



OneLink Basics

Motor Vehicles Division

3-18-2025



Revision History

Effective Date of SOP: 3/18/2025	SOP Number: G.19
Functional Area Name: Motor Vehicles	Division Name: Titles & Special Plates
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 SOP covers some basic steps to set up and configure OneLink for customer-facing motor vehicle processing, including cash drawer and receipting processes that are components of most transaction types.

Purpose

This document provides step-by-step procedures for SOK Storefront Associates to follow to set up their OneLink accounts to process customer transactions.

Policy Statement

These procedures apply to SOK Storefront employees helping live customers with various Storefront transactions.

Compliance

N/A

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 (NVMTIS)	National title tracking database used to check vehicle title history.

Roles

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

Procedures

Process #1: Opening a Cash Drawer

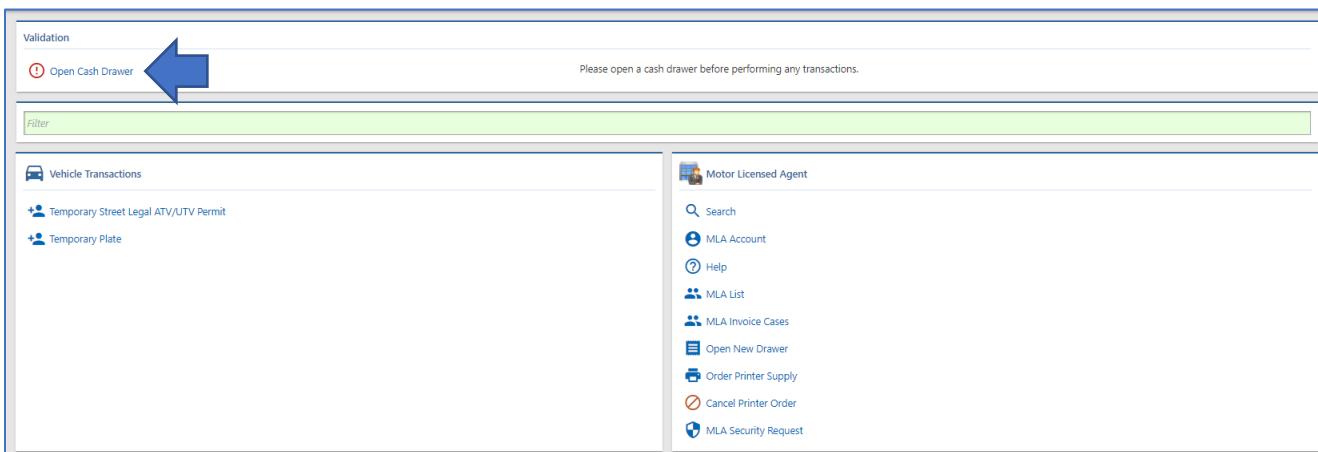
Purpose: This process covers opening a cash drawer in OneLink as a prerequisite for processing a transaction.

Background:

Before processing anything in OneLink, the first step is opening a cash drawer.

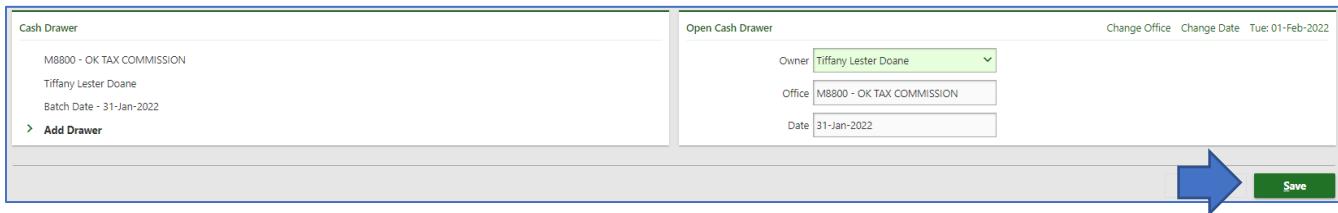
Process Step-by-Step:

1. From the **I Want To** manager, select the **Open Cash Drawer** hyperlink.



The screenshot shows the OneLink interface. At the top, there is a validation message: "Please open a cash drawer before performing any transactions." Below this is a "Filter" bar. On the left, there is a sidebar with "Vehicle Transactions" and "Temporary Street Legal ATV/UTV Permit" and "Temporary Plate" options. On the right, there is a sidebar titled "Motor Licensed Agent" with options: Search, MLA Account, Help, MLA List, MLA Invoice Cases, Open New Drawer, Order Printer Supply, Cancel Printer Order, and MLA Security Request. The "Open New Drawer" option is highlighted with a blue arrow.

2. All information is auto filled. Click the **Save** button. Once the cash drawer is open, OneLink is set up and ready to process other transactions.



The screenshot shows the "Open Cash Drawer" form. It includes fields for "Owner" (Tiffany Lester Doane), "Office" (M8800 - OK TAX COMMISSION), and "Date" (31-Jan-2022). At the bottom right, there is a "Save" button, which is highlighted with a blue arrow.

Process #2: Receipting A Process – Back-Office

Purpose: To receipt out a customer-submitted remittance for a MV transaction.

Background:

Processing transactions creates a balance on the ownership account that will need to be receipted. All payments on back-office transactions will be receipted by Remittance Processing.

Process Step-By-Step:

1. From the **Ownership Account**, select the **Receipt** button.



Ownership

2009 MERC MPR 3MEHM08149R628823

➤ **Ownership**

KRISTI &OR CASEY T MCKEE
1838 E ASH AVE
ENID OK 73701-2606
HPC832

Registration

Title : 810000767670
Plate : TA - HPC832
Registration : Primary Registration (AU)
Decal : 22R281355
Expires : 31-Aug-2022
Registration : **Active**
Title Status : **Active**
Balance : **25.00**

Vehicle

Year/Make/Model : 2009 MPR
Body Style :
Color : Black
AND/OR : KRISTI MCKEE
Owner : CASEY T MCKEE

Open Tasks

[View All](#)

[Add](#) [Browse](#)

Personalized Plate

There are no recent notes.

2. Select the **Remittance Processing** hyperlink.

Payment Types
 OkCARS

3. Enter the document locator number (**DLN**) and the amount of the **DLN**.

Note: DLN will be printed on the customer-submitted documents by CPD.

4. Click the **Save** button.



Add Payment

Drawer ID - 260502528
Standard - R163096608
Interaction Total 25.00
Balance 25.00

Change

2009 MERC MPR

Amount	25.00
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Interaction Bill Items

Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Balance	Amount
Ownership	HPC832	31-Jan-2022	Ownership	001	25.00	0.00	0.00	25.00	25.00
					25.00	0.00	0.00	25.00	25.00

Remittance Processing Information

Remittance Processing

DLN	Amount	Override
20162809632	25.00	<input type="checkbox"/>
		<input type="checkbox"/>

Note

Save

5. Select the **Quick Print** hyperlink to generate receipts.

Interaction

Tiffany Lester Doane
Drawer ID - 260502528

Standard - R163096608
2009 MERC MPR
ID - 3MHHM08149R628023
Paid - 31-Jan-2022 (Auto)
Balance 0.00

Quick Print

Payments

Payment ID	Payment Type	Detail	Amount	Tendered	Change	Issued	Voided
1529978912	Remittance Processing		25.00			<input checked="" type="checkbox"/>	<input type="checkbox"/>
			25.00				

Debt Letters 1 Notes Q

Interaction Bill Items

Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Orig. Amount	Balance
Ownership	HPC832	31-Jan-2022	Ownership	001	0.00	0.00	0.00	25.00	0.00
					0.00	0.00	0.00	25.00	0.00

OK

Tolerance Adjustment

Background: If customer payment for a transaction is short or over by \$3.00 or less, the payment can be tolerance adjusted. A tolerance adjustment must be made prior to receipting.



1. From the **Ownership Account**, select the **Financial** tab.
2. Select the financial period of the transaction.

Ownership

2003 FORD F25 1FTNW21FX3EA23909

Ownership

DONNIE SELF
400 W MCARTHUR ST
MADILL OK 73446-2843
HFB989

Registration

Title : 071308045006D
Plate : TA - HFB989
Registration : Primary Registration (PK)
Decal : 23H600358
Expires : 31-Jan-2023
Registration : Active
Title Status : Active
Balance : 40.00

Vehicle

Year/Make/Model : 2003 F25
Body Style :
Color : Tan
Owner : DONNIE SELF

Open Tasks

View All

Specialty Plate

Recent Notes

Add Browse

Vehicle Attributes CRM  Financial Web 

Periods Payments Refunds Transactions Refundable Credits

Periods

Period	Activity	Tax	Penalty	Interest	Credit	Balance	Valid
31-Jan-2022	31-Jan-2022	40.00	0.00	0.00	0.00	40.00	<input checked="" type="checkbox"/>
08-Dec-2021	08-Dec-2021	27.50	0.00	0.00	(27.50)	0.00	<input checked="" type="checkbox"/>
06-Jan-2021	06-Jan-2021	27.50	0.00	0.00	(27.50)	0.00	<input checked="" type="checkbox"/>
06-Jan-2020	06-Jan-2020	27.50	0.00	0.00	(27.50)	0.00	<input checked="" type="checkbox"/>
20-Dec-2018	20-Dec-2018	27.50	0.00	0.00	(27.50)	0.00	<input checked="" type="checkbox"/>
19-Dec-2017	19-Dec-2017	47.50	0.00	0.00	(47.50)	0.00	<input checked="" type="checkbox"/>
22-Dec-2016	22-Dec-2016	47.50	0.00	0.00	(47.50)	0.00	<input checked="" type="checkbox"/>

Period Maintenance Hide Invalid 

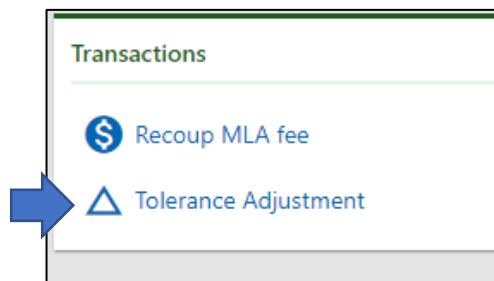
Receipt Renew I Want To

3. Select **I Want To**.

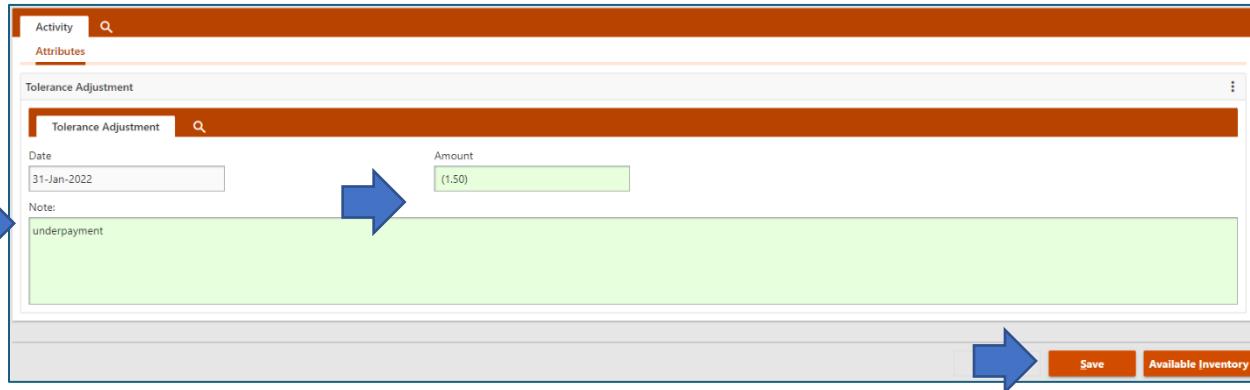


Period	Attributes	Financials																																																						
2003 FORD F25 1FTNW21FX3EA23909 Ownership HFB989 > Period 31-Jan-2022	Filing : Owner Period Begin : 31-Jan-2022 Period End : 31-Jan-2022 Last Activity : 31-Jan-2022	Amount Balance Tax 40.00 40.00 Penalty 0.00 0.00 Interest 0.00 0.00 Credit 0.00 0.00 40.00 40.00																																																						
Returns	Recent Notes	Add Browse																																																						
There are no returns.	There are no recent notes.																																																							
<table border="1"><tr><td>Financial</td><td>CRM</td><td>Task</td><td>Revenue</td><td>Web</td><td>Q</td></tr><tr><td>Transactions</td><td>Bill Items</td><td>Expectations</td><td>Payments</td><td>Refunds</td><td></td></tr><tr><td colspan="6">Transactions</td></tr><tr><td colspan="6">Filter</td></tr><tr><td>Posted</td><td>Effective</td><td>Trans Type</td><td>Bill Transaction</td><td>Link</td><td>Amount Balance</td></tr><tr><td>31-Jan-2022</td><td>31-Jan-2022</td><td>MSC - Miscellaneous</td><td>001 0-144-579-528</td><td></td><td>5.00 5.00</td></tr><tr><td>31-Jan-2022</td><td>31-Jan-2022</td><td>SPL - Special Plate</td><td>001 1-218-321-352</td><td></td><td>35.00 35.00</td></tr><tr><td colspan="6">2 Rows</td></tr><tr><td colspan="6">I Want To Receipt</td></tr></table>			Financial	CRM	Task	Revenue	Web	Q	Transactions	Bill Items	Expectations	Payments	Refunds		Transactions						Filter						Posted	Effective	Trans Type	Bill Transaction	Link	Amount Balance	31-Jan-2022	31-Jan-2022	MSC - Miscellaneous	001 0-144-579-528		5.00 5.00	31-Jan-2022	31-Jan-2022	SPL - Special Plate	001 1-218-321-352		35.00 35.00	2 Rows						I Want To Receipt					
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4. Select the **Tolerance Adjustment** hyperlink.



