



# Convictions

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.02
<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> 3/26/2026	<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 convictions from the time they are received by the Central Processing Department, through D360 entry and OnBase indexing, to the ultimate driver notification when applicable.*

## Purpose

*The purpose of this document is to inform SOK employees about the conviction 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 convictions.*

## Compliance

[49 CFR § 384.209 \(Notification of Traffic Violations\)](#)  
[49 CFR § 384.226 \(Prohibition on Masking Convictions\)](#)  
[49 CFR § 385.3 \(Definitions and Acronyms\)](#)  
[47 O.S. § 18-101 \(Reporting convictions within 5 days to Service Oklahoma\)](#)

[Title 47: Motor Vehicles](#)  
[Title 21: Crimes and Punishments](#)  
[Title 37A: Alcoholic Beverages](#)  
[Title 63: Public Health and Safety](#)

## Systems

*The two key systems behind the convictions procedures are OnBase, a process management software used as a document repository, and D360, an integrated platform used for managing convictions 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)	Processes incoming mailed convictions by opening and sorting them; handles emailed convictions by printing and sorting them; batches all incoming convictions after sorting and scans them into OnBase. Additionally, prints and mails notifications to the driver when the conviction results in an automatic suspension or revocation.
Business Support Specialist	Creates or updates the conviction record of a driver; runs PDPS SB and CDLIS IM searches as needed for OOS drivers; notifies team lead when no pointer for CDL holder; indexes record in OnBase.
Team Lead	Requests a pointer from the state of record when none is found for an out-of-state driver before processing a conviction involving a CDL holder, a CMV, or a CMV with HazMat certification to ensure accurate record handling; processes conviction amendments as requested by the court of record.

## Procedures

### Process #1: Initial Processing

1. A conviction is a court decision made concerning a citation (ticket) that was issued during a traffic stop. Courts send convictions to SOK for processing. Convictions can be sent in three forms: Digital integration, email, or mail. Digital integration convictions go straight into D360, but the Central Processing Department (CPD) prints emailed convictions and sorts and batches both emailed and mailed convictions. (NOTE: Conviction, abstract of court record, and traffic ticket are used interchangeably.)
  - a. Convictions are batched into three main stacks – Municipal/District/Sheriff, Oklahoma Highway Patrol (OHP), or Out-of-State (OOS) – then by Oklahoma versus non-Oklahoma drivers, then by Mandatory versus non-Mandatory.
    - i. Mandatory is based off the driver's class or the violation code.
      1. The Mandatory drivers are CDL, CMV, HAZMAT.
      2. The Mandatory violation code list.
    - ii. If the violation or ACD code is on the Bypass list, then put it is non-mandatory (depending on the DL State). Unless it is a CDL or CMV.
    - iii. Non-Mandatory is based off the driver's class or the violation code.
      1. Class D
      2. Not marked CDL, CMV, or HAZMAT.
      3. Not on the Mandatory violation code list.
  - b. Court clerks are required by state law to report convictions to SOK within 5 days of the conviction date. From the date of conviction, SOK has ten days of the conviction date to report to CDLIS.
  2. CPD scans all batched convictions into OnBase, automatically generating a batch number and document ID.
    - a. Scan queues are:
      - i. RM Abstracts 1-2 – Mandatory, priority documents
        1. Mandatory Oklahoma drivers (CMV, CDL, HAZMAT or violation code)
        2. Mandatory Out of State CDL, CMV, and HAZMAT drivers
        3. Mandatory Out of State violation code
      - ii. RM Abstracts 3-4 – Non-mandatory documents
        1. Non-mandatory Oklahoma drivers (Includes OK Drivers on the Bypass list)
        2. Non-mandatory Out of State drivers (Includes OOS Drivers on the Bypass list)
      - iii. RM Abstracts 5-6 – non-mandatory out od state drivers, OHP tickets  
Never ever shred an OHP ticket. The list below will go in batch slip #6:
        1. Decline (No matter the driver's class)

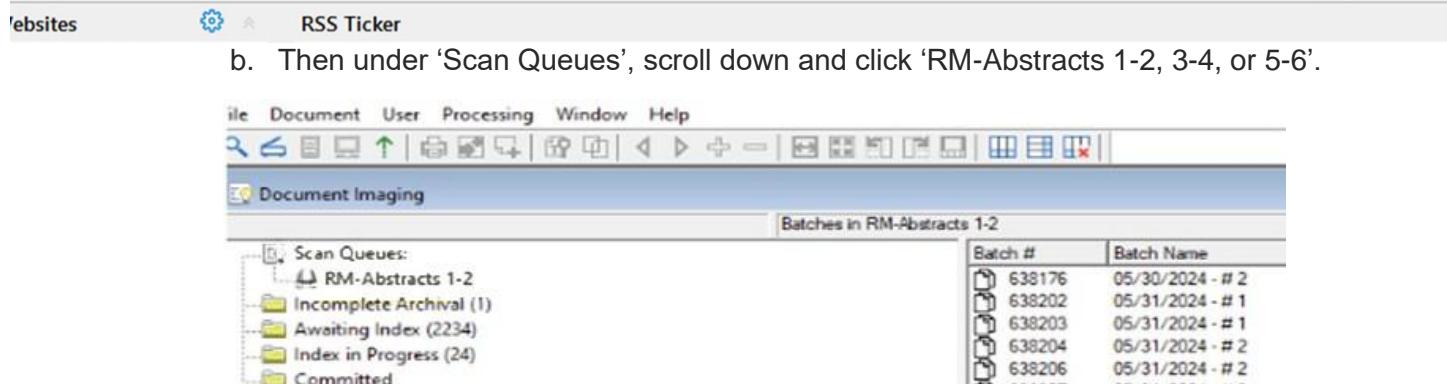
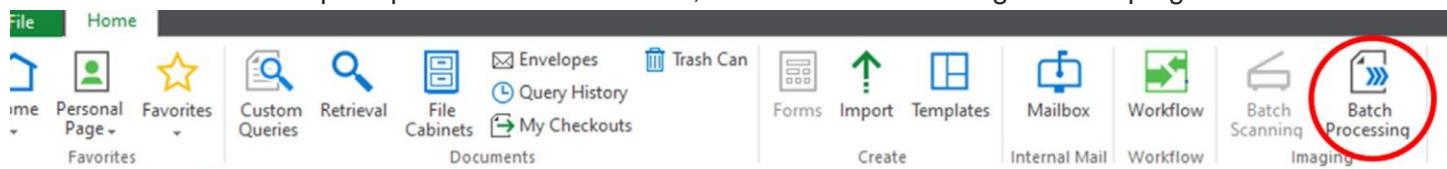
2. Dismissal w/ and (unless its CDL or CMV)
3. Dismissal w/o fines and costs
4. Expunged (equivalent to a Dismissal)
5. Deferred (unless its CDL or CMV)
6. Bypass list (violation code)

b. If there is no disposition marked

- i. The ticket will need to be mailed back to the court along with an Abstract of Court Record Data request sheet.
- ii. On the data sheet write the name of city or county of the ticket. (highlight what needs to be fixed on the ticket before mailing out)

c. After gathering the stacks together put them with the correct batch slip with the sorters initials and date the tickets were received. Paperclip 15 tickets per batch slip (date stamp slips).

3. Business Support Specialists select batches for processing based on their skillset and availability, starting with those involving CDL, CMV, HazMat certified drivers, then working from oldest to newest.
4. To begin processing a conviction, the Business Support Specialist opens both OnBase and D360 and pulls up the record in OnBase.
  - a. To pull up the record in OnBase, click 'Batch Processing' in the top right



c. Enter the batch number, then right-click the batch number and click index to open the batch indexing page.

Batch #	Batch Name	Scan Date	Status	Total Documents	# to be Indexed
626114	06/13/2023 - # 1	6/13/2023 12:42 PM	Awaiting Index	8	8

d. Double click item in batch.

