



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.

Validation

Open Cash Drawer

Please open a cash drawer before performing any transactions.

Filter

Vehicle Transactions

- Temporary Street Legal ATV/UTV Permit
- Temporary Plate

Motor Licensed Agent

- Search
- MLA Account
- Help
- MLA List
- MLA Invoice Cases
- Open New Drawer
- Order Printer Supply
- Cancel Printer Order
- MLA Security Request

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.

Cash Drawer

M8800 - OK TAX COMMISSION

Tiffany Lester Doane

Batch Date - 31-Jan-2022

> Add Drawer

Open Cash Drawer

Change Office Change Date Tue: 01-Feb-2022

Owner Tiffany Lester Doane

Office M8800 - OK TAX COMMISSION

Date 31-Jan-2022

Save

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

Personalized Plate

Recent Notes

Add

Browse

There are no recent notes.

Vehicle

Attributes

CRM

Task

Financial

Web

Q

Registrations

Unpaid Registrations

Plates

Owners *

Liens *

Titles *

Activities

Acquisitions *

Registrations

Show History

Type	Transaction Type	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency
Primary Registration	Renewal	Automobile	31-Aug-2021	01-Sep-2022	31-Aug-2022	HPC832	Non-Commercial	22R281355	2688691		M2419

Receipt

Renew

I Want To

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

Payment

Payment Types

OkCARS

Cash

Check

Credit Card

Executive Payment

Gov2Go

OK.gov Credit Card

Payit

Remittance Processing

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
> Add Remittance Processing Payment
Effective Date - 31-Jan-2022

Change
2009 MERC MPR
Amount
25.00

Interaction Bill Items

Add Recent Add Customer Add Direction Select All Select None Hide History

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
X 20162809632	25.00	<input type="checkbox"/>
		<input type="checkbox"/>

Note

Save

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

Interaction

Quick Print

Tiffany Lester Doane
Drawer ID - 260502528
> Standard - R163096608
2009 MERC MPR
ID - 3MEHM08149R628823
Paid - 31-Jan-2022 (Auto)
Balance 0.00

Payments

Show History

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 Letters¹ Notes

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 F2S 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 F2S
Body Style :
Color : Tan
Owner : DONNIE SELF

Open Tasks View All

Specialty Plate

Recent Notes Add Browse

There are no recent notes.

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	✓
08-Dec-2021	08-Dec-2021	27.50	0.00	0.00	(27.50)	0.00	✓
06-Jan-2021	06-Jan-2021	27.50	0.00	0.00	(27.50)	0.00	✓
06-Jan-2020	06-Jan-2020	27.50	0.00	0.00	(27.50)	0.00	✓
20-Dec-2018	20-Dec-2018	27.50	0.00	0.00	(27.50)	0.00	✓
19-Dec-2017	19-Dec-2017	47.50	0.00	0.00	(47.50)	0.00	✓
22-Dec-2016	22-Dec-2016	47.50	0.00	0.00	(47.50)	0.00	✓

Receipt Renew I Want To

3. Select **I Want To**.

Period 2003 FORD F25 1FTNW21FX3EA23909 Ownership HF8989 > Period 31-Jan-2022	Attributes Filing : Owner Period Begin : 31-Jan-2022 Period End : 31-Jan-2022 Last Activity : 31-Jan-2022	Financials <table border="1"> <thead> <tr> <th></th> <th>Amount</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>Tax</td> <td>40.00</td> <td>40.00</td> </tr> <tr> <td>Penalty</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Interest</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Credit</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td></td> <td>40.00</td> <td>40.00</td> </tr> </tbody> </table>		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
	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 View All There are no returns.	Recent Notes Add Browse There are no recent notes.																			

Financial
CRM
Task
Revenue
Web

Transactions
Bill Items
Expectations
Payments
Refunds

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						40.00	40.00

I Want To

Receipt

4. Select the **Tolerance Adjustment** hyperlink.

Transactions

\$ Recoup MLA fee

△ Tolerance Adjustment

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

Activity

Attributes

Tolerance Adjustment

Tolerance Adjustment

Date: 31-Jan-2022

Amount: (1.50)

Note: underpayment

Save Available Inventory

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

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 : 38.50	Vehicle Year/Make/Model : 2003 F25 Body Style : Color : Tan Owner : DONNIE SELF
Open Tasks View All Specialty Plate	Recent Notes Add Browse There are no recent notes.	