5. Enter the amount of the tolerance adjustment (short -\$3.00, long \$3.00)
6. Enter the **Note** either over payment or under payment.
7. Select **Save**.



Activity

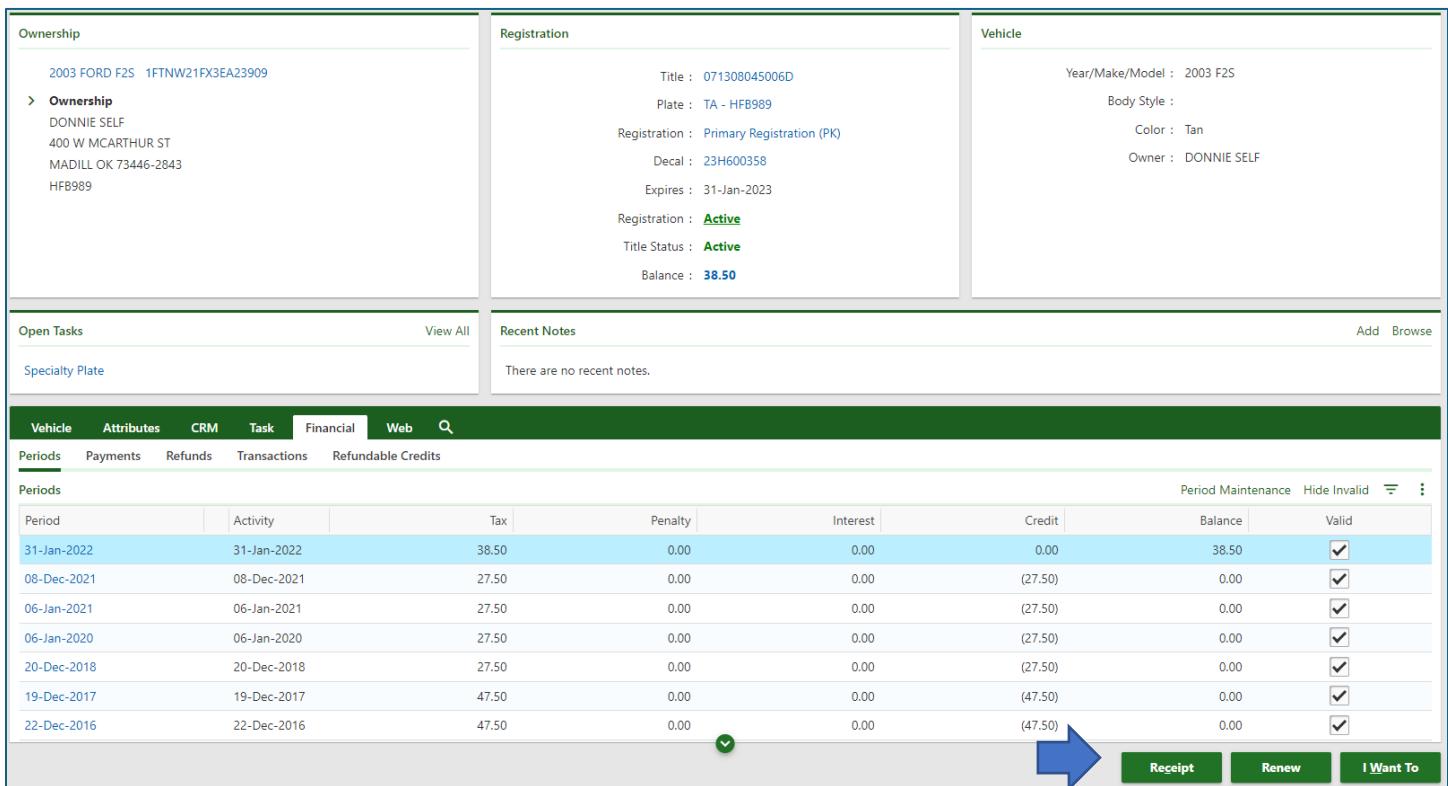
Attributes

Tolerance Adjustment

Date: 31-Jan-2022 Amount: (1.50)

Note: underpayment

8. Click the **Receipt** button and receipt the process as usual.



Ownership	Registration	Vehicle																																																																																						
2003 FORD F25 1FTNW21FX3EA23909 Ownership DONNIE SELF 400 W MCARTHUR ST MADILL OK 73446-2843 HFB989	Title : 071308045006D Plate : TA - HFB989 Registration : Primary Registration (PK) Decal : 23H600358 Expires : 31-Jan-2023 Registration : Active Title Status : Active Balance : 38.50	Year/Make/Model : 2003 F25 Body Style : Color : Tan Owner : DONNIE SELF																																																																																						
Open Tasks <input type="button" value="View All"/>	Recent Notes <input type="button" value="Add"/> <input type="button" value="Browse"/> There are no recent notes.																																																																																							
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Add Direction

Background:

This will be used if a customer has overpaid for a transaction by more than \$3.00. This process will start after saving a transaction.

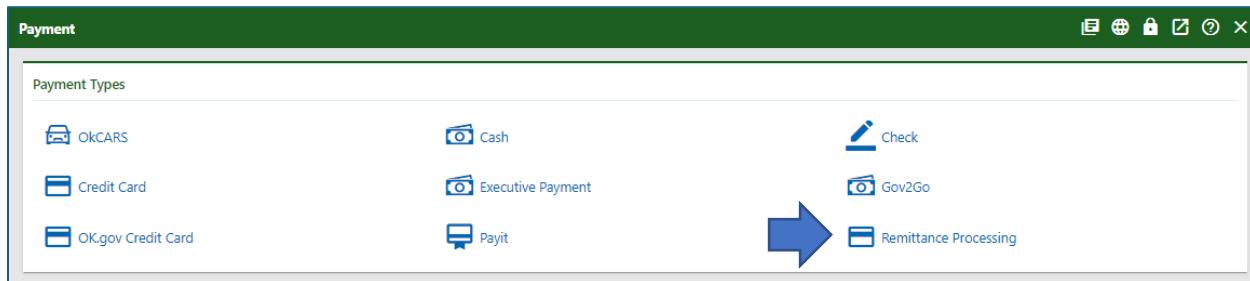


1. From the **Ownership Account**, select the **Receipt** button.

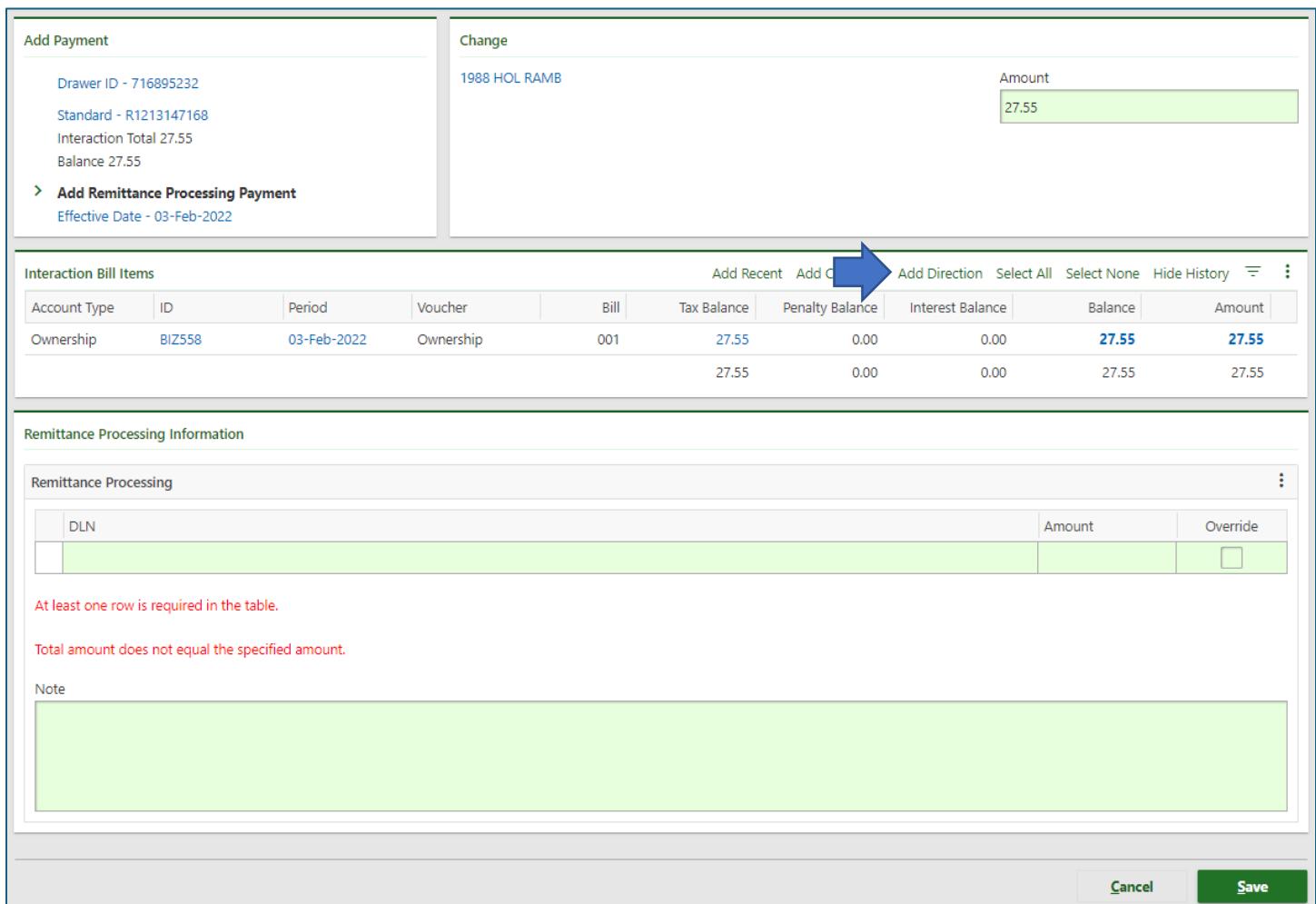
Ownership 1988 HOL RAMB 1KB181KW0JW001297 ➤ Ownership JOHNNY AND OR PATRICIA WELCHER 6427 S 295TH EAST AVE BROKEN ARROW OK 74014-5429 BIZ558	Registration ⚠ Expires Soon Title : 381488054001A Plate : TA - BIZ558 Registration : Primary Registration (TV) Decal : 22T479703 Expires : 28-Feb-2022 Registration : Active Title Status : Active Balance : 27.55	Vehicle Year/Make/Model : 1988 Body Style : Color : White AND/OR : JOHNNY WELCHER Owner : PATRICIA WELCHER																																															
Open Tasks View All There are no open tasks.	Recent Notes There are no recent notes.	Add Browse																																															
<table border="1"><tr><th>Vehicle</th><th>Attributes</th><th>CRM</th><th>Task</th><th>Financial</th><th>Web</th><th>🔍</th></tr><tr><td>Registrations</td><td>Unpaid Registrations</td><td>Plates</td><td>Owners *</td><td>Liens</td><td>Titles *</td><td>Activities</td><td>Acquisitions *</td></tr><tr><td colspan="8">Registrations Show History </td></tr><tr><td>Type</td><td>Transaction Ty</td><td>Use Type</td><td>Commence</td><td>Cease</td><td>Expire</td><td>Plate ID</td><td>Plate Type</td><td>Decal ID</td><td>Registration ID</td><td>Cease Reason</td><td>Issuing Agency</td></tr><tr><td>Primary Regis</td><td>Renewal</td><td>Travel Trailer</td><td>25-Jan-2021</td><td>01-Mar-2022</td><td>28-Feb-2022</td><td>BIZ558</td><td>Non-Commer</td><td>22T4797</td><td>RG179147708</td><td></td><td>M7313</td></tr></table>			Vehicle	Attributes	CRM	Task	Financial	Web	🔍	Registrations	Unpaid Registrations	Plates	Owners *	Liens	Titles *	Activities	Acquisitions *	Registrations Show History								Type	Transaction Ty	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency	Primary Regis	Renewal	Travel Trailer	25-Jan-2021	01-Mar-2022	28-Feb-2022	BIZ558	Non-Commer	22T4797	RG179147708		M7313
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[Receipt](#) [Renew](#) [I Want To](#)

