

### Wrap-Up: SOK Storefront

To return plates to the customer, print a registration (showing newly issued plate), attach a decal, and hand it to the customer with the issued plates.

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 prepare tags, registration (showing newly issued plate), and decals to be mailed to the customer in a tag-sized envelope and place in an outgoing mail pile.

## **Appendix**

### **Appendix A: List of In-Lieu Plate Types**

See the [Specialty Plates Catalog](#) for a full information on these plate types

<b>Plate Type</b>	<b>Required Documents</b>
Disabled American Veteran (Motorcycle/Automobile)	Copy of a reduced licensing charge card 599C or a letter issued by the Oklahoma Department of Veterans Affairs for the purpose of registering a vehicle.
Disabled American Veteran (Motorcycle/Automobile) – Physically Disabled	Copy of a reduced licensing charge card 599C or a letter issued by the Oklahoma Department of Veterans Affairs for the purpose of registering a vehicle. Additionally, a current handicap parking placard is required.
Indian Tribal	American Indian Tribal Association membership documents
Choctaw Veteran	ID and DD Form 214. Vehicles must have a standard Choctaw plate before they can be issued a Choctaw Veteran plate.
Antique or Classic (Motorcycle/ Automobile)	Vehicle must be at least 25 years old based on the date of manufacture.
Ex Prisoner of War (Motorcycle/Automobile)	Confirmation letter from the Oklahoma Department of Veterans Affairs, copy of Oklahoma title and proof of Oklahoma insurance.
Killed in Action	Letter of confirmation from the Oklahoma Department of Veterans Affairs, or deceased veteran's DD Form 214 (if form does not reflect service person's death, a copy of death certificate may be substituted) and statement that he/she has not remarried. Only the unmarried confirmation statement is required upon every renewal.



Gold Star Survivor/Spouse	Birth Certificate confirming applicant's relationship, <b>and</b> one of the following: <ul style="list-style-type: none"><li>• DD Form 1300, Report of Casualty, <b>or</b></li><li>• Death Certificate, DD Form 214, and a statement veteran's death was due to or a consequence of a service-connected disability, <b>or</b></li><li>• A letter of confirmation from the Oklahoma Department of Veteran Affairs</li></ul>
Gold Star Family	<b>Parents:</b> Gold Star Parent Membership card, <b>or</b> Birth certificate of Service Member <b>and</b> <a href="#">DD Form 1300</a> . <b>Siblings and Half-Siblings:</b> Birth certificate of Service Member, <b>and</b> birth certificate of Family Member applicant, <b>and</b> <a href="#">DD Form 1300</a> . <b>Maternal Grandparents:</b> Birth certificate of Service Member, <b>and</b> birth certificate of Service Member's mother, <b>and</b> <a href="#">DD Form 1300</a> . <b>Paternal Grandparents:</b> Birth certificate of Service Member, <b>and</b> birth certificate of Service Member's father, <b>and</b> <a href="#">DD Form 1300</a> .

## References

1. List of links relevant to In-Lieu Plates
  - a. [SOK Specialty Plate Catalog \(with links to forms\)](#)
2. List of Forms Relevant to In-Lieu Plates:
  - [Form 751-J Application for a Disabled American Veteran License Plate](#)
  - [Form 742-G - Gold Star Family, Surviving Spouse, and Survivor License Plate Application](#)
  - [Form 759 - Indian Tribal License Plate Application](#)
  - [Form 763 - Application for a Classic Vehicle License Plate](#)
  - [Form 751-L Ex Prisoner of War License Plate Application](#)