# SERVICE OKLAHOMA



Batch Indexing | Scan Queue: RM-Abstracts 3-4

Document Type: RM - Abstracts

Document Date: 06/11/2024

Keywords:

Abstract Type: ORIGINAL

A: MIIG-Person

DL #:

Last Name:

First Name:

Middle Initial:

Date of Birth:

OOS DL #:

Doc ID: 230090299

Abstract Case #:

Offense Date:

Index Append Scan

A Number of Documents: 7, 1 of 7 (Remaining)

Status Documents

DOC ID: 230090299 CITATION #: CASE #

Batch Name: 01/09/2023 - # 4(620167)  
DOC ID 230090299 CITATION #: CASE #

Case No. \_\_\_\_\_ Docket No. \_\_\_\_\_ Page No. \_\_\_\_\_  
State of Oklahoma \_\_\_\_\_ In the District Court \_\_\_\_\_

County of PONTOTOC } -88- N392973

**COMPLAINT - INFORMATION**

The undersigned, being duly sworn, does depose and say upon oath that:

on or about (Date) 10/28/2022 at (12-hour time) 1445 at (or near location) CHICKASAW TURNPIKE AT ROFF

Deputy Number 62 Commission 5.4 License Number 14.4

at the location within the county aforesaid:

Name (last, first, middle) \_\_\_\_\_ Phone Number \_\_\_\_\_  
BU \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Other License Number 9

Expiry Date \_\_\_\_\_

Vehicle Make RAM Year 2015 Body Style-Color PK-SIL Tag Number 2022 OK

CMV  COL  T/A  Present/Paid  Present or Required  Accidents  No  Yes  Fatality

Other Violation SPEEDING (1-10 MPH OVER LIMIT)

Contrary to Title 747 O.S. Section 11-801.8

**ENTRY OF APPEARANCE AND PLEA**

I, the undersigned, do hereby enter my appearance on the complaint of the offense charged on the other side of this summons. I have been informed of my right to trial as provided by law.

I charged. I further agree to pay the penalty prescribed for my offense.

do hereby waive my rights to a hearing by court or jury and PLEAD GUILTY to said offense as charged. I further agree to pay the penalty prescribed for my offense.

(No Contest) to said offense as charged. I further agree to pay the penalty prescribed for my offense.

do hereby PLEAD NOT GUILTY to said offense as charged, paying amount designated herein as my bond for appearance in court on \_\_\_\_\_

**Signature of Defendant** \_\_\_\_\_

Amount \$ \_\_\_\_\_ Date: \_\_\_\_\_

**PROSECUTOR'S ENDORSEMENT**

The written complaint has been examined and there is probable cause to file the same. Complaint filed \_\_\_\_\_ Date \_\_\_\_\_

**COURT ORDERS**

Charge Amended to: \_\_\_\_\_ Date: \_\_\_\_\_

Statute No. \_\_\_\_\_ Date: \_\_\_\_\_

Disposition:  Plea of Guilty  Court (Jury) Acquittal

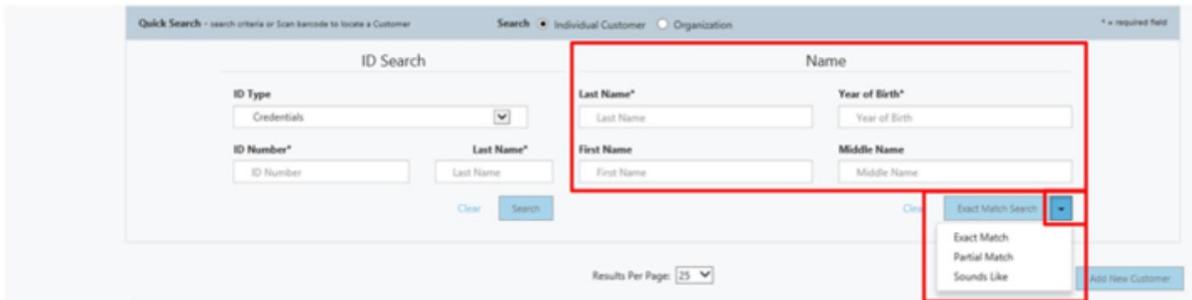
e. Leave OnBase open and switch over to D360.

5. The Business Support Specialist searches D360 for the driver by entering the driver's name and birth year in the Quick Search field on the home page and clicking 'Exact Match Search'. If an exact match is not found, there will be an option to 'Add New Customer'. Click that and use PDPS search results to fill information in the pop-up.

- Note: If only the address is different, the Business Support Specialist must not correct the address but instead add the information to the existing record even though it is imperfect.
- Exact Match:** Type the customer's full last name and year of birth, you may also type the customers First Name and Middle Name to refine your search.
- Partial Match:** Type at least the first two letters of the last name (but not full name) and year of birth. Additionally, it is possible that the name was misspelled when originally entered so entering just the first few letters of first name may aid your search.
- Sounds Like:** Type what is 'close to' or 'sounds like' the customer's given last name and

year of birth.

Quick Search ▾

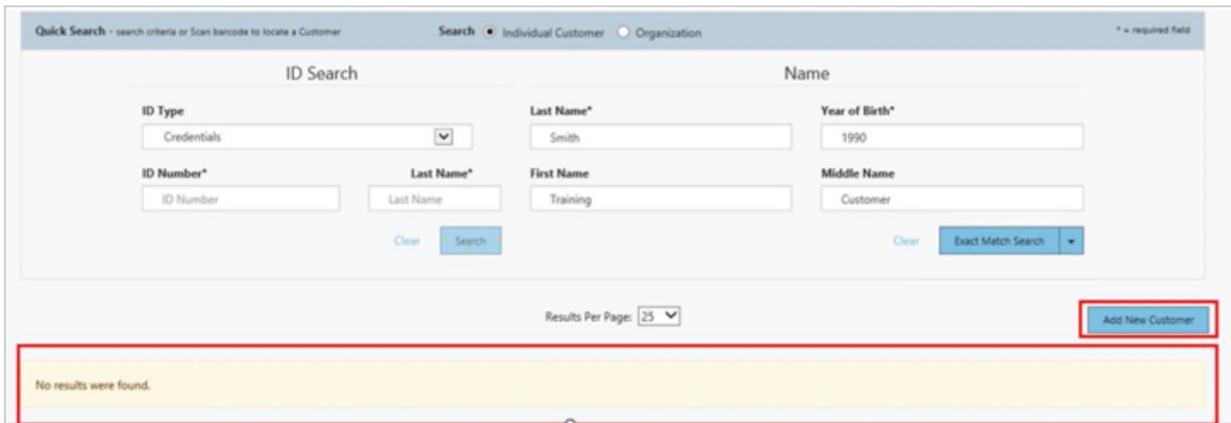


6. If driver found in D360 and:

- Driver is an Oklahoma resident, do not update any address, or name as they are required by law to update the record within 10 days.
  - If Conviction indicates CDL, CMV or hazmat but Oklahoma driver does not have a CDL on file, check for pointer by using [CDLIS Original Inquiry \(IM\)](#)
- Driver is an OOS driver, compare all driver information in D360 to AAMVA PDPS SB to verify that it is an exact match and if any updates are needed. Updates may include but not limited to OOS DL information and address.
- If update is needed proceed to [UPDATE DRIVER RECORD](#)
- If no update is required proceed to [ADD CONVICTION](#)
- If driver not found proceed to [BUILD A SETUP PROFILE](#)

7. Build a Setup Profile

- When driver info has no results found, click "Add New Customer".



- View will show first name, last name, and date of birth. Add full date of birth, additional names, and Out of State Information.

Transaction : Add Customer - new, customer

**Identity** **Customer 360**

**General**

Last Name *	new
First Name	customer
No First Name	<input type="checkbox"/>
Middle Name	--
No Middle Name	<input type="checkbox"/>
Suffix	--
Date of Birth *	--

**Out of State Information**

OOS DLN	--
OOS Licensed State	--

c. Click Customer 360.

Transaction : Add Customer - prosperc

**Identity** **Customer 360**

d. Proceed to [UPDATE DRIVER RECORD](#).

8. Update OOS Driver Record

a. From the Customer Identity panel, select the "Other" tab and choose Update Customer.

b. Add "Other" for country of birth and update reason "More Information Obtained"  
 c. Click the "+" plus sign to add address information available.

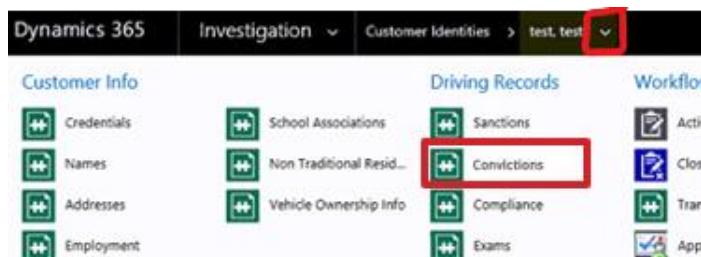
**Personal Information**

Physical Characteristics	Demographics
Hair Color	State of Birth
Eye Color	Race
Height	Country of Birth *
Weight	Other
Data Entry Error	
More information obtained	
Update Reason *	

**Addresses**

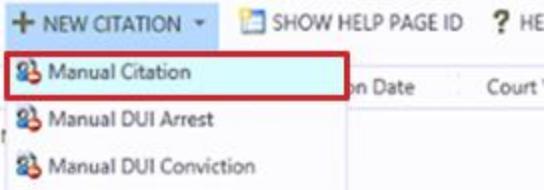
- d. Choose address type 'mailing' from the drop-down options.
  - i. Enter the address information returned by the AAMVA SB check return.
  - ii. Enter the street address on Address Line 1 and the Zip Code
- e. Click Validate.
  - i. If information loads it will be valid.
  - ii. Click SAVE & CLOSE.
  - iii. If address does not automatically complete and validate, enter the address from the AAMVA return manually and do not validate.
  - iv. Click SAVE & CLOSE.