Vehicle	Attributes	CRM	Task	Financial	Web		
Periods	Payments	Refunds	Transactions	Refundable Credits			
Periods					Period Maintenance Hide Invalid		
Period	Activity	Tax	Penalty	Interest	Credit	Balance	Valid
31-Jan-2022	31-Jan-2022	38.50	0.00	0.00	0.00	38.50	<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"/>

Receipt Renew I Want To

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 Add Browse

There are no recent notes.

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 II	Cease Reason	Issuing Agency
Primary Regis	Renewal	Travel Trailer	25-Jan-2021	01-Mar-2022	28-Feb-2022	BIZ558	Non-Commerc	22T4797	RG179147708		M7313

Receipt

Renew

I Want To

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



Payment

Payment Types

OkCARS

Credit Card

OK.gov Credit Card

Cash

Executive Payment

Payit

Check

Gov2Go

Remittance Processing

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

Add Payment

Drawer ID - 716895232

Standard - R1213147168

Interaction Total 27.55

Balance 27.55

> **Add Remittance Processing Payment**

Effective Date - 03-Feb-2022

Change

1988 HOL RAMB

Amount

27.55

Interaction Bill Items

Add Recent Add C Add Direction Select All Select None Hide History

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
					27.55	0.00	0.00	27.55	27.55

Remittance Processing Information

Remittance Processing

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

At least one row is required in the table.

Total amount does not equal the specified amount.

Note

Cancel

Save

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

Add Deposit

No Association ➔ Select Customer

ID Type

ID

Account Type

Direction Type *Required*

Direction *Required*

Filing Period

Bill Item

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

Today

1988 HOL RAMB VIN: 1KB181KW0JW001297	Ownership	➔ BIZ558
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7. Click the **Confirm** button.



The "Direct Payment" window shows a progress bar with three steps: "None" (checked), "Customer" (checked), and "Account" (active). Below the progress bar, the first step is labeled "1KB181KW0JW001297 1988 HOL RAMB" and the second is "BIZ558 Ownership". The "Account" step has a right arrow. At the bottom right, there are "Cancel" and "Confirm" buttons, with a blue arrow pointing from "Cancel" to "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.

The "Add Deposit" window shows a customer selection area with the following information: "1988 HOL RAMB", "VIN 1KB181KW0JW001297", and a section for "Ownership" with details: "JOHNNY AND OR PATRICIA WELCHER", "6427 S 295TH EAST AVE", "BROKEN ARROW OK 74014-5429", and "BIZ558". To the right of this information is a "Select Customer" link. Below the customer information, there are four fields: "Direction Type" (a dropdown menu with "Ownership Receipt" selected), "Direction" (a text field with "10.55" entered), "Filing Period" (a date picker), and "Bill Item" (a dropdown menu). At the bottom right, there are "Cancel" and "Save" buttons, with a blue arrow pointing from "Cancel" to "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

> **Add Remittance Processing Payment**
Effective Date - 03-Feb-2022

Change

1988 HOL RAMB

Amount
38.10

Interaction Bill Items

Add RecentAdd CustomerAdd DirectionSelect AllSelect NoneHide History

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
2 Rows					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.



Interaction

Tiffany Lester Doane

Drawer ID - 716895232

> **Standard - R1213147168**

1988 HOL RAMB

ID - 1KB181KW0J/W001297

Paid - 03-Feb-2022 (Auto)

Balance 0.00

Quick Print

Payments

Show History

Payment ID	Payment Type	Detail	Amount	Tendered	Change	Issued	Voided
1899733024	Remittance	Processing	38.10			<input checked="" type="checkbox"/>	<input type="checkbox"/>
			38.10				

Debt

Letters ²

Notes

Interaction Bill Items

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

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.

Ownership

2000 FORD F15 1FTRX07LXYKA56787

> **Ownership**

LEONARD LAVERT LANG

1402 NE 36TH ST

OKLAHOMA CITY OK 73111-5010

AAX830

Registration

Expires Soon

Title : 556514041010A

Plate : TA - AAX830

Registration : Primary Registration (AU)

Decal : 23H106890

Expires : **28-Feb-2023**

Registration : **Active**

Title Status : **Active**

Balance : **27.50**

Vehicle

Year/Make/Model : 2000 F15

Body Style :

Color : Black

PRIMARY : LEONARD LAVERT LANG

Open Tasks

View All

There are no open tasks.

Recent Notes

Add

Browse

There are no recent notes.

