



Lien and Title Corrections

Motor Vehicles Division

3-18-2025



Revision History

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

Overview

This Standard Operating Procedure (SOP) covers 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:

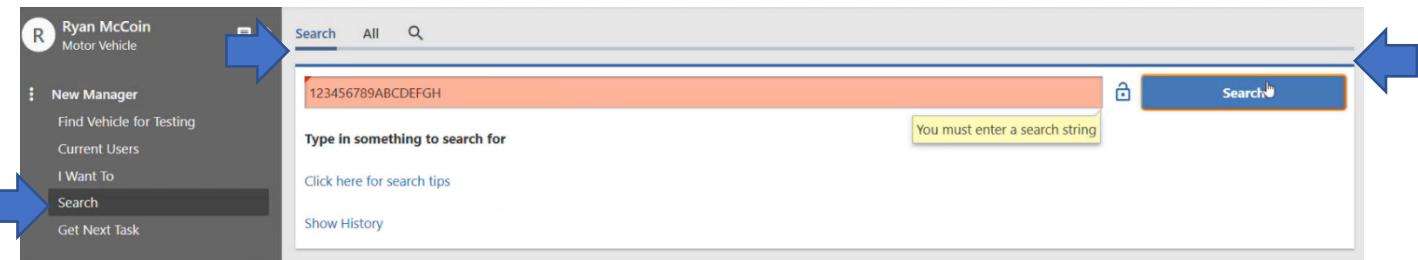
Lien release requests must be on their letterhead and include the following:

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

Process Step-by-Step:

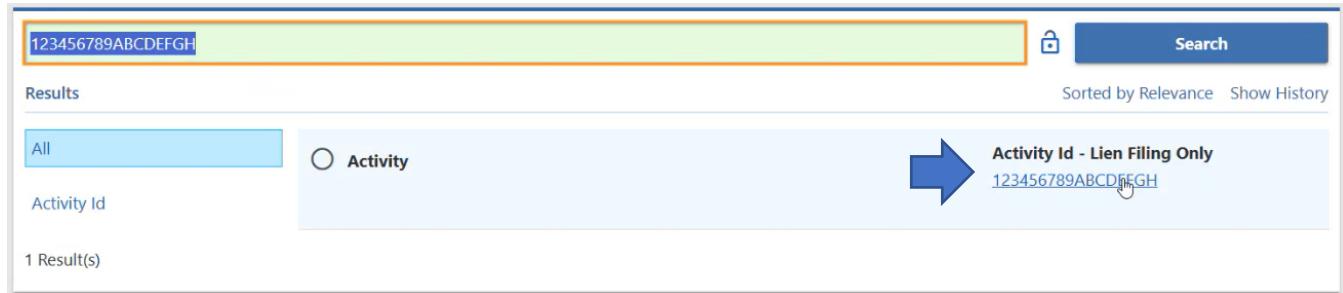
OPTION A: If the vehicle is not registered in the system, follow this option

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.



The screenshot shows the OneLink Search Manager. On the left, a sidebar menu for 'Ryan McCoin' (Motor Vehicle) lists 'New Manager', 'Find Vehicle for Testing', 'Current Users', 'I Want To' (which is selected), 'Search', and 'Get Next Task'. The main search area has a 'Search' button, an 'All' dropdown, and a search bar containing '123456789ABCDEFGH'. Below the search bar is a placeholder 'Type in something to search for' and a link 'Click here for search tips'. A message 'You must enter a search string' is displayed in a yellow box. The 'Search' button is highlighted with a blue arrow. Another blue arrow points to the search bar.

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

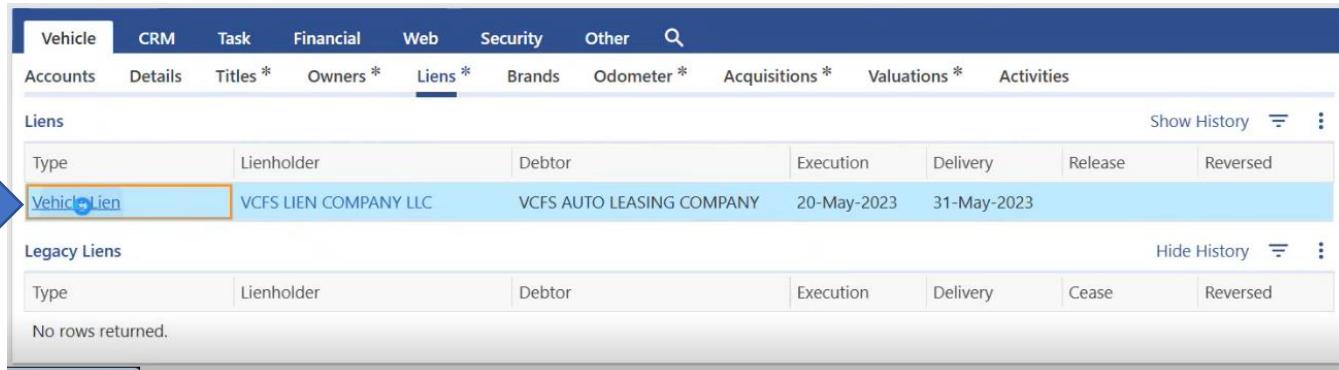


The screenshot shows the OneLink Activity page. The search bar at the top contains '123456789ABCDEFGH'. The results table has columns for 'Results' (sorted by relevance), 'Activity Id' (with a dropdown menu showing 'All' and 'Activity'), and 'Activity Id - Lien Filing Only' (with a link '123456789ABCDEFGH'). A blue arrow points to the 'Activity Id - Lien Filing Only' link. The table shows 1 Result(s).

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**



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.									⋮

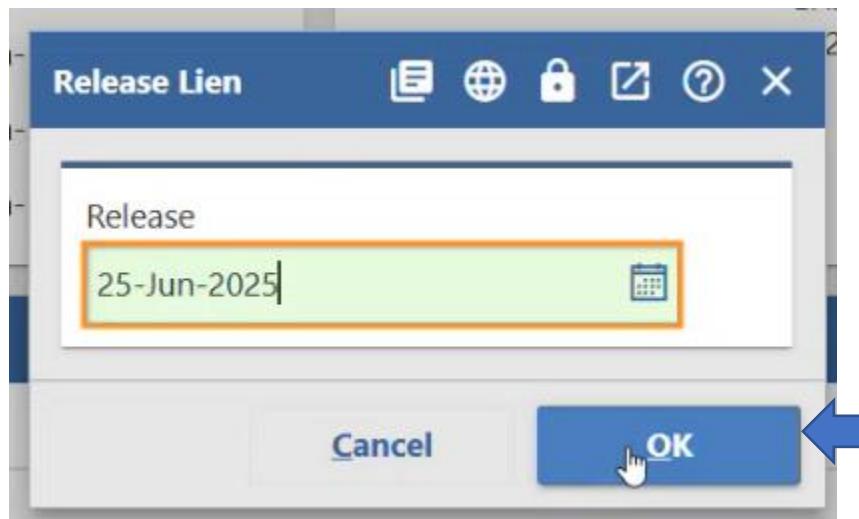
From here, Option A and Option B converge

1. Click the **Release** button



Lien Change Release	Lienholder Name : COMMUNITY NATIONAL BANK & TRUST Address : PO BOX 628 CHANUTE KS 66720-0628	Debtor Name : JIM SMITH Address : 123 E MAIN ST OKLAHOMA CITY OK 73104-2407
Notes Letters History Q	There are no notes.	

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



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



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.





