



Convictions

Business Support Services

3-26-2025



Contents

Revision History	2
Overview	2
Purpose	2
Policy Statement	2
Compliance	2
Systems	3
Roles	3
Procedures	4
Process #1: Initial Processing	4
Process #2: Processing Oklahoma Driver	17
Process #3: Processing OOS Driver	17
Process #4: PDPS Checks	18
Process #5: CDLIS Original Inquiry IM Search	21
Process #6: Troubleshooting Convictions	26
SOK Documentation	29



Revision History

Effective Date of SOP: 3/26/2025	SOP Number: J.02
Functional Area Name: Business Support Services	Division Name: Suspensions
Last Review Date: 2/10/2025	Last Reviewer: Business Support Services Manager
Next Review Date: 3/26/2026	Next Reviewer: Business Support Services Manager
Executive Approval Date: 3/26/2025	Approved By: 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.



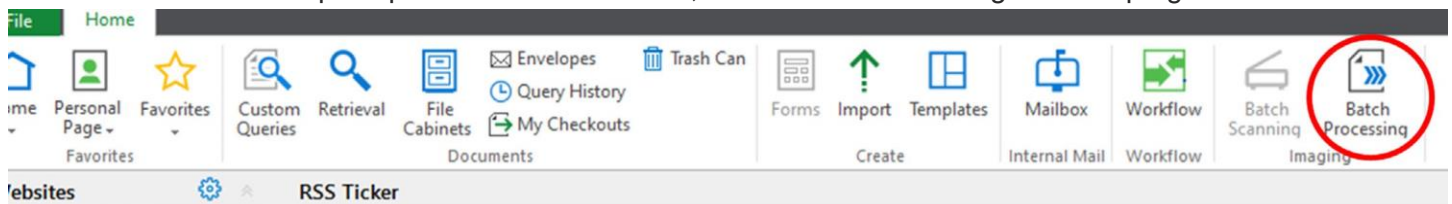
Procedures

Process #1: Initial Processing

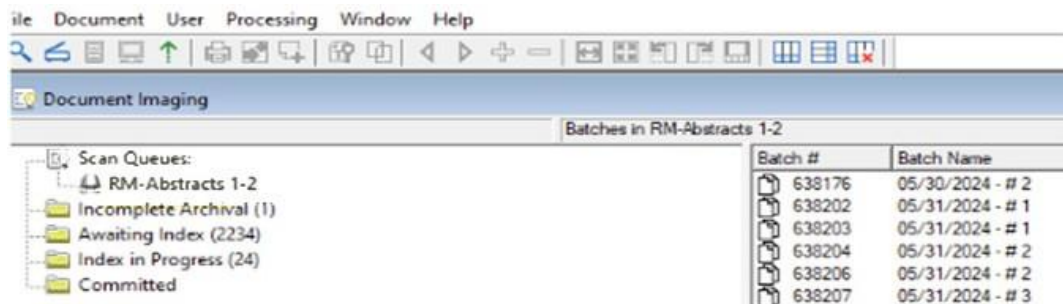
1. A conviction is a court decision made concerning a citation (ticket) that was issued during a traffic stop. Courts send convictions to SOK for processing. Convictions can be sent in three forms: Digital integration, email, or mail. Digital integration convictions go straight into D360, but the Central 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 of 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



b. Then under 'Scan Queues', scroll down and click 'RM-Abstracts 1-2, 3-4, or 5-6'.



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.

e. Leave OnBase open and switch over to D360.

- Convictions – SOP J.02
Page | 6



year of birth.

Quick Search ▾

The screenshot shows the 'Quick Search' interface. A red box highlights the 'Name' section, which includes fields for 'Last Name*', 'Year of Birth*', 'First Name', and 'Middle Name'. Below these fields is a dropdown menu with options: 'Exact Match Search', 'Exact Match', 'Partial Match', and 'Sounds Like'. The 'Exact Match Search' option is selected. The 'ID Search' section on the left includes fields for 'ID Type' (set to 'Credentials'), 'ID Number*', and 'Last Name*'. The 'Results Per Page' is set to 25. An 'Add New Customer' button is visible at the bottom right.