2. Select the **Remittance Processing** payment type.



3. Select the **Add Direction** hyperlink.



Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Balance	Amount
Ownership	B1Z558	03-Feb-2022	Ownership	001	27.55	0.00	0.00	27.55	27.55
					27.55	0.00	0.00	27.55	27.55

4. Click the **Select Customer** hyperlink.



Add Deposit

No Association

ID Type Select Customer 

ID

Account Type

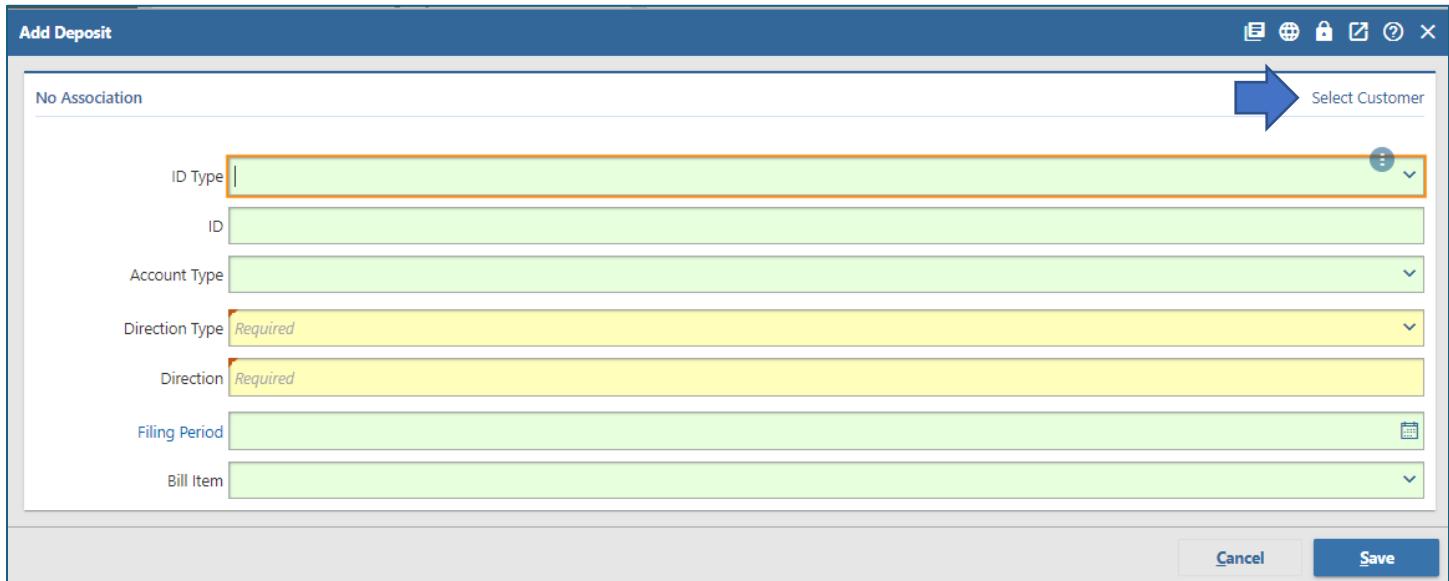
Direction Type Required

Direction Required

Filing Period 

Bill Item

Cancel Save



5. Click the **Customer** button.
6. Find the vehicle to receipt (should be the one at the top of the list but make sure to verify).

Direct Payment

None  Customer Account

Choose Customer Confirm

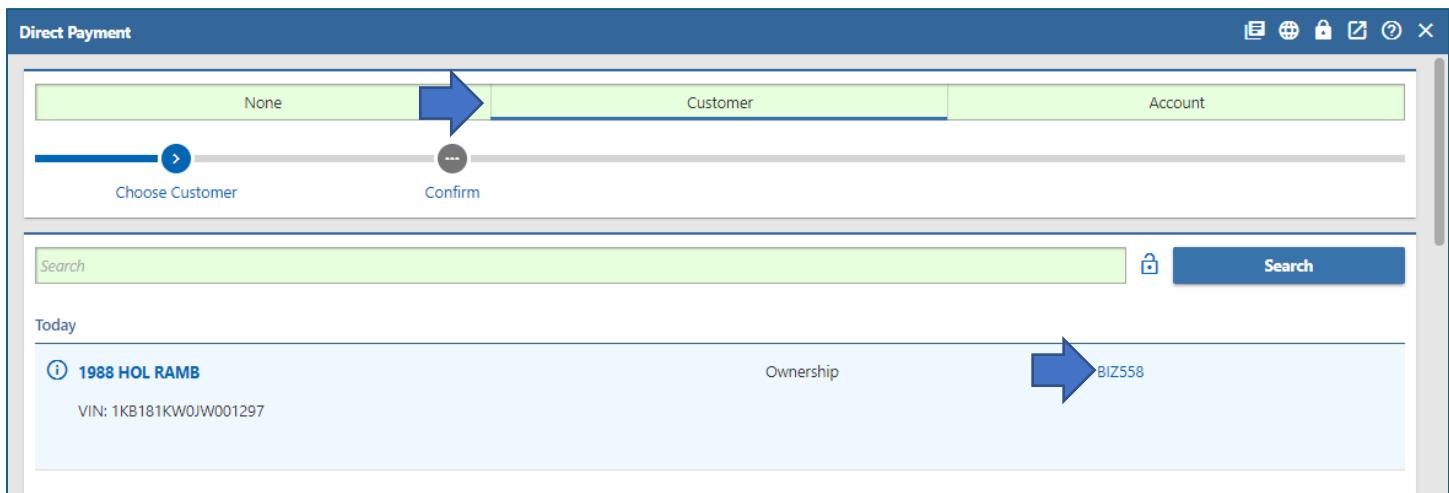
 Search

Today

 BIZ558

i 1988 HOL RAMB Ownership  BIZ558

VIN: 1KB181KW0JW001297



7. Click the **Confirm** button.



Direct Payment

None	Customer	Account
------	----------	---------

1KB181KW0JW001297 1988 HOL RAMB BIZ558 Ownership Confirm

Cancel **Confirm**

8. Select the **Ownership Receipt** from the **Direction Type** drop down.
9. Enter the amount to be refunded in the **Direction** field.
10. Click the **Save** button. This will update the balance when receipting.

Add Deposit

Ownership Select Customer

1988 HOL RAMB
VIN 1KB181KW0JW001297

▶ Ownership
JOHNNY AND OR PATRICIA WELCHER
6427 S 295TH EAST AVE
BROKEN ARROW OK 74014-5429
BIZ558

▶ **Direction Type** Ownership Receipt

Direction 10.55

Filing Period

Bill Item

Cancel **Save**

11. Enter in the **DLN** and the amount of payment.
12. Click **Save**.



Add Payment

Drawer ID - 716895232
Standard - R1213147168
Interaction Total 38.10
Balance 38.10

Change

1988 HOL RAMB	Amount	38.10
---------------	--------	-------

Interaction Bill Items

Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Balance	Amount
Ownership	BIZ558	03-Feb-2022	Ownership	001	27.55	0.00	0.00	27.55	27.55 X
Ownership	BIZ558		Ownership	000	0.00	0.00	0.00	10.55	10.55 X
					27.55	0.00	0.00	38.10	38.10

Remittance Processing Information

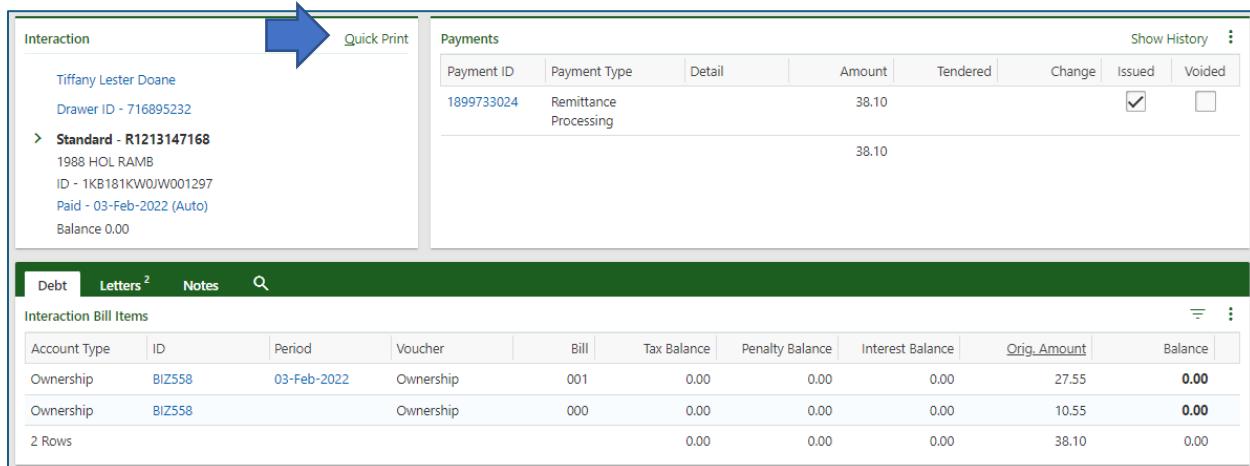
Remittance Processing

DLN	Amount	Override
20162807918	38.10	<input type="checkbox"/>
		<input type="checkbox"/>

Note

Cancel  Save 

13. Click the **Quick Print** hyperlink to generate receipts.



The screenshot shows the OneLink software interface. On the left, there is a sidebar with 'Interaction' and 'Quick Print' buttons. The 'Interaction' section displays customer information: Tiffany Lester Doane, Drawer ID - 716895232, and a transaction detail: Standard - R1213147168, 1988 HOL RAMB, ID - 1KB181KW0JW001297, Paid - 03-Feb-2022 (Auto), Balance 0.00. A blue arrow points from the 'Interaction' button to the 'Quick Print' button. On the right, there is a 'Payments' section with a table showing a single entry: Payment ID 1899733024, Payment Type Remittance Processing, Amount 38.10, Tendered 38.10, Change 0.00, Issued checked, and Voided unchecked. Below the payments section is a 'Bill Items' table with two rows. The first row shows Ownership BIZ558, Period 03-Feb-2022, Voucher Ownership, Bill 001, Tax Balance 0.00, Penalty Balance 0.00, Interest Balance 0.00, Orig_Amount 27.55, and Balance 0.00. The second row shows Ownership BIZ558, Ownership, Bill 000, Tax Balance 0.00, Penalty Balance 0.00, Interest Balance 0.00, Orig_Amount 10.55, and Balance 0.00. The table has columns for Account Type, ID, Period, Voucher, Bill, Tax Balance, Penalty Balance, Interest Balance, Orig_Amount, and Balance.

Process #3: Receipting A Process - Storefront

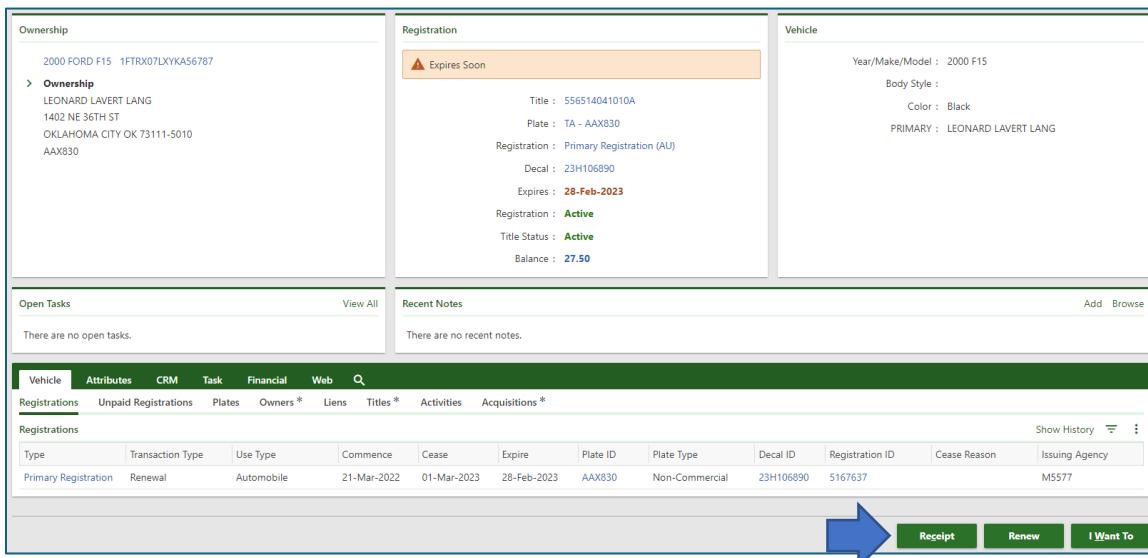
Purpose: To receipt a process in OneLink, linking customer payment to a specific transaction.