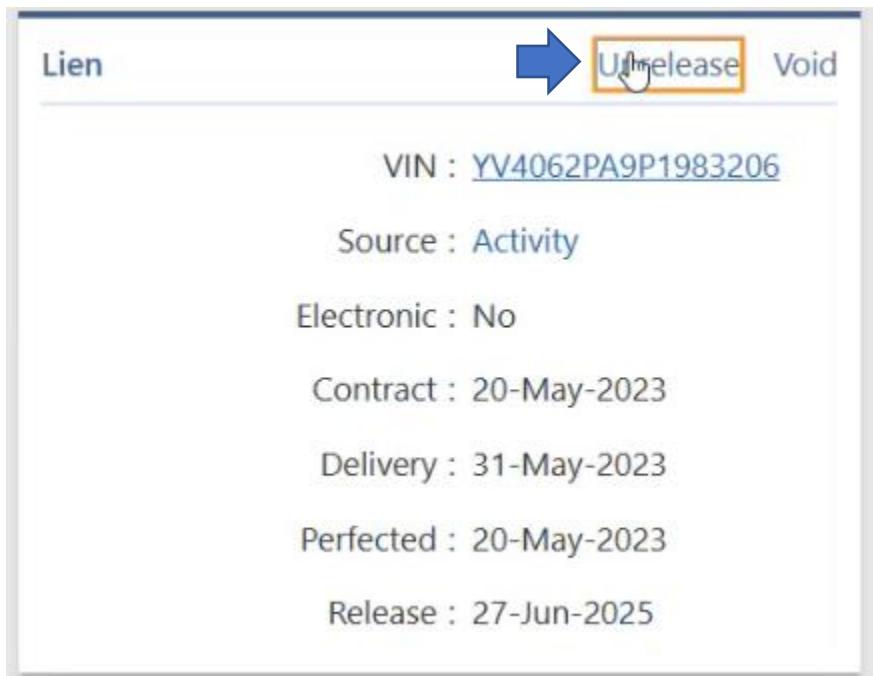
2. Click on the **Vehicle Lien**



Vehicle		CRM	Task	Financial	Web	Security	Other	🔍				
Accounts	Details	Titles *		Owners *		Liens *	Brands	Odometer *	Acquisitions *	Valuations *	Activities	
Liens												
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												
Type		Lienholder			Debtor		Execution		Delivery		Cease	Reversed
No rows returned.												



3. Click the **Unrelease** button



A screenshot of a software interface titled "Lien". At the top right, there are three buttons: "Unrelease" (highlighted with a blue arrow and a yellow border), "Void", and "Lien". Below the buttons, the VIN is listed as "YV4062PA9P1983206". The following details are displayed:
Source : Activity
Electronic : No
Contract : 20-May-2023
Delivery : 31-May-2023
Perfected : 20-May-2023
Release : 27-Jun-2025

3. Click **Yes** to confirm and unrelease the lien.





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



Vehicle	Attributes	CRM	Task	Financial	Web	🔍	
Registrations	Unpaid Registrations	Plates	Owners *	Liens *	Titles *	Activities	Acquisitions *
Liens							
Type	Lienholder	Debtor	Execution	Delivery	Release	Reversed	Show History
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).

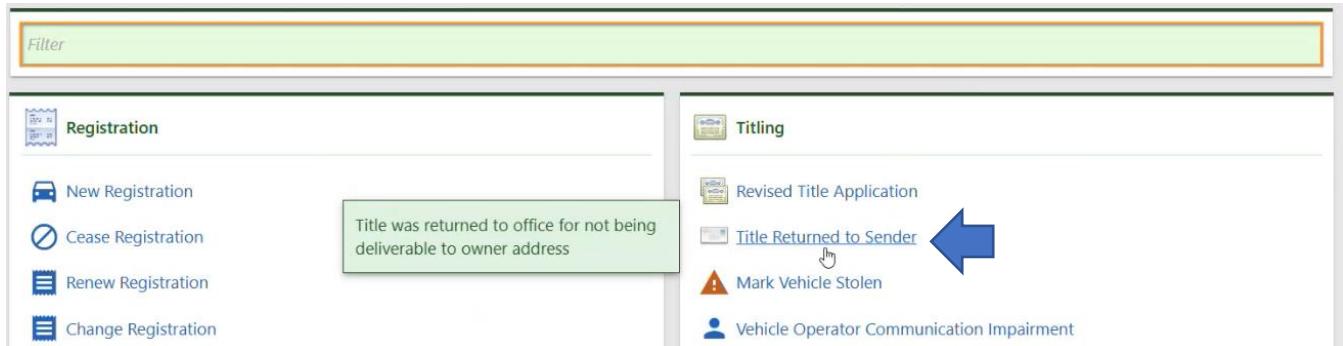
Process Step-by-Step:

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

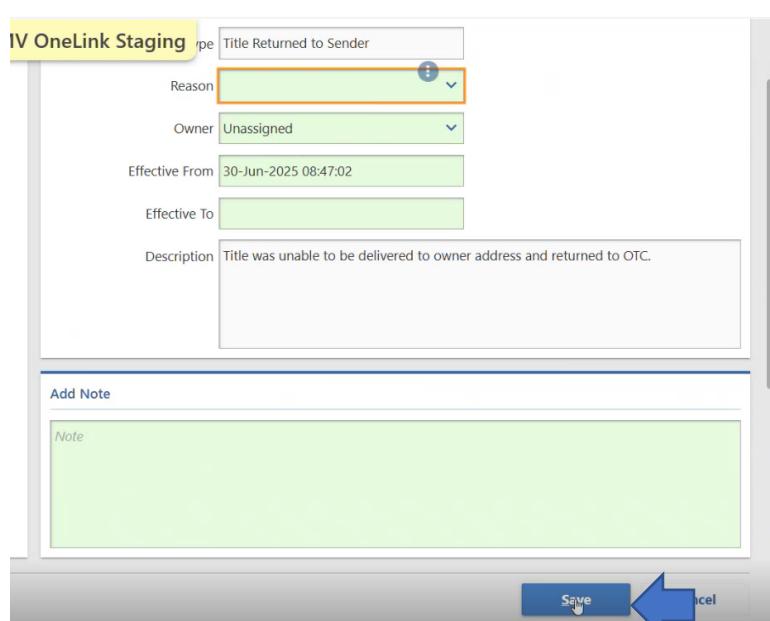


Vehicle	Attributes	CRM	Task	Financial	Web	🔍		
Registrations	Unpaid Registrations	Plates	Owners *	Liens	Titles *	Activities	Acquisitions *	
Registrations								
Type	Transaction T	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	
Primary Regi:	Renewal	Automobile	19-Apr-2024	01-May-2026	30-Apr-2026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

2. Select **Title Returned to Sender**



3. Click **Save**.



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**

Filter

Registration

- New Registration
- Cease Registration
- Renew Registration
- Change Registration
- Primary LSM / Insurance
- Primary Registration Fix
- Notice of Transfer
- Vehicle Info Request

Titling

- Revised Title Application
- Correct Address and Reprint Title** (highlighted with a green box and a blue arrow)
- Mark Vehicle Stolen
- Vehicle Operator Communication Impairment
- Change Vehicle Attributes
- Cancel Title
- VIN Change
- Add Brand

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.

