



# Lien and Title Corrections

Motor Vehicles Division

3-18-2025



## Revision History

<b>Effective Date of SOP:</b> 3/18/2025	<b>SOP Number:</b> G.18
<b>Functional Area Name:</b> Motor Vehicles	<b>Division Name:</b> Corrections
<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) covers a variety of common functions that Lien and Title Correction Specialists need to learn and use to assist SOK employees, Licensed Operators (LOs), dealers, lienholders, and customers with corrections to vehicle titles and liens, and updates to system records and accounts.

## Purpose

This SOP provides step-by-step instructions for Lien and Title Correction Specialists to follow when carrying out corrections functions.

## Policy Statement

These procedures apply to all Lien and Title Correction Specialists in the titling department, as well as Research Leads, MV Supervisors, and MV Managers who may need to assist with corrections at times. Additionally, other functional areas such as Storefront Associates and Title Consultants may carry out some of these tasks to assist customer when they have permission. The corrections department receives these activities by Fax, Mail, Email, LO messages in OneLink, or Teams. OkCars creates additional activities for processing. Activities are received from LO's, Dealers, Lienholders, and other SOK divisions.

## Compliance

**OAC 670:20-33** – Motor Vehicle Titles – General Provisions  
**OAC 670:20-35** – Certificates of Title  
**OAC 670:20-37** – Transfer of Title  
**OAC 670:20-39** – Affidavits for Use in Titles  
**OAC 670:20-41** – Liens

## 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



National Motor Vehicle Title Information System (NMVTIS)	National title tracking database used to check vehicle title history.
Microsoft Teams	Messaging and file sharing platform used for communication between SOK employees.

## Roles

Role	Responsibilities
MV Supervisor	Can perform all functions in this manual and certain others that need special authorization (e.g. voiding a title). This is Ryan
MV Lien and Title Correction Lead	Can perform all functions in this manual and certain others that require special authorization.
MV Lien and Title Correction Specialist	Core corrections staff who performs most of these functions daily. Starts with the top of this list and progresses their way down.
Licensed Operators (LOs)	Location that offers driver's license and motor vehicle services on behalf of the state.

## Procedures

### Process #1: Releasing a Lien

**Purpose:** To release a lien from a record in OneLink

**Background:**

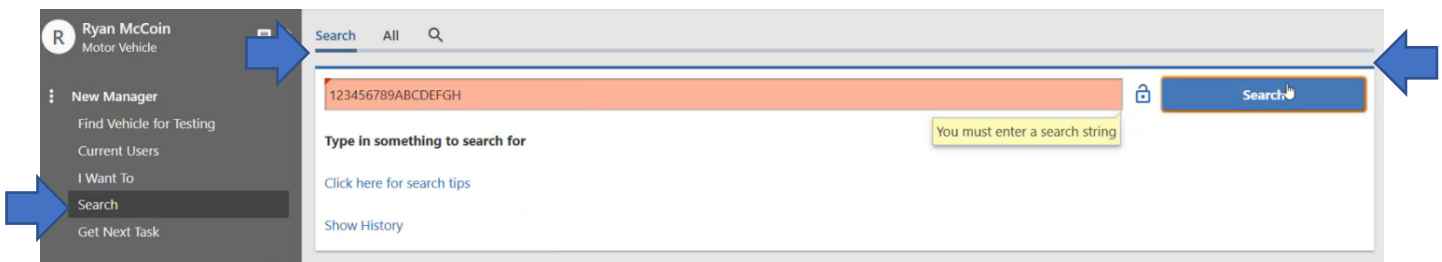
Lien release requests must be on their letterhead and include the following:

- Name of Secured Party (Creditor)
- Name of Debtor
- VIN
- Must be notarized

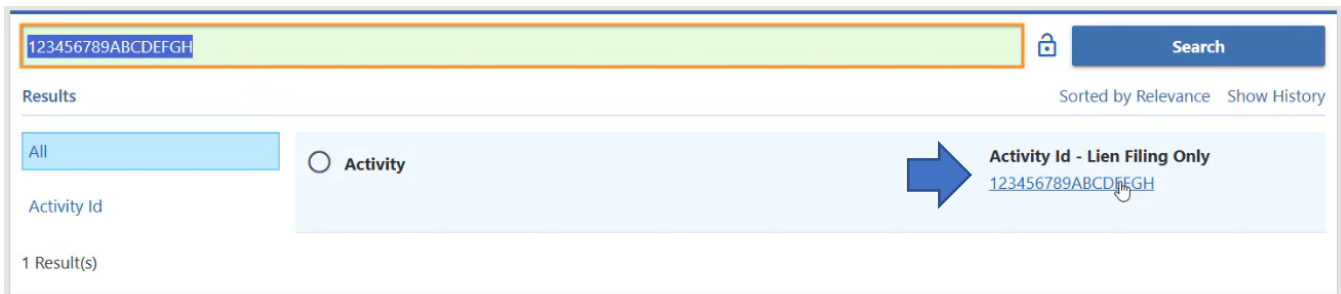
**Process Step-by-Step:**

**OPTION A: If the vehicle is not registered in the system, follow this option**

1. Go to the Search Manager and search by **DLN** or **VIN**. This example follows a VIN search – can also search by DLN, HIN, or serial number.



2. Click on the **Activity ID**.



3. From the activity page, click the **I Want To** button and select **Release Lien**.

## OPTION B: If the vehicle is already registered in the system

1. Start from the **Ownership Account** and click the **Liens** tab
2. Click on the **Vehicle Lien**

Vehicle

CRM

Task

Financial

Web

Security

Other

Accounts

Details

Titles \*

Owners \*

Liens \*

Brands

Odometer \*

Acquisitions \*

Valuations \*

Activities

Liens

Show History

Type	Lienholder	Debtor	Execution	Delivery	Release	Reversed
Vehicle Lien	VCFS LIEN COMPANY LLC	VCFS AUTO LEASING COMPANY	20-May-2023	31-May-2023		

Legacy Liens

Hide History

Type	Lienholder	Debtor	Execution	Delivery	Cease	Reversed
No rows returned.						

## From here, Option A and Option B converge

1. Click the **Release** button

<div> <div>Change</div> <div>Release</div> </div> <div> <div>Lien</div> <div>VIN : 123456789ABCDEFGH</div> <div>Source : Activity</div> <div>Electronic : No</div> <div>Contract : 25-Jun-2025</div> <div>Delivery : 30-Jun-2025</div> <div>Perfected : 25-Jun-2025</div> </div>	<div>Lienholder</div> <div> <div>Name : COMMUNITY NATIONAL BANK &amp; TRUST</div> <div>Address : PO BOX 628 CHANUTE KS 66720-0628</div> </div>	<div>Debtor</div> <div> <div>Name : JIM SMITH</div> <div>Address : 123 E MAIN ST OKLAHOMA CITY OK 73104-2407</div> </div>
--	--	---

Notes	Letters	History	Q
<div>Notes <span>Add</span></div> <div>There are no notes.</div>			

2. Enter the date of lien release and click **OK**.

Release Lien

Release

25-Jun-2025

Cancel OK

3. Click **Yes** to confirm lien release

Are you sure you want to release this lien?

No Yes

4. Generate and print a Document Cover Sheet for this transaction ([See Process #22](#))

**Note:** In the case that the lien is already released in the system, VIN is not found in the system, or lien release does not meet requirements, shred the lien release. If the VIN is not found in the system, send a lien release reject letter to the lender.

## Process #2: Unreleasing a Lien

**Purpose:** To reactivate a lien on a vehicle's record in OneLink.

### Process Step-by-Step:

1. Start from the **Ownership Account** and click the **Liens** tab.





2. Click on the **Vehicle Lien**

Vehicle

CRM

Task

Financial

Web

Security

Other

Q

Accounts

Details

Titles \*

Owners \*

Liens \*

Brands

Odometer \*

Acquisitions \*

Valuations \*

Activities

Liens

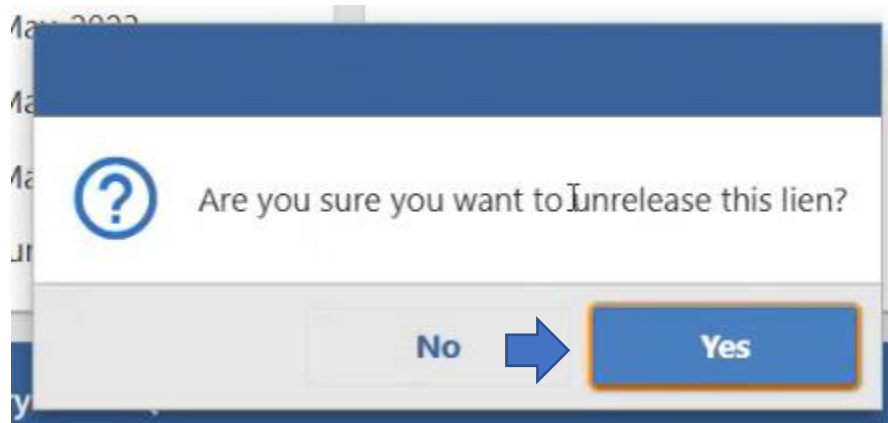
Show History

Type	Lienholder	Debtor	Execution	Delivery	Release	Reversed
Vehicle Lien	VCFS LIEN COMPANY LLC	VCFS AUTO LEASING COMPANY	20-May-2023	31-May-2023		

Legacy Liens

Hide History

Type	Lienholder	Debtor	Execution	Delivery	Cease	Reversed
No rows returned.						





#### 4. Lien has now been reactivated on the **Ownership Account**

Vehicle

Attributes

CRM

Task

Financial

Web

Q

Registrations

Unpaid Registrations

Plates

Owners \*

Liens \*

Titles \*

Activities

Acquisitions \*

Liens

Show History

Type	Lienholder	Debtor	Execution	Delivery	Release	Reversed
Vehicle Lien	VCFS LIEN COMPANY LLC	VCFS AUTO LEASING COMPANY	20-May-2023	31-May-2023		

### Process #3: Adding a Return to Sender Indicator

**Purpose:** To flag on an **Ownership Account** that a title failed to deliver to an address and was returned to SOK.

#### **Background:**

Check to see that the title number is the same; every time a new title prints, it will give that record a new title number.

Check that there is not a title hyperlink under Open Tasks.


If there is a title hyperlink under the Open Tasks, that means a new title has been applied for and not yet printed.

If the vehicle has a pre-reg on it, make sure to navigate to the correct account (ownership account before pre-reg).

#### **Process Step-by-Step:**

1. From the **Ownership Account**, select the **I Want To** button

Vehicle											
Attributes	CRM	Task	Financial	Web	Q						
Registrations	Unpaid Registrations	Plates	Owners *	Liens	Titles *	Activities	Acquisitions *				
Registrations											
Type	Transaction T	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration I	Cease Reasor	Issuing Agen
Primary Regi:	Renewal	Automobile	19-Apr-2024	01-May-2026	30-Apr-2026	NHW83	Non-Commer	26N299	14753563		M1430
						Renew		I Want To			



2. Select **Title Returned to Sender**

Filter

**Registration**

- New Registration
- Cease Registration
- Renew Registration
- Change Registration

**Titling**

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

Title was returned to office for not being deliverable to owner address

3. Click **Save**.

**IV OneLink Staging**

Type: Title Returned to Sender

Reason: Reason

Owner: Unassigned

Effective From: 30-Jun-2025 08:47:02

Effective To:

Description: Title was unable to be delivered to owner address and returned to OTC.

**Add Note**

Note

Save Cancel

**Note:** After indicator is added, the title will be marked with a red marker and shredded.

## Process #4: Releasing a Title Return to Sender Indicator

**Purpose:** To correct a return to send indicator by verifying and/or updating a customer address and send a new title.

**Process Step-by-Step:**



1. From the **Ownership Account**, click **I Want To** and select **Correct Address and Reprint Title**

The screenshot shows the 'Ownership Account' interface. On the left, under the 'Registration' tab, there are several options: New Registration, Cease Registration, Renew Registration, Change Registration, Primary LSM / Insurance, Primary Registration Fix, Notice of Transfer, and Vehicle Info Request. On the right, under the 'Titling' tab, there are several options: Revised Title Application, Correct Address and Reprint Title (highlighted with a blue arrow), Mark Vehicle Stolen, Vehicle Operator Communication Impairment, Change Vehicle Attributes, Cancel Title, VIN Change, and Add Brand. A green callout box points to the 'Correct Address and Reprint Title' option with the text: 'Update the Title that was returned with the correct mailing address'.