- f. Proceed to [ADD CONVICTION](#)
- 9. Add Conviction
  - a. On the driver Identity page select the arrow to the right of the driver's name in the black ribbon.



- b. If the conviction is not found, the Business Support Specialist enters it manually.
  - i. To enter the conviction, click '+ New Citation' and 'Manual Citation'. In the pop-up, copy and paste the document ID from OnBase and enter all available information. When finished, click 'Save' in the top left corner.

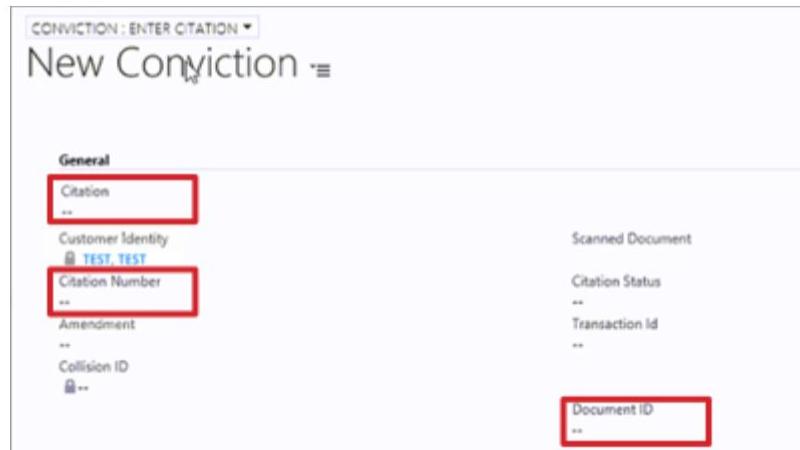
## Driver History ▾



10. From the view in OnBase enter the information into the sections and fields as follows:

a. General section:

- Conviction number from court in the Citation and Citation Number fields.
- Highlight the Doc ID number in OnBase and copy (CTRL+C) then paste in the Document ID field.



b. Trooper Information: Enter the Court Type (from citation).

- The dropdown menu shows 23 options.



- Agency details: Enter the Agency type (11 options).

Agency Details	
Agency	--
--	
Agency Code	--
--	
Agency Type	
--	

11. Conviction Information (from OnBase)

- a. Highlight the Doc ID number in OnBase and copy (CTRL+C) then paste in the Abstract Document ID field.
  - i. Enter Information:
  - ii. Court violation number
  - iii. Case number
  - iv. Conviction date
  - v. Disposition
  - vi. Conviction count

New Conviction	
Conviction Info	
Abstract Document ID	
--	
Court Statute Code	
--	
Court Violation *	
--	
Court State Sub Code	
--	
State Violation Court Description	
--	
Conviction ACD	
--	
ACD Description	
--	
Case Number	
--	
Conviction Date *	
--	
Disposition	
--	
Convicting State	
OK	
Conviction Count	
--	

- b. Enter Driver Information:
  - i. First Name
  - ii. Middle Name
  - iii. Last Name

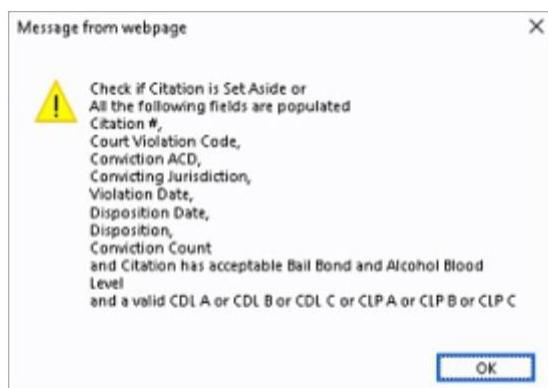
- iv. Date of Birth
- v. Suffix if applicable
- vi. DL Number, if driver is Oklahoma driver, enter the license number. *If driver is an out of state driver enter the OOS license number in the OOS Driver License Number field.*
- vii. If out of state license, enter Driver License Class.
- viii. Licensing State should match the state that issued the license.
- ix. If license is CDL, change no to yes.

New Conviction

Driver Info

Last Name **	Driver License **
First Name **	OOS Driver License Number **
Middle Name **	Driver License Class **
Suffix **	Licensing State OK
DOB **	DL Expiration **
SSN **	Employer **
Sex **	CDL No
Race **	

- c. A box will pop-up for you to validate. Click OK



- d. Arrest Details. Enter information:
  - i. Violation date and time
  - ii. Court type
  - iii. County code
  - iv. City code (Unless court type was District or Sheriff in the Trooper Info section.)
  - v. HAZMAT (check box if applicable.)

New Conviction

Arrest Details

Violation Detail	East Coordinate
Violation Date	North Coordinate
Violation Time	Accident Type
Violation Location	Arrest Statute Code
County Code	Arrest Violation Code
City Code	Arrest State Sub Code
County Name	Arrest Violation Description
City Name	Arrest ACD
Table of Courts	
MPH	BAC
Speed Zone	
Speed Determination	
Commercial	Hazmat

e. At the top left of the screen click SAVE. *If OOS driver who is also either CDL holder, CMV or Hazmat indicated on conviction are affirmative, click REPORT OOSC.*



f. When the report is successful, message will display.



g. To verify the conviction has been received and added to the driver record, return to the AAMVA Actions page to verify a successful HA transaction has been sent and completed. Note: there can be latency before the conviction appears on the driver record up to 24 hours in some cases.

h. Double click the HA Message Type.

## AAMVA Overview Associated View

Application Type	Message Type	Transaction	Created On
CDLIS	HA	Citation Transaction	9/13/2024 8:39 AM
CDLIS	HW	Sanction Transaction	9/18/2024 1:58 PM

ReportOutOfStateConviction

General

Application Type	CDLIS	Overall Status	Transaction completed.
Message Type	HA	Verified Date	9/13/2024
First Name	--	Verification Status	Verified
Middle Name	--	Date of Birth	--

- i. If you receive an error or if the conviction does not appear, proceed to the [TROUBLE SHOOTING CONVICITON](#) section
- j. In some cases, a conviction will incur a suspension, for example, Driving Without Insurance which is a state code FR5 conviction (D36 ACD code). In the event of this, if OOS driver is either CDL holder, CMV or Hazmat or all three as indicated on the conviction, Service Oklahoma must Report the Out Of State Conviction (REPORT OOSC) AND subsequently Report the Out Of State Sanction using the REPORT OOSW function on the Sanction screen.

FR5 1 Suspension

Conviction Id	--
Citation Number	M518979
Violation Date *	9/29/2016
Violation Time	1749
Court Violation *	FR5
Violation Description	Fail to Comply with required Compulsory Insurance Law
Violation Type	III.5
Conviction ACD	D36
CDL Holder	Yes
Commercial	No
Hazmat	No
Count	--
Occurrence	1
Withdrawal Type	Suspension
Withdrawal ACD	D36