Activity

Attributes

Returned To Sender Address

Title Information

Previous Mailing Address

14112 CADORNA STRADA OKLAHOMA CITY OK 73170-5170

NEW ADDRESS

New Mailing Address

14112 CADORNA STRATA OKLAHOMA CITY OK 73170-5170

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 21st 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 Reg:	Renewal	Automobile	18-Aug-2024	01-Sep-2025	31-Aug-2025	LED728	Non-Commer	25R334*	16307166		M7263
Primary Reg:	Renewal	Automobile	23-Jul-2023	18-Aug-2024	31-Aug-2024	LED728	Non-Commer	24P1365	11369716	Registration F	M7263
Primary Reg:	Transfer Reg:	Automobile	08-Jun-2023	23-Jul-2023	31-Aug-2023	LED728	Non-Commer	23K9756	10785635	Registration F	M7207

2. Click **Add**

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued
L1429982744	Motor Vehicle Certificate of Registral	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 Registral	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 Registral	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.



Mail Types			
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
Refunds	cL0040	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	Attributes	Change Address
2023 HYUN PALISADE KM8R74GE8PU615566 Ownership LED728	Address Block : DEREK W MEANS OR DENISE MEANS 7902 N 147TH EAST AVE OWASSO OK 74055-7972 <input type="checkbox"/> Not From Protected Source Language : English Note : Add Note	
<input type="checkbox"/> Mail Item Contains No Protected Data Source		
Input	Quick View	Save

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



Form 719
Revised 8-2019



SERVICE OKLAHOMA
AFFIDAVIT TO SECURE A
REPLACEMENT FOR AN UNDELIVERED OKLAHOMA TITLE

State of Oklahoma)
County of _____)
§:

Oklahoma Title Number: 810013250490

Date Issued: June 9, 2023

Serial Number (VIN): KM8R74GE8PU615566

Year: 2023 Make: HYUN

Model: PALISADE Body Type: UT

Mailing Address: _____

Process #6: Processing a Undelivered Title Affidavit

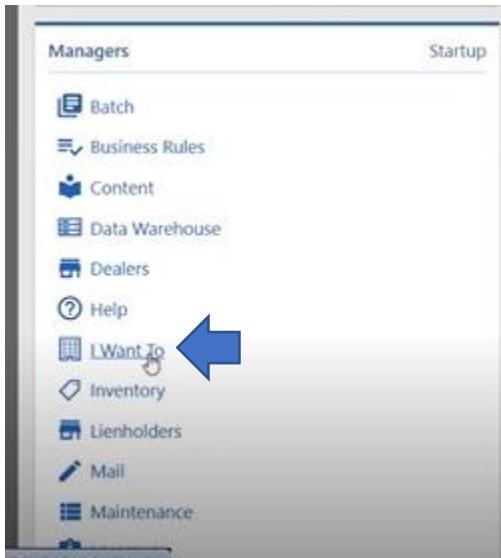
Purpose: To process a no-charge duplicate title for a customer who has submitted an Undelivered Title Affidavit

Background: This process follows on from [Process #5](#) once the customer has returned Form 719. The owner of record must sign the affidavit or, if the vehicle is owned by a company, the representative of the company may sign. Affidavits may also be signed with a Power of Attorney; however, an original or certified copy of the Power of Attorney must be sent with the affidavit. Affidavits may also be signed by an active lienholder.

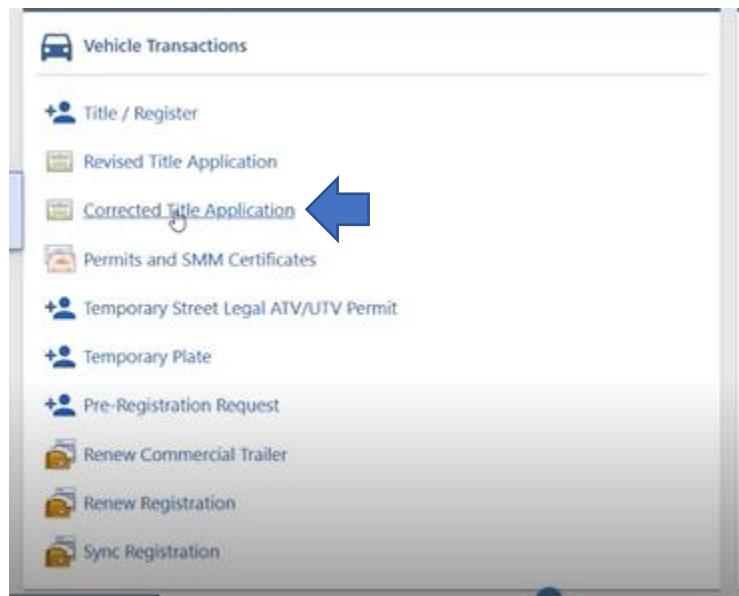
Process Step-by-Step:



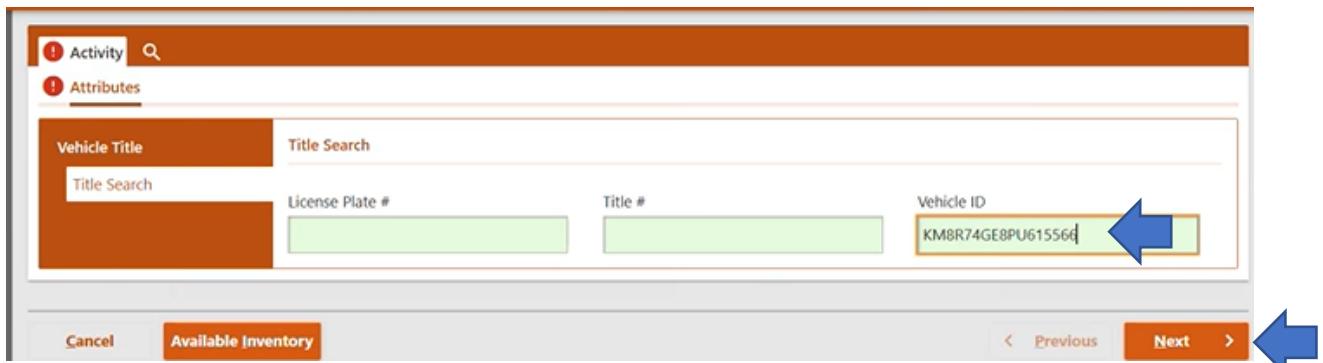
1. Review **Ownership Account** to verify undelivered title affidavit is OK for processing.
2. From the **New Task Manager**, select **I Want To**