6. If driver found in D360 and:
 - a. 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.
 - i. 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 \(IM\)](#)
 - b. 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.
 - c. If update is needed proceed to [UPDATE DRIVER RECORD](#)
 - d. If no update is required proceed to [ADD CONVICTION](#)
 - e. If driver not found proceed to [BUILD A SETUP PROFILE](#)
7. Build a Setup Profile
 - a. When driver info has no results found, click "Add New Customer".

The screenshot shows the 'Quick Search' interface with the same fields as the previous image. The 'Last Name' field is filled with 'Smith' and the 'Year of Birth' field is filled with '1990'. The 'First Name' field is filled with 'Training' and the 'Middle Name' field is filled with 'Customer'. The 'Exact Match Search' dropdown is still selected. Below the search fields, a yellow banner displays the message 'No results were found.' The 'Add New Customer' button is highlighted with a red box.

- b. 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 ☐

Middle Name --

No Middle Name ☐

Suffix --

Date of Birth * --

Out of State Information

OOS DLN --

OOS Licensed State --

c. Click Customer 360.

Transaction : Add Customer - prosperr

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.**

Other CDL

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

Eye Color --

Height --

Weight --

Demographics

State of Birth --

Country of Birth * --

Update Reason * --

More Information Obtained

Addresses

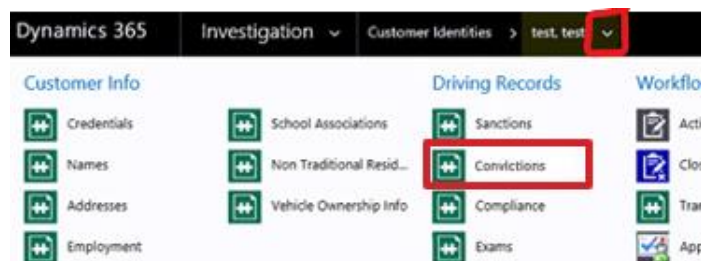
+

- 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.

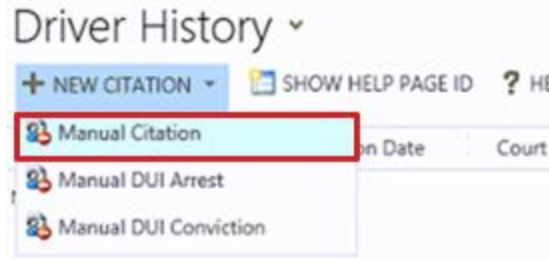
- f. Proceed to [ADD CONVICTION](#)

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.



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

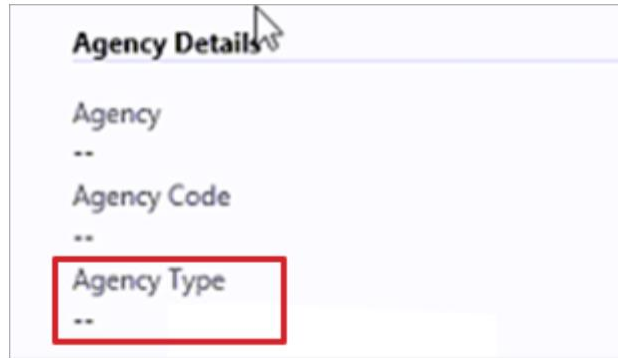
a. General section:

- i. Conviction number from court in the Citation and Citation Number fields.
- ii. 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).

- i. The dropdown menu shows 23 options.