Vehicle

Attributes

CRM

Task

Financial

Web

Registrations

Unpaid Registrations

Plates

Owners *

Liens

Titles *

Activities

Acquisitions *

Registrations

Show History

Type	Transaction Type	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency
Primary Registration	Renewal	Automobile	21-Mar-2022	01-Mar-2023	28-Feb-2023	AAX830	Non-Commercial	23H106890	5167637		M5577

Receipt

Renew

I Want To



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

Payment

Payment Types

OkCARS

Cash

Check

Credit Card

ELT Vendor Payment

Executive Payment

Incomplete Payment

OK.gov Credit Card

Remittance Processing

3. Select the **Save** button.

Add Payment

Drawer ID - 2096786432

Standard - R167136544

Interaction Total 27.50

Balance 27.50

> Add Cash Payment

Effective Date - 27-Feb-2023

Change

2000 FORD F15

Amount

27.50

Interaction Bill Items

Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Balance	Amount
Ownership	AAX830	27-Feb-2023	Ownership	001	27.50	0.00	0.00	27.50	27.50
					27.50	0.00	0.00	27.50	27.50

Cash Information

Cash Payment Doc

Receipt Number

Note

Save

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



Payment ID	Payment Type	Detail	Amount	Tendered	Change	Issued	Voided
2144159008	Cash		27.50			<input checked="" type="checkbox"/>	<input type="checkbox"/>
			27.50				

Account Type	ID	Period	Voucher	Bill	Tax Balance	Penalty Balance	Interest Balance	Orig. Amount	Balance
Ownership	AAX830	27-Feb-2023	Ownership	001	0.00	0.00	0.00	27.50	0.00
					0.00	0.00	0.00	27.50	0.00

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 ltr**- 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 Add Browse There are no recent notes.																																																	
<div><div>Vehicle</div><div>CRM</div><div>Task</div><div>Financial</div><div>Web</div><div>Q</div></div> <div>Letters Notes Indicators Attachments Renewal Notice Option</div>																																																		
<div><div>Add Cert</div><div>Add</div><div>Quick Print</div><div>Browse</div><div>Show History</div><div></div><div></div></div> <table><thead><tr><th>Letter ID</th><th>Letter Type</th><th>Account ID</th><th>Account Type</th><th>Filing Period</th><th>Requested</th><th>Last Issued</th><th></th></tr></thead><tbody><tr><td>L0543734664</td><td>Renewal Notice - Standard</td><td>KNN820</td><td>Ownership</td><td></td><td>24-Jan-2022</td><td>24-Jan-2022</td><td>✉</td></tr><tr><td>L0589558256</td><td>Orange Rebuilt Title</td><td>KNN820</td><td>Ownership</td><td></td><td>18-Mar-2021</td><td>18-Mar-2021</td><td>✉</td></tr><tr><td>L1368132080</td><td>Motor Vehicle Certificate</td><td>KNN820</td><td>Ownership</td><td></td><td>17-Mar-2021</td><td>17-Mar-2021</td><td>✉</td></tr><tr><td>L0294390256</td><td>Motor Vehicle Certificate</td><td>KNN820</td><td>Ownership</td><td></td><td>17-Mar-2021</td><td>17-Mar-2021</td><td>✉</td></tr><tr><td>L1636567536</td><td>Document Cover Sheet</td><td>KNN820</td><td>Ownership</td><td></td><td>17-Mar-2021</td><td>17-Mar-2021</td><td>✉</td></tr></tbody></table> <div>5 Rows</div>			Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued		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	✉
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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	✉																																											

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

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

InputQuick View

Parameters

PlateType

Personalized White Color (PT1)

DLN

2026555011

Three Character Plate

Five Character Plate

Six Character Plate

Six Character Split

Seven Character Plate

Save

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



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

The screenshot displays a web interface for the Oklahoma Tax Commission. The top section is divided into 'Mail' and 'Attributes' tabs. The 'Mail' tab shows details for item L1768421256, including ownership KNN820 and characters taken letters (aL0220). The 'Attributes' tab shows an 'Address Overridden' warning and details for COLIN GEEDING at 6748 EW 18 RD, NOWATA OK 74048-5008. Below these tabs is a progress bar with steps: L1768421256, Ready, Address Updated, and a 'Next' button. A dropdown menu is open from the 'Next' button, showing options: 'Mark as Not Ready' and 'Print'. Below the progress bar is a navigation bar with tabs: Quick View, Input, Letter Data, Notes, and Logs. The 'Letter Data' tab is selected. Below the navigation bar is a preview of a letter. The letter header includes the Oklahoma Tax Commission logo and name. The letter body contains a barcode, the applicant's name and address (COLIN GEEDING, 6748 EW 18 RD, NOWATA OK 74048-5008), the SPS status, the date issued (February 11, 2022), the letter ID (L1768421256), and the reference number (20265555011). The letter text states: 'Dear Applicant: Our office is unable to process your Personalized White Color (PT1) 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:'. A large red watermark 'OVS Test Letter' is overlaid on the letter preview.