3. Select **Corrected Title Application**



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



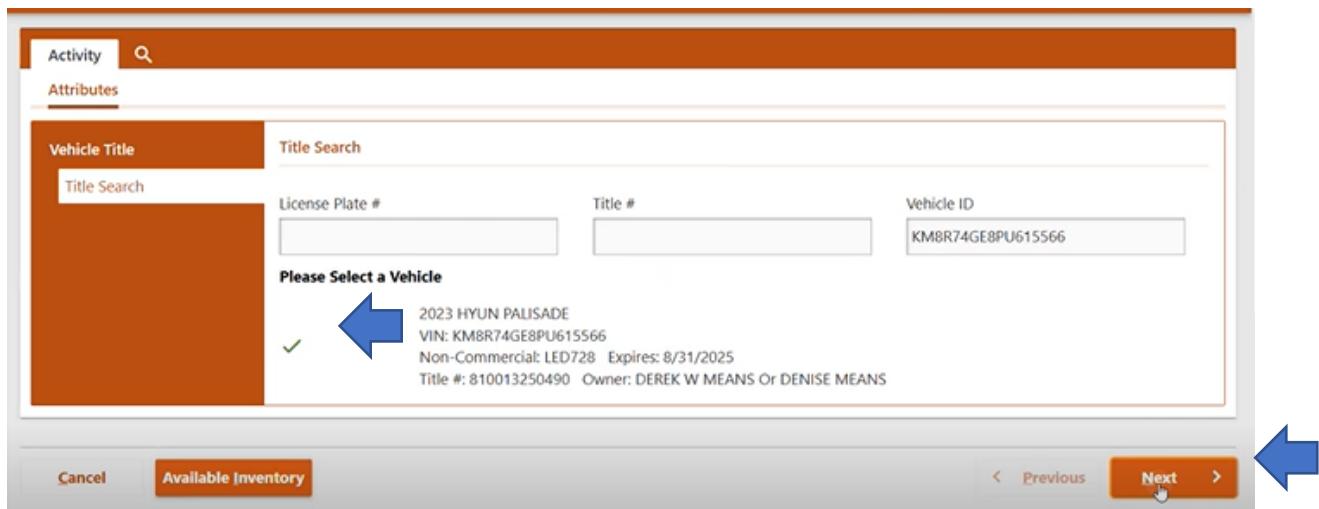
Activity Attributes

Vehicle Title Title Search

Title Search License Plate # Title # Vehicle ID

[Cancel](#) [Available Inventory](#) [Previous](#) [Next](#)

5. Select the correct vehicle.



Activity Attributes

Vehicle Title Title Search

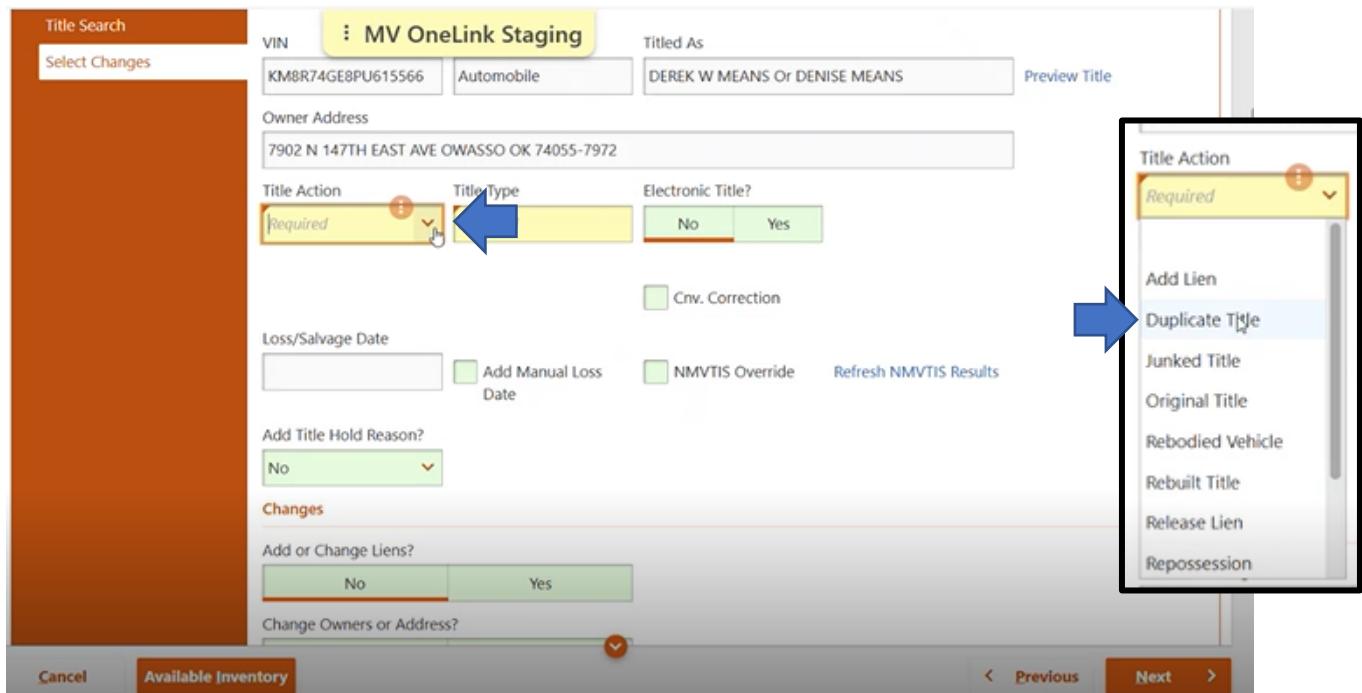
Title Search License Plate # Title # Vehicle ID

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**

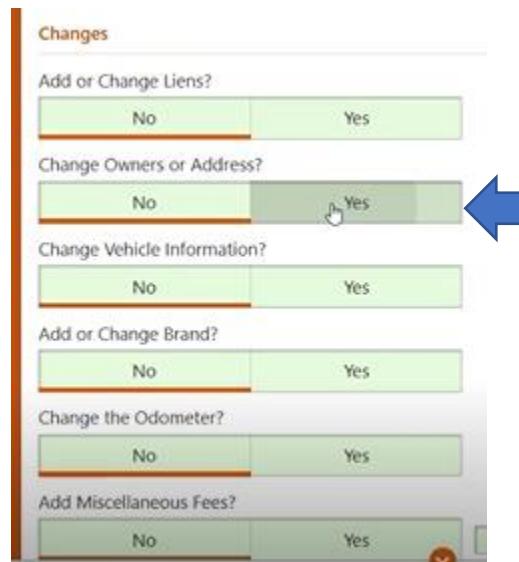


Title Action

- Required
- Add Lien
- Duplicate Title**
- Junked Title
- Original Title
- Rebodied Vehicle
- Rebuilt Title
- Release Lien
- Repossession

7. Change any necessary information

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



Changes

Add or Change Liens?

Change Owners or Address?

Change Vehicle Information?

Add or Change Brand?

Change the Odometer?

Add Miscellaneous Fees?

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.



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

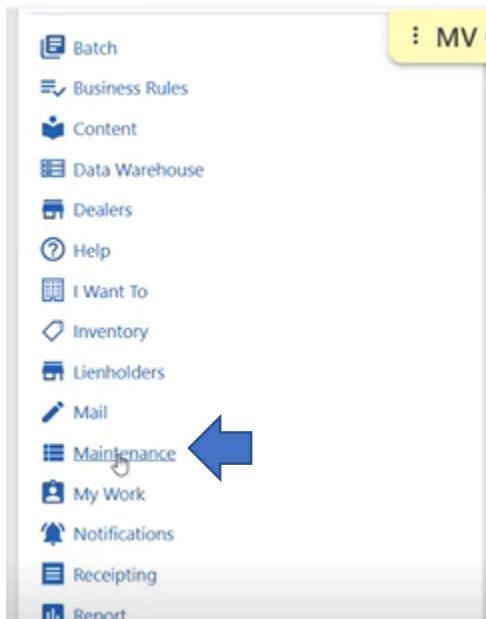
Note: Any insurance loss letter that declares a loss due to flood damage must be branded accordingly.

Process Step-by-Step:

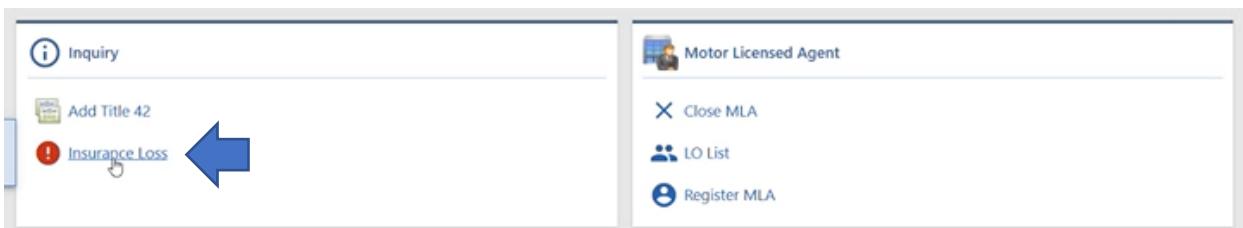


1. From the new task manager, select **Maintenance**

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.