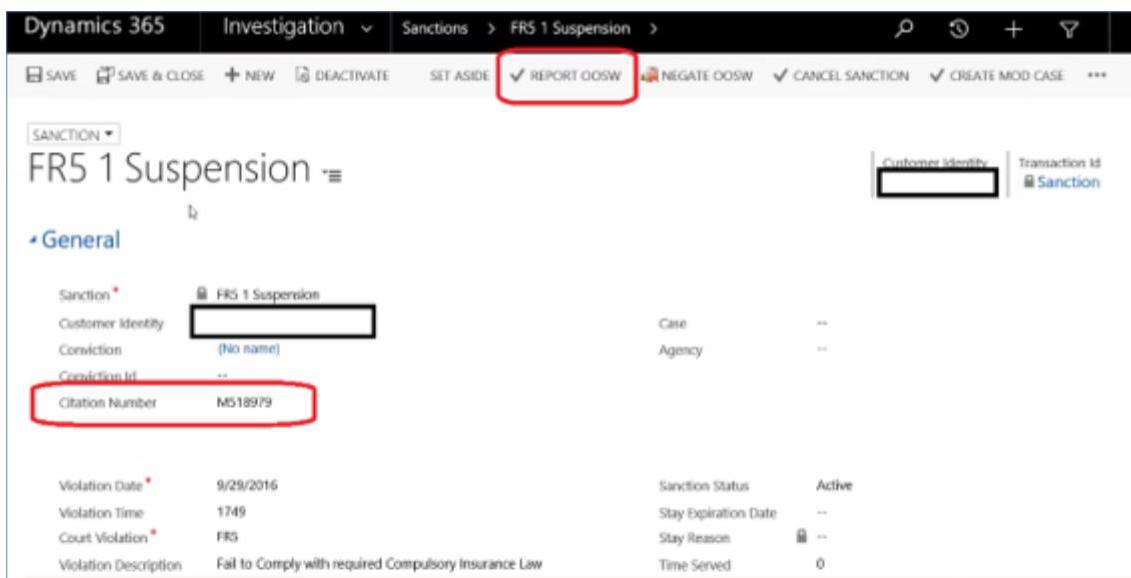
**S E R V I C E**  
**OKLAHOMA**

k. Once the Report Out Of State Conviction HA Message has been sent and completed:

- i. Go to the driver's sanctions page
- ii. Highlight the correct Sanction/Suspension and double click

Active	11/24/2015 D51	D51	000000
✓ Active	9/29/2016 FR5	D36	M518979
◀			
1 - 11 of 11			

l. Double check to ensure the suspension is correct and click the REPORT OOSW button once. Note – there will be a delay before confirmation the message has been sent.



Dynamics 365 | Investigation > Sanctions > FR5 1 Suspension >

SAVE  + NEW  SET ASIDE     \*\*\*

**SANCTION** ▾

**FR5 1 Suspension** ▾

**General**

Sanction *	FR5 1 Suspension	Case	...
Customer Identity	(No name)	Agency	...
Conviction	...	Sanction	...
Conviction Id	...	Customer Identity	...
Citation Number	M518979	Transaction Id	...

Violation Date \* 9/29/2016 Sanction Status Active

Violation Time 1749 Stay Expiration Date --

Court Violation \* FR5 Stay Reason --

Violation Description Fail to Comply with required Compulsory Insurance Law Time Served 0

m. To verify the conviction has been withdrawn and the suspension added to the driver record, return to the [AAMVA Actions](#) page to verify a successful HW transaction has been sent and completed. **Note: there can be latency before the conviction appears on the driver record up to 24 hours in some cases.**

n. Double click the HW Message Type

AAMVA Overview Associated View

CDLIS S2S VLS PDPS EXCEL TEMPLATES SHOW HELP PAGE ID

Application Type	Message Type	Transaction	Created On
CDLIS	HA	Citation Transac...	9/13/2024 8:39 AM
CDLIS	HW	Sanction Transa...	9/18/2024 1:58 PM

General

Application Type	CDLIS	Overall Status	Transaction completed.
Message Type	HW	Verified Date	9/18/2024
First Name	--	Verification Status	Verified
Middle Name	--	Date of Birth	--
Last Name	--	Old Date of Birth	--
Crash Name	--	ccs1	--

12. If the driver is CDL, CMV, HazMat certified and from out of state, the Business Support Specialist must report the conviction to the state of record by clicking 'Report OOSC.' The Business Support Specialist should immediately see a 'Message Sent!' pop-up.

Dynamics 365 Investigation Convictions > New Conviction

SAVE SAVE & CLOSE NEW SET ASIDE ✓ REPORT OOSC NEGATE OOSC

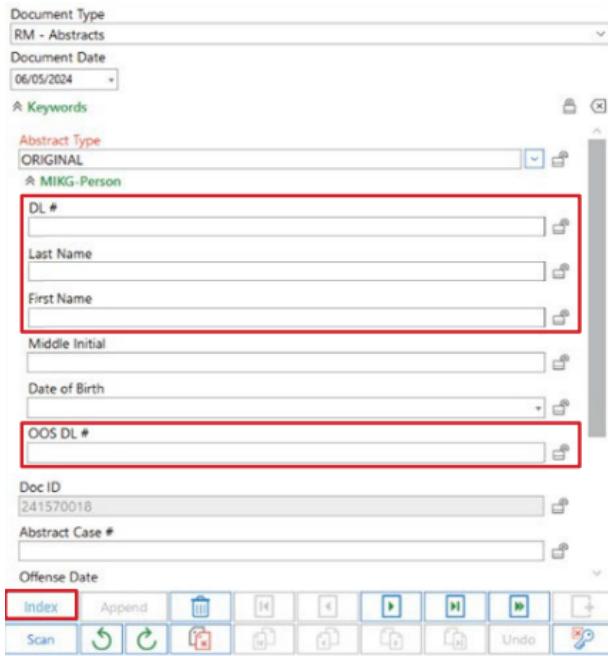
13. If the driver is from out of state and the conviction requires immediate suspension, the Business Support Specialist must also report that suspension.

- To do this, go to the driver's sanction page (navigate from the drop-down next to their name at the top).
- Find 'All Sanctions for Driver' in the drop-down next to 'Sanction Associated View') and click on the matching sanction.
- Verify the information matches, then click 'Report OOSW'.

Dynamics 365 Investigation Sanctions > FRS 1 Suspension

SAVE SAVE & CLOSE NEW DEACTIVATE SET ASIDE ✓ REPORT OOSW NEG

14. The Business Support Specialist switches back to OnBase and indexes the conviction by entering all available information in the batch indexing page and clicking 'Index.'



Document Type: RM - Abstracts  
 Document Date: 06/05/2024  
 Keywords: MIKG-Person  
 Abstract Type: ORIGINAL  
 DL #  
 Last Name  
 First Name  
 Middle Initial  
 Date of Birth  
 OOS DL #  
 Doc ID: 241570018  
 Abstract Case #  
 Offense Date  
 Index Append Scan                         <img alt="Delete icon" data-bbox="100

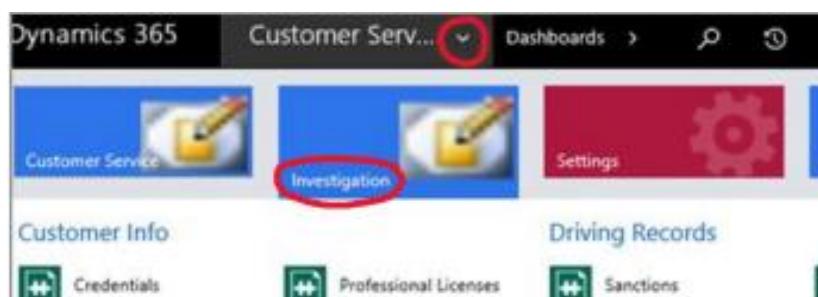
- Carrying hazmat (hazardous material) or
- A combination of these options

at the time of the citation resulting in a conviction then these drivers *must have a CDLIS pointer* before the conviction can be processed.

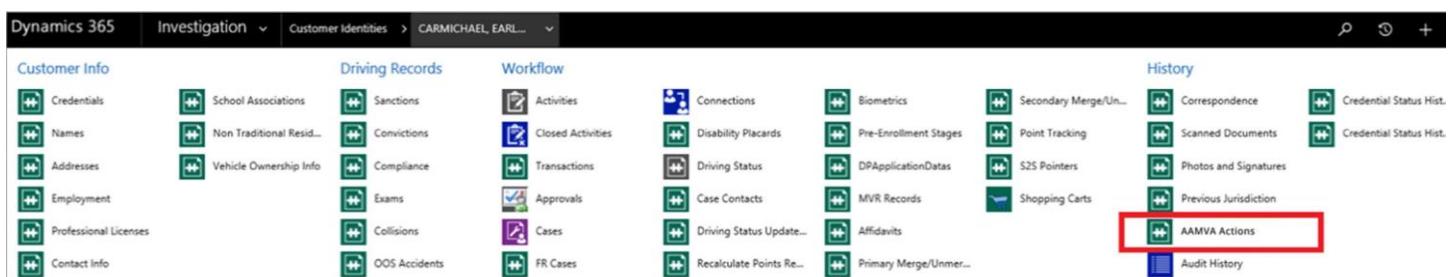
**Proceed to the [CDLIS ORIGINAL INQUIRY IM SEARCH](#).**

### Process #4: PDPS Checks

1. If the driver is from out-of-state, the Business Support Specialist must run both a PDPS SB Search and a CDLIS IM Search to determine whether the driver has a commercial driver license registered in the interstate system. If not, skip to step 6.
  - a. To pull up the interstate search page in D360, click the down arrow next to Customer Service in the black bar at the top, then click 'Investigation'.