**Note:** If a customer has called because their title has not arrived and been returned to SOK, confirm the customer's mailing address.

2. If necessary, update the customer mailing address with the correct address. The address line will turn green once the address has been validated.
3. Click **Save**. This will automatically send the new title to the batch system to issue and print a new title to send to the customer.

The screenshot shows the 'Returned To Sender Address' form. The 'Title Information' section includes a 'Previous Mailing Address' field with the value '14112 CADORNA STRADA OKLAHOMA CITY OK 73170-5170' and a 'View Current Title' link. The 'NEW ADDRESS' section includes a 'New Mailing Address' field with the value '14112 CADORNA STRADA OKLAHOMA CITY OK 73170-5170' highlighted with a green border. A blue arrow points to the 'Save' button at the bottom right of the form. The 'Save' button is highlighted with a blue arrow.

## Process #5: Issuing a Undelivered Title Affidavit

**Purpose:** To send a copy of **Form 719 – Affidavit to Replace Undelivered Title** to a customer missing a recently issued title.



**Background:** If the customer did not receive their title within 20-90 days from the title print date, affidavits can be sent to the customer from SOK by mail or e-mail. After 90 days customer will have to apply for a duplicate title.

**Note:** The affidavit can be issued on the 21<sup>st</sup> day. Does not include Sundays and Holidays.

**Note:** Before proceeding, make sure the customer was supposed to receive a print title – not an electronic title or a title mailed to the lienholder.

### Process Step-by-Step:

1. From the **Ownership Account**, navigate to the **CRM** tab

Type	Transaction T	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration I	Cease Reason	Issuing Agent
Primary Regi	Renewal	Automobile	18-Aug-2024	01-Sep-2025	31-Aug-2025	LED728	Non-Commei	25R334*	16307166		M7263
Primary Regi	Renewal	Automobile	23-Jul-2023	18-Aug-2024	31-Aug-2024	LED728	Non-Commei	24P136*	11369716	Registration F	M7263
Primary Regi	Transfer Regi	Automobile	08-Jun-2023	23-Jul-2023	31-Aug-2023	LED728	Non-Commei	23K975*	10785635	Registration F	M7207

2. Click **Add**

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued	Icon
L1429982744	Motor Vehicle Certificate of Registra	LED728	Ownership	19-Aug-2024	19-Aug-2024		✉
L0101535720	Renewal Notice - Standard	LED728	Ownership	03-Jun-2024	03-Jun-2024		💻
L1919391144	Motor Vehicle Certificate of Registra	LED728	Ownership	24-Jul-2023	24-Jul-2023		✉
L1514209704	Renewal Notice - Standard	LED728	Ownership	23-Jun-2023	23-Jun-2023		✉
L0135055016	Green Standard Title	LED728	Ownership	09-Jun-2023	09-Jun-2023		✉
L0570574504	Motor Vehicle Certificate of Registra	LED728	Ownership	08-Jun-2023	08-Jun-2023		✉
L1006782120	Motor Vehicle Certificate	LED728	Ownership	08-Jun-2023	08-Jun-2023		✉
L1543653032	Motor Vehicle Certificate	LED728	Ownership	08-Jun-2023	08-Jun-2023		✉

3. Scroll down to find **Form 719 – Affidavit to Replace Undelivered Title** and select.

Ownership: LED728 MV OneLink Staging 30-Jun-2025

Mail

Mail Types

Filter

Mail Category	Type	Title	Default Template
Secondary Plates	al0235	Plate not on file	SOK Rebrand
Secondary Plates	al0240	Documentation Required	SOK Rebrand
Documentation	al0301	Form 719 - Affidavit to Replace Undelivered Title	SOK Rebrand
Audit	au0003	Audit Stop Flag	v12.1 SQR 12443
Billing and Collection	bc0024	Return application/ No payment	SOK Rebrand
Billing and Collection	bc0060	Underpayment with Voucher	V12.R3 12178
Billing and Collection	bc0062	Indian Tribal Mail Out Denial	SOK Rebrand
Billing and Collection	bc0100	Underpayment	SOK Rebrand
Billing and Collection	bc0108	Unprocessable odometer correct	Rebrand
Billing and Collection	bc0110	Unprocessable Lien Release	SOK Rebrand
Insurance	bc0200	Insurance Verification Request	SOK Rebrand
Refunds	cl0002	Refund Denial Letter	SOK Rebrand

4. Click **Save**

**Note:** Depending on customer preference, Form 719 can be sent to the customer by mail, email, or fax.

Mail

2023 HYUN PALISADE KM8R74GE8PU615566

Ownership LED728

> Add Mail Item

Form 719 - Affidavit to Replace Undelivered Title (al0301)

Attributes

Change Address

Address Block : DEREK W MEANS OR DENISE MEANS  
7902 N 147TH EAST AVE  
OWASSO OK 74055-7972

Not From Protected Source

Language : English

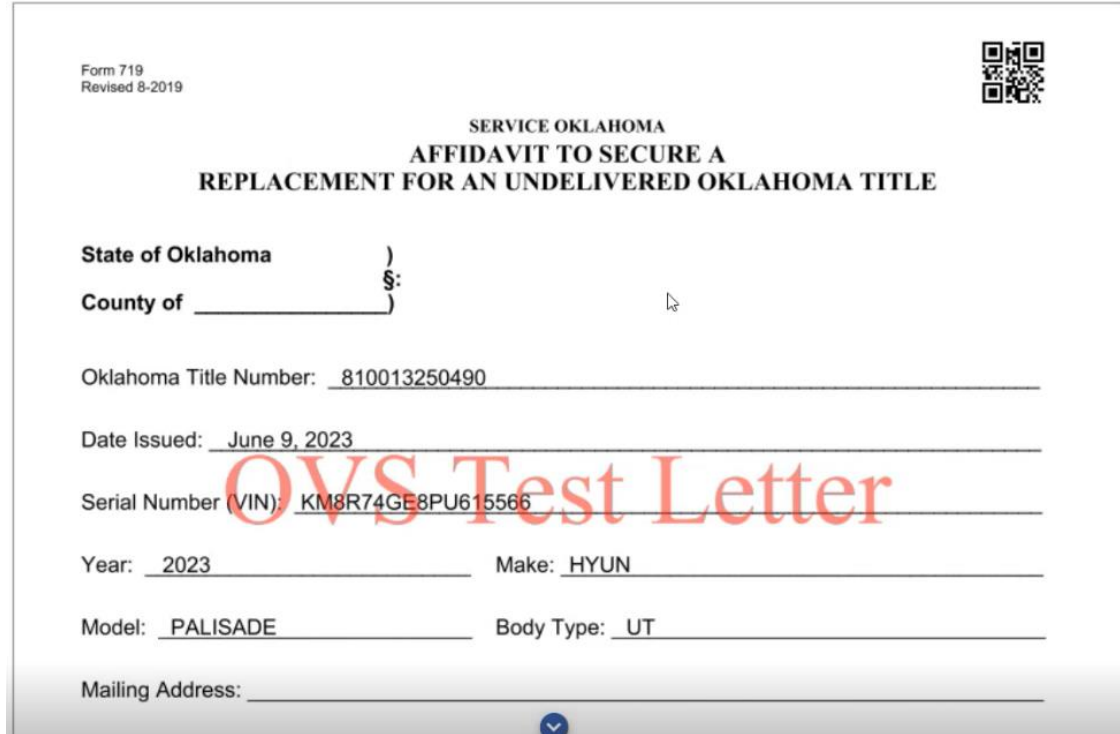
Note : Add Note

Mail Item Contains No Protected Data Source

Input Quick View

Can Save

**Example:** Form 719 Affidavit to Secure a Replacement for an Undelivered Oklahoma Title

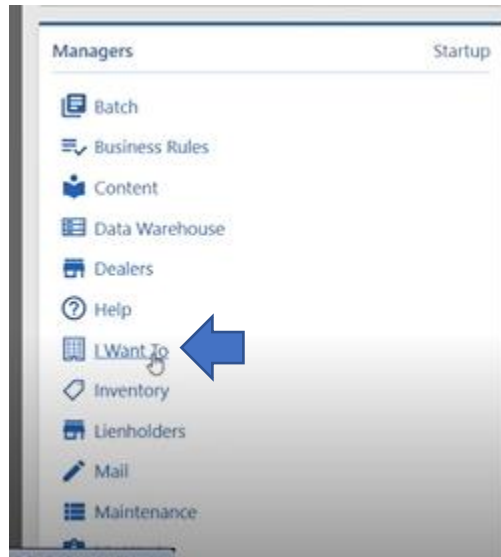


**Purpose:** To process a no-charge duplicate title for a customer who has submitted an Undelivered Title Affidavit

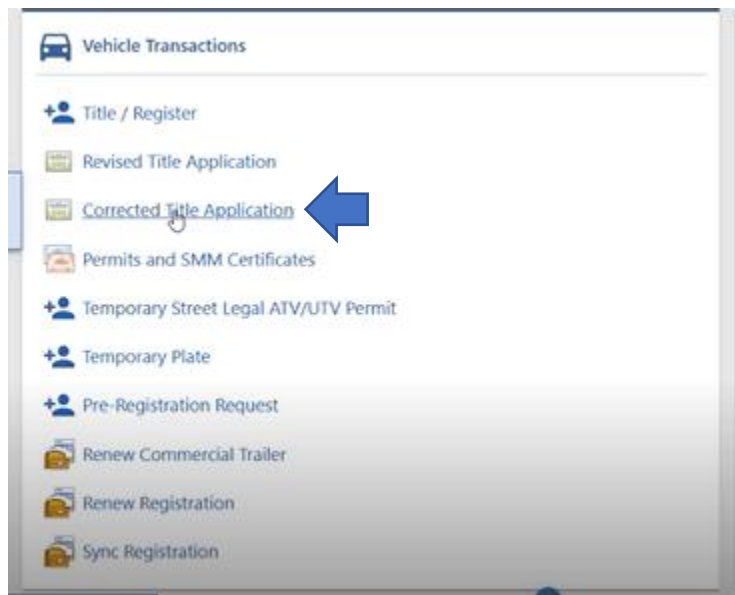
### Process Step-by-Step:



1. Review **Ownership Account** to verify undelivered title affidavit is OK for processing.
2. From the **New Task Manager**, select **I Want To**



3. Select **Corrected Title Application**



4. Add vehicle information number. Click **Next**.

Activity

Attributes

Vehicle Title

Title Search

Title Search

License Plate #

Title #

Vehicle ID

KM8R74GE8PU615566

Cancel Available Inventory < Previous Next >

5. Select the correct vehicle.

Activity

Attributes

Vehicle Title

Title Search

Title Search

License Plate #

Title #

Vehicle ID

KM8R74GE8PU615566

Please Select a Vehicle

✓

2023 HYUN PALISADE  
VIN: KM8R74GE8PU615566  
Non-Commercial: LED728 Expires: 8/31/2025  
Title #: 810013250490 Owner: DEREK W MEANS Or DENISE MEANS

Cancel Available Inventory < Previous Next >



6. Open the **Title Action** dropdown menu and select **Duplicate Title**

The screenshot shows the 'MV OneLink Staging' form. The 'Title Action' dropdown menu is open, showing options: 'Required', 'Add Lien', 'Duplicate Title', 'Junked Title', 'Original Title', 'Rebodied Vehicle', 'Rebuilt Title', 'Release Lien', and 'Repossession'. A blue arrow points to the 'Duplicate Title' option. The form fields include: VIN (KM8R74GE8PU615566), Title Type (Automobile), Titled As (DEREK W MEANS Or DENISE MEANS), Owner Address (7902 N 147TH EAST AVE OWASSO OK 74055-7972), Electronic Title? (No), Cnv. Correction (checkbox), Loss/Salvage Date, Add Manual Loss Date (checkbox), NMVTIS Override (checkbox), Refresh NMVTIS Results, Add Title Hold Reason? (No), Changes section with Add or Change Liens? (No/Yes), and Change Owners or Address? (No/Yes).