- ii. 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
--

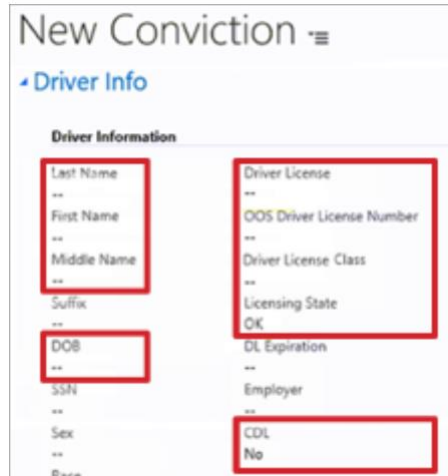
Disposition
--

Convicting State
CK

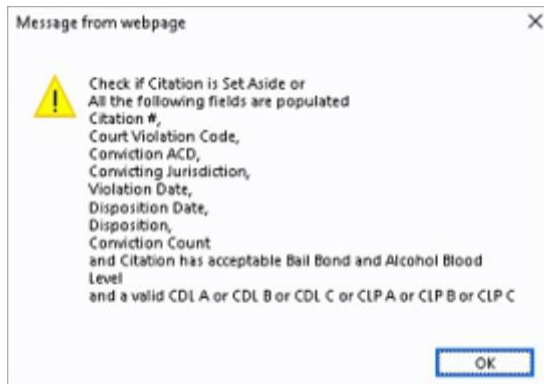
Conviction Count
--

- 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.



- 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.)

- 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 ▾

+ CDLIS ▾ + S2S ▾ + VLS ▾ + PDPS ▾ EXCEL TEMPLATES ▾ SHOW HELP PAGE ID ? H

✓ Application Ty...	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

AAMVA OVERVIEW - HELP PAGE ▾

ReportOutOfStateConviction ≡

General

Application Type **CDLIS**

Message Type **HA**

First Name --

Middle Name --

Overall Status **Transaction completed.**

Verified Date **9/13/2024**

Verification Status **Verified**

Date of Birth --

- i. If you receive an error or if the conviction does not appear, proceed to the [TROUBLE SHOOTING CONVICTON](#) 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 ILL5

Conviction ACD D36

CDL Holder Yes

Commercial No

Hazmat No

Count --

Occurrence 1

Withdrawal Type Suspension

Withdrawal ACD D36

- 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 SAVE & CLOSE + NEW DEACTIVATE SET ASIDE **REPORT OOSW** NEGATE OOSW CANCEL SANCTION CREATE MOD CASE ***

SANCTION ▾

FR5 1 Suspension

Customer Identity: [Redacted] Transaction Id: [Redacted]

General

Sanction: FR5 1 Suspension

Customer Identity: [Redacted]

Conviction: (No name)

Conviction Id: --

Citation Number: M518979

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 ? H

✓	Application Ty...	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	--
Suffix Name	--	CCN	--

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.'

15. If the conviction requires immediate suspension or revocation, CPD prints the correspondence generated by D360, and mails it to the driver. If not, the process is complete.

Process #2: Processing Oklahoma Driver

If the driver is an Oklahoma driver and the conviction is from an Out of State Court / Jurisdiction / SDLA and the Oklahoma driver shows a credential under the identity panel of CDL or CLP OR the documentation indicates that CDL, CMV or Hazmat equals Y or 1, these must be returned to the submitting state to be filed electronically. Per FMCSA EEE requirements processors should call or email the SOR for instructions of how to return the document for CDLIS transmission. Processors should verify the Oklahoma driver has a valid CDLIS Pointer by completing a CDLIS IM. **If no pointer is found, the processors must add the pointer.** Instructions can be found by clicking that link or scrolling to the bottom of this document.

If the driver is an Oklahoma driver proceed to [Search D360 for Driver](#).

Process #3: Processing OOS Driver

For every OOS (out of state) driver the agent will check for a CDLIS IM pointer.