4. Select a vehicle to edit.

Please Select a Vehicle

<input type="button" value="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



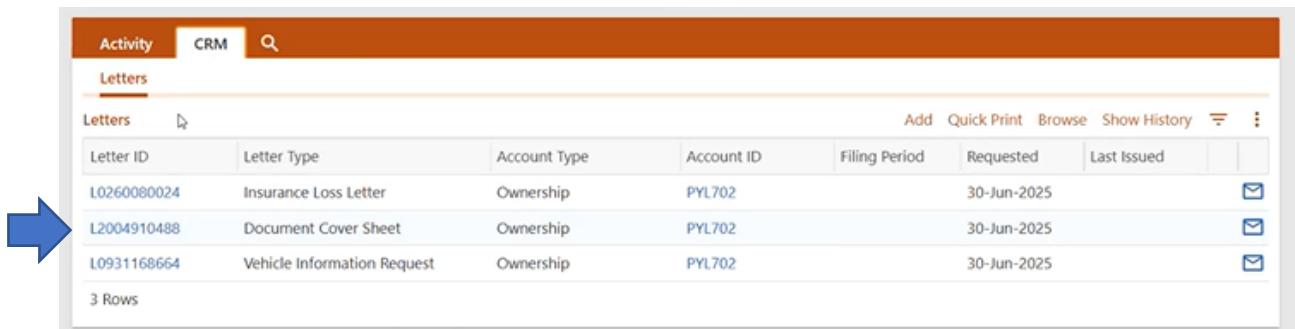
6. Enter the **Insurance Loss Date** and click **Save**.

Insurance Loss	
Insurance Loss Type	Insurance Loss Date
<input type="button" value="Salvage Title"/>	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	
<input type="text" value="Required"/>	
Insurance Company Address	
<input type="text" value="Required"/> Unvalidated	

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



Activity CRM

Letters

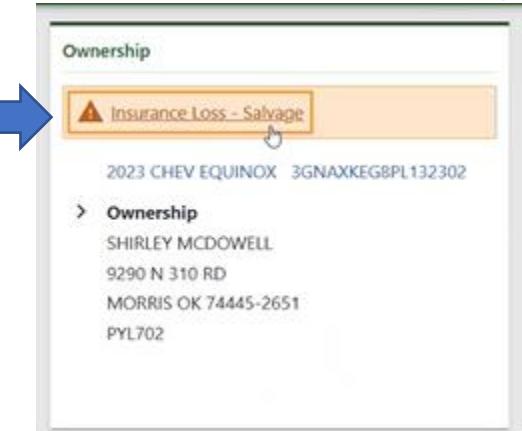
Letters

Letter ID Letter Type Account Type Account ID Filing Period Requested Last Issued

L0260080024	Insurance Loss Letter	Ownership	PYL702	30-Jun-2025	<input type="button" value="Email"/>
L2004910488	Document Cover Sheet	Ownership	PYL702	30-Jun-2025	<input type="button" value="Email"/>
L0931168664	Vehicle Information Request	Ownership	PYL702	30-Jun-2025	<input type="button" value="Email"/>

3 Rows

Note: Upon completion, an **Insurance Loss** indicator will be placed on the vehicle record



Ownership

⚠ Insurance Loss - Salvage

2023 CHEV EQUINOX 3GNAXKEG8PL132302

➤ Ownership

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

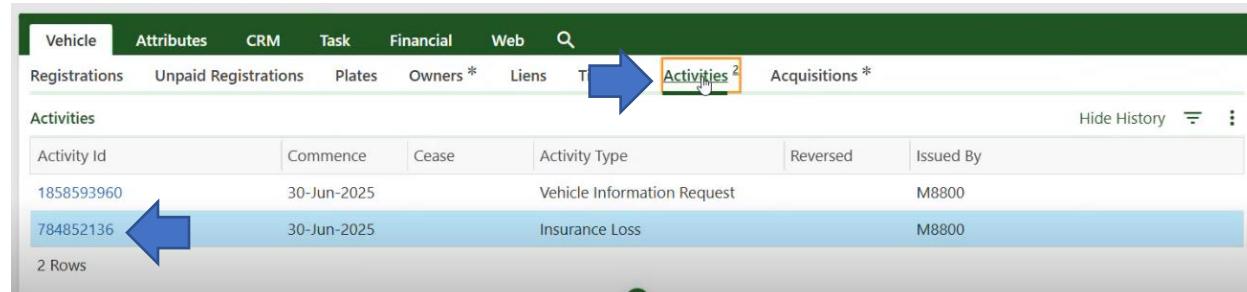
Process #8: Amending an Incomplete Insurance Code

Purpose: To change, update, or remove an insurance loss notification indicator from a vehicle record.

Background: To amend or remove an incomplete insurance code, a retraction letter from the same insurance company is needed and it must include all requirements of an acceptable letter. The percentage of damage listed will determine whether we remove the code or change the code to Salvage or Junk status.

Process Step-by-Step:

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



Vehicle Attributes CRM Task Financial Web

Registrations Unpaid Registrations Plates Owners * Liens Activities * Acquisitions *

Activities

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**

Activity

Insurance Loss - Salvage

2023 CHEV EQUINOX 3GNAXKEG8PL132302

Ownership PYL702

Insurance Loss 784852136

Activities

Brand

Attributes

MLA : SERVICE OKLAHOMA

Indicator : Insurance Loss - Salvage

Commence : 30-Jun-2025

Created : 30-Jun-2025 - Ryan McCoin

Posted : 30-Jun-2025

Activity CRM

Attributes Associated Items

Insurance Loss Activity Doc Ryan McCoin 30-Jun-2025 1 of 1

Vehicle Search

License Plate #

Title #

Vehicle ID 3GNAXKEG8PL132302

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.

View Insurance Loss > Activity Transactions

Filter

Registration

Change Activity

Finish Title / Registration

Reverse Activity

Reverse Activity



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

A screenshot of a software interface showing vehicle ownership details. The top section is titled "Ownership" in green. Below it, a vehicle record is displayed with a cursor icon pointing to the VIN: "2023 CHEV EQUINOX 3GNAXKEG8PL132302". Under the heading "Ownership", there is a list of names and addresses: "SHIRLEY McDOWELL", "9290 N 310 RD", "MORRIS OK 74445-2651", and "PYL702".