7. Change any necessary information

**Note:** For a 719 issuance, you can select owner address and only update address if necessary.

The screenshot shows the 'Changes' section of the form. The 'Change Owners or Address?' dropdown menu is open, showing options: 'No' and 'Yes'. A blue arrow points to the 'Yes' option. The other options in the section are: Add or Change Liens? (No/Yes), Change Vehicle Information? (No/Yes), Add or Change Brand? (No/Yes), Change the Odometer? (No/Yes), and Add Miscellaneous Fees? (No/Yes).

8. Make any necessary changes to address information.

9. Review duplicate title preview and click **Next**.

**Note:** Any changes made will be shown in red.

**MV OneLink Staging**

**CERTIFICATE OF TITLE**  
**STATE OF OKLAHOMA**

VEHICLE IDENTIFICATION NUMBER <b>KM8R74GE8PU615566</b>		TITLE NO.	DATE ISSUED
YEAR <b>2023</b>	MAKE <b>HYU</b>	MODEL <b>PALIS</b>	COLOR <b>Black</b>
LO NO. <b>M8800</b>	APPLICATION DATE <b>6/30/2025</b>	DATE 1st SOLD <b>5/22/2023</b>	BODY TYPE <b>UT</b>
			ODOMETER <b>6 Actual</b>
TYPE OF TITLE <b>Duplicate</b>			

HiddenWord®

MAILING ADDRESS  
**DEREK W MEANS Or DENISE MEANS**  
**7902 N 146TH EAST AVE**  
**OWASSO OK 74055-7985**

NAME AND ADDRESS OF VEHICLE OWNER  
**DEREK W MEANS Or DENISE MEANS**  
**7902 N 146TH EAST AVE**  
**OWASSO, OK 74055-7985**

*It is hereby certified that according to the records of the State of Oklahoma, the person named herein is the owner of the vehicle described.*

10. Review transaction information for accuracy and press **Submit**.

11. Generate and print a Document Cover Sheet for this transaction ([See Process #22](#))

## Process #7: Processing Insurance Loss Letters

**Purpose:** To notify the State of an insurance loss and add a “Salvage” or “Junk” indicator to the vehicle record based on submitted insurance loss letters

### Background:

When a vehicle has been damaged in an accident, flood or by some other means, the Insurance Company will send a letter to SOK stating a percentage of damage. That damage percentage will then be coded into the vehicles record to ensure indicators are added to the record for the next issuance.

To be acceptable, the letter from the Insurance Company must include:

- VIN of the damaged vehicle
- Date of loss
- Damage percentage
- On insurance company's letterhead, with letterhead signature



**Note:** If the insurance letter states “hail damage only,” do not code the vehicle. It is assumed to mean that the road-worthiness of the vehicle is unaffected; therefore, the title type will not be affected. Hail damage letter must also state either “cosmetic damage only” or “does not affect the road-worthiness or safe operation on the highway”

Percentage Guidelines:

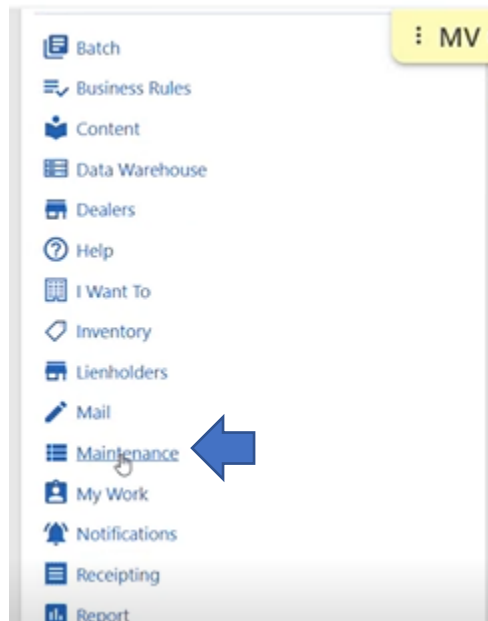
Percent Damaged	Code Type	Notes
80%+	Junk Title	Vehicles over ten (10) years old are not marked as junked
60-79%	Salvage Title	Vehicles over ten (10) years old are not marked as salvaged
0-59%	No code	
No % or any other missing or uncertain wording given (e.g. 95% loss requesting a salvage)	Incomplete	System will generate a letter to the insurance company and the record owner requesting a clear percentage of damage

**Note:** Any insurance loss letter that declares a loss due to flood damage must be branded accordingly.

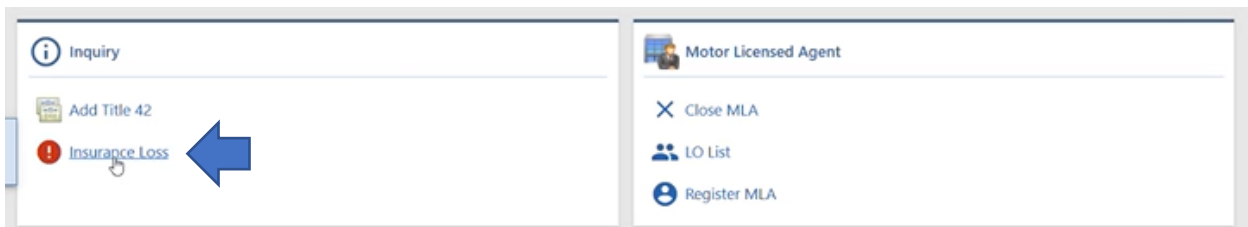
**Process Step-by-Step:**

1. From the new task manager, select **Maintenance**

**Note:** Review **Ownership Account** prior to processing to ensure that the appropriate title has not already been issued.



2. Select **Insurance Loss**




3. Enter vehicle information number.

A screenshot of the Service KLAHOMA 'Insurance Loss Activity Doc' form. The form has a header bar with 'Activity' and a search icon. Below the header, there is a section titled 'Attributes' with a red exclamation mark icon. The main content area is titled 'Insurance Loss Activity Doc' and has a vertical ellipsis icon on the right. Below this, there is a section titled 'Vehicle Search' with three input fields: 'License Plate #' (green), 'Title #' (green), and 'Vehicle ID' (orange). The 'Vehicle ID' field contains the text '3GNAXKEG8PL132302' and is highlighted with a blue arrow pointing to it from the right.

4. Select a vehicle to edit.



Please Select a Vehicle


Select 

2023 CHEV EQUINOX  
VIN: 3GNAXKEG8PL132302  
Automobile: PYL702 Expires: 1/31/2026  
Title #: 810012879755  
Owner: SHIRLEY MCDOWELL

5. Open the **Insurance Loss Type** dropdown menu and select the corresponding title type

2023 CHEV EQUINOX  
VIN: 3GNAXKEG8PL132302  
Automobile: PYL702 Expires: 1/31/2026  
Title #: 810012879755  
Owner: SHIRLEY MCDOWELL

Electronic Junked Title  
Electronic Salvage Title  
Junked Title  
Salvage Title 

Required 

6. Enter the **Insurance Loss Date** and click **Save**.

Insurance Loss

Insurance Loss Type  
Salvage Title 

Insurance Loss Date  
25-Jun-2025 

**Note:** If the insurance company did not provide a damage percentage or other information is confusing or inaccurate, select **Yes** on incomplete and enter insurance company information. This example will follow an **Incomplete** application.

Incomplete  
☐ No ☒ Yes

Damaged By Flood  
☒ No ☐ Yes

Recovered Theft  
☒ No ☐ Yes


Insurance Company Name  
Required  I

Insurance Company Address  
Required  Unvalidated

7. Navigate to the **CRM** tab. Print the **Insurance Loss Letter** and **Document Cover Sheet** to file for processing.



Ownership


 Insurance Loss - Salvage

2023 CHEV EQUINOX 3GNAXKEG8PL132302

> **Ownership**

SHIRLEY MCDOWELL  
9290 N 310 RD  
MORRIS OK 74445-2651  
PYL702

1. From the **Ownership Account**, select **Activities** and select the **Insurance Loss** activity.

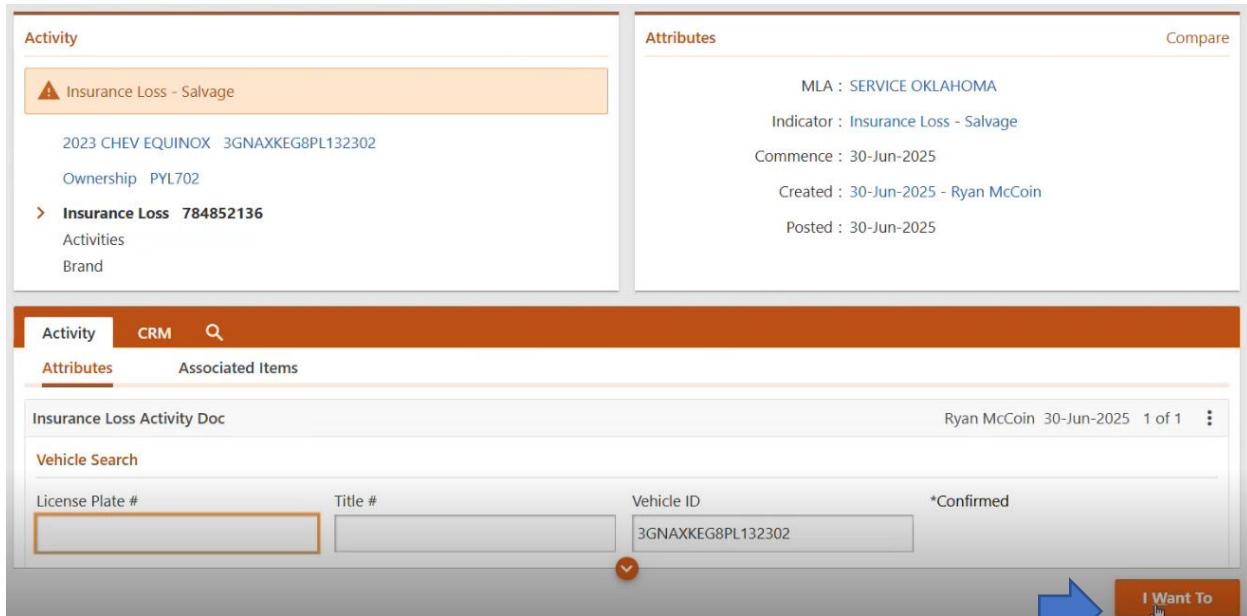


The screenshot shows the 'Vehicle' page with the 'Activities' tab selected. A blue arrow points to the 'Activities' tab, and another blue arrow points to the first row of the 'Activities' table. The table has columns: Activity Id, Commence, Cease, Activity Type, Reversed, and Issued By. The first row is highlighted in blue and shows Activity Id 1858593960, Commence 30-Jun-2025, Activity Type Vehicle Information Request, Reversed, and Issued By M8800. The second row shows Activity Id 784852136, Commence 30-Jun-2025, Activity Type Insurance Loss, Reversed, and Issued By M8800. The table footer indicates '2 Rows'.