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	Registration	Vehicle
2007 GMC CAN 1GTD13E478184859 ➤ Ownership COLIN GEEDING RR 1 BOX 310 NOWATA OK 74048-9767 KNN820	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	Year/Make/Model : 2007 CAN Body Style : Color : Yellow Owner : COLIN GEEDING

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

Vehicle Attributes CRM Task Financial Web

Letters Notes Indicators Attachments Renewal Notice Option

Letters

Add Cert Add Quick Print Browse Show History

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued	
L1768421256	Characters Taken Letters	KNN820	Ownership		11-Feb-2022	11-Feb-2022	✉
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	✉

6 Rows

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**.

Note

2007 GMC CAN 1GTD13E478184859

Ownership KNN820

> **New Note**

Attributes

Source Account

Note Type Account Note

Private ☒

Important ☒

Note

Renewal received without proper funds sent letter for more money. DLN 2026222655

Save

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

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 Add Browse

11-Feb-2022 Renewal received without proper funds sent letter for more money. DLN 2026222655

Vehicle Attributes CRM Task Financial Web

Letters Notes Indicators Attachments Renewal Notice Option

Letters Add Cert Add Quick Print Browse Show History

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued	
L1768421256	Characters Taken Letters	KNN820	Ownership		11-Feb-2022	11-Feb-2022	✉
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	✉

6 Rows

Renew I Want To



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.

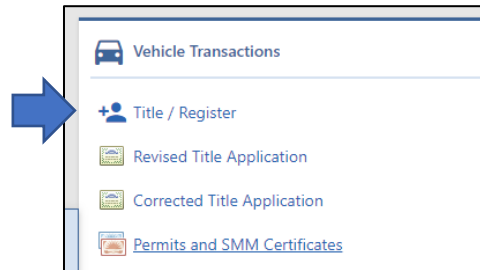
Once original title paperwork packets have been identified, a TC begins processing by going through the packet and verifying that the customer's documents and payment are sufficient. If the customer is missing documentation, the TC will need to send them a letter asking for proper documentation ([See 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 the 'Enter Details' form in the Service KLAHOMA application. The form has a header with 'Activity' and 'Attributes' tabs. Below the header, there is a 'Vehicle' section with a 'Vehicle ID' field. The 'Vehicle ID' field contains the text 'MANU' and a blue arrow points to it. To the right of the 'Vehicle ID' field, there is a 'Fee Estimator' toggle switch and a 'Use in-office date' link. At the bottom of the form, there are 'Cancel', 'Previous', and 'Next' buttons. A blue arrow points to the 'Next' button.

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

Activity

Attributes

Vehicle

Enter Details

Re-Enter Vehicle ID

MANU

Fee Estimator

Use in-office date

Vehicle details cannot be determined : Vehicle has not been registered or titled in Oklahoma.

Registration Class

Required

Automob

Truck,Tractor or Van - Non Com

Cancel

Previous

Next

- 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.

Activity

Attributes

Vehicle

Enter Details

Vehicle ID

MANU

Fields Match

Fee Estimator

Use in-office date

Vehicle details cannot be determined : Vehicle has not been registered or titled in Oklahoma.

Registration Class

Required

Automob

Truck,Tractor or Van - Non Com

Cancel

Previous

Next

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

Activity

Attributes

Vehicle

Enter Details

Vehicle ID

MANU

Fields Match

Fee Estimator

Use in-office date

Registration Class

Manufactured Home

Automobile

Truck, Tractor or Van - Non Com

Vehicle details cannot be determined : Vehicle has not been registered or titled in Oklahoma.

Cancel

Next

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

Activity

Attributes

Vehicle

MANU

Primary Document

Primary Document

MSO

Is this a Title Only?

