



# Credential Reinstatements Processing

Compliance – Hearing Officers

2-21-2025



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## Revision History

<b>Effective Date of SOP:</b> 2/21/2025	<b>SOP Number:</b> SOP N.05
<b>Functional Area Name:</b> Compliance	<b>Division Name:</b> Compliance Hearing Officers
<b>Last Review Date:</b> 2/19/2025	<b>Last Reviewer:</b> Jessica Stanco, Compliance Lead
<b>Next Review Date:</b> 2/19/2026	<b>Next Reviewer:</b> Compliance Supervisor
<b>Executive Approval Date:</b> 2/21/2025	<b>Approved By:</b> Jaclyn McDuffey, Chief Product & Experience Officer

## Overview

These Standard Operating Procedures (SOP) describe how to process the reinstatements of a credential after the holder has served the full duration of their suspension/revocation.

## Purpose

This SOP provides step-by-step instructions (with visual guidance) on how to process the reinstatement of a credential in D360.

## Policy Statement

These procedures apply only to customers that are eligible for credential reinstatement, which requires serving the full duration of their suspension/revocation period, fully paying off any sanction and reinstatement fees, and fully meeting all requirements of the court.

## Compliance

[47 O.S. § 6-212 \(OSCN 2025\)](#) – Conditions for Reinstatement  
[47 O.S. § 7-506 \(OSCN 2025\)](#) – Driving Privilege Reinstatement Fee

## Systems

D360 – System of record used to process reinstatements and issue new credentials.

## Roles

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

Role	Responsibilities
Compliance Hearing Officer	Processes the reinstatement; removes all non-compliant items and creates the reinstatement notice.
Driver License Examiner	Processes the issuance of a new credential.

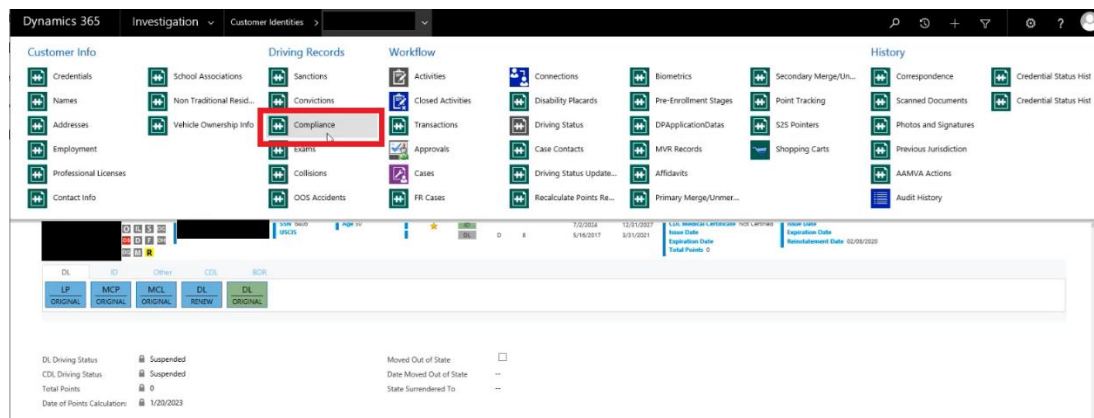
## Procedures

After a customer has served the full duration of their driver license suspension/revocation and has fully met all requirements of the court, they become eligible to have their driving privileges reinstated. The customer will need to meet with a Service Oklahoma driver compliance hearing officer to have the reinstatement processed, before they are able to have their license issued by a driver license examiner.

They are required to bring the receipt/release from the court and either a money order or cashier's check equal to their remaining balance of sanctions and reinstatement fees (unless they are paying by card). Depending on the type of suspension, they may also be required to bring additional documents (e.g. ADSAC certificate of completion or proof of insurance).

### Steps

1. Enter the D360 system and find the customer's file using Quick Search.
2. Navigate through the top menu to the "Compliance" tab.



3. This will open the "Non-Compliant Items" tab. Click on all "Sanction" and "Reinstatement" fees, then click "Comply". If there are any non-compliant items that require the scanning of a document (e.g. ADSAC) to become compliant, scan them in.