Background: Receipting occurs during every customer transaction once the transaction has been processed but before it is completed. This process occurs after pressing 'submit' on a transaction and returning to ownership account.

This example follows a cash transaction.

Process Step-by-Step:

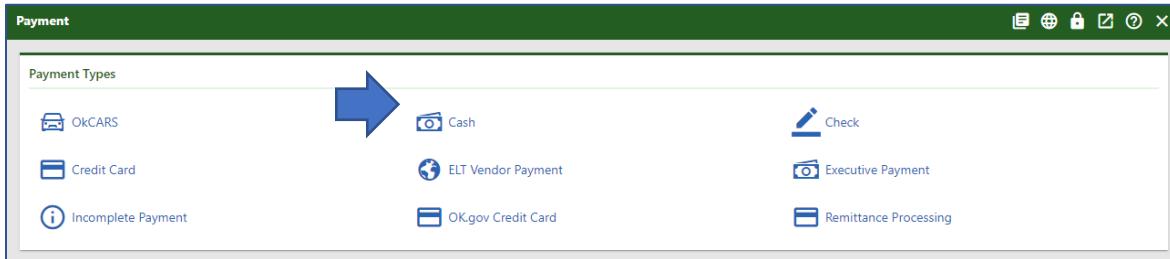
1. From the **Ownership Account**, select the **Receipt** button.



The screenshot shows the OneLink software interface for an ownership account. The left panel shows the vehicle information: 2000 FORD F15 1FTRX07LXYKA56787, with an ownership detail: LEONARD LAVERT LANG, 1404 NE 36TH ST, OKLAHOMA CITY OK 73111-5010, AAX830. The middle panel shows the registration information: Title 556514041010A, Plate TA - AAX830, Registration Primary Registration (AU), Decal 23H106890, Expires 28-Feb-2023, Registration Active, Title Status Active, and Balance 27.50. An orange box highlights the 'Expires Soon' message. The right panel shows the vehicle details: Year/Make/Model 2000 F15, Body Style Black, Color Black, and PRIMARY LEONARD LAVERT LANG. At the bottom, there are sections for 'Open Tasks' (no tasks), 'Recent Notes' (no notes), and a 'Registrations' table. The 'Registrations' table has columns for Type, Transaction Type, Use Type, Commence, Cease, Expire, Plate ID, Plate Type, Decal ID, Registration ID, Cease Reason, and Issuing Agency. A blue arrow points to the 'Receipt' button in the bottom right corner of the interface.

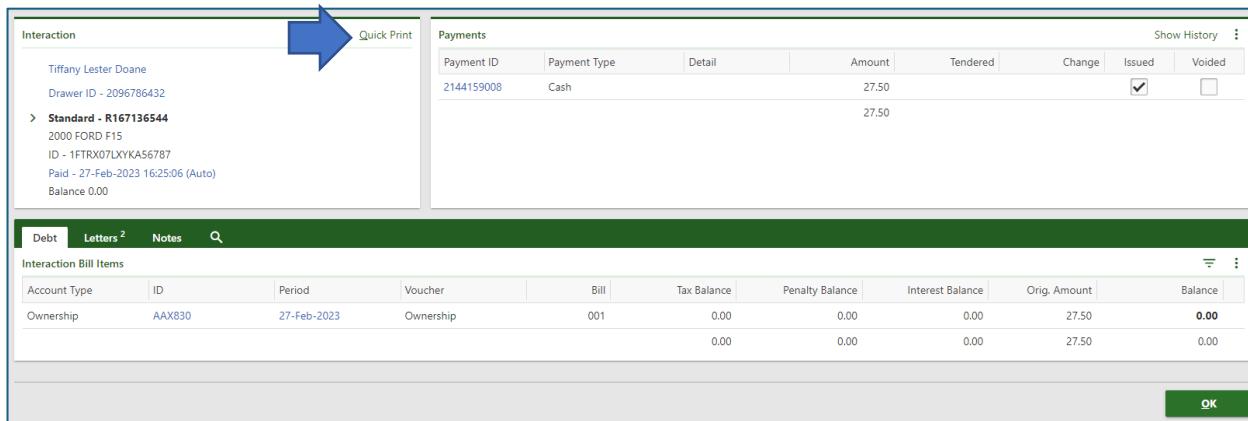


2. Click the **payment type** hyperlink.



3. Select the **Save** button.

4. To print the registration receipts, click the **Quick Print** hyperlink.



Process #4: Sending a Letter – MV Processing

Background:

Anytime a customer sends in paperwork that cannot be processed without further input, it is necessary to send them a letter request more information or documentation.

Anytime a letter is sent to a customer a note should be added to the Ownership Account.

What letter to send?

From OneLink:

Most letters in OneLink require some kind of information to be checked or filled in before letter can be saved and printed. Before saving and printing a letter, make sure you all necessary information is on the letter.

Common Motor Vehicles Letters:

- **Unprocessable Personalized Plate App (aC0104)** –Personalized plate options that were sent in are not able to be ordered due to requested options going against the rules.
- **Unprocessable Secondary Plate (aC0103)** - This letter is for the certain military plates that require proof of service to apply for one.
- **Unprocessable Missing Documentation (aC0200)** - This letter is for plates that require a valid member ID to display on your vehicle.
- **Military Documentation Request (aL0200)** - This letter is for Military Honors plates that require either a DD214 or an award letter.
- **Characters Taken Letters (aL0220)** - Personalized plate options that were sent in cannot be issued because a plate has already been issued with the same choice.
- **Primary Registration Expired (aL0230)** - If we have received a request for a special or personalized plate but the primary plate is not valid (current).
- **Documentation Required (aL0240)** – This letter is used for plates that require documentation, but that documentation was not sent in with the original application.



- **Underpayment with Voucher (bC0060)**- This letter will be used for any application that was received that did not contain enough money. This can be used for special plates or regular renewals.
- **Insurance verification Request (bC0200)**- This letter is to be used if the insurance verification that was mailed in does not verify or is not Oklahoma insurance.

From the J Drive (Division Share (I:)- MV Processing- Letters with New Letterhead)

- **Letters for Primary plate in renewal window**- This is the letter we mail out if we are issuing a special or personalized plate and it is within the renewal window.
- **Parking Placard Expired**- This is the letter we send if someone has sent in an application or renewal for a physically disabled plate but the placard information is expired.
- **R2 Missing or incorrect reg Itr**- This is one we use if the application is missing vehicle information or once we go to issue personalized plate the title has been transferred.
- **Fixed expiration plate letter**- This letter is to be sent out with requests for plates that have fixed expirations (Vintage and Amateur radio) in addition to the underpayment with voucher.
- **Vintage Denial**- This letter is to be used when a Vintage plate is denied.

Process Step-by-Step:

1. From the **Ownership Account**, select the **CRM** tab, **Letters** subtab.
2. Click the **Add** hyperlink.



Ownership

2007 GMC CAN 1GTD13E478184859

➤ **Ownership**

COLIN GEEDING
RR 1 BOX 310
NOWATA OK 74048-9767
KNN820

Registration

Title : 810009715651
Plate : TA - KNN820
Registration : Primary Registration (PK)
Decal : 22R970961
Expires : 31-Mar-2022
Registration : **Active**
Title Status : **Active**
Brand : **Rebuilt**
Balance : **0.00**

Vehicle

Year/Make/Model : 2007 CAN
Body Style :
Color : Yellow
Owner : COLIN GEEDING

Open Tasks

View All

There are no open tasks.

Recent Notes

There are no recent notes.

Add Browse

Vehicle CRM Task Financial Web

Letters Notes Indicators Attachments Renewal Notice Option

Letters

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued	Actions
L0543734664	Renewal Notice - Standard	KNN820	Ownership	24-Jan-2022	24-Jan-2022		
L0589558256	Orange Rebuilt Title	KNN820	Ownership	18-Mar-2021	18-Mar-2021		
L1368132080	Motor Vehicle Certificate	KNN820	Ownership	17-Mar-2021	17-Mar-2021		
L0294390256	Motor Vehicle Certificate	KNN820	Ownership	17-Mar-2021	17-Mar-2021		
L1636567536	Document Cover Sheet	KNN820	Ownership	17-Mar-2021	17-Mar-2021		

5 Rows



3. Select the letter **Type** hyperlink from the list

Mail

Mail Types

Filter

Mail Category	Type	Title	Default Template
Registration	aC0201	Verification Of Vehicle	V12.1 SQR 10736
Registration	aC0202	Unprocessable Naming Conflict	SQR 11056
Registration	aL0002	Boat and Outboard Motor Requests	SQR 11055
Documentation	aL0005	Form 773 - Notice of Transfer	SQR 11056
Documentation	aL0006	Form 797 - Affidavit of Nonuse	SQR 11055
Documentation	aL0007	Form 701-7 - App for repl titl	SQR 11056
Documentation	aL0008	Form 777 - Xfr after ttl loss	V10.1 SQR 7424
Documentation	aL0009	Form 797-D Repl Plate/Decal	SQR 11056
Documentation	aL0011	Form 760-A Affidavit of Communication Impairm	V10.1 SQR 9598
Titling	aL0019	NMVTIS Brand Letter	SQR 11055
Documentation	aL0021	Affidavit of Consolidation	
Registration	aL003	Document Cover Sheet	Rebrand
Insurance	aL0110	Plates Consigned For	SQR 11055
Registration	aL0121	OTC Document Cover Sheet	Rebrand
Secondary Plates	aL0200	Military Documentation Request	Rebrand
Secondary Plates	aL0220	Characters Taken Letters	Rebrand
Secondary Plates	aL0230	Primary Registration Expired	Rebrand
Secondary Plates	aL0235	Plate not on file	Rebrand
Secondary Plates	aL0240	Documentation Required	Rebrand
Documentation	aL0301	Form 719 - Affidavit to Replace Undelivered Title	V10.1 SQR 9764
Billing and Collection	bC0024	Return application/ No payment	SQR 11055
Billing and Collection	bC0060	Underpayment with Voucher	V12 SQR 10881

4. Depending on the letter being sent, more information might need to be entered.
5. After filling in or selecting all the necessary information, click the **Save** button.

Input Quick View

Parameters

PlateType
Personalized White Color (PT1)

DLN

Three Character Plate

Five Character Plate

Six Character Plate

Six Character Split

Seven Character Plate

6. The letter has now been generated, click **Next**.



7. Then click the **Print** hyperlink.

The screenshot shows the Service Oklahoma software interface. On the left, a 'Mail' panel displays a list of items, including '2007 GMC CAN 1GTD13E478184859' and 'Ownership KNN820'. Below this is a link to 'Mail Item L1768421256'. The 'Attributes' panel on the right shows an 'Address Overridden' message with the address block: 'COLIN GEEDING 6748 EW 18 RD NOWATA OK 74048-5008'. The language is set to English. At the bottom of the interface, there is a toolbar with buttons for 'Next', 'Mark as Not Ready', and 'Print'. A large preview window below shows a letter from the 'OKLAHOMA Tax Commission' to 'COLIN GEEDING' at '6748 EW 18 RD NOWATA OK 74048-5008'. The letter is dated 'February 11, 2022' and has a reference number 'Ref. #: 20265555011'. The letter content includes a note about unavailable license plate choices and a note about allowable choices.

