



# Suspensions

Business Support Services

3-26-2025



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## Revision History

<b>Effective Date of SOP:</b> 3/26/2025	<b>SOP Number:</b> J.01
<b>Functional Area Name:</b> Business Support Services	<b>Division Name:</b> Suspensions
<b>Last Review Date:</b> 2/10/2025	<b>Last Reviewer:</b> Business Support Services Manager
<b>Next Review Date:</b> 3/26/2025	<b>Next Reviewer:</b> Business Support Services Manager
<b>Executive Approval Date:</b> 3/26/2025	<b>Approved By:</b> Business Support Services Manager

## Overview

*These standard operating procedures (SOPs) outline the steps involved in processing suspensions from the time they are received by the Central Processing Department, through D360 entry and OnBase indexing, to the ultimate driver notification.*

## Purpose

*The purpose of this document is to inform Service Oklahoma (SOK) employees about the suspension process and facilitate smooth and efficient training of new hires to the Business Support Services team.*

## Policy Statement

*These SOPs apply primarily to the efforts of Business Support Services, but all SOK employees will benefit from understanding the process at a high level to support customers who have questions related to suspensions.*

## Compliance

22 O.S. § 1115: State and Municipal Traffic, Water Safety, and Wildlife Bail Bond Procedure Act  
22 O.S. § 1115.1: Personal Recognizance - Eligibility - Procedure - Plea - Failure to Appear  
22 O.S. § 1115.1A: Release Upon Personal Recognizance for Misdemeanor Traffic Violations - Citation Requirements - Failure to Plea or Appear – Records  
22 O.S. § 1115.2: Personal Recognizance Following Failure to Appear After Release on Personal Recognizance - Refusal to Promise to Appear - Juveniles  
22 O.S. § 1115.5: Duties of Service Oklahoma Regarding Driving Privilege Suspensions



## Systems

*The two key systems behind the suspensions procedures are OnBase, a process management software used as a document repository, and D360, an integrated platform used for managing suspensions and reporting to other states.*

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

Role	Responsibilities
Central Processing Department (CPD)	Mail merges, prints, sorts, and batches suspensions, scans suspension into OnBase, mails suspension back to driver when the process is complete
Business Support Specialist	Runs PDPS SB and CDLIS IM searches, notifies team lead when no pointer for CDL, mails NRVC suspensions back to state of record, creates or updates record in D360, indexes record in OnBase, prints suspension and takes to CPD
Team Lead	Requests a pointer from the state of record when none is found for an out-of-state driver before processing a suspension involving a CDL holder.



## Procedures

### Suspensions Overview

1. Suspensions are issued by the courts for one of three broad reasons:
  - a. Failure to appear in court (FTA)
    - i. When a driver is released on their own personal bail, they fail to appear in court or comply with the citation. They WILL fall under the following Bail Bond categories:
      1. **BB3**
      2. **NRVC**
      3. **BB6**
    - ii. The courts must notify SOK (via email or mail) within **one year** of the driver's Violation/Citation date.
      1. This can also be completed through the **ONLINE COURT REPORTING website**, but due to a change in our system, it may take longer to receive the notice of suspension.
    - iii. The suspension will take effect on the same day that it is placed on the record.
  - b. Failure to satisfy the sentence of the court (FTC)
    - i. Known as a BB8
  - c. Failure to pay fines and costs (FTP).
    - i. Known as a BB9
    - ii. When a driver has been found guilty OR they have entered a guilty plea, but they fail to pay any fines and court fees.
      1. The suspension itself will take effect **180 days** after the driver receives the Notice of Suspension letter.
      2. Per 7/2020 the violator can avoid the reinstatement fees if they provide proof of compliance that their ticket was paid before the suspension date listed on their correspondence letter.
2. Suspensions can be sent to Service Oklahoma in three different forms: Digital integration, email, or mail. All three forms go directly to the Central Processing Department (CPD). CPD uses a mail merge to consolidate and reformat digital integrations, prints both digital integrations and emails, then sorts and batches all incoming suspensions by hand.
  - a. Suspensions are batched by type (BB3, BB6, NRVC, BB4, BB8, or BB9, see Types of Suspensions Guide for details).
3. CPD scans all batched suspensions into OnBase, automatically generating a batch number and document ID.