Activity Id	Commence	Cease	Activity Type	Reversed	Issued By
1858593960	30-Jun-2025		Vehicle Information Request		M8800
784852136	30-Jun-2025		Insurance Loss		M8800

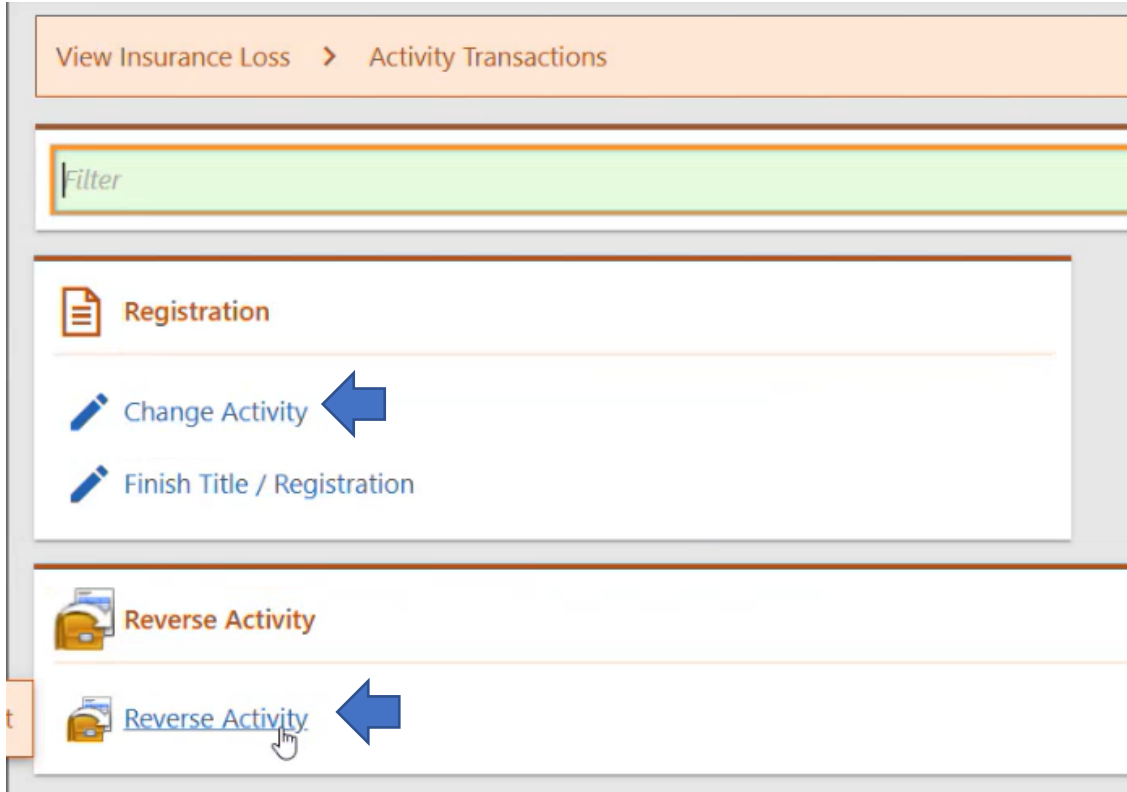
2 Rows

2. From the **Activity** homepage, select **I Want To**



The screenshot shows the 'Activity' homepage. On the left, under 'Activity', there is a section for 'Insurance Loss - Salvage' with details: '2023 CHEV EQUINOX 3GNAXKEG8PL132302', 'Ownership: PYL702', and 'Insurance Loss 784852136'. On the right, under 'Attributes', there is a 'Compare' button and details: 'MLA : SERVICE OKLAHOMA', 'Indicator : Insurance Loss - Salvage', 'Commence : 30-Jun-2025', 'Created : 30-Jun-2025 - Ryan McCoin', and 'Posted : 30-Jun-2025'. Below these, there is a navigation bar with 'Activity', 'CRM', and a search icon. Under 'Activity', there are tabs for 'Attributes' and 'Associated Items'. The 'Attributes' tab is active, showing 'Insurance Loss Activity Doc' by 'Ryan McCoin' on '30-Jun-2025' (1 of 1). Below this, there is a 'Vehicle Search' section with fields for 'License Plate #', 'Title #', and 'Vehicle ID' (3GNAXKEG8PL132302). A red 'I Want To' button is located at the bottom right, with a blue arrow pointing to it.

3. From the Insurance Loss page, either change the activity (Incomplete to Junk, Incomplete to Salvage, etc.) or reverse completely. This example follows a complete reversal.



The screenshot shows the 'Insurance Loss' page. At the top, there is a navigation bar with 'View Insurance Loss' and 'Activity Transactions'. Below this, there is a 'Filter' section. Under 'Registration', there are two buttons: 'Change Activity' and 'Finish Title / Registration'. A blue arrow points to the 'Change Activity' button. Below this, there is a 'Reverse Activity' section with a button labeled 'Reverse Activity'. A blue arrow points to this button.

4. After processing the reversal, the indicator on the **Ownership Account** will be removed.



**Note:** A Document Cover Sheet (See [Process #23](#)) must be printed and placed with the Insurance Letter in the imaging box marked Insurance Letters.

## Process #9: Releasing a Document Hold

**Purpose:** To remove a document hold from a vehicles record and release a title to the customer.

**Background:**

When a customer registers their vehicle without the original title documentation, the title is placed on Document Hold. This hold is not released until SOK has received the proper title documentation. These records are considered for registration purposes only and if coming from another State, the Out of State title is still the valid title.

Before a hold is released, the information below must be verified against what was entered into the system:

- VIN
- Name
- Year, Make, Model and Body type
- Lien
- Title Type or Brands





- Odometer reading and/or Brands

**Note:** If the information on the system does not match what is on the title documentation, search the vehicle in imaging to look at the documents that were turned in at the time of the original registration.

Encoding Error by Agent (No charge correction)

- If this was an agent error, a correction will need to be made before the title is released to print.

Encoding Error not by Agent (Paid correction)

- If this was not an agent error, depending on the error, more documentation might be required.

### VIN

If the Serial Inspection and supporting documents are incorrect, a corrected Serial Inspection is needed, along with the title and additional fees.

**Note:** If the VIN is off by more than 2 digits, a letter from the jurisdiction might also be required.

**Note:** If this account has an active lien, in addition to the above paperwork we would need the lien release for the incorrect VIN and a corrected Lien Entry Form (MV21-A) and additional fees may be required.

### Title Brands

Regardless of the year, all title brands must be carried forward. Refer to page 54-66 of the LO manual for the equivalent title brand for Salvage, Rebuilt, or Junk.

**Note:** This does not apply to boats or outboard motors.

**Note:** Oklahoma secondary brands include Lemon Law Buy Back, Flood Damage and Recovered Theft.

### Odometer Brands

If the vehicle year is 2011 or newer, all mileage brands must be carried forward before releasing the hold. These brands include Actual, Not Actual, Exceeds Mechanical Limits and Odometer Discrepancy.

### Customer Name

Verify that the name on the system matches the name on the title documentation. This includes middle initials, (Jr, Sr, I, II etc.) and JTWROS, WROS, TOD, etc. ...

**Note:** If there is no relationship between the names, add "and" between them.

**Note:** If the out of State title is assigned to a new buyer and no excise fees have been collected, forward to Title Consultants so that they may collect the required fees to have an Oklahoma title put in their name.



## Liens

If Out of State titles have a lien release or the lien is signed off on the face of the title, [release the lien](#) before releasing the title.

If the Out of State title indicates an active lien verify that the lien is in the system.

If the lienholder on record is different than what is in the system, check imaging to see what information was turned in to the agent.

If the two are different and it is not an agent error, send the Out of State title back to the lender along with a letter explaining that the lien information was given by the customer was incorrect. To add their lien, a signed and dated lien release for the active lien, four (4) completed copies of the lien entry form ([MV21-A](#)), the Out of State title and a check or money order for additional fees made out to SOK are all needed.

If the discrepancy was the result of an agent error (misspelled or entered the incorrect lienholder according to the supporting documents), correct the lienholder's name and release the document hold. Mail corrected lien releases to the lienholder.

Once all information has been verified, the title can be released.

## **Process Step-by-Step:**



1. From **Customer** or **Ownership Account**, select the **Open Task** for title work.

Title Hold - Document

MV OneLink Staging

2013 FORD F150 1FTFW1ET3DKE03949

> Ownership

CATHERINE MAZZONE LARSEN AND FREDRICK L LARSEN  
624 SPAVINAW LN  
EDMOND OK 73025-9733  
KDY183

Title : 810008768140

Plate : TA - KDY183

Registration : Primary Registration (AU)

Decal : 22N859962

Expired : 31-Jul-2022

Registration : Expired

Title Status : Hold

Balance : 0.00

Year/Make/Model : 2013 F150

Body Style :

Color : Black

Lienholder : INOVA FEDERAL CREDIT UNION

PRIMARY : CATHERINE MAZZONE LARSEN

ADDITIONAL : FREDRICK L LARSEN

Open TasksView All

Recent NotesAddBrowse

Title

There are no recent notes.

2. From the **Title Case**, click **I Want To**

Case: New

Title Hold - Document

2013 FORD F150 1FTFW1ET3DKE03949

Ownership KDY183

Period 23-Jul-2020

> Title 9811526

624 SPAVINAW LN  
EDMOND OK 73025-9733  
Title App 810008768140

Attributes

Received : None

External ID : 810008768140

Description : Edit

Owner

Owner : Edit

Priority : Medium

Work Date : Edit

Title Hold

☒ Received

☒ New

☒ Title Application Day

☒ NMVTIS Inquiry Sent

☒ NMVTIS Inquiry Received

☒ Title Hold

Next Stage

Tasks

Recent NotesAddBrowse

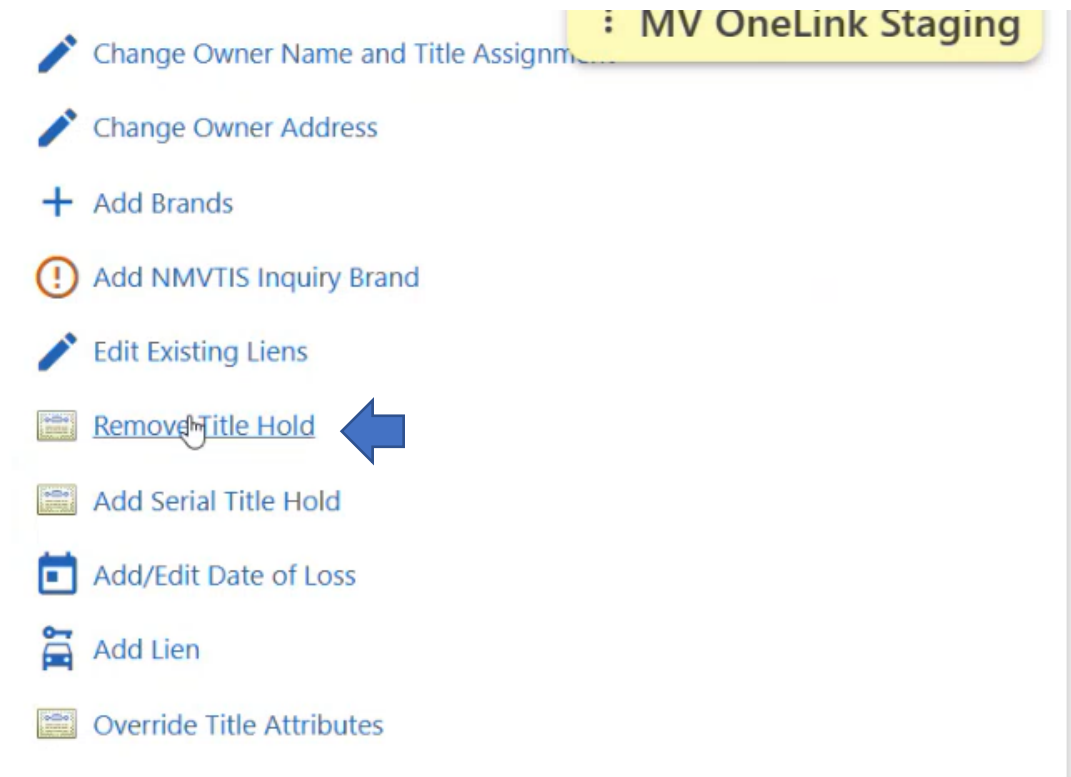
Close Without

There are no tasks.

There are no recent notes.