Mail

2007 GMC CAN 1GTD13E478184859

Ownership KNN820

> Mail Item L1768421256

Characters Taken Letters (aL0220)

Attributes

Address Overridden

Address Block : COLIN GEEDING
6748 EW 18 RD
NOWATA OK 74048-5008

Language : English

Next

Mark as Not Ready

Print

View High Resolution

Quick View Input Letter Data Notes Logs 4 Q Page Region

OKLAHOMA Tax Commission

Date Issued: February 11, 2022
Letter ID: L1768421256

COLIN GEEDING
6748 EW 18 RD
NOWATA OK 74048-5008

SPS

Ref. #: 20265555011

Dear Applicant:

OVS Test Letter

Our office is unable to process your Personalized White Color (P11) license plate application at this time. Your choices are unavailable because they either conflict with the Oklahoma license plate numbering system or have already been assigned to someone else.

Please note your allowable choices:

8. This will open a new tab to allow the letter to be printed.
9. Once a letter is generated. add a **Note** to the **Ownership Account**.

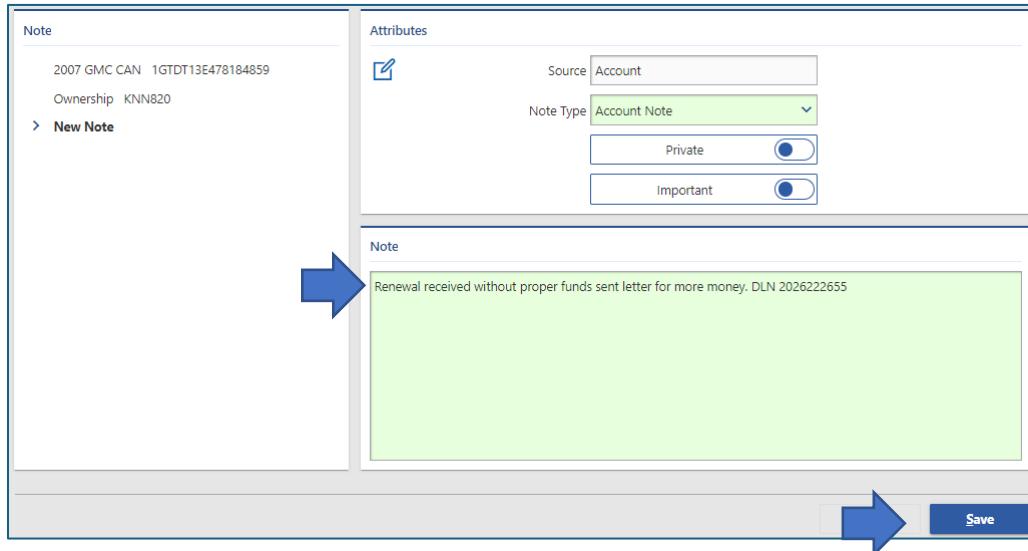
Process #5: Adding a Note to an Ownership Account

1. From the **Ownership Account**, select the **Add** hyperlink under the **Recent Notes** section.



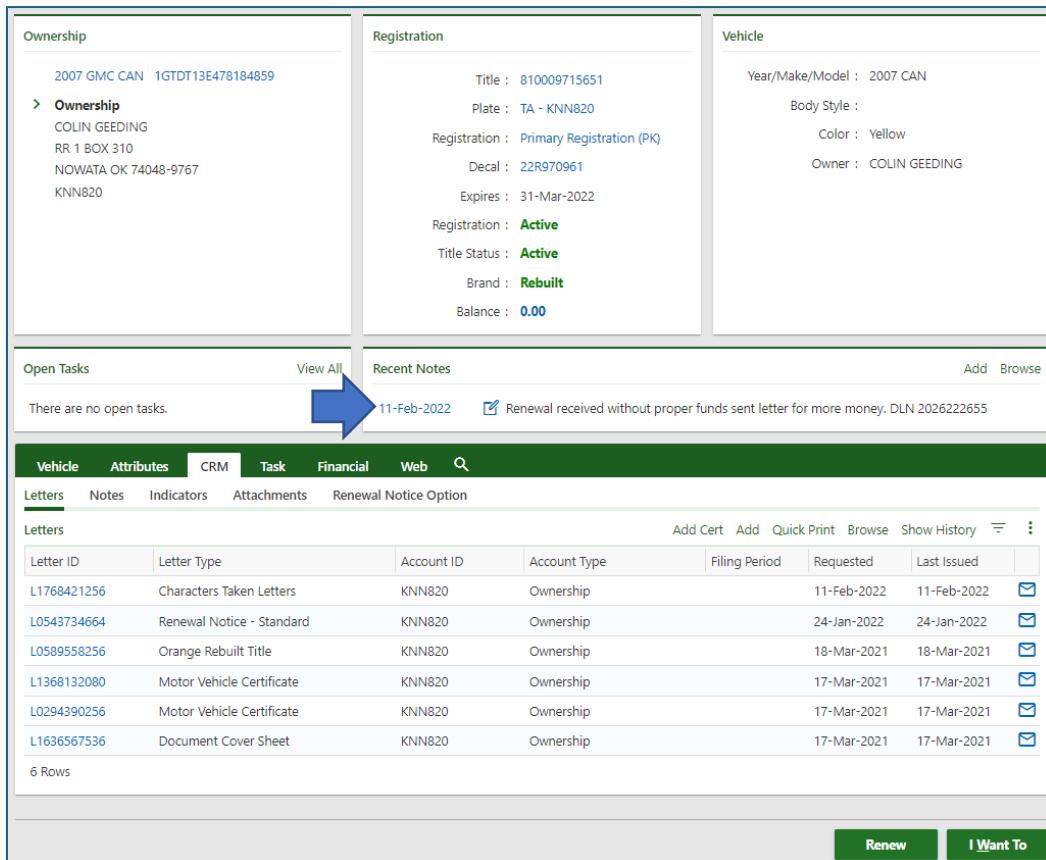
Ownership 2007 GMC CAN 1GTD13E478184859 > Ownership COLIN GEEDING RR 1 BOX 310 NOWATA OK 74048-9767 KNN820	Registration Title : 810009715651 Plate : TA - KNN820 Registration : Primary Registration (PK) Decal : 22R970961 Expires : 31-Mar-2022 Registration : Active Title Status : Active Brand : Rebuilt Balance : 0.00	Vehicle Year/Make/Model : 2007 CAN Body Style : Color : Yellow Owner : COLIN GEEDING																																																								
Open Tasks View All There are no open tasks.	Recent Notes There are no recent notes.	 Add Browse																																																								
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Renew I Want To																																																										

2. Enter the **Note** in the system, if money was sent. include DLN with the note. Remember that everyone can see this note and it once entered it cannot be removed.
3. Click **Save**.



The screenshot shows the 'New Note' screen. On the left, there is a note for a vehicle with the license plate KNN820. The note content is: 'Renewal received without proper funds sent letter for more money. DLN 2026222655'. On the right, there are 'Attributes' for the note, including 'Source: Account', 'Note Type: Account Note' (highlighted in green), 'Private' (switched on), and 'Important' (switched on). At the bottom right is a 'Save' button.

4. The Note is now added the **Ownership Account** homepage.



The screenshot shows the 'Ownership' account homepage. It displays vehicle information (Title: 810009715651, Plate: TA-KNN820, Registration: Primary Registration (PK), Decal: 22R970961, Expires: 31-Mar-2022, Registration: Active, Title Status: Active, Brand: Rebuilt, Balance: 0.00), ownership details (Owner: COLIN GEEDING, RR 1 BOX 310, NOWATA OK 74048-9767, KNN820), and a 'Recent Notes' section. The note from step 4 is listed here with the text: 'Renewal received without proper funds sent letter for more money. DLN 2026222655'.



Process #6: Running a Fee Estimate

Purpose: To run a fee estimate on a title transaction as a necessary step in many titling processes.

Background:

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

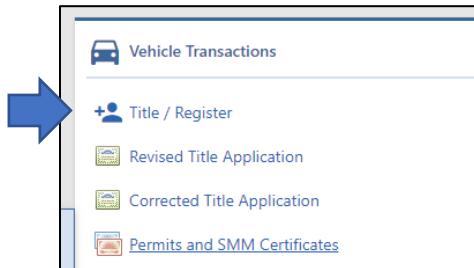
Once original title paperwork packets have been identified, a TC begins processing by going through the packet and verifying that the customer's documents and payment are sufficient. If the customer is missing documentation, the TC will need to send them a letter asking for proper documentation ([See sending a letter](#)). The TC should [make a note](#) on the customer's Ownership Account and file the paperwork away while waiting for more information from the customer.

After vetting the customer's paperwork packet, the TC should run a fee estimate in OneLink and fill out a T-2 form. Fee estimates and T-2 forms are typically required on the following transactions:

1. Repo titles
2. Out of State titles, Tribal titles
3. New MSO
4. Transfer titles
5. Assembled vehicles
6. Body change requests
7. Reinstate Manufactured Home instructions

Process Step-by-Step:

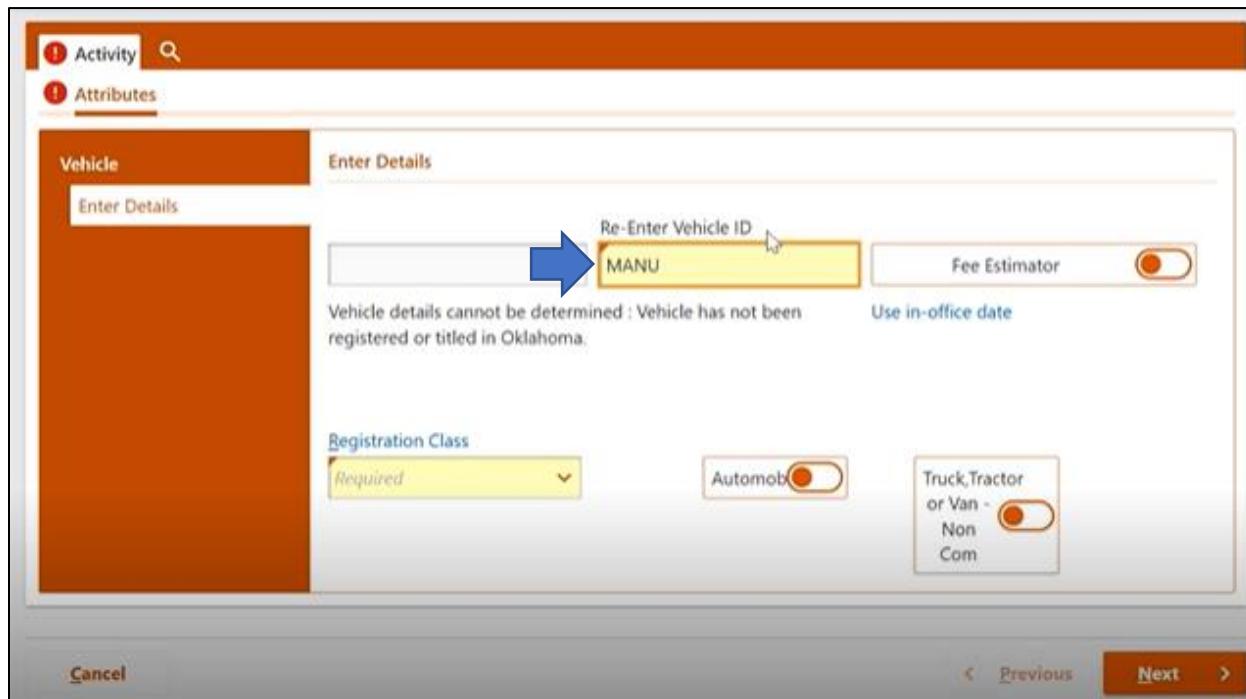
1. From the **I Want To Manager**, select the **Title / Register** hyperlink.