## Suspensions Processing

### Suspensions Processing by Type

#### BB3 FAILURE TO APPEAR - IN-STATE NOTIFICATION

##### Overview

- Must be a moving violation.
- Violations we accept:
  - No DL in possession
  - Insurance related violations
  - Moving violations
- Violations we DO NOT accept:
  - Anything alcohol or drug related
  - Anything other than a moving violation
- Seatbelt violations apply to the driver only.
  - Exception: if there is a child in the car that is not wearing a seat belt, then the driver will be cited.
- Anything other than a moving violation WILL NOT be accepted by SOK.
  - Examples include the following:
    - FELONY
    - PARKING / STANDING VIOLATIONS
    - DRIVING UNDER THE INFLUENCE/ DRIVING WHILE INTOXICATED/ PUBLIC INTOXICATION
    - DISTURBING THE PEACE
    - FISHING / BOATING OFFENCES
    - ACTUAL PHYSICAL CONTROL
    - NEGLEGENT HOMICIDE
    - ELIUDING / ATTEMPTING TO ELUDE AN OFFICER

#### BB4 Failure to Appear - Oklahoma Driver is OOS

##### Overview

- Violations we accept:
  - No DL in possession
  - Insurance related violations
  - Moving violations
- Violations we DO NOT accept:
  - Anything alcohol or drug related
  - Anything other than a moving violation



## BB6 Failure to Appear on citation issued for failure to maintain compulsory insurance

### Overview

- Also falls under the FTA category.
  - The only difference is that it applies to an insurance related citation. (i.e. No insurance or failure to provide security verification.)
- Violations we accept:
  - No DL in possession
  - Insurance related violations
  - Moving violations
- Violations we DO NOT accept:
  - Anything alcohol or drug related
  - Anything other than a moving violation

## BB8 Under 18 - Failure to satisfy municipal court sentence

### Overview

- Will only apply to anyone under the age of 18 who has been found guilty or has entered a guilty plea but failed or refused to satisfy the sentence of the court.
- Violators will be suspended the same day the suspension is placed on the record.
- The violation does not have to be motor vehicle related.
- It can also be for numerous violations at a time.
- If over 18 at time of violation, we cannot process the suspension.

## BB9 Suspension for non-payment of traffic citation

### Overview

- Can be for the following violations:
  - DRIVING UNDER THE INFLUENCE (DUI) / DRIVING WHILE INTOXICATED (DWI)
  - DRIVING WITH A SUSPENDED / CANCELED / REVOKED LICENSE
  - ANY PHYSICAL CONTACT
  - TRANSPORTING AN OPEN CONTAINER
  - ATTEMPTING TO ALLUDE LAW ENFORCEMENT
- SOK can accept suspensions from any OUT OF STATE (OOS) violator.
  - They will be issued a SET UP NUMBER in addition to the creation of an Oklahoma driving record.
- Violations we accept:
  - Driving Under Suspension, Driving While Revoked, Driving While Cancelled
  - Any moving violation
- Violations we DO NOT accept:
  - Anything not considered a moving violation



## NRVC (NON-RESIDENT VIOLATOR COMPACT)

### Overview

- Like the BB3 or BB6 suspensions, only this is applied to all Out of State (OOS) drivers.
  - Per 7/2020, SOK can only accept and suspend from these following states that are not a part of the NRVC member agreement:
    - ALASKA
    - CALIFORNIA
    - MICHIGAN
    - MONTANA
    - OREGON
    - WISCONSIN
    - VIRGINIA
  - Violators from these 7 states will be issued a Set Up license number and a driving record from SOK.
    - The reason for issuing a set up number is If the client tries to renew their DL or apply for a license in a different state, the NATIONAL DRIVER REGISTRY (NDR) or COMMERCIAL DRIVER LICENSE INFORMATION SYSTEM (CDLIS) will prevent them from obtaining a new license until all actions from OKLAHOMA are cleared.
- Suspension forms for clients from any state NOT listed above will not be processed by SOK, instead it will be mailed out to the client's home state to be processed by that state's DMV/DPS.

***NRVC suspension forms should be mailed to the state of record.***

## References

### SOK Documentation

1. Suspension Sorting
2. Types of Suspensions Guide
3. Bail Bonds Tracker Sheet Instructions
4. Type-specific entry guides
  - a. BB3 Suspension Instructions
  - b. BB4 Suspension Walkthrough
  - c. BB6 Suspension Walkthrough
  - d. BB9 Suspension Walkthrough

## Appendix

### Appendix A: Example BB3 Order of Suspension



DOE, JOHN Q  
123 MAIN ST  
ANYWHERE, ST 12345

DL #: P123456789  
DOB: 01/01/1990

#### ORDER OF SUSPENSION BB3 SUSPENSION (FTA)

Your privilege to drive in the State of Oklahoma is hereby suspended pursuant to 22 O.S. § 1115.5(A) by Service Oklahoma for failure to comply with the terms of the citation listed below.