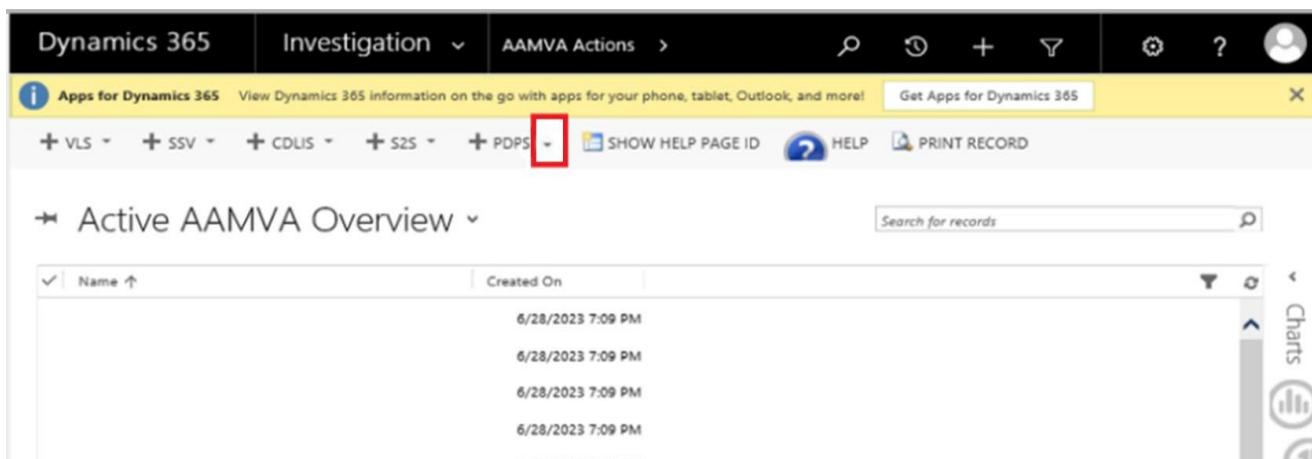


- b. Then click 'AAMVA Actions'.



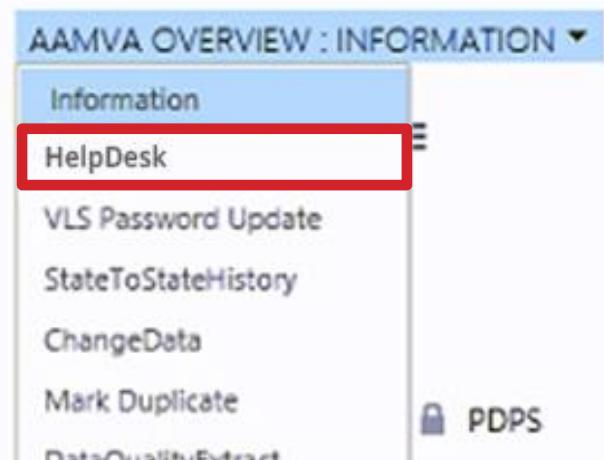
- c. To run the PDPS SB Search, complete the following steps:

- i. Click the down arrow next to PDPS.



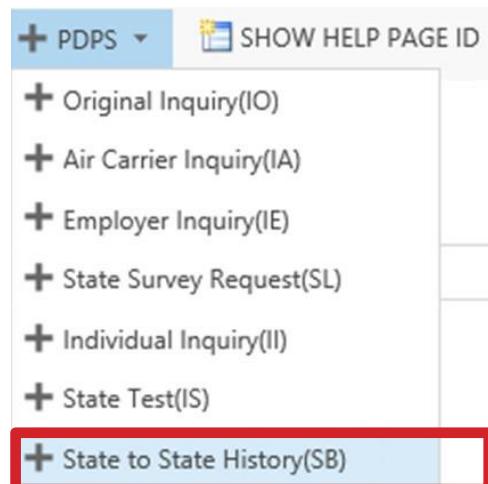
The screenshot shows the Dynamics 365 interface with the 'AAMVA Actions' menu open. The 'PDPS' option is highlighted with a red box. The interface includes a search bar, navigation icons, and a list of recent records.

**NOTE:** If the words above the PDPS SB do not show "AAMVA OVERVIEW : HELPDESK", correct this by using the drop down menu and choose HelpDesk.



The screenshot shows the 'AAMVA OVERVIEW : INFORMATION' menu. The 'HelpDesk' option is highlighted with a red box. Other options include VLS Password Update, StateToStateHistory, ChangeData, Mark Duplicate, and PDPS.

ii. Then click 'State to State History (SB)'.



The screenshot shows the 'AAMVA Actions' menu with the 'State to State History(SB)' option highlighted with a red box. Other options include Original Inquiry(IO), Air Carrier Inquiry(IA), Employer Inquiry(IE), State Survey Request(SL), Individual Inquiry(IL), and State Test(IS).

Add the Driver License Number (DLN) and Licensing State, then click

iii. 'Submit'.

Dynamics 365 | Investigation | AAMVA Actions > PDPS SB > SEARCH +

Apps for Dynamics 365 | View Dynamics 365 information on the go with apps for your phone, tablet, Outlook, and more! | Get Apps for Dynamics 365

SAVE | SAVE & CLOSE | + NEW | **SUBMIT** | + RETRY | ADD TO QUEUE | QUEUE ITEM DETAILS | SHARE | ...

AAMVA OVERVIEW : HELPDESK | PDPS SB

**General**

Application Type	PDPS	Overall Status	--
Message Type	SB	Verified Date	--
First Name	--	Verification Status	Not Verified
Middle Name	--	Date of Birth	--
Last Name	--	Old Date of Birth	--
Suffix Name	--	SSN	--
Old First Name	--	Old SSN	--
Old Middle Name	--	Licensing State*	--
Old Last Name	--	DLN*	--
Gender	--	Old DLN	--
Old Licensing State	--		
DLN*	--		
Old DLN	--		

(If no return, verify the DL# and State adding additional information if available and click +retry. If corrected SB search does not result in a match to an OOS driver, go to [Search D360 for Driver](#) using information from citation to create driver record.)

Message Status will confirm the sending of the message.

CID ↑	Application Ty...	Message Type...	Message Stat...	Created On
97904167-6418...	PDPS	SB	Sent	5/22/2024 12:54 PM

- Double click the StateToStateHistory message. Leave window open with driver information for update or building profile in D360. Note: Overall Status field may show error but if you receive a response, click anyway

CID ↑	Application Ty...	Message Type...	Message Stat...	Created On
22df2eda-0111-...	CDLIS	SB	Sent	6/22/2023 8:36 AM
22df2eda-0111-...	CDLIS	StateToStateHis...	Good	6/22/2023 8:37 AM

EXAMPLE of PDPS response. Additional driver history can be viewed by using the scroll bar to the right.



State: TX  
Date of Birth: [REDACTED]  
DIN: [REDACTED]  
CDL Status: [REDACTED]

Name: [REDACTED]  
Address: [REDACTED]  
SSN: [REDACTED]  
Non CDL Status: [REDACTED]