I Want To

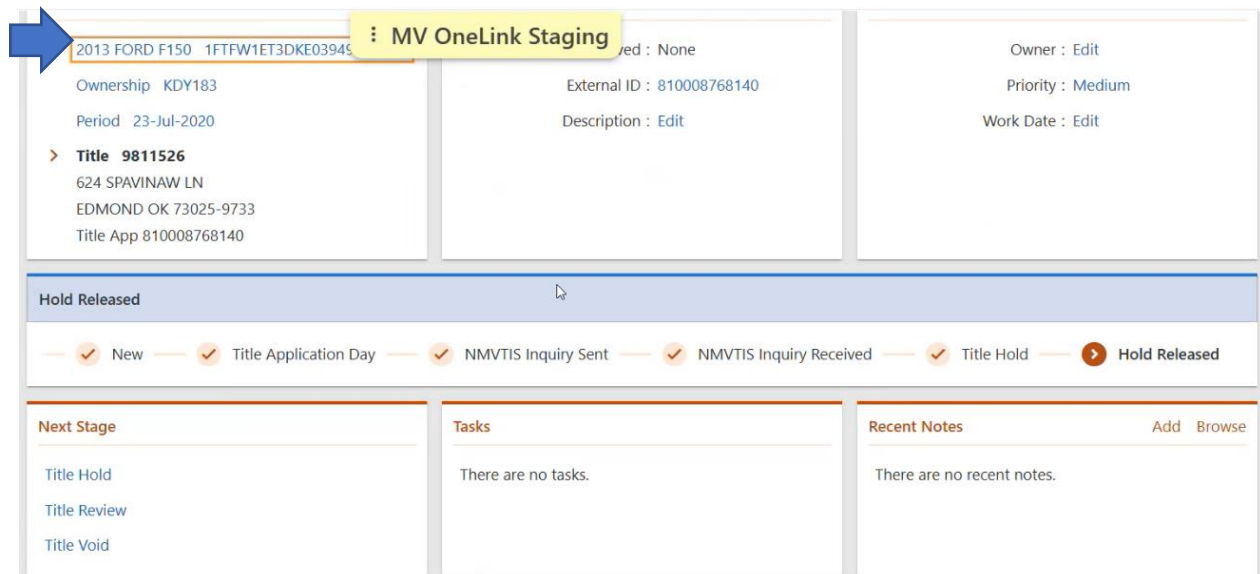
3. Scroll and select **Remove Title Hold**



**MV OneLink Staging**

- Change Owner Name and Title Assignment
- Change Owner Address
- + Add Brands
- ! Add NMVTIS Inquiry Brand
- Edit Existing Liens
- Remove Title Hold** ←
- Add Serial Title Hold
- Add/Edit Date of Loss
- Add Lien
- Override Title Attributes

4. Now on the account the title hold is removed.



**MV OneLink Staging**

2013 FORD F150 1FTFW1ET3DKE03945

Ownership: KDY183  
Period: 23-Jul-2020  
Title: 9811526  
624 SPAVINAW LN  
EDMOND OK 73025-9733  
Title App: 810008768140

External ID: 810008768140  
Description: Edit

Owner: Edit  
Priority: Medium  
Work Date: Edit

**Hold Released**

☒ New
 ☒ Title Application Day
 ☒ NMVTIS Inquiry Sent
 ☒ NMVTIS Inquiry Received
 ☒ Title Hold
 ☒ **Hold Released**

**Next Stage**

- Title Hold
- Title Review
- Title Void

**Tasks**

There are no tasks.

**Recent Notes**

There are no recent notes.

5. Generate and print a Document Cover Sheet for this transaction ([See Process #23](#))



## Process #10: Releasing a Serial Inspection Hold

**Purpose:** To remove a SI hold from a vehicle's record and release a title to the customer or lienholder.

### **Background:**

#### VIN Inspections

All vehicles that have been previously registered, regardless of age, must be physically inspected before an original Oklahoma title can be issued. The inspection includes checking the VIN and odometer reading. VIN inspections performed by SOK representatives are recorded on the back of Form 701-6.

**Note:** Exceptions to this are vehicles intending to prorate, trailers, ATVs and vehicles that have passed an Oklahoma rebuilt vehicle inspection. Travel trailers are not exempt.

**Note:** If the vehicle is not available for inspection, the record is placed on hold for Serial Inspection. The Oklahoma title will not be released until the inspection is completed.

This inspection is done to ensure that the VIN on the vehicle matches the VIN on the submitted documents such as the registration and/or Title.

Inspections may be performed by:

- Oklahoma Licensed Operators
- Service Oklahoma personnel

**Note:** In certain cases, Oklahoma local and State Police may perform this task.

If the vehicle is out of State, the inspection may be done by:

- State's Department of Motor Vehicles
- State's law enforcement
- Military Police, if the Oklahoma resident is active-duty military and stationed out of State.

Requirements for an out of State inspection:

- The VIN inspection must be done on letterhead of the other State's Department of Motor Vehicle, State Law Enforcement or Military Police.
- The inspector must certify that he/she has physically inspected the VIN and odometer reading of the vehicle. Both must be listed on the inspection.
- The inspector must sign and print their name and position.

**Note:** A daytime telephone number is helpful, but not always required.

#### Verifying Inspection Hold Releases



If the VIN on the inspection does not match what is on the system. Check the supporting documents in Laserfiche.

- If the VIN inspection does match the supporting documents submitted (Out of State title, Tribal title or MSO), correct the VIN and release the hold.
- If there is a lien on the record, the VIN on the lien will be corrected when the record is corrected. Print the corrected lien releases and send to the lien holder.

If the VIN inspection matches the system, verify the mileage and release the SI Hold.

If the VIN inspection does not match the system or the supporting documents:

- If the VIN is incorrect, a letter from the out of state DMV or Tribe is required to correct the VIN.
- If there is an active lien, check the supporting documents for the [Lien Entry Form](#). If the Lien Entry Form has the incorrect VIN listed, release and refile the lien, which requires:
  - A signed and dated lien release for the incorrect VIN
  - 3 copies of the completed Lien Entry Form with the correct VIN
  - A check or money order for additional fees made out to SOK.
- After receiving the above:
  - Release the lien with the incorrect VIN
  - Correct the VIN
  - Release the SI hold
  - Close without title
  - Send to Agent 8800 (SOK) for Add Lien Title

**Note:** If the odometer on the vehicle reflects kilometers, do not attempt to convert the reading to miles unless the vehicle is equipped with a switch that goes from Kilometers to miles.

Otherwise, list the odometer reading as reflected and make a notation "kilometers" on the serial inspection.

### Verifying the Mileage

Mileage should be reviewed before any hold on the title is released. Mileage must be on all inspections regardless of the age of the vehicle (except for travel trailers)

- If the odometer is malfunctioning, the LO will list the mileage as it reads and make a notation "malfunctioning."
- If the vehicle is equipped with a nonfunctioning electronic odometer which has no reading, the LO will make the notation "electronic odometer-no reading".
- If there is no odometer in the vehicle, the LO will make the notation "no odometer in vehicle".
- If the vehicle is a 2010 and older the mileage would most likely be exempt and the title would show exempt.

If the vehicle is 2011 or newer with no change in ownership, the title will be released with the mileage from the inspection without any mileage brand. No change in ownership means:



- No excise
- No family transfer
- No dealership transfer

If the vehicle is 10 years and newer with a change in ownership:

- Excise collected
- Family transfer
- Dealership transfer

The title will be released with the mileage from the [Federal Odometer Statement](#) or the odometer reading on the title assignment, along with any mileage brands that may apply.

**Note:** If the inspection has a lower mileage reading and dated after the Federal Odometer Statement, then the title should be released with an Odometer Discrepancy Brand.

**Note:** On assignments completed January 1st, 2021 and after, model year 2011 and newer motor vehicles will require a completed odometer disclosure statement upon all transfers of ownership not otherwise exempted.

### Process Step-by-Step:

1. From the **Ownership Account**, select **Title** under Open Tasks

The screenshot displays a web interface for vehicle title assignment. It is divided into several sections:

- Vehicle Section:** Contains a warning banner "Title Hold - Serial Inspection" and details for a "2014 HD FLHX" with VIN 1HD1KRM18EB605870.
- Registration Section:** Displays registration details including Title (810015604838), Plate (TJ - 8T5874), Registration (Primary Registration (MC)), Decal (25R933348), Expires (31-Dec-2025), Registration status (Active), and Title Status (Hold).
- Vehicle Details Section:** Lists Year/Make/Model (2014 FLHX), Body Style, Color (Tan), Current Ownership (View), and owners (PRIMARY: DARLA JEAN HOBODY, ADDITIONAL: CHRISTOPHER ROBIN HOBY).
- Open Tasks Section:** A list with "Title" selected, indicated by a blue arrow.
- Recent Notes Section:** States "There are no recent notes."

**Note:** Before releasing an SI hold, review customer documentation and follow the instructions above to ensure the title is ready to be released.

2. From the **Title Case**, click **I Want To**
3. Scroll and select **Remove Serial Hold**
4. Now on the **Case** page, the serial hold is removed.
5. Generate and print a Document Cover Sheet to for this transaction ([See Process #23](#))

### Process #11: Releasing an IRP Hold

**Purpose:** To remove a Prorate/IRP hold from a vehicle's record and release a title to the customer.



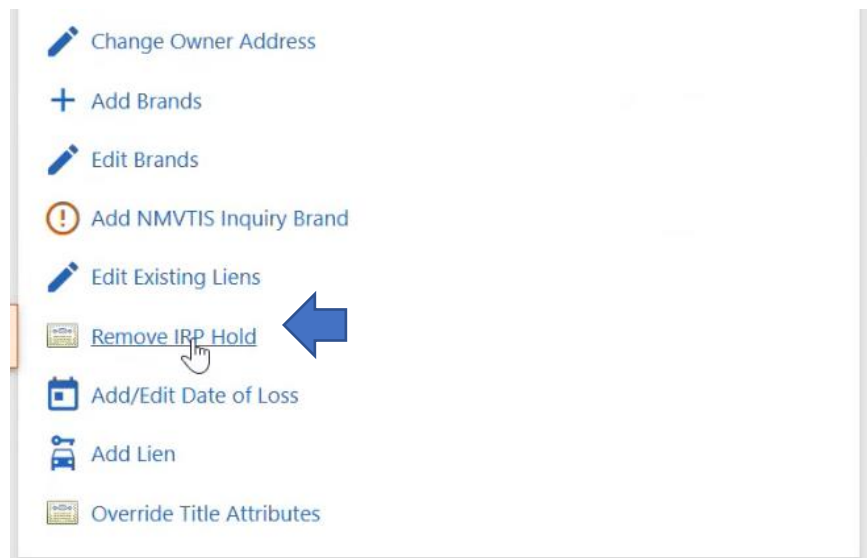
### Background:

The process for releasing a Prorate/IRP hold is identical to releasing a document hold, but the criteria and required documents vary.

For full information on releasing an IRP Hold, see Page 50 of the LO Manual

### Process Step-by-Step:

To release an IRP hold, follow [Process #9](#). Instead of “Remove Document Hold,” click **Remove IRP Hold** and proceed.



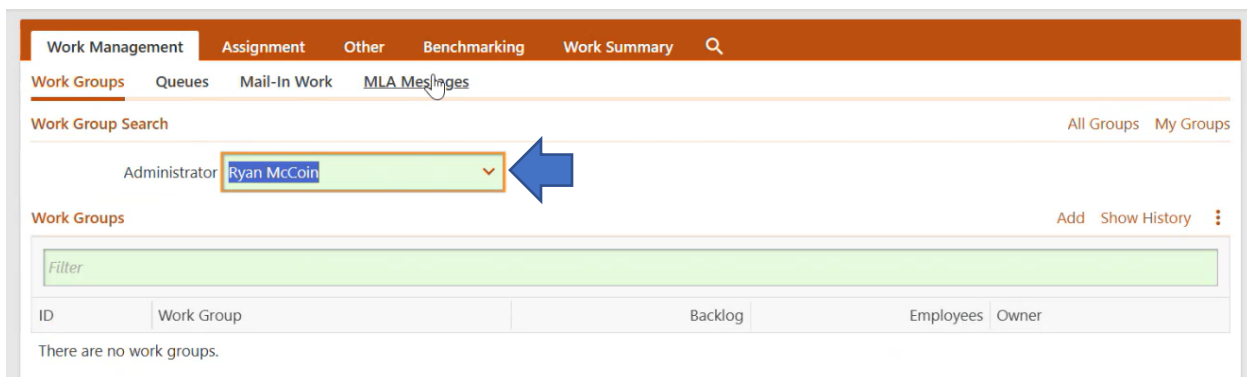
## Process #12: Answering an LO Message

**Purpose:** To respond to various requests for support submitted by LOs

### Process Step-by-Step

1. From the **Task Management** page, select **MLA Messages**

**Note:** Alternatively, this task can begin from the “Get Next Task” option in the New Manager.





2. Select MLA Messages for Corrections and Liens from the list, starting with the oldest

MLA Messages

Type	Sender	Owner	Recipient	Subject	Message	Response	Created	Completed
Message	8816llwyd		Supply Section	FDP	I NEED AN FDP FOR /		25-Jan-2025	
Message	8816rains2		Supply Section	FDP	HI I NEED THE VEHIC		25-Jan-2025	
Message	7246finch		Corrections and	MANDI SHOMO	VEHICLE WITH VIN 1		25-Jan-2025	
Message	6617riggs		Corrections and	NEED A TITLE CORRE	WE DID A TITLE ON 1		24-Jan-2025	
Message	6321unsell		Title Consultant	Iowa	Customer bought a 1		24-Jan-2025	
Message	1627cowley		Supply Section	plate is not showing i	hello customers plate		24-Jan-2025	
Message	1627cowley		Supply Section	plate not showing up	hello customers plate		24-Jan-2025	