Citation # 0123456		Date of Violation 05/20/2022		Arraignment Date 06/21/2022	
Description of Violation OPER A M.V. W/O REGISTERING/IMPROP REGISTRATION					
Fine \$130.00	Cost \$30.00	Total \$160.00		County Code 11	City Code 15
Driver License # P123456789	Expiration Date 12/31/2023	State OK	CDL N	Date of Birth 01/01/1990	Race W Sex M
Last Name DOE		First Name JOHN		Middle Name Q	
Street Address 123 MAIN ST					
City ANYWHERE			State ST		Zip Code 12345
Vehicle Tag # ABC123	State OK	Vehicle Make KIA	Vehicle Model VN	Vehicle Year 2012	CMV N HAZ N

BB3

#### COURT INFORMATION

Name of Court CITY OF SOMEWHERE		
Mailing Address 123 S FIRST ST		
City SOMEWHERE	State ST	Zip Code 97541
Telephone (555) 123-4567		

TO SERVICE OKLAHOMA: The driver has not appeared for arraignment, has not posted bail, has not paid a fine, or has not made any other arrangements with the court to satisfy the citation, and the citation has not been satisfied. Please suspend the individual's driving privilege.

Judge/Clerk Name JANE SMITH	Date of Notice 09/01/2022
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BB3-S R04/2023 v1

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## Appendix B: Example BB6 Order of Suspension



DOE, JOHN Q  
123 MAIN ST  
ANYWHERE, ST 12345

DL #: P123456789  
DOB: 01/01/1990

### ORDER OF SUSPENSION

#### BB6 SUSPENSION (FTA - NO INSURANCE)

Your privilege to drive in the State of Oklahoma is hereby suspended pursuant to 22 O.S. § 1115.5(A) by Service Oklahoma for failure to comply with the terms of the citation listed below.

Citation # 0123456		Date of Violation 05/20/2022		Arraignment Date 06/21/2022	
Description of Violation FAILURE TO COMPLY WITH COMP. INSURANCE LAW (FR5)					
Fine \$130.00	Cost \$30.00	Total \$160.00		County Code 11	City Code 15
Driver License # P123456789	Expiration Date 12/31/2023	State OK	CDL N	Date of Birth 01/01/1990	Race W Sex M
Last Name DOE		First Name JOHN		Middle Name Q	
Street Address 123 MAIN ST					
City ANYWHERE			State ST		Zip Code 12345
Vehicle Tag # ABC123	State OK	Vehicle Make FORD	Vehicle Model PK	Vehicle Year 2002	CMV N HAZ N

BB6

### COURT INFORMATION

Name of Court SOMEWHERE COUNTY DISTRICT COURT		
Mailing Address 123 S FIRST ST		
City SOMEWHERE	State ST	Zip Code 97541
Telephone (555) 123-4567		

TO SERVICE OKLAHOMA: The driver has not appeared for arraignment, has not posted bail, has not paid a fine, or has not made any other arrangements with the court to satisfy the citation, and the citation has not been satisfied. Please suspend the individual's driving privilege.

Judge/Clerk Name JANE SMITH	Date of Notice 09/01/2022
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BB6-S R04/2023 v1

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## Appendix C: Example BB8 Order of Suspension



DOE, JOHN Q

123 MAIN ST

ANYWHERE, ST 12345

DL #: P123456789

DOB: 01/01/2007

### NOTICE OF CANCELLATION / DENIAL FOR FAILURE TO SATISFY SENTENCE OF MUNICIPAL COURT

BB8 SUSPENSION FORM - UNDER 18 (FAILURE TO SATISFY COURT)

Your privilege to drive in the State of Oklahoma is hereby canceled or denied pursuant to 11 O. S. § 14-112(B) by Service Oklahoma for failure to satisfy the sentence of the municipal court.

You may be reinstated from this cancellation or denial by presenting Service Oklahoma with a REINSTATEMENT APPLICATION FORM/NOTICE OF SENTENCE COMPLIANCE obtained from the municipal court establishing that you have satisfied the sentence of the court.