CSOR In Progress: No

Message Status: Good  
Match Status: Not Processed  
AAMVA XML Message

Override: No

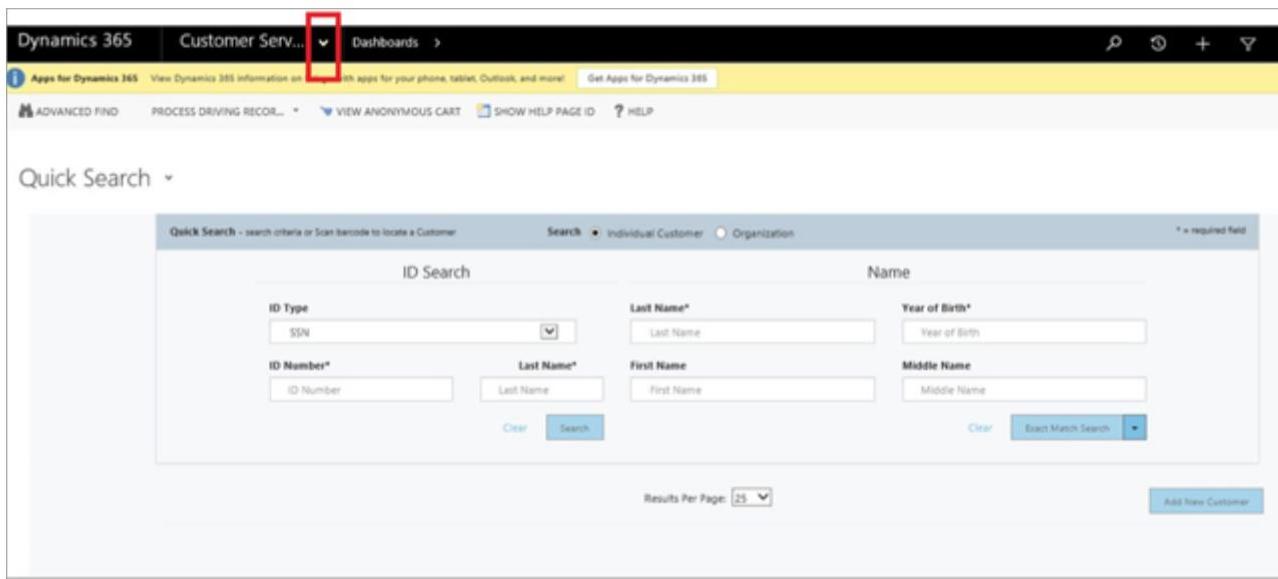
Search Inquiry Response  
Driver Demographics  
Driver Demographic  
Person Name Group

Status: Active

Proceed to [SEARCH D360 FOR DRIVER](#)

## Process #5: CDLIS Original Inquiry IM Search

1. CDLIS Original Inquiry IM Search for the CDL indicator/pointer.
  - a. Click the arrow beside Customer Service in the black bar.



Customer Serv... > Dashboards >

Quick Search

Quick Search - search criteria or Scan barcode to locate a Customer

Search: Individual Customer (radio button selected) Organization (radio button)

ID Search

ID Type: SSN  
Last Name\*: [REDACTED]  
Year of Birth\*: [REDACTED]

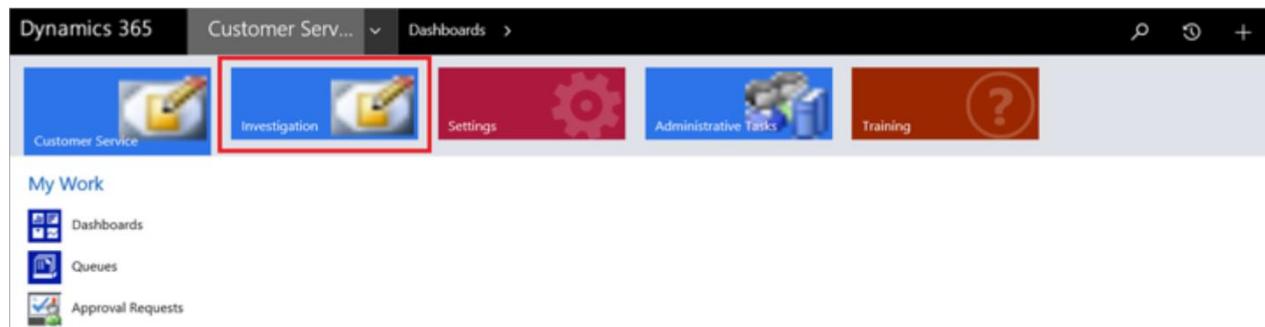
ID Number\*: [REDACTED]  
Last Name\*: [REDACTED]  
First Name\*: [REDACTED]  
Middle Name\*: [REDACTED]

Clear Search Exact Match Search

Name

Results Per Page: 25 Add New Customer

- b. Choose Investigation.



Dynamics 365 Customer Serv... > Dashboards >

Customer Service Investigation Settings Administrative Tasks Training

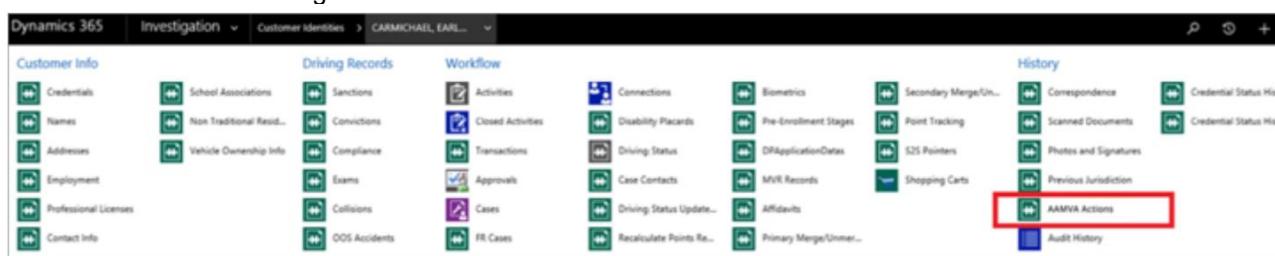
My Work

Dashboards  
Queues  
Approval Requests

- c. Click AAMVA Actions under the heading History. It may be necessary to use the right

# S E R V I C E OKLAHOMA

arrow to go to AAMVA Actions.

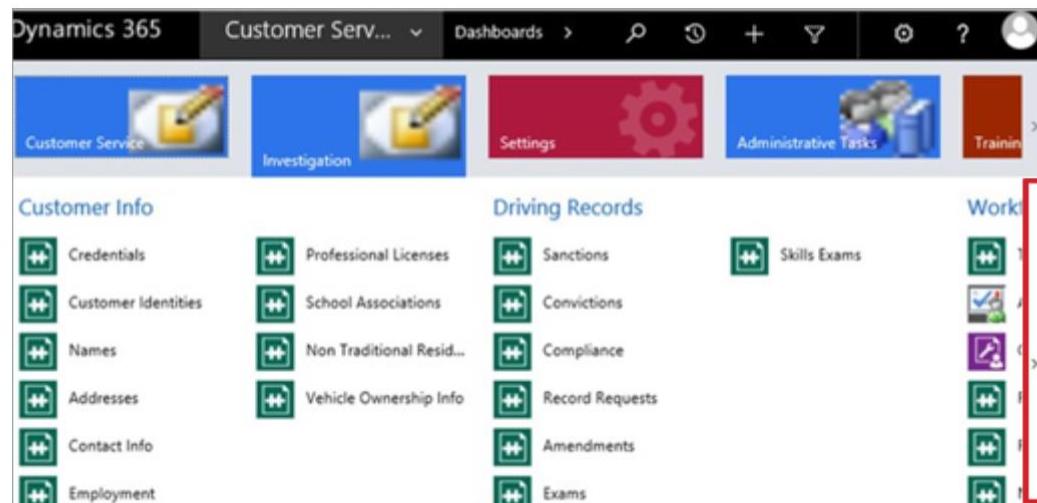


Dynamics 365 | Investigation > customer identities > CARMICHAEL, EARL...

Customer Info | Driving Records | Workflow | History

**History**

- Correspondence
- Scanned Documents
- Scanned Doc Data
- Photos and Signatures
- AAMVA Actions** (highlighted with a red box)
- Previous Jurisdiction
- Audit History



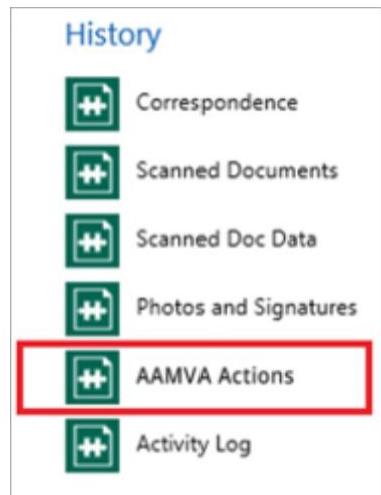
Dynamics 365 | Customer Serv... > Dashboards > ? | Customer Service | Investigation | Settings | Administrative Tasks | Training >

Customer Info | Driving Records | Workflow

**History**

- Correspondence
- Scanned Documents
- Scanned Doc Data
- Photos and Signatures
- AAMVA Actions** (highlighted with a red box)
- Activity Log

d. Click AAMVA Actions.