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	Title : 810008768140	Year/Make/Model : 2013 F150
> Ownership	Plate : TA - KDY183	Body Style :
CATHERINE MAZZONE LARSEN AND FREDRICK L LARSEN	Registration : Primary Registration (AU)	Color : Black
624 SPAVINAW LN	Decal : 22N859962	Lienholder : INOVA FEDERAL CREDIT UNION
EDMOND OK 73025-9733	Expired : 31-Jul-2022	PRIMARY : CATHERINE MAZZONE LARSEN
KDY183	Registration : Expired	ADDITIONAL : FREDRICK L LARSEN
	Title Status : Hold	
	Balance : 0.00	

Open Tasks [View All](#)

Title  

Recent Notes [Add](#) [Browse](#)

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

[Close Without](#)

Tasks

There are no tasks 

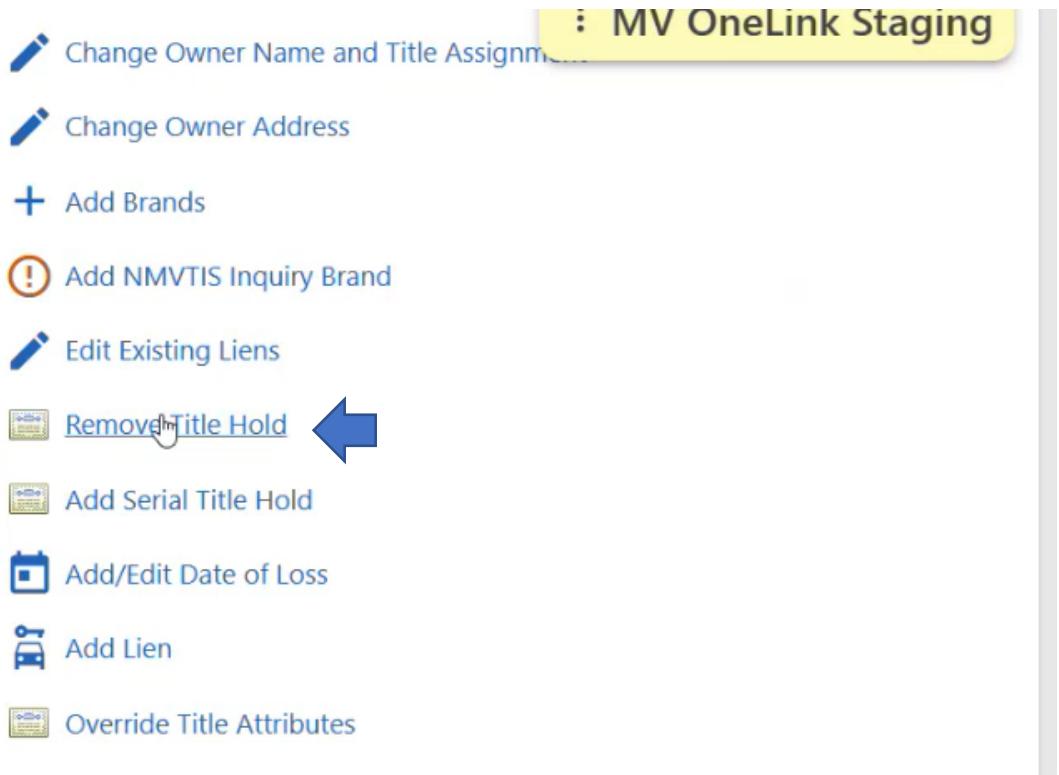
Recent Notes [Add](#) [Browse](#)

There are no recent notes 

I Want To 



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



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

The screenshot shows the account details for a 2013 FORD F150. The title hold has been removed. The 'Hold Released' status is indicated by a blue arrow pointing to the 'Hold Released' button in the status bar. The status bar also shows 'Owner : Edit', 'Priority : Medium', and 'Work Date : Edit'. The account details include ownership information (KY183), period (23-Jul-2020), title information (Title 9811526, 624 SPAVINAW LN, EDMOND OK 73025-9733, Title App 810008768140), and external ID (810008768140). The status bar also shows 'New', 'Title Application Day', 'NMVTIS Inquiry Sent', 'NMVTIS Inquiry Received', 'Title Hold' (which is now removed), and 'Hold Released'.

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

Vehicle <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> ⚠ Title Hold - Serial Inspection </div> <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> > 2014 HD FLHX VIN 1HD1KRM18EB605870 </div>	Registration <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Title : 810015604838 Plate : TJ - 8T5874 </div> <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Registration : Primary Registration (MC) Decal : 25R933348 Expires : 31-Dec-2025 </div> <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Registration : Active Title Status : Hold </div>	Vehicle <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Year/Make/Model : 2014 FLHX Body Style : Color : Tan </div> <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Current Ownership : View PRIMARY : DARLA JEAN HOBY ADDITIONAL : CHRISTOPHER ROBIN HOBY </div>
Open Tasks Title 	View All <div style="background-color: #f2e5d7; padding: 5px; border: 1px solid #ccc; margin-bottom: 5px;"> Recent Notes There are no recent notes. </div>	Add Browse

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.

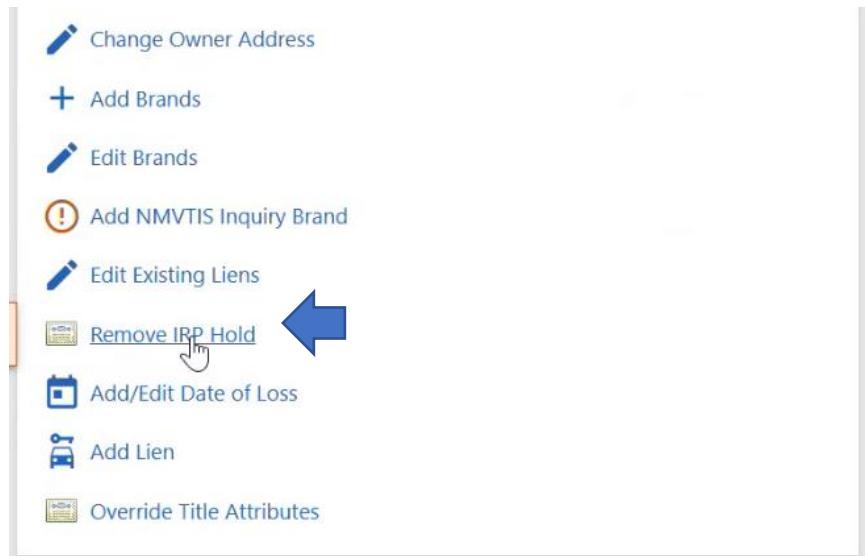
Background:

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.



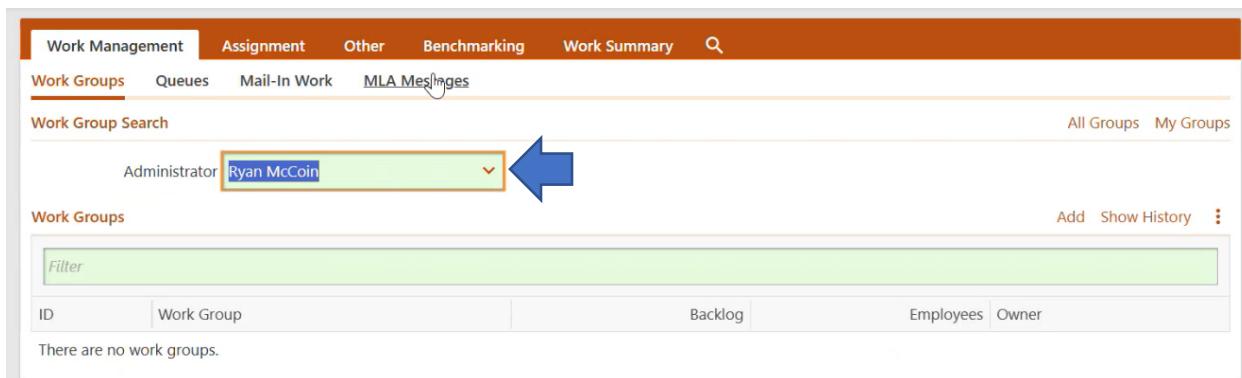
Process #12: Answering an LO Message

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	8816lwyd		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 1C		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	