MANDI SHOMO

Body (83/500)

VEHICLE WITH VIN 1G1105S31LU106360 HAS ODOMETER CHANGED TO "NOT ACTUAL" PER REQUEST

3. Select the **Owner**
4. Review the message content
5. To respond, click **Edit**

**Attributes**

**Edit** 

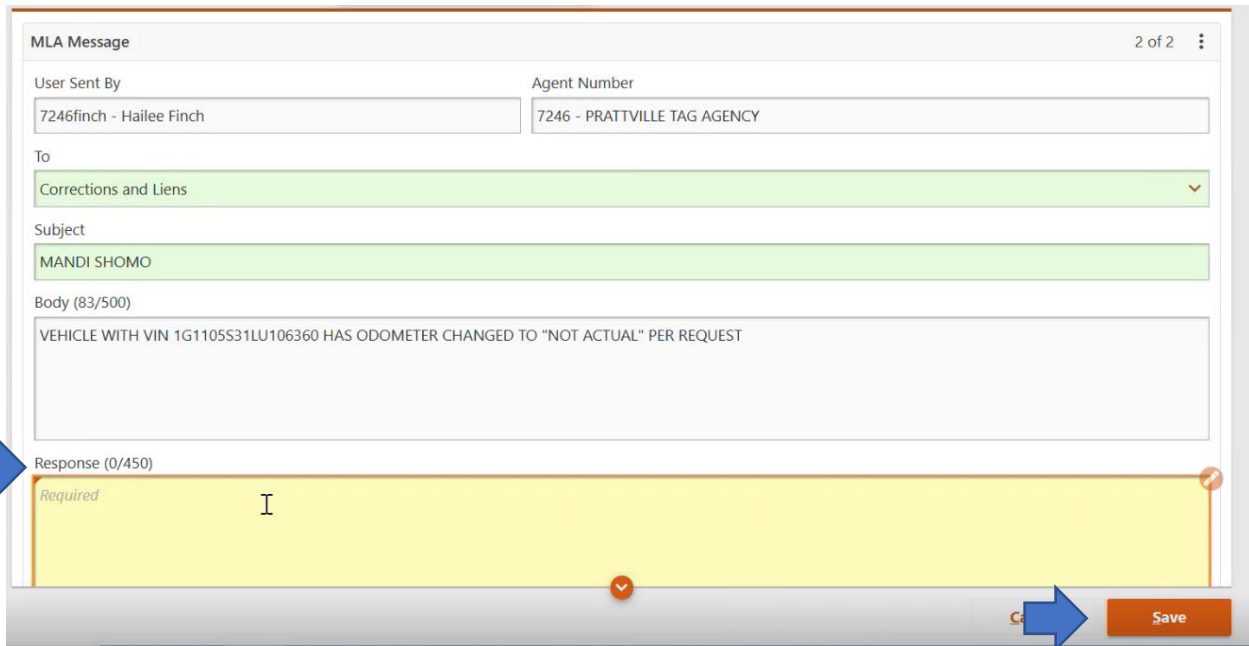
Category : Message

Type : Message

Stage :

Description : This is a message sent to the OTC from a MLA

6. Type a message to the LO in the response box. Click **Save**.



MLA Message 2 of 2

User Sent By: 7246finch - Hailee Finch Agent Number: 7246 - PRATTVILLE TAG AGENCY

To: Corrections and Liens

Subject: MANDI SHOMO

Body (83/500): VEHICLE WITH VIN 1G1105S31LU106360 HAS ODOMETER CHANGED TO "NOT ACTUAL" PER REQUEST

Response (0/450): Required

Save

7. Click **Complete** and **Confirm**

## Overview – Title Corrections

### Background:

The first step in making a correction to a title is to determine whether an error on a title or lien is the result of an agent (LO), customer or a third party. Then process appropriately.

This determination is made with the documents that were turned in to the agent at the time of the title transaction. If the agent has copies of the originals in the office, those can be used for corrections purposes. Copies from customers or dealers cannot be used. If the agent's report has been mailed in, wait for those documents to be imaged.

## Process #13: Title, Lien, and Record Corrections – Agent Error Corrections – No Charge

**Purpose:** To correct errors on a title that originated with a SOK or LO employee.

### Background:

For errors on titles that have been determined to be agent errors, corrected titles are done at no charge except for color or address.

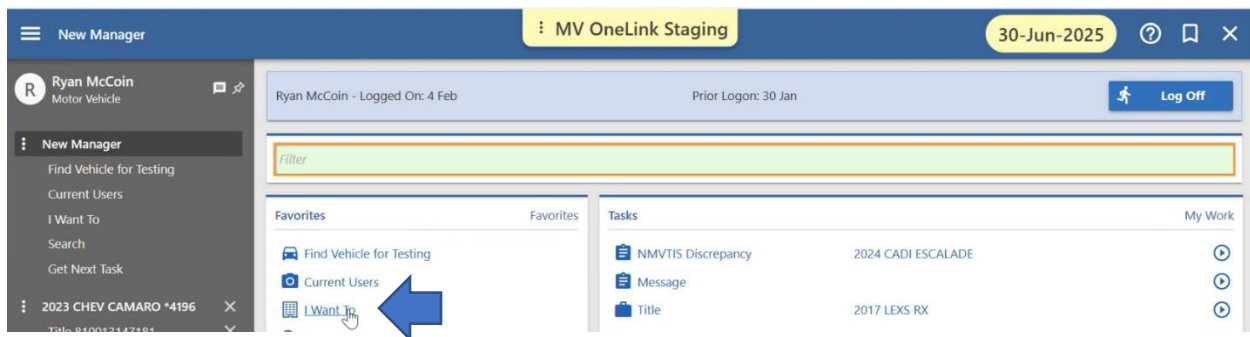
If a customer notices an error on their title and takes it back to the agent before the agent's report closes; the agent may do an in-office corrected title. The agent will need to have the incorrect title in-office and will need to pull the previous work to determine if the mistake was due to an agent error. A copy of the title must be sent from the LO with their semi-monthly report.



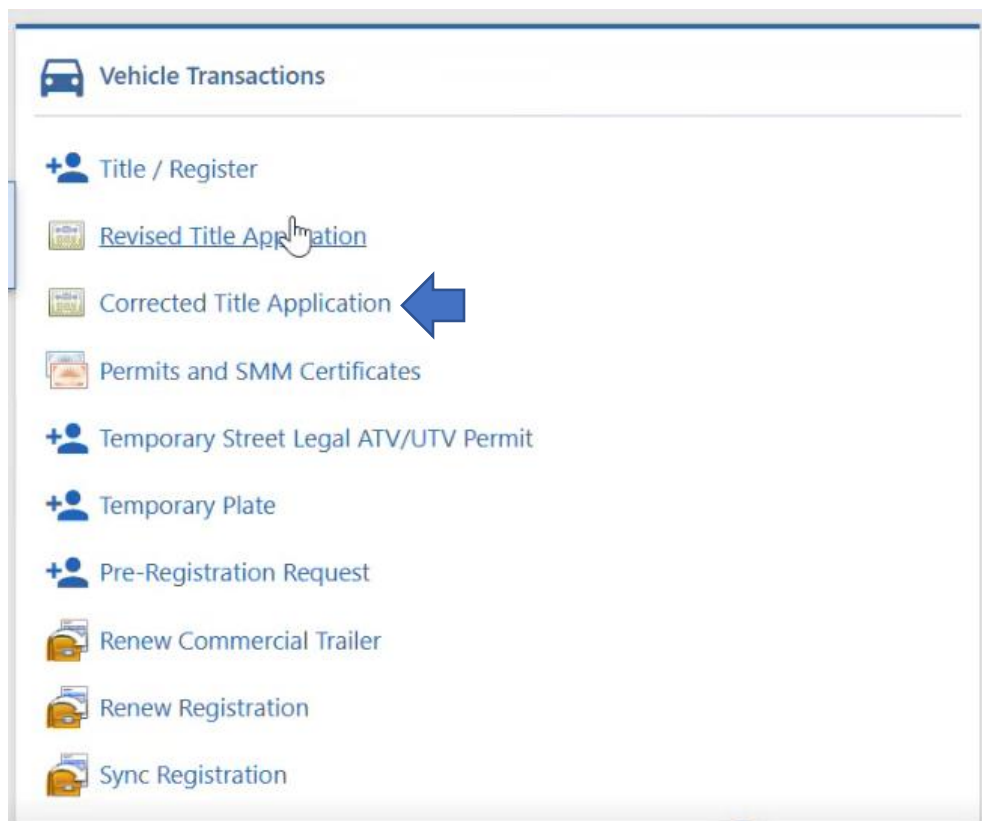
If the agent's report has closed or they no longer have the report in office, the LO will contact SOK to determine if the documents have been imaged. If imaged, SOK will give further instructions on mailing the title in for no charge correction or steps for paid correction.

### Process Step-by-Step

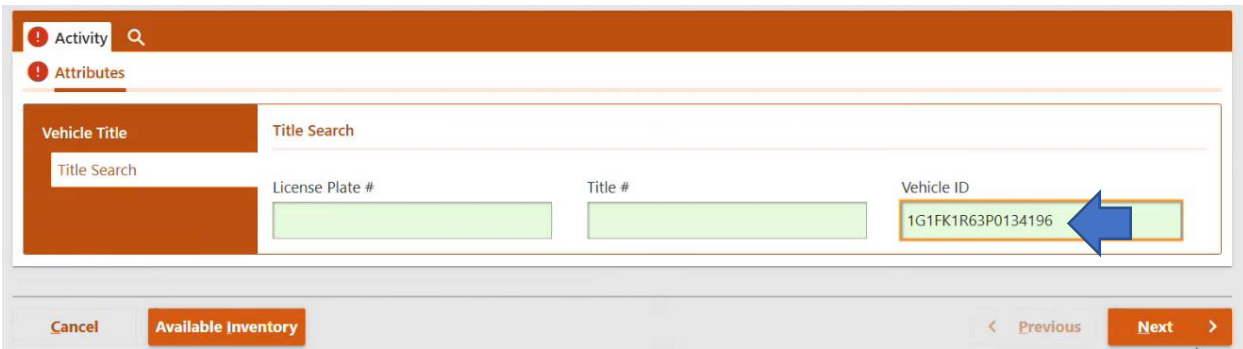
1. Prior to beginning, review the **Ownership Account** to determine if all qualifying documents and active title are present.
2. From the **New Manager**, select **I Want To**



3. Select **Corrected Title Application**

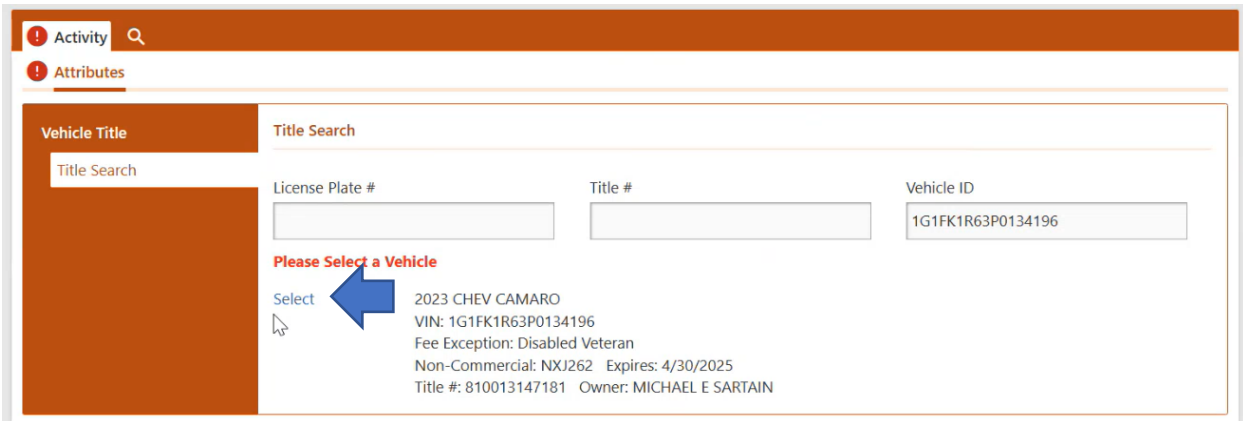


#### 4. Search for a vehicle by VIN



The screenshot shows a web interface with a top navigation bar containing 'Activity' and a search icon. Below this is a 'Attributes' section. The main area is divided into two columns. The left column is labeled 'Vehicle Title' and contains a 'Title Search' input field. The right column contains three input fields: 'License Plate #', 'Title #', and 'Vehicle ID'. The 'Vehicle ID' field is highlighted with a blue arrow and contains the value '1G1FK1R63P0134196'. At the bottom of the interface, there are buttons for 'Cancel', 'Available Inventory', '< Previous', 'Next >', and a small 'N' icon.