- Even if OOS driver does not currently hold a CDL they may already have a pointer due to previous actions. Previous actions could be that they once held a CDL but downgraded, they applied for CLP but did not complete the process, or received a previous conviction in CMV, CDL, or hazmat.
- If the conviction was for an OOS (out of state) driver who was:
 - CDL (commercial driver license) holder or
 - Driving a CMV (commercial motor vehicle) or

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

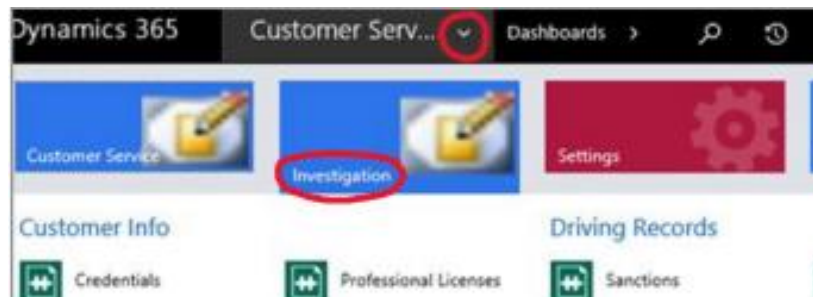
at the time of the citation resulting in a conviction then these drivers *must have a CDLIS pointer* before the conviction can be processed.

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

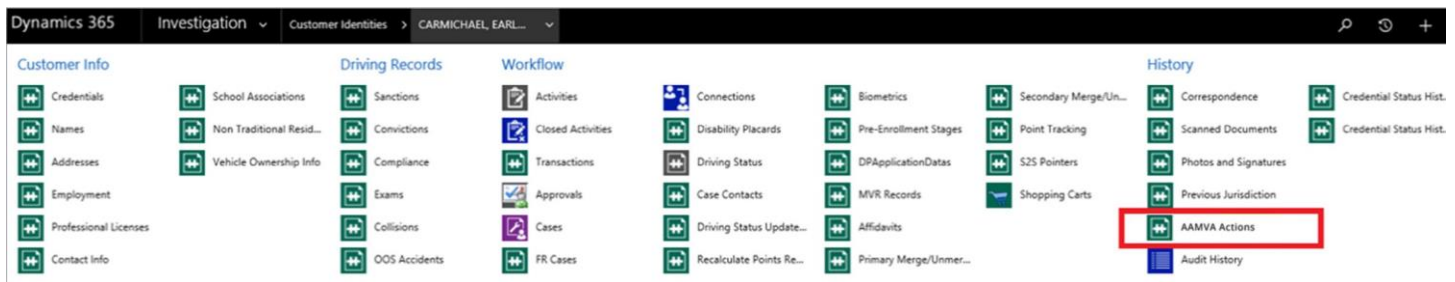
Process #4: PDPS Checks

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.

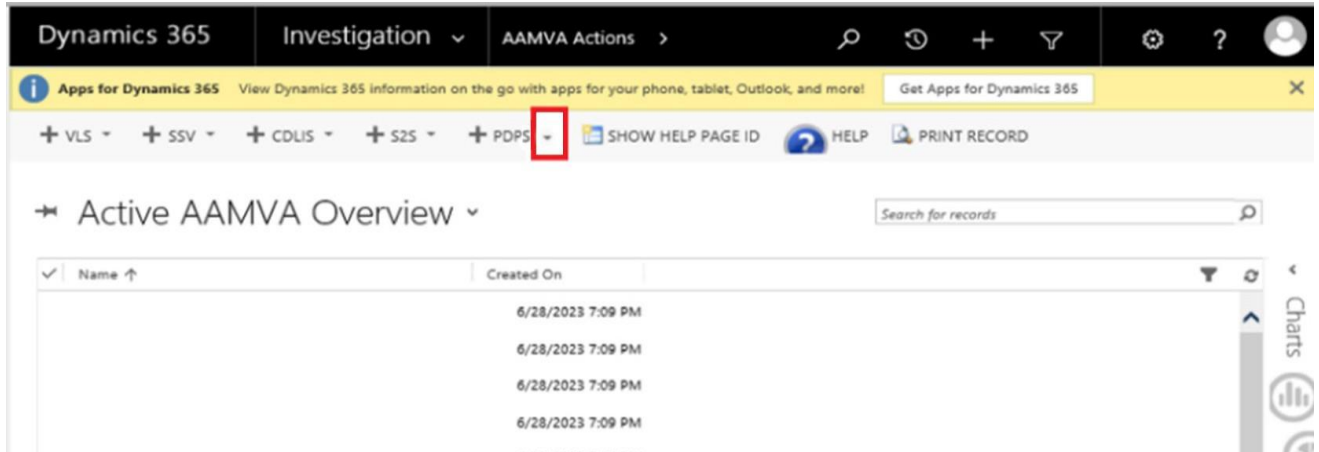
- a. To pull up the interstate search page in D360, click the down arrow next to Customer Service in the black bar at the top, then click 'Investigation'.