2. Enter the **VIN**.

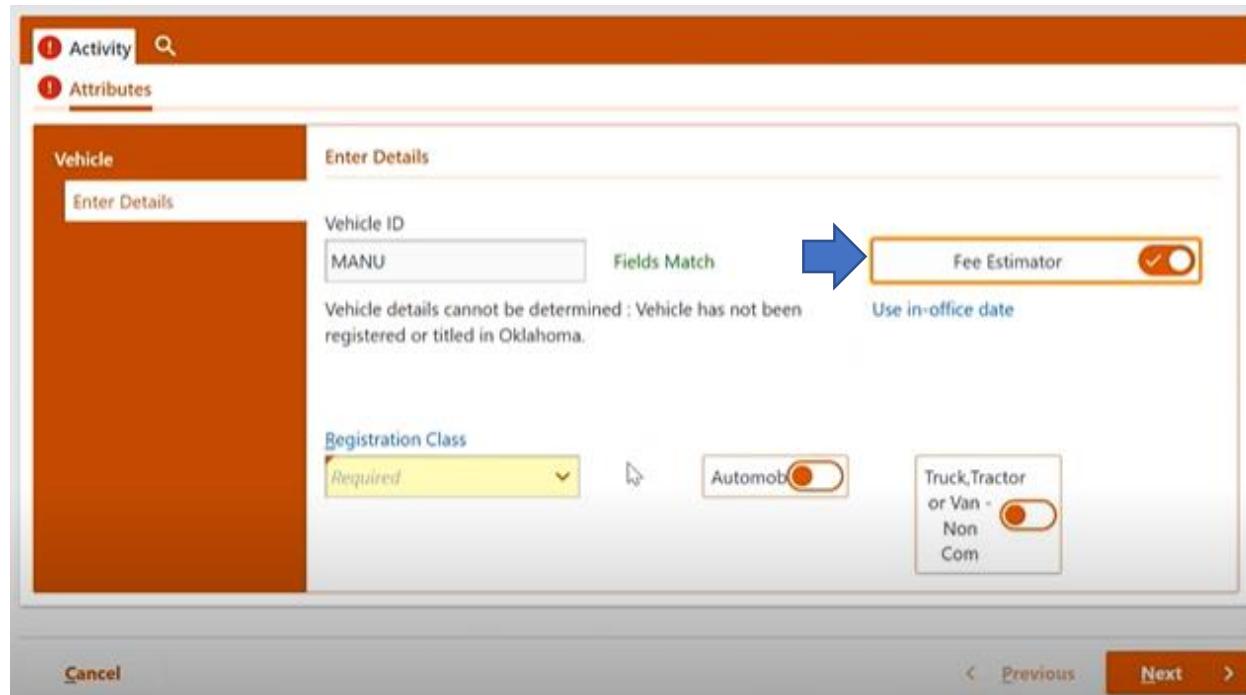
A screenshot of a software interface for entering vehicle details. The top navigation bar has tabs for "Activity" and "Attributes", with "Attributes" being the active tab. The main area is titled "Enter Details" and has a sub-section titled "Vehicle ID". A blue arrow points to the "Vehicle ID" input field, which contains the text "MANU_I". To the right of the input field are buttons for "Fee Estimator" (with a toggle switch) and "Use in-office date". At the bottom of the screen are buttons for "Cancel", "Previous", and "Next".

Note: Since this is an original title and the vehicle is not in the system, **VIN** must be entered twice



The screenshot shows the 'Vehicle' entry screen. At the top, there are tabs for 'Activity' and 'Attributes', with 'Attributes' being the active tab. Below this, there are two main sections: 'Vehicle' and 'Enter Details'. The 'Vehicle' section contains a 'Vehicle ID' field with the value 'MANU' and a 'Fields Match' status. The 'Enter Details' section contains a 'Fee Estimator' toggle switch, which is currently off. A blue arrow points to this toggle switch. Other controls in this section include a 'Re-Enter Vehicle ID' button, a 'Use in-office date' checkbox, and dropdowns for 'Registration Class' (set to 'Required') and 'Automobile' (set to 'Automobile'). There are also buttons for 'Truck, Tractor or Van' (set to 'Non-Commercial') and 'Com'. At the bottom of the screen are 'Cancel', 'Previous', and 'Next' buttons.

3. Since in this case we want to run a **Fee Estimate** instead of processing the transaction/issuing inventory, at this point toggle on **Fee Estimator** mode.



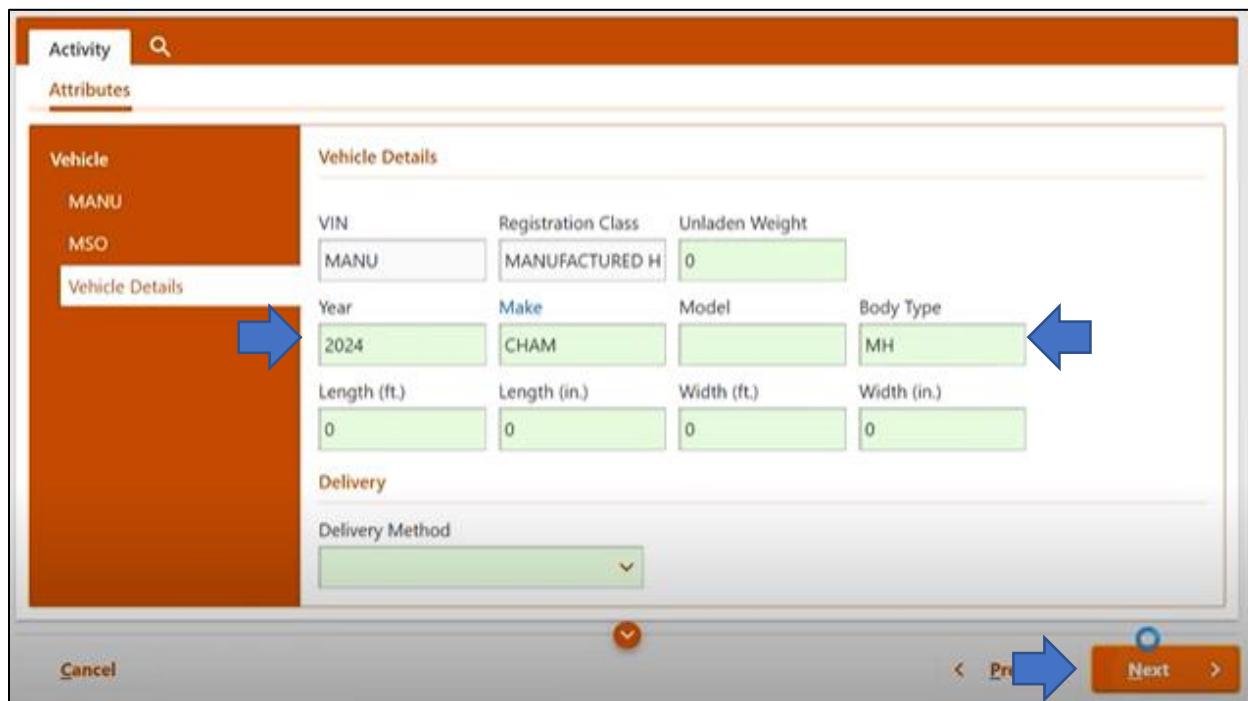
The screenshot shows the 'Vehicle' entry screen, identical to the previous one but with a key difference: the 'Fee Estimator' toggle switch is now turned on, indicated by a checked box. A blue arrow points to this toggle switch. The rest of the interface is the same, including the 'Vehicle ID' field ('MANU'), 'Fields Match' status, 'Registration Class' dropdown ('Required'), 'Automobile' toggle ('Automobile'), 'Truck, Tractor or Van' dropdown ('Non-Commercial'), and the 'Com' toggle. The 'Activity' and 'Attributes' tabs are at the top, and the 'Cancel', 'Previous', and 'Next' buttons are at the bottom.



4. Select Registration Class. This example follows a **Manufactured Home Fee Estimate**. Click **Next**.

5. Enter **Primary Document** used for titling. This example follows a title from a **Manufacturer's Statement of Origin (MSO)**. Click **Next**.

6. Enter **Vehicle Details** including **Year, Make, and Body Type**. Click **Next**.



Activity 

Attributes

Vehicle

MANU
MSO
Vehicle Details

Vehicle Details

VIN: MANU Registration Class: MANUFACTURED H Unladen Weight: 0

Year: 2024 Make: CHAM Model: Body Type: MH

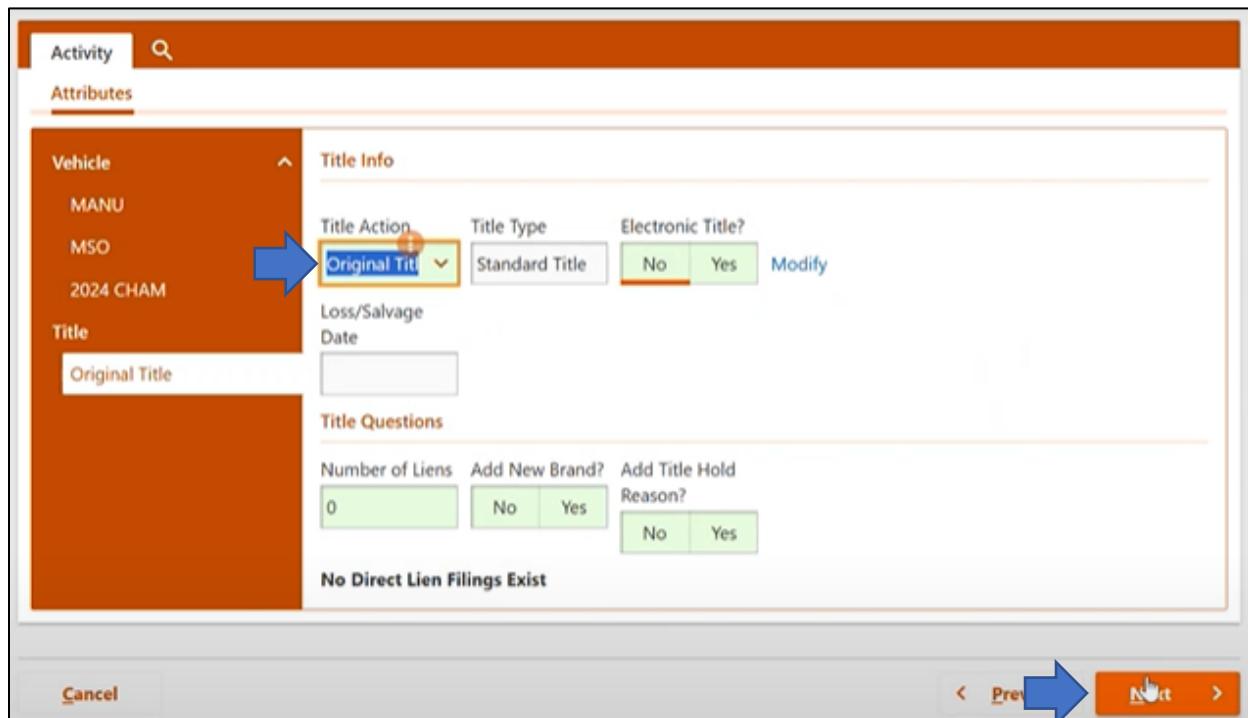
Length (ft.): 0 Length (in.): 0 Width (ft.): 0 Width (in.): 0

Delivery

Delivery Method:

Cancel  

7. Enter **Title Info**, including **Title Action**. This example follows an **Original Title**. Click **Next**.



Activity 

Attributes

Vehicle

MANU
MSO
2024 CHAM

Title

Original Title

Title Info

Title Action: **Original Tit**   

Title Type: Standard Title

Electronic Title?: No

Loss/Salvage Date:

Title Questions

Number of Liens: 0 Add New Brand?: No Add Title Hold Reason?: No

No Direct Lien Filings Exist

Cancel  

8. Enter **Purchase Information**, including **Assignment Date**, **Date First Sold**, and **Purchase Price**. Click **Next**.

Activity

Attributes

Vehicle

MANU

MSO

2024 CHAM

Title

Original Title

Purchase

Purchase / Entry

Assignment Date: 12-Dec-2024

Date First Sold: 12-Dec-2024

Entry Date:

Purchase Price: 30,000.00

School District:

Average Retail: 0.00

Low Range: 0.00

High Range: 0.00

Taxable: 30,000.00

Zero Dollar

Excise Exemption

Excise Exemption:

9. Enter any applicable **Fee Exceptions**, **Plate Group**, and **Plate Type**. Click **Next**.

Activity Activity Search

Attributes

Vehicle
 MANU
 MSO
 2024 CHAM
Title
 Original Title
 12/12/2024: \$30,000.00
Registration
 Plate Type: Manufactured Home

Plate
 Fee Exception
 Plate Group
 Plate Type

Plate Info

Cancel Prev Next >

10. The next screen will ask for **Decal** and **Plate** information. Since this is a Fee Estimate only, click **Next** and skip this screen.

Activity Activity Search

Attributes

Vehicle
 MANU
 MSO
 2024 CHAM
Title
 Original Title
 12/12/2024: \$30,000.00
Registration
 Plate Type: TY

Plate
 Manufactured Home (DC) Decal
 Manufactured Home (TY) Plate
 Expire Date
 31-Dec-2025
 Years Registered
 1

Cancel Prev Next >



11. Enter any applicable **Miscellaneous Fees**. This example has only a **Mail Fee**. Click **Next**.

MANU
MSO
2024 CHAM
Title
Original Title
12/12/2024: \$30,000.00
Registration
Plate Type: TY
No Plate, 12/31/20; ?
Fees
Miscellaneous Fees

Are there Miscellaneous Fees?
No Yes

Inspection
VIN/Odometer Rebuilt On Site

Insurance and Notification
Insurance Lienholder Not. MH Cancellation

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

Mail Fees
Mail Mail Plate
0 0 I

Other Fees
Notary
0

Cancel Previous Next >

12. A screen will appear showing an estimate total due by the customer for this transaction.

MANU																																																																																																							
MSO																																																																																																							
2024 CHAM																																																																																																							
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13. At this point, the Title Consultant should compare what is owed with what has been submitted by the customer. If the customer is short money, they may need to be [sent a letter](#).
14. If the customer's payment looks accurate and there are no other issues with the submitted paperwork, the Title Consultant will draft up a T-2 form to be forwarded on to another Title Consultant or Processing Specialist for processing and inventory issuance.