#### 5. Select the vehicle to work on



The screenshot shows the same web interface as before, but now the 'Vehicle ID' field is populated with '1G1FK1R63P0134196'. Below the input fields, there is a red text prompt 'Please Select a Vehicle'. A blue arrow points to a 'Select' button with a mouse cursor icon. To the right of the button, the following vehicle details are displayed: '2023 CHEV CAMARO', 'VIN: 1G1FK1R63P0134196', 'Fee Exception: Disabled Veteran', 'Non-Commercial: NXJ262 Expires: 4/30/2025', and 'Title #: 810013147181 Owner: MICHAEL E SARTAIN'.

#### 6. Select a Title Action

**Note:** The title action should be the title action on the title getting corrected. In rare instances, the title action is part of the correction.

Activity

Attributes

Vehicle Title

Title Search

Select Changes

Registration Class: Automobile

Titled As: MICHAEL E SARTAIN

Preview Title

ORE OK 73165-7357

Title Type: Required

Electronic Title?: No

Loss/Salvage Date

Add Manual Loss Date

NMVTIS Override

Refresh NMVTIS Results

Cancel Available Inventory Previous Next

7. Add the previous title number from the document.

New Manager

Find Vehicle for Testing

Current Users

I Want To

Search

Get Next Task

2023 CHEV CAMARO \*4196

Title 810013147181

I Want To

Add Corrected Title

Vehicle Title

Title Search

Select Changes

VIN: 1G1FK1R63P0134196

Owner Address: 3001 TWIN LAKE DR MOOR

Title Action: Original Title

Previous Title Number: 810013147181

8. Use the change sliders to select **Yes** on information that needs to be changed. Click **Next**.

Changes

Add or Change Liens?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------

Change Owners or Address?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------



Change Vehicle Information?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------

Add or Change Brand?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------

Change the Odometer?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------

Add Miscellaneous Fees?

<input type="radio"/> No	<input type="radio"/> Yes
--------------------------	---------------------------

☐ Charge Title Fee?

tory

< Previous

Next >

9. Make any necessary changes to title information. Click **Next**

Owner Information

First Name

MICHEAL

Middle Name

E

Last Name

SARTAIN

Suffix

+ Add Owner

Title Assignment Line 1

MICHEAL E SARTAIN

Modify

Title Assignment Line 2

Primary Owner Address

3001 TWIN LAKE DR MOORE OK 73165-7357

Validated

Cancel

Available Inventory

< Previous

Next >

Vehicle Title

Title Search

Select Changes

Owner Information

Odometer

Odometer

Odometer Discrepancy?

No

Yes

Odometer Code

Actual

Odometer

7

Zero Odometer

☐ Vehicle has GVWR Greater Than 16,000 lbs.

No Changes Have Been Made

Cancel

Available Inventory

< Previous

Next >

10. Confirm title format and address. Click **Next**

Attributes

MV OneLink Staging

Vehicle Title

Title Search

Select Changes

Owner Information

Actual 7

Title Override

Title Override

Current Title Format

Paper

Current Title Mailing Address

PO BOX 8530 ALBUQUERQUE NM 87198-8530

Note: Title may not be issued electronically due to not having a primary lienholder that is associated to an ELT vendor

Title Format

Electronic

Paper

11. Review the title preview. Changes will be shown in red.. Click **Next**



MV OneLink Staging

## STATE OF OKLAHOMA

VEHICLE IDENTIFICATION NUMBER  
**1G1FK1R63P0134196**

TITLE NO.

DATE ISSUED

YEAR  
**2023**

MAKE  
**CHEV**

MODEL  
**CAMA**

COLOR  
**Red**

BODY TYPE  
**CP**

ODOMETER  
**7**  
**Actual**

LO NO.  
**M8800**

APPLICATION DATE  
**6/30/2025**

DATE 1st SOLD  
**4/25/2023**

TYPE OF TITLE  
**Original**

HiddenWord®

MAILING ADDRESS  
**NUSENDA CREDIT UNION**  
**PO BOX 8530**  
**ALBUQUERQUE NM 87198-8530**

NAME AND ADDRESS OF VEHICLE OWNER  
**MICHEAL E SARTAIN**  
**3001 TWIN LAKE DR**  
**MOORE, OK 73165-7357**

THE VEHICLE IS SUBJECT TO THE FOLLOWING LIEN(S):  
**5/24/2023**  
**NUSENDA CREDIT UNION**

*It is hereby certified that according to the records of the Service Oklahoma, the person named hereon is the owner of the vehicle described above which is subject to a lien(s) as shown; however, the vehicle may be subject to other liens or security interests.*

Previous
Next

12. Review **Summary** tab. Click **Submit**

**Note:** Since this is an agent error, fees will be \$0.

MV OneLink Staging

Vehicle Title
Title Search
Select Changes
Owner Information
Actual 7
Title Override
Title Preview
Summary

VIN : **1G1FK1R63P0134196**  
Title Action : Original Title  
Title Type : Standard Title  
Lienholder(s) : **1**  
Lienholder Name : NUSENDA CREDIT UNION  
Owners : MICHEAL E SARTAIN  
Address : 3001 TWIN LAKE DR MOORE OK 73165-7357  
Odometer : 7  
Title Fee : \$0.00  
Miscellaneous Fees : \$0.00  
**Total Fees : \$0.00**

Cancel
Available Inventory

Previous
Submit





13. Generate and print a Document Cover Sheet and to for this transaction ([See Process #23](#)) and a letter to return to the customer A registration certificate with the updated information will be mailed to the customer if the title is being mailed to the lienholder.

**Note:** Before scanning, mark up the old title before scanning to show where the correction was made.

**Example:** Title Receipt



Oklahoma Tax Commission  
Motor Vehicle Division  
2501 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73194-0013  
[www.tax.ok.gov](http://www.tax.ok.gov)

## Title Receipt

Printed Date April 17, 2019 08:39:42

Letter ID L1398977872  
Agent 8800 - OK TAX COMMISSION

Lienholder(s):  
4/28/2016 - CAPITAL ONE AUTO FINANCE



VIN 5TDKKRFH9ES009725  
TITLE # 810006536840

## Process #14: Title Corrections – Not Agent Error - Charge

**Purpose:** To correct errors on a title that originated from a mistake on the original paperwork submitted to SOK/LO. Once it is determined that the error is due to a 3<sup>rd</sup> party and not SOK or a LO, we will inform the LO or the customer what is needed to make the correction. Always obtain your supporting documentation from imaging to put with your paperwork.

### Background:

Non-Agent Error corrections (or “charge” corrections – customer will have to pay) are not usually processed by the corrections department. Mail-in paid corrections work will be routed to a Titling Consultant.

If a customer calls about issues with their title, a Lien and Title Correction Specialist may check SOK records to determine the error type. If it is a paid correction and not an agent error, the call should be transferred to the title department for a Title Consultant for next steps and fees.

Occasionally, a LO may call with a customer in-office looking for a paid correction. The documentation need for the correction can be emailed to the Lien and Title Correction Department. Upon review and approval, The Lien and Title Correction Specialist will update the record and assist the LO with processing a paid duplicate title.

The following information is helpful to know, however, typically the call would be transferred to the appropriate section for next steps and fees.



Documents required for paid title corrections:

VIN corrections:

- Oklahoma title
- Current VIN inspection from LO and/or
  - Statement from previous State's DMV, stating that an error had been made and listing the incorrect and the correct VIN.
  - Any other additional documents
- Check or money order for additional fees.

Name Corrections:

- Oklahoma Title
- Notarized affidavit from the seller stating how the name should read, or, in certain cases, a copy of a driver's license may be used

**Note:** If imaging a customer's driver's license, license # and DOB should be blocked out

- Check or money order for \$12.50/\$3.75 (boat or motor)

Odometer Corrections:

- Oklahoma title
- Corrected Odometer Disclosure Statement, dated for the day of the assignment where the error occurred.
- Notarized affidavit from the seller including the VIN and a statement stating that an error had occurred and the correct mileage
- Check or money order for \$12.50

Make, Model, Body or Year Corrections:

- Oklahoma title
- Statement from previous state's DMV stating that an error had been made and the correction or a statement from the manufacturer.

**Note:** In some cases, SOK will take a notarized statement from the owner, if the previous document cannot be received with proof of rejection.

- Check or money order for \$12.50 for a vehicle/\$3.75 for a boat or motor

**Process Step-by-Step:**

After receiving the required documents and fees, update OneLink for LO to process or follow [Process #13](#). These screenshots follow an attribute change.



**Note:** To process a duplicate title, registration must be current. If the vehicle belongs to a dealer the tag does not have to be current, but the UD (Used Dealer) number is needed.

## Process #15: Lien Corrections

**Purpose:** To review and resolve errors with a lien filing. The error can be reflected on a title or a standalone lien filing.

### Background:

Prior to processing a lien correction, review the supporting documents submitted for the transaction. The lien filing should be entered exactly as it appears on the MV21-A (Lien Entry Form). Accuracy is crucial in this process to avoid any errors that could affect the validity of the lien or cause issues with the title. When entering the lien, make sure that all the details from the **MV21-A Form**—such as the name of the lienholder, the vehicle identification number (VIN), and any other relevant information—are entered exactly as they appear. Any discrepancies, like misspellings or incorrect data, could result in complications or delays when processing the lien or transferring the title. If the information isn't entered correctly, it may also lead to difficulties in the future if someone tries to buy, sell, or refinance the vehicle.

**Note:** If no LEF was provided, the lien holder should read as it does on the title document.

### Agent Error

For agent error on liens, correct an update necessary information. This could include the following:

- VIN
- Debtor name
- Lienholder name
- Addresses

Once the correction is made, corrected lien releases are sent to the lienholder, and the title is recalled if the correction affects how the title reads. A corrected title is processed after receiving the incorrect title. If the lien filing and or title is electronic, no documentation is sent to the lienholder after correction.

**Note:** Debtors' names do not appear on the face of the title; therefore, there is no reason to recall the title in that case.

Corrections/Liens will then release the incorrect lien ([See Process #2](#)) and process an Add Lien title for the correct lien. New lien releases will be mailed to the lienholder.

### Process Step-by-Step:

For a step-by-step demonstration of a **Lien Correction**, see [Process #13](#). On the sliders screen, select **Yes** on the **Add or Change Liens** slider.

## Process #16: General Odometer Correction Procedures

**Purpose:** To correct an incorrect odometer reading printed on a record or title.

### Background:



The customer will need to provide the following to request an odometer correction:

- Oklahoma title
- Corrected [Odometer Disclosure Statement](#), dated for the day of the assignment where the error occurred.
- Notarized affidavit from either party including the VIN and a statement stating that an error had occurred and the correct mileage
- Check or money order for additional fees. Can be the same information from agent error odometer corrections section.

**Note:** the date on the corrected form must match the original date of the assignment, not the current date.

Remove. Replace with: After correcting mileage, the title and supporting documentation will be submitted for imaging.

**Process Step-by-Step:**

[See Process #13](#) – this No Charge correction example includes an odometer adjustment.

## Process #17: Updating and/or Removing Notice of Ownership Transfer

**Purpose:** To update and/or remove a notice of notice of ownership transfer from a record.

**Background:**

Notice of ownership transfers are placed on a record by the owner indicating that they have sold the vehicle, and the vehicle is no longer in their possession. When a notice of ownership transfer is placed on a record, the only transaction that can occur next is a transfer title.

Often this transfer is placed on the incorrect vehicle, with errors, or the deal fell through, and the vehicle was not sold. To remove the notice of ownership transfer indicator, a notarized affidavit from the record owner is needed. The affidavit must include year, make, full VIN. Must state no money exchanged hands. Must state deal fell through. Must state owner is still in possession of vehicle. Notarized signature and date of record owner and signature and date of notary. The original affidavit can be accepted by fax or email to corrections from a Licensed Operator and the original must be sent with the LO's semi-monthly report. If customer is unable to go to a LO office, the original must be mailed in.