Subject: 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

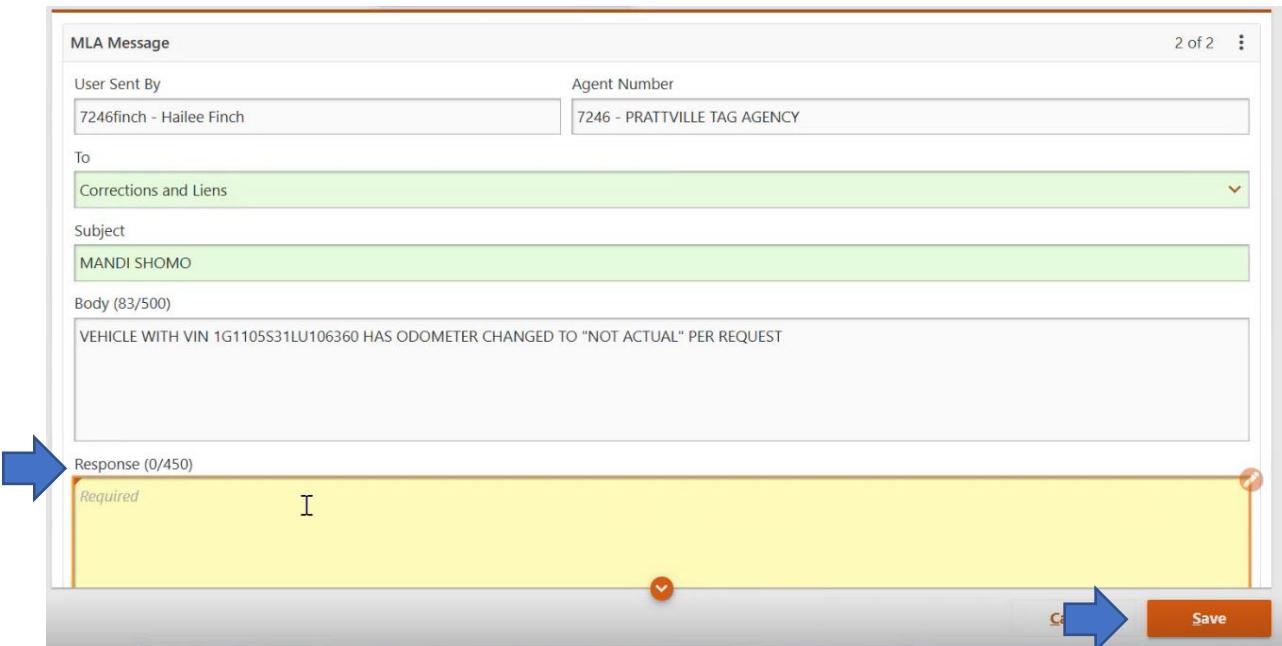
Category : Message

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**.



The screenshot shows the 'MLA Message' screen. At the top, it says '2 of 2'. The message details are as follows:

- 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): I (highlighted in yellow)

At the bottom, there is a 'Save' button with a blue arrow pointing to it.

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 in on mailing the title in for no charge correction or steps for paid correction.

Process Step-by-Step

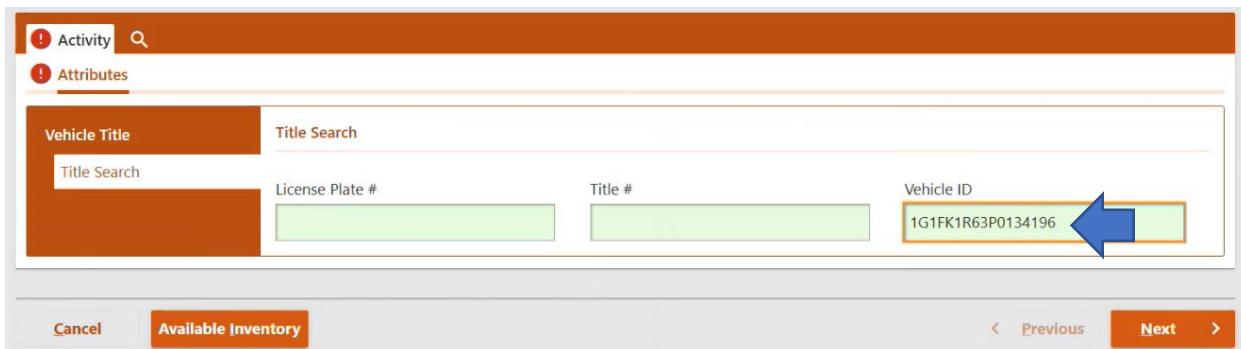
1. Prior to beginning, review the **Ownership Account** to determine if all qualifying documents and active title are present.
2. From the **New Manager**, select **I Want To**

The screenshot shows the MV OneLink Staging interface. The top navigation bar includes 'New Manager', 'MV OneLink Staging', the date '30-Jun-2025', and 'Log Off'. The left sidebar has a 'New Manager' section with 'Find Vehicle for Testing', 'Current Users', 'I Want To', 'Search', and 'Get Next Task'. Below this is a vehicle detail section for '2023 CHEV CAMARO *4196'. The main content area has a 'Favorites' section with 'Find Vehicle for Testing', 'Current Users', and 'I Want To' (which is highlighted with a blue arrow). To the right is a 'Tasks' section with 'NMVTIS Discrepancy', 'Message', and 'Title' (also highlighted with a blue arrow). A 'My Work' section is on the far right.

3. Select **Corrected Title Application**

The screenshot shows the 'Vehicle Transactions' menu. It includes options like 'Title / Register', 'Revised Title Application' (with a blue arrow pointing to it), 'Corrected Title Application' (also with a blue arrow pointing to it), 'Permits and SMM Certificates', 'Temporary Street Legal ATV/UTV Permit', 'Temporary Plate', 'Pre-Registration Request', 'Renew Commercial Trailer', 'Renew Registration', and 'Sync Registration'.

4. Search for a vehicle by VIN



Activity 

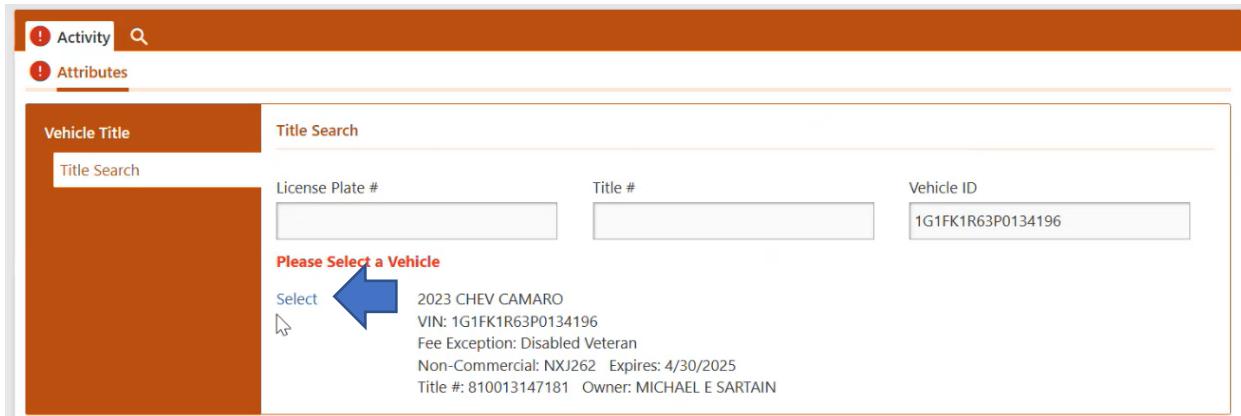
Attributes

Vehicle Title Title Search

Title Search License Plate # Title # Vehicle ID

[Cancel](#) [Available Inventory](#) [Previous](#) [Next](#)

5. Select the vehicle to work on



Activity 

Attributes

Vehicle Title Title Search

Title Search License Plate # Title # Vehicle ID

Please Select a Vehicle

Select 

2023 CHEV CAMARO
VIN: 1G1FK1R63P0134196
Fee Exception: Disabled Veteran
Non-Commercial: NXJ262 Expires: 4/30/2025
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

Add Lien

Duplicate Title

Junked Title

Original Title

Rebodied Vehicle

Rebuilt Title

Release Lien

Repossession

Required

Registration Class: Automobile

Titled As: MICHAEL E SARTAIN

ORE OK 73165-7357

Title Type: Electronic Title?