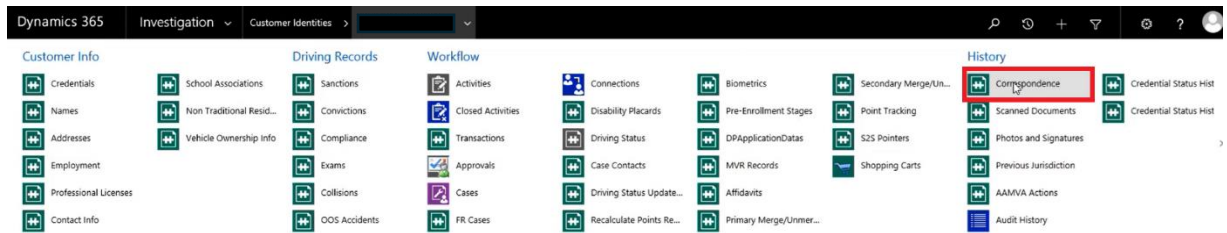
**NOTE:** If there are multiple items with "Reinstatement" as the "Fee Type", you only need to click on **one** of the reinstatement items.

Non-Compliant Items

WAIVE FEE **COMPLY** SHOW HELP PAGE ID ? HELP PRINT RECORD X CLOSE FORM

Violation Date	Court Violation	Conviction AC	Requirement	Required Scan	Fee Type	Reinstatement	Completion D	Citation Num	Case Number	Document ID	Court Type	City Name	County Name	Sanction
4/15/2023	B89	D53	Pay Fee		Reinstatement	\$25.00					Municipal	MOORE	Cleveland	889 1 Suspe
7/13/2019	DR4	A12	Pay Fee		Reinstatement	\$25.00	2/8/2020				Administrative	OKLAHOMA CITY	OKLAHOMA	369
4/15/2023	B89	D53	Pay Fee		Sanction	\$20.00					Municipal	MOORE	Cleveland	889 1 Suspe
7/13/2019	DR4	A12	Pay Fee		Sanction	\$290.00	2/8/2020				Administrative	OKLAHOMA CITY	OKLAHOMA	369

4. Return to the top menu and click "Correspondence".



- Once on the “Correspondence Associated View” tab, click “Create Correspondence.”



- Open the customer’s “Identity Panel” and scroll down to the “Credentials/Placards” section. Click on the entry for their driver license.

## Credentials/Placards

### Credentials

Credential Status	Credential Ty...	Issuance Type (Tra...	Issuance Date...	Expiration Dat...	Real ID Conforman...	Surren
Inactive	Standard DL	Issue Standard DL	1/24/2025	1/31/2029	2: State custom rules	
Active	State ID Card	Renew ID Card	7/2/2024	12/31/2027	1: Conformant with...	
Inactive	State ID Card	Renew ID Card	7/6/2021	12/31/2023	1: Conformant with...	
Expired	Standard DL	Load	5/16/2017	3/31/2021	2: State custom rules	

- If the customer had any restrictions placed on their credential due to the violation (i.e. PDLP, modified license, restricted license), remove them from the credential.

### Restrictions

0 - Motorcycle only	<input type="checkbox"/>	2 - Corrective Lenses or Left Outs	<input type="checkbox"/>	4 - Automatic Transmission	<input type="checkbox"/>	5 - Turn Indicators, Power Steerin	<input type="checkbox"/>
6 - Food, fruit or candy within re	<input type="checkbox"/>	7 - Automatic Transmission or Ar	<input type="checkbox"/>	9 - Must be accompanied by a dr	<input type="checkbox"/>	A - Motorcycle Learner's License	<input type="checkbox"/>
B - Corrective Lenses	<input type="checkbox"/>	E - No Manual Transmission Equi	<input type="checkbox"/>	F - Left Outside Mirror	<input type="checkbox"/>	G - Daylight Driving	<input type="checkbox"/>
J - Farm Permit	<input type="checkbox"/>	K - Intrastate Driving Only CMV	<input type="checkbox"/>	L - No Air Brake Equipped CMV	<input type="checkbox"/>	M - No Class A Passenger Vehicle	<input type="checkbox"/>
N - No Class A or B Passenger Ve	<input type="checkbox"/>	O - No Tractor Trailer CMV	<input type="checkbox"/>	P - No Passengers in CMV Bus	<input type="checkbox"/>	R - Interlock Device	<input type="checkbox"/>
T - Graduated Driver License	<input type="checkbox"/>	U - Forty-five MPH	<input type="checkbox"/>	V - Medical Variance	<input type="checkbox"/>	X - No Cargo in CMV Tank Vehicl	<input type="checkbox"/>
Y - Biopic Lenses	<input type="checkbox"/>	Z - No Full Airbrake Equipped Ch	<input type="checkbox"/>				