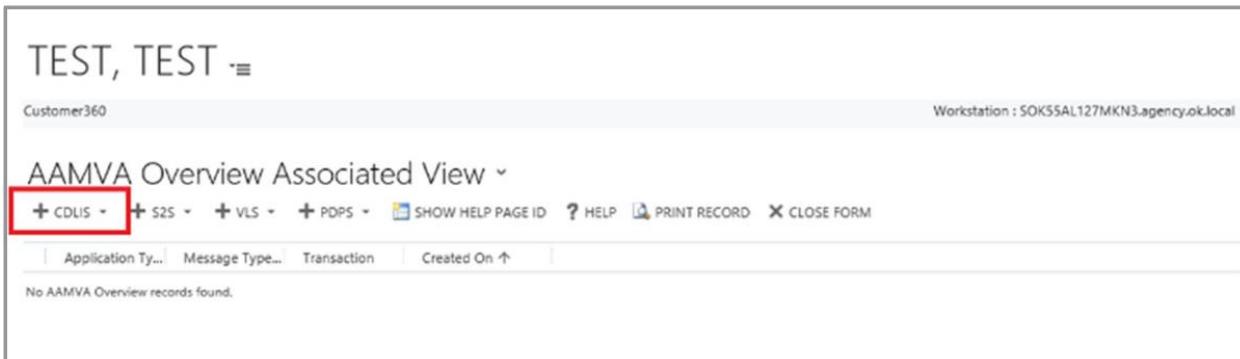


**History**

- Correspondence
- Scanned Documents
- Scanned Doc Data
- Photos and Signatures
- AAMVA Actions** (highlighted with a red box)
- Activity Log

e. To run the CDLIS IM Search, complete the following steps:

i. Click the down arrow next to CDLIS



TEST, TEST

Customer360

Workstation : SOK55AL127MKN3.agency.ok.local

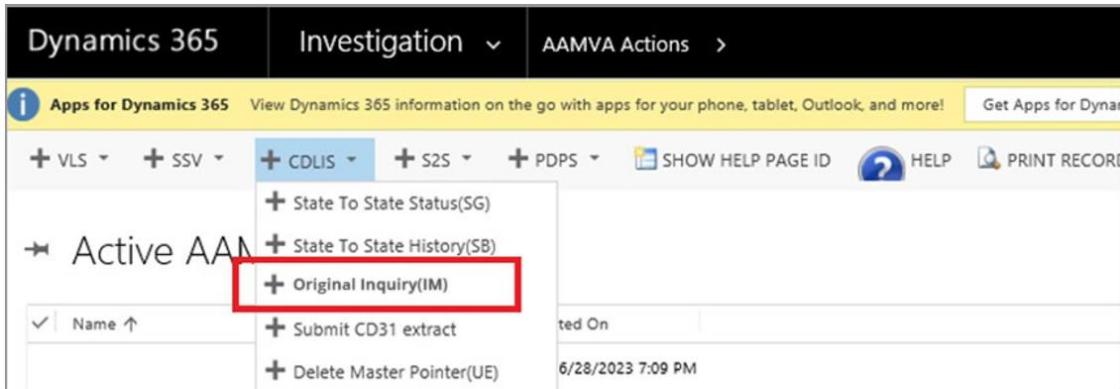
AAMVA Overview Associated View

+ CDLIS + S25 + VLS + PDPS + SHOW HELP PAGE ID ? HELP PRINT RECORD CLOSE FORM

Application Type... Message Type... Transaction Created On ↑

No AAMVA Overview records found.

ii. Then click 'Original Inquiry (IM)'.



Dynamics 365 Investigation AAMVA Actions >

Apps for Dynamics 365 View Dynamics 365 information on the go with apps for your phone, tablet, Outlook, and more! Get Apps for Dyna

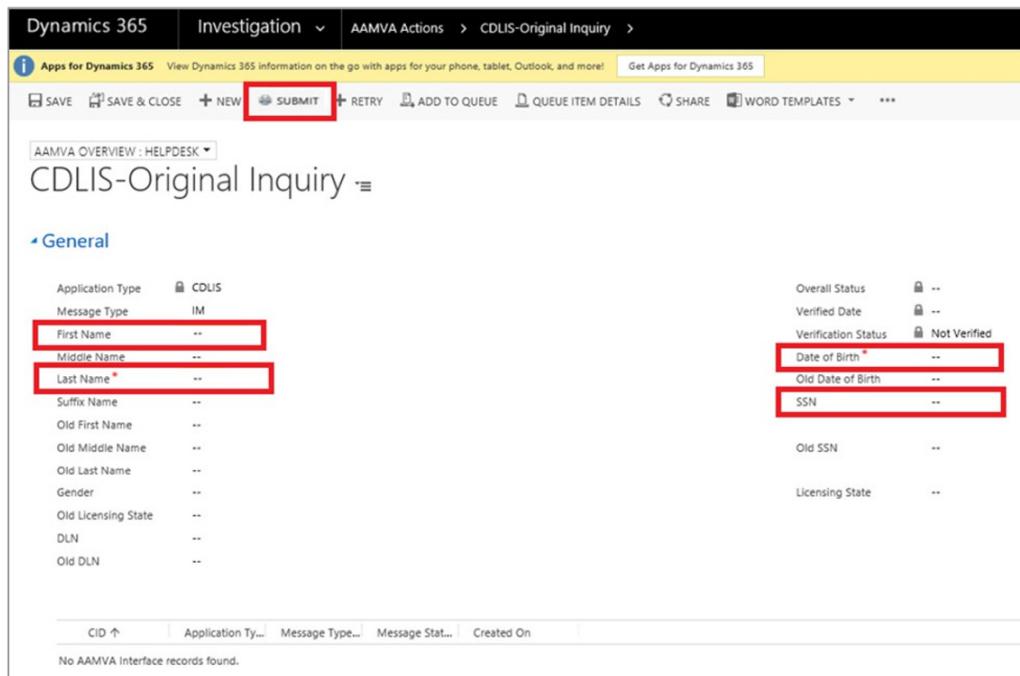
+ VLS + SSV + + CDLIS + + S25 + + PDPS + SHOW HELP PAGE ID ? HELP PRINT RECORD

+ State To State Status(SG)  
+ State To State History(SB)  
+ Original Inquiry(IM)  
+ Submit CD31 extract  
+ Delete Master Pointer(UE)

✓ Name ↑

ted On 6/28/2023 7:09 PM

iii. Add the driver's name, date of birth, and social security number, then click 'Submit'.



Dynamics 365 Investigation AAMVA Actions > CDLIS-Original Inquiry >

Apps for Dynamics 365 View Dynamics 365 information on the go with apps for your phone, tablet, Outlook, and more! Get Apps for Dynamics 365

SAVE SAVE & CLOSE NEW SUBMIT RETRY ADD TO QUEUE QUEUE ITEM DETAILS SHARE WORD TEMPLATES ...

AAMVA OVERVIEW : HELPDESK

CDLIS-Original Inquiry

General

Application Type	CDLIS	Overall Status	..
Message Type	IM	Verified Date	..
First Name	..	Verification Status	Not Verified
Middle Name	..	Date of Birth*	..
Last Name*	..	Old Date of Birth	..
Suffix Name	..	SSN	..
Old First Name	..	Old SSN	..
Old Middle Name	..	Licensing State	..
Old Last Name	..		
Gender	..		
Old Licensing State	..		
DLN	..		
Old DLN	..		

CID ↑ Application Type... Message Type... Message Status... Created On

No AAMVA Interface records found.



iv. In Message Type, there will be a Sent IM message and **SearchInquiryResponse** field. Double click the **SearchInquiryResponse** field.

**NOTE:** Overall Status field may show error but if you receive a response, click **SearchInquiryResponse** anyway.

The screenshot shows the Dynamics 365 interface for the AAMVA Actions - CDLIS-Original Inquiry screen. The 'SearchInquiryResponse' field is highlighted with a red box. The page displays various driver information fields and a table of messages.

CID	Application Ty...	Message Type...	Message Stat...	Created On
47e626d6-5e18...	CDLIS	IM	Sent	5/22/2024 12:15 PM
57e626d6-5e18...	CDLIS	SearchInquiryRe...	Good	5/22/2024 12:15 PM

v. There may be multiple responses. Open each one by double clicking on the row. Review each one to verify all driver information matches with your driver's information. To view all responses on one page, click the box to the right.

The screenshot shows the AAMVA Interface Associated View, which displays multiple responses for the same driver. The 'SearchInquiryResponse' field is highlighted with a red box.

CID	Application Ty...	Message Type...	Message Stat...	Created On
841a3d81-891e...	CDLIS	IM	Sent	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM

Click each response to see if it matches your driver.

The screenshot shows the AAMVA Interface Associated View, which displays multiple responses for the same driver. The 'SearchInquiryResponse' field is highlighted with a red box.