Citation # 0123456	Date of Violation 05/20/2022	County Code 11	City Code 15
Description of Violation OPER A M.V. W/O REGISTERING/IMPROP REGISTRATION			
Sentence Not Satisfied Community service, 100 hours			
Driver License # P123456789	Expiration Date 12/31/2023	State OK	CDL N
Date of Birth 01/01/2007		Race W	Sex M
Last Name DOE	First Name JOHN	Middle Name Q	
Street Address 123 MAIN ST			
City ANYWHERE		State ST	Zip Code 12345

### COURT INFORMATION

BB8

Name of Court CITY OF SOMEWHERE		
Mailing Address 123 S MAIN ST		
City SOMEWHERE	State ST	Zip Code 97541
Telephone (555) 123-4567		

TO SERVICE OKLAHOMA: Notice is given that the person named above under the age of 18 failed to satisfy the sentence of the court. Please suspend the individual's driving privileges.

Judge/Clerk Name JANE SMITH	Date of Notice 09/01/2022
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BB8-S R04/2023 v1

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## Appendix D: Example BB9 Order of Suspension



DOE, JOHN Q  
123 MAIN ST  
ANYWHERE, ST 12345

DL #: P123456789  
DOB: 01/01/1990

### NOTICE OF DRIVER LICENSE SUSPENSION FOR NONPAYMENT OF FINE AND COSTS

Your privilege to drive in the State of Oklahoma is hereby suspended pursuant to 47 O.S. § 6-206(c) by Service Oklahoma for nonpayment of fine and costs.

Citation # 0123456		Date of Violation 05/20/2022		County Code 11		City Code 15	
Description of Violation DRIVING WHILE SUSPENDED							
Fine \$575.00		Cost \$244.00		Total \$819.00		Date Ordered Payment 05/11/2022	
Driver License # P123456789		Expiration Date 12/31/2023		State OK	CDL N	Date of Birth 01/01/1990	Race W Sex M
Last Name DOE		First Name JOHN			Middle Name Q		
Street Address 123 MAIN ST							
City ANYWHERE				State ST		Zip Code 12345	

BB9

### COURT INFORMATION

Name of Court SOMEWHERE COUNTY DISTRICT COURT		
Mailing Address 123 S FIRST ST		
City SOMEWHERE	State ST	Zip Code 97541
Telephone (555) 123-4567		

TO SERVICE OKLAHOMA: Pursuant to 22 O.S. § 983, the court recommends suspension of the driving privileges of the person named above for nonpayment of fine and costs relating to the moving violation described.

Judge/Clerk Name JANE SMITH	Date of Notice 09/01/2022
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BB9-S R04/2023 v1

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## Appendix E: Example NRVC Notice to Compact Member

**D45**

DOE, JOHN Q

DL #: P123456789

123 MAIN ST

DOB: 01/01/1990

ANYWHERE, ST 12345

**REQUEST FOR SUSPENSION****NRVC - SUSPENSION (NONRESIDENT DRIVER)**

The driver named below has failed to respond to a citation or pay the fine and costs for the violation described herein within the prescribed time limit. Please initiate action to suspend the individual's driver license in accordance with the provisions of the Nonresident Violator Compact.

Citation # 0123456		Date of Violation 05/20/2022		Arraignment Date 06/21/2022	
Description of Violation OPER A M.V. W/O REGISTERING/IMPROP REGISTRATION					
Fine \$130.00	Cost \$30.00	Total \$160.00		County Code 11	City Code 15
Driver License # P123456789	Expiration Date 12/31/2023	State OK	CDL N	Date of Birth 01/01/1990	Race W
Last Name DOE		First Name JOHN		Middle Name Q	
Street Address 123 MAIN ST					
City ANYWHERE			State ST	Zip Code 12345	
Vehicle Tag # ABC123	State OK	Vehicle Make KIA	Vehicle Model VN	Vehicle Year 2012	CMV N
HAZ N					

**COURT INFORMATION**

Name of Court CITY OF SOMEWHERE		
Mailing Address 123 S FIRST ST		
City SOMEWHERE	State ST	Zip Code 97541
Telephone (555) 123-4567		

TO SERVICE OKLAHOMA: Please request the Nonresident Violator Compact Member suspend the driving privilege of the person named above who has failed to respond to the citation or pay the fine and costs for the violation described above.

**NRVC**

Judge/Clerk Name JANE SMITH	Date of Notice 09/01/2022
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**NOTICE TO COMPACT MEMBER**

Records Management  
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<https://oklahoma.gov/service/sokonline/online-reinstatements>

NRVC-S R03/2023