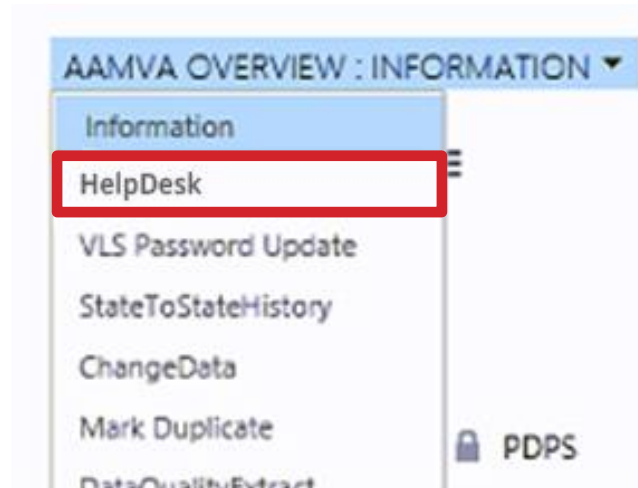
- b. Then click 'AAMVA Actions'.



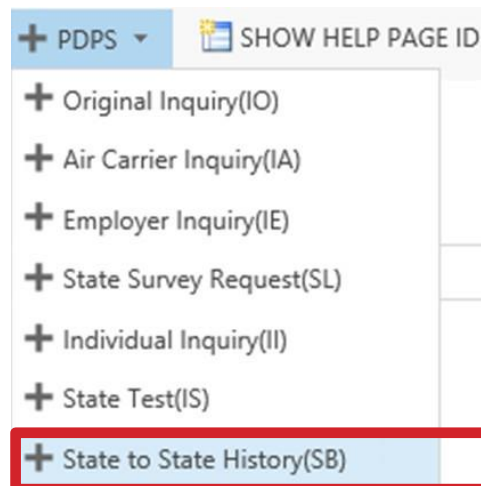
- c. To run the PDPS SB Search, complete the following steps:
 - i. Click the down arrow next to PDPS.



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.



ii. Then click ‘State to State History (SB)’.



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

iii. ‘Submit’.

Dynamics 365 Investigation AAMVA Actions > PDPS SB

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 Licensing State	--		
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

- a. 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] DLN [REDACTED] CDL Status [REDACTED]	Name [REDACTED] Address [REDACTED] SSN [REDACTED] Non CDL Status [REDACTED]	CSOR In Progress No Override No
Message Status Good Match Status Not Processed AAMVA XML Message [REDACTED]		
<div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Search Inquiry Response</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Driver Demographics</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Driver Demographic</div> <div style="background-color: #f0f0f0; padding: 2px;">Person Name Group</div> </div>		
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.