No Yes

Cnv. Correction

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?

No	Yes
----	-----

Change Owners or Address?

No	Yes
----	-----



Change Vehicle Information?

No	Yes
----	-----

Add or Change Brand?

No	Yes
----	-----

Change the Odometer?

No	Yes
----	-----

Add Miscellaneous Fees?

No	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 7

Odometer 7 Zero Odometer

Vehicle has GVWR Greater Than 16,000 lbs.

No Changes Have Been Made

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

[Cancel](#) [Available Inventory](#) [Previous](#) [Next](#)

Attributes : MV OneLink Staging

Vehicle Title

Title Search

Select Changes

Owner Information

Actual 7

Title Override

Current Title Format Paper Electronic

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 Paper Electronic

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

⋮ MV OneLink Staging

CERTIFICATE OF TITLE

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.

ory

Prev **Next**

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

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

⋮ MV OneLink Staging

Vehicle Title

VIN : **1G1FK1R63P0134196**

Title Search	Title Action : Original Title
Select Changes	Title Type : Standard Title
Owner Information	Lienholder(s) : 1
Actual 7	Lienholder Name : NUSENDA CREDIT UNION
Title Override	Owners : MICHEAL E SARTAIN
Title Preview	Address : 3001 TWIN LAKE DR MOORE OK 73165-7357
Summary	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

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 3rd 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**.

Ownership

Notice of Transfer

2023 TOYT CAMRY 4T1F11AK3PU766798

Ownership

EMKAY INC TRUST
805 W THORNDALE AVE
ITASCA IL 60143-1338
MAZ488

Registration

Expires Soon

Title : 810013576137
Plate : TA - MAZ488
Registration : Primary Registration (AU)
Decal : 25P759512
Expires : 31-Aug-2025
Registration : Active
Title Status : Active
Balance : 10.00

Vehicle

Year/Make/Model : 2023 CAMRY
Body Style :
Color : Black
PRIMARY : EMKAY INC TRUST

Open Tasks View All

There are no open tasks.

Recent Notes

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.

Ownership

2023 TOYT CAMRY 4T1F11AK3PU766798

Ownership

EMKAY INC TRUST
805 W THORNDALE AVE
ITASCA IL 60143-1338
MAZ488

Registration

Expires Soon

Title : 810013576137
Plate : TA - MAZ488
Registration : Primary Registration (AU)
Decal : 25P759512
Expires : 31-Aug-2025
Registration : Active
Title Status : Active
Balance : 0.00

Vehicle

Year/Make/Model : 2023 CAMRY
Body Style :
Color : Black
PRIMARY : EMKAY INC TRUST

Open Tasks View All

There are no open tasks.

Recent Notes

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 2024 FORD EXPEDITION 1FMJK1J89REA53722 ➤ Ownership WAYNE CORGILL OR FELEcia STELLA CORGILL 29693 LEO RD MACOMB OK 74852-9122 4453OSU	Registration ⚠ Expires Soon Title : 810015280742 Plate : 02 - 4453OSU Registration : Primary Registration (AU) Decal : 25R296143 Expires : 31-Aug-2025 Registration : Active Title Status : Active Balance : 0.00	Vehicle Year/Make/Model : 2024 EXPEDITION Body Style : Color : Gray Lienholder : FORD MOTOR CREDIT COMPANY LLC PRIMARY : WAYNE CORGILL ADDITIONAL : FELEcia STELLA CORGILL
Open Tasks View All There are no open tasks.	Recent Notes 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 Not 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 Lienholder Type
LH001256 BUSINESS

Lienholder Name
CREDIT UNION OF AMERICA

Lienholder Address
PO BOX 47528 WICHITA KS 67201-7528

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

Delivery

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 0
						Acquisitions *
Liens						Show History

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 the 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**

The screenshot shows the 'Case: Closed' section with a title number 2024 CHEV TRAX KL77LKE26RC208064. The 'Attributes' section shows Received: None, External ID: 810015652039, and Description: Edit. The 'Owner' section shows Owner: None, Priority: Medium, and Work Date: None. Below this is the 'Title Issued' section with a list of status items: New (checked), Title Application Day (checked), NMVTIS Inquiry Sent (checked), NMVTIS Inquiry Received (checked), Title Review (checked), and Title Issued (unchecked). The 'Next Stage' section indicates there are no next stages. The 'Tasks' section indicates there are no tasks. The 'Recent Notes' section indicates there are no recent notes. A large blue arrow points from the 'Case' section to the 'I Want To' button.

3. Click **Reopen Case**

The screenshot shows the 'Edit Title Case' button and the 'Reopen Case' button. A blue arrow points from the 'Reopen Case' button to the 'Edit Title Case' button.

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

Ownership

SHANNON ELLIOT
422 W TRIPLETT RD
GUTHRIE OK 73044-6694
IKN999

: MV OneLink Staging

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

[Revised Title](#)

Recent Notes

There are no recent notes.

Add Browse

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

Vehicle Title

Vehicle Title
Title Search
Select Changes
Owner Information
Title Preview
Summary

: MV OneLink Staging

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
Total Fees : \$0.00

[Cancel](#)

[Available Inventory](#)

[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

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

Registrations

Type	Transaction T	Use Type	Commerce	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration I	Cease Reason	Issuing Agen
Primary Regis	Renewal	Automobile	18-Aug-2024	01-Sep-2025	31-Aug-2025	LED728	Non-Commer	25R334	16307166		M7263
Primary Regis	Renewal	Automobile	23-Jul-2023	18-Aug-2024	31-Aug-2024	LED728	Non-Commer	24P1365	11369716	Registration F	M7263
Primary Regis	Transfer Regis	Automobile	08-Jun-2023	23-Jul-2023	31-Aug-2023	LED728	Non-Commer	23K975C	10785635	Registration F	M7207

3 Rows

[/S/dWMc15Hn/#](#)

2. Select the document cover sheet row.

Vehicle Attributes CRM Task Financial Web

Letters Notes Indicators Email Address Attachments Renewal Notice Option

Letters

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued
L0394297752	Motor Vehicle Certificate	LED728	Ownership		30-Jun-2025	<input type="button" value="Email"/>
L1736475032	Motor Vehicle Certificate	LED728	Ownership		30-Jun-2025	<input type="button" value="Email"/>
L0662733208	Document Cover Sheet	LED728	Ownership		30-Jun-2025	<input type="button" value="Email"/>
L1199604120	Form 719 - Affidavit to Replace Under LED728		Ownership		30-Jun-2025	<input type="button" value="Email"/>

3. Review the generated Document Cover Sheet. Print and place on top of customer document to create a packet.

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.