Name	General Use S...	Created On
PDLP	Approved	3/25/2022 9:49 AM
PDLP - Course of Employment	Approved	5/22/2024 7:41 PM
PDLP - Driving privileges for a provisional license are L...	Not Looked At	10/15/2024 1:10 PM
PDLP - During the scope and course of their employ...	Not Looked At	10/31/2024 12:50 PM

- Collect the money order/payment from the customer, with the amount equal to their remaining balance (including all sanctions and reinstatement fees).
- If the customer paid by card, print out a receipt and have the customer sign. After the receipt is scanned, give the receipt to the customer.



If they are paying by money order/cashier check, print out TWO receipts and have the customer sign both. Scan the signed receipt and give one copy to the customer; staple the money order to the top of the other receipt, to be mailed to the Oklahoma City location.

10. Once the restrictions (if there were any) are removed and payment is received, the customer is reinstated.
11. If the customer's credential is not expired and is still valid, inform the customer that they **MUST APPLY** for a duplicate (replacement) credential to be authorized to drive. If the customer's credential is expired, or will expire within the next year, they will have to apply for a renewal.  
  
Otherwise, if they do need a new credential (license had to be surrendered or is expired more than 3 years), inform them about any required documents they will need to present to the driver license examiner to be issued their new credential, in addition to any tests they may have to pass before they are eligible (if expired more than 3 years).

## References

1. [Online Reinstatement Eligibility Check Form | Service Oklahoma](#)



## Appendix

### Appendix A: Order of Suspension Letter - Points

JAY DOYLE  
Chief Executive Officer



KEVIN STITT  
Governor



DATE: 01/11/2025  
DL #: [REDACTED]  
EXP: 09/30/2026  
DOB: [REDACTED]

#### ORDER OF SUSPENSION

1000410346

Your Oklahoma driving privilege is suspended effective 02/10/2025 for a period of 30 Days.

Reason: **230 Suspension - 10 Or More Points Assessed**

Authority: 47:6-206; OAC 595:10-7-6

#### REQUIREMENTS FOR REINSTATEMENT

To reinstate your driving privileges, you must meet the requirements listed below. It is unlawful for you to drive until these requirements have been met.

1. Expiration of the time period given; and
2. Payment of a \$25.00 statutory fee and a \$25 reinstatement fee.

If your driving privilege is affected by any other order, you must comply with the legal requirements for reinstatement of each order.

Questions about the steps to reinstate, or do you want to begin the process online? Please visit <https://service.ok.gov/reinstatements>.

Driver License Services  
Service Oklahoma  
405-522-0100



## Appendix B: Order of Revocation Letter – School Bus

JAY DOYLE  
Chief Executive Officer



KEVIN STITT  
Governor



DATE: 11/14/2023  
DL #: [REDACTED]  
EXP: 01/31/2025  
DOB: [REDACTED]

### ORDER OF REVOCATION

Your driving privilege is revoked effective **06/09/2023** for a period of **1 Year**. This action is required as a result of:

Reason: ST9 Fail To Stop For School Bus Loading Or Unloading  
Conviction Date: 05/10/2023  
Arrest Date: 01/09/2023  
Location: Moore, Cleveland, OK  
Authority: 47:11-705(A); 47:6-205(A)(11)

### REQUIREMENTS FOR REINSTATEMENT

To reinstate your driving privileges, you must meet the requirements listed below. It is unlawful for you to drive until these requirements have been met.

1. You must wait for the revocation period listed above to expire.
2. You must pay a statutory fee of \$275.00 and a reinstatement fee of \$25.00 to Service Oklahoma. Please note that Service Oklahoma does not accept personal checks.

If your driving privilege is affected by any other order, you must comply with the legal requirements for reinstatement of each order.

Questions about the steps to reinstate, or do you want to begin the process online? Please visit <https://service.ok.gov/reinstatements>.

Driver License Services  
Service Oklahoma  
405-522-0100