Process #7: Print a Document Cover Sheet

Purpose: To print out a Document Cover Sheet (DCS) as a necessary step of closing out many Motor Vehicle transactions

Background:

Many Motor Vehicle functions may 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

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** **Print** **Submit**

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



Vehicle	At	CRM	Task	Financial	Web	Q
Registrations	Unpaid Registrations	Plates	Owners *	Liens	Titles *	Activities
Registrations						
3 Rows						
Type	Transaction T	Use Type	Commence	Cease	Expire	Plate ID Plate Type Decal ID Registration I Cease Reason Issuing Agen
Primary Regi: Renewal	Automobile	18-Aug-2024	01-Sep-2025	31-Aug-2025	LED728 Non-Commer 25R334	16307166 M7263
Primary Regi: Renewal	Automobile	23-Jul-2023	18-Aug-2024	31-Aug-2024	LED728 Non-Commer 24P136	11369716 Registration F M7263
Primary Regi: Transfer Regi: Automobile	08-Jun-2023	23-Jul-2023	31-Aug-2023	LED728 Non-Commer 23K975	10785635	Registration F M7207
Renew						I Want To

2. Select the document cover sheet row.



Vehicle	Attributes	CRM	Task	Financial	Web	Q
Letters	Notes	Indicators	Email Address	Attachments	Renewal Notice Option	
Letters						
3 Rows						
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 Undr	LED728	Ownership	30-Jun-2025		

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

Note: These packets are typically to be placed in baskets or bins to be carried over to CPD for scanning.

DOCUMENT COVER SHEET	
VIN: KM8R74GE8PU615566	DLN: L0662733208
TITLE: 810015692074	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 nature of the work in the packet.

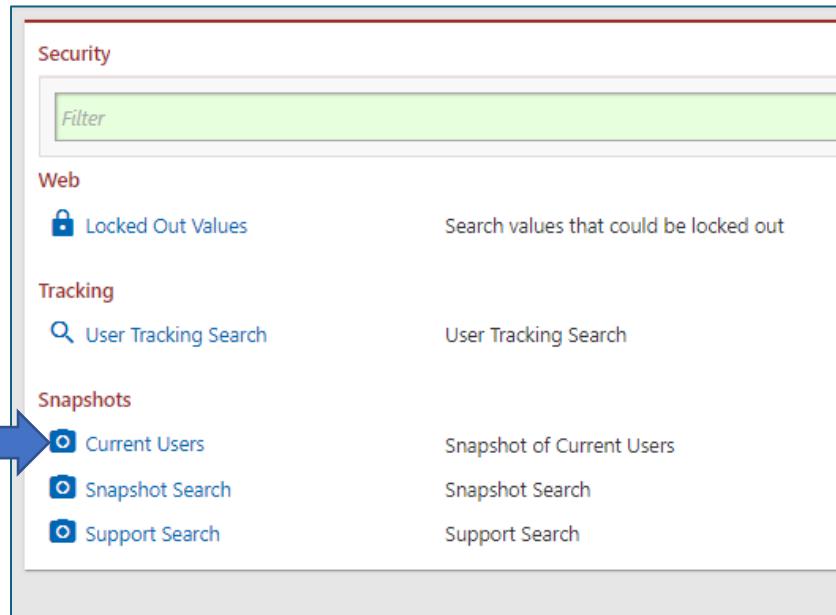
Process #8: Assisting Agents in OneLink

Background:

SOK has ability look at user's screens in OneLink to allow us to assist with issues more effectively.

Process Step-by-Step:

1. Starting from the **Security Manager**, click the **Current Users** hyperlink.



The screenshot shows the "Security" menu. It includes a "Filter" field, a "Web" section with a "Locked Out Values" link, a "Tracking" section with a "User Tracking Search" link, and a "Snapshots" section. The "Snapshots" section contains three links: "Current Users", "Snapshot Search", and "Support Search". A blue arrow points to the "Current Users" link.

2. Enter the **Username** in the filter field
3. Click the name hyperlink. This will open a new window to view what they are working on in OneLink.

Note: When searching agents, use the username they use to log into OneLink.



The screenshot shows the "Current Users Search" interface. It has a "Current Users Search" header and a "Filter" section with an "Application" dropdown set to "Motor Vehicle". Below this is a table titled "Active Users" with a single row for "lauren folmer". The table includes navigation arrows, a "Refresh" button, and a "Show Inactive Users" link. A blue arrow points to the user "lauren folmer".

4. Control the screens by clicking the pause button and then use the arrows to go forward or back to the previous screens they viewed.

Queue

Dealer- Form MVD9331 102
Used Dealer License Plate Application

Attributes

Owner : Tiffany Lester
Notification Type : Get next task
Reminder : 10 minutes

Summary

Backlog has decreased by 666 tasks in the last month.

Backlog : 224 tasks
Oldest Task : 118 days

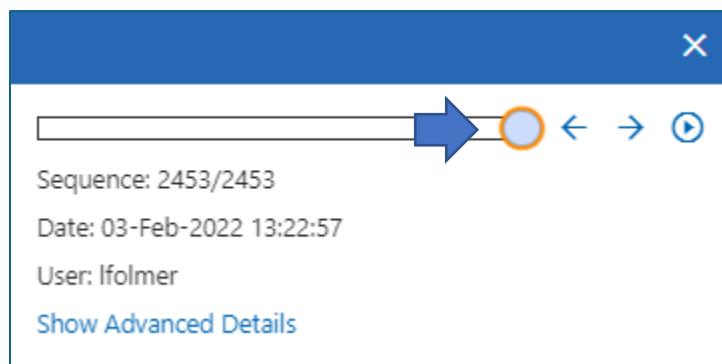
Urgent Escalation

Source Priority	When backlog exceeds
or	
Primary	
Secondary	
Other	

Rules Errors 0 Work Groups 1 Employees 1 Administrators 2 Tasks 224 Completed Denied 0 Cross Reference

Tasks

Page 1 of 1	0 Rows
5330	
Type Category Stage Account Type Language Area Rule ID	
Page 1 of 1 0 Rows	

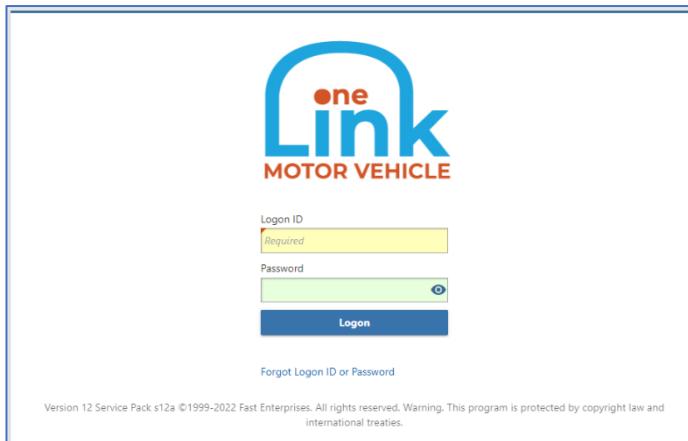


Appendix

Appendix A: Logging into OneLink

Login to OneLink with the same login information used to log into the computer.

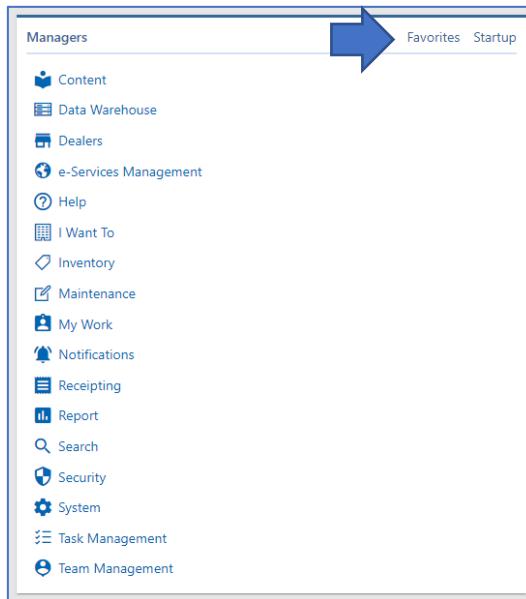
- o Log in with first initial last name. (ex. tdoane), then use your computer password.



Appendix B: Setting Favorites in OneLink

Once you have logged in you can set favorites to your navigation Panel.

1. From the **New Manager**, click the **Favorites** hyperlink.



2. Check the box next to a manager to pin it to the navigation panel.

Helpful recommendations:

- I Want To
- Search
- Task Management



3. Next, click the **Pin** hyperlink next to the manager to pin to navigation panel.

The screenshot shows two lists side-by-side. The left list is titled 'Favorites' and contains the following items:

- = [I Want To](#)
- = [Search](#)
- = [Task Management](#)
- = [Report](#)
- = [Maintenance](#)
- = [Inventory](#)

Next to each item is a 'Pin' button with a red 'X' icon. The right list is titled 'Managers' and contains a similar set of items:

- [Content](#)
- [Data Warehouse](#)
- [Dealers](#)
- [e-Services Management](#)
- [Help](#)
- [I Want To](#)
- [Inventory](#)
- [Maintenance](#)
- [My Work](#)
- [Notifications](#)
- [Receiving](#)
- [Report](#)
- [Search](#)
- [Security](#)
- [System](#)
- [Task Management](#)
- [Team Management](#)

Large blue arrows point from the 'Pin' buttons in the 'Favorites' list to the corresponding items in the 'Managers' list, indicating the process of pinning.

4. Click the **Save** button. This will pin these managers to the navigation panel.

The screenshot shows the 'New Manager' page. On the left, there is a navigation sidebar with 'New Manager' selected. The main content area shows a pinned navigation bar with the following items:

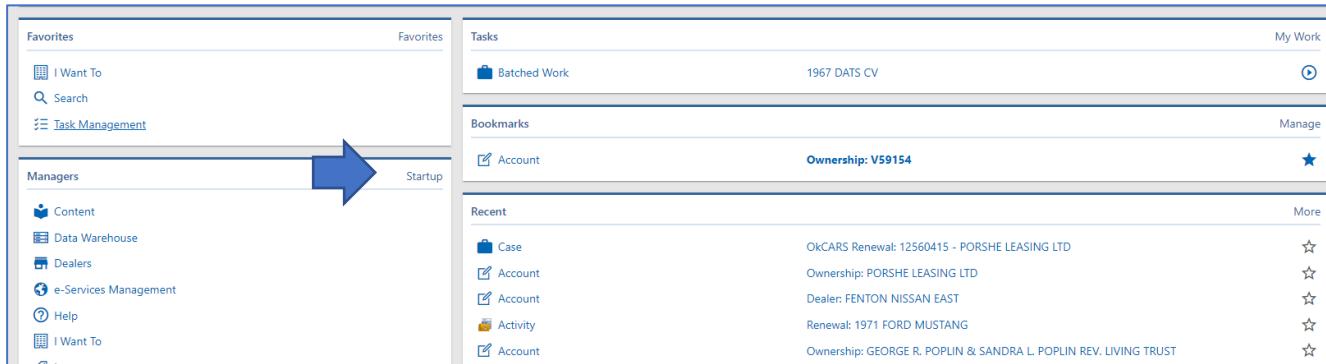
- [I Want To](#)
- [Search](#)
- [Task Management](#)

A large blue arrow points from the pinned items in the main content area to the pinned items in the navigation sidebar, indicating the successful pinning of the managers to the navigation panel.

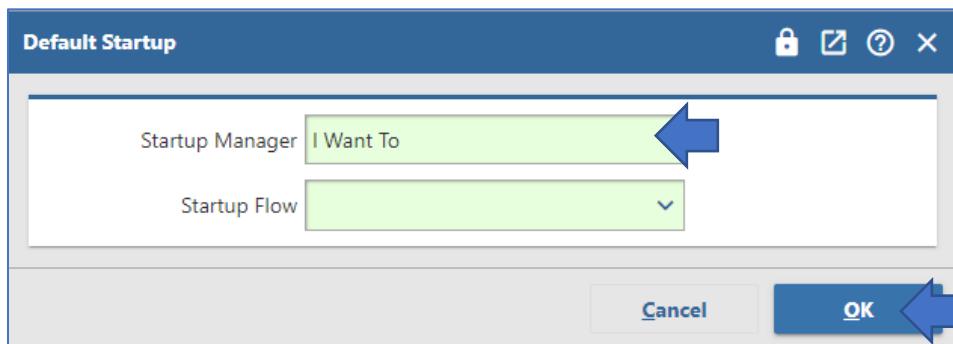
Appendix C: Setting Up a Startup Manager

Setting up a startup manager will change the screen you see right after you log on to OneLink.

1. From the **New Manager** screen, click the **Startup** hyperlink.



2. Select **I Want To** from the drop-down menu.
3. Click **Ok**.



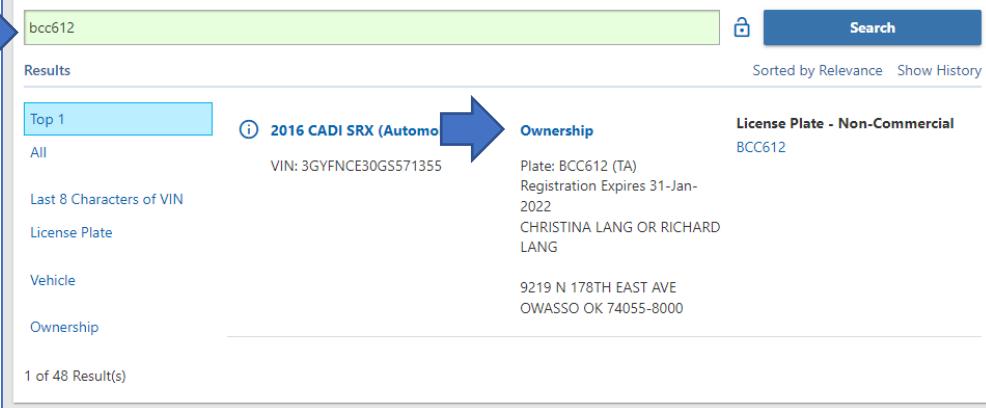
Appendix D: Searching and Navigating an Ownership Account

From the **Search manager** there are multiple ways to search for an ownership record:

- Tag number
- Title number
- VIN number
- Last 8 of VIN
- Last name, First name
- Address (separate the street address from the city by using a comma)

Example: Searching an Ownership Account by License Plate

1. To get to the **Ownership account**, search using one of the search criterias listed above then click the blue **Ownership** hyperlink.



Results

Top 1

2016 CAD SRX (Automobile)

VIN: 3GYFNCE30GS571355

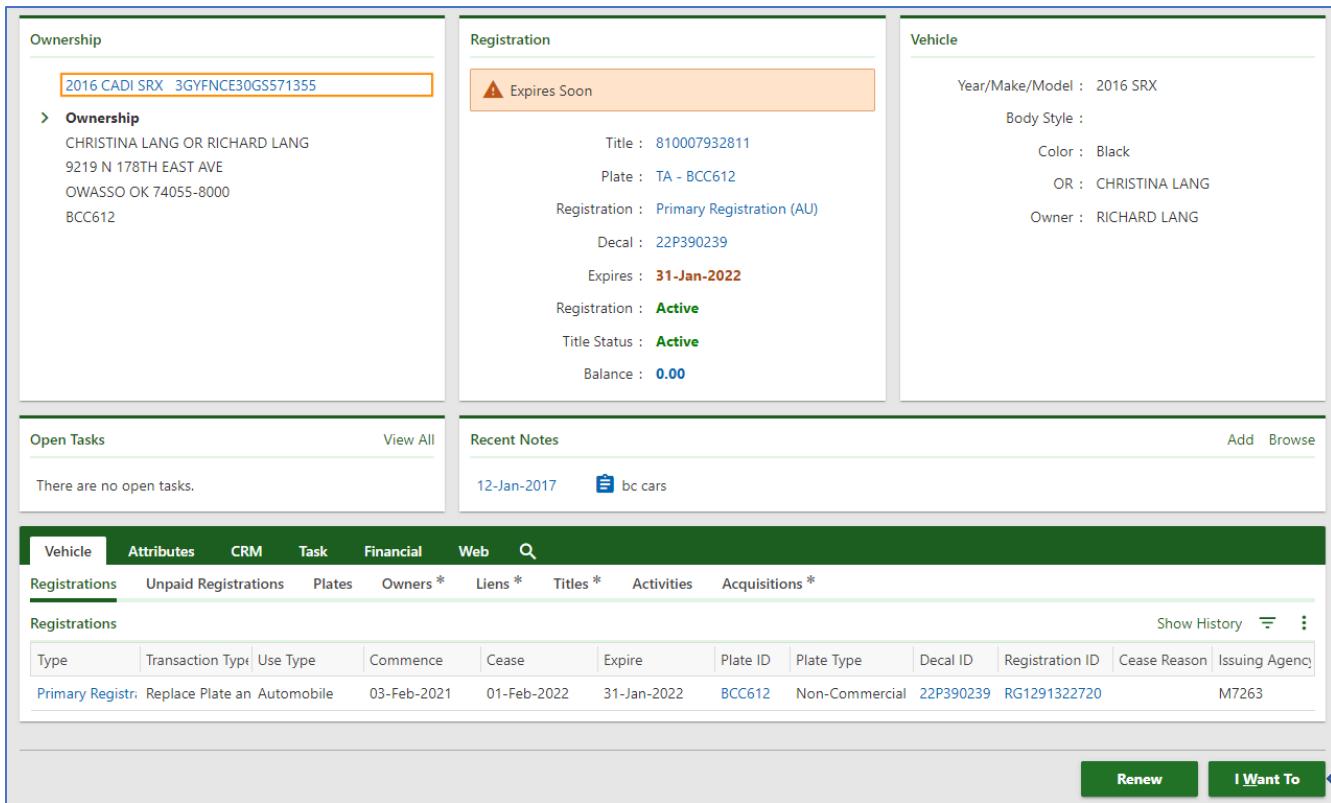
Ownership

Plate: BCC612 (TA)
Registration Expires 31-Jan-2022
CHRISTINA LANG OR RICHARD LANG
9219 N 178TH EAST AVE
OWASSO OK 74055-8000

License Plate - Non-Commercial
BCC612

1 of 48 Result(s)

2. This will pull up the **Ownership Account** Homepage



Ownership

2016 CAD SRX 3GYFNCE30GS571355

Ownership

CHRISTINA LANG OR RICHARD LANG
9219 N 178TH EAST AVE
OWASSO OK 74055-8000
BCC612

Registration

Expires Soon

Title : 810007932811
Plate : TA - BCC612
Registration : Primary Registration (AU)
Decal : 22P390239
Expires : 31-Jan-2022
Registration : Active
Title Status : Active
Balance : 0.00

Vehicle

Year/Make/Model : 2016 SRX
Body Style :
Color : Black
OR : CHRISTINA LANG
Owner : RICHARD LANG

Open Tasks

View All

There are no open tasks.

Recent Notes

12-Jan-2017 bc cars

Add Browse

Vehicle Attributes CRM Task Financial Web

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

Registrations

Type Transaction Type Use Type Commence Cease Expire Plate ID Plate Type Decal ID Registration ID Cease Reason Issuing Agency

Primary Registr. Replace Plate an Automobile 03-Feb-2021 01-Feb-2022 31-Jan-2022 BCC612 Non-Commercial 22P390239 RG1291322720 M7263

Renew I Want To

Listed below is a breakdown of the important tabs / subtabs on the **Ownership Account**.

Tab	Contents
Vehicle	<ul style="list-style-type: none"> Registrations- This will hold all registration activities (i.e., renewals) Unpaid Registrations- This will hold registration activities that have yet to be receipted. Liens- this will hold the lienholder name and address information. Activities- This will hold all the activities processed on this account.



Attributes	<ul style="list-style-type: none">• Names- This will hold the names of the owners' ties to this account• Address- This will hold the addresses tied to this account.
CRM	<ul style="list-style-type: none">• Letters- This holds all the letters generated for this ownership account.• Indicators- This will hold all the indicators tied to this account (i.e., title holds, stop flags)• Renewal Notice Options- This will show how the owners opted to receive their renewal notices.
Task	<ul style="list-style-type: none">• Cases- This will hold all cases tied to this account. (i.e., title cases, batched work)
Financial	<ul style="list-style-type: none">• Periods- This will hold the financial periods for all transactions.• Payments- This will hold all the payments that were made on this account.

There are many processes that stem from the **Ownership Account**. To navigate to those processes, you will select the **I Want To** button. Some the most common are:

- New Registration
- Renew Registration
- Primary LSM / Insurance
- Revised Title
- New Special/Personalized plates

Appendix E: Answering the Phone – FAQs – Motor Vehicle Processing Customers

Where is my Plate & or Decal?

First, we will always need to get the vehicle information. Once the record is pulled up you will look at the last registration processed.

If the last registration was processed by SOK then check for note on the account about it being returned to SOK if not refer to the Processing a No Charge LSM section of the manual.

If it was processed by a tag agent, then you should give the tag office phone number to the customer and tell them they will have to contact the tag office that processed it.

I received a letter and I do not know what it is for?

For these you should get the letter ID from the customer it is listed in the upper right-hand corner of the letter. L##### this will allow you to look at the letter they have and see what it was for.

I got a bill from Service Oklahoma?



For these you should get the letter ID from the customer it is listed in the upper right-hand corner of the letter. L##### this will allow you to look at the letter they have and see what it was for.

I got a letter but I do not own this car?

For these you should get the letter ID from the customer it is listed in the upper right hand corner of the letter. L##### this will allow you to look at the letter they have and see what it was for. If it was a renewal notice and they have sold the car they should just disregard the letter.

I did my renewal on OkCars but I never received my decal?

The Service Oklahoma is not able to be selected to process a renewal on OkCARS so the customer will need to contact the tag agent that processed the renewal.

I never received my renewal notice and when I went into pay I had to pay \$100 penalty, this should be waived since I did not receive notice? We do not have the ability to waive penalty for any reason per statute, the renewal notice sent out is just a courteous and is not required in order to be able to renew.

I just mailed my renewal into the Service Oklahoma when will I get the decal?

When you mail in a renewal to the Service Oklahoma we say to allow 4-6 weeks for processing.

I would like to check the status of my personalized plate?

For this you can search the personalized plate requested to see if the plate has been ordered and sent to the tag plant by looking at the personalized plate case in the ownership account and the stage section. We say to allow 12-16 weeks for personalized plates to be made and issued.

How much is my renewal?

For this you would just go through the renewal process to the fee section to see what the cost will be.

Why can't I renew online?

For this we will first want to look up the account. If there is a stop flag of any kind send them to whatever section the flag is for. If a fee exception was used previously and the customer is willing to pay full price, then a Primary Reg fix can be used to remove Fee exception from the registration activity.

When I renew online why do I have to take email renewal notices?

This was a decision by the Service Oklahoma if you opt to renew online you will be sent a renewal notice through an email. This can be changed by sending an email to



MVplates@service.ok.gov or going to a tag office. This option cannot be changed on the phone.

Since I never received my renewal notice can you waive penalty being charged?

Per statute no penalty can be waived for any reason. The renewal notice is a courtesy reminder and not required to renew.

I just moved how do I change my address?

This can be done on OkCARS all you need is the current vehicle information and the address currently on the registration. This cannot be done on the phones.

What is the NAIC code?

This is a 5 digit code issued to each insurance company.

Tag Agents

I have a customer that has a plate that's been expired a few years can we reactivate it?

We will no longer be reactivating expired specialty plates.

How do I move a plate to another vehicle (DAV mainly)?

Only special plates can be transferred outside of a Title and Register.

How do I order a special plate?

From the Ownership account select the New Specialty Plate hyperlink and fill in all the required information. This will get sent to the Service Oklahoma and we will work the order and issue the plate.

How do I issue a replacement decal"/"Can I issue a replacement decal?

Agents do have the ability to do a no charge LSM and they follow the same process as we do. Refer to the Processing a No Charge LSM section of this manual.

Calls to Transfer

How do I renew my driver's license? Contact DL Services at 405.425.2424 or most tag agencies in the state of Oklahoma.

Where is my handicap placard? Contact DL Services at 405.521.7000

How can I get a duplicate title? This call should go to Titles 405-521-3221

I never received my title in the mail? This call should go to Corrections 405.521.3535

Where do I get my 599 card? Contact the Department of Veteran Affairs 918.781.7766