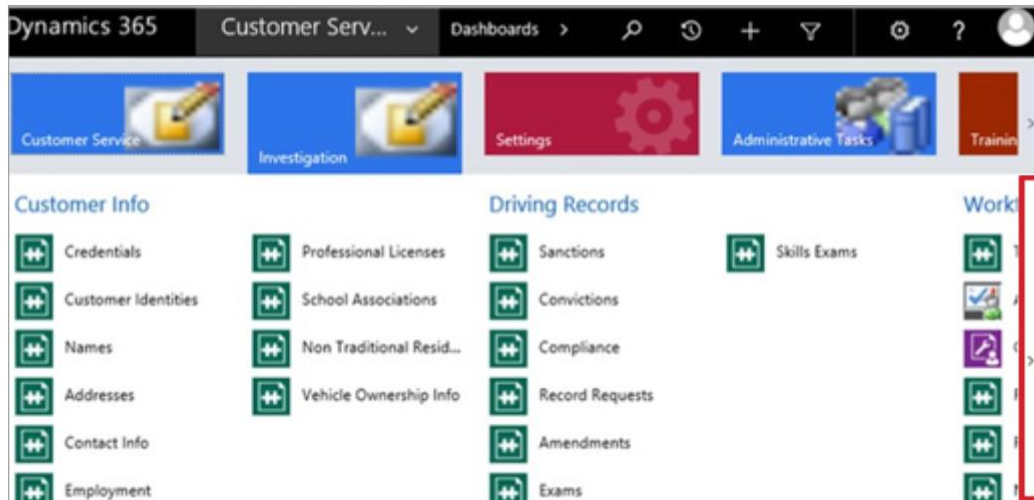
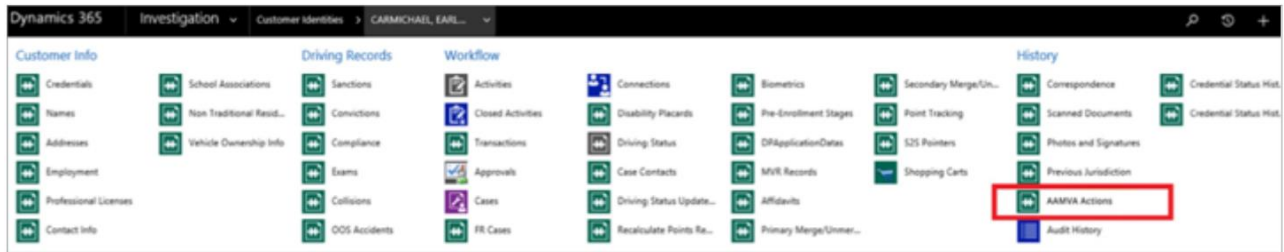
The screenshot shows the Dynamics 365 Customer Service interface. The top navigation bar includes 'Dynamics 365', 'Customer Serv...' (highlighted with a red box and a dropdown arrow), and 'Dashboards'. Below the navigation bar, there's a 'Quick Search' section with a search bar and filters. The search bar is set to 'Individual Customer' and 'Organization'. The search criteria are 'ID Search' and 'Name'. The search results are displayed in a table with columns for ID Type, ID Number, Last Name, First Name, Middle Name, and Year of Birth. The 'ID Type' dropdown is set to 'SSN'. The 'ID Number' field is empty. The 'Last Name' field is empty. The 'First Name' field is empty. The 'Middle Name' field is empty. The 'Year of Birth' field is empty. The search results are displayed in a table with columns for ID Type, ID Number, Last Name, First Name, Middle Name, and Year of Birth. The 'ID Type' dropdown is set to 'SSN'. The 'ID Number' field is empty. The 'Last Name' field is empty. The 'First Name' field is empty. The 'Middle Name' field is empty. The 'Year of Birth' field is empty.

- b. Choose Investigation.

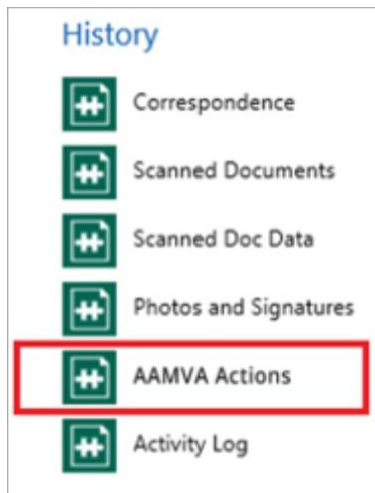
The screenshot shows the Dynamics 365 Customer Service interface. The top navigation bar includes 'Dynamics 365', 'Customer Serv...' (highlighted with a red box and a dropdown arrow), and 'Dashboards'. Below the navigation bar, there's a 'My Work' section with a list of tasks: 'Dashboards', 'Queues', and 'Approval Requests'. The 'Investigation' button in the top navigation bar is highlighted with a red box.

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

arrow to go to AAMVA Actions.



d. Click AAMVA Actions.



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



- i. Click the down arrow next to CDLIS

TEST, TEST

Customer360 Workstation : SOKSSAL127MKN3.agency.ok.local

AAMVA Overview Associated View

+ CDLIS + S2S + VLS + PDPS SHOW HELP PAGE ID ? HELP PRINT RECORD X CLOSE FORM

Application Ty... 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 Dynar

+ VLS + SSV + CDLIS + S2S + PDPS SHOW HELP PAGE ID ? HELP PRINT RECORD

Active AAM

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

Name 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 : HELPDASK

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 Ty... Message Type... Message Stat... 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.

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

CID ↑	Application Ty...	Message Type...	Message Stat...	Created On

Click each response to see if it matches your driver.

CID ↑	Application Ty...	Message Type...	Message Stat...	Created On
841a3cd1-891e...	CDLIS	IM	Sent	5/30/2024 8:35 AM
841a3cd1-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3cd1-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3cd1-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM
841a3cd1-891e...	CDLIS	SearchInquiryRe...	Good	5/30/2024 8:35 AM

Sample of response for OOS driver:

State	TX	Name	[REDACTED]	
Date of Birth	[REDACTED]	Address	[REDACTED]	
DLN	[REDACTED]	SSN	[REDACTED]	
CDL Status	[REDACTED]	Non CDL Status	[REDACTED]	CSOR In Progress No

Message Status: Good

Match Status: Not Processed

AAMVA XML Message

Search Inquiry Response

Driver Demographics

Driver Demographic

Person Name Group

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	Name	
Date of Birth	Address	
DLN	SSN	
CDL Status	Non CDL Status	CSOR In Progress No

Message Status: **Good**

Match Status: **No Match**

AAMVA XML Message

Search Inquiry Response : 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:

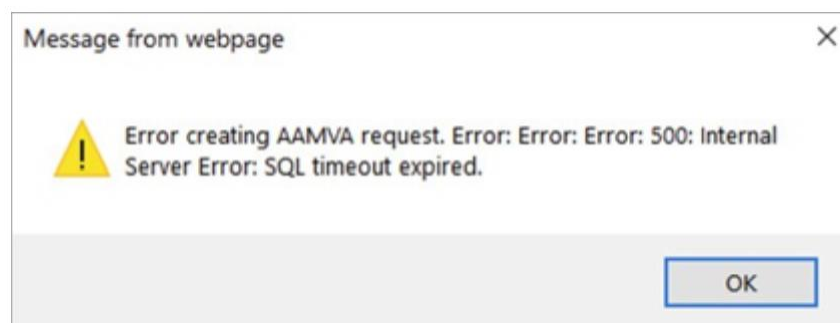
Message Status Good	Override <input type="checkbox"/> No
Match Status No Match	
AAMVA XML Message <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Search Inquiry Response : The state of record is also the state of inquiry. </div>	

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.