No Yes

Cancel

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 **Next**

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 Title Title Type: Standard Title Electronic Title?: No Yes Modify

Loss/Salvage Date:

Title Questions

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

No Direct Lien Filings Exist

Cancel **Next**

- 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

Taxable Override:

Excise Exemption

Excise Exemption:

Cancel Next

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

Activity

Attributes

Vehicle

MANU

MSO

2024 CHAM

Title

Original Title

12/12/2024: \$30,000.00

Registration

Plate Info

Plate

Fee Exception

Plate Group

Standard Plate

Plate Type

Manufactured Home

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

Attributes

Vehicle

MANU

MSO

2024 CHAM

Title

Original Title

12/12/2024: \$30,000.00

Registration

Plate Type: TY

Plate

Plate

Manufactured Home (DC) Decal

Required

Manufactured Home (TY) Plate

Required

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/Odomet ☐ Rebuilt ☐ On Site

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

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

Mail Fees
Mail Mail Plate

Other Fees
Notary

Cancel < Previous Next >

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

Taxes	
Excise Tax	488.00
Excise Tax Penalty	32.00
Registration Fees	
Registration	245.00
State Public Safety Fund Fee	5.00
Registration Penalty	239.00
Title Fees	
Title Fee	11.00
Miscellaneous Fees	
Mail License Plate	6.15
TOTAL	1,026.15

FEE / TAX OVERRIDES

Override Reg Penalty: Override Tax Penalty: Use in-office date:

Reg / Tax Credits:

Cancel Previous Next

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 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 Hide History

Type	Transaction T	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration I	Cease Reasor	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

3 Rows

Renew I Want To

2. Select the document cover sheet row.

Vehicle Attributes **CRM** Task Financial Web

Letters Notes Indicators Email Address Attachments Renewal Notice Option

Letters Add Cert Add Quick Print Browse Show History

Letter ID	Letter Type	Account ID	Account Type	Filing Period	Requested	Last Issued
L0394297752	Motor Vehicle Certificate	LED728	Ownership	30-Jun-2025		
L1736475032	Motor Vehicle Certificate	LED728	Ownership	30-Jun-2025		
L0662733208	Document Cover Sheet	LED728	Ownership	30-Jun-2025		
L1199604120	Form 719 - Affidavit to Replace Unde	LED728	Ownership	30-Jun-2025		

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
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 nature of the work in the packet.

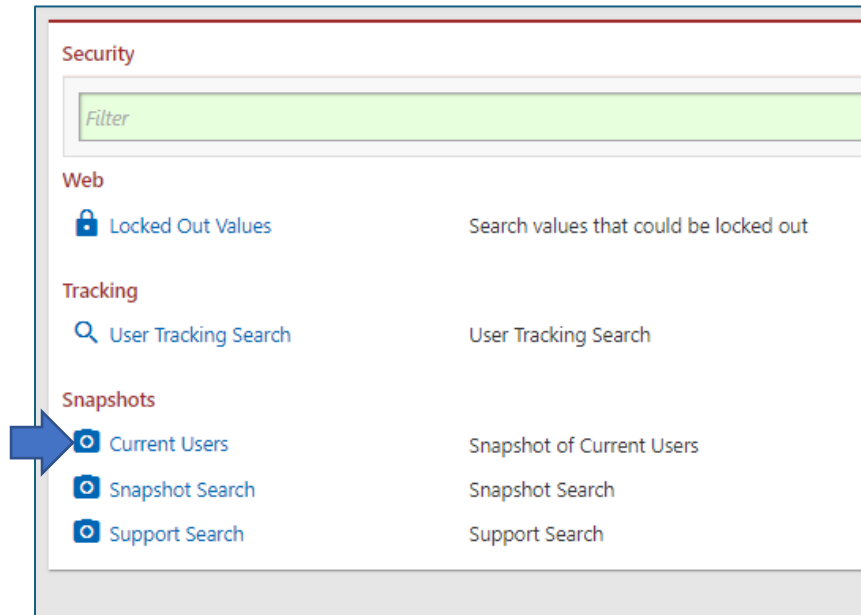
Process #8: Assisting Agents in OneLink

Background:

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

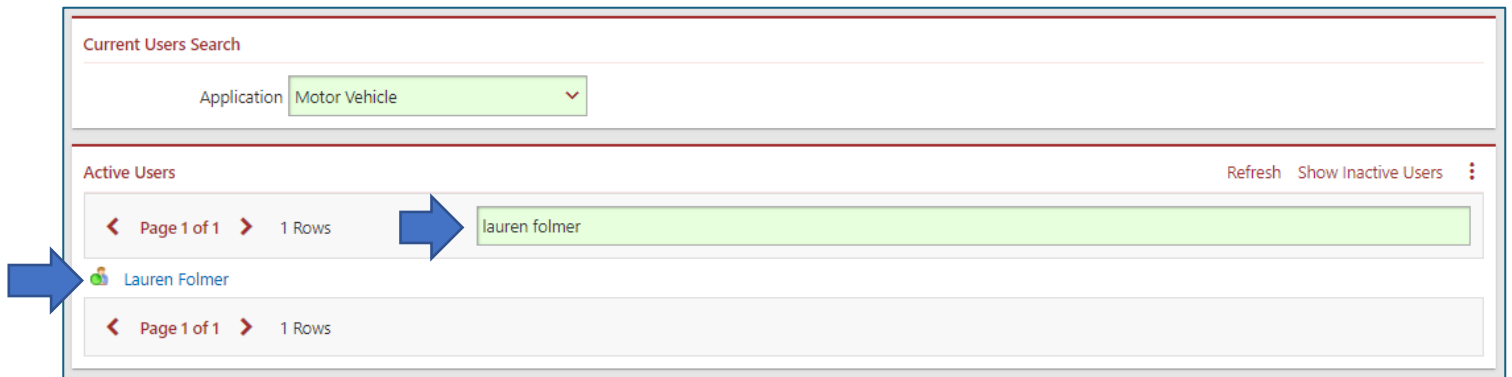
Process Step-by-Step:

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



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.



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

Clone

> Dealer- Form MVD9331 102

Used Dealer License Plate Application

Attributes

Owner : Tiffany Lester

Notification Type : Get next task

Remi

Summary

Refresh

Backlog has decreased by 666 tasks in the last month.

Backlog : 224 tasks

Oldest Task : 118 days

Refreshing in: 1

Sequence: 2453/2453

Date: 03-Feb-2022 13:22:57

User: Ifolmer

[Show Advanced Details](#)

Urgent Escalation

Source Priority	When backlog exceeds	or
Primary		
Secondary		
Other		

Rules Errors⁰ Work Groups¹ Employees¹ Administrators² Tasks²²⁴ Completed Denied⁰ Cross Reference

Tasks

Cube 1,000 Rows

< Page 1 of 1 > 0 Rows

5330

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

Sequence: 2453/2453

Date: 03-Feb-2022 13:22:57

User: Ifolmer

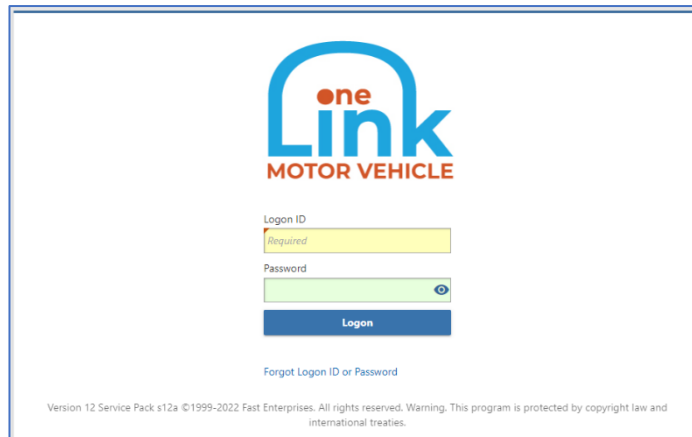
[Show Advanced Details](#)

Appendix

Appendix A: Logging into OneLink

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

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

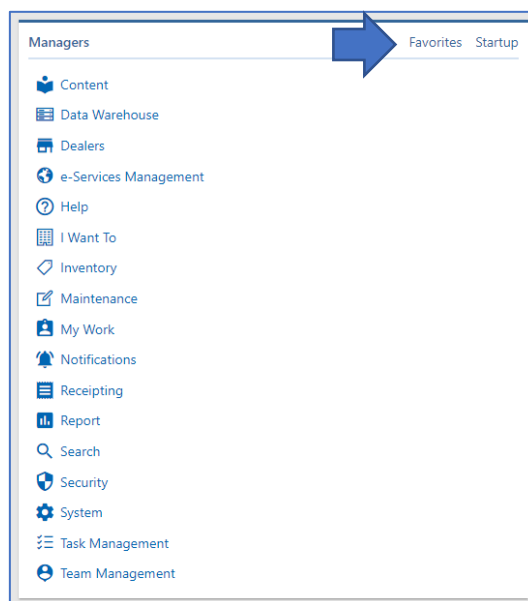


The image shows the OneLink Motor Vehicle login interface. At the top center is the OneLink logo with "one" in orange and "Link" in blue, with "MOTOR VEHICLE" in orange below it. Below the logo are two input fields: "Logon ID" with a yellow background and a red "Required" error message, and "Password" with a green background and a toggle eye icon. A blue "Logon" button is positioned below these fields. A link "Forgot Logon ID or Password" is located below the button. At the bottom, a small copyright notice reads: "Version 12 Service Pack s12a ©1999-2022 Fast Enterprises. All rights reserved. Warning. This program is protected by copyright law and international treaties."