This affidavit may be faxed to Corrections and the indicator will be removed.

**Note:** If money exchanged hands, or if the owner does not have possession of the vehicle, this may become a repossession situation or a civil matter and will be referred to a Title Consultant.

**Process Step-by-Step:**

1. Prior to processing, ensure the document meets the requirements and qualifies for a system update.



**Note:** See below for example account with a **Notice of Transfer**.

The screenshot shows a vehicle record interface with three main sections: Ownership, Registration, and Vehicle. The Ownership section has a blue arrow pointing to an orange box labeled "Notice of Transfer". Below this box, the vehicle details are listed: 2023 TOYT CAMRY, 4T1F11AK3PU766798. The Registration section has an orange box labeled "Expires Soon" and lists details: Title: 810013576137, Plate: TA - MAZ488, Registration: Primary Registration (AU), Decal: 25P759512, Expires: 31-Aug-2025, Registration: Active, Title Status: Active, Balance: 10.00. The Vehicle section lists: Year/Make/Model: 2023 CAMRY, Body Style, Color: Black, PRIMARY: EMKAY INC TRUST. Below these sections are "Open Tasks" and "Recent Notes" sections, both indicating no tasks or notes. At the bottom, there are buttons for "Receipt", "Renew", and "I Want To". A blue arrow points to the "I Want To" button.

Ownership	Registration	Vehicle
<b>Notice of Transfer</b> 2023 TOYT CAMRY 4T1F11AK3PU766798 Ownership EMKAY INC TRUST 805 W THORNDALE AVE ITASCA IL 60143-1338 MAZ488	<b>Expires Soon</b> Title : 810013576137 Plate : TA - MAZ488 Registration : Primary Registration (AU) Decal : 25P759512 Expires : 31-Aug-2025 Registration : Active Title Status : Active Balance : 10.00	Year/Make/Model : 2023 CAMRY Body Style : Color : Black PRIMARY : EMKAY INC TRUST

Open Tasks View All  
There are no open tasks.

Recent Notes Add Browse  
There are no recent notes.

Receipt Renew I Want To

2. To remove an **Notice of ownership transfer**, select **I Want To**
3. Select **Remove Notice of ownership transfer**.
4. Click **Save**. Notice of ownership transfer will be removed from the vehicle record.

The screenshot shows the same vehicle record interface as before, but the "Notice of Transfer" has been removed from the Ownership section. The vehicle details are now highlighted with an orange box: 2023 TOYT CAMRY, 4T1F11AK3PU766798. The Registration section remains the same. The Vehicle section remains the same. Below these sections are "Open Tasks" and "Recent Notes" sections, both indicating no tasks or notes. At the bottom, there are buttons for "Renew" and "I Want To". A blue arrow points to the "I Want To" button.

Ownership	Registration	Vehicle
2023 TOYT CAMRY 4T1F11AK3PU766798 Ownership EMKAY INC TRUST 805 W THORNDALE AVE ITASCA IL 60143-1338 MAZ488	<b>Expires Soon</b> Title : 810013576137 Plate : TA - MAZ488 Registration : Primary Registration (AU) Decal : 25P759512 Expires : 31-Aug-2025 Registration : Active Title Status : Active Balance : 0.00	Year/Make/Model : 2023 CAMRY Body Style : Color : Black PRIMARY : EMKAY INC TRUST

Open Tasks View All  
There are no open tasks.

Recent Notes Add Browse  
There are no recent notes.

Renew I Want To

## Process #18: Correcting a Lien Left off a Record

**Purpose:** Add a lien to a record that was left off by agent error (no charge correction)



**Background:**

[See Process #13](#)

**Process Step-by-Step:**



1. From the **Ownership Account**, select **I Want To**

Ownership	Registration	Vehicle
2024 FORD EXPEDITION 1FMJK1J89REA53722 <b>&gt; Ownership</b> WAYNE CORGILL OR FELECIA STELLA CORGILL 29693 LEO RD MACOMB OK 74852-9122 4453OSU	<b>Expires Soon</b>  Title : 810015280742 Plate : 02 - 4453OSU Registration : Primary Registration (AU) Decal : 25R296143 Expires : <b>31-Aug-2025</b> Registration : <b>Active</b> Title Status : <b>Active</b> Balance : <b>0.00</b>	Year/Make/Model : 2024 EXPEDITION  Body Style : Color : Gray Lienholder : FORD MOTOR CREDIT COMPANY LLC PRIMARY : WAYNE CORGILL ADDITIONAL : FELECIA STELLA CORGILL

Open Tasks	Recent Notes
View All There are no open tasks.	Add Browse There are no recent notes.

Renew

**I Want To**

2. Select **Add Lien**

**Titling**

- Revised Title Application
- Title Returned to Sender
- Mark Vehicle Stolen
- Vehicle Operator Communication Impairment
- Change Vehicle Attributes
- Cancel Title
- VIN Change
- Add Brand
- Edit Brands
- Change Owner Name and Title Assignment
- Add Lien**
- Manual Title Entry



3. Fill out Debtor and Lienholder information. Since this was an agent error, select **Do No Charge** to waive the \$10 lien entry fee. Click **Save**.

JOHN SMITH : MV OneLink Staging

Debtor Address  
123 E MAIN ST OKLAHOMA CITY OK 73104-2407 Validated

Lienholder ID: LH001256 Lienholder Type: BUSINESS

Lienholder Name: CREDIT UNION OF AMERICA

Lienholder Address: PO BOX 47528 WICHITA KS 67201-7528

Execution Date: 01-Aug-2025 Delivery Date: 01-Aug-2025 Release Date: ☒ Do Not Charge

Delivery Method: ▼

Cancel Save Available Inventory

4. Lien has now been added to the vehicle record.

Vehicle	Attributes	CRM	Task	Financial	Web	Q
Registrations	Unpaid Registrations	Plates	Owners *	Liens *	Titles *	Activities <sup>0</sup>
Acquisitions *						
Liens <span>Show History</span> <span>⌵</span> <span>⋮</span>						
Type	Lienholder	Debtor	Execution	Delivery	Release	Reversed
Vehicle Lien	CREDIT UNION OF AMERICA	JOHN SMITH	01-Aug-2025	01-Aug-2025		

## Process #19: Re-Opening a Title Case

**Purpose:** To re-open a processed title case to allow a LO to correct an error or void the title.

**Background:**

If an agent catches a mistake on a title before it mails out, they must contact corrections by phone prior to 9:00 am to have to title pulled.

After receiving request from the agent that the title needs to be pulled, make a Vehicle Information Request printout.

Ask the agent if they are reprocessing the title or if they need to make a correction.

Place printouts in the basket designated for pulled title requests. Remove the rest of the statement.





Once the title has been pulled, the case may be re-opened.


### Process Step-by-Step

1. From the **Ownership Account**, select the **Title Number**, then **Activity**, then **Case**.
2. From the **Case** page, click **I Want To**

3. Click **Reopen Case**

4. Now, the title will show in progress to allow for updates. Licensed Operator can now go in and work on the title.



2024 CHEV TRAX KL77LKE26RC208064 : MV OneLink Staging	
<b>&gt; Ownership</b> SHANNON ELLIOT 422 W TRIPLETT RD GUTHRIE OK 73044-6694 IKN999	Title : 810015721727 Plate : TA - IKN999 Registration : Primary Registration (AU) Decal : 25R813757 Expires : 31-Aug-2025 Registration : Active Title Status : In Progress Balance : 0.00
Year/Make/Model : 2024 TRAX Body Style : Color : White Lienholder : WEOKIE FEDERAL CREDIT UNION PRIMARY : SHANNON ELLIOT	
Open Tasks <span>View All</span>	Recent Notes <span>Add</span> <span>Browse</span>
<a href="#">Revised Title</a> 	There are no recent notes.

## Process #20: Printing a Document Cover Sheet

**Purpose:** To print out a Document Cover Sheet (DCS) as a necessary step of closing out must Corrections transactions. This is to ensure all changes to system are supported by verifiable documentation.

### Background:

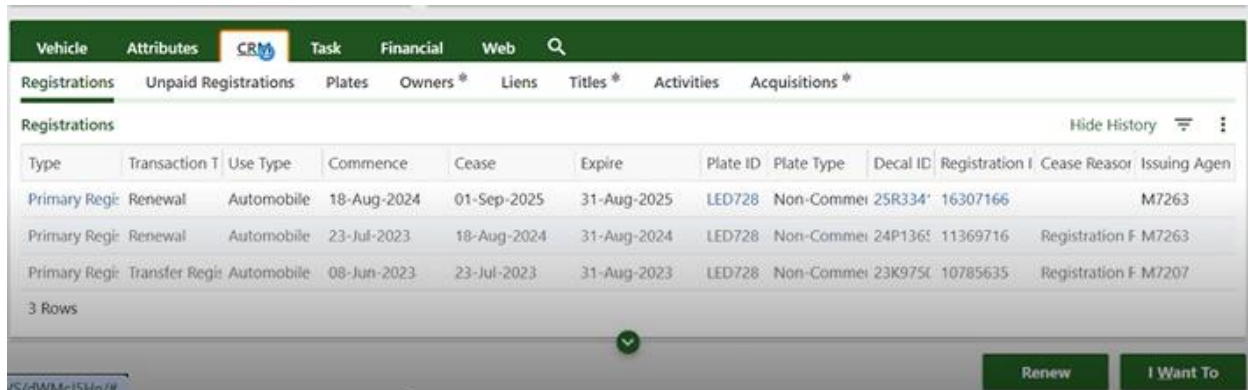
Many Corrections functions, including most that involve customer-submitted documentation, will require a DCS to be printed and placed on top of any customer documentation to create a packet. This packet must be sent to CPD and scanned into Laserfiche to link customer documents to the correct Ownership Account in OneLink

### Process Step-by-Step

: MV OneLink Staging	
<b>Vehicle Title</b> Title Search Select Changes Owner Information Title Preview Summary	VIN : KM8R74GE8PU615566 Title Action : Duplicate Title Title Type : Standard Title Lienholder(s) : 0 Address : 7902 N 146TH EAST AVE OWASSO OK 74055-7985 Title Fee : \$0.00 Miscellaneous Fees : \$0.00 <b>Total Fees : \$0.00</b>
Cancel	Available Inventory <span>&lt; Pr</span>  Submit

1. After finishing a corrections process for a customer, return to the **Ownership Account** and navigate to the **CRM** tab.





- | Vehicle     | Attributes                           | CRM        | Task          | Financial     | Web                   | Q  |
|-------------|--------------------------------------|------------|---------------|---------------|-----------------------|--|
| Letters     | Notes                                | Indicators | Email Address | Attachments   | Renewal Notice Option |  |
| Letters     |                                      |            |               |               |                       | <a href="#">Add Cert</a> <a href="#">Add</a> <a href="#">Quick Print</a> <a href="#">Browse</a> <a href="#">Show History</a> |
| Letter ID   | Letter Type                          | Account ID | Account Type  | Filing Period | Requested             | Last Issued  |
| L0394297752 | Motor Vehicle Certificate            | LED728     | Ownership     |               | 30-Jun-2025           |  |
| L1736475032 | Motor Vehicle Certificate            | LED728     | Ownership     |               | 30-Jun-2025           |  |
| L0662733208 | Document Cover Sheet                 | LED728     | Ownership     |               | 30-Jun-2025           |  |
| L1199604120 | Form 719 - Affidavit to Replace Unde | LED728     | Ownership     |               | 30-Jun-2025           |  |

- Note:** The documentation is placed in an imaging box to be delivered to Central Processing for scanning into Laserfiche.

DOCUMENT COVER SHEET

VIN: KM8R74GE8PU615566  
TITLE: 810015692074

DLN: L0662733208  
DECAL: 25R334117  
TAG: LED728



AGENT: M8800  
DATE: 30-Jun-2025 08:54  
REPORTING PERIOD: 30-Jun-2025

**OVS Test Letter**

DEREK W MEANS OR DENISE MEANS  
7902 N 146TH EAST AVE  
OWASSO OK 74055-7985

Document Source  
**Title Fee**

**Note:** A DCS will have a box in the center describing the type of transaction in the packet.