CID	Application Ty...	Message Type...	Message Stat...	Created On
841a3d81-891e...	CDLIS	IM	Sent	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3d81-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM

Sample of response for OOS driver:

State Date of Birth DLN CDL Status	TX [REDACTED]	Name Address SSN Non CDL Status	[REDACTED]	CSR In Progress	No
Message Status Good Match Status Not Processed AAMVA XML Message			Override No		
<a href="#">Search Inquiry Response</a> <a href="#">Driver Demographics</a> <a href="#">Driver Demographic</a> <a href="#">Person Name Group</a>					
Status	Active				

- ◊ If there is only one match, the driver has a CDLIS pointer in that state.
  - The CDLIS pointer information that matches the driver should be from the same state as the driver license used for the ticket/conviction.
  - Proceed to AAMVA [PDPS STATE TO STATE HISTORY SB](#) to obtain the Driver's address.
- ◊ If the pointer does not show up for the CDL, CMV or Hazmat driver report to your lead or supervisor. Lead will contact by phone or email the state of record and request that they add the CDLIS pointer. Once the pointer has been added, then the conviction information may be entered starting with [CDLIS Original Inquiry IM Search](#).
- ◊ If multiple pointers match your driver, report to your lead or supervisor. Lead reports multiple pointers to the Driver License or CDL Helpdesk to research through OLETS to find the most recent state of issuance. The most recent state of issuance will be contacted by phone or email to report that they must pull the pointer(s) from the previous state(s). Once the driver has only one pointer then the conviction information may be entered starting with [CDLIS Original Inquiry IM Search](#).

In the event it is determined that the agent is working on a conviction for an Oklahoma CDL, CMV or Hazmat driver who does not show an Oklahoma pointer response by receiving this message during the CDLIS IM check: of "The state of record is also the state of inquiry", an Oklahoma CDLIS Pointer will need to be added.

05da05cf-7e44-ef11-b899-005056886e34	
State Date of Birth DLN CDL Status	Name Address SSN Non CDL Status
CSR In Progress No	
Message Status Good Match Status No Match AAMVA XML Message	
<a href="#">Search Inquiry Response</a> : The state of record is also the state of inquiry.	

### 1. To add a pointer, choose CDLIS dropdown and +Add Pointer(UA).

- + CDLIS + S2S + VLS
- + Original Inquiry(IM)
- + Delete Master Pointer(UE)
- + State To State Status(SG)
- + State To State History(SB)
- + Update Aka Data(UK)
- + Change Data(UC)
- + Mark Driver Unique(UG)
- + Add Pointer(UA)

- a. Enter driver first name, middle name, last name and date of birth, driver license number, licensing state and social security number.
- b. Click Submit.
- c. Message type UA and AddNewdriverR... shows that pointer has been added
- d. Sample of pointer response for Oklahoma driver:

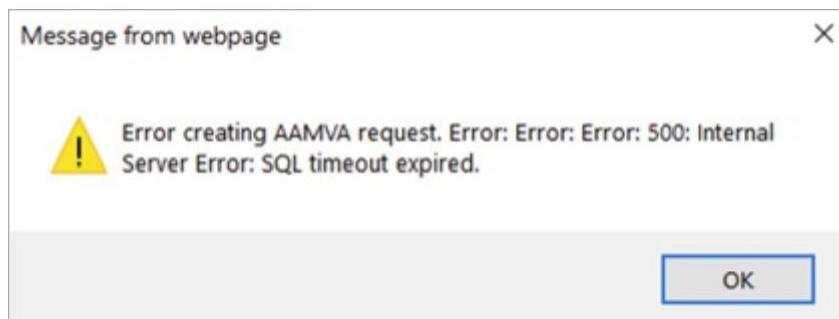
Message Status <b>Good</b>	Override <input checked="" type="checkbox"/> <b>No</b>
Match Status <b>No Match</b>	
AAMVA XML Message	
<b>Search Inquiry Response</b> : The state of record is also the state of inquiry.	

**NOTE:** If the driver is CDL certified and no pointers are returned, the Business Support Specialist notifies the team lead, who contacts the state of record to request a pointer be added.

**NOTE:** The convictions team is also responsible for amendments, move citations, and Title 22 removals. Amendments are edits to existing convictions, moves citations move a conviction from one driver's record to another, and Title 22 removals delete convictions entirely. In all three cases, the court mails or emails a request directly to the Business Support Services team. The team lead then makes the appropriate changes in D360 and notifies the state of record if the driver is from out of state.

## Process #6: Troubleshooting Convictions

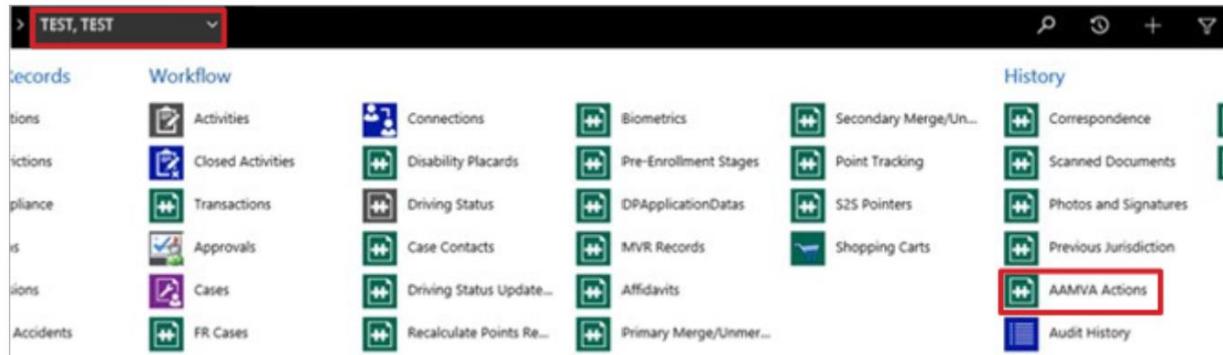
1. If the REPORT OOSC does not complete you may or may not get the error message. There are two ways to trouble shoot this error.



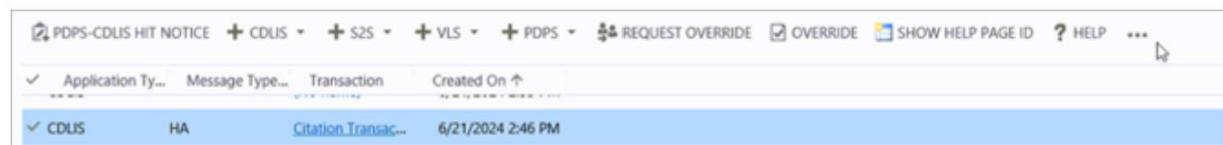
- a. AAMVA CD90.4.1 Out of State Transaction Report
- b. Check the AAMVA history in the customers record for the HA (Report Out-of-State Conviction) message transmission verification.
  - i. Check the AAMVA history in the customers record for the HA message transmission verification.

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ii. On the customer record go to drop down menu to the right of the customer's name. Select AAMVA Actions.



2. In the AAMVA history, the HA message will indicate that the Report OOSC was sent but you may need to click into the transaction to view the status of the response.



3. For example: The HA message sent but Overall Status is Error: Broken Pinter Detected. Other message may be "Court Type Missing" which will indicate the field of missing information in the conviction details.



4. If the HA message is not in the AAMVA history proceed to [AAMVA CD90.4.1 Out of State Transaction Report](#)

S E R V I C E  
OKLAHOMA

CD90.4.1 Out of State Transactions Report

Run on: 3/5/2024 10:27:46 AM  
Report Processing Period: From: 2/25/2024 4:00:00 AM To: 3/5/2024 4:00:00 AM  
Report Status: ALL/OWNER: OK  
Transaction Status: ALL/OWNER: OK  
Transaction Type: Report Out of State Conviction  
Message: State Conviction ST-DLN ALL  
Report Type: Out of State Conviction: 3/5/2024 3:00:00 AM. Warning: Data in this report may be incomplete. Specifically, data changes that may have occurred between the Reporting Agency and the State of Louisiana may not be reflected in this report.  
AARRN - Confidential

**AAMVA CD90.4.1 Out of State Transaction Report**

1. AAMVA CD90.4.1 Out of State Transaction Report will show receiving and transmitting convictions and withdrawals. The report will also show any errors and reason for the error.
  - a. Find the driver on the report
  - b. The reason for an unsuccessful transmission will be shown.
  - c. Go to the Conviction on the driver record.
  - d. Correct the error.
  - e. Select save.
  - f. Select Report OOSC, again.



## References

### SOK Documentation

1. Ticket Sorting Manual01