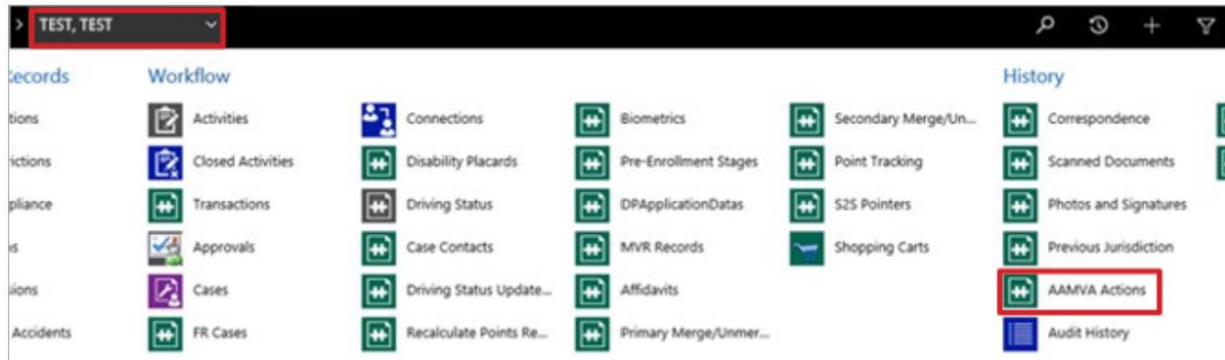
Process #6: Troubleshooting Convictions

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.

- 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.

PDPS-CDLIS HIT NOTICE	+ CDLIS	+ S2S	+ VLS	+ PDPS	REQUEST OVERRIDE	OVERWRITE	SHOW HELP PAGE ID	HELP	...
✓ Application Ty...	Message Type...	Transaction	Created On ↑						
✓ CDLIS	HA	Citation Transac...	6/21/2024 2:46 PM						

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.

AAMVA OVERVIEW | HELPDESK

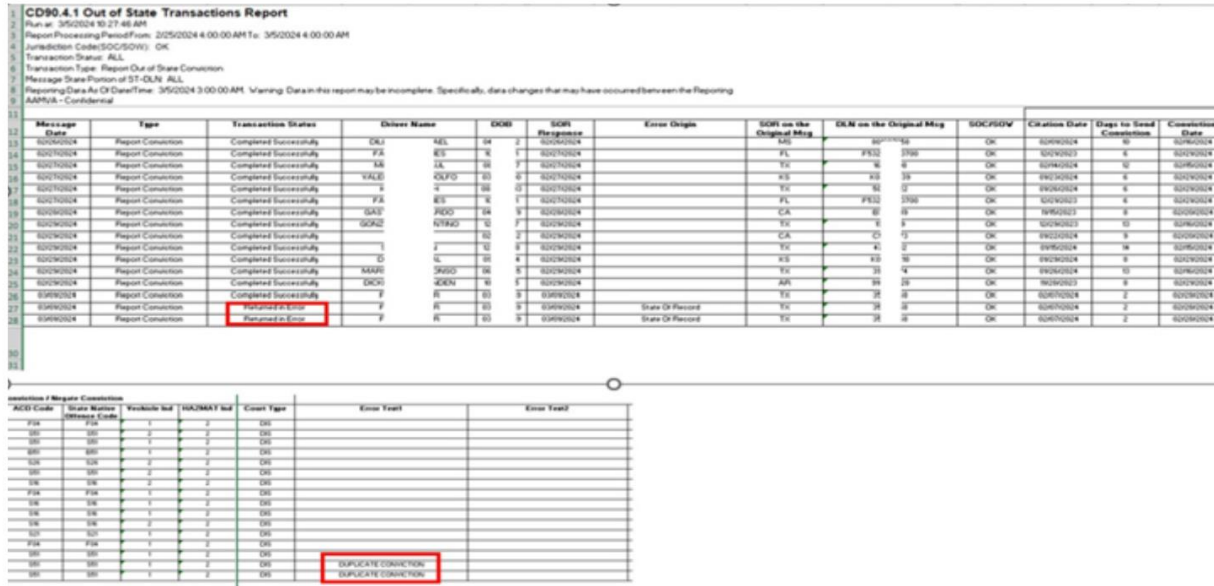
ReportOutOfStateConviction

General

Application Type	CDLIS	Overall Status	ERROR: Broken Pointer Detected
Message Type	HA	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 Ty...	Message Type...	Message Stat...	Created On
eebf340-0477...	CDLIS	HA	Sent	9/25/2024 2:12 PM

4. If the HA message is not in the AAMVA history proceed to [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