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.



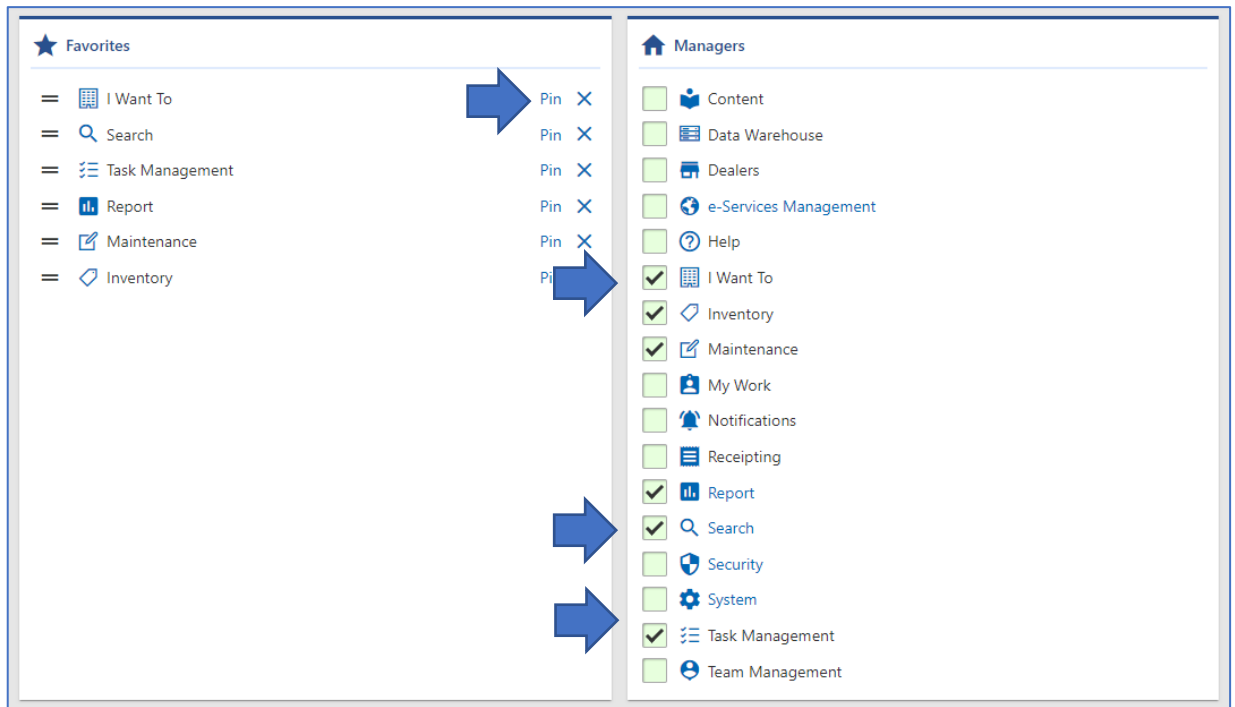
2. Check the box next to a manager to pin it to the navigation panel.

Helpful recommendations:

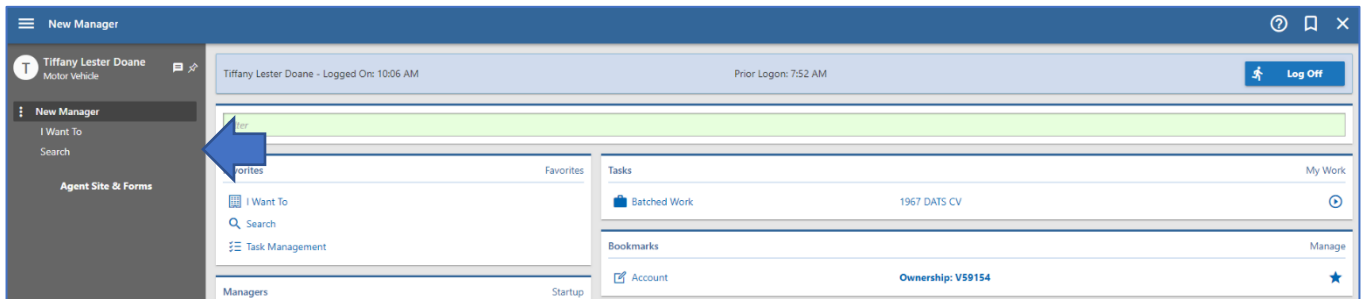
- I Want To
- Search
- Task Management



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



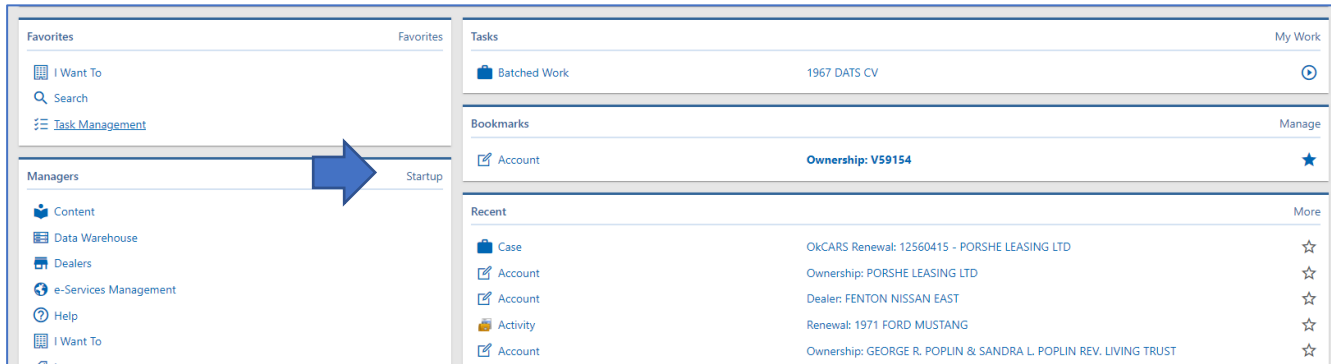
- Click the **Save** button. This will pin these managers to the navigation panel.



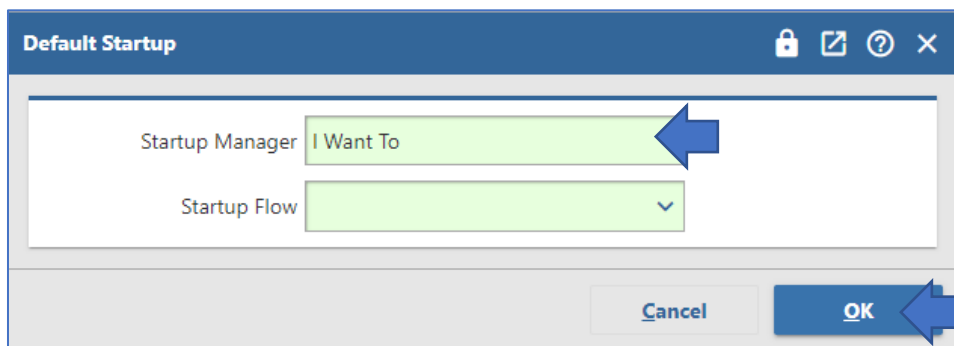
Appendix C: Setting Up a Startup Manager

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.

Search results for **bcc612**. The results show a single entry for a 2016 CADI SRX (Automobile) with VIN 3GYFNCE30GS571355. The entry is categorized under 'Ownership' and 'License Plate - Non-Commercial'. The license plate is BCC612. The vehicle details include: Plate: BCC612 (TA), Registration Expires 31-Jan-2022, Owner: CHRISTINA LANG OR RICHARD LANG, Address: 9219 N 178TH EAST AVE, OWASSO OK 74055-8000. The search is sorted by Relevance and shows 1 of 48 results.

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

The Ownership Account Homepage displays the following information:

- Ownership:** 2016 CADI SRX, VIN: 3GYFNCE30GS571355, Owner: CHRISTINA LANG OR RICHARD LANG, Address: 9219 N 178TH EAST AVE, OWASSO OK 74055-8000, License Plate: 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:** Add, Browse, 12-Jan-2017, bc cars.
- Navigation Bar:** Vehicle, Attributes, CRM, Task, Financial, Web, Search.
- Registrations Table